



## **Local Government Housing, Older Tenants and Adverse Natural Events**

**Report on the Local Government Survey**

**Kay Saville-Smith and Ruth Fraser  
CRESA**

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## CONTENTS

1	INTRODUCTION	1
2	PROGRAMME CONTEXT, OBJECTIVES AND METHOD	2
2.1	Programme Objectives	3
2.2	The National Survey of Council Housing Providers	5
3	COUNCILS, THEIR HOUSING STOCKS AND TENANTS	6
3.1	Stock Numbers, Older Tenants and Targeting	6
3.2	Stock Age	7
3.3	Stock Typology	8
3.4	Housing Function and Council Management	9
4	COUNCIL HOUSING AND ADVERSE NATURAL EVENTS	10
4.1	Information for Emergency Planning and Response	10
4.2	Emergency Planning and Response for Tenants in Council Stock	11
5	ADVERSE NATURAL EVENTS & COUNCILS	13
	REFERENCES	

## TABLES

Table 3.1	Reported Council Stock Profile and NZ's Private Dwelling Stock 2013	9
Table 3.2	Tenancy and Stock Management Activities Out-sourced	9

## FIGURES

Figure 2.1	People Reporting a Disability by Age in 2001 and 2013 Censuses	3
Figure 3.1	Council Housing Stock (National Survey)	6
Figure 3.2	Council Stock Building by Year (National Survey)	7
Figure 3.3	Dwelling Type by Council Stock, Retirement Village and National Stock	8

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## 1. INTRODUCTION

In the 2013 census 16,317 people rented a council dwelling, most are aged over fifty-five years. Local government has a long history of providing rental accommodation for the small proportion of older people who have been unable to enter or retain home ownership and require secure housing in the rental market. Only a tiny proportion of all older people live in council rentals. Most older people in New Zealand are owner occupiers.

Older tenants in council rentals tend to be particularly vulnerable. They typically have had limited life chances when young and have been exposed to persistent economic disadvantage throughout their lives. This can be associated with disability or illness or isolation. Those characteristics present older tenants themselves as well as councils with particular challenges in the context of preparing for, responding to, and recovering from adverse natural events.

The difficulties for communities and the people who live in council housing have been highlighted by the damage to the Christchurch council stock from the Canterbury earthquakes in 2011 and 2012. But earthquakes are not the only adverse natural event that can impact on council housing and the older people who live in them. New Zealand's geography makes it vulnerable to high winds, coastal flooding, river flooding, and issues with storm water management. The vulnerability of older people to those events and the importance of council housing to the vulnerable old that rent their dwellings have prompted this component of the research programme into older people and community resilience – *Resilient Communities: Older People Doing Better in Bad Times*.

This report presents data generated by a national survey of councils. It details how they are approaching the prospects of adverse natural events in the context of their housing stocks. It is structured as follows:

- Section 2 sets out the objectives of the *Resilient Communities: Older People Doing Better in Bad Times* research programme and the method for surveying councils involved in housing provision to older people.
- Section 3 profiles the council stock and its targeting.
- Section 4 presents data relating to the impact of adverse natural events on housing among the councils participating in the national survey.
- Section 5 focuses on the way in which councils approach planning, preparation and response to adverse natural events for their tenants and stock.
- Section 6 makes some broader comments on councils, housing and older tenants.

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## 2. PROGRAMME CONTEXT, OBJECTIVES AND METHOD

Subsequent to the Canterbury and Cook Straight earthquakes, considerable attention has been given to the impact of earthquakes on buildings and homes.<sup>1</sup> The focus of this research programme is on weather related adverse events. Weather related events make up the bulk of adverse natural events to which people in New Zealand are exposed. Between 1920 and 1983, New Zealand had 935 severe floods. From 1968 to 2011, 94 percent of insurance claims related to events other than earthquakes.

*Resilient Communities: Older People Doing Better in Bad Times* recognises that New Zealand is a vulnerable landscape in which our communities are often affected by adverse natural events. Communities are frequently exposed to adverse natural events such as flooding, coastal inundation, heavy snow, land subsidence and storms. Often the impact of those events is limited, but sometimes damage can be extensive. Individuals and communities can become isolated and without access to basic amenities, particularly electricity, for days. In those times, individuals and communities are often on their own. Staying safe during adverse natural events is only one part of what can be a long road to recovery for individuals and communities.

The resilience and recovery of communities are, consequently, going to depend more and more on the skills and resilience of older people themselves. This research is about how older people can both assist their communities to be more resilient, and be assisted to recover more quickly with the least cost to themselves and others. It has been prompted by a number of factors:

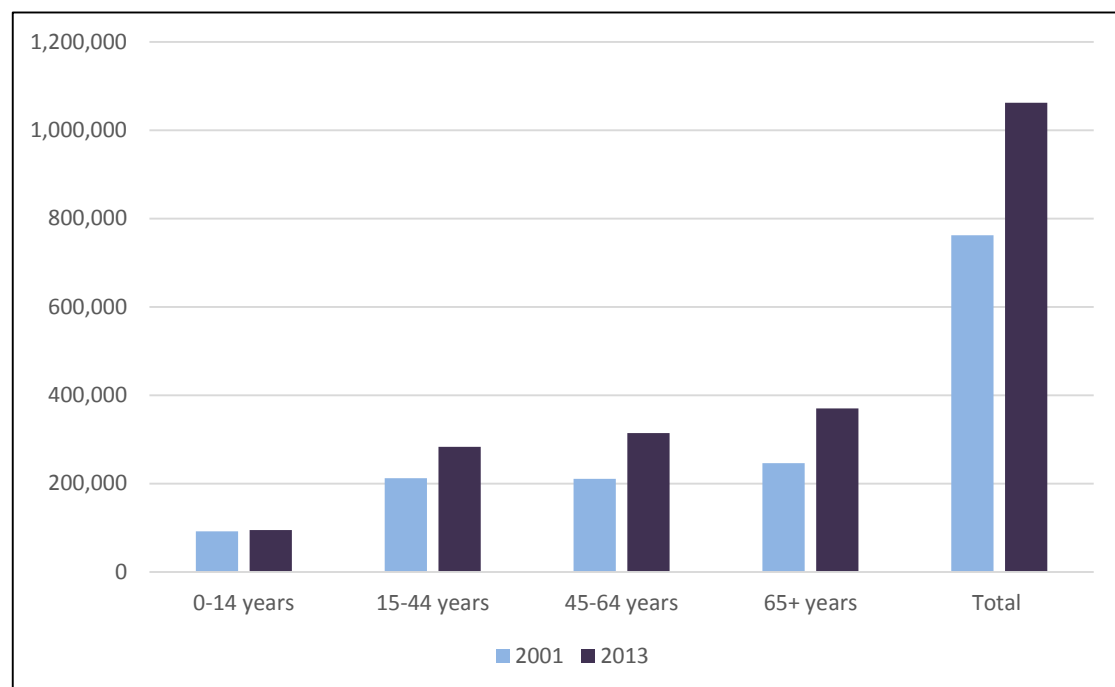
- The structural ageing of New Zealand's population means that older people are going to constitute increasingly higher proportions of the populations of many local communities.
- Associated with structural ageing in the population, is the increase in the numbers of people who must cope with some form of disability (Figure 2.1). Their needs and optimising people's contributions through enabling environments will be an important dimension of adverse natural event preparation, response and recovery into the future.
- There is substantial evidence that older people can be particularly vulnerable to injury and negative health impacts associated with adverse events. Adverse events can precipitate older people's movement into higher dependency living to the loss of their communities.<sup>2</sup>

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<sup>1</sup> Canterbury DHB, 2014; Carswell, S., 2011.

