

# Annual Report

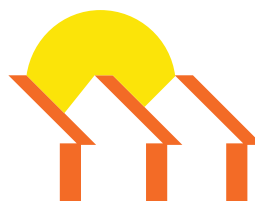
2017

299

community  
energy action  
charitable trust



*Keeping our Community Warm*



community  
energy action  
charitable trust

A letter on behalf of our Board of Trustees,

It is great to be a part of an organisation that has provided healthy home and energy efficiency advice to close to 5000 people over the last year. Knowing this has led to wider positive effects on their whānau and households.

With our expanded coverage beyond Christchurch and Canterbury this has allowed us to broaden our partnerships and funding to be able to deliver home health advice and insulation installation services in, Marlborough and the West Coast.

Of special note is the on-going partnership with New Zealand Red Cross who we worked with following the Christchurch series of earthquakes that then led to us being able to provide assistance and support to those residents and families still affected by the North Canterbury earthquakes through 2017.

Building and maintaining enduring partnerships and relationships remain key to our ability to deliver advice, services and insulation to a high standard to those who need it. Our breadth of funders ranges from electricity lines companies, building supply companies, councils, community trusts and foundations. Lastly our long term central government agency funder the Energy Efficiency and Conservation Authority (EECA) and its Warm up New Zealand campaign.

Mid-way through 2017 the trust board reviewed the organisations strategy, recognising that to be an enduring and sustainable organisation we needed to assess and provide value to the changing and wider needs of households and communities. We needed to make sure we remain fit for the future and provide not just insulation services but make the most of our technical knowledge on homes, have customer centric and easy to use processes and systems, delivered by an aligned and high performing team.

The board also recognised that we develop and maintain diversity and stability within our funding and income streams, with the uncertainty of central government insulation funding and political indicators at the time. The CEA Trustees are very focussed on ensuring we implement this strategic direction in 2018 and beyond to continue to deliver services to those who need it the most.

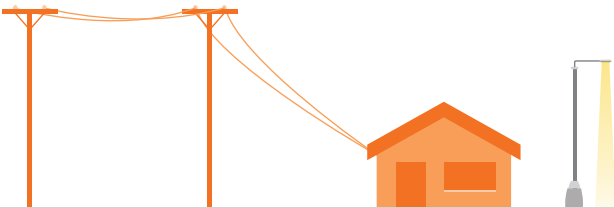
At the end of 2017 we farewelled Ian McKenzie after three consecutive terms on the board, on behalf of the board I would like to thank Ian for his strong governance knowledge and in particular his focus on strong process. We wish Ian all the best.

Lastly as an organisation we are nothing without the on-going dedication, enthusiasm and hard work of the CEA team in the office and out and about.

Don Chittock,  
Chair of the Trust Board, 2016-present.

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Produced October 2018.



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**“CEA has to continue to be a voice highlighting the issues we see in the areas we work in, bringing this to the attention of local and national government representatives as well as other community groups.”**

**Caroline Shone,**  
Chief Executive, 2013-present.



## Chief Executive review

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In the following pages you will find stories, statistics and highlights that paint a picture of what has been achieved by Community Energy Action (CEA), over the period covered by this annual report. It will also show that CEA continued to diversify and expand its reach across the South Island.

Our staff, supporters, volunteers and partners have always embodied the fundamental character and excellence that defines CEA. In the heart of what we do is our unfailing commitment to provide practical, sustainable energy efficient solutions to help create healthy living and working environments for all, in the communities we work in.

Throughout 2017 CEA has worked with homeowners, landlords, tenants, other NGOs, local and national Government departments and public and private sector businesses. We offer not only independent advice, but energy efficient options tailored to individual's and business's requirements and budgets.

Some of our highlights of 2017 include the publication of the evaluation report of all our earthquake support programmes, in collaboration with New Zealand Red Cross. These programmes proved to be extremely beneficial to all the recipients who were assisted through them.

CEA's Curtain Bank, one of the many services CEA offers, had not only another successful year, but it's best year to date, helping nearly 900 households with curtaining for their windows. CEA's Curtain Bank also assisted in the setup of a number of other curtain banks across the country.

CEA continued its successful work through its partnerships with the Energy Efficiency Conservation Authority (EECA) and their Warm Up New Zealand insulation programme. Also Environment Canterbury (ECAN) and their clean heat programme. I am hopeful these partnerships will continue in 2018.

It shocks me that approximately 1600 New Zealanders die each winter and these deaths are directly attributed to living in cold and damp houses.

Children, in particular, are at increased risk of respiratory problems. Recently, a report published by the Child Poverty Action Group singled out bronchiectasis, a life-threatening disease that results from repeated chest infections in early childhood.

The report quotes Asthma and Respiratory Foundation figures showing the incidence of bronchiectasis, which causes lifetime lung damage, almost trebled between 2001 and 2015. Substandard housing, it said, has been identified as "the most important risk factor" in a range of childhood respiratory diseases.

Older people, too, are at higher risk of cardiovascular illness from living in cold houses, according to a report written by Philippa Howden-Chapman, professor of public health at the University of Otago.

This was also reiterated by the data CEA produced in conjunction with the Canterbury DHB in 2016, showing a reduction in hospital admissions, when those people's homes had insulation and good heating installed, when they had none prior.

I know CEA's work in helping to create warmer homes has helped to reduce these alarming statistics, but, as we know there is still a long way to go.

Achieving change in the community takes time and a real understanding of the demographics of the areas we work in, tailoring our services to meet the needs of the individual.

In the last decade we've had a strong focus working on the basics, addressing the symptoms of the issues faced by the community. For example, installing insulation in cold homes, or providing free, double layered curtains to homes that need them.

Over the last couple of years I have focused on building relationships with our local and central government representatives, public and private sector representatives, as well as policymakers. Through doing this CEA is highlighting the problems and working to eliminate the causes of the cold related issues in housing and implementing ways to educate the homeowners.

Following the election of 2017, there was a change of government — some of the campaign policies, would be beneficial to CEA, in order for it carry on its work:

- Restore funding to Warm Up NZ to upgrade houses through insulation and clean heating devices.
- Introduce a Winter Energy Payment for people receiving superannuation or a main benefit.
- Healthy homes guarantee


Jacinda Ardern, the newly elected Prime Minister, stated in October 2017 that the Agreements with New Zealand First and the Green Party lay the foundation for a strong and proactive coalition government. "This will be a government of action. We will be determined and focused on what needs to change to make life better for all New Zealanders, as a priority, we will restore funding to the health system to allow access for all, ensure all Kiwis can live in warm, dry homes, take action on child poverty and homelessness" she said.


CEA has to continue to be a voice highlighting the issues we see in the areas we work in, bringing this to the attention of local and national government representatives as well as other community groups.

Working alongside the public and private sectors and the collaborative partners we have, will help us to continue our work of nearly 25 years, as 2019 will see CEA's 25th anniversary.

Last, but not least, I would like to thank the employees and volunteers for their commitment throughout the year which has helped us achieve what we have. I would also like to thank all our collaborative partners and funders, who have helped CEA achieve its goals in 2017. I look forward to working with all of you in 2018 and beyond.

**Caroline Shone,**  
Chief Executive, 2013-present.

 **835**  
Home Energy Checks  
performed by  
CEA assessors


More than  
**4,900**  
 people received  
assistance from  
CEA during 2017


Over   
**1,000**  
households insulated

Assisting nearly  
 **900**  
homes with free,  
recycled curtains

Over  **180**  
presentations  
performed by CEA  
staff regarding energy  
efficiency advice

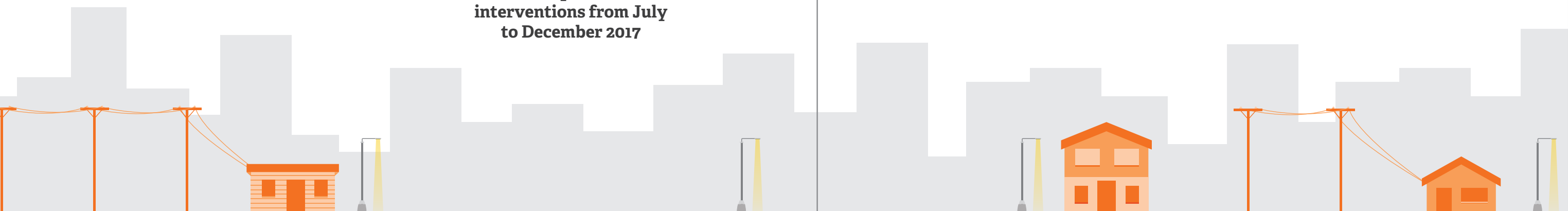
**2017**

**19,000m<sup>2</sup>**  
 of curtain  
fabric saved  
from landfill

Over  **300**  
households affected  
by the November 2016  
Earthquake received  
home improvement  
interventions from July  
to December 2017

*Snapshot*

**110**   
households assisted with  
winter heating costs  
(firewood, electricity, or gas)





# Community Energy Action:

Keeping our community warm

CEA is committed to providing practical, sustainable energy efficient solutions to help create a healthy living and working environment for all of our community.

## The beginning of our journey

During the early 1990's, New Zealand faced an energy crisis. Steeply rising residential energy prices, coupled with a nationwide shortage, sent panic into the minds and pockets of many kiwis. Recognising the serious impact of this on low income earners, Ian McChesney, Delle Small, and Richard Cottrell formulated a plan, and undertook several workshops to develop practical energy efficiency measures for low income earners.

