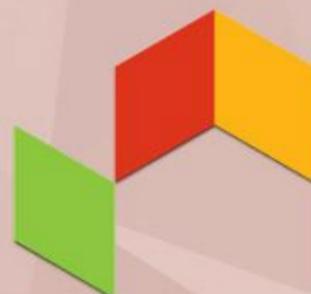


# Annual Report

## 2020-2021



**Dwell** Housing  
Trust

# DWELL: WHO WE ARE

We provide affordable, quality housing for people on low incomes or in need. Building on our history and wealth of experience, we provide a range of housing services including:

- Social and affordable housing for people in need.
- Supportive housing for people with other needs such as mental illness and intellectual disabilities.
- A shared home ownership programme for first home buyers.
- We also manage homes for other organisations.

We are more than a landlord as we ensure our residents have access to the support they need, and want, to live well, be well, do well.

We collaborate with others to create positive outcomes where our residents can thrive.

We have the flexibility to provide a range of solutions and services, respond effectively to local housing needs, and utilise the goodwill of the wider community.

We are a strong voice for community housing and our residents.

Dwell is a registered community housing provider with the Community Housing Regulatory Authority. A registered contractor with the Ministry of Social Development and the Ministry of Housing and Urban Development. We are also a registered charitable trust with Charities Services.

## **Our vision**

Well housed communities where people live well and do well.

## **Our mission**

We provide affordable quality homes where people flourish.

## **Our values**

### **People centred**

We put people at the heart of everything we do. We are more than a landlord. We're focused on building relationships that build better lives.

### **Community building**

We help create communities where people want to live. We are inclusive and uphold human rights.

### **Forward thinking**

We are a leading organisation. We seek creative and sustainable housing and partnerships that help us reach our vision.

## **Our history**

Dwell Housing Trust is a community housing provider with a long track record of providing affordable quality homes. Dwell became operational in 2013 following the joining of the Wellington Housing Trust and Mahora House Inc. Those two organisations had more than 50 years' combined experience in the community housing sector.

Dwell is a uniquely experienced and capable organisation working in and committed to the greater Wellington region.

*Neke atu i te rangatira whare noa iho  
More than a landlord*

# STRATEGIC GOALS

## **More Homes**

Goal: Dwell will be managing 250 homes by 2025

## **Great Services**

Goal: All of our homes meet, or exceed, our quality standards

## **Strong Voice**

Goal: We will tell our story. We will influence community housing policy, discussions and outcomes.

## **Organisational Wellbeing (Dwellbeing)**

Goal: We are a sustainable, high performing, innovative and growing organisation.

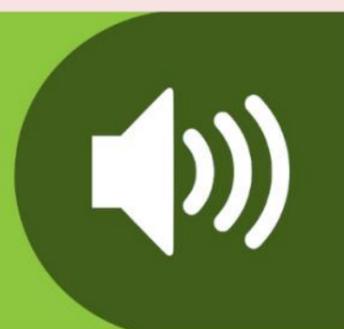
MORE Homes  
Maha kainga



GREAT Services  
Ka mahi ratonga

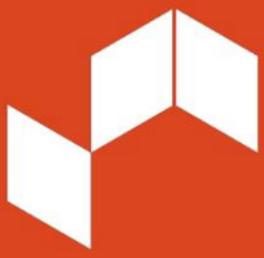


STRONG Voice  
He kaha te waha



Organisational WELLBEING  
Roopu whakahaere haumaruru





# Dwell at a glance

## We house 202 people



17 seniors  
115 adults  
70 children

187 bedrooms



We own

# 42

homes

We have been building for over 10 years and have built

# 104

bedrooms (and are working on 28 more)



Total value of our housing assets is

# \$23,370,792



We manage 42 homes owned by others



- 14 managed for Te Aro Pā Trust
- 8 leased from Kāinga Ora – Homes and Communities
- 20 leased from Wellington City Council

We own  
4 homes  
in shared  
ownership

We own 2



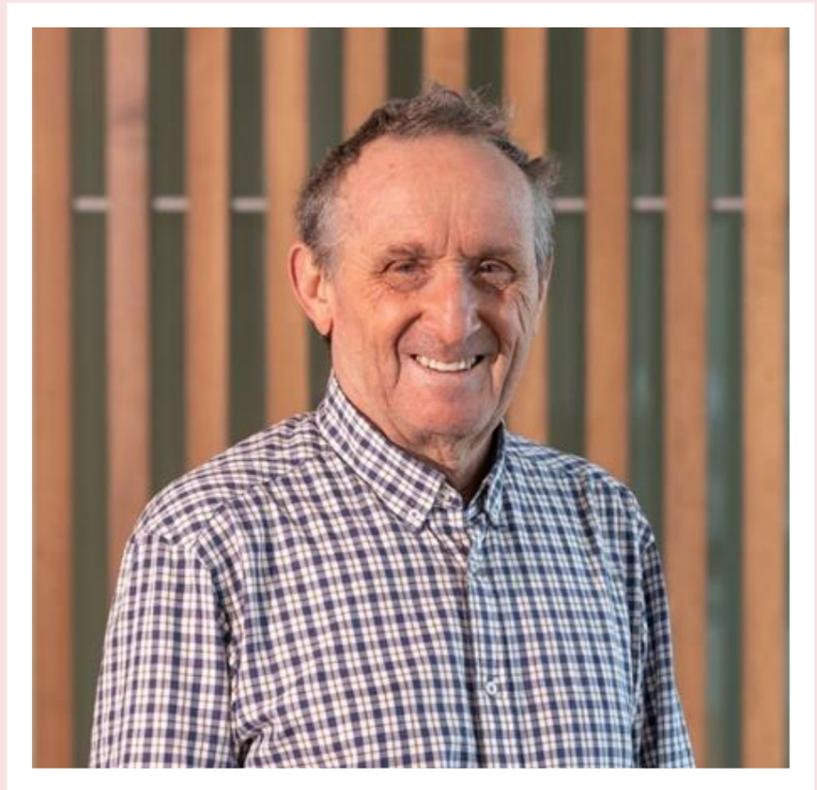
property for  
redevelopment

## We manage 99 tenancies



- 62 tenancies where tenants receive income related rent subsidy
- 23 people in shared living
- 14 affordable rentals

# CHAIRPERSON'S REPORT



**Home.** It's a word that has meant so much more in recent years. We began this new financial year not long after the country had emerged from various levels of COVID-19 lockdowns and restrictions. During lockdowns we are all asked to stay home. Sadly, this simple preventative public health measure is impossible for many, particularly people who live in homelessness or unsafe or overcrowded housing.

