

Category	Question/Observation	Y/N	Reply
RESPONSE TO QUESTIONS			
What are some of the opportunities to leverage better outcomes across the sector and how can we identify these opportunities?	Responses included wraparound customer support	N	Kāinga Ora has developed a customer strategy that considers the services needed by its customers to support their well-being. We would encourage participants to read this at https://kaingaora.govt.nz/publications/our-customer-strategy/ .
What are some of the opportunities to leverage better outcomes across the sector and how can we identify these opportunities?	and a focus on thriving communities including job opportunities,	Y	The 20/21 Kāinga Ora annual report (https://kaingaora.govt.nz/assets/Publications/Annual-report/2020-21-Annual-Report.pdf) summarises our commitment to 'Te Tuitui Hapori Atawhai - Creating Caring Communities' and the plans and actions we have around this priority, including job and new trainee opportunities.
What are some of the opportunities to leverage better outcomes across the sector and how can we identify these opportunities?	better housing for the needs of children,	Y	We are committed in our AMS to diversifying our housing response to better meet customer needs. We will tailor culturally sensitive solutions that better meet the needs of these whanau reflecting their family structure and the needs of children.
What are some of the opportunities to leverage better outcomes across the sector and how can we identify these opportunities?	and modified properties for diverse needs.	Y	Kāinga Ora sets out its approach to providing more accessible homes in its https://kaingaora.govt.nz/news/new-kainga-ora-accessibility-policy/ .
What are some of the opportunities to leverage better outcomes across the sector and how can we identify these opportunities?	Partnerships, relationship building, and better communication were seen as significant opportunities to leverage better outcomes, especially open and reciprocal communication and strong relationships and partnerships that share resources across the sector, including regarding procurement.	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
What are some of the opportunities to leverage better outcomes across the sector and how can we identify these opportunities?	A systemic response that uses our size and influence to smooth out market cycles, better cross government alignment, such as looking at cross government contracting and developing local responses to local issues such as transport and employment were also considered important.	Y	A key plan supporting the AMS is our 'Building Momentum - Our Construction Plan for Future Homes'. This plan focuses on sharing our forward work programme across the section and aims to allow better forward planning to reduce risk, identify capacity gaps, improve opportunity for collaboration & partnership and identify opportunity for capacity contracting for the supply of materials and services.
What opportunities arise from the proposed locational framework?	Responses included more partnering and resourcing; better collaboration and understanding of each other across the sector to share resources and outcomes;	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
What opportunities arise from the proposed locational framework?	being able to have flexible approaches locally; a focus on thriving communities	Y	Kāinga Ora has shifted to a place based planning and decision making structure designed to improving local level conversation and engagement and deliver on a focus on thriving community.
What opportunities arise from the proposed locational framework?	There were however, perceived issues with data, such as it being out of date and some communities not being well represented in the data.	Y	Participant needs to elaborate on concerns?
What challenges arise from the proposed locational framework?	Feedback included the challenges of being responsive in rural areas; partnering and resourcing, including working with local councils and attaining funding for projects; relationship building and communication, including knowing who to build relationships with and having the time to build shared understanding, and communicating across a large housing sector.	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
What challenges arise from the proposed locational framework?	Additionally accessing adequate, reliable and timely data to inform decisions was considered a challenge.	Y	Kāinga Ora AMS recognises that having good asset related data is essential to our plans. It has established dedicated resource to improve and monitor its asset data quality.
What challenges arise from the proposed locational framework?	One respondent noted "Data you collect takes so long to realise the problem then find the solution. Are you focused in the right places, given the data lag?"	Y	I assume this is to do with demand data. Our build programme is largely directed by the public housing register and public housing plan. Priority applicants are housed from that register. We acknowledge that housing stress goes beyond the public housing register that we generally provide housing for.
