

# CEA Curtain Bank

## Annual Report



January to  
December 2017



community  
energy action  
charitable trust

Te Rōpu āhuru riaka iwi ki Otautahi

**Produced by**  
*Community Energy Action Charitable Trust*

**PO Box 13759  
Christchurch 8141  
[www.cea.co.nz](http://www.cea.co.nz)**

**February 2018**



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# Who is Community Energy Action?

Our aim at Community Energy Action (CEA) is to provide practical, sustainable, energy efficient solutions to help create a healthy living and working environment for every member of our community.

## CEA and the Curtain Bank

CEA has been providing a range of services including insulation services and subsidies, free energy advice, and many other affordable energy efficient solutions, for over 20 years.

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.

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, Lottery Grants Board, and The Trusts Community Foundation (TTCF).

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.

CEA's Curtain Bank provides quality recycled curtains at no charge to households who cannot afford them.

The average NZ family produces up to 8 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 ventilated, insulated and heated. Curtains can help control the temperature of the home by preventing heat loss, this in turn reduces 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 sleep a day. Increasing evidence shows that not enough or poor quality sleep can negatively affect a child's behaviour, learning, health, wellbeing, and weight.

The feedback from customers and referrers 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.



1 One of our volunteers from Burwood Hospital receiving a gift from the Curtain Bank.



The Curtain Bank is also a great alternative for those who would prefer their curtains to be reused and recycled to help the vulnerable, rather than ending up in landfill.

Our staff are assisted by a group of volunteers who sort, measure, and fold the curtains. Without them, we could not have achieved the results we did in 2017.

### Looking at the bigger picture

CEA has a holistic approach to home health. 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 health, with many research papers proving this.

CEA assessors perform Home Energy Checks for landlords, tenants, and homeowners. These are assessments that look at a range of factors;

- a homes' characteristics and history,
- the occupants' behavioural patterns and what could be changed,
- the impact energy consumption has and how it reflects on the consumers' power bill,
- and any other influences to the homes' overall health.

After the assessments, our assessors make affordable, comprehensive, and practicable recommendations for the home. Many of those recommendations are good quality, double layered curtains.

### Acting now before reaching crisis

In a report produced by Otago University, and published by the Ministry of Social Development, between 18% and 25% of the total Christchurch population is in potential fuel poverty.

In 2011, the Canterbury District Health Board (DHB) invested in a Healthy Housing programme with CEA and other funders to improve housing conditions in greater Christchurch post-quake and help manage demand on reduced hospital bed numbers as a result of the quake.

The majority of this investment focused on providing insulation to Canterbury people with high health needs; those with two or more hospital admissions for diagnoses affected by cold living conditions, such as respiratory disease. Along with insulation, CEA offered a number of other interventions, including providing double-layered curtains.

From a list of people (with high health needs provided by Canterbury DHB), 900 homes were insulated. The health

of this group of people was considerably improved following home insulation and other interventions. 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 equates to a **reduction in hospital costs of over \$900,000 in the first year** — equivalent to the investment made by Canterbury DHB to insulate the homes of the high health need people.

Full report can be found on our website [cea.co.nz/research](http://cea.co.nz/research).

During 2017 there has been a major focus throughout CEA to educate, particularly the elderly and young families, regarding energy efficiency. These are perceived as our most vulnerable groups and this strategy will continue throughout 2018.

To help us achieve this we have expanded our reach by working with a number of "low decile" schools, across the Canterbury area. In addition to this, we've also had one of our Senior Energy Advisors present to the parents on energy efficiency.

To ensure that we reach families and vulnerable people in more remote areas, we have utilised the Mobile Curtain Bank. Areas we have visited in 2017 include earthquake affected towns in the Marlborough, Kaikoura, and Hurunui districts, as well as the rural areas of Ashburton, and Selwyn. The feedback from residents in these areas has been immensely positive.

They appreciated having access to this service, highlighting the need for the Curtain Bank to be present in more rural towns.

**"The support from all our Curtain Bank funders has been invaluable. Without their assistance, we would not have been able to achieve the remarkable impact we have.**

**Thanks to their assistance, our communities are living in warmer, drier, and healthier homes."**



**Caroline Shone**  
Chief Executive of  
Community Energy  
Action Charitable  
Trust (CEA).

A handwritten signature in black ink, appearing to read 'Caroline Shone', written over a light blue background.

# Households assisted

In 2017, we assisted over **100 more households** compared to 2016. That equates to a 12% increase in the total number of households assisted.

This has been achieved by focussing our efforts on partnering with even more socially orientated organisations, reaching out to isolated communities, and educating people on the benefits of good quality curtains. This included talking to numerous organisations in the health sector on how good curtaining can benefit their clients.

