

CONTRACTOR CONNECT

AUCKLAND STORM

WORKING TOGETHER IN A CRISIS

INSIDE

- Being prepared for winter
- Kotahitanga at its best
- Kelston kids help create their own community
- Prestige provides opportunities for school students
- Finishing with a flourish





FROM THE EDITOR

Kia Ora,

It doesn't seem too long ago I was writing this editorial for the Summer/Autumn edition of Contractor Connect. I don't know about you, but for me the weeks and months seem to be flying by. When you receive this, we'll be halfway through the year.

Here in Auckland, we still enjoyed some unseasonably warm weather well into May. But it wouldn't be Auckland, or for that matter New Zealand, if we didn't also experience some real extremes of weather, which brings me to the Auckland storm that occurred overnight on Tuesday 10 April.

It was a storm of a magnitude I don't ever recall before, and it affected different parts of Auckland in very different ways. What it did show is the power of working together as a team to help our tenants. Thank you again to all our contractors who went above and beyond to carry out hundreds of urgent repairs on our homes over the days that followed, to keep our tenants safe, warm and dry. In this edition of the newsletter we've included an extensive feature on the storm and look at what it was like on the ground for our two regional maintenance managers who worked with you to manage the aftermath.

I also want to give a shout out to Programmed Facility Management (PFM) and their team of electricians. Our homes in East Auckland, which is PFM's patch, did not bear the brunt of the storm like in some parts of Central and West Auckland, so the PFM team quickly reached out to help in worse-hit areas. Ashneel Sharma from PFM subbie Aan Electrical LTD worked through two full days and nights to ensure elderly tenants living in one of our larger pensioner complexes had power to be able to cook and to heat their properties. This included carefully switching on, one by one, more than 60 hot water cylinders, taking care not to cause any fuses to blow.

Spotless, Spencer Henshaw and PFM – it shows that by working together and placing the tenant firmly at the centre of everything we do, we can achieve great things.

These are just some examples of the magnificent efforts of your teams and I know there are hundreds of our tenants who are grateful for the extra mile your people went in their time of need.

Back to the weather – winter looks like it's now here and we're already prepared. Housing New Zealand and the Ministry of Social Development are adopting an all-hands-on-deck approach, strongly focusing on collaboration and engagement. We're working closely with other government agencies, providers and the wider sector to understand and respond quickly to what's happening on the ground and in our communities. This edition of Contractor Connect has more detail about this, as well as information on the new Winter Energy Payment, which will help seniors and people on a benefit with the cost of heating their homes during winter.

In this edition, we also announce the winner of the inaugural Hudson Sellars Apprentice Scholarship, awarded in memory of a very much respected member of the Spencer Henshaw team who passed away just over a year ago.

Finally, with winter here please keep safe, keep warm, keep healthy, keep doing what you're doing and continue to keep our tenants firmly at the centre of everything we do.

Ngā mihi

Angela Pearce

National Maintenance and Upgrade Manager



Rod Spencer congratulates Hudson Sellars Apprentice Scholarship winner George Steed

Spencer Henshaw announces Hudson Sellars Apprentice Scholarship winner

Following the passing last year of Hudson Sellars, their much loved Quality Assurance Manager, Spencer Henshaw wanted to create a fitting and meaningful memorial in his honour.

Spencer Henshaw's Rod Spencer and Neal Murphy say that Hudson was always a great advocate for trades contractors and had met most of them in the course of his daily work. One of his constant desires was to encourage subbies to grow their business, share knowledge and create more jobs.

To honour Hudson, Spencer Henshaw has developed the Hudson Sellars Apprentice Scholarship.

The scholarship covers the cost of the selected apprentice's tools and course fees and provides their employer with a financial contribution towards the first year of the apprentice's wages.

The scholarship aims to promote solid and professional employers who will act as a mentor to the apprentice. In the inaugural year, Rogers and Rogers Plumbers in Kaitaia were selected, and business owner Jack Rogers was tasked with selecting and employing an ideal scholarship recipient.

Spencer Henshaw is proud to announce that George Steed is the first winner of the Hudson Sellars Apprentice Scholarship.

