

Social Housing in Christchurch

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EXECUTIVE SUMMARY

Research Question

What is the current stock of social housing available in Christchurch, and to what extent does it meet the current need?

Context

Following the Canterbury 2010-2011 quake sequence, the supply of housing has fallen short of the demand. The problems surrounding social housing are complex. Our community partners, Anglican Life, are working in conjunction with the Department of Building and Housing (DBH) to assess the situation. As per guidance from Anglican Life, we contacted a number of smaller NGOs offering emergency and short term accommodation for their clients. We collated their responses to contribute to the wider report being done by the DBH.

Methodology

To collect our research data, we conducted a series of informal phone interviews, requested data from Statistics NZ, Housing New Zealand Corporation, and the Christchurch City Council. Because of social housing availability information inconsistencies, we were forced to shift the focus of our research. The data we were able to obtain was represented on maps using GIS mapping, in order to create some context and analysis. The study employed quantitative and qualitative approaches. Our recommendations are based on research from international experience and anecdotal evidence collected from our NGOs.

Limitations

Problems surrounding data existence, cleansing, and recording were the main limitations that inhibited the analysis we wanted to achieve. We also encountered problems around the level of expertise required for GIS affecting the reliability of our outputs, and working with the time frames of our contributors. A major limitation was the our own confidence in the project as we struggled with the direction, or lack thereof it initially took.

Key Findings

Our research revealed a large gap in the data in terms of the actual figures of available social housing units. Information about the number and location of beds was inconsistent, and formal data about the expressed or derived need from potential clients was non-existent. We concluded that there is an urgent need for more collaboration among accommodation providers, and perhaps an even greater need for more time and funding to address the severe shortfall of housing in Christchurch.

Recommendations

In the future, we would recommend carrying out research that focuses on the effectiveness of housing policies and interventions. The study proposes that further studies into social housing expansion programs and policies be carried out. In developing programs and policies for Christchurch, there is a need to bring private housing and social housing into a single development, with government subsidies. There is also a need for formal partnership among stakeholders and collaboration towards a common goal of more effective social housing.

INTRODUCTION

Social Housing in Christchurch has become a much debated issue since the 2010-2012 quake sequence began. With the over 5000 homes marked for demolition, and repairs to thousands more, the accommodation market is under increasing strain. While many demographics are effected, those occupying underprivileged or at risk positions in society are more vulnerable to the effects of the housing squeeze. In conjunction with Anglican Life and the Department of Building and Housing (DBH), we looked at quantifying the stock of available social housing and evaluating the need for more.

Our research question was “what is the stock of available social housing in Christchurch, and to what extent does it meet the current need?” The research will contribute to a presentation by the Department of Building and Housing (DBH) to the Government in an effort to solicit recognition of current housing challenges. We were tasked with contacting the smaller non-governmental organizations (NGOs) to determine the changes they have marked post quakes. By conducting a series of informal phone interviews we were able understand the scope of our research and that which needs to be done. We found working with NGOs difficult to the point of shifting the objective of our research. The lack of available data and inconsistent assistance of the NGOs means we diverged slightly from the initial topic and focused on drawing recommendations from international examples. The research uncovered varying policies on the global scale with varying success. Together, the countries we studied had a fragmented approach to the way social housing is managed. However based on these readings we are able to extract some elements suitable for the situation in Christchurch. The implications of our findings are significant for Christchurch. It shows there is no readily available structure with which to measure the stock and need post quakes. It also highlights the lack of cohesion and communication among NGOs. The research has identified an urgent need to further investigate what is a housing crisis.

LITERATURE REVIEW

This literature review will give examples of international social housing experiences, programmes and policies, starting with a brief summary of the 1990 housing reforms in New Zealand. Neuman states the rationale for “a literature review is based on the assumption that knowledge accumulates and that people learn from and build on what others have done” (2000, p. 111), and it helps to provide a context for our project. O’Neill (2008) describes and uses the term ‘affordable housing’ as an alternative to the term ‘social housing’.

New Zealand Housing Reforms

During the 1980s and 1990s, a period when neoliberalism was promoted and accepted, various reforms were taking place at a central government level in New Zealand, affecting the provision and delivery of housing (Thorns, 2000). Housing New Zealand (HNZ) was restructured to become “a profit-driven, State-Owned Enterprise” (Thorns, 2000, p. 132), charged with managing the state-owned rental properties. At the same time, the Accommodation Benefit was replaced with the Accommodation Supplement (Thorns, 2000), and housing subsidies were directed at consumers, rather than providers (Housing Shareholders Advisory Group [HSAG], 2010). State house rents changed from being income-related, to set at the market rate, and the government transferred the majority of its social responsibility to the Social Welfare Department (Thorns, 2000).

