

DWELL HOUSING TRUST
annual report 2022-2023



Dwell: who we are

Dwell Housing Trust (Dwell) provides affordable, quality, secure homes for people in severe housing need. Building on our history and wealth of experience, we provide a range of housing services including:

- Social and affordable housing for people.
- Supportive group living 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 collaborate with others to create positive outcomes where our tenants 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 also addresses the under supply of affordable quality homes in Wellington by developing and building safe and healthy housing to help more households. We create innovative financing solutions to achieve our housing goals and have successfully completed several new build developments since 2009.

Dwell is a registered community housing provider with the Community Housing Regulatory Authority, and 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 turuāpō.

Our history

Dwell Housing Trust is a community housing provider with a long proven track record of providing affordable, quality housing. Dwell became operational in 2013 following the joining of its predecessor organisation, the Wellington Housing Trust, and Mahora House Inc.

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

Over Dwell's 40-plus year history, some years have been significant milestones for the organisation. The last financial year was one of those. A highlight was the successful completion of our latest new-build project at Mahora te Aroha in Kilbirnie. Along with the 19 new homes, we built an office space which the Dwell staff moved into. Dwell now has a permanent home that we own, which is a major milestone in the organisation's history.

We are exceedingly proud that our new-build project was delivered within budget and on time. It is a massive achievement for our organisation and demonstrates once again our capability and capacity to develop the relationships needed to build homes successfully and that we are a good partner for government.

Through the time and process of housing people in Mahora te Aroha, we have yet again seen that the effects of homelessness on individuals and families can include trauma, isolation, and physical and mental health problems. The cost of this for our community and country – through

emergency housing, ongoing health care, poor educational outcomes for children (the list goes on) – is eye watering.

There have been many other highlights this year and this report outlines some of these. We spent time gathering and analysing data on Dwell's impact. You can see this below and we welcome any feedback.

Our sincere thanks to our staff and board team for all their hard work and continued commitment to our mission of providing more homes to people who are being failed by the market. Their work is helping more people to live well, do well, and be well.



Keith Taylor, Chair



Alison Cadman, CE



New homes and office

Mahora te Aroha

In May 2023, Dwell completed the construction of the 19 homes (eight one-bedroom, nine two-bedroom and two three-bedroom) and one commercial space in Coutts and Mahora Streets, Kilbirnie – on time and within budget.

People began to make the new buildings home in June and July. Matua Peter Jackson, our kaumatua, gifted the premises the name Mahora te Aroha (spreading the love).

The name of each block centres around the concept of Ngā Hau e Whā (the four winds or navigational points), welcoming people from all walks of life:

- Te Raki (Block C) – northern winds bringing spirituality, rebirth or beginnings
- Te Tonga (Block A) – southern winds welcoming change or transformation
- Te Uru (Block B) – western winds embracing change by drawing strength and support from the surrounding community
- Te Rāwhiti (Block D) – eastern winds connecting to enlightenment, growth, and warmth.

“Spiritually, mentally, physically ... a healthier environment for me to be living in. My previous home – the wairua was off balance. This home everything is in sync.” - Dwell tenant

Manawa Ātea

In quick time (one day!), the Dwell staff moved our offices into the Mahora te Aroha commercial space. Manawa Ātea (the beating heart) is the name gifted to Dwell’s new office space.



Highlights



Kilbirnie new build

On our adjoining site, to Mahora te Aroha, in Onepu Road, construction began on our next new-build project of a further 10 homes (six one-bedroom and four three-bedroom) and one community space. Building consent was issued by Wellington City Council and construction began straight away. We look forward to people moving into these homes in October 2024.



Lower Hutt opportunity

We took ownership of a property in Waiwhetu. It was a home owned by a Pasifika family who left it to their daughter on the condition it be used for social housing. Our thanks to the family and also to our supporters who enabled Dwell to make the purchase. We are working with architects Nacelles on a scheme to build 6-to-10 new, much-needed homes.