We know, double glazing is unaffordable for hundreds of households. Double-layered curtains are the most cost effective way of reducing heat loss through windows. Particularly windows which are single paned, especially in rooms that are heated most—typically the living room and bedrooms. Since 2012, we've helped over **4,000 households** live in warmer, drier, healthier homes (see graph below).

\* More than

**894**

households assisted in 2017



Resulting in over

**19,000m<sup>2</sup>**

of curtain fabric being recycled & saved from landfill



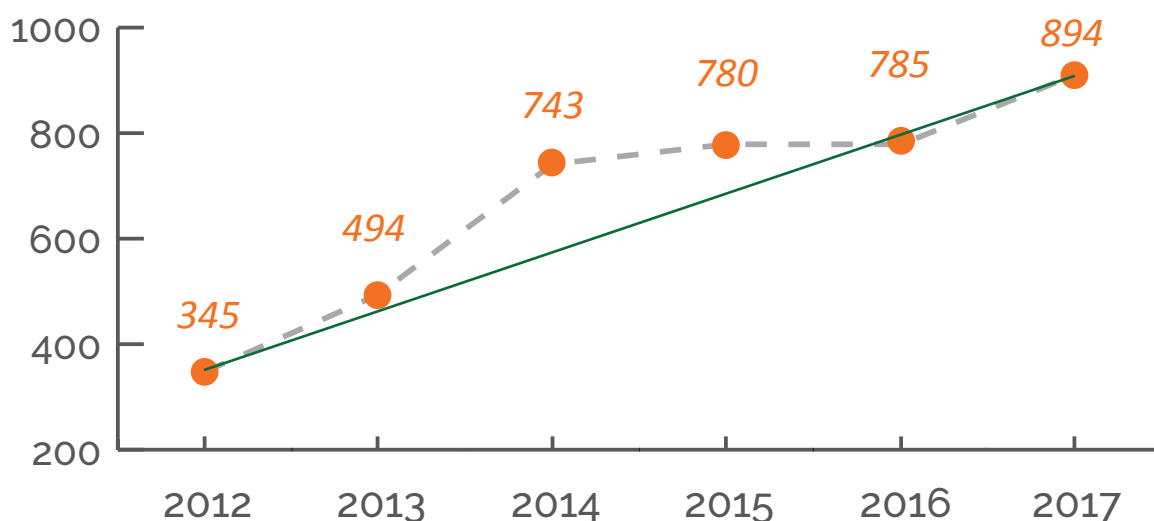
\*\* CEA has also supplied:

**30** Large 'house-moving' sized boxes of curtains to Westport & **14** to Invercargill for the opening of smaller curtain banks

\*please refer to the breakdown of statistics on page 6 (right). This number is from our recorded database of customers — there will be many more households unaccounted for that received assistance through the Curtain Bank in 2017.

\*\*Not included in total number of households assisted in 2017.

*Number of Households Assisted from 2012 to 2017*





### Areas visited by the CEA Curtain Bank van:

Area	Number of Visits	Homes Provided with Curtains
Christchurch	2	10
Greater Chch	2	10
Hurunui Area	8	40
Kaikoura Area	2	40
Marlborough	1	21
<b>Total</b>	<b>15</b>	<b>121</b>

During 2017, the number of households assisted increased two-fold throughout the winter months, compared to summer.

It was noticed that more people visited us during quarter one than in the same period in the previous year.

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

### Numbers assisted directly through the Curtain Bank:

	Month	Number of Windows Curtained	Number of Homes Provided with Curtains	Household Ownership	
				Tenanted	Owner-Occupied
Quarter One	January	157	28	18	10
	February	223	43	29	14
	March	300	58	38	20
Quarter Two	April	280	57	36	21
	May	399	93	59	34
	June	294	69	47	22
Quarter Three	July	443	105	58	35
	August	442	107	62	25
	September	301	67	48	17
Quarter Four	October	216	44	31	13
	November	329	66	29	15
	December	153	23	20	3
	<b>Total</b>	<b>3,537</b>	<b>761</b>	<b>475</b>	<b>229</b>

# A glance at our customers

CEA regularly reviews who its customers are to ensure our staff and services best meet the needs of the vulnerable in the community.

During 2017...