HSAG state the objectives of the housing reform were “to curtail the State’s role in housing...to attract private funding...and...to increase the efficiency of the State’s investment in social housing” (2010, p. 21-22). It was also anticipated that the reforms would result in greater housing choice, decreased marginalisation, and a decrease in state-dependency of low income households who were trapped in the state housing sector (Thorns, 2000). However, it has been concluded that the outcomes of the housing reforms were the opposite of what was intended (Thorns, 2000; Murphy, 2003). The sale of HNZ stock resulted in fewer public rentals and a decrease in housing choice, particularly small units (Thorns, 2000), and the shift to market rates has increased the cost of rental accommodation, with a greater proportion of household income being spent on rent (Murphy, 2003).

United States

The United States introduced an approach linking the need for affordable employee housing, with the impact of a new employment generating development (Gurran, Milligan, Baker, & Bugg 2007). In contrast to most parts of the world, the United States authorities give incentives such as density bonuses, variations on subdivision, building design, parking or landscaping requirements, permit and service fee waivers, and expedited processing of applications (Anderson, as cited in Gurran et al., 2007). These incentives are combined with inclusionary housing programs to address the issues of social housing (Gurran et al., 2007). The incentives also assist in alleviating the housing financial burden.

Canada

Canada’s social housing was provided by third sector organisations, in partnership with, and partially funded by central and local governments. When funding was cut, the previously organised housing network became disorganised, with no universal vision or plan for the maintenance and expansion of the current social housing supply. Canada has a history of housing providers forming ‘umbrella organisations’ in response to the need to advocate at a housing providers forming ‘umbrella organisations’ in response to the need to advocate at a

political level for housing services, but these tended to exist only until they had served their purpose (Skelton, 2000).

Ireland

Ireland experienced reforms with an intention of streamlining the system, and eliminated impediments to strengthen development planning (Norris & Shiels, 2007). A national legislation was introduced that required developers to contribute to social and affordable housing (Gurran et al 2007), resulting in an act that enforced planning mechanisms to deliver housing, both for rent and for sale, to low-income households (Norris and Shiels, 2007).

Netherlands

In the Netherlands, social rented housing is positioned as one of the main items on the Housing and Urban Policy agenda (Van Kempen and Priemus, 2002). The policy focuses importantly on the structural income changes of the rented social housing population. New housing policies in the Netherlands will raise the share of low-income households in social housing. Previous policy in the Netherlands reflected privatisation, deregulation and decentralisation, with a tendency to cut housing budgets.

Asia

Public housing in Singapore is developed and governed by Housing and Development Board. There are homeless people living on the streets, but in proportionately low numbers compared to other Asian countries (Yuen, 2007). In Japan, the central government does not take as much responsibility for housing; instead, most houses are built by private companies (Yamada, 1999) despite the government subsidising social housing.

In the Commonwealth, it is crucial to note that social housing issues are generating complex policy challenges for state and local government (O'Neill, 2008). There have been profound changes to policies influenced by market based approaches with emergence of privatisation, devolution and deregulation (Dixon & Dupuis, 2003). Gabriel and Jacobs (as cited in O'Neill, 2008) describe the main causes as stemming from the assumption that market approaches secure greater resource efficiencies and are more responsive to demand and supply conditions. Similarly, instead of providing homes, governments now provide small amounts of rent assistance as a means of alleviating the accommodation difficulties of those on low incomes (Wilkinson, 2005). Various studies have indicated that the supply of social housing is low and falling (Chapman, as cited in O'Neill, 2008), which calls for urgent and effective policy interventions.

METHODOLOGY

Social housing as a general topic is very broad, and we encountered many limitations. In order to define a focus for the research, we had some meetings with our community representative from Anglican Life, Tessa Laing, as well as representatives from the Department of Building and Housing (DBH). Both of these groups were doing similar projects to ours. Each of our group members undertook separate literature reviews in order to gain a bigger picture of the research topic, and to develop our focus. The research objective was to discover the availability of social housing in Christchurch, and to what extent it is meeting current needs. Our group used both quantitative and qualitative approaches for our project. Ragin, (as cited in Neuman, 2006, p. 14) describes the differences in the two methods by saying that, "most quantitative data techniques are data condensers. They condense data in order to see the big picture. Qualitative methods, by contrast, are best understood as data enhancers". We were hoping to use a mixed-methodology approach. Our research problem involved a big picture perspective, but we thought our results would be better enhanced with the inclusion of qualitative data.

For our quantitative approach, we surveyed and investigated the social housing supply and demand by making contact with agencies that provide social housing. Due to the time constraint and workload, we narrowed it down to only contacting non-governmental organisations (NGOs). We were provided with a directory of NGOs who provide accommodation for emergency situations with a limit of three months. We made contact by telephone, email, or face-to-face contact. It seemed the most effective and practical way was the telephone interview, and this was how we did the majority of our interviews. Neuman describes an interview as "a structured conversation in which the interviewer asks prearranged questions and records answers, and the respondent answers" (2000, p. 274). One advantage of an interview is the interviewer being in a position to clarify a vague or ambiguous answer. Disadvantages, on the other hand, include the interviewer having the potential to introduce bias, respondents misunderstanding the questions asked of them, or the respondent giving the answers they think the researcher wants to hear (Neuman, 2000).

