



**MDH/7**

**Medium density housing assessment  
of four CORT developments:  
McLennan, Hokonui, Princes Street,  
and Scott Point**

**A report prepared by Beacon Pathway  
January 2020**

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## About This Report

### **Title**

Medium Density Housing assessment of four CORT developments: McLennan, Hokonui, Princes Street, and Scott Point

### **Authors**

Verney Ryan, Glenda Lock, Bill Smith, Andrea Blackmore – Beacon Pathway

### **Abstract**

This report summarises the results of applying Beacon Pathway’s medium density assessment tools to four CORT community housing developments (McLennan, Hokonui, Princes Street, Scott Point)

### **Reference**

Ryan, V., Lock, G., Smith, B. & Blackmore A. (2020). Medium Density Housing assessment of four CORT developments: McLennan, Hokonui, Princes Street, and Scott Point. Report MDH/7 by Beacon Pathway.

### **Disclaimer**

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# 1 Introduction

This project responds to a request from CORT Community Housing to utilise the Beacon Pathway's medium density assessment tools on four CORT Community Housing developments in Scott Point, Otahuhu (Princes Street and Hokonui) and McLennan.

Beacon developed tools to assess good practice in medium density housing development as part of an 18 month Building Research Levy- and MBIE-funded project looking at how good quality medium density housing might be defined in New Zealand and the elements that make it up. They have since used these on a number of developments including two CORT developments (Lynton and Mt Wellington) in early 2019.

The research defined the core outcomes which New Zealand would want to see in its future medium density developments. These core outcome principles are:

- 1) **Character, context and identity** - To develop a site and buildings that integrate with or relate to existing building form and style in the surrounding neighbourhood
- 2) **Choice** - The development provides for and enables occupancy by a diverse range of residents that can benefit from and support a thriving local economy with the understanding that high levels of diversity and optimum residential density make the development viable in terms of marketability and cost per unit
- 3) **Connectivity** - Connecting infrastructure enables safe, universal access using active, mobility, shared and private modes of transport within and through the site to identified key destinations
- 4) **Liveability** - Providing quality facilities and facilitating positive interactions between residents and the wider community
- 5) **Sustainability** - Efficient and cost-effective resource use through design, behaviour and technological advancement

The outcome principles were developed into an assessment framework, which provides a structure for the tools to assess developments against the desired outcomes. Each core outcome principle is divided into areas, each of which has its own outcome-focused principle – it is at this level that the tools assess each development.

The framework forms the basis for the development of assessment tools. Each outcome has an associated set of assessment questions which are answered through a combination of approaches.

- A site review
- A developer's interview
- A residents'/occupants' survey.

Taken together, these tools give an integrated picture to developers, enabling them to consider what works and doesn't work in their design, and where improvements might be made either to the existing development or in future developments. It enables comparison of what the

developer believes they have achieved, with an independent site review and with residents' views of what has been successful.

This iteration of the medium density tools has added a tenancy managers' interview and survey at the request of CORT.

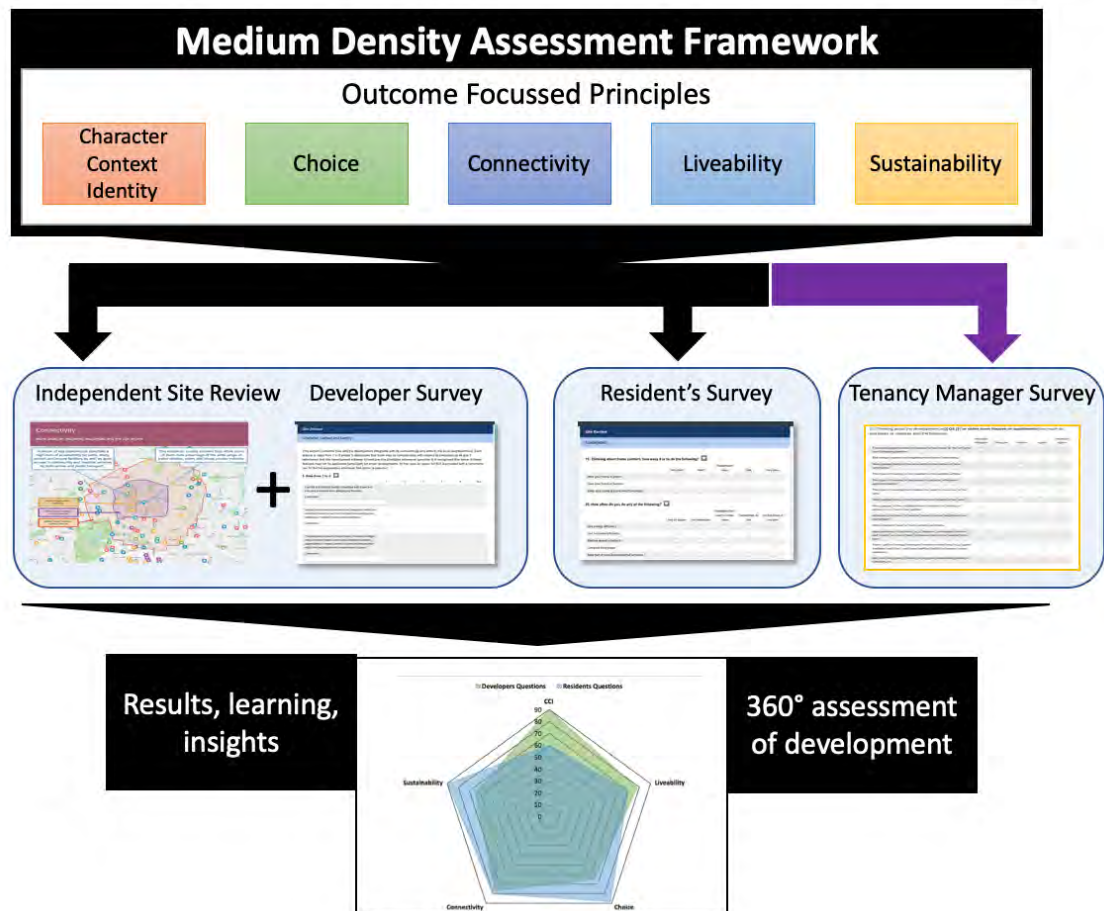


Figure 1: The Medium Density Assessment Framework, Tools, and Process

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## 2 Process for assessment

CORT Community Housing sought to apply the assessment tools to four developments:

- Scott Point - 13 x 2 bedroom units (8 on Scott Road and 5 on Riroriro Road)
- Princes Street, Otahuhu – 8 x 1 bedroom units
- Hokonui Road / Hauti Road, Otahuhu – 12 x 1 bedroom units (11 occupied)
- McLennan (Dignity Street / Te Akitai Green and Turehu Road) – 8 x 1 bedroom units, 6 x 2 bedroom units

The first step was to review the tools based on the learnings from the application on the two CORT developments in early 2019. Glenda Lock and Verney Ryan met with CORT on 21 October 2019. The meeting identified the need to add a component of gathering feedback from the tenancy managers for each of the developments.

### ***2.1.1 Tenancy managers and tenant surveys***

To conduct the face-to-face surveys, CORT arranged for tenants to meet with Glenda Lock and undertake the survey at a time to suit the tenant e.g. after work for tenants who were working.

On 6 November 2019, Glenda Lock accompanied CORT's Scott Point tenancy manager and was introduced to tenants who were home (door knocked). At this introduction, appointments were set, with the remaining appointments set either by phone or door knocking during the surveying process. Surveys of tenants at Scott Point were conducted on 7 and 8 November, inside the tenants' homes, during the daytime and evening. Just over half the tenants filled in the survey themselves and one tenant had the survey interpreted to another language. The tenancy manager interview was conducted on 6 November, following the introduction to the tenants. An online survey was also completed by the tenancy manager.

On Monday 11 November, Glenda Lock accompanied the CORT tenancy managers responsible for Princes Street, Hokonui and McLennan to meet the tenants at each of the three developments and to set survey times. Tenant surveys were conducted during the daytime and evening with tenants on Wednesday to Friday 13-15 November. A far higher proportion of tenants preferred having the questionnaire read to them at the Princes Street and Hokonui developments, and one tenant completed the survey over a number of visits. The tenancy managers' interviews were conducted on 11 November, with one being completed by phone.

Tenants were provided with a \$30 voucher for undertaking the survey; this was given to the tenant prior to commencement of the survey. All tenants were told that they did not need to respond to any questions they felt uncomfortable with, and this would not impact on their voucher. Despite this, survey completion was high; unanswered questions were largely due to their complexity.

Where there were issues requiring addressing immediately and where the tenants wanted these raised or where tenants wanted comments passed on, Glenda Lock let CORT know as soon as possible.

### **2.1.2 Response rates**

- Scott Point 10 responses from 13 occupied units
- Princes Street, Otahuhu – 6 responses from 8 occupied units
- Hokonui Road / Hauiti Road, Otahuhu – 9 responses from 11 occupied units
- McLennan (Dignity Street / Te Akitai Green and Turehu Road) – 8 responses from 14 occupied units

### **2.1.3 Site surveys and developer interviews**

On two separate days in November Verney Ryan and Bill Smith undertook independent site reviews at all four sites gathering data and making assessments of key criteria. On November 27<sup>th</sup> and 4<sup>th</sup> December 2019 Verney Ryan met separately with Peter Jeffries and with Julia Te Hira of CORT to undertake developer interviews specific to each site. Peter was interviewed about Scott Point and Princes Street whilst Julia was interviewed about Hokonui Road and McLennan.

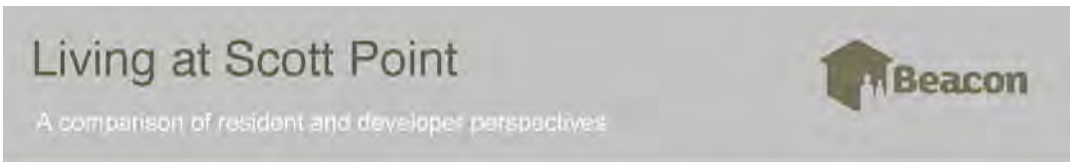
### **2.1.4 Analysis and reporting**

The data from the tenants' survey, interview and site review were combined and analysed, and presented as infographics. Additional qualitative data from the interviews with tenants was broadly analysed to give as rich feedback as possible to CORT Community Housing. The tenancy managers' responses have been compared to tenant responses to highlight areas where perceptions differ. Their comments have been included and compared to tenant comments where relevant.

### 3 Results – Scott Point

Ten tenants completed the Residents’ Survey in face-to-face interviews.

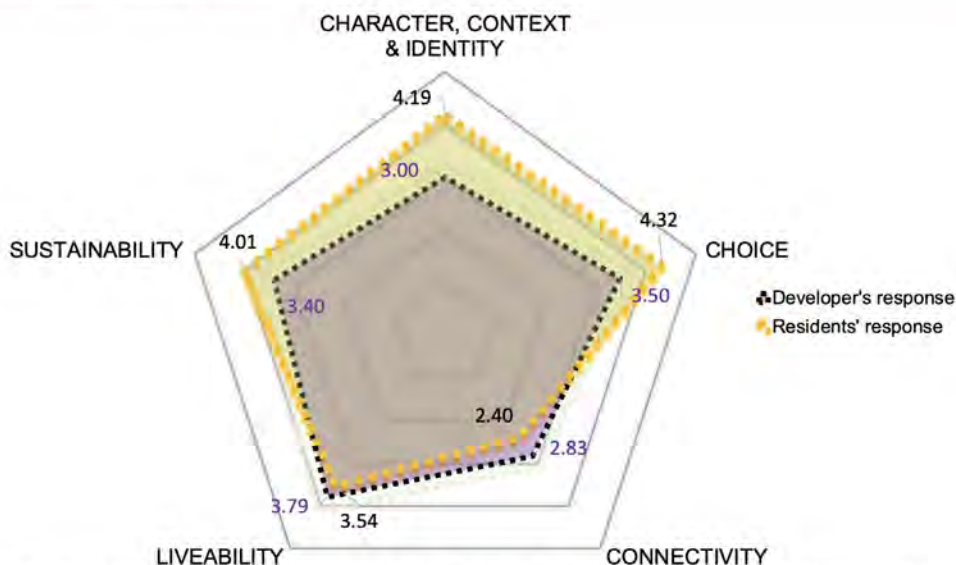
#### 3.1 Application of assessment tools



Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents' average score for each topic has been adapted from their survey responses, while the developer's scores were collected during an interview and informed by the independent site review process. Scores are from 1-5 and are presented for the following five sections:

- 1 Character, context and identity
- 2 Choice
- 3 Connectivity
- 4 Liveability
- 5 Sustainability

A broad comparison of residents and developer scores for each category can be seen below:

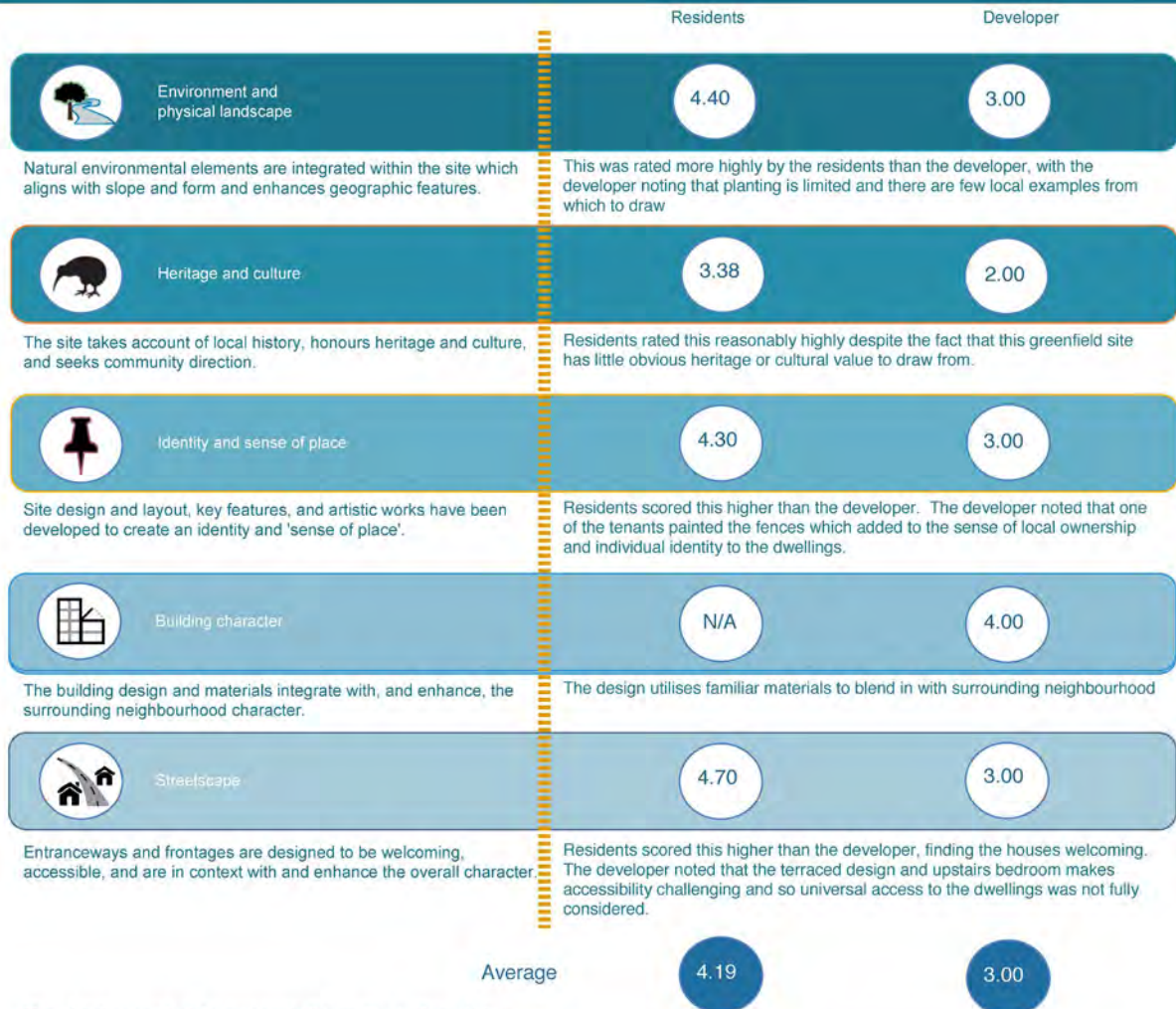


Each of the following sections outline the results in more detail with any additional information that was collected from residents, the developer, or during an independent site review.



## Character, context and identity

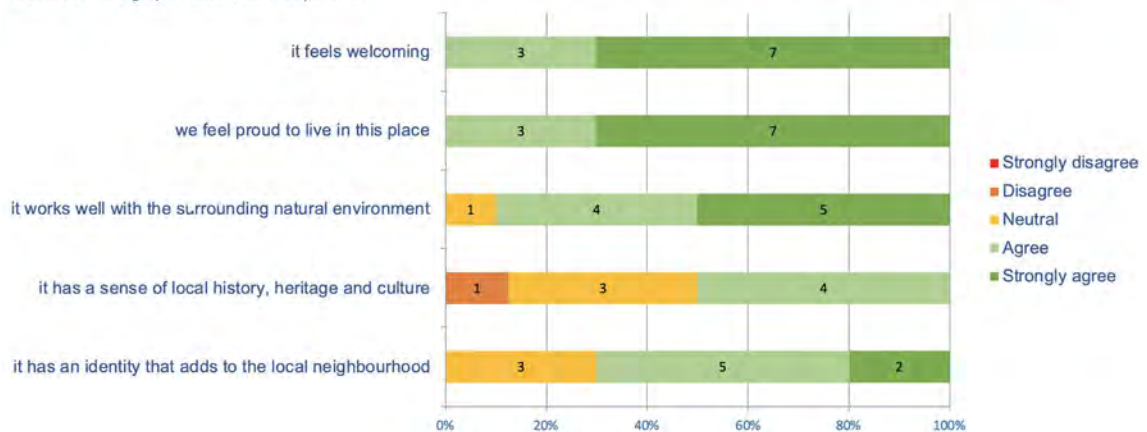
To develop a site and buildings that integrate with, or relate to, the existing natural and physical environment as well as building form and style in the surrounding neighbourhood



More detail on residents' responses to this section is shown below.







Survey responses were received from 10 out of the 13 available dwellings, representing a 77% response rate of occupants from this development.

Numbers in the graphs show actual responses:



## Choice

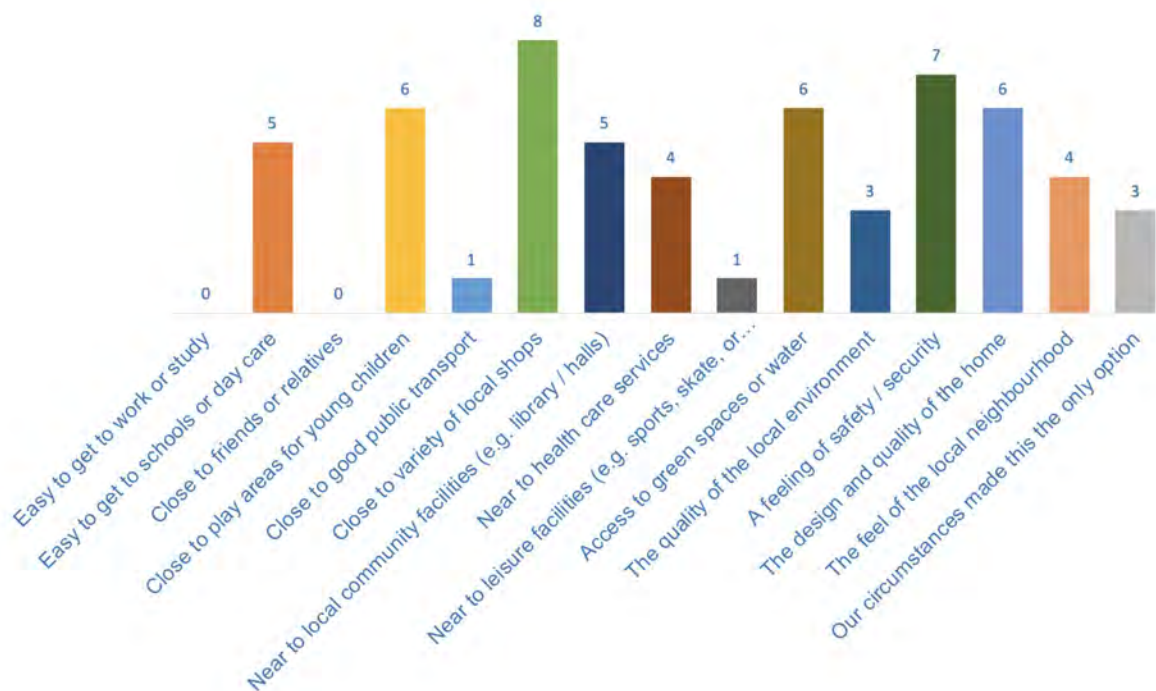
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 <p>Opportunity</p> <p>Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.</p>	3.91	1.00
 <p>Residential dwelling typology</p> <p>The provision of dwelling typologies offers an appropriate choice with regards to existing neighbourhood demographics as well as the demographics of targeted residents.</p>	4.56	4.00
 <p>Affordability</p> <p>A range of dwelling options and supporting financial instruments provide residents of varying means with the ability to live in quality accommodation (e.g. starter home / buy to let / financial assistance).</p>	4.50	5.00
 <p>Tenure</p> <p>Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.</p>	N/A	N/A
 <p>Building adaptability</p> <p>Building designs exhibit a range of adaptability and floor plan flexibility responding to changing requirements, and the potential for mixing use over time (e.g. the ability to adapt a residential building to incorporate commercial activity).</p>	N/A	4.00
 <p>Population density</p> <p>The number of dwellings per hectare and population density are in line with existing and planned infrastructure and services (e.g. transport, stormwater, local amenities).</p>	N/A	N/A
Average	4.32	3.50

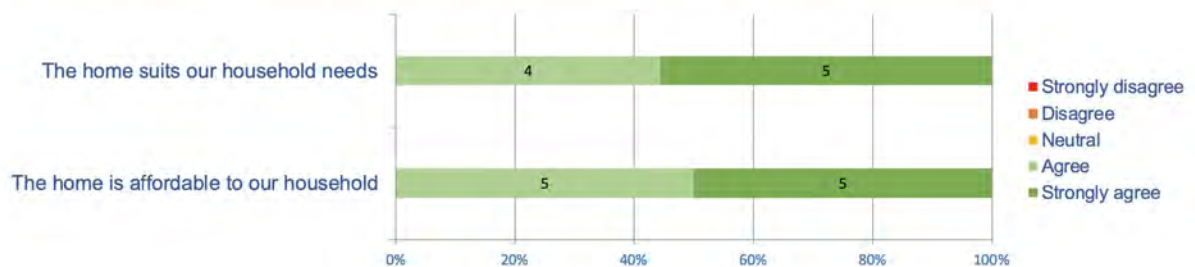
## Choice

A more detailed look at residents' responses...

The first question in the section on 'Choice' asked residents to select the reasons that their household chose to live in the area. The graph below shows the numbers of respondents that selected each option.

