

Tēnā koutou, Tēnā koutou, Tēnā koutou katoa – Greetings to you all

## Be in to win in the annual survey

### It's ŌCHT Tenant Survey time – and it's time to win some prizes!

We've been emailing and posting the annual ŌCHT Tenant Survey to all tenants over early-mid April.

The survey is a great chance to provide your thoughts about your home, community and our service.

It's also a once-a-year opportunity to win some awesome prizes.

If you submit your completed survey by May 13 you'll **go into the draw to win one of five \$250 grocery vouchers, or a hamper of home and garden supplies worth \$300.**

We want to make it even easier for you to complete your survey.

You can fill in a paper copy or you like other years, you can also call ŌCHT and complete the survey over the phone. Our Housing Champions will guide you through and make sure you're entered in the prize draw.

Or, you can also complete the survey online. We've emailed a link to the online survey to people who've previously given us their email address.

The link is also printed on the paper copy, which we've also sent to all tenants.

Our digital coach Annie is also keen to help people access and complete the online survey.

Annie will host online survey assistance workshops in four communities during the survey period.

She'll also have another four online survey assistance sessions at ŌCHT's offices.

You'll find details about these sessions in your survey pack - and on this page - and you can learn more about the sessions and about the digital coaching service inside this newsletter.



Community engagement lead Polly with some of the goods in the hamper that's up for grabs in the ŌCHT Tenant Satisfaction Survey prize draw.

### Need help competing the Tenant Survey online? You can go to any of these assistance sessions hosted by ŌCHT digital coach Annie:

**April 23; May 1, 9:** ŌCHT office, 61 Kilmore Street, 10.30am to 12.30pm.

**April 24:** Resolution Courts Lounge, 5 Resolution Place, Bryndwr, 11am to 1pm.

**May 3:** Biddick Courts Lounge, 14 Claydon Place, Dallington, 11am to 1pm.

**May 7:** Clent Lane Lounge, 62 Cobham Street, Spreydon, 11am to 1pm.

The survey has some new questions and looks different to surveys from other years.

Some of these changes are thanks to feedback from our first Tenant Insights Group.

The group suggested we make the surveys easier to read, with more white space and bigger letters.

They also suggested we use emojis

instead of numbers to make giving ratings easier.

We're really grateful for their help making this survey more accessible – and for your contribution when you return your completed survey!

**Surveys were posted by April 15.**

**If you didn't get a survey please give us a call on 0800 624 456 and we'll make sure you get one.**



## Digital coach offers survey, devices help

ÖCHT's new digital coach is looking forward to new faces, new programmes and getting new wireless internet modems into new homes.

You might first meet digital coach Annie at the survey assistance sessions she's hosting at the ÖCHT offices and at four community lounges over April and May.

She's hosting the sessions after the first Tenant Insights Groups suggested some tenants would like help completing the online version of the Annual Tenant Survey.

In the sessions, Annie will help people connect to free wifi and answer any questions about using their device to access the digital version of the survey.

She'll help people navigate the digital form and she will do her best to answer any questions about the survey questions.

"I'm so excited to meet the community and see where I can help," Annie says.

### Digital coaching service continues

Annie will have plenty of chances to help tenants this year.

She's looking forward to restarting ÖCHT's digital training service to add

even more people to the more-than 400 who have used the service since 2022.

Annie's currently developing new digital training programmes to help ÖCHT tenants grow the skills and confidence to use digital devices and safely surf the internet.

New group training sessions will be available in the coming months.

You don't have to wait – you can register now by calling **0800 624 456**.

### Free wireless internet extended

In even more great news, we're extending the free wireless offer for a few more months.

Supported by Enable and Skinny, ÖCHT is offering free Skinny Jump wireless internet to tenants who have a digital device but do not have the internet at home.

The free 210GB-a-month package is available to qualifying tenants living in communities where Skinny Jump has the cell tower capacity to offer new connections.