It was important for the research participants to be aware of the expectations on them for the research, before agreeing to partake; known as informed consent (Neuman, 2000). Initially, we planned to read a preamble for over the phone, and obtain verbal consent, but we found this is impractical to fit into the phone conversation, especially given the busy schedules of the providers. We adapted our method, by introducing ourselves and the aims of our project, to ensure the providers knew our purposes and were happy to participate. If contacted people agreed, we interviewed them to obtain in depth information and data, and an understanding of their housing management. We used GIS to map out the information that we gathered. However, many of the NGOs were not able to provide us with the information we were expecting. This was for one of two reasons. In the majority of cases, the NGOs don't keep formal data or records of presentations and referrals to their services. In a few other cases, they were unable or chose not to give us data for reasons of confidentiality or privacy. Neuman (2000) identifies the need for researchers to protect confidentiality. However, he also states the importance maintaining a balance between

confidentiality of data, and using the data in order to make a positive change for those affected. "If you cannot publish anything that might offend or harm someone, what you learned will remain hidden, and it may be difficult for others to believe the report if critical details are omitted." (as cited in Neuman, 2000, p. 14). Some organisations were been unwilling to enter into a conversation about what we were doing, for fear of a breach of confidentiality for their clients. In other cases, they were happy to give their data to DBH, as it was to build a case for increased housing support, but were reluctant to provide us with the same data, as our findings do not contribute to a report specifically for their benefit. As we came across these limitations, it became clear we would not be able to quantify the need of social housing in Christchurch. Our research approach shifted from quantitative to qualitative.

Qualitative research was carried out in the form of literature reviews, to investigate international experiences on social housing availability and management. Each group member focused on one particular region of the world, so we covered a wide range of different experiences. The regions we studied included the United States, Ireland, the Netherlands, Canada and Asia. This helped us to identify, and compare on a global scale, the current social housing issues in New Zealand. Moreover, improvements and suggestions are detected based on the international experiences.

There are also other limitations we came across which constrained our research methods. As a group, we decided to use Drop Box to keep our findings, for ease of access and data modification. Unfortunately our liaison at the DBH found this unsuitable for security reasons. We also discussed setting up a focus group for those currently or previously living in social housing, as well as the social housing providers, to discuss the current needs and issues. This idea failed due to practicability and confidentiality.

MAPPING

From international experience in the literature we learned that GIS is a useful tool for understanding spatial relationships in this research.

One tool that is used is Weighted Overlay. A number of variables are apportioned a preference scale and summed according to their respective values. The result is a weighted map that represents the all variables in one output. Figure 1 is a representation of this. For our research project we would have used population, income, area, and density of beds.

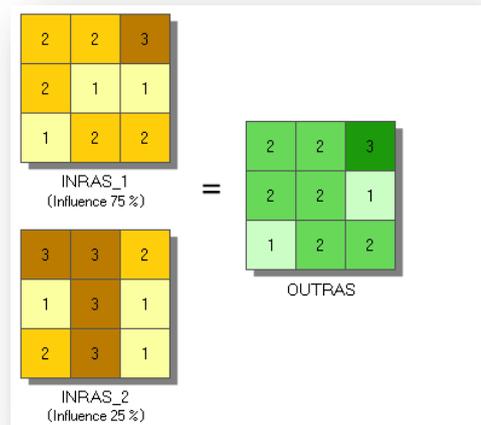


Figure 1: Illustration of how Weighted Overlay tool works from Esri (n.d.).

Density is calculated by summing the number of points in the cell area whereby a magnitude per unit area is calculated to provide a surface density (see Figure 2). This can be run on any point data, including population and housing.

Early in our research process, it became apparent that we wouldn't be able to get the data needed from NGOs, and with the last census completed over 6 years ago relevant, meaningful data is not available. The absence of any formal record-keeping by the NGOs in our study, mean it is impossible to run these tools.

We have worked with data that is available to create some maps for context and analysis. Housing New Zealand Corporation (HNZC) kindly provided a list of properties which are owned by the corporation but managed by community groups. It included a breakdown of beds. Figure 5 plots the distribution of these properties across Christchurch. The subset is the inner eastern suburbs. For reference, the centre polygon on the left of the frame is Hagley Park with the next line in being Rolleston Ave. Our community partner, Anglican Life is particularly interested in this area. The total properties numbers 171 and encompass some 780 beds. The spread of housing is also shown by Figure 6 which maps the location of social housing properties owned the Christchurch City Council.

