

Fit for Growth

An Insights Report



**Residents' voice
and housing
change in
Puketāpapa**

February 2022

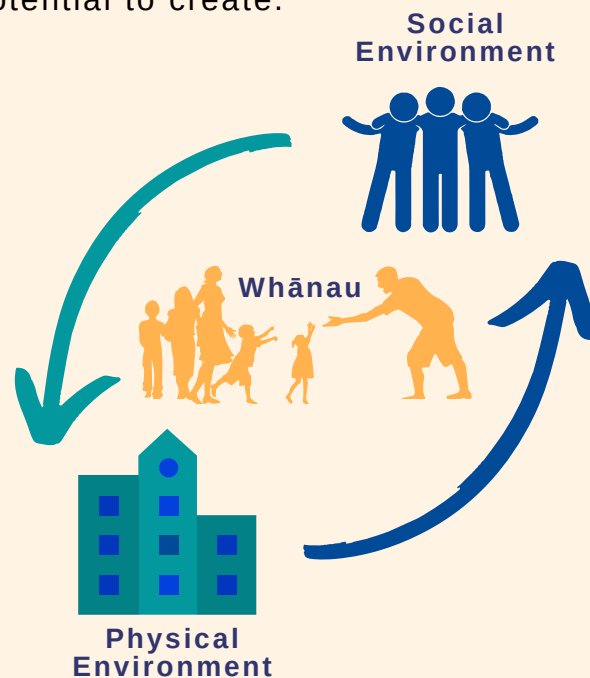
Summary

Purpose

This insight report is to collate from community voice; the aspirations, concerns and ideas on how our changing neighbourhoods can intensify and be a place to belong and grow as whānau and community. To discover what is needed to make Puketāpapa fit for growth.

Findings

Whānau and community are at the heart of the rebuild. How locals are involved in the growth of their community, from what it looks like, growing relationships and connections and being at the centre of decision making will make the difference in forming the thriving communities the rebuild has the potential to create.



Key Insights

Insights into what our communities value in their neighbourhoods: a summary

- 1 Make it Relevant** – Fit for purpose homes that reflect who we are.
- 2 What is built** impacts on how residents make use of their surroundings and how they feel about their local neighbourhood.
- 3 Day to day bumping spaces** and localised community hubs to support whānau and community connections.
- 4 Relationships are at the heart of the matter** – Welcoming, making connections and making it last.
- 5 Make it local** - Think and act at the neighbourhood level.
- 6 Make it ours** – We know what we need and how to do it. Invest in us



Introduction

Puketāpapa is experiencing dramatic growth and change with large housing build projects across our traditionally state housing areas. The rebuild is being managed by Kāinga Ora and is impacting on thousands of our residents. In addition, there is significant private developer intensification occurring.

Healthy Puketāpapa believes that healthy housing is more than a good quality home, it is the foundation of community. This insight report is a first step progressing the Healthy Puketāpapa project actions

- Intensifying Puketāpapa neighbourhoods build sustainable healthy homes with current and future communities
- Puketāpapa residents have defined what healthy homes means culturally, socially and physically

Our Approach

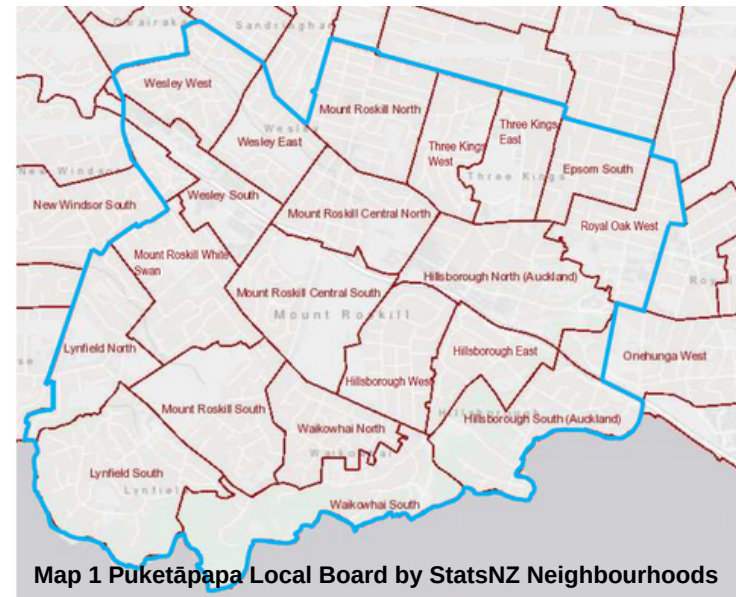
Over the years our communities have generously given their opinions and thoughts on their aspirations, their community and their neighbourhoods.

This insight report reviews consultations, engagement activities from the past 3 years to identify themes around the housing change. We elected not to conduct extra engagement as there was a wealth of knowledge from the communities already and we wanted to honour the time and effort already given.

The insight report will be taken back to the community to explore the curious questions raised and to identify how we work together to realise their aspirations. We also intend to map projects that address the questions and to share this information.

We have used results from Healthy Puketāpapa's wellbeing and planning work, results from wider council activities including the draft Mt Roskill Integrated Area Plan which has been developed in partnership with mana whenua and other reports and consultations such as the themes from Kāinga Ora's community listening sessions.

Each insight demonstrate the community voice and provides curious questions for everyone to explore, as our community grows and neighbourhoods change.



