



Dwell Housing
Trust

annual report 2021-2022



Dwell: who we are

We provide affordable, quality housing for people on low incomes or in need. Building on our history and wealth of experience, we provide a range of housing services including:

- Social and affordable housing for people in need.
- Supportive housing for people with other needs such as mental illness and intellectual disabilities.
- A shared home ownership programme for first home buyers.
- We also manage homes for other organisations.

We are more than a landlord as we ensure our residents have access to the support they need, and want, to live well, be well, do well.

We collaborate with others to create positive outcomes where our residents can thrive.

We have the flexibility to provide a range of solutions and services, respond effectively to local housing needs, and utilise the goodwill of the wider community.

We are a strong voice for community housing and our residents.

Dwell is a registered community housing provider with the Community Housing Regulatory Authority. A registered contractor with the Ministry of Social Development and the Ministry of Housing and Urban Development. We are also a registered charitable trust with Charities Services.

Our vision | Ā mātou Tūruapō

Well housed communities where people live well and do well.

Nahanaha whare mō te hāpori kia noho tahi hei hāpai hei ora ai.

Our mission | A mātou mihana

We provide affordable quality homes where people flourish.

Ka whakarato ngā kainga whakaruruhau kia hāpai i ngā tangata.

Our values | Ā mātou Whānonga Pono

People centred | Pūtahi Tangata

We put people at the heart of everything we do. We are more than a landlord. We're focused on building relationships that build better lives.

Ka manawanui ki te tangata i tō tātou mahi katoa. Ehara ko te kaituku rīhi noa iho. Ka arotahi ki ngā whakawhanunga hangatanga kia pohewa te oranga pai.

Community building | Hangatanga Hāpori

We help create communities where people want to live. We are inclusive and uphold human rights.

Ka hāpai i nga pohewa hāpori mō ngā wāhi kainga. Tae rā anō ki te tangata kia whakamana hoki te tangata me ōna mōtika.

Forward thinking | Whakaaro whakamua

We are a leading organisation. We seek creative and sustainable housing and partnerships that help us reach our vision.

He whakahaere tōpūtanga. Ka rapa auahatanga me whare toitū me ngā rangapū e hāpai kia tae ki tō tātou turuapō.

Our history

Dwell Housing Trust is a community housing provider with a long track record of providing affordable quality homes. Dwell became operational in 2013 following the joining of the Wellington Housing Trust and Mahora House Inc. Those two organisations had more than 50 years' combined experience in the community housing sector.

Dwell is a uniquely experienced and capable organisation working in and committed to the greater Wellington region.

*Neke atu i te rangatira whare noa iho
More than a landlord*



Chair and CE report

He whakatauki, titiro whakamuri, kokiri whakamua

Look back and reflect so we can move forward

The organisation celebrated a significant milestone this year with it being 40 years in October 2021 that our predecessor organisation was established. The founders and first Board of Trustees for Mt Victoria Housing Trust, which quickly became Wellington Housing Trust, and then Dwell Housing Trust in 2013, were truly pioneers. They recognised an unmet need for more affordable housing, initially in Mt Victoria, but soon expanded their focus to the wider Wellington area. The group was aware they were charting new territory in proposing the formation of a housing trust. They weren't aware that, 40 years later, their fledgling organisation would be needed more than ever.

As we step into the next decade of our journey, a gaze into our past shows we have much to celebrate, while a look into the future reminds us that there is still so much to do. The kaupapa of 40 years ago – creating and developing new ideas and methods, of people coming together to create homes, of innovation, flexibility, and community building – still runs strong in Dwell now.

With ever-increasing housing need, we could not work in a more complex sector. The long tail of Covid-19 has given us complexities in the construction sector, supply chain issues, and rising inflation and interest rates. Given the environment we work in, we are very pleased that we have managed to continue building new homes. We want to build more, to be constantly working on new housing projects and keep our momentum going. The more we can build, the more we increase our capability and capacity to meet the growing need. The fact we are doing this is testament to the skills and expertise within our staff and Board and the great partners with whom we work.