**2** of our  
customers  
were tenants

**3**

&

**1** of our  
customers  
were  
**3** homeowners



That's a 9% increase in tenanted properties compared to 2016

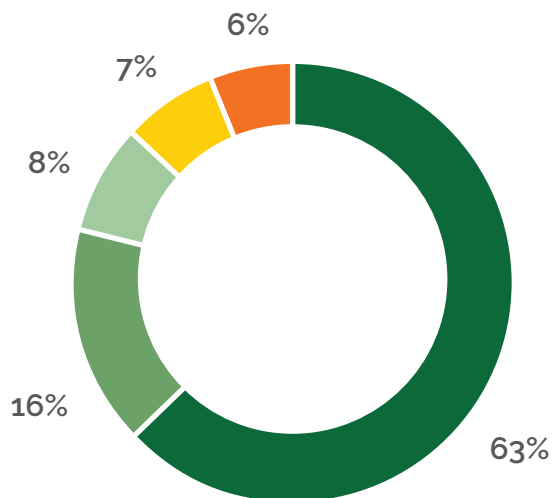
Tenants and landlords are becoming more aware of the benefits of good curtaining in the home. Quality curtains can help reduce mould through controlling the homes temperature, helping reduce condensation and in turn providing a healthier environment.

Landlords are recognising that a healthier home means a healthier return on investment as tenants are happier, and the property is more tenanted.

As part of our Home Energy Check Assessments, we look at the quality of the curtains, as well as providing suggestions for affordable energy efficient solutions. Ensuring the home has good quality curtains is often at the top of this list, along with education on using curtains effectively. Other small behavioural suggestions, such as shutting doors to the bathroom when having a shower to help prevent mould growth, are given to improve the health of the home.



**Curtain Bank Customer  
Ethnicities**



- NZ European
- Māori
- Pasifika
- Asian
- Other

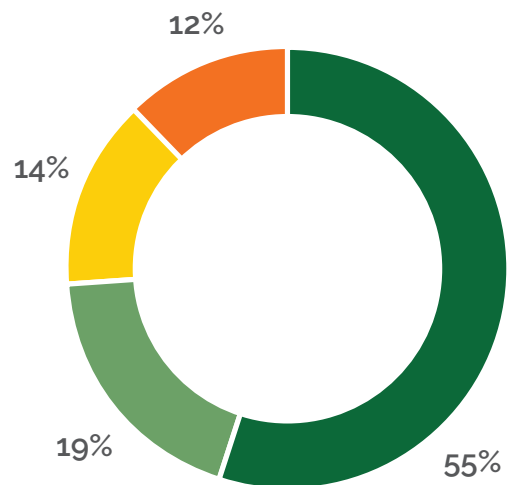
**23%**  
of our customers  
identify as **Māori**  
or **Pasifika**

Last year, CEA provided curtains to a wide range of ethnic groups. 23% of the Curtain Bank customer base identified as Māori or Pasifika.

From the 2013 census, figures show that Māori and Pasifika make up 11.6% of the population in Christchurch/Canterbury. From these statistics, we can see that the Curtain Bank is reaching a high percentage of the Maori & Pasifika population living in Canterbury. This is consistent with the previous year, highlighting that the Curtain Bank have maintained a broad reach, giving us access to some of the most vulnerable households in the community.

CEA and the Curtain Bank participated in the Christchurch Resettlement Services (CRS) Ladies Day Event, which allowed us to talk directly with groups of refugees about our services. The value of this was immense. It gave us contact with non-English speaking communities and allowed us to be able to share our advice with the help of translators. We will continue to work with these vulnerable groups to ensure they receive the support and guidance they need.

**Curtain Bank Customer  
Age of Occupants**



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

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

**1  
—  
3**

of our total household occupancy  
was **below the age of 17.**



Almost half of our customers' total household occupancy includes children (aged 0-17yrs) and elderly (65yrs+) who are considered more vulnerable group for health related issues. Closing curtains can help keep the home warm during the colder months by keeping the heat in, and cool during the summer by shutting out the sunlight. They can also aid in the reduction of mould and condensation. With health issues like asthma, COPD, and bronchitis highly present in this age group, these customers are less likely to end up in hospital if their home is warm and dry.

# CEA's Curtain Bank survey shows...

98%

of customers reported staff as friendly, helpful & respectful.

100%

of customers have or would recommend the Curtain Bank to other people.

94%

of customers reported the Curtain Bank process as easy to use.

90%

of customers reported that the curtains made a noticeable difference to the warmth of their home.



1 Two of our volunteers with some donated childrens' curtains. Demand for child-specific curtains is high.

2 Kaikoura residents at the Curtain Bank open day visit.

\*This survey consisted of 50 responses from Curtain Bank customers.



# Curtain Bank events

## Annual Curtain Bank morning tea

In early 2017, the Curtain Bank hosted a morning tea to promote awareness of the service with referrers and interested stakeholders, with over 80 representatives in total. The clients who attended the event came from a wide range of organisations, from the health and medical sector, to social and community-work based groups. One of our qualified Energy Advisors provided a short educational presentation on energy advice and tips referrers can pass onto households.

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.

