

**Waipuna**  
**Halswell-Hornby-Riccarton Community Board**  
**MINUTES ATTACHMENTS**

---

**Date:** Thursday 11 May 2023  
**Time:** 4.30 pm  
**Venue:** Horoeaka Room, Rārākau: Riccarton Centre,  
199 Clarence Street, Christchurch

---

<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
<b>4.3. Public Forum - Kāinga Ora development at Copper Ridge, Halswell</b>	
A. Caroline Burt - Presentation .....	3
<b>4.4. Public Forum - Kāinga Ora development at Copper Ridge, Halswell</b>	
A. Jules Atkinson, Eva Bragat and Shannon Dsouza - Supporting information .....	6

---



Tēnā koutou katoa.

Ko Caroline Burt ahau.

I am a resident in the Copper Ridge subdivision.

I have come to speak to you about the development of two adjoining Kāinga Ora complexes at 376 Halswell Junction Road. The two complexes are:

- One of four dwellings accessed from Halswell Junction Road. And,
- A second of 13 dwellings accessed from Liquidamber Street, which is accessed through the Copper Ridge subdivision.

That is 17 dwellings on a 4722 square metre parcel of land.

I am speaking as I wish to express another opinion to the petitioners. We are a new community and I feel overwhelmed by this proposal which I have seen cause quite a lot of stress, alarm and anxiety amongst our community.

The Kāinga Ora management of the complex. The communication dated 14th of April 2023 about the development, Kāinga Ora stated that the contractors hours of work would be 7:30 AM to 6:00 PM Monday to Saturday. And that no construction work will be carried out on Sundays or public holidays. This is in line with the Christchurch city council's noise control plan for construction and demolition work. However, in the month since receiving this communication, work has already been conducted outside of these hours on multiple occasions.

I have requested info on how the complex will be managed including the assessment of the community to enable matching of Kāinga Ora customers to the existing community and the management of the property. I have only received limited information so far. As of November 2022, Kāinga Ora had not evicted any tenants. The agency has moved some households with half of those are tenants that have chosen to move away from their disruptive neighbours.

The current record of Kāinga Ora in the past month and of managing it's current tenants does not give me any confidence in their future ability to successfully manage the complex.

The resource and building consents for the two complexes at 376 Halswell Junction Road have been applied for separately. The resource consent for the complex accessed from Liquidamber Street, that is the 13 dwelling complex, was approved in September 2022. It was applied for by Community Homes Torrens Road Limited. It has since been purchased by Kāinga Ora, exactly when is yet to be confirmed by Kāinga Ora. However, I am led to believe this was an early April 2023. The resource consent was a non-notified consent. The community was notified by Kāinga Ora of the purchase on the 14th of April 2023 by a pamphlet that was dropped in our letterboxes. At this stage the foundations of all dwellings except one were in place. The community has not been able nor has it been requested to give input into the complex or it's design.

In the Report/Decision on a Resource Consent Application dated 12th of September 2022, the conclusion was "that any adverse effects on the wider environment will be less than minor and there will be no affected persons." If the two complexes had been applied for together the impact on the

existing community that is the affected persons may have been viewed differently by the Christchurch City Council

I have requested the approved resource and building consents for the 4 dwellings that will be accessed from 376 Halswell Junction Road from Kāinga Ora.

The approved design for the 13 dwelling complex includes:

- Mountable kerbs,
- Foot path with a width between one and 1.2 metres (less than the District Plan requirements of 1.5m width)
- Two accessible dwellings,
- No on-street or, on the roadway parking,
- Either one or two off-street car parks per dwelling,
- 11 of the 13 dwellings are two storey, and
- A roadway width of 4m.

The surrounding community includes only one two storey dwelling, that is the original farmhouse. This design is not in character with the current suburb.

The roadway width is the minimum width required by FENZ. The Report noted that the mountable kerb enables pedestrians and cyclists to utilise the roadway as a pathway if needed. Mountable kerbs will also allow for vehicles to mount the footpath and, with the lack of parking within the complex, park on the footpath. This raises two concerns:

- How will the residents of the two accessible dwellings move around the complex, and,
- The roadway will be reduced in width to less than the minimum 4 metres required by FENZ.

With the lack of close public transport, this would lead me to believe that the residents will need a vehicle.

The design of the roadway in the second complex of 13 dwellings is a U shape with an extension. By the plans, at the end of the extension is a fence and the adjoining property, 20 McTeigue Road. Not a dwelling within the complex.

20 McTeigue Road currently has a single dwelling, paddocks and livestock. The size is 4335 square metres. Nearly the same size as 376 Halswell Junction Road. There are currently no proposed or approved resource or building consents for this property with the Christchurch City Council.

The design of a U shaped roadway with an extension to the boundary of the adjoining rural plot indicates that they have allowed for expansion of the complex. The size of the adjoining property and the current 17 dwelling complex has the potential to expand the complex to double the size.

I have placed many Official Information Act requests with Kāinga Ora about this complex and the other complexes they manage nationwide. I have yet to receive a response.

My questions to you, our community board are:

- When did the Community Board become aware of that Kāinga Ora had purchased the property?
- Will the number of vehicles per dwelling be restricted to the number of parking spaces provided with the dwelling?
- Are you aware of any other proposals or under development complexes for social housing within the Community Board area?
- And what help can you provide us?

