

He Kāinga Pai Rawa Atu Mō Ngā Kaumātua

A Really Good Home For Our
Kaumātua

He Keteparaha Tēnei Mō Te Whare Kaumātua

A Toolkit For Kaumātua Housing



IMAGES: The images used in this Toolkit are of Moa Crescent Kaumātua Village residents, buildings, māra kai, gardens and grounds, as well as members of the health and support team. The images of people cannot be reproduced in any form, without the express permission of the authors.

TOOLKIT TITLE: This toolkit was named by Maehe Maniapoto, Executive Trustee of Rauawaawa Kaumātua Charitable Trust.

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He Keteparaha Tēnei Mō Te Whare Kaumātua: A Toolkit For Kaumātua Housing

AUTHOR: Rangimahora REDDY, et al.

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“E te tī, e te tā, tēnā rā koutou katoa, koutou e ngākaunui ana ki ngā whakaruruhau Kaumātua, nau mai ki tēnei mahi kohikohi whakaaro, tēnei mahi kohikohi rangahau anō hoki.

Thank you to all those who helped move the idea of this Toolkit from a dream to reality: The funder of He Kāinga Pai Rawa, Building Better Homes Towns and Cities National Science Challenge (2017-2018); the Kaumātua residents of Moa Crescent Kaumātua Village; Rauawaawa Kaumātua Charitable Trust, Board of Trustees, and Expert Advisory Group; Te Rūnanga o Kirikiriroa and Ngā Rau Tātangi; The University of Waikato; Bev James; the community, marae, iwi, government and local-body representatives who attended the 2019 Kaumātua Housing Summit at Hopuhopu in April, and all those who gifted their time and whakaaro.

This Toolkit is not just a resource – it is a tangible commitment of our desire to support the building of safe, secure and appropriate Kaumātua communities throughout the country. By using this resource, you are helping to build the kinds of Kaumātua communities that we can all be proud of. We are pleased to gift our experience to you and trust that the Toolkit will not only enhance the welfare and well-being of Kaumātua but also make a positive and lasting difference through the provision of good homes.

We hope the information within makes it easier for your vision of Kaumātua housing to become a reality and most importantly that the sharing of our journey, lightens and strengthens yours.”

Nga manaakitanga kia tātou katoa”


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CHAIRMAN, TE RŪNANGA O KIRIKIROA CHARITABLE TRUST
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He Kōrero Whakataki

Tēnā koutou katoa e rau rangatira mā e ngākaunui ana ki ngā whakaruruhau Kaumātua. He tohu aroha tēnei, he kupu mihi anō hoki tēnei. He tohu aroha tēnei, he kupu mihi tēnei anō hoki kupu mihi tēnei ki te hunga i tautoko mārika mai i tēnei kaupapa whakahirahira. Ko te tino whāinga o tēnei kaupapa he whakakaokao mai nei i ngā āhuatanga katoa kia kitea atu ai he aha te hunga Kaumātua o ‘Moa Cres’ i noho āhuru mōwai ai i roto i tēnei tūmomo papakāinga. Ka mutu, ki te hiahia (t)ētahi kia whakatūria he papakāinga pērā, anei he whakaaro, he kōrero, he huarahi, he keteparaha rānei kia tūtuki pai ai i taua hiahia.

The He Kāinga Pai Rawa project (2017-2019) aimed to find out what made Moa Crescent Kaumātua Village a healthy housing community for Kaumātua. The vision for our study was to develop a tool that would help other Māori organisations and communities in their journey to co-create culture-centred, Kaumātua housing communities. The Toolkit is for anyone working with urban, rural, marae and other communities, who aspires to co-design and build culture-centred Kaumātua housing and communities. After all, by 2040, 1-in-4 people living in Aotearoa New Zealand will be aged 65-years-and over, and such housing will ensure wellbeing for Kaumātua and whānau.

The Toolkit was informed by residents of Moa Crescent and their whānau, as well as many others including builders, developers, lawyers, town-planners, and funders. Particularly helpful were Te Rūnanga o Kirikiriroa and Rauawaawa Kaumātua Charitable Trust, and the original visionaries

Mere Balzer and Yvonne Wilson who shared their recollections of relationships, conversations, and dreams of ‘getting off the ground.’

The Toolkit begins with an introduction that outlines how groups may use the Toolkit to co-design and build Kaumātua housing. Each of the following eight steps has a whāinga/objective, a whakatauki, mātāpono/value statement, and hikoitanga/ milestones to help achieve the whāinga/ objective, as well as tools and tips, examples and/or resource information, and a practical checklist.

A Māori worldview of a woven universe of Te Korekore, Te Pō and Te Ao Mārama (Marsden, 1992) informed the original project with Moa Crescent Kaumātua Village (Reddy et al, 2019a, 2019b, 2019c). Te Korekore is the world of potential where the seed of potential, with no form or substance, first starts. Te Pō is the world of becoming as seen in the emerging light during different stages of the night. Te Ao Mārama is the world of being. It is the lived world; the world of light. This Māori worldview also informed the Toolkit with the three stages of development seen in the seed of potential, the work in becoming, and the lived world of Kaumātua housing. The Toolkit uses three colours to show the three stages: kikorangi/blue for Te Korekore, waiporoporo/purple for Te Pō, and kākārīki/green for Te Ao Mārama.

Ka nui te mihi ki a koutou,

**Nā te rōpū rangahau ‘He Kāinga Pai Rawa’,
31 May 2019**

Nā te rōpū rangahau ‘He Kāinga Pai Rawa’ tēnei keteparaha i waihanga.

Prepared by the He Kāinga Pai Rawa Research Team: Rangimahora Reddy, CEO Rauawaawa Kaumātua Charitable Trust; Yvonne Wilson, Te Rūnanga o Kirikiriroa; Mary Simpson and Sophie Nock, University of Waikato.

Nā te ‘Building Better Homes Towns and Cities National Science Challenge 2017 – 2019’ te pūtea tautoko.

Te Korekore: The World of Potential

Te Moemoeā: The Dream/Vision

1. **Te Waihanga Moemoeā**
Creating the Vision
2. **Te Mahi Tahi me te Hanga Whanaungatanga**
Building Collaborative Relationships and Partnerships
3. **Te Ārahi i te Moemoeā**
Leading the Project



Te Pō: The World of Becoming

Kia Tūtuki te Moemoeā: The Road to Making the Dream/Vision a Reality

4. **Me Mārama ki te Taha Pūtea me te Tono Pūtea**
Understanding Funding and Finance
5. **Te Waihanga Whare Tōtika**
Co-creating Fit-for-Purpose Design



Te Ao Mārama: The World of Being

Kua ea te Moemoeā: Achieving the Dream/Vision

6. **Ko te Kaumātua Tōmua**
Building Kaumātua-Centred Tenancy Relationships
7. **Te Rato Āwhina**
Providing Wrap-Around Services
8. **Te Tiaki Whare**
Caring for Your Asset



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He Kāinga Pai Rawa Atu Mō Ngā Kaumātua

A Really Good Home For Our Kaumātua

He Keteparaha Tēnei Mō Te Whare Kaumātua

A Toolkit For Kaumātua Housing

Koirā a ia i kī ai: 'Māku anō e hanga tōku nei whare. Ko te tāhuhu he hīnau ko ngā poupou he māhoe, patatē. Me whakatupu ki te hua o te rengarenga, me whakapakari ki te hua o te kawariki. Kingi Tāwhiao (1860-1894)

I will build my own house. Its ridgepole and support posts will be of humble soft-wood. Those who live within it will be raised on the scatterings of rengarenga and strengthened on the fruit of the kawariki. King Tāwhiao (1860-1894)

Mātāpono/Value Statement

- To develop culture-centred, quality, Kaumātua community and housing that reinforces Kaumātua mana motuhake (autonomy, self-actualisation) in collaboration with trusted and valued partners.

