



# **MONTE CECILIA HOUSING TRUST**

**Annual Report  
2017/2018**



**MONTE CECILIA**  
Housing Homeless Families

# Our Vision

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Everyone has access to adequate,  
affordable and secure housing.



Tumanako  
Tu Pono Toa  
Tika  
Manaakitanga  
Kotahitanga

Hope  
Courage/Integrity  
Justice  
Hospitality  
Team



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# Our Mission Statement

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Monte Cecilia Housing Trust promotes housing justice for everyone in Aotearoa New Zealand by:



Nourishing hope for and advancing a vision of adequate, affordable, secure, healthy, and permanent housing



Providing high quality and culturally appropriate services to families with a housing need, and



Participating in housing action and political advocacy initiatives



# Chair's Report



Tēnā koutou, Malo e lelei, Talofa lava,

It is an honour to present the Chairperson's report for Monte Cecilia Housing Trust for 2018. This year has seen considerable growth of both emergency and social housing for the Trust. In an environment of increasing deprivation, the need for good quality, safe, warm and affordable housing has continued to dramatically increase and Monte Cecilia's long standing commitment to housing vulnerable families has meant there has been no other option than to respond by continuing to grow.

The number of households on the social housing register reached 10,589<sup>1</sup> at the end of March this year – almost double previous year's figures. Nearly half of these households (4,458) need housing in Auckland. In June 2018, Auckland had 949 funded transitional housing places, up from 470 in June the previous year. Many more families were supported to stay in motels.

The new government campaigned on their ability to positively impact the housing crisis by increasing the supply of housing and has continued to increase the supply of transitional, emergency and social housing places. The Public Housing Plan released in August shows plans to increase social housing places by an additional 6400 – not nearly enough to meet the need of over 10,000 currently on the social housing register, let alone planning for future need. The majority of these new places will be delivered by HNZA with a smaller portion to be delivered by Community Housing Providers. While it's great to see some investment, it is disappointing that the numbers for the Community Housing sector are so low and that no capital funding has been allocated to sector, despite clear evidence showing the benefits to the government of partnering with community housing providers.

The Board revisited the strategic direction in October last year and reconfirmed the priorities for 2018 as

continuing to improving processes and systems, growth of services, ensuring the organisation remains financial stable, working collaboratively with other partners, continuing to be a strong voice for the sector and building a strong, capable workforce. I am pleased to say we have made significant progress in all of these areas.

Monte Cecilia now manages and owns 40 emergency housing and 80 social housing across South and West Auckland and provides support to many more whanau through advocacy and support services. The team has grown to 21 with many new to the organisation. While providing good support to families is the most important work that we do, we also continue to have a leadership role in the sector, providing a strong a voice advocating for social justice for vulnerable families to government and within the community housing sector.

A significant milestone for Monte Cecilia was the commencement of the Windrush redevelopment project, building 30 new emergency housing units and an office block on the Windrush site in Mangere. It is fantastic to know construction is finally underway and this much awaited project is due to be completed before the end of 2019.

We are proud of the work that the Trust has achieved under the leadership of Bernie and the dedicated team that work so hard to support whanau.

I would like to thank the members of the Board for their ongoing dedication to this important work. I am standing down as Chairperson this year, but I look forward to continuing to support the work that Monte Cecilia does as a Trust member.

**Hope Simonsen**

1. Includes those waiting for transfers in existing public housing



# Chief Executive Report



It is now 35 years since Monte Cecilia Housing Trust was established in 1982 by the St Vincent de Paul Society, Liston Foundation, the Sisters of Mercy and the Marist Brothers. The original purpose was to provide emergency housing and practical assistance to families with a housing need.

Who would believe we would be where we are today, other than those who have faithfully committed their time, donations and expertise to get the Trust to where it is now as a sound business ministry with a social heart, highly regarded and respected by representatives in central and local government as well as in the community housing and social services not for profit sector, while remaining true to our Vision, mission and values.

It's now been 2.5 years since I commenced as CEO and was only 6 months in the role when the National Government decided in July 2016 to fund rental costs for Emergency Housing providers in recognition of the value we provided in seeking housing solutions for those who found themselves homeless. Then with an election pending the National Government in December 2016 announced 100% operational funding for emergency housing providers.