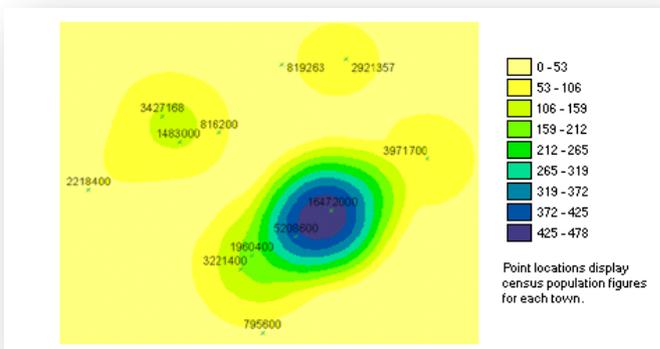


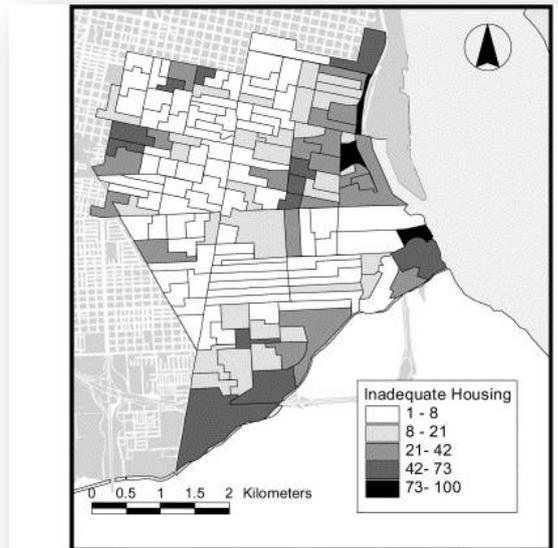
Figure 2: Example of Density Analysis Map from ESRI (n.d.).

However this data is not current, and doesn't include a breakdown of beds, therefore can't be added to the HNZC data. CCC owns a total of 115 properties encompassing 2640 units, and HNZC owns 5960 properties including the 171 community group managed properties. Neither data sets include a breakdown of the properties that have been lost post-quake or that are undergoing repairs. We were also unable to uncover how many of these properties may have been used by the NGOs but note this would be an essential task for future research. The importance of these maps lies not only in the visual representation and context they provide, but for analysis to quantify the need for social housing. Once the data is

available, such maps can contribute to identifying areas most at risk and most suitable for housing placement, as well as to recognise trends which may have otherwise been obscured. .

The GIS potential for our team's research was frustratingly limited by a lack of expertise, as well as issues around data cleansing and the time investment needed for this. However, better expertise would have somewhat lessened the time factor.

Internationally, GIS has successfully been used to quantify need. In Rosario, Argentina, a 2000 report by Martinez conducted a study to determine a number of objectives which included defining the most appropriate way of evaluating and quantifying housing needs with the use of indicators. The results included a number of maps. As well as mapping expressed and derived demand,



Rosario	15.1 %	(Indicator measured at city and district level)
Distrito sur	15.1 %	

Figure 3: Inadequate Housing Indicator. Example of an international application of GIS to quantify the need for social housing (Martinez, 2000)

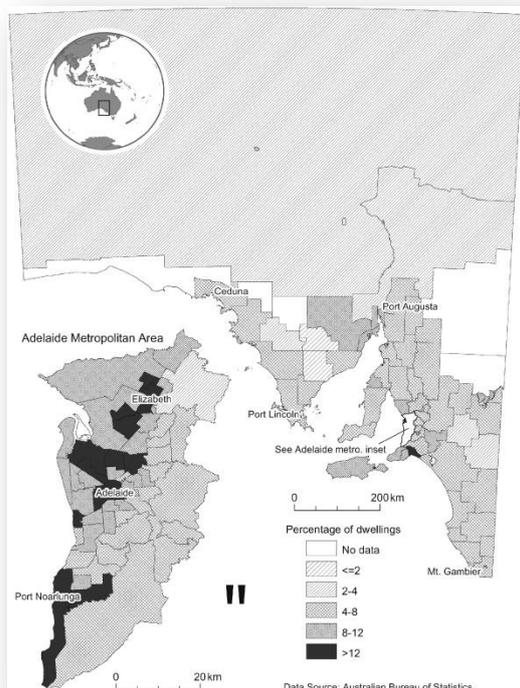


Figure 4: Housing Stress Indicator (Backer & Beer 2007). This example could easily be applied to Christchurch with some additional variables.

an alternative indicator was inadequate shelter(See Figure 3). This is extremely relevant to the situation in Christchurch where many homes are inadequate, or poorly suited to their inhabitants. A lot of anecdotal evidence collected from the NGOs points to overcrowding and stress.

Closer to home, a study in Australia researched housing stress and developed a stress indicator (see Figure 4). The criteria are based on rent and income per household other criteria could be added for a uniquely Christchurch adaptation. We recommend including income, employment, family status, and age as a starting point.

GIS is an essential part of analysing spatial relationships. Although there are some limitations, it is invaluable for quantifying stock and need.