Rod and Neal say George is a true born and bred Kaitaia boy, growing up and completing all his schooling in the town. In 2017 he achieved NCEA Level 3 as a year 13 multi-level vocational programme student at Kaitaia College.

Jack Rogers says George is an outstanding recipient of the scholarship – he is always keen to learn and gets on really well with the rest of the team.

Like other apprentices working with the firm, George came through the Gateway programme. Rogers and Rogers also have two other apprentices from local schools, one of them from Kaitaia College and the other from Abundant Life School. You can also read more about Gateway in our story about Hastings Boys' High School and their partnership with Prestige on page 6.

Congratulations George – we know you'll make Hudson proud.

Auckland storm – working together in a crisis

The very severe weather event in Auckland overnight on Tuesday 10 April 2018 has again highlighted how well Housing New Zealand (HNZ) staff and contractors respond in a crisis.

The storm's cyclone force winds and heavy rain resulted in significant damage to Housing New Zealand homes across the Auckland region.

Reflecting on the exceptional response by staff and contractors, our Chief Operating Officer, Paul Commons, says that this event has shown, once again, how well we all work together as a team to support our tenants.

Paul knows only too well about working together to respond to a crisis. In his previous role, he led Housing New Zealand's repair and rebuild programme following the Canterbury earthquakes.

Those of you reading Contractor Connect who live in Auckland will also be aware the storm caused far greater damage and havoc in some areas across the region than in others.

We've included pictures that highlight this and show the magnitude and scale of the problems the storm left behind for staff and contractors.

You'll also hear first-hand from our two Auckland regional maintenance managers about how they worked with you and area teams to manage the aftermath of the storm.

The Auckland storm – Insurance Council facts at a glance (source NZ Herald May 2018)

- 5th biggest storm this century
- Cost insurers more than \$72 million dollars
- More than 13,000 insurance claims received
- Cost more than cyclones Gita and Fehi combined
- 200,000 properties without power
- Hurricane force winds up to 140km/h
- 4th storm to hit New Zealand so far this year

The Auckland storm – Housing New Zealand facts at a glance

- 254 urgent calls from tenants at call centre during the night
- By 10am the next day, an additional 600 calls received from tenants
- 645 work orders processed for urgent repairs
- Types of urgent repairs – electrical, fencing, roofs, spouting, trees, drainage
- Central North Island also impacted but not as severely as Auckland

Managing the aftermath of the Auckland storm – Sonja



Sonja Clearkin, Manager Regional Maintenance

How it was for Sonja, Manager Regional Maintenance, East and South Auckland Region

It would be fair to say the team had a couple of very challenging days following the storm.

Every one of our Auckland Performance Based Maintenance Contractors (PBMCs) did an exceptional job. They began with mobilising team leaders, assessors and supervisors so everyone was ready to review requests for repairs phoned through by tenants to our Customer Support Centre the night before.

PBMCs also drove through their areas to check on properties. This proactive approach enabled repairs to damaged properties to be approved and start immediately, which was great for tenants. Working together meant we could ensure everyone out in the field (staff and contractors) was able to stay safe despite the significant damage across the region.

PBMCs also quickly mobilised the most important trades (tree, fencing, roofing) that would be needed to repair the worst of the storm damage. Trades were also temporarily diverted from any planned work and reassigned to attend to the properties most at risk.

Programmed Facility Management (PFM), who manage East Auckland, where the storm damage was not as severe, quickly reached out to provide whatever support was needed. Check out the Editor’s praise on page 2 for the great support PFM provided.

We had a family in Mangere who could not leave the property because of the tenant’s major health needs, so we had to find a safe solution very quickly to enable them to remain in the property. It was critical to make the roof safe and isolate the damaged roof area. This was done by building a wall inside the house, disconnecting the power to just this part of the property and clearing the grounds of storm debris so the tenants could move around safely. The property was fully repaired within a couple of weeks but it was nothing less than outstanding work by Spotless in very difficult and challenging circumstances.