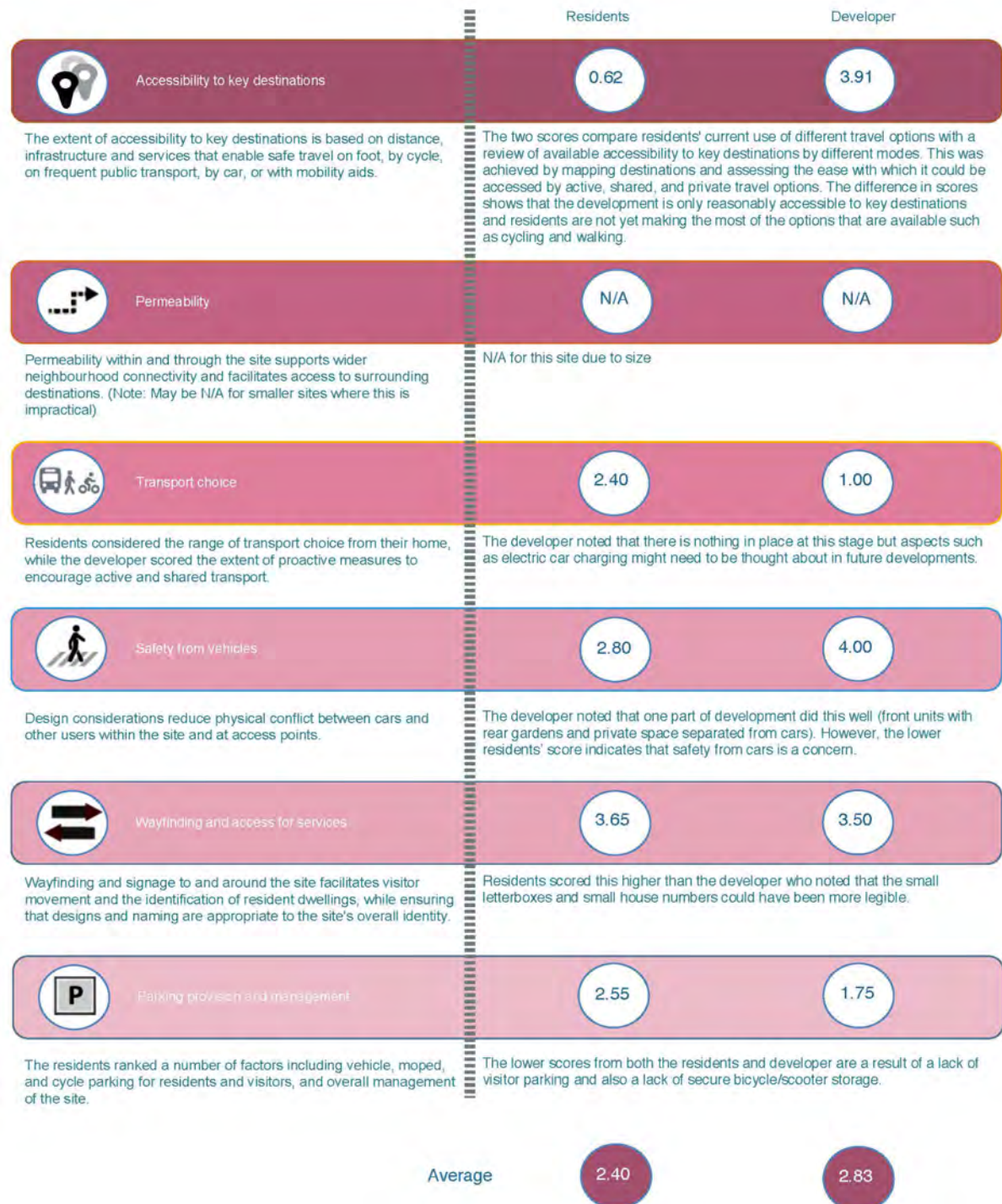


Additional questions on suitability and affordability were weighted to help to determine residents' average scores:



## Connectivity

Connecting infrastructure enables safe, universal access using active, assisted mobility, shared, and private modes of transport within and through the site to identified key destinations

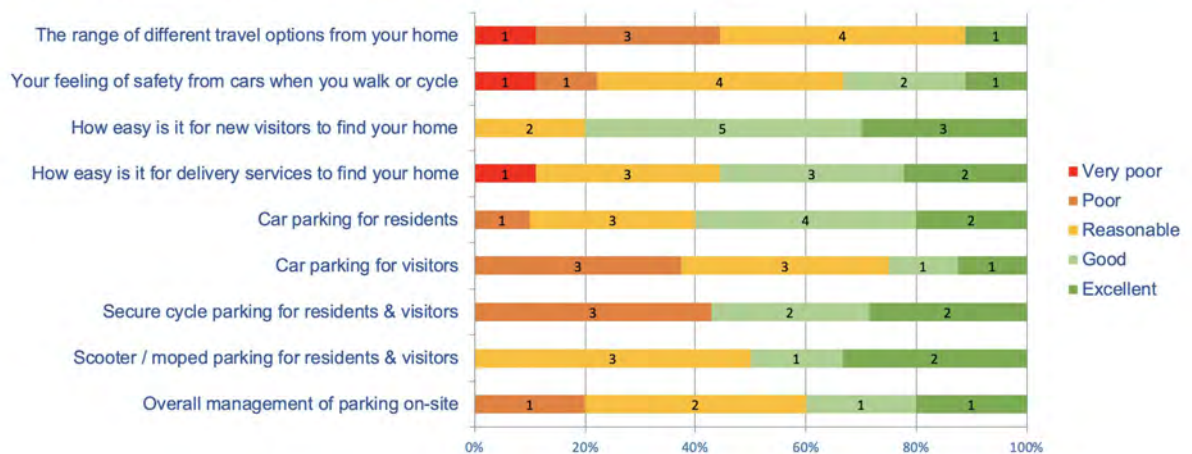


## Connectivity

More detail on residents' responses and the site review










Additional questions on travel options and parking were weighted to help to determine residents' average scores:



## Liveability

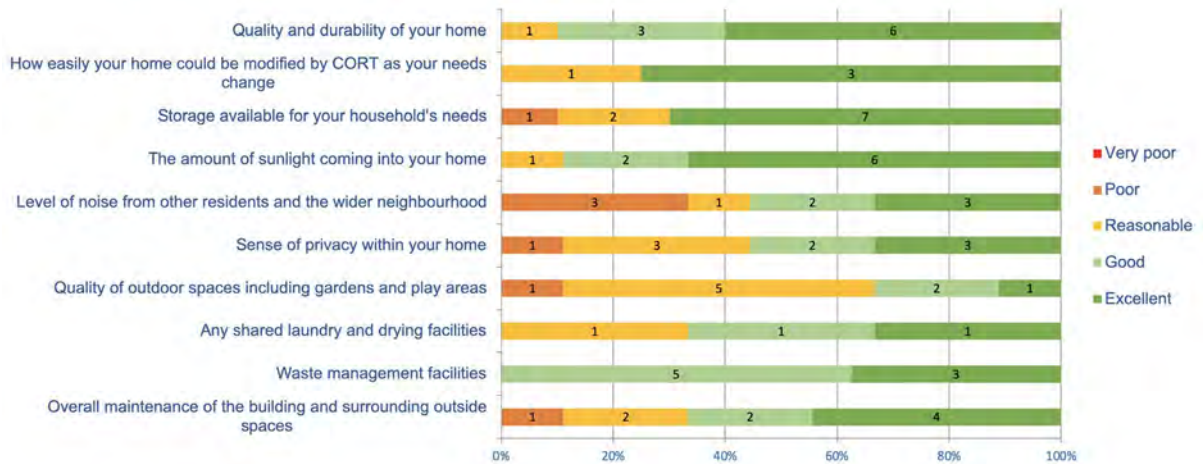
Providing quality facilities and facilitating positive interactions between residents and the wider community

	Residents	Developer
 <p><b>Building quality</b></p> <p>The building design and use of materials provide quality homes that are durable and easy to maintain.</p>	4.50	4.00
 <p><b>Personalised dwellings and storage</b></p> <p>Dwellings and private spaces can be personalised or modified to account for changing needs over time and have appropriate storage for lifestyle requirements.</p>	3.05	4.00
 <p><b>Technological integration</b></p> <p>Utilities are easily accessible enabling the integration of new technologies into buildings.</p>	N/A	5.00
 <p><b>Noise control and privacy</b></p> <p>Design and ongoing management reduce noise to acceptable levels between dwellings as well as between dwellings and public spaces, while overall dwelling design provides adequate, quiet, private space allowing residents a sense of retreat.</p>	3.67	4.5
 <p><b>Interactive and outdoor space</b></p> <p>Provision and maintenance of high quality internal and outdoor spaces where people are likely to interact (e.g. laundry, shared rooms or other communal spaces).</p>	2.89	2.00
 <p><b>Security and emergency preparedness</b></p> <p>Provision of security features, lighting, active and passive surveillance provides a safe environment for all residents within their homes and throughout the site.</p>	3.54	2.50
 <p><b>Engagement and satisfaction</b></p> <p>Residents are encouraged to engage with issues affecting site operation and maintain active interactions with each other and the surrounding community. Resident satisfaction is regularly monitored.</p>	3.59	4.50
<b>Average</b>	3.54	3.79

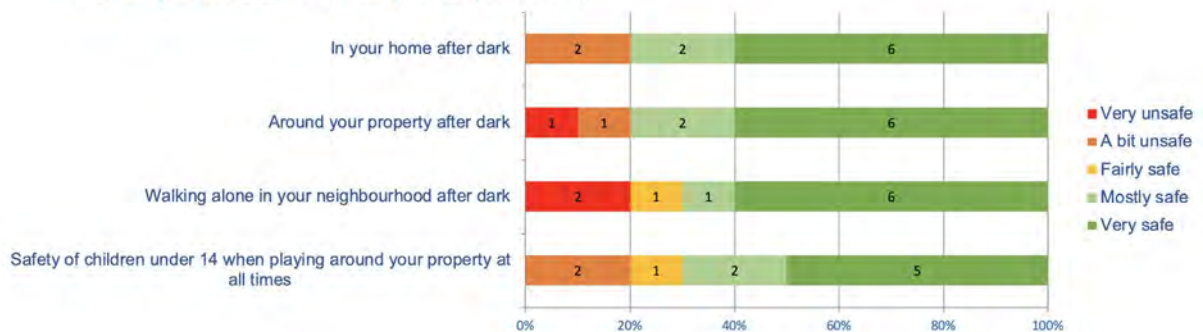
## Liveability

A closer look at residents' responses

Residents were asked to rate aspects of their home and surroundings:



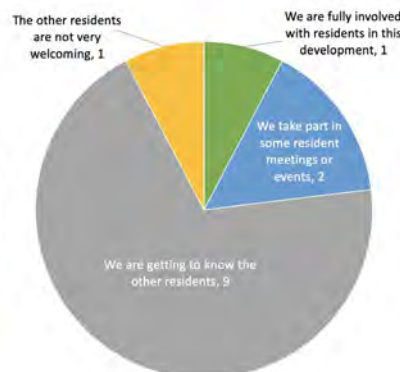
They also gave feedback on their feelings of safety and security:



They were asked what best described their household's involvement with residents' activities and issues



...what best described their relationship with other residents










...and their relationship with the wider community



## Sustainability

Efficient and cost-effective resource use through design, behaviour and technological advancement

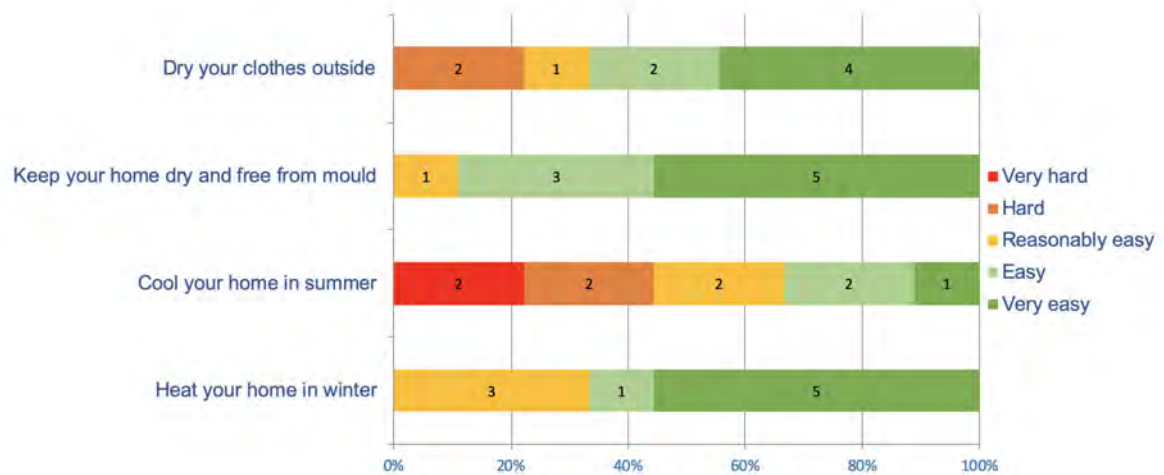
	Residents	Developer
 <p><b>Climate adaptability and stormwater management</b></p> <p>Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.</p>	N/A	5.00
 <p><b>Building materials</b></p> <p>Building materials demonstrate durability and third party eco-labelling or responsible sourcing, while ensuring that any waste is recycled and any soil contamination on site is remediated.</p>	N/A	3.00
 <p><b>Solar gain</b></p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	4.56	4.00
 <p><b>Warmth and dryness</b></p> <p>Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.</p>	3.83	3.67
 <p><b>Energy and water efficiency</b></p> <p>Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.</p>	4.69	3.67
 <p><b>Recycling and composting</b></p> <p>Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.</p>	3.90	3.00
 <p><b>Native ecology, gardening and food production</b></p> <p>Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.</p>	3.06	1.50
Average	4.00	3.40



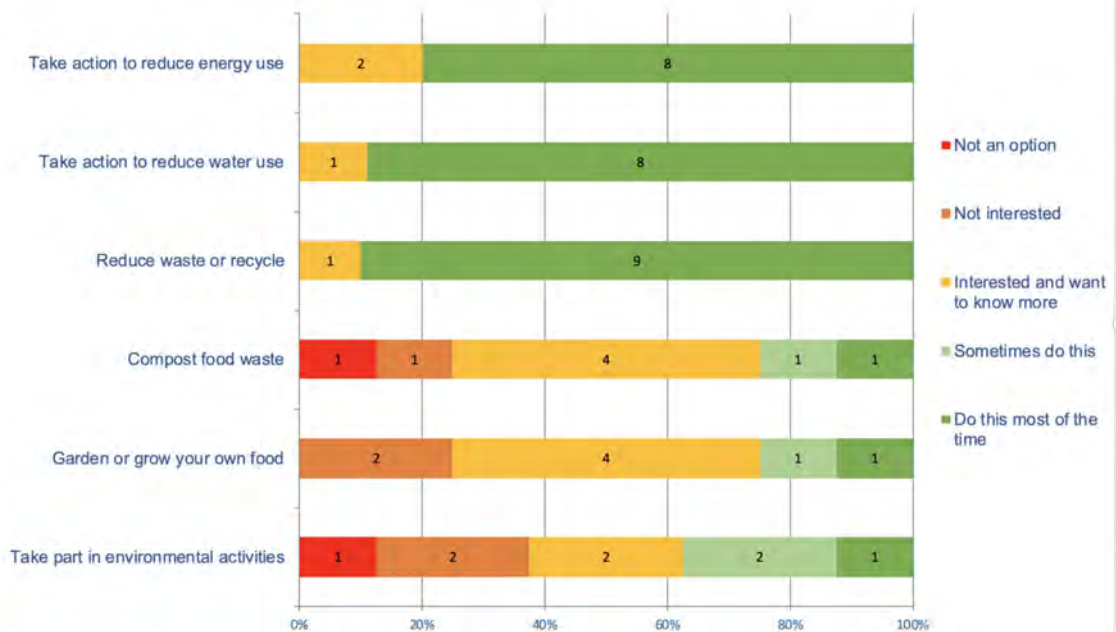
## Sustainability

More information on residents' environmental behaviours

Residents stated the ease with which they could control temperature and moisture in their homes:



...and how often they engaged in some sustainable actions:



### 3.2 Feedback from tenancy manager

This section covers feedback from the tenancy manager for Scott Point. The tenancy manager’s survey responses are circled on the graphs generated by the tenant survey, to enable a visual comparison between tenancy manager and tenant responses.

The tenancy manager ‘strongly agreed’ that the homes were affordable and suited the tenants needs.



Generally, the tenancy manager’s rating for different aspects of the homes matched the majority or the mean of the tenants’ ratings. The exceptions were that the tenancy manager rated how easily a home could be modified and storage lower than most tenants. This could reflect that tenants are less aware of the difficulties of modification than the tenancy manager. Certainly, tenants’ comments didn’t reveal many concerns over storage.



In the interview the tenancy manager made some observations on how the home designs could be improved.

*“Change side gates so can open all of them e.g. to get bins through”*

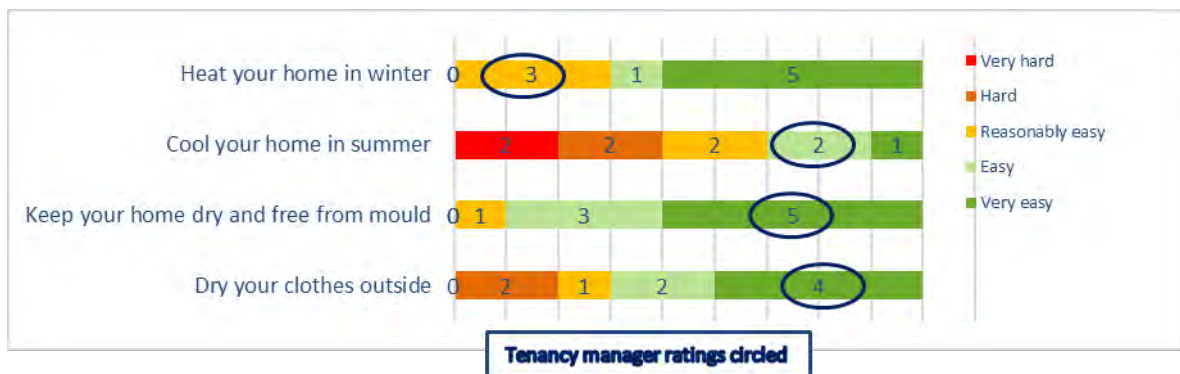
*“Would like a fully fenced front so tenants can open their front door and the kids (and one dog) can go out front”*

*“Kitchen and bathroom work well but it could be useful to have a bathroom or at least a toilet downstairs if there was space”*

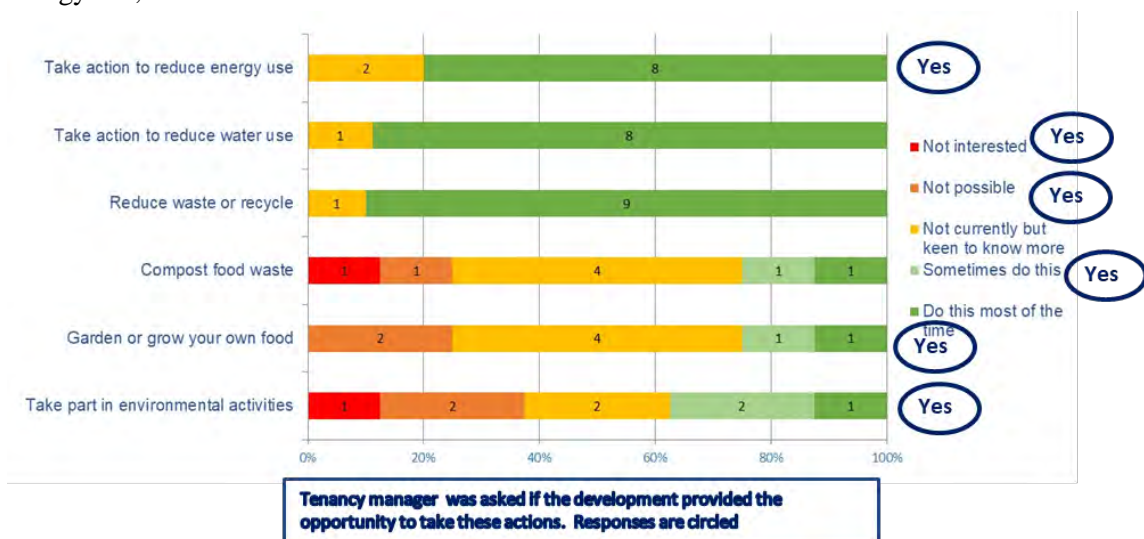
*“Upstairs bathroom is not accessible. They can’t move people into these units if they are likely to need accessibility in near future; or put tenants on a waiting list to move if need an accessible unit.”*

In terms of heating the Scott Point homes, tenants were more positive about the ease of heating than the tenancy manager. It was the exact opposite with the ease of summer cooling, where the tenancy manager rated cooling as easy, compared to four of the ten tenants finding it ‘hard’ or ‘very hard’. Tenants’ comments suggest that cooling is an issue. The tenancy manager commented *“I have not heard of any overheating; however, I was told one unit gets very cold which we installed a heat pump due to there being no house next door.”*

The tenancy manager and tenants largely agreed that it was easy to keep the homes free from mould, but half the tenants rated the ease of clothes drying outside lower than the tenancy manager.



Scott Point provides opportunities to reduce energy use, water use, and waste, as well as to compost, garden and take part in environmental activities. Uptake of composting, gardening and environmental activities is low, but the majority of tenants are taking action to reduce energy use, water use and waste.



When asked about the safety of the property and neighbourhood after dark, the tenancy manager felt they were very safe (the same rating as the majority of tenants) but that it was ‘a bit unsafe’ for children (most tenants were more positive). The tenancy manager commented that “*Scott Road is Main Road facing which is busy so not good for small children. Scott Road speed limit is still 70kph and we have small children on that road.*” Several tenants also raised concerns about road safety for local children.



The tenancy manager said the development does not have a plan for how to respond to emergencies (such as an earthquake or long power cut). Only three tenants have made any preparations for an emergency.

When asked what they liked the most about the homes at Scott Point, the tenancy manager said “*I love the location. They are beautiful :)*” However, when asked what they liked least, the tenancy manager said “*There is still no sidewalk built for tenants to walk to the super market. They are having to walk on the road.*” This reflects that the tenants are currently living in an unfinished development; when it is finished, it will be a beautiful location.

In the interviews, the tenancy manager expanded more on the difficulties of access to amenities in Scott Point. They said that the location wasn’t working well at present with not even a footpath to school or shops. The nearest dairy is 1.5km away with no footpath. The nearest supermarket is 1.8km with no footpath. The tenancy manager was unsure if the bus service was running yet. Land availability drove the choice of location. Although the situation will improve as the area is built out, they had to ensure everyone who moved in had a car. The importance of a car to access amenities in Hobsonville were also highlighted in conversations with tenants which were around cars recently being repaired so the tenant now had a car.

The tenancy manager ratings for aspects of the development agreed with the majority of tenants that Scott Point works with the natural environment and they are proud of it. The tenancy manager thought the development was less welcoming than most tenants and was more positive about its identity fitting with the neighbourhood than most tenants.



In terms of the tenant activities provided at Scott Point, the tenancy manager reported that *“There are no activities in the development itself; however, we do have coffee groups for tenants. I will be organising play groups for the development when I am less busy.”*

In terms of fit with the wider neighbourhood, the tenancy manager said *“I think the development looks great and matches the rest of the homes; therefore, it does not stand out as community housing”*

The tenancy manager reported that tenants owned 11 cars, two bicycles, and needed no mobility support needs. When asked about travel options and carparking, the tenancy manager rated travel options as ‘poor’, along with half of the tenants who also rated it ‘poor’ or ‘very poor’. The tenants were more positive about feeling safe from cars, although ratings had a wide spread. For all parking questions, the tenancy manager’s responses were all more positive than most tenants, with the discrepancy particularly noticeable for carparking for visitors and overall parking management. There were a large number of comments on parking in the tenant surveys and interviews which suggest this is considered a problem.



### 3.3 Feedback from tenants

This section captures feedback from open ended questions and from discussions with the tenants.

#### 3.3.1 Home comfort

Tenants were asked about the ease of heating their home. All respondents rated this reasonably to very easy. Two tenants commented that the heater provided worked well, particularly for the living room, although one tenant believed it was easier to heat upstairs than downstairs.

*“Heater heats quickly - has a thermostat.”*

One respondent noted that *“heating is very expensive.”*

In the general comments, several respondents mentioned solar access problems:

*“The sun comes to sides but not centre of house”*

*“Upstairs is sunny, downstairs is a bit dark, but would be hard to solve this.”*

However, summer cooling appeared to be more difficult for some, with four out of the nine respondents for this question rating it ‘hard’ or ‘very hard’. Four tenants commented about overheating in summer;

*“Very hot in summer”*

*“Upstairs barely gets ventilation”*

*“Bake in summer. Upstairs is unbearable with only 3 windows”*

In terms of responses to the summer cooling, respondents suggested:

*“Cooling is tricky – have looked into a heat pump”*

*“Gets hot but can create a wind tunnel to get a good breeze.”*

*“Would be good if heater was AC as well.”*

Several respondents mentioned the need for more shading outside:

*“Would be good to have an awning over back patio”*

*“Would love to have a shade over the paved area outside lounge”*

Tenants were also asked about the ease of drying clothes. Seven out of nine respondents found this ‘reasonably’ to ‘very easy’, with two finding it ‘hard’. These two tenants commented:

*“Dry clothes inside”*

*“A bit hard to dry clothes - line is too small and not where the sun shines”*

One tenant noted that the washing line doesn't get sun so they have hung their own and suggested a washing line would be better on the house, rather than on the storage unit.

All tenants found it easy to keep their homes free of mould; however, one tenant commented:

*“Sun doesn't come on to concrete patio so goes green.”*

### **3.3.2 What tenants liked about living at Scott Point**

#### **3.3.2.1 About their homes**

When asked what they like most about living in their homes, four respondents said *“Everything!”* Respondents mentioned the spaciousness and design of their homes, and that they appreciated having a new home for cheap rent. One respondent enjoyed their neighbours, while another liked that *“everybody keeps to themselves”*.