Give ÖCHT a call on **0800 624 456** if you think you might qualify.

## Tenant Insights Group makes a difference

The first Tenant Insights Group (TIG) has only just met and its already made a difference.

You'll remember from our last newsletter that ÖCHT has a standing invitation to tenants to take part in special focus groups to look at aspects of our work.

The initiative comes from the last ÖCHT Tenant AGM, where attendees said they wanted to provide timely feedback on aspects of ÖCHT's work.

Over morning tea, the groups give valuable feedback and suggestions and we use what we learn as we continuously develop our services.

The first TIG got together in February and had an indepth look at the Annual Tenant Satisfaction Survey. They heard from the research company that does the survey, Research First, and they offered heaps of suggestions.

They talked about how to make the survey more accessible and understandable, and how to get more people to complete it and send it back to ÖCHT.

That's why the new survey looks different, including why some of the questions can be answered using emojis. It's also why ÖCHT's digital coach will be on hand to help people fill in the online version of the survey.

We've got heaps more TIG sessions planned this year on topics related to all parts of ÖCHT's work, on everything from sustainability and rubbish, to community-building and communication.

If you'd like to be part of a TIG, please call **0800 624 456**.



## How to contact ÖCHT

It's always best to call us on **0800 624 456** to discuss anything affecting your tenancy. It's also the number to call to request an emergency repair outside business hours.



## Employers to share tips at ŌCHT Work Readiness Meetups

Job seeking tenants will get tips and advice from employers and employment experts at ŌCHT's Work Readiness Meetups.

Employers will talk about what they look for in a job application and CV, and what they look for in an employee.

And who knows – they and ŌCHT employment coach Lyn might have some leads that job seeking tenants can turn into jobs.

They'll all be part of the next series of ŌCHT's Work Readiness Meetups Lyn's organising from June.

Lyn has been running meetups for job seeking tenants at the Oxford Terrace Baptist Church halls over March and April.

There, she helps tenants learn how to job search, to get ready for the job market and how to find jobs that aren't always listed.

She can also help eligible job seekers get hold of a phone, bus cards and other items needed for interviews.

Lyn says the new programme will include guest experts from many of the sectors needing new workers right now.

"It'll be a great chance for people to hear what employers are looking for, and I'll be there to help every step of the way."

Lyn is also planning a third ŌCHT Job Fair for later this year.

About 50 job seeking tenants attended



the last one in February.

Lyn had great feedback from tenants and from the dozen employers and trainers that attended.

Tenants explored job opportunities and connected with training resources. Lyn is now helping many get ready to look for work.

Tenant Liam went to the fair to explore opportunities as he prepared to return to work from an extended period on ACC.

Liam knows how to get a job but appreciates Lyn's help getting work ready and identifying what driving certificate he'd need.

Tenant and support worker Diana attended the fair and says it's never too late to change up and look for a new job.

**If you'd like to attend ŌCHT's Work Readiness Meetups, or get help making your CV, getting some interview tips or any other advice about the world of work, please contact Lyn by calling 0800 624 456 or emailing [admin@ocht.org.nz](mailto:admin@ocht.org.nz).**

## Registrations still open for art workshops and ŌCHT Art Show

There's still time to register for free art classes ahead of the 2024 ŌCHT Tenant Art Show later this year.

More than a dozen artistic tenants have already signed-up to take part in free art classes hosted by The White Room Creative Space.

The White Room will send a letter to those people who have already registered, to invite tenants to be part of the community art space. It'll have

details of the first workshops, which will be held at their new workshop, at the Climate Action campus in Linwood, from June.

The White Room will have a timetable with slots when ŌCHT tenants can pop in for one-on-one support. If you can't leave home, they can take resources to you. They can also provide tuition and support using Zoom (over the internet) if you need it. If you can get to

the workshops, you'll meet new and creative people from all over the city while creating your own art.

