



Programme Completion Report

Repair Well Warm & Well



**Evaluation of a successful collaboration
to create healthy homes**

May 2017

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Executive Summary

The Repair Well and Warm & Well programmes 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 helped people to pay for the energy or firewood required to heat their homes. The results of both programmes exceeded expectations in terms of the number of homes assisted and the impact on wellbeing of the occupants.

These programmes highlighted the effectiveness and value in organisations with similar goals and ideals working together in an effective collaborative partnership. Together, New Zealand Red Cross (NZRC) and Community Energy Action Charitable Trust (CEA) made a positive difference to the lives of over **4,600** 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.

In addition to improving the lives of the recipients; the programmes also improved the condition of **1,707** homes through the provision of repairs, insulation, energy efficient heating and lighting, and ventilation. These interventions will benefit both current and future occupants of the homes.

New Zealand Red Cross and CEA;

A successful collaborative partnership that has achieved significant, meaningful results.



*Michael Donoghue, Recovery Manager
New Zealand Red Cross*



*Caroline Shone, CEO
Community Energy Action*



Section One

Repair Well Programme



Programme Purpose & Background

Following the success of the Winter-Make-It-Right programme¹, a new programme, Let's Find & Fix², was established in 2012 to identify earthquake damaged homes occupied by vulnerable households that required urgent weather tightness repairs. This programme was a collaboration between CEA, Canterbury Communities' Earthquake Recovery Network (CanCERN), New Zealand Red Cross, the Christchurch Earthquake Appeal Trust (CEAT), the Earthquake Commission (EQC) and insurance companies. Let's Find & Fix resulted in over 600 homes receiving temporary repairs at no cost to the owner and without it impacting their final EQC or insurance settlement. At the completion of this programme, several hundred homes occupied by those who could not afford the cost of repairs remained unrepaired. In order to address the ongoing need for assistance, the Repair Well programme was born.



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The Repair Well programme's goal was to assist 250 vulnerable householders, where the home had sustained significant earthquake damage, to repair the home to be warmer and drier than it had been prior to the earthquakes. Many of the older homes had no insulation and poor heating and ventilation, thus the repairs aimed initially to improve these three areas to result in warmer, drier and more energy-efficient homes.

At the commencement of the Repair Well programme, a project management team was established, which included members of both CEA and New Zealand Red Cross. Designed to run for three years, time was taken to ensure sound processes, systems and staffing levels were in place to ensure successful outcomes were achieved.

A team was established to deliver the programme. This team liaised closely with potential programme recipients and was the key link between the customer and contractors. Team members evaluated potential cases and, for those accepted into the programme, prioritised and scheduled required works. They also worked closely with earthquake support coordinators, other community groups and insurers, as well as maintaining effective database records. Building, plumbing and electrical contractors were brought on board, having been fully vetted to ensure quality of workmanship, systems and processes, and empathy with the programme.

During the course of the Repair Well programme, CEA was also involved in the Canterbury Healthy Homes programme³. The results of this programme showed a clear correlation between the benefits of providing insulation and heating to homes and a significantly reduced rate of hospitalisation amongst high health-needs patients. Many of those within the Repair Well programme had high health needs.

¹ <http://cancern.org.nz/index.html%3Fp=367.html>

² <http://cancern.org.nz/index.html%3Fp=4190.html> and <http://www.eqc.govt.nz/news/lets-find-and-fix>

³ http://assets2.ceac.co.nz/assets/Community-Energy-Action---Healthy-Homes-Programme-Investing-in-Outcomes-Report_19796_1.pdf

Programme Summary

The Programme

The Repair Well programme was established in 2014 with a view to assist repairing 250 earthquake damaged homes to be warmer and drier than they had been prior to the earthquakes. The programme assisted vulnerable, low-income households with occupants with health issues, by installing insulation and providing heating, ventilation, and weather-tightness, security and sanitary repairs. The aim of the programme was to improve the lives of vulnerable families living in earthquake damaged homes.

New Zealand Red Cross provided funding of \$2.5m to be used for assisting vulnerable, earthquake affected people under the programme, as well as funding to cover project management and overheads. CEA undertook the delivery of the programme and was able to utilise other funding streams to enable the funding provided by New Zealand Red Cross to be allocated to as many households as possible. The ability to access and utilise other sources of funding provided benefits to the programme, enabling additional households to be assisted.

1,020
occupants' lives
improved through this
programme



Eligibility Criteria

- House has suffered earthquake related damage; and
- Is owner-occupied; and
- Is home to person/s 18 years or younger and/or persons that are 65 years or older; and
- Is home to person/s with a pre-existing health condition; and
- Is owned by person/s who are financially constrained and unable to afford the support offered by the programme.

Alignment to New Zealand Red Cross Recovery Values

- | | |
|----------------|---|
| CARE | The needs of vulnerable and affected people are met so individuals feel supported, empowered and self-determined. |
| CARE | The wider community will prioritise the care for their vulnerable, restore social infrastructure and enhance social cohesion during recovery. |
| CONNECT | New Zealand Red Cross has strategic partnerships by design. |
| PREPARE | Individuals will feel safe, ready and confident by ensuring their households are prepared for future disasters. |
| PREPARE | The wider community will be able to respond, cope and recover from future disasters. |

Alignment to CEA Values

The programme aligned closely to CEA's mission and vision to create warmer, drier and healthier homes, and to reduce fuel poverty, for all in our community. Improving the living environments of vulnerable households reduces illness and improves both physical and mental wellbeing. Well-insulated homes are able to be heated more efficiently through preventing loss of heat that has been generated.

Outcomes

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

In May 2016, a video showcasing the Repair Well programme was launched in Christchurch. The Celebration of Partnership event was attended by over 60 stakeholders, including leaders from the business, community and political arena. Feedback was extremely positive.

The Repair Well video can be viewed at the following link or QR code:

<https://www.youtube.com/watch?v=6qbP-HdcgzM>



Interventions Provided

The programme focused on ensuring that earthquake damaged homes of vulnerable families were being repaired to a healthier state than they had been previously.

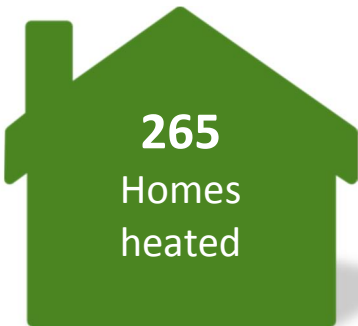
This was achieved through installing insulation and energy efficient heating during the rebuild process; undertaking essential repairs to ensure weather-tightness, sanitary and secure living conditions; installing energy efficient lighting and ventilation; and providing curtains. A maximum value of repairs per household was \$10,000.

Specific interventions included insulation, heating, ventilation, lighting/cosy domes, asbestos & mould removal, chimney & heat pump cleaning, providing curtains & rails, cylinder upgrades, manhole cutting, foliage removal to assist solar gain, and repairs to window & door frames.

Homeowners who met the eligibility criteria received a comprehensive Home Performance Assessment (HPA) by one of CEA’s experienced Assessors. The HPA, which utilised thermal imaging, identified and prioritised required interventions to improve the home.

CEA’s Project Support Officers provided the conduit between the homeowner, tradespeople, CEA installers and staff, and other stakeholders to manage the improvements to each home. They also referred homeowners to other outreach services where applicable.

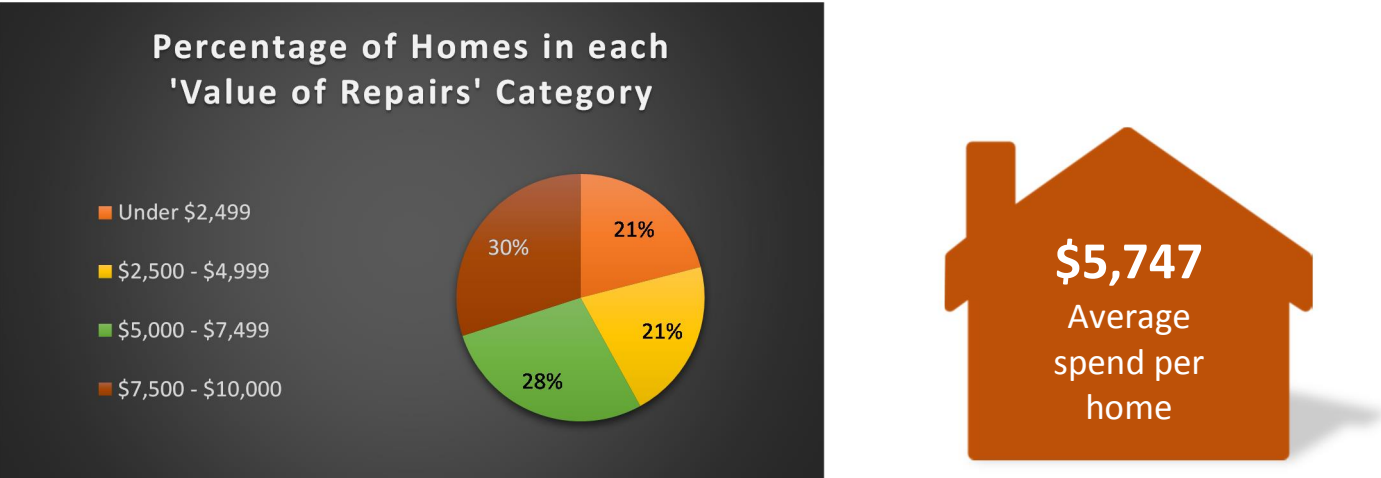
Note: The majority of homes had more than one intervention.



