

13 March 2023

s9(2)(a)

Thank you for your email of 21 February 2023 to Kāinga Ora – Homes and Communities Requesting the following information under the Official Information Act 1982 (the Act):

*This is an official information act request for the document "Spaces for Building Communities Design Guide", published by Kainga Ora in 2018, and referred to in the following public document: <https://kaingaora.govt.nz/assets/Publications/Design-Guidelines/Landscape-Design-Guide-for-State-Housing.pdf>*

I have consulted with the relevant Kāinga Ora staff about your request and have provided the document "Spaces for Building Communities Design Guide" in the attached at the end of this letter (Appendix 1). Please note this document was formally adopted and used by the business, having been endorsed by the Housing New Zealand Executive Team in 2018 it is currently undergoing revisions however no deadline has been set for a final version.

I encourage you to contact s9(2)(a) and s9(2)(a) who are responsible for reviewing the guidelines if you have any further questions in regards to this document.

You have the right to seek an investigation and review by the Ombudsman of my decision on your request. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> with your personal information removed.

Yours sincerely



James Kennelly  
**Team Leader Government Relations**

# Spaces for Building Communities

Multi-unit communal & operational spaces guidelines & needs assessment tool

December 2018



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**Terms of reference:**

Spaces for Building Communities has been developed to provide a framework that enables Housing New Zealand to consistently develop and operate multi-unit sites in a way that meets the needs of our customers, communities and operations. It is not for distribution outside Housing New Zealand, its monitoring agencies and its shareholders.

For further guidance around the use of this document please contact:

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# 1.0 Introduction

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## 1.1 Purpose

The purpose of ‘*Spaces for Building Communities*’ (“SBC”) is to provide a framework that enables Housing New Zealand (“HNZ”) to consistently develop and operate multi-unit sites in a way that meet the needs of our customers, communities, and operations. Included in this document are:

- **Communal and operational space design guidelines** to ensure that each space provided within a multi-unit site is understood in relation to its intended purpose, outcomes and benefits, design, when its needed, and success factors;
- **Operational guidelines** to support a consistent and structured approach to the development of plans for how communal spaces are activated and operate; and
- A **Communal and Operational Spaces Needs Assessment Tool (“Spaces Tool”)** to guide and document decision making regarding the inclusion of communal and operational spaces in multi-unit sites;

It is intended to be used internally by HNZ staff involved in the specification, design, and operations of multi-unit sites.

## 1.2 Terminology

For the purposes of ‘*Spaces for Building Communities*’ a multi-unit site is defined as a:

- single residential building with ten or more households within it; or
- residential development comprising ten or more households on a contiguous land envelope.

Types of communal and operational spaces referred to are:

- Indoor communal spaces: multi-purpose room; communal drying room; social lobby space
- Outdoor communal spaces: child outdoor active space; outdoor recreational space
- Operational spaces: meeting/consultation room; satellite office; security/conceirge space.

## 1.3 Context

Increased demand for public housing is a key issue for Housing New Zealand. In the past five years the housing register has increased from 3,534 to 9,530 (170%).<sup>1</sup> This has occurred due to a combination of declining affordability in our housing market, and fewer people leaving public housing. In response, our current housing development programme is the largest we have undertaken in many decades, with more than 39,000 new homes planned to be built over the next 30 years.<sup>2</sup> Many of these new properties will form multi-unit developments, meaning our future customers will live within much higher density environments than they do today. Increased density presents both challenges and opportunities for how our customers live, how communities develop, and how we operate multi-unit sites.

Our customers are also changing. MSD’s housing eligibility assessment prioritises applicants with high housing needs and while a severe housing need does not automatically mean there are other issues faced by the applicant or household, the growing proportion of Priority A applicants means we are experiencing more customers with high and complex needs.

Many of our customers are at risk of poor outcomes, and need a variety of support services to help them achieve aspirations, and manage acute and ongoing issues. The needs of some of our customers may include low life skills and an inability to manage the responsibilities of a tenancy, mental health and wellness issues, drug and alcohol addictions, illegal activity, high levels of debt, and increased antisocial behaviour. These factors change the dynamics of the people in our homes and in our communities.

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<sup>1</sup> MSD waitlist data comparing September 2013 with September 2018

<sup>2</sup> Our Long-Term Investment Plan; Housing New Zealand; June 2018

Supporting New Zealanders to live stable lives is a shared whole of government responsibility. The social and economic costs of unstable tenancies and communities fall not only on the affected individuals and their whānau, but on society as a whole.

## 1.4 Why we need communal and operational spaces

For decades traditional state housing in New Zealand has provided our customers with relatively generous amounts of private amenity in larger homes on large sections, enabling a range of recreational opportunities. Yards, garages, carports, driveways and decks have helped customers participate in activities with friends, whānau and community within the confines of their home. Any impact on the surrounding area is mitigated in part by the separation of dwellings, minimising issues arising from the sharing of living space.

But as the population grows, particularly in urban areas, HNZ and the broader housing industry must respond with new ways of living, leading to a diverse, and increasingly complex mix of customers housed in multi-unit medium to high density environments. We acknowledge that this changing built environment has an impact on our customers' ability to live well, with dignity and stability, in connected communities. These environments comprise primarily apartments and terrace homes, reliant on shared amenity to enable the recreational activities characterised within lower density environments. Driveways, stairways, lifts, hallways, corridors, communal grounds, shared walls, floors and lobbies bring a concentrated number of people together more frequently. Whilst there can be community benefits arising from this proximity, if executed poorly it can also exacerbate anti-social behaviour, and magnify issues resulting from people's vulnerabilities.

Multi-unit sites with well-designed and well-located indoor and outdoor communal spaces allow residents to experience, share and build collective social and cultural capital. They also complement the amenity available in the public domain, such as parks and community centres, providing additional gathering spaces to support community life. For these sites to function as intended they also require a range of operational spaces to:

- enable effective and efficient management activities
- provide a safe and secure work and living environment
- deliver tenancy, support, and asset services.



*Above:  
Large sections of land housing families on Auckland's North Shore have been demolished and replaced (right) with compact terraced homes.*



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## 1.5 Assessing our existing communal and operational spaces

Whilst comprising a relatively small percentage of our overall portfolio of homes, HNZ has developed, owned and operated multi-unit sites since the 1930's, many of which include various communal and operational spaces.<sup>3</sup> Most commonly found are outdoor spaces, taking the form of basic landscaped areas, occasionally designed with amenities for gardening, seating and child's play. Multi-purpose rooms, laundries and spacious lobbies are sometimes present as examples of indoor communal spaces. Operational rooms are less common, but include office, meeting and security rooms.

HNZ has not applied a consistent method for designing and operating multi-unit sites to effectively support our customers and the communities they live in. It is evident from the current standard of some of our multi-unit sites, and frequent incidence of property damage, anti-social behaviour, tenancy breaches and community issues that this has adverse impacts on our:

- customers, who are placed at higher risk of harm and of homelessness;
- communities, who feel unsafe and our customers become increasingly isolated from;
- staff, contractors and support service providers;
- reputation and social licence to deliver multi unit assets in the future; and
- ability to plan and allocate resources effectively for maintenance, community engagement, renewal and reconfiguration of these assets.

In particular our multi-unit sites generally do not include well designed social and operational spaces to facilitate recreation, connectivity, community engagement, on site support or security requirements.



Above: This mixed-typology multi-unit site in Parnell, Auckland comprises 70 units built between 1945 and 1962. The original design included laundry rooms, courtyards and lawn. In response to significant safety risks and poor customer outcomes a Case Manager was recently employed to provide wraparound support, a security room retrofitted in a basement for a guard to operate from, and communal gardens provided to help facilitate community growth.

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<sup>3</sup> Currently we have around 3100 units allocated across the national portfolio of 63,000 (circa 5%)



## 1.6 Outcomes and benefits

As we continue to increase the density of our housing portfolio and provide more homes to customers who require higher levels of support, it's important that we design multi-unit sites to include necessary communal and operational spaces to meet our strategic goals. These goals include:

1. Customers **connect** with their **community** to form bonds and a sense of belonging
2. Customers and communities are **empowered** with self-determination and choices
3. Developing relationships and networks make communities **safer places** to live
4. Activities and behaviours facilitated within spaces helps **improve** customer **health and wellbeing** and **develop skills**
5. Our customers are supported **to sustain** their **tenancy** for the duration of their need

### COMMUNAL SPACES

Outcomes and benefits of providing communal spaces tabled below can be achieved both individually and collectively:

- individually through involvement in personally satisfying activities; or
- collectively by creation of and involvement in the development of a community.

Outcome	Benefits
<b>Community connectedness</b>	<ul style="list-style-type: none"> <li>• strengthening communities, and achieving positive socio-economic outcomes;</li> <li>• developing a sense of community, and building a sense of place and belonging;</li> <li>• promote lingering, meeting, socialising, and interacting to help form community ties;</li> <li>• children playing outdoors and establishing relationships with community members has a positive effect on community cohesion;</li> <li>• expanding horizons through interactions with a diverse range of people with different cultures, backgrounds, assumptions and expectations;</li> <li>• connecting with people of similar interests to form groups, bonds and share experiences.</li> </ul>
<b>Empowerment</b>	<ul style="list-style-type: none"> <li>• customer representative groups help determine how spaces are activated, and customers are enabled to conveniently participate in activities, hobbies and events of their choice;</li> <li>• customers have the choice to leave the privacy of their home to socialise;</li> <li>• customers can exercise their rights to improve health and wellbeing;</li> <li>• outdoor play spaces close to home increases the choices a child has to be active and engage with community members;</li> <li>• enabling customers to exercise rights such as reporting issues of misuse, mismanagement, repairs;</li> <li>• assisting customers to feel valued as a contributing member of the community;</li> <li>• encouraging practical self-help and stimulating self-reliance and empowerment.</li> </ul>
<b>Safer places</b>	<ul style="list-style-type: none"> <li>• developing neighbourly relationships built on pride, trust, confidence and support, prompting actions that solve local problems, reduce crime, support victims of crime, and minimise anti-social behaviour;</li> <li>• spaces become welcoming and inviting, providing a sense of increased safety;</li> <li>• contributing to a safe environment that encourages participation in events, groups and activities;</li> <li>• the more social networks families and children have in an area, the greater the confidence parents have in its safety;</li> <li>• sharing experiences helps build trust and confidence in fellow community members.</li> </ul>

<b>Improved health and wellbeing</b>	<ul style="list-style-type: none"> <li>• strong social connections and positive interactions with neighbours counteracts stress, anxiety, depression, loneliness and isolation;</li> <li>• engaging customers in amenity designed to encourage increased physical activity;</li> <li>• active play wards off health risk factors associated with physical and mental disease and illness;</li> <li>• improving nutrition through healthy food programmes;</li> <li>• reducing moisture in the home through communal drying rooms helps mitigate illness related to respiratory and skin conditions.</li> </ul>
<b>Skill development</b>	<ul style="list-style-type: none"> <li>• activities and events are convenient, accessible and meet the needs of customers;</li> <li>• play is essential to children’s physical, social and cognitive development;</li> <li>• facilitates a range of educational activities, hobby groups and events.</li> </ul>

## OPERATIONAL SPACES

Multi-unit sites housing a diverse range of customers, some with significant vulnerabilities, within a concentrated living environment presents operational challenges and opportunities. It’s important that these sites include spaces that enable staff, contractors and service providers to carry out key functions in support of the customer, asset and community.

Outcomes and benefits of providing these spaces include:

<b>Outcome</b>	<b>Benefits</b>
<b>Tenancy sustainment</b>	<ul style="list-style-type: none"> <li>• enabling the delivery of on-site support services aimed at improving the health, wellness, social and life skills of vulnerable customers;</li> <li>• proactively maintaining healthy thriving relationships in our communities to ensure that our customers are supported to be good neighbours;</li> <li>• enabling security and concierge staff to operate at the site creates a safer living environment assisting customers to remain housed for as long as they need.</li> </ul>
<b>Build communities</b>	<ul style="list-style-type: none"> <li>• building healthy and supportive communities through encouraging and facilitating community and customer engagement, and targeted neighbourhood interventions and investment;</li> <li>• creating a safe living environment encourages neighbourliness, breaking down negative perceptions of others.</li> </ul>
<b>Optimise asset management</b>	<ul style="list-style-type: none"> <li>• enabling good management of the lifetime costs of our assets to drive financial sustainability;</li> <li>• improving our responsiveness and ability to intervene in problems early or, in some cases, before they arise;</li> <li>• demonstrating best practice in managing our homes, creating opportunities for us to show leadership in the sector, helping to boost overall capability in the management of social housing in New Zealand;</li> </ul>
<b>Safer places</b>	<ul style="list-style-type: none"> <li>• providing a safe work and living environment, adhering to CPTED (crime prevention through environmental design) principles</li> <li>• proactively maintaining healthy thriving relationships in our communities to ensure that our customers are supported to be good neighbours</li> </ul>

## Outcomes and benefits in action

In recent years three multi-unit sites at Dixon Street and Centennial Flats, Wellington and Cracroft St, Auckland have reinstated previously disused communal facilities. Prior to their reinstatement tenants were surveyed identifying that many:

- lived alone and in isolation
- lacked the personal capability to socialise
- lived without sufficient space to socialise
- wanted an on-site space for agencies to deliver services
- didn't feel connected to their immediate community
- felt unsafe and at risk of crime

After consultation with our customers both Wellington sites reinstated multi-functional communal rooms, whilst our Auckland site converted an outdoor grassed area into a row of raised communal garden beds. An evaluation following implementation found:

- a reduction in social loneliness and isolation
- improved relations amongst neighbours
- an increased sense of belonging within the community
- a safe environment for participation in activities
- a raised awareness of people's differences
- the forming of a tenant representative group
- customers undertaking voluntary welfare checks of neighbours
- a higher degree of customers taking pride in their surrounding environment
- an increase in skill development through participation in activities
- increased reporting of anti-social behaviour, and a increased level of engagement to prevent crime
- increased levels of physical activity through participation in activities (gardening, yoga, Zumba)
- social and wellness providers being easier to access through taking an on-site presence
- tenant-led initiatives.