The past year has also been busy with the staff team undertaking business development work, being involved in research projects, and working to raise our profile and gain more support. Some of the highlights are outlined in this report.

It's a privilege to follow in the footsteps of those who came before us and to continue to fulfil our vision of providing more affordable homes to people in need. By doing so, we can be more than a landlord and enable our tenants to live well, be well, and do well.

Keith Taylor and Alison Cadman



Keith Taylor, Chair



Alison Cadman, CE



Highlights



Kilbirnie new build

We began construction on 19 homes (eight one-bedroom, nine two-bedroom and two three-bedroom) and one commercial space in Kilbirnie in July 2021. The project is on schedule and we can't wait for people to move into these warm, dry, affordable homes.



Kilbirnie future build

In December 2021, we purchased a site adjoining the Kilbirnie one and developed plans for a further 10 homes (six one-bedroom and four three-bedroom). We applied for resource consent in June 2022.



Office relocation

Dwell's offices will move into the Kilbirnie commercial space on completion of the project.



Newtown development

We reached an agreement with Wellington City Mission to purchase their current office buildings in Newtown for another development. We will take ownership around April 2024.



Tenant Advisory Group

After a break, the Tenancy Advisory Group resumed in May 2022. The TAG whānau meet on a regular basis to discuss issues of interest to tenants and suggestions that could improve Dwell's services.



Quality homes

Maintaining our homes is one of our core values, and we receive consistently positive feedback from our tenants for this. A highlight this year was completing a significant exterior maintenance project at our Wadestown homes. A big thanks to Red Rocks Property Management for its assistance.



Asset management

We participated in a pilot project with Community Housing Aotearoa and SPM Assets (who provide lifecycle asset management software), which gave us access to the database at a good price.



University of Otago Research

Dwell is one of seven housing providers selected to participate in public housing research led by the University of Otago. This ambitious project aims to map the effectiveness of different types of housing in achieving key wellbeing and health goals.





COVID-19

The Level 4 lockdown in 2021 was a challenge for everyone. We kept in contact with our tenants to check how they were doing and, when required, connected them with organisations providing food parcels, support, medication or household items.



Podcast

Listen to our Chief Executive Alison Cadman in the first episode of the Community Housing Aotearoa podcast series [Right At Home](#).



On board

We welcomed four new trustees to our Board this financial year. Devon Diggle, James Goodhue, Julia Capon, and Kataraina Anaru add construction, project management, human resources, communications, and architecture knowledge to our already highly skilled Board.



Recognition

We are incredibly proud of our Chief Executive Alison Cadman, who was made an Officer of the New Zealand Order of Merit in the 2022 New Year Honours for services to housing and community.

Dwell's Board won the Team Governance Award at the .nz Mahi Aroha Awards 2022.

Dwell was also a finalist in the 2022 Wellington Airport Community Awards.



New video

Watch our [new video](#), which beautifully tells the story of Dwell as a for-purpose builder, good partner, and provider of quality homes and great services. [Click here](#) for our animated logo .



Submissions

We made four submissions to local and central government on issues related to housing.