Distribution of Community Group Managed Properties

Properties are owned by HNZ, but managed by Community Groups. Current as at 31st July 2012

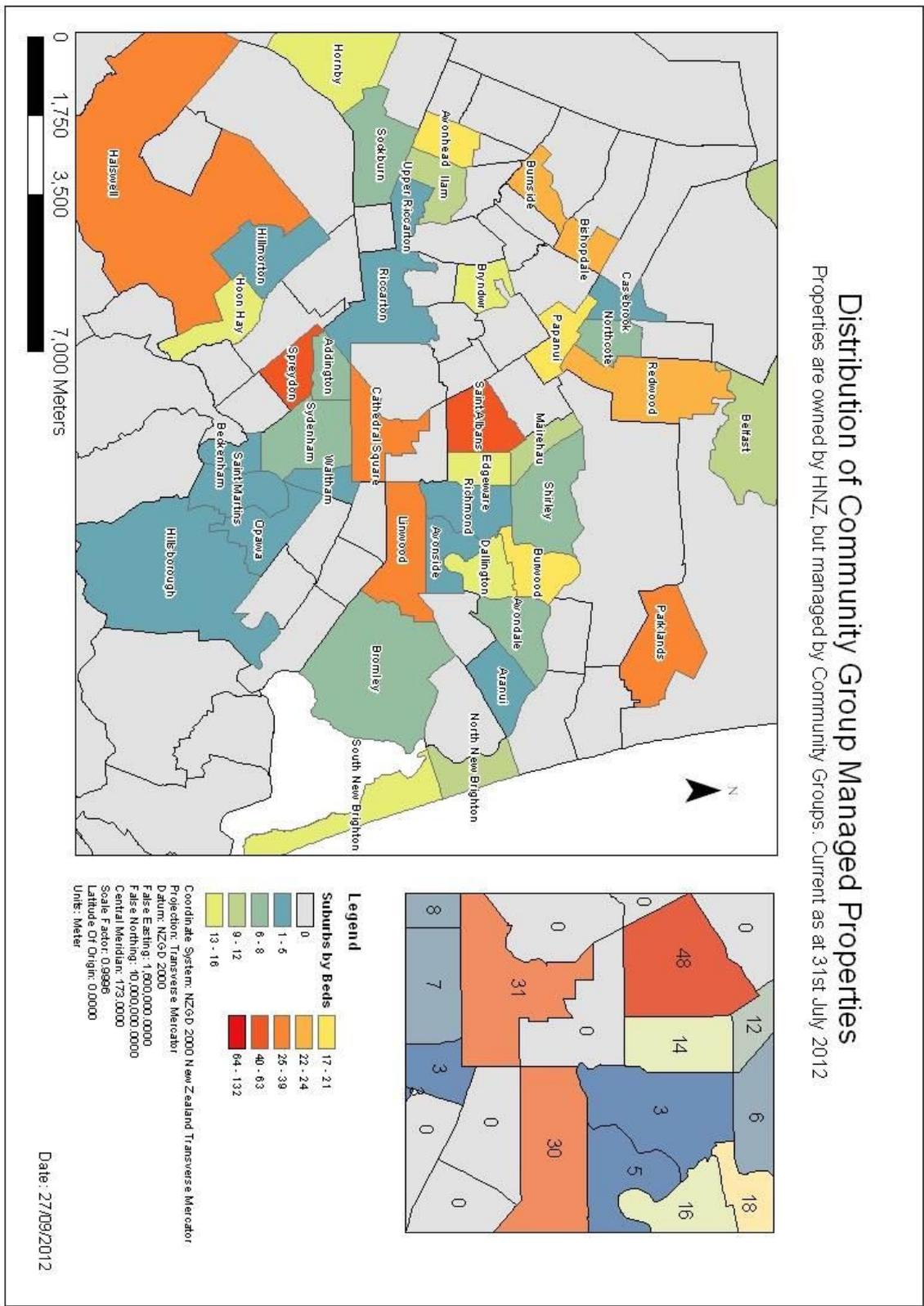


Figure 5: Distribution of Community Group Managed Properties in Christchurch. These properties are owned by HNzc.