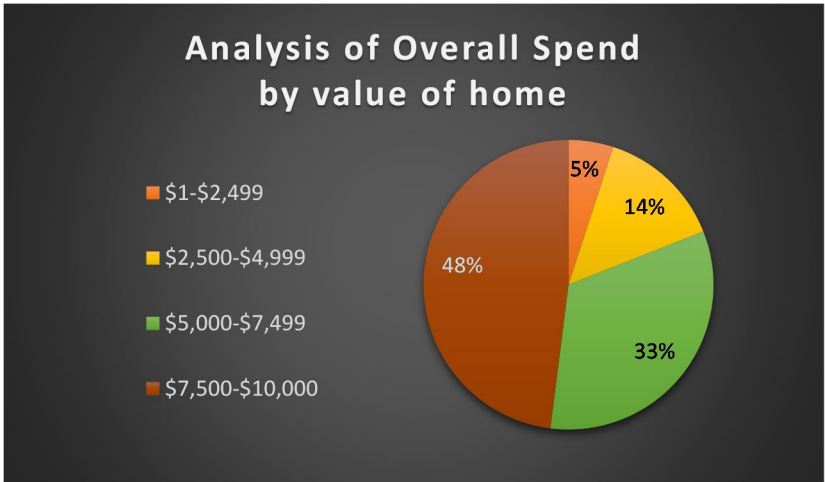
Analysis of Programme Spend

The graph below shows that a small majority (30%) of the homes in the programme received repairs totalling between \$7,500 and \$10,000, with the second category (28%) receiving repairs to the value of between \$5,000 and \$7,499. The remainder of the homes were evenly split between the lower two spend categories.

The average spend per home was \$5,747.



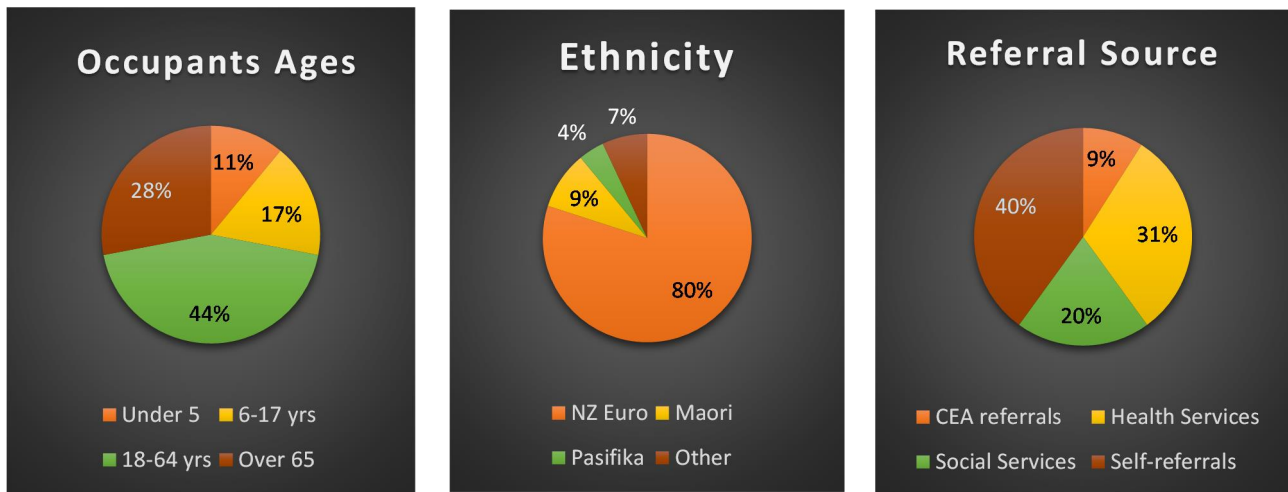
The following graph shows that 48% of the total programme funding was utilised on homes that required between \$7,500 and \$10,000 worth of repairs. The remainder of the total funding pool was spent on homes that required less spend per home to complete repairs.



The figures above relate to the direct costs portion of the funding. They exclude the funding allocated to project management and overheads.

Demographics

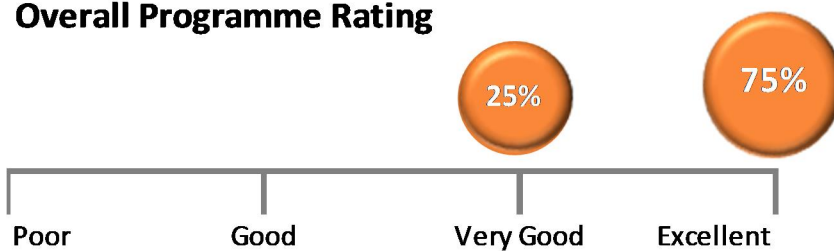
The following demographic information was collected from every household assisted through the programme.



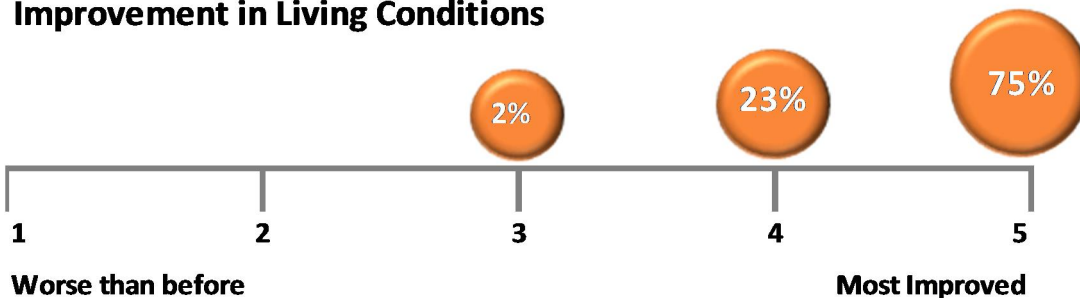
Outcomes

Between three and six months after completion of all works on the home, the homeowner was asked to complete a written evaluation of the outcomes, comparing the home prior to and post-interventions. The following data has been collated from the 224 evaluations (51%) returned by 28 February 2017.

Overall Programme Rating



Improvement in Living Conditions



Insights & Lessons Learned

Feedback from recipients of the Repair Well programme, obtained via customer surveys and anecdotally, has highlighted the positive impact that the interventions have made to recipients’ physical and mental health, as well as their emotional wellbeing. Recipients reported feeling less stressed, more positive about life and regaining their faith in humankind. For many, the fact that someone cared enough to help, when so many other doors had closed on them, was identified as being a key benefit to their overall wellbeing.

Recipients, including those featured in the Repair Well video, highlighted that it is the little things that can make such a significant difference; the silver fern etching being replaced in the window, curtains that make rooms seem cosier, adjustments to the hot water cylinder to make the temperature more comfortable, the advice and support of our staff. These things were just as valued by recipients as the larger works – insulation, heating and ventilation.

In addition to the physical interventions provided, CEA staff referred a number of clients to other service organisations, including the New Zealand Red Cross, for pastoral care and other grants. A significant portion of these people simply did not know ‘who to talk to’ and appreciated being pointed in the right direction for further help, advice and support.

As the programme progressed, a number of issues, both internal and external, arose that had not been considered by either party at the programme inception. Each issue was addressed as it was identified and a viable outcome implemented.



EXTERNAL ISSUES	INTERNAL ISSUES
<p>Issue: Insurance companies not wanting to deal with a third party (CEA).</p> <p>Action/Outcome: CEA Project support officers worked alongside earthquake support coordinators and insurers to help households negotiate agreeable outcomes.</p>	<p>Issue: Ensuring emotional support for staff exposed to seeing people living in untenable conditions.</p> <p>Action/Outcomes: Regular debriefing sessions held. Counselling available as required. Discussion to ‘share’ experiences and review cases to obtain a more objective viewpoint. Plans developed for each case. Cases prioritised.</p>

EXTERNAL ISSUES	INTERNAL ISSUES
<p>Issue: Determine earthquake damage vs remedial maintenance not undertaken.</p> <p>Action/Outcomes: CEA/NZRC discussions on a case-by-case basis to determine the appropriate category. Acknowledgement that some items that may have been deferred maintenance had to be corrected in order to enable insulation to be installed.</p>	<p>Issue: Determining priority where households required more funding than the programme offered.</p> <p>Action/Outcomes: Using contract priorities of insulation, heating and ventilation, as well as security and sanitation. Prioritising those actions that would provide maximum benefit to the household. In exceptional circumstances, taking cases to NZRC to request additional spending.</p>
<p>Issue: Being seen as the 'last hope' for occupants, when we were unable to assist them.</p> <p>Action/Outcome: Referring people to other appropriate agencies for health, legal or pastoral care as required. Arranging for other community groups to assist.</p>	

Findings from the Canterbury Healthy Homes programme highlighted the positive impact insulating and heating homes has on health outcomes. Under the Healthy Homes programme, which was developed to keep people in their own homes and communities rather than using hospital services, findings showed that the resulting reduction in bed days (29.2%) saved the Canterbury District Health Board nearly \$1 million within one year. In addition, feedback from the recipients of both the Healthy Homes and Repair Well programme showed that there were significant additional benefits to the other occupants of the home, reduction in absenteeism from school and work, and longer term benefits for future occupants of the home. This programme also found the overall emotional wellbeing of occupants had increased following the interventions, which included the provision of insulation and energy efficient heating.

In addition to the positive impact the Repair Well programme has had on the lives of vulnerable, earthquake impacted Cantabrians, New Zealand Red Cross and CEA both benefited from working within this successful, collaborative partnership. A partnership such as this was a first for both organisations and provided learning outcomes for both parties. CEA was able to add value to the funding provided by New Zealand Red Cross through applying other funding streams to exceed homes repaired targets.

Communications Strategy & Activities

A communications plan was established for the programme to ensure effective communications between CEA and New Zealand Red Cross, as well as providing vital information to key stakeholders. It also identified methods of promoting the programme to ensure appropriate households were identified, and provided means of passing information and advice to recipients of the programme.