Great staff

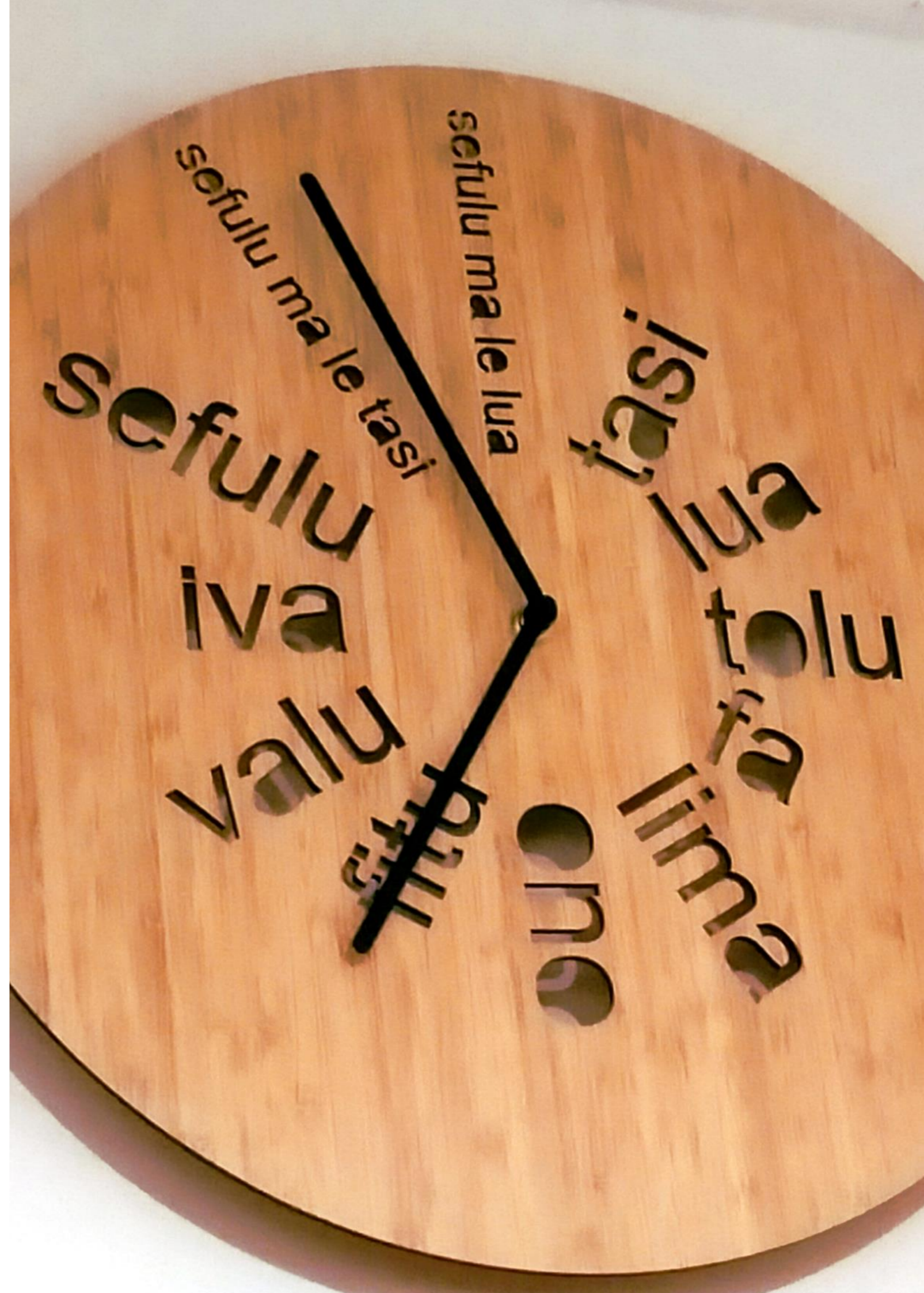
We were sad to lose Liz Kemp, who left to relocate to Brisbane, Australia, but lucky to welcome Gabriela Montané into the tenancy operations manager role. Gabriela came to us from Wellington City Council's City Housing and has a valuable background in social housing, refugee resettlement, and mental health. Our administrator Zoe Tait-Dang has gone on maternity leave and was replaced by Odette Benoit, who has a Bachelor of Architectural Studies.



Support

Thank you to our wonderful supporters, especially all those who donated and invested money with Dwell this year at no interest. A little or a lot – it all helps people in housing need.

Thank you to the people who donated the savings they experienced from reduced transport costs during COVID for us to pass onto our tenants. Snapper added to this generosity by donating Snapper cards and credit.



Dwell tenant survey

Tenants were sent their annual survey and the response rate this year was 62%, up 60% from last year.

The figures shown below are the percentage of tenants who agreed or strongly agreed to the statements.