Newtown development

Working again with our valued partner Novak+Middleton, a design has been developed which will see Dwell build 40 new homes on the site in a prime Newtown location.



Quality homes

Maintaining our homes is one of our core values and we receive consistently positive feedback from our tenants for this, particularly from our tenant survey. We continued to work on our development of our asset management systems.



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. Their first piece of published research, led by researcher Arthur Grimes, found that tenants who live in public housing have better levels of wellbeing than people in private rentals and similar levels to people who own their own homes. More information can be found [here](#).



Tenant Advisory Group

The TAG whānau meet on a regular basis to discuss issues of interest to tenants and suggestions that could improve Dwell's services.





Website

As we settled into our new offices at Mahora te Aroha, we likewise 'opened the doors' to our new home online. Our new website was developed by the team at TALK Communications. We welcome you in to explore the story of our mahi, our intentions, our impact, and our supporters: www.dwell.org.nz



Conference

Four of the Dwell team attended the Community Housing Aotearoa "Unlocking Local" conference held in Christchurch in May. The Dwell team valued the opportunity to connect with our peers, colleagues, and partners in the community housing sector. This [Newsroom article](#) is an excellent summary of the conference and includes quotes from Dwell CE Alison Cadman's presentation.



Submissions

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



ICAP charity day

The Wellington office of the company ICAP chose to donate the proceeds of their ICAP Charity Day to Dwell. ICAP is an international company who are intermediaries in wholesale financial, energy, and commodities markets. For one day a year, their brokers donate all their earnings. It's a massive global event that we were thrilled to be part of. Their Wellington office raised \$32,000 for Dwell.



Precious things

"It is perhaps the most precious thing given to him by a stable home: possibility." Dwell worked with a journalist from *The Post* to tell the beautiful stories of three people who are now living in our new homes at Mahora te Aroha. A [wonderful article](#) was published in *The Post* on 5 August 2023.



Right at home podcast

Alison Cadman was one of the guests on the [first episode of Community Housing Aotearoa's podcast Right at Home](#). The podcast looks at how we can realise a fairer housing future for Aotearoa, and we are proud that Alison was invited to represent Dwell as a leader in the community housing sector.



Great staff

We were sad to lose Sue Clarke as our Tenancy Manager. We welcomed Nicole Riley, who brings experience from City Housing to the role. While Zoe Tait-Dang was on maternity leave, Odette Benoit filled her shoes until Zoe returned in May.



Vincent's Art Workshop

Members of the Dwell team visited Vincent's Art Workshop in July to show their support for one of our tenants who had a painting in the group show.





Support

Another example of generous community support came from our colleagues and friends at **NZ Institute of Building**. While celebrating their 40th anniversary, the NZIOB held a 40 Good Deeds auction and donated the proceeds to Dwell.

When the government reduced transport costs in 2022, members of the public kindly passed the money they had saved to Dwell. In September, Snapper added to this by donating Snapper cards and more credit, which we were able to pass on to our tenants.



Recognition

We are incredibly proud of our CE Alison Cadman, who won the Welly Award (Wellingtonian of the Year) for Public Service.

Dwell was nominated in the Construction Sector Accord Beacon Awards for the Kilbirnie Mahora te Aroha project. These awards celebrate the sector's most transformative and innovative approaches, so we were incredibly proud to be a finalist in the Client Leadership Category.

We were also a finalist in the Wellington Airport Regional Community Award.



On board

We farewelled two trustees and welcomed three new trustees to our board this financial year. **Clare Aspinall** and **Jon Holmes** attended their final board meetings in June 2023, stepping down as Dwell trustees after 15 and 21 years respectively – an impressive commitment that we value greatly.

New trustees Dr Ramona Tiatia, Stephanie Pietromonaco, and Yazmin Juned bring public health, research, fundraising and legal knowledge, among other areas of expertise, to our already highly skilled board.



Investors

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.