From here, Community Energy Action (CEA) was born, and has evolved since, tailoring our services to suit the needs of the community.

Over the 24 years of CEA's existence, tens of thousands of homes have been insulated. This, in conjunction with CEA's other services, ensures people within our community are better educated, warmer, healthier, and are living more energy efficient lives.

However, there is still an immense amount of work to be done. It is estimated that up to 50,000 homes in the Canterbury region alone are either uninsulated or under-insulated, with over 600,000 homes in total within New Zealand being inadequately insulated.

Energy efficiency as a means to achieve a warm, dry, healthy home is at the core of CEA's values. Wherever possible, we will look at a holistic solution for the home, rather than focusing on separate areas within the house.

Our mission is to provide practical energy efficient solutions that improve the physical and mental health of the occupants in every household.

## So, how do we help people achieve a warm, healthy home?

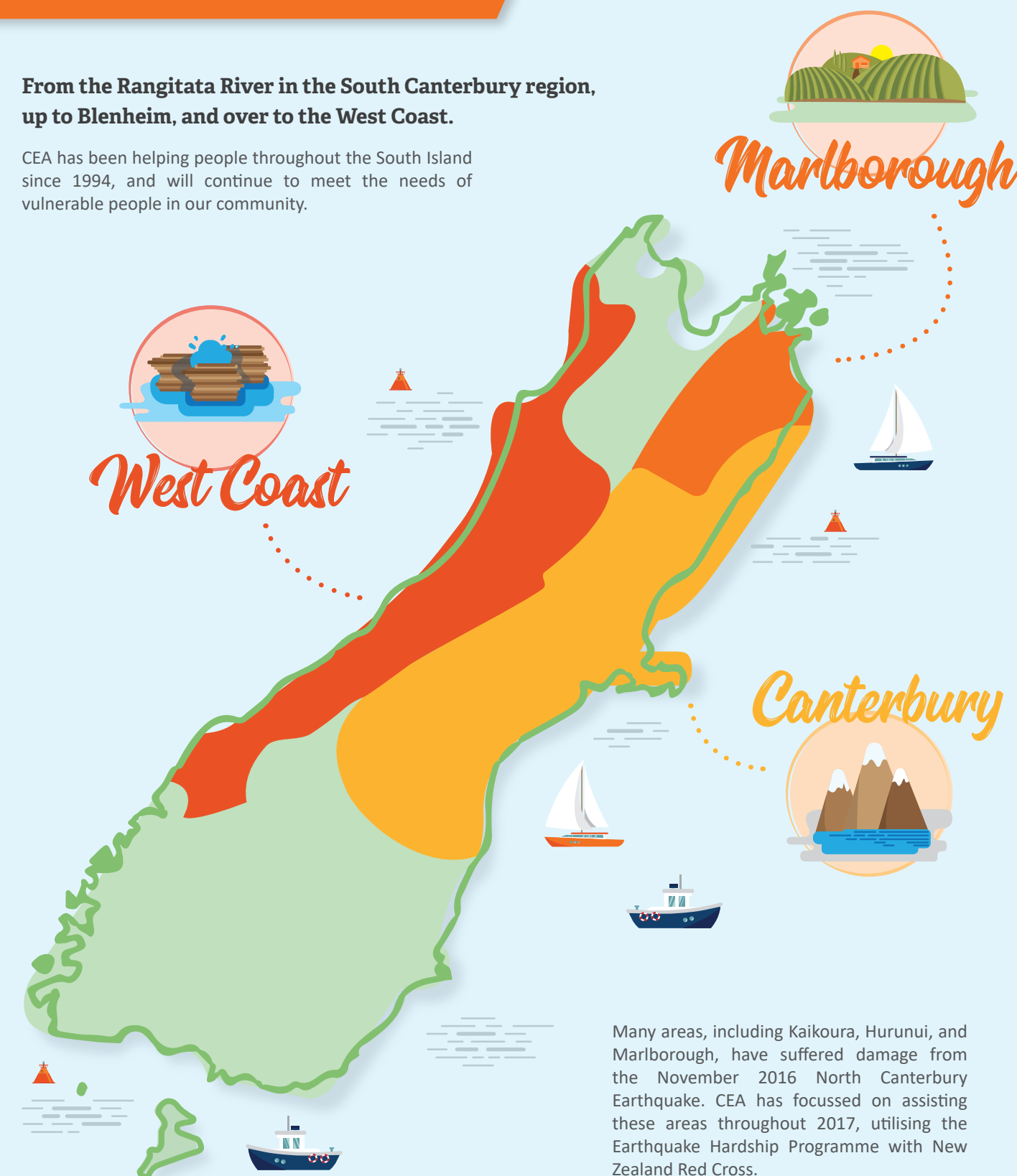
CEA offers a number of different services which can assist occupants in achieving overall home health;

- Insulation (ceiling, wall, and underfloor), subsidised and non-subsidised work,
- Free, good quality, recycled curtains through the CEA Curtain Bank,
- Free, independant energy efficiency advice service,
- Home Energy Checks (assessments of whole home health),
- Ventilation advice,
- Heating advice and some grants,
- Affordable energy efficiency tools.

## Area of operation

From the Rangitata River in the South Canterbury region, up to Blenheim, and over to the West Coast.

CEA has been helping people throughout the South Island since 1994, and will continue to meet the needs of vulnerable people in our community.



Many areas, including Kaikoura, Hurunui, and Marlborough, have suffered damage from the November 2016 North Canterbury Earthquake. CEA has focussed on assisting these areas throughout 2017, utilising the Earthquake Hardship Programme with New Zealand Red Cross.

CEA has also helped other areas in the South Island by providing curtains for the start up of smaller Curtain Banks.

# What we do and why

## Healthy homes mean healthier people

CEA's holistic approach to achieving whole home health means we look at more than just what's in the ceiling and underfloor.

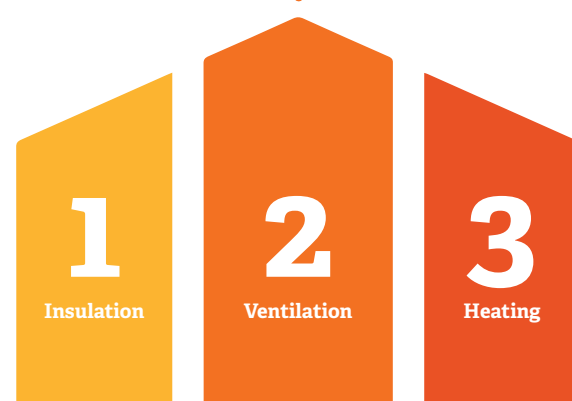
### Housing and health

Housing is a key determinant of health and is recognised by the World Health Organisation (WHO) as having a profound impact on people's physical and mental health, and overall well-being. The WHO states that health risks involved with living in a cold home include respiratory and cardiovascular diseases, and illness and deaths from exposure to unhealthy in-home temperatures, usually caused by indoor air pollution such as excess moisture.

The WHO also states that the minimum temperature for healthy living areas should be 21°C and bedrooms should be 18°C. It is recommended a higher temperature (21°C) in bedrooms for those households with babies, elderly, or sufferers of respiratory illnesses. This is to efficiently provide optimum thermal comfort for occupants, maintaining healthy air temperatures so as not to exacerbate illnesses, and not to promote conditions for mould growth and condensation.

With asthma hospitalisations on the rise, and one in six Kiwis affected by respiratory diseases in New Zealand, it is more important now than ever to ensure homes in our community are healthy, dry, warm, and energy efficient.

Energy poverty (being unable to afford to keep your home adequately heated) is also a major issue throughout New Zealand, and especially in Christchurch. It is estimated that between 22,000 and 30,000 households in Christchurch suffer from energy poverty.



### Foundations of a healthy home

#### What is whole home health?

Insulation, ventilation, and heating are noted as the main components to creating a healthier environment according to the WHO. These three factors are considered the three pillars of a healthy home.

Along with these three factors, we look at all aspects that effect the health of the home — a home's characteristics, occupants' behaviour and habits, power bill, the energy consumption, number of residents and any other factors that are specific to the household. We use this information to make comprehensive recommendations about how to get the most out of the home and create the healthiest living environment for its occupants.

### Efficient use of insulation, ventilation, and heating results in lower energy consumption, and a warmer, drier, healthier home



#### Insulation

**Good quality insulation helps keep the heat in during winter and out during summer. This makes your house easier and cost effective to heat properly, and more comfortable and healthy to live in.**

Insulation performance is measured in R value which is rated by its density, thickness, and type of material. Over time, insulation may shrink and loose its loft, and the effectiveness of it is reduced.

Insulation is a product that is installed in the ceiling, walls, and underfloor cavities. It works by trapping layers of still air, reducing the heat conductivity, and allowing less warm air to escape the home.

It is more likely that if a house was built prior to the year 2008, then a top up of more insulation may be needed. Many houses have no insulation where full insulation is needed.



#### Ventilation

**Ventilating a home properly is a crucial factor in maintaining a healthy home, and in turn the health of the occupants.**

ends for 10-15mins per day, even on colder days. This easy task can create a huge difference in the quality of air in the home, making it easier to heat the home, and can help eliminate condensation.

A poorly ventilated home can cause condensation, leading to mould and dampness in your home, causing or exacerbating health conditions such as asthma and bronchitis. The simplest way we recommend to ventilate the house is to open windows on opposite

We recommend that every home has externally vented extractor fans (not into the ceiling) in the bathroom and kitchen, and laundry if applicable.