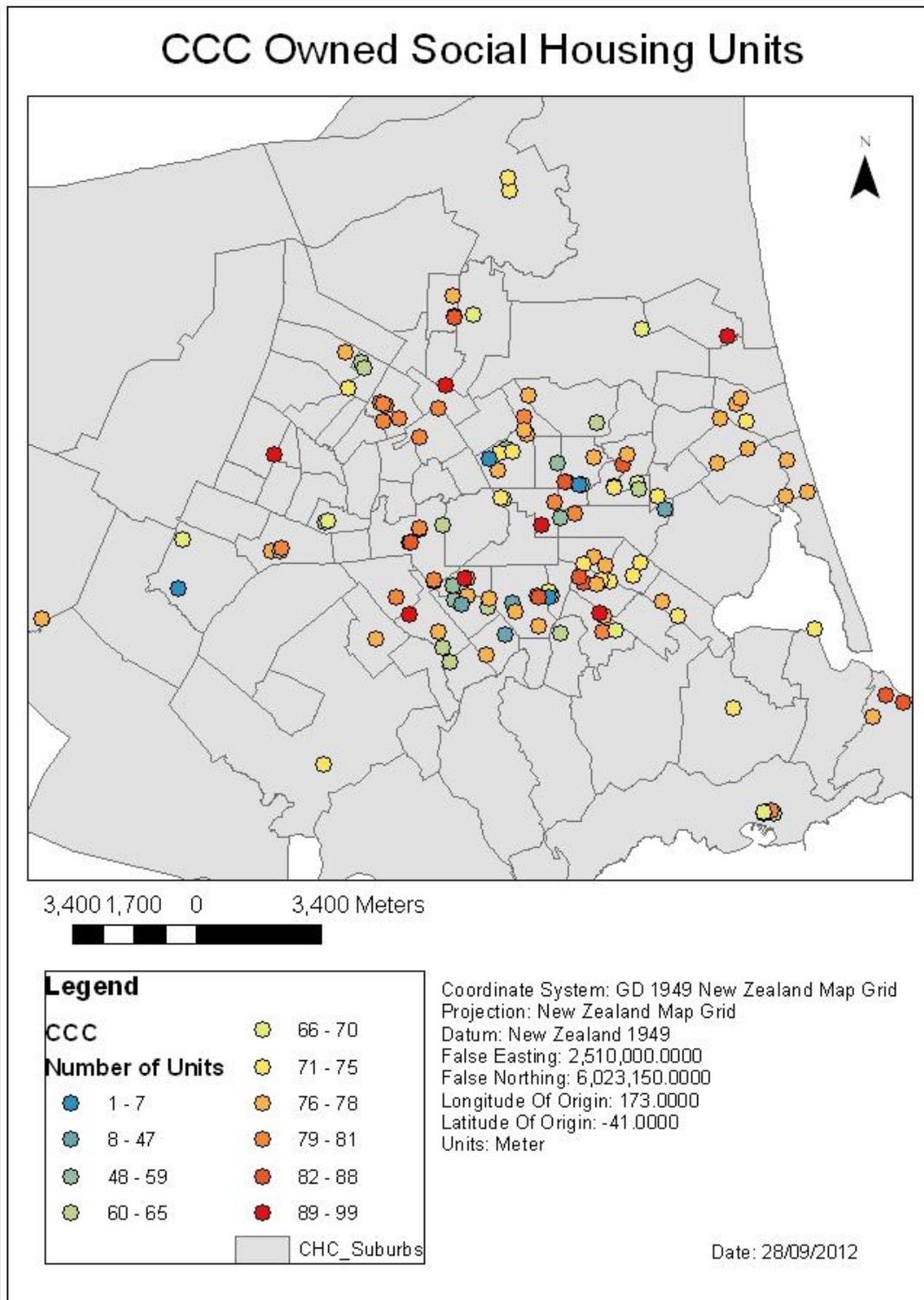


Figure 6: Distribution of Christchurch City Council owned properties. This data is not reflective of the post quake situation.

RESULTS AND DISCUSSION

Our research question, “what is the stock of available social housing in Christchurch, and to what extent does it meet the current need?”, wasn’t able to be answered with the limited data that we were able to collect. As discussed in the methodology section, we came across multiple limitations as we went about collecting data. The majority of the non-governmental organisations (NGOs) that we contacted were not able to provide us with specific, quantifiable data about the need for their services following the Christchurch quakes. As mentioned, this was due to either lack of data, or for confidentiality reasons. While we weren’t able to quantify the current shortfall of NGO provided social housing in Christchurch, nor the number of units lost as a result of the quakes, in most cases, we were able to obtain anecdotal, qualitative data about the general social housing situation in Christchurch.

This section outlines our results, identifies the trends/themes we identified, and draws conclusions from these. However, it is important to keep the results in context. Neuman (2006) stated that “a specific research project is just a tiny part of the overall process of creating knowledge” (p. 111). Our data includes only a small proportion of the social housing sector in Christchurch, as it is solely focussed on the NGO sector, so does not include data from council and state housing, and many NGOs, particularly larger ones, were unable to provide us with data relevant to our research. However, our results do contribute to the larger body of knowledge, and provide an indication of the current social housing situation in Christchurch.

We managed to make contact with 24 NGOs from the directory of those who provide accommodation for emergency situations with a limit of three months. However, only 15 of the 24 are housing providers themselves, with the others being referring agencies. In the absence of hard data, we asked NGOs to provide an indication of the trends of presentations and referrals following the quake. At time of contact, each of the 15 (100%) NGOs were full to capacity, and four reported having long wait-lists.

Figure 7 is a visual representation of the responses we had from the 15 housing providers about these trends. While it does not quantify the overall situation in Christchurch, it provides us with an indication. Of the 15 housing providers, 11 reported an increase in presentations/referrals of those