“Having this house, it means the world because we can sleep so much easier at night. I don't have to think if my kids will have a place to sleep tonight. And this is such a big stress off my shoulders.” - Dwell tenant



Dwell tenant survey

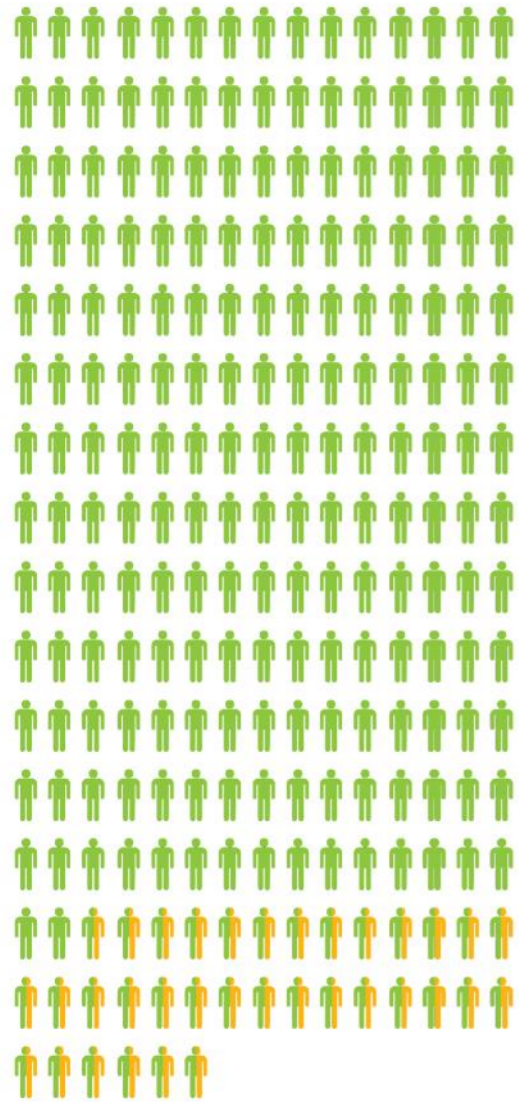
To help achieve our goal of our Great Services Dwell seeks feedback from its tenants and this takes various forms throughout the year. One tool we use is a tenant satisfaction survey, done annually.

The survey is one chance for tenants to give feedback on the Dwell's services. Dwell uses the results of the survey to highlight strengths and opportunities for improvement.