Mātāpono/Principles

- Embed Māori worldviews and values throughout.
- Respect and implement principles of Te Tiriti o Waitangi (the Treaty of Waitangi).
- Partner with Kaumātua to co-create/co-design housing and community that meets their (changing) needs.
- Create and maintain long-term, high trust, collaborative relationships.
- Use professional systems and processes that work for the benefit of the housing project.
- Create and maintain culture-centred, age-friendly housing facilities where Kaumātua have a sense of lived community.
- Create wrap around support for Kaumātua with multiple service providers.
- Share and celebrate the experience, the learning, and the knowledge gained about Kaumātua housing.

Te whakamahi i te keteparaha/Using the Toolkit

This Toolkit is designed as a series of three sections, each with two or three steps. There are a total of eight steps for people to work together on the kaupapa at hand. Each step offers a guiding whakatauki, Mātāpono/Value Statement, a Kia hihiritia/Checklist and tools, tips and templates to help you.

The steps are ordered so that you build on a foundation of success with each one. Most importantly working together, holding hui to talk things through, and involving all who will contribute and support your group for the long-haul. Keeping Kaumātua front and centre throughout the journey will ensure clarity of focus and help achieve a successful outcome.



Te Korekore: The World of Potential

Te Moemoeā: The Dream/Vision

- 1 Te Waihanga Moemoeā**
Creating the Vision
- 2 Te Mahi Tahi Me Te Hanga Whanaungatanga**
Building Collaborative Relationships and Partnerships
- 3 Te Ārahi I Te Moemoeā**
Leading the Project

1 Te Waihanga Moemoeā Creating the Vision

Ki te kore he whakakitenga ka ngaro te iwi. Kīngi Tāwhiao (1860-1894)
Without foresight or vision the people will be lost. King Tāwhiao (1860-1894)

Mātāpono/Value Statement

A passion for and vision of Kaumātua community will sustain everyone in achieving the vision, and Kaumātua living the dream.

Whāinga/Objective

Create a clear shared vision and aspiration for Kaumātua housing.

Hīkoitanga/Milestones

- Co-create a solution focused vision with Kaumātua.
- Ensure the willingness and Commitment to work together.
- Commit to and use the vision to create the action plan.

Me mōhio mai koe ki te aha? What do you need to know?

To co-create and maintain a shared vision, it is helpful to think about what it will take to get there. Below is a list of questions that will help you to think about who needs to be involved and what processes and resources you will need to create and maintain a shared vision of co-designed and built Kaumātua housing.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below. To help you, use the templates at the end of this section:

- Who are the people to partner with to create the shared vision?
- Who do you consult with/get feedback from about the shared vision?
- What will it take for Kaumātua to partner in co-creating a shared vision?
- What values are important to support a shared vision?
- What processes and resources do you need to develop a shared vision?
- What is the agreed shared vision?
- How do you communicate the shared vision and with who?
- How do you maintain and nurture the shared vision?

He kōrero āwhina Tools and Tips

Here are some resources to help your group begin to create a shared vision for building a Kaumātua community. The first is a vision, mission and values statement from Te Rūnanga o Kirikiriroa's subsidiary Ngā Rau Tatangi. The second and third are templates that will help you to focus on who and what is needed in creating a shared vision—see the 'Kia hihiritia/Checklist questions' above. The templates can be adapted and expanded to fit your needs and the ways of working.

Hei Tauira/Example or Resource

Below is an example of a shared vision that explains the purpose of each part as follows:

- The Mission describes why they exist
- The Vision inspires strategic direction
- The Values guide how to achieve the mission and turn the vision into reality

The statement also shows how the Mission, Vision, and Values aligned to enable Te Rūnanga o Kirikiriroa to achieve its aspirations. When creating your shared vision, keep in mind what you want to achieve.

IMAGE: Moa Crescent residents with members of the wrap-around support team



Ngā Rau Tātangi/Te Rūnanga o Kirikiriroa

VISION, MISSION AND VALUES:

- Our Vision, Mission and Values are the foundation from Te Rūnanga o Kirikiriroa on which our plan for the next 5 years has been built.
- Our Mission describes why we exist.
- Our Vision inspires our strategic direction
- Our organisational Values guide how we go about achieving our mission and turning our Vision into reality.

OUR VISION:

- Home ownership is at the heart of economic and social wellbeing of Māori and Pacific peoples through access to affordable, sustainable, intelligent housing design and development in sharing and caring communities - Whānau Ora

OUR MISSION:

- Building Homes for whānau/fanau

OUR VALUES:

- Aroha: Work with respect and from our hearts to ensure that our houses are appropriate and relevant to the needs of our people and our environment.
- Te Whanaungatanga: Work to unite the people by facilitating the provision of innovative, sustainable, quality homes and environments within integrated communities.
- Te Mahi Whakangungu: Work towards supporting whānau to financial independence by the provision of affordable homes and wrap around services.
- Te Mana Rangatira: Be a voice by advocating on behalf of and supporting Māori and Pacific people articulate their housing needs and priorities.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below.

1.

Who are the people to partner with to create the shared vision?
2.

Who do you consult with/get feedback from about the shared vision?
3.

What will it take for Kaumātua to partner in co-creating a shared vision?
4.

What values are important to support a shared vision?
5.

What processes and resouces do you need to develop a shared vision?
6.

What is the agreed shared vision?
7.

How do you communicate the shared vision and with who?
8.

How do you maintain and nurture the shared vision?



2 Te Mahi Tahī me te Hanga Whanaungatanga

Building Collaborative Relationships and Partnerships

Ehara taku toa i te toa takitahi, engari he toa takitini
My strength is not that of a single warrior but that of many

Mātāpono/Value Statement

New and existing relationships are foundational to working collectively and collaboratively in achieving the vision.

Whāinga/Objective

Create and maintain long term, high trust and collaborative relationships.

Hīkoitanga/Milestones

- Establish relationships with key stakeholders within and beyond the housing sector.
- Connect with like-minded people across the sector.
- Identify and connect with strategic allies within regulatory systems.
- Identify, connect and work with the neighbourhood of the proposed housing site.
- Nurture and maintain relationships with Kaumātua.

Me mōhio mai koe ki te aha? What do you need to know?

Determining who will be your collaborators is very important. To get started, below is a list of questions that will help you to think about who needs to be involved and what processes and resources you will need to create and maintain a shared vision of co-designed and built Kaumātua housing. The following pages include tools and tips, examples and resources that will help you to think through creating and or maintaining long term, high trust, sustainable and collaborative relationships.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below:

- What do you expect from a collaborative partner?
- What does it take to create and maintain high-trust relationships?
- What existing high-trust relationships can you call on to support /enhance achieving the vision?

- What important relationships do you still need to establish?
- Who are the new people needed to fulfil those relationships?
- How will you connect with the new people?

He kōrero āwhina

Tools and Tips

Below is a list of questions and actions to help you identify and connect with others who can help on your journey. Use what works for you.