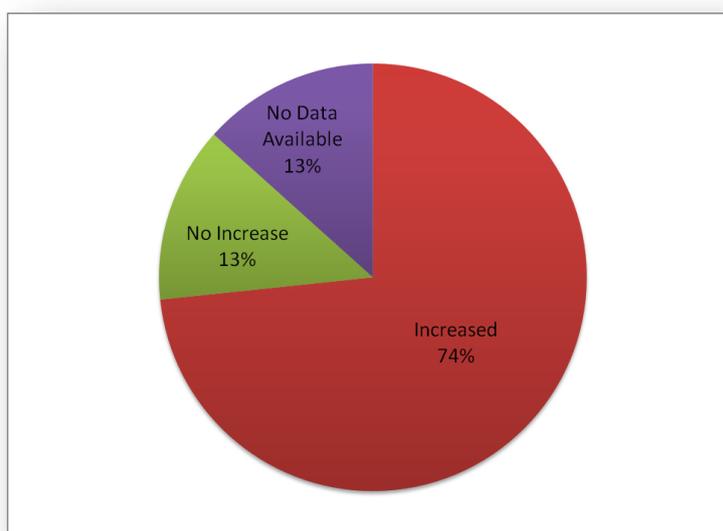


Figure 7: Response from NGOs. Presentations and Referrals following the quakes

seeking accommodation following the quakes, two organisations reported no increase in presentations, and two have not kept any data, or are unsure. This indicates the increased pressure on NGO housing providers, suggesting a shortage of housing, which is reflected in a report by the Housing Shareholders Advisory Group (HSAG). They have identified that the primary challenge facing social housing in New Zealand is a lack of affordable housing stock (HSAG, 2010). This statement was made prior to the Christchurch quake, making it even more relevant following the loss of housing stock post-quake.

Another indicator of increased pressure on Christchurch's social housing providers is the decrease in availability of secondary housing providers; emergency or short term accommodation that referring agencies refer their clients to. Three NGOs who deal with housing referrals reported that following the quake, previously utilised secondary housing providers were no longer able to take their clients. This are two main reasons they attribute this to. Firstly, although it has not been quantified, it is known that a number of units were lost as a result of the quake, meaning the overall housing stock has decreased. Secondly, as the Christchurch rebuild has begun, there has been an influx of trades-people and contractors into the city, filling the short-term housing spaces; another reason contributing to the shortage of housing units.

We remain unable to attempt quantifying how to meet the current shortfall of social housing in Christchurch. However, one large housing provider felt they had a clear idea of how to meet the needs of one particular group. They identified single people as the most vulnerable; an area that has the least provision, and therefore the greatest need. They suggest that the addition of 600 single units would go a long way in meeting the current shortfall for this group. This takes into account the loss of approximately 200 units of single person accommodation in the Christchurch inner city east zone that were lost in the 2010 and 2011 quakes (Canterbury Anglican Diocese Social and Environmental Issues Unit, 2012). This is reflected in the HSAG report (2010), which identifies current housing stock as "mismatched to demand" (p. 31). However, single people make up only a portion of those who are in need of social housing. Whilst it is a helpful indicator, it does not provide us with a response to the overall situation.

As we carried out our surveys and interviews, it became clear that there is a lack of cohesion and communication among and between housing providers in the NGO sector. The current approach is fragmented, and there appears to be no existing framework in the approach to social housing management; to quantify stock and need. This is reflected in the HSAG report, which identifies "that the current delivery model is not well positioned to meet future challenges" (2010, p. 24).

The majority of our data was anecdotal and qualitative, and indicated the current pressure on NGO-managed social housing in Christchurch; pressure that is only going to increase (HSAG, 2010). And while we didn't get a lot in the way of quantifiable data, it helps to develop a picture of what needs to be done in Christchurch. The lack of data indicates the potential first step that needs to be taken to tackle the current pressures on social housing. This led us to the development of recommendations.

RECOMMENDATIONS

The current model for social housing has contributed accordingly in the past; however, with the changes in Christchurch following the 2011 earthquake, it is inevitable that living situations have changed. As a result, the social housing model must also change. Although Christchurch does not currently face the same problem of homelessness being experienced in similar jurisdictions, there is still the potential that the current situation will result in similar outcomes. As a result, we have developed some recommendations, which we hope will help to shape the future of social housing in Christchurch.

Creating a Database for NGOs

At the moment, particularly in the privately owned sectors, housing providers often do not hold any documentation pertaining to the number of beds and people they cater for. As a result, we cannot grasp an accurate idea of the social housing dilemma in Christchurch as a whole. With this in mind, a system needs to be implemented for NGOs to record their data, including numbers of people they are housing, referrals they receive, and their personal situations as to why they require social housing. An easily accessible spread sheet could be of use, as it needs to be simple to follow to promote its use. By the use of this, Christchurch as a whole will be able to gain a further understanding of the demand for social housing.

Learning from International examples

Christchurch needs to take advantage of international examples of social housing, and in turn learn from their success and failures, in the hopes of implementing some of these examples in Christchurch.

Clarifying the need

As previously stated, we found that the main problem in Christchurch with regards to social housing is that we do not know the scale of the problem, and until we do, we cannot truly begin to conquer it. Here we need to expose the actual size of the social housing sector, so that we can grasp a quantifiable measure of need, and grasp how much work and focus will be required to meet this need. At the moment there are no concise statistics, particularly in the privately owned sector. It is also a positive idea to prioritise those with the greatest need in dwelling allocation and provide options for those who do not fit this category. By the instalment of this, those with no alternative housing options, such as family, or those in extremely volatile situations, will be catered to first. This will ensure the safety of those in the most immediate and volatile situations safe. This differs to the present practice of feeding people into housing situations on a first-in-first-serve basis, as this could have harmful backlashes to some.