In winter 2016 the homeless issue identified by most social services was in crisis and three young ladies called for action by having a 'Park Up' (overnight sleeping in your car) here in Mangere which became a nationwide activity and media focus alongside Te Puea Memorial Marae opening their doors to the homeless, since these activities and announcements, the previous and present governments have sought and funded a variety of housing solutions including more recently 'Housing First model' to making homelessness, rare, brief and non-recurring.

What is not known by many is that our Advocacy service is our biggest service contribution to assisting those living in cars, lodges, overcrowded and substandard homes. Through this service staff assisted 1349 children and their families over this financial year, 180 of these families were assisted into long

term warm, dry sustainable housing solutions. Another 101 families were likewise housed after using our emergency housing programme. 281 families housed, is an awesome result for a small Trust and team in a twelve month period.

Over the past year Monte has leased properties from HNZA which are funded by MSD increasing our emergency housing options to enable us to now assist 150-180 families per year.

It's also interesting to note that forward thinking and creative planning might get you out of your comfort zone but can pay dividends, which in 2007 the Trust Board did exactly that, by purchasing 6 homes as social housing giving families the opportunity to move from emergency housing to a 2-3 year transitional living period, allowing families to get on their feet then move into a private rental.

More than ever now an affordable rental for our working poor is a very rare find, which creates issues

...staff assisted 1349 children and their families over this financial year, 180 of these families were assisted into long term warm, dry sustainable housing solutions.



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for our families finding an affordable rental when leaving our emergency and or transitional housing. To assist our families Monte now has 80 social housing options across South and West Auckland. We own only 23 of those properties and the rest we lease from private owners and a few from HNZA.

The challenge we and our homeless community are now facing is that not enough time, effort and focus is being put into the housing continuum, where we've seen a huge focus along with funded programmes to assist those who are homeless, but where do individuals and families go when leaving emergency and transitional housing. We now have a government focus on home ownership, but only 1600 homes are planned for social housing across NZ per year, yet we need 2-3000 additional homes per year and totally missing is creating an environment to gain an affordable rental market.

As a Trust our challenge is when funding from government becomes so significant as it has, is to ensure we remain true to our vision mission and values and that families who self-refer can continue to do that to ensure they are empowered to reach their full

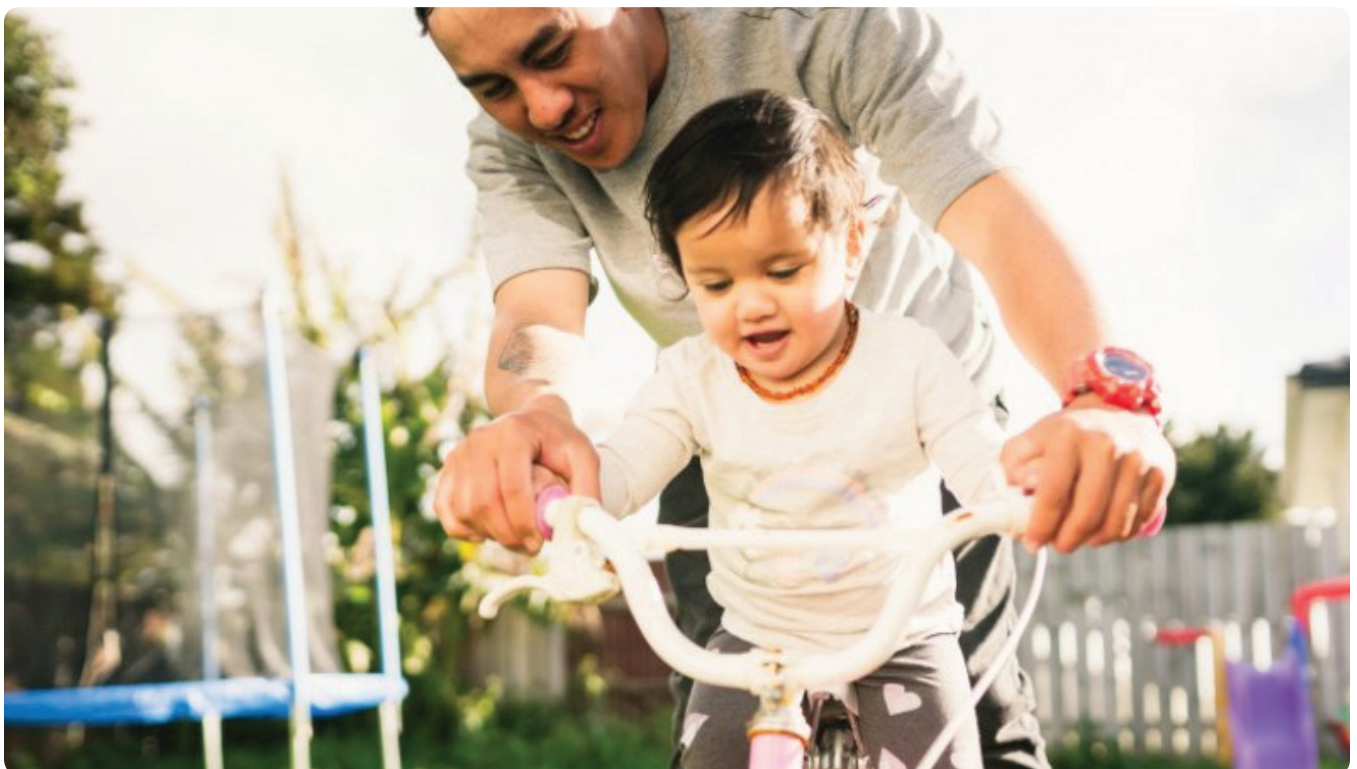
potential and that we don't just become another government service.