Who is needed?

- People who are known to have the right skills, and have a good reputation in terms of those skills.
- See list of possibilities on the next page.

How are connections made with new people?

- Word-of-mouth is sometimes the best networking tool, members of the group/whānau/hapū/iwi may know of someone with suitable skills.
- Ensure you do your research/due diligence before involving/engaging new people/organisations.
- Here are some questions to ask new people/organisations;
(1) What knowledge do you have about the Kaumātua and their housing?
(2) What do you understand about their housing needs?

What does it take to create and maintain high-trust relationships?

- Good communication, high trust, working collectively and collaboratively in achieving the vision.
- Involve Kaumātua or the end-users from inception of the vision.
- Involve people/organisations with the right skills for the right jobs.
- Involve people/organisations with the same vision.
- Make communication a priority with site visits, regular meetings, clear roles and responsibilities.
- Work collectively to achieve the goal, budget, timelines etc.
- Involve Planners as soon as possible.
- Engage and communicate early with the wider community.





IMAGE: Resident kuia by the sculpture in the front garden.

And include this list of people:

- Accountants/Bankers
- Architects
- Aged care services and providers
- Builders (with the same vision) and Tradespeople
- City Council and Town Planners
- Community and neighbourhood
- Geotechnical soil report
- Government Departments e.g Housing New Zealand, Ministry of Health, Ministry of Housing and Urban Development, Ministry of Social Development, Office for Seniors, Te Puni Kōkiri
- Health/Housing providers
- Interior designers
- Iwi/Hapū
- Kaumātua-end-users
- Landowners
- Lawyers; those specialising in tenancy and property development
- Māori Health Services/Providers e.g. Rauawaawa Kaumātua Charitable Trust
- Rūnanga e.g. Te Rūnanga o Kirikiriroa Charitable Trust

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below.

1.

What do you expect from a collaborative partner?
2.

What does it take to create and maintain high-trust relationships?
3.

What existing high-trust relationships can you call on to support /enhance achieving the vision?
4.

What important relationships do you still need to establish?
5.

Who are the new people needed to fulfil those relationships?
6.

How will you connect with the new people?
7.

What practical skills and experience do you have to support Kaumātua and their housing needs?



3 Te Ārahi I Te Moemoeā Leading the Project

Mā te mōhio ka mārama; mā te mārama ka matau; mā te matau ka ora.

Through perception comes awareness; through awareness comes understanding; through understanding comes knowledge; through knowledge comes well-being.

Mātāpono/Value Statement

Openness, connectedness and collaboration are the foundations for leading the project.

Whāinga/Objective

Create robust planning, organising, communication and monitoring processes.

Hīkoitanga/Milestones

- Identify the core business of each organisation involved and organise work accordingly.
- Co-create the housing project with strategic allies within regulatory systems.
- Co-create the planning, organising and communication processes with the organisations involved.
- Co-create the housing project with Kaumātua reflective of future residents.

Me mōhio mai koe ki te aha? What do you need to know and do?

Leading the project is critical to achieving the vision. A community development approach in building Kaumātua housing is an exciting opportunity to influence, inform and achieve positive outcomes in the social housing space. Below is a list of questions that will help to think about what is involved and what processes and resources you will need to successfully lead the project. The following pages include tools and tips, and resources, that will help you to think through some of the issues mentioned.

Kia hihiritia/Checklist

Work together and record your group's responses to the questions below. To help you, use the checklist template at the end of this section.

- How will you build partnerships with key stakeholders?
- How will you deal with conflict?
- How will you mitigate risk?

- How will you give priority to and facilitate open and honest dialogue?
- How will you plan for sustainability?
- How will you develop robust processes including monitoring and accountability?
- How will you celebrate success?

He kōrero āwhina Tools and Tips

How will you build partnerships with key stakeholders?

Description

Before building partnerships it is important to know who the key stakeholders are and then identify the key contacts, relevant to your project ie. council planners.

Refer to the work you completed in Step 2: Building Collaborative Relationships for this section.

Links and information to help you

A helpful article for information is

<http://salineropampliega.com/2013/10/stakeholder-management-in-construction.html>

How will you deal with conflict and mitigate risk?

Description

Conflict with internal and external parties is common in building projects. Some key lessons learnt in the Moa Crescent building projects were:

- (1) Acknowledging and understanding the make up of the project team and stakeholders is important for determining the best means of engaging and communicating.
- (2) An inclusive “no surprises” approach is a good way to build trust, which is important for dealing with conflict well when and if it does arise.
- (3) Agreeing a set of values or code of conduct for dealing with one another.
- (4) Communicating appropriately, regularly and in an accessible format.

Links and information to help you

A helpful article for more information is:

<https://www.constructconnect.com/blog/operating-insights/resolving-conflicts-construction-site/>



Mitigating risk is important for the entire project. Risk management plans are a key tool to help mitigate risk as are the right people on your team.

Some key risk areas to note are:

- (1) Budget.
- (2) Building legislation and regulation compliance.
- (3) Contracts and insurances.
- (4) Ensuring compliance.
- (5) Ensuring fit for purpose.
- (6) Health and safety.
- (7) Security on site.
- (8) Timeframes.

Some good sources of information to help mitigate risk in your project are available at:

MBIE – Ministry of Business Innovation and Employment
<https://www.building.govt.nz/search/?keyword=risk&-search=>

The **MBIE** guide to risk and value management includes examples that involve construction projects throughout:
<https://www.procurement.govt.nz/assets/procurement-property/documents/guide-risk-and-value-management-construction-procurement.pdf>

BRANZ – Building Research Association of New Zealand
<https://www.branz.co.nz/eqi>

Great templates with health and safety in mind are also available here:
Screensafe - <http://screensafe.co.nz/templates/>

How will you plan for sustainability?

Description	Links and information to help you
Sustainability requires a long term approach from the outset. Other key factors are:	A helpful article for information is http://www.buildingguide.co.nz/planning/sustainable-building/
(1) A strong team with knowledge of sustainable practices or a willingness to commit to that approach is important.	
(2) Use of quality materials.	
(3) Balancing the commitment to minimal environmental impact, maximum Kaumātua end-user outcomes and building within timeframes, available resources and legal requirements.	

How will you develop robust processes including monitoring and accountability?

Description	Links and information to help you
Monitoring construction progress against expected compliance, timeframes and budget helps avoid conflict and manage time delays and associated costs/impacts. Key factors to help in this area are skilled people, effective tools, awareness and understanding of compliance requirements, budget and timeframes. Keeping a lessons log will help capture key success factors and risk factors that were encountered during the project. It will also help prevent repeating mistakes and progressively strengthen the team and building project.	Tools that help with communicating project progress, timeframes, suppliers etc are important. The quality of information captured for monitoring will also be useful for accountability purposes. One of the many tools available that is used is Buildertrend. More information is available here: https://www.builder-trend.com/

Keeping a ‘Lessons’ Log’ will help capture key success factors and risk factors that were encountered during the project. It will also help prevent repeating mistakes and progressively strengthen the team and building project.

Agreed measures help determine if the project is on track for successfully achieving the shared vision of the project

Regularly capture data that is in line with Results Based Accountability reporting, that is:

- (1) How much did we do?
- (2) How well did we do?
- (3) Is anybody better off?

Hei Tauira/Example or Resource
See the examples and templates provided in the tables above.