In Otara one of our properties was more or less destroyed by a very large tree crashing onto it. We immediately moved the tenant into emergency accommodation and quickly found them another permanent home. Since the contractors were onsite right away, the tenant was able to salvage many of their personal belongings. Everyone from Spencer Henshaw and the area office went above and beyond to help the tenant safely access the most badly damaged areas of the house so they could retrieve heirloom jewellery that had sentimental value. We know this meant so much to our tenant, who is now settled in their new Housing New Zealand home.

Throughout the following days we continued to work closely together as we came across issues with properties affected by the storm. Every time, our PBMCs were ready to tackle

these as priorities, supporting the tenant and the regional maintenance team.

Our collective response, with everyone working together, meant we were able to repair all of our most damaged properties and keep tenants safe. We could not have achieved this without the commitment of our PBMCs, so thank you all again for your dedication and hard work.



A Spencer Henshaw tradesman at work on a very large tree that caused significant damage to an Otara, South Auckland property. The damage was so extensive the tenant needed to be permanently rehoused



The same Otara property, where the contractor went over and above to provide the tenant with safe access to retrieve jewellery with sentimental value – a gesture that meant so much to the tenant



The Mangere house where the tenant’s health issues meant they were unable to leave. To allow the tenant to remain in the property and stay safe, our contractor isolated the damaged roof area by building a temporary wall inside the house and disconnected power to this part of the property. The grounds were cleared of debris so the tenant could move around safely. This effort was another example of the lengths our contractors went to during this storm and its aftermath.

Managing the aftermath of the Auckland storm - Hellen



Hellen Folau, Manager
Regional Maintenance

How it was for
Hellen Folau, Manager
Regional Maintenance,
Western, Central and
Northern Region.

My areas of West, North and Central Auckland were widely impacted by the storm.

The following day Spencer Henshaw was ready to attend to all urgent jobs that tenants

had phoned through to the Customer Support Centre the previous night.

Most of the urgent repairs involved clearing debris that had blown into properties, trimming and removing branches from damaged trees, repairing fences that had blown down or were badly damaged, and repairing broken gutters. Spencer Henshaw reacted responsively and proactively while they were onsite and cleared and effectively managed any other hazards they saw.

Roofing iron had come loose or had blown off some houses, so these repairs were prioritised to keep tenants warm, dry and safe. In one case, a roof had blown off a privately owned property into the front yard of a Housing New Zealand property, making it look like a scrap metal yard. Contractors had to remove the debris quickly to make this property safe again for the tenants.

An iron roof at one of our pensioner complexes in Mt Roskill had also blown off and this was secured promptly to keep the tenants warm and dry.

Power issues throughout parts of West and Central Auckland meant power defaulted to low voltage for some tenants. As a result, we had tenants who did not have sufficient power voltage to charge electric wheelchairs. One tenant's neighbour was able to supply a generator for them to use, and other tenants had the good timing of Vector on their side with the power back on in time to charge their wheelchairs.

My region has a number of apartment buildings with automated entry and we had some issues with doors not staying closed. Unfortunately there is very little that can be done in these situations, so we temporarily relocated some tenants.

The issue with the wheelchairs was a learning curve for everyone, as we had to seek advice from mobility specialists to ascertain how much a new battery would cost, if we had to find batteries for the wheelchairs. In the end, we didn't need to go down this path, but not a stone was left unturned to ensure the wellbeing of our tenants, particularly those with significant health and other specialist needs. One tenant with mobility issues was so appreciative of our efforts that they phoned the New Zealand Herald to pass on their thanks for our kindness and support.

The result was a very positive story that again highlighted the efforts, compassion and care our contractors showed and continue to show during these times.



The pensioner complex in Mt Roskill where the roof was blown off



Storm debris that blew from a neighbouring (non-HNZ property) into one of our properties



PRESTIGE PROVIDES OPPORTUNITIES FOR SCHOOL STUDENTS

Hastings Boys' High School year 12 student Jireh Ayre

Prestige Limited, our head contractor for the East Coast/Hawke's Bay and Manawatu/Taranaki regions, recently signed a Gateway Placement Agreement with Hastings Boys' High School, in Hawke's Bay.