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



Dwell statistics



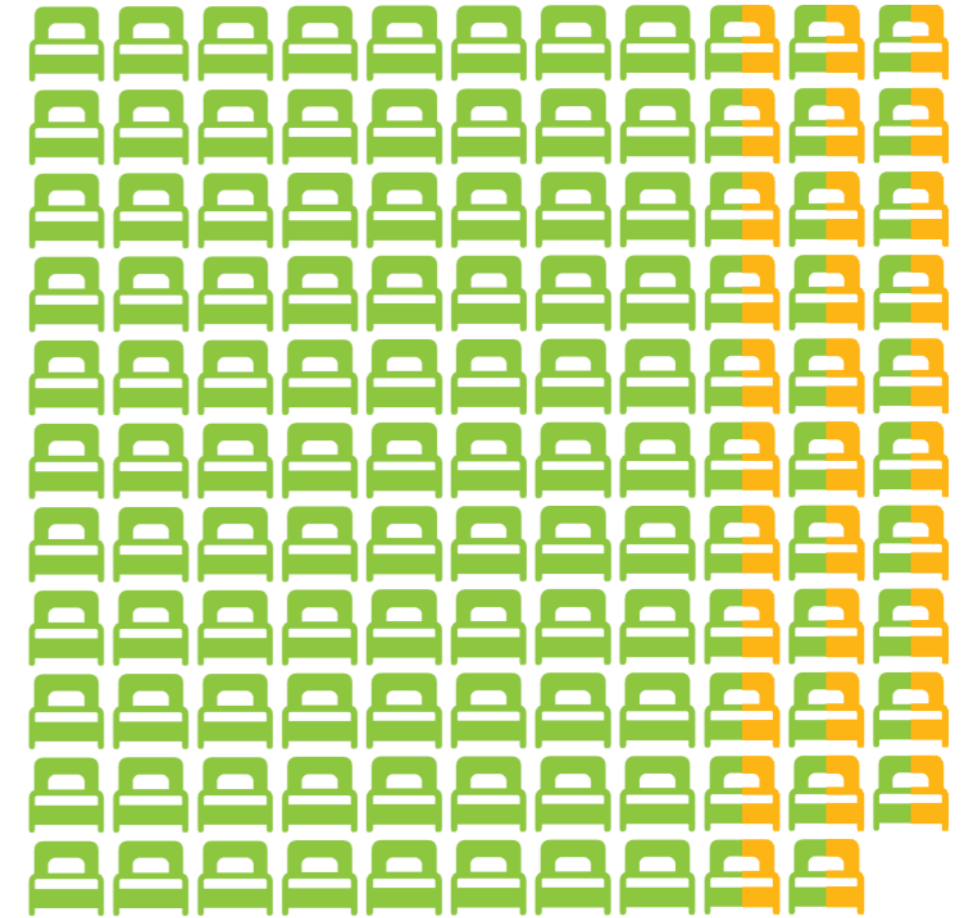
We house
231 PEOPLE

At Mahora Te Aroha we provided **34 PEOPLE** with a new home in **2023**



We have built a total of **57 HOMES**

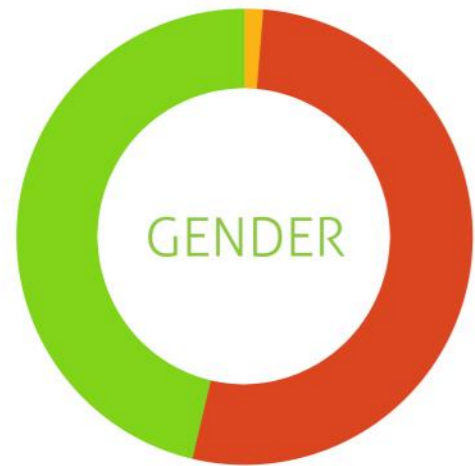
At Mahora Te Aroha we opened **19 NEW HOMES**