## Celebrating our volunteers

CEA and the Curtain Bank often find many ways to show appreciation to the loyalty of our volunteers. One way is our Curtain Bank Volunteer morning tea. Volunteers were invited to enjoy a morning tea—a small token of our gratitude for their hard work and dedication to the Curtain Bank.

Our volunteers and staff go to great lengths to ensure customers leave with a smile on their face. This includes making or purchasing products for customers in their own time, outside of the Curtain Bank premises. CEA is very grateful for their efforts.

## Community events

During 2017, the Curtain Bank participated in a number of community events which targeted young families and elderly groups. Our Mobile Curtain Bank van was invited to the Ashburton District Council Elderly Housing Unit morning tea in late 2017, where the Curtain Bank was present giving out curtains. The Ashburton Mayor, Donna Favel, and Councillors, appreciated our presence and the advice given to residents.

The Curtain Bank also targeted a number of student days and expos through the University of Canterbury, educating students on the benefit of good quality curtains as they entered new tenancies.



1 A Senior Energy Advisor giving a presentation at our annual Curtain Bank morning tea.

2 CEA staff setting up the Curtain bank stall at one of the University of Canterbury's Student Expo Days.

3 CEA staff at the Ashburton District Council morning tea with Councillors for residents of Elderly Housing Units.

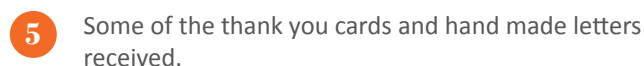
# Our staff and volunteers

From our long term staff, to loyal volunteers and local community groups, all have contributed to helping curtain over **3,500** windows in 2017.

The CEA Curtain Bank employs 4 permanent 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 part time 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, helps put up curtains, and assists the Curtain Bank. 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 working 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 Haeta Community Campus also volunteered their time during 2017.



1 Some of our staff and volunteers at the CEA Curtain Bank Volunteer Morning Tea.

2 Volunteers from the Top Ten Holiday Park.

3 Gayle, our Curtain Bank Manager, with some of our volunteer carers from the Burwood Hospital.

4 Gayle Katene, CEA Curtain Bank Manager.





**“ We see first-hand the vulnerable people in our community. The Curtain Bank has grown — more curtains being donated, and the quality of the curtains has increased year after year. To me, that means people recognise the importance of the Curtain Bank in our community.**

**— Gayle Katene, Curtain Bank Manager**









- 1 Some of our staff and volunteers sorting, folding, and measuring donated curtains in our Curtain Bank.
- 2 Shelves stacked full of curtains donated by the public.
- 3 Volunteers from the Top Ten Holiday Park helping out at our Curtain Bank.
- 4 Carers for our Burwood Hospital volunteers enjoying a crafts exercise at our volunteers morning tea.
- 5 Curtains folded and packed by our volunteers, ready for new homes.

- 6 Debbie Coates (left), Mobile Curtain Bank Assistant, and Gayle Katene (right), Curtain Bank Manager.
- 7 Boxes of curtains ready to go out to Invercargill and Westport for the opening of smaller curtain banks.
- 8 The Curtain Bank open sign, used at various locations across the South Island during Mobile Curtain Bank van visits.
- 9 The Curtain Bank van visiting Waiau, a rural town in North Canterbury.



# Mobile Curtain Bank visits

During 2017, the Mobile Curtain Bank van travelled far and wide across the South Island visiting greater Christchurch, through to the Hurunui, Kaikoura, and Marlborough regions. A summary of the visits below:

## Primary School visits

The Mobile Curtain Bank van visited a number of low-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 the 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.

## Greater Christchurch and Canterbury region

The Mobile Curtain Bank van visited areas such as Darfield and Ashburton. Some of these areas in the Canterbury region 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.

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.





## Kaikoura, Hurunui and Marlborough Districts

Research has shown that the November 2016 earthquakes in the Kaikoura/Hurunui/Marlborough regions have caused damage to over 570 homes. 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 council recovery teams in Marlborough, Kaikoura, and Hurunui districts asked the Curtain Bank to help them.

The Curtain Bank van visited Kaikoura, Hurunui (including Waiau and Culverden), and Marlborough regions. In these 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.