Key communications strategies identified included:

- Quarterly reports and steering group meetings
- Client satisfaction evaluation surveys
- Internal communication to staff (New Zealand Red Cross and CEA)
- Brochures/flyers promoting the programme and identifying eligibility criteria
- Personal and phone contact to potential customers
- Meetings, community liaison, presentations, deputations
- Website, Facebook, newsletters and mail-out promotion
- Utilising existing databases and networks
- Advisory brochures for potential recipients detailing other appropriate service options.



Throughout the course of the programme, the steering group (comprising members from both CEA and New Zealand Red Cross) met on a monthly basis to discuss progress, exceptional cases and issues as they arose. Quarterly reports were produced and provided to New Zealand Red Cross. These reports included financials, results data and commentary on the programme as it progressed.

Brochures were produced to promote the programme, as well as to provide advice and information to recipients. CEA Energy Advice and Marketing staff presented to a variety of social, health, service, local body and community groups. A number of recipients were identified from the CEA database and from referrals from the health services.

CEA liaised with earthquake support coordinators and insurers, as well as local authorities, health and community services to ensure customers were managed as effectively as possible.

As the programme progressed, an extensive marketing campaign was found to be unnecessary. A large number of the recipients were referred via health or social services, friends, family and neighbours. A steady stream of potential homes remained on the books at all times.

Recipient Feedback

Samples of feedback from recipients

Thank you so much for all of the improvements you have brought to us. Already the kid's rooms feel much warmer and more comfortable to be in. The heat pump is just amazing and warms the room so quickly!! Thank you very much again, we are absolutely thrilled with all the services you have provided.

Asian/NZ European family with two children under 5.
Insulation, heating, ventilation and repairs provided.

Thank you for the awesome job that you have all done to my little house. I can't believe what a difference it has made! Also as an extra bonus for me, my asthma has become controlled in the last few weeks for the first time since I have lived there!!!! I am so grateful to you all for your help and kindness. For organising funding for something I could never afford... Thank you Thank you from the heart!

NZ European couple with a child.
Insulation provided.

I wish to convey my sincerest thanks for your amazing help in making my home much warmer and comfortable! I will never be able to tell you enough how wonderful it all is! Thank you, thank you, thank you.

80 yr old NZ European widow & disabled adult daughter.
Repairs, heating, ventilation and curtains provided.

Our thanks to CEA and New Zealand Red Cross for all the assistance and help that you have given us over these many months to make life more comfortable for us in our home, particularly over this winter. We are very thankful. Please convey our thanks to those concerned.

Maori couple over 65, both with terminal illnesses.
Insulation, repairs, ventilation and curtains provided.

My parent's house is now more energy efficient and warmer due to this programme. Thank you so much for all your efforts. We really appreciate it.

Pasifika couple over 65.
Insulation, repairs, heating and curtains provided.

No words can express how truly grateful our family are.

Thank you for all your assistance. Wishing all the team the very best as we continue to rebuild our city.

**Pasifika couple, over 65.
Ceiling insulation, lighting upgrade,
ventilation, heat pump, curtains and rails
provided.**

Last year we were grateful to receive insulation fully funded for our house. I just wanted to take a moment to say thank you so much for all you do for families like mine. We have really noticed a difference in the warmth of our house, especially overnight.

It's great to be able to wake up to a warm house in the morning and I know we will continue to feel the benefits during the remainder of the winter.

**Maori family comprising 4 adults, 1 over 65 years and 1 child under five years.
Wall and underfloor insulation provided.**

I am writing to express my sincere gratitude regarding the installation of my home insulation which was installed yesterday. As you are aware, I suffer from severe arthritis of the spine. During cold weather I am in a great deal of pain. I cannot thank you enough for your generosity in this wonderful gift of warmth to my home. Both my daughter and I are profoundly grateful. The weather changed abruptly yesterday and it is extremely cold outside today; my home, however, is already noticeable warmer.

Thanks to you my daughter and I can look forward to a much warmer and more comfortable winter. Thank you again to all who made this possible.

**NZ European/Maori mother & teenage daughter.
Ceiling and underfloor insulation provided.**

I have recently had my house insulated and a heat pump installed at no cost to me all because of the kindness and generosity of the people involved in this programme.

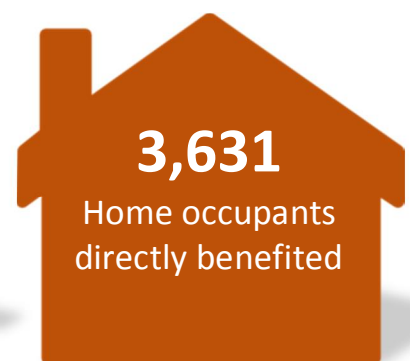
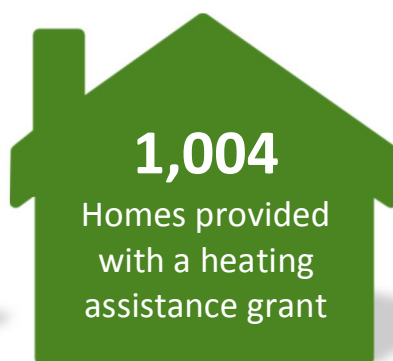
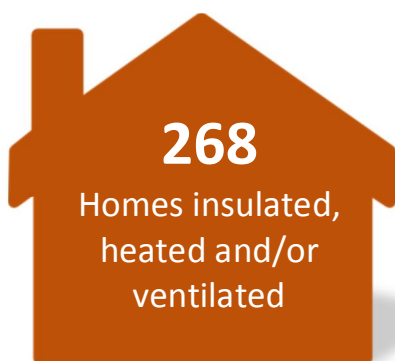
I am completely overwhelmed and so very grateful to everyone. Thank you all very much.

**NZ European window, over 65.
Insulation, heating, ventilation, curtains
and rails provided. Essential repairs
completed.**



Section Two

Warm & Well Programme



Programme Purpose & Background

In mid-2015, the success of the Repair Well programme, which was in its second year, highlighted the positive impact of the collaborative partnership between New Zealand Red Cross and CEA. It also highlighted the ongoing need to continue to assist those with earthquake damaged homes.



Additionally, the final evaluation report from the Canterbury Healthy Homes Programme confirmed the clear correlation between improved insulation and heating in a home to reduced hospitalisations for high health-needs patients. This research backed up other New Zealand research⁵ to clearly highlight the benefits of retrofit insulation in older homes. The Warm & Well and Repair Well programmes both included insulation as a key priority for homes.

The aim of the proposed new programme was to continue to improve health outcomes for vulnerable people by improving their living conditions through creating healthier homes and to continue to improve earthquake damaged homes. Five options were presented to the New Zealand Red Cross Board and two were selected; a Full Home Efficiency Grant (providing insulation, heating and ventilation) and a Heating Assistance Grant (providing electricity payment or firewood). From this, the Warm & Well programme was born.

As CEA already had experienced staff and proven project management systems and processes in place, the programme was able to be implemented quickly and efficiently. Running over a period of 16 months, the programme was able to make significant positive impact to the community almost immediately.

Many of those assisted under this programme were identified through the earlier Repair Well programme but due to funding constraints had not been able to be assisted. Others were identified by CEA Assessors as the programme progressed. A significant number of households assisted through the programme heard about it from family, friends and neighbours; or were referred from health or social services providers.

⁵ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1808149/> and, http://www.healthyhousing.org.nz/wp-content/uploads/2012/03/NZIF_Health_report-Final.pdf

Programme Summary

The Programme

In August 2015, CEA and New Zealand Red Cross signed a Funding Agreement for an additional \$1,050,000 which commenced the Warm & Well programme. The programme consisted of two strategies:

1. Heating Assistance Grant to 1,000 households, paid directly to their power company or through provision of firewood (maximum value \$300).
2. Full Home Efficiency Grant, including insulation, heating and/or ventilation, to 100 homes (maximum value \$7,500).

3,631
occupants' lives
improved through this
programme



Funding was provided to CEA to utilise in the above manner by 31 December 2016.

Eligibility Criteria

- House has suffered earthquake related damage; and
- May be either owner-occupied or tenanted; and
- Homeowners or tenants living in the Greater Christchurch area (Christchurch City, Waimakariri or Selwyn districts); and
- Is home to person/s with a physical or mental health issue that is exacerbated by living in a cold and/or damp environment; and
- The household is low-income, financially constrained and unable to afford the improvements required to ensure a warm, dry and healthy environment.

Suitable households were identified through the CEA database, referrals from health providers and welfare agencies, and via limited advertising.

Alignment to New Zealand Red Cross Values

CARE	The needs of vulnerable and affected people are met so individuals feel supported, empowered and self-determined.
CARE	The wider community will prioritise the care for their vulnerable, restore social infrastructure and enhance social cohesion during recovery.
CONNECT	New Zealand Red Cross has strategic partnerships by design.
PREPARE	Individuals will feel safe, ready and confident by ensuring their households are prepared for future disasters.
PREPARE	The wider community will be able to respond, cope and recover from future disasters.

Alignment to CEA Values

The programme aligned closely to CEA's mission and vision to create warmer, drier and healthier homes, and to reduce fuel poverty, for all in our community. Improving the living environments of vulnerable households reduces illness and improves both physical and mental wellbeing. Well-insulated homes are able to be heated more efficiently through preventing loss of heat that has been generated.

Outcomes

At the completion of the programme **1,272** households had received assistance from the Warm & Well programme; 268 receiving a Full Home Efficiency Grant, and 1004 receiving a Heating Assistance Grant.

This equates to **268%** achievement against the original target to assist 100 households with insulation, heating and ventilation (Full Home Efficiency Grant) and **100%** achievement against the original target to assist 1000 households with a Heating Assistance Grant.

Through utilising other funding streams appropriately, CEA was able to ensure as many vulnerable households received assistance as possible.

Monthly narrative and financial reports were provided to New Zealand Red Cross.

