

CONTRACTOR CONNECT



BIG CLEAN-UP IN MANGERE

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FROM THE EDITOR

Kia Ora,

As I write this for Contractor Connect, we still seem to be experiencing extremes of weather across the country. Recently here in Auckland we had brilliant sunshine followed by a huge hail storm with hail the size of marbles in some places. It was severe but thankfully brief.

With the end of 2018 looming, I want to thank you again for your efforts over the past year. In particular, I want to express my gratitude to you and your teams for going above and beyond to ensure our tenants live in warm, dry and safe homes and are kept safe when we have these extreme and often severe weather events. Stories about the effects of many of these weather events, and your excellent responses to them, have featured in Contractor Connect throughout the year. As I say in each issue, continue to keep the customer at the centre of everything we do, as we're continuing to deliver great results.

This leads nicely into the findings of our last survey. Feedback from tenants continues to be strongly positive, particularly in relation to 'the contractors treated me and my family with respect'. This is a result you should be very proud of. How things go while you're working in tenants' homes, coupled with clear communication, makes a big difference to the outcome.

I wrote to the PBMC head contractors recently to let them know Housing New Zealand will be joining HLC and KiwiBuild in the newly formed Housing and Urban Development Authority (HUDA).

I also advised that HUDA will honour all existing Housing New Zealand contracts, including the existing PBMC contract with Housing New Zealand, and that transitioning through to the new organisation will take up to a year.

As the amalgamation progresses, we'll continue to keep the PBMC head contractors informed. HUDA will lead the delivery of all state housing in New Zealand and will also encompass transport, community development and delivery of community amenities. The new entity is about enabling growth, joining capabilities and optimising joint efforts to build better cities and towns for New Zealanders. The creation of the HUDA will give the market certainty about which government agency to work with.

Finally, on behalf of Housing New Zealand I wish you and your teams a safe and restful Christmas and New Year. We look forward to working with you in 2019 to make it a great year for everyone.

A handwritten signature in black ink, appearing to be 'AP' with a flourish.

Ngā mihi

Angela Pearce

National Maintenance and Upgrade Manager



E-Texting to contact tenants

In our last edition, we shared stories about new technology in the contractor maintenance space.

We have another technology story for you in this edition, this time about E-Texting.

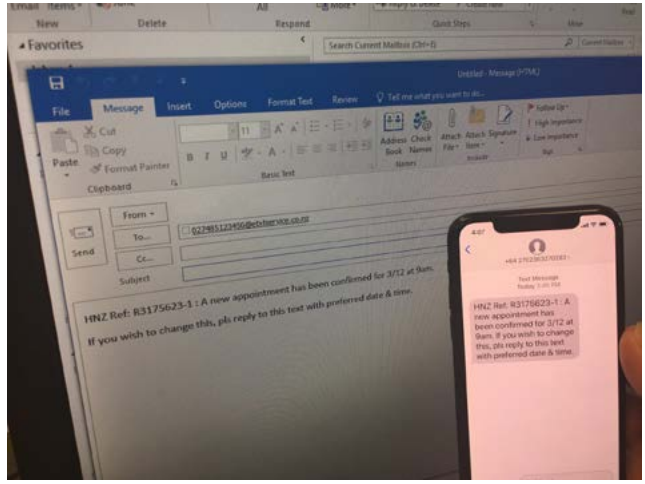
Programmed Facility Management (PFM) has recently rolled out E-Texting to improve completion rates for work, and PFM's Shane Hadfield says "so far so good".

"The E-Texting initiative is getting good results when our Help Desk initiates contact with tenants to pre-arrange contractor appointment times," Shane says.