## 1.7 When to use 'Spaces for Building Communities'

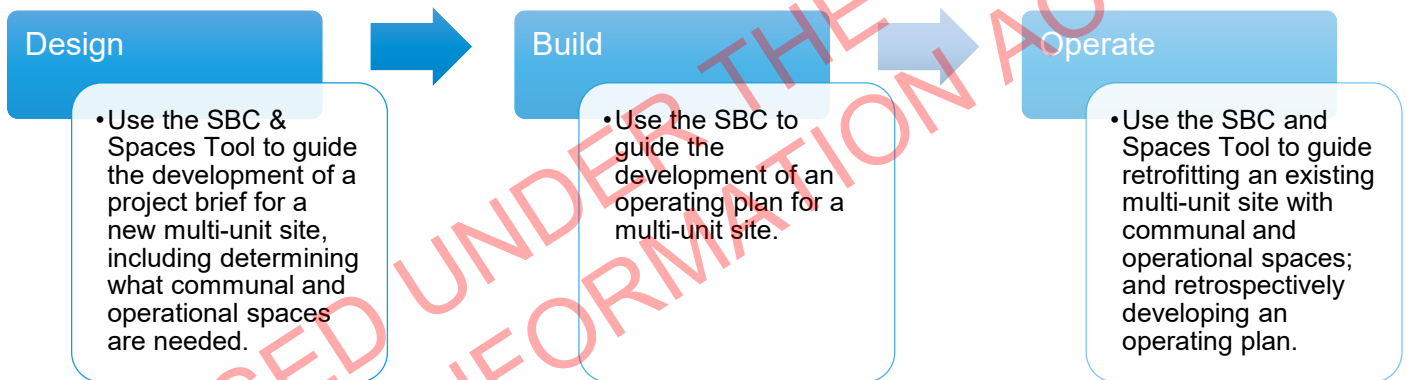
'Spaces for Building Communities' ("SBC") comprises of:

- **Communal and operational space design guidelines** to ensure that each space provided within a multi-unit site is understood in relation to its intended purpose, outcomes and benefits, design, when its needed, and success factors;
- **Operational guidelines** to support a consistent and structured approach to the development of plans for how communal spaces are activated and operate; and
- A **Communal and Operational Spaces Needs Assessment Tool ("Spaces Tool")** to guide and document decision making regarding the inclusion of communal and operational spaces in multi-unit sites;

It is intended to be used internally by HNZ staff representing asset and tenancy management, community development, stakeholder relations, and asset development strategy who are responsible for:

- Developing a project brief for a new development, or retrofitting an existing multi-unit site; and/or
- Developing an operating plan for a multi-unit site.

It can be used throughout the lifecycle of a multi-unit site, starting at the pre-design feasibility stage, and continuing through its build and operational stages:



## 1.8 Relationships to strategies, policy and processes

Providing communal and operational spaces within multi-unit sites 'Spaces for Building Communities' assists us in fulfilling our role as a world class social housing organisation by responding to a range of goals outlined in our strategies:

### OUR STRATEGIC PLAN (2017 – 2021)

- Working towards sustaining tenancies, for those in need, and to support tenants to move toward independence
- Making an organisational shift to increasingly consider a broader understanding of tenant needs into our asset decision making<sup>4</sup>

### OUR CUSTOMER STRATEGY (2018)

- Our customers will be enabled to engage in spaces where they can be trusted, feel empowered, and are involved in decision making
- Tailor housing to better support the needs of some of our customers who require a bespoke asset to live well

<sup>4</sup> Our Strategic Plan 2017 – 2021; Pg 13

- We build trust and connections between our customers and their communities
- Provide more support to our customers to help them to be good neighbours, and ensure they have a sense of belonging in their communities
- Identify and support communities at risk of poor outcomes, particularly those where we have a significant presence so that we can maintain our social licence and continue to ensure our communities are well-functioning.

#### ASSET MANAGEMENT STRATEGY (2018 – 2028)

- Our homes support our customers to live well
- Our homes form part of well functioning communities

A full list of related strategies, policy and processes is tabled here:

Strategies	Link
Forward Thinking. Thinking Forward. Our Strategic Plan 2017 - 2021	<a href="#">Forward Thinking. Thinking Forward. Our Strategic Plan 2017 - 2021</a>
Our Customer Strategy 2018	
Asset Management Strategy 2016 - 2026	<a href="#">Our Asset Management Strategy</a>
Statement of Intent	<a href="#">Statement of Intent</a>
Long-term Investment Plan	
Housing Investment Framework (HIF)	<a href="#">LS-200</a>
Policy	
Benefit Management Policy and Manual	<a href="#">Benefits Management</a>
Benefit Realisation Plan	
The Simple Guide to Urban Design	<a href="#">Simple Guide</a>
Incorporating social spaces into HNZ projects	Available from Strategy Team
Community Development Framework	Available from Community Development team
Multi-unit performance standards	TBC
HNZ Office Physical Security Requirements	Available from H & S team
Processes	
Post-Project Evaluation Procedure	
Project Brief Template	<a href="#">P-409</a>
Benefits Register	
Complaints – Procedure; Record and assign feedback/complaint.	
Tenancy Management guidelines	<a href="#">T-241</a>
Household Action Plan	<a href="#">T-412</a>
Methamphetamine (P) and Housing New Zealand Tenancies	<a href="#">T-126</a>
Staying safe and secure	<a href="#">HS-205</a>
Evict Tenant	<a href="#">CT-750</a>
Application to waive suspension from eligibility for HNZ housing	<a href="#">T-481</a>
Management of current debt	<a href="#">T-107</a>
Management of vacated debt	<a href="#">T-108</a>
Mediation/Tenancy Tribunal	<a href="#">T-109</a>
Vacations/abandonments	<a href="#">T-111</a>
Customer First Procedure	<a href="#">CF-101</a>
Records retention and disposal	<a href="#">R-105</a>

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## 2.0 Guidelines

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## 2.1 How to use the guidelines

'Spaces for Building Communities' ("SBC") identifies eight communal and operational spaces that need to be considered for inclusion when developing or retro-fitting a multi-unit site. These spaces are considered to be key to successfully operating multi-unit sites in a way that meet the needs of our customers, communities, and operations:

### Indoor communal spaces:

1. multi-purpose room.
2. communal drying space.
3. social lobby space.

### Outdoor communal spaces:

4. outdoor child active space
5. outdoor recreational space;

### Operational space:

6. meeting/consultation room;
7. satellite office;
8. security/concierge space.

## KEY CONSIDERATIONS

Section 2.1 of SBC provides guidance in understanding the three most important elements when considering the level of need for these spaces. This understanding is critical in enabling staff to effectively apply the Communal and Operational Spaces Needs Assessment Tool ("Spaces Tool"). These elements are:

### Customer mix:

- children and teenagers
- elderly aged 55+
- supportive housing groups

### Scale and typology:

- standalone, terrace and apartment housing
- number of bedrooms per unit
- sites that are part of a master planned development
- sites that are surrounded by HNZ homes

### Community amenity:

- community or operational amenity that is accessible, cost-effective and convenient to use

## UNDERSTANDING SPACE TYPES

Section 2.2 to 2.5 of SBC guides staff to understand each space in relation to:

- intended purpose
- what it typically looks like
- outcomes and benefits
- design features such as size, amenity, location
- when its needed
- success factors



## OPERATIONAL SPACES

Section 2.6 of SBC provides operational guidance to support a consistent and structured approach to the development of plans for how communal spaces will operate.

## APPLYING THE SPACES TOOL

The guidance provided by SBC paves the way for the Spaces Tool in section 3 to be applied to each multi-unit site, guiding and documenting decision making regarding the inclusion of communal and operational spaces.

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## 2.2 Key considerations

The following section provides a description of the three most important elements that impact on the level of need when applying the Communal and Operational Spaces Needs Assessment Tool (“Spaces Tool”). Each element is interrelated and should be considered as a whole.

These elements are:

- Customer mix;
- Scale and typology;
- Community amenity.

### 2.2.1 Customer mix

Considering the mix of customers expected to live on site is necessary to ensure the right level of amenity is provided to support our customers to live well, with dignity and stability. The Spaces Tool specifically considers three distinct groups:

- Children and teenagers up to 18 years old;
- Elderly over the age of 55<sup>5</sup>; and
- Supportive housing groups.

#### Children and teenagers

The children and teenagers in our homes are more likely to suffer from health-related physical and mental illnesses than their peers. Physical health-related illnesses such as obesity are exacerbated by unhealthy diets, and sedentary technology based games.<sup>6</sup> Social, emotional and behavioural difficulties are having a detrimental impact on the mental health of our children and teenage customers.<sup>7</sup> Children and teenagers benefit from spaces that facilitate skill development and education through unstructured and structured indoor and outdoor play activities. It is essential that our multi-unit living environments are provided with adequate on site amenity to encourage an active lifestyle.

Safety is also essential in the facilitation of play. Children and teenagers should have free access to play space that they can navigate to safely without risk from waterways, and busy vehicle routes. Additionally, care givers need to have confidence that children are playing safely, and they can undertake passive surveillance without leaving the multi-unit site.

##### Pre-school (ages 0-5)

Providing child-friendly communal spaces in multi-unit sites is most beneficial for infants and young children who spend much of their time in play mode; require adult supervision while playing; and are unable to travel to a neighbourhood park

##### Children (ages 5-12)

Older children benefit from communal space in multi-unit sites in a similar way to infants; Children in this age range have increased capacity to travel to community amenities, albeit with a parent or caregiver. Children’s ability to access community

##### Teenagers (ages 13-18)

Teenagers benefit from communal space in multi-unit sites in a similar way to children, although this group has increased independence and capacity to travel to community amenities independently. This group benefits from opportunities for group play

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<sup>5</sup> The retirement age of 65 is normally considered elderly in a New Zealand societal context, however HNZ considers customers aged 55 and over as elderly for housing placement purposes. Some of our multi-unit sites are intended for pensioner housing, which only allow customers aged 55 and over to be placed.

<sup>6</sup> The New Zealand Health Survey 2016/17 reports that 33% of New Zealand children are obese or overweight, with Maori (18%) and Pacific (29%) children the most at risk. Children living in deprived areas were 2.5 times more likely to be obese than children from the least deprived areas

<sup>7</sup> A 2018 report released by the Ministry of Health titled ‘The Social, Emotional and Behavioural Difficulties in New Zealand Children’ found that Maori and Pacific children were more likely to have social, emotional and behavioural difficulties than their peers; whilst children living in the most deprived areas are three times more likely than those from the least deprived.



independently. The availability of child-friendly spaces on-site increases the amount of free play for toddlers and young children and supports the health development of children.

amenity is reduced by factors such as walking distance, main road or inability of parents to provide transport. When a neighbourhood amenity is nearby there may still be merit in providing some communal space in multi-unit sites, as children are more likely to engage in activities if spaces to do so are readily available to them.

or hang out spaces close to home which balance openness and visibility (often best in 'busy' public areas) while ensuring pedestrian routes and other functions of the space can occur around them.



## Elderly

Our elderly customers aged 55 and over, have high rates of physical disabilities than their peers<sup>8</sup> Compared with younger groups, they are more susceptible to social isolation and loneliness, and are more exposed to premature illnesses and mortality<sup>9</sup>. They are less likely to work, spending more time at home, and within their community. Providing adequate and convenient communal amenity and operational spaces activated to support our elderly customers on-site is important for their wellbeing, and enables them to age in place with dignity.



## Supportive Housing Groups

This applies when a site intends to provide housing for a specific group who will be housed under a programme of wraparound support, characterised by a specific set of needs such as Housing First defined chronic homeless, Oranga Tamariki defined high needs youth, or a Department of Corrections reintegration customer group. With a higher degree of vulnerability compared with their societal peers, the level of need for communal and operational spaces is high as these groups require an intensive level of services and programmes personalised to support them to live well.