As a Trust we've been thrilled to have added real strength to our Board, culturally and with expertise where their total experience and skills will not only ensure we maintain our vision, mission and values but assist us to grow and develop.

By going on our website [www.montececilia.org.nz](http://www.montececilia.org.nz) you'll be able to read about our exciting development plan to build 30 two-bedroom self-contained apartments over 2018/19 for emergency housing.

What we have done, presently doing and plan to do in the future, would not have been possible without the oversight of our Trust Board, who all volunteer their time, our staff with their empathy, passion and creativity to make a difference, our volunteers who give so willingly of their time, donors through their generosity and those who pray for us.

**Bernie Smith**



# About us

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Our overall aim is to ensure a successful transition to independent housing so that families can better determine their own futures.

Monte Cecilia Housing Trust is a not for profit community housing provider. We make a positive difference to the lives of homeless people by delivering secure housing. We own and lease more than 120 dwellings and over one night in the middle of winter we had, 368 children and their parents or 576 people sleeping in a warm dry safe Monte housing option in Auckland. We have a range of housing services that support low income families to find affordable and appropriate housing as well as preparing them to manage their own home. Our services range from housing advice and referral, advocacy for sustainable housing, to offering a limited range of housing available in Trust properties.

Our service delivery model enables low income families with a serious housing need to have access to safe and affordable emergency housing for up to 3 months. During this time, families contribute to a savings programme, develop skills in household management and benefit from comprehensive family support services through our supportive housing programme. Families are able to stabilise their living situation as we assist them to transition towards independent housing, either in a state house or private rental.

Our wrap around services to support homeless families include: financial literacy, parenting programmes, household management, cooking classes, family goal setting and job seeking. We are a Class 1 provider under the Community Housing Regulatory Authority (CHRA) and a registered charity.

## What properties do we manage

The properties we manage include:

1. **Properties owned by us** - These properties provide an asset base and greater security to those we house.
2. **HNZC properties owned by the Government, but leased and managed by us.** HNZC set's the subsidized lease cost and tenants rent is set at 25% of their household income.
3. **Leasehold properties we source from the private rental market** and sublet to eligible applicants and only obtainable with MSD Income Related Rental assistance, the tenant contributes 25% of their household income.