**If you're interested in taking part in the art show or classes, please call ŌCHT on 0800 624 456 or email [admin@ocht.org.nz](mailto:admin@ocht.org.nz) with Art Show in the subject line and we'll get back to you with more details, and get you connected with The White Room Creative Space.**

## Keeping a vest of who's in your community

The ŌCHT tenancy and maintenance teams will soon be even easier to pick out in a crowd.

Over the coming weeks, tenancy advisors, handypeople and our maintenance team will start wearing blue vests during community visits.

At the last Tenant AGM we learned that making ourselves



more visible would make it easier for people - especially new tenants - to catch up with us.

The vests will have the ŌCHT logo on the chest and back, and the words "Otautahi Community Housing Trust" across the back.

We hope they'll make our team more obvious when we're about so you can catch us for a chat.

## Drop us a line so we can drop you a line

Are your contact details up to date?

We've had a amazing response to our request in the last newsletter to make sure we have your most up-to-date contact details.

Dozens of people have let us know they've ditched their landline for their new mobile phone, that they've have a new mobile phone number, or that they've got a new email address.

Heaps more have called to check who we have on record as their next of kin, and some have provided new next of kin details.

All these contact details help ŌCHT get hold of you as part of our work as a landlord and service provider.

The next of kin details help us if we can't get hold of you, especially if we have any welfare concerns.

Please remember to let us know any change to your contact details by calling **0800 624 456** or by emailing [admin@ocht.org.nz](mailto:admin@ocht.org.nz).

For the next few months we'll routinely ask people to confirm their details whenever they call us.

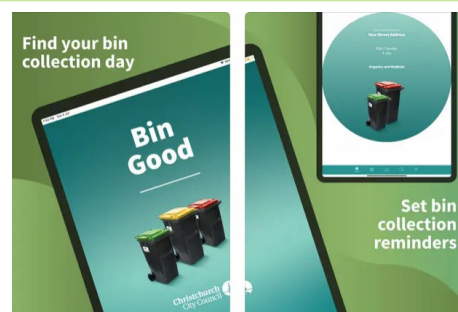
## Lawn edging changing

Lawns contractor Glenharrow is changing how it manages lawn edging in our communities.

They'll use a targeting nozzle on still days to apply a spray to progressively reduce the need to use line trimmers to keep the edges under control.

The spray typically takes about 10 minutes to dry when applied during the middle of the day and it dehydrates weeds within a couple of hours of use. It's already used to control weeds in garden beds.

The Nirvana spray doesn't contain glyphosphate but for your peace of mind please wait until the spray has dried before using the lawns.



## Making bin day clean and easy

The Christchurch Bins app makes it easy to find your bin collection day and set reminders for when to put out and take in your bins.

You can also use it to see what can be recycled, made into compost or put in the rubbish.

You can download it to your mobile device from the Apple Store or Google Play. Just search "Christchurch Bins".

## Staying fire safe

The colder months are house fire season in New Zealand. Here's some tips to keep your home fire safe this winter:

### Don't leave your cooking

**unattended:** Keep an eye on your cooking and turn the stove and oven off when you're done or if you need to leave your home. You should also keep tea towels, oven mitts and any other flammable items well away from the cooking area. Oh, and it pays not to take a nap when you've got something on the stove!

**Check your power boards:** There's an increased chance of fire if you've got plugs in all the sockets and the board or plugs feel warm. It's often best to unplug the appliances you're not using until you need to.

**Internal sprinklers:** If you live in a home with an internal sprinkler system, please don't hang washing, decorations or anything else from the outlet. This can damage the sprinkler, prevent it from activating if there's a fire, or even cause an accidental activation and flooding.

**Shared safety precautions:** In some larger communities, the doors leading to shared spaces such as shared corridors and laundries are fire doors. Please don't prop them open - they're a means of escape and they help stop fire spreading when closed. Please also avoid leaving things in stairwells - it can create a fire and safety hazard.

## Thank you!



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community  
housing  
trust

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