Over the 12 months to the end of June 2021, we also saw an unprecedented housing market with skyrocketing property prices and rents. The demand for emergency housing has also risen and the waiting list for public housing grows ever longer.

With this challenging environment, the Board and staff team decided at our annual strategic planning session in July 2020 to set a goal to double the number of tenancies we manage over the next 5 years. We know the power of setting a clear strategic direction and mobilising our resources to implement the strategy.

There has always been a great deal of goodwill offered to our organisation and it seems the housing challenges we face are encouraging more people to approach us offering support. We share some of these stories in this report.

October 2021 marks the 40th anniversary of the establishment of Wellington Housing Trust, our predecessor organisation. We have been planning events, a history book, and other ways to celebrate this significant milestone.

I once again acknowledge my colleagues on the Board and thank them for their hard work and the many contributions they make to Dwell. We were very sad to lose Steph Forrest from our Board this year. After over 11 years of involvement, her and her husband moved to Australia to live near family. We will miss her extensive experience in the construction sector. Our sincere thanks to our Chief Executive Alison Cadman and her team for all their wonderful work again this year.

A handwritten signature in blue ink, appearing to read 'KB Taylor'.

Keith Taylor  
Chair

# CHIEF EXECUTIVE'S REPORT

If years have themes, then this year's would be building on our track record to do more.

## More Homes

One of our four strategic goals is More Homes and this year we have been determined to achieve a long-held aspiration to have a pipeline of housing projects.

### Kilbirnie

Dwell started work on a new Kilbirnie build with the team who worked on the Mahora Street site development – Novak+Middleton (architects), Wilson Building Wellington Ltd (builders), and Maltbys Ltd (project quantity surveyors). An adjoining site was purchased with the support of a private trust that has helped Dwell in the past. The project expanded to include 19 homes and one commercial space. There will be eight one-bedroom, nine two-bedroom, and two three-



Dwell staff bury the keys from the old buildings before construction begins on the Coutts and Mahora Streets site in Kilbirnie

bedroom homes for people with severe housing need on the Ministry of Social Development's Housing Register.

Throughout the year, architects Novak+Middleton worked on the resource and building consent applications, designing what will be high-quality homes. The building consent application was submitted in April 2021 and was issued in early August 2021. We welcomed the demolition of the existing buildings in June, which signalled the start of building work. There are many studies outlining the benefits of living in inner city housing. Dwell's development in the heart of Kilbirnie's suburban centre will enable the residents to have shops, doctors, transport, cafes, and numerous other businesses and public amenities on their doorstep. We are very proud of this development.

### Support

2021 started with an amazing boost. Long-term supporters offered Dwell a donation of \$1 million per year for 5 years to enable it to purchase land or properties for redevelopment. In all its history, Dwell has never had this level of private support. It will be significant for achieving our goal of More Homes. The money has enabled us to purchase a further site adjoining our current development in Kilbirnie. We will not take possession till later in 2021, but work has already begun on the design of what we will build there.

We have also received a number of smaller donations this year. Big or small, any support for our work has an impact and helps towards providing more homes. If you would like to make a donation, you can do so via Givealittle at

<https://givealittle.co.nz/org/dwell>



Coutts Streets timeline

# MORE HOMES

## Partnerships

Dwell's story has always been about partnerships. Every new home involves working with others. To create quality affordable housing, Dwell partners with government agencies, city councils, private supporters, other community providers, architects, building companies, and service agencies. Internally, there is also a strong partnership between Dwell's Board and its staff.

This year, there have been many opportunities to explore partnerships. Some will enable Dwell to provide more homes and some have opened great conversations, engendered much goodwill, and enabled learning so Dwell is ready for the next opportunity.

Towards the end of 2020 and through 2021, Dwell worked with Wesley Community Action, helping it complete a housing strategy and developing ways both organisations could work together. Forty years earlier, Wesley Methodist Mission was one of the liberal churches that formed the Inner City Ministry, which begat Wellington Housing Trust, so the relationship with Wesley Community Action reconnected Dwell to its roots.

Other partnership opportunities were:

- a small trust aligned with the Catholic Church approached us to explore if we could work together as equity partners

- a private company with land in Paraparaumu wants us to work with it to manage homes it wants to build. This involved meeting with Kāpiti Coast District Council
- other church organisations approached Dwell to work through whether we could work with them to build community housing on land they own.

## Progressive Home Ownership

Dwell's efforts to offer new homes to first-time homeowners continued this financial year. Government established a Progressive Home Ownership Fund in 2019 and we have been working with government officials to try to secure funding that will allow us to restart our Own Well programme. This is a programme where we sell a home to a first-home buyer. They buy about 70% of the home's value and Dwell owns the rest. The homeowner then has up to 15 years to buy Dwell's share.

To support our work in this area, we have been taking expressions of interest in the programme. It is early days and we have not advertised the programme extensively, but we know already there is a great interest in the Wellington region. We hope we will be able to share some success stories next year.