<sup>8</sup> The 2013 New Zealand Disability Survey estimated that a total of 1.1 million (24%) New Zealanders were disabled (defined as a long-term limitation (resulting from impairment including psychological or psychiatric conditions) in a person's ability to carry out daily activities). The increase from the 2001 rate (of 20%) is partly explained by our ageing population. People aged 65 or over were much more likely to be disabled (59%) than adults under 65 years (21%) or tamariki and rangatahi under 15 years (11%).

<sup>9</sup> Disability Survey: 2013, Statistics New Zealand

## 2.2.2 Scale and typology

Scale and typology is necessary when considering what communal and operational space is required because the built environment has an impact on our customers' ability to live well, with dignity and stability, in connected communities.

### Scale

Scale considers yield information about the number of people expected to live on the multi-unit site. Larger scale developments will generally house more people and will benefit more from the inclusion of social and operational spaces on site.

Scale also incorporates the concentration of other public housing customers living within close proximity to the development and whether the site is part of a broader redevelopment. Locations with high numbers of public housing:

- Provide greater opportunities to build a wider sense of community as well as economies of scale in delivering shared community space and associated activities; and
- Have a higher risk of poor social outcomes if these spaces aren't provided or are provided and not properly operated.

Where a larger programme of redevelopment activity occurs in the surrounding neighbourhood (master planned redevelopment or community regeneration), consider how communal and operational space can best be integrated into the community for all to benefit from.

### Housing Typology

Housing typology refers to the type of homes being developed. It is a consideration because the type of housing significantly impacts residents' ability to connect with neighbours and the wider community. Specifically the Spaces Tool considers three different typologies:



Typology	Description
<b>Standalone</b>	Detached and semi-detached standalone housing typically provide easy access to amenity such as yards, garages, carports, driveways and verges and have less space constraints in supporting group activities. There would generally be a low need to provide additional community amenity spaces to standalone housing developments based on scale alone.
<b>Terrace</b>	Typically provides easy access to amenity such as yards, garages, carports, driveways and verges that can support group activities, with some community amenity such as shared driveways or rubbish facilities. There would generally be a low need to provide additional community amenity spaces to terraced housing developments based on scale alone.
<b>Apartment</b>	Walk-up and multi-storey apartments generally provide limited access to private indoor or outdoor recreation spaces. Customers living in apartments have more private space constraints in how they can engage in group activities, particularly as gatherings can unduly impact neighbours. These customers will generally receive the greatest benefit from access to communal spaces.

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## Bedroom Typology

Bedroom typology refers to the number of bedrooms per unit within the site. It is a consideration because bedroom types indicate:

- the number and age of the occupants likely to be living on site (i.e. studio and one bedroom homes are unlikely to have children occupants, reducing the level of need for outdoor children active spaces);
- the amenity available for social interaction within each home (i.e. larger households are likely to have garages, carports, or yards that help facilitate social gatherings and activities, therefore reducing the need for communal spaces).

### 2.2.3 Community Amenity

Community amenity considers the accessibility of communal and operational spaces which could be used by customers or leveraged by HNZ in partnership with the community or a community provider. Where possible, the best outcome for HNZ will be to leverage existing community amenity and resources to avoid foregoing land or building floor space by replicating facilities already existing within the community. This needs to be balanced with benefits of providing quality on-site amenity tailored to serve the needs of the immediate community.

The need for social and operational spaces is deemed to be met by community amenity when:

- it exists and is available within the community;
- it is free to use or access costs are affordable for a low income household;
- it is within reasonable walking distance to meet the needs of the customer group the facility is intended to serve;
- the facility will permit its use by the customer group it is intended to serve; and
- the facility is expected to remain accessible for the long term (i.e. a park or hall owned by the local Council).



*Above: The Waterbank Crescent redevelopment in Auckland replaced 11 low density units with 32 mixed bedroom typology terraced and standalone homes. Small private outdoor play areas for children have been supplemented by the excellent level of amenity available at the adjacent Waterview Reserve. Included within the park is space for skate boarding, BMX bike riding, an adventure water playground, basketball and volleyball courts, seating, BBQ equipment, and grassed fields.*

## 2.3 Overview of spaces

'Spaces for Building Communities' identifies eight spaces that need to be considered for inclusion when developing or retro-fitting a multi-unit site:

### Indoor communal spaces:

1. multi-purpose room.
2. communal drying space.
3. social lobby space.

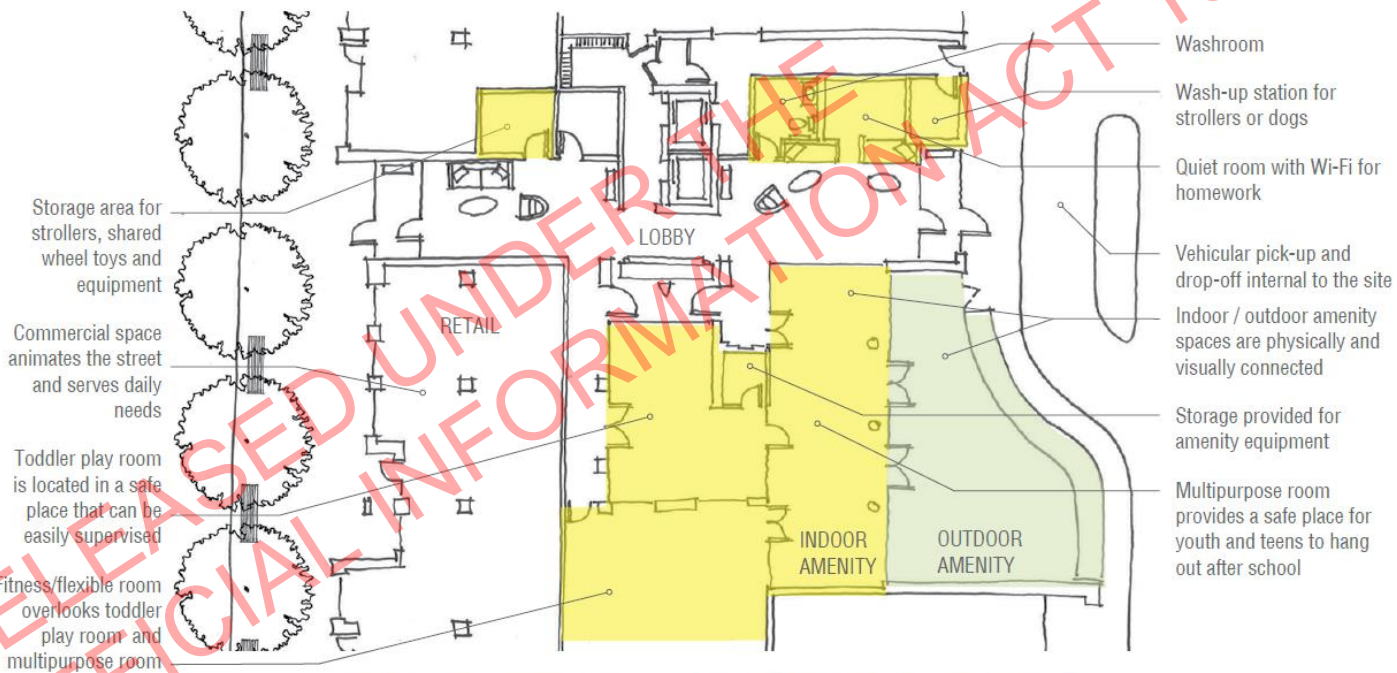
### Outdoor communal spaces:

4. outdoor child active space
5. outdoor recreational space;

### Operational space:

6. meeting/consultation room;
7. satellite office;
8. security/concierge space.

The location of communal and operational spaces on a site, along with the type, size, and intended use of the space, may vary depending upon customer mix, the nature of the planned community, site characteristics and the range of existing spaces within walking distance. Providing well located, appropriately scaled space within a site can help the development fit with the existing context. These considerations are particularly important in areas where there is a shortage of spaces or on large sites with multiple buildings.<sup>10</sup> Where possible congregate the communal and operational spaces together in a central location.



Plan diagram illustrates amenity adjacencies off a ground floor lobby. The space is designed for a variety of ages and connects to an outdoor play area. Amenity areas are visually connected to allow for informal supervision and to animate the social life of the building.

Source: *Growing Up: Planning for Children in New Vertical Communities; Draft Urban Design Guidelines, May 2017*

The following section provides guidance for each space to support its intended use. It is not a rigid standard that must be adhered to, rather a framework that guides discussion among staff, acknowledging that each site has unique features that need to be considered.

<sup>10</sup> Townhouse and Low-Rise Apartment Guidelines; City of Toronto; 2018

## 2.4 Indoor communal spaces

### 2.4.1 Multi-functional room

#### What is it?

A multi-functional room offers residents a flexible indoor space for social gatherings and a range of activities and events, enabling a sense of community. These spaces can be designed to be used by the entire community or for access to be limited to HNZ customers.

Use of the space could include:

- Tenant meetings.
- Support service activities
- Recreational activities
- Special events.
- Community meetings.



#### What does it look like?

The space consists of a single room with an attached kitchen, bathroom and storage space. Movable wall dividers help make the room flexible.<sup>11</sup> This space should be connected with outdoor recreational spaces if provided in the development.



#### Outcomes and Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Community connectedness</b>	Shared use of multi-functional rooms strengthens communities, and achieves positive socio-economic outcomes.	Communities are fragmented, and relationships are weakened.
<b>Empowerment</b>	Tenant representative groups help determine how the space is activated, and are enabled to conveniently participate in activities, hobbies and events of their choice.	Formal tenant representation is absent, and choice based activities occur in private spaces.
<b>Safer places</b>	Trust and confidence is built within fellow community members.	People stay strangers, and remain wary of others.
<b>Improved health and wellbeing</b>	Customers are enabled to break free from social isolation and loneliness.	Isolation and loneliness prevails.
<b>Skill development</b>	Activities and events are convenient, accessible and meet the needs of customers.	The ability to develop skills becomes more difficult.

<sup>11</sup> The Royal Borough of Kensington and Chelsea Older People's Housing Design Guidance; November 2015

## Design guidance

The multi-purpose room shall:

- be a minimum of 1.4m<sup>2</sup> for each unit the room is intended to serve, subject to being no smaller than 35m<sup>2</sup>.<sup>12</sup>
- be a maximum size of 140m<sup>2</sup> for a single multi functional room. More than one can exist within a site;
- be located centrally within the site to encourage passive supervision, and enable it to function effectively with easy access to residents and community;<sup>13</sup>
- contain adequate storage and shelving areas;
- have a universally accessible bathroom adjacent to the multi-purpose room;
- provide an integrated kitchen within the space of a standard suitable for residential cooking purposes. A commercial standard may be appropriate in rare occasions where it is intended to be used for daily food production to serve the community (i.e. supportive housing for a high dependency customer).



### Success factors

- ✓ an environment is created conducive to community building;
- ✓ appropriate activities are provided with equity of access by all residents;
- ✓ support services are provided relevant to residents needs and aspirations; and
- ✓ links are built between residents and the external community that will enhance good will, participation and mutual respect.



<sup>12</sup> Active Design Guidelines: In support of Daily Physical Fitness & Social Interaction in Buildings; City of North Vancouver; November 2015

<sup>13</sup> Housing Standards Review: Illustrative Technical Standards Developed by the Working Groups; Department for Communities and Local Government; August 2013

## When is it needed?

The Spaces Tool uses the following criteria to enable each multi-unit site to be assessed for the level of need for a multi-functional room.

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 20 occupants aged 18 and younger</li> <li>Fewer than 10 occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>Between 20 – 40 occupants aged 18 and younger</li> <li>Between 10 – 30 of the occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>More than 40 occupants aged 18 and younger</li> <li>More than 30 occupants aged 55+</li> <li>Supportive housing group occupies the site.</li> </ul>
1	2	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>Site contains fewer than 40 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains fewer than 25 apartments of any size.</li> <li>The site contains fewer than 10 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development</li> <li>Site is surrounded by fewer than 150 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 40 and 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains between 25 and 50 apartments of any size.</li> <li>The site contains between 10 and 30 two or more bedroom units which are apartments.</li> <li>Site is surrounded by between 150 and 250 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains more than 50 apartments of any size.</li> <li>The site contains more than 30 two or more bedroom units which are apartments.</li> <li>Site is surrounded by more than 250 Housing New Zealand homes.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

## 2.4.2 Social lobby space

### What is it?

Lobbies can be dynamic spaces, designed to be welcoming, promoting lingering, spontaneous and casual social interaction. When located near lifts, stairways, communal rooms, offices and security desks they provide a safe space for residents to interact.



### What does it look like?

A lobby social space consists of an open space with soft furnishings located adjacent to the entranceway to an apartment building.



### Outcomes and Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Community connectedness</b>	Social lobby spaces become a place to linger, meet, socialise, interact and form community ties.	Lobbies become a place of transiting through, diminishing opportunities to connect.
<b>Empowerment</b>	Customers can choose to leave the privacy of their home to socialise.	A choice doesn't exist.
<b>Safer places</b>	Social lobby spaces become welcoming and inviting, providing a sense of increased safety.	Lobbies without welcoming features can increase a sense of vulnerability.
<b>Improved health and wellbeing</b>	Strong social connections with neighbours counteracts stress, anxiety, depression and isolation.	Isolation and loneliness breeds stress, anxiety and depression often contributing to much more serious health issues.