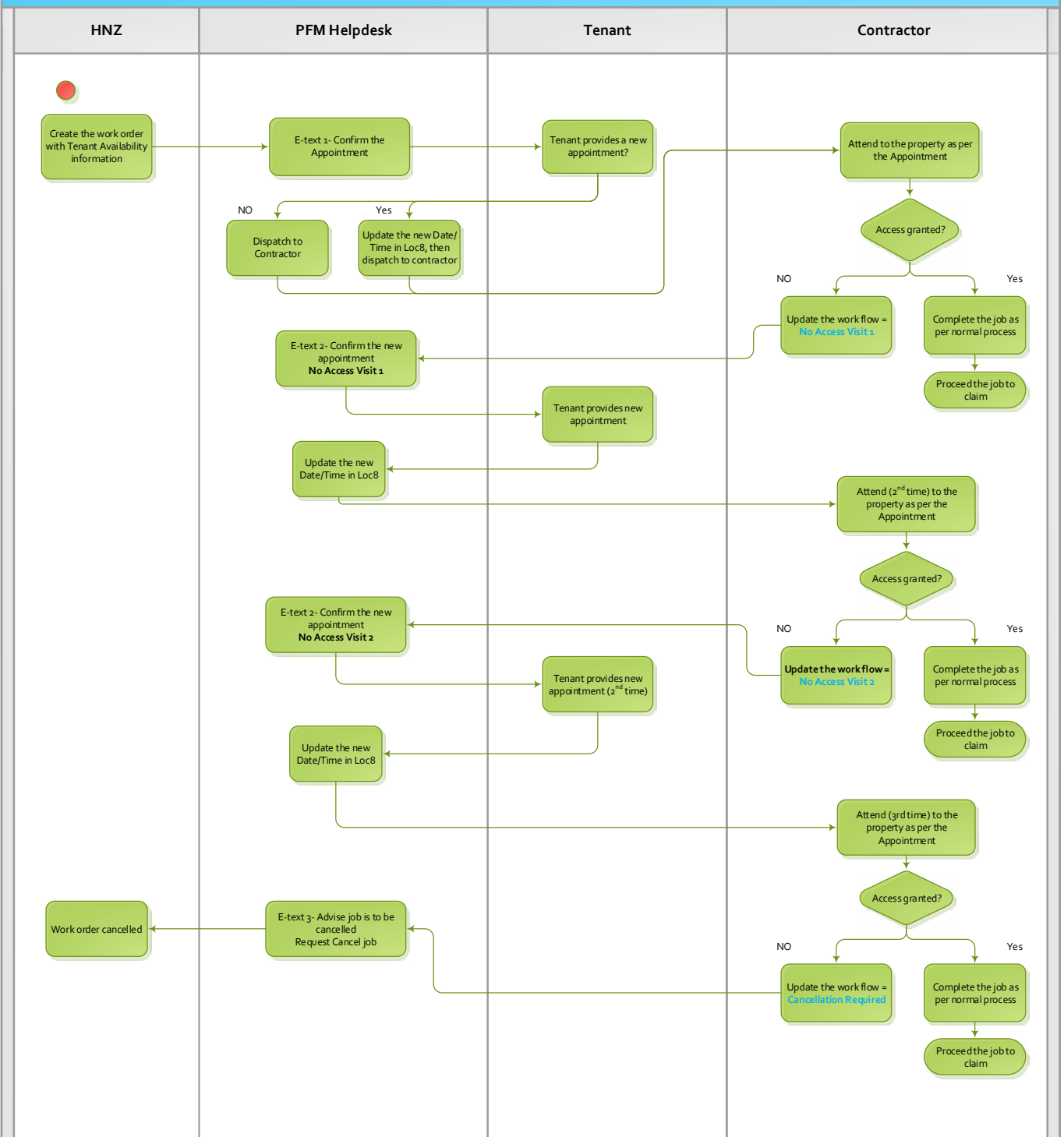
"We're also finding that tenants are more likely to respond to a text message than return a phone call," he says.

Shane thinks this is because more and more tenants are now on mobile phone plans that allow unlimited text messaging than previously.

"Whatever the reasons, we're achieving the results we're after with getting the work we need to do done and dusted," Shane says.



HNZ E-Text Pilot



PFM's E-Texting flowchart

A loved plum tree lives another day



As part of our Boundary Fencing Programme, an upgrade of a boundary fence was planned at a Riccarton property in Christchurch.

At the time the job was scoped, nothing out of the ordinary was identified. It was just a matter of removing an old broken fence, trimming some trees and removing vegetation to allow a brand new wooden fence to be built.

But soon after work started, we received a call.

While an arborist had already removed some small trees and other vegetation, an issue had arisen when neighbouring

tenants heard that a larger plum tree on the boundary line would also have to be removed.

The Tenancy Manager happened to be in the area and called by to talk to PBMC Switched On about the tenant's concerns.