What challenges arise from the proposed locational framework?	Finally demonstrating outcomes and considering heritage issues were also seen as challenges.	Y	The AMS is led by our Heritage Policy that underpins the management of heritage properties. Includes buildings, archaeology and cultural sites of significance
Does it make sense for us to focus on building houses where the demand is and work with others to ensure services are provided where demand is less? Why or why not?	· Responses to this question were themed and predominantly fell in the area of data informed decisions. Most respondents thought it did make sense to focus where demand is, using data to inform those decisions and set priorities, while recognising the limitations of the data available.	Y	N/a Observation.
Does it make sense for us to focus on building houses where the demand is and work with others to ensure services are provided where demand is less? Why or why not?	· Other responses included a focus on thriving communities, including an awareness of diverse needs and the need for flexible housing types and fit-for-purpose housing to meet these needs, including the cultural needs of families.	Y	We are committed in our AMS to diversifying our housing response to better meet customer needs. We will tailor culturally sensitive solutions that better meet the needs of these whanau.

Does it make sense for us to focus on building houses where the demand is and work with others to ensure services are provided where demand is less? Why or why not?	· Working with others in areas where demand is less, was supported, with a clear desire to ensure good partnering and resourcing these providers well.	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
Does it make sense for us to focus on building houses where the demand is and work with others to ensure services are provided where demand is less? Why or why not?	· One respondent thought it did not make sense to focus only where demand is and work with others where demand is less, because as a national institution, Kāinga Ora can cross subsidise its entities. By focusing on building houses where the demand is, the overall cost to deliver services was thought to be higher for Kāinga Ora.	Y	N/a Observation.
Are there groups who will want to partner or provide housing in urban areas and more remote areas?	The answer to this question was yes, and groups included Community Housing Providers, councils (while acknowledging they are not eligible for incentives) and Churches. Along with groups looking to partner, respondents noted the desire to explore the feasibility of other housing types and models such as Tiny Houses and other models of affordable housing, as well as utilising ageing Kāinga Ora housing stock and new models to support people to move into home ownership.	Y	N/a Observation.
Are there groups who will want to partner or provide housing in urban areas and more remote areas?	It was seen as important that if Kāinga Ora looks to partner, that it also provides support to these partners both financially and in dealing with legislative and bureaucratic processes, and that Kāinga Ora sees itself as part of these communities to better understand their needs and the best approaches to meet these needs.	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori..
On a scale of 1-5 (1=absolutely not, 5=Totally), have we got our priorities right with the seven key areas of change? Why?	Responses ranged from 3 – 5 with an average of 3.9.	Y	N/a Observation.
On a scale of 1-5 (1=absolutely not, 5=Totally), have we got our priorities right with the seven key areas of change? Why?	Reasons for the rating included the need to focus on quality of homes, particularly energy efficiency and other healthy home measures, and continuing to prioritise community engagement, social enterprise and other environmental factors. One response stated that Kāinga Ora is “Doing awesome. Renewal programmes and retro doing well and leading the way”.	Y	N/a Observation.
Are these the right foundations to support our housing standards (healthy, dry, warm, safe, essential amenity, other)?	There was support for healthy, warm, dry and safe housing standards.	Y	Good to hear the endorsement of Kainga Ora Housing standards, Kāinga Ora through its AMS is committed to providing whanau with safe, warm dry homes that meet their needs.
Are these the right foundations to support our housing standards (healthy, dry, warm, safe, essential amenity, other)?	Other factors identified were a focus on specific groups and cultures such as rainbow, ageing and Pasifika, housing, that fits tenant needs,	Y	We are committed in our AMS to diversifying our housing response to better identify and meet the broad range of customer needs - led by better engagement with customers and communities, our place based approach and customer strategy at https://kaingaora.govt.nz/publications/our-customer-strategy/ .