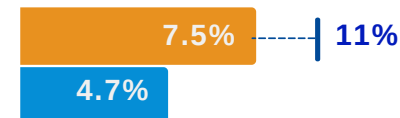
A short note about the graphs and charts.

We've included some graphs and statistics to give context to the words of our residents.

These graphs are colour coded to show results for

- neighbourhoods impacted by housing change
- neighbourhoods outside housing change.

Some of the graphs show extra lines and percentages extending from it. These show a maximum value we found and normally represents a result for a single neighbourhood.



Statistics from a number of sources including Census 2018 and the 2021 Puketāpapa Wellbeing Survey provide context. Neighbourhoods are represented by StatNZ's Statistical Areas (SA2) as shown on Map 1 on this page.

For a full list of data references go to page 19 and don't forget to look at www.healthypuketāpapa.org for more information on the wellbeing of our communities.

Profile of Puketāpapa Neighbourhoods Impacted by Housing Change

Housing change in Puketāpapa impacts the neighbourhoods of Wesley, Mt Roskill Central, Roskill South, Waikowhai North and Three Kings West.

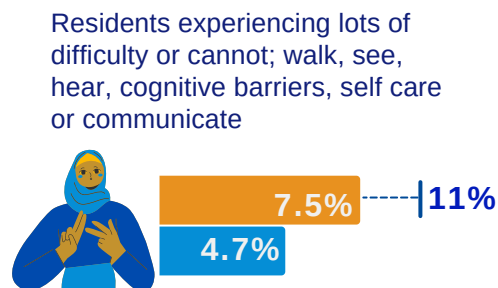
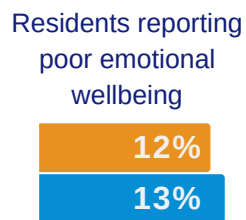
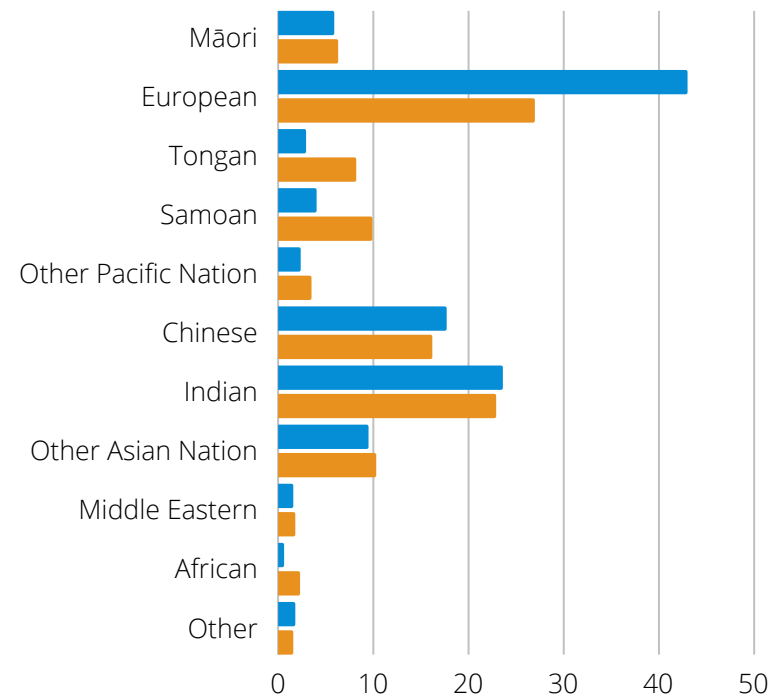
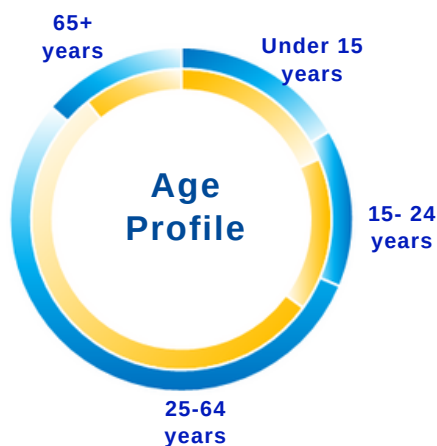
- Neighbourhoods impacted by housing change
- Neighbourhoods outside of housing change area

Summary of Statistics

Neighbourhoods impacted by housing change are younger, poorer, have significantly more Pacific and African residents and have significantly less European NZ residents.

Families are larger, often intergenerational. Although the population is younger, there are more people living with serious disabilities.