#### Heating

**Having an efficient source of heating, and using it correctly, is essential to keeping the home warm, dry, healthy, and more energy efficient.**

Quite often heat pumps, and other heating appliances, are used incorrectly. CEA assessors and Energy Advisors educate households on correct use of heat pumps and other heating appliances during Home Energy Check assessments and through the free Energy Advice Service.

Several types of heating may be used within the home, including woodburners, pellet fires, heat pumps, convection heaters, and more.


Staff also discuss the most appropriate heating appliance for the size of the room, considering energy efficiency, thermal comfort, and what would benefit the occupants best.


Heat pumps are one of the most energy efficient sources of heating. When used efficiently they can be four times as efficient as a conventional heater; e.g. for every \$1.00 you spend, you get up to \$4.00 worth of heat.

Effects of a cold, damp, unhealthy home on an occupants overall wellbeing

These are just some of the effects on overall wellbeing caused from living in an unhealthy environment;

- Exacerbated respiratory conditions such as asthma, bronchitis, and pneumonia (single largest infectious cause of death in children worldwide).<sup>1</sup>
- Children can lose up to 12 days of schooling per year due to severe respiratory conditions. This has an adverse effect on education and learning development. Adults are estimated to lose up to five working days a year from respiratory conditions, resulting in loss of income, work development and productivity issues, and high stress levels.<sup>2</sup>
- Negative effects on mental and emotional wellbeing, as living in a cold, damp home can make people feel undervalued in society. Along with thermal discomfort, stress from financial hardship due to medical costs and days off school/work, inadequate insulation leading to higher power bills can have detrimental effects to mental and emotional health of occupants.<sup>3</sup>
- Higher hospital admissions, as proven by CEA's evaluation report on the Healthy Homes Programme (see page 11 for summary). This costs the DHB per visit and per bed day.
- Poor quality housing, providing insufficient protection from the outside, from noise, and from intrusion can be the source of deterioration in mental and emotional wellbeing, and increased anxiety, depression, insomnia, paranoia, and social dysfunction.<sup>3</sup>
- Living in a cold, damp home can have adverse effects on social wellbeing also, as unhealthy occupants often miss social events and opportunities due to illnesses.<sup>3</sup>

In NZ per year, 1 in 6  
  
Kiwis suffer from respiratory conditions

Children can lose up to 12   
Days of schooling due to severe respiratory conditions

With adults losing up to 5   
working days from respiratory conditions, employers also lose working days and overall productivity

Healthy Homes research — proven results for insulation and other interventions

The Canterbury Healthy Homes Programme was a collaborative partnership between CEA, CDHB, EECA, PHOs, ECAN, Orion and MainPower. The aim was to help manage the demand on reduced hospital bed numbers as a result of the earthquake.

The programme provided over 1500 households with insulation installations and 450 heating appliances, along with many other interventions such as curtains and energy advice. Data was produced for 900 of the 1500 households who received interventions. The Evaluation Report<sup>4</sup> of the programme was released during 2016 and is summarised below:

- Research has shown improvements in housing (especially insulation) result in better physical and mental health and wellbeing.
- The majority of this investment focused on providing insulation to Canterbury people with health needs; defined as those with two or more admissions to hospital for diagnoses affected by cold living conditions, such as respiratory disease.

• The health of this group of people was considerably improved following home insulation;

• *There was a \*29% reduction in the number of hospital bed days in the 12 months following insulation compared with the 12 months prior.*

• *This equated to a reduction in hospital costs of almost \*\$1m within the first year — equivalent to the investment made by the Canterbury DHB to insulate the homes of the high health need patients.*

• The return on investment for health was achieved within 12 months and, assuming similar benefits over time, the total return on investment for all funders will be achieved within five years based on hospital admission benefits alone.



<sup>1</sup> World Health Organisation (WHO). Pneumonia, 2016. Published online at <http://www.who.int/mediacentre/factsheets/fs331/en/>  
<sup>2</sup> Asthma and Respiratory Foundation, Dr Telfar Barnard L, Zhang J. The impact of respiratory disease in New Zealand: 2016 update. Published on [www.asthmafoundation.org.nz/research/key-statistics](http://www.asthmafoundation.org.nz/research/key-statistics)  
<sup>3</sup> Bonnefoy X. Inadequate housing and health: an overview. *Int .J. of Environment and Pollution*, p.411-429, 2007. Published on World Health Organisation (WHO) at [www.euro.who.int/\\_\\_data/assets/pdf\\_file/0017/121832/E90676.pdf](http://www.euro.who.int/__data/assets/pdf_file/0017/121832/E90676.pdf)

<sup>4</sup> Shone, C; Hamilton G, Johns K. *Healthy Homes Investing in Outcomes November 2011 – November 2014*, Quantitative Analysis, 2016. Available at [cea.co.nz/research](http://cea.co.nz/research)



# Our staff and volunteers

The people that make it all happen

CEA is fortunate to have a diverse group of employees who come with a wide range of knowledge, experience, and expertise.



## Our people

CEA has a dedicated team of people who all share a common goal; to see people in our community living sustainably in warm, dry, healthy homes.

Even through the tough times of the 2010 and 2011 Christchurch Earthquakes, CEA staff showed resilience, much like the city itself, and rose back up quickly to assist those in need. CEA has grown and shrunk to suit the needs of our community over 24 years of existence, to assist the most vulnerable.

Our team currently consists of four different sections, all being equally important pieces to the puzzle that helps CEA operate successfully. From assessors, to our insulation installers, volunteers and staff in the Curtain Bank, and our customer service and administration team — all play a pivotal role in ensuring customers get the assistance they need.

## Staff training

All of our assessors are trained as Home Performance Advisors (HPA). This qualification is industry-recognised, and focusses on providing independent, effective advice on home performance.

We also have a number of trained staff who are NZ Green Building Practitioners.

Some have also completed internationally recognised training on the use of infrared cameras — giving CEA a unique approach when assessing overall home health. The cameras have been appropriately used to identify hot water cylinder pipe bursts, home heating flows, and provide further understanding for occupants to see how energy and heat is being used in their homes.

CEA has also put other staff through specific training courses to ensure CEA is continuously developing its staff and providing the best service for its customers.

“We've got people here who are dedicated and committed to ensuring our community has the best knowledge of energy efficiency. There is no organisation like ours in the South Island, maybe even nationwide. That's an incredibly valuable resource to be able to offer our customers.”



Michael Begg,  
Senior Energy Advisor

## Health and Safety

CEA has an active Health and Safety Committee of five staff, coming from different departments of the organisation. This ensures all sections and their varying health and safety needs are met.

Regular meetings are held every month and minutes are passed onto all staff to check and sign in agreement of their understanding.

As we have new and ongoing projects, health and safety is paramount to ensuring that all of our staff, customers, sub-contractors, and the wider public are safe, even when project circumstances differ. CEA has found that consistency, with an adaptable approach, is key to ensuring a safe working environment.

## Maori and Pasifika Ambassadors

Language is often listed as one of the biggest barriers to people receiving assistance. This is why during 2017 CEA focussed more on investing efforts into connecting with different ethnic communities through its nominated ethnic ambassadors.

Three years ago, CEA established two existing staff members as Maori and Pasifika community ambassadors. These roles, taken up by Hayley Mahanga and Uma Neli, meant CEA could dedicate time and resources to create closer connections within these communities — reaching the most vulnerable in the Maori and Pasifika communities through outreaching to both individuals and other organisations.

It is well researched that Maori and Pasifika are some of the most vulnerable nationalities in our community. Hospitalisation for asthma is much higher in these ethnic groups than any other; (Maori 3.4 times higher, and Pacific peoples 3.9 times higher). This is followed by mortality rates in respiratory conditions, and more likely to live in a higher deprivation index area.<sup>1</sup>

<sup>1</sup> Asthma and Respiratory Foundation, Dr Telfar Barnard L, Zhang J. The impact of respiratory disease in New Zealand: 2016 update. Published on [www.asthmafoundation.org.nz/research/key-statistics](http://www.asthmafoundation.org.nz/research/key-statistics)



## Q: How do you think your role as Pasifika Ambassador has helped those in the community?

“I think many people in the Pacific community are too shy or afraid to ask for help. Having someone who is part of and understands their community helps them feel it is okay. Whenever I speak on the local Samoan radio station and in my own language, there is always an influx of people contacting us — it just goes to show how many people in our community need help but are sometimes held back by barriers like language.”



Uma Neli,  
Customer Service and  
Administration Team Member,  
Pasifika Community Ambassador.



# Insulation

The fluffy stuff keeping you warm

In 2017, CEA insulated a total of **1052** homes using a number of funding streams throughout the Canterbury, West Coast, and Marlborough regions.