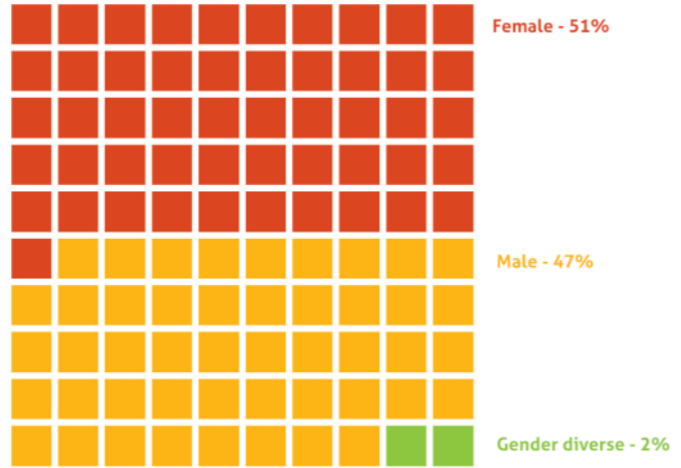
We are thrilled with the positive results and the opportunity to learn and improve from the feedback received.

The full report can be accessed [here](#).

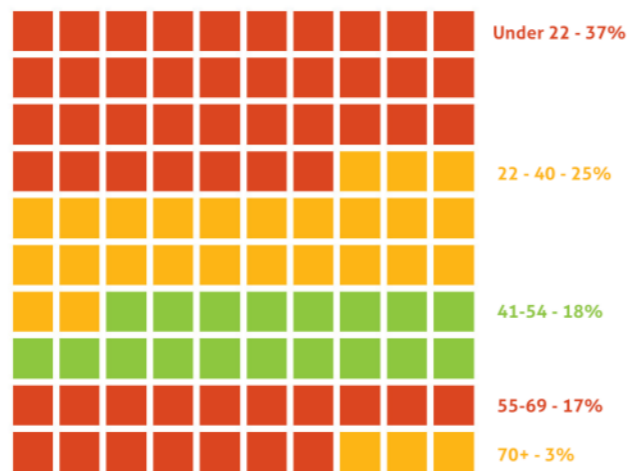


Dwell tenant statistics

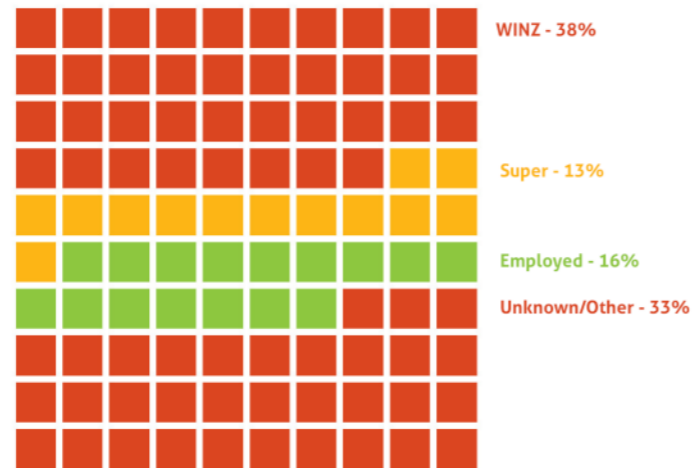
Gender



Age



Income



Dwell tenant statistics

Ethnicity



40th Anniversary

The 7th October, 2021 marked the 40th year of Dwell as a provider of community housing. In celebration, James Brown, a Wellington poet and writer, was commissioned to write an updated history. *Tenants, Tenacity, Troubles and Triumph* takes you on Dwell's 40-year journey, from its genesis as Mt Victoria Housing Trust in 1981, through to Wellington Housing Trust and on to Dwell.

It's been some ride. James says that Dwell flips the private landlord model on its head. 'Dwell isn't motivated by the sort of personal gain that leverages off poor quality and unaffordable housing. Instead, it's motivated by need – the needs of its tenants – and seeks to provide housing that's both good quality and affordable.'