Iwi, Dwell's Board, staff, tenants and project contractors in August 2021 at the blessing of the land before construction starts on the new-build in Kilbirnie.

# GREAT SERVICES

## Great Services

### COVID-19

As the global pandemic continued in 2020-2021, our priority remained the wellbeing of our tenants. Everyone deserves a warm, dry, and safe home – even more so in challenging times.

The uncertainty of COVID-19 continued to play out alongside lack of access to housing that meets people's needs. As a provider of quality, affordable homes for people in need, Dwell continues to support people living in our homes. We admire our tenants' resilience in the face of changing alert levels and our country's borders remaining largely closed, with some tenants separated from whānau overseas.

During level 2 and level 1, Dwell's inspection programme restarted, and our tenancy manager Sue Clarke spent time

during the inspections talking to our tenants and checking on their wellbeing, as well as identifying any maintenance required. Dwell was also able to catch up on delayed, non-urgent maintenance and quickly completed all outstanding work. We continued to receive positive feedback from our tenants about our ongoing communication and support.

As a result of lockdowns, Dwell has continued to streamline its office workplace capabilities. With New Zealand moving to a largely online environment during the pandemic, we have worked to improve our team's knowledge and use of cloud-based programmes (for example, Microsoft Teams), ensuring that not only can we meet online but also work collaboratively online internally and externally.



Dwell staff working under COVID-19 restrictions.

# GREAT SERVICES

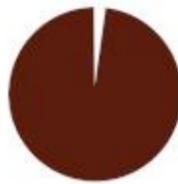
## Dwell Tenant Survey

Tenants were sent their annual survey and the response rate this year was 60%, up 7% from last year.

The figures shown below are the percentage of tenants who agreed or strongly agreed to the statements. We are thrilled with the positive results and the opportunity to learn and improve from the feedback received. The full report can be accessed at

<http://dwell.org.nz/images/publications/DwellTenantSurveyReport2021.pdf>

98%



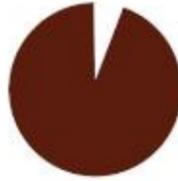
I found it easy to contact Dwell

100%



I find Dwell staff friendly and helpful

96%



Repairs organised by Dwell have been done in a reasonable time

93%



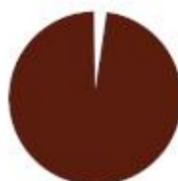
Repairs organised by Dwell have been done well

95%



The trades people sent by Dwell are helpful, respectful and friendly

98%



I receive enough information from Dwell about what is happening with Dwell

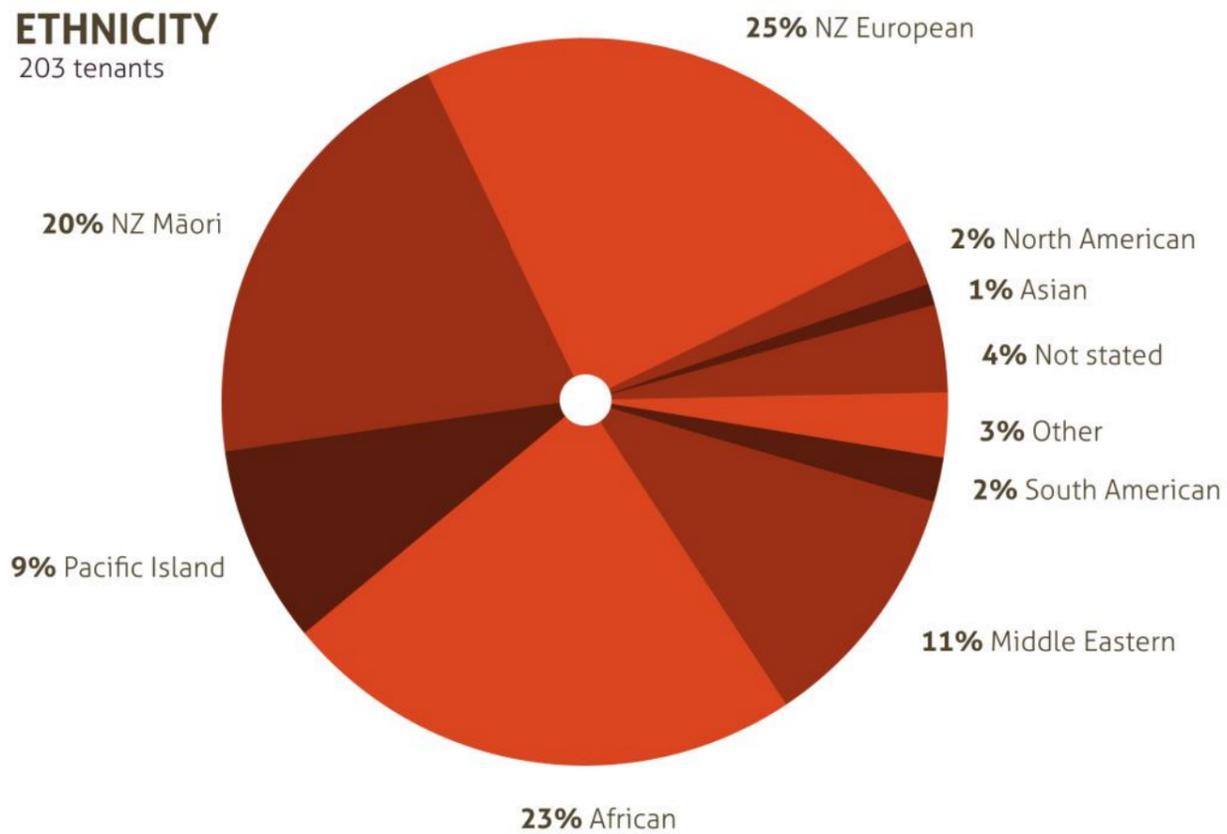
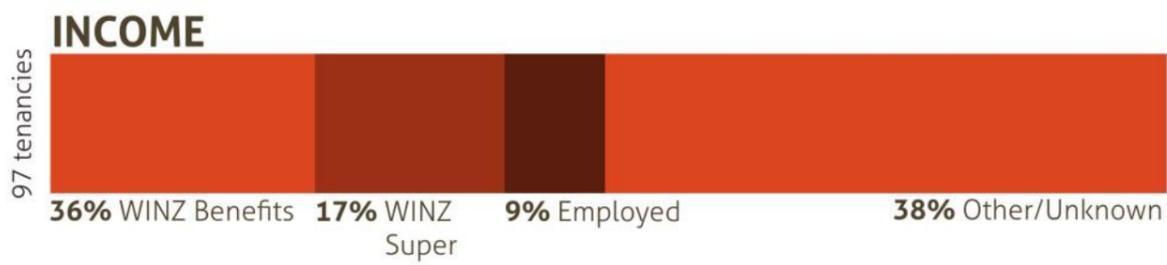
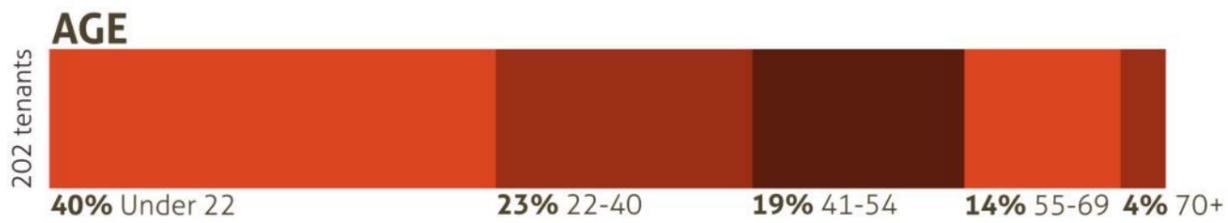
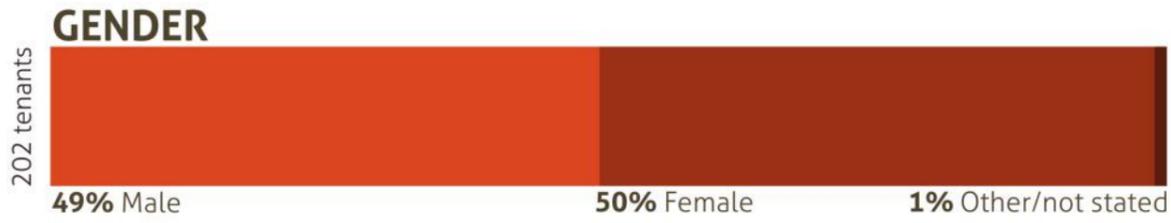
100%