## 2017 Insulation Highlights

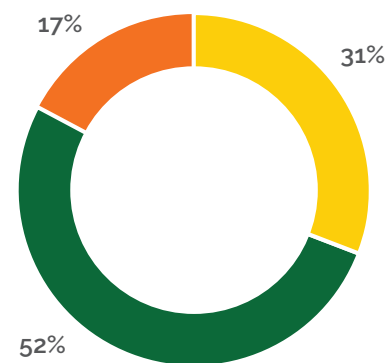
During 2017,

**1,052**  
households were insulated by CEA

Directly impacting

**4,968**  
lives for the better

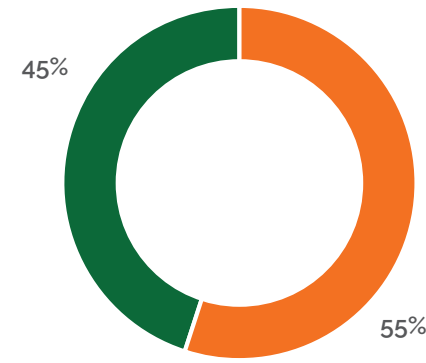
Age of Occupants



Under 18yrs  
18yrs to 64yrs  
65yrs +

**48%**  
of occupants fall into a **vulnerable** age category.

Homeownership



Homeowners  
Tenants

**55%**  
of households insulated were owner-occupied.

## Helping low-income households to stay warm

Insulation plays a vital role in ensuring whole home health, but is not affordable for many. A standard 100m<sup>2</sup> home can cost on average \$4,000 to insulate the underfloor and ceiling space. This does not include extra protection from the cold, such as vapour barriers and pipe lagging, which for some properties is necessary to prevent dampness and heat loss.

The current Government's insulation programme, Warm Up New Zealand (WUNZ), which will finish in June 2018, aims to make homes warmer, drier and healthier through subsidised retrofitted insulation for low-income home owners and tenants. The Energy Efficiency and Conservation Authority (EECA) is the main Government contributor for the programme, where third party funders (CEA, and other organisations) were also involved.

The eligibility criteria for the EECA subsidy under the WUNZ programme as below:

- House was built before the year 2000,  
*and either,*
- owner occupied home with a valid Community Services Card,  
*or,*
- a rental property and your named tenant has a Community Services Card.

Grants were also available for low-income households and tenants with **high health needs** if:

- income is just above Community Services Card threshold (up to \$20,000) and have high health needs related to cold, damp housing,  
*or,*
- you are referred by the Ministry of Health's Healthy Homes Initiative programme.

EECA, the Government, CEA, and other funding partners of this programme recognise the importance and benefits of insulation, and welcomed the programme for insulations proven benefits to occupants' health. CEA is an approved service provider of the programme for the Canterbury and West Coast regions.

The long term partnership between CEA and EECA extends back to predecessor programmes such as WUNZ: Healthy Homes (2013 to 2016), and WUNZ: Heat Smart (2009 to 2014). CEA appreciates the continued support from EECA to help people live in healthier, warmer, drier, and more energy efficient environments.

## In 2017, EECA...

...subsidised

**459**

households for underfloor and/or ceiling insulation.

Out of this,

**163**

households had a verified health condition.

Over

**410**

households, from the subsidised 459, had at least one occupant over the age of 65 and/or under 18 years old.

Residential Tenancies Act requirements

The Residential Tenancies Act (RTA) introduced new legislation in mid-2016 requiring all rental properties, where physically possible, to be adequately insulated. It also introduced other changes to the legislation, including the requirement of working smoke alarms in all rental propeties. It was a main focus for CEA during 2017 to educate landlords and tenants on the new requirements and deadlines, and making landlords aware of the subsidies available to them.

CEA has worked closely with those in the industry. These including property managers, organisations, tenants, social housing units, and individuals. By attending expos, through direct contact, marketing through appropriate newsletters, media releases and informative articles, as well as social media platforms, and industry presentations, we have been able to get our message across.

CEA was able to offer subsidies through the EECA WUNZ programme, and other avenues of funding where applicable, to help landlords afford the costs of insulating their rental properties.

Many landlords feedback on insulating their rental properties was that they were protecting their investment by ensuring their rental properties were warmer, drier, healthier, and more energy efficient.

This also helped many tenants to look after rental properties in regards to heating, ventilation, and behavioural influences. CEA was able to team up with landlords to provide educational services to tenants about these influences and their importance in creating a healthy home for occupants to live in.

Landlords have also noted they were able to find higher quality tenants, and create a better landlord-tenant relationship with transparency around what has and hasn't been insulated (and if not, why not).

Insulating these rental properties meant low-income tenants have more affordable power bills, improved health and less medical bills, and a more comfortable, overall healthier environment to live in.

In 2017, CEA helped subsidise **282 rental properties** with insulation costs through the EECA WUNZ programme.

“I had four winters in a row where I had pneumonia. I haven't had it in two years!”

Jenette, Tenant.

“When CEA came and did an assessment, they recommended we had a second heat pump. Our current one only heated one room.

We’ve got underfloor and ceiling insulation now as well. We’ve gone from between, at one stage it was, \$150 to \$200 per week in power. Now I pay \$58 a week, and we are even in credit. It makes a huge difference!

I had four winters in a row where I had pneumonia. I haven’t had it in two years! I also don’t have to stress so much about the kids being cold. We have two asthmatics in the house so if it gets too cold overnight you can hear them coughing and that’s not a good quality sleep.”



Graeme Black, Landlord of 27 properties.



Q: When you have got insulation, what’s been the general response from your tenants?

"Quite happy that I’ve done it on my own back rather than being pushed more than anything else...I’ve got a few with kids and a couple with health problems so that’s really good as well, I guess that was part of the prompt to make sure those properties were alright.

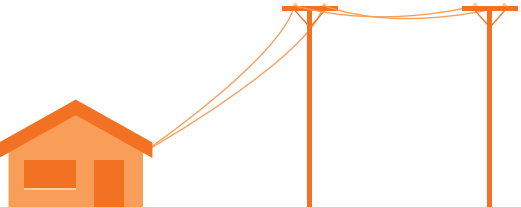
Some properties, tenants don’t tend to open the windows and curtains as much as they could. I tend to put in heat pumps and a ventilation system extraction to outside and with that it actually cuts the moisture down.

Actually, the place has been a hell of a lot cleaner and drier, and less maintenance... and it probably wears less.

Saves me as much as the tenants."

Q: So do you believe that with the cost of insulation, you've had to raise the rent or have you been happy to absorb the costs?

"Yup, it's part of the deal really, just like painting the walls... happy to absorb, I just see it as a maintenance issue really."



Q: What would you say to other landlords who haven’t installed insulation?

"You probably need to if you want to be responsible landlords, I guess there is going to be a glut in the market shortly if your property is not up to standard, well I guess you’ll miss out."

Q: Do you feel the value of the property has improved with insulation?

"It’s probably more tenantable. It’s a good selling point, they can go there and actually see it’s done. I always fill in the certificate which covers what’s there and what’s not, and explains if it can’t be done and where it is. I think that’s a good point for the tenants, so they know you’re pretty upfront and what’s going on and that at least it’s as good as it can be...

...That’s why I tend to look after them and try to keep the properties full. I’ve had one tenant in there since his daughter was about 3 or 4 years old, she’s now 23."

“Keep the place in good nick, you get good tenants and save that hassle.”



**“The insulation put into our home with Orion and CEA’s help has given me peace of mind.”**

**Ross Clapp,**  
Homeowner.

### **Elderly health**

For many people over 65 years old, insulation is an unaffordable expense. Without subsidies, many elderly would go on living in cold, damp homes which often exacerbates illnesses and respiratory conditions.

With an aging population, elderly health is a high priority for CEA and many other organisations who work directly with this group. CEA has worked hard to create and maintain partnerships with these organisations, to ensure those over 65 years old are receiving the help they need.

One of these partnerships is with Age Concern Canterbury. With a common goal to see older people living in healthier homes, and leading more sustainable lives.

### **Diverse funding streams**

CEA is in a good position to offer many different subsidies for individual households through its varied funding partners and programmes. CEA has a range of subsidies available to assist vulnerable households with installing insulation, all subject to eligibility criteria.

For those who cannot afford the remaining costs upfront, CEA offered interest free payment options to ensure financially constrained households didn’t miss out on insulating their home at a subsidised price.

Alongside subsidised work, CEA also provided many homes with non-subsidised insulation installs for those customers who do not meet the eligibility criteria.

These were customers who wanted high quality work done, knowing that any surplus made by CEA goes to supporting initiatives such as the CEA Curtain Bank, and helping vulnerable households stay warm in their local communities.



**“I feel very lucky to have these improvements given to me and to have them done so well... It is so nice to have a warm room, it really improved the whole house!”**

**Nancy Meherne,**  
Repair Well Programme recipient.



# The Curtain Bank

A simple solution to a worldwide problem

The Curtain Bank is one of CEA's key flagship services and, through its growth, proves year after year how essential this service is to the vulnerable and low income members of our community.

## 2017 Curtain Bank Highlights

A total of  
**894**  
households assisted  
in 2017



Resulting in over  
**19,000m<sup>2</sup>**  
of curtain  
fabric being  
recycled &  
saved from  
landfill



### CEA has also supplied:

**30** Large 'house-moving' sized boxes of curtains to Westport and **14** boxes to Invercargill for the opening of smaller curtain banks (not included in total number of households assisted in 2017).

### How curtains work

Single glazed windows are known to be one of the 'weakest links' within a house with regards to heat loss. Single-glazed windows can lose up to 20% of the heat generated if they are not adequately curtained. Double layered curtains are the most cost-effective way to reduce this heat loss.

The average NZ family produces up to eight litres of moisture in the home each day from activities like cooking, showers and breathing. This moisture can promote mould and condensation if the house is not properly insulated, ventilated, and heated. Double-layered, good quality curtains can help control the temperature of the home by preventing heat loss, and in turn reduce the likelihood of mould and condensation. It can also mean occupants use less energy on heating and air conditioning, as curtains help keep the home warmer in winter, and cooler in summer.