*“New houses new life.”*

*“Homely feel”*

*“Like small garden. Set-up nice, lots of storage, sunny”*

*“Very lovely area and beautiful view. Very handy”*

*“New house and have more sunshine inside house. Good house and safe place”*

*“Space under stairs is good storage and combined with hot water cylinder.”*

#### **3.3.2.2 About the neighbourhood**

Respondents were pleased with the location of Scott Point, close to the city and between Westgate and Albany. They also commented positively about the amenities available at Hobsonville:

*“Like swimming at school”*

*“Like going for local walks - quiet, go to wharf”*

*“Hobsonville has great opportunities”*

*“Once building is completed and houses are full, it will be perfect.”*

#### **3.3.2.3 CORT as landlords**

In the general comments, several mentioned their appreciation of CORT:

*“Very thankful and happy for the honest management - CORT are really good - meet our needs mostly. Honest with finances e.g. coming to us with refunds etc. Willing to answer any questions we have. CORT always try and get solutions e.g. resolve complaints. I'm just happy with them, the best landlord ever.”*

*“So grateful to have this house.”*

*“Always contactable - so different to HNZ. Really doing a great job. TM always contactable, let tenants know about anything, sort issues quickly, ring/txt before coming so is good. CORT are doing a great job.”*

### **3.3.3 What tenants didn't like about living at Scott Point**

#### **3.3.3.1 About their homes**

There was little crossover in tenants' responses to what they liked least about their homes:

*“Gate on side doesn't open so can't take rubbish bin down the side.”*

*“Would love a front gate; it would be good for couriers, and stop kids coming in.*

*Would feel safer.”*

*“Not having a separate toilet”*

*“Small outdoor /garden space”*

*“Having to reorganise things”*

Several respondents mentioned neighbours:

*“Like neighbours”*

*“One neighbour is a bit hard to deal with.”*

Several respondents in the general comments mentioned noise, particularly at weekends:

*“Only issue is that can hear all the neighbours (not much privacy in terms of sound).”*

*“Not soundproof between neighbours (can feel the sound early morning and evenings sometimes)”*

*“Diggers a bit noisy”*

*“Don't hear anything when inside with doors closed. Outside sometimes noisy at weekends.”*

More outdoor space for kids was another concern:

*“Would be good to have more space for kids”*

*“Kids playing on roads is not safe”*

*“Outdoor space not big enough for kids.”*

### **3.3.3.2 About the neighbourhood**

In terms of location, one respondent didn't like that the development was *“far from family”*.

Respondents expressed some concerns with the wider neighbourhood

*“Not much parks and fields for kids”*

*“Parked cars on side streets restrict the streets e.g. Greenfinch. Some cars parked on footpaths”*

*“No footpaths on Scott Road”*

*“Messy street - rubbish in gutters, have to pick up rubbish, beer bottles etc but it is not CORT's fault.”*

*“Need more parks.”*

*“We don't really have a public swimming pool. That would be awesome.”*

### **3.3.3.3 Design issues**

There were a number of issues raised with the design or construction of the development. These were:

*“Workmanship - a few leaks in bathroom - don't know where water came from.”*

*“Kitchen and bathroom drains smell - not yet fixed long term.”*

*“Dislikes toilet upstairs and small bathroom”*

*“Feel exposed a bit with close neighbours - no tree life or gaps”*

*“Wrong plants in front - mosquitoes love front grass”*

*“Front door a bit rattly and draughty”*

*“Ranghood ‘flaps’ sometimes, bathroom fan runs for hours after shower”*

*“Hot water cylinder - heated water runs out quickly.”*



When asked how the design could be improved, respondents suggested:

- “Would like space for a clothes dryer”*
- “No vent provided for dryer and CORT says don't need one”*
- “Would like a separate toilet”*
- “Would like a waste disposal unit - The food waste gets very smelly for a week on rubbish day”*
- “Laundry could have come downstairs”*
- “Would like a dishwasher in kitchen.”*

Several mentioned the need for more storage, especially:

- “Would be good to have some outdoor storage for children's things”*
- “Ideally there should be a garage or made existing [shed] wider”*
- “Limited bathroom storage”*
- “Shelving storage bleach out of reach [of children].”*

### **3.3.4 Involvement in residents' activities and community feel**

In terms of interactions with other residents, most respondents classified themselves as ‘Getting to know the other residents’; only two said they were partly or fully involved in resident activities.

- “Know both neighbours. Good relationship, say hi and bye. Feel safe.”*
- “Keep to self. Wave to each other if passing”*
- “Some people keep to themselves.”*

Over half of the residents read the newsletter, four (of the nine) attended CORT events, and four described themselves as interested but not active. Respondents commented:

- “Wouldn't mind hosting a CORT activity”*
- “Community events get us all together”*
- “Get Hobsonville Point newsletter. Took part in street BBQ”*
- “CORT has lots of BBQs, family gathering, send out menu”*
- “Like to help out with gardening.”*

#### **3.3.4.1 Safety**

Generally, the majority of tenants felt safe in their homes, after dark, and in their neighbourhood. Two tenants felt consistently a bit or very unsafe, and two more were only fairly or mostly safe. The rural outlook made one tenant feel unsafe. Comments were:

- “This place is very good and safe for living here”*
- “Feel unsafe at night walking once go past our street”*
- “Would love a front gate; it would be good for couriers, and stop kids coming in. Would feel safer”*
- “Would like a security door.”*

Several respondents raised concern about safety for children playing on roads

*“Not good space for kids, especially playing on roads.”*

The majority of respondents felt safe from cars as they walked around the neighbourhood, although a lack of footpath on Scott Road was identified as an issue. One respondent mentioned rubbish on footpaths as a safety concern.

### **3.3.5 Transport and parking**

When asked about transport options, respondents were split on whether these were reasonable or poor. Most tenants had access to their own vehicles but noted that

*“No buses close to here - have to drive to Massey to pick up mother.”*

With the high number of cars, parking was more of an issue. Although overall the respondents rated carparking for themselves positively (all between reasonable and excellent), car parking for visitors was more difficult, with three respondents rating this poor. In the comments the tenants identified more clearly the issues:

*“Neighbour lets people park at back and they go across tenant’s driveway. Makes it difficult or impossible to park”*

*“Last 3 units take up parking on the road”*

*“We need more parking spaces for guests and to make the little driveway just one way system so don’t crash to the other driver”*

*“Parties from neighbour can sometimes cause problems finding parking space”*

*“Parking difficult in late evenings and weekends”*

*“Parking in weekend is sometimes busy - people are walking in the trees [tenant was referring to nearby park with bush]”*

*“Not much parking around, always taken. Happens all the time.”*

One tenant noted that with adjacent housing currently being built, trade vehicles sometimes blocked driveway access so that tenants could only come in and out at one end. Several respondents mentioned that delivery drivers cannot always find the development because GPS tells people the wrong place.

### **3.3.6 Sustainability and emergency preparation**

Tenants were very engaged in activities to save energy and water, and to reduce waste, but less engaged with gardening or wider sustainability activities. Respondents said they typically recycled water using the tank, used solar outside and *turned off appliances when not using them*.

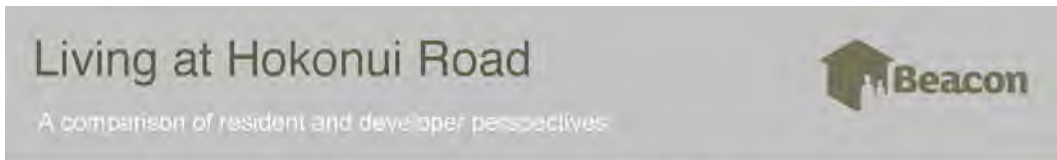
They also noted that there is no space for compost. One respondent noted that their *“Inlet pipe is not connected to water tank.”*

Three respondents had made preparations for emergencies, including candles, suitcase ready to go, canned food, and first aid kit.

## 4 Results – Hokonui

Nine tenants completed the Residents’ Survey in face-to-face interviews.

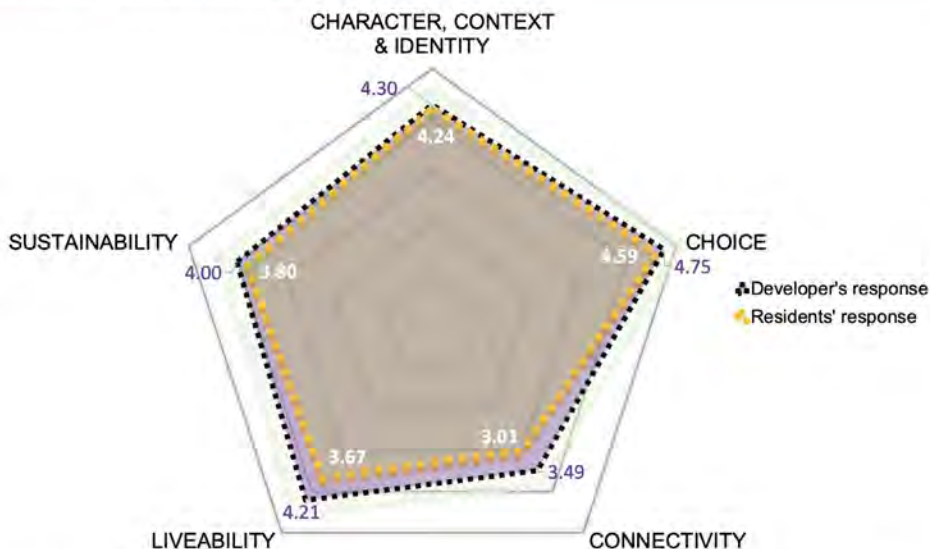
### 4.1 Application of assessment tools



Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents' average score for each topic has been adapted from their survey responses, while the developer's scores were collected during an interview and informed by the independent site review process. Scores are from 1-5 and are presented for the following five sections:

- 1 Character, context and identity
- 2 Choice
- 3 Connectivity
- 4 Liveability
- 5 Sustainability

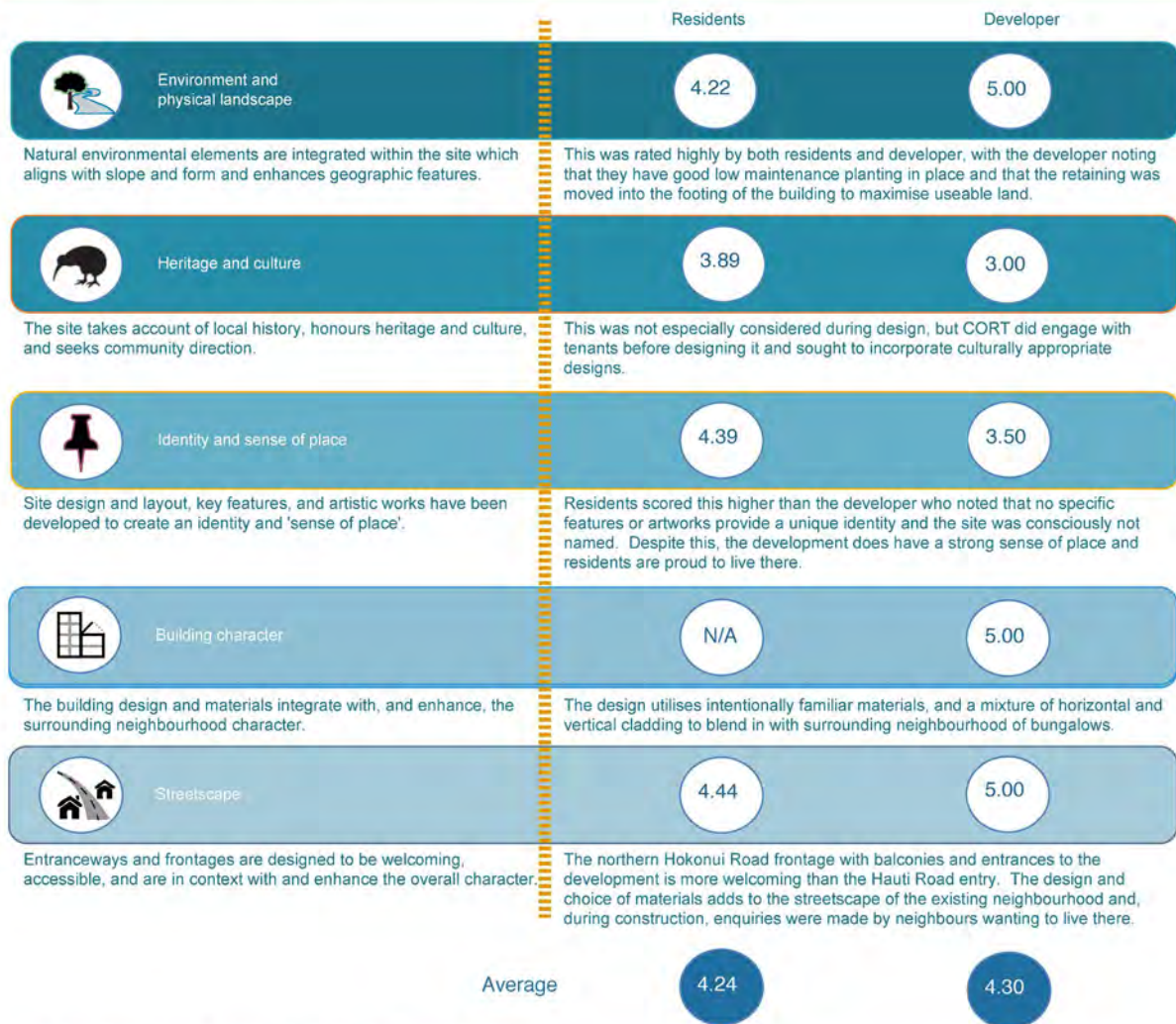
A broad comparison of residents and developer scores for each category can be seen below:



Each of the following sections outline the results in more detail with any additional information that was collected from residents, the developer, or during an independent site review.

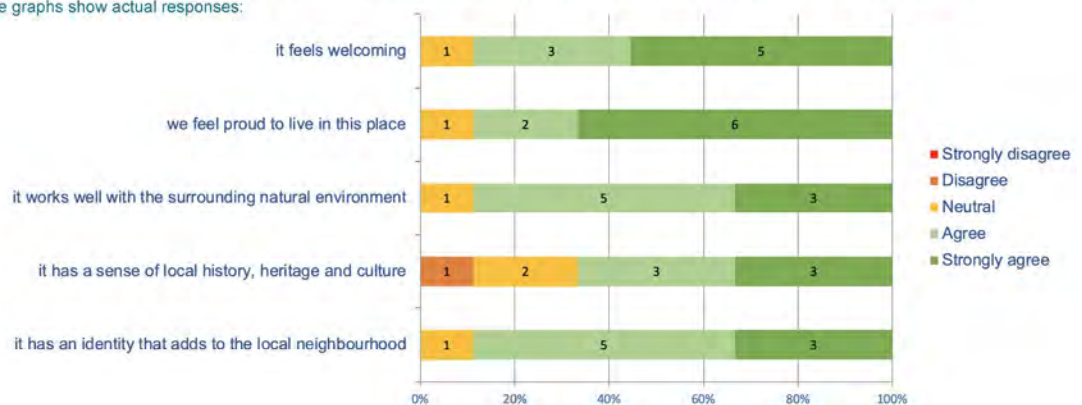
## Character, context and identity

To develop a site and buildings that integrate with, or relate to, the existing natural and physical environment as well as building form and style in the surrounding neighbourhood









More detail on residents' responses to this section is shown below.

Survey responses were received from 9 out of the 12 available dwellings, representing a 77% response rate of occupants from this development. Numbers in the graphs show actual responses:



## Choice

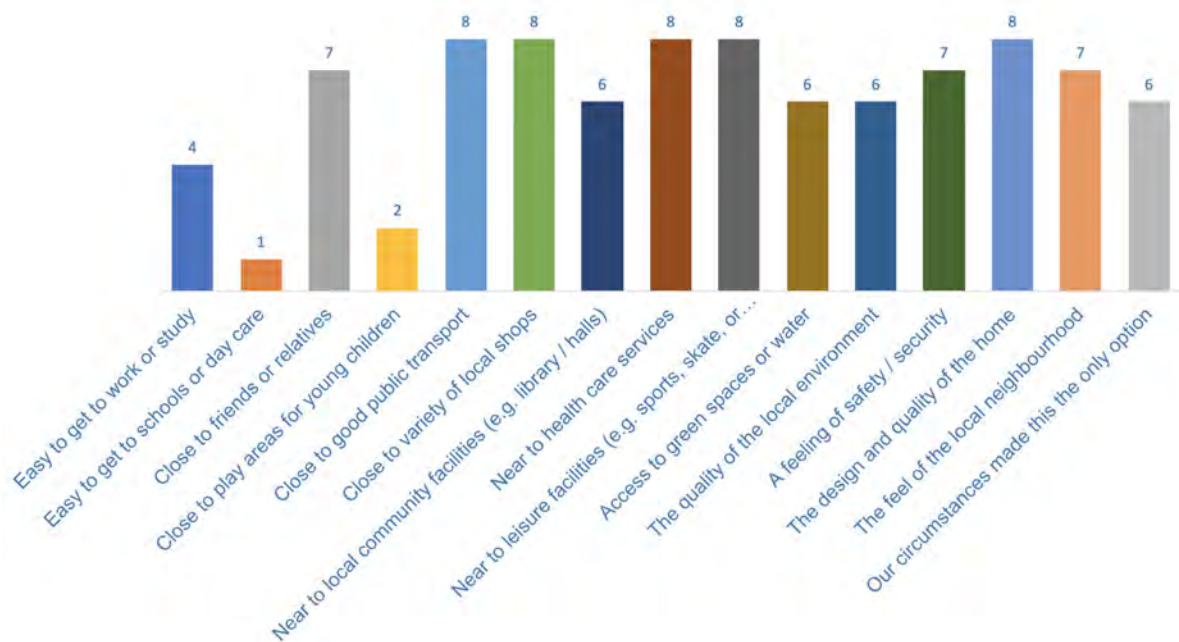
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 <p>Opportunity</p> <p>Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.</p>	4.65	5.00
 <p>Residential dwelling typology</p> <p>The provision of dwelling typologies offers an appropriate choice with regards to existing neighbourhood demographics as well as the demographics of targeted residents.</p>	4.56	5.00
 <p>Affordability</p> <p>A range of dwelling options and supporting financial instruments provide residents of varying means with the ability to live in quality accommodation (e.g. starter home / buy to let / financial assistance).</p>	4.56	5.00
 <p>Tenure</p> <p>Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.</p>	N/A	N/A
 <p>Building adaptability</p> <p>Building designs exhibit a range of adaptability and floor plan flexibility responding to changing requirements, and the potential for mixing use over time (e.g. the ability to adapt a residential building to incorporate commercial activity).</p>	N/A	4.00
 <p>Population density</p> <p>The number of dwellings per hectare and population density are in line with existing and planned infrastructure and services (e.g. transport, stormwater, local amenities).</p>	N/A	N/A
Average	4.59	4.75

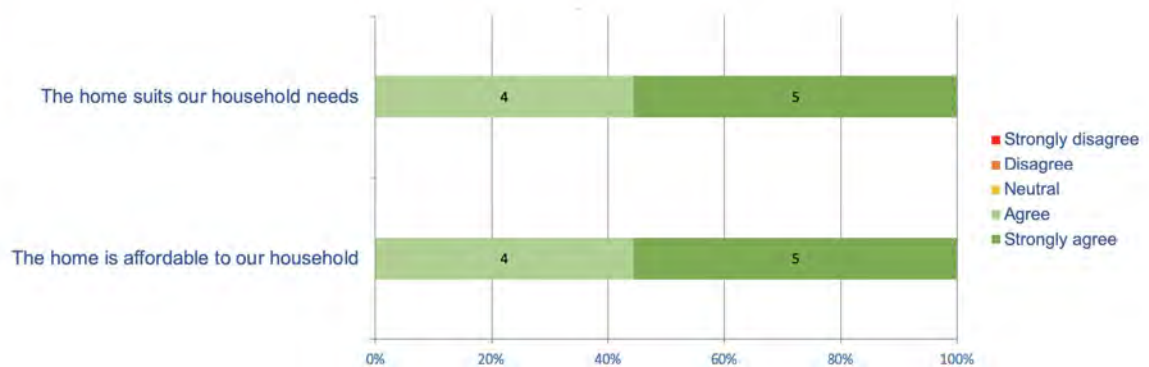
## Choice

A more detailed look at residents' responses...

The first question in the section on 'Choice' asked residents to select the reasons that their household chose to live in the area. The graph below shows the numbers of respondents that selected each option.









Additional questions on suitability and affordability were weighted to help to determine residents' average scores:



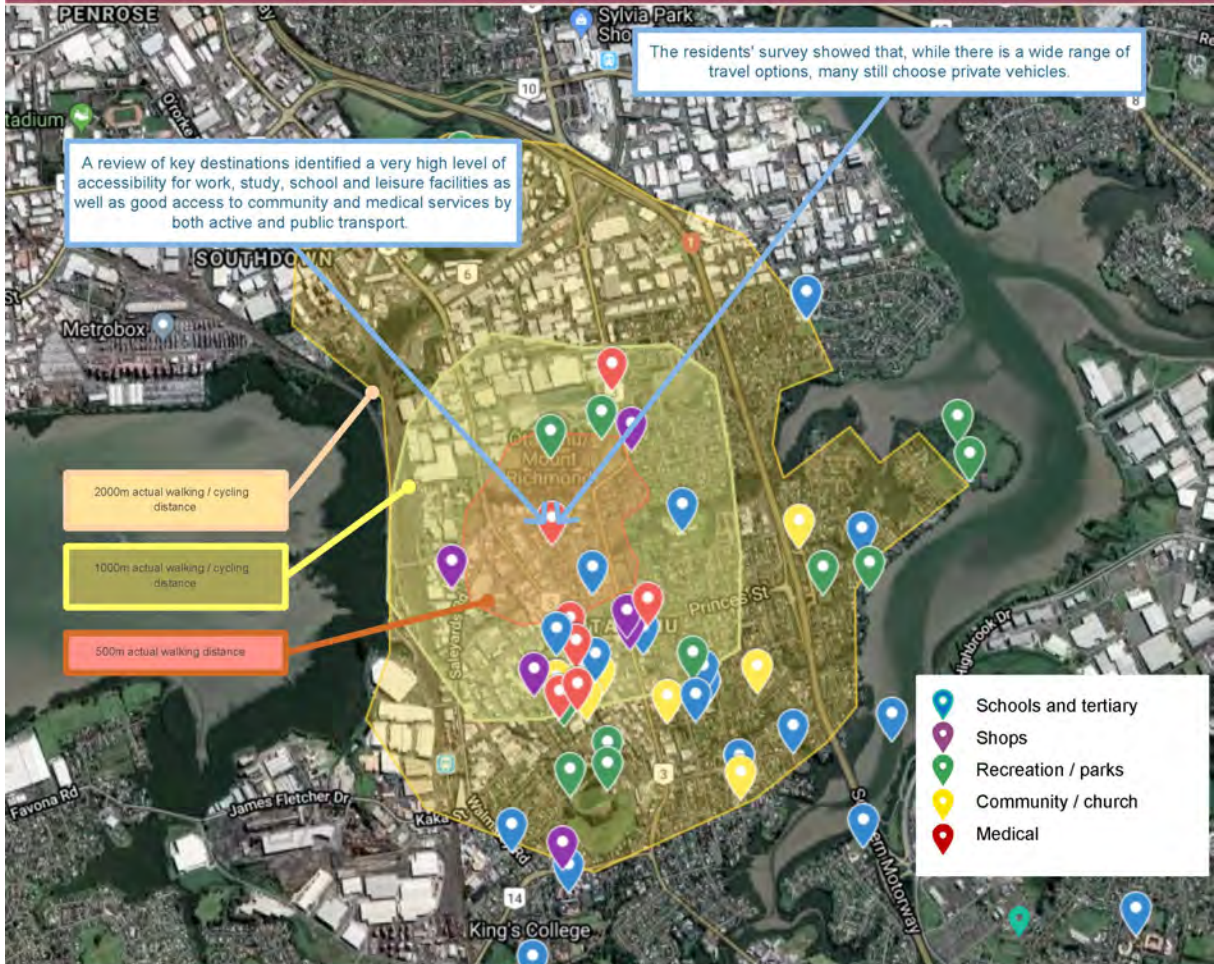
## Connectivity

Connecting infrastructure enables safe, universal access using active, assisted mobility, shared, and private modes of transport within and through the site to identified key destinations

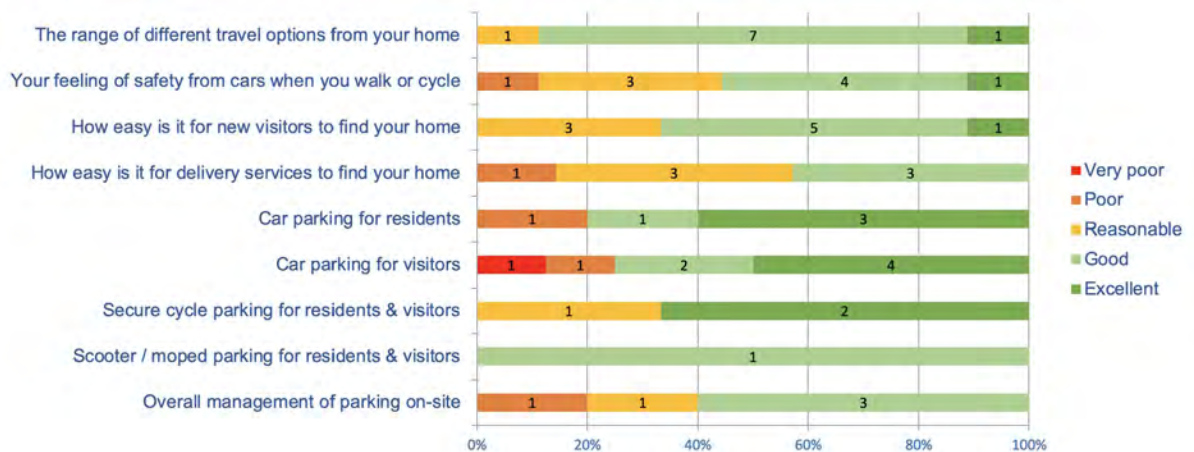
	Residents	Developer
 <p>Accessibility to key destinations</p> <p>The extent of accessibility to key destinations is based on distance, infrastructure and services that enable safe travel on foot, by cycle, on frequent public transport, by car, or with mobility aids.</p>	2.36	4.65
 <p>Permeability</p> <p>Permeability within and through the site supports wider neighbourhood connectivity and facilitates access to surrounding destinations. (Note: May be N/A for smaller sites where this is impractical)</p>	N/A	5.00
 <p>Transport choice</p> <p>Residents considered the range of transport choice from their home, while the developer scored the extent of proactive measures to encourage active and shared transport.</p>	4.00	2.00
 <p>Safety from vehicles</p> <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	3.56	4.00
 <p>Wayfinding and access for services</p> <p>Wayfinding and signage to and around the site facilitates visitor movement and the identification of resident dwellings, while ensuring that designs and naming are appropriate to the site's overall identity.</p>	3.17	3.50
 <p>Parking provision and management</p> <p>The residents ranked a number of factors including vehicle, moped, and cycle parking for residents and visitors, and overall management of the site.</p>	1.97	1.80
Average	3.01	3.49