The Gateway programme is administered by the Tertiary Education Commission and provides funding for participating secondary schools to give senior students access to workplace learning integrated with school learning. Students' learning is assessed in the workplace and they can achieve credits towards their National Certificate of Educational Achievement (NCEA).

The Gateway funding also allows the school to provide health and safety training and first aid certification before the placement starts, as well as any personal protective equipment the student needs.

Gateway is designed to support school students' transition into the workforce by offering workplace learning while still at secondary school.

One of the year 12 students at Hastings Boys' High School who is currently experiencing all the opportunities Gateway offers is Jireh Ayre.

Jireh had expressed an interest in trades training and has joined a Prestige Limited painting crew. His workplace supervisor says Jireh is switched on, is always keen and willing to work, and has quickly become a welcome addition.

Prestige HR Manager Erik Behringer says many will recall the work experience programmes of the past.

"Gateway is certainly a modern-day reincarnation of these, with the same goals and aspirations, but what is different from the past is a much greater emphasis on actual learning in the workplace," Erik says.

Hastings Boys' High School has up to 25 students a year in its Gateway programme. Following placement, the school purchases unit standards from other providers to ensure formal structured learning takes place back in the classroom.

The programme currently allows for students to have one day per week on placement. Hastings Boys' High School requires participants to do a minimum of 10 weeks, with the first couple of weeks usually being a settling-in period.

Kaaran Crawford, Gateway Coordinator at the school, says that Hastings Boys' High School values the partnership that's been established with Prestige through their Gateway programme.

"By offering senior students work placements and practical, on-the-job training, we're providing opportunities for apprenticeships and future employment for our young men," Kaaran says.

Being prepared for winter

In our Editor's piece, we mentioned some of the preparation underway for winter 2018.

In our own Housing New Zealand backyard, we continue to be proactive to ensure our tenants are kept warm, dry and safe, particularly during the coldest time of the year.

This includes:

Insulation – ensuring ceiling and underfloor are insulated to the current standard

Warm and Dry – installing five interventions (carpet, heating, thermal drapes, range-hood and bathroom extractor fans) to help keep houses ventilated and heated. Since the Warm and Dry programme started in 2015, more than 30,000 Housing New Zealand homes across the country have had some form of intervention added to keep them warmer and drier in winter

Heating – replacing solid fuel burners with new, more efficient burners in regions that have adopted the Clean Air Act and, where applicable, installing heat pumps

Roof replacement – preventing leaks that damage the insulation. We try to identify these early and replace the roof before any leaks can cause major damage

Gas replacement programme – replacing gas with electricity at properties where there is an identified need.

More on the Government's response and the role Housing New Zealand will play

Housing New Zealand and the Ministry of Social Development (MSD) are adopting an all-hands-on-deck approach to preparing for winter which is strongly focused on collaboration and engagement.

We're also working closely with other government agencies, providers and the wider housing sector to understand and react quickly to what's happening on the ground and in our communities.

This approach will allow us to do everything we can to help New Zealanders get through winter safely.

The Winter 2018 Response will deliver more than 1,500 places across Housing First, transitional and public housing during winter 2018. The package will deliver:

- up to 50 additional Housing First places in areas of high need
- 416 additional transitional housing places (which includes 116 additional short-term contracted motel units with support services)
- 911 additional Housing New Zealand properties
- up to 160 public housing places from Community Housing Providers (CHPs).

This is just the start of what we are aiming to achieve over winter. We will always do more if we can, and we and MSD are working closely with our providers, the wider housing sector and communities to uncover all possible options to increase housing supply.

How you can help

The priority is to increase the number of houses, and support all New Zealanders to have a warm, dry and safe place to live.

We are always open to new and innovative ideas that will help us to increase housing supply, and any ideas of land we could use. This winter, we are specifically interested in hearing about:

- properties that might be available over winter, such as seasonal worker accommodation or private rental homes, small land options suitable for temporary housing, with power and water connections already available, such as campgrounds, marae or private land.