We have built an extra **120 BEDROOMS** in Wellington

At Mahora Te Aroha we have made **32 more BEDROOMS** available in **2023**

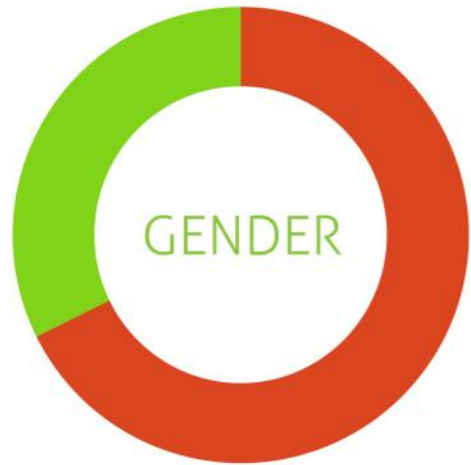
Dwell statistics



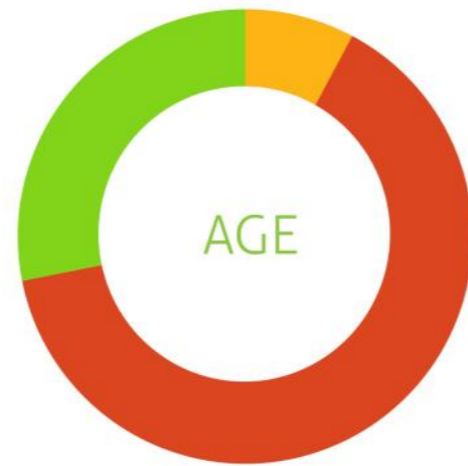
107 Male
121 Female
3 Non-binary

In total

At Mahora Te Aroha



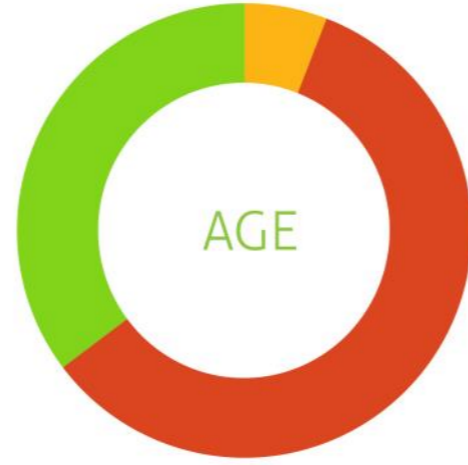
11 Male
23 Female



65 Children (<18)
148 Adults
18 Seniors (65+)

In total

At Mahora Te Aroha



12 Children (<18)
20 Adults
2 Seniors (65+)



27.0% Māori
10.4% Pacific Island
26.0% NZ European
10.5% Middle Eastern
27.0% African
1.8% Asian
1.8% Latin American/
 Hispanic
1.8% Other

In total

At Mahora Te Aroha



36.9% Māori
5.3% Samoan
21.0% NZ European
15.8% Middle Eastern
10.5% African
10.5% Asian

Dwell IMPACT

Out of 19 homes at Mahora Te Aroha:

8

tenancies came from emergency housing

2

families have left family violence

1

tenant with mobility issues now has a ground floor accessible home



Tenant stories

David's story

David Paske realised he wasn't the only person on the Miramar peninsula living in a car. He would drive around Wellington's south coast and see the same sad-looking guys in the same run-down vehicles parked in the same spots.

At age 69, the retired chef was parked minutes from the site of his last substantial restaurant job when he was head chef at Scorch-O-Rama. Now he was cooking rudimentary meals on a small camping stove in his car and using the ocean as his fridge. On Sundays, he visited his children in Kilbirnie for a family meal, which he often cooked himself.

Eventually, the cost to repair and re-register his vehicle was more than it was worth, so he scrapped it and moved into emergency housing in late 2022. As part of that transfer, almost by accident, he ended up on the housing waitlist.

He didn't think much about it, until he got a call a few months later. The person on the line asked if he would like to view a one-bedroom home in Kilbirnie. "They told me it was something called 'community housing'."

David's new home is on the ground floor and includes a modest kitchen equipped with a stove. It's about the same size as the kitchen in his very first restaurant, opened in 1975. He's looking forward to cooking for his own children in his own home.

David doesn't entirely rule out one last adventure in a restaurant of his own. A friend scouts for locations on his behalf. It's perhaps the most precious thing given to him by a stable home: possibility.



Salem's story

Salem Kingi's two children have had too much housing insecurity in their young lives. It's seen the family move from Auckland to Timaru, then finally to Wellington.

In Auckland, they spent several months in emergency housing and even in Timaru emergency housing was scarce. "They told me to stay where we were - or we'd be out on the streets."

Instead, she flew to Wellington with her children, with time to pack just one suitcase for herself and her kids. Here they stayed with her sister, sleeping on the couch for several months.

Women's Refuge supported Kingi in her search for a home that saw her family settling into Mahora Te Aroha this year. Salem and her tamariki had to start from scratch, relying on donated couches, beds and whiteware to furnish their new house. Now finally, they have a secure home to call their own.



"Since moving into our home, I have seen a change in my daughter's' attitude. They are both lot more positive because our home has a warm loving feeling." - Dwell tenant

Dwell people

Board

Keith Taylor, Chair
Clare Aspinall, Vice-Chair (term ended in June 2023)
Michael Pead, Treasurer
Julie Motley, Secretary
Jon Holmes (term ended in June 2023)
Devon Diggle
James Goodhue
Julia Capon
Kataraina Anaru