Interventions Provided

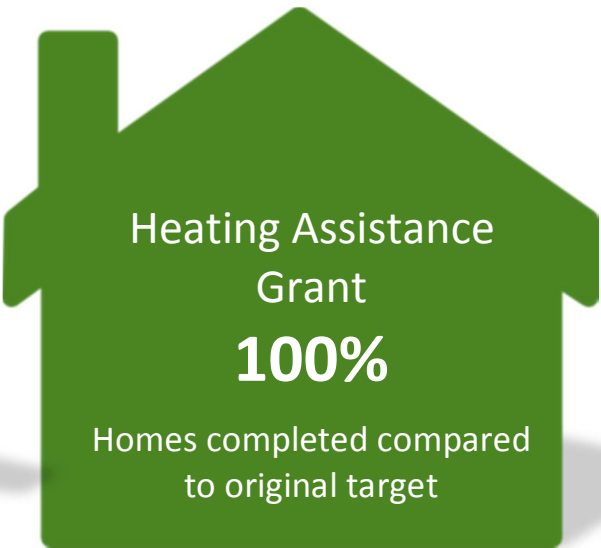
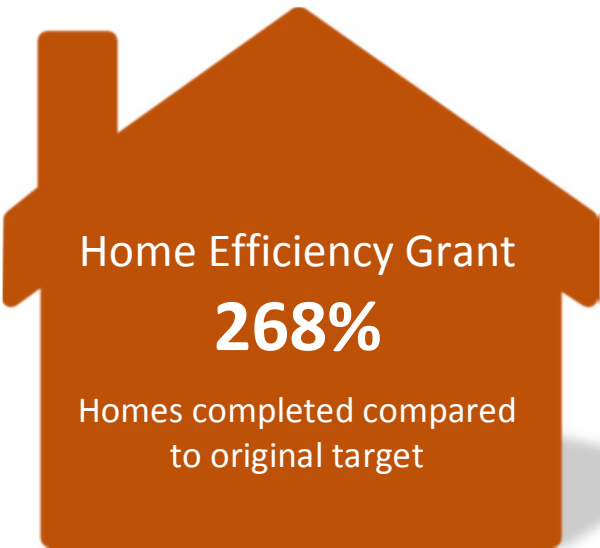
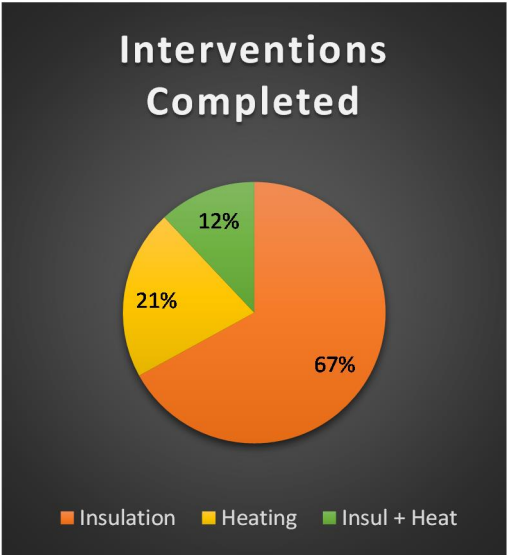
The programme focused on providing insulation, heating and/or ventilation. Over two-thirds of the interventions completed were insulation. Providing a good base of insulation enables the home to retain heat generated and assists in keeping a more constant temperature.

Installing heating in a home that has effective insulation assists in retaining the heat being generated more effectively than in a home that is inadequately insulated.

Overall, New Zealand housing stock is quite poor and some homes are not physically able to be insulated. In these cases, heating was provided, as it was one of the only interventions able to be undertaken.

Insulation and heating were the key priorities to create healthier homes. As the third priority, ventilation was provided to less than 1% of homes due to funding constraints.

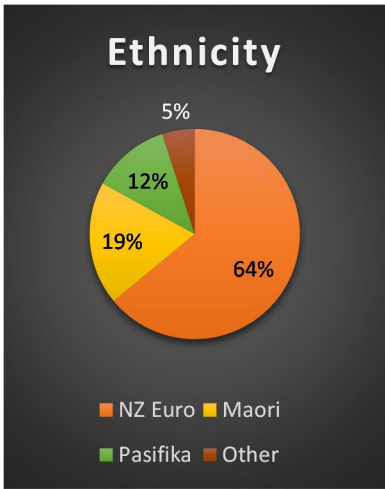
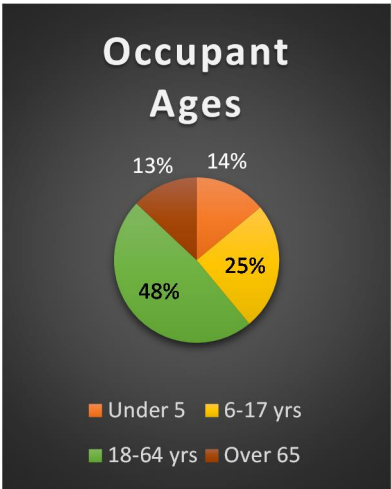
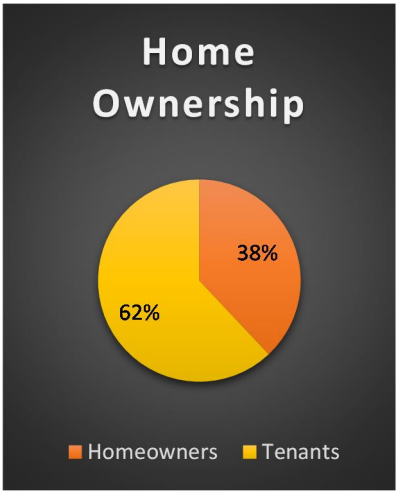
Where appropriate, recycled curtains from the CEA Curtain Bank were provided at no charge. Effective curtains aid heat retention and to draught reduction.



Demographics

The demographics (age, culture, ethnicity and home ownership) remained relatively constant throughout the course of the programme.

In order to reach the Maori and Pasifika communities, CEA utilised its Maori and Samoan ambassadors to connect with relevant community groups. Interviews were conducted on both Samoan and Maori radio. Experience has shown that the Maori/Pasifika communities tend to be reticent about asking for help but are often amongst the most vulnerable.



Outcomes – Home Efficiency Grant

All recipients of the Warm & Well programme were surveyed to gain insights into the programme and the impact it had on people's lives. For those who had interventions post-winter 2016, most indicated that it is too early for them to assess the difference it has made to the warmth of their homes. However, from the 116 surveys returned by 28 February 2017, the following was identified, post-programme intervention:

- **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
- **75%** reported that receiving the interventions has or may have made a difference to them being able to remain in their own homes (rather than going into assisted/residential care)
- **53%** reported an improvement in their overall health
- **30%** reported having fewer medical appointments.

With regard to energy costs to run their home:

- **24%** found their homes much warmer, with the power bills the same
- **23%** found their homes warmer, with reduced power bills
- **12%** found they were able to use less heating, thus reducing their power bills
- **5%** identified no difference in the warmth or cost of running their home
- The balance (36%) indicated it was too soon to tell yet.

In addition;

- **100%** of respondents rated the overall programme as being 'excellent' or 'very good'
- **100%** of respondents would recommend the programme to others.

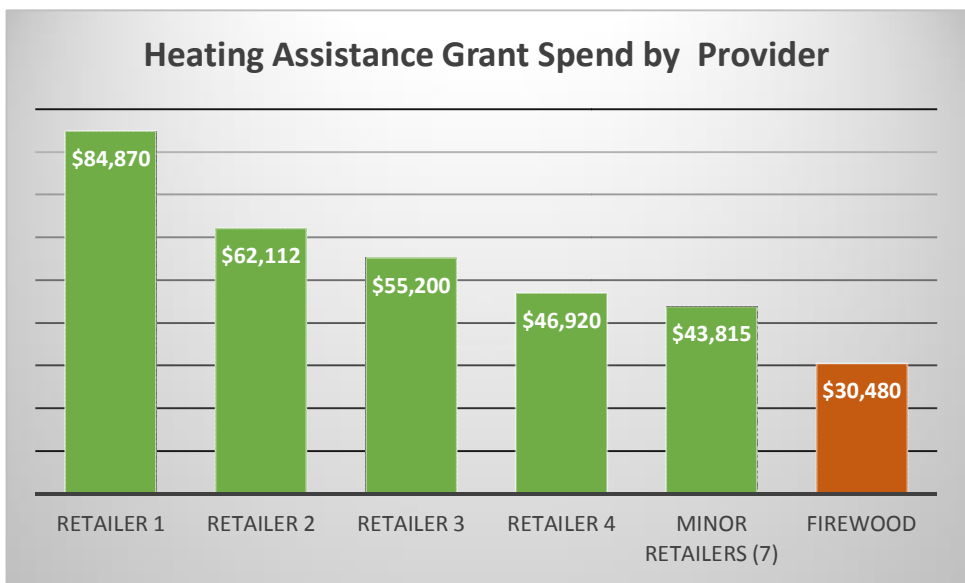
Outcomes – Heating Assistance Grant

This portion of the programme assisted vulnerable families within the community to remain warm during the winter, improving their wellbeing and quality of life.

Heating assistance grants of \$300 each or the equivalent value of firewood were provided to **1,004** low-income, vulnerable households to assist them to keep warm during winter.

Ninety percent of these grants were in the form of grants to pay for electricity to heat homes. These grant payments were made directly to the relevant power retailer, on behalf of the customer. Ten percent was spent funding firewood for recipients.

As shown in the graphs below, four power retailers received over \$45,000 each to assist low-income households pay their power accounts.