As an example, the project leadership team for the Moa Crescent build consisted of the following:

■ Bank Representative	■ Kaumātua
■ Builder/Construction Representative	■ Landscaper
■ Council Building Representative (as and when needed)	■ Lawyer
■ Designer	■ Planner
	■ The Project Manager

A ‘Lessons’ Log’ should be a standing item on the Agenda for each Project Meeting. The key questions are:

- What worked well?
 - Who was involved?
 - Why did it work well (key contributing factors)?
- What didn’t work well?
 - Who was involved?
 - Why didn’t it work well (key contributing factors)?
 - How was it corrected?

RBA reporting information
<https://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>





Kia hihiritia/Checklist

Working together, record your group's responses to the questions below.

1.

How will you build partnerships with key stakeholders?
2.

How will you deal with conflict?
3.

How will you mitigate risk?
4.

How will you plan for sustainability?
5.

How will you develop robust processes including monitoring and accountability?
6.

How will you celebrate success?

OPPOSITE IMAGE: Resident kuia by shared māra kai



Te Pō: The World of Becoming

Kia Tūtuki te Moemoeā: The Road to Making the Dream/Vision a Reality

4 Me Mārama Ki Te Taha Pūtea Me Te Tono Pūtea
Understanding Funding and Finance

5 Te Waihanga Whare Tōtika
Co-creating Fit-for-Purpose Design



4 Me Mārama Ki Te Taha Pūtea Me Te Tono Pūtea

Understanding Funding and Finance

*Nā tō rourou, nā taku rourou
ka ora ai te iwi*

With your food basket and my food basket the people will thrive.

Mātāpono/Value Statement

Commitment to strong relationships, collaboration and measured progress are the foundation for a sustainable Kaumātua community.

Whāinga/Objective

Creating robust financial systems and processes that benefit the housing project.

Hīkoitanga/Milestones

- Establish preferred financial partners.
- Create the financial plan for the build.
- Source sufficient and appropriate funding.
- Closely monitor the project against budget and progress.
- Provide accountability outcomes for funders.

Me mōhio mai koe ki te aha? What do you need to know?

Knowing how funding and finance works will get your Kaumātua housing project off the ground. Below is a list of questions that will help to think about what is involved and what processes and resources you will need to successfully lead the project. The following pages include tools and tips, examples and resources that will help you to think through funding and finance.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below. To help you, use the checklist at the end of this section.

- How will you establish your preferred financial partners?
- How do you create the financial plan for the build – and with who?
- How will you source funding?
- How will you provide accountability outcomes for funders?
- What is important to monitor closely against the budget and progress?

He kōrero āwhina Tools and Tips

Below are tables with information and resources to help address the questions in the checklist.

What information do you need before selecting partners?

Description	Links and information to help you
Before identifying any partners, it is important to have an overview of what as a minimum you should know when undertaking a build (privately or otherwise). The Ministry of Business, Innovation and Employment (MBIE) provides a good overview at the link provided which includes your legal rights and obligations, an overview of the building process and how the building system protects you.	https://www.building.govt.nz/getting-started/
MBIE provide a template checklist that touches on key information, relationships and areas to consider before getting started.	https://www.building.govt.nz/assets/Uploads/projects-and-consents/Consumer-protection-checklist.pdf .
MBIE also provide an overview of what needs to be included in a construction contract.	https://www.building.govt.nz/projects-and-consents/why-contracts-are-valuable/contracts-for-your-building-project/
A detailed guidance note prepared by Hazelton Law on behalf of the Registered Master Builders Association offers detailed insight into Major Contractor agreements.	https://www.masterbuilder.org.nz/assets/publicdocs/MajorContractorguidelinesAugust2.pdf
Excellent information from Buildsafe provides hints on how to avoid building contract disasters.	https://www.buildsafe.co.nz/Resources/BRIEFINGS/SOME+HINTS+TO+AVOID+BUILDING+CONTRACT+DISASTERS.html
Excellent research evidence from CRESA provides insight into what works for kaumātua in terms of housing and tenancy.	https://downsizing.goodhomes.co.nz/wp-content/uploads/2017/06/Ma%CC%84ori_Downsizing2.pdf http://renting.goodhomes.co.nz/wp-content/uploads/2017/06/review-of-nz-research-on-the-housing-older-people-would-choose-final.pdf http://www.buildingbetter.nz/publications/SRA1/ER21_community_housing_providers_LR0485.pdf



How do you establish your preferred building and finance partners?

Description

Setting criteria for what you feel constitutes “preferred finance and building partners” is important. A good general starting place is to ensure the people you choose to be part of your project team are:

- (1) Experienced with a good reputation in your community;
- (2) Offer terms beneficial to your project; and
- (3) Are licensed or registered and belong to a professional body. It's a great quality assurance measure for the project and if issues pop up then it offers the safety of an independent body to help overcome challenges that both parties may face.



IMAGE: Resident kuia by the shared māra kai

Setting criteria for what you feel constitutes a “preferred financial partner” is important. A good general starting place is to be clear what type of financial partners your project requires:

- (1) Government support may – e.g. Ministry of Housing and Urban Development, Te Puni Kokiri.
- (2) Philanthropic Grants – e.g. Local community trusts, such as Trust Waikato, Eastland Community Trust.
- (3) Gambling Trusts – e.g. New Zealand Community Trust, The Lion Foundation.

Links and information to help you

Checking or finding Registered Members

Financial Services Provider

<https://app.companiesoffice.govt.nz/fsp/app/ui/fsp/service/searchFspReturn.do>

Licensed Building Practitioners

<https://lbp.ewr.govt.nz/PublicRegister/Search.aspx>
It is also helpful to check these two builder association sites [New Zealand Certified Builders Association](#) or the [Registered Master Builders Association](#).

Building Surveyors

[NZ Institute of Building Surveyors](#) and/or [Royal Institute of Chartered Surveyors](#)

Quantity Surveyors

[NZ Institute of Quantity Surveyors](#)

Registered Architects

[The New Zealand Architects Register](#)

Engineers

[IPENZ Engineers New Zealand - CPEng search](#)

Roofing, Brick and Block, Exterior Plasterers

[Plumbers, Gasfitters and Drainlayers Board - Public register](#)

Electrical workers

[Electrical workers registration Board](#)

Identify potential preferred grant partners by investigating possible support that relevant government agencies may have available for affordable housing (note: this does change):

<http://communityhousing.org.nz/our-place/social-housing-reform-programme/funding-social-and-affordable-housing>

Philanthropic and Gambling Trusts have individual websites online. The Department of Internal Affairs provides information on the Gambling Trusts in each region:

<https://www.dia.govt.nz/Services-Casino-and-Non-Casino-Gaming-Funding-For-Community-Groups>

Identify potential preferred financial debt partners by investigating what each of the main banks currently offer at:

<https://www.interest.co.nz/borrowing/business-base-rates>

An example (not an endorsement) of one of a several providers of equity finance in NZ

<https://asapfinance.co.nz/#about>

How do you create a financial plan?

Description

Insights from Laurence Murphy (2019) in his report on “Financiers and Developers: Interviews concerning their interests, relationships, and the residential development process”, identified two emerging themes. First, it is clear that developers and financiers actively create and operationalise practices that govern acceptable profit margins, operational structures and house prices. Second, access to finance and the conditions under which finance is offered have profound impacts on residential development practices and processes.