I am happy with the service I receive from Dwell

# GREAT SERVICES

## Dwell Tenant Statistics as at 30 June 2021



# GREAT SERVICES

## Healthy Homes

This year we've been continuing work to comply with the government's Healthy Homes Standards. These standards introduced specific minimum standards in rental properties for heating, insulation, ventilation, moisture ingress, drainage, and draught stopping. Dwell needs to comply with these standards by the deadline set for community housing providers of 1 July 2023. We are on target to comply well before this, with our work programme now seeing a large majority of our homes complying.

In mid-2020 we engaged Sustainability Trust to assess our homes against the standards. We were pleased that many of our homes already complied and, for those that didn't, additional heating and/or moisture extraction requirements were the most common reasons.

In some cases, we've gone above and beyond the Healthy Homes Standard. For one home, we decided to install a ventilation unit in the bedroom to control moisture, a recommendation from Sustainability Trust but not a requirement of the Healthy Homes Standards. Sometimes, where we replaced an existing heater that didn't meet the standard, we were able to reuse that heater in another room.

We've had some great feedback from tenants where work has been completed:

'Following the Healthy Homes assessment of my home, a ventilation system was installed in the bedroom and my old heater from the lounge was installed in my bedroom. A new temperature controlled, wall mounted heater was installed in the lounge. The Trust also installed a modern, efficient, 3-speed external extractor fan above the stove. All these installations have made a substantial difference to the comfort of my home.'

We had a few interesting results with some of our new homes failing the new heating standards. In July 2021, the government announced a plan to revisit the heating calculation, which may change the heating standard. Dwell will wait to see the results of this change before installing additional heating.



New heater installed by Sustainability Trust

## Sue and Renee – Home Performance Advisor - Healthy Homes Course

This year Dwell's Tenancy Manager Sue Clarke and Property Manager Renee Cowley completed a 4-week online Healthy Homes course run by the Home Performance Advisor training programme. The learnings from the course will enable Sue and Renee to have informed and meaningful conversations with tenants and whānau about household energy use and how to maintain a healthy home. The course also helped further their professional development.

Sue and Renee used their own homes as test cases for the course outline, monitoring their energy usage and the temperature and humidity of their homes. They had a few enlightening moments, including Renee discovering she had been maintaining the living area of her home at too low a temperature as per the minimum temperature recommended by the World Health Organisation. Sue had been misinterpreting her energy bill. She thought that her energy provider was charging her a lower energy rate late at night; when she delved further, she discovered this was not the case.



**Home  
Performance  
Advisor**

Empowering New Zealanders with informed advice to help create warm, healthy homes

# GREAT SERVICES

One of their key takeaways was discovering that the way we live in our homes can impact on how healthy a home is. This included the effects of drying laundry inside. While they knew wet laundry added moisture to a home, they hadn't realised quite how much and where the moisture went. During the course they learned the laundry moisture is absorbed into the walls, furniture, floors, and curtains – which can cause mould issues and lead to a home feeling cold and damp.

They learned about the benefits of moisture being extracted outside, which reinforced the importance of the work Dwell is doing by adding (where the building permits) externally vented extractor fans and rangehoods to bathrooms and kitchens in its homes.