Continuing to work alongside power companies, CEA is identifying ways to assist those households who need help to afford the costs of winter heating. Having a warm living environment is particularly important for older people and young children. Studies have shown that asthma, pneumonia and other respiratory conditions are all higher for children living in cold homes. There is also evidence to show that bronchial conditions are higher in the South Island. For older people, adequate insulation and heating can make the difference to them remaining in their own home or having to go into residential care.

Insights & Lessons Learned

The focus of this programme was to ensure homes were effectively insulated and, ideally, heated. Of the homes assisted under this programme, 79% received insulation and 21% of the homes received heating only. In these cases, the homes already had adequate insulation, could not be insulated due to physical constraints, or had already been provided with insulation via CEA through other funding streams.

As the programme progressed, it became clear that the demand for heating appliances (heat pumps and fires) would greatly exceed the funding available. Heating, particularly for older people and the young, is an important component of maintaining a healthy home. CEA continues to support households with heating through its other funding streams.



Where appropriate, households assisted with Heating Assistance Grants were also referred to receive a Full Home Energy Grant or funding through other CEA programmes. Homes receiving both the Full Home Efficiency Grant and the Heating Assistance Grant remained under the maximum spend per home of \$7,500. Households were also referred to other social or health services to provide pastoral care as required.

Feedback from recipients highlighted the value of the free energy advice provided by CEA Assessors during the in-house assessment. Providing people with the knowledge to improve their own living conditions is empowering. Advice that many might consider obvious, such as opening windows to air the home during the day, opening curtains to let the sun in and then closing them before dark to retain heat, was shown to add value to many people who did not understand the merit in these actions.

There were many examples of recipients' appreciation of the Warm & Well programme. One of the recipients, a widow in her mid-70s, was provided with a heat pump that enabled her to keep warm after her release from hospital following heart surgery. When she was in a position to do so, she subsequently sent a donation of \$100 to CEA. This was her way of showing her appreciation of the support she had received. Another example was an older gentlemen who had a log-burner installed under the programme. He visited the CEA office with a large box of chocolates to thank those who had helped him.

Recipient Feedback

Samples of feedback from recipients

We are very happy and feel extremely benefitted from the additional warmth provided through (the Warm & Well programme). We would not have been able to afford the heating and the kids no doubt would have been sicker in the winter months.

**Maori family with two children under 5.
Insulation, heating and curtains provided.**

Thank you so much for your assistance. We hope that more people will be able to benefit from this wonderful programme in the future.

**Asian family with a non-dependent child.
Insulation and curtains provided.**

It would have been a damp and sickly winter without your support. Thank you so much. You are the first type of funding we've ever been the beneficiary of after five years of having a sick husband and being on one income. Getting the fire was a huge weight off my shoulders. Thank you so much.

NZ European couple with chronic health issues. Insulation & installation of fire provided.

Our insulation has now been installed and I would like to sincerely thank you and the members of your team for making this happen. The three young men who did the job were so pleasant, friendly and efficient and the underfloor insulation will make this cold house so much warmer for us next winter. We are very appreciative of being able to qualify for such a marvellous service.

**NZ European couple in their late seventies.
Insulation provided.**

We have the utmost gratitude for the assistance you have provided my family and I with insulating our home. I cannot express the difference it has made to our warmth and well-being. You were all so kind and helpful. (The installers) were professional, informative and genuinely cared about the quality of work they provided. Our heartfelt thanks again for making a healthy difference in our lives.

NZ European couple with chronic health issues. Insulation provided.

Thank you for arranging to have the installation at no charge; we have been married 58 years now and this is the first time we have ever had anything done at no charge. We have usually been the ones helping others - both friends and family; it's an odd feeling, but we are very grateful.

**NZ European couple in their eighties.
Insulation provided.**

I just wanted to say thank you so much for the insulation and the fire. The installers came in last week to put the insulation in. I had a look when they were done and they've done a lovely, tidy job and left the place really neat. The fire and the insulation are making a huge difference already on the colder nights. Thank you so much to your team and New Zealand Red Cross.

NZ European single adult with poor health. Insulation and fire provided.

Recently we were lucky enough to have our new insulation installed. We wanted to let you guys know how brilliant it is! It's made such a huge difference, it's amazing it feels like we are living in a different house - one that's warm! Please pass on our sincere thanks to everyone involved. You guys are doing a wonderful job and something that really is life changing for so many families. Thank you so much.

NZ European parent with mobility disability & children. Insulation provided.

I had my heat pump installed yesterday and I just wanted to phone and say thank you so much. It's so wonderful. It heated the place up really quickly and I've never felt so cosy. I'm going to live until I'm 100 now that I'm so warm. The nice young man who came to install it was very good too. Thank you so much again; it's going to make such a difference.

NZ European widow, 92 years old. Heat pump provided.

Thank you to you all for enabling us to have a healthier and warmer home. You have no idea as to how grateful this solo mum is for helping me to provide a better home for my son. Thank you, thank you, thank you.

Maori parent with child under 5 with health issues. Insulation and heat pump provided.

I sincerely thank you for this grant. Please thank Red Cross as well. I am so pleased that this winter we will be toasty. Heartfelt thanks.

NZ European widow over 60, lives alone. Heat pump provided.





Section Three

Case Studies

Case Study 1: Wayne

"I didn't realise they would do so much..."

Wayne is a home owner, his house was insured and has had earthquake repairs completed. He is a single parent with three children under 17 and holds an income-tested Community Services Card.

- Wall insulation
- Heat pump
- Heat transfer kit
- Ventilation
- Curtains and rails.

Wayne has health issues and he has had pneumonia multiple times in recent years. The household is of Maori and New Zealand European descent.

Wayne's builder suggested installing wall insulation during earthquake repairs, as the bricks were being removed from the external walls. Wayne read about Community Energy Action in the paper and first contacted CEA on 25 August 2014 about wall insulation.

The home is a brick house with a tin roof and, when assessed, the home already had ceiling and underfloor insulation to standard. Before improvements through Repair Well, the main heating source for the home was a log burner, which was inadequate to heat the whole house. Problems with condensation, lack of curtains, inefficient lighting, lack of ventilation and uninsulated walls were identified by our Assessor. The client noted the home was *"very cold, with lots of problems with moisture"*.

The heat pump installed through Repair Well ensured the bedrooms and hallway are kept to healthy temperatures. Before the heat pump was installed Wayne commented that the bedrooms were *"really cold and damp"* and that there was black mould growing on the walls. The bedrooms are now much warmer and drier, according to Wayne, and the black mould hasn't grown back.



Lined curtains were provided by the Curtain Bank to help prevent chill from the windows cooling down the bedroom. These windows had no curtains so hanging curtains also added privacy. A range hood was installed over the stove to reduce moisture in the kitchen.

In addition to the above works, Wayne himself undertook some of the more manageable recommendations, including changing to LED lightbulbs. The Repair Well works were completed in November 2014.

The Earthquake Commission (EQC) re-bricked the house, laid new carpet and repainted but Wayne was not happy with quality of the repairs.

After Repair Well made improvements Wayne said *"it's made (the home) a lot warmer now, much better and cosier."*

Wayne rated the overall program *"excellent"*.

"They (CEA staff) were efficient, prompt...everything they said they would do they did, and within the timeframe... very helpful."

"Thanks very much, you did a good job. It's a good project, it's meaningful."

Case Study 2: Nanette and John

“(the programme) has had a tremendous impact on us.”

Nanette and John own their home, which was insured and has had earthquake repairs completed. Nanette and John are both over 65, retired and they hold an income tested Community Services Card. Both meet health criteria, John has battled cancer and arthritis, both conditions affected by living in a cold home. Nanette and John are of New Zealand European descent and have lived in their home for 41 years.

- Ceiling , underfloor & wall insulation
- Repairs to windows and doors
- Cylinder wrap
- Curtains & rails
- Window kits & draught stopping
- Ventilation

Nanette and John heard about Community Energy Action from their builder and contacted CEA in September 2013. Nanette and John knew their house was being lifted for earthquake repairs, which provided an opportunity to install underfloor insulation. Cladding was to be removed from the walls, so there would be an opportunity to install wall insulation too.

The home is a 105 year old weatherboard house with a tin roof. Nanette and John are proud to say it was “ice-cream Charlie’s house” in the early 1900s. CEA installed underfloor insulation when the house was lifted for repairs and Nanette and John were subsequently referred to Repair Well for other improvements once the project had started. The biggest improvement to the home is insulation, with ceiling, underfloor and wall insulation provided.

This Repair Well works were completed in July 2015.

Nanette and John comment *“it’s an old house; without the insulation it just didn’t retain the heat...The under floor and wall insulation has made such a difference... We have noticed the difference already”*.



“We have a Community Services Card and a disability allowance; there is no way we would be able to do it alone.”

Before the villa was “not damp, but cold... It was an old villa, five chimneys patched up and very draughty... The house is warmer. It’s lovely, we’re very happy.”

“It (the programme) has had a tremendous impact on us. This 105 year old villa in our seventies would have been very cold. Great difference. Visitors remark how much warmer it is.”

Nanette and John rated the overall programme *“excellent”*.

“With the battles we’ve had with insurers and builders, when someone comes along and says ‘I want to help you’ you don’t know whether to laugh or cry. We were surprised, delighted, gobsmacked...incredibly appreciative.”

“It was so great knowing the help was available, especially as we were living in a cold villa..., that tremendous moment ‘you can have it!’” Nanette comments.

John was more concise with his feedback: *“it was bloody marvelous!”*

They thought the contractors were *“All good, they kept out of the way to do their jobs. Everyone pulled their weight, it was remarkable.”* The CEA team was *“very useful, updated us with calls”*.

Nanette’s feedback following the 2016 winter was that her home is now often warm, whereas prior to the programme it was often cold.



Case Study 3: Lorraine and Roy

"You've (CEA and New Zealand Red Cross) been marvelous."