I have come today with my concerns which I realised differ from others. At the end of the day, we are all here expressing our concern for our community including:

- Kāinga Ora's poor track record of managing their properties and complexes.
- The disingenuous approval process of two non-notified consents on the property at 376 Halswell Junction Road.
- The lack of consideration for future customers and the surrounding community in the design.
- Potential for this complex to double in size.

Thank you for allowing me to speak today.

Ngā mihi

19 April 2023

To: Christchurch City Council

CC: James Hadlee, Hon Minister Megan Woods, Andrei Moore, Marie Pollisco

Petition against Kainga Ora state housing in our neighborhood

We call on you to refuse Kainga Ora to build state housing in our neighborhood.

On 14 April 2023, we received a letter from Kainga Ora about 'new homes coming to Halswell', proposing 4 single storey homes (2 x three-bedroom and 2 x four-bedroom) accessed at 376 Halswell Junction Road and 13 one and two-storey homes (6 x two-bedroom, 5 x three-bedroom and 2 x four-bedroom) accessed separately off Liquidamber Street at the back of the site, which means the new development is sharing the Silver Star and Copper Ridge main access road.

We felt ambushed to learn of the new development without warning. The approach has been very sneaky and secretive to not let anyone know about this development. When we checked the site, we were shaken to see that construction work including foundation laying has already begun. It was disappointing that the community had not been consulted in the process. There was no prior consultation with existing residents about a major change of plan to this area nor any indication of this in previous land use plans for future residents was ever proposed. For this reason, we stand with concerned citizens in opposition to the new development coming to Halswell.

Kainga Ora didn't give the community sufficient information at the right time and being rate payers and residents of this area, our wellbeing and interests should also be considered before planning anything new in the neighborhood. It has now come to a point where it is causing immense stress and frustration to current residents who want to try their best to stop this development at all costs.

The reason for this concern is evident in many other similar public housing projects where land value has then plummeted, crime and daily issues have grown, school decile rating will suffer, and peace and calm will be impacted. Not to mention that the adjoining skate park which is so dear to residents currently will become unsafe if used for anti-social group activities. The area where the housing is coming up is surrounded by residents already who are not willing to share backyards or driveways with the public housing residents due to safety and privacy issues.

Here are a few facts about the current community:

- This neighborhood has built a family-oriented community and all builds are only 3-4 years old. The land and build value have just started appreciating in value.
- Some residents have faced the sunset clause due to Covid impacting the build timelines which has been a major source of mental stress and exhaustion.
- The Go-cart club at Carrs Road was a pre-existing issue for some where people are still trying to appeal with the Council regarding high noise levels on the weekends.



- Some land around Copper Ridge has not been developed yet and any anti-social incidents in the news are going to prevent the land from being developed further or sold to new residents.
- Between 60 -70 % families here have little kids going to Knight Stream school. Parents and the School are in negotiation with the council about the need of a pedestrian crossing across the Halswell Junction Road due to safety concerns.

Potential impacts of the proposed state housing on this community:

- From available information in news and stuff articles, 13+ housing complexes in Christchurch have proven record of crime, drugs, anti-social behavior, noise complaints and high demand for government agency resourcing.
- The location of the land selected for this development is not appropriate and the impact on immediate neighbors has not been considered in the Consent plan. The 17 house project will house about 80-100 residents and will affect the dynamic of the current community.
- Bringing state housing to the neighborhood could bring gang activity and change the character of the street.
- Taller, cookie-cutter buildings closer to property lines or, in the case of row houses, built to the edge of property lines.
- A shared access road being planned for the housing is the only access for 3 subdivisions already so it is not a low traffic zone, as is stated in the Resource consent plan.
- Off-street parking related issues are inevitable due to a narrow cul-de-sac across the main entrances to the new development.
- Multiple news articles show that there are repeated incidents and complaints for state housing – around 6500 complaints have been lodged against tenants in 2022 and not a single tenant eviction has been undertaken to deal with these complaints.
- There is concern that with repeated complaints made to Kainga Ora about their residents, they do not have the resources to deal with this and to take immediate action in the case of any incidents.

The government talks about building strong healthy communities but here it is cutting into the fabric by not consulting with the community and seeking what is culturally appropriate for our neighborhood. This is a diverse multi-cultural community but there has been no consideration about the new community being able to culturally align with the existing community.

We recognize that there is a need for state housing and a greater demand for social housing for all age groups including senior residents. All of us want to see that met, to build homes for families

with a warm and dry place to live. We are not generalizing that people in state housing will cause disruptive behavior. However, even a handful of incidents are enough to disrupt the peace and quiet of this community. Some of us have experienced living in an area neighboring state housing and the anti-social behavior of some of its residents, and after the trauma of facing a nightmare situation almost every day, we chose to build in Halswell. We thought we found a perfect place for us and our families and have invested huge amounts of money to call this place home. Halswell is a safe community, and we really don't want it to change.