## Connectivity

More detail on residents' responses and the site review










Additional questions on travel options and parking were weighted to help to determine residents' average scores:





## Liveability

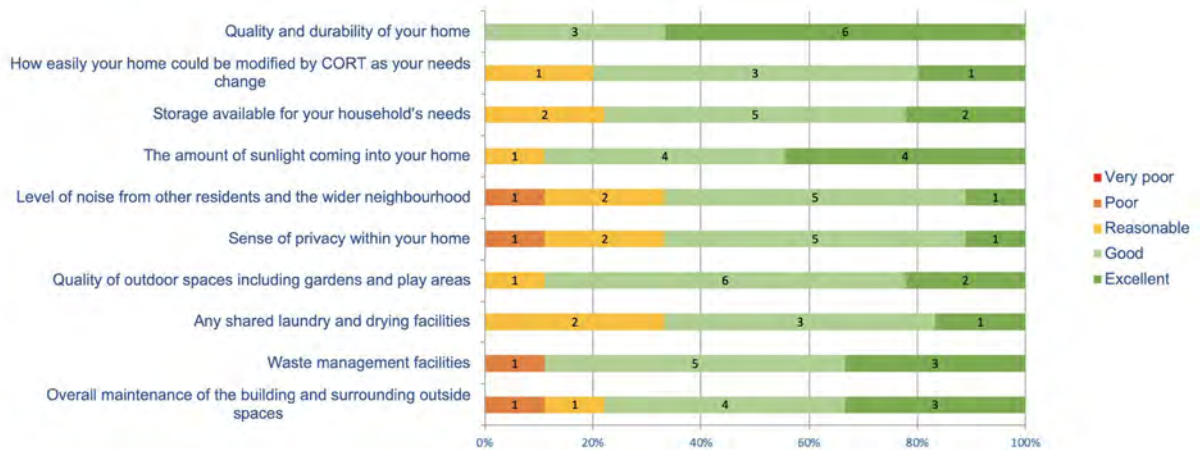
Providing quality facilities and facilitating positive interactions between residents and the wider community

	Residents	Developer
 <p><b>Building quality</b></p> <p>The building design and use of materials provide quality homes that are durable and easy to maintain.</p>	4.67	5.00
 <p><b>Personalised dwellings and storage</b></p> <p>Dwellings and private spaces can be personalised or modified to account for changing needs over time and have appropriate storage for lifestyle requirements.</p>	3.11	4.50
 <p><b>Technological integration</b></p> <p>Utilities are easily accessible enabling the integration of new technologies into buildings.</p>	N/A	5.00
 <p><b>Noise control and privacy</b></p> <p>Design and ongoing management reduce noise to acceptable levels between dwellings as well as between dwellings and public spaces, while overall dwelling design provides adequate, quiet, private space allowing residents a sense of retreat.</p>	3.67	4.5
 <p><b>Interactive and outdoor space</b></p> <p>Provision and maintenance of high quality internal and outdoor spaces where people are likely to interact (e.g. laundry, shared rooms or other communal spaces).</p>	3.56	2.50
 <p><b>Security and emergency preparedness</b></p> <p>Provision of security features, lighting, active and passive surveillance provides a safe environment for all residents within their homes and throughout the site.</p>	3.46	3.00
 <p><b>Engagement and satisfaction</b></p> <p>Residents are encouraged to engage with issues affecting site operation and maintain active interactions with each other and the surrounding community. Resident satisfaction is regularly monitored.</p>	3.53	5.00
<b>Average</b>	3.67	4.21

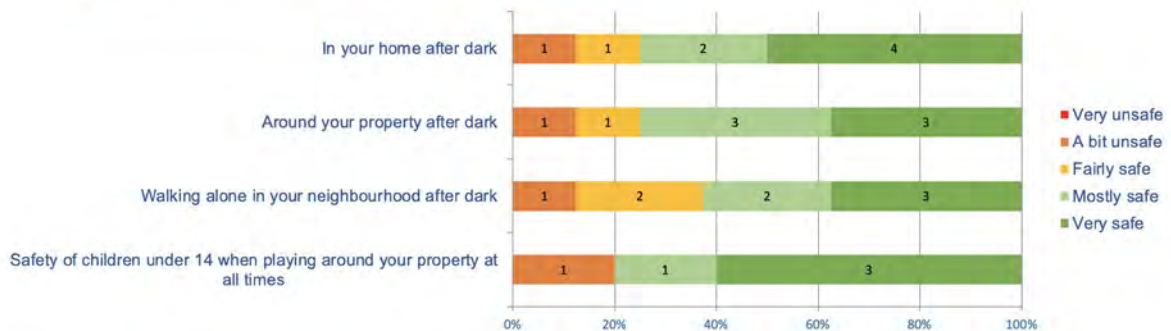
## Liveability

A closer look at residents' responses

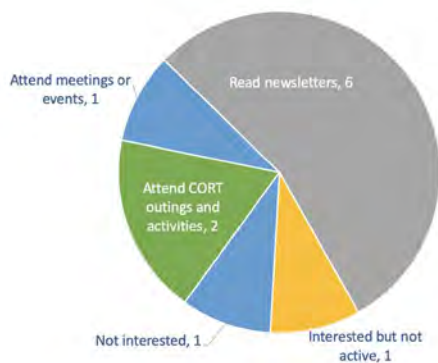
Residents were asked to rate aspects of their home and surroundings:



They also gave feedback on their feelings of safety and security:



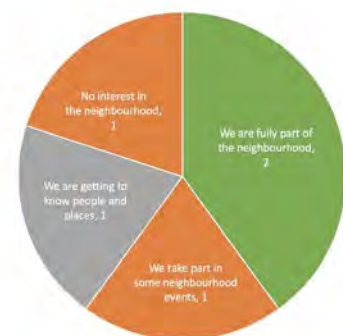
They were asked what best described their household's involvement with residents' activities and issues



...what best described their relationship with other residents










...and their relationship with the wider community



## Sustainability

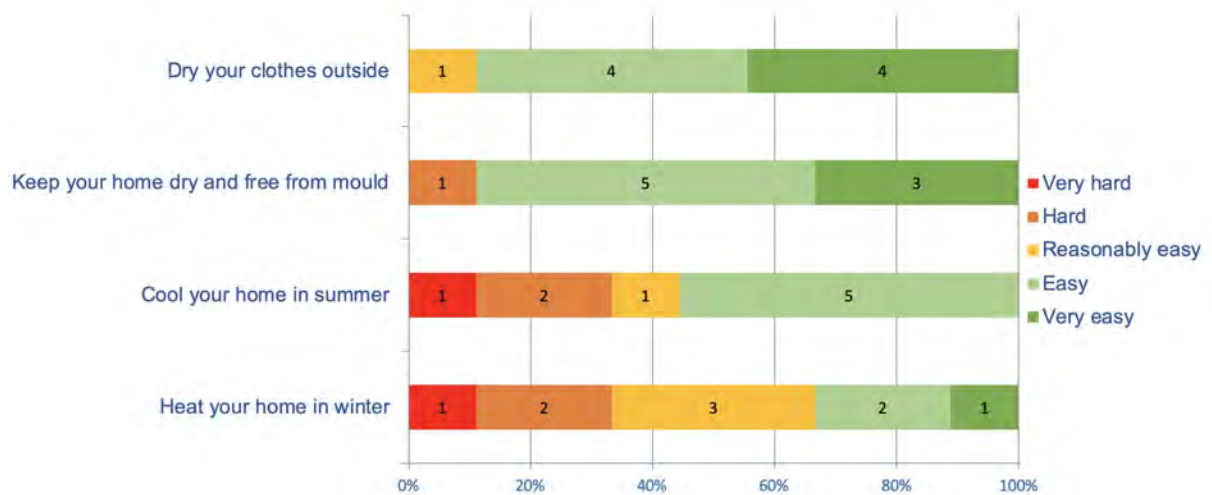
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 <p><b>Climate adaptability and stormwater management</b></p> <p>Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.</p>	N/A	5.00
 <p><b>Building materials</b></p> <p>Building materials demonstrate durability and third party eco-labelling or responsible sourcing, while ensuring that any waste is recycled and any soil contamination on site is remediated.</p>	N/A	5.00
 <p><b>Solar gain</b></p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	4.56	5.00
 <p><b>Warmth and dryness</b></p> <p>Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.</p>	3.64	4.00
 <p><b>Energy and water efficiency</b></p> <p>Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.</p>	4.50	3.00
 <p><b>Recycling and composting</b></p> <p>Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.</p>	3.90	4.00
 <p><b>Native ecology, gardening and food production</b></p> <p>Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.</p>	2.61	2.00
<b>Average</b>	<b>3.80</b>	<b>4.00</b>

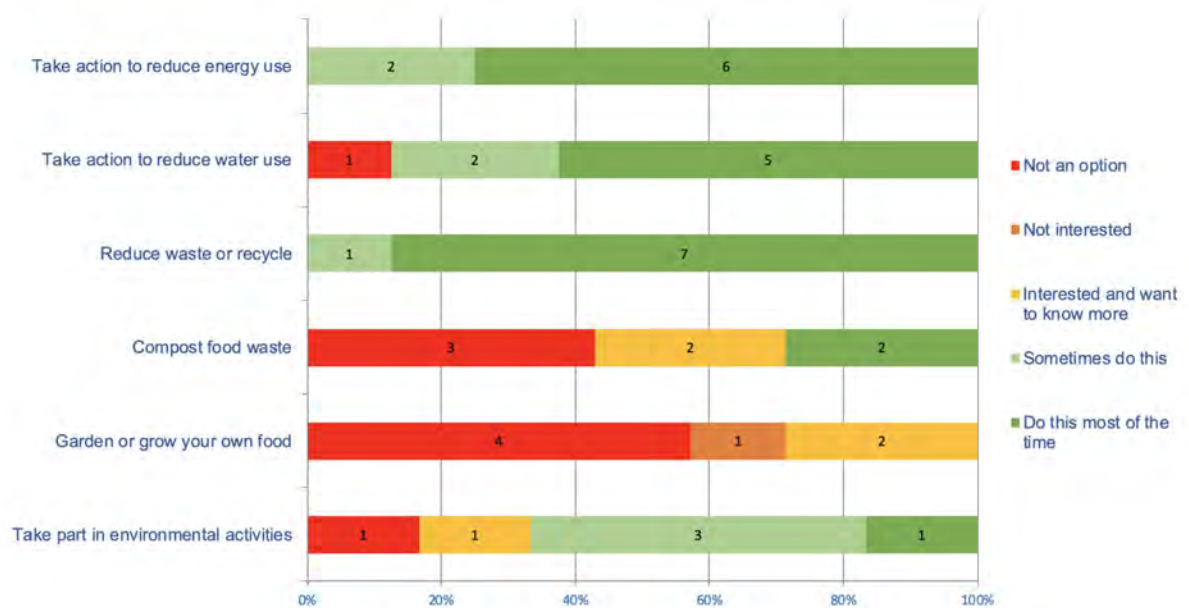
## Sustainability

More information on residents' environmental behaviours

Residents stated the ease with which they could control temperature and moisture in their homes:



...and how often they engaged in some sustainable actions:



## 4.2 Feedback from tenancy manager

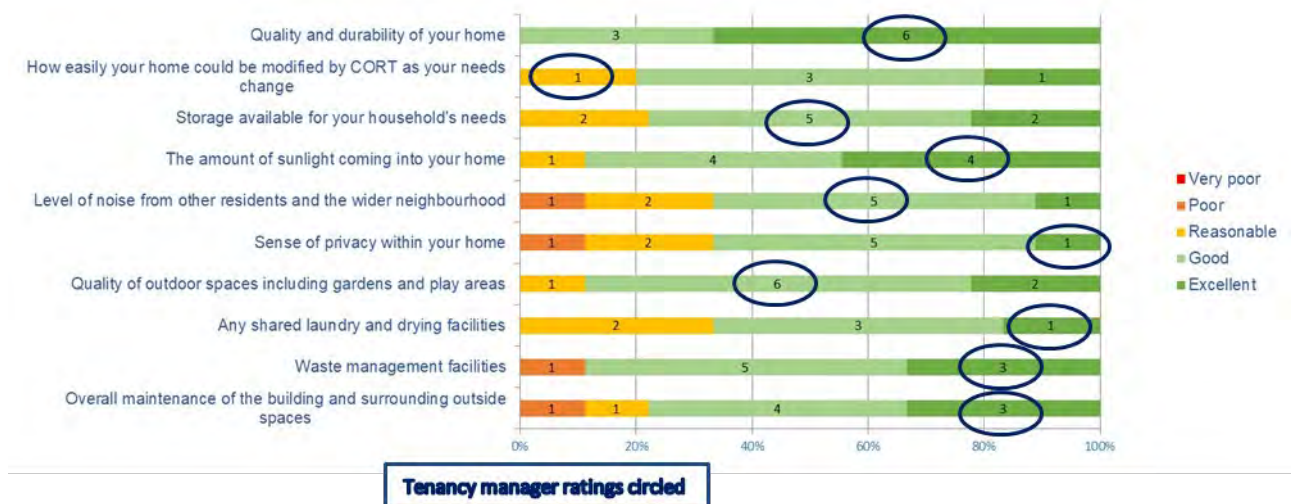
This section covers feedback from the tenancy managers for Hokonui. The tenancy manager’s survey responses are circled on the graphs generated by the tenant survey, to enable a visual comparison between tenancy manager and tenant responses.

The tenancy manager strongly agreed that the Hokonui homes suited household needs and were affordable, in line with the majority of tenants.



Tenancy manager ratings circled

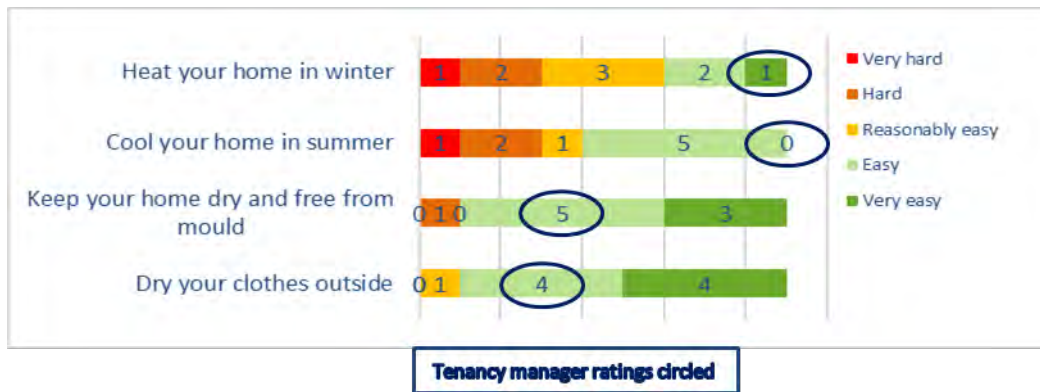
The tenancy manager rated some aspects of the house quite differently to the tenants.



Tenancy manager ratings circled

The tenancy manager’s ratings matched the majority of tenants for quality and durability, quality of outdoor spaces, level of noise, sunlight, and storage. However, the tenancy manager was more positive than most of the tenants about privacy, laundry/drying facilities, waste management, and maintenance. The tenancy manager commented that

*“We could make some minor modifications if required. One tenant has mentioned the need for more storage to me. The garden/play area is restricted by the land available. There are local gardens and parks that are within walking distance.”*

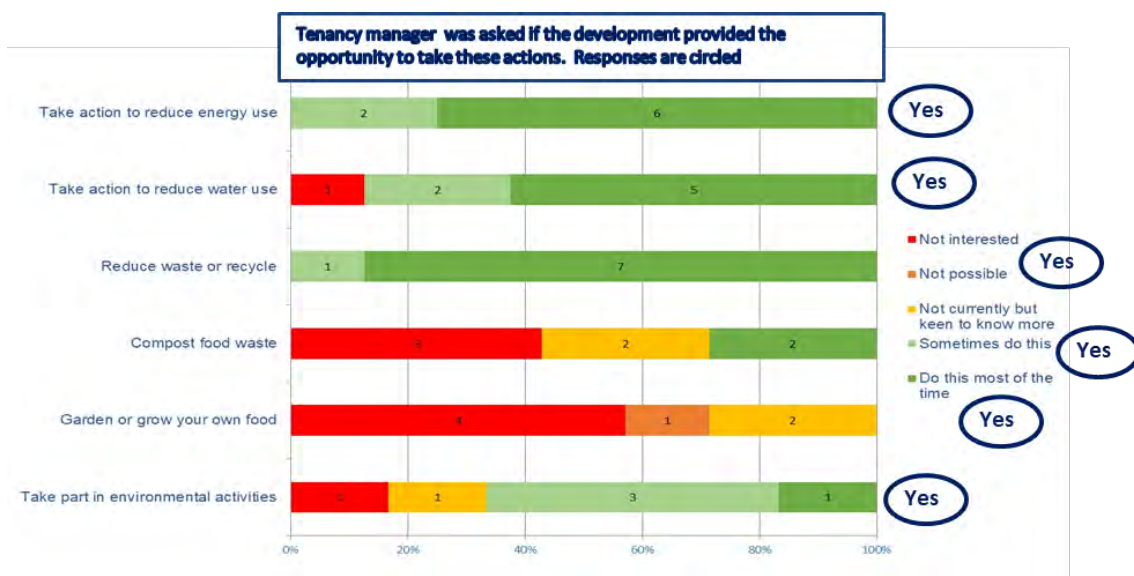


The tenancy manager rated both heating the homes and cooling in summer higher than most or all of the tenants. Tenants commented on the need for heaters – the tenancy manager commented “the homes are well insulated and compact and easy to heat”. Tenants also stressed how hot the homes got in summer (see section 4.3.1). The tenancy manager noted:

*“I haven't been informed of any overheating issues and to date nothing has been reported that I'm aware of. There are numerous windows through the home so it would be easy enough to get the air flowing through quite quickly; however, unless all windows are open, there is not a lot of airflow. The top units also get a good breeze making them easy to cool.”*

In terms of keeping homes free of mould, the tenancy manager’s rating of ‘easy’ matched the majority of responses. The tenancy manager commented:

*“All tenants receive information about how to keep their homes and themselves warm and dry as well. I have noticed a couple of the homes have got small amounts of mould on the bottom of the shower curtains, so I've spoken to them about leaving their bathroom fans on slightly longer to allow the bathrooms to ventilate fully, and to wash the shower curtains regularly as well.”*



Opportunities are provided to reduce energy use, reduce waste and garden. Although only two tenants report gardening, there is interest from the other tenants. Despite no active provision for tenants to reduce their water use, the majority of tenants are aware and practising these actions. Half the tenants are also composting. All tenants are reducing waste – the tenancy manager commented:

*“All new tenants get information on how to keep their homes warm and dry (reduces energy use). Recycle bins are provided and tenants are encouraged to use them. Several of the tenants have plants and/or a personal garden, and there are shared garden areas.”*

An emergency plan is in place and the tenancy manager noted

*“Detailed information is given to all tenants regarding who to contact, when to contact them, and how to contact them [in an emergency]”.*



The tenancy manager rated Hokonui as mostly or very safe, the main difference to tenants’ opinions being that they gave lower ratings for safety in the development after dark. The tenancy manager said:

*“The development is off the main road, there are outside security lights on all the properties and there is a small garden area in between the buildings that can be played in. On one side there are commercial buildings, so there is generally not a lot of foot traffic around. No one has reported any issues regarding safety in this development.”*

When asked what they liked most about Hokonui, the tenancy manager said *“The location - the street is reasonably quiet yet still close to shopping areas and the motorway.”* Additionally, they liked:

*“A good bus service to Sylvia Park and Otahuhu shops, and Hokonui is very central”*  
*“Central locality is good - everything is [within] reasonable walking distance”*  
*“Amenities – people talk about [these]”*  
*“For most it is safe.”*

The tenancy manager had nothing that they liked least about Hokonui. However, they noted some aspects that could be improved:

*“Walkway seems to be a main thoroughfare – lots of people who don’t live here use it as a cut-through. All people on ground floor [are] bothered”*

*“Strong wind tunnel”*

*“The downstairs units at Hokonui are a bit dark.”*



With the exception of local history, heritage and culture, the tenancy manager’s ratings matched the majority of tenants for Hokonui feeling welcoming and feeling proud to live there, and were at the positive end for natural environment and identity. Tenants were more positive about local history and culture; however, that could reflect confusion about what was meant by that question.

In terms of the tenant activities, the tenancy manager responded that the activities provided included *“opening days for the new developments (normally attended by all the new tenants), annual tenant events, tenant meetings”*.



## 4.3 Feedback from tenants

### 4.3.1 Home comfort

A third of respondents found it 'hard' or 'very hard' to heat their home, another third found it 'reasonably easy', and the rest 'easy' or 'very easy'. Comments from the tenants suggest some are having issues with keeping warm.

*"They think we have heater but we don't. Use shower to keep warm"*

*"Need a heater"*

*"Can we think about getting heat pumps?"*

*"Doesn't need any heating - no heater supplied. Double glazed and insulated. Very warm in winter"*

A third of respondents found it 'hard' or 'very hard' to cool their home in summer, with the remainder finding cooling 'easy' or 'reasonably easy'. Respondents commented:

*"Very hard - summer fan on all night. Windows can open only a little in dining room"*

*"Whole house is hot until about 3 or 4 am"*

*"It's boiling inside with no wind"*

*"Leave sliding door open but get mosquitoes attacking"*

*"Open all windows to get a breeze through unit. Close all curtains if too hot but leave doors and windows open"*

*"Downstairs unit - can get breeze through"*

All but one tenant reported that it was 'easy' to keep their home free of mould; the remaining respondent found it 'hard'.

All tenants reported that it was easy to dry their clothes, using either a clothes rack outside or clothes line outside. One respondent reported using a drying rack inside.

One tenant reported having a mosquito problem.

*"Water mains attracts a lot of mosquitoes."*

### 4.3.2 What the tenants like about living at Hokonui

#### 4.3.2.1 About the home

When asked what they liked most about their home, respondents answered:

*"Helping me be more independent"*

*"I feel awfully blessed being here. I love this place and New Zealand"*

*"Have my own freedom. Warm, private, clean, new. Very economical"*

*"Having my own space. Do what I want to do"*

*"Looks really nice inside. I just like staying here"*

*"It's manageable and easy to maintain"*

*"Meeting different cultures, good for my mental health."*

#### 4.3.2.2 About the development/neighbourhood

Tenants were positive about living in the development and neighbourhood

*“I'm happy living here”*

*“I find it very convenient”*

*“I like living on my own and my friends live here”*

*“Like living here. Have passion with a life, no hard feelings if right or wrong. On with life, got to get on with neighbours.”*

#### 4.3.2.3 About CORT

Tenants were positive about CORT as their landlord and the opportunity CORT had offered:

*“Thank you CORT Housing for everything you do”*

*“CORT are doing a good job and looking after all of us”*

*“As long as you've got a [roof] where it's better than living on the street.”*

### 4.3.3 What tenants don't like about living at Hokonui

#### 4.3.3.1 About the home

Respondents were very positive overall about their homes and had relatively little to say when asked about what they didn't like. The main issue identified was noise; however, only one respondent rated this as 'poor':

*“Sound from upstairs, walking etc”*

*“No sound barrier between level 1 and 2 - got to get used to it - can almost hear conversations. Soft concrete products etc could help”*

*“Can hear music from other units”*

*“Sometimes problems with alcohol and noise control. Police involved.”*

#### 4.3.3.2 About the development/neighbourhood

Respondents made few negative comments on the neighbourhood and development area, the main one being:

*“Would like them to come on a regular basis for maintenance on the place.”*

Note that only one respondent rated maintenance as 'poor', one as 'reasonable', and the rest as 'good' to 'excellent'.