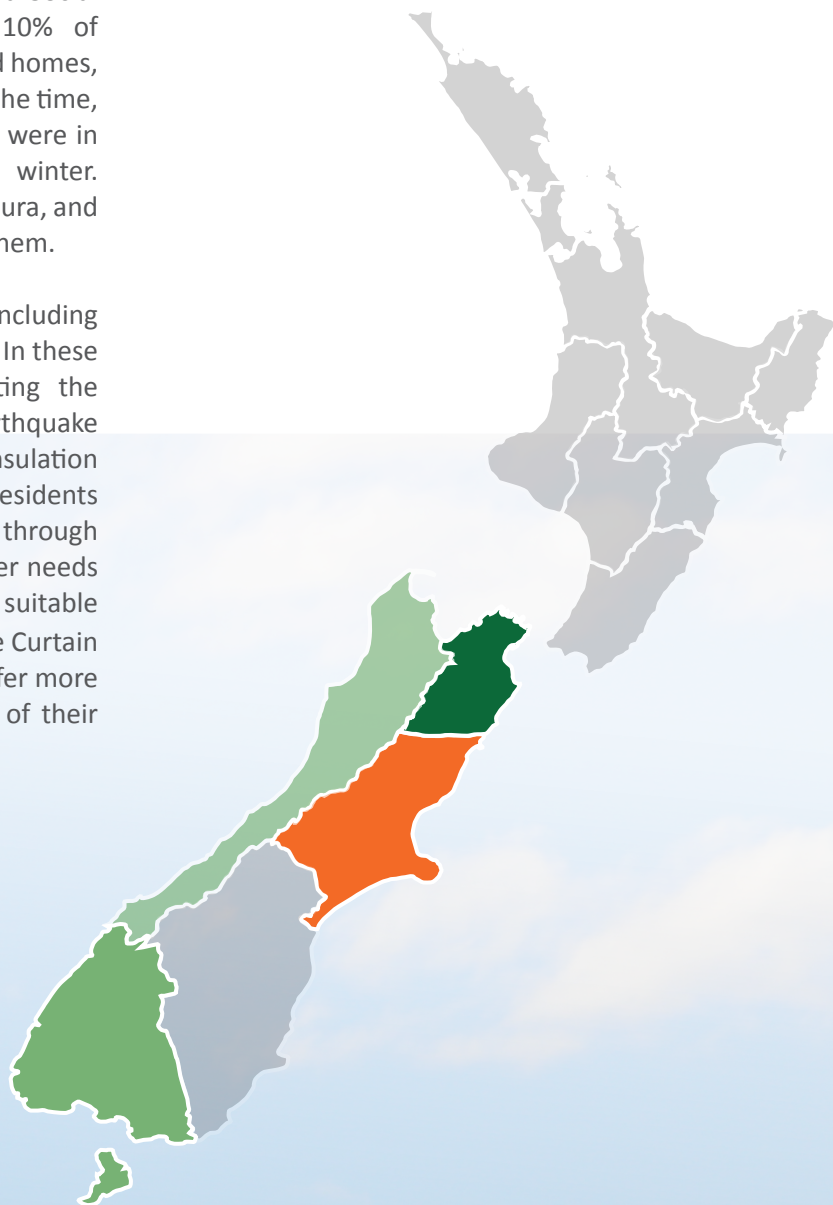


Photo: Hurunui District



ANK



community energy action  
charitable trust

## THE CURTAIN BANK DONATION BIN

All clean curtains can be deposited here for recycling into  
the homes of those who cannot afford to keep warm.

The Curtain Bank is a Community Energy Action  
Charitable Trust project.



Proudly supported by:



# Marketing and Media

So people in our community know we are here to help.



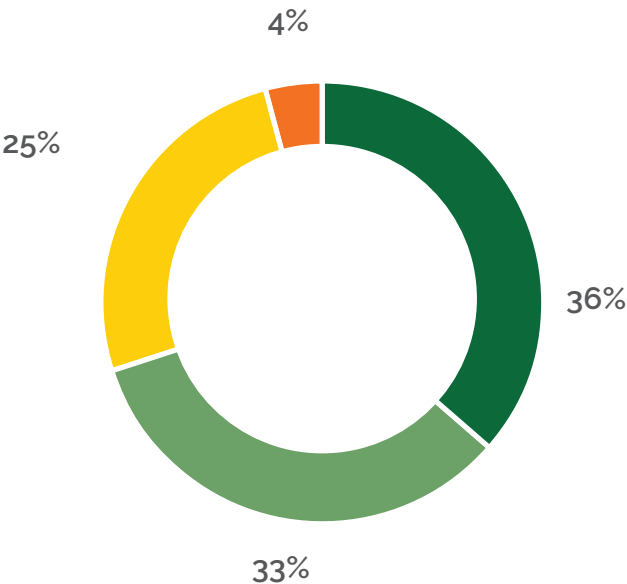
As CEA continues to diversify the way we market our organisation, we've recently updated our Curtain Bank logo to match the way CEA is moving forward — focussing on education, recycling, and keeping every member of our community warm.