We, the undersigned, are opposed to Kainga Ora's new housing development coming to Halswell. We call on Christchurch City Council to:

1. Provide a park, playground, public amenities like shops/café/pharmacy/medical centre, a reserve or open spaces for the residents across the Halswell junction road. The District Plan 14 shows no provision for these requirements.
2. Reconsider the resource consent plan for the Kainga Ora development – areas of impact that have been identified do not fully cover the issues that are going to come up as a result of this development.
3. Entry to the state housing complex (whether 4 or 17 houses should all be from Halswell Junction Road and not internally through Copper Ridge. This development is not a part of the Copper ridge subdivision and so should not share the one and only main access.
4. Provide parking for all houses on site and not rely on adjacent streets and cul-de-sac for parking requirements. There are only 19 car parks provided for which doesn't seem adequate considering the number of people in these houses.
5. Re-design the Halswell junction road intersection if required, to allow for a new development of this size to be accessed from the main road.
6. Stop further site works until these issues have been addressed.

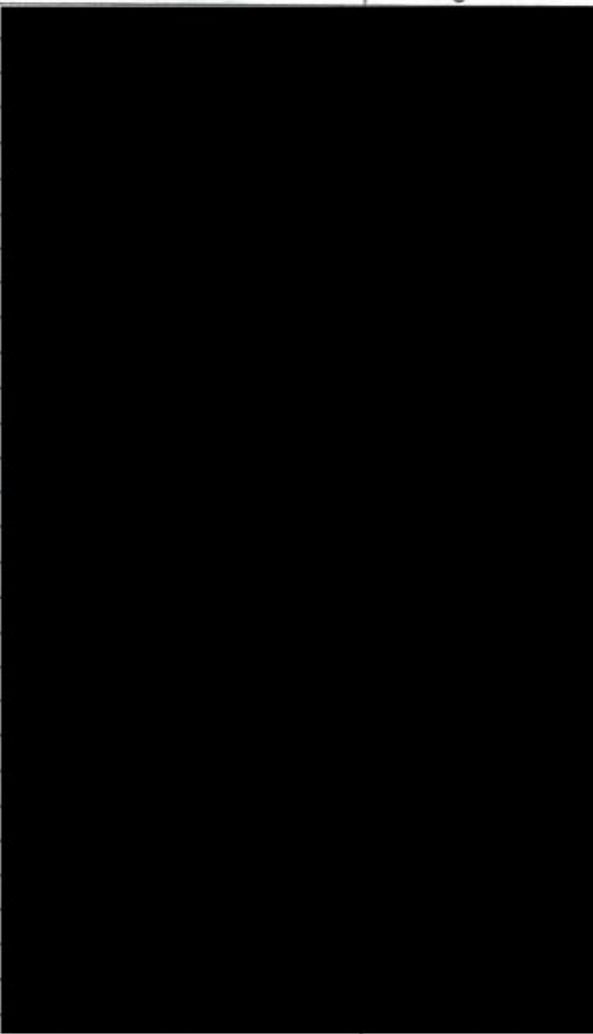
We call on Kainga Ora to:

1. Stop further site works until the issues mentioned above have been resolved.
2. Fully consult with the local community on any future proposals in the area – especially if it is anything more than 2-4 single homes.



We, the undersigned, are opposed to Kainga Ora's new housing development coming to Halswell. We call on Christchurch City Council to:

1. Stop the ongoing development by Kainga Ora
2. Fully consult with local residents on any future proposals

Full Name	Contact Details	Signature
Heyang L.		
Puli Zhang		
Anil Jay		
John + Carol Cochran		
Lu Ding		
Patrice Baxton		
William Wayne		
Alpa Bhakti		
Anya Baxi		
Neetha Thomas		
Kathrina Dinopol		
Franklin Dinopol		
Anne Batchelor		
MANILYN SANTOS		
Jess Lencas		
Rohan Bandi		
Jyothirmayi Bandi		
Jeremy Fidd		
Pratty Sam		
Shannon D'Souza		
Aman Thomas		
Desalegn		
Manali Shah		
Pankaj Shah		
Liam Callaghan		
Jess Callaghan		
Aleisha Porter		
Wesley Fielas		
Elizabeth Rodriguez		

We, the undersigned, are opposed to Kainga Ora's new housing development coming to Halswell. We call on Christchurch City Council to:

1. Stop the ongoing development by Kainga Ora
2. Fully consult with local residents on any future proposals

Full Name	Contact Details	Signature
Bhupendar Bijalwan		
Savita Bijalwan		
Ian Kingrose		
Jules Atkinson		
Barbara Starbury		
Mickey Peng		
Pamitosh Pancholy		
Purvi Pancholy		
AMIT SRIVASTAV		
Kevin Rana		
KEERTY Rana		
VIVEK DOBARIA		
Garima Shrivastava		
Maulshree Srivastava		
M. Lakshmi		
Gurpreet Parmar		
Hiral Parmar		
Vishal Thakur		
Rakesh Chandra		
Anand Krishnamoorthy		
Poolesha Sharma		
Shivangini Patel		
RATAN PATEL		
VRUNDA PATEL		
Nisha Nishtha		
Gurpreet Kaur Bopari		
Mandeep Kaur Gill		
TARSEM SINGH		
Arya Singh		
Soni Srivastava		
Yong A. Sim		
Omni Sim		
Neelu Sim		
Tigal Parikh		
Arvind Parikh		
KULWINDER SINGH MALHI		

