

FAQs – Community Housing Aotearoa

Q. What is a community housing provider?

A community housing provider (CHP) is a not-for-profit organisation working to provide long-term, affordable and appropriate homes for people who need them. They may be providing more than one service in their communities, and may be receiving government funding (but not necessarily). They work hard to engage with the communities they are working with and alongside, and are responsive to their tenants.

A 'registered' community housing provider is a term used specifically to describe organisations that meet the performance standards of the Community Housing Regulatory Authority (CHRA) within the Ministry of Housing and Urban Development. This enables them to become a class 1 social landlord under the Housing Restructuring and Tenancy Matters (Community Housing Provider) Regulation 2014, and therefore be able to negotiate with the Government and to provide public housing.

A list of registered CHPs is available at <https://chra.hud.govt.nz/about-chra/register?start=50>.

Q. How many homes do CHPs provide?

CHPs own or manage more than 13,000 homes, and provide housing for more than 25,000 people each year. Another 10,000 households receive support through emergency and transitional housing programmes annually. More than 1,000 families have been assisted into affordable home ownership¹.

Providers in the community housing sector work across the spectrum of housing need, including urgent temporary housing, Housing First, social housing, affordable rentals, and assisted home ownership. Many work with specific communities and groups of people within the population; for example, Māori housing providers, Pacifica communities, organisations working with refugees, people who are elderly or have disabilities, people living with mental health or addiction issues, people experiencing homelessness and/or poverty.

Community housing providers are making a real difference in people's lives:

- [Alex](#)
- [Joan](#)
- [Mau and David](#)
- [Christine](#)
- [Rozeena](#)

A list of community housing providers which are members of Community Housing Aotearoa can be found at <http://www.communityhousing.org.nz/members/members-directory>. Not all CHPs belong to Community Housing Aotearoa, but our sector body provides a voice for all. More information about Community Housing Aotearoa is available at www.communityhousing.org.nz.

Q. Why have CHPs sent politicians a 'letter of expectations'?

Community housing providers believe everyone should have a good quality permanent, affordable home in neighbourhoods where they are able to thrive. Having a good home builds a foundation for

a good life, providing hope and stability, strong connections with our communities, and enhancing our health and wellbeing.

We want all New Zealanders to have these things so we've sent politicians a letter of expectations to let them know what we think needs to be done following September's election, and to offer our help. Our sector is already providing homes that that the country needs, and we're ready to provide even more.

We're asking politicians to commit to the actions in the letter of expectations to ensure all New Zealanders are well-housed. We're also asking them to meet with us to identify how we can work in partnership to create good homes that people can afford.

Q. What do we know about the housing situation in New Zealand?

We know that many whānau struggle to find a home that's long-term, affordable and of good quality. The affordable housing that is available, both publicly funded and in the private sector, is under pressure with long waiting lists. Many whānau also find it very difficult to buy their own home.

New Zealand has 70,886 public housing places but as at 31 March 2020, there were just over 16,000 people on the Ministry of Social Development housing register. Public houses are owned or leased by the Government's housing agency Kāinga Ora and registered community housing providers. Kāinga Ora provides most of the public houses, at 63,402, with 37 registered CHPs providing the remaining 7,484.

While public housing provides stable long-term accommodation for many people, there are other types of housing available to meet short-term and urgent needs. For example, transitional housing offers temporary accommodation and support for an average 12-week stay while something more permanent is found. Just over 3,100 housing places available for whānau in the programme, so that around 10,000 households receive support through emergency and transitional housing programmes annually. Housing First providers also work to place people in need directly into their long term rental, and are counted in the figures above.

<https://www.hud.govt.nz/assets/Community-and-Public-Housing/Follow-our-progress/Quarterly-Reports-2020/1c17940406/Public-Housing-Quarterly-Report-March-2020.pdf>