<sup>2</sup> AARP Public Policy Institute, 2006; Ardalan *et al.*, 2010; Miller, A., and B. Arquilla, 2008.

**Figure 2.1 People Reporting a Disability by Age in 2001 and 2103 Censuses**



## 2.1 Programme Objectives

The goal of *Resilient Communities: Older People Doing Better in Bad Times* is to encourage the development of community resilience through older people having support and services to help themselves and their communities respond to, and recover from adverse natural events, such as floods, slips, bushfire, earthquakes, coastal hazards and extreme weather. The aim is to provide research that will contribute to older people, their communities, and agencies working to:

- Reduce the risk of older people taking up costly, high dependency care or being displaced from their communities as a result of adverse natural events;
- Realise the potential of older people to actively support community responses and restoration during and subsequent to adverse natural events; and
- Retain the social and economic contribution older people make to communities when they age in place and experience positive ageing despite adverse natural events.

The research will:

- Help stakeholders and older people themselves to understand the vulnerabilities of older people in adverse natural events;

- Identify ways to integrate models and services for positive ageing and community resilience into adverse event planning, response, and recovery; and
- Develop resources to allow older people to make their dwellings resilient and optimise their financial and accommodation security during and after adverse natural events.

The Info box below sets out the six key questions and three objectives that structure the *Resilient Communities: Older People Doing Better in Bad Times* research programme.

<p>How vulnerable are NZ's older people to adverse natural events such as storms, floods, slips and seismic events and are their needs and expertise integrated into community responses?</p> <p>What factors push older people from their homes because of adverse natural events into higher dependency and disengage them from their communities and what are the implications of displacement?</p>	<p><b>Objective 1: Older People &amp; Communities: Resilience in Adverse Events</b> To enhance outcomes of communities and older people dealing with adverse natural events by establishing the: (a) vulnerabilities of older people to adverse natural events when living in the community; (b) extent to which adverse response and recovery plans recognise particular needs and potential contributions of older people; (c) extent to which older people's services integrate adverse event crisis and recovery.</p>
<p>How can positive ageing models and services be integrated into community resilience?</p> <p>How can older people be engaged in community resilience planning and what is the potential of digital and smart technologies and capability building to improve outcomes for older people and their communities in the context of adverse events?</p>	<p><b>Objective 2: community resilience: smart people, smart plans, smart technologies:</b> to realise older people's potential to self-help and contribute to community crisis and recovery by: (a) identifying ways to integrate positive ageing and community resilience models to meet adverse natural events; (b) developing and testing processes for crisis and recovery planning with older people and key agencies in rural, provincial and urban settings; (c) assessing technological solutions to locating and responding to older people living in the community; (d) developing and testing resource kits for capability building among older people and key sectors responding to older people in adverse events.</p>
<p>What dwellings protect older people during adverse, natural events and how can restoration costs and time be reduced to enable older people to resume active lives within their communities?</p> <p>What income, financial and insurance products and assistance do older people need to secure their quality of life given the risks of hard to predict, severe adverse natural events impacting on their community?</p>	<p><b>Objective 3: Securing Older People's Futures: Dwellings that Protect &amp; Optimise Recovery:</b> To improve older people's futures after adverse events: (a) through dwelling materials, design and critical systems that better protect older people in adverse events and easier and more affordable restoration of dwellings; and (b) protecting older people's financial and living security by enabling older people in different tenures to make effective choices and investments in their financial and accommodation security.</p>

## **2.2 The National Survey of Council Housing Providers**

The survey of local, regional and unitary authorities that provide housing was undertaken using a structured questionnaire (Annex A). The questionnaire consists of 27 mostly closed-ended questions with opportunities for further comment and a form based section at the rear designed to collect more detailed information about council housing stock.

The data collected in the survey includes: whether housing stock and tenant management is undertaken in-house or contracted out; the number of units held by a council, their location and the extent of clustering; the size of stock units and their building typology; tenant characteristics and targeting policies; the self-assessed condition of the stock; the extent and scope of council collection of data relevant to planning for or responding to adverse natural events; and, council approaches to any plans or preparation for the management of Council housing stocks and/or tenants in the event of a severe adverse natural event.

The survey was a postal survey. To facilitate participation an initial direct approach by letter with subsequent telephone follow-up was made to each council's chief executive and mayor/chairperson. This was followed by delivery of the questionnaire to the nominated council officer or housing team. There was considerable effort put into follow-up with councils and council officers.

Of the 67 councils invited to participate in the survey, 60 councils completed and returned a questionnaire. Of the remainder, six councils reported that they did not directly provide housing. One council refused to provide the information because their housing officer was unavailable during the survey period. This is a response rate of 98.4 percent. Surveying was completed over June to September 2013. All questions were pre-coded and analysed in SPSS using both univariate analysis of frequencies and cross-tabulations.