Lorraine and Roy's home was uninsured when the earthquakes hit. They are both over 65, retired and they hold an income tested Community Services Card. Lorraine and Roy are of Maori and New Zealand European descent and both have health conditions affected by living in a cold home.

- Underfloor & wall insulation
- Essential repairs – windows, doors , walls, electrical work, mould removal
- Ventilation
- Heat pump
- Cylinder upgrade

Lorraine and Roy were initially referred to Community Energy Action through the Winter Make It Right programme. They had received funding from CEA's discretionary fund for heating and Find and Fix for temporary earthquake repairs, before being referred to Repair Well. Find and Fix identified weather tightness issues; holes in the external walls, floor and roof; and heating source problems.

The home was a 1950 summer hill stone house with a tin roof, but has since been re-bricked. Lorraine and Roy thought they were insured but after the earthquake they found out this was not the case. The house sustained significant damage.

Repair Well works were completed in February 2015.

Lorraine and Roy comment *"our health is very much better, thank you all once again."*

Before the earthquake Roy said the home was *"very cold, we would have to put the heat pump up to 30 to get warm but now we have it on 20. Thank you all for a lovely home."*

"We were referred by our doctors. The house was draughty, cold, rattling. It's a lot warmer now. We started to get crook in winter because it was so cold. We had no insurance, but thought we had. We don't get colds and flus as much."



Lorraine and Roy rated the overall programme *"excellent"*. They thought the contractors *"all responded in a timely manner, all excellent. The whole lot of you have been good, no complaints."*

"What a great job you (CEA and New Zealand Red Cross) do. For the amount of work done here, I can't fault any of it. Good response, you've been marvellous."

"A very big thank you very much for everything you (CEA and New Zealand Red Cross) have done for us. You all went well overboard for us. Thank you all once again as we cannot thank you enough for the work you all have done for us. Thank you all again...Here we go again, we just cannot thank you enough!"

"You all mean a lot to us and a very big thank you for all you have done for us."

"All the work you have done for us has made life a whole lot easier for us."



The photos above show the home before and after the repairs were completed.

Case Study 4: Roline and Mark

"We were relieved and happy. It (the programme intervention) was huge for us."

Roline and Mark live with their four children and their older parents. They own their home which was insured and has had earthquake repairs completed. They are multigenerational Samoan, with occupants both over 65 and under 17 years of age.

- Ceiling, underfloor & wall insulation
- Essential repairs – solar aspect & hot water cylinder
- Heat pump
- Ventilation
- Curtains & rails
- Lighting upgrade

They are financially constrained and hold an income tested Community Services Card. The household also meets health criteria; their daughter has suffered severe asthma which has been exacerbated by the coldness and dampness of the home.

Roline and Mark contacted Community Energy Action in April 2014 about wall insulation, as cladding was to be removed from the walls, providing an opportunity to insulate.

The house is a 1960s brick house with a tiled roof. The underfloor was uninsulated and the existing ceiling insulation had been disrupted by contractors. The home did not receive much sun and was draughty due to significant earthquake damage unrepaired by the Earthquake Commission (EQC).

The large tree in the front garden was blocking the children's bedrooms from receiving natural light and free heat from the sun. A contractor trimmed the trees, which Roline said *"made a big difference"*.

The Repair Well works were completed in March 2015.

Mark and Roline had the financial burden of having to repair some of the earthquake damage to their home themselves, despite being insured. To do this they took out a loan. Mark and Roline commented about their experience trying to have their home repaired.



"They (EQC) missed a lot, there are still cracks, and they went back on what they said they would do. They only wanted to do cosmetic stuff, painting and wallpaper tears... We had no doors in the home last winter apart from the back and front doors. The doors wouldn't open and close so we had to take them down and hang sheets in every doorway... It's too stressful to argue with them (EQC), it was causing us to argue as well... They then said they lost the photos they took of the damage so there wasn't any proof."

Roline commented that before the Repair Well improvements the home was *“draughty and cold, the wind would come through the chimney... I was washing down the walls because of the condensation but the extractor fan is doing its job and we don’t need to anymore.”*

“Our home is definitely warmer and sunnier. CEA organised some of the trees to be cut down to let in the light, it’s less damp. The thermal curtains have kept it warmer too.”

“Our middle daughter is asthmatic, she was wheezing all the time. Emily hasn’t been sick at all this winter and her skin has improved – she has eczema which was related to her asthma. No-one has been sick this winter. Emily has hardly had to use her inhaler.”

“Getting up in the morning used to be really hard. The air in the house was so icy cold. It was really hard getting the kids up. We used to sprint from one heated room to another. It’s much easier in the morning now...we leave the heat pump on and it heats the whole house, and our power bill is less. In the morning I used to turn the oven on to heat up the kitchen for when the kids would eat breakfast. It’s warm when we wake up in the morning now.”

Mark thought the Home Performance Assessment was *“really good, Chris double checked the insulation, and suggested things we wouldn’t have thought of, like using the scoopy every morning.”*

Roline commented *“the small tips really helped make the house much warmer, and he put them in a report with a checklist we could go back to. Chris showed us how to use the heat pump – all that stuff helps us keep the chill off the house. We were relieved and happy, it was huge for us. It was winter, they rang out of the blue and it worked out perfectly with the repairs.”*

“Renee (CEA Project Officer) always kept us in the loop, and the contractors were great. She always tried to organise things around us.”

Mark also commented *“when you’re dealing with EQC, coordinating these repairs too would have been too hard. Renee made it easy for us, her communication was really good. You feel shy to say yes but Renee made us aware of what we were entitled to.”*

“Our family would have struggled to do it ourselves. We highly recommend it.”

Case Study 5: Berta and Maurice

"It (the programme interventions) gave us peace of mind."

- Ceiling & underfloor insulation
- Essential repairs – roof, ceiling, brickwork

Berta and Maurice own their home, which was uninsured at the time of the 2011 earthquake. Maurice paid their house insurance manually for nearly 50 years but he missed several payments when he was hospitalised. The insurance company maintains that they had not paid house insurance for two years before the quake and so they did not cover the couple's home for any earthquake damage.

Berta and Maurice are in their eighties, retired and are financially constrained. Maurice has health issues relating to his heart condition and has undergone several heart operations. The couple are of New Zealand European descent, have lived in their home for 28 years and recently celebrated their 54th wedding anniversary.

Berta and Maurice were referred to Community Energy Action by the New Zealand Earthquake Commission. The emergency repairs the couple received through EQC were inadequate; the repairs to the roof used second-hand iron which leaked. The leaks caused damage to the ceiling which began to collapse, exposing black mould.

The home is a 1960s brick house with a tin roof, which sustained significant earthquake damage that Berta and Maurice could not afford to repair.

This case was an example of how CEA used multiple funding streams to maximise the outcome for Repair Well clients. In this case, the older home owners were in urgent need of help and the cost of repairs and insulation exceeded the cap for Repair Well.



The total cost of this project was covered with contributions from Red Cross Essential Services, Christchurch Earthquake Appeal Trust, and the Repair Well programme.

The Repair Well works were completed in June 2015. Berta comments *"it's definitely warmer... Neither of us have had colds this winter. We are keeping well even though our family has been sick."*

"It's given us peace of mind, to know things are secure. We aren't embarrassed when visitors come over anymore...it was so embarrassing... We were very uncomfortable, very uneasy."

Case Study 6: Lisa and Richard

"You want to do the best for your kids, and when you can't you feel inadequate... it's (the programme interventions) made me feel like a better parent."

- Ceiling & underfloor insulation
- Log burner
- Heat transfer kit
- Curtains

Lisa and Richard have three children, two of whom are under 17. They are of New Zealand European descent and are surviving on a low income. Lisa and Richard both retrained later in life and are financially constrained. Supporting three children on an unstable income has been difficult for them but they are just above the cap for an income tested Community Services Card and struggle to make ends meet. When Lisa and Richard received notice from Environment Canterbury that their log-burner consent was going to expire, they were unsure about what to do.

They were referred to Community Energy Action by Environment Canterbury (ECAN) when their log-burner consent expired and originally had a log-burner Home Energy Check. ECAN contributed funding towards the replacement log-burner.

The home is a 1974 block house with a tin roof. The home suffered earthquake damage that has been repaired, including damage to the external walls and cracks in the ceiling that left asbestos exposed. The home also had cosmetic damage to the hallway, kitchen and bathroom. The family was required to move out of their house for five weeks while repairs took place.

Lisa was unhappy with the quality of the repairs from the Earthquake Commission (EQC).

"Before, we would wake up to a lot of condensation and there was mould growing on the windowsills.... (child)'s asthma was worse."

We are getting less colds... When I was sick I only needed my heater on low in the bedroom and the insulation meant it stayed warm. The kids couldn't spend time in their bedrooms before, it was too cold. We couldn't use the whole house... we can now use the other rooms in the evening. The kids can do their homework down there, they can be in there with their friends."

"The kids are even more willing to go to bed because it's warm."

"When we go to bed the bedrooms are at 20°C and when we wake up they are 17°C or 18°C. It's easier for the kids to get up, they aren't late to school as often... The heat transfer kit is amazing."



"We were going through a huge amount of wood with the old burner, now we use only half of that... I didn't realise how much heat the old log-burner wasn't putting out until the new one went in. I love the fireplace. I want to swap the furniture around so I can stare at it all day!"

"It's a huge change in the kitchen with the new Roman blind in there. After the insulation our feet no longer get cold walking around the house. "I love a warm home and it's great to come home to it. The heat transfer is incredible; I'm really grateful."

Lisa rated the programme "excellent".

"I told the CEA Assessor I felt so guilty, and she made me feel at ease... You were all so helpful. The Curtain Bank was great, really helpful. I was absolutely amazed, I couldn't believe it. I almost cried. I didn't think we would be eligible and that we would just have to put up with it... it was amazing."