Our main goal at the Curtain Bank is to provide good quality, recycled, double-layered curtains for those in need. This in turn, has been proven to help reduce condensation and mould, and improve the warmth within the home – among many other benefits. The Curtain Bank is also a sustainable option for those who would prefer their curtains are reused to assist the vulnerable rather than adding to landfill. In an increased throw-away



society, sustainable options are more crucial than ever, and we felt it was important to highlight the Curtain Banks part in helping provide waste management options.

# How people hear about the Curtain Bank



- Other Referrals
- CEA Services and Marketing
- Word of Mouth
- Property Managers and Landlords

69%

of our customers heard about us through either CEA's own services and marketing or by other community referrals.

'Word of mouth' increased this year from 10% in 2016, to

25%

This year, we've successfully collected leads from a variety of places

There has been an interesting shift through 2017 in our 'how heard' data when compared to last year. The 2017 data is more evenly divided between community referrals, CEA's own services, and word of mouth. Notably, word-of-mouth has increased from 10% to 25%, that's a 15% increase on 2016. This reflects in our Curtain Bank survey data, where 100% of customers said they have or would recommend the Curtain Bank to other people.

We've also utilised our social media marketing, through Facebook and Instagram where we've had an increasing number of followers in the last year.

## Referrals through our website

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 the internet. Since this launch, the Curtain Bank page has been consistently a top visited page.



# Media

Here are just a few examples of media articles about the Curtain Bank that were published during 2017.

## Free curtains for Darfield

by Kent Caddick

Helping to keep Malvern residents warm during the winter is one of the reasons behind Community Energy Action (CEA) bringing its mobile curtain bank to Darfield next week.



▲ CEA's mobile curtain bank will be visiting Darfield

The CEA Charitable Trust has been running a curtain bank for more than 20 years, with curtains being provided free to qualifying households.

CEA chief executive Caroline Shone from Kirwee said studies have shown a clear correlation between cold, damp housing and poor health.

She said having efficient curtains is one way householders can improve on their home's insulation.

"The curtain bank provides quality recycled curtains at no charge to households who cannot afford them. They can supply curtains for lounges and bedrooms, and both homeowners and tenants qualify for curtains."

"Double-layered curtains are the most cost-effective way to reduce heat loss, especially in the living room and bedrooms."

The CEA mobile curtain bank will be visiting Darfield on Tuesday, April 11 and will be parked outside Darfield Library between 10am and 1pm.

"If your curtains are inadequate, the mobile curtain bank staff will have a small selection of recycled curtains available on the day," Ms Shone said.

"They will also be happy to take the measurements of and give advice on the curtains required and will then select curtains from the range available in the main Curtain Bank in Christchurch."

"People need to come along with their window size as it will enable us to select the right curtains for them."

In addition to free curtains, CEA can also provide insulation subsidies for rental properties occupied by low-income tenants, subject to eligibility criteria.

"This funding is limited so Landlords are encouraged to contact us immediately to find out more," Ms Shone said.

For more information on curtains, insulation or energy advice, people can call 0800 GET WARM, email [info@cea.co.nz](mailto:info@cea.co.nz), or visit [cea.co.nz](http://cea.co.nz).

## Hopes Curtain Bank's Kaikoura visit will draw out people living in cold situations

PIPPA BROWN

Last updated 05:00, May 31 2017



The Social Recovery Team is hoping a visit by Curtain Bank next week will help let people know assistance is available to get their houses warm in winter.

As winter approaches the Kaikoura District Council Recovery Management Team is hurriedly filling in the gaps on what they know the community needs as temperatures start to drop and the icy grip of winter takes hold.

"We are imploring people to come forward - winter's here - we've had a few frosts already and you don't need to be cold," said Kaikoura Social Recovery Team lead social recovery Susi Haberstock.

She said they had little idea of people's living situations, or just where and how some people are living.

"We don't know how many people are cold or if their heating doesn't work."

### READ MORE:

\* **Kaikoura community at the heart of recovery planning**

\* **Basic infrastructure restored in Kaikoura but full recovery will be a long road**

\* **Extra funding for North Canterbury earthquake recovery not enough - advocates**

\* **Plan, value what's important, and look after your relationships**

"We estimate 10 per cent of households may be in this situation, but there could be more."

Haberstock hopes an upcoming visit by Curtain Bank will help people come forward so the Recovery Team can find out what these people need.

Thanks to Lottery funding the team has recently employed an outreach co-ordinator team who will collect data to get a picture of what's happening and show where there's a need in the community. They will cover from Kekerengu and

5

### CANBREATHE

#### Summer is the best time to get free curtains



With summer fast approaching, it is tempting to forget about cold homes and winter illnesses. However, summer is a good time to start preparing for winter next year. Services to keep the house warm for those with a health condition, are not nearly as busy in summer as they are in winter.