## Services we provide

1. **Social Services** - we provide social worker assistance to help families needing assistance with their life plans and to move forward. We are able to link our tenants with support services such as counselling, financial literacy advice or with other community organisations who can be part of bringing hope and transforming lives.
2. **Property Management Services** – we have hands on, comprehensive approach in managing around 90 properties, covering private residential, social housing and emergency housing facilities as part of our own in-house portfolio. We assist private landlords who lease their properties to us to successfully manage their properties. We engage:
  - Tenancy selection and management
  - Property inspections
  - Rent collection and arrears management
3. **When it comes to Social Services Support, a specialised and compassionate approach to Property and tenancy management is needed.** We aim to closely follow Community Housing Aotearoa's Best Practice guide in social housing provision and meet our CHRA registration obligations.

We invite organisations to discuss opportunities for partnering with us to find ways of serving their communities by developing under-utilised land to meet the growing need for affordable housing for families and communities. As an accredited social housing provider, we often work with some of New Zealand's most vulnerable people.



# 2017/18 at a glance

## Emergency/Transitional Housing Options in South Auckland

40 houses used for Emergency Housing service which offers 12-14 weeks supported accommodation in South Auckland while we and resident family look for a longer term warm, dry, secure sustainable housing solution.

There is an expectation families will engage in some or the entire wrap around support training examples below:

- Financial Literacy / Computer Literacy
- Tenant Readiness / Family goal setting
- Cooking and Sewing classes / Employment opportunities
- Parenting / English as a second language / NZ Licence

(These are examples only and dependant on tutors and availability of training slots)

This service housed 101 families into longer term warm, safe and sustainable housing options.



## Social Housing options across South and West Auckland

Monte Cecilia will do its best to find families a long term housing solution, either in one of our 80+ homes in South to West Auckland, a HNZC home or a private rental. We expect the family to assist us in that search, which may not be in their suburb of choice because of the Auckland housing shortage/crisis.

Monte Cecilia is happy to continue to support the family for 3 months or longer if assistance is required to meet their family goals after moving into their home.

Families moving from Emergency/Transitional housing into a long term housing solution quickly create a warm dry safe home for another homeless family to move into.



## Advocacy/Facilitation Services

Monte's services reach as far South as Papakura and as far West as Ranui / Henderson. Most of our referrals are self-referrals, 54 referrals came from WINZ, 32 from Health Services, 43 referrals from other social services, 34 from other referral services reflecting that Monte Cecilia is well regarded, that we follow through and are child centred, family focused and community oriented.

1349 Children and their families used this service. Fifty percent of these children were under seven years of age. This represented 549 families that Monte Cecilia assisted. 45% were Samoan, 25% Maori, 20% other Pacifica peoples and 10% other ethnic groups.

Overcrowding was the biggest issue with 38% of referred families facing this, 18% had been evicted, 21% were living in a Boarding House, and 10% living in car, garage or caravan, 10% couldn't afford the rent.

Through Montes advocacy/facilitation services we housed 180 families into long term sustainable housing that did not involve emergency motels or transitional housing.

Monte Cecilia is proud of the fact that in spite of limited resources we were able to house 281 families through our total services adding to the thousands we've housed over our history.



# Our success stories

## 30 years' service

Elaine Lolesio was acknowledged by our Monte Trust Board and staff for her 30 years' service at Monte Cecilia assisting families to settle into the Monte 12 week emergency housing program.

CEO commented 'Elaine's length of service was amazing considering that the Trust is only 34 years old. The roles Elaine has had, and the networks she has, has greatly assisted the Trust to be in the strong position it is today. Elaine you are amazing and appreciated'.



Our CEO Bernie Smith was appointed to the Council of Community Housing Aotearoa at their AGM in October. CHA is New Zealand's 100+ community housing providers peak body.

Bernie is pleased about the opportunity and hopes that as the first emergency housing representative on the Council he'll be able to provide a more hands on understanding of the amazing work done by these providers.

## Staff Farewell

For personal reasons, after 28 years having given so much to so many families, to staff and the development of Monte Cecilia Housing Trust, Cecilia resigned in late August. As a team we wish her well and pray for her every success. Thank you Cecilia.



# Family experiences

In a short period of time, we were able to support a mother who was referred to us from Vaka Tautua, which is unusual, only because our emergency housing accommodation has a long wait list.