Double-layered curtains also create privacy and light control in the room, which aids in attaining regular sleeping patterns, and in turn better overall health for the occupants. World Health Organisation (WHO) state that children benefit greatly from this, especially newborns who are recommended 14–17 hours' of sleep per day. Increasing evidence shows that not enough or poor quality sleep can negatively affect a child's behaviour, learning, health, wellbeing, and weight.

The CEA Curtain Bank also visited a number of student days and expos at the University of Canterbury, where energy advice was welcomed and we curtained more than a dozen homes rented by students.

### The Curtain Bank within the community

The feedback from customers and referrers about the Curtain Bank remains extremely positive. They see the curtain bank as an essential service to the communities they work with.

CEA is fortunate to have a steady supply of donated curtains from the community, and year after year the supply and quality of product has increased. This shows that the community recognises the importance of the Curtain Bank and supports its assistance to the vulnerable.

Along with receiving public donations of curtains, businesses within the upholstery and curtaining industry often donate end of roll fabric. Their donations are hugely appreciated.

### Thank you to our staff and volunteers

The CEA Curtain Bank employs four permanent part time staff members. This includes our Curtain Bank Manager, Gayle Katene, who has dedicated her time to the Curtain Bank for 14 years. It also includes our Mobile Curtain Bank Assistant who drives our mobile van to assist those who cannot otherwise travel into the CEA Curtain Bank premises. She also empties the Curtain Bank donation bins which are located across Canterbury, helps put up curtains, and assists the Curtain Bank where needed.

We have two experienced machinists who provide hemming and adjustments to curtains, ensuring they are sent out fitting the client's windows correctly.

To help keep up with demand, we have a devoted team of volunteers who sort, measure, and fold curtains at our Curtain Bank premises. Our volunteers have been a fundamental part of our operations, some of which have been working in the CEA Curtain Bank for many years. In particular, two of our volunteers are celebrating 10 years of volunteering at the CEA Curtain Bank this year.

Throughout 2017, a number of local community groups and individuals volunteered their time. Bank of New Zealand (BNZ) contributed to the CEA Curtain Bank during their "Closed for Good" campaign in September 2017. Burwood Hospital, Volunteer Canterbury, the Top Ten Holiday Park, Brackenridge, and a number of students from Haeata Community Campus also volunteered their time during 2017. We are extremely grateful for the help and support.



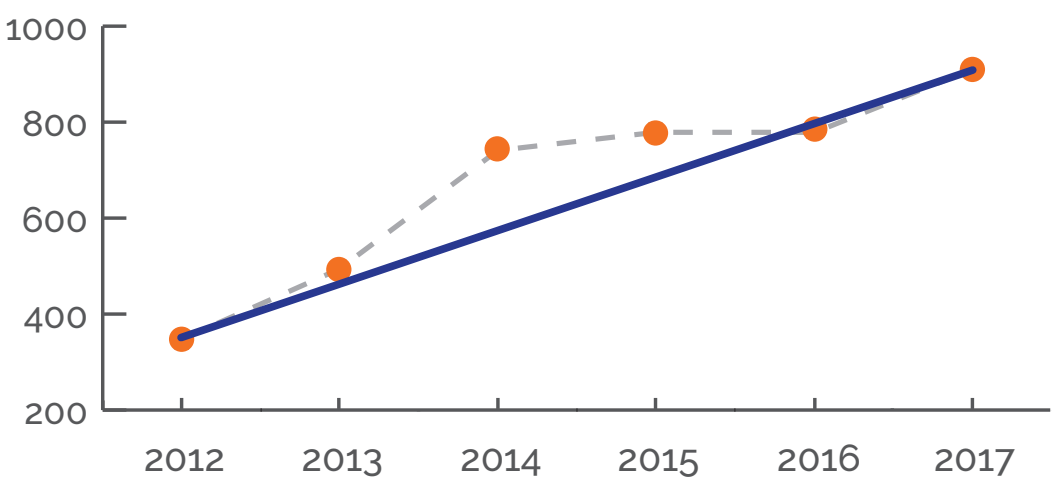
**"We see first-hand the vulnerable people within our community."**

**The Curtain Bank has grown — more curtains are being donated, and the quality of those curtains has become better year after year. To me, that means people recognise the importance of the Curtain Bank in our community."**

**Gayle Katene,**  
Curtain Bank Manager.

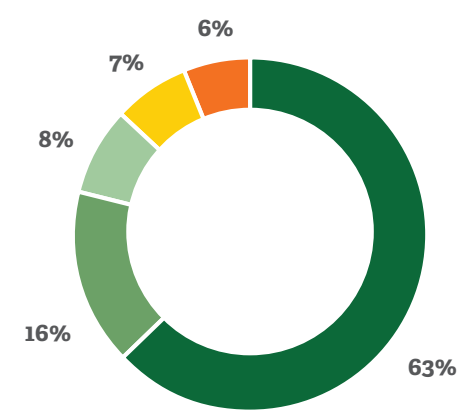


Number of households assisted from 2012 to 2017



Curtain Bank customer household statistics

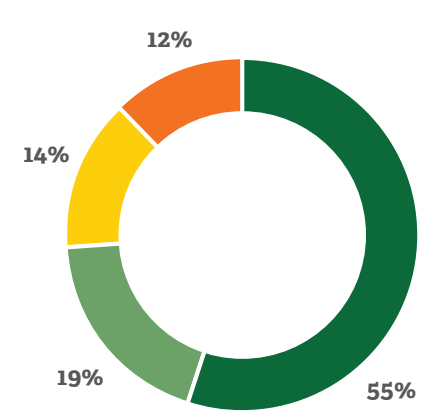
Ethnicities



- NZ European
- Māori
- Pasifika
- Asian
- Other

**23%**  
of our customers  
identify as **Māori**  
or **Pasifika**.

Age of Occupants



- Under 5
- 6yrs to 17yrs
- 18yrs to 64yrs
- 65yrs +

**45%**  
of the customer  
household  
occupants are  
**children or**  
**elderly**.

Mobile Curtain Bank van

The Mobile Curtain Bank van visited a number of lower decile schools in Christchurch and North Canterbury in 2017, and will continue to do so in 2018. The purpose of this was to educate and provide assistance for children and young families, who often come from low-income households. For this to work effectively, a multistep process was developed.

The first step was to present to parents and teachers, the next step was to adapt the presentation for the children involved. This adaptation included getting the children to physically check the curtains in their classrooms and homes, making sure they were of good quality and lined. Pivotal to this, the Curtain Bank van aided in the practical steps of the process by giving out free curtains to those who needed them; CEA found that after education, the parents and children were then able to put their newly taught knowledge into practice and see the difference in their own homes.

The Mobile Curtain Bank van visited areas such as Darfield, Ashburton, the Hurunui district, Kaikoura, as far up as Marlborough, and more remote areas within those regions. Some of these areas are more isolated, so the need for services like the Mobile Curtain Bank is greater. We found many people in these areas also qualified for assistance from CEA's other programmes and subsidies too.

2017 was the first year the Mobile Curtain Bank van had travelled to these areas, and feedback has been extremely positive. Requests for the Curtain Bank van visits for 2018 has already started.

More than 570 homes were damaged in the North Canterbury November 2016 earthquakes within the Kaikoura, Hurunui, and Marlborough regions. The Kaikoura Social Recovery Team stated that they estimated 10% of households in Kaikoura are living in cold, unheated homes, however this could potentially be even higher. At the time, they were unaware of how many people in total were in need of urgent help to stay warm during winter. The local council recovery teams in Marlborough, Kaikoura, and Hurunui districts asked the Curtain Bank to help them with this.

When the Curtain Bank van visited these earthquake affected areas, we found a number of residents visiting the Mobile Curtain Bank who qualified for our Earthquake Hardship Programme which includes help with insulation and heating.

Not only were we able to help these residents keep warm by supplying curtains, but also through offering this service we were able to identify other needs more effectively, for which we could offer other suitable solutions. Reaching vulnerable clients through the Curtain Bank is invaluable, and meant we were able to offer more help and make a real difference to the warmth of their home. We will continue this in 2018 and beyond.

Curtain Bank funders

CEA's Curtain Bank has been generously supported by a variety of funders for many years, helping provide free, quality recycled curtains to those who need them throughout the Canterbury region. The majority of funding comes from CEA Charitable Trust, with other supporters including Genesis Energy, Lotteries Grants Board, and The Trusts Community Fund (TTFC). Thank you to these funders for the support, without your help, the Curtain Bank would not exist.





# Educational Services

Empowering the community

Teaching people how to manage and best utilise the power in their home means they can take control of their consumption and better understand their energy use.

.....

## 2017 Educational Services Highlights

Over **180** presentations performed by CEA staff regarding energy efficiency advice

More than **370** households phoned our free, independent energy advice line

CEA assessors performed over **830** Home Energy checks

### Why educate?

CEA's holistic approach to home health means that we look at more than just insulation. Our staff understand that good housing is a key determinant of both physical and mental wellbeing for the occupants. The impact of living in a cold, damp home is detrimental to these areas of wellbeing, with many research papers proving this.

Educating occupants on simple behavioural changes that can be made in the home is equally as important as insulation, as it makes heat retention more effective and can help maintain the overall health of the home.