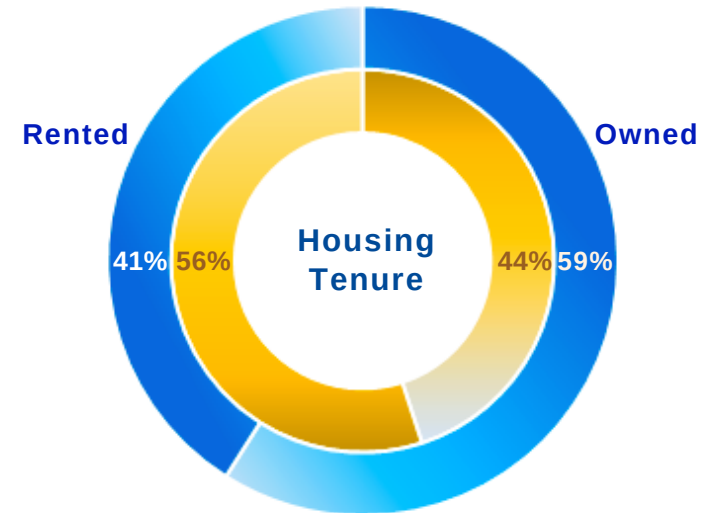
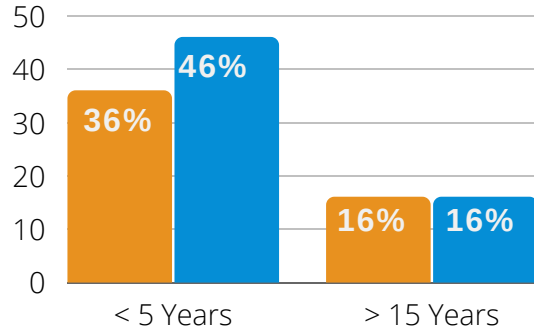
More people rent than own their homes in these Puketāpapa neighbourhoods and the state of both Kāinga Ora and private rental homes is poor, with one third of rentals damp and/or mouldy. Rents also continue to rise impacting on affordability of homes.



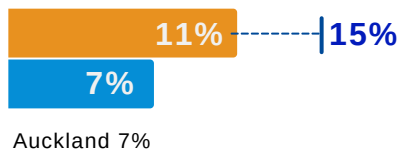
Profile of Puketāpapa Neighbourhoods Impacted by Housing Change

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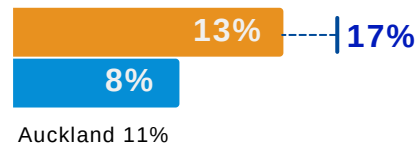
Years in current home



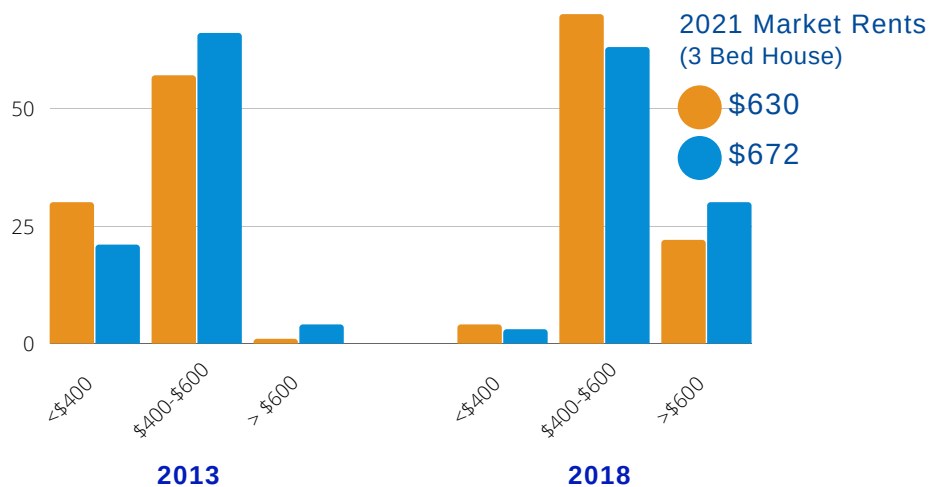
Homes with 6+ people



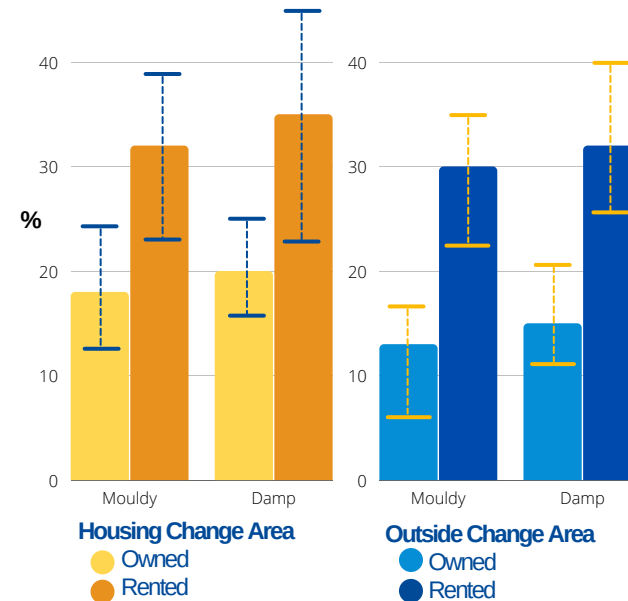
Multi Generational Living



Market Rent For a 3 Bedroom Home



Housing Condition by Tenure



Insight 1

Make it Relevant – Fit for purpose homes that reflect who we are.

What we heard

Is what is being built in Puketāpapa fit for purpose?

Does it meet cultural norms or whānau needs? Is it accessible and being built for an aging population? Our residents have major concerns that the housing being provided doesn't take into consideration who our residents are and what our families look like.

Puketāpapa is the most diverse community in Tāmaki Makaurau, residents fear that the rebuild does not reflect the areas' diversity?

Residents see the new intensively built homes not providing the housing choice that fit our community needs and aspirations. They are seeking homes that accommodate enabled living, intergenerational living, larger families, have relational spaces or draw on housing designs that are different to the NZ Northern European norm. Is this an opportunity to be innovative in housing and neighbourhood design?



All communities not those that can afford it.

