

The impact of Dwell Housing Trust in the Wellington region



Input

Dwell offers:

-  Highly experienced staff who are:
 -  Builders of new homes
 -  More than a landlord to our tenants
-  Skilled and supportive board
-  Effective stakeholder relationships
-  Balance sheet capability
-  Business acumen
-  Agility and flexibility
-  A proven track record
-  Charitable trust

Activities

Tenancy management

- People are at the heart of everything we do
- We honour the mana of our tenants
- Organisation with 40+ years experience
- A supportive landlord, facilitating connections between tenants and the social services they want
- Supporting tenants through their cycles of life

Property development

- Builders of healthy, affordable, secure housing for 14+ years
- We deliver on time and within budget
- Capacity to do more
- We hold our assets for community good
- Our homes get people out of emergency housing, saving the government \$1,200-\$4,000 per household, per week
- A safe pair of hands for government and private investment

Outputs

People focused

- We manage 117 tenancies for **231 people**:
- **Age** — 148 adults, 65 children, 18 seniors
 - **Gender** — 121 females, 107 male, 3 non-binary
 - **Ethnicity** — 27% Māori; 26% Pākeha; 20.7% African; 10.5% Middle Eastern; 10.4% Pacific Islander

Supportive landlord

- 54% of tenancy operation hours are spent on supporting tenants to:
- Sustain their tenancies
 - Access mental health and social services
 - Connect with local community groups and amenities

Sustainable builders

- Dwell builds quality, sustainable, healthy homes:
- Above HUD design standards
 - Building 10 more homes, creating 18 bedrooms in October 2024
 - 55 more units in pipeline for Newtown and Waiwhetu

Financial capability

- Our projects come in on time and within budget.
- 25-30% of new build funding raised through alternative finance and philanthropy

Direct outcomes

Resident wellbeing

- 82 families off the housing register
- 95% feel their Dwell home has positively contributed to their overall wellbeing
- Less than 15% tenant turnover per annum
- 97% tenants happy with Dwell's service

Secure tenancies

- Average length of tenancy 4.5 years
- 30% of tenants have been with Dwell for 7+ years
- Rent arrears <1% of budgeted income
- <15 business days to fill vacant tenancies

Healthy homes

- We provide healthy, warm, dry homes that improve tenant health and wellbeing
- Six Dwell-owned units that are mobility-friendly or can be modified for purpose

Creating communities

- 95% of tenants are happy with their Dwell home
 - 95% like the area where they live
 - 95% feel safe in their home

Indirect outcomes

Reducing homelessness

David was living in his car for three years, before finding a long-term home with Dwell

Creating Dwell-being

"If I could sum up what difference my new whare has done for me it would be peace ...inner peace" - Dwell tenant

Increasing happiness

A [University of Otago](#) study found community housing tenants have the same level of happiness as homeowners

Establishing connections

Dwell helped Farihyo find a local daycare so her son could settle and make new friends

Improving affordability

After four years with Dwell, Oscar was able to save enough for a deposit on his own home

Ensuring accessibility

A tenant with mobility issues moved from a 5th floor apartment to an accessible, new ground-floor home

Bright futures

"From a cold home to bright futures: warmth transformed my daughters' lives. Now they thrive with degrees, pursuing dreams for themselves and our people in Ethiopia" - Dwell tenant