

# Tāmaki Regeneration Company

The Year Ahead  
2020/21

External version



# Who we are

The Tāmaki Regeneration Company (TRC) works alongside the community and our partners, shaping the future of Tāmaki together.

Tāmaki is a special part of Auckland with its plentiful parks and beautiful estuary. Glen Innes, Point England and Panmure, the three suburbs that form Tāmaki, have diverse and proud communities with a strong connection to the whenua. We're investing in this special part of Auckland through the Tāmaki Regeneration. The project embraces the manaakitanga, energy and spirit of Tāmaki, building on the area's rich history.

TRC has a master plan for Tāmaki that will upgrade streets, parks and town centres, increase transport options, support schools, provide job opportunities and build 10,500 new homes.

Together with our shareholders, the Crown and Auckland Council, TRC is successfully guiding the transformation of Tāmaki. The regeneration programme is already opening doors to home ownership for New Zealanders and creating training, employment and business pathways for the community to prosper.

Ultimately the regeneration programme aims to enhance wellbeing in Tāmaki, especially for local Māori and Pasifika people. Together we are creating a place for everyone, where new possibilities flourish.



## **Our Vision**

Tāmaki is  
an awesome  
place to live

## **Our Mission**

We work with  
partners to build  
an environment  
where Tāmaki  
whānau thrive



# Our Tāmaki Regeneration Priorities



## Social Transformation

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Supporting Tāmaki residents and families to gain the skills, knowledge, and employment opportunities to progress their lives



## Economic Development

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Strengthening the local economy and unlocking the potential of the Tāmaki area to enable a prosperous community and deliver better value for money to the Crown



## Placemaking

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Creating safe and connected neighbourhoods that support the social and economic development of Tāmaki and its community



## Housing Resources

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Optimising the use of land and existing housing stock to effectively support and deliver social and economic results, including better public housing options for Tāmaki

# COVID-19 Economic Recovery Plan

Taking decisive, practical, and compassionate action to help support our strong and resilient community through this difficult time.

TĀMAKI

## Our objectives



Help Tāmaki people into jobs



Support local businesses



Build more homes



Support vulnerable whānau



# COVID-19 Economic Recovery Plan

## New initiatives

- Accelerate our **planned maintenance programme**, helping local construction businesses and generating quality local jobs
- Work with partners to develop **housing on TRC's vacant sites**, with TRC buying back all homes
- Investigate **buying more properties** from current development projects in Tāmaki, increasing certainty for development partners and adding to our housing stock
- Work with partners to accelerate the **delivery of key infrastructure** in Tāmaki
- Establish a **support service** for Tāmaki businesses to help them access support from central and local government
- Expand the Jobs and Skills Hub, focusing on **training a construction-ready local workforce**



# Regeneration Programme Fundamentals

Alongside the COVID-19 economic recovery effort, we will continue to deliver the fundamentals of the regeneration programme:

- Providing a **world-class tenancy management service** by taking a personalised approach and working with whānau to achieve their aspirations
- Expand our **Affordable Housing Programme** to meet strong local demand
- Creating **quality jobs in Tāmaki** and supporting our local people into employment
- Work with Kāinga Ora to ensure neighbourhoods in Tāmaki use **best practice urban design**
- Implement the **Tāmaki Education Change Plan**
- Revitalise the **town centres and employment zones** in Tāmaki



## Social Transformation

### Supporting Tāmaki whānau to thrive

Our overarching objective in this area is to support Tāmaki residents and whānau to gain the skills, knowledge, and employment opportunities to progress their lives.

To achieve this, we engage with the community and undertake research to deeply understand the needs of Tāmaki whānau. Based on this understanding, we collaborate with public, private, and community partners to co-design transformational social and economic programmes for Tāmaki whānau.

### Our objectives

- Support Tāmaki residents into education and employment opportunities
- Provide a diverse range of affordable housing options for Tāmaki whānau
- Support families with an integrated social service system, which enables them to achieve their aspirations







## FY19/20 Highlights

# 788

Tāmaki people into **jobs**  
through the **Jobs & Skills**  
**Hub**, since the programme  
began six years ago,  
including:

# 181

employed **this year**



# 31

whānau moved along  
the housing ladder  
through our **Affordable**  
**Housing Programme**  
this year, including:

# 03

progressed into  
**an affordable**  
**rental property**

# 12

progressed into  
**a shared home**  
**ownership**  
**home**



# Social Transformation

## What we're doing in FY20/21

- Work with partners to deliver a **whānau debt relief programme**
- Expand the **Jobs and Skills Hub**, focusing on training a construction-ready local workforce
- Expand our **Affordable Housing Programme** to meet strong local demand
- Enhance **education and employment opportunities** for Tāmaki residents
- Equip Tāmaki whānau with the **financial knowledge and tools** to transition out of the need for state housing
- Support our partners to start delivering the **Whānau by Whānau** programme to help whānau in crisis

Targets 20/21

100

people employed through TRC initiatives

Targets 20/21

10

people progressed along the housing continuum



Project:

**Whānau Debt Relief Programme**

Milestone 20/21:

**Deliver a Whānau Debt Relief Programme via partners**

## Economic Development

### Driving a thriving local economy in Tāmaki

Economic development is an integral part of the regeneration programme. Our objective in this area is to strengthen the local economy and maximise the potential of the Tāmaki area.