Affordability, rent and homes, we are pushed out!

Number of bedrooms (2 or 3), new homes are too small for families

Affording to stay

A core concern is how current families and residents can possibly afford a home in their own neighbourhood with 'affordable' homes being out of reach and often designed with only 2 or 3 bedrooms. This forces families out of their neighbourhoods which impacts on community cohesion, community knowledge and connections, as explored in Insight 4.



Puketāpapa mana whenua say

Capitalise on the transformational changes provided by Auckland Housing Programme for the benefit of local communities

Quality residential development and redevelopment across the plan area, providing greater choice and at increased density, that provides for improved social, economic and environmental outcomes

Empowering residents to define what healthy homes means culturally, socially and physically to them and the support they require to fulfil these aspirations;

Incorporate mana whenua cultural values and kaitiaki-led design principles in public developments including housing and open spaces and encourage their uptake in private developments.

How might we...

work with developers to use our communities cultural norms and physical needs in housing design?

grow and embed community housing advocacy and decision making?

track or influence affordable housing options?

Insight 2

What is built impacts on how residents make use of their surroundings and how they feel about their local neighbourhood.

What we heard

The physical environment around us impacts on how residents use their streets, parks and local neighbourhood.

Residents want walkable neighbourhoods so they can get around easily using connected streets and parks. Accessible, safe pathways that promote walking and cycling plus easy access services, local shops and to transport routes. Being out and about means residents are greeting neighbours and being part of the neighbourhood.

Enhance and linked green and blue natural spaces, connected within a network of streets and maintained parks. Residents want their natural environmental spaces to nurture people and nature. An environment that everyone can use and connect to all that is around them. Residents want to be proud of their neighbourhoods.



Safe spaces for our children to grow and play.

We heard from children that they want to be outside and using local green and meeting spaces for free play with their friends and family. Children connect at a very local level – within a few streets radius or to close destinations like the local park, playground or school grounds. Parents wanted to know their children were safe and could play near home. Particular concern was for traffic and increased cars on roads due to intensification.

Hear the value and loss we feel about our spaces

Why is it that inside is more wonderful and outside is unsafe – we want to connect?

How can we encourage the use of bikes instead of cars?

How can we still breath? (with intensification)

Make community and green spaces

Walking gives community connection; more human

Better walking and bicycle tracks in bush and park

How do we keep green spaces accessible?

What is the impact of narrow roads and all those cars without space – not child friendly

Why (the new) homes don't get the front yard fenced off for our children to keep them safe?

Vegetable Gardens



Having certainty around tenure means families and residents feel able to plant a garden with food they want to eat. With intensification, individual garden space reduces dramatically and we heard that access to a local garden and gardening programmes would not only mean equitable access to healthy kai and contribute to sustainable living but localised food production can be part of building community connections and supporting mental wellbeing.

Gardening was seen as part of a wider programme that supported food sovereignty, where it is easy to access healthy kai and the community decide what food is available. It also contributes to a bigger picture of sustainability by looking after the whenua and creating a closed cycle of soil care, to production and access of food, social innovation, to community composting and waste.

Building to mitigate climate change

An emerging theme is embedding of sustainable physical infrastructure and practices into our neighbourhoods eg walkable neighbourhoods, how do we incorporate water conservation or re-using top soil locally for community purposes as part of the rebuild and build low carbon communities.



Make a place where you grow vegetables and fruits, where everyone can take the vegetables or fruits for free

innovation in the environmental space (eg kai space)?

Projects that take time (Eg gardens etc) for the community to work together?

make environment friendly living the most affordable, accessible chosen method for living?

measure the impact of new housing development on the environment

Puketāpapa Mana Whenua Say

Work with Kāinga Ora and other housing providers to improve amenities and safety in parks and the creation of new parks, through new housing developments and land exchange

Connecting residents to local movement opportunities

Recognise and promote connections between the three Tūpuna Maunga, their surrounding communities, and the wider natural and cultural landscape.

Investigate and create a “blue-green network” through ecological corridors that link maunga, open space, significant ecological areas, streams and the coast

Advocate and promote for all new developments to incorporate water sensitive urban design principles

Investigate, restore or enhance te ora (health) and food producing capacity of freshwater ecosystems in the area.

Puketāpapa Children Say

How can they help place more bins around the community to reduce littering?

Everyone should have a garden and a heater

Healthy neighbourhood – stop littering, everybody helping, feel safe



How might we....

uplift community pride in our neighbourhoods' physical environment?

build connectivity and sustainability into our neighbourhood plans?

take a child and family centred approach that benefits everyone?

connect to our treasured blue and green assets as part of the redevelopment?

Insight 3

Day to day bumping spaces and localised community hubs to support whānau and community connections.

What we heard

Residents want a physical environment that is purposefully designed to connect people at different locations and across neighbourhoods, generations and backgrounds. Residents want to meet in their streets, connect and find support through local shared places. They want to access local service hubs and make use of neighbourhood destination facilities and parks. This provides a picture of expanding concentric spaces moving from informal to formal and local to destination spaces.

Bumping spaces

The community expressed the desire for friendly, informal out of home spaces, a place for families to be together, spaces that created opportunities to meet and talk to neighbours. This 'our street' environment of day to day bumping spaces would build community connections and relationships, improve safety and perceptions of safety. Combined residents felt this would create a foundation for building stronger long term understanding of each other, community cohesion and help support local community action and projects.