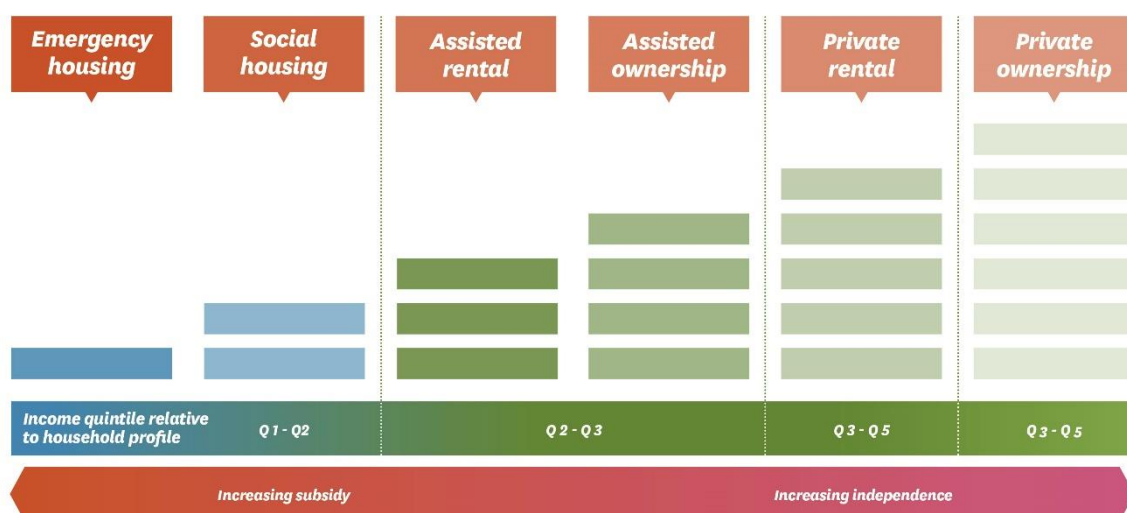
During the special circumstances of the COVID-19 pandemic lockdown, a further 1200 motel places were provided for people with nowhere to live. The Government announced in May 2020 that 6000 state houses and 2000 transitional homes would be built in the next four to five years, at least 30% of these by CHPs. That's in addition to the 6400 public houses being built in the four years to 2022 and 1000 additional transitional homes announced in February 2020.

https://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=12331730

<https://www.beehive.govt.nz/release/8000-more-public-houses-be-delivered>

Community housing providers also offer a wide range of affordable housing, including assisted rentals (where the tenant receives the Government's Accommodation Supplement and the CHP received low cost capital, offering a rent at 75% of market) and pathways into home ownership through rent-to-buy, shared equity, and Secure Home/leasehold arrangements.

The following housing continuum graphic provides an overview of the types of housing available.



KEY POINTS OF THE LETTER OF EXPECTATIONS

Increase the supply of affordable homes for all New Zealanders, including affordable rental homes, social homes and progressive home ownership.

This can be done by:

- committing to investing in community housing providers to build and manage increasing numbers of affordable permanent housing (alongside Kāinga Ora)
- providing a range of finance and funding options to community housing providers
- providing a long term procurement process that provides certainty and confidence to CHPs and socially responsible investors.

Build capacity within Māori and Pacifica housing providers in order to build and/or deliver homes appropriate to Maori and Pacifica communities.

This can be done by:

- fully implementing the February 2020 Homelessness Action Plan and MAIHI framework
- committing to developing the capacity of and financial resources available to Māori and Pacifica housing providers
- removing barriers to investment for housing on Māori-owned land including papakainga.

Enable the community housing sector to provide many more social and affordable homes; good homes in places where people can thrive.

This can be done by:

- ensuring that a place-based approach is implemented so that communities themselves determine where and how affordable housing is delivered, to meet the varied needs of communities.
- ensuring that services are available to support people to live well in their own homes.
- implementing policy tools which deliver land to CHPs to be retained for affordable homes and any profits recycled into more homes.

Provide security of tenure for all New Zealanders.

This can be done by:

- providing legislative protection to all people in rental housing that recognises the rights and responsibilities of both tenants and landlords – including boarding houses, transitional housing, other kinds of shared accommodation and public housing
- ensure independent tenancy advocacy services are available for all tenants
- adopting nationwide housing quality standards for existing and new homes.

Create the legislative and regulatory environment to enable a supply of affordable homes.

This can be done by:

- ensuring local government is enabled to lead and implement its local housing plans
- requiring the delivery of a percentage of retained affordable housing in new developments through inclusionary zoning
- ensuring that the consenting process is streamlined where retained affordable housing is part of new developments.

[Podcast on inclusionary zoning](#)

[Article on inclusionary zoning](#)

Recognise housing as a fundamental human right and take the necessary actions to implement that right for all New Zealanders.

This can be done by:

- implementing and respecting, protecting and fulfilling the right to housing in accordance with the international definition of adequate housing (including security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability; accessibility; location; cultural adequacy)
- recognising the need for guidelines on the right to a decent home and utilising the robust guidelines being developed by the Human Rights Commissions in accordance with its statutory mandate.

When implemented, the human right to a decent home in Aotearoa will empower individuals, communities, whānau and iwi; strengthen housing initiatives; and serve to hold government accountable.

ⁱ Owned/managed homes and home ownership from CHA Supply Survey; Transitional housing figures from the HUD dashboard, May 2020.