If you know of someone who could provide a property for people who'll need one this winter, please contact the Ministry of Social Development at housing@msd.govt.nz

New Winter Energy Payment

From 1 July 2018 seniors and people on a benefit will receive a Winter Energy Payment to help with the cost of heating homes during winter.

People don't need to apply – if they qualify they will receive extra money automatically with other payments from Work and Income.

The Winter Energy Payment will be paid to people getting:

- NZ Superannuation
- Veteran's Pension
- Emergency Maintenance Allowance
- Jobseeker Support
- Jobseeker Support Student Hardship
- Sole Parent Support
- Supported Living Payment
- Youth Payment
- Young Parent Payment Emergency Benefit.

Single people with no dependent children will get \$20.46 a week, and couples or people with dependent children will get \$31.82 a week.

This payment doesn't need to be paid back.

This year's Winter Energy Payment will be paid from 1 July to 30 September. Next year, it will be paid from 1 May to 1 October.

The Winter Energy Payment won't affect other payments received from Work and Income.

Find out more at www.workandincome.govt.nz

Achieving great outcomes for tenants



Housing New Zealand East and South Auckland and Spencer Henshaw teams

Our East and South Auckland regional maintenance delivery team recently held a whiteboard session with Performance Based Maintenance Contractor Spencer Henshaw to discuss how to create better workflows and improve our already well-established working relationship.

Both teams took time out of their busy schedules to review any current issues and how to address these through better engagement.

The teams agreed that having a weekly brainstorming session, along with training sessions for SHL trades, will keep both teams better informed and encourage open and consistent communication.

Sonja Clearkin, Manager Regional Maintenance, says the session allowed the teams to create tangible outcomes to work towards.

“Spencer Henshaw Regional Manager Karen Jacobs and I achieved what we wanted, which was getting the teams together in one room to talk through mutual frustrations, find areas for improvement and agree on how we want to interact with each other in the future,” Sonja says.

The workshop was a great way to achieve this and work on our partnership with Spencer Henshaw. Everyone now has a better understanding of our processes and we’re now aligned in a more cohesive way.

Both teams also agree they have one overriding focus – to work together to provide a great maintenance and repairs service to Housing New Zealand tenants, with our tenants at the centre of everything we do.



Mosgiel ponies in high demand

Maintenance contractors pivotal to Mosgiel event

Parents and children enjoyed a Family Fun Day in April organised by Housing New Zealand and key supporters Dunedin Housing Maintenance Contractors (DHMC), head contractor for the Otago/Southland region.

Held at the Mosgiel Football Club in Memorial Park, the event included family games and activities and pony rides followed by a shared lunch. It was initiated by Dunedin Tenancy Manager Stacey Jackson, who says the families loved having an activity in the school holidays that didn’t cost anything and was fun for everyone.

“They’re already asking when we’re having the next one,” Stacey says.

The Family Fun Day followed a Christmas in the Park event in December.

Stacey says Housing New Zealand could not hold these events without the tremendous support from the Mosgiel community. Many local businesses and groups gave their time, or contributed food or prizes, and are right behind her efforts.

Manager Regional Maintenance Stephen Wilson says DHMC also played a major part in the success of the event.

“They picked up all the equipment, provided the barbeque and food, purchased toys and even arranged the pony rides. Some of their staff came along and helped as well and we really appreciate their support,” Stephen says.



L-R: Looking across the park and DHMC staff manning the barbeque

Kelston kids help create their own community

Our theme for this edition is one of great teamwork, collaboration and partnership – by working together we can all make a big difference to the lives of the people living in our homes.

This has been happening all around the country and we saw some more great outcomes recently at a complex of 31 family homes in Kelston, in West Auckland.

At an earlier community day, some tenants had raised concerns about the safety of children living in the complex with car movements. The children had also told us they wanted to make the complex feel like their own little community.

So along with the New Lynn area team and maintenance staff, PBMC Spencer Henshaw and other local stakeholders including community police, a community day was recently held at the complex.

There was a great turnout, which meant a number of areas could be tackled on the day, including clearing out inorganic rubbish.