Designed to connect: formal meeting spaces and neighbourhood hubs

How do we build shared physical spaces that support ongoing relationships, physical spaces for gathering as a family if our homes are to be smaller? A place where residents can come together, somewhere to go to that is our meeting space? A space that draws together a housing complex and acts as a mini facility for families and neighbours.

The next circle out is neighbourhood hubs, local multi-purpose spaces that provided connection to services and support. A focus for neighbourhood projects, for the community by the community. See *Insight 5 Make it local*



A destination near home

Communities in Roskill South, the current main rebuild area in Puketāpapa, expressed the need for purpose built destination community facilities that reflected the community, There was an expressed feeling of unequal access to facilities.

For the southern Roskill neighbourhoods the natural topography of the area of steep hills and valleys creates a geographical barriers to travelling between neighbourhoods. Additionally, the motorway, although crossed at many points, creates a physical and psychological barrier to ease of access of current facilities and amenities such as community and youth centres and markets,



Parks and communal recreational spaces as destinations and routes to getting around our neighbourhoods

Residents are proud of and value their green spaces, particularly their larger parks such as Keith Hay and the maunga. The parks and green spaces are viewed as not only destinations but opportunities to create pathways and connections through and between neighbourhoods.

Residents want the destination aspect of the parks to be enhanced by making them accessible and safe, developed to include more active community spaces and facilities, places that work across generations and cultures.



Puketapapa Mana Whenua Say

Agencies, Kāinga Ora and other housing providers to improve amenities and safety in parks

Provide a wide range of safe and desirable uses and facilities in parks and open spaces, including natural play.

Recognise and promote connections between the three Tūpuna Maunga, their surrounding communities, and the wider natural and cultural landscape.

Puketāpapa Children Say

Family relax together and join in

Part of knowing your neighbours can help with good mental health, knowing more people who can help you

More bike ways

Community programme to help families know each other and fix what don't like.



Mangere have fale samoa, marae, where are our facilities for pacific 'a base'?

Intergenerational spaces. Safe spaces for women; mums and daughters

BBQ, seating and a place to meet

How might we....

develop informal and formal neighbourhood spaces?

take a child and family centred approach that benefits everyone?

use the rebuild to create connections to and between our treasured and green spaces?

Insight 4

Relationships are at the heart of the matter: welcoming, making connections and making it last.

What we heard

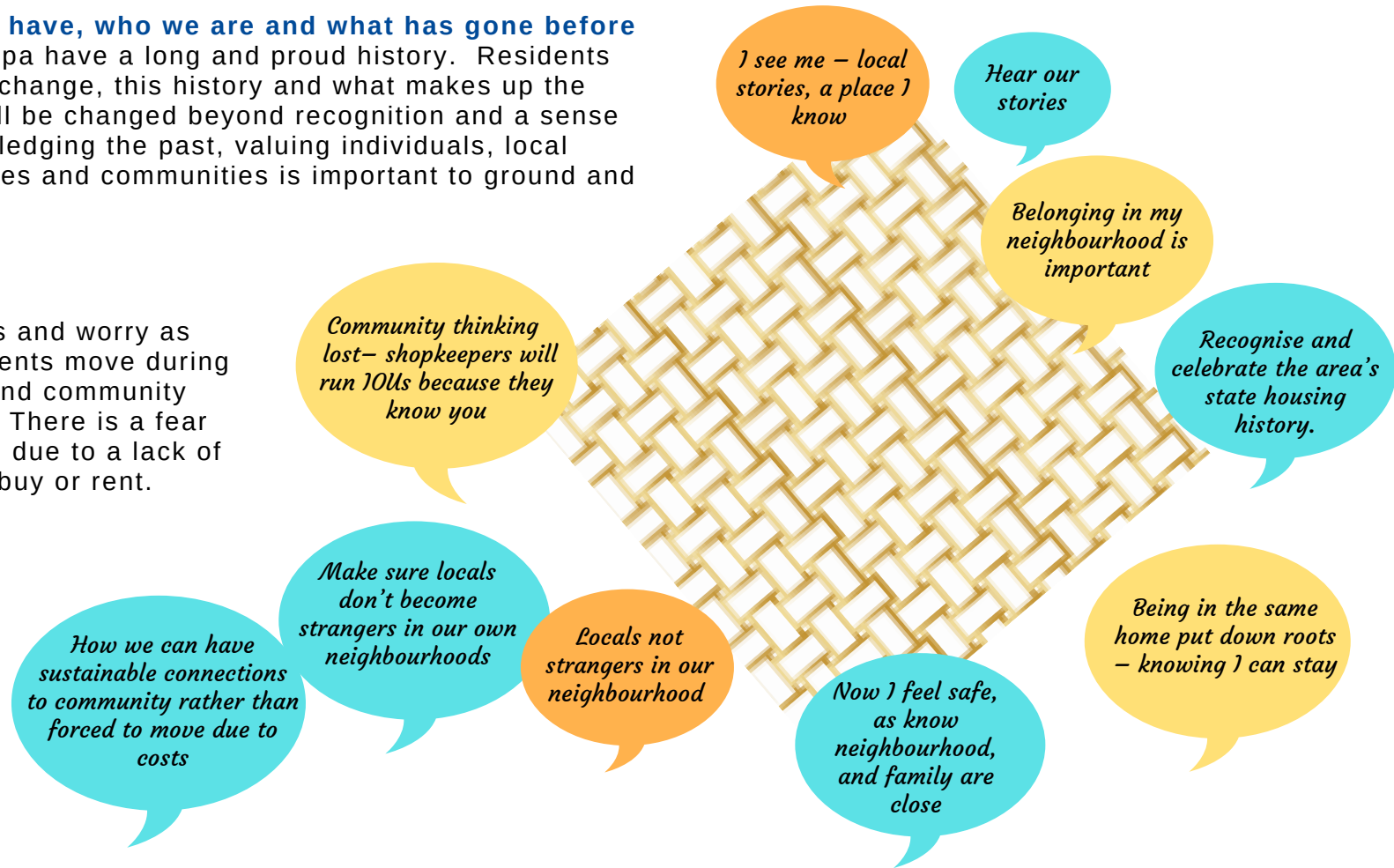
Residents want to retain the feeling that their neighbourhood is the place they belong. They want to welcome new residents but don't want to lose the sense of what is special and important about the different Puketāpapa neighbourhoods. Respecting and valuing local knowledge and history to grow the new community is central to the ongoing story of our neighbourhoods. Residents are clear that this is not short term work, relationships take time and the work must happen inside neighbourhoods, with the residents taking the lead.