Links to helpful information that you may need to consider for creating your financial plan:

Links and information to help you

Lance Murphy' (March, 2019) Report to the Building Better Homes Towns and Cities National Science Challenge http://www.buildingbetter.nz/publications/SRA1/Murphy_2019_developer_financier_interviews.pdf

https://www.designingbuildings.co.uk/wiki/Elemental_cost_plan_for_design_and_construction

https://www.bplans.com/construction_business_plan/financial_plan_fc.php

IMAGE: Resident kuia inside her whare



The key to a robust financial plan is the information and people you have to inform it. Some general information is available at the Building Guide although it is personal build focused it provides a brief general overview of what needs to be considered.

A great source of detailed NZ construction cost information is available at QV costbuilder via a modest subscription service. It identifies items and amounts needed to factor into the financial plan for your project. It also includes worked examples, which can be used as templates for various types of builds including retirement units.

Insight into some hidden costs of building are shared in the Building Today magazine article. .

Financing your build (more personal build focused but good general information)
<http://www.buildingguide.co.nz/planning/build-finance/>

Detailed NZ Construction Costs (a subscription based service which offers comprehensive information)
<https://qvcostbuilder.co.nz/app.html#/home/book/page-id/c4549c0e-b9f6-42cb-81d5-c707df94135f>

Hidden Costs
<http://www.buildingtoday.co.nz/LatestNews/Magazine/tabid/8136/ArticleID/13112/Default.aspx>

What is important to monitor closely monitor against the budget and progress?

Description	Links and information to help you
Monitoring construction progress against expected timeframes helps manage time delays and associated costs/impacts.	A 'Lessons' Log' should be a standing item on the Agenda for each Project Meeting. The key questions are:
Monitoring progress against budget expectations is critical to finishing the project within the resources available.	What worked well? Who was involved? Why did it work well (key contributing factors)?
The contingency fund is important to monitor when unexpected costs appear as is knowing where in your construction there is room for cost reductions ie. Types of materials used to offset unexpected costs.	What didn't work well? Who was involved? Why didn't it work well (key contributing factors)? How was it corrected?
Keeping a 'Lessons' Log' will help prevent repeating avoidable cost blowouts and strengthen future building projects.	

How will you provide accountability outcomes for funders?

Description	Links and information to help you
Links and information to help you	RBA reporting information https://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html
Agreed measures help determine whether the vision of the project has been achieved.	
Regularly capture data that is in line with Results Based Accountability reporting, that is:	
(1) How much did we do?	
(2) How well did we do?	
(3) Is anybody better off?	

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below.

1.

How will you establish your preferred financial partners?
2.

How do you create the financial plan for the build – and with who?
3.

How will you source funding?
4.

What is important to monitor closely against the budget and progress?
5.

How will you provide accountability outcomes for funders?



5 Te Waihanga Whare Tōtika

Co-creating Fit-for-Purpose Design

Ka ora pea i a koe, ka ora koe i au

Perhaps I survive because of you, and you survive because of me

Mātāpono/Value Statement

Communication, input and involvement from the end users is critical from the inception of the vision and at critical stages of the design.

Whāinga/Objective

Collaborate with Kaumātua in co-design to meet their (changing) needs.

Hīkoitanga/Milestones

- Co-create the housing project with Kaumātua reflective of future residents.
- Co-create the housing project with strategic allies within regulatory systems.
- Identify the core business of each organisations involved and approach areas of work accordingly.
- Establish a regular programme of project team meetings and communication.

Me mōhio mai koe ki te aha? What do you need to know?

Knowing about 'fit-for-purpose design' and how to work with Kaumātua and others will help you to build the housing and village you first envisaged. Below is a list of questions that will help you to think about what is involved and what processes and resources you will need. The following pages include tools and tips, examples and resources that will help you to think through 'fit-for-purpose-design'.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below. To help you, use the checklist at the end of this section.

- Who do you need on the design team?
- What are the current and potential needs of Kaumātua? E.g Cultural, ageing, health and wellbeing?
- How will the built environment and organising systems support these needs? E.g Outside of the house, landscaping areas, gardens, accessibility?

He kōrero āwhina

Tools and Tips

Below is a list of questions and actions to help you identify and connect with others who can help you on your journey. Use what works for you.

Hei Tauira/Example or Resource

- Research the Kaumātua your are building for and what are their needs?
<https://www.lifemark.co.nz/>
- Housing design adopts principles and meets standards of age friendliness in external grounds, access, design and garaging etc.
- Engage Kaumātua at critical stages of the design, review, and evaluation processes associated with ongoing service provision and village management.
- Create space and facilities for support people to provide services, care and stay over if needed.
- Develop management systems that monitor the changing needs of Kaumātua residents.



Moa Crescent Managed Care Facility Proposal
Te Runanga O Kirikiriroa



Kia hihiritia/Checklist

Working together, record your group’s responses to the questions below.

1.

Who do you need on the design team?
2.

What are the current and potential needs of Kaumātua? E.g Cultural, ageing, health and wellbeing?
3.

How will the built environment and organising systems support these needs? E.g Outside of the house, landscaping areas, gardens, accessibility?

OPPOSITE IMAGE: Moa Crescent residents’ whare





Te Ao Mārama: The World of Being **Kua ea te Moemoeā:** Achieving the Dream/Vision

- 6 Ko Te Kaumātua Tōmua**
Building Kaumātua-Centred Tenancy Relationships
- 7 Te Rato Āwhina**
Providing Wrap-Around Services
- 8 Te Tiaki Whare**
Caring for Your Asset

6 Ko Te Kaumātua Tōmua

Building Kaumātua-Centred Tenancy Relationships

Māu tēnā kiwai o te kete, māku tēnei

Each of us at a handle of the basket

Mātāpono/Value Statement

Hei manaaki i ngā Kaumātua.

Strong relationships support housing security and wellbeing of Kaumātua.

Whāinga/Objective

Create and maintain a lived community with Kaumātua.

Hīkoitanga/Milestones

- Consider compatibility of Kaumātua residents at point of application.
- Support Kaumātua to nurture and maintain relationships with, and support, each other.
- Support Kaumātua to foster belonging and ownership in the community.
- Support Kaumātua to drive village community activities.
- Work in a partnership of Kaumātua residents, property management and service provider organisations, to develop management and care systems/processes.

Me mōhio mai koe ki te aha? What do you need to know?

Creating a lived community with and for Kaumātua is an ongoing project. Below is a list of questions that will help you to think about what is involved and what processes and resources you will need to do this. The following pages include tools and tips, examples and resources that will help you to think through the issues.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below. To help you, use the checklist at the end of this section.

- How do the agencies work together to ensure tenancy relationships are Kaumātua centred?
- How do the agencies support Kaumātua mana motuhake—that is Kaumātua independence and autonomy of self and collective determination?
- How do Kaumātua create and maintain the village for Kaumātua?

- How does the built environment and management systems support Kaumātua mana motuhake?
- How do health and property management agencies support Kaumātua to create and maintain village life?
- Who manages the tenancy relationships?
- How do the agencies work together to ensure tenancy relationships are Kaumātua centred?