They also discovered tips on how to conserve energy – for example, turning off devices on standby and only having lights on in the room you are in – to enable those savings to go towards heating costs instead. They are both eagerly passing this and many other valuable tips on to our tenants to ensure they live in warm, dry, and healthy homes.

## Research

At the beginning of 2021, with funding from Wellington City Council and Wellington Community Trust, Dwell engaged Public Policy and Research Ltd to carry out research into our tenants' experiences living in housing built by Dwell. Residents in 18 homes participated. They were asked about their dwelling's functionality, performance, and design, and about their satisfaction with their home.

Overall, the participants were very positive. They appreciated the security, affordability, and convenient location of their homes and said their homes had significantly enhanced their quality of life.

The participants also identified areas for improvement. The researchers recommended that in future design, Dwell considers:

- increasing storage space
- making sure the layout makes best use of space
- improving accessibility
- the type and quality of materials, appliances, and fittings to improve durability and operating costs.

It's important that we conduct research and evaluations to gather tenants'



Renee and Sue looking through their workbook.

# GREAT SERVICES

experiences of their homes to identify the things we are doing well and the things we can improve. The feedback gathered will help us make informed decisions about the design and housing type for future developments.

Examples of feedback included:

'Big, comfortable, space is perfect. Kids have their own room. Close to the beach. Close to town. Close to uni and work. Perfect. My kids live in a good house, safe.'

'Very good. Warm dry place. The second I got here my health was good as gold ... Not getting chest infections ... when [people] see me, they say, "You're looking good. What's your recipe?"'

'Mainly about having a place that's ours – the emotional needs attached to that. Able to maintain contacts with the people that we love.'

Storage was a big issue for many tenants:

'Storage and layout. Would have been good to have more built-in storage against the wall.'

'No storage for the vacuum cleaner. Just have the linen closet in the hallway and that isn't shelved.'

## Tenant Communications

We focused on how we can improve communication with our tenants and the information they receive from Dwell.

Communications is part of Tenancy Operations Manager Liz Kemp's role and the operations team engaged in a review of tenant communications this year. This resulted in Dwell updating all its letter templates and ensuring all communications are delivered to tenants in an appropriate way so we communicate as effectively as we can across all mediums. We also put systems in place to ensure it is easy for tenants to communicate with us.

We updated our Tenant Handbook so it was more engaging, easier to read, and the information more concise.

This year, as part of the tenant survey, Dwell asked tenants for their preferred contact method for non-urgent matters. Tools launched in the last 2 years, such as

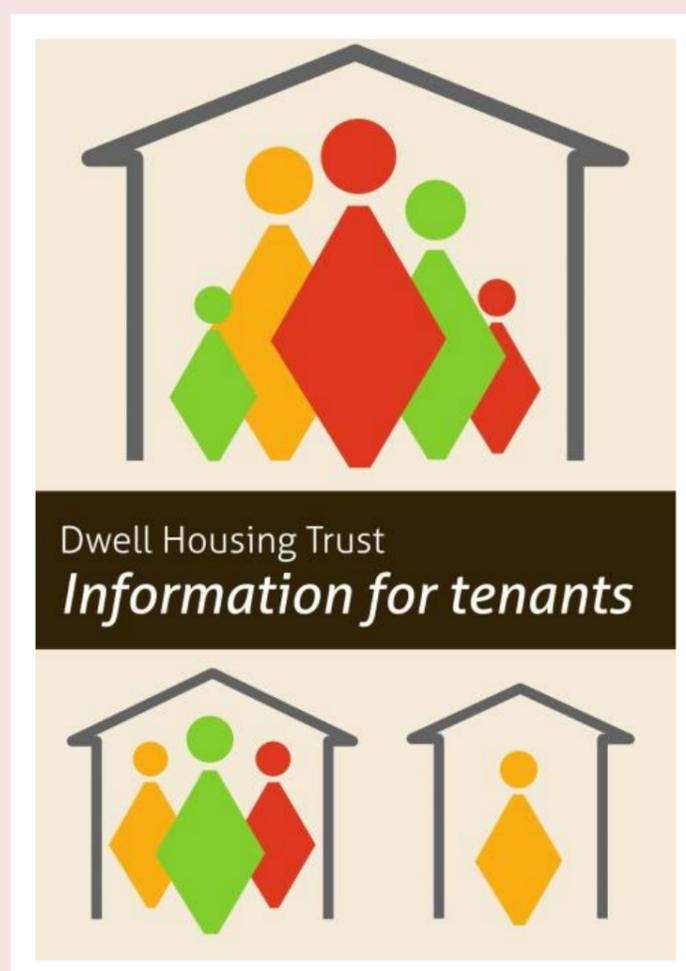
bulk texts, are proving to be effective. It is pleasing to see that this contact method works for tenants because it is immediate and cost effective.

The work Dwell has done on improving communication can be seen in the 2021 tenant survey results. The response to the question 'I receive enough information from Dwell about what is happening with Dwell' increased from 96% to 98%. With our new initiatives, we hope to increase the approval rating even further next year.

## All Tenant Advisory Group

It's important that our tenants are offered the opportunity to give their perspectives and help shape our organisation and the services we offer. This year, we began the process of restarting our Tenant Advisory Group (TAG) to provide another way to connect with our tenants.

Tenants interested in joining TAG will be elected, provide advice and feedback, and act as a consultative body to Dwell on policy, procedures, and service needs. We hope to have this running early in 2022, with the first meeting in February.



# DEENA - TENANT STORY

After moving frequently throughout her life, Deena feels settled in her Dwell apartment that she has called home for just over 2 years. Previously, she'd not stayed long-term at the places she'd lived, but she is now content in her home. Deena changes the furniture around and has a spring clean to make her home feel new, so she doesn't feel the need to move.

