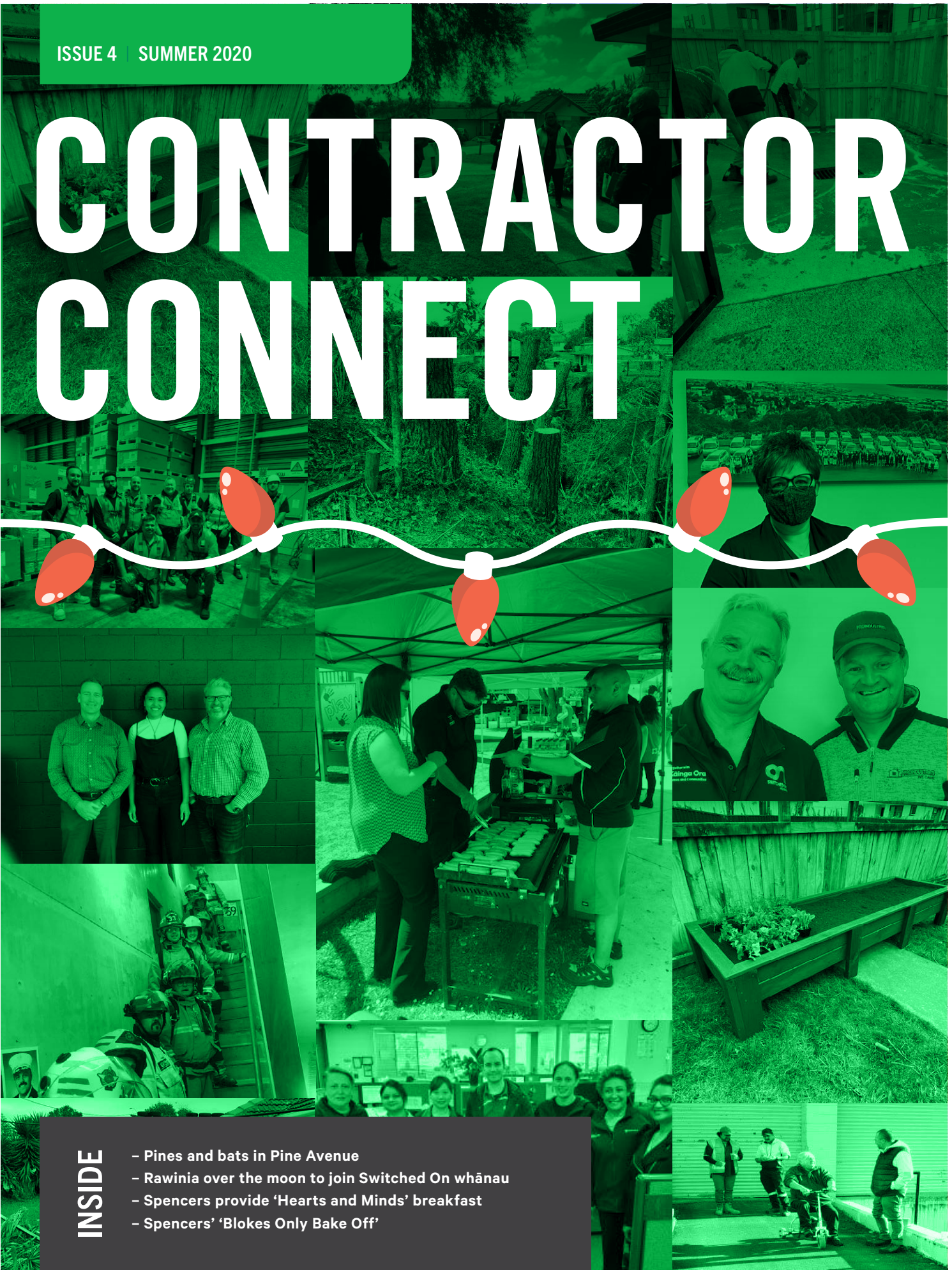


# CONTRACTOR CONNECT



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## FROM THE EDITOR

### **Kia ora from the Editor,**

As I write this, 2020 is drawing to an end and what a year to remember for everyone!