The tenants were very unhappy about the plum tree going, were guarding it and wouldn't leave until another solution was found. The plum tree was important to the group of tenants who lived nearby.

The Tenancy Manager spoke with the tenants and the trades onsite and identified that if the fence line was altered slightly, the posts and palings reversed and some lower branches pruned, it would be possible to keep the plum tree in place.

With everyone in agreement, the good news was then relayed to the tenants, who were absolutely stoked when they heard that their favourite and very treasured plum tree would be saved.

A great outcome thanks to working together, being flexible and keeping tenants at the centre of everything we do.



Christchurch tenant Li Powa cutting the ribbon to officially open 'The Cabin'

Switched On efforts create a revamped community facility

Switched On is always on the lookout for ways it can contribute and make a difference to local communities

Team member Greg McKeeman recently identified an opportunity at a Housing New Zealand complex in central Christchurch.

Ten years ago, the community room at the complex had been given a makeover to become a library for tenants. With the

passing of time, the facility had become tired and in need of another makeover.

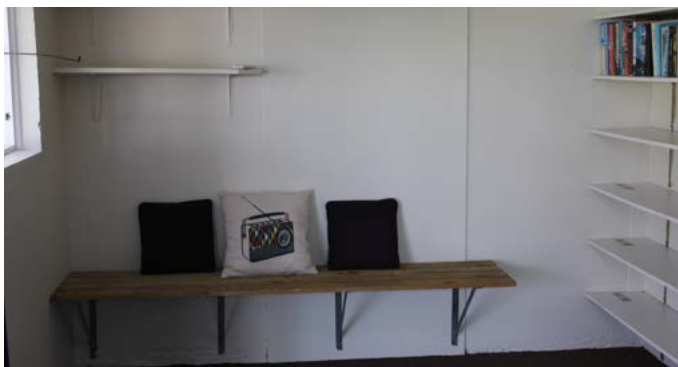
Switched On donated materials and their labour for the refresh, which included relining the ceiling, installing insulation, putting in a new window and fully redecorating the interior. The heat pump and water heaters were also serviced and the outdoor area spruced up.

When the work was completed, a ribbon cutting was held to celebrate and officially open 'The Cabin', where Manager Regional Maintenance Stephen Wilson passed on his thanks to Switched On.

"The revamp of the community room by Switched On has resulted in an old and tired room becoming a genuine community-based facility we know will bring everyone together and make a real difference to the lives of our tenants and the local community," Stephen said.

He says tenants use the outdoor area for activities like tai chi and since the opening there has been a steady stream of local groups that support our tenants using the facility on a regular basis.

"We really appreciate the efforts of Switched On to make this happen for our tenants and the community," Stephen says.



The spruced-up interior of 'The Cabin'





Gaylene from DHMC



Used coffee cups that are now replaced with reusable cups

Dunedin doing their bit for the environment

The environment is administrator Gaylene Smith's passion. Through her passion and enthusiasm, Gaylene is educating Dunedin Housing Maintenance Contractors (DHMC) on how they can also play a part in caring for the environment.

Operations Manager Gerry O'Connell says Gaylene instigated some small changes that got everyone talking more about recycling and making a real difference.

Three times a week, a mobile coffee van visits the Dunedin office. Gaylene collected two weeks' worth of coffee cups and put them on display to show just how much waste from one small item is going into the landfill.

Gerry says having the used coffee cups on show was quite confronting and triggered a change from disposable to reusable cups.

"Just a simple change like this can save approximately 1,500 disposable cups a year from the DHMC office going into the landfill. Small changes can make a massive difference," he says.

Gaylene's proactive approach also sees her taking home other recyclable items such as used milk containers and glass bottles that were previously put in the general waste bin. The office now also has a bucket for food scraps, which another staff member takes home for their chickens.

Gerry says the DHMC team takes their hat off to Gaylene for motivating them to become more proactive towards recycling and the environment.

DHMC says they are also doing their bit to cut down on paper by using technology to make some processes paperless.

"We can now upload all documentation straight into the system so it's all loaded against a specific work order. This means staff can work remotely and still have access to all relevant information," Gerry says.

"We've also introduced a mobile app for our trades which allows them to receive jobs instantly, invoice a job and input the stage a job is at - completed, onsite, invoiced etc. This process has greatly improved our ability to get information to trades more quickly and at the same time keep paper waste down."