Her home has also given Deena the opportunity to focus on her wellbeing and her recovery from drug issues. It has also allowed her a space to reconnect with her whānau and have her grandchildren come and hang out. It's connected her to her neighbours, who look out for each other and make her feel part of the wider community.

'I use all the local facilities, including the pools. I've got a nice group of friends that I meet down there. We chat and say hello to each other in the street. And because of that, I feel like I'm really part of the community and that I belong.'

After living in Australia for a few years, Deena returned to New Zealand and, along with her daughter and her dog, struggled to find a suitable home. During this time, Deena moved around a lot

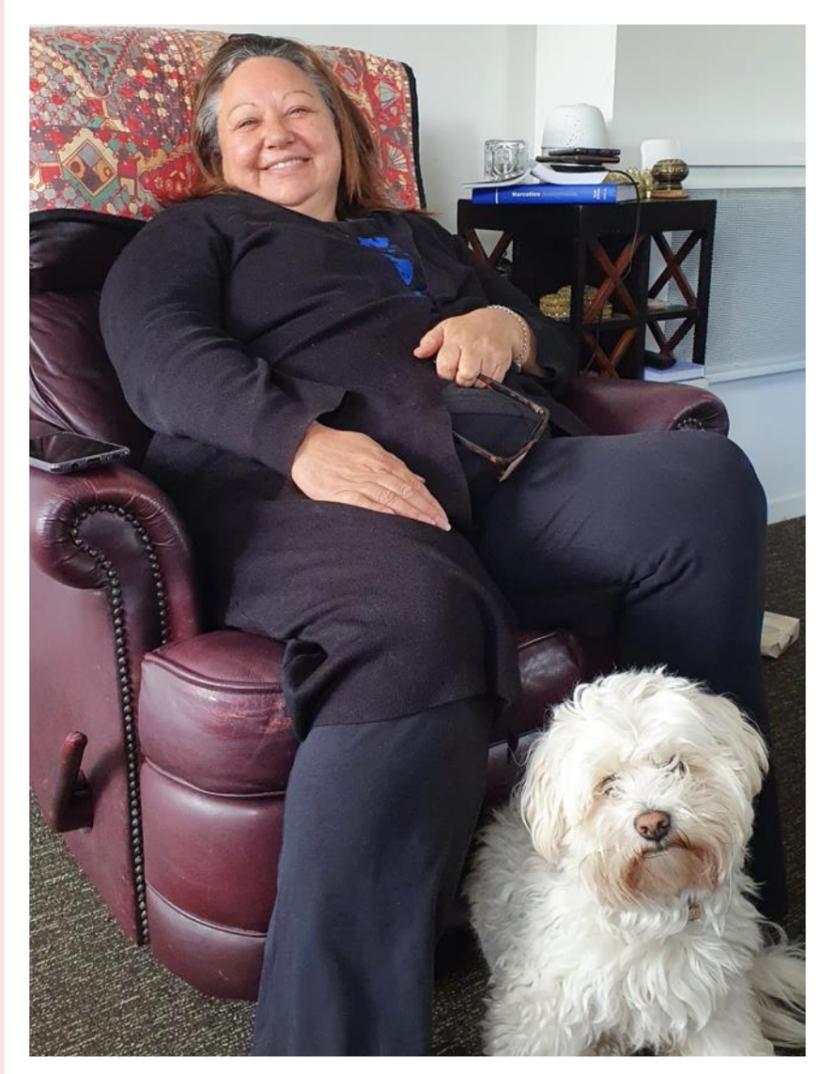
because the homes the whānau moved to were unsuitable due to the behaviour of some of the neighbours who were drug users. This was detrimental to Deena's recovery.

Following a flood in her flat while she was in hospital, Deena became homeless and was referred to LinkPeople to assist her to find housing. With her dog Sammy in tow, this was proving difficult. That's where Dwell came in. Dwell and LinkPeople were working together to find tenants for Dwell's new Mahora homes, and Deena was offered the last available unit.

'I met Sue [Dwell's tenancy manager] and she was so approachable and not judgemental about my issues with drugs, which I was honest about. And being allowed to have Sammy with me, who has been so important for my wellbeing, it all fell into place. We are so happy.'

Having a secure home was the catalyst for Deena to reach out to friends for help and seek assistance to manage her wellbeing and recovery, which is her focus right now.

'I feel heard with Dwell as my landlord. It was important for me to be able to trust my landlord and that they understood where I was in life and not judge me as I work towards recovery.'



Deena and Sammy

# STRONG VOICE

## Strong Voice

### Submissions

One of our key tasks for our goal of having a Strong Voice is ensuring we take the appropriate opportunities to input into government and council decision making. Making submissions is something we do often, and this year was no exception with numerous submissions to local councils on long-term plans.



Alison Cadman chairing the Wellington CHP Forum meeting.

### HUD Submission

The Ministry of Housing and Urban Development (HUD) was required to develop a Government Policy Statement on Housing and Urban Development (GPS-HUD). A discussion document outlining the key elements that the government expects to be included in the GPS-HUD was released. They invited input and Dwell prepared a submission on what we thought should be included in the final GPS-HUD. The focus of our submission was the role of community housing in Aotearoa and how this needed greater focus and emphasis in the final document. Our submission is here

[http://dwell.org.nz/images/documents/GPS-HUD\\_Final\\_submission\\_from\\_Dwell\\_Housing\\_Trust\\_30072021.pdf](http://dwell.org.nz/images/documents/GPS-HUD_Final_submission_from_Dwell_Housing_Trust_30072021.pdf)

### Welly Forum, Networking, Speaking

Dwell was instrumental in establishing a forum for community housing providers

who operate in the greater Wellington region. The Welly Forum meets quarterly and provides the opportunity to network, share information and learning, and hear speakers on topics relevant to our work. Alison Cadman is the chairperson and works with Community Housing Aotearoa to plan and host the meetings.