#### 4.3.3.3 About the design

In commenting on design, most tenants were very happy with the design of their home – *“Laundry and kitchen excellent. Bathroom excellent. Bathroom is disabled”* - with only three suggestions:

*“Miss having a bath”*

*“A bigger laundry space and a bigger heat fan”*

*“The front outdoor space is not very private as it is a front section and looking on to carpark.”*

One respondent wanted more storage in the one-bedroom unit; however, all respondents rated storage between 'reasonable' and 'excellent'.

#### **4.3.4 Involvement in residents' activities and community feel**

In terms of interactions with other residents, only two respondents answered, classifying themselves as 'Getting to know the other residents'. In the comments, two respondents said they kept to themselves, and four responded positively, particularly those that indicated that they had good mates amongst the other residents:

*"Good, I know most of them"*

*"Me and my mates keep together"*

*"We all keep to ourselves but look out for one another."*

Two thirds of the residents read the newsletter, two (of the nine) attended CORT events, and only one respondent replied that they were not interested. A number were unable to attend events and activities because of work commitments. Comments from the respondents included:

*"Can't get rides to most CORT activities"*

*"Will go to CORT activities in the near future"*

*"Have a full-time job."*

In terms of the wider Ōtāhuhu neighbourhood, only two respondents reported that they felt 'fully part of the neighbourhood', and another two took part in in some local activities, but other respondents weren't interested or found it difficult. Comments included:

*"Don't really know other neighbours outside CORT"*

*"Go to food stalls on main street etc"*

*"Had a BBQ when first came to look at house"*

*"Meet a lot of different nationalities in community and it's a big challenge."*

##### **4.3.4.1 Safety**

Only one respondent felt 'unsafe' in any of the situations (in their home, after dark, around the development and around the neighbourhood); all others felt 'mostly safe' to 'very safe'. The security lights were appreciated. Issues identified in the comments were:

*"Wanted a stronger door and lock"*

*"People walk up and down and nosy into property and ask for smokes and money"*

*"People in Ōtāhuhu are unpredictable"*

*"Lock your cars and doors."*

Again, only one respondent felt 'unsafe' from cars when walking or cycling; all others rated road safety 'reasonable' to 'excellent'.

##### **4.3.5 Transport and parking**

All respondents were positive about the transport options, rating them between 'reasonable' and 'excellent', with the majority being 'good'.

Only five respondents had a car; one rated parking for residents as 'poor', the rest as 'good' or 'excellent'. Two thirds of respondents found car parking for visitors 'good' or 'excellent', with

only two respondents reporting having issues with parking at the development. Comments included:

*“The visitors take over our parking and we have to park on the road”*

*“Need to get rid of second car.”*

All but one respondent reported visitors and delivery vehicles could find the development/their home easily.

#### **4.3.6 Sustainability and emergency preparation**

A majority of respondents were engaged in activities to save energy and water, and reduce waste, either most or some of the time. Two respondents composted, but most thought composting and gardening not possible. Four respondents reported being involved in wider sustainability activities. Respondents commented:

*“Think we use far too much water. Got a self-contained flower garden already”*

*“Switch everything off. Fixed toilet overflow”*

*“Keen to do a vege garden”*

*“Has already planted section.”*

Only two respondents had made preparations for an emergency. One person reported they had a “radio and survival kit through Maori wardens”.

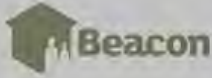
## 5 Results – Princes Street

Six tenants completed the Residents’ Survey in face-to-face interviews.

### 5.1 Application of assessment tools

## Living at Princes Street

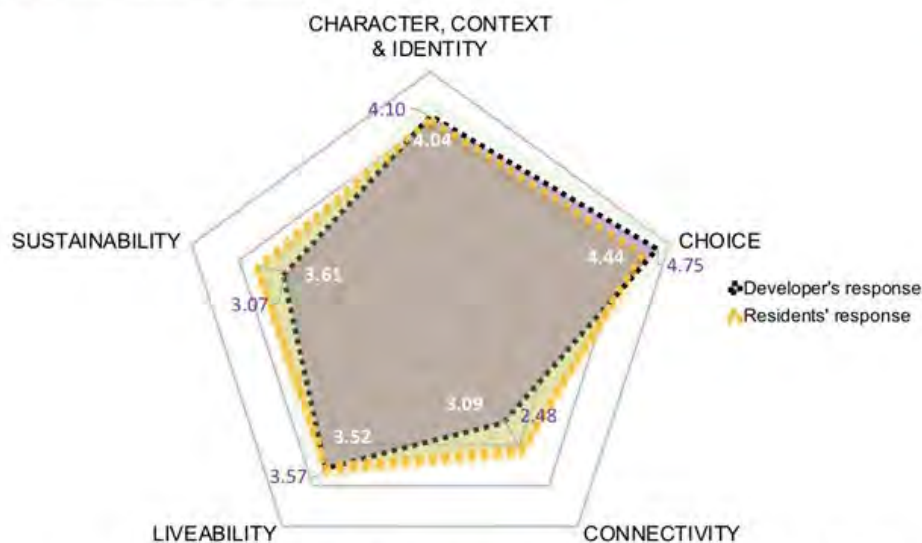
A comparison of resident and developer perspectives



Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents’ average score for each topic has been adapted from their survey responses, while the developer’s scores were collected during an interview and informed by the independent site review process. Scores are from 1-5 and are presented for the following five sections:

- 1
Character, context and identity
- 2
Choice
- 3
Connectivity
- 4
Liveability
- 5
Sustainability

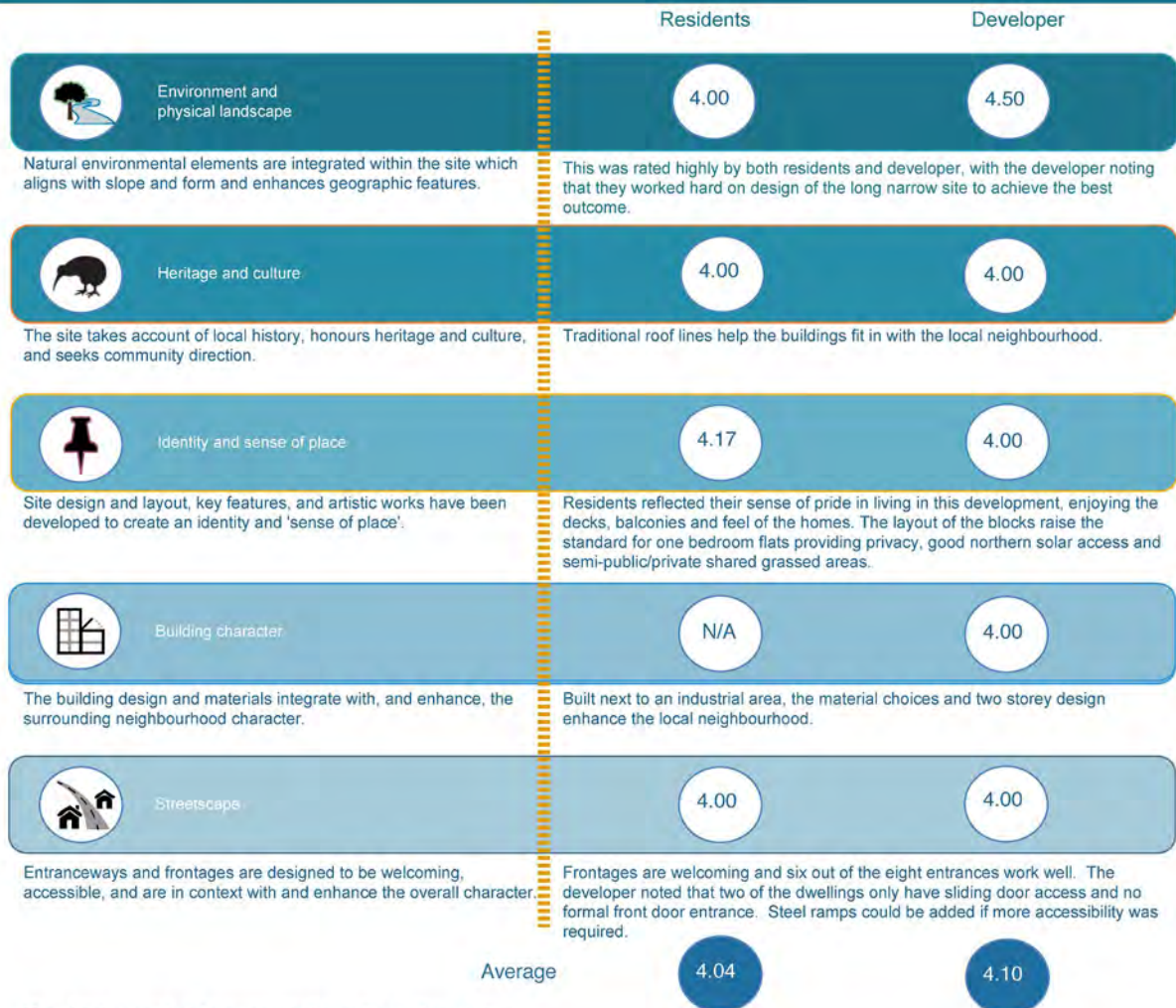
A broad comparison of residents and developer scores for each category can be seen below:



Each of the following sections outline the results in more detail with any additional information that was collected from residents, the developer, or during an independent site review.

## Character, context and identity

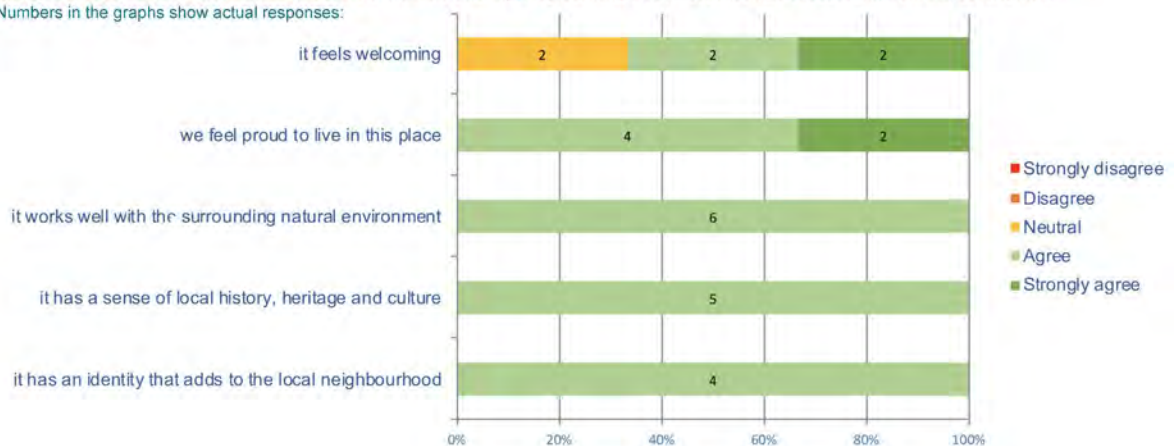
To develop a site and buildings that integrate with, or relate to, the existing natural and physical environment as well as building form and style in the surrounding neighbourhood



More detail on residents' responses to this section is shown below.







Survey responses were received from 6 out of the 8 available dwellings, representing a 75% response rate of occupants from this development.

Numbers in the graphs show actual responses:



## Choice

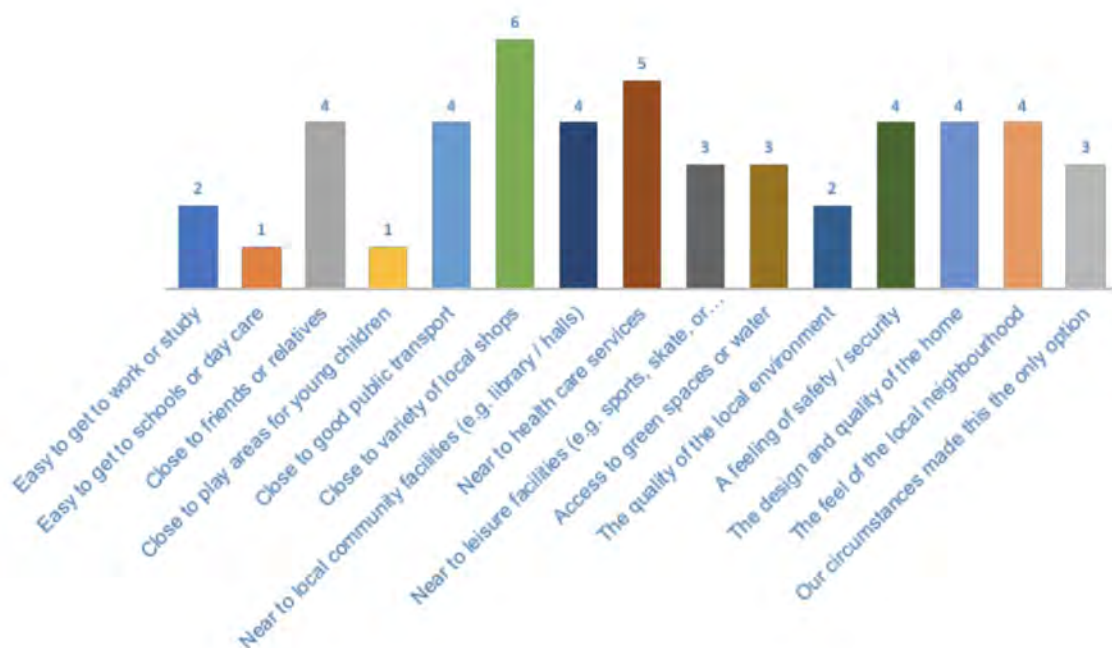
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 <p>Opportunity</p> <p>Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.</p>	4.65	4.00
 <p>Residential dwelling typology</p> <p>The provision of dwelling typologies offers an appropriate choice with regards to existing neighbourhood demographics as well as the demographics of targeted residents.</p>	4.33	5.00
 <p>Affordability</p> <p>A range of dwelling options and supporting financial instruments provide residents of varying means with the ability to live in quality accommodation (e.g. starter home / buy to let / financial assistance).</p>	4.33	5.00
 <p>Tenure</p> <p>Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.</p>	N/A	N/A
 <p>Building adaptability</p> <p>Building designs exhibit a range of adaptability and floor plan flexibility responding to changing requirements, and the potential for mixing use over time (e.g. the ability to adapt a residential building to incorporate commercial activity).</p>	N/A	N/A
 <p>Population density</p> <p>The number of dwellings per hectare and population density are in line with existing and planned infrastructure and services (e.g. transport, stormwater, local amenities).</p>	N/A	5.00
Average	4.44	4.75

## Choice

A more detailed look at residents' responses...

The first question in the section on 'Choice' asked residents to select the reasons that their household chose to live in the area. The graph below shows the numbers of respondents that selected each option.



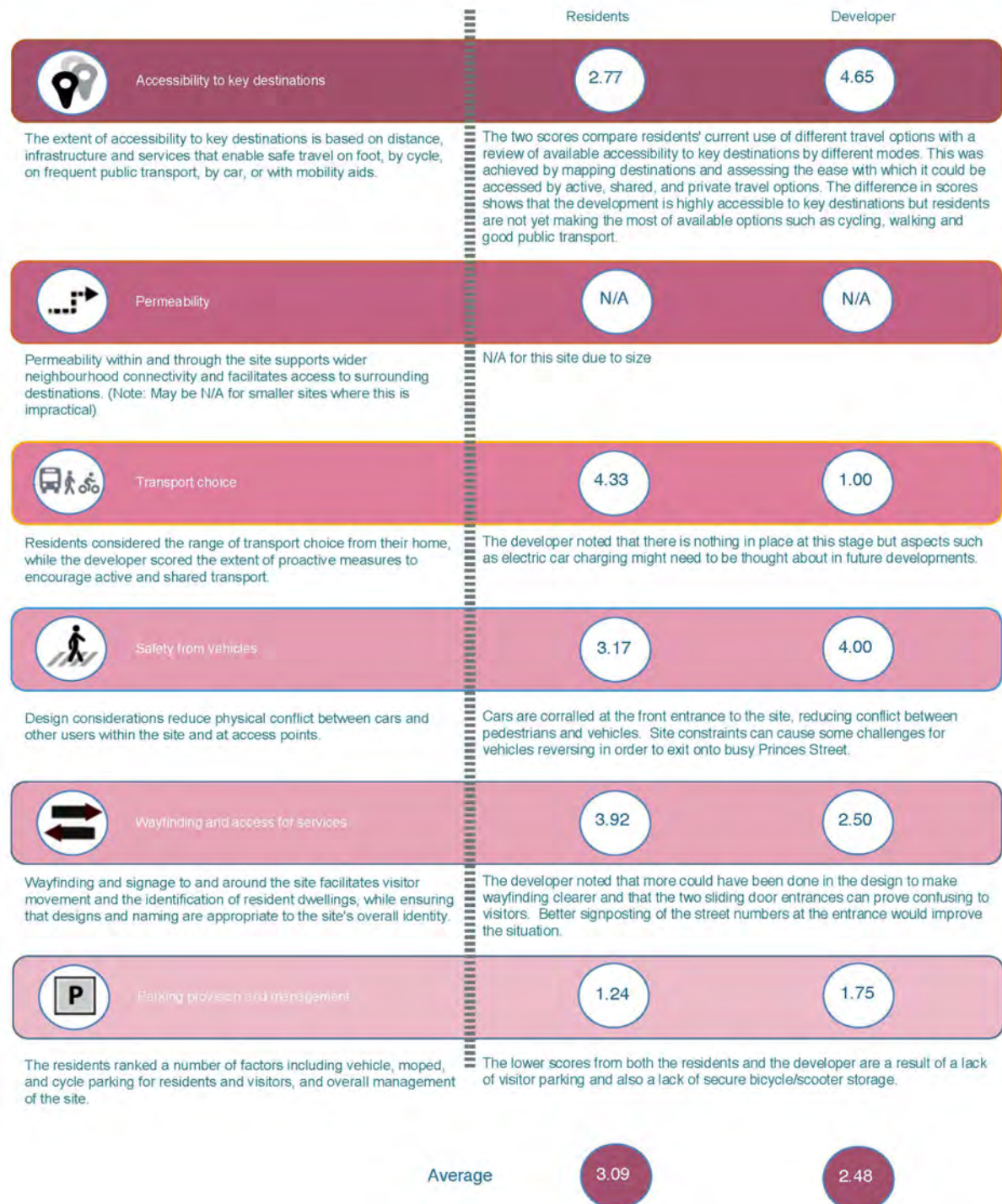
Additional questions on suitability and affordability were weighted to help to determine residents' average scores:





## Connectivity

Connecting infrastructure enables safe, universal access using active, assisted mobility, shared, and private modes of transport within and through the site to identified key destinations

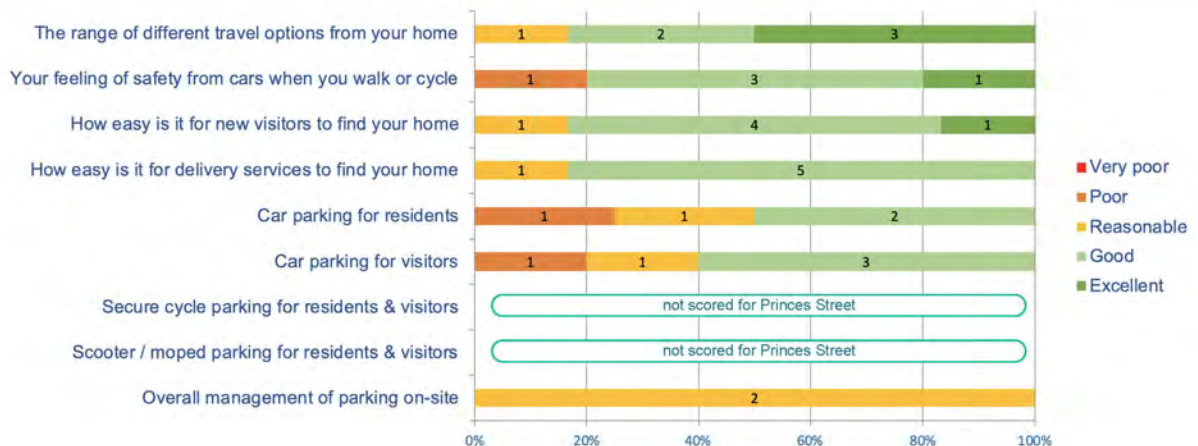


## Connectivity

More detail on residents' responses and the site review










Additional questions on travel options and parking were weighted to help to determine residents' average scores:



## Liveability

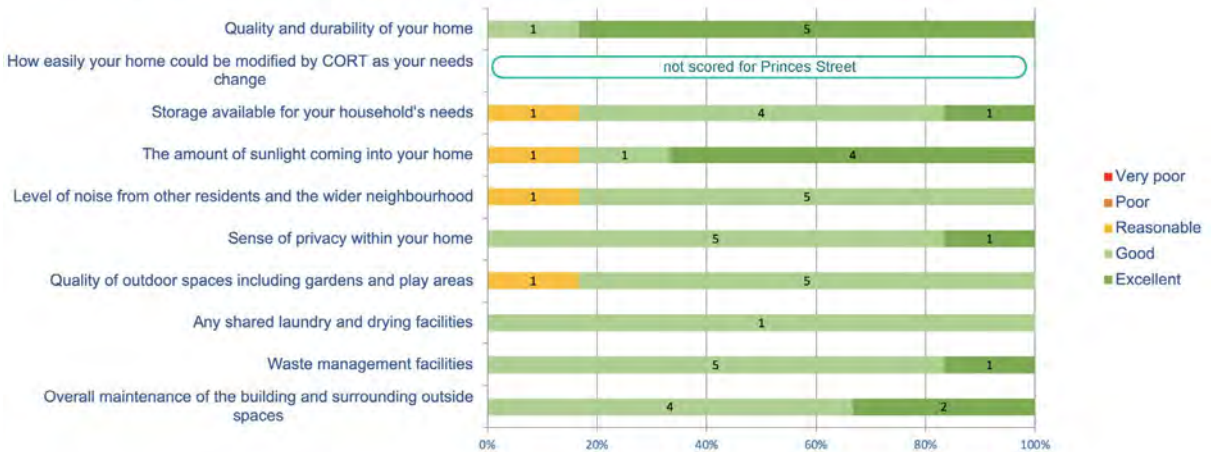
Providing quality facilities and facilitating positive interactions between residents and the wider community

	Residents	Developer
 <p><b>Building quality</b></p> <p>The building design and use of materials provide quality homes that are durable and easy to maintain.</p>	4.83	4.00
 <p><b>Personalised dwellings and storage</b></p> <p>Dwellings and private spaces can be personalised or modified to account for changing needs over time and have appropriate storage for lifestyle requirements.</p>	2.00	2.50
 <p><b>Technological integration</b></p> <p>Utilities are easily accessible enabling the integration of new technologies into buildings.</p>	N/A	4.00
 <p><b>Noise control and privacy</b></p> <p>Design and ongoing management reduce noise to acceptable levels between dwellings as well as between dwellings and public spaces, while overall dwelling design provides adequate, quiet, private space allowing residents a sense of retreat.</p>	3.83	4.00
 <p><b>Interactive and outdoor space</b></p> <p>Provision and maintenance of high quality internal and outdoor spaces where people are likely to interact (e.g. laundry, shared rooms or other communal spaces).</p>	2.94	2.50
 <p><b>Security and emergency preparedness</b></p> <p>Provision of security features, lighting, active and passive surveillance provides a safe environment for all residents within their homes and throughout the site.</p>	3.92	3.00
 <p><b>Engagement and consultation</b></p> <p>Residents are encouraged to engage with issues affecting site operation and maintain active interactions with each other and the surrounding community. Resident satisfaction is regularly monitored.</p>	3.43	5.00
<b>Average</b>	<b>3.52</b>	<b>3.57</b>

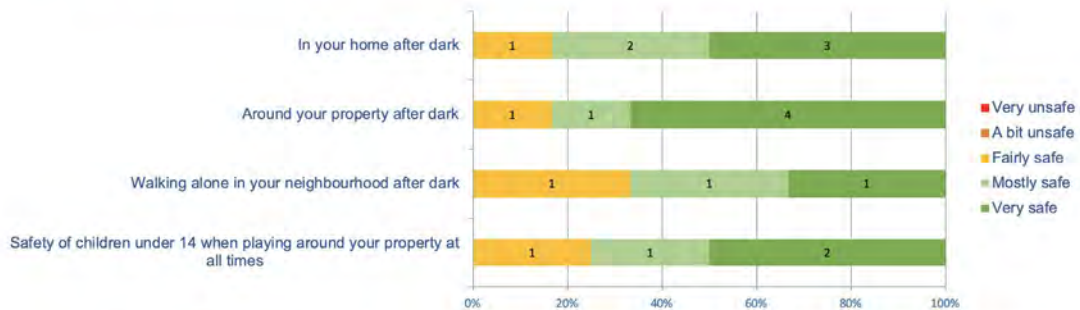
## Liveability

A closer look at residents' responses

Residents were asked to rate aspects of their home and surroundings:



They also gave feedback on their feelings of safety and security:



They were asked what best described their household's involvement with residents' activities and issues