We had pulled out all stops and were able to place this family in an accommodation. As this family had a huge debt, we worked with them in conjunction with ADHB / Family Start (ATWC), Family GP / Health Vision / Vaka Tautua (disability) to ensure they got all the assistance they can to once again stand tall as a family, in their faith and culture, to enable them to once again put roots down and look forward to the future with some hope.



Maria has searched for private rentals across Auckland but said she was stone-walled by landlords when they realised she had seven children. "It's so hard to get a house for me and my seven children," she said.

Maria moved to New Zealand with her husband in search of a more prosperous life and a good education for her children. After a period of time living in Auckland, Maria and her family couldn't afford their private rental anymore and began the arduous task of searching for a new home. They failed. A family friend took all nine members in before they ended up in the Ōtāhuhu emergency accommodation in April last year. She has been looking for social housing ever since. Soon after, her husband developed problems connected to alcohol and the pair split up. Now, Maria is the sole provider for her family and faces finding a house alone. Maria is extremely grateful to Monte Cecilia Housing Trust for finding her somewhere to stay.

## Positive outcome for family

Allana, her husband and three children previously lived in private rental for 12 years. They were both working at the time. Due to a change in circumstances, her husband's uncontrolled diabetes and health issues led him to not be able to maintain his employment. The result of this was that the family struggled to pay their rent and was evicted last year due to rent arrears. They then applied for social housing and shortly after moving into our emergency housing at Takanini, they received a confirmation letter that they were declined from social housing based on Allana's high income reflected in her pay slips.

Monte requested a review of the decision through our WINZ liaison because this was mainly overtime hours and most of the income was going towards paying her high debt. While staying at Monte Cecilia an appropriate house came up that Monte wished to offer to this family based on the belief that if we gave them some support they would be able to get themselves back on track and get back into private accommodation.

A decline to being on the social housing register for any of our families would have brought hopelessness, fear and great stress and I could see this in their eyes. It was of great urgency that we advocate for this family by supporting them to provide evidence of their hardship. In a collaborative approach with the family, WINZ and other external agencies such as Otahuhu Budget Advice, we worked to support the family by having a clear discussion of what is happening and our task to try and get the decline overturned.

The outcome was positive for this family and on the 1st of February 2018 this family was given confirmation that they were now on the social housing register and were offered a house. The family is very grateful for this opportunity for them to really make a difference for themselves and their children.

# Statement of Financial Performance

## Monte Cecilia Housing Trust For the year ended 30 June 2018

	NOTES	2018	JAN 2016 - JUNE 2017
<b>Revenue</b>			
Donations, fundraising and other similar revenue	1	3,380,706	2,820,046
Rental Income	1	898,269	814,594
Interest, dividends and other investment revenue	1	4,851	37,529
Other revenue	1	25,703	9,601
<b>Total Revenue</b>		<b>4,309,529</b>	<b>3,681,769</b>
<b>Expenses</b>			
Volunteer and employee related costs	2	1,022,733	1,018,307
Costs related to providing goods or service	2	1,898,472	778,105
Administration	2	140,077	141,014
Depreciation	4	178,654	208,022
<b>Total Expenses</b>		<b>3,239,936</b>	<b>2,145,449</b>
<b>Surplus/(Deficit) for the Year</b>		<b>1,069,593</b>	<b>1,536,320</b>

*The trust gratefully acknowledges the receipt of \$114,437 net from the Lotteries Grants Board during the financial period.*