### Design guidance

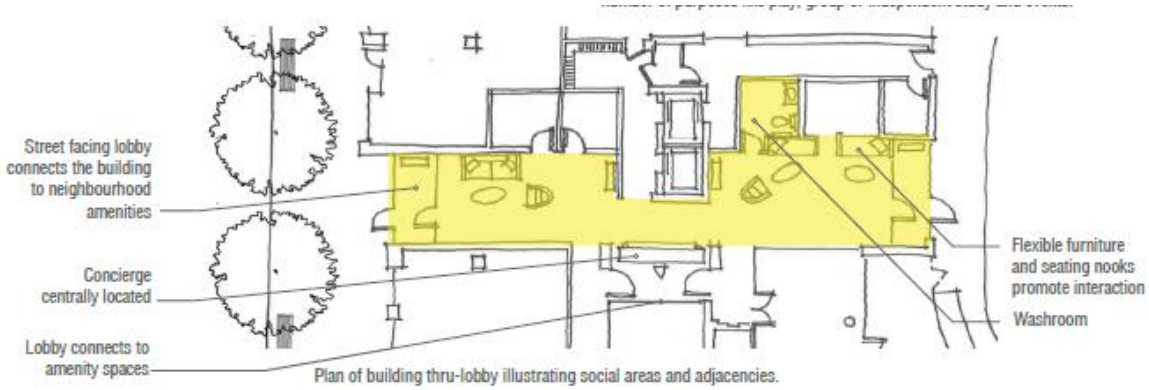
The social lobby space shall:

- vary in size depending on the size and scale of the building;
- create a flexible, comfortable furnished area adjacent to the lobby to encourage socializing;
- where feasible, provide a through-lobby to connect to the rear of the building to improve natural light;
- provide space for stroller storage and bulky items;
- be adequately lit, sourced from natural light where possible;
- provide free Wi-Fi access; and
- be well insulated and temperature controlled to encourage tenants to make use of the space.
- be visually and physically connected to operational rooms, multi-purpose rooms, and play areas to maximize social encounters and informal supervision of children playing



independently;<sup>14</sup>

- incorporate a variety of hard and soft movable seating that encourages lingering and socialising that are durable and easy to maintain<sup>15</sup>;



Source: *Growing Up: Planning for Children in New Vertical Communities; Draft Urban Design Guidelines, May 2017*

### Success factors

- ✓ an environment is created conducive to community building;
- ✓ customers feel safer in their home environment; and
- ✓ social connections enable customers to live healthier lives.



<sup>14</sup> The Royal Borough of Kensington and Chelsea Older People's Housing Design Guidance; November 2015

<sup>15</sup> Growing Up: Planning for Children in New Vertical Communities; Draft Urban Design Guidelines, May 2017

## When is it needed?

The Spaces Tool uses the following criteria to enable each multi-unit site to be assessed for the level of need for a social lobby space.

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 5 occupants are aged 55+ within a single apartment building.</li> <li>Fewer than 15 of the occupants live within a single apartment building.</li> <li>No apartment typologies exist within the site</li> </ul>	<ul style="list-style-type: none"> <li>Between 5 and 15 of the occupants are aged 55+ within a single apartment building.</li> <li>Between 15 and 40 of the occupants live within a single apartment building.</li> </ul>	<ul style="list-style-type: none"> <li>More than 15 occupants are aged 55+ within a single apartment building.</li> <li>More than 40 of the occupants live within a single apartment building.</li> </ul>
1	2	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>The largest apartment building located on this site is expected to contain fewer than 15 units.</li> <li>The largest apartment building located on this site is expected to contain fewer than 10 two or more bedroom units.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains one or more apartment buildings which are expected to contain between 15 and 50 units.</li> <li>Site contains one or more apartment buildings which are expected to contain between 10 and 30 two or more bedroom units.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains one or more apartment buildings which are expected to contain more than 50 units and to have a single point of access.</li> <li>Site contains one or more apartment buildings which are expected to contain more than 30 two or more bedroom units and to have a single point of access.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a community multi-functional room that accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

## 2.4.3 Communal drying room

### What is it?

Communal drying rooms provide a healthy and convenient indoor drying option that compliments the outdoor drying amenity available to our customers, which include external private and communal clotheslines. Providing our customers with drying amenity outside their home will help reduce harmful levels of moisture within the home. They can act as an extension of a resident's home promoting a sense of community, comfort, and encourage socializing. They can also be a cost-effective and convenient amenity as HNZ absorbs the capital and operational costs, relieving our customers who don't have to purchase and maintain appliances, or pay for energy consumption.



### What does it look like?

The communal drying room is a well lit space, with good ventilation and seating, located centrally within the multi-unit site.



### Outcomes and Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Community connectedness</b>	Communal drying rooms act as a space for customers to form bonds through informal shared experiences.	Opportunities to connect with community members diminishes.
<b>Empowerment</b>	Customer choice to connect with community, save money and improve their health increases.	The customer choice is limited without the additional option to dry garments at HNZ expense, and socialise.
<b>Safer places</b>	Shared experiences help build trust and confidence in fellow community members.	People stay strangers, and remain wary of others.
<b>Improved health and wellbeing</b>	Reducing moisture in the home helps mitigate illness related to respiratory and skin conditions.	Suffering from respiratory and skin conditions such as asthma, eczema and headaches is a greater risk

## Drier and healthier homes

A 2015 Building Research Association of New Zealand (BRANZ) Housing Condition Survey found that 56% of rental houses had visible mould. High moisture levels and mould are associated with health problems including asthma, eczema and headaches.

With good design, maintenance, ventilation and insulation, you can keep a home drier and healthier. This includes venting or drying clothes outside the home.

High moisture levels:

- can damage paintwork, wallpaper, wall linings and curtains
- encourage the growth of moulds, fungi, dust mites and mildew, which can be harmful to people's health
- make a home harder to heat, and increase power consumption
- can cause timber decay and other deterioration in a home and contents
- make a home less comfortable to live in.

Up to 15 percent of New Zealanders are allergic to moulds, spores and their by-products (which are sometimes toxic) that grow in most households. The allergies commonly appear as asthma, headaches, eczema, gastroenteritis and sneezing fits. Damp homes are associated with increased numbers of doctor visits for respiratory problems such as asthma, and lost work and school days.

Drying clothes unvented is one of the highest producers of moisture within the home, therefore providing communal drying rooms can play a significant part in keeping our homes dryer and healthier:<sup>16</sup>

ACTIVITY	LITRES
Cooking	3 per day
Showers and baths	1.5 per day, per person
Dishes	1 per day
Clothes drying (unvented)	5 per load



## Design guidance

- Provide one pair of washer/dryer for every 15 units, ensuring at least one washer and dryer is suitable for use by customers with mobility or visual impairment;
- 3m<sup>2</sup> per machine, subject to being no smaller than 6m<sup>2</sup>;
- Includes a laundry sink and a table or countertop for folding dry laundry. The counter should be installed at an accessible height with an open knee space;
- contain seating;
- have wheelchair accessible doorways;

## Success factors

- ✓ an environment is created conducive to community building;
- ✓ moisture levels in private homes are reduced, improving customer health and wellbeing; and
- ✓ customers make cost savings related to energy consumption, appliance purchasing and repairs.

<sup>16</sup> <https://www.smarterhomes.org.nz/smart-guides/air-quality-moisture-and-ventilation/causes-and-effects-high-moisture/>

- be centrally located accessible by all units with good CPTED;
- be well lit (naturally where possible) with windows and glazed door;
- contain occupancy movement sensor lighting; and
- Have security features to ensure it is only accessible to tenants.

#### When is it needed?

The Spaces Tool uses the following criteria to enable each multi-unit site to be assessed for the level of need for a communal drying room.

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>▪ Fewer than 20 occupants aged 18 and younger</li> <li>▪ Fewer than 5 occupants are aged 55+ within a single apartment building.</li> <li>▪ Apartment building will not house a supportive housing group.</li> <li>▪ No apartment typologies exist within the site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Between 20 – 40 occupants aged 18 and younger</li> <li>▪ Between 6 and 14 of the occupants are aged 55+ within a single apartment building.</li> </ul>	<ul style="list-style-type: none"> <li>▪ More than 40 occupants aged 18 and younger</li> <li>▪ More than 15 occupants are aged 55+ within a single apartment building.</li> <li>▪ Apartment building will house a supportive housing group.</li> </ul>
1	2	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>▪ Any site which only comprises standalone and/or terraced housing.</li> <li>▪ Site contains fewer than 20 units which are expected to be apartments.</li> <li>▪ Site contains fewer than 10 two or more bedroom units which are expected to be apartments.</li> <li>▪ Multi unit sites where every unit has access to an adequate outdoor drying area (i.e. receiving insufficient direct sunlight and/or being exposed to the public eye).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Site contains between 20 and 40 units which are expected to be apartments.</li> <li>▪ Site contains between 10 and 20 two or more bedroom units which are expected to be apartments.</li> <li>▪ Site contains between one or more apartment buildings which are expected to contain between 15 and 50 units.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Site contains more than 40 units which are expected to be apartments.</li> <li>▪ Site contains more than 20 two or more bedroom units which are expected to be apartments.</li> <li>▪ All multi unit complexes without an adequate outdoor drying area (i.e. receiving insufficient direct sunlight and/or being exposed to the public eye).</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>▪ Sites that are within 100 – 500 metres safe walking distance of a laundry service that is cost-effective to use.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sites that are within 500 – 1,000 metres safe walking distance of a laundry service that is cost-effective to use.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sites that are more than 1,000 metres safe walking distance of a laundry service that is cost-effective to use.</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

## 2.5 Outdoor communal spaces

### 2.5.1 Outdoor child active space

#### What is it?

Play is essential to children and young people's physical, social and cognitive development. Outdoor play is particularly valuable as it provides unique opportunities to experience the elements, whilst bringing a sense of well-being and enjoyment. Access to the outdoors gives children additional space to move freely. Play spaces have social value for parents and carers of young children, as places for both adults and children to meet informally, minimising the pressure of childcare responsibilities.

#### What does it look like?

An outdoor child active space consists of an open space with ample sunlight



#### Outcomes and Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Community connectedness</b>	Children playing outdoors and establishing relationships with community members has a positive effect on community cohesion.	Children with minimal outdoor play spaces limit their ability to play with others spontaneously.
<b>Empowerment</b>	Outdoor play spaces close to home increases the choices a child has to be active and engage with community members.	Outdoor play opportunities continue to decrease due to technological, societal and environmental factors.
<b>Safer places</b>	The more social networks children have in an area, the greater the confidence parents have in its safety.	Children remain strangers, and parents remain wary of others.
<b>Improved health and wellbeing</b>	Active play wards off health risk factors associated with physical and mental disease and illness.	Children's health and wellness is detrimentally impacted.
<b>Skill development</b>	Play is essential to children's physical, social and cognitive development.	Children's physical, social and cognitive development suffers.



## Tackling obesity through active play

Obesity rates have increased in all ages, genders and ethnic groups over the last 30 years, with those born more recently becoming obese at a younger age. High body mass index (BMI) has now overtaken tobacco as the leading risk to health in New Zealand.

Obesity is particularly concerning in children as it is associated with a wide range of health conditions and increased risk of premature onset of illness. It can also affect a child's immediate health, educational attainment and quality of life.

School-aged children and young people should be regularly physically active, reduce sitting and screen time, and get sufficient sleep for healthy development. Providing adequate play and recreational spaces within our multi-unit sites will help children be active more frequently.

The Ministry of Health advises that children should participate in at least one hour of moderate vigorous physical activity every day to help:<sup>17</sup>

- develop strong muscles, bones and joints
- move with balance and flexibility
- develop and maintain a healthy heart and lungs
- maintain a healthy weight
- build self-confidence and social skills
- control their emotions
- improve academic achievement and behaviour.