"It was so easy, absolutely easy. The CEA workers were quick, easy to talk to, prompt and they cleaned up after themselves. They were really helpful. It felt like Christmas every time someone came."

"Thank you from the bottom of my heart. As soon as we are financially stable and able we will give back to Red Cross. I can't thank them enough."

"We received a winter warmer pack too, with chocolates and goodies in it. It made us feel special, it was very cool!"

"I didn't think we were as desperate as we were, but when we had all the changes we realised how cold the house actually was, and what we had been putting up with."

Case Study 7:

Nancy

"The warmest winter I've ever had."

Nancy and her husband Cyril, both in their 80s, were living in their own home in Sumner when the earthquakes hit. Cyril suffered from Alzheimer's and was moved to a rest home shortly after being referred to CEA, creating considerable financial constraint for the couple.

Nancy's husband sadly passed away in early 2016, in the midst of the project.

- Underfloor insulation
- Ventilation
- Heat pump
- Essential repairs – windows & doors
- Draught proofing
- Curtains & rails

The 1950s-built home has a tin roof. They were referred to CEA by Environment Canterbury and originally had a log-burner Home Energy Check. It was discovered that whilst their log-burner had not expired, they were still in need of assistance. The home had received EQC repairs, however Nancy was unhappy with the work and suspected that some jobs had not been completed.

Nancy was referred internally to the Repair Well programme, where she was able to receive full funding for insulation and a new heat pump. Remedial labour was utilised to remove old batts piled up under the floor, install a polythene vapour barrier, then reinstall the old batts to create an extra layer of insulation.

The house had vertical blinds that were a significant distance from the windows and fell down a lot during the earthquakes. These were removed and enclosed curtain tracks were installed directly above the windows. Nancy received new curtains and had window insulation film installed. The house also had internal and external doors that would not shut properly after the earthquake, which were fixed during the project.

Nancy said *"the Home Energy Check was very useful. My husband and I were used to a tough life and we put up with being cold. I knew we weren't all that warm but we were used to it."*

"I couldn't believe it when I was told I had been accepted into the Repair Well Programme. I wondered why I had been picked!"



"Nicky (CEA Project Officer) and Mike (CEA Energy Advisor) were wonderful, very pleasant to deal with. They just got in there and did everything. I appreciated that I didn't have to clean up after any of the contractors, it was a very simple process. I felt 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."

Case Study 8:

Jane

"I feel a lot of pride in my home now".

Jane is of Maori descent and was living with her husband in the tin and brick home they owned when the earthquakes struck. Jane's husband had an existing health condition, which was exacerbated by the condition of the house.

- Essential repairs – roof, windows, doors, electrical work
- Ventilation
- Heat pump
- Window kits
- Lighting upgrade
- Curtains and rails

"My home was very cold before the earthquakes. We had trouble getting through the winters."

The earthquakes damaged the home. It became very damp, with mouldy windows and rotten timber in the window frames and back door. The roof was also rotten and wet weather caused serious problems with leaks and dampness.

"I was uninsured and couldn't get any help. When it rained the water came right through the door. My husband had a lot of colds that contributed to his illness, and he passed away during the colder months."

Jane was referred to CEA by her general practitioner. CEA installed a heat pump in the hallway, an extractor fan and fan heater in the bathroom, and a range hood in the kitchen. CEA also repaired or replaced wiring in the oven, damaged light fittings, and the switchboard. Jane was provided with a load of firewood and log-burner training.

Three rotten windows were fully replaced, enclosed curtain tracks were installed, and window kits were fitted where needed. CEA managed the repair of Jane's roof, which was her biggest concern and far too costly for her to do on her own.

"Getting the new roof, that's the thing I found most wonderful. It's so warm and I don't need to worry when it's raining. I used to feel so insecure in wet weather. I have noticed a huge improvement in my home and my health. It's always warm, the house is dry. And I'm not getting colds so much in the winter now."



Of her experience with Repair Well, Jane said *"They were wonderful. I couldn't fault them. They did everything they could. They went beyond my expectations."*

As a result of having these repairs done, Jane has been able to save money to have cosmetic repairs and upgrades on the house. She has had the house repainted and is planning to replace the carpet and repaint the fence.

"I just want to thank the funders from the bottom of my heart."



Section Four

Samples: Media Articles & Releases

Energy efficient scheme comes cheap

EMILY SPINK

Last Updated 06.00m July 13 2015



John and Nanette Elderton of Christchurch are thrilled with their warm and repaired home.

Elderly Christchurch residents and those with serious health conditions are benefiting from an energy efficient repair project. Nanette and John Elderton live in one of 70 households that have been made warmer with the help of Community Energy Action Charitable Trust (CEA) and the Red Cross funded Repair Well project. The trust installed free wall insulation and other free energy efficiency measures during the repairs of 70 quake-damaged homes.

The retired Eldertons have lived in their 105 year-old St Albans villa for 41 years. They spent a year out of their house and moved back in July last year after repairs were completed and ceiling, floor and wall insulation

installed. They were now enjoying the benefits of a drier and warmer home. When their first electricity bill came in August last year, it was "not too horrific", said Nanette Elderton. "It has been colder this year and so far, our electricity has been under \$200."

Earthquake repairs required their home to be lifted off its foundations and completely gutted, which then allowed the CEA to install underfloor and wall insulation. The house was lifted three metres off the ground and nine-metre screw piles were put in underneath for the repairs. "It's almost a new house."

Other energy efficiency measures carried out under the 'Repair Well' project included energy efficient curtain tracks, measures to enable ceiling insulation to be fitted closer to older style downlights and underfloor insulation for homes being raised for foundation repairs, like the Eldertons'.

Elderton, 77, said the insulation in the walls had made a "big difference". They had a couple of heat pumps in their villa and in "really cold" weather the systems would cut out. Since the insulation was installed, the heat pumps did not cut-out to the same extent. "The heat pump doesn't get as cold and it doesn't have to work as hard." The windows had also been double-glazed through the project.

A short time after moving in to their home, in September last year, Nanette suffered a broken pelvis after a car accident on Cranford St. "The house is definitely more comfortable to live in as far as our health is concerned," she said. Her arthritis had also improved "a little bit", since they moved back into the insulated property.

Chief Executive of CEA Caroline Shone said earthquake repairs were an excellent time to make homes warmer than they were before they were damaged. "Wall insulation is an obvious improvement to do when linings or cladding is replaced but is not usually done during repairs. It is the most energy-efficient improvement people can make during housing repairs and is well worth the investment."

Other homeowners had wall insulation installed through the trust although they had to pay for it themselves.

Another 210 vulnerable households referred by social agencies, were in various stages of the project and would benefit from the fully-funded service over the next year.

- The Press

Thank you...

Community Energy Action and New Zealand Red Cross on track to fix 350 Canterbury homes, improving on their pre-earthquake state.

Help us celebrate

Follow our progress at
www.cea.co.nz



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Keeping Kiwis warm



On a chilly winter's day, there's nothing better than coming home to a warm, cosy house. However, for many in post-quake Christchurch, home is often more sub-zero than snug.

Hundreds of homes were destroyed or damaged during the 2010 and 2011 earthquakes. Five years on, many Cantabrians are still living in cold, damp and damaged houses. Together, New Zealand Red Cross and the Community Energy Action

Charitable Trust are helping families stay warm and healthy through the Repair Well project.

The project, which was launched almost three years ago, helps people improve the energy efficiency of their homes as they are being repaired, making them warmer and healthier.

Repair Well can help vulnerable families by adding wall and underfloor insulation, ventilation, efficient heating and enclosed curtain tracks. The project supports families who would not otherwise be able to afford the improvements, as well as households with young children or older people.

[Making a difference for vulnerable Cantabrians](#)

Red Cross outreach coordinator Dianne Messenger says the project has made a big difference for many Cantabrians.

"Repairing well means people will have a home that is liveable, that is warm, that is dry, that is healthy."

So far, Repair Well has helped hundreds of people have more energy-efficient homes, including Andrew and Rachel, a couple with two young children.

Their four-year-old daughter suffers from asthma brought on by the cold. Through Repair Well, they have been able to transform their home, installing a roaring fire. It's made a real difference for their daughter.

"I really, really don't worry about her now. I know her room's warm enough. We're really grateful for it and feel really blessed," Rachel says.

[Apply for assistance with your home](#)

Christchurch residents can still apply for assistance through the Repair Well project. For more information, phone 0800 GET WARM (0800 438 9276) or find out more on the [Community Energy Action website](#)

Help with power bills

Did you struggle to pay your power bill last winter or were you unable to afford firewood?

Warm and Well is a new Community Energy Action (CEA) project funded by New Zealand Red Cross, offering one-off grants to cover power bills and firewood.

The grants are available to low income households with an occupant who has a health condition such as asthma, COPD or other respiratory conditions and who face hardship from the effects of the earthquakes.

Effects can be varied from having to live in a damaged house, higher rent after the earthquakes, loss of income due to the earthquakes, mental stress, etc. Both homeowners and tenants can apply.

The project may also be able to help with funding for an efficient heating appliance to make heating more affordable next winter. Conditions apply.

"Keeping warm in winter is not a luxury but a necessity, particularly for householders who are already suffering from a health condition," says Caroline Shone, Chief Executive of CEA. "We know that people who are warm at home are less at risk of ending up in hospital in winter."

Don't wait until next winter as funding is limited.

For more information and to apply call 0800 GET WARM (0800 438 9276) or visit www.cea.co.nz.



Free curtains keeping homes warmer



Curtains are an often over-looked way of keeping the warmth in a home. However, energy advisors from Community Energy Action (CEA) reckon they are good alternative to double glazing if you can't afford that. Curtains need to generously fit the windows and be either lined or have a good quality backing to work well.