Are these the right foundations to support our housing standards (healthy, dry, warm, safe, essential amenity, other)?	the need to appropriately manage heritage assets and	Y	The AMS is led by our Heritage Policy that underpins the management of heritage properties. Includes buildings, archaeology and cultural sites of significance
Are these the right foundations to support our housing standards (healthy, dry, warm, safe, essential amenity, other)?	support for a shift toward passive housing.	Y	The AMS focusses on least cost financial and environmental whole of life solutions considering achievability & alignment to policies, guidelines, standards and priorities. We recognise that we will need to adapt to changing performance standards for housing to better equip them for a low carbon future.
What opportunities do you see to leverage better outcomes for Māori?	Responses included partnering and resourcing across the spectrum from early engagement in property development, to contracting with Māori to provide maintenance services, using kaupapa Māori approaches to design by Māori - for Māori, and better communication and relationship building, such as face to face connections and building relationships person to person.	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging with Maori. Also refer to our Partnerships Strategic Plan. Te Rautaki Māori Strategy 2021-2026 refers to Building Capability - Better jobs, training and more opportunities as a key focus areas for Kāinga Ora. Please refer Te Rautaki Māori Strategy 2021-2026 for more detail.
How might we best link this activity to local Māori business? What might this take?	Responses were centred on more partnering. It was recognised that there would be a need for Kāinga Ora to support capacity building of Māori businesses. It would require Kāinga Ora to decide it was going to seek Māori businesses to work with and be willing to co-invest and/or sell some whenua back to Māori.	Y	Te Rautaki Māori Strategy 2021-2026 refers to Building Capability - Better jobs, training and more opportunities as a key focus areas for Kāinga Ora. Please refer Te Rautaki Māori Strategy 2021-2026 for more detail.
What more would you like to see or understand about our proposed approach to asset management?	Responses included more focus on modes of transport,	Y	Under our AMS objective of 'our housing portfolio is environmentally sustainable customers' we agree that our customers 'having access to environmentally friendly transport options' is a significant issue to address going forward.
What more would you like to see or understand about our proposed approach to asset management?	heritage,	Y	The AMS is led by our Heritage Policy that underpins the management of heritage properties. Includes buildings, archaeology and cultural sites of significance
What more would you like to see or understand about our proposed approach to asset management?	and a wish to see a grouping / categorising of types of housing alongside the locational framework.	Y	Unsure of meaning.
What more would you like to see or understand about our proposed approach to asset management?	One specific piece of feedback is the need to update the 'Management of heritage properties policy' to the 'Heritage policy'. The policy map referred to in the strategy is also outdated.	Y	Updated wording in the document.
RESPONSE TO WORKSHOPS			

Te Tai Tokerau Iwi Engagement	· Participants want this strategy to have simple and straightforward language, it needs to be written in a way whereby iwi, hapū and rūpū Māori representatives can take this strategy home to kaumātua and they understand the intentions of Kāinga Ora need to engage more with communities and visit them in their towns to listen to what they need. An analogy used throughout the session was “picking up the tea towel” this was used to encourage the establishment of genuine relationships with iwi, hapū and rūpū Māori. It is important to participants that mana whenua are engaged early and involved in future plans of Kāinga Ora.	Y	In developing any external materials we will ensure that our communications team use simple and straight forward language.
Te Tai Tokerau Iwi Engagement	· In recent years, the houses that Kāinga Ora have built have been of poor quality, systems need to be put in place which monitors the quality of houses that Kāinga Ora are building.	Y	We have defined housing standards and quality control processes to ensure compliance to these standards. Kāinga Ora regularly inspects its houses and complete maintenance works as needed.
Te Tai Tokerau Iwi Engagement	· It's important to consider cultural appropriateness for future builds, Kāinga Ora should be looking at what life at home is like for Māori, where Māori congregate most in their whare, having māra kai outside.	Y	We have reviewed wording in the document to ensure that our homes are well configured and available to meet customer needs
Te Tai Tokerau Iwi Engagement	· “Is there a strategy that Kāinga Ora has with regards to tenancing people where they have whakapapa connections?”	N	Refer customer strategy.