# Statement of Financial Position

## Monte Cecilia Housing Trust As at 30 June 2018

	NOTES	30 JUN 2018	JAN 2016 - 30 JUNE 2017
<b>Assets</b>			
<b>Current Assets</b>			
Bank accounts and cash	3	558,414	331,656
Debtors and prepayments	3	121,020	295,053
Investments	3	-	1,036,206
<b>Total Current Assets</b>		<b>679,434</b>	<b>1,662,915</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	4	9,788,751	8,135,068
Capital Work in Progress	3	433,591	82,897
<b>Total Non-Current Assets</b>		<b>10,222,342</b>	<b>8,217,965</b>
<b>Total Assets</b>		<b>10,901,776</b>	<b>9,880,880</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Creditors and accrued expenses	3	162,168	60,172
Employee costs payable	3	94,404	34,492
Unused donations and grants with conditions	3	138,001	243,079
Current Portion of Term Loans	3	118,779	143,491
<b>Total Current Liabilities</b>		<b>513,351</b>	<b>481,234</b>
<b>Non-Current Liabilities</b>			
Loans	3	2,678,700	2,759,514
<b>Total Non-Current Liabilities</b>		<b>2,678,700</b>	<b>2,759,514</b>
<b>Total Liabilities</b>		<b>3,192,051</b>	<b>3,240,748</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>7,709,725</b>	<b>6,640,132</b>
<b>Accumulated Funds</b>			
Accumulated surpluses or (deficits)	5	6,404,179	5,834,586
Reserves		1,305,546	805,546
<b>Total Accumulated Funds</b>		<b>7,709,725</b>	<b>6,640,132</b>



# Statement of Cash Flows

## Monte Cecilia Housing Trust For the year ended 30 June 2018

	2018 Actual	2017 Actual
	\$	\$
<b>Cash flows from Operating Activities</b>		
<b>Cash was received from</b>		
Government Grants and Donations	3,380,707	2,921,574
Rental Income	1,020,761	530,487
Other Revenue		9,600
Interests, dividends and other investment receipts	4,851	37,529
Goods and Services Tax (net)	(9,223)	7,121
<b>Cash was applied to</b>		
Payments to Employees	(1,135,200)	(909,225)
Payments to Suppliers	(1,875,401)	(965,214)
Interest Paid	(84,833)	(53,094)
<b>Net Cash from Operating Activities</b>	<b>1,301,662</b>	<b>1,578,778</b>
<b>Cash flows from Investing and Financing Activities</b>		
<b>Cash was received from</b>		
Receipts from sale of PPE		
Receipts from sale of Investments		
Loans Received	722,713	67,085
Capital contributed from owners or members		
<b>Cash was applied to</b>		
Purchase of PPE	(1,832,339)	(1,146,633)
Capital Work in Progress	(350,694)	(82,897)
Purchase of Investments		
Repayments of Loans	(646,054)	
Funds held on behalf of Tenants	(4,736)	
Capital repaid to owners or member		



## Statement of Cash Flows (contd)

	2018 Actual	2017 Actual
	\$	\$
<b>Net cash from Investing and Financing Activities</b>	<b>(2,111,110)</b>	<b>(1,162,445)</b>
<b>Net increase/(decrease) in cash</b>	<b>(809,448)</b>	<b>416,333</b>
Cash at the beginning of the year	<b>1,367,862</b>	951,529
<b>Cash at the end of the year</b>	<b>558,414</b>	<b>1,367,862</b>
<b>This is represented by:</b>		
Bank Accounts and Cash	558,414	331,656
Investments		1,036,206
<b>Closing Cash</b>	<b>558,414</b>	<b>1,367,862</b>

*Full audited accounts available at [www.montececilia.org.nz](http://www.montececilia.org.nz)*



# Thank you

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As a Trust we would like to say a special thank you to all our staff, volunteers and Board Members who have served over the last year. Thank you for your continued passion and dedication in supporting those in need through our services. As always, it has been a privilege working alongside you as we serve our community.

We certainly couldn't achieve all that we do in the community without the committed support of our partners. This journey is about building hope together and it is as we bring our skills and resources together, that we can walk alongside people, enabling them to see a future filled with hope and purpose.

Thank you to our sponsors and partners, from the philanthropic sector and from the business community (as listed in the back of this report), partners in Government and Council, together, we are making a difference resulting in Transformed Lives and Healthy Communities.

*Never doubt that a small group of committed people can change the world; Indeed, it is the only thing that ever has.*

*Margaret Mead (Anthropologist)*





Monte Cecilia Housing Trust Accountant:



Monte Cecilia Housing Trust Lawyer:



Monte Cecilia Housing Trust Book Keeper:





**Monte Cecilia Housing Trust**

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