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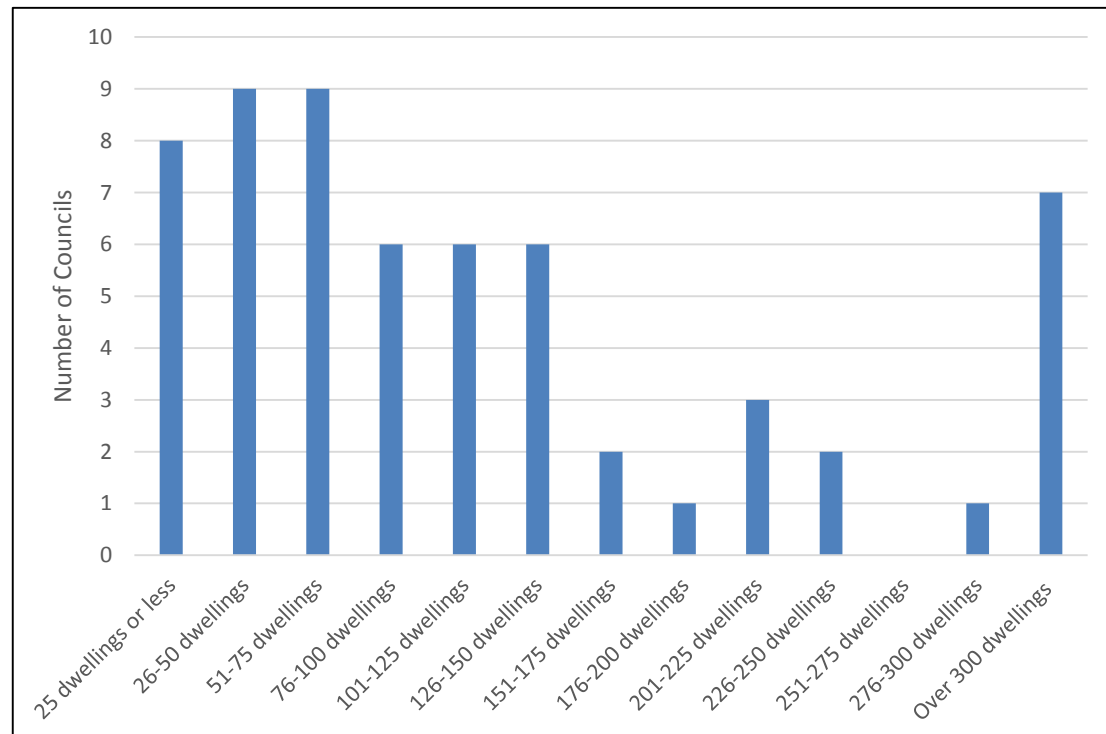
### 3. COUNCILS, THEIR HOUSING STOCKS AND TENANTS

This section is concerned with the profile of council housing stocks with a particular emphasis on their stock numbers, building typologies, and the number of households assisted through council housing. The numbers within each council's dwelling stock and, therefore, the households supported through council rentals shows considerable diversity.

#### 3.1 Stock Numbers, Older Tenants and Targeting

According to the 2013 census, 11,310 households and 16,317 tenants live in rentals provided through local authorities. All sixty local authorities participating in this survey reported the number of units they deliver. This includes Christchurch stock although subsequent analysis of the stock occupancy, age and typology excludes Christchurch because of the impacts on the stock and tenants of the Canterbury Earthquakes in 2011 and 2012. In aggregate the sixty participating councils account for around 13,455 stock units. The range of council stock is considerable. The smallest stock of dwelling units is only four dwellings while the largest reported stock size is over 2,600 dwellings (Figure 3.1). This is consistent with the 2013 census data, given that many of Christchurch's stock was unoccupied at the time of the census due to repairs.

**Figure 3.1 Council Housing Stock (National Survey)**



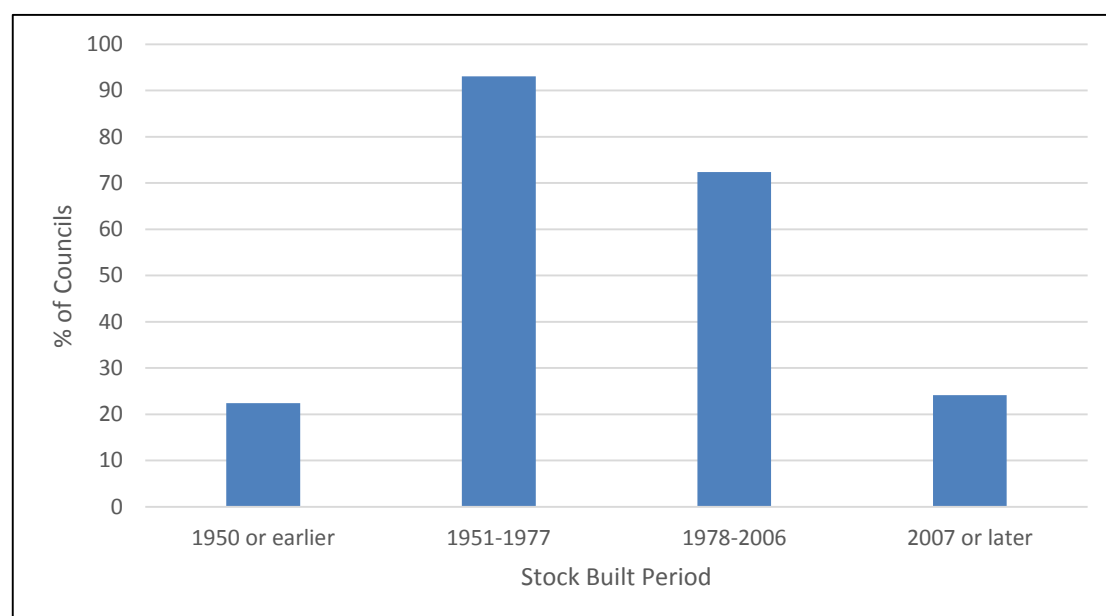
Eighty-eight percent of the council stock is occupied by people 65 years or older. This is consistent with the historical development and funding of local government housing. Central government funding for the development of pensioner housing was a feature of housing policy for many years.

The targeting of council housing, where it still exists, remains strongly focused on older people. The age threshold considered 'older' varies from council to council but lies within the range of 55 years up to 65 years. Ninety-five percent of participant councils report that they target their housing to older people. Indeed, almost 52 percent of councils do not provide rental housing to any other groups. The minority of councils that do target other groups in addition to older people tend to target people with disability and low income single people. The latter, in particular, appear to be single, unattached people reaching the pre-retirement period in the late fifties or early sixties.

### 3.2 Stock Age

Fifty-eight councils reported on the age of their stock. Eleven councils reported that their stock had all been built prior to the introduction of insulation standards for domestic buildings in 1978. Only three councils reported that their stock was built entirely since 1978. The vast majority of councils (93 percent) reported that some of their stock at least was built in the period 1951-1977. Around a quarter of councils reported building stock in 2007 and later (Figure 3.2).

**Figure 3.2 Council Stock Building by Year (National Survey)**



### 3.3 Stock Typology

As previously noted the targeting regimes of councils reflect the history of local government housing in New Zealand. The longstanding focus of local councils on older people is reflected in the typology of council housing stock. All the participant councils except Christchurch described their stock typology. That is, about 77 percent coverage of reported stock.

The council stock shows some very real differences from the national housing stock. In New Zealand as a whole, the stock is dominated by detached dwellings. By contrast, the council stock is dominated by semi-detached/multi-unit dwellings. As Figure 3.3 shows, retirement villages which also target older people tend to have a greater mix of apartments and detached dwellings than council stock.