And more innovation is on the horizon at DHMC with a timesheet app for trades, which will save paper and reduce the time contractors spend visiting the office to complete their timesheet.

STORYTELLING THROUGH PICTURES – DAWSON ROAD PRIMARY

They say a picture paints a thousand words, and the photos below from the day spent at Dawson Primary School certainly show what a difference a day makes

Performance Based Maintenance Contractor Spencer Henshaw (SHL) and their subbies volunteered their time and resources to work alongside Housing New Zealand staff to make a difference at Dawson Primary School in the South Auckland suburb of Otara.

SHL Regional Manager Karen Jacobs says connecting with people living in the local community is always an incredibly rewarding and satisfying experience for the SHL team.

Series of images to show what a difference a day made at Dawson Road Primary....



Big clean-up in Mangere

A quiet street in Mangere was full of positive activity recently. Housing New Zealand (HNZ), maintenance contractor Spotless, and HNZ subsidiary HLC put on a spring clean event for tenants living just outside the new Mangere Development.

About 50 plumbing, carpentry and electrical Spotless subcontractors spent the morning knocking on doors and checking to see if the 23 households in the area needed a hand with any home maintenance.

Around 45 maintenance jobs were logged, with many of them completed on the day, and six skip bins and five truckloads of rubbish were removed.

Housing New Zealand's Mangere office brought out the barbecue and cooked up sausages for tenants and maintenance workers. HLC brought along activities for children and set up a covered area where people could sit and have a cuppa.

The event also provided an opportunity to formally acknowledge eight students from Mangere College and De La Salle College who took part in work experience with Spotless subcontractors over the school holidays.

The students received a certificate from Spotless and a Westfield voucher from the subcontractors who mentored them.

Year 13 Mangere College student Ky Dillon, who studies carpentry at Manukau Institute of Technology two days a week, was one of those taking part in the two-week work experience.

During this time Ky upped his skills in decking and indoor flooring, and says the best part was putting down flooring in the bathroom. "After we finished the flooring, I felt proud because it looked beautiful."

This was the second intake of students to be selected for the programme. The pilot involved five Mangere College students and took place over the July school holidays.



The teams



Spotless, HNZ, HLC and the cadets with their certificates

HLC's John Kunitau worked with the school principals to select the students and also formally acknowledged and thanked those involved in making the cadetship possible.

"Thanks to Spotless and their contractors for supporting the students, and Housing New Zealand for backing the work experience programme too. Hopefully we'll continue building these types of community initiatives over the next few years," John says.

Gateway leads to full-time job for Jireh



Prestige's new recruit Jireh Ayre

In the Winter 2018 edition of Contractor Connect we shared a story about Prestige Limited signing a Gateway Placement Agreement with Hastings Boys' High School.

Erik Behringer, HR Manager at Prestige, says Jireh Ayre was the first young man to join the Prestige team as a painting labourer, initially working one day a week.

After a couple of months, Erik says Jireh asked Prestige to increase his work experience to two days per week. Soon after, Prestige offered Jireh a full-time job, which he started recently.

"Jireh displayed the reliability and work ethic required by the business and his willingness to learn and follow instructions was instrumental in the offer of full-time employment," Erik says.

"In addition, this achieves the goals and intentions of entering into the Gateway programme and is very satisfying for both Prestige and Hastings Boys' High.

"The Gateway programme not only provides students with the opportunity to engage in workplace learning while still at school but also gives employers the ability to assess whether these young men are ready to be offered full-time employment. By displaying the right attitude, Jireh has passed with flying colours," Erik says.

HNZ wins Innovation Award

Our Health, Safety and Security team recently received an award in the 2018 Safest Place to Work Awards run by Safe365.

Sponsored by Trade Me Jobs, the awards aim to reward, celebrate and recognise organisations that have built an outstanding health and safety culture and capability.

Housing New Zealand Health, Safety and Security Manager Tarniya Comrie says HNZ was really pleased to receive this award as it demonstrates the work the team has put into creating effective partnerships with Performance Based Maintenance Contractors (PBMCs).