### Design guidance

- Total outdoor communal amenity area (including outdoor recreational space) should be a minimum size of 130 m<sup>2</sup>.<sup>18</sup> This can be achieved in one or more locations, and should be scaled in size depending on the percentage of family apartment typology units to compensate for the compromise in direct outdoor private play space, and if the site has good connections

<sup>17</sup> <https://www.health.govt.nz/our-work/diseases-and-conditions/obesity/childhood-obesity-plan>

<sup>18</sup> High-density housing for families with children guidelines; City of Vancouver; 1992

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with existing community amenity space;

- Provide a minimum of 50% of the shared outdoor amenity space in one contiguous area and a minimum 40m<sup>2</sup> adjoining or directly accessible to a communal indoor amenity space.<sup>19</sup>;
- Preschool children's play areas should be a minimum of 1.0m<sup>2</sup> per child, allocated for pre-school play areas. The main play area should be a minimum of 50 m<sup>2</sup>.<sup>20</sup> They require opportunities for active and quiet play, for group and individual play, for structured and creative play;
- Primary and teenaged children play areas should be a minimum of 1.5m<sup>2</sup> per child, allocated for play areas for primary school-aged and older children. The main play area for this age group should be a minimum of 85 m<sup>2</sup>.<sup>21</sup>;
- Consider the on-site recreation needs and patterns of teens. Teenagers will readily use available outdoor space for informal ball games. Appropriate design solutions include a small court;
- There should be places for sitting and overlooking other activities. Some of the area could be covered for rainy weather.
- Promote active play that involves physical movements like jumping, rolling, running, and crawling;
- Increase children's physical activity through the promotion and co-location of parent fitness opportunities alongside children's activity spaces;
- Encourage parental supervision by:
  - providing direct physical and visual access from communal rooms;
  - providing seating for adults;
  - maximise the number of family units overlooking children's play areas.
- Outdoor play areas should be situated to maximize sunlight access, and be sheltered from prevailing winds;
- Adequate artificial lighting should be provided, but avoid causing a nuisance to neighbouring residents;
- To minimize the differences and potential conflicts between the interests of different age groups separation of adjacent play areas may be achieved either by landscaping, surface treatment, or a change of grade within the common open space;
- Play equipment should be chosen to provide children with a variety of experiences;
- The value of some covered play area for rainy days should be considered;
- Design the whole environment with the safety needs of children in mind. It is essential to strictly separate children's play and circulation areas from vehicular routes, parking and loading areas;
- The appropriate play equipment for each age group should be selected based on Standards New Zealand NZS 5828:2015 which promotes and encourages playgrounds that are well designed, well constructed, well maintained, innovative and challenging.

#### Success factors

- ✓ an environment is created conducive to community building;
- ✓ children lead more active lives that improves health, wellbeing, and physical, social and cognitive development.
- ✓ All community members have a greater sense of safety

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<sup>19</sup> Townhouse and Low-Rise Apartment Guidelines; City of Toronto; 2018

<sup>20</sup> High-density housing for families with children guidelines; City of Vancouver; 1992

<sup>21</sup> High-density housing for families with children guidelines; City of Vancouver; 1992



## When is it needed?

The Spaces Tool uses the following criteria to enable each multi-unit site to be assessed for the level of need for an outdoor child active space. :

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 10 occupants aged 18 and younger</li> </ul>	<ul style="list-style-type: none"> <li>Between 10 – 30 occupants aged 18 and younger</li> </ul>	<ul style="list-style-type: none"> <li>More than 30 occupants aged 18 and younger</li> </ul>
1	2	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Site will contain 100% studio or one bedroom units.</li> <li>Site which only comprises standalone and/or terraced housing</li> <li>Site contains fewer than 10 two or more bedroom units which are expected to be apartments.</li> <li>Site forms part of master planned development which includes adequate children's outdoor active spaces.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 10 and 20 two or more bedroom units which are expected to be apartments.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 20 two or more bedroom units which are expected to be apartments.</li> <li>Site forms part of master planned development which does not include adequate children's outdoor active spaces.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a community children outdoor active space that is cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 400 metres safe walking distance of a community children's play space that is cost-effective and convenient to use.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 400 metres safe walking distance of a community children's play space that is cost-effective and convenient to use.</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

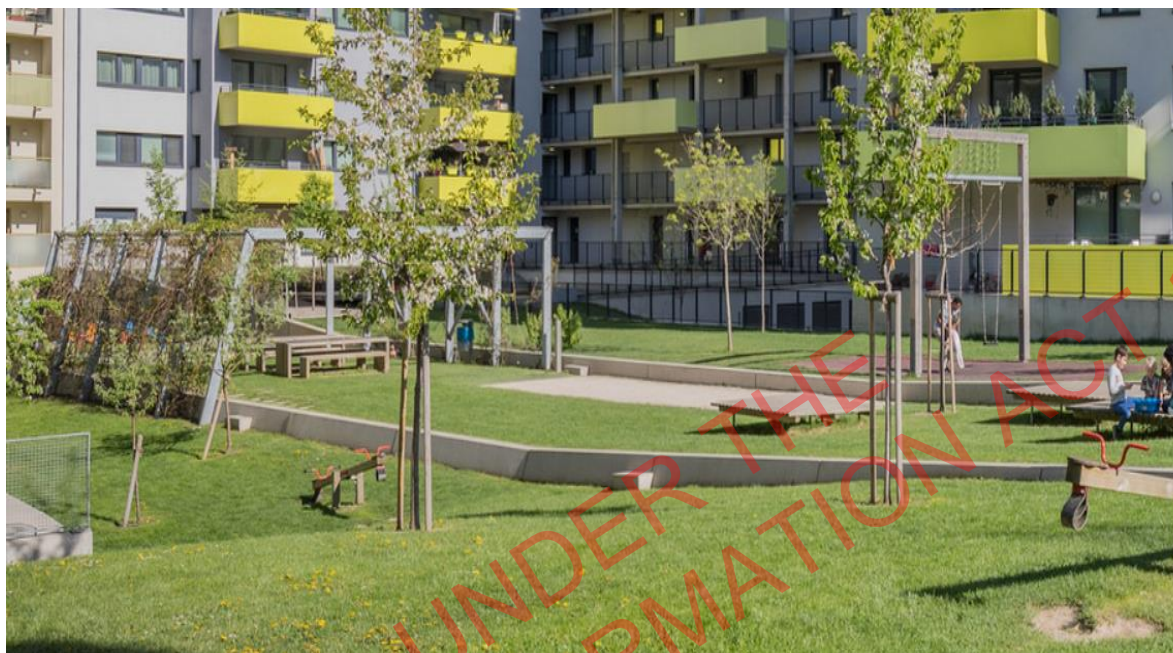
## 2.5.2 Outdoor recreational space

### What is it?

Outdoor recreational spaces provide additional gathering amenity to support community life. Developments with flexible, durable, well-designed and well-located spaces allow residents of any age group to experience and share in their collective social and cultural capital. These spaces can include shared elements such as facilities for pets, communal gardens, barbecue and seating areas.

### What does it look like?

An outdoor recreational space consists of a sunlit open area that has amenity enabling year-round use for a range of needs.



### Outcomes and Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Community connectedness</b>	Providing outdoor social and recreational spaces are integral to successful multi-unit living, offering places to rest, play and socialise.	The ability to rest, play and socialise in private outdoor spaces is limited.
<b>Empowerment</b>	Outdoor spaces that function in different ways provide a choice of experiences meeting daily, weekly and seasonal needs.	The choice to engage in experiences locally becomes more challenging.
<b>Safer places</b>	Outdoor spaces bring customers together, assisting the development of trusting relationships prompting actions that solve local safety problems.	Customers stay disconnected, and distrustful.
<b>Improved health and wellbeing</b>	Access to the outdoors and recreational facilities helps achieve social, physical and mental health benefits.	Customer health and wellness is detrimentally impacted.
<b>Skill development</b>	Outdoor spaces with varying functions provide opportunities to develop skills through a range of activities.	Opportunities are lost to develop skills.

## Design guidance

- Total outdoor communal amenity area (including children active play space) should be a minimum size of 130 m<sup>2</sup>.<sup>22</sup> This can be achieved in one or more locations, and should be scaled in size depending on the percentage of apartment typology units to compensate for the compromise in direct outdoor private space, and if the site has good connections with existing community amenity space;
- Locate centrally, in highly visible areas and accessible to all residents (particularly a children's play space). Avoid locating in isolated, irregularly shaped, inaccessible areas;
- Provide a minimum of 50% of the shared outdoor amenity space in one contiguous area and a minimum 40m<sup>2</sup> adjoining or directly accessible to the indoor amenity space;
- Preserve existing trees and topography wherever possible and incorporate into the landscape design;
- Maximise direct sunlight or provide shade, and protected from prevailing winds;
- Compliment and connect with open space on neighbouring properties, taking into consideration safety and security needs of customers;
- Provide support for outdoor activities such as seating, shade structures, children's play equipment and barbecues in a well-landscaped environment;
- Be located away or screened with landscaping from parking, mechanical equipment and servicing areas;
- Consider the impact of outdoor spaces on adjoining properties;
- Provide and locate interior amenity facilities adjacent to shared outdoor amenity areas and provide windows and doors for direct physical and visual access between these spaces;
- Meet safety and universally accessible standards in shared outdoor amenity spaces;
- A dog run and/or dog grooming station are encouraged as part of larger developments;
- If located on a roof top include shade and wind structures, adequate lighting and a variety of seating areas. Consider views when distributing rooftop amenities.



## Success factors

- ✓ an environment is created conducive to community building;
- ✓ appropriate activities are provided with equity of access by all residents;
- ✓ links are built between residents and the external community that will enhance good will, participation and mutual respect.

<sup>22</sup> High-density housing for families with children guidelines; City of Vancouver; 1992

## When is it needed?

The Spaces Tool uses the following criteria to enable each multi-unit site to be assessed for the level of need for an outdoor recreational space:

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 10 occupants aged 18 and younger</li> <li>Fewer than 10 occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>Between 10 – 30 occupants aged 18 and younger</li> <li>Between 10 – 30 of the occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>More than 30 occupants aged 18 and younger</li> <li>More than 30 occupants aged 55+</li> <li>A supportive housing group occupies the site.</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>Site contains fewer than 25 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains fewer than 15 apartments of any size.</li> <li>The site contains fewer than 10 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by fewer than 150 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 25 and 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains between 15 and 50 apartments of any size.</li> <li>The site contains between 10 and 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by between 150 and 250 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains more than 50 apartments of any size.</li> <li>The site contains more than 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by more than 250 Housing New Zealand homes.</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a outdoor recreational space that accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 400 metres safe walking distance of a outdoor recreational space that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 400 metres safe walking distance of a outdoor recreational space that is accessible, cost-effective and convenient to use</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

## 2.6 Operational spaces

### 2.6.1 Meeting/consultation room

#### What is it?

A meeting/consultation room offers residents a space for engagement with support services, Housing New Zealand staff, and fellow community members.

The purpose of its use may include:

- Social and health support meetings (assessments, counselling, support plan development and review)
- Resident council meetings
- Resident and operational management meetings
- Social service activities (after school activities, educational activities, workshops, skills training, job training)
- Smaller community meetings



#### What does it look like?

The room should be a welcoming space that feels safe, and enables users to be comfortable.

#### Outcomes & Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Housing sustainment</b>	Enable the delivery of on-site tenancy and support services aimed at improving the health, wellness, social and life skills of vulnerable customers	Sustaining a tenancy becomes harder for some, and essential social outcomes become more difficult to achieve.
<b>Build communities</b>	To build healthy and supportive communities through encouraging and facilitating community and customer engagement, and targeted neighbourhood interventions and investment	Sustaining a healthy and thriving community becomes more challenging.
<b>Optimise asset management</b>	Services delivered from operational rooms on-site improve our responsiveness to intervene in problems early.	Problems can go unresolved leading to escalating expense when finally addressed.
<b>Safer places</b>	Proactively maintaining healthy thriving relationships in our communities to ensure that our customers are better supported to live well and encouraged to be good neighbours.	Unsocial behaviour finds a home.

## Design guidance

- To determine the appropriate size of a room multiply the number of people the room is intended to be used for by 1.25m<sup>2</sup> per person, subject to being no smaller than 5m<sup>2</sup>;
- Ensure where possible that meeting/consultation rooms have direct visual connection to the main entry door, elevator lobby and resident amenity areas, with window coverings installed to allow for privacy.
- Ensure the rooms are acoustically sound to enable private discussions to be contained.
- Provide outlets for telephone, security, WIFI and TV.
- Provide swipe access control.
- Provide a universally accessible communal bathroom and kitchen if it isn't already provided in a communal room on-site.
- Provide storage for chairs/tables/equipment which may need to be packed away between activities.



## Success factors

- ✓ an environment is created conducive to community building;
- ✓ tenancy management and support services are provided relevant to residents needs and aspirations;
- ✓ the room is a safe space that people choose to engage with in trust, confidence and dignity;

## When is it needed?

The Spaces Tool uses the following criteria to enable each multi-unit site to be assessed for the level of need for a meeting/consultation room:

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Supportive housing groups do not occupy the site.</li> </ul>	n/a	<ul style="list-style-type: none"> <li>Supportive housing group occupies the site.</li> </ul>
1	n/a	3

Scale & Typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>Site contains fewer than 50 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains fewer than 25 apartments of any size.</li> <li>The site contains fewer than 10 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by fewer than 150 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 50 and 100 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains between 25 and 50 apartments of any size.</li> <li>The site contains between 10 and 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by between 150 and 250 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 100 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains more than 50 apartments of any size.</li> <li>The site contains more than 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by more than 250 Housing New Zealand homes.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are fewer than 500 metres safe walking distance of a Housing New Zealand operated or partner operated meeting/consultation room</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are between 500 and 1km safe walking distance of a Housing New Zealand operated or partner operated meeting/consultation room</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are greater than 1km safe walking distance of a Housing New Zealand operated or partner operated meeting/consultation room</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

## 2.6.2 Satellite office

### What is it?

This office provides operational staff and support services with a satellite work space enabling effective and efficient operations to be undertaken on-site aimed at serving our customers and the community within the immediate area. It is intended to compliment HNZ area and regional offices that will continue to serve the public at large, by placing our operations closer to the customer, community and asset. These on-site workspaces will accommodate duties related to tenancy, asset and facilities management, community building and social and health support services.