In late March, as New Zealanders were told the whole country would be going into a four-week lockdown at Alert Level 4, in response to the worldwide COVID-19 pandemic, we had to quickly find new ways of working together, so we could carry out essential and emergency repairs in our homes while keeping everyone safe. Together through the various alert levels (both times) we were able to continue to repair and upgrade our homes which is a significant achievement and one we can all be immensely proud of.

While this was happening, our Performance Based Maintenance Contract, which commenced in 2014, was ending on 30 June 2020. In July 2019, we commenced the procurement process for our next national maintenance contract. Procurement concluded in April 2020 and resulted in Kāinga Ora selecting five national Maintenance Partners responsible for 11 geographical regions across New Zealand.

We then worked with our next Maintenance Partners to ensure operational readiness for 'go live' on 1 July 2020. I would like to acknowledge the outstanding efforts, dedication and commitment of everyone to bring the Te Mahi Ngātahi maintenance contract to life. We can be very proud of what the new contract will mean for our customers. With Te Mahi Ngātahi we are working together to ensure our customers are at the centre of our thinking and already it is immensely satisfying to see this happen every day when we're doing repairs and maintenance in our customers' homes – we're keeping customers informed while work is in progress and giving them a say about when we do work in their home. Our MyKāingaOra online service enables customers to log in from their own home and check on the progress of a job. As you know this is just the beginning of our improved customer experience journey.

Some other changes have taken place in the latter part of this year to ensure we can deliver on our expanded Government mandate for our customers and our communities. Kāinga Ora is moving to a regional structure which will enable our teams to work more closely with the communities we serve. The Te Mahi Ngātahi contract remains an integral part of our three new regional structures: Auckland/Northland, Central, and Southern regions. We will continue to keep you informed as our new regions take shape across New Zealand. It will largely be business as usual for you and your trade teams.

**Finally, and on behalf of Kāinga Ora, I would like to wish you all a safe and restful festive season with your family/whānau and the very best for your efforts in 2021.**

**Angela Pearce**

**National Maintenance & Upgrade Manager**



# RAWINIA OVER THE MOON TO JOIN SWITCHED ON WHĀNAU

Switched On Housing (SOH) is one of our Te Mahi Ngātahi Maintenance Partners and maintains our public housing in both the North and South Islands.



L-R: Mark Bulder, Manager Regional Maintenance Central Region, Rawinia Sullivan, new Switched On Housing Customer Coordinator, and Russ Holland, Switched On Housing Administration Manager.

In the North Island, SOH looks after the Manawatū/Hawke's Bay and Gisborne areas. In the South Island they look after the North Canterbury/West Coast and Marlborough regions.

Recently SOH welcomed new Customer Coordinator Rawinia Sullivan to their maintenance whānau in Hawke's Bay.

SOH Contract Service Manager Jaida Walker-Clark says this amazing opportunity for Rawinia came about through Development Hub, a Ministry of Social Development (MSD) initiative. Jaida says the MSD Hub works with individuals to support them to develop a more positive future through employment, education and training opportunities. The programme also provides the tools to help candidates develop their own self confidence and self-belief.

"With Te Mahi Ngātahi, Maintenance Partners are working hard to identify possible employment opportunities for people in the communities they serve. The great outcome that has been achieved for Rawinia shows these opportunities are out there in local communities. Through the term of this contract, we are

expecting to see these sorts of employment opportunities ramp up significantly," Manager Regional Maintenance Mark Bulder says.

Jaida comments, "We just loved this story so much we asked Rawinia to tell us in her own words about her journey from the Hub to a permanent role with SOH."

"I joined the Development Hub to improve my CV and work experience. Rawinia says the Hub then helped her prepare for the interview through practice interview questions, overall presentation and lots of positive encouragement. "They also reassured me I could do it and make it in this already well-established company."

Rawinia says when she arrived at the interview at the SOH offices she was already sweating and shaking before she even got to the office door.

"When I received a call from Russ Holland confirming the permanent position at SOH I cried because my CV was informal and had some spelling mistakes, but they had still seen the potential in me. I am so grateful to be working for this company."