...what best described their relationship with other residents










...and their relationship with the wider community



## Sustainability

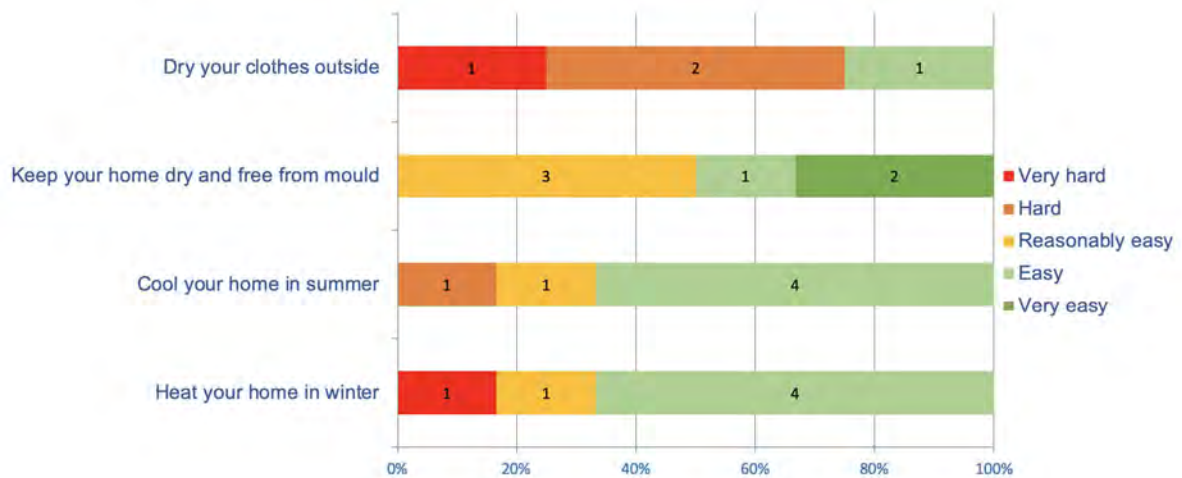
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 <p><b>Climate adaptability and stormwater management</b></p> <p>Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.</p>	N/A	3.00
 <p><b>Building materials</b></p> <p>Building materials demonstrate durability and third party eco-labelling or responsible sourcing, while ensuring that any waste is recycled and any soil contamination on site is remediated.</p>	N/A	1.00
 <p><b>Solar gain</b></p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	4.50	5.00
 <p><b>Warmth and dryness</b></p> <p>Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.</p>	3.23	3.33
 <p><b>Energy and water efficiency</b></p> <p>Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.</p>	4.42	2.67
 <p><b>Recycling and composting</b></p> <p>Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.</p>	3.67	4.00
 <p><b>Native ecology, gardening and food production</b></p> <p>Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.</p>	2.25	2.50
Average	3.61	3.07

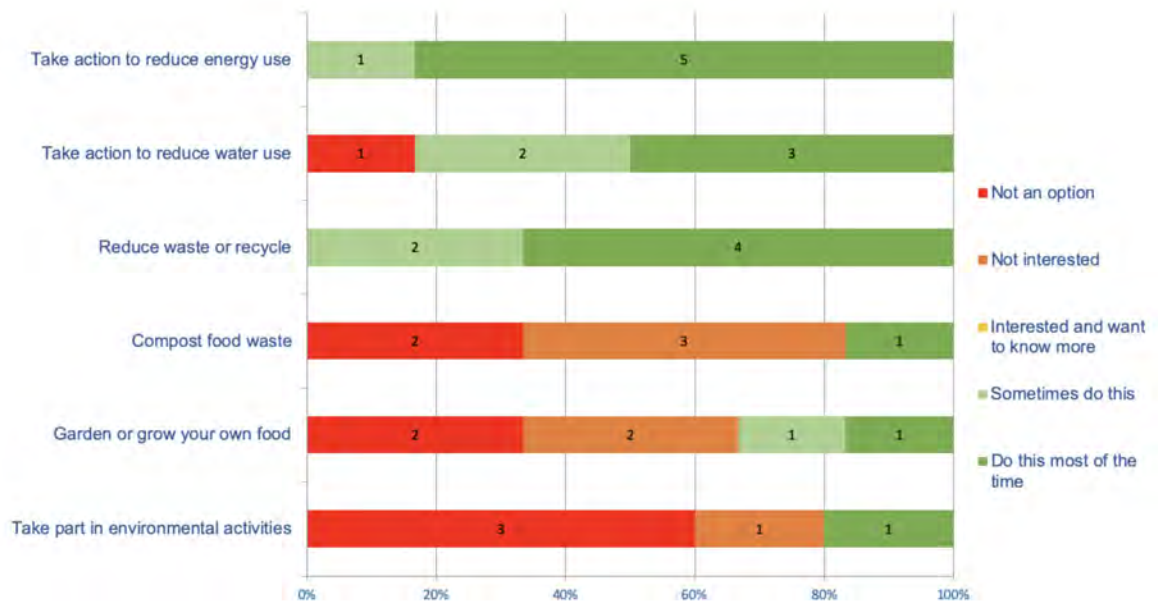
## Sustainability

More information on residents' environmental behaviours

Residents stated the ease with which they could control temperature and moisture in their homes:



...and how often they engaged in some sustainable actions:



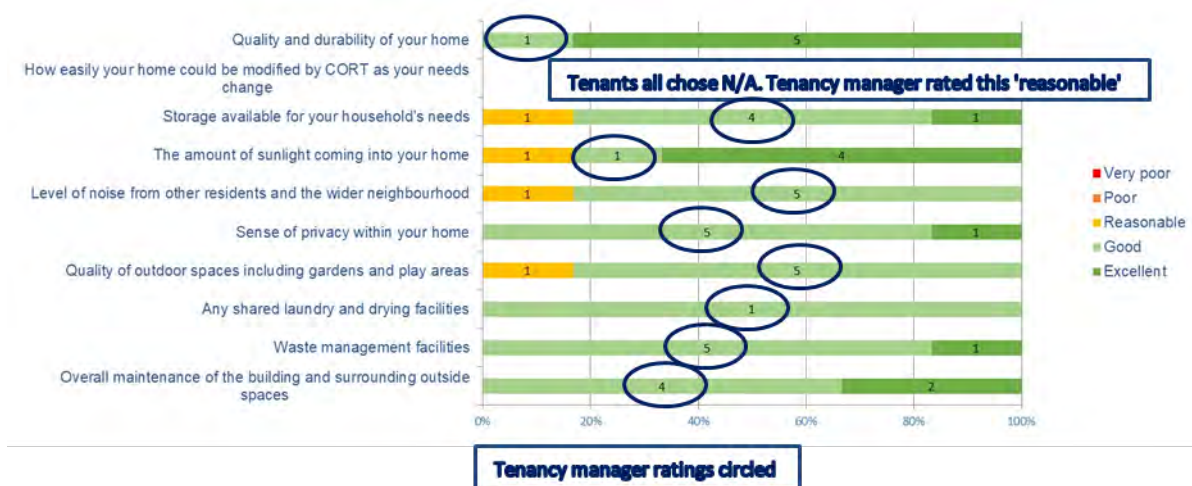
## 5.2 Feedback from tenancy manager

This section covers feedback from the tenancy manager for Princes Street. The tenancy manager’s survey responses are circled on the graphs generated by the tenant survey, to enable a visual comparison between tenancy manager and tenant responses.

The tenancy manager ‘agreed’ that the homes were affordable and suited the tenants needs. They commented that *“If the tenant has no debt, the homes are affordable”*

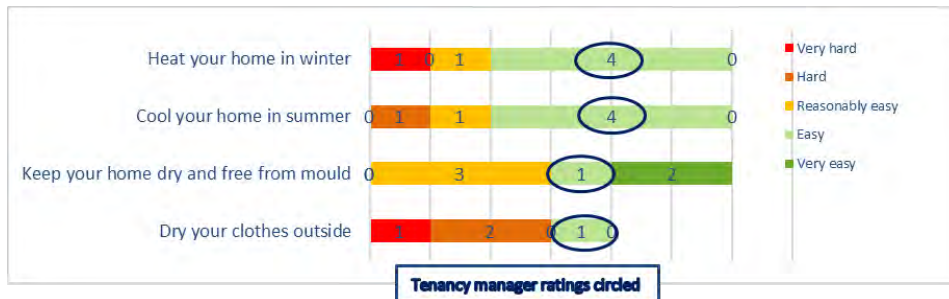


Generally, the tenancy manager’s rating for different aspects of the homes matched the majority of tenants. The exceptions were that tenants rated quality and durability, and the amount of sunlight coming into the house higher. No tenants answered the question ‘How easily could your home be modified?’, all selecting N/A for this question. This could reflect that Princes Street is an older development and that tenants are aware of other tenants moving if their needs changed. The tenancy manager, however, rated this ‘reasonable’.

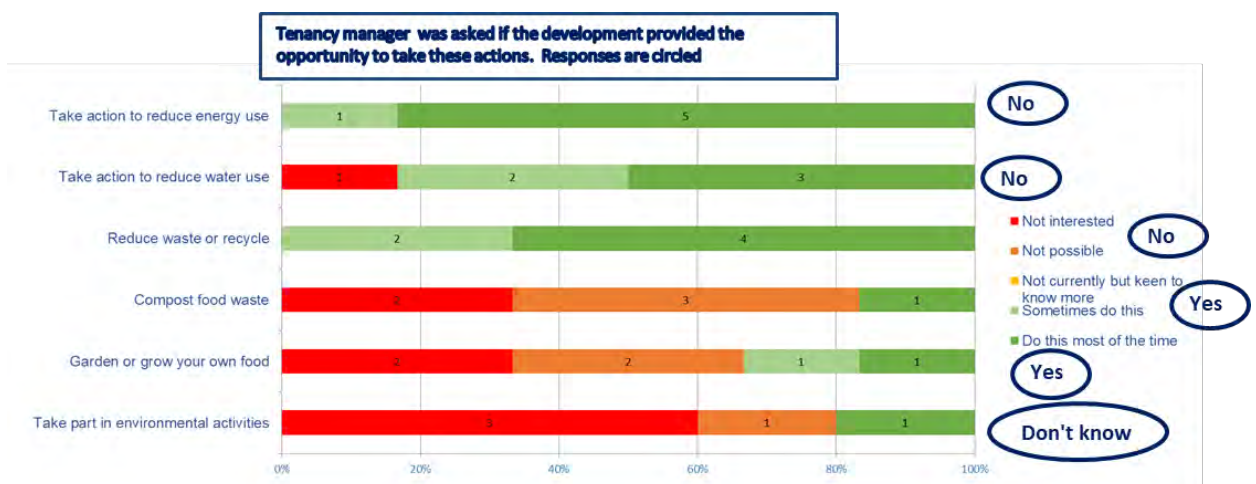


The tenancy manager’s rating of the ease of heating and cooling the home matched most of the tenants, saying the units *“don’t seem to overheat and people don’t generally use heaters”*. Despite this, two tenants rated this lower, and there were several comments about overheating in the tenant survey. Most appeared to have successfully used through breezes to cool their homes.

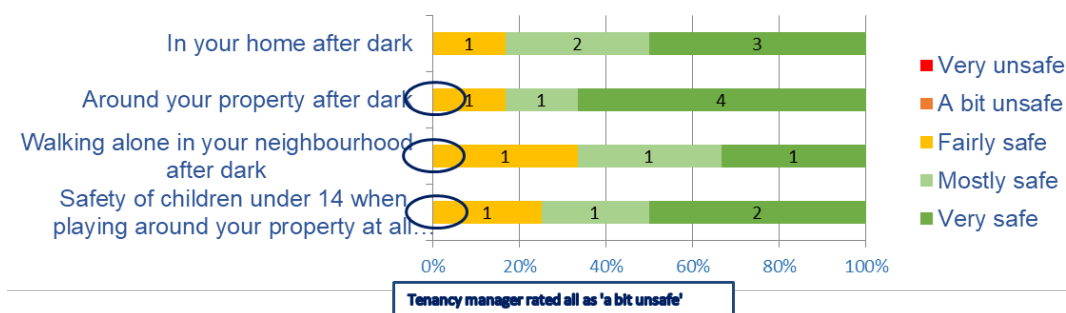
Half the tenants found it only ‘reasonably easy’ to keep their home free of mould, and half also found drying their clothes ‘hard’ or ‘very hard’ – both compare to the tenancy manager’s rating of ‘easy’.



The tenancy manager identified that no opportunities were provided to reduce energy use, water use, or waste, although recycling bins were provided on site. Despite this, almost every tenant was taking actions in these areas. Even though opportunities were provided to compost or garden, half or nearly half of the tenants thought these activities were ‘not possible’.



When asked about the safety of the property and neighbourhood after dark, and for children at all times, the tenancy manager felt they were ‘a bit unsafe’, a rating lower than any of tenants. The tenancy manager commented that “There have been break-ins, graffiti and car wheels being stolen. We have had a tenant assaulted on the main road also.” Not all tenants rated the safety of walking alone in the neighbourhood after dark, however, and the comments from tenants do raise some safety concerns.



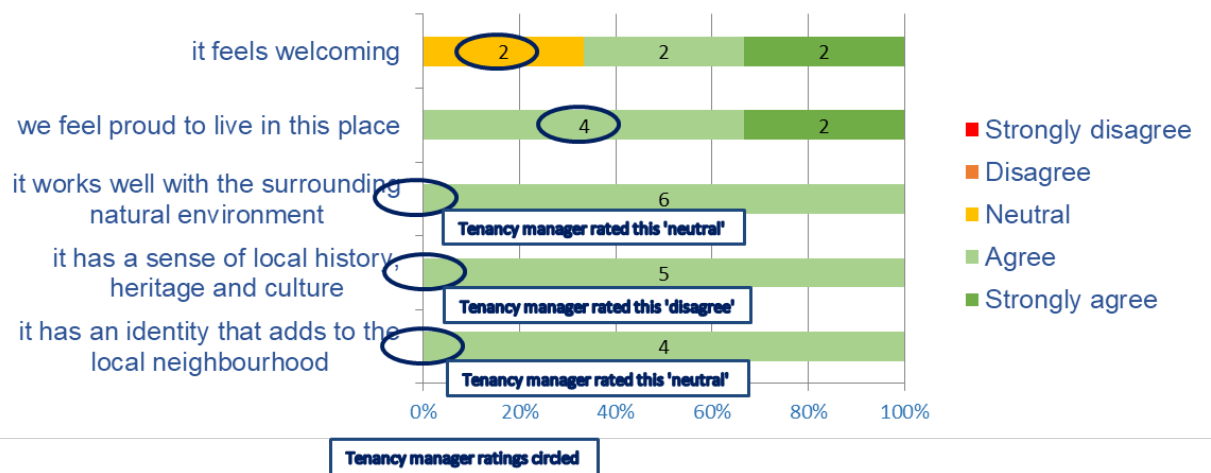


The tenancy manager said the development does not have a plan for how to respond to emergencies (such as an earthquake or long power cut). Only half the tenants have made any preparations for an emergency.

When asked what they liked most about Princes Street, the tenancy manager said *“These homes have a separate dining from the lounge, still in an open plan so they feel very much like a smaller version of a regular house instead of a flat. These homes are my favourite layout”*

When asked what they liked least about Princes Street, the tenancy manager said *“the pathway areas – tenants at the front always have people coming past and some have paranoid schizophrenia. Would be good to have some way so people not constantly walking past.”*

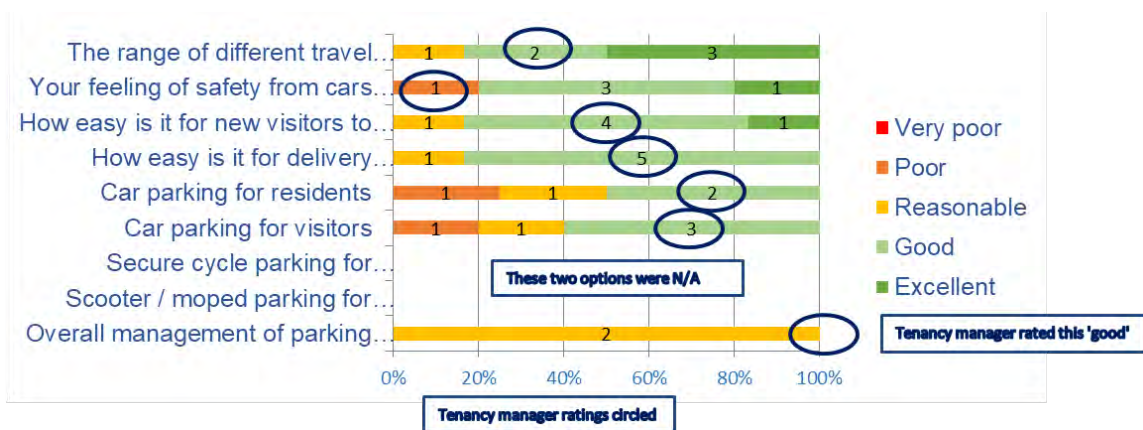
The tenancy manager’s ratings for aspects of the development were markedly lower than the tenants except for pride in the development. This could reflect, however, tenants’ difficulty in interpreting some questions. Tenants felt the development was more welcoming. The tenancy manager liked the location of Princes Street, especially proximity to shops, supermarket, dairy and buses [within] reasonable walking distance.



In terms of the tenant activities provided at Princes Street, the tenancy manager reported that CORT offers tenant activities throughout the year. They also reported that some of the tenants occasionally spend time together although not so much of late due to a relationship breakdown. One specific comment is that the grassy area is underutilised and *“needs one key person pushing community on-site”*.

In terms of the fit with the wider neighbourhood, the tenancy manager reported that *“It is very different to the other homes in the neighbourhood so it does stick out. The homes are very lovely, but they are much nicer than any of the other homes in that local vicinity.”*

The tenancy manager reported that tenants owned 3 cars, no bicycles, and needed no mobility support needs. When asked about travel options and carparking, the tenancy manager tended to rate these similarly to the majority of tenants except for the feeling of safety from cars and overall management of carparking. The tenancy manager and one other tenant rated the feeling of safety from cars as 'poor'; other tenants were all more positive. On the other hand, the tenancy manager was the only person to rate parking management as 'good', higher than the other two ratings. Cycle and scooter parking were N/A.



## 5.3 Feedback from tenants

### 5.3.1 Home comfort

Only one respondent found it hard to heat their home; all others found it easy or reasonably easy. Several comments indicated the tenants didn't need to heat, although one tenant said *"It gets very cold. No heater. Can't afford a heater."*

Similarly, only one respondent found it 'hard' to cool their home in summer, with all other respondents finding it 'easy' or 'reasonably easy'. Tenants said they:

*"Use a couple of fans"*

*"Sometimes find it hard to sleep"*

*"Gets too hot at night. Open doors or turn fan on"*

*"Open all doors and windows [to cool]."*

All respondents found it 'easy' or 'reasonably easy' to keep their homes free of mould with only one respondent reporting *"a bit of mildew"*.

Three of the six respondents found it 'difficult' to dry clothes, and only one found it 'easy'; two respondents didn't reply. Comments indicate that while some tenants are drying their clothes on the deck, others are drying clothes inside:

*"Dry clothes on deck"*

*"Always dry clothes inside"*

*"Can't be bothered taking clothes downstairs"*

*"Clothes line by bins - smells with rubbish."*

### 5.3.2 What tenants like about living at Princes Street

#### 5.3.2.1 About their homes

When asked what they liked most about their home, respondents answered:

*"Nice environment makes it easy to self motivate. Floor covering was replaced for soundproofing"*

*"Nice hot water pressure"*

*"Big space. My own space. Love all the space I've got"*

*"It's just nice. Comfortable. I feel free. Somewhere I want to maintain in good condition"*

*"Pretty much it's mine. I've got my own space."*

### 5.3.2.2 About their neighbourhood

Respondents enjoyed the quiet area, and location close to services:

*“Peaceful and quiet. Close to Ōtāhuhu town. Not too far from GP”*

*“Off road a bit. Can keep noise of cars out. Nice quiet area. I like it here, I really do”*

*“Now settled in, don't really want to move”*

*“Very close to what we need”*

*“Don't have to pay for mowing.”*

### 5.3.2.3 About CORT

Tenants were positive about CORT:

*“Appreciate what CORT has done for us. It's the little things they've done for us on the way”*

*“I love it here. Jade is pretty cool. She's pretty down to earth”*

*“[CORT] can offer something better for [our] need.”*

## 5.3.3 What tenants don't like about living at Princes Street

### 5.3.3.1 About their home

Tenants were very positive generally about living at Princes Street, and often found it difficult to say what they liked least about their home. Comments were:

*“Not really - maybe if lounge was a little bigger”*

*“Not having a bath. Need more help in maintaining home/housework.”*

In general comments, some further areas of concern were raised:

*“Bottom of front door is starting to lose bits of paint and door has been broken in to”*

*“Would be nice if had a garden [upstairs unit]”*

*“Finances are difficult - Finding it a bit of a struggle. Would like to get a boarder for financial situation (sleep on couch or floor). Could help with housework.”*

*“Don't like the net curtains [which get] dirty”*

*“Only get sun in afternoon”*

*“Water dripping in door between kitchen and hall - floor bar between kitchen and carpet needs regluing”*

*“Smell from flushing toilet come up through shower and kitchen sink - not bad but can smell. Solar lights go for a bit but not as long as when they were first put in”*

*“Letterbox needs regluing underneath again.”*

### 5.3.3.2 About the development/neighbourhood

Similarly, respondents found little that they didn't like about the development or area”

*“Sometimes trucks can be a bit annoying”*

*“Outside neighbourhood is a bit noisy”*

*“Get quite a few bush cockroaches around rubbish bins.”*

### 5.3.3.3 Design issues

Respondents were generally happy with the design of their kitchen, bathrooms and laundry with half having no response. Those that commented identified these issues:

*“Rangehood only recycles inside”*

*“Can't take shower handle off [fixed to wall]”*

*“Toilet seat moving”*

*“Bathroom floor flows the wrong way for overflow”*

*“Smell from bathroom drain”*

*“Would be nice to have a disabled shower like downstairs have”*

*“[Put] a window in bathroom”*

*“[When I ] mop the floor - no sink to tip water into, just tip down toilet”*

*“Want my curtains to be new.”*

### 5.3.4 Involvement in residents' activities and community feel

The tenants were quite engaged with the development, with all reading the newsletter, and half going to events. Those that didn't go said:

*“Might go to events if picked up and brought back”*

*“Don't have transport to get to CORT activities.”*

In terms of how well tenants get on with other residents, there were a range of responses from “Good” to “We all talk and get along together”. Two respondents said they said hello to other tenants, one responded reported they were “Only involved with one resident”, and one did not want to answer the question. One tenant indicated that “some people living here attract attention to themselves.”

Half of the respondents described themselves as ‘Getting to know people and places’ in the wider neighbourhood. One didn't know other people outside the development. One respondent was quite involved in local community amenities, describing themselves as doing Aquathon at Ōtāhuhu Pool and nutrition at Ōtāhuhu library

#### 5.3.4.1 Safety

All respondents felt ‘fairly’ to ‘very safe’ in their homes and around the property after dark. Half felt ‘safe’ walking around the neighbourhood after dark, and half didn't answer. Four respondents believed children were safe playing around the property and the rest didn't answer – one comment was that it wasn't safe for children because of the balcony.

In general comments, some safety issues were raised:

*“One respondent was concerned about the security of a door which has been broken in to”*

*“Would like a peephole for door so can see who on the other side”*

*“Need to improve security lights around property. Outdoor security lights don't work anymore”*

*“Security lights are on a Globug so do not work when it has no credit”*

*“Should there be a fire alarm in kitchen/lounge?”*

*“Have had no fire drills.”*

Most respondents felt safe when walking or cycling on the roads with only one respondent rating this as ‘poor’.

### **5.3.5 Transport and parking**

All respondents were positive about the transport options, rating them between ‘reasonable’ and ‘excellent’, with the majority being ‘excellent’.

Only four tenants had a car; three rated carparking for residents as ‘good’ or ‘reasonable’, with one rating it as ‘poor’. Five tenants had visitors and once again only one respondent rating it as ‘poor’. Comments about carparking included:

*“Does get a bit crowded and driveway is quite steep and people have lost bumper”*

*“Visitor say not enough room sometimes e.g. when other tenants have visitors at the same time”*

*“Sometimes carpark is full”.*

*“Not enough spaces if everyone had a car.”*

All respondents reported visitors and delivery vehicles could find the development/their home easily, most rating this as ‘good’.

### **5.3.6 Sustainability and emergency preparation**

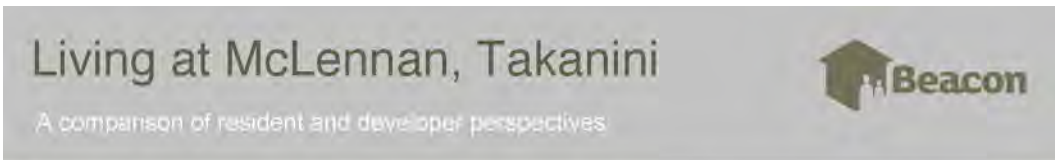
All tenants reported taking measures to save energy (e.g. switch off all switches) and reduce waste, and all except one took steps to save water (one reported that they didn’t save water because they gardened). There was little interest in composting, gardening or environmental activities with only two respondents showing any interest. Some residents reported it was not possible for them to compost or garden.