He kōrero āwhina

Tools and Tips

First and foremost it is important that Kaumātua residing within the village have the opportunity to influence decisions which impact on their wellbeing by:

- Facilitating Kaumātua residents to participate in their own decision-making processes.
- Providing Kaumātua as tenants with the opportunity to set up and maintain a tenant management committee.
- Keeping tenants informed of policies and changes to those policies and any other matters which may affect their tenancy.
- Offering tenants the opportunity to participate in maintenance and alteration decisions in relation to their home.
- Consulting with tenants in appropriate ways on any changes in policy or any other matters that substantially affect their tenancy.
- Providing tenants with the opportunity to participate in the making of decisions to become involved in the management and control of their homes at a group/whānau/hapū level through the setting up of community housing projects.

The Residential Tenancies Act 1986 (“The Act”) is the legislation that covers the legal relationship between residential landlords and tenants. The Act outlines the legal obligations and responsibilities of both parties, and what happens if the relationship breaks down.

The Act details issues such as:

- Types of agreements (periodic, short-term or fixed-term).
- The payment of bonds (a payment to cover any losses such as rent, damage to the property at the end of the tenancy).
- Property inspections.
- Rental records.
- Inspections and notice period requirements.
- Termination and notice period requirements.



The Landlord must:

- Formalise the arrangement with the tenant by a Residential Tenancy Agreement and provide a copy to the tenant prior to the date that the tenancy begins.
- Forward any bond money to Tenancy Services within 23 working days of receipt.
- Ensure that the house is in a clean and habitable condition prior to the commencement of the tenancy.
- Maintain the dwelling in a reasonable state of repair throughout the tenancy.
- Attend to any necessary repairs and ensure that the tenant is given 24 hours prior written notice of entry to carry out repair work.
- Reimburse the tenant for any urgent repair work that the tenant has attended to subject to the tenant having made all reasonable steps to give the landlord prior notice before the work is undertaken.
- Pay all outgoings such as rates, insurance for the dwelling etc.
- Ensure the adequacy of all locks and fastenings.
- Provide the tenant with receipts for rental if the rent is paid in either cash or by an open cheque.
- Provide a written statement as to what period the paid rent covers if the tenant requests this.
- Give the tenant at least 60 days written notice (plus four working days) of any increase in the rental.
- Give the tenant 48 hours written notice of any proposed inspection of the dwelling.
- Ensure that reasonable steps are taken to make sure that tenants are not disturbed by any of the landlord's other tenants.
- Give written notice to the tenant if they intend to sell the dwelling.

The Tenant must:

- Pay the rent on time.
- Pay all electricity, gas (if appropriate), metered water (if specified in the Residential Tenancy Agreement), and telephone charges.
- Keep the dwelling reasonably clean and tidy.
- Advise the landlord promptly when any damage occurs or repairs are required. A tenant cannot withhold rent if problems occur in undertaking repairs. In these circumstances advice should be sought from Tenancy Services.
- Where any damage is caused deliberately or occurs due to carelessness either by the tenants or the tenant's guests then the tenant must repair or pay for the necessary repairs.
- Comply with any limit set by the Residential Tenancy Agreement restricting the number of people allowed to stay at the property at any one time. (Short-term stays by relatives or friends are considered acceptable.)
- Ensure that the dwelling is used principally for residential purposes.
- Allow the landlord reasonable access in order that prospective tenants/buyers can inspect the property.

- Vacate the dwelling at the end of the tenancy and ensure that it is clear of all possessions and rubbish. The property is to be left reasonably clean and tidy and all keys, swipe cards etc. are to be returned to the landlord. All chattels provided by the landlord must remain. Any rubbish bags supplied by the local Council or the landlord must not be removed.

For more detailed information, visit the webpage <https://www.tenancy.govt.nz/>

Hei Tauira/Example or Resource

Below is an example for keeping records of meetings with Kaumātua residents. This Minutes template supports Kaumātua to track matters and actions within village life. In keeping with supporting Kaumātua mana motuhake, Kaumātua will determine meeting frequency, agenda and outputs.

For further information contact Te Rūnanga o Kirikiriroa <http://www.terunanga.org.nz/>

Kaumātua Residents’ Meeting

DATE:
TIME:
LOCATION:
PRESENT:
APOLOGIES:
KARAKIA:
OPENED AT: (Time)

ITEM	DISCUSSION	ACTIONS
1		
2		
3		
4	General Business	
5	Next Meeting	

KARAKIA:
CLOSED AT: (Time)
MINUTES SIGNED OFF CHAIR: DATE:





Kia hihiritia/Checklist

Working together, record your group's responses to the questions below.

1.

How do Kaumātua create and maintain the village for Kaumātua?
2.

How does the built environment and management systems support Kaumātua mana motuhake?
3.

How do health and property management agencies support Kaumātua to create and maintain village life?
4.

Who manages the tenancy relationships?

OPPOSITE IMAGE: Moa Crescent residents outside their whare



7 Te Rato Āwhina Providing Wrap-Around Services

He korowai oranga, hei tau awhi i ngā Kaumātua
To provide a korowai of services that support Kaumātua wellbeing

Mātāpono/Value Statement

Enhancing the quality of life and wellbeing of Kaumātua will enable a community of well Kaumātua.

Whāinga/Objective

Establish and maintain partnerships for wrap-around services.

Hīkoitanga/Milestones

- Support Kaumātua maintain self-determination and independence in everyday life.
- Develop management systems that monitor and respond to the changing needs of Kaumātua residents.
- Ensure health care/social service organisations provide care and support.
- Ensure that the property management organisation involves Kaumātua with monitoring security and maintenance needs.

Me mōhio mai koe ki te aha? What do you need to know?

Creating wrap-around services for Kaumātua is an ongoing project. Below is a list of questions that will help you to think about what is involved and what processes and resources you will need to do this. The following pages include tools and tips, examples and resources that will help you to think through the issues.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below. To help you, use the checklist at the end of this section.

- What are the current and potential needs of Kaumātua? E.g Cultural, ageing, health, and wellbeing?
- Which health care/social service organisation will support the Kaumātua needs identified above?
- What are the agency/organisational processes and systems that support the needs identified above?
- How do the agencies identified above work together to meet Kaumātua needs?
- How will service provision and meeting Kaumātua needs be evaluated by the health care / social service organisation that provides care and support?

He kōrero āwhina Tools and Tips

The list of questions and answers below, offer you an example of how to create and maintain wrap-around support for Kaumātua living in a Kaumātua papakāinga/village community.

What are the current and potential cultural, ageing, health, and wellbeing needs of Kaumātua?

- Ask Kaumātua themselves first. A facilitated hui that is appropriate to their needs is best. Alternatively, a supported survey with someone to help write down their thoughts is also good.
- Information is available from the Ministry of Health about the health needs of Kaumātua, related research, and funded services at: <https://www.health.govt.nz/our-work/life-stages/health-older-people>
- Super Seniors provides a great overview of information from financial information to elder abuse at: <http://www.superseniors.msd.govt.nz/>
- Statistics New Zealand provides a good picture of the national and local population of older people in Aotearoa New Zealand at: <https://www.stats.govt.nz/topics/older-people>
- 'Cultural' may include: cultural connection at immediate and extended whānau levels and friendly terms with neighbours, as well as health care and social support that is culturally appropriate (from entry to exit).
- Ageing – supporting capacity for on-going physical, emotional, mental and financial self-reliance and independence.
- Health and wellbeing – healthy diet, social connection, warm home, sustained physical activity and new experiences.

Which health care/ social service organisations will support those Kaumātua needs?