Celebrate us - Valuing what we have, who we are and what has gone before

The neighbourhoods of Puketāpapa have a long and proud history. Residents are concerned that with housing change, this history and what makes up the heart of local neighbourhoods will be changed beyond recognition and a sense of belonging will be lost. Acknowledging the past, valuing individuals, local whānau, cultural heritage, histories and communities is important to ground and grow a new community.

A Sense of Loss

There is a very real sense of loss and worry as communities are disrupted, residents move during the rebuilding with key families and community leaders and elders moving away. There is a fear that some won't be able to return due to a lack of options for affordable homes, to buy or rent.



Existing residents as guides, welcomers and connectors.

To retain the sense of belonging, community knowledge, spirit and diversity, current residents identified a role in creating a welcoming culture that was here for the long term. This welcoming role was based on valuing local knowledge and leaders and created a connection to the area's history, introductions to local residents who are neighbourhood leaders and importantly to maintain the resident's sense of fun.

Residents want community cohesion projects based on local knowledge to "Do things that are based on being in this place together". There is pride in the diversity of our Puketāpapa neighbourhoods and a desire to breakdown barriers across generations, faith, ethnicities and between new and old residents. Residents were clear that this was to be led by respected locals, supported to be community connectors and champions and that this support must be respectful and sustained over a long period of time - long after the rebuilding ends.

Community helping Community

Community organisations identified that to support positive change, organisations need capability and capacity building so they can in turn support each other.

Organisations are seeking ways to gain lessons and advice from more established groups to newer groups. The thought is, that this would not only help organisations to grow but also create understanding across communities, build networks and capacity.



Puketāpapa mana whenua say

Preserve, restore and rehabilitate natural and cultural landscapes in the area, including celebrating, maintaining and enhancing sites and places of significance to mana whenua and their relationships with them.

Deliver on community and social cohesion projects

Celebrate and showcase in the design of new developments, the area's cultural, historic heritage and character.

Share Māori knowledge, history and stories so Māori identity can be uplifted, recognised, appreciated and seen in the landscape.

Build indigenous and migrant links

How do we transfer what is good and working to other groups who are earlier in their journey?

How do we value leadership and elders and stop not valuing because have other first language?

Puketāpapa Children Say

Chat to people looking lonely

Help people living feeling safe at home – not hiding feelings or feeling hurt or unsafe

Bring community together – projects for the community to help the community.

Blessing of new houses, we needs leaders in this role.

(keep having) fun

Take time to know each other

Get to know each other, create a cup of sugar culture.

Understand each other – help us help each other and be good neighbours

How might we....

continue to capture the history and stories to support a sense of belonging?

keep families in transition connected to their friends and neighbourhood?

invest in our current communities to welcome new residents

connect community groups to support each other

Insight 5

Make it local: Think and act at the neighbourhood level.

What we heard

Think Local. Residents told us that they want programmes and actions that work at a very local level and that control sits with those who live locally. This means thinking at a street or cluster of streets level, with residents defining what they consider their neighbourhood.



Valuing what is ours – people and places

Very local we think in neighbourhood streets

Do things that are based on being in this place together



Know who can help us - Someone to trust for pathways/referrals and information

How do we develop a go to person across communities for both kids and adults?

Have support from local neighbourhood champions who can signpost

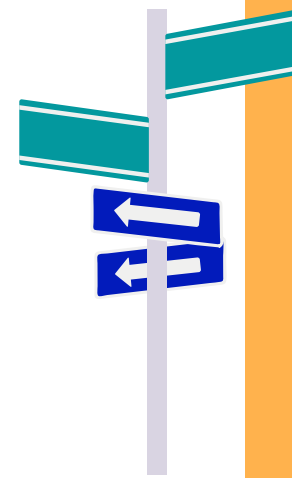
Who are the local community champions and how do we stop and listen to them?

Trusted Neighbourhood Champions

To make this a reality people who live locally need to be truly valued for the knowledge and skills they bring and supported to be leaders or connectors.

There is a desire to grow, trusted neighbourhood champions who can signpost, provide pathways, referrals or information to support the neighbourhood do to things for themselves.

For Puketāpapa neighbourhoods this means identifying and valuing leaders from within communities including our non-English speaking residents. This also means identifying and changing what is prioritised, funded and how things are done so there is support to create neighbourhood champions from across our diverse communities.