### What does it look like?

The room should be a functional work space suitable for general administration. It should feel safe, and enable users to be productive and comfortable. Communal kitchen and bathroom facilities need to be provided if not located elsewhere on-site.



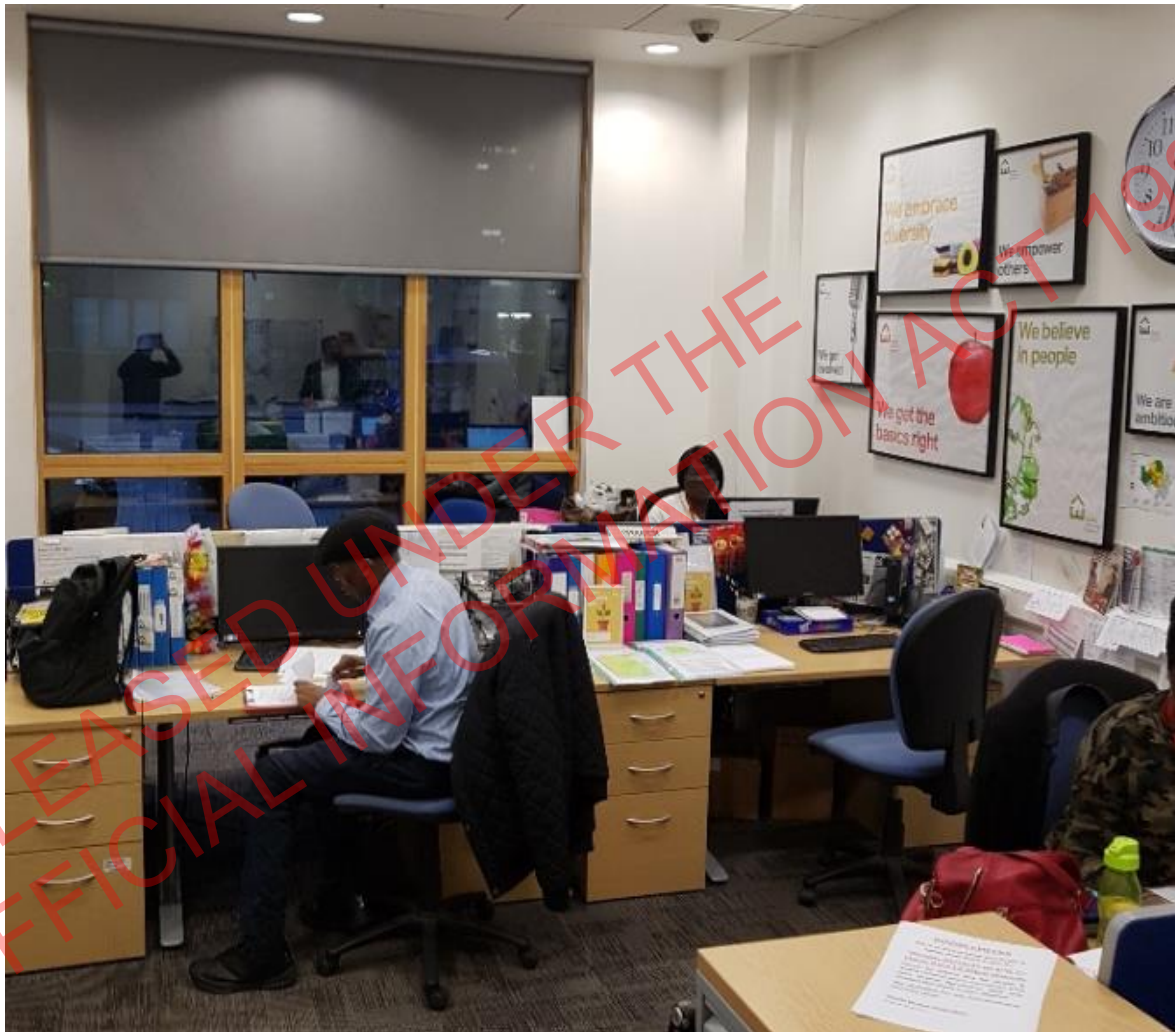
### Outcomes and Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Housing sustainment</b>	To enable the delivery of on-site tenancy and support services aimed at improving the health, wellness, social and life skills of vulnerable customers	Sustaining a tenancy becomes harder for some, and essential social outcomes become more difficult to achieve.
<b>Build communities</b>	To build healthy and supportive communities through encouraging and facilitating community and customer engagement, and targeted neighbourhood interventions and investment	Sustaining a healthy and thriving community becomes more challenging.
<b>Optimise asset management</b>	Services delivered from operational rooms on-site improve our responsiveness and ability to intervene in problems early.	Problems can go unresolved leading to escalating expense when finally addressed.
<b>Safer places</b>	A regular physical presence on-site helps to proactively maintain healthy thriving relationships to ensure that our customers are better supported to live well and encouraged to be good neighbours.	Infrequent on-site presence enables anti-social behaviour create an unsafe environment



## Design guidance

- Floor space of 7m<sup>2</sup> per staff member.
- Ensure where possible that satellite offices have direct visual connection to the main entry door, lobby and other communal and operational amenity areas, with window coverings installed to allow for privacy.
- Ensure the rooms are acoustically sound to enable private discussions to be contained.
- Provide outlets for telephone, photocopying, computers stations, security, WIFI and TV.
- Provide a bathroom and kitchen if it isn't already provided in a communal room on-site.
- Provide storage for administrative materials and resources



## Success factors

- ✓ tenancy and asset management, community building and support services are provided relevant to residents needs and aspirations;
- ✓ our customers have greater access to services that they need to live well;
- ✓ the room enables staff to safely and productively operate from it.

## When is it needed?

Apply the Spaces Tool below to the multi-unit site, assessing the level of need for a satellite office, scoring between 1 – 3 across the three key considerations. Tally the score for a needs assessment outcome:

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>A supportive housing group does not occupy the site</li> </ul>	n/a	<ul style="list-style-type: none"> <li>A supportive housing group occupies the site</li> </ul>
1	n/a	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Site contains fewer than 100 units of any size and/or type across multiple buildings.</li> <li>The largest apartment building located on this site is expected to contain fewer than 50 units.</li> <li>Site has fewer than 250 Housing New Zealand homes in the surrounding area which would be served by a proposed satellite office on this location.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 100 and 200 units of any size and/or type across multiple buildings.</li> <li>Site contains one or more apartment buildings with between 50 and 100 units of any size.</li> <li>Site has between 250 and 500 Housing New Zealand homes in the surrounding area which would be served by a proposed satellite office on this location.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 200 units of any size and/or type across multiple buildings.</li> <li>Site contains one or more apartment buildings with more than 100 units of any size.</li> <li>Site has more than 500 Housing New Zealand homes in the surrounding area which would be served by a proposed satellite office on this location.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are no more than 2km from a Housing New Zealand operated office.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are between 2km to 4km from a Housing New Zealand operated office.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 4km from a Housing New Zealand operated office.</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

## 2.6.3 Security/concierge room

### What is it?

Multi-unit sites housing a diverse range of customers, some with significant vulnerabilities, in a concentrated living environment presents operational challenges. Security/concierge spaces function as a workspace for staff responsible for providing a safe work and living environment.

### What does it look like?

The rooms can be equipped with visual monitoring equipment, and serve as a place to take rest, refuge or respite. They can also take the form of a concierge desk in the entrance of a lobby area, where customers and community members are served.

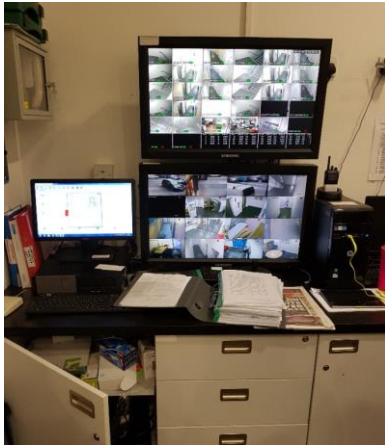


### Outcomes and Benefits

Outcome	Why provide it?	What happens if we don't?
<b>Housing sustainment</b>	Enabling security and concierge staff to operate at the site creates a safer living environment assisting customers to remain housed for as long as they need.	Sustaining a tenancy becomes harder for some, and essential social outcomes become more difficult to achieve.
<b>Build communities</b>	Creating a safe living environment encourages neighbourliness, breaking down negative perceptions of others.	Sustaining a healthy and thriving community becomes more challenging.
<b>Optimise asset management</b>	Security and concierge services enhance our ability to protect our asset, and improve our responsiveness and ability to intervene in problems early.	Problems can go unresolved leading to escalating expense when finally addressed.
<b>Safer places</b>	Proactively maintaining healthy thriving relationships in our communities to ensure that our customers are better supported to live well and encouraged to be good neighbours.	Unsociable behaviour finds a home.

### Design guidance

- Floor space of 7m<sup>2</sup> per person.
- Ensure where possible that security/concierge rooms have direct visual connection to the main entry door, elevator lobby and resident amenity areas.
- Ensure the rooms are acoustically sound to enable private discussions to be contained.
- Provide outlets for telephone, photocopying, computers stations, TV & WIFI.
- Install CCTV monitoring screens, and locate main hard drive storage system onsite.
- Ensure CCTV can be externally networked for viewing off-site.
- Provide a bathroom and kitchen if it isn't provided in a communal room on-site.
- If providing a concierge desk ensure it is adjacent to a safe escape room.
- Equip the concierge desk with outlets for telephone, computer station, WIFI, fibre and CCTV monitoring
- Provide storage for administrative materials and resources



### Success factors

- ✓ an environment is created conducive to community building;
- ✓ tenancy management and support services are provided relevant to residents needs and aspirations; and
- ✓ the room is a safe space that people choose to engage with in trust, confidence and dignity;

### When is it needed?

The Spaces Tool uses the following criteria to enable each multi-unit site to be assessed for the level of need for an outdoor recreational space

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>• A supportive housing group does not occupy the site</li> </ul>	n/a	<ul style="list-style-type: none"> <li>▪ A supportive housing group that occupies the site</li> </ul>
<b>1</b>	n/a	<b>3</b>

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>▪ All standalone and/or terraced housing</li> <li>▪ Site contains one or more apartment buildings with fewer than 10 units.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Site contains one or more apartment buildings with between 10 and 20 units.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Site contains one or more apartment buildings with more than 20 units.</li> </ul>
<b>1</b>	<b>3</b>	<b>6</b>

Community amenity		
Low need	Moderate need	High need
n/a	n/a	n/a
n/a	n/a	n/a

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total
		n/a	

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## 2.7 Operational guidelines for communal spaces

The following section provides guidance on how to operate communal spaces within a multi-unit site.

### Goals

Communal spaces are provided as a means by which customers are enabled to live well, with dignity and stability, in connected communities. This can be achieved both individually and collectively:

- individually, through involvement in personally satisfying activities; or
- collectively through creation of and involvement in the development of a community.

To achieve these goals Housing New Zealand and our partners will work towards:

- creating an environment conducive to community building seeking customer outcomes related to growing independence, enhanced community connectedness, safe and secure living, improved health and wellbeing, and skill development;
- providing appropriate activities with equity of access by all residents;
- providing support services relevant to residents needs and aspirations; and
- building links between residents and the external community that will enhance good will, participation and mutual respect.

### Who activates the space

Housing New Zealand's primary role in the activation of communal spaces should be to facilitate a local group of residents taking the lead on how the spaces are used. However, this function can be taken on by others:

- an individual tenant who is willing to take on the task and work towards development of a residents' association; or
- a community organisation who wishes to operate programs on site that are designed to assist the community to develop, and to facilitate the development of a residents' association.