Now more than three months into her job, Rawinia says she is just "over the moon" to be working at SOH. She says she has already learnt so much, not only about the company but about herself. "Working at SOH has allowed me to use my own personal experience to help build relationships with customers and trades, which helps the company the most through doing what we need to do to get the job done on a positive note," Rawinia says.

"I've also made some really good relationships here in the office. My team has been so supportive towards me and this gives me more motivation to do better so that I can help even more. Everyone has been so patient and kind and every day I am excited, happy and always eager to come to work because every day is different, but the people stay the same."

Asked to sum up her new role with SOH, Rawinia says she loves the people she works with, getting to know her community and just being able to help in any way possible. "I am so excited to be here long term and grateful to be able to grow in such a supportive and encouraging environment. I'm just so grateful for this opportunity."



## Let's all do the right thing!

To raise any integrity related issues, dishonesty or fraud concerns, in confidence, any time, call 0800 8355 469.



## Pines and bats in Pine Avenue – there’s more to maintenance than leaking taps

A bespoke approach was required recently when a large pine tree fell on a section of one of our Community Group Houses in the Hamilton suburb of Melville. While there were no injuries, it was clear a unique solution would be required to deal with 30 other pines and four gum trees also on the 3,485m<sup>2</sup> site and at risk of falling onto the house.

To add to the list of challenges, the long, narrow driveway and the physical location of the trees in relation to the house provided access issues for large diggers and cranes.

But wait – there’s more! Long-tailed bats were present in the gully where the pines were located. Long-tailed bats have a national, critical threat status and are a protected species under the Wildlife Act 1953. This means any direct harm caused to the bats can result in prosecution, so the team had to take all practical measures to avoid any harm to the bats.

Following discussions between Te Mahi Ngātahi Maintenance Partner Responsive Maintenance Limited (RML) and the Kāinga Ora Planned Programmes and Asset Management teams, a plan was developed which was a bit different from the usual sort of plan put in place to manage maintenance issues.

A helicopter would be used to trim the trees to the height of the top of the fence, leaving the tree poles standing in the gully to retain the bank. A bat management plan would also be put in place, with strict tree removal protocols including acoustic monitoring using automated bat detectors and tree inspections for roosting features such as cavities and split branches.

The plan was to manage the work in three phases – pre-felling inspections, pine tree removal by helicopter, and privet removal and stump poisoning. RML successfully delivered the project within the agreed timeframe, on budget and to a very high standard. The home is now safe and ready for our next Community Group Housing customer.

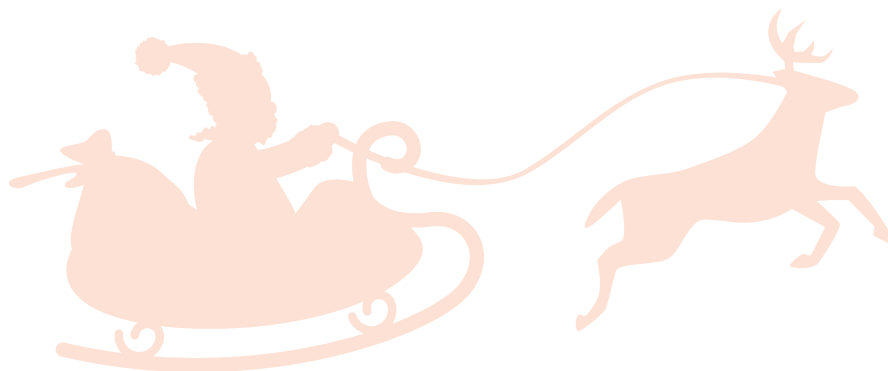
RML’s Scoping Manager, Brenden Pickens says, “It was an exciting and challenging job that ran, I am pleased to say, like clockwork. The entire neighbourhood enjoyed watching the helicopters while they flew overhead and RML is really proud of the overall result.”



Helicopter carrying tree trunks



Acoustic monitoring





## 'McGyver' Mike and Switched On help Hayley

This is a story with our customer at the heart...

Kāinga Ora Maintenance Supervisor Mike Hay says he met Hayley in 2019 when the team supported a clean-up at her Palmerston North home.