**Figure 3.3 Dwelling Type by Council Stock<sup>3</sup>, Retirement Village<sup>4</sup> and National Stock<sup>5</sup>**

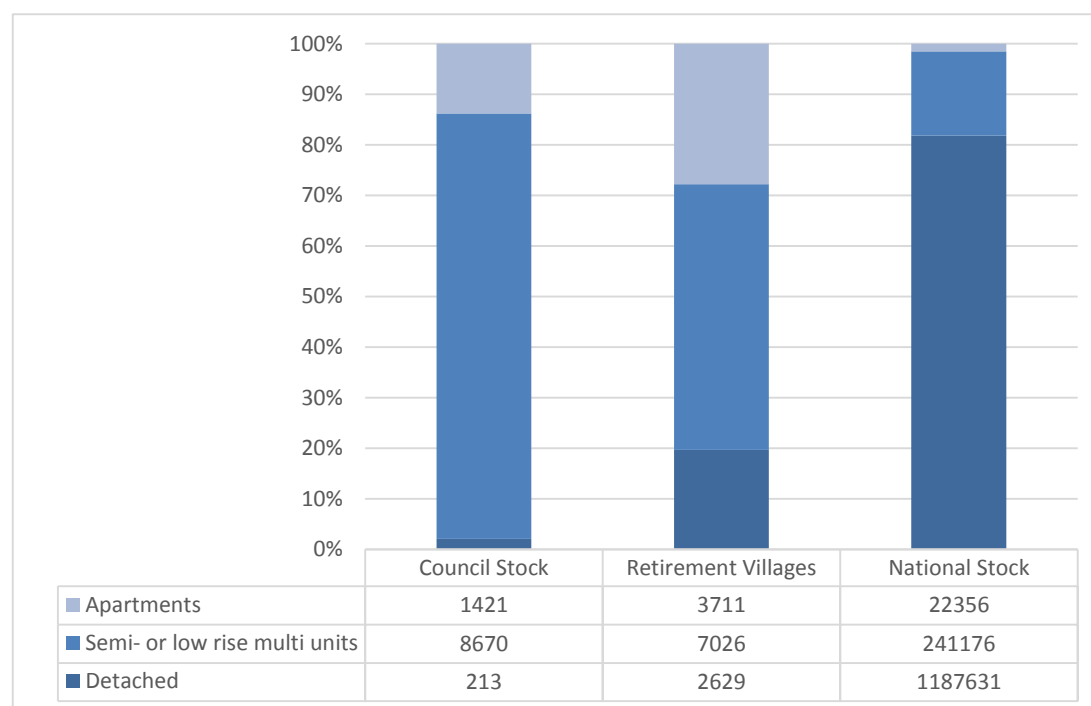


Table 3.1 shows that 89.1 percent of council stock is made up of one bedroom, bed-sit or studio units. Over a fifth are units in which there is no separation between living and sleeping spaces.

<sup>3</sup> Community Resilience and Good Ageing - national survey of councils

<sup>4</sup> Community Resilience and Good Ageing – national survey of retirement villages

<sup>5</sup> 2013 Census data

**Table 3.1: Reported Council Stock Profile and NZ's Private Dwelling Stock in 2013**

Number of bedrooms	Participating Council Stock		NZ Dwelling Stock	
	Dwellings	% Stock	Dwellings	% Stock
Bed-sit or studio unit	2,363	22.9	79,320	5.5
1-bedroom	6,824	66.2		
2-bedrooms	750	7.3	273,207	18.9
3 or more bedrooms	367	3.6	1,093,830	75.6
<b>Total</b>	<b>10,304</b>	<b>100</b>	<b>1,446,357</b>	<b>100</b>

### 3.4 Housing Function and Council Management

Council provided housing is overwhelmingly delivered as long-term rental accommodation. A few councils accommodate staff, often on a temporary basis, in stock but this is typically separate from their rental stock. Over a third (36.7 percent) of councils manage all aspects of their stock and tenancies management in-house, while only 5 percent of councils contracted out all aspects of stock and tenancies management. A mixed model of management is evident in 58.3 percent of councils.

Table 3.2 shows that, typically, tenant management tends to be undertaken in-house along with financial aspects of portfolio management such as insurances and acquisition/disposal of dwellings. Stock maintenance, repairs and refurbishment are more likely to be contracted out.

**Table 3.2: Tenancy and Stock Management Activities Out-sourced**

Tenancy and Stock Management Activities	In-house Activity		Contracted out Activity	
	Councils	%	Councils	%
Tenant liaison	49	81.7	11	18.3
Rental payments	51	85.0	9	15.0
Rental arrears	52	86.7	8	13.3
Rental allocations	50	83.3	10	16.7
Rental enquiries	49	81.7	11	18.3
Wait list management	50	83.3	10	16.7
Acquisition/disposal of dwellings	55	91.7	5	8.3
Response to tenant maintenance requests	46	76.7	14	23.3
Routine dwelling condition assessment	47	78.3	13	21.7
Routine maintenance	33	55.0	27	45.0
Routine repairs	29	48.3	31	51.7
Routine refurbishments	29	48.3	31	51.7
Emergency repairs	27	45.0	33	55.0
Insurance – tenant damage	52	86.7	8	13.3
Insurance – adverse natural events	51	85.0	9	15.0

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## 4. COUNCIL HOUSING AND ADVERSE NATURAL EVENTS

The experience of an adverse natural event may indicate vulnerability to similar events in the future. A substantial minority (40 percent) of the councils participating in the 2013 resilience survey report that at least one of their dwellings has been affected by leaks or flooding due to adverse natural events. One fifth of participant councils report that adverse natural events in the last decade have damaged the foundations, exterior walls or roof of at least one of their housing units. A little more than a fifth (21.7 percent) of participating councils report having to evacuate tenants in the last ten years due to adverse natural events.

This section focuses on the way in which councils approach planning, preparation and response to adverse natural events. In particular it considers the:

- Extent to which councils capture information relevant to emergency response and the impacts of past events.
- Variety of approaches used by councils in planning for adverse natural events in relation to their own stock and tenants.

### 4.1 Information for Emergency Planning and Response

Fundamental to planning for and responding to adverse natural events is an understanding of the tenants using council stock and the stock itself. Knowledge of prior adverse natural events is important. The information about prior events provides a basis for developing systems, processes and datasets that support effective preparation, response and recovery.

#### *Record Keeping Around Past Events*

All councils have information regarding the impact of adverse natural events on their stock. However, to learn from those events, that information needs to be consolidated and easily accessible for review and planning purposes.

Over a third (36.7 percent) of participating councils report that they keep a systematic, accessible record of adverse natural events affecting their units. The majority of councils do not.

Among the minority of councils that do maintain some systematic record of previous adverse natural events, there is variation around what information is compiled. Most of those councils retain information around the damage, insurance claims and remedial work required on the stock. Almost two thirds of this minority of councils retain information about an interruption of key services such as water supply, electrical supply or waste disposal.

Only around half of the minority of councils that do keep some easily accessible information about the impact of past events, retain information on the impact of the event on tenants. Typically, councils do not have easily accessible information on the number of tenants affected by adverse natural events, nor the time taken for remedial work to be completed, nor details around any need for re-housing on a temporary or permanent basis associated with the events.