Patron

Judge Peter Boshier

Staff

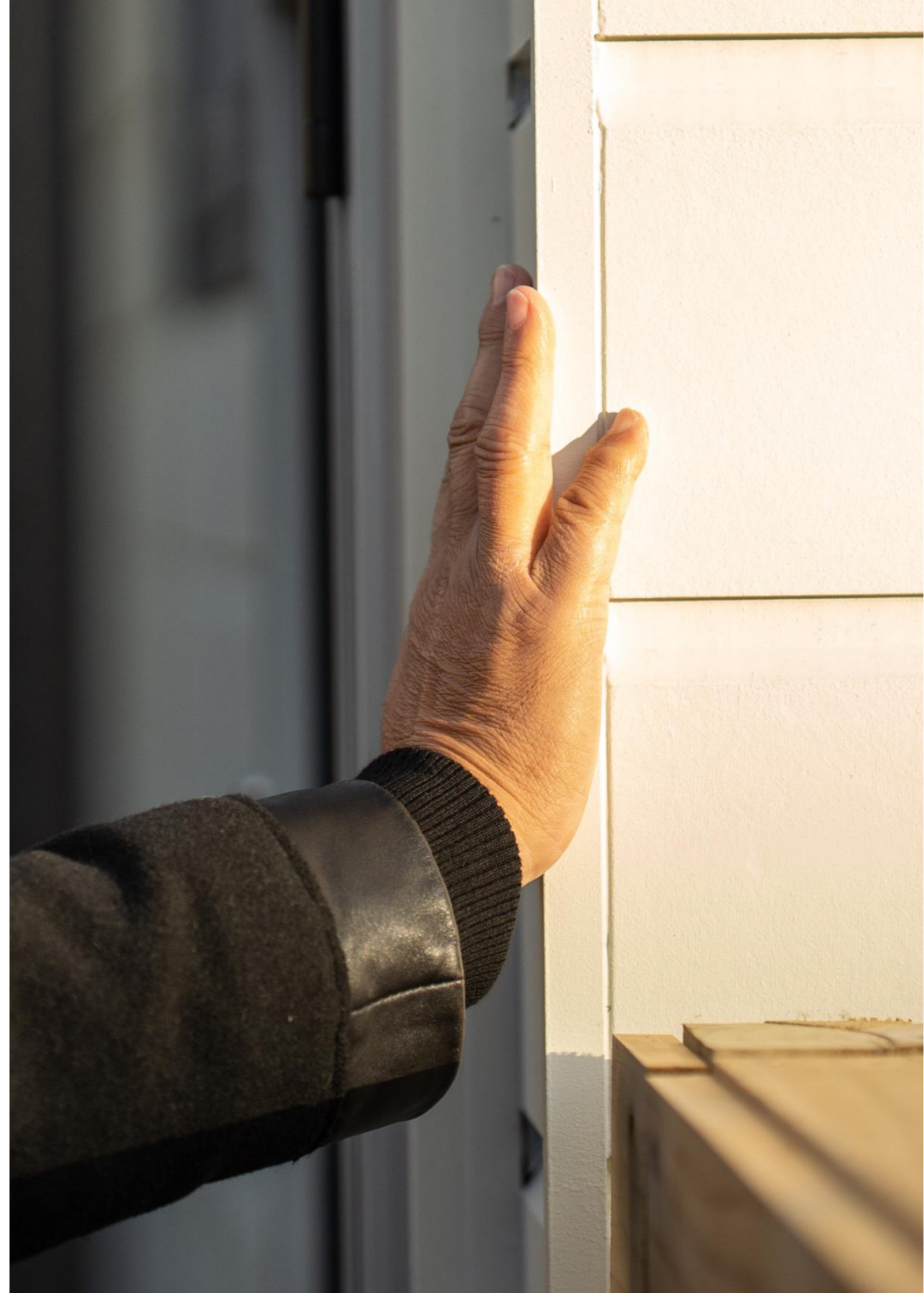
Alison Cadman, Chief Executive
Ingrid Downey, Projects Manager
Gabriela Montane, Tenancy Operations Manager
Renee Cowley, Property and Finance Manager
Sue Clarke, Tenancy Manager (left Dwell at the end of 2022)
Nicole Riley, Tenancy Manager
Zoe Tait-Dang, Project Support
Odette Benoit, Team Administrator (left Dwell in June 2023)
Chris Coles, Casual Presentation Manager