The thing that stuck James most researching the history was how adaptable Dwell has been. 'Dwell has had to adapt to changing council and government policies, not to mention the housing market and economic climate. And it does this while putting the needs of its tenants first. It's also constantly reviewing how it operates and looking for ways to improve. It's an impressive model of housing provision.'

Covid prevented a big 40th birthday party, but those involved in the updated history gathered for a celebratory lunch. For a window onto Dwell's history, [click here](#).



Tenants, Tenacity, Troubles and Triumph

Dwell Housing Trust
More than a landlord 1981–2021

James Brown



Tenant story

Michelle's story

June 2022 was a special month for Michelle because it was when she and her daughter moved into their Dwell home.

Michelle had been renting privately, but when the landlord hiked the rent it became unaffordable. This led her to apply to the Ministry of Social Development to go on the social housing register.

When a Dwell home in Lower Hutt became vacant, Dwell's tenancy manager matched Michelle to the property and gave her a call. Michelle came to view the property and accepted it there and then. She moved in as soon as she could.

Having a secure tenancy is a big plus point for Michelle. She no longer lives in fear of her landlord raising the rent. Her rent is now fixed at 25% of her income. 'It is my forever home,' she says. 'It is a secure home and I don't have to worry about the landlord making me homeless.'

The home suits Michelle and her family well. It is close to her daughter's school, and she can have her pet dog live with her.

Having a stable base has also enabled Michelle to become an active part of the local community – she is involved with the community centre and helps to make food parcels and kai bags. She's also picked up a few useful recipes as part of this!

Michelle says she likes having Dwell as her landlord. 'It is nice when you ring up and are greeted by name,' she says. 'You're a person – not just a number with Dwell.'



Trustee profile

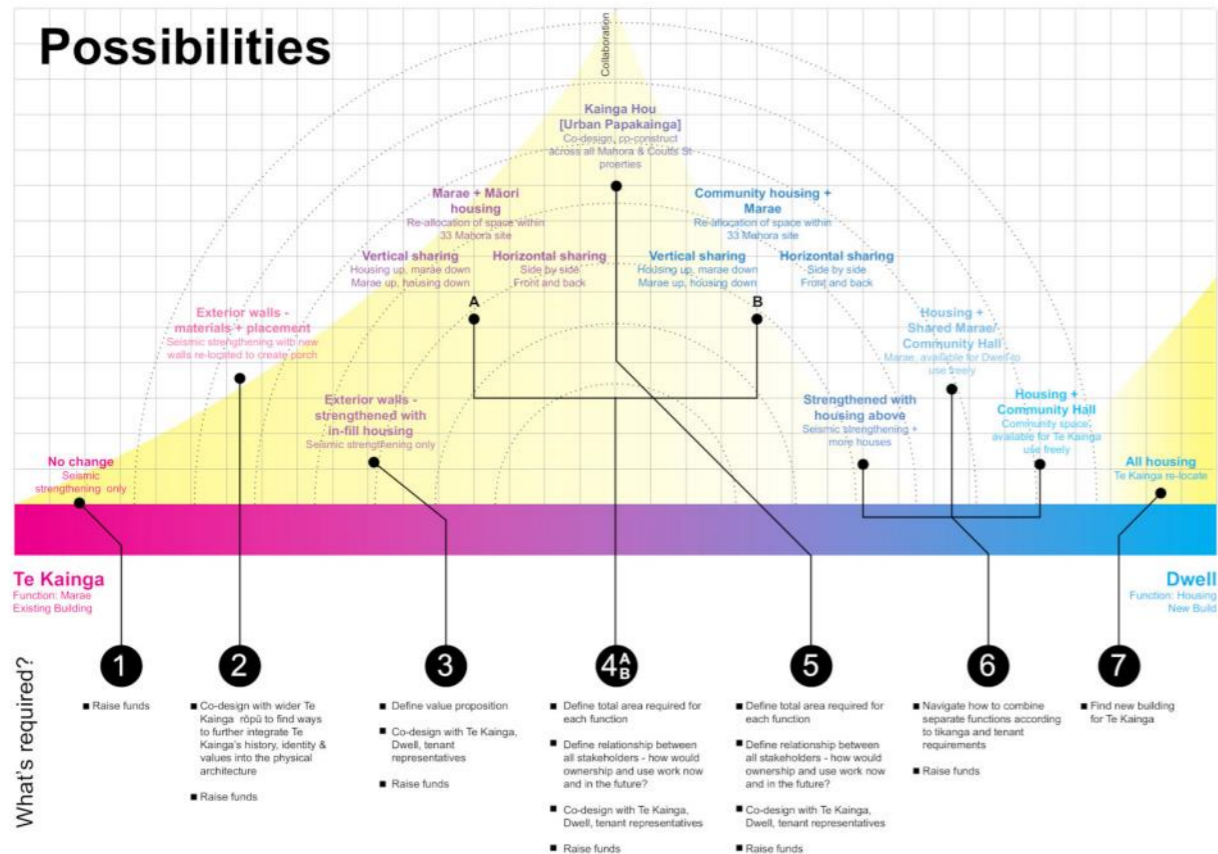
Kataraina Anaru (Ngāti Tūwharetoa ki Taupō, Ngāti Kahungunu ki Heretaunga, Pākehā – Irish and English)