CONCLUSION

It has become clear throughout our semester, and with the numerous man hours we have contributed, that finding an overall summary and any data relating to the current state of social housing in Christchurch, was no easy feat. Social housing is of great importance, and although we were unable to find concise statistics, we were able to identify a variety of trends demonstrating a need to increase the number of social housing units, in particular within the private sector. We found this need has increased substantially as a result of the earthquakes. Improvements need to be made with regards to recording numbers of enquiries, beds and housing statistics in order to understand how much improvement is required. At present there is also no cohesion between NGOs, lending a fragmented approach to social housing, with NGOs unaware of what others are doing. In order to generate a tangible approach in the hopes of discovering the overall need for social housing in Christchurch, we need an approach that is not based solely on quantitative research. Overall, we believe our project to be a success as we were able to discover various reasons behind the social housing crisis in Christchurch and with this, demonstrate the urgent need for change to be implemented.

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APPENDICES

- I. Interview with HNZA representative
- II. Income by area unit Map
- III. Example of questionnaire
- IV. Example of HNZA beds data
- V. Anecdotal Evidence of Overcrowding

APPENDIX A INTERVIEW WITH HNZN REP

Following our presentation of this report at the Lansdowne Community Centre, we met with Vivienne Allan, Senior Communications Advisor of HNZN. While discussing our findings, Vivienne provided great insight to additional factors that are pressuring the social housing sector. These include effects that the newly proposed 'Frame' in the CBD will have on the multitude of social housing in the area directly east of it. For example the proximity to the green space will cause house prices to rise, potentially gentrifying the area and pushing lower socio-economic demographics out. The proposal to shut schools across Christchurch is also a major threat to some of the communities in which social housing is provided. What also needs further study is the 'squeeze' that will be created by an aging population. A large number of CCC social housing properties are retirement villages and while it is positive that this age bracket is being provided for, it may be to the detriment of others that have housing needs. As far as we could discern, there is little communication between the CCC and HNZN regarding how best to distribute housing among the vast number of those requiring it. Other issues requiring investigation include the use of brown fields for development and monitoring how properties that are being upgraded for commercial use post quake has on the projected stock of social housing.

APPENDIX B ANECDOTAL EVIDENCE OF OVERCROWDING

This section includes some examples of overcrowding collected from the NGOs. As we were unable to contact the individuals to obtain permission, their names and other identifying details remain confidential, however we have noted the organization which they represent.

NGO: Holly House Presbyterian Support

Date Contacted: 01.19.2012

Anecdote: *"It's just a desperate situation... Once we get people in we can't get them out. We have to actively try and rehome them outside of Christchurch, if they can't move in with friends or family. There is a huge backlog"*

NGO: Pathway Trust

Date Contacted: 03.09.2012

Anecdote: *"I took a personal interest in a particular family where the mother came to us as her last resort. Her landlord had given her notice as he needed to move in whilst his home was being repaired. Four weeks later the mother saw the property on TradeMe with a rental price of \$100 more than what she was previously paying. She moved in to her mother's one bedroom unit with her two kids. Shortly after, a family of five cousins arrived to pitch a tent on the back lawn because a similar thing had happened to them. It means there is four adults and five kids sharing the facilities of one bedroom and one bathroom. And there's nowhere for them to go."*

NGO: Stepping Stones

Date Contacted: 20.08.2012

Anecdote: *"Previous providers such as YWCA, White Wings, Salvation Army (Men), and Wigram Lodge either have long wait-lists, or are no longer bent towards low-cost accommodation, preferring to take higher-paying contractors instead."*

APPENDIX C EXAMPLE OF HNZN BEDS DATA

The below is a sample from the tabular data that HNZN kindly provided by HNZN for the purpose of importing to a GIS

Housing New Zealand Corporation properties in Christchurch by suburb and number of bedrooms as at 31 July 2012

Suburb	Number of bedrooms						Properties
	1	2	3	4	5	6	
Addington	13	101	9			1	124
Amberley		4	4	1			9
Aranui	65	127	305	57	3		557
Avondale		22	12	4			38
Avonhead		6	2	4			12
Avonside	26	104	62	4	1		197
Belfast		18	12	1			31
Bexley		5	5	1			11
Bishopdale	29	46	73	23	1		172
Bromley		27	85	8			120
Broomfield	4	87	84	2	1		178
Bryndwr	22	127	153	20			322
Burnside	18	44	40	6	1		109
Burwood	4	41	28	7	1		81
Casebrook		16	15	3			34
Cheviot			7				7
Christchurch Central	20	67	15				102
Culverden			3				3
Dallington		24	32	13			69
Darfield			1				1
Dunsandel			2				2
Edgeware	2	24	3				29
Fendalton	1	1					2
Halswell		3	6	2	1		12
Harewood		2	2				4
Hawarden		1					1
Heathcote Valley		2	5	2			9
Hei Hei		32	56	17	1		106
Hillmorton		1					1
Hillsborough		6	2				8