Our educational services are designed to help households to better understand how their energy is being used, and in turn giving them more control over their power bills. CEA also works directly with other organisations and community groups to educate their staff and clients.

CEA's educational services include:

- Presentations to community groups, organisations, and referrers within a number of different industries,
- Energy Advice Service
- Home Energy Checks and Design Well Checks
- Online education
- Educational calendars
- Annual Curtain Bank educational morning tea

### Educational presentations and community engagement

CEA also provides a range of informative workshops and presentations for individuals, community groups, organisations, and referrers. Last year, CEA staff including Energy Advisors, Marketers, and CEA's Chief Executive Caroline Shone, performed over 180 presentations to these groups. This is a huge increase from previous years, and will continue to grow in the years to come.

Some of the people who were recipients of these presentations included some Members of Parliament, various district councils, local community boards, organisations within the health industry, schools, Students' Association and Government agencies such as some Housing NZ complexes.

CEA is also active in the community, sharing energy advice at events and information days in our areas of operation. These have included Age Concern expos, student/staff information days at various universities and polytechnics, and a range of other community group events.

With the new RTA legislation coming into effect as of July 2019, much of CEA's focus for 2017 was on tenants and landlords. To reach this target market, CEA have presented to and informed a number of different property managers, landlords, and tenants. This formed many close connections with various property management agencies to ensure landlords are well informed of the new legislation requirements.

### Energy Advice Service

CEA offers an independent Energy Advice Service which is free for anyone who needs information on all aspects of energy efficiency, with the aim of empowering and educating occupants about home health. This service has been funded by CEA's long standing funding partner, Orion, since its inception in 2009 and has helped countless households better understand energy efficiency in their home.

Advice can be provided over the phone or via email. During 2017, our Senior Energy Advisors, and other staff members helped over 370 households with energy advice over the phone. Countless emails were also received and responded to.

“Your presentation was fabulous and I would like to congratulate you on the way you deliver your message and also the usefulness of it!

Thanks again for sharing your great tips — I will be ensuring our household makes some changes, as well as ensure my daughter's flat benefits from the info as well.”

Hayley Fletcher,  
Practice Nurse,  
Oxford Community Health Centre.

Popular topics which people would enquire about consisted of a wide variety of factors and issues within the home, according to our Senior Energy Advisor, Michael Begg, “We have such a variety of calls on the Energy Advice Service line, ranging from questions regarding occupant's power bills, to more specific questions about aluminium doors and how to insulate them from the cold outside”

The Energy Advice Service is vital for educating people about how to manage and best utilise power in their home. By doing this, CEA are helping households keep a more consistent use of electricity, rather than having unexpected highs and lows without any understanding why. The Energy Advice Service is designed to educate and empower households to feel more confident, and give them control with a better understanding of their energy use.

Research from the European Union (EU) shows that non-government organisations (NGOs) are important intermediaries between household communities and the government. It is important for NGOs to provide accurate independent and impartial information or advice. In many cases, personalised advice from NGOs can lead to appropriate solutions and overcome barriers to action for occupants.



## Home Energy Checks

Last year alone, CEA performed over 830 Home Energy Checks. These audits allow CEA to assess and inform occupants on the overall health of their home, and look at cost effective, energy efficient measures to keep their home healthy, warm, and dry.

CEA's trained assessors perform comprehensive Home Energy Checks for landlords, tenants, and homeowners to investigate a number of factors within the home. These include:

- Insulation, ventilation, and heating,
- Quality and functionality of curtains,
- Hot water temperatures and water flow rates,
- the home's characteristics and history,
- the impact energy consumption has and how it reflects on a consumer's power bill,
- small behavioural changes that could be made to improve energy use,
- and any other influences to the home's overall health.

Occupants are then educated and informed on these factors while being walked through their home with a qualified Energy Assessor. An extensive written report of recommendations is provided after the assessment.

These reports are full of immediate actions that can be taken, and ongoing, future actions to make – all are prioritised into importance and affordability according to the household's income.

By performing these assessments, we can see what other assistance the household may need. Some of the other services customers have received include insulation, free recycled curtains, free impartial energy advice service, heating assistance, lighting upgrades, and wood burner training. This pinpoints how critical CEA's holistic view to home health is, and why it's vital to continue the work we do to provide a range of support services for our community.

Of the 290 responses from our 2017 Home Energy Check Assessments survey:

**98%** would recommend to others

**96%** learnt something new

**55%** were prompted to request a Home Energy Check because they wanted to improve overall energy efficiency of their home.

## Design Well Checks

Design Well Checks are an assessment of new building plans, where a qualified Energy Assessor provides information about how to make the new home as energy efficient as possible, accounting for occupancy and lifestyle factors. Some factors we look at include the orientation of the home, heating options, and hot water cylinder placement.

Design Well Checks were influenced by the growing number of problems CEA staff have seen in new builds. Our staff found that in many new builds, energy efficiency advice would have played a large part at preliminary discussions to ensure the occupants get the most out of their new home.

**“Education empowers households to feel more confident, giving them more control over their personal energy consumption.”**

## Online education

Year on year, CEA's focus increases more on sustainability and environmentally friendly options for its educational services and programmes, paperless ways of engagement and communication becomes more important.

CEA has used social media platforms Facebook, Instagram, and Twitter as a means of communication with the public, becoming a source of tips and updates on all things energy efficiency and home health. The reaction from the public, and support from other community organisations has been appreciated as these platforms are great for sharing information and connecting with a wide variety of people.

CEA is investigating ways to have easy access to our educational brochures, aiming to have downloadable pdfs available on our website by the end of 2018. We have received feedback from many referrers and customers that having a digital copy is beneficial for easy, fast access but also helps save on environmental impacts by reducing paper consumption.

In late 2017, we launched a mobile version of our website to allow people ease of access from any phone that can use data or connect to the internet.

## Annual Curtain Bank morning tea

In early 2017, the Curtain Bank hosted a morning tea to promote awareness of CEA service with referrers and interested stakeholders. The clients who attended the event came from a wide range of organisations, including from the health and medical sector, to social and NGO's.

The Curtain Bank morning tea is an annual event, and is a great way for us to communicate up-to-date energy advice to referrers, and how the Curtain Bank can benefit their clients. One of our qualified Energy Advisors provided a short educational presentation on energy advice and tips referrers can pass onto their clients.

## Calendars

CEA teamed up with Dogwatch Sanctuary Trust to create a 2018 calendar, focusing on educating people about energy efficiency and raising awareness for the rescuing and rehoming of abandoned dogs.

The relationship between the two charities formed through a common interest in ensuring a healthy living environment for the humans and animals of their local communities.

The calendars are packed full of delightful photos of previously adopted Dogwatch dogs, sent in by their owners. The calendars display seasonally appropriate energy efficiency advice for each month. Alongside this, we also included our signature temperature strip which tells occupants if the room is at a healthy temperature.

The calendars featured in The Star's Christmas Edition released on Boxing Day, showcasing Hank, a Dogwatch dog waiting to be adopted. Dogwatch commended the collaboration and sponsorship from CEA for producing the calendars. Hank was later adopted to a loving, forever home after featuring as the poster boy for Dogwatch.

CEA sponsored the calendars through paying for the production costs, and donating any proceeds to Dogwatch Sanctuary Trust.





# Programme Completion Report

CEA's collaboration with New Zealand Red Cross (NZRC)

During 2017, CEA produced a report for the completion of two important programmes; Repair Well, and Warm & Well.

## Programme Completion Report Highlights

Over  
**4,650**  
lives improved through both programmes

**174%**  
of original target achieved for the Repair Well Programme

More than  
**3,600**   
lives directly benefitted through the Warm & Well programme

### Report summary

The Repair Well and Warm & Well programmes, both completed in 2016, were aimed at improving the lives of vulnerable, low-income households affected by the Canterbury Earthquakes. The programmes enabled houses to be repaired to a better quality than they were before; assisted with urgent repairs including providing insulation, heating and ventilation; and also helped with heating costs for the household.

The results of both programmes exceeded expectations in terms of the number of homes assisted and the impact on the overall wellbeing of the occupants.

The programmes highlighted the effectiveness and value in organisations with similar goals and ideals working together in an effective collaborative partnership. Together, NZRC and CEA made a positive difference to the lives of over 4,650 direct recipients of these two programmes. The households assisted were all impacted by the Canterbury earthquakes, low-income, and had at least one occupant with a health condition that was exacerbated by living in a cold and/or damp home.

Feedback from recipients identified that the programmes not only benefited their physical health, but also their mental wellbeing. Many of those assisted had faced years of uncertainty and stress following the earthquakes; they had few other options or places to turn to for assistance.



## 2017 Programme summary

### Outcomes for Repair Well

The Repair Well programme ran between January 2014 and December 2016. Upon completion, **435 vulnerable households had received assistance**. This number was significantly higher than the initial target of assisting 250 homes. This was achieved through allocating other funding streams and effective utilisation of resources.

A breakdown of total number of homes assisted and some of the interventions provided below:

- Almost **900** homes insulated, heated, and/or ventilated,
- Nearly **280** homes repaired,
- Nearly **240** homes curtained,

The majority of households received more than one intervention during the Repair Well Programme.

Feedback from recipients highlighted that it was the small things that made a significant difference in their lives; adjusting the hot water cylinder for a more comfortable (and affordable) temperature, curtains that make rooms much cosier, and the advice and support from staff — all these things, in conjunction with larger interventions such as insulation, made a huge impact in the lives of the Repair Well recipients.