Kataraina Anaru is our newest Board member, joining us in 2022. We first met Kataraina when she was studying towards a Master of Architecture at Te Herenga Waka Victoria University of Wellington. Kataraina's thesis 'Designing for social impact' asks 'how can lessons from international development projects help us to achieve social impact through architecture in a domestic context?' It aims to articulate a generalised framework for designing for social impact that draws on real-world experiences.

As part of her thesis, Kataraina undertook a case study that included Dwell. The study explored the collaborative possibilities between a Catholic Māori rūpū, a social housing trust (Dwell), and the Archdiocese of Wellington at the site of a pan-tribal marae in Kilbirnie, Wellington. It was an inspiring journey. Kataraina led all parties through a fantastic process that brought everyone together. As Dwell Projects Manager Ingrid Downey said, 'I would love to benefit from your skills when we start to make decisions on our next project!' We knew we wanted Kataraina involved in more of Dwell's work, so we asked her to join our Board.

Kataraina's other experience includes working for several years as a construction project manager in Pakistan and Bangladesh, and undertaking roles in customer service, marketing and training in Australia, Ireland and the United States. She currently works in the public sector.

Kataraina says, 'I enrolled in architecture school after a very hands-on practical introduction to the discipline, working in Pakistan and Bangladesh where housing can be very precarious. I saw first-hand the difference a decent home can make, how it really does affect everything in a person's life. I believe that we can make a real difference to people's wellbeing by working with them to build safe and secure housing and creating the kinds of communities they want to be a part of. I feel really inspired by the people I've met at Dwell – by their passion and dedication to their work and their understanding and empathy for our communities.'



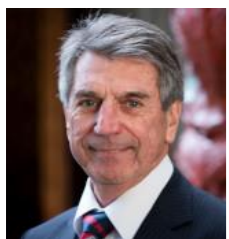
Dwell people

Board

Keith Taylor, Chair
Clare Aspinall, Vice-Chair
Michael Pead, Treasurer
Julie Motley, Secretary
Jon Holmes
Devon Diggle
James Goodhue
Julia Capon
Kataraina Anaru