One such service is the Curtain Bank, a Community Energy Action (CEA) project. The Curtain Bank provides recycled curtains free to all households who need them. Curtains can play an important role in keeping a house warmer and if you have an existing medical condition a warm home helps you stay healthier.

The Curtain Bank service is not income tested and a Community Services Card is not required. The Curtain Bank can supply curtains for lounges and bedrooms and both homeowners and tenants qualify for curtains. Householders who have received curtains previously can get curtains again when they move to another house. To access the service simply print out and fill in a curtain measurement form from CEA's website, fill in the online curtain measurement form or call CEA to get a measurement form sent to you. Then make an appointment to choose your curtains.

"We have more than enough curtains to serve everybody in the community who could do with better curtains to keep the heat in and shut out draughts and cold from windows," says Caroline Shone, Chief Executive of CEA. "However, in winter we get overrun with demand, and requests from potential customers come in faster than we can see people. In winter it is not unusual for people to have to wait five weeks to get curtains."

People who come to the Curtain Bank over summer can usually be seen within a week and will also have the added benefit of getting more time to choose.

"In winter we have one appointment after another, while in summer people can take all the time they need to make up their mind. We have a huge selection on our shelves, but especially if people need curtains for the whole house, it can take a bit of time to make a selection."

In addition to free curtains, insulation subsidies are also still available for rental properties with low income tenants. "Anecdotal feedback has shown that some tenants don't ask for insulation to be installed for fear the rent will go up," says Ms Shone. "However, tenants in a warmer, insulated house often save money on doctors bills."

In 2019 at the latest, it will be compulsory for landlords to have insulation installed in rental properties. At the moment landlords can get a subsidy but that is not likely to last until 2019. The current subsidy programme ends in 2018 or until funding runs out.

CEA is happy to take enquiries from tenants and negotiate with landlords about insulation. For homeowners and rental properties with tenants who do not have a Community Services Card a 25% discount is currently available.

Homeowners, tenants and landlords can contact CEA on 0800 GET WARM (0800 438 9276), [info@cea.co.nz](mailto:info@cea.co.nz) or [www.cea.co.nz](http://www.cea.co.nz) for more information or for a free, no-obligation appointment for an insulation check or for a Curtain Bank appointment.



Summer 2016

Page 4

MALVERN NEWS

Friday 24th March 2017

### Experienced Counsellor

Dawn Logan

BA (Psych) Cert Psych Care (Otago) A & D Counselling (C.I.T.)

- Continuing to offer counselling in Darfield and surrounding Malvern communities since 2005
- The service offers mature, experienced support for mental health, addiction and relationship problems
- Restoring a good quality of life for the client is the ultimate purpose of this service.

Phone 027 252 7533

Enquiries strictly confidential

### WESTMAR SENIOR CARE

Quality care for the elderly in a family owned and operated Rest Home.

enquiries to Ashley Ross - Ph 318 8206

"Become part of our family"

Selwyn District Libraries  
Your place to meet, discover and connect

### CURTAIN BANK IN DARFIELD

Winter is fast approaching: it's getting cooler at night and it's cold when getting up in the morning, so keeping homes warm is more important now, than ever. Numerous studies over the years have shown a clear link between living in cold, damp housing and poor health. Keeping warm can save talk money on doctor's bills, as well as reducing sick days from work and school.

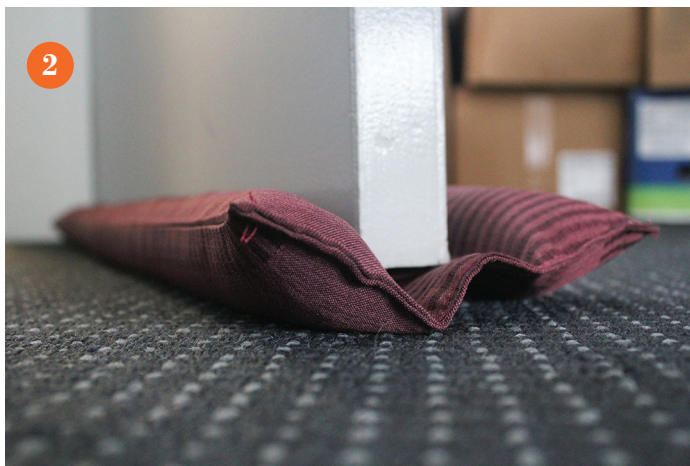
A home's single-glazed windows can lose up to 20% of the heat generated (and paid for) if they are not adequately curtained. Double layered curtains are the most cost-effective way to reduce this heat loss, especially in the living room and bedrooms. Community Energy Action's (CEA) Curtain Bank provides quality recycled curtains at no charge to households who cannot afford them; and a Community Services

Card isn't necessary. The Mobile Curtain Bank will be outside the Darfield Library on Tuesday, April 11th between 10am and 1pm. CEA's Curtain Bank has been operating for over twenty years and the mobile service commenced in 2014 to assist people who are unable to travel into the central Curtain Bank. During 2016, the CEA Curtain Bank provided curtains to over 780 Canterbury homes, for over 3,500 windows.