### Outcomes for Warm & Well

A total of **1,272 households received assistance** from the Warm & Well programme between July 2015 to December 2016; 268 received a Full Home Efficiency Grant and 1,004 receiving a Heating Assistance Grant.

A breakdown of total number of homes assisted and some of the interventions provided below:

- Nearly **300** homes insulated, heated and/or ventilated,
- Over **1,000** homes provided with a heating assistance grant,
- Nearly **3,700** occupants benefitted directly.

All recipients of the Warm & Well programme were surveyed to gain insights into the programme and impact it had on people's lives. Some of the feedback includes;

**99%** reported that their home is now more comfortable to live in.

**94%** reported that the energy advice given to them by CEA assessors has made a difference to them being able to take actions to improve the health of their home.

**92%** reported an increase in their quality of life.



# 2017 Earthquake Hardship Project

Providing support for those in a damaged home

A partnership between CEA and New Zealand Red Cross  
to assist those affected by the North Canterbury  
November 2016 Earthquakes.

## Kaikoura Earthquake and its affect

On 14 November 2016, Kaikoura suffered a magnitude 7.8 earthquake which devastated the region and surrounding areas. The earthquake resulted in two casualties, many injured, and widespread damage to many homes and buildings in the Kaikoura, Hurunui, and Marlborough regions. Damage also stretched as far as Wellington, halting the city to a stop.

Landslips and damage occurred to many major roads, including State Highway 1 (SH1) between Picton and Waipara. The closure of SH1, the Inland Kaikoura Road and the Main North Line railway line effectively cut off all land routes into Kaikoura and isolating the town. The Inland Kaikoura Road did not open until 30 November 2016, with restricted access.

The damage impacted on local businesses, the agricultural industry, tourism, and had a detrimental effect on the residents.

The November 2016 Earthquake Hardship Support Project is a collaborative partnership between CEA and New Zealand Red Cross aiming to provide support for those affected by the November 2016 earthquakes.

Two types of assistance are available through this programme:

1. Winter Heating Assistance Grants to help households with heating costs (firewood, electricity, or gas).
2. Home improvements, temporary or permanent, in the form of Home Performance Assessments (HPA), insulation, curtains and rails, ventilation, heating, contractor costs, and other support where needed.

The programme started during mid-2017, and will continue until December 2018.

Both aspects of the programme (heating assistance grants, and home improvements) have the same qualification criteria:

## 2017 Earthquake Hardship Project Highlights

*Please note, data is from commencement of work in July 2017 to December 2017. This project is due to end in December 2018.*

CEA completed

**56** 

**homes with full assistance available**

That equates to

**155%**

**of original target achieved** 

CEA fitted

**16** 

**homes with up to standard insulation**

More than

**110** 

**households received winter fuel grants**

## Affected households

CEA staff know that every home is unique, meaning when damaged by earthquakes, floods, fires, or other events, every home will suffer different issues.

Many of the households affected by the earthquake are in rural areas, where many households live in isolation. The challenges we have faced during this project is connecting with these isolated households and making them aware of the help available.

CEA staff have worked closely with district councils, community connectors, area navigators, schools, and other organisations to ensure the most vulnerable in these areas are reached.

Positive feedback from recipients so far has proven the overwhelming need for assistance in these areas. CEA will continue to aid these households during 2018, ensuring help is accessible to those in need.



“ One of my first clients to receive support had a baby who was born six months prior to the earthquake.

Her baby would get bad bronchial chest infections most of the year, in winter especially, with a huge amount of doctors visits.

Not only did CEA staff put insulation in their house, they also found the extractor fan in the bathroom was feeding straight into the ceiling of the babies' room. So CEA fixed it up and her daughter's health improved immensely.

By the time CEA staff visit, many of my clients have had numerous people enter their home with varying levels of treatment. If it wasn't for CEA staff, I think some of our community would never let another person walk through their door; they are just so overwhelmed by some of the treatment they've received.

You can see a whole positive change in people's wellbeing after CEA staff have visited! ”

Eileen Wolland  
Whanau Ora Earthquake  
Support Navigator - Resilience,  
Hurunui District.

# West Coast District Council Insulation Scheme


Helping create cosy homes for Coasters

CEA partnered up with councils and local organisations to provide education and insulation services.

## 2017 West Coast Project Highlights

Since 2015, over  
**300**   
homes in the West Coast insulated by CEA staff

in total,  
**112**   
homes insulated during 2017

Out of the 112 homes insulated,  
**43**   
were Buller District Council housing units

**74%**   
of households were either low-income or a CSC holder

## Work in the West

CEA staff have been working in the West Coast region since 2015, insulating over 300 households in total and still counting!

The West Coast has a lower than national average median income<sup>1</sup>, so assistance with costs of insulation, education on energy efficiency, and tools to help maintain a healthy home was welcomed with wide arms.

During 2017, CEA worked closely with the Buller District Council to help their residents keep warmer, drier, and healthier in their homes through insulating social housing units. In early 2017, CEA's trained assessors performed insulation scopes on the properties to determine the insulation levels required. All properties were assessed and completed within a matter of months, with the costs funded by a combination of EECA, CEA and the Buller District Council.

CEA has also worked with the Grey District Council in previous years to bring their social housing units up to standard for insulation. We will continue to work with the Grey District Council to help improve the homes and lives of residents in their region.

Out of the 112 households insulated in the West Coast in 2017, half of the households had occupants over 65 years old. More often than not, these were single occupancy households.

Over 65's is often labelled as one of the most vulnerable groups, mainly due to health and isolation reasons. It's vitally important to make sure this group is living in warm, healthy environments so as not to create or exacerbate any illnesses, heighten isolation issues and/or to ensure promotion of positive mental and emotional health.

<sup>1</sup> Statistics NZ, *West Coast Region*. Published on [http://archive.stats.govt.nz/Census/2013-census/profile-and-summary-reports/quickstats-about-a-place.aspx?request\\_value=14641&tabname=Income](http://archive.stats.govt.nz/Census/2013-census/profile-and-summary-reports/quickstats-about-a-place.aspx?request_value=14641&tabname=Income)

**“The improvement in interior warmth was immediately noticeable. For the first time in ages, I came home yesterday to a warm house. When my feet hit the floor in the morning, it's warm, not chilly.”**

**A million thanks! You have made a huge difference.”**

**Bronwyn Longden,**  
West Coast Homeowner.

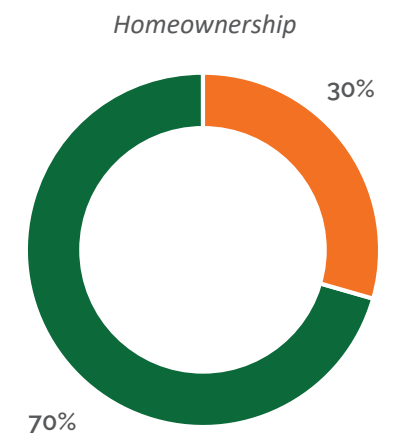
74% of households insulated by CEA in the West Coast in 2017 were low-income or Community Services Card holders. CEA is finding a constant list of properties needing to be assessed. We will be continuing to assist those in the West Coast; developing key relationships and fostering education on sustainability and holistic home health.

In 2017, CEA continued to develop its partnership with local businesses in Greymouth, Hokitika, and Westport. These organisations assisted CEA with logistics issues regarding stock and product, and aided in marketing our services available to the communities they serve.

A 2017 calendar was created in partnership between CEA, Greymouth District Council, and local businesses, following the success of the social housing project with the Grey District Council.

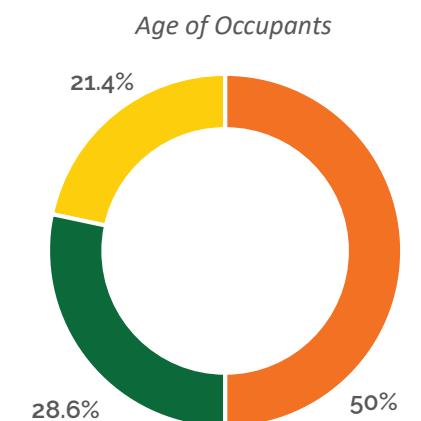
The Grey District Council donating some beautiful images of the local West Coast scenery. Coupled with functionality of a calendar, CEA's signature temperature reading strips, and seasonal energy saving advice, the feedback was extremely positive.

There is not a lot of assistance and funding options available for those living in the West Coast. This is something CEA is continuously working on with local councils, Government, and other organisations to give access to the most vulnerable people.



■ Homeowners  
■ Tenants

**70%**  
of customers in the West Coast were homeowners.



■ Under 18yrs  
■ 18yrs to 64yrs  
■ 65yrs +


**50%**  
of customer household occupants are elderly.



# Environment Canterbury Air Quality Programme

A partnership between CEA and Environment Canterbury, providing financial assistance or those who cannot afford to replace their old log burners.

## 2017 Air Quality Programme Highlights

CEA completed  
**193**   
Home Energy Checks  
performed through  
ECan programme

**68** Households  
assisted   
with authorised  
wood burners or  
heatpumps

**28**   
Woodburner  
training  
workshops  
completed

## Healthy environments — inside and out

A big part of CEA's goal is to help create healthier environments both for inside and outside the home. CEA has worked with Environment Canterbury (ECan) since 2014 as it was recognised that each organisation could bring a great benefit to vulnerable households in need of guidance and assistance.