“Through better partnerships with contractors, we have initiated a process of transparency in health and safety management with greater line of sight in our supply chain. We are striving to continually improve at Housing New Zealand and this award has highlighted one of the ways we’re showing an innovative approach to health and safety,” Tarniya says.

Safe365 awarded Housing New Zealand the Innovation Award as the partnership between public and private sector contractors solved many problems affecting the delivery of service.

“Safe365 said they believe this initiative will fundamentally influence the future in the way that principals will work with



Our award-winning Health, Safety and Security team
L-R: Mike Ashby, Tarniya Comrie, Naomi Hosted and Andrew Booker

their contractors, and how contractors will work with subcontractors and so on for the betterment of all parties involved in the supply chain.”

The Health, Safety and Security team shifted their focus from simply screening contractors before engaging to a more collaborative approach including leadership, support and partnering, which led to better outcomes with PBMCs.

Congratulations on this impressive award!



Participants at the recent forum

Last health and safety forum for 2018

Housing New Zealand hosts quarterly health and safety forums for PBMC representatives and Health and Safety Advisors. The last forum for 2018 was held recently at Eden Park in Auckland.

The focus of the forum was future thinking around what health and safety practice will need to look like after 2020 from a trades, PBMC and HNZ view.

The Health and Safety teams from the PBMCs and HNZ participated in workshops where they discussed future ideas

and considered what else would need to be put in place over the next few years to get there.

“It was a great way to end the year and recognise all the efforts the PBMC teams and the tradies have been doing to raise the bar with health and safety” says Mike Ashby, Principal Advisor Health & Safety.

The forum wrapped up with the sharing of Christmas gifts and acknowledgement of PBMC efforts throughout the year to ensure our tenants live in warm, dry and safe homes.

We will hold the first health and safety forum for 2019 in March next year.



First aiders to the rescue

While this emergency did not occur on a Housing New Zealand site or involve HNZ staff or tenants, we've included it in Contractor Connect as a reminder that we should always be prepared for an emergency and ensure we have trained first aid staff.

Last month at Wormald's Auckland facility, an employee suffered a cardiac arrest at work. The staff member had just returned to his desk following a short break.

After sitting for a few moments, the employee collapsed and stopped breathing.

Colleagues reacted immediately, calling emergency services and following their instructions provided over the phone.

Onsite first aiders were called upon and initiated CPR and were able to resuscitate the employee until paramedics arrived.

There is no doubt this swift response saved the employee's life. After tests were conducted to ensure the employee was in no immediate danger, he was taken to Auckland hospital, where he stayed for several days for observation.

Apart from a few broken ribs, the employee recovered well and was very, very thankful to all those who had assisted him that day.



Introducing SPM Assets

On 1 July 2018 SPM Assets (known as SPM) began a contract to deliver health and safety inspections for Housing New Zealand, with a new team of inspectors based around the country.

SPM health and safety inspectors will clean, check and install smoke alarms, fit and fix window security stays and ensure freestanding ovens are correctly secured.

They will identify and record any health and safety concerns and work with us to keep the people living in our homes safe.

SPM also has an Auckland-based team responsible for planning and scheduling, managing the tenant call centre and communications service and co-ordinating thousands of inspections each month.

"It has been a big step for HNZ putting in place the new health and safety inspection contract" says Mandy Kwan, HNZ Surveys Project Manager. "We are now able to do some minor works at inspection while other jobs are immediately logged through our Contact Centre. Over time we'll use technology more and more to help track and trace work to help ensure all work gets done."

Finishing with a flourish

Below is some of the awesome feedback our Customer Support Centre has received about work recently done by our maintenance contractors. Keep up the great work; our tenants certainly appreciate it.

Dunedin Housing Maintenance Contractors

Job – Overgrown trees in the front and rear yards, Dunedin

Tenant feedback – Tenant called to praise the guys that did this job. She said they were very helpful, friendly and respectful and on top of that did an awesome job. She said they left the property spotless and also brought her wheelie bin in, as it had started to rain.

Spotless

Job – Unresolved maintenance issues at the house, Mangere

Tenant feedback – Tenant called to compliment the contractor who visited. She said he did an excellent job and was the only one who managed to find the cause of the problem. She said he cleaned up after himself and he was very polite and respectful.