In response to the feedback from the earlier community day, the children were involved in decorating the complex with colourful murals they had helped design. SHL and Dulux generously donated the mural boards, paint and paint brushes.

And taking onboard tenants' concerns about safety, speed humps have been installed, with speed warning signs to keep everyone safe, especially the children.

The day also included a sausage sizzle, which everyone enjoyed.

SHL Managing Director Murray Stevenson says the SHL team really enjoyed working with Housing New Zealand to make a difference.

"We're looking forward to doing more and more of these types of tenant community events, as we've seen what a positive impact they have on the lives of the families living in these homes, especially the children," Murray says.

Thank you SHL and Dulux for your continued support. Your generosity means we have enough paint left over to do more great work where it's needed most.



Painting starts on one of the new Kelston kids' murals



New Lynn tenancy manager helping with painting the rainbow



One of the finished murals



KOTAHITANGA AT ITS BEST

New recruits preparing to view a vacant Housing New Zealand property that is ready to be let

Our story 'Asking the right questions' on page 8 in our last edition of Contractor Connect highlighted the tenant workshops being held in Housing New Zealand's Customer Support Centres in Manukau and Porirua.

The aim of these workshops was to find out if the questions and language we use when tenants report maintenance and repairs are easy for tenants to understand.

Asking the right questions continues to be a focus at the Customer Support Centre, so arrangements were made for a group of brand new Housing New Zealand customer support advisors to learn more about how Housing New Zealand manages requests received from tenants for maintenance and repairs.

The maintenance delivery team for East and South Auckland are an important part of the induction programme, which has two parts on maintenance and repairs.

The first part involves a presentation about the different roles and responsibilities in the maintenance team followed by general discussion on things like the different types of work orders and priorities, for example urgent work versus general work.

The other part of the induction is a site visit. Richard Florence, from head contractor Spotless, arranged a site visit to two Housing New Zealand properties – one had recently become vacant and the other had been repaired and was ready to be re-let. Housing New Zealand maintenance supervisors Toafa Faimalo-Tai and Anne Faamoe also came along.

While they were at the property, Richard, Toafa and Anne gave insights and practical examples to the new inductees to support their learning experience.

They showed them the types of components in a standard state house and told them about the sorts of requests that can be

received from tenants who need repairs or maintenance. They also explained what work is undertaken to the exterior and grounds when a property becomes vacant and what needs to be done on a property to bring it back up to standard and ready to let.

The positive feedback received from the new customer support advisors about the experience included:

- This visit will help me ask better questions when tenants ring the Customer Support Centre for repairs.
- The different scenarios shared by everyone will be extremely helpful to me when I am on the phone taking calls from tenants.
- It's great to see Housing New Zealand has such a good relationship with its maintenance contractors.

Spotless General Manager Housing Nicholas Davidson says his team thoroughly enjoys providing an opportunity to add to the learning experience for new recruits.

"Spotless has been doing this for some time now as part of the induction programme for new staff," Nick says. "When the customer support advisors understand requests for repairs received from tenants better, they can relay them to our teams to ensure the work we do in tenants' homes is exactly what's required. We'll be continuing to host these sessions as we work with Housing New Zealand to provide a really positive customer experience."

Shahnaz Rustomjee, Customer Support Trainer, agrees with Nick's sentiments.

"The maintenance offsite visit is always a big hit with new staff, so from us, a big thank you to the East and South Auckland maintenance team and Spotless for allowing us to take our learning outside the 'classroom'."



MORE NEW WARM, DRY AND SAFE HOMES FOR AUCKLAND

Architect's render of St Georges Road homes

In every edition of Contractor Connect we include news about other parts of our business.

In our last edition (on page 9) we included a story about a fresh approach to inner city state housing in Auckland.

In this edition we spotlight a brand new housing development underway in St Georges Road, Avondale, where 102 new state homes will be built.

The Avondale site in Auckland is being developed after Panuku Development Auckland (Panuku) and Housing New Zealand reached an agreement for the purchase of land. Panuku is a council-controlled organisation established to deliver urban regeneration in Auckland.