Looking for local playgroups and amenities, local as in our street area

Where are the family friendly cafes?

Services that provide a place to live and grow programmes

more multipurpose community venues and sports facilities

How do we get a hub where you can go ask for help with food, housing, health that is not WINZ?

How are schools coping now?

How are schools going to adapt to the population growth?

Local Services

Residents want to use services close to home including shops, community groups, health and social services. As well as local services there is a desire for multi-use facilities as described in *Insight 2*, Services and facilities that are for the community and designed by the community. .

The community explained that there are gaps in local services, residents know what they need and want but expressed that they want support to make it a reality. Residents were also worried about how existing services such as doctors, community organisations and schools will cope with bigger populations and with the disruption as families move in and out of areas.



Puketāpapa mana whenua say

The kaitiaki role of mana whenua is respected

Māori identity and wellbeing is supported and uplifted.

How might we....
uplift neighbourhood champions that represent who we are?

work together to provide support and neighbourhood services as identified by residents?

Insight 6

Make it ours – We know what we need and how to do it. Invest in us

What we heard

Residents know what they need and want for their neighbourhood and community but want the power and support to make it a reality.



Listen and respect our voice

Residents want to know and see their voice being listened to. They want agencies and services to respect the voice of leaders and members of the community that residents value. They also want investment in those leaders as community champions and to see them supported by building leadership capacity and resourcing.

Current residents want to be at the centre of the rebuild development so that it is shaped around community values and aspirations, not on number of homes built. *Insight 1* identified the strong desire for culturally and socially fit for purpose homes and *Insight 2* local and neighbourhood developments.

Developing neighbourhoods that reflect community housing aspirations relies on leaders, champions and residents having the power to advocate for their needs beyond consultations. Finding opportunities to share power and what that could look like, eg Puketāpapa mana whenua have called for the integration of the rebuild and restoring environmental integrity plus the embedding of their kaitiaki role.

"We are not an experiment, we are real people with real lives and we know a lot already"

(Community) be part of voice and listen to us

We need to build better homes

The quality is an issue, We have damp homes, but how practical are new builds?

Sick kids (from poor housing) affects the whole family and the kids future

There is not fair power and control with tenant and landlord relationships

Landlords and tenants have responsibilities

Affordability, rent and homes, we are pushed out!

Accepting Housing Change

There is a general acceptance that Puketāpapa's current housing stock is poor and that more and better homes are needed.

Statistics have shown that the quality of our housing stock, particularly for rentals, is lower in Puketāpapa when compared to homes across Auckland or even between homes inside and outside the rebuild neighbourhoods.

However the rush for housing numbers is seen as coming at the expense of the communities' cultural, whānau and social needs.

This is coupled with a real fear of being pushed out of the neighbourhood due to lack of fit for purpose housing, affordability and not being valued compared to more affluent residents.



Invest in Us

Residents were keen to explore how to integrate employment and social good as part of the area's regeneration and rebuild. What are the opportunities for employment or building innovative green and social businesses and social enterprises, or to grow valued neighbourhood retailers with and for the local community?

Newer community and faith based organisations identified that barriers around funding criteria often restricted their ability to create innovation or projects that reached into their communities.

Agency support was wanted but that agency support and investment was asked not lead, rather take a role in creating the space for community leadership and growth. Finally support needs to be ongoing rather than one off or short-term.



Puketāpapa mana whenua says

Incorporate mana whenua cultural values and kaitiaki-led design principles in public developments including housing and open spaces and encourage their uptake in private developments.

Recognise and support mana whenua's customary kaitiaki role by encouraging their partnership in environmental restoration and management plans and programmes

Partner with mana whenua and engage with landowners and community groups to develop restoration plans for streams.

Investigate and identify the need for additional community services in the area to meet the needs of a culturally diverse and growing community, and deliver these services over time as funding and priorities allow.



Puketāpapa Children's Panel says

Children's panel quote on families talking – creating community events to do this

(The community should) get together and discuss their needs

(Families from a street) get together discuss, creates solutions

Everyone should have a heater – be warm

Programmes for families to come together to say how they feel about community and how we can fix it to make them feel safe and healthy for helping everyone

*Agencies sit behind and support (not up front)
Eg Te Aunganga*

Consultation and development, build capacity to continue

Why is so complicated to get funding?