- In addition to the above websites, the following offer more on what is available to support Kaumātua needs.
- WINZ: New Zealand Super, SuperGold Card, Community Card, Emergency Grant, Disability Allowance and other grants and allowances <https://www.workandincome.govt.nz/documents/eligibility/seniors/services-for-seniors.pdf>.
- The Ministry of Health, ACC, District Health Boards, Primary Health Organisations, General Practices and Health Professionals offer information that may help. For instance: Disability Support Link, Senior Line, Ministry of Health and the ACC initiative, Live Stronger for Longer are often linked to DHB webpages. See Waikato DHB as an example at: <https://www.waikatodhb.health.nz/your-health/wellbeing-in-the-waikato/support-for-older-people/>.
- Iwi, community based health and social service organisations e.g. CCS, Life Unlimited etc and Māori health providers may offer Kaumātua services; see for example Te Kohao Health and Rauawaawa Kaumātua Charitable Trust in Kirikiriroa/Hamilton. For a full list of providers see: <https://www.health.govt.nz/your-health/services-and-support/health-care-services/maori-health-provider-directory>
- Other important organisations that offer support in the older persons sector include Age Concern at <https://www.ageconcern.org.nz/>, and Greypower at <https://greypower.co.nz/>. Eldernet at <https://www.eldernet.co.nz/Home> and Citizens Advice Bureau, <https://www.cab.org.nz/> provide excellent information for anyone needing to know more about the support available.



Steps

Kaumātua are supported to maintain self-determination and independence.

- Ask Kaumātua what they think they need to remain independent.
- Depending on the outcome of the above, Kaumātua then learn about and apply for what they're entitled to as their needs change.
- Kaumātua obtain resources that can support them through changes in their lives e.g. "where to from here" produced by Eldernet, which discusses sensitive topics, your well-being, staying at home and residential care; briefly introduces and provides contact information for providers (mid-North Island p. 29). Relevant ministries, service agencies and their websites include: www.carepublications.co.nz, www.eldernet.co.nz, www.housing.msd.govt.nz, www.workandincome.govt.nz/eligibility/seniors/
- Ensuring Māori Kaumātua and older people are able to connect with and be part of Kaumātua focused groups, enables access to peers from similar and diverse experiences as their own. See some of the above links.
- Connection with a health and disability advocate will ensure Kaumātua are informed of their rights as patients when using health services. For more information see: <https://www.hdc.org.nz/disability/the-code-and-your-rights/>

Kaumātua needs are monitored with appropriate supportive responses.

- The needs identified above by Kaumātua should also include the question of how, and how often, their situation should be monitored.
- Kaumātua meet regularly with the leading/liaison service provider to discuss their needs and provide feedback on services as well as request appropriate support where needed. Without built-in/on-going funding by all stakeholders, this is unlikely.

Kaumātua receive care and support from health care/social service providers.

- Identifying the providers working in the local community and establishing relationships with them, will be important for ensuring Kaumātua residents are well cared for.
- The health care/social service provider staff discuss their available services with Kaumātua e.g. clinics, groups, programmes, expos; enrol/advocate for them in relevant services to streamline access and delivery of services and to ensure the meeting of their needs.
- Kaumātua are aware of their rights when receiving health services; and understand the importance of their GP being their access point to reduced health costs or disability services e.g. referrals for needs assessments, community physiotherapists, pharmacists etc.

Kaumātua service providers create and maintain high trust relationships.

- The goal of Kaumātua service providers having high trust relationships is to facilitate the provision of wrap-around services across the spectrum of the older persons' sector, resulting in at least eliminating/reducing the barriers and hurdles that can impact every aspect of Kaumātua lives.

Hei Tauira/Example or Resource

See template for Kaumātua Residents' Meeting on page 43.

Kia hihiritia/Checklist

Working together, record your group's responses to the questions below.

1.

What are the current and potential needs of Kaumātua? E.g. Cultural, ageing, health, and wellbeing?

2.

Which health care/social service organisation will support the Kaumātua needs identified above?

3.

What are the agency/organisational processes and systems that support the needs identified above?

4.

How do the agencies identified above work together to meet Kaumātua needs?

5.

How will service provision and meeting Kaumātua needs be evaluated by the health care/social service organisation that provides care and support?



8

Te Tiaki Whare Caring for Your Asset

Ki te kore ngā pūtake e whakamākūkūngia, e kore te rākau e tupu tōtika ake.

If the roots of the tree are not watered, nourished, nurtured with all goodness, the tree will surely not grow and fruit to its full potential.

Mātāpono/Value Statement

Kaumātua housing providers have a responsibility to protect and care for assets into the future.

Whāinga/Objective

Create robust systems and processes to ensure that Kaumātua housing assets remain fit for purpose.

Hīkoitanga/Milestones

- Develop an Asset Management Plan.
- Undertake an annual audit to verify the existence of assets against the register.
- Develop an annual care and maintenance plan.

Me mōhio mai koe ki te aha? What do you need to know?

Creating a lived community with and for Kaumātua is an ongoing project. Below is a list of questions that will help you to think about what is involved and what processes and resources you will need to do this. The following pages include tools and tips, examples and resources that will help you to think through the issues.

Kia hihiritia/Checklist

Working together, record your group’s responses to the questions below. To help you, use the checklist at the end of this section.

- Who is involved in creating, maintaining and monitoring your Property/Asset Management Plan?
- How are Kaumātua residents involved throughout?
- What is your Property/Asset Management Plan? (What are the parts to it?)
- Which people are responsible for carrying out the Property/Asset Management Plan?
- Who do they report to?

He kōrero āwhina Tools and Tips

Prudent management of property maintenance and asset protection is essential for long term social and affordable housing provision. Therefore, Property and Asset Management activities need to fully comply with legislative requirements, health and safety regulations and well-being of tenants, including:

- Residential Tenancies Act 1986 (RTA)
- Building Act 1991
- Health and Safety at Work Act 2015
- Resource Management Act 1991
- Fire Service Act 1975
- The Fire Evacuation of Buildings Regulation 1992
- The Health and Safety in Employment Act 1992

Caring for your asset needs a Property/Asset Management Plan that includes all aspects of buildings, facilities, and grounds maintenance, upgrades and replacement. Below is a list of key terms and definitions that can help you develop your own Property/Asset Management Plan.

Definitions to help you create a Property/Asset Management Plan

- Maintenance means, “To keep in existence, to preserve, to keep in a specified condition”, where houses are kept to a condition and standard that complies with health and safety regulations and gives tenants the full enjoyment of their home.
- Maintenance Work can be broadly characterised as responsive maintenance, cyclical maintenance/programmed work and upgrade.
- Responsive Maintenance Work addresses day-to-day maintenance and any repairs to restore an item or component to working condition. Under the RTA, Responsive Maintenance work can be categorised as Urgent or Non-urgent.
- Urgent Work: Work on specific items listed as urgent in the RTA, which are to commence immediately and must be completed as soon as possible within 4 hours from the request.
- Non-urgent Work: Responsive work not listed as urgent in the RTA. They must be completed within 10 working days of the request.
- Priority Work: Work to be commenced and completed as soon as possible within 7 days of the date of issue of the order to the Contractor to ensure the property is safe, secure and complies with Health regulations.
- Cyclical Maintenance: Planned maintenance resulting from an annual inspection on a percentage of properties that, if attended to, should reduce responsive maintenance or upgrade. The focus is predictable, regular maintenance that can be planned for.
- Programmed Work: Planned and systematic approach to carrying out non-urgent work that improve the amenity or extend the life of the property. These are treated under Cyclical Maintenance in this document.
- Upgrade Work: Extensive work to maintain properties in good repair and achieve or extend the life of specific property attributes. The intention of upgrade work is not to improve the design or amenity of a property or bring forward work that are not currently required.