10

We, the undersigned, are opposed to Kainga Ora's new housing development coming to Halswell. We call on Christchurch City Council to:

1. Stop the ongoing development by Kainga Ora
2. Fully consult with local residents on any future proposals

Full Name	Contact Details	Signature
Sam Paterson		
Sophie Paterson		
Tanu Srivastava		
HARMAN SINGH		
Meghna K Porech		
Manpreet Kaur		
Cory Devine		
Chandan Jay Trivedi		
Ashwani Srivastava		
Ajits Khare		
Aman Deep Kaur Pandher		
Hardeep Singh Pandher		
Darwin Wei		
Amey Liu		
Preethi Sathish		
VIVEK Srivastava		
Max McLean		
Ravinesh Kumar		
Arvinder Singh		
Jaydeep Kaur		
Jasine Ewing		
Vinodra Agrawal		
Shalini Agrawal		
Abhilesh Yatheendra		
Sajimal Lakshminarayanan		
Iona Morris		
Pratik Solanki		
Devi Solanki		
Beant Kaur		
Tony Morris		
GURJEET BAIS		
MANVI TANDON		
VIKASH JAISWAL		
BHAGYASHREE JAISWAL		
Maneet Matulich		
Hinal Trivedi		



We, the undersigned, are opposed to Kainga Ora's new housing development coming to Halswell. We call on Christchurch City Council to:

1. Stop the ongoing development by Kainga Ora
2. Fully consult with local residents on any future proposals

Full Name	Contact Details	Signature
Eva Bragat		
Manelli Bragat		
Mark Caminong		
MARIA ABARCA		
EDMUND ABARCA		
Harvin Lal Singh		
Gursharan Patel Singh		
Ramandeep Kaur		
Royal Baptista		
Dolcy Baptista		
ROHAN BAPTISTA		
VELENCIA BAPTISTA		
ASNEEL CHAND		
Shayal Chand		
NITESH SINGH		
MONICA SINGH		
PRANAV DHUTANI		
RUSTICO BUCAG JR.		
STU & Karen		
ROY MAGNO		
Felicity Rea		
Andrew Jordan		
VIKASH MUDALIAR		
RAQUEL PANGANIBAN		
WALTER YPK		
ANTONETTE YPK		
Ramil Vasaya		