Previously there were only 10 houses on the 9,645 square metre site. These old and outdated state homes will be replaced with 26 one-bedroom, 62 two-bedroom and 14 three-bedroom apartments across eight buildings ranging between two and five storeys.

This new development will house small families and will eventually be home to around 380 tenants. The homes and site have been master planned to include a community room and a small park for residents. Tenants living in the original 10 state houses were rehoused last year.

Civil works are now underway, with building expected to start in the first half of 2019. The development is due for completion by late 2020.

The housing development is taking place in parallel with another project being led by Panuku to regenerate Avondale over the next 15 years.

Panuku's revitalisation will focus on:

- enlivening the heart of Avondale's town centre
- creating high-quality, residential neighbourhoods
- strengthening connections with the town centre
- fostering the growth of local businesses.

Finishing with a flourish

Below is some of the positive feedback received by our Customer Support Centre about work recently done by our maintenance contractors. Keep up the good work – it is certainly appreciated by our tenants.

Spencer Henshaw

Job – External door frame damaged, Central Auckland

Tenant feedback – Tenant called to thank the contractor who fixed the door. She is so happy and wanted to say thank you.

Job – Insulation installation, West Auckland

Tenant feedback – Tenant called to pass on her thanks to the two tradesmen for being so courteous and well mannered when they came to complete the job. They explained everything they were going to do and invited her to ask questions about the work – and they also took their shoes off, which she really appreciated. The tenant wanted to acknowledge their great work ethic.

Programmed Facility Management

Job – Installation of carpet, South Auckland

Tenant feedback – Tenant phoned to compliment the contractors, who did a beautiful job installing the carpet at her property. She said they took pride in their work and were very professional.

Job – Repairs to kitchen cupboards

Tenant feedback – Tenant phoned to compliment the contractor who came to re-attach the kitchen cabinet doors. He was brilliant and asked her to check she was happy with the work he had done. He also checked all the other cupboards and fixed any that were loose. He was excellent and needs a medal.

Job – Replacement of damaged and unsafe fencing, Lower Hutt

Tenant feedback – Tenant very happy with new fence. The workmen were brilliant, cleaned up after they had finished and were great to work with.

Responsive Maintenance

Job – Leak restoration throughout the property, Taupo

Tenant feedback – Compliment received for the contractors, who did a quick and thorough job repairing a water pipe that had burst during the night. They came prepared with everything they needed and did a great job.

Job – Installation of heat pump, Hamilton

Tenant feedback – Tenant phoned to thank the two tradesmen who attended the job. They were very professional, left the area spotless and provided awesome service.

Prestige

Job – Security light not working, Palmerston North

Tenant feedback – Tenant phoned to say the contractor went above and beyond. He explained what he needed to do and kept her updated – he was one of the best in a very long time.

Switched On, Christchurch

Job – Blocked kitchen sink waste pipe, Christchurch

Tenant feedback – Tenant called to say the tradesman did a fantastic job and his workmanship was also fantastic.

Switched On, Kaiapoi

Job – Repairs to kitchen cabinets

Tenant feedback – Tenant phoned to compliment the amazing work of the tradesman who attended the job. He was friendly and very onto it. He also provided excellent customer service and the tenant said he was the only tradesman who had arrived with all their tools, ready to get the job done on the spot. Amazing work, great job.

Dunedin Housing Maintenance, Invercargill

Job – Blocked bath drain

Tenant feedback – Tenant phoned to compliment the workmanship of the tradesman, who was also polite and competent. He also removed his boots and went above and beyond in carrying out the job.

Shout out...

And lastly, we end this edition with a big shout out from Housing New Zealand to Mike Jarman. Mike works for Spencer Henshaw in the Takanini area.

Mike's had some really great feedback.

Our team says Mike always works hard, rain, hail or shine, and with no job ever too big or too small.

They also say Mike is always respectful, always works to meet timeframes, always does work of a high quality and consistently goes above and beyond for our tenants.

Thank you Mike.

Housing New Zealand really appreciates your commitment and dedication to your work and the tenants living in our homes.



Spencer Henshaw's Mike Jarman