- Stock Development: Strategic management of properties including decisions to sell, demolish or upgrade properties.

There are also a number of categories of maintenance that refer to the size or timing of the works. These can include work that would otherwise be completed as responsive or cyclical maintenance, or as programmed work.

- Minor Maintenance (or Small Maintenance) Work: Small maintenance tasks that do not require a licensed tradesperson and could be managed by a general handyperson.
- Basic (or Preventative) Maintenance Work: Preventative work done by tenants/members that reduces the wear and tear on a property.
- Vacated Maintenance Work: Maintenance that is performed as property becomes vacant.

Kaumātua and the property management organisation are involved in monitoring property security and maintenance. Kaumātua meet monthly/bi-monthly with the property management organisation to discuss property security and maintenance. A schedule of meetings, terms of reference and agenda can be set for this meeting including a cyclical schedule of outcomes.

Hei Tauira/Example or Resource

The table below offers an example of cyclical and annual housing maintenance programme.

Frequency of Cyclical Maintenance Tasks

TASK	CYCLE IN YEARS
External painting	8 - 10
Internal painting	7 - 10
Recarpeting	7 - 15
Other floor covering replacement (vinyl/tiles)	7 - 15
Hot water service replacement	10+
Hot water service replacement (stainless steel)	20+
Gate and post replacement	20
Fencing replacement	25
Guttering/downpipes replacement	15 - 20
Heater replacement	10 - 15
Stove replacement	10 - 15
Washing machine replacement	10
Dryer replacement	10
Fan replacement	10
Clothesline replacement	25
Pest treatments (wide variation between localities)	10
Gutter cleaning (two storeys or more)	1

Kia hihiritia/Checklist

Working together, record your group’s responses to the questions below.

1.

Who is involved in creating, maintaining and monitoring your Property/Asset Management Plan?

2.

How are Kaumātua residents involved throughout?

3.

What is your Property/Asset Management Plan? (What are the parts to it?)

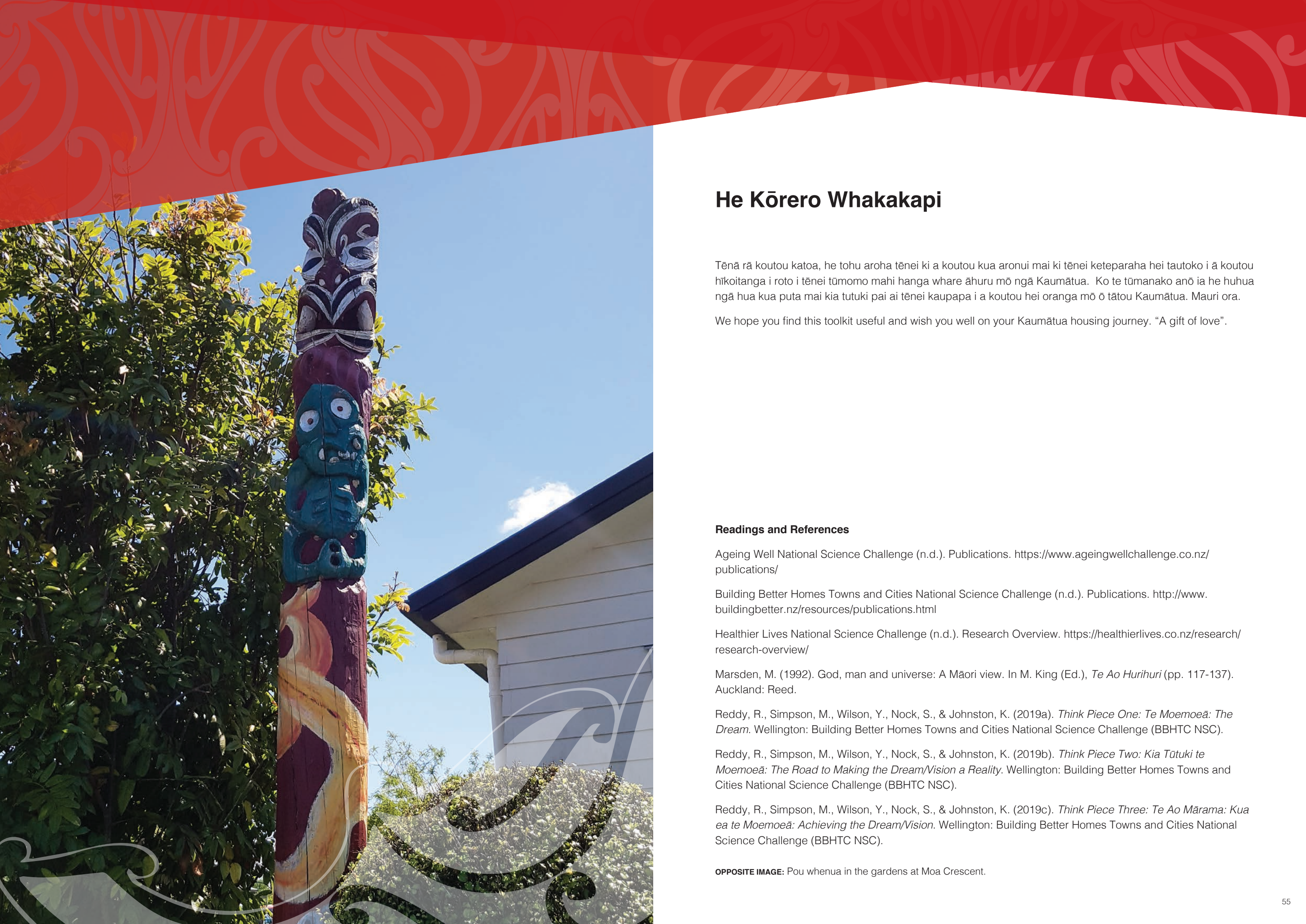
4.

Which people are responsible for carrying out the Property/Asset Management Plan?

5.

Who do they report to?





He Kōrero Whakakapi

Tēnā rā koutou katoa, he tohu aroha tēnei ki a koutou kua aronui mai ki tēnei keteparaha hei tautoko i ā koutou hīkoitanga i roto i tēnei tūmomo mahi hanga whare āhuru mō ngā Kaumātua. Ko te tūmanako anō ia he huhua ngā hua kua puta mai kia tutuki pai ai tēnei kaupapa i a koutou hei oranga mō ō tātou Kaumātua. Mauri ora.

We hope you find this toolkit useful and wish you well on your Kaumātua housing journey. “A gift of love”.

Readings and References

Ageing Well National Science Challenge (n.d.). Publications. <https://www.ageingwellchallenge.co.nz/publications/>

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Reddy, R., Simpson, M., Wilson, Y., Nock, S., & Johnston, K. (2019c). *Think Piece Three: Te Ao Mārama: Kua ea te Moemoeā: Achieving the Dream/Vision*. Wellington: Building Better Homes Towns and Cities National Science Challenge (BBHTC NSC).

OPPOSITE IMAGE: Pou whenua in the gardens at Moa Crescent.