1. Stop the ongoing development by Kainga Ora
2. Fully consult with local residents on any future proposals

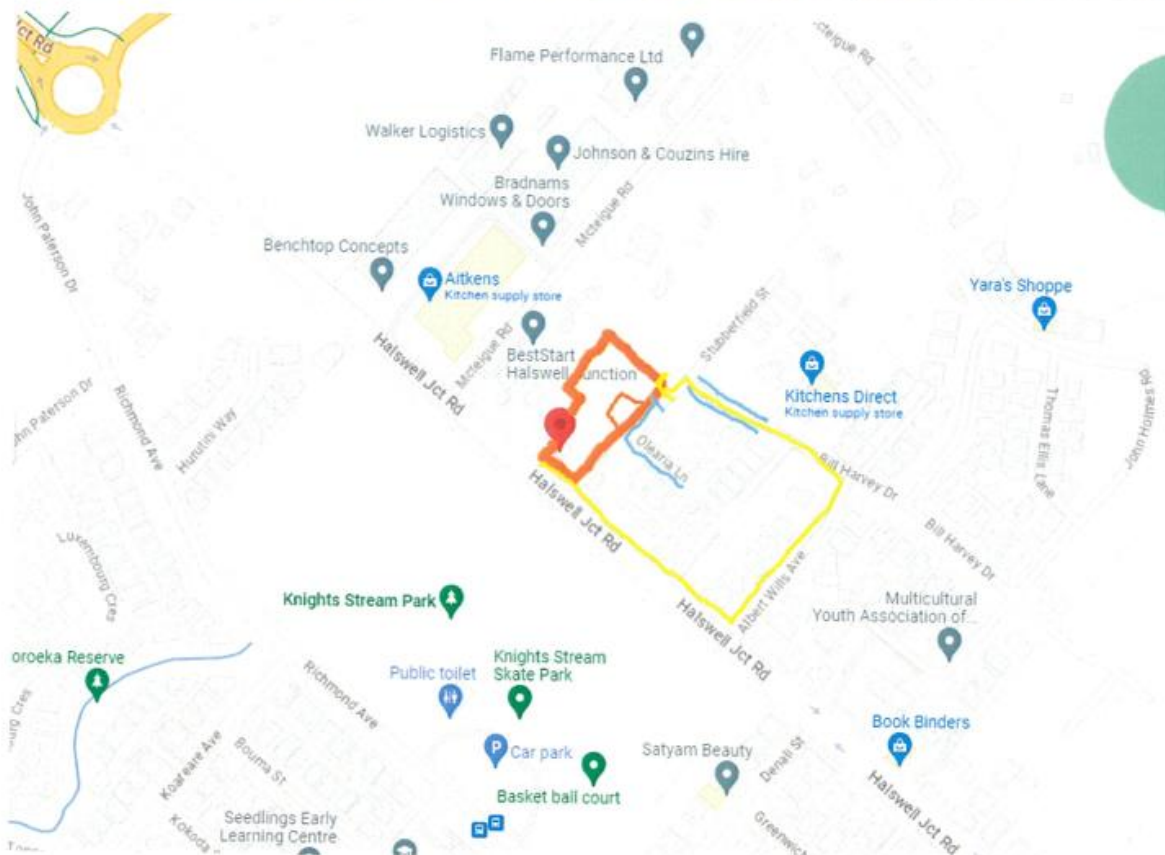
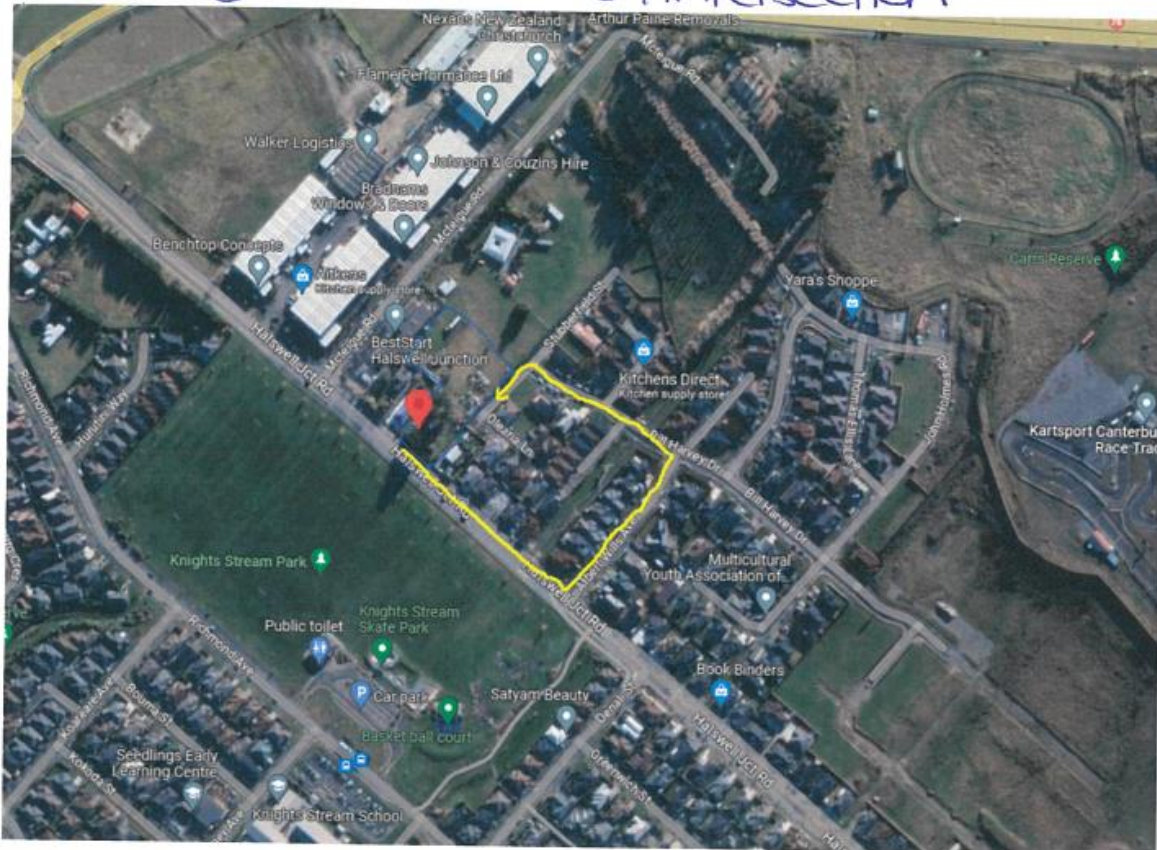
[illegible]



1. Stop the ongoing development by Kainga Ora
2. Fully consult with local residents on any future proposals

[illegible]

Traffic Management - speed / congestion / zebra crossing  
trucks / intersection



Albert Willis Ave - already access to 3 subdivisions



Off street Parking / footpath / recycle truck ? / access to olearia Lane



CP TED - Street lighting / safety

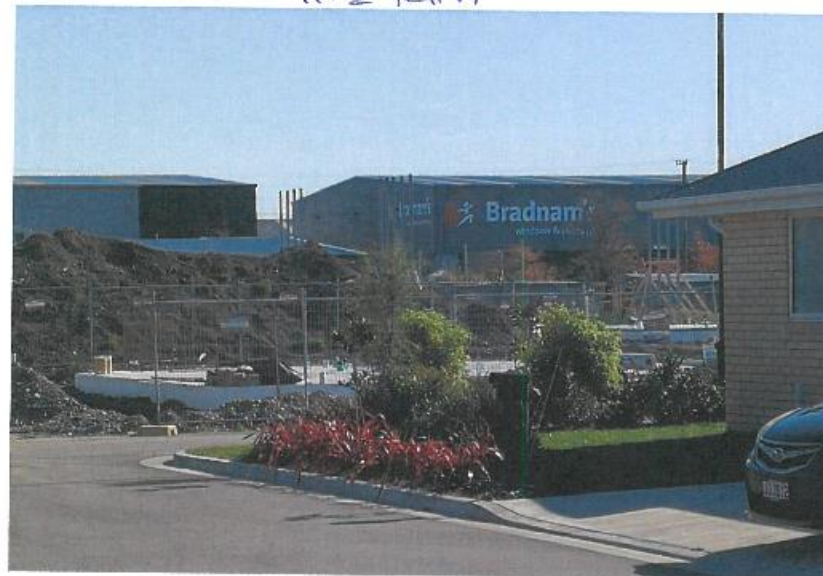
## 14.2. ~~58.3~~ Policy - Development density