The Air Quality Programme is an ongoing initiative to improve the air quality of the Canterbury Clean Air Zones (Christchurch, Kaiapoi, Rangiora, Ashburton), in an effort to meet the national environment standards for ambient air quality.

CEA's role in the programme includes identifying households within the clean air zones which have wood burners that are over 15-20 years of age (consent expired). Households are referred to CEA, where a Home Energy Check is performed by one of our trained Energy Advisors.

From here, a quote is issued and an advisor discusses with the customer about the affordability of the quote. CEA provides recommendations to ECan regarding funding, based on a number of factors; for example, financial circumstances of the customer, health issues present, and ages of occupants in the household.

If funding is approved, CEA then liaises with the household and a heating company to have either a heat pump or low emission wood burner installed.

The average cost of replacing a woodburner with a new ultra-low emission burner can be between \$6,000-\$8,000 — unaffordable for many and often not a priority when other household expenses arise.

Older-style wood burners are being phased out in all Clean Air Zones, and in Christchurch they can no longer be used. Low-emission burners were being used in some areas, however, are now being surpassed with new ultra-low emission wood burners.

In late 2017, ECan changed regulations, where now an ultra-low emission burner (ULEBS) must be installed as a replacement to older-style burners rather than a low-emission wood burner. These are highly energy efficient, produce limited air pollution, and achieve stringent real-life emission standard (ECan testing). They are the cleanest solid fuel burners and are allowed anywhere with no age restriction.

ECan also provides funding for CEA to complete a wood burner training workshop for those who need it in the Clean Air Zones. This is free for residents, where an energy advisor visits the home and demonstrates best practice to ensure a well burning, warm, smoke free fire.

Thank you to our project partner:



## Areas of focus

Christchurch, Ashburton  
Rangiora, Kaiapoi



# Funding Partners

Thank you to all our funders

Our diverse funding streams have ensured CEA continue to operate and support the vulnerable in our community.



## Long-term funding partners

**Energy Efficiency and Conservation Authority (EECA)** has worked alongside CEA for more than 10 years on various Government initiatives to create warmer, drier, healthier and more energy efficient homes. CEA was one of EECA's original partners in delivering government insulation programmes, and we appreciate their commitment and continued support.

EECA's funding towards insulation for 2017 was provided as part of the WUNZ Government insulation programme. They helped fund over 450 households in the Canterbury and West Coast regions.

**Orion** has been one of CEA's longest standing funding partners. The collaboration extends more than 20 years, with Orion and CEA sharing a vision for healthier, drier, warmer, and more energy efficient homes. Orion was also a partner on the Healthy Homes programme with the Canterbury District Health Board (CDHB).

Orion's primary funding has been for insulating households in mid-Canterbury (helping over 252 households in 2017) while also funding CEA's energy advice service.

**MainPower** has been a funder of CEA for over 10 years, assisting with insulation subsidies and the cost of Home Energy Checks within the North Canterbury region.

Mainpower has delivered electricity to the North Canterbury region for nearly 100 years, and understands the importance of education on energy use, insulation, and home health. This is why they have focussed on utilising CEA's industry knowledge, to help educate those in the area to live a more sustainable life.

**Genesis** has been key funders with its support towards the CEA Curtain Bank. Genesis and CEA have worked in partnership for many years, sharing a vision of a more sustainable, energy efficient future for all Kiwis.



## Project partners

**Age Concern Canterbury** has worked with CEA to help improve the lives of older people in the Canterbury region. In 2017, Age Concern Canterbury generously gave funding to CEA to help subsidise the cost of insulation, as well as ventilation and heating requirements where necessary, for those over 65 years old. This additional funding is an immense help for those over 65, where such a large expense would not have been affordable.

**Rata Foundation**, based in Christchurch, is the South Island's largest philanthropic funder, and supports the health and wellbeing of those within its regions. In 2017, Rata Foundation subsidised insulation for those with a health condition which could be affected by living in a cold, damp home.

**Environment Canterbury (ECan)** has worked with CEA for many years on projects which focus on decreasing pollution levels within the Canterbury region. During 2017, ECan provided financial assistance for those with an unconsented woodburner to replace it with ultra-low emission woodburners and heat pumps. This programme is an ongoing initiative.

**New Zealand Red Cross** has partnered with CEA for a number of years, recently to offer financial assistance for those affected by earthquakes. In 2017, the focus was on the November 2016 Earthquake Hardship Programme; assisting those affected by the 2016 Kaikoura Earthquake. Without New Zealand Red Cross support, many of these homes in rural areas would not be living in warmer, drier, healthier homes today.

**Christchurch City Council (CCC)** is a long time project partner of CEA, funding Build Back Smarter home energy checks in 2017 for those in the greater Christchurch region. This allowed CEA to offer a 100% subsidised service, where occupants had one-on-one time with an Energy Advisor to perform a walk through of their home, discussing points of home health. From here, occupants received a detailed list of prioritised recommendations to improve the energy efficiency and overall health of their home.

**Buller District Council** contributed funding towards insulation in their social housing units.





**“We don’t need to dress warmly to go to the loo anymore! For the last seven years, that’s what we’ve had to do. It’s a hell of a lot more comfortable and liveable, and there’s no condensation!”**

**Phil and Debra Thompson,**  
Homeowners.

### Other funding and support partners

**The Trusts Community Foundation** supported the CEA Curtain Bank, which assisted nearly 900 households with good quality curtains in 2017.

**Lottery Grants Board** also contributed financial assistance towards the costs of running the Curtain Bank and earthquake relief.

**The Todd Foundation** supported CEA with financial assistance to enable CEA to engage with Maori and Pasifika communities.

**Hyman Marks** contributed to providing secondary heating for bedrooms.



**HYMAN MARKS TRUST**

### Non-subsidised insulation jobs

Financial support is also generated through our non-subsidised insulation jobs for households in higher income brackets who do not qualify for insulation subsidies.

We would like to extend a thank you to all those who have chosen CEA as their insulation provider on non-subsidised jobs, as any surplus made goes towards assisting the most vulnerable in our community. You have helped us in our goal to keep people warmer, drier, and more healthier in their homes.

CEA completed  
**428**   
**non-subsidised  
insulation jobs**

## Financial Reports

Statement of financial performance for  
the year ending 31 December 2017

	2017	2016
<b>Income</b>	<b>\$3,807,402</b>	<b>\$4,584,944</b>
Less cost of sales	\$2,838,527	\$4,584,944
<b>Gross margin</b>	<b>\$968,875</b>	<b>\$1,383,751</b>
Other income	\$234,942	\$498,862
<b>Gross surplus</b>	<b>\$1,203,817</b>	<b>\$1,882,613</b>
Less expenditure	\$1,753,899	\$1,831,937
<b>Net surplus</b>	<b>\$(550,082)</b>	<b>\$50,676</b>

### Independent Audit Report

The information in this financial report has been summarised from the Annual Accounts of Community Energy Action for the year ending December 2017. The external auditor was BDO Christchurch. A full financial report is lodged with Charities Services and is also available on request from Community Energy Action.

### Sources of income in 2017

CEA's sources of income consisted of:

- Products sold
- Insulation and other non-subsidised services
- Grants provided
- Curtain Bank

### Surplus income

CEA will use it's surplus income to:

- continue funding vulnerable customers in the community who do not meet the criteria required to access other funding.
- help educate the community around energy efficiency.
- invest in developing technology to ensure CEA's staff, equipment, and means of communications are modern and effective

# Looking to the Future

Going above and beyond for our community

CEA will continue to meet the demands of the community, ensuring every member is living and working in warm, dry, healthy environments.

## Sustainability through diversification

CEA takes a holistic approach to home health; part of creating healthy indoor living environments is protecting our wider, outdoor environment.

CEA is increasingly focussed on sustainability through diversification in the areas of environment, social, and economic (as displayed in diagram to the right).

Environmental protection is intrinsically linked with energy efficiency, and as our climate continues to change, it is imperative to ensure that our organisation and its services are environmentally friendly.

We also focus on social aspects of sustainability, with major spotlights on housing, education, and building a sense of community and trust with New Zealanders. Educating our customers about energy efficiency gives them control over their power consumption and understanding of their own behaviours towards the health of their home.

The economic aspect of sustainability saw CEA partnering with many like minded businesses, creating long lasting funding relationships. This ensures that CEA can continue to help vulnerable people in our community. CEA also supports local businesses wherever possible, and continues to grow and develop its knowledge in the latest technologies to ensure we are giving customers the best service possible.

## 2018 and beyond

Moving forward through 2018 and beyond, the organisation will carry on working with the business strategy that was put together last year.

The board has a clear direction to focus more on the commercial elements, which will help ensure CEA is sustainable for the future and is therefore able to commit to its more charitable services.

The expectation is that all staff members will align with this plan. CEA has to ensure it has the right skills and capabilities that are fit for purpose, and that CEA has a high performing organisational team, that supports CEA's strategic direction and commercial rigour.

**Thank you**  
for being part  
of our journey  
so far...

## Sustainability through diversification



The pages of this report are printed on recycled paper (Cocoon Offset & Cocoon Silk) to reduce our environmental impact. 100% FSC certified, process chlorine free, de-inked pulp from genuine 100% post consumer waste, to align with our sustainability approach.



*Helping our community since 1994*



**Community Energy Action  
(CEA) Charitable Trust**

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