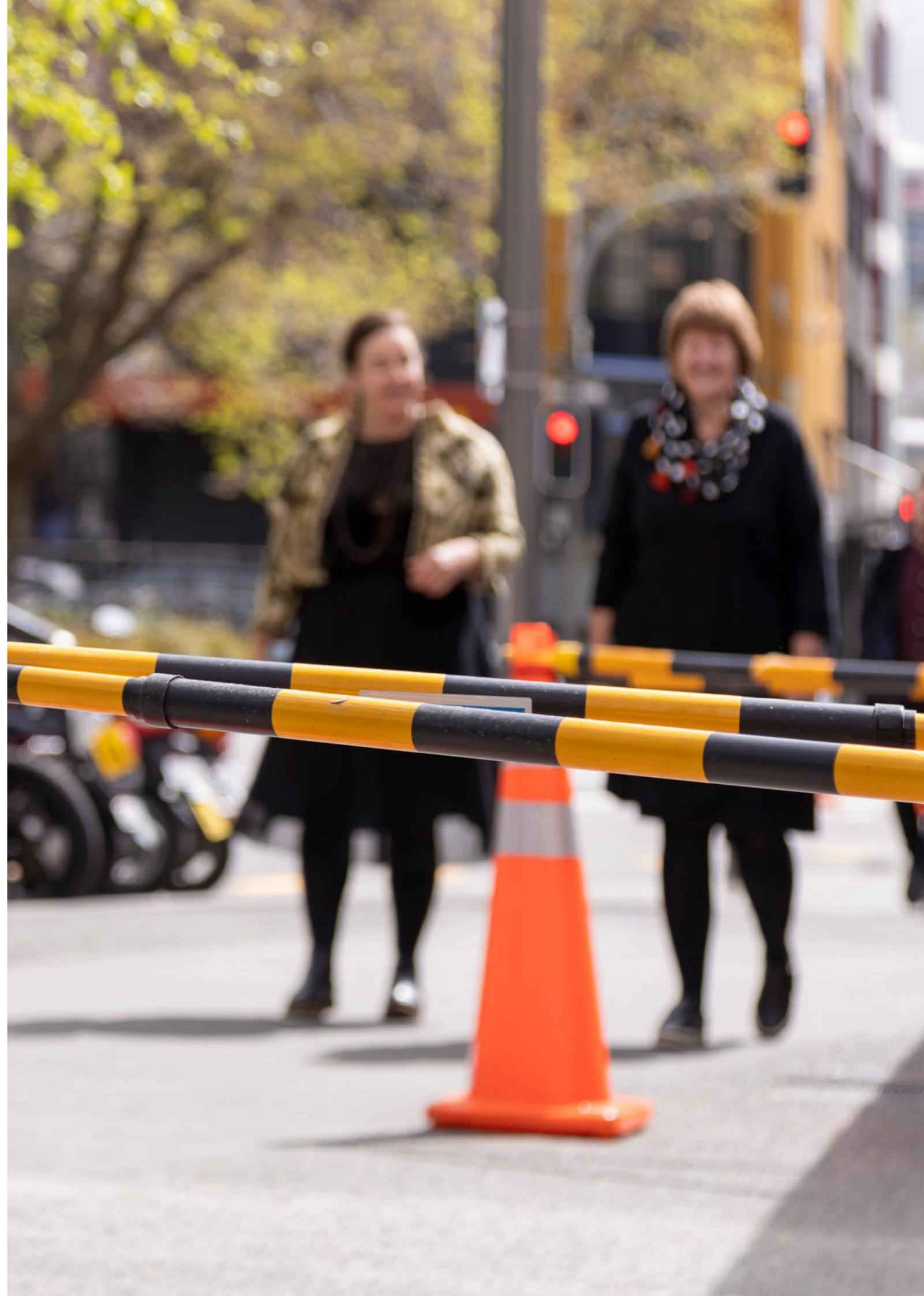
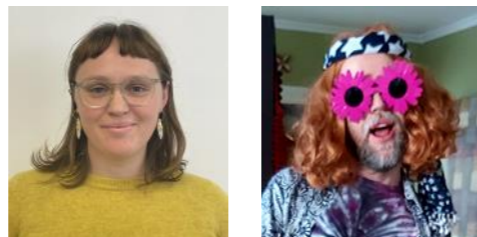
Patron

Judge Peter Boshier



Staff

Alison Cadman, Chief Executive
Ingrid Downey, Projects Manager
Gabriela Montane, Tenancy Operations Manager
Renee Cowley, Property and Finance Manager
Sue Clarke, Tenancy Manager
Zoe Tait-Dang, Team Administrator (on maternity leave from June 2022)
Odette Benoit, Team Administrator
Chris Coles, Casual Staff Member