- a. In residential development areas, achieve a minimum **net density** of 15 households per hectare, when averaged across the whole of the residential development area within the relevant **outline development plan**, except:
  - i. ~~in the Residential New Neighbourhood (Prestons) Zone where the minimum **net density** is between 13 and 15 households per hectare; and~~
  - ii. i. in areas shown on an **Outline development plan** as being subject to development constraints.
- b. Except as provided for in (a)(i) ~~and (ii)~~ above, any use and development which results in a **net density** lower than the required **net density** shall demonstrate, through the use of legal mechanisms as appropriate, that the **net density** required across residential development areas of the **outline development plan** can still be achieved.
- c. Except as provided for in (a) and (b) above, a proposal for use and development which results in a **net density** lower than the required **net density** will result in other owners of **greenfield** (undeveloped) land within the **outline development plan** area being identified as affected parties (where they have not given written approval).
- d. Encourage higher density housing to be located to support, and have ready access to, **commercial centres**, **community facilities**, public transport and open space; and to support well-connected walkable communities.



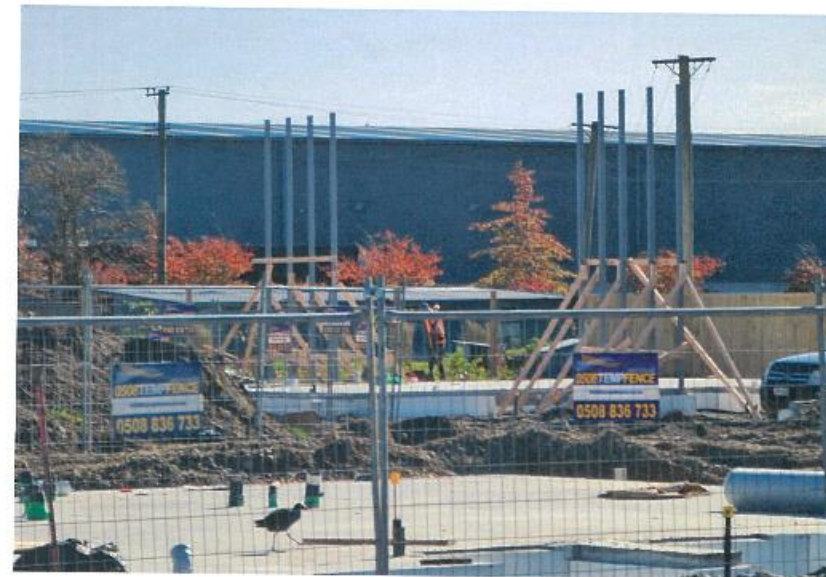


11.29am



11.26am

Anzac Day  
Tues April 25<sup>th</sup> 2023  
- Kainga Ora Letter



11.29am



ccc Public holiday Breach of consent

4. The fencing on the south eastern boundary of Lots 1-2-3 and 4 shall be a height of two metres. The height of fencing is measured from existing ground levels on the boundary prior to filling on the site.

5. ~~In addition to Condition 4, a 20.07m length of this boundary (as identified in Approved Plan Page 7) shall include 0.2m high trellising on top of the two metre high fencing.~~

#### Noise

6. All construction work (including any demolition and/or site preparation works) shall be designed, managed and conducted to ensure that construction noise complies with the requirements of NZS 6803:1999 Acoustics – Construction Noise for residential (see applicable Table on Page 11 of this standard).
7. No construction work, other than maintenance of dust and erosion and sediment control measures, shall be undertaken on Sundays, Public Holidays or outside the hours of 7.30am to 6.00pm Monday to Saturday, without the Council's prior consent.

#### Landscaping

8. The proposed landscaping shall be established in accordance with the Landscape Plan labelled RMA/2022/814/A Page 5 of the Approved Consent Plans.
9. The proposed landscaping shall be established on site within the first planting season (extending from 1 April to 30 September) following the final, passed building inspection.
10. Along the south eastern boundary of Lots 3 and 4, the hebe species shall be capable of achieving a 2 metre height at maturity.
11. The hedging (*Camellia setsugekka*) along the north western boundary of Lot 1 shall be maintained at a width of 600mm.

*Note: This is to ensure the maintenance of the residential unit is still achieved.*

12. All landscaping required for this consent shall be maintained. Any dead, diseased, or damaged landscaping shall be replaced by the consent holder within the following planting season (extending from 1 April to 30 September) with trees/shrubs of similar species to the existing landscaping

#### Acoustic Design

13. At the time of the lodgement of building consent, the consent holder must demonstrate compliance with an acceptable solution listed in Appendix 6.11.4 or provide a design report from a suitably qualified and experienced acoustic engineer confirming that the design is capable of achieving compliance with District Plan Rule 6.1.7.2.1. The development must be constructed in accordance with this information.

