



Senior Housing Tenant Welfare Plan

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Queenstown Lakes Community Housing Trust (QLCHT)

Purpose

This document provides a Welfare Plan for the management and support of tenants in QLDC's Senior Housing units in Wānaka and Arrowtown, during the transfer process to QLCHT and beyond.

Background

QLDC owns a total of nine Senior Housing cottages, five in Wānaka and four in Arrowtown. For several years, QLCHT has been in high-level discussions with Council with a view to having these cottages transferred across to the Trust who would manage them.

QLDC has agreed to consider this proposal and seeks an additional document to sit alongside the proposal detailing how tenant welfare will be managed during the transfer process, as well as beyond this period including any redevelopment plans.

QLCHT is well established as the principal provider of affordable and community housing in the Queenstown Lakes District, with both the experience and resources to deliver social housing.

The Trust has been delivering [Senior Housing](#) since 2015 with the purpose of providing those aged 65 years or older, with an affordable, secure home for life that is comfortable, warm and dry. Many QLCHT Senior homes are accessible, or accessible ready, to support mobility needs.

QLCHT currently has 9 Senior Housing tenants, comprising 6.5% of its total housing portfolio. A further 45 eligible Seniors are on QLCHT's waiting list.

As a the only qualified Community Housing Provider (registered with the Community Housing Regulatory Authority) operating in the Queenstown Lakes district, and specialising in managing social and affordable housing, QLCHT is the most appropriate organisation to be managing these vulnerable residents of our community.

Tenant welfare during the transfer process

QLCHT has committed to act as a third party representative and advocate for existing tenants during the transfer process of QLDC units to QLCHT. During this period, QLCHT will provide the following services:

1. Meet in person with all tenants and talk through QLCHT's role and management services.
2. Provide tenants a direct dial line to a dedicated QLCHT team member who will be their key contact. The Wanaka tenants will have our Wanaka-based staff member, and Arrowtown tenants will have a Queenstown-based staff member.
3. Assist tenants with the process of registering for Government support through [Public Housing](#) (if eligible), or the [Accommodation Supplement](#).
4. Check in on a minimum monthly basis with households, either in person or over the phone to update them on the process. This may be more regularly if required.
5. Work with tenants to facilitate other wraparound services¹, as and when required.
6. Report into relevant Council contacts monthly with updates on tenant welfare, any issues, etc.
7. Ensure tenant welfare is at the forefront of all decisions.

Tenant welfare once transfer is complete

Once the transfer is complete, tenants will be in QLCHT's Senior Housing programme. This model is designed to provide affordable, long-term, secure tenure in decent quality homes to older people in our community. QLCHT will deliver the following services during this time:

8. Tenants will be provided a periodic lease through a residential tenancy agreement, meaning they can rent the property indefinitely.
9. It's envisaged most existing tenants will be eligible for [Public Housing](#) through QLCHT, so the Trust's team will assist them through this process.
10. For the first 12-months rents will be set at the minimum of:
 - a. The households current QLDC-established rent, or
 - b. An Income Related Rent established the Ministry of Social Development.
11. After 12 months, rents will be reviewed as per QLCHT's standard rent-setting process, and capped at a maximum of annual CPI adjustments.
12. Facilitate relevant wraparound support services to tenants.
13. Properties will be managed in accordance with QLCHT's [Housing Management Policy](#), although the dedicated QLCHT staff member assigned during the transfer process, will make contact with tenants quarterly for the first 12-months to ensure there are no issues.
14. QLCHT will continue to report into Council at monthly management meetings with any updates on tenants and the properties.

¹ See Appendix 1, *Wraparound Services Index*.

Tenant welfare during any redevelopment process

In Nov22, QLCHT acquired the land at 45 McDougall St which sits adjacent to Council's own cottages. The Trust has a vision to redevelop the two sites and build 12 new Senior Housing units. Additionally, it's considered that at some point in the future, the Arrowtown cottages will also be redeveloped.

Further work will be done in this space once the initial transfer has been confirmed, but in the interim QLCHT commits to the following:

15. Undertake a full transition plan once the timing of any redevelopment plans are known.
16. Engage with tenants and discuss plans and alternative housing options. QLCHT has several existing developments as well as others under construction and in the pipeline which would easily be able to accommodate these Senior households. These include Suffolk Street and Tewa Banks in Arrowtown; Longview, Northlake and Hikuwai in Wānaka.
17. Confirm existing tenants will not be moved out of their residences unless a satisfactory alternative option is presented to them.
18. Obtain Council endorsement for any redevelopment plans.
19. Engage with the community in advance of lodging resource consent applications for redevelopment.
20. Ensure tenant welfare is at the forefront of all decisions.

QLCHT is willing to commit to a legally binding agreement with QLDC, which will ensure existing tenants are appropriately relocated, and none will be evicted from their current homes. This could include a dispute resolution process to be managed by QLDC.

Appendix 1: Wraparound Services Index

Need	Provider / service name
50 + welfare and wellbeing	Grey Power
60 + activity and social gathering	Wakatipu Senior Citizens Association
Accessibility Funding	Te Whatu Ora Health NZ / Southern DHB
Budgeting	Presbyterian Support Otago
Budgeting & MSD entitlements	Presbyterian Support Otago
Budgeting & MSD entitlements	The Salvation Army
Chronic, complex health need	Wanaka Social Workers
Chronic, complex health need	Queenstown Social Workers
Community Arts and Social space	Te Atamira
Community health and wellbeing	QLDC Sport & Recreation
Community Hub	QLDC Libraries
Community information, advice and advocacy services	Citizens Advise Bureau
Community poverty and social support	The Salvation Army
Community Wellbeing, counselling	Happiness House
Directory of social/wellbeing services	QLDC
Educational initiatives	REAP
Elder abuse prevention, social and health services	Age Concern
Elder connection, friendship and wellbeing	Friendship Drive
Family violence	Are You Okay?
Families experiencing multiple challenges	Strengthening Families
Financial Entitlements	WINZ
Free data for health services	Zero Data
Health and wellbeing support for under-5 and their whanau	Plunket
Men's community space	Menz Shed
Māori-specific needs	Uruuruwhenua Health / Mana Tāhuna
Public Housing	MSD
Social sector community purpose built facility	Community Hub
Supporting Queenstown newcomers to feel welcome	Welcoming Communities