Acknowledgements and thanks

To our many volunteers, supporters, donors, suppliers, and our partner agencies and organisations across government, community and private sectors, including:

2degrees
Accounting for Charities Trust
Aon
APL Window Solutions
Australasian Housing Institute
Bank of New Zealand
Beacon Pathway – Vicky Cowan
Beveridge Locksmiths
Trevor Bleakley
Peter and Sheryl Boshier
Kylie Clemens
Community Finance
Community Housing Aotearoa
Community Housing Regulatory Authority
Community Organisation Grants Scheme
DCM
Dent and Heath
Emerge Aotearoa
Fantail Services Ltd
Gardens by Greenways
Groundwork
Cecily Guarrera
Harvey Norman Commercial
He Kainga Oranga / Housing and Health – University of Otago
James Brown
Kāinga Ora – Homes and Communities
Kāpiti Coast District Council
Kōkiri Marae
KPMG Wellington
LinkPeople
Rod Macdiarmid

Maltbys
Rachel Brown
Megabyte Technology Consultants
Ministry of Housing and Urban Development
Ministry of Social Development
Novak+Middleton
Pathways
Presentation Sisters Aotearoa Aotearoa New Zealand
Snapper
Stuart Palmer
Red Rocks Property Management
The Salvation Army
SEA – Sustainable Energy Advice – Sea Rotmann
Spencer Holmes Ltd
Steve Moate
Story is King – Sik Media Agency Ltd
Succeed Legal
Sustainability Trust
T-Gear Charitable Trust
Te Aro Pa Whenua Trust
Te Matapihi
Te Tumu Paeroa – Office of the Māori Trustee
Nick Tirovolis
Urban Plus Ltd
Wellington Catholic Homes Trust
Wellington City Council and City Housing
Wellington City Mission
Wellington Community Fund
Wellington Women’s House
Wilson Building



Summary financial statements

For the year ended 30 June 2022

SUMMARY STATEMENT OF FINANCIAL PERFORMANCE

	2022	2021
Revenue		
Revenue from rents and other services	1,706,898	1,656,877
Other revenue	1,743,598	1,126,279
Total Revenue	\$3,450,496	\$2,783,156
Expenses		
Housing expenses	914,831	868,649
Employee and volunteer related costs	576,844	436,390
Depreciation	259,293	260,575
Other expenses	210,342	153,085
Total expenses	\$1,961,310	\$1,718,699
Surplus/(deficit) for the year	\$1,489,186	\$1,064,457

SUMMARY STATEMENT OF FINANCIAL POSITION

	2022	2021
Assets		
Current assets	349,276	346,603
Non-current assets	38,424,509	23,024,189
Total assets	\$38,773,785	\$23,370,792
Liabilities		
Current liabilities	4,843,174	311,318
Non-current liabilities	6,382,646	6,307,363
Total liabilities	\$11,225,820	\$6,618,681
Net assets	\$27,547,965	\$16,752,111

SUMMARY STATEMENT OF CASH FLOW

	2022	2021
Total cash flows from operating activities	2,448,354	860,058
Total cash flows from investing and financing activities	(2,457,193)	(771,957)
Net increase/(decrease) in cash	\$(8,839)	\$88,101
Cash and cash equivalents at beginning of period	282,538	194,437
Cash and cash equivalents at end of period	273,699	282,538
Net change in cash for period	\$(8,839)	\$88,101

These summarised accounts are extracted from the full statements approved by the Dwell Housing Trust board on 12 December 2022. The summarised accounts may not contain sufficient information to allow a full understanding of the financial affairs of Dwell Housing Trust. For further information, the full financial statements should be consulted, and a copy can be requested from Dwell. An unqualified audit opinion has been received on the full financial statements for the year ended 30 June 2022. Many thanks to Dent and Heath Ltd for their auditing services.