We work with our partners, the central and local government, to help deliver improved transport connectivity and community infrastructure.

### Our objectives

- Develop vibrant town centres and commercial precincts that meet the needs of our current and future populations, while maintaining the Tāmaki culture
- Encourage investment into Tāmaki



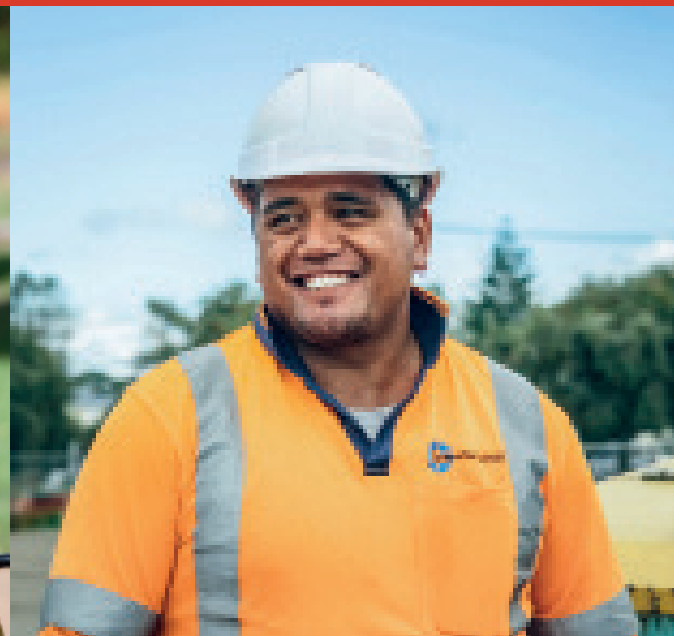


# ➤ Economic Development

## FY19/20 Highlights

We worked with partners on the  
**Implementation Plan  
for the Tāmaki  
Employment Precinct  
Project**

Ran a **business  
support campaign**  
for local businesses affected  
by Covid-19





# ➤ Economic Development

## What we're doing in FY20/21

- Establish a **support service** for Tāmaki businesses
- Look at how to best use **TRC-owned sites** in the Glen Innes town centre, and potentially buy land in both Glen Innes and Panmure
- Deliver a '**support local**' marketing campaign
- Work with partners to build **economic development capability** in Tāmaki to help with the recovery from COVID-19
- **Promote Tāmaki** as a place that provides great investment opportunities

Project:  
**Tāmaki Employment  
Precinct Project**

Milestone 20/21:  
**Complete the Tāmaki  
Employment Precinct  
Neighbourhood Plan**

Project:  
**Tāmaki Business  
Support Service**

Milestone 20/21:  
**Establish a Tāmaki  
Business Support  
Service**

Project:  
**Glen Innes Town  
Centre Revitalisation**

Milestone 20/21:  
**Complete feasibility  
studies for TRC-  
owned sites in the  
Glen Innes town  
centre**



# Placemaking

Creating safe and connected neighbourhoods that support the social and economic development of Tāmaki and its community.

Our neighbourhoods in Tāmaki will demonstrate best practice in urban design and efficiency, creating cohesive communities that are linked through quality parks and open spaces, supported by social infrastructure that meets the needs of Tāmaki's changing population.

TRC will work with Kāinga Ora, Auckland Council, and the Tāmaki community to ensure Tāmaki is connected; both physically through great transport infrastructure, and socially through friendly, welcoming neighbourhoods and community facilities. We will also work with our partners to make sure that our developments enhance Tāmaki's natural environment.

## Our objectives

- Create sustainable neighbourhoods that enhance Tāmaki's natural environment
- Ensure quality transport connections that allow easy movement within Tāmaki and to and from other regional destinations
- Provide Tāmaki residents a chance to shape Tāmaki and take advantage of its opportunities
- Develop safe and welcoming neighbourhoods that support social cohesion and connectivity





FY19/20 Highlights

**08 events & activations**

delivered working with  
partners in Tāmaki

We reached agreement with  
Auckland Council to ensure that  
**Maybury Green** will continue to be  
**a dedicated space for  
community use**



# Placemaking

During the 2020/21 financial year, we will:

- Deliver placemaking projects from the **Tāmaki Precinct Masterplan Implementation Plan**
- Implement our **Placemaking Strategy**
- **Deliver events and activate spaces** in Tāmaki
- Work with Kāinga Ora to ensure neighbourhoods in Tāmaki use **best practice urban design**

How we will know we are making progress:

**100%**

of neighbourhood designs meet the agreed minimum standard under the **Quality Neighbourhood Framework**

**05**

**events and activations** delivered directly by TRC or in conjunction with partners





## Housing Resources

This is about more than just building houses, we're building communities. Mixed and blind tenure houses, coupled with great urban design and world-class tenancy management, are essential to regeneration outcomes.