Networking is something we are passionate about. It's an excellent way to source new perspectives and ideas. Exchanging information on challenges, experiences, and goals is just one benefit. In these uncertain times, it's also important to have the comradery of others who do similar work. As usual, Dwell staff kept in contact with our wide local and national networks. Our thanks and a shout-out to all our colleagues and supporters – we can't thank you enough.

As a well-regarded community housing provider with a long track record, we are often asked to speak at events. We do this to try to influence community housing decisions and outcomes that will enable the growth of the community housing sector – and also to simply share our amazing stories! One example this year was speaking at a New Zealand Planning Institute event about housing affordability.

### Mentoring

As part of our culture of networking and sharing, Dwell staff sometimes mentor people. Alison Cadman has mentored many people over the years. The Australasian Housing Institute runs a mentoring programme and, this year, as part of that programme, Alison mentored a colleague working for a community housing provider in New South Wales, Australia.



Alison Cadman speaking at the New Zealand Planning Institute event.

# ORGANISATIONAL WELLBEING

## Organisational Wellbeing

### Liz and Zoe

To help achieve its post-lockdown goals, the Board recognised the need to invest in staffing. Dwell's greatest assets are its people and, this year, as we work towards growing the number of homes we provide, our staff team is also growing. We welcomed Liz back to Dwell in January 2021. Liz was Dwell's housing manager for 4 years until early 2019 and she returned as our tenancy operations manager, a new role for Dwell in 2021. During her hiatus she was a team leader at Emerge Aotearoa and has gained valuable leadership experience, which is vital to her new role at Dwell.

Liz manages the day-to-day tenancy and property management operations, freeing up Alison to work on growing Dwell's profile. Liz's role also has a communications focus – she manages and produces content for our social media pages, website, and tenant communications.

We also welcomed Zoe Tait-Dang as our team administrator in June 2021, another new role for Dwell. Zoe comes with experience working at IRD, Full House Builders, and Wellington City Council. She

has studied quantity surveying and worked with her iwi on potential build projects.

'I was first introduced to Dwell as a quantity surveying student in 2017. I approached Dwell about their Mahora development, and I visited the site as part of my studies. Dwell's mission and ethos made a lasting impression on me; they really felt like what an ideal social housing provider should be.

'At the end of 2020, my fixed-term employment contract was up for renewal, however I decided to take time to re-evaluate what I want to do and find a role that was meaningful and fulfilling and aligned with my core values. I reconnected with Dwell early in 2021, first as a volunteer and then as a member of the staff team when an opportunity came along. I enjoy my diverse role and love to hear from Dwell's tenants about what their Dwell home means to them, and how Dwell as an organisation supports their individual and whānau aspirations.'

Zoe supports the team across all areas of Dwell, from project support, tenancy, and property management, to supporting the chief executive with fundraising and raising Dwell's profile. Her skills are a real asset to the Dwell team.



Tenancy Operations Manager Liz Kemp and Team Administrator Zoe Tait-Dang.

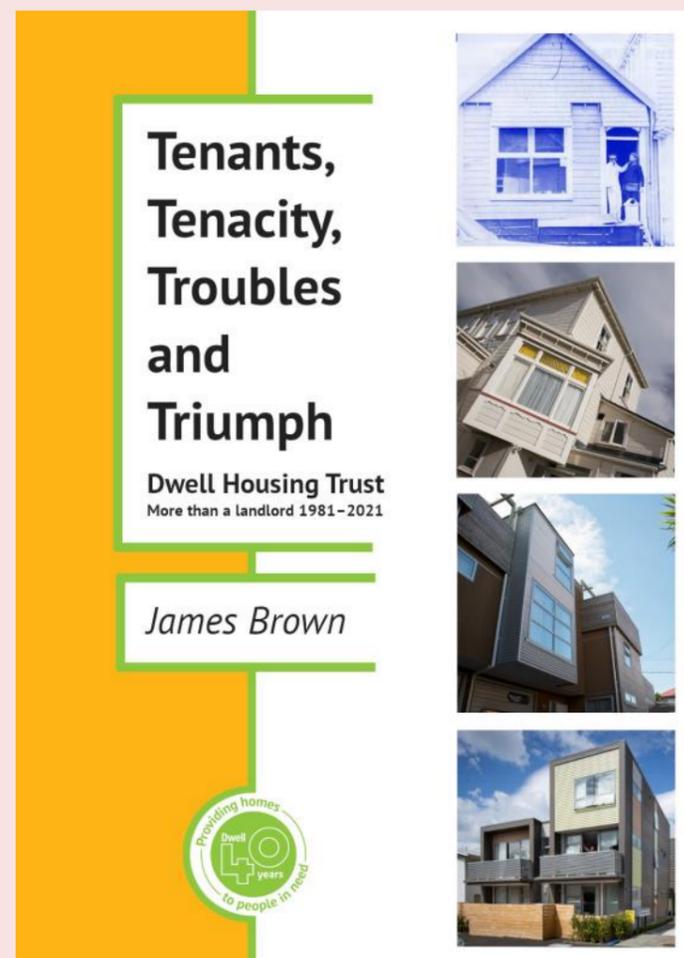
# ORGANISATIONAL WELLBEING

## 40th Anniversary

In October 1981, Dwell's predecessor organisation Wellington Housing Trust was established. During 2021, we began work to celebrate this significant milestone. We commissioned Wellington writer and poet James Brown to write an updated history for us. *Tenants, Tenacity, Troubles and Triumph* is an overview of the 40 years using the two previous history books written.

Wellington Central MP and Deputy Prime Minister Grant Robertson agreed to host an event in the Grand Hall at Parliament in October 2021. We hope to bring together our past and present staff and trustees, our partners, supporters, and many friends.