Only half of all tenants had made emergency preparations. One response to the question was *“just pray we don’t have one!”*

## 6 Results – McLennan

Eight tenants completed the Residents’ Survey in face-to-face interviews.

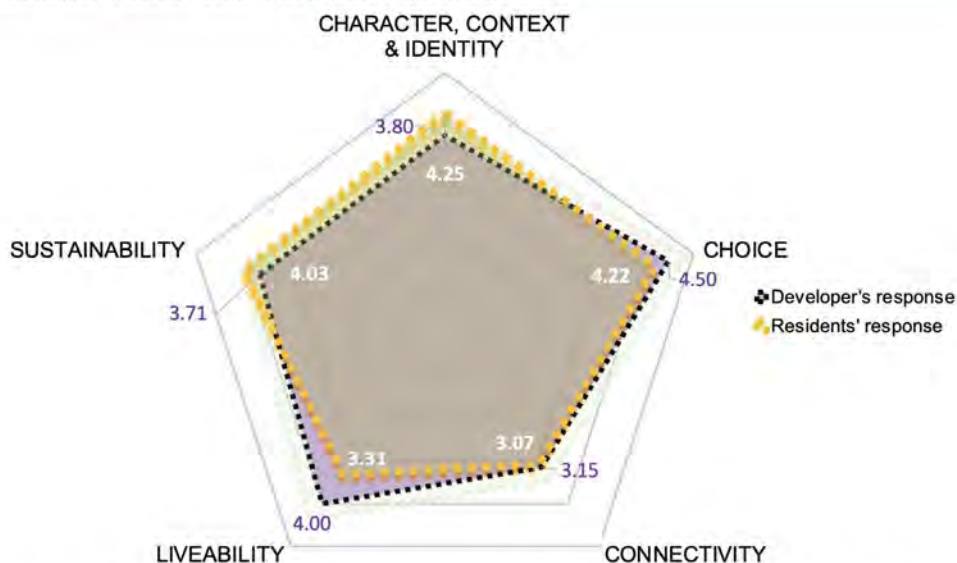
### 6.1 Application of assessment tools



Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents' average score for each topic has been adapted from their survey responses, while the developer's scores were collected during an interview and informed by the independent site review process. Scores are from 1-5 and are presented for the following five sections:

- 1 Character, context and identity
- 2 Choice
- 3 Connectivity
- 4 Liveability
- 5 Sustainability






A broad comparison of residents and developer scores for each category can be seen below:



Each of the following sections outline the results in more detail with any additional information that was collected from residents, the developer, or during an independent site review.

## Character, context and identity

To develop a site and buildings that integrate with, or relate to, the existing natural and physical environment as well as building form and style in the surrounding neighbourhood

	Residents	Developer
 <p><b>Environment and physical landscape</b></p> <p>Natural environmental elements are integrated within the site which aligns with slope and form and enhances geographic features.</p>	4.50	4.00
 <p><b>Heritage and culture</b></p> <p>The site takes account of local history, honours heritage and culture, and seeks community direction.</p>	3.86	3.00
 <p><b>Identity and sense of place</b></p> <p>Site design and layout, key features, and artistic works have been developed to create an identity and 'sense of place'.</p>	4.38	4.00
 <p><b>Building character</b></p> <p>The building design and materials integrate with, and enhance, the surrounding neighbourhood character.</p>	N/A	5.00
 <p><b>Streetscape</b></p> <p>Entranceways and frontages are designed to be welcoming, accessible, and are in context with and enhance the overall character.</p>	4.25	3.00

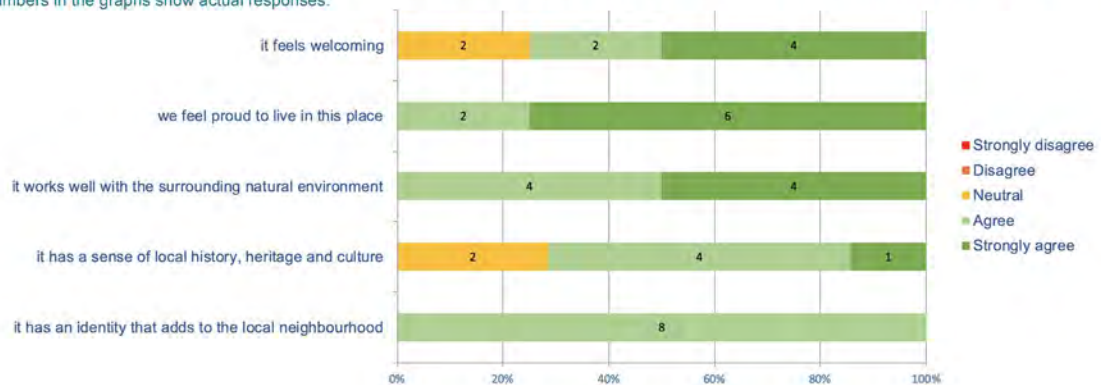
Average

4.25

3.80

More detail on residents' responses to this section is shown below.







Survey responses were received from 8 out of the 14 available dwellings, representing a 57% response rate of occupants from this development. Numbers in the graphs show actual responses:





## Choice

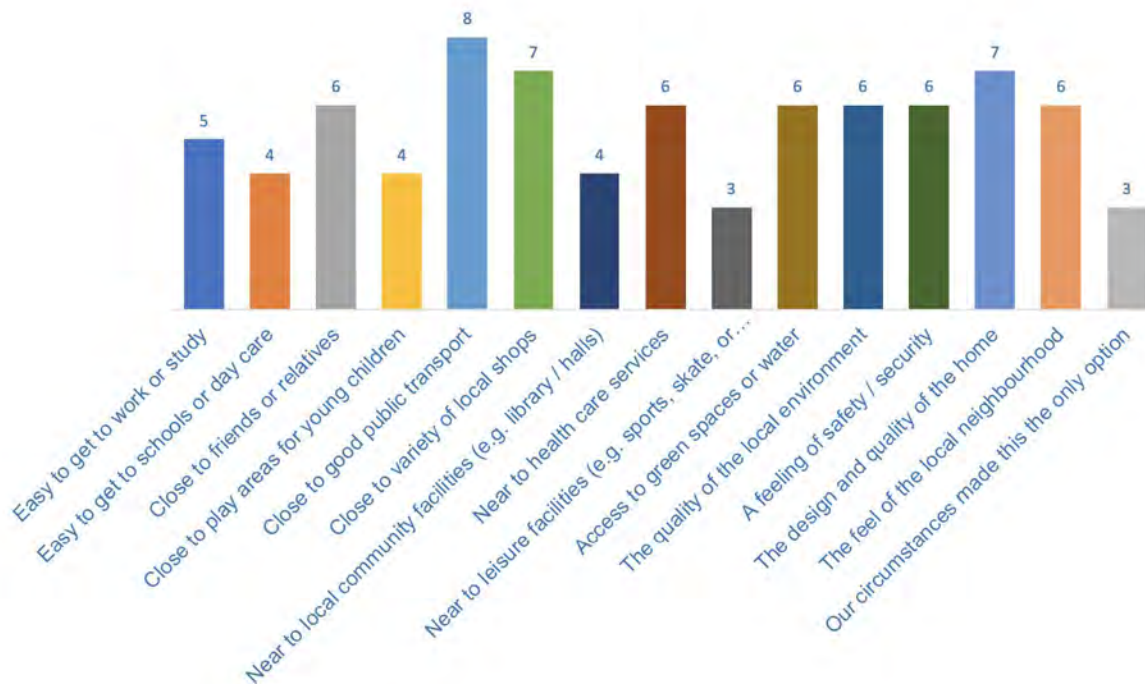
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 <p><b>Opportunity</b></p> <p>Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.</p>	3.77	4.00
 <p><b>Residential dwelling typology</b></p> <p>The provision of dwelling typologies offers an appropriate choice with regards to existing neighbourhood demographics as well as the demographics of targeted residents.</p>	4.25	5.00
 <p><b>Affordability</b></p> <p>A range of dwelling options and supporting financial instruments provide residents of varying means with the ability to live in quality accommodation (e.g. starter home / buy to let / financial assistance).</p>	4.63	5.00
 <p><b>Tenure</b></p> <p>Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.</p>	N/A	N/A
 <p><b>Building adaptability</b></p> <p>Building designs exhibit a range of adaptability and floor plan flexibility responding to changing requirements, and the potential for mixing use over time (e.g. the ability to adapt a residential building to incorporate commercial activity).</p>	N/A	4.00
 <p><b>Population density</b></p> <p>The number of dwellings per hectare and population density are in line with existing and planned infrastructure and services (e.g. transport, stormwater, local amenities).</p>	N/A	N/A
<b>Average</b>	4.22	4.50

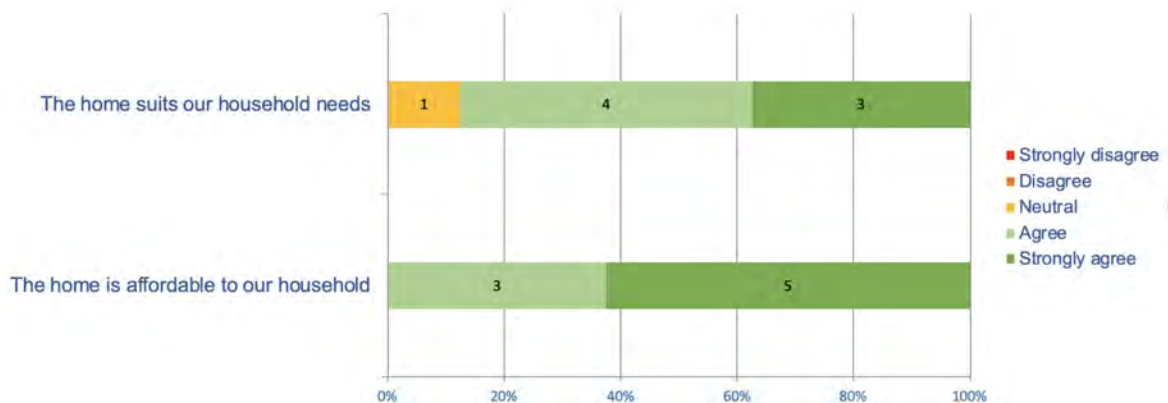
## Choice

A more detailed look at residents' responses...

The first question in the section on 'Choice' asked residents to select the reasons that their household chose to live in the area. The graph below shows the numbers of respondents that selected each option.









Additional questions on suitability and affordability were weighted to help to determine residents' average scores:



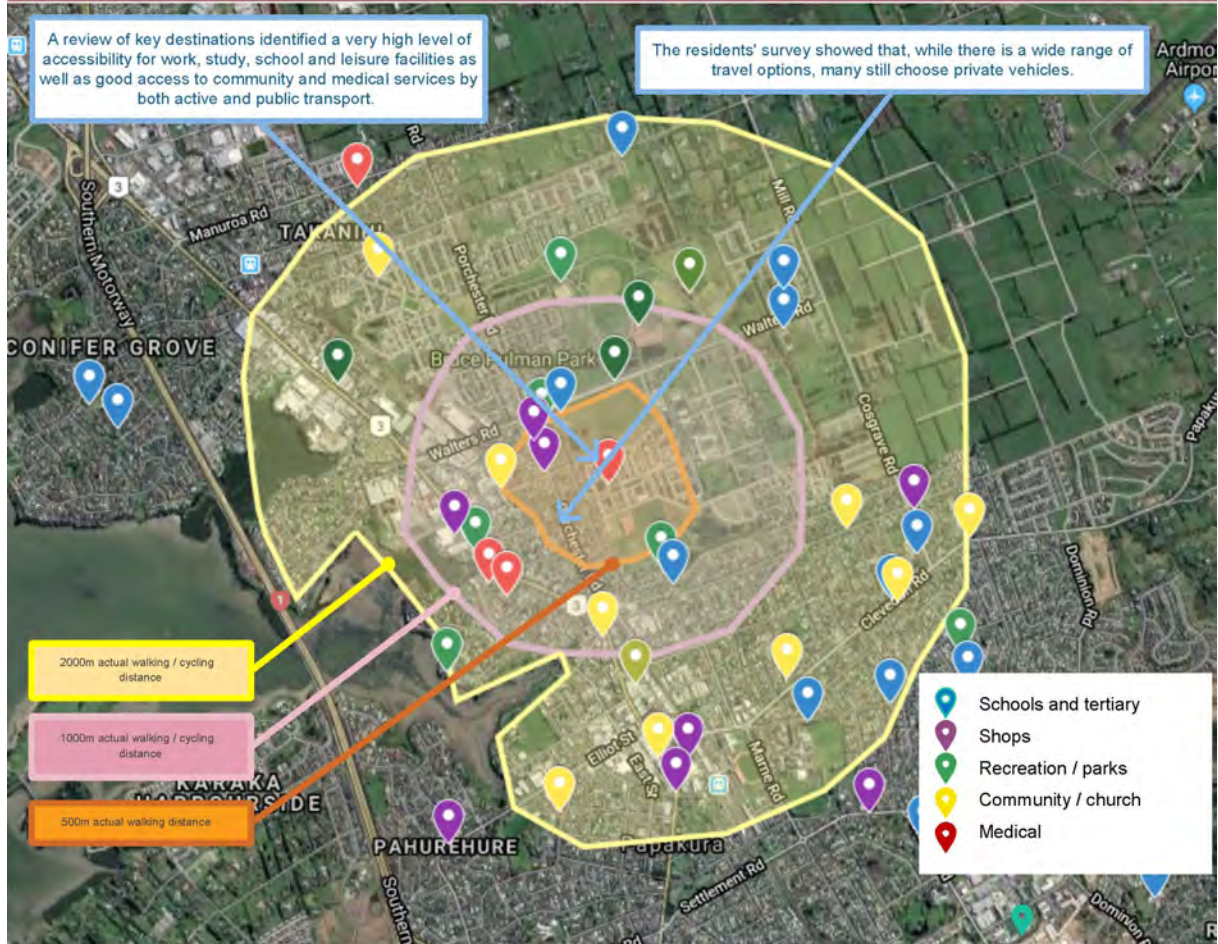
## Connectivity

Connecting infrastructure enables safe, universal access using active, assisted mobility, shared, and private modes of transport within and through the site to identified key destinations

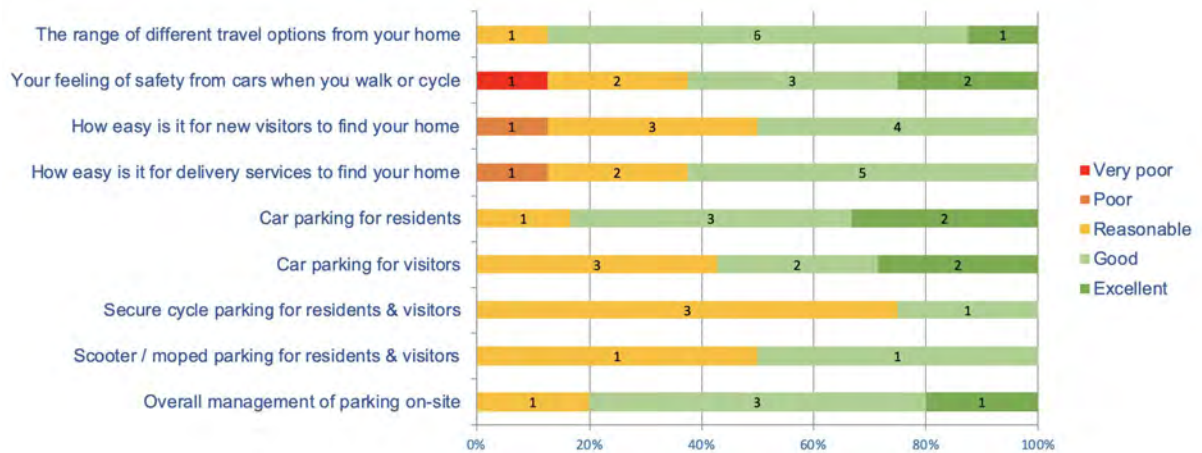
	Residents	Developer
 <p>Accessibility to key destinations</p> <p>The extent of accessibility to key destinations is based on distance, infrastructure and services that enable safe travel on foot, by cycle, on frequent public transport, by car, or with mobility aids.</p>	1.97	3.77
 <p>Permeability</p> <p>Permeability within and through the site supports wider neighbourhood connectivity and facilitates access to surrounding destinations. (Note: May be N/A for smaller sites where this is impractical)</p>	N/A	5.00
 <p>Transport choice</p> <p>Residents considered the range of transport choice from their home, while the developer scored the extent of proactive measures to encourage active and shared transport.</p>	4.00	2.00
 <p>Safety from Vehicles</p> <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	3.63	2.00
 <p>Wayfinding and access for services</p> <p>Wayfinding and signage to and around the site facilitates visitor movement and the identification of resident dwellings, while ensuring that designs and naming are appropriate to the site's overall identity.</p>	3.44	3.50
 <p>Parking provision and management</p> <p>The residents ranked a number of factors including vehicle, moped, and cycle parking for residents and visitors, and overall management of the site.</p>	2.30	2.60
Average	3.07	3.15

## Connectivity

More detail on residents' responses and the site review

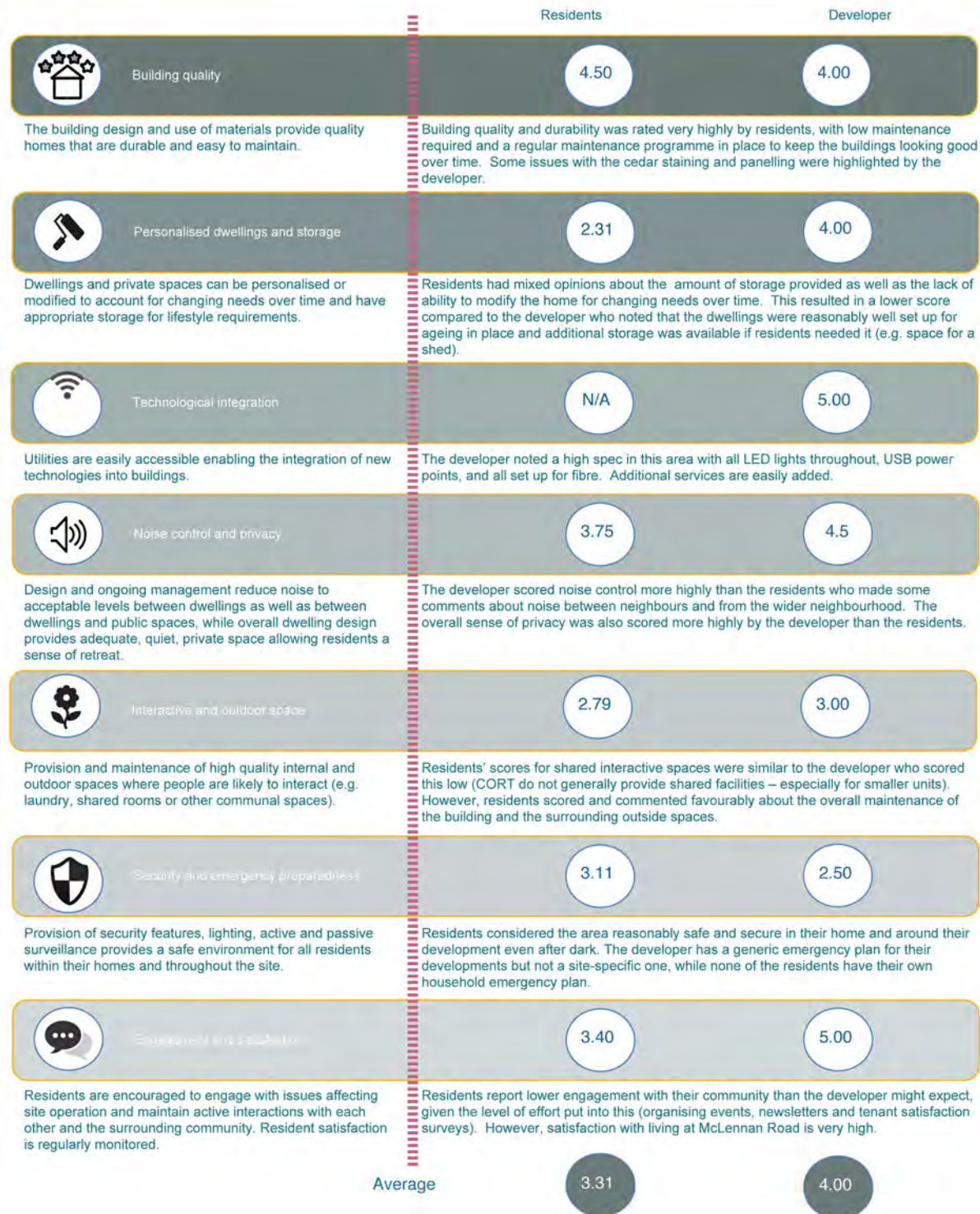


Additional questions on travel options and parking were weighted to help to determine residents' average scores:



## Liveability

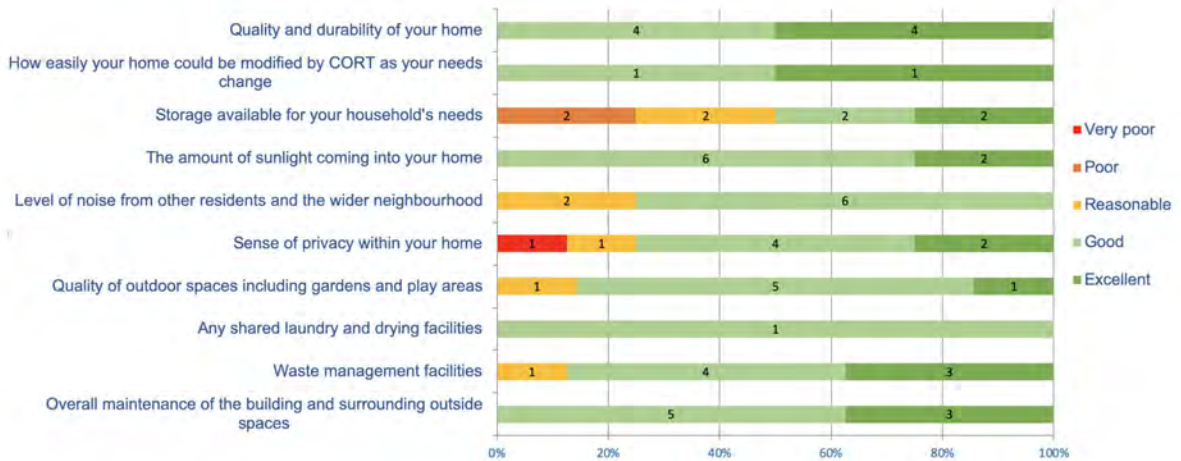
Providing quality facilities and facilitating positive interactions between residents and the wider community



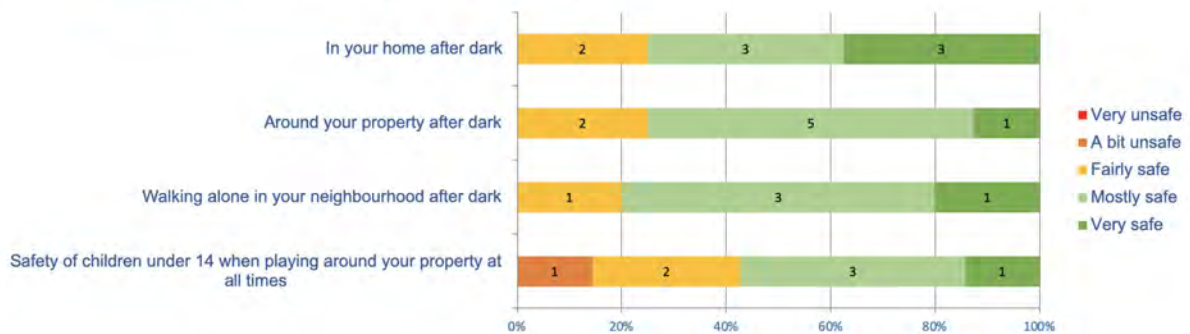
## Liveability

A closer look at residents' responses

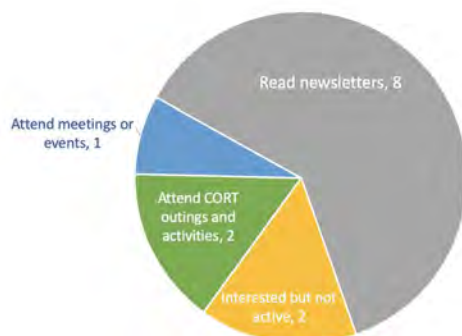
Residents were asked to rate aspects of their home and surroundings:



They also gave feedback on their feelings of safety and security:



They were asked what best described their household's involvement with residents' activities and issues