*An additional advice note should also be added to the decision as follows:*

*Should design changes be required to meet the requirements of Rule 6.1.7.2.1 and which require a s127 variation consent, rather than being within the scope of the existing consent, this must be lodged and processed at the consent holders expense.*

#### Advice Notes

##### Monitoring

The Council will require payment of its administrative charges in relation to monitoring of conditions, as authorised by the provisions of section 36 of the Resource Management Act 1991. The current monitoring charges are:

Some homes include universal design features benefitting people with accessibility needs. Off-street parking will be provided for each home.

Construction is currently underway, with the homes being built by Community Homes (Torrens) Limited and KR Construction.

The developer advises us contractor work hours will be between 7.30am – 6pm Monday to Saturday. No construction work will be carried out on Sundays or public holidays. Contractors will ensure all health and safety guidelines are followed at the site. We appreciate your patience as they go about this work to build homes for people who need them.

The homes will be used to meet urgent need for public housing in the Halswell area and will provide people and families with a warm and dry place to live. People in need of public housing come to us from the Ministry of Social Development, who assess who qualifies for and prioritises people based on need. Before placing a customer in a Kāinga Ora home, we talk to them about their housing needs and the community they would like to live in, to help us make a suitable housing match.

The vast majority of the almost 200,000 people that live in Kāinga Ora homes are good neighbours and members of their communities. Our way of working is set up to help make sure our customers have the right home and support to live well in their home, and their community.

If you are the resident but not the owner of your property, please pass this on to the owner for their information.

If you have any questions about this redevelopment please contact me on 021 222 0515 or james.hadlee@kaingaora.govt.nz

Kind Regards,

James Hadlee

Senior Stakeholder Relationship Manager  
Kāinga Ora- Homes and Communities



Christchurch South Office  
192 Moorhouse Avenue  
PO Box 1074

0800 801 601  
[www.kaingaora.govt.nz](http://www.kaingaora.govt.nz)

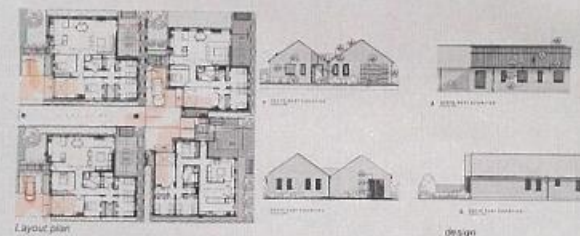
14 April 2023

Dear Resident,

#### New homes coming to Halswell

New warm and dry houses are planned for 376 Halswell Junction Road and Liquidamber Street, near you.

Accessed at 376 Halswell Junction Road, the development includes four single storey homes (2 x three bedroom and 2 x four bedroom) as shown below.



Accessed separately off Liquidamber Street at the back of the site (extension of Stubberfield Street), will be 13 one and two-storey homes (6 x two bedroom, 5 x three bedroom and 2 x four bedroom).



## Kāinga Ora Information

Working with us / He Toa Takitini – our Partnership and Engagement Framework

# He Toa Takitini – our Partnership and Engagement Framework

Under the Kāinga Ora – Homes and Communities Act 2019 we have been given the mandate to do things differently – working alongside others for better shared outcomes, asking people to come into our decision making, and doing things with people, not ‘to them’.

We have created a He Toa Takitini, our Partnership and Engagement Framework that expresses our commitment to our partners and stakeholders. It provides the core principles and a common language across the many functions of Kāinga Ora that lets everyone know that inclusivity and participation are not just important, but critical in us delivering on the outcomes that New Zealanders need and deserve.

Kāinga Ora will aim to ensure:

- Our customers and stakeholders' views are understood and considered when developing housing and urban development policies, proposals and plans
- Our relationships with Māori are reflective of the principles of Te Tiriti o Waitangi
- Our relationships are strengthened and enhanced between Kāinga Ora and Māori, communities, customers and stakeholders by ensuring they are informed about, participate in and have their say on, matters that are important to them
- We build enduring partnerships based on trust, respect and reciprocity
- We close the 'feedback loop' by communicating regularly so that people know when and how their input has been considered and how it has influenced decisions.

We acknowledge that no community is alike, no iwi has identical aspirations and there are often multiple and competing interests and values. However, we recognise that deep, enduring relationships are central to our business and He Toa Takitini will help us navigate this.

## Why we're good at what we do

Kāinga Ora is New Zealand's largest residential landlord and largest client of residential building services. We partner with other agencies, local government and iwi, as well as private partners, to deliver the Government's housing priorities and help develop sustainable, inclusive and thriving communities.

## Design and planning

Kāinga Ora's construction activities incorporate design principles and controls that ensure the housing we develop is of good quality and meets the needs of the communities we serve.

When we build we consider infrastructure, like roads and amenities, such as parks, to create neighbourhoods that are functional, attractive and that further local community aspirations.