Looking after our tenants is our top priority. Our tenancy management services arm, Tāmaki Housing Association (THA), delivers an innovative tenancy management service in Tāmaki that places the wellbeing of our state housing whānau at the centre of all that we do.

As the master planner for Tāmaki we are working closely with Kāinga Ora – the master developer for Tāmaki – to drive the supply of diverse housing stock to the Auckland market including state, affordable, KiwiBuild, and private market homes.

### Our objectives

- Develop and own new quality state houses at an efficient build and whole-of-life cost
- Ensure our state housing tenants live in houses that are fit-for-purpose
- Ensure tenant-landlord relationships are managed professionally, with tenants being treated respectfully throughout rehousing
- Provide a continued supply of quality houses across the housing continuum



# Housing Resources

## FY19/20 Highlights

**90%** tenant satisfaction rate for FY19/20

**152** new homes, including:

**59** new, healthy state homes

**21** affordable properties



Successfully completed  
**a procurement for a new maintenance contractor,**  
with Spencers starting  
on 1 July 2020





# Housing Resources

## ASSET MANAGEMENT

### What we're doing in FY20/21

- Bring forward planned maintenance and our **Quality Housing Maintenance Programme**, generating quality local jobs
- Continue to **improve the overall quality** of our housing portfolio by buying newly built state houses and upgrading existing houses
- Keep **vacancy periods to a minimum** and maximise the number of public housing places available
- Ensure that state houses are **suited to tenants' needs**

### Targets 20/21:

**98%**

of lettable homes that are let

**65%**

of customers satisfied with **repairs and maintenance**

**28 days**

Average inter-tenancy void turnaround time  
(vacant to ready to let)

**2.52**

Portfolio average property condition (CGI)



## Housing Resources

### TENANCY MANAGEMENT

#### What we're doing in FY20/21

- **Manage our tenancies** efficiently, effectively, and compassionately
- Work closely with our tenants, particularly those with at-risk tenancies, to **ensure tenancies are sustained**
- **Respond to tenant requests quickly** and resolve issues within agreed timeframes
- Always adhere to the **Tāmaki Commitment**

#### Targets 20/21:

# 70%

**Tenant's overall satisfaction rating** for Tāmaki Housing

# 100%

of tenants who are affected by redevelopment and **want to stay in Tāmaki** are rehoused within Tāmaki

# <10%

**Rental debt older than 7 days** as a percentage of monthly rental income

# 90%

of **urgent health and safety queries** responded to within 4 hours

# <\$2166.32

**Tenancy management cost** per unit

# 10 days

**average to let Tāmaki Housing Association property** to applicants from the MSD register after it becomes available



# Housing Resources

## HOUSING SUPPLY

### What we're doing in FY20/21

- Work with Kāinga Ora and existing partners to plan and **develop housing on TRC's vacant sites**, with TRC committing to purchase back all homes
- Investigate **buying more properties** from current development projects in Tāmaki, increasing certainty for development partners and adding to our housing stock
- Bring forward planning of the **Glen Innes North West neighbourhood**
- Purchase approximately **40% of all new homes** delivered in Tāmaki by Kāinga Ora during the financial year
- Work with our partners to identify **key infrastructure projects** in Tāmaki that could be prioritised, to enable the accelerated build programme and stimulate the local economy

### Targets 20/21:

**40%** of homes **delivered in Tāmaki by Kāinga Ora** during the financial year that are **purchased by Tāmaki Regeneration Limited**

**Commence neighbourhood planning**  
for Glen Innes North West



# Other Key Projects Progressing in Tāmaki

- **Regeneration Support** - work in partnership with other regeneration teams within Aotearoa to advance the wellbeing outcomes of local communities
- Work with partners to design and develop a **Wellbeing Hub** in GI town centre to enable services to cluster and connect to enhance wellbeing outcomes for Tāmaki
- Work alongside ADHB and the Kidney Society to get a local **dialysis and kidney health centre** up and running
- Work with partners to design and develop an **innovative centre of early learning excellence** that will give whānau access to co-located support services
- Celebrate **Tāmaki with the Tāmaki Loop** – work with partners to establish a shared pedestrian/cycle route with a strong identity that links Panmure to Glen Innes
- Progress our **Wayfinding Strategy** with a cultural community art project to enable locally produced public art