### How to operate the space

Those responsible for community building, whether Housing New Zealand staff, partner organisations or individuals, are generally expected to:

- Develop, in conjunction with residents, a set of guidelines or local rules for governance of the community room. This should include any local council rules and/or conditions of consent relevant to the space. A 'Code of Behaviours' could be developed and include, as examples, such things as:
  - drugs and/or alcohol and those under the effects of drugs and/or alcohol not permitted in the community room;
  - activities must be inclusive of all people unless the activity is aimed at a specific group of people such as self defence for women;
  - those who have used the community room are responsible for leaving it in a clean and tidy condition immediately after use;
- Promote the use of the spaces to residents and partner organisations providing support to residents for community building activities;
- Oversee health and safety risks by:
  - liaising with fire services to determine community room capacity and posting this information in the room;
  - produce an emergency evacuation plan that is well communicated to users and rehearsed
  - have a structured plan to deal with conflict;

- 
- reporting venue related health and safety concerns to Housing New Zealand for maintenance repairs;
  - Facilitate appropriate access to the community room to ensure:
    - there is a reasonable level of support for the activities by residents,
    - the activities are designed to assist in the development of the community or community members, and
    - no reasonable activities are excluded.
  - Develop clear operating hours that are well communicated and signposted, supported by a process to open, close, and monitor the space
  - When community room is to be used for large events that could generate many people travelling to the site have a standard travel/parking guide.
  - Implement an easy to use booking system and cost collection/reimbursement method
  - Develop a user agreement with conditions of use and misuse including illegal or inappropriate activities such as those:
    - based on gambling or profiteering,
    - involving the use of dangerous equipment such as sharps, guns or other weapons, and/or
    - that unnecessarily seek to exclude individuals or groups of residents by means of a form of discrimination such as racism;
  - Provide advice to communal space users on behaviours which are not permitted, for example:
    - possession of alcohol and/or drugs,
    - being under the influence of alcohol and drugs,
    - using offensive language or behaviour,
    - disrupting activities (by participants or visitors),
    - deliberately upsetting others,
    - smoking,
    - and the appropriate manner of dealing with such behaviours;
  - Coordinate community room usage such as:
    - providing access to the community room and to associated equipment,
    - working with room users to ensure upkeep of the facilities, and
    - liaising with Housing New Zealand for maintenance concerns;
  - Negotiate with external residents' groups who need to share the community room by:
    - ensuring ease of access to the community room and ensuring access does not favour one group over the other,
    - sharing community room coordination responsibilities,
    - sharing of equipment and other resources,
  - Ensure the space is routinely maintained, repaired and cleaned
  - Regularly check an inventory of tools, equipment, furnishings, with budget for repairs and replacement
  - Include a demonstration tour of how to use the space when orienting a new tenant

## Case Study: Centennial Flats, Wellington

Centennial flats are a 45 unit mixed bedroom typology multi-unit site built in 1938, being the first block of multi-unit flats built by the then Labour government's state housing scheme. Influenced by international design, the flats enclose a large sunny central circular communal room provided for tenants social and community needs.

### HOW IT OPERATES

- In the 1980s the communal room was divided into flats, but when the flats were being refurbished a decision was made, led by HNZ staff with involvement from the Council and local school, to return it to its original role.
- HNZ staff facilitated a brain storming session with tenants as to how the space could be used.
- The space is managed by a coordinator employed by the local school (paid for the by the Council) who manages the events for the HNZ tenants, local schools and the wider community.
- The space has ongoing bookings for service provision from agencies as well as community groups who offer activities such as yoga and indoor bowls.
- Use of the space for activities or services outside normal operating hours or for a corporate booking is decided by a management committee made up of representatives from the tenants, HNZ, the school, the Council and the community. This has the advantage of integrating the tenants into the community and vice versa.
- Anyone using the space must sign up to an agreement of use which sets out the rules and responsibilities (for example, removal of rubbish, cleaning).
- The space is reserved for tenants only on a Sunday and at the moment it is used for a movie night on Sunday nights. The space is also used for Neighbours Days and tenant Christmas parties. Just like anyone in the community, tenants have the ability to book the space to use for childrens' birthday parties, housie and other social activities.



### **3.0 Multi-unit communal and operational spaces needs assessment tool (“Spaces Tool”)**

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OFFICIAL INFORMATION ACT 1982



### 3.1 How to use the Spaces Tool

Spaces Tool is a criteria based tool intended to guide a group of staff responsible for developing a project brief for either a new or existing multi-unit site. These staff may include representatives from asset and tenancy management, community development, stakeholder relationship, and asset strategy. The primary output of the Spaces Tool is to recommend types of communal and operational spaces needed for each multi-unit site. When using the Spaces Tool follow these steps:

#### Step 1

Read the '*Spaces for Building Communities*' guidelines so that you are familiar with:

- the types of spaces and how they should be designed, including size, location, and amenity specifications
- the importance of specific criteria associated with the customer mix, scale and typology, and community amenity related to the site
- considerations in how to operate the spaces to maximise their intended outcomes and benefits

#### Step 2

Apply the Spaces Tool to a chosen multi-unit site. Assess the need for each type of space, scoring between 1 – 3 across the three key considerations of customer mix, scale and typology, and community amenity related to the site. Tally the score and refer to the guide below.

#### Spaces Tool score guide

Low need	Moderate need	High need
3 - 4	5 - 6	7 - 9
It is not recommended this amenity is provided on this site. Not providing this amenity, is unlikely to substantially limit the ability to achieve envisaged customer outcomes.	This site could benefit from the inclusion of this amenity on site. However, a judgement call should be made as to whether: <ul style="list-style-type: none"> <li>▪ Need is great enough that the occupants within the site as a whole, or part thereof, would be more likely to obtain envisaged customer outcomes.</li> <li>▪ The outcome could be achieved by leveraging off nearby amenity.</li> </ul>	It is recommended this amenity be provided on site. Not providing this amenity, without a suitable alternative solution, would substantially affect the ability to achieve envisaged customer outcomes.

#### Step 3

Discuss and agree what spaces are needed, including the size and specifications of each space. Ensure factors around local knowledge, yield, stakeholder engagement and outcomes and objectives are considered. These include:

- ensuring the spaces provided enable us to capitalise on fulfilling the yield potential of the site
- implementing an operational solution that leverages off existing community amenity and services
- considering alternatives such as making a financial contribution towards developing amenity on nearby public land
- the consenting implication and how that is managed both in terms of obtaining consent and managing spaces once operational
- ensure there is adequate funding to cover capital and operational costs

#### Step 4

Input recommendations into the project brief

## Overview of spaces

'Spaces for Building Communities' identifies eight spaces that need to be considered for inclusion when developing or retro-fitting a multi-unit site:

### Indoor communal spaces:

1. multi-purpose room.
2. communal drying space.
3. social lobby space.

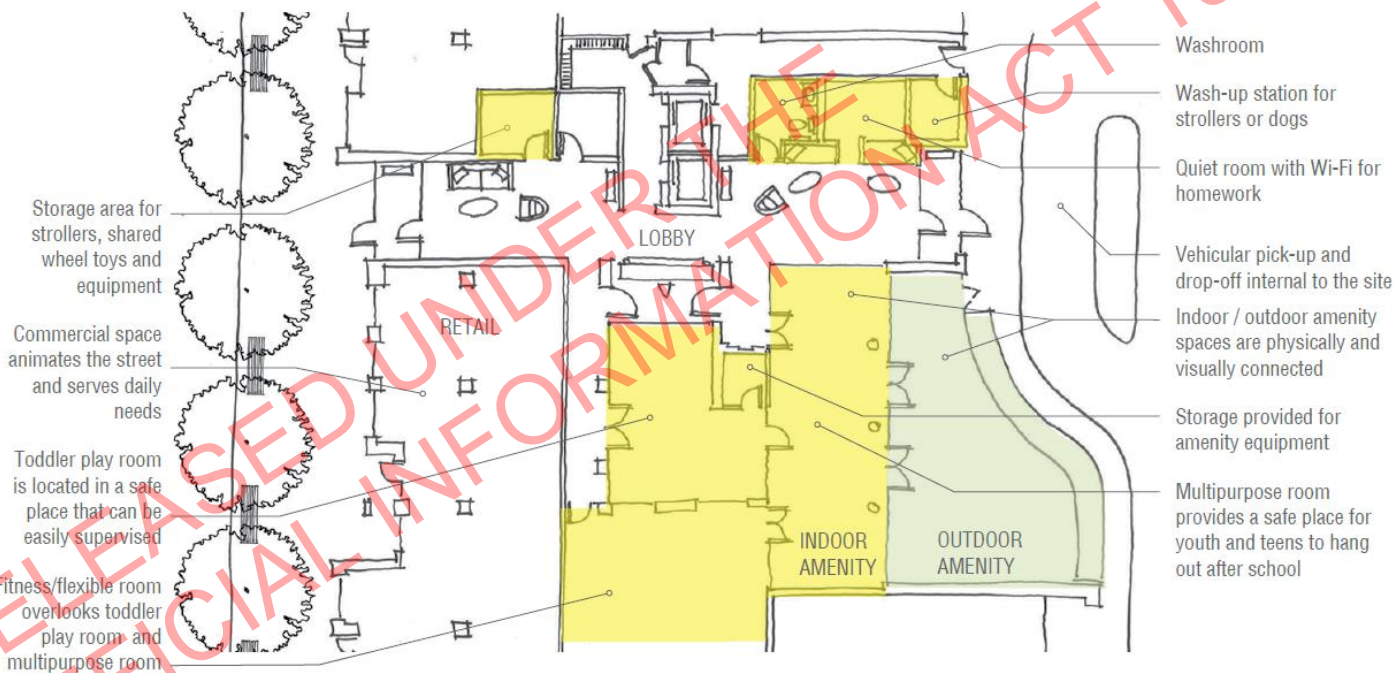
### Outdoor communal spaces:

4. outdoor child active space
5. outdoor recreational space;

### Operational space:

6. meeting/consultation room;
7. satellite office;
8. security/concierge space.

The location of communal and operational spaces on a site, along with the type, size, and intended use of the space, may vary depending upon customer mix, the nature of the planned community, site characteristics and the range of existing spaces within walking distance. Providing well located, appropriately scaled space within a site can help the development fit with the existing context. These considerations are particularly important in areas where there is a shortage of spaces or on large sites with multiple buildings.<sup>23</sup> Where possible congregate the communal and operational spaces together in a central location.



Plan diagram illustrates amenity adjacencies off a ground floor lobby. The space is designed for a variety of ages and connects to an outdoor play area. Amenity areas are visually connected to allow for informal supervision and to animate the social life of the building.



Source: *Growing Up: Planning for Children in New Vertical Communities; Draft Urban Design Guidelines, May 2017*

The following section provides guidance for each space to support its intended use. It is not a rigid standard that must be adhered to, rather a framework that guides discussion among staff, acknowledging that each site has unique features that need to be considered.

<sup>23</sup> Townhouse and Low-Rise Apartment Guidelines; City of Toronto; 2018

	Type of space	What it is	What it looks like
Indoor communal space	<b>Multi-functional room</b>	Offers residents a flexible indoor space for social gatherings and a range of activities and events, enabling a sense of community. These spaces can be designed to be used by the entire community or for access to be limited to HNZ customers.	<p>The space consists of a single room with an attached kitchen, bathroom and storage space. Movable wall dividers help make the room flexible. This space should be connected with outdoor recreational spaces if provided in the development.</p> 
	<b>Social lobby space</b>	Lobbies can be dynamic spaces, designed to be welcoming, promoting lingering, spontaneous and casual social interaction. When located near lifts, stairways, communal rooms, offices and security desks they provide a safe space for residents to interact.	<p>A lobby social space consists of an open space with soft furnishings located adjacent to the entranceway to an apartment building.</p> 
	<b>Communal drying room</b>	Communal drying rooms provide a healthy and convenient indoor drying option that compliments the outdoor drying amenity available to our customers, which include external private and communal clotheslines. Providing our customers with drying amenity outside their home will help reduce harmful levels of moisture within the home. They can act as an extension of a resident's home promoting a sense of community, comfort, and encourage socializing. They can also be a cost-effective and convenient amenity as HNZ absorbs the capital and operational costs, relieving our customers who don't have to purchase and maintain appliances, or pay for energy consumption.	<p>The communal drying room is a well lit space, with good ventilation and seating, located centrally within the multi-unit site.</p> 

Outdoor communal space	<p><b>Outdoor child active space</b></p> <p>Play is essential to children and young people’s physical, social and cognitive development. Outdoor play is particularly valuable as it provides unique opportunities to experience the elements, whilst bringing a sense of well-being and enjoyment. Access to the outdoors gives children additional space to move freely. Play spaces have social value for parents and carers of young children, as places for both adults and children to meet informally, minimising the pressure of childcare responsibilities.</p>	<p>An outdoor child active space consists of an open space with ample sunlight</p> 
	<p><b>Outdoor recreational space</b></p> <p>Outdoor recreational spaces provide additional gathering amenity to support community life. Developments with flexible, durable, well-designed and well-located spaces allow residents of any age group to experience and share in their collective social and cultural capital. These spaces can include shared elements such as facilities for pets, communal gardens, barbecue and seating areas.</p>	<p>An outdoor recreational space consists of a sunlit open area that has amenity enabling year-round use for a range of needs.</p> 
Operational space	<p><b>Meeting/ consultation room</b></p> <p>A meeting/ consultation room offers residents a space for engagement with support services, Housing New Zealand staff, and fellow community members.</p>	<p>The room should be a welcoming space that feels safe, and enables users to be comfortable.</p> 
	<p><b>Satellite Office</b></p> <p>This office provides operational staff and support services with a satellite work space enabling</p>	<p>The room should be a functional work space suitable for general administration. It should feel safe, and enable users to be productive and</p>

	<p>effective and efficient operations to be undertaken on-site aimed at serving our customers and the community within the immediate area. It is intended to compliment HNZ area and regional offices that will continue to serve the public at large, by placing our operations closer to the customer, community and asset. These on-site workspaces will accommodate duties related to tenancy, asset and facilities management, community building and social and health support services.</p>	<p>comfortable. Communal kitchen and bathroom facilities need to be provided if not located elsewhere on-site.</p> 
<p><b>Security/concierge room</b></p>	<p>Multi-unit sites housing a diverse range of customers, some with significant vulnerabilities, in a concentrated living environment presents operational challenges. Security/concierge spaces function as a workspace for staff responsible for providing a safe work and living environment.</p>	<p>The rooms can be equipped with visual monitoring equipment, and serve as a place to take rest, refuge or respite. They can also take the form of a concierge desk in the entrance of a lobby area, where customers and community members are served.</p> 

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## Site information

Site: \_\_\_\_\_

Housing typology: \_\_\_\_\_

Maximum stories: \_\_\_\_\_

## Customer mix calculator

Based on the bedroom typology for the site, use this data to estimate the customer mix (if not already known).