Responsive Maintenance

Job – Painting required at the house, Bay of Plenty

Tenant feedback – Tenant called to compliment the contractors for their wonderful service and a great job with the painting. Tenant would like to thank them for their awesome service.

Switched On

Job – Re-soil and seed following a large tree removal, Christchurch

Tenant feedback – Tenant called to say how impressed he was with the contractor, who did an outstanding job. It's the best workmanship he's seen in 20 years.

Spencer Henshaw

Job – Reinstating a fence removed to complete drainage work, Auckland

Tenant feedback – Tenant called to compliment the contractor who attended to repair her fence. She wanted to say thank you for the fast service and is very happy with the fence.

Programmed Facility Management

Job – Repairs to a number of light switches not working, East Auckland

Tenant feedback – Tenant called to say that the tradesmen who attended were very polite, the work they did promptly was exceptional and there was no mess. She advised that she was very happy.

Prestige

Job – Birds nesting in roof and walls, Palmerston North

Tenant feedback – Tenant who is visually impaired called to compliment the trades who attended. They did a magnificent job, were well mannered, and there was no damage to the garden which goes right around the house. "There were two lads and a lady and they did amazing work."

Programmed Facility Management

Job – Tenant accidentally locked herself out of the house, Wellington/Hutt Valley

Tenant feedback – Tenant called to say the carpenter who attended was amazing, got everything done and was gone in 15 minutes. Tenant said if she owned a company she would want to employ him.

Spotless

Job – burst pipes at the property, South Auckland

Tenant feedback – Tenant called to say she was very happy with the service provided by the contractor. She said he did an excellent job and was quick but thorough, and was also friendly. She wanted to pass on her thanks for the wonderful service.

And finally, the last shout outs for 2018

Below is a shout out to subbies that go above and beyond for our tenants, and their commitment to the public and environmental health and safety for staff, contractors and tenants.

Spotless for patience, understanding, empathy and encouragement

Spotless and their subbies have been working on one of our more challenging tenanted properties. Major work has been completed to make sure the house is healthy for the large family to live in. Carpet has been replaced with vinyl, the bathroom has been upgraded, broken doors have been fixed, and a skip bin was delivered to remove excess rubbish at the property.

Thank you Spotless for your patience, understanding and encouragement, which we appreciate and so do our tenants.

Spotless Contact Centre Team Leader Mary Fuavao for being awesome

Mary has been promoted into this role fairly recently, coming from a Contact Centre Consultant role originally. This was a promotion within Spotless. She has demonstrated great initiative and has influenced the way we work with their Administration team.



We have had a tremendous amount of great feedback about Mary's responsiveness, her ability to change and try things, and her positive and proactive attitude.

Spencer Henshaw subbie Floorwise

We had an Auckland tenant who had their 12 children all at home for the day because of recent industrial action by teachers.

Floorwise was scheduled to lay new carpet at the house that day. We received great feedback from our tenants that Floorwise were very accommodating and worked around their whānau to get the job done.

SPM Assets

Congratulations to Kelvin for providing excellent service when he undertook a health and safety inspection recently in Hamilton.

The tenant phoned to say she was super impressed with the professional job he did and, in particular, with the shoe covers he wore to protect the floors. She also commented that he was very thorough.

Well done Kelvin, keep up the great work.

Adam from Prestige

This is a post we received about Adam.

"So lovely how one person's small gesture can make someone else's day! Me and my 86-year-old Nan were struggling to cut a piece of wire off my car door. This man saw we needed help and out of nowhere pulled up and did the job not even in five minutes!

"You're the real MVP and made both our days. Thank you Adam from Prestige Limited."

Spencer Henshaw for going above and beyond

Tom Lavery, SHL Supervisor Alfreda Williams and the Exterior Paint team went above and beyond to assist us with a tricky but unavoidable situation recently.

Our tenants had to move because of serious health issues and were not in a position to deal with the situation they faced.

Scaffolding was up around the house in preparation for an exterior paint, so our tenants weren't able to move their large furniture from the house. The SHL team sprang into action and with their help the tenants' large furniture was temporarily relocated to the garage to be removed by a family member the following day.

We really appreciated this kind act by the SHL team. Their actions were a massive help to our tenants and it also saved us from the extra expense of removing and reinstalling the scaffolding.

In addition, we were able to get the house to SHL more quickly so they could get it ready for re-letting.