We have a special part of our website marking our 40th anniversary, so make sure you follow Dwell on Facebook and keep up-to-date via our website.



Alison Cadman  
Chief Executive

# DWELL PEOPLE

## Board

Keith Taylor, Chair  
Clare Aspinall, Vice-Chair  
Michael Pead, Treasurer  
Julie Motley, Secretary  
Jon Holmes  
Steph Forrest (resigned)  
Lesley Slieker (resigned)

## Patron

Judge Peter Boshier

## Staff

Alison Cadman, Chief Executive  
Ingrid Downey, Projects Manager  
Liz Kemp, Tenancy Operations Manager  
Renee Cowley, Finance Manager  
Sue Clarke, Tenancy Manager  
Zoe Tait-Dang, Team Administrator  
Chris Coles, Casual Staff Member



# ACKNOWLEDGEMENTS

## Acknowledgements and thanks

To our many volunteers, supporters, donors, suppliers and our partner agencies and organisations across the government, community and private sectors, including:

2 Degrees

Abode Air Conditioning Ltd

Accounting for Charities Trust

Aon Ltd

APL Window Solutions

Aro Mai – Housing First

Australasian Housing Institute

Bank of New Zealand

Beveridge Locksmiths

Trevor Bleakley

Board Pro

Peter and Sheryl Boshier

Kathryn Burton

Bruce McKay – Dark Arts

Julia Capon – Do Good Jobs

Chem-Dry – Capital and Central City

Chintaro

Maurice and Kaye Clarke

Clearview Cleaners

Colliers International

Community Finance

Community Housing Aotearoa

Community Housing Regulatory Authority

COGS

David & Maria's Carpet & Vinyl Warehouse

DCM

Dent and Heath Ltd

Dewar Appliance Servicing Ltd

Dynamic Electrical Services Wellington Ltd

Enviro Waste Services Ltd

Fantail Services Ltd

Foodstuffs North Island Ltd

Gardens by Greenways

Grant Plumbing Ltd

Cecily Guarrera

Harvey Norman Electrical Wellington Commercial

He Kainga Oranga – Otago University

Hutt City Council

Bev James

James Brown

JetX Wellington Ltd

Kainga Ora-Homes and Communities

Kapiti Coast District Council

Kahungunu Whānau Services

Ken Allen

Kiwibuy Campaign

Kokiri Marae

KPMG

LinkPeople

Rod Macdiarmid

Peter McLaren

Maltbys Ltd

Rachel Brown

Paul McCredie Photographer

Stephanie McIntyre

Megabyte

Ministry of Housing and Urban Development

Ministry of Social Development

NAWIC – Wellington Chapter

New Zealand Housing Foundation

Nova Energy

Novak+Middleton

Pathways NZ

Stuart Palmer

Queenstown Lakes Community Housing Trust

Red Rocks Property Management

The Salvation Army

Spencer Holmes

Spotlight Reporting Ltd

Steve Moate

Story is King (SIK) Media

Succeed Legal

Sustainability Trust

T-Gear Charitable Trust

Te Aro Pa Trust

Te Matapihi

Te Tumu Paeroa

Tommy's Real Estate

Nick Tirovolis

Urban Plus Ltd

Warehouse Stationery Ltd

Wellington Catholic Homes Trust

Wellington City Council and City Housing

Wellington City Mission

Wellington Community Trust

Wellington Women's House

Wesley Community Action

Wilson Building Ltd

# Summary financial statements

For the year ended 30 June 2021

## SUMMARY STATEMENT OF FINANCIAL PERFORMANCE

	2021	2020
<b>Revenue</b>		
Revenue from rents and other services	1,656,877	2,225,199
Other revenue	1,126,279	1,173,117
<b>Total Revenue</b>	<b>\$2,783,156</b>	<b>\$3,398,316</b>
<b>Expenses</b>		
Housing expenses	868,649	865,054
Employee and volunteer related costs	429,981	374,182
Depreciation	260,575	267,504
Other expenses	159,494	109,024
<b>Total expenses</b>	<b>\$1,718,699</b>	<b>\$1,615,764</b>
<b>Surplus/(deficit) for the year</b>	<b>\$1,064,457</b>	<b>\$1,782,552</b>

## SUMMARY STATEMENT OF FINANCIAL POSITION

	2021	2020
<b>Assets</b>		
Current assets	246,603	243,098
Non-current assets	23,024,189	22,499,724
<b>Total assets</b>	<b>\$23,370,792</b>	<b>\$22,742,822</b>
<b>Liabilities</b>		
Current liabilities	311,318	266,522
Non-current liabilities	6,307,363	6,746,315
<b>Total liabilities</b>	<b>\$6,618,681</b>	<b>\$7,012,837</b>
<b>Net assets</b>	<b>\$16,752,111</b>	<b>\$15,729,985</b>

## SUMMARY STATEMENT OF CASH FLOW

	2021	2020
Total cash flows from operating activities	860,058	781,865
Total cash flows from investing and financing activities	(771,957)	(775,647)
<b>Net increase/(decrease) in cash</b>	<b>\$88,101</b>	<b>\$6,218</b>
Cash and cash equivalents at beginning of period	194,437	188,219
Cash and cash equivalents at end of period	282,538	194,437
<b>Net change in cash for period</b>	<b>\$88,101</b>	<b>\$6,218</b>

These summarised accounts are extracted from the full statements approved by the Dwell Housing Trust board on 1 November 2021. The summarised accounts may not contain sufficient information to allow a full understanding of the financial affairs of Dwell Housing Trust. For further information, the full financial statements should be consulted, and a copy can be requested from Dwell. An unqualified audit opinion has been received on the full financial statements for the year ended 30 June 2021. Many thanks to Dent and Heath Ltd for their auditing services.