...what best described their relationship with other residents










...and their relationship with the wider community



## Sustainability

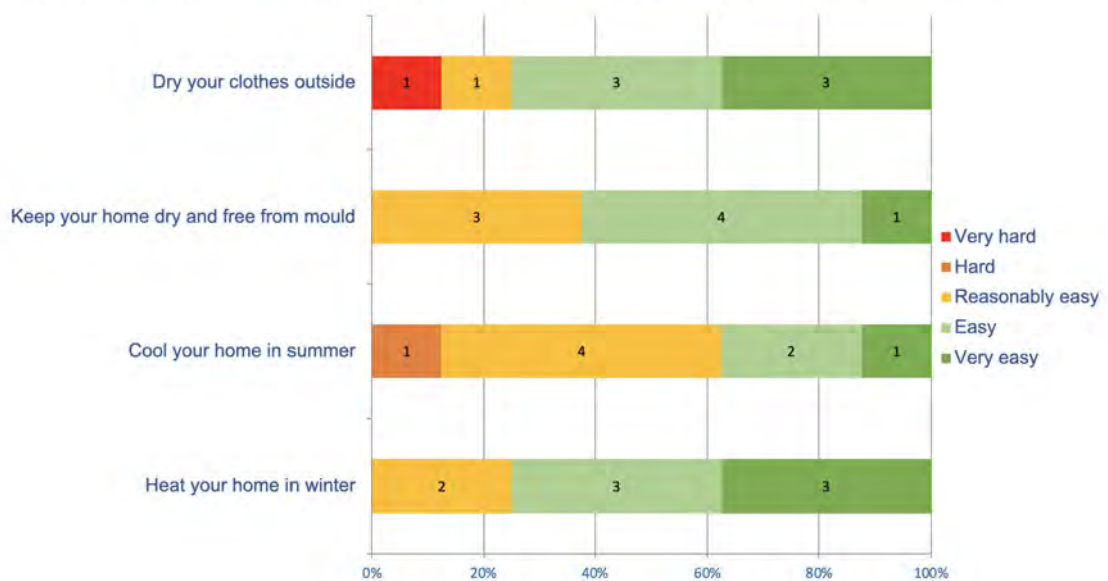
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 <p><b>Climate adaptability and stormwater management</b></p> <p>Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.</p>	N/A	4.50
 <p><b>Building materials</b></p> <p>Building materials demonstrate durability and third party eco-labelling or responsible sourcing, while ensuring that any waste is recycled and any soil contamination on site is remediated.</p>	N/A	4.00
 <p><b>Solar gain</b></p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	4.25	4.00
 <p><b>Warmth and dryness</b></p> <p>Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.</p>	3.78	4.00
 <p><b>Energy and water efficiency</b></p> <p>Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.</p>	4.56	4.00
 <p><b>Recycling and composting</b></p> <p>Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.</p>	4.21	3.00
 <p><b>Native ecology, gardening and food production</b></p> <p>Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.</p>	3.34	2.50
Average	4.03	3.71

## Sustainability

More information on residents' environmental behaviours

Residents stated the ease with which they could control temperature and moisture in their homes:



...and how often they engaged in some sustainable actions:

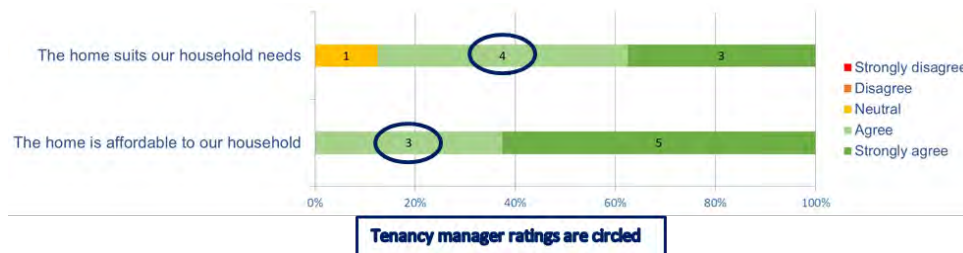




## 6.2 Feedback from tenancy manager

This section covers feedback from the tenancy manager for McLennan. The tenancy manager’s survey responses are circled on the graphs generated by the tenant survey, to enable a visual comparison between tenancy manager and tenant responses.

The tenancy manager ‘agreed’ that the homes were affordable and suited the tenants needs. While the tenancy manager was less positive than the tenants about the home’s affordability, the manager commented that it depended on how much debt a tenant has - without debt the home is very affordable.



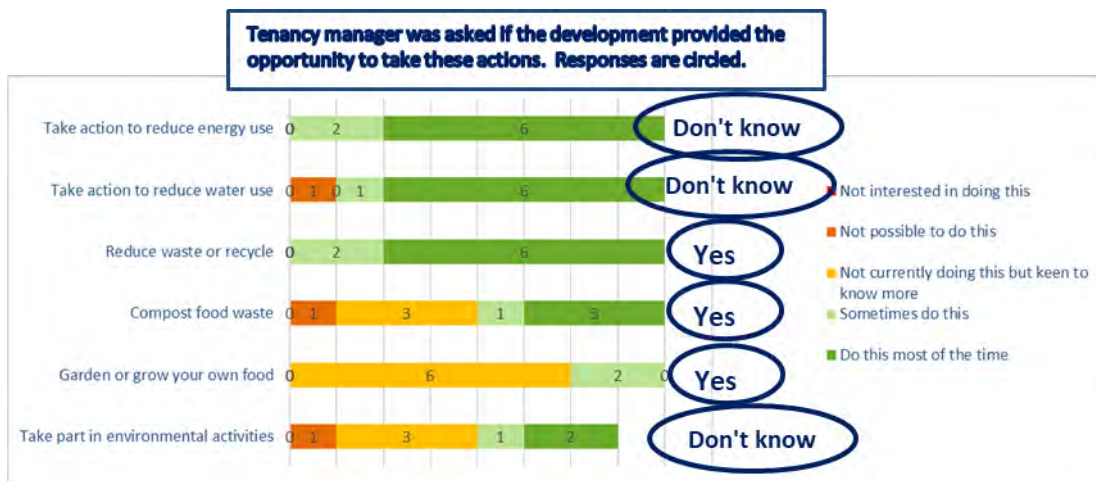
There were several aspects of the homes that the tenancy manager rated quite differently to the tenants. Half of the tenants rated the storage available more positively than the tenancy manager. At the other end, only one tenant agreed with the tenancy manager that the quality of outdoor spaces was ‘excellent’ – tenants mentioned wanting a playground. The tenancy manager was also more positive than the majority of tenants about the waste management facilities and overall maintenance. Despite this, few tenants specifically mentioned maintenance or waste in their comments, and in fact, one said “*Whatever I’ve asked, it took one text to get fixed*”



The tenancy manager’s rating of the comfort of the homes was similar to the tenants. They noted that in all homes all the windows need to be open to get airflow, and that although you can open the ranch slider in the top homes at Turehu street, there is not much cooling unless there is a breeze. The tenancy manager also rated drying clothes outside as N/A, commenting that only the two bedroom and the bottom ground floor one bedroom can dry washing outside. Body corporate rules mean washing is not allowed on the second storey decks. If no fixed washing line has been installed, the residents are not allowed to put one in or hang their washing where it is visible.



Opportunities to reduce waste and recycle are being taken up by almost all tenants. Nearly half compost, and although only two are gardening, there is interest in knowing more about it. Although the tenancy manager was unsure about what was provided to reduce energy and water use, all the tenants reporting taking measures to reduce energy use, and all but one are trying to reduce water use, the tenancy manager could not answer this.



When asked about the safety of the property and neighbourhood after dark, and for children at all times, the tenancy manager felt they were ‘fairly safe’, a rating lower than the majority of tenants. The tenancy manager commented that *“the surrounding community at McLennan is very good and supportive, so safe”*.



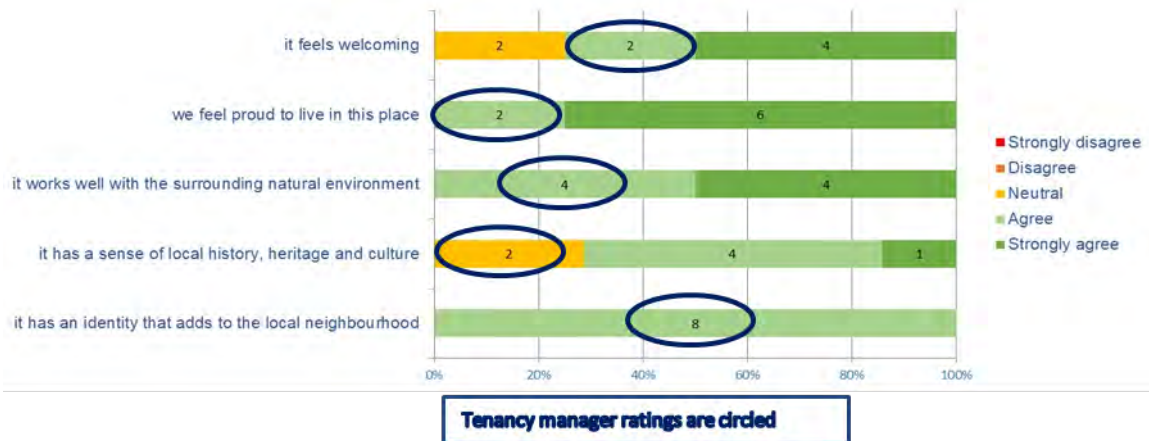
The tenancy manager didn’t know if the development has a plan for how to respond to emergencies (such as an earthquake or long power cut).

When asked what they liked most about McLennan, the tenancy manager said *“They are family and community friendly, they are supportive, have a beautiful environment and beautiful homes. As the building has been going, they have improved, they have a real feel of a family home, not just a house to live in.”* They liked the private courtyards and communal zones (including BBQ area) in McLennan, and that everything is within reasonable walking distance.

Specific improvements identified by the tenancy manager were:

- Some of 2 bedroom units are a little dark downstairs in middle areas
- The wooden doors look pretty but make it darker inside.
- With the security latches, the door only opens a short distance and there are security latches on all top windows for safety. This reduces airflow.

The tenancy manager’s ratings for aspects of the development differed from the tenants in the level of pride in the development – tenants rated their pride higher – and in a neutral rather than positive response to the sense of local history, heritage and culture. This could reflect, however, tenants’ difficulty in interpreting this particular question.



In terms of the tenant activities provided at McLennan, the tenancy manager reported that the tenants have built their own community and tend to spend time with each other. They have had a welcome BBQ, and in the community, there are play groups and events that are held in the green space opposite the build.

In terms of the fit with the wider neighbourhood, the tenancy manager reported that “*you can't tell the difference between CORT homes and the other community homes which is great!*”

The tenancy manager reported that tenants owned 10 cars, no bicycles, and needed no mobility support needs. When asked about travel options and carparking, the tenancy manager tended to rate these similarly to the majority of tenants. Cycle and scooter parking were N/A. The tenancy manager said there were no parking issues, which is in line with the mean of the tenants, and reflected in there being only one adverse comment about parking.



## 6.3 Feedback from tenants

### 6.3.1 Home comfort

All respondents found it easy to heat their homes, with the majority finding it ‘easy’ or ‘very easy’: *“Heating very easy due to double glazing and insulation.”*

While all respondents also found it ‘easy’ to cool their homes in summer, half only rated this ‘reasonably easy’. In the comments, respondents said:

*“Cooler downstairs than upstairs. When overheat open all windows. Sleep downstairs with sliding door open”*

*“There is a nice breeze when there is wind. When no breeze it's drying material. Turn on tap and wet ground. Upstairs windows can't push open - not much air through it”*

*“Excellent shading in summer”*

*“High ceilings help. With ranchslider/door/window open, can get a good breeze”*

*“Back room gets hot in afternoon”*

*“No shade on back patio.”*

All tenants found it easy to keep their home free of mould, with the only comments being:

*“CORT [has] gone through cleaning options with me”*

*“There is mildew inside the recycling bin.”*

All but one tenant found it ‘easy’ to dry their clothes outside, with one respondent rating this ‘very hard’. The tenancy manager commented that under body corporate rules, washing cannot be visible on second storey decks – this may account for the response.

### 6.3.2 What tenants like about living at McLennan

#### 6.3.2.1 About the home

Asked what they liked most about their home, respondents liked that it was new, clean and healthy. Many appreciated the opportunity to have their own home.

*“Have a home. Having a home for my daughters. Having my own little sanctuary after studying all day”*

*“The character suits my personality”*

*“Private, really decent, clean, tidy, quite perfect”*

*“Clean, nice and brand new, healthy for the kids as well”*

#### 6.3.2.2 About the development/neighbourhood

Some of what respondents liked about McLennan related to the development and neighbourhood area. The quiet of the area was appreciated, as were the amenities.

*“Peace and quiet - it's soothing”*

*“Safe and quiet”*

*“Every month is different. Makes it more vibrant”*

*“Close to job.”*

The tenancy manager noted that developments with 2 bedroom units (like McLennan) are located close to schools and other amenities for children, reflected in these comments:

*“Close to getting to the kids”*

*“Have very good parks and open space for kids.”*

### **6.3.2.3 About CORT**

When asked what they liked about living at McLennan, respondents also commented on their gratitude to CORT:

*“The whole package. The people who put me here. Family here. Everything fell in to place for me”*

*“I enjoy living here and appreciate CORT's community housing”*

*“Just overall extremely pleased and grateful”*

*“I've got a beautiful home. First time ever having our own place”*

*“CORT home I love it and I love CORT officers taking care of us”*

*“CORT do a wonderful job.”*

## **6.3.3 What tenants don't like about living at McLennan**

### **6.3.3.1 About the home**

When asked what they liked least about their home, half of respondents couldn't think of an answer. Those that did, said:

*“That there is no carpet downstairs and it gets dusty”*

*“Just the privacy - everyone walking past, especially at the back. Can see in everyone's back yard from upstairs window”*

*“It's upstairs.”*

### **6.3.3.2 About the development/neighbourhood**

Respondents likewise had little that they didn't like about the development or neighbourhood:

*“Wish I had a vehicle even though a lot of space is only a walk away”*

*“No playground at the moment [although they are] building a little walkway and playground over road”*

*“They need a playground.”*

Note that the 2 bedroom units are all housing families.

### **6.3.3.3 Design issues**

There were some positive comments about the design of bathroom, laundry and kitchen:

*“Made good use of space. Cool that laundry is hidden. Bathroom fine. Kitchen good”*

*“Happy with bathroom and kitchen - are spacious”*

*“Like the architecture, design of house”*

*“Good sized bedroom.”*

Respondents made some suggestions for what they would like to see in the design:

- “Want stronger fan in bathroom. Could have been bigger (shower over small bath)”*
- “Laundry a bit cramped - can't get dryer in.”*

While that the tenancy manager rated storage as ‘reasonable’, half of the tenants rated it more highly. There were mixed responses in the comments:

- “Heaps of storage”*
- “Laundry does not have a lot of storage space.”*

In general comments, some other issues were raised:

- “A few architraves and door stoppers have come off”*
- “Wooden door - would have been better if glass”*
- “Handrail on stairs needs replacing putting up – it's a hazard”*
- “Colours of walls - for ever wiping them down”*
- “Outdoor shed downstairs is not weatherproof”*
- “Upstairs window won't lock at all.”*

#### **6.3.4 Involvement in residents' activities and community feel**

All tenants read the newsletter but only two were involved in CORT activities. Comments from respondents were:

- “Would like to be. Read CORT and McLennan Park newsletters”*
- “Sometimes have attended functions”*
- “Go to a few CORT events. No way can get to Ponsonby”*

In terms of how well tenants get on with other residents, three answered that they are ‘getting to know the other residents’. Their comments revealed a mix of those who engaged with other residents and those who were more cautious:

- “Say hello and make small talk”*
- “Keep to selves. All from same emergency housing”*
- “Would like to know them better”*
- “Came here with friends from Salvation Army transitional housing”*
- “Know 3 or 4 reasonably well and have coffee. Others say hello”*
- “Have good and friendly neighbours.”*

In general comments, respondents made a couple of observations about communal spaces in the development:

- “Shared space needs to be inviting e.g. bbq and chairs then would take advantage of it”*
- “Communal space not good as others use, it's like an alleyway.” [tenant was referring to other non-CORT people using the shared space as a walkway].*

Half of the respondents described themselves as ‘getting to know people and places in the wider neighbourhood’. As with other residents, there were a variety of approaches:

*“Keep to self”*

*“Would like to become more of a part”*

*“Don't mix with neighbours unless they say hello.”*

#### **6.3.4.1 Safety**

All respondents felt fairly to very safe in their homes and around the property after dark. Five respondents felt safe walking around the neighbourhood after dark, and the others didn't answer. One respondent specifically rated the property 'a bit unsafe' for children to play in at any time, although other answers all rated it as 'safe'.

One respondent also rated the safety from cars when walking or cycling as 'poor' saying they *“[feel unsafe from cars because] got hit”*. However, all other responses ranged from 'reasonable' to 'excellent'.

Generally, respondents feel safe in their homes and neighbourhoods:

*“Just feel safe in this type of neighbourhood. Feel safe because of beautiful home.”*

#### **6.3.5 Transport and parking**

The majority of respondents rated transport options as 'good', with one rating it 'excellent' and one as 'reasonable'. Comments on transport options were:

*“Papakura rail station is closest - there is a long stretch between Takanini and Papakura stations. Buses on Great South Road “*

*“Don't want the expense of a car”*

*“Bring bike inside house.”*

All but two tenants own a car, and these respondents rated parking for residents as 'reasonable' to 'excellent', with most rating it 'good'. Parking for visitors was also in the range of 'reasonable' to 'excellent' with most rating it 'reasonable'. Respondents commented:

*“Lots of houses down side street have visitors and take up car parks especially across road - especially development on RHS”*

*“Now more houses so less parking”*

*“Excellent parking for visitors as tenant doesn't have a car”*

*“Visitors can park in neighbour's carpark so works well, neighbour doesn't have car and said to use.”*



Respondents reported difficulties for visitors and delivery vehicles to find the development/their home easily. Half rated this as ‘reasonable’ or ‘poor’ for visitors, with the others rating it ‘good’. Five rated this as ‘good’ for delivery vehicles, with the rest rating it ‘reasonable’ or ‘poor’. Respondents commented:

*“Still not on good maps. AT transport and taxis can find us now”*

*“Letters get sent back (StudyLink and W&I go back, CORT get through)”*

*“They get lost [visitors and delivery vehicles]”*

*“First time [visitors] come they struggle a bit [to find their home]”*

*“Was a nightmare for people to find housing at first, they had no address for the first 3 months.”*

### **6.3.6 Sustainability and emergency preparation**

All tenants reported taking measures to save energy and reduce waste, and all except one took steps to save water (one reported that saving water was not possible). Half of the tenants reported composting, and three reported taking part in environmental activities. Two tenants sometimes gardened and the rest weren’t currently gardening but were interested in knowing more. One respondent reported:

*Taught neighbours around 3 bin system as knew the system [rubbish, recycle, food waste]*

None of the tenants had made emergency preparations.

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## 7 General tenancy manager feedback

A strong sense of pride with being involved with CORT Housing came through with all tenancy manager interview.

The tenancy managers talked about how the role of a CORT tenancy managers was more hands-on and tenant focussed

*“CORTs idea was to employ someone who knows/lives in South Auckland”*

*“CORT more hands on in supporting tenants, for example. offer alternatives to solve rent arrears, [provides small jobs with]. delivery of newsletters”*

*“Look first to give work to tenants where possible”*

*“Where managing a property through a rental agency, try and get CORT and property management company to do check at same time to reduce visits for tenants.”*

Consistent with the more hands-on approach was a discussion around always trying new things and approaches, and some of the benefits of some of these approaches

*“Always trialling something new – allowed flexibility to do it.”*

One new approach recently trialled was moving people into McLennan as clusters of people who had been living in together in transitional housing. This was reported by tenancy managers as working well, and consistent with comments from tenants who talked positively about who they knew from previous housing. The tenancy managers talked about how the house must fit the family and the family fit the community. Previously working straight from the MSD register, they didn't get to know the tenant before a house was allocated This new approach was seen as being much more successful.

*“Lots of work is settling people in e.g. McLennan trialled clusters of people who had been in transitional housing together – worked well.”*

The tenancy managers talked about how the quality of units being developed is constantly improving with each development. They made reference to a number of features being looked at such as including more cultural essence to buildings, planting with natives, increased community feel for the development, and design aspects such as open plan houses and shutters.

*“CORT are constantly talking about how to be better”*

*“Generally more impressed with each new [CORT] development – quality, sense of community – [CORT] think about more [now]. Each is a step up from the last”*

*“Because these are new places, different to existing community, they kind of stick out. Stick out with Otahuhu [which is] much older, but not a bad thing as brings the community up.”*

They also discussed the benefits of CORT not using the same builder for each development, and their feeling generally that there were very limited improvements that could be made to kitchen bathroom and laundry.

*“Can learn from each development. Airfield units seem lighter”*

When asked about the difference between sites in terms of management, there was a feeling from tenancy managers that there generally wasn't too much variability. They all emphasised the importance of getting to know the tenants:

*“Getting to know people is important”*

*“When almost all tenants are under mental health and one becomes sick it can cause a chain reaction so have to be proactive in managing this- to nip it in the bud. Have got to know people well so can tell if they don't sound like themselves, can put out the fire before it starts”*

*“A lot of tenants are from emergency housing so want to be settled. Not often have any major issues with tenants anywhere.”*

When asked about engagement with tenants and tenant activities, the tenancy managers said that it was important to have lots of face-to-face meetings with tenants and lots of engagement with support services and engagement with family. This was consistent with the tenant /tenancy manager engagement when setting up interview times, where the tenants engaged in a friendly manner and raised a number of other things with the tenancy manager.

They also reiterated the importance of activities to help tenants get to know each other, especially as a new block is opened up:

*“When open up blocks have a get together:*

*“Airfield opening [is today] – new community coming together – meet neighbours, whakawhanaungatanga, have a meal together.”*

Tenancy managers indicated that at least half of tenants don't have vehicles so the developments need to be located close to shops and transport.”

*“Not working well at present – not even a footpath to school, shops. Nearest dairy 1.5km no footpath. Nearest supermarket 1.8km no footpath. As area is built out this will get better.”*

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## 8 Conclusions

This report summarises results from the application of Beacon Pathway's medium density assessment tool to four CORT Community Housing developments in Scott Point (Hobsonville), Princes Street and Hokonui (Otahuhu) McLennan (Papakura).

Each development has its own pros and cons, and aspects that work well or could be improved upon. Some of these aspects are a direct result of the planning and design that goes into CORT's housing portfolio – and some are external and related to the neighbourhood, connectivity around Auckland, and the local natural and built environment. For this reason, direct comparison between developments and the numerous variables that make up the final assessment scores can easily be misinterpreted. It is considered more useful to look at each development as a stand-alone case study and, in the context of its surroundings, draw lessons from not only the scores but also the qualitative feedback from residents.

In general, respondents were extremely positive about living in all developments assessed, and commented favourably on their interactions with CORT as an organisation. On many of the crucial aspects of post occupancy feedback, CORT scores very highly. All but two of the residents surveyed across all developments either agreed or strongly agreed that the home suited their household needs. Aside from a single person (who was neutral), all residents interviewed either agreed (33%) or strongly agreed (63%) that they were proud to live in their development.

The comparison of the resident and developer perspectives shows a very close relationship between the developer rating and that of residents. This usually indicates a developer with realistic assessment of what they are providing for their target market and a set of residents who are largely satisfied with the level of amenity provided. Scott Point may be the outlier in this trend with residents rating some aspects significantly more highly than the developer. In all developments, scores pertaining to connectivity were higher than the residents' willingness to make use of active and shared transport modes. This highlights the reliance on private vehicles despite the efforts of CORT to situate these developments with very good levels of connectivity and local amenity / facilities close by.

The developments range in age and construction techniques as well in procurement. It is fair to say that a number of the key criteria explored in the tools are only recently beginning to gain traction in New Zealand's built environment. Climate change adaptability, energy and water conservation, universal design, and a focus on thermally higher performing buildings and summertime comfort are all areas that CORT, to their credit, are pursuing in more depth now compared to earlier development projects. It is impressive to see the continual improvement of specifications and outcomes being driven in these developments and CORT's rare willingness (amongst the construction sector in New Zealand) to learn from each development and make continual improvements as the journey progresses. The post-occupancy feedback delivered through these medium density housing assessments are part of that process.

Individual comments are explored in detail within each of the case studies presented. This includes highlighted areas for improvement and aspects for further thought for CORT as new developments are designed and constructed. Residents at all developments expressed appreciation of the homes they lived in, the way in which CORT managed the development, and support from neighbours.

*“Thank you CORT Housing for everything you do.”*

*“Overall I’m so happy and thank you very much”*

*“Appreciate what CORT has done for us. It’s the little things they’ve done for us on the way.”*

*“I like it here, I really do”*

*“I feel awfully blessed being here. I love this place and New Zealand”*

*“Clean, nice and brand new, healthy for the kids as well”*

*“Nice environment makes it easy to self motivate”*

*“Private, really decent, clean, tidy, quite perfect”*

*“Very thankful and happy for the honest management - CORT are really good...I’m just happy with them, the best landlord ever.”*

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## 9 References

Ryan, V. and Smith, B. (2018). Medium Density Housing Assessment Tools: Summary Report. Report MDH/4.2 by Beacon Pathway.

## 11 Appendix A: Residents' survey questions