### ***Information about Residents for Emergency Response***

The almost exclusive targeting of older people aged 55 years or more by councils in their provision of housing may contribute to 98.3 percent of councils maintaining a register of residents' next of kin who can be contacted in a case of emergency.

Other information that would assist councils as housing providers to support older people more effectively in the case of adverse natural events is less commonly collected:

- Only 36.7 percent of councils report retaining a register of people who may need additional assistance in an emergency because of mobility disability.
- Similar proportions, around a third, retain a register of tenants with impaired hearing or sight.
- Only 15 percent of councils understand whether any of their tenants have particular medication needs.
- Notably, given that loss of electricity is common in adverse natural events, only 28.3 percent of councils report keeping a register of residents who are dependent on electrical supply for life supporting equipment.

## **4.2 Emergency Planning and Response for Tenants in Council Stock**

Councils approach emergency response planning and implementation with their tenants in a diversity of ways. Only a minority (18.3 percent) of councils report that they have a specific plan for the management of tenants in case of a severe adverse natural event. A smaller set (11.7 percent) report having a specific plan for managing their stock during a severe adverse natural event. Even among those that do have plans, the plans appear to be reactive and nebulous. Many appear to rely on broader civil defence plans and in some cases indicate that plans would only be activated in the context of a formal declaration of a civil emergency.

A small set of councils (8.3 percent) actively work to prepare tenants for adverse natural events either through individual inductions and exercises or through group exercises. They provide tenants with advice on how to manage without electricity, water or sewerage in case of an emergency. Support exercises and activities range from annual sessions for tenants with civil defence personnel, trial evacuation and drills, and support for individual tenants by helping them to check their emergency provisions. The few

councils that undertake these activities also report that half or more of their tenants participate in those exercises.

There is more attention given to tenants' preparation in relation to fire. Some 18.3 percent of councils report that they provide each tenant with a fire escape plan. A similar proportion provide their tenants with an evacuation plan.

Councils which do not provide either these plans or emergency management activities for tenants cite the nature of their building stock or the nature of the tenants as reasons for not doing so. In particular, low rise units are commonly cited as not requiring evacuation plans or emergency related activities. Similarly, emergency exit signage is cited as adequate to evacuation needs. The old age of residents was also cited as a reason for *not* undertaking evacuation exercises. A few councils reported that they were currently reviewing their response to the needs of tenants in the context of adverse natural events.

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## **5. ADVERSE NATURAL EVENTS & COUNCILS**

Council rental housing provides accommodation to some of New Zealand's most vulnerable older people living in the community. Older people who are in rental housing are there because they have been unable to enter and sustain owner occupation. They currently are a minority of New Zealand's older people. A raft of past research shows that they are more likely to be marginal to family support and living on their own.

This raises real issues around tenant management in good times and bad. Council housing was developed as part of the social housing stock which has been increasingly targeted at very vulnerable people.

Under these circumstances there is the on-going challenge to balance tenants' rights to privacy, supporting independent living and ensuring tenants are appropriately prepared to respond to and recover from adverse natural events. Some councils actively manage that challenge.



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## **ANNEX A: SURVEY OF LOCAL COUNCILS**



# Local Government Housing Resilience Survey

A Component of the Public Good Research Programme

Community Resilience and Good Ageing:  
Doing Better in Bad Times

The Community Resilience and Good Ageing Project seeks better outcomes for communities and older people when affected by adverse natural events - flooding, slips, bushfire, earthquake, or extreme weather.

Protection during and recovery after these events is a lot to do with the resilience of housing. Although the council housing stock is relatively small in New Zealand, it is very important to some of our most vulnerable older people.

This survey collects information about council housing stock, who uses it, its location, and the amenities it offers. This and surveys with older owner occupiers and other housing providers will help identify ways New Zealand's housing infrastructure can be made more resilient.

## **Please help**

If you need clarification about specific questions or if you have any questions about the research in general please don't hesitate to contact us at CRESA.

You can contact Kay or Ruth on free-phone 0508 427372. Alternatively email Ruth on [ruth@cresa.co.nz](mailto:ruth@cresa.co.nz)

To see more about the resilience project and our other research with older people around good homes you can visit our website [www.goodhomes.co.nz](http://www.goodhomes.co.nz)

**We would really like the questionnaire back by 30 July.**  
**There is a pre-paid envelope addressed to us enclosed. If you lose it don't hesitate to call us. Or you can scan your answers and send back by email to [ruth@cresa.co.nz](mailto:ruth@cresa.co.nz)**

1. Does your Council provide any housing or accommodation? *(Please tick one box only)*

☐<sub>1</sub> Yes – continue on to Question 2

☐<sub>2</sub> No – please send this survey back to us in the reply paid envelope so we know or you can email us on [ruth@cresa.co.nz](mailto:ruth@cresa.co.nz)

2. What types of housing does your Council provide? *(Please tick all boxes that apply)*

☐<sub>1</sub> Long-term rental accommodation

☐<sub>2</sub> Transitional rental housing

☐<sub>3</sub> Emergency housing

☐<sub>4</sub> Night Shelters

☐<sub>5</sub> Shared-ownership housing

☐<sub>6</sub> Staff housing

☐<sub>7</sub> Other housing *(please describe)* \_\_\_\_\_

3. Which of the following groups is your Council housing targeted to? *(Please tick all boxes that apply)*

☐<sub>1</sub> Not applicable – no targeting

☐<sub>2</sub> Low income single people

☐<sub>3</sub> Refugees

☐<sub>4</sub> New immigrants

☐<sub>5</sub> Maori

☐<sub>6</sub> Pacific peoples

☐<sub>7</sub> Youth (please state age) \_\_\_\_\_

☐<sub>8</sub> Women

☐<sub>9</sub> Ex-prisoners

☐<sub>9</sub> Older people (please state age) \_\_\_\_\_

☐<sub>10</sub> People with disabilities

☐<sub>11</sub> Low income families

☐<sub>12</sub> Key workers (please describe) \_\_\_\_\_

☐<sub>13</sub> Other (please describe below)

\_\_\_\_\_

4. How many units/dwellings does the Council own in total?

Number: \_\_\_\_\_

5. In the last financial year, how many households did Council assist with housing? *(Please provide an estimate if exact numbers are unknown)*

Number of households: \_\_\_\_\_

6. How many of those households do you estimate included people aged 65 years or older?

Number of households: \_\_\_\_\_

7. Which section of your council undertakes the following tasks? There may be more than one group responsible. *(If the task is contracted out, please tick the box in the right hand column)*