A week later, Hayley suffered a major heart attack and was at home alone with her son Tyreece when it happened. Tyreece called 111 and said his mum had fallen over on the ground and was groaning. An ambulance attended quickly and medical interventions were provided to Hayley.

Tyreece's school heard about what he had done to help his mum, and made a special certificate to congratulate him on being able to get his mum the help she desperately needed that day.

Mike says Hayley had previously expressed an interest in having a vegetable garden at her home to help her relax and also support her family to learn to grow their own food.

With everything that had happened, they decided to pull a team together to make Hayley and her family their own raised vegetable garden.

"The plan was to make the vegetable garden earlier this year but with the COVID-19 pandemic it unfortunately had to be put on hold," Mike says.

However, recently Mike and Maintenance Partner Switched On Housing were able to make Hayley and her family their long wished for vegetable garden.

With Hayley's permission, Mike approached PlaceMakers Palmerston North, who agreed to donate wood for him to build the raised garden, and Switched On Housing donated soil and plants.

With everyone pitching in, Mike says they were able to create an amazing raised vegetable garden for Hayley and her family. He says the garden is designed to meet the needs of Hayley and her family, including ensuring everyone can sit on the edge of the garden and still reach the plants at the back of the garden.

Mike says Hayley couldn't stop smiling and even had a little cry of happiness after everyone left. Through the efforts of Mike, who has been renamed 'MacGyver', Switched On Housing, Pro Industries, a SOH subbie who supplied soil and filled the garden and PlaceMakers Palmerston North, this act of kindness will have a positive impact on this whānau for many years to come.



Hayley's new raised vegetable garden



Switched On Housing Kāinga Ora Delivery Lead Lester Eves and Jason Kennerley from Pro Industries

Kāinga Ora Maintenance Supervisor Mike 'MacGyver' Hay

## CJ's Cleaning Services gets the job done

At a Kāinga Ora new housing complex in Mangere, South Auckland routine maintenance was not working as planned, which contributed to some unexpected issues with rubbish.

A visit from the tenancy manager to new customers identified the gap and resulted in the maintenance team being asked to get involved.

Spotless subbie CJ's Cleaning Services was up for the challenge and quickly got a crew together to remove all excess rubbish and get the yard areas tidied up. The tenants and the Kāinga Ora team were very happy with the prompt response from CJ's Cleaning Services and regular communal clean-ups and rubbish collections are now in place.



CJ's Cleaning Services team on the job cleaning the complex

A job well done at the complex

## RML springs into action in Marfell

Responsive Maintenance Limited's management team of Area Manager Charlie Mendoza, Contract Services Manager Glen Morgan, Customer Improvement Manager Charmin Biggs and Scoping Manager Brenden Pickens travelled to 'The Naki' recently to support the local Kāinga Ora team with a local initiative in the New Plymouth suburb of Marfell.

Kāinga Ora Area Manager Karen Hema said the initiative, called 'Spring into Action', aimed to bring local people together through food and conversation. "The focus was also on building community, education, sharing information on recycling and sustainability, and helping each other," Karen says.

Local stakeholders, including teams from New Plymouth District Council, Sustainable Taranaki, Budget Services, Safer Families Trust and Police also came along to offer their support.

"RML did an awesome job, driving over from Hamilton with tables and barbeques and feeding 200 plus people with their delicious homemade sausages."

Several classes from Marfell Primary School also participated in the event and had lots of fun enjoying activities such as shooting hoops, chalk drawing and learning how to care for the environment. "The kids loved the handouts, including our green Kāinga Ora bags, and it was a great sight watching them skip back to school with our bags on their backs," Charlie says.

Workshops included showing people how cheap and effective products like baking soda and vinegar can be used around the home. And there was information on how to make an easy vegetable garden and grow your own food.

RML's Glen Morgan says it was great to be able to be part of 'Spring into Action' and says the team have already put their hands up for the next one.

"It went so well that the New Plymouth Kāinga Ora team are keen to do more in their region and we're keen to be involved too. Seeing people come together to learn and support one another and their local community is something we very much want to be part of," Glen says.