HNZ average household							
Rooms per unit	Units	Occupants per unit					
		Pre-school	Child	Teen	Adult	Elderly	Total
Studio	1.0	0.0	0.0	0.0	0.7	0.3	1.0
1 bedrooms	1.0	0.0	0.0	0.0	0.7	0.4	1.1
2 bedrooms	1.0	0.4	0.4	0.4	0.9	0.2	2.3
3 bedrooms	1.0	0.3	0.5	0.8	1.9	0.2	3.7
4 bedrooms	1.0	0.4	0.8	1.5	2.7	0.2	5.5
5 bedrooms	1.0	0.4	0.9	2.0	3.5	0.2	7.1

Occupant calculator							
Rooms per unit	Units	Occupants per unit					
		Pre-school	Child	Teen	Adult	Elderly	Total
Studio							
1 bedrooms							
2 bedrooms							
3 bedrooms							
4 bedrooms							
5 bedrooms							

## Homes and occupants

Bedrooms	
Bedroom number	#
Studio/One	
Two	
Three	
Four	
Five+	
Total	

Occupants	
Occupant age	#
Pre-school (0-5)	
Child (6-12)	
Teen (13-18)	
Adult (19-54)	
Elderly (55+)	
Total occupants	
Total aged <18	

Typology	
Home type	#
Apartment	
Terraced	
Stand alone	

### 3.2 Multi-functional room

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 20 occupants aged 18 and younger</li> <li>Fewer than 10 occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>Between 20 – 40 occupants aged 18 and younger</li> <li>Between 10 – 30 of the occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>More than 40 occupants aged 18 and younger</li> <li>More than 30 occupants aged 55+</li> <li>Supportive housing group occupies the site.</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>Site contains fewer than 40 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains fewer than 25 apartments of any size.</li> <li>The site contains fewer than 10 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development</li> <li>Site is surrounded by fewer than 150 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 40 and 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains between 25 and 50 apartments of any size.</li> <li>The site contains between 10 and 30 two or more bedroom units which are apartments.</li> <li>Site is surrounded by between 150 and 250 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains more than 50 apartments of any size.</li> <li>The site contains more than 30 two or more bedroom units which are apartments.</li> <li>Site is surrounded by more than 250 Housing New Zealand homes.</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

### 3.3 Lobby social space

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 5 occupants are aged 55+ within a single apartment building.</li> <li>Fewer than 15 of the occupants live within a single apartment building.</li> <li>No apartment typologies exist within the site</li> </ul>	<ul style="list-style-type: none"> <li>between 5 and 15 of the occupants are aged 55+ within a single apartment building.</li> <li>Between 15 and 40 of the occupants live within a single apartment building.</li> </ul>	<ul style="list-style-type: none"> <li>More than 15 occupants are aged 55+ within a single apartment building.</li> <li>More than 40 of the occupants live within a single apartment building.</li> </ul>
1	2	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>The largest apartment building located on this site is expected to contain fewer than 15 units.</li> <li>The largest apartment building located on this site is expected to contain fewer than 10 two or more bedroom units.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains one or more apartment buildings which are expected to contain between 15 and 50 units.</li> <li>Site contains one or more apartment buildings which are expected to contain between 10 and 30 two or more bedroom units.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains one or more apartment buildings which are expected to contain more than 50 units and to have a single point of access.</li> <li>Site contains one or more apartment buildings which are expected to contain more than 30 two or more bedroom units and to have a single point of access.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a community multi-functional room that accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 500 metres safe walking distance of a community multi-functional room that is accessible, cost-effective and convenient to use</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total



### 3.4 Communal drying room

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 20 occupants aged 18 and younger</li> <li>Fewer than 5 occupants are aged 55+ within a single apartment building.</li> <li>Apartment building will not house a supportive housing group.</li> <li>No apartment typologies exist within the site</li> </ul>	<ul style="list-style-type: none"> <li>Between 20 – 40 occupants aged 18 and younger</li> <li>Between 6 and 14 of the occupants are aged 55+ within a single apartment building.</li> </ul>	<ul style="list-style-type: none"> <li>More than 40 occupants aged 18 and younger</li> <li>More than 15 occupants are aged 55+ within a single apartment building.</li> <li>Apartment building will house a supportive housing group.</li> </ul>
1	2	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>Site contains fewer than 20 units which are expected to be apartments.</li> <li>Site contains fewer than 10 two or more bedroom units which are expected to be apartments.</li> <li>Multi unit sites where every unit has access to an adequate outdoor drying area (i.e. receiving insufficient direct sunlight and/or being exposed to the public eye).</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 20 and 40 units which are expected to be apartments.</li> <li>Site contains between 10 and 20 two or more bedroom units which are expected to be apartments.</li> <li>Site contains between one or more apartment buildings which are expected to contain between 15 and 50 units.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 40 units which are expected to be apartments.</li> <li>Site contains more than 20 two or more bedroom units which are expected to be apartments.</li> <li>All multi unit complexes without an adequate outdoor drying area (i.e. receiving insufficient direct sunlight and/or being exposed to the public eye).</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 – 500 metres safe walking distance of a laundry service that is cost-effective to use.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 500 – 1,000 metres safe walking distance of a laundry service that is cost-effective to use.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 1,000 metres safe walking distance of a laundry service that is cost-effective to use.</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

### 3.5 Outdoor child active space

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 10 occupants aged 18 and younger</li> </ul>	<ul style="list-style-type: none"> <li>Between 10 – 30 occupants aged 18 and younger</li> </ul>	<ul style="list-style-type: none"> <li>More than 30 occupants aged 18 and younger</li> </ul>
1	2	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Site will contain 100% studio or one bedroom units.</li> <li>Site which only comprises standalone and/or terraced housing</li> <li>Site contains fewer than 10 two or more bedroom units which are expected to be apartments.</li> <li>Site forms part of master planned development which includes adequate children's outdoor active spaces.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 10 and 20 two or more bedroom units which are expected to be apartments.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 20 two or more bedroom units which are expected to be apartments.</li> <li>Site forms part of master planned development which does not include adequate children's outdoor active spaces.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a community children outdoor active space that is cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 400 metres safe walking distance of a community children's play space that is cost-effective and convenient to use.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 400 metres safe walking distance of a community children's play space that is cost-effective and convenient to use.</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

### 3.6 Outdoor recreational space

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Fewer than 10 occupants aged 18 and younger</li> <li>Fewer than 10 occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>Between 10 – 30 occupants aged 18 and younger</li> <li>Between 10 – 30 of the occupants aged 55+</li> </ul>	<ul style="list-style-type: none"> <li>More than 30 occupants aged 18 and younger</li> <li>More than 30 occupants aged 55+</li> <li>A supportive housing group occupies the site.</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>Site contains fewer than 25 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains fewer than 15 apartments of any size.</li> <li>The site contains fewer than 10 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by fewer than 150 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 25 and 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains between 15 and 50 apartments of any size.</li> <li>The site contains between 10 and 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by between 150 and 250 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 70 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains more than 50 apartments of any size.</li> <li>The site contains more than 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by more than 250 Housing New Zealand homes.</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are within 100 metres safe walking distance of a outdoor recreational space that accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are within 100 - 400 metres safe walking distance of a outdoor recreational space that is accessible, cost-effective and convenient to use</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 400 metres safe walking distance of a outdoor recreational space that is accessible, cost-effective and convenient to use</li> </ul>
<b>1</b>	<b>2</b>	<b>3</b>

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

### 3.7 Meeting/consultation room

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Supportive housing groups do not occupy the site.</li> </ul>	n/a	<ul style="list-style-type: none"> <li>Supportive housing group occupies the site.</li> </ul>
1	n/a	3

Scale & Typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Any site which only comprises standalone and/or terraced housing.</li> <li>Site contains fewer than 50 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains fewer than 25 apartments of any size.</li> <li>The site contains fewer than 10 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by fewer than 150 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 50 and 100 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains between 25 and 50 apartments of any size.</li> <li>The site contains between 10 and 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by between 150 and 250 Housing New Zealand homes.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 100 units of any size and/or type across multiple buildings and does not form part of a master planned development.</li> <li>The site contains more than 50 apartments of any size.</li> <li>The site contains more than 30 two or more bedroom units which are apartments.</li> <li>Site is part of a master planned development or is surrounded by more than 250 Housing New Zealand homes.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are fewer than 500 metres safe walking distance of a Housing New Zealand operated or partner operated meeting/consultation room</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are between 500 and 1km safe walking distance of a Housing New Zealand operated or partner operated meeting/consultation room</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are greater than 1km safe walking distance of a Housing New Zealand operated or partner operated meeting/consultation room</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

### 3.8 Satellite office

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>A supportive housing group does not occupy the site</li> </ul>	n/a	<ul style="list-style-type: none"> <li>A supportive housing group occupies the site</li> </ul>
1	n/a	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Site contains fewer than 100 units of any size and/or type across multiple buildings.</li> <li>The largest apartment building located on this site is expected to contain fewer than 50 units.</li> <li>Site has fewer than 250 Housing New Zealand homes in the surrounding area which would be served by a proposed satellite office on this location.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains between 100 and 200 units of any size and/or type across multiple buildings.</li> <li>Site contains one or more apartment buildings with between 50 and 100 units of any size.</li> <li>Site has between 250 and 500 Housing New Zealand homes in the surrounding area which would be served by a proposed satellite office on this location.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains more than 200 units of any size and/or type across multiple buildings.</li> <li>Site contains one or more apartment buildings with more than 100 units of any size.</li> <li>Site has more than 500 Housing New Zealand homes in the surrounding area which would be served by a proposed satellite office on this location.</li> </ul>
1	2	3

Community amenity		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>Sites that are no more than 2km from a Housing New Zealand operated office.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are between 2km to 4km from a Housing New Zealand operated office.</li> </ul>	<ul style="list-style-type: none"> <li>Sites that are more than 4km from a Housing New Zealand operated office.</li> </ul>
1	2	3

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total

### 3.9 Security/concierge room

Customer mix		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>A supportive housing group does not occupy the site</li> </ul>	n/a	<ul style="list-style-type: none"> <li>A supportive housing group that occupies the site</li> </ul>
1	n/a	3

Scale & typology		
Low need	Moderate need	High need
<ul style="list-style-type: none"> <li>All standalone and/or terraced housing</li> <li>Site contains one or more apartment buildings with fewer than 10 units.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains one or more apartment buildings with between 10 and 20 units.</li> </ul>	<ul style="list-style-type: none"> <li>Site contains one or more apartment buildings with more than 20 units.</li> </ul>
1	3	6

Community amenity		
Low need	Moderate need	High need
n/a	n/a	n/a
n/a	n/a	n/a

Need Assessment Score			
Customer mix	Scale & Typology	Community amenity	Total
		n/a	

### 3.10 Communal and operational space recommendations

Space	Recommendation	Design Guidance	Specifications
Multi-functional room		Allow 1.4m <sup>2</sup> for each unit	
		Size range of 35m <sup>2</sup> to 140m <sup>2</sup> per room	
		Conventional or commercial grade kitchen	
Social lobby space		Size dependent on building scale	
Communal drying room		One pair of washer/dryer for every 15 units. 3m <sup>2</sup> per machine, being no smaller than 6m <sup>2</sup>	
Outdoor child active space		Size minimum of 130m <sup>2</sup> (inclusive of outdoor recreational)	
		1m <sup>2</sup> per pre-school child, minimum size of 50m <sup>2</sup>	
		1.5m <sup>2</sup> per primary/teenage child, minimum size of 85m <sup>2</sup>	
Outdoor recreational space		Size minimum of 130m <sup>2</sup> (inclusive of outdoor child active)	
Meeting/consultation room		Allow 1.25m <sup>2</sup> per person, subject to being no smaller than 5m <sup>2</sup>	
Satellite office		Allow 7m <sup>2</sup> per person	
		Kitchen and bathroom if not provided elsewhere	
Security/concierge room		Allow 7m <sup>2</sup> per person	
		Kitchen and bathroom if not provided elsewhere	
		Concierge desk and escape room	

### 3.11 Approvals

Group	Position	Name	Signature	Date
PPT	Regional Portfolio Manager			
PPT	Regional Manager			
ADG	National Community Development Manager			
ADG	Manager Communications & Stakeholder			
ADG	Development Strategist Manager			

## 4.0 References

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