Tasks		Internal Section(s) <i>please list</i>	Contracted Out
a.	Tenant liaison		<input type="checkbox"/> <sub>1</sub>
b.	Rental payments		<input type="checkbox"/> <sub>1</sub>
c.	Rental arrears		<input type="checkbox"/> <sub>1</sub>
d.	Rental allocations		<input type="checkbox"/> <sub>1</sub>
e.	Rental enquiries		<input type="checkbox"/> <sub>1</sub>
f.	Wait list management		<input type="checkbox"/> <sub>1</sub>
g.	Acquisition/disposal of dwellings		<input type="checkbox"/> <sub>1</sub>
h.	Response to tenant maintenance requests		<input type="checkbox"/> <sub>1</sub>
i.	Routine dwelling condition assessment		<input type="checkbox"/> <sub>1</sub>
j.	Routine maintenance		<input type="checkbox"/> <sub>1</sub>
k.	Routine repairs		<input type="checkbox"/> <sub>1</sub>
l.	Routine refurbishments		<input type="checkbox"/> <sub>1</sub>
m.	Emergency repairs		<input type="checkbox"/> <sub>1</sub>
n.	Insurance – tenant damage		<input type="checkbox"/> <sub>1</sub>
o.	Insurance –adverse natural events damage		<input type="checkbox"/> <sub>1</sub>

#### ***Adverse Natural Events – Impacts on Stock***

8. Do you keep a record of adverse natural events (e.g. flooding, slips, earthquake extreme weather event etc) that affect the Council's dwellings/units?

☐ <sub>1</sub> Yes

☐ <sub>2</sub> No

9. If yes, which of the following details do you record? *(please tick all that apply)*

☐ <sub>1</sub> Damage/loss caused

☐ <sub>2</sub> Whether an insurance claim filed

☐ <sub>3</sub> Insurance claim amount

☐ <sub>4</sub> Remedial work required

☐ <sub>5</sub> Time to complete repairs

☐ <sub>6</sub> Whether tenants needed to evacuate

☐ <sub>7</sub> Number of tenants affected

☐ <sub>8</sub> Tenants rehoused elsewhere

☐ <sub>9</sub> Whether there was interruption to key services e.g. water supply, electrical supply, sewerage

☐ <sub>10</sub> Other (please specify) \_\_\_\_\_

Comments/detail (if any) \_\_\_\_\_

\_\_\_\_\_

**Thinking about adverse natural events over the last ten years generally**

10. Have any council dwellings/units had water inside from leaks in the roof, windows or flooding during adverse natural events? *(Please tick one box only)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
☐<sub>3</sub> Unsure

11. Have any council dwellings/units had damage done to the foundations, exterior walls or roof from adverse natural events? *(Please tick one box only)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
☐<sub>3</sub> Unsure

12. Have you had to evacuate council tenants in the last ten years because of an adverse natural event? *(Please tick one box only)*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

13. If yes, did any tenants express their concerns about leaving their house due to: *(please tick all that apply)*

- ☐<sub>1</sub> worry about looters, security or vandalism  
☐<sub>2</sub> wanting to stay and protect their home from flood/fire etc  
☐<sub>3</sub> impaired vision/hearing and or limited mobility  
☐<sub>4</sub> Other (please specify) \_\_\_\_\_  
☐<sub>5</sub> No, no concerns

**Adverse Natural Events – Tenants**

14. Do you have a register of tenants ... *(Please tick one box only for each category)*

- |   |   |  |
|---|---|--|
| a. Dependant on electrical supply for life supporting equipment | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |
| b. With a mobility disability                                   | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |
| c. With a hearing and/or sight disability                       | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |
| d. With other disabilities                                      | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |
| e. Requiring medication   | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |

15. Do you have tenants' next-of-kin or similar contact for tenants in case of emergency evacuation? *(Please tick one box only)*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

16. Are tenants provided with a face-to-face induction when they start a tenancy? *(Please tick one box only)*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

Comments/detail (if any) \_\_\_\_\_

\_\_\_\_\_

17. Are tenants given any of the following: *(Please tick one box only for each plan type)*

- |    |   |   |  |
|----|---|---|--|
| a. | Fire escape plan  | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |
| b. | Evacuation plan   | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |
| c. | Plan for managing without electricity, water, or sewerage in an emergency | <input type="checkbox"/> <sub>1</sub> Yes | <input type="checkbox"/> <sub>2</sub> No |

Comments/detail (if any) \_\_\_\_\_  
\_\_\_\_\_

18. Do you undertake adverse event preparation programs or exercises with tenants as a group or individually? *(Please tick one box only)*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No - Go to Question 20

If yes, please describe \_\_\_\_\_  
\_\_\_\_\_

19. Is tenant participation? *(Please tick one box only)*

- ☐<sub>1</sub> less than 25%  
☐<sub>2</sub> 26-50%  
☐<sub>3</sub> 51-75%  
☐<sub>4</sub> 76% or more

20. Do you have a specific plan for the management of your stock in case of a severe adverse natural event? *(Please tick one box only)*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

If yes, who has responsibility for preparation and implementation of this?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

21. Do you have a specific plan for the management of your tenants in case of a severe adverse natural event? *(Please tick one box only)*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

If yes, who has responsibility for preparation and implementation of this?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

22. If you have a specific plan for management of your stock and/or tenants in case of a severe adverse natural event would you be willing to share it to assist other housing providers develop plans? *(Please tick one box only)*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

Comments (if any) \_\_\_\_\_  
\_\_\_\_\_

**Now thinking about all your housing stock as a whole – so all the units/dwellings you counted back in Question 4.**

23. Approximately what proportion of Council stock would fall into each condition category? *(Please indicate percentage for each condition category)*

	Proportion
a. Excellent - No immediate repair and maintenance needed	_____ %
b. Good – Minor maintenance needed	_____ %
c. Average – Some repair and maintenance needed	_____ %
d. Poor – Immediate repairs and maintenance needed	_____ %
e. Very poor – Extensive and immediate repair and maintenance needed	_____ %
f. Don't know	_____ %

24. On average, how frequently do you undertake repairs and maintenance on Council housing stock? *(Please tick one box only)*

- ☐<sub>1</sub> No planned maintenance schedule, work done as needed  
☐<sub>2</sub> Monthly  
☐<sub>3</sub> Six-monthly  
☐<sub>4</sub> Yearly  
☐<sub>5</sub> Biannually  
☐<sub>6</sub> Other (please specify) \_\_\_\_\_

25. Have any of the Council's stock been identified as suffering from Leaky Building Syndrome? *(Please tick one box only)*


- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

Comments (if any) \_\_\_\_\_  
\_\_\_\_\_



26. Does Council own any units/dwellings of the following types? *(please tick 'yes' or 'no' for each dwelling type).*

*Please note these pictures are simply examples of various dwelling types your stock may look different.*