Responsive Maintenance Limited team – Glen Morgan, Charmin Biggs and Charlie Mendoza on the barbeque at 'Spring into Action' in the New Plymouth suburb of Marfell

## Spencers provide 'Hearts and Minds' breakfast fit for trades

Spencers West Auckland region cooked up a storm recently in recognition of trades who deliver services whatever the weather.

A sunny 7am kick-off saw around 70 trades greeted by Spencers Operations Director, Tom Lavery, and staff from this region sizzling bacon, sautéing onions, frying eggs and chargrilling asparagus and mushrooms. It was a breakfast fit for hungry and hard-working folk.

Bill Harrison, Spencers Region 2 Manager organised the event.

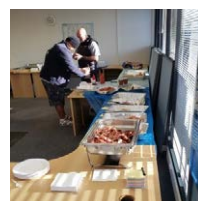
"It was all about recognising the importance of the relationship between the Maintenance Partner and trades family/whānau. It was also an opportunity post-COVID 19 restrictions to catch up and say 'thank you' to them for the efforts they put in during COVID earlier this year. We are proud that during the tough times of COVID we had total success in avoiding pandemic-related problems in our many workplaces," Bill says.

The Region 2 team also officially welcomed the Te Mahi Ngātahi contract and discussed some of the key procedural and system changes.

"There were trades who hadn't met before or seen each other in a long time. Some of the voices on the phone became real people. It was a great way to start the day," Bill says.

Murray Stevenson, Spencers Managing Director, said the breakfast was a great opportunity to mix and mingle with subbies and listen to how they feel things are going. Murray says it's fair to say everyone is already looking forward to the next breakfast.

**Nāu te raurau, nāku te raurau, ka ora ai te iwi**  
With your food basket and mine, the people will be sustained





## Spotless working at height training

In late November, 10 Spotless staff including work supervisors and three quality auditors attended specialist training for working at height.



Spotless team at recent working at height safety training

These are trades who have to perform roof inspections as part of their involvement in roof replacements and repairs on Kāinga Ora homes. The training was held to provide trades with the knowledge they need to perform roof inspections in conjunction with subbies, as well as with the tools and knowledge needed to recognise safe and unsafe practice when working at height.

The trades enjoyed the training, especially the practical sessions, where they learned about different types of fall-arrest gear and harnesses, restraint systems, risk assessment and rescue plans. Spotless General Manager Kāinga Ora contract Nicholas Davidson says this training is an example of Spotless' commitment to the safety of staff and subcontractors and also provided the staff with two NZQA standards.

Helena Hallie, Health and Safety Assurance Auditor for the Spotless Kāinga Ora contract, says the training gave their people a better understanding of the risks involved with working at height and a greater ability to recognise unsafe practice. "We will continue to work with our subcontractors to perform roof inspections and audits. Our staff will also be able to work to help reduce risk onsite in collaboration with our subcontractors," Helena says.

Great initiative, Spotless, to keep your people safe.

## Spencers' 'Blokes Only Bake Off' raises \$4,000 for prostate cancer research

Spencers held its fourth annual fundraiser for prostate cancer research on 20 November.

This year's event, which was generously supported by PlaceMakers, raised over \$4,000 through fundraising raffles, cake sales and a team mufti day. Regional Manager Bill Harrison organised the event, which was held in all Spencers regional offices in the North Island.

The event sees the blokes in the kitchen whipping up culinary masterpieces, which are then judged by a panel of experts to declare a 'Blokes Only Bake Off' winner.

Bill says the masterpieces are then sold off slice by slice.

Bill said the money raised is a huge sum and he could not be more proud of the generous spirit shown by the Spencers family/whānau.

The cakes were absolutely amazing this year, although every year turns up a culinary delight. Check out the photos of the exceptional blokes' baking this year. We can see a few future contestants for MasterChef New Zealand here.



## Jacob's volunteer work for Fire and Emergency

Every working day, hundreds of businesses and organisations support Fire and Emergency New Zealand (FENZ) across New Zealand by allowing their employees to volunteer to respond to incidents.

Spotless worker Jacob Evans-Scott is a volunteer for a couple of organisations, one of which is FENZ's Tawa brigade.