Te Tai Tokerau Iwi Engagement	· “Is mana whenua involved from the get-go? And is this continued through the whole process?”	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
Te Tai Tokerau Iwi Engagement	· “Who do you work with to develop the area for the people who will live there? Is there a system or a strategy for that?”	N	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
Te Tai Tokerau Iwi Engagement	· “How is 'getting it right' measured?”	Y	We will need to measure a broad range of outcomes - including how well we engaged with whanau and communities, compliance to our standards and customer feedback.
Te Tai Tokerau Iwi Engagement	“What does a good partnership look like, how do you measure that? What does success look like to Kāinga Ora?”	N	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging with Maori. Also refer to our Partnerships Strategic Plan.
Te Tai Tokerau Iwi Engagement	· “Is there a strategy allowing for intergenerational living?”	Y	We are committed in our AMS to diversifying our housing response to better meet customer needs. We will consider needs for large and multigenerational families and seek to tailor solutions that better meet the needs of these whanau.
Te Tai Tokerau Iwi Engagement	· “How do we create standards within a te ao Māori framework?”	Y	Refer to Te Kuratao.
Te Tai Tokerau Iwi Engagement	· “How are we ensuring that we are identifying the original mana whenua and allowing them to take the lead in building on their whenua?”	N	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
Tāmaki Makaurau Iwi Engagement	· As a result of the pandemic, this participant saw an increase in whānau moving back to Kaikohe from Auckland. This created a huge dilemma in her mahi as they could not find homes to house whānau. The participant mentioned that in her previous mahi, due to a lack of housing available in Kaikohe, her previous employer had to partner with private owners Ray White to find housing stock in nearby regions such as Whangārei and Whangaroa. The rūnanga she works for currently have purchased 22 homes through the Ministry of Housing and Urban Development to house whānau.	N	N/a Observation.
Tāmaki Makaurau Iwi Engagement	· Kāinga Ora should partner with Māori businesses and local businesses to build community capacity and capability. This could look like utilising the help of local school caretakers and local tradesmen to help with any projects Kāinga Ora facilitates in their area. It is also important that Kāinga Ora partner and establish relationships with iwi and rūnanga as they are working on the ground to house their people and are wanting to build their capacity and capability in the housing space.	Y	Te Rautaki Māori Strategy 2021-2026 refers to Building Capability - Better jobs, training and more opportunities as a key focus areas for Kāinga Ora. Please refer Te Rautaki Māori Strategy 2021-2026 for more detail.
Tāmaki Makaurau Iwi Engagement	· The participant endorsed the housing standards of Kāinga Ora, agreeing that healthy, dry, warm and safe homes are essential. These housing standards are not a reality for a lot of whānau living in Te Tai Tokerau, especially in rural areas. Māori are living in wet, damp and cold homes which lead to negative impacts on the health of the people living in the homes, like rheumatic fever and asthma.	Y	Good to hear the endorsement of Kainga Ora Housing standards, it is important that we provide whanau with safe, warm dry homes that meet their needs. We acknowledge that many private homes across the country are not warm and dry and are in need of intervention, but these are not the focus of the AMS.
Tāmaki Makaurau Iwi Engagement	The participant noted that the Ministry of Social Development’s housing register indicates that whānau are needing smaller 1-2 bedroom homes in Kaikohe, as well as larger 3-4 bedroom homes. However, there were more people reaching out to her rūnanga directly than the number of people on the list. Last year, only a third of the 200+ people they helped were actually on the list. They were able to help whānau that weren’t on the list as employees saw them living in their cars, or were speaking to them from their health and social services arm.	N	We acknowledge that housing stress goes beyond the public housing register that we generally provide housing for.

Taranaki and Whanganui	Access is essential to whānau. Some whānau are having to move to the centre of town because they have better access to healthcare, but struggle to fit into the urban communities as they have lived rurally all of their lives. The general feedback around the locational framework is that it restricts whānau from living where they ideally want to be.	N	Broader policy position beyond the AMS that we can't comment on.