Acknowledgements and thanks

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

2degrees	Leacroft Nurseries
Accounting for Charities Trust	LinkPeople
Atlantic	Maltbys
Aon	Megabyte Technology Consultants
APL Window Solutions	Ministry of Housing and Urban Development/Te Tūāpapa Kura Kāinga
Aptus Homewares	Ministry of Social Development/ Te Manatū Whakahiato Ora
Australasian Housing Institute	Nick Tirovolis
Bank of New Zealand	Novak+Middleton
Beveridge Locksmiths	Pathways
Bunnings, Lyall Bay	Peter S. Jackson
BWOFC – Ravi	Plumbquick
Peter and Sheryl Boshier	Positive Capital
Cecily Guarrera	Premier Trees
Chem Dry	Rachel Brown
Chorus	Rod Macdiarmid
Cleanliness VIP	Stuart Palmer
Community Housing Aotearoa	Spencer Holmes Ltd
Community Housing Regulatory Authority	SPM Assets
Community Organisation Grants Scheme DCM	Steve Moate
Dent and Heath	Succeed Legal
Dewar Appliances	Susan Thomson – Frux Consultants
Emerge Aotearoa	Swiftdry
Fantail Services Ltd	T-Gear Charitable Trust
Foodstuffs North Island	Te Aro Pa Whenua Trust
Gardens by Greenways	Te Tumu Paeroa – Office of the Māori Trustee
Genesis Energy Ltd	Te Whare Rokiroki, Māori Women’s Refuge
Guardian Alarms	Tim Poi
Harvey Norman Commercial	Tonkin + Taylor
He Kainga Oranga / Housing and Health – University of Otago	Trevor Bleakley
Heirloom	Urban Plus Ltd
James Brown	Wellington City Council and City Housing
Jo Cribb	Wellington City Mission
Kāinga Ora – Homes and Communities	Wellington Women’s House
Kāpiti Coast District Council	Wellington Women’s Refuge
Kelly Glass	Wellington Women’s Homeless Trust
Kōkiri Marae	Wilson Commercial Ltd.
KPMG Wellington	



Summary financial statements

For the year ended 30 June 2023

SUMMARY STATEMENT OF FINANCIAL PERFORMANCE

	2023	2022
Revenue		
Revenue from rents and other services	1,894,904	1,707,598
Other revenue (incl donations)	1,108,166	1,742,898
Total Revenue	\$3,003,070	\$3,450,496
Expenses		
Housing expenses	1,161,323	1,089,968
Employee and volunteer related costs	638,481	576,844
Other expenses	439,145	294,498
Total expenses	\$2,238,949	\$1,961,310
Surplus/(deficit) for the year	\$764,121	\$1,489,186

SUMMARY STATEMENT OF FINANCIAL POSITION

	2023	2022
Assets		
Current assets	905,392	349,276
Non-current assets	47,474,260	38,424,509
Total assets	\$48,379,652	\$38,773,785
Liabilities		
Current liabilities	755,559	4,843,174
Non-current liabilities	18,475,862	6,382,646
Total liabilities	\$19,231,421	\$11,225,820
Net assets	\$29,148,231	\$27,547,965

SUMMARY STATEMENT OF CASH FLOW

	2023	2022
Total cash flows from operating activities	830,502	2,448,354
Total cash flows from investing and financing activities	(400,907)	(2,457,193)
Net increase/(decrease) in cash	\$429,595	\$(8,839)
Cash and cash equivalents at beginning of period	273,699	282,538
Cash and cash equivalents at end of period	703,294	273,699
Net change in cash for period	\$429,595	\$(8,839)

These summarised accounts are extracted from the full statements approved by the Dwell Housing Trust board on 29 January 2024. 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, a copy can be requested from Dwell. An unqualified audit opinion has been received on the full statements for the year ended 30 June 2023. Many thanks to Moore Markham for their auditing services.