	<p>A. Stand-alone dwellings</p>	<p><input type="checkbox"/><sub>1</sub> Yes <input type="checkbox"/><sub>2</sub> No</p>
	<p>B. Semi-detached dwellings (2 dwellings joined together with an inter-tenancy wall)</p>	<p><input type="checkbox"/><sub>1</sub> Yes <input type="checkbox"/><sub>2</sub> No</p>
	<p>C. Multi-unit/low rise blocks (1-3 storeys) Includes attached, semi-detached and town-houses</p>	<p><input type="checkbox"/><sub>1</sub> Yes <input type="checkbox"/><sub>2</sub> No</p>
	<p>D. Apartment or tower block units (4 storeys or more)</p>	<p><input type="checkbox"/><sub>1</sub> Yes <input type="checkbox"/><sub>2</sub> No</p>

Comments (if any) \_\_\_\_\_

27. Which of the following categories best describes the housing Council provides?

- ☐<sub>1</sub> All our Council housing is clustered on a single development.
- ☐<sub>2</sub> Our Council housing is clustered but on multiple sites around the city/district:
  - ☐<sub>a</sub> We have between 2-10 different sites with council housing.
  - ☐<sub>b</sub> We have between 11-20 different sites with council housing.
  - ☐<sub>c</sub> We have more than 20 different sites with council housing.
- ☐<sub>3</sub> Our Council housing is not clustered. We've have predominantly stand-alone or semi-detached dwellings and they are spread across different neighbourhoods and sites.
- ☐<sub>4</sub> Our Council housing is not clustered. We've have predominantly stand-alone or semi-detached dwellings, however all our dwellings are in one neighbourhood/suburb.
- ☐<sub>5</sub> Something else (please describe below)

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***For the next set of questions we'd like to ask you some further detail about your dwellings/units, such as when they were constructed, how many you have of each type and what size they are.***

**Form A** collects this information by housing type.

We realise many councils may think about their housing in clusters, particularly if they have a lot of housing. If this is the case for your council you may find it easier to provide the survey information by complex rather than by housing type.

If you would prefer to provide the information by cluster or for each development use **Form B**. This is called the Housing Complex Form

Have a look at the forms and work out which one is going to be easiest for you.

Note: You may want to use Form A for some of your housing and Form B for other of your housing. This is fine please just be careful not to double count – each house/unit should only be included on one form.

**If you plan to use Form B (the housing complex form)** for some all of your council housing please indicate how many complexes you are going to complete the form for:

Number of complexes \_\_\_\_\_

**(The survey includes 3 copies of Form B if you have more complexes/clusters than this please copy a blank version of this form and complete one for each housing complex as needed)**

## FORM A – Housing Information by Housing Type

28. Please use the table below to describe your Council housing

<b>Detached dwellings</b>	<b>How many detached dwellings does Council own</b>	<b>How many dwellings were built in each of the following periods</b>	<b>How many have insulation and/or double glazing:</b>	<b>Of those standalone dwellings how many are:</b>	
	Number: _____ or <input type="checkbox"/> None	<input type="checkbox"/> 1950 or earlier <input type="checkbox"/> 1951-1977 <input type="checkbox"/> 1978 - 2006 <input type="checkbox"/> 2007 or later <input type="checkbox"/> Unsure of Age	<input type="checkbox"/> No insulation <input type="checkbox"/> Partially insulated <input type="checkbox"/> Fully insulated <input type="checkbox"/> Double glazing	<input type="checkbox"/> 1 bedroom <input type="checkbox"/> 2 bedroom <input type="checkbox"/> 3 bedrooms or more	

<b>Semi-detached dwellings (no more than 2 per section)</b>	<b>How many semi-detached dwellings does Council own</b>	<b>How many semi-detached dwellings were built in each period?</b>	<b>How many have insulation and/or double glazing:</b>	<b>Number of residential units in total across all semi-detached dwellings</b>	<b>Of those residential units how many are:</b>
	Number: _____ or <input type="checkbox"/> None	<input type="checkbox"/> 1950 or earlier <input type="checkbox"/> 1951-1977 <input type="checkbox"/> 1978 - 2006 <input type="checkbox"/> 2007 or later <input type="checkbox"/> Unsure of Age	<input type="checkbox"/> No insulation <input type="checkbox"/> Partially insulated <input type="checkbox"/> Fully insulated <input type="checkbox"/> Double glazing	_____	<input type="checkbox"/> bedsits <input type="checkbox"/> 1 bedroom <input type="checkbox"/> 2 bedroom <input type="checkbox"/> 3 bedrooms +

<b>Low-rise, multi unit blocks</b>	<b>How many low-rise multi-unit blocks does Council own</b>	<b>How many low-rise blocks do you have built in each period?</b>	<b>How many low-rise blocks have insulation and/or double glazing:</b>	<b>Number of residential units in total across all low-rise blocks</b>	<b>Of those residential units how many are:</b>
	Number: _____ or <input type="checkbox"/> None	<input type="checkbox"/> 1950 or earlier <input type="checkbox"/> 1951-1977 <input type="checkbox"/> 1978 - 2006 <input type="checkbox"/> 2007 or later <input type="checkbox"/> Unsure of Age	<input type="checkbox"/> No insulation <input type="checkbox"/> Partially insulated <input type="checkbox"/> Fully insulated <input type="checkbox"/> Double glazing	_____	<input type="checkbox"/> bedsits <input type="checkbox"/> 1 bedroom <input type="checkbox"/> 2 bedroom <input type="checkbox"/> 3 bedrooms +

<b>Apartment and tower blocks</b>	<b>How many apartment/tower blocks does Council own</b>	<b>How many apartment/ tower blocks do you have built in each period?</b>	<b>How many apartment/ tower blocks have insulation and/or double glazing:</b>	<b>Number of residential units in total across all tower/apartment blocks</b>	<b>Of those residential units how many are:</b>
	Number: _____ or <input type="checkbox"/> None	<input type="checkbox"/> 1950 or earlier <input type="checkbox"/> 1951-1977 <input type="checkbox"/> 1978 - 2006 <input type="checkbox"/> 2007 or later <input type="checkbox"/> Unsure of Age	<input type="checkbox"/> No insulation <input type="checkbox"/> Partially insulated <input type="checkbox"/> Fully insulated <input type="checkbox"/> Double glazing	_____	<input type="checkbox"/> bedsits <input type="checkbox"/> 1 bedroom <input type="checkbox"/> 2 bedroom <input type="checkbox"/> 3 bedrooms +

Comments (if any) \_\_\_\_\_

**FORM B – Housing Information by Housing Cluster/Complex** (Note if all your dwellings/units have been counted on Form A please go to page 13).