Taranaki and Whanganui	Kāinga Ora also need to consider the competing government department policies. Many whānau who have moved home are living in what is considered a red zone. This means that they are not eligible for certain funding from departments like the Ministry of Social Development.	N	Broader policy position beyond the AMS that we can't comment on.
Taranaki and Whanganui	· Many whānau are choosing to live off the grid because, in the long term, it is more sustainable, environmentally friendly and cost-effective. However, it can be difficult for some whānau to get their homes up to the housing standards due to the cost of materials like solar panels, connecting to the local water supply costs around \$40,000.	N	Broader policy position beyond the AMS that we can't comment on.
Taranaki and Whanganui	· One participant noted that a healthy home is more than just the physical building, all other holistic aspects that whānau need should be considered as the foundations of a healthy home.	Y	Kāinga Ora has a focus on customer wellbeing. It has developed a customer strategy that takes a wide lens to the definition of wellbeing. We would encourage participants to read this at https://kaingaora.govt.nz/publications/our-customer-strategy/ .
Taranaki and Whanganui	Early engagement with mana whenua is important no matter the strategy. One participant shared that some whānau within their community had to dispose of their homes because iwi did not have enough time to communicate information from relevant housing organisations back to them	N	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
Taranaki and Whanganui	The participants support the idea of providing local whānau with job opportunities within the housing space. To link Kāinga Ora activities to local Māori businesses, participants would like resources to go towards an iwi member who will work alongside Kāinga Ora. This representative can gain knowledge around asset management, be a channel of communication for Kāinga and feed this information back to whānau. This representative will give full attention to the housing issues that iwi are facing and relieves stress from iwi members who wear multiple hats and have taken on this role previously.	Y	Te Rautaki Māori Strategy 2021-2026 refers to Building Capability - Better jobs, training and more opportunities as a key focus areas for Kāinga Ora. Please refer Te Rautaki Māori Strategy 2021-2026 for more detail.
Te Waipounamu Iwi Engagement	Kāinga Ora must allow iwi to take ownership and have a part in creating solutions. This participant highlighted how essential it is for Kāinga Ora to partner early with iwi to get their buy-in at the very beginning of a project as opposed to reaching out to iwi with solutions.	Y	We agree engaging with customers and communities is essential to the success of Kainga Ora. We would refer participants to https://kaingaora.govt.nz/working-with-us/he-toa-takitini-our-partnership-and-engagement-framework/ which sets out our approach to partnering and engaging, including with Maori.
Te Waipounamu Iwi Engagement	It is important to Te Taihū iwi that Kāinga Ora provide social procurement opportunities to Māori-owned and Te Taihū-owned businesses to build capacity and capability within the rohe, this would give Te Taihū iwi the confidence to start developing apprenticeships for their whānau. Te Taihū iwi are currently trying to get their whānau into carpentry and electrical apprenticeships.	Y	Te Rautaki Māori Strategy 2021-2026 refers to Building Capability - Better jobs, training and more opportunities as a key focus areas for Kāinga Ora. Please refer Te Rautaki Māori Strategy 2021-2026 for more detail.
Te Waipounamu Iwi Engagement	Kāinga Ora should consider partnering with iwi to provide trade scholarships to whānau. This would help develop the workforce of each respective rohe and ensure Māori have the capability to be involved in Kāinga Ora projects.	Y	Te Rautaki Māori Strategy 2021-2026 refers to Building Capability - Better jobs, training and more opportunities as a key focus areas for Kāinga Ora. Please refer Te Rautaki Māori Strategy 2021-2026 for more detail.
General	The participant endorsed the foundations to support the housing standards of Kāinga Ora, noting that investing in these foundations will lead to positive health outcomes, especially for tamariki who are affected by the dampness of homes. Healthy homes result in healthy lives, so Kāinga Ora need to ensure its housing stock is of standard.	Y	Good to hear the endorsement of Kainga Ora Housing standards, Kāinga Ora is committed to providing whanau with safe, warm dry homes that meet their needs.