**Edgware**  
6 two-bedroom and 8 one-bedroom

**Gresford Street**

**Halswell**  
4 one-bedroom

**Cobra Street**  
4 one-bedroom

**Ensign Street**  
4 one-bedroom

**Hei Hei**

**Gilberthorpes Road**  
3 three-bedroom, 2 four-bedroom and 1 five-bedroom

**Gilberthorpes Road and Amuri Street**  
3 one-bedroom and 2 four-bedroom

*only ones online*

**New Zealand Legislation**

Home Advanced search Browse About this site

QUICK SEARCH  
All SEARCH  
title content My recent searches

Urban Development Act 2020

If you need more information about this Act, please contact the administering agency **Ministry of Housing and Urban Development**

Search within this Act

By sections View whole (977KB) Versions and amendments Secondary legislation

Contents Previous section Next section Tag section Remove Previous hit Next hit

**50 Kāinga Ora must publish details of specified development projects on Internet site**

(1) Kāinga Ora must publish on its Internet site—

- (a) a list of specified development projects; and
- (b) links to establishment orders; and
- (c) any maps, plans, or similar documents incorporated by reference in any establishment order for the purpose of setting out the boundaries of a project area.

(2) See also [section 291](#) (relating to appointments of project governance bodies).



[Developments and programmes](#) / Our work in communities

## Our work in communities

We partner with communities to understand how best to meet urban development, renewal and housing needs, and inform residents and stakeholders at every stage of our development plans.

### What goes into ‘building a community’

Kāinga Ora builds effective and collaborative partnerships so we can understand how best to serve a community's needs for urban development and renewal, as well as housing. Putting the community at the centre of development is essential to creating a sense of ownership and pride of place for residents, both old and new.

We recognise that every new development Kāinga Ora undertakes has an impact on the people who live there. That means we can only be successful by involving the community in the development process from the outset in a way that's meaningful to them.

Kāinga Ora works alongside stakeholders such as mana whenua, residents, schools, local government and community groups to understand the unique needs of each development area. We use a range of tools to work with communities such as community reference groups, design labs, and public information days.

### Our approach to working with the community

We understand that development works can be disruptive for people living nearby so we recognise it's important to keep in touch.

We inform neighbours and stakeholders about what's happening at each stage of a new development and answer any queries that people may have.

Our team of staff includes development managers who can answer questions relating to any technical aspect of a project while our stakeholder relationship managers ensure the lines of communication are kept open at all times on a range of other issues.

We communicate with neighbours in many ways, including in person and by mail. Our stakeholder team will write to neighbours and inform them about the various stages of a development. This communication includes:





- Confirming when demolition works will start



Some of the ways we communicate with our neighbours

Engaging with the wider community may include hosting meetings and community information sessions. These sessions can involve local schools, early childhood centres, local businesses, local churches and faith-based organisations, residents associations, MPs, and local government, community groups, iwi/manā whenua representatives, and any other organisation or individual who wants to be informed or involved.

Our Community Development team will often organise open home and “meet your neighbour” events before families move into new state homes and will assist tenants to settle into their homes.

Find out more about:

- [our planned development opportunities in Auckland, Wellington and Christchurch](#)
- [what's happening in your region](#).

## Tenants' choice to return

To meet growing demand for warm, dry state houses, Kāinga Ora is building thousands of new homes on land we own. Before we can start though, we often have to rehouse tenants into another home to make way for redevelopment.

We understand that leaving your community can be stressful and disruptive so Kāinga Ora has created a policy to provide all tenants affected by redevelopment, the choice to return to their local community as soon as possible.

## What happens if we plan to redevelop

If you are affected by redevelopment and have to be rehoused, an Advisor Customer Liaison will ask you about your preferences for areas to live in. They will take into account the location of places you need to visit often such as schools, workplaces, doctors, churches, etc.

That means if we have to rehouse you we will try our best to:

- Find a permanent home in your current community, if that's what you prefer.
- If we can't find a suitable home in your local community straight away, we will move you temporarily and prioritise the search for a replacement home for you.
- If you don't want to remain in your local community, or if you find you are happy in a home outside the area, you will not have to return to the original suburb.

The Choice to Return policy has been created to house as many of our tenants as possible in communities that fit with their lives. It might take time to find the house that does fit but freeing up land to build more homes ultimately increases the prospects for everyone. If you are affected by one of our redevelopments and have to move, the decision on which community you live in will be lead by you.



## Framework

Under the Kāinga Ora – Homes and Communities Act 2019 we have been given the tools and the mandate to do things differently – working alongside others for better shared outcomes, asking people to come into our decision making, and doing things with people, not 'to them'.

We have created a He Toa Takitini, our Partnership and Engagement Framework that expresses our commitment to our partners and stakeholders. It provides the core principles and a common language across the many functions of Kāinga Ora that lets everyone know that inclusivity and participation are not just important, but critical in us delivering on the outcomes that New Zealanders need and deserve.

[Read more about He Toa Takitini, our Partnership and Engagement Framework](#)

## Leasing your home to us

From time to time, Kāinga Ora will lease a privately owned property to meet demand for suitable housing in certain areas. Our Home Lease product gives property owners stable, long term, continuous income regardless of the status of vacancies. We lease from a range of property investors, from individual residential owners to larger property developers.

[Find out more information on leasing your home \(https://kaingaora.govt.nz/working-with-us/leasing-my-house-through-kainga-ora/\)](https://kaingaora.govt.nz/working-with-us/leasing-my-house-through-kainga-ora/)