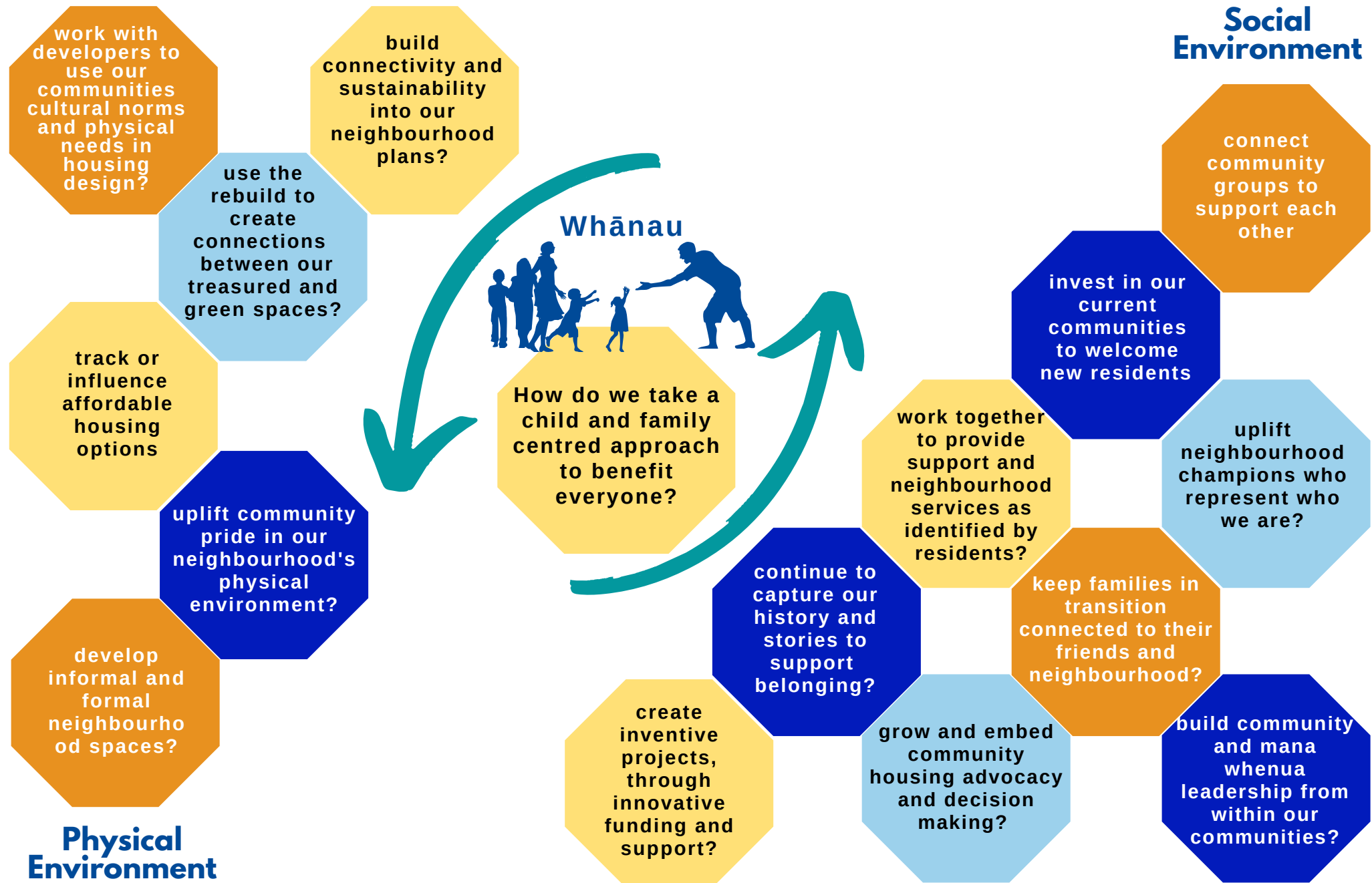
How might we....

grow and embed community housing advocacy and decision making into the rebuild?

build community and mana whenua leadership from within our communities?

create innovative inclusive projects, through innovative funding and support?

How might we...?



Next Steps

Healthy Puketāpapa is a wellbeing project. To build the wellbeing of our communities, a holistic view that has community and whanau leadership and autonomy at its heart makes Puketāpapa's housing and community growth everybody's business.

To support this Healthy Puketāpapa will bring this Insights Report back to our communities, organisations, business, services and agencies to explore ideas, opportunities and discover the work we can do together.

Part 2 of this work will also include a mapping of projects and work currently underway that contribute positively to the curious questions generated by the community voice highlighted in this report.

Finally this Insight Report belongs to the communities who have gifted their voice over the past 3 years. We hope community organisations will use the findings to support their planning and advocacy work going forward.



Source Materials and References

Community Voice Sources

- Healthy Puketāpapa co-creation survey and engagement (Mar-May 2019)
- Healthy Puketāpapa community prioritisation survey and engagement (Dec 2019)
- Puketāpapa Children's Panel Results (2019 and 2020)
- Roskill Social Cohesion Project (Feb 2020)
- Kāinga Ora Waikowhai Plan Change Update (July 2021)
- Mt Roskill Integrated Area Plan - Mana whenua individual and cultural value assessment feedback (Dec 2020)
- Draft Roskill Area Plan - Mana whenua partnership with Auckland Council (Jul 2021)
- Healthy Puketāpapa Review - community looking forward hui and engagement (Aug 2021)

Data Sources

- Statistics NZ - Census 2018
- Healthy Puketāpapa Wellbeing Survey (July 21)
- Tenancy Services (Sept 2021) downloaded from <https://www.tenancy.govt.nz/rent-bond-and-bills/market-rent/>

Further Information

For more information on Healthy Puketāpapa and to access other project documents including the Puketāpapa Baseline Wellbeing Profile go to www.healthypuketapapa.org



Email: info@healthypuketapapa.org



Whenever I have asked 'what makes your neighbourhood great'? without hesitation it is always "the people!"

So to the people of Puketāpapa and especially those from the neighbourhoods dealing with housing change - thank you.

Thank you for your generosity of time, words and spirit. I look forward to working with you to address the challenges raised in this insight report.

**Ailsa Wilson, Project Manger
Healthy Puketāpapa**

**He aha te mea nui o te ao
He tangata, he tangata, he tangata**
*What is the most important thing in the world?
It is people, it is people, it is people.*