Jacob is also a Compliance Auditor for Spotless on the Kāinga Ora Te Mahi Ngātahi maintenance contract, which includes auditing completed maintenance work for quality, invoicing and ensuring the work has been completed to the required standard.

To recognise employers of emergency volunteers, FENZ launched the Proud Employer Mark in 2020. An event held at Tawa Fire Station was attended by the volunteers' employers, and Kevin Shannon, Contract Services Manager, represented Spotless on the night.

Tawa is a relatively busy brigade and receives around 250 calls a year. Jacob has attended a great variety of emergency calls, from flooding to CPR/medical calls, vehicle accidents and of course fires, although fires make up only a small percentage of the calls. Spotless continues to be a great supporter of Jacob's commitment to FENZ, allowing him to respond during work hours to help the local community when the siren goes.

Spotless says Jacob continues to be busy with his charity work this year. This has included being one of 10 FENZ firefighters who climbed Auckland's Sky Tower in memory of the 343 firefighters who lost their lives during the September 11 terrorist attacks and the 63 New Zealand firefighters who have been lost in the line of duty.

On 21 November Jacob climbed the Sky Tower again with all his protective fire gear on to raise money for Leukaemia & Blood Cancer New Zealand. Jacob says everyone knows someone touched by cancer and he did this in memory of a couple of people he knows who have had the disease.

Jacob says he has spent the last year training for this event and ran in a category called 'Firefighter of Steel'. Jacob wore full structural firefighting gear including a steel breathing apparatus cylinder that weighs a whopping 34kg. He says his personal goal was to climb to the 60th floor of the Sky Tower in under 14 minutes.

We can report that Jacob completed all 60 floors and managed to come 6th in his age category and 14th overall in his category with a time of 18:54 minutes. An awesome achievement!



The 10 FENZ firefighters who climbed Auckland's Sky Tower earlier this year to honour the firemen lost in September 11 and the 63 New Zealand firefighters who have been lost in the line of duty



Jacob Evans-Scott climbing Sky Tower earlier this year

## Masking up at Dunedin Housing Maintenance

Earlier this year during the COVID-19 pandemic, there was no time (or place) for meetings at Te Mahi Ngātahi Maintenance Partner Dunedin Housing Maintenance Contractors' (DHMC's) boardroom, as it had been transformed into a sewing room.

Bringing their years of sewing experience along with their familiarity with making masks and other similar products, DHMC staff members Hanna Wilkie and Natalie Wilson together with the mum of another staff member, Karyn, were busy every day turning out masks for DHMC staff and their trade arm.

The team sewed 400 washable and durable masks, so their staff were able to stay safe by having at least three masks each and the trade arm by having at least four masks each. "These masks kept everyone safe until our overseas order arrived," DHMC General Manager Mark Dore says.

Karen Jacobs, Manager Regional Maintenance – Southern Region, said this was a great initiative from DHMC during the COVID-19 pandemic, when we all had to do things differently.

"At the time it ensured our Maintenance Partner and their trade arm could still carry out maintenance work at our properties, while keeping themselves and our customers safe," Karen says.



DHMC's Hanna Wilkie wearing one of the DHMC handmade masks



# Looking back – 2019-20 in review

## What a year it's been – here are some highlights

- \$521 million dollars spent on maintaining and improving our homes in 2019/20
- Increased percentage of customers satisfied with their Kāinga Ora home >80%
- 18.6 days to turn around our public homes from vacant to ready to let
- Keeping our homes safe for customers from March to June during COVID-19 Alert Levels 4, 3, 2 and 1
- Completed tender and standing up of national Te Mahi Ngātahi contract
- Partnered with 5 national Maintenance Partners servicing 11 geographical regions
- We replaced enough roofing to cover over 13 rugby fields through roofing 1,338 homes - nearly 4 homes reroofed each and every day of the year.
- Our exterior paint programme used enough paint to cover 1,270 netball courts, painting 3,697 homes - over 10 homes painted each and every day of the year.
- We completed 434,464 work orders during the year - over 49 work orders completed each and every hour of the year.