"If your curtains are thin, poorly fitting or deteriorating and you need effective curtains, the Mobile Curtain Bank staff will have a small selection of curtains available on the day," said Caroline Stone, Chief Executive of CEA. "They will also be happy to take the measurements of, and give advice on, the curtains you require. They will then select curtains for you from the range available in the main Curtain Bank in Christchurch. CEA's staff will also do what they can to take into account your preference for colours," she added.







## Sponsorship Acknowledgement

Sponsorship logos are appropriately placed on the following Curtains Bank marketing and/or publicity materials or sponsorship mentioned during the following:

- All brochures relating to the CEA's Curtains Bank and general services.
- CEA's Annual Report.
- Curtains Bank poster that is distributed to health and community organisations.
- CEA marketing folder used for all Home Energy Check reports, quotes, presentations etc.
- CEA website, [www.cea.co.nz](http://www.cea.co.nz).
- Donation bins placed at various locations throughout Christchurch, and wider suburbs such as Darfield and Rangiora.
- During presentations of services to Health Providers.
- Signage at the CEA Curtains Bank and at the entrance of the Tuam Street Building.
- Advertising in community newspapers asking for curtain donations.
- All Curtains Bank marketing giveaways and vouchers.
- Product tag for all products sold through the Curtains Bank, and cloth iron-on stamp (where applicable).

## Curtains Bank products

Our Curtains Bank staff and volunteers recycle leftover curtain fabric to make a range of products to sell. One of our most popular items is our recycled Eco Bags. These are handmade by our volunteers, who often do this at home in their own time. The demand for reusable bags has increased over the last year, especially due to discussions in the media around banning single use plastic bags. Our Eco Bags are a more eco-friendly and sustainable solution to the plastic waste problem.

- 1 One of our most popular Curtains Bank products — the Eco Bag. A product tag and ironed-on stamp is present on every bag.
- 2 Our double-door sausage which aids in keeping draughts out and is made from leftover curtain fabric.
- 3 Curtains Bank brochures and print material with sponsorship logos.

# Looking to the future

As the temperature drops, the demand for curtains increases. CEA's Curtain Bank will continue to meet the demands of the community, **ensuring every member is living and working in warm, dry, healthy environments.**

## Education

CEA's focus has steered towards educating children, young families, and elderly groups. Our success at a number of Christchurch and Canterbury schools has shown how there is still a lack of education on energy efficiency. Over the next few years we will be working with more schools to promote and inform on a number of topical issues our country is facing; waste management, water conservation, sustainability, environmental issues, and other factors that link to energy efficiency — all of which create a healthy living and working environment.

CEA staff will be working on refreshing our showroom to be more approachable for families, so we can continue our education from the classrooms to our office space. The goal is to provide an area where families feel welcome, and can learn about energy efficiency and other issues in an interactive manner.

Our Chief Executive, Energy Advisors, Marketers and other employees, completed over 100 talks and presentations in 2017 to schools, community groups, medical centres, businesses and other organisations. Through 2018, we will be continuing these talks, but developing programmes specifically aimed towards our targeted groups.

## Relationships

CEA has partnered with other organisations such as NZ Red Cross in 2017 on outreach programmes like the Earthquake Hardship Programme, to ensure we are reaching those most vulnerable. The Mobile Curtain Bank is an essential service as part of these outreach programmes. We will continue to work with them in the next year.

We greatly appreciate the funding that our partners have provided over recent years. Without their funding, the CEA Curtain Bank would not have made the significant impact it has to thousands of people over the years. On behalf of those people, thank you.

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**Partnering with like-minded organisations is how we are going to achieve the greatest impact and change for our community.**

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## *Thank you to our funders*

The Curtain Bank would like to thank CEA, Genesis Energy, Lottery Grants Board, and The Trusts Community Foundation for their continuous support to the Curtain Bank.

As a result of their contribution, thousands of people across Ashburton, Waimakariri, Christchurch, Selwyn, Hurunui, Kaikoura, and Marlborough districts are living and working in warmer, drier, and healthier homes.

***Community Energy Action Charitable Trust***

299 Tuam Street, Christchurch 8011

PO Box 13759, Christchurch 8141

03 374 7222 | 0800 GET WARM | [www.cea.co.nz](http://www.cea.co.nz)