Complex name or identifier (for council use only)

\_\_\_\_\_

29. How many units/dwellings are in this complex in total?

Number: \_\_\_\_\_

30. How many of each type of dwelling/building are in this complex?

Type	Number in complex (If none note zero)	Size of Units by Type
Stand-alone dwellings	_____	____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more
Semi-detached dwellings	_____	____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more
Low-rise multi-unit block	_____	____ bedsits ____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more
Tower/Apartment block	_____	____ bedsits ____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more

31. When was the complex built?

- ☐<sub>1</sub> 1950 or earlier
- ☐<sub>2</sub> 1951 - 1977
- ☐<sub>3</sub> 1978 - 2006
- ☐<sub>4</sub> 2007 or later
- ☐<sub>5</sub> Multiple dates, as construction done in stages (please detail)
- ☐<sub>6</sub> Other (please describe) \_\_\_\_\_

32. Do the units/dwellings in this complex typically have any insulation in the:?

Wall:	Ceiling:	Underfloor:
<input type="checkbox"/> <sub>1</sub> No insulation	<input type="checkbox"/> <sub>1</sub> No insulation	<input type="checkbox"/> <sub>1</sub> No insulation
<input type="checkbox"/> <sub>2</sub> Partially insulated	<input type="checkbox"/> <sub>2</sub> Partially insulated	<input type="checkbox"/> <sub>2</sub> Partially insulated
<input type="checkbox"/> <sub>3</sub> Fully insulated	<input type="checkbox"/> <sub>3</sub> Fully insulated	<input type="checkbox"/> <sub>3</sub> Fully insulated

Comments (if any)

\_\_\_\_\_  
\_\_\_\_\_

33. Do any of the units/dwellings in this complex have double glazing?

- ☐<sub>1</sub> Yes - if yes how many \_\_\_\_\_
- ☐<sub>2</sub> No

**NOW - DO YOUR NEXT COMPLEX/CLUSTER ON A DUPLICATE FORM B ATTACHED OR IF YOU HAVE FINISHED YOU'RE YOUR COMPLEXES/CLUSTERS GO TO PAGE 13**

**FORM B – Housing Information by Housing Complex/Cluster** (Note if all your dwellings/units have now been counted please go to page 13).

Complex name or identifier (for council use only)  
\_\_\_\_\_

34. How many units/dwellings are in this complex in total?

Number: \_\_\_\_\_

35. How many of each type of dwelling/building are in this complex?

Type	Number in complex (If none note zero)	Size of Units by Type
Stand-alone dwellings	_____	____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more
Semi-detached dwellings	_____	____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more
Low-rise multi-unit block	_____	____ bedsits ____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more
Tower/Apartment block	_____	____ bedsits ____ 1 bedroom ____ 2 bedroom ____ 3 bedrooms or more

36. When was the complex built?

- ☐<sub>1</sub> 1950 or earlier
- ☐<sub>2</sub> 1951 - 1977
- ☐<sub>3</sub> 1978 - 2006
- ☐<sub>4</sub> 2007 or later
- ☐<sub>5</sub> Multiple dates, as construction done in stages (please detail)  
\_\_\_\_\_
- ☐<sub>6</sub> Other (please describe) \_\_\_\_\_

37. Do the units/dwellings in this complex typically have any insulation in the:?

Wall:	Ceiling:	Underfloor:
<input type="checkbox"/> <sub>1</sub> No insulation	<input type="checkbox"/> <sub>1</sub> No insulation	<input type="checkbox"/> <sub>1</sub> No insulation
<input type="checkbox"/> <sub>2</sub> Partially insulated	<input type="checkbox"/> <sub>2</sub> Partially insulated	<input type="checkbox"/> <sub>2</sub> Partially insulated
<input type="checkbox"/> <sub>3</sub> Fully insulated	<input type="checkbox"/> <sub>3</sub> Fully insulated	<input type="checkbox"/> <sub>3</sub> Fully insulated

Comments (if any)  
\_\_\_\_\_  
\_\_\_\_\_

38. Do any of the units/dwellings in this complex have double glazing?

- ☐<sub>1</sub> Yes - if yes how many \_\_\_\_\_
- ☐<sub>2</sub> No

**NOW - DO YOUR NEXT COMPLEX/CLUSTER ON A DUPLICATE FORM B ATTACHED OR IF YOU HAVE FINISHED ALL YOUR COMPLEXES/CLUSTERS GO TO PAGE 13**

**FORM B – Housing Information by housing complex** (Note if you need more than this 3<sup>rd</sup> form to record all your clusters/complexes please photocopy off the duplicate forms you need now while it is blank).

Complex name or identifier (for council use only)

\_\_\_\_\_

39. How many units/dwellings are in this complex in total?

Number: \_\_\_\_\_

40. How many of each type of dwelling/building are in this complex?

Type	Number in complex (If none note zero)	Size of Units by Type
Stand-alone dwellings	_____	_____ 1 bedroom _____ 2 bedroom _____ 3 bedrooms or more
Semi-detached dwellings	_____	_____ 1 bedroom _____ 2 bedroom _____ 3 bedrooms or more
Low-rise multi-unit block	_____	_____ bedsits _____ 1 bedroom _____ 2 bedroom _____ 3 bedrooms or more
Tower/Apartment block	_____	_____ bedsits _____ 1 bedroom _____ 2 bedroom _____ 3 bedrooms or more

41. When was the complex built?

- ☐<sub>1</sub> 1950 or earlier  
☐<sub>2</sub> 1951 - 1977  
☐<sub>3</sub> 1978 - 2006  
☐<sub>4</sub> 2007 or later  
☐<sub>5</sub> Multiple dates, as construction done in stages (please detail)

☐<sub>6</sub> Other (please describe) \_\_\_\_\_

42. Do the units/dwellings in this complex typically have any insulation in the:?

Wall:	Ceiling:	Underfloor:
<input type="checkbox"/> <sub>1</sub> No insulation <input type="checkbox"/> <sub>2</sub> Partially insulated <input type="checkbox"/> <sub>3</sub> Fully insulated	<input type="checkbox"/> <sub>1</sub> No insulation <input type="checkbox"/> <sub>2</sub> Partially insulated <input type="checkbox"/> <sub>3</sub> Fully insulated	<input type="checkbox"/> <sub>1</sub> No insulation <input type="checkbox"/> <sub>2</sub> Partially insulated <input type="checkbox"/> <sub>3</sub> Fully insulated

Comments (if any)

\_\_\_\_\_  
 \_\_\_\_\_

43. Do any of the units/dwellings in this complex have double glazing?

- ☐<sub>1</sub> Yes - if yes how many \_\_\_\_\_
 ☐<sub>2</sub> No

**NOW - DO YOUR NEXT COMPLEX/CLUSTER ON A DUPLICATE FORM B ATTACHED OR IF YOU HAVE FINISHED ALL YOUR COMPLEXES/CLUSTERS GO TO PAGE 1**

**Thank you. We appreciate your help.**

**Please check that you have filled out all the relevant questions and then post the survey back to us in the reply paid envelope.**

**CRESA**

**PO Box 11260**

**Wellington 6142**