The Curtain Bank provides free good quality recycled curtains to anyone who doesn't have good curtains and can't afford them. A Community Services Card is not required. For those unable to come to the Curtain Bank due to a physical or mental impairment, the Mobile Curtain Bank is available. The choice of curtains from the Mobile Curtain Bank will be more limited.

"We are encouraging people to apply for curtains now as we can have long waiting lists in winter," says Caroline Shone, Chief Executive of CEA. "We have an amazing assortment of curtains to choose from."

To apply contact CEA on 0800 GET WARM (0800 438 9276) or 374 7222 or visit www.cea.co.nz.



The Canterbury Asthma Society wishes to extend its condolences to the families of members and friends who have recently lost loved ones. Our thoughts also go to any members unwell at this time.



Free curtains for over 65s

by Jamita de Jong

Marketing and Communications Advisor, Community Energy Action

These days, curtains seem to be all about fashion. The older generation however, will still remember that curtains actually have a very important function: keeping the house warmer.

For curtains to work properly, they will need to be properly sized and of a good quality. If you have been in your house for many years or if you have recently moved to a new house, check your curtains. If they are too short, if they do not close fully or are getting thin, you may need some new ones to help you keep warm. If you cannot afford this, contact Community Energy Action's Curtain Bank. They are there to help with free, recycled curtains.

The Curtain Bank, located at 299 Tuam St in the CBD, stocks hundreds of recycled curtains in various sizes, colours and patterns and you can come in and choose your curtains from the stock available. If you



Betty Hutchinson used the Curtain Bank earlier this year and did not regret it.

struggle with mobility, ask whether you are eligible for the Mobile Curtain Bank service.

Betty used the Curtain Bank earlier this year and did not regret it.

"A lot of people in my generation would never even go to WINZ for help, we are too proud."

"I couldn't believe it when they said the curtains were free. The ladies in the Curtain Bank were lovely and friendly. I got curtains for the lounge, bedroom and back door. The curtain in my bedroom is beautiful, red velvet. I love the colour."

The curtains made quite a difference to her house.

"The lounge is quite a bit warmer. I used to have the heat pump on 23C but once I got the curtains I could just have it on 18C."

I would definitely advise anyone to get in touch with the Curtain Bank. I am thrilled to bits with my curtains and the service. I'm glad I buried my pride and rang up."

Help with power bills

Could you use some help paying for heating? Do you struggle to pay your power bill or are you unable to afford firewood? Warm and Well is a new Community Energy Action (CEA) project funded by New Zealand Red Cross, offering one-off grants for power bills for low income householders. The grant is available for homeowners and tenants.

The project may also be able to help with purchasing an efficient heating appliance to make heating more affordable next winter. Conditions apply.

"Keeping warm in winter is a necessity particularly for older householders," says Caroline Shone, Chief Executive of CEA. "We know that people who are warm at home are less at risk of ending up in hospital in winter."

For more information and to apply call 0800 GET WARM (0800 438 9276) or visit www.cea.co.nz.

Te Hāpori

new lining on where necessary and call when the curtains are ready for pick-up. Just don't wait until our very busy winter season."



Alvina and her daughter Hannah Rose received some curtains through the Curtain Bank at the beginning of the year. Hannah Rose suffers from chronic asthma and ended up in the emergency room a couple of times last year. The curtains made a real difference in keeping the house warmer and little Hannah Rose is over the moon with her purple curtains. Watch their story and the story of the Curtain Bank on: <https://www.youtube.com/watch?v=ez8uBdnovTM>

The service is free thanks to donations from Genesis Energy and the Lottery Grants Board.

WARM & WELL: HELP WITH HEATING BILLS

Thanks to funding from New Zealand Red Cross, CEA has one-off grants to help with power bills and firewood through the Warm & Well project. Warm & Well help is available for low income households with a health condition (physical or mental). The grants are for households affected by the earthquakes. People can be affected in many different ways. Their house may be damaged, they may be paying high rents due to a shortage of rentals since the earthquakes or they may have lost their job as a direct or indirect result of the earthquakes. Funding for insulation, efficient heating and ventilation is also available under this project, generally where there are children or people over 65 living in the house.



FREE INSULATION: MAORI HELPING MAORI

Free and highly subsidised insulation is available for households (homeowners and rentals) with a Community Services Card where there are children or people over 65 in the house, or someone has a health condition. This

government provided funding is limited but middle and higher income households can help. Our surpluses from installing subsidised insulation for households without a CSC go back into the community, providing funding where there is a dire need but current funding is not available.

"For a limited time there is a 25% discount on unsubsidised insulation. We offer free, no-obligation assessments so there is no reason not to get your insulation checked. Unless your insulation was installed after 2000, the chances are your insulation is ineffective or in need of a top-up," says Hayley, "so give us a ring today."

HELP FOR UNINSURED

Funding from the Christchurch Earthquake Appeal Trust has made it possible for CEA to provide some help with emergency repairs for uninsured homeowners. "Trying to keep warm in an earthquake damaged home can be difficult," says Renee Swainson, CEA's Māori project support officer. "When homes are draughty, damp and unsanitary due to leaky roofs, sewer problems or windows and doors with gaps, it is hard to keep healthy. We may be able to help with repairing some of that damage," she says.

Repairs are not intended to reinstate the house to a pre-earthquake condition but to make it liveable.

More information



For more information please ring (03) 374 7222 or 0800 GET WARM (0800 438 9276) or visit www.cea.co.nz

NZ BLOOD SERVICE

Ngā mihi nui ki a koutou katoa. I am a donor recruiter at NZ Blood Service. My job is to organise mobile blood drives at schools, businesses and communities and to encourage individuals and groups to come and donate.

The New Zealand Blood Service is responsible for the collection, processing, testing, storage and distribution of all blood and blood products in NZ. We



Published on the Rebuild Christchurch Website,

<http://www.rebuildchristchurch.co.nz/blog/2015/9/red-cross-provides-a-further-1-05m-for-cold-homes-in-canterbury>



Red Cross provides a further \$1.05m for cold homes in Canterbury

Posted about a year ago by [RedCross](#)

Posted in [Health/Wellbeing](#) , [Housing and Accommodation](#) , [User Submitted](#)

New Zealand Red Cross is providing an additional \$1.05 million to Canterbury families with health conditions living in cold and poorly insulated houses over the next 15 months.

Since January 2014 New Zealand Red Cross and Community Energy Action Charitable Trust (CEA) have improved energy efficiency of earthquake damaged homes of vulnerable households through the \$3.25 million Repair Well project.

New Zealand Red Cross Recovery Manager Michael Donoghue says the extra funding will help another estimated 1,100 families.

There are still a lot of people lacking warm, dry housing in a post-quake city. We are hearing from renters and vulnerable families who still need help to improve the warmth of their homes, Mr Donoghue says.

CEA Chief Executive Caroline Shone says they are pleased to be working with Red Cross to deliver full home efficiency and heating assistance grants.

We have been making homes warmer and healthier for people in Canterbury for over 20 years and we know the benefits of insulation and efficient heating for those with medical conditions, Ms Shone says.

The heating assistance grant is designed to help households struggling to afford the cost of adequately heating their homes. The grant is available to eligible households to pay for electricity, gas or firewood.

The full home efficiency grant will help householders insulate and install energy efficient heating and ventilation to improve living conditions.

Both the heating assistance grant and full home efficiency grant are effective immediately and are available until December 2016. For further information call 0800 GET WARM or visit www.cea.co.nz.

ENDS

Eligibility criteria:

To be eligible for either the heating assistance or full home efficiency grant, applicants need to live in greater Christchurch and continue to face hardship due to the increased cost of housing and deterioration of housing quality since the quakes. In addition to this, at least one person living permanently in the home must have a physical or mental health issue exacerbated by living in a cold and damp environment, and the household must also be operating on a low income, financially constrained and unable to afford the improvements required to ensure a warm, dry and healthy home. For the heating assistance grant, it is expected the household will have a least one occupant aged under 18 years or over 60 years.

25 May 2015

Media statement

Earthquake damaged homes warmer than ever

Nearly 160 vulnerable people living in 70 damaged homes are much warmer than before the earthquakes thanks to a local trust. Community Energy Action Charitable Trust (CEA) installed free wall insulation and other free energy efficiency measures during the repairs. Older people and households with people with serious health conditions were among those who benefitted from the project funded by New Zealand Red Cross.

“Earthquake repairs are an excellent time to make homes warmer than they were before they were damaged,” says Caroline Shone, Chief Executive of CEA. “Wall insulation is an obvious improvement to do when linings or cladding is replaced but is not usually done during repairs.

“It is the most energy-efficient improvement people can make during housing repairs and is well worth the investment,” says Ms Shone.

Other energy efficiency measures carried out under the *‘Repair Well’* project included energy efficient (‘enclosed’) curtain tracks, measures to enable ceiling insulation to be fitted closer to older style downlights and underfloor insulation for homes being raised for foundation repairs.

Earthquake damage meant retirees Nanette and John Elderton’s house needed to be lifted off its foundations and completely stripped, which offered a great opportunity to install underfloor and wall insulation.

“It’s an old house. Without the insulation it just didn’t retain the heat. The underfloor and wall insulation has made such a difference,” says Nanette. “We have a Community Services Card and a disability allowance; there is no way we would be able to do it alone.”

The trust doesn’t just help the vulnerable. Many other homeowners have had wall insulation installed through the trust although they had to pay for it themselves.

Another 210 vulnerable households referred by social agencies, are in various stages of the project and will benefit from the fully-funded service in the year ahead.

<ends>

250 homes repaired more energy efficiently

Wednesday, 1 June 2016, 2:30 pm

Press Release: [Community Energy Action](#)

250 homes repaired more energy efficiently

A community project has just reached its three-year target of improving 250 homes, six months ahead of schedule. The "Repair Well" project, funded by New Zealand Red Cross and implemented by Community Energy Action Charitable Trust (CEA) offers the service of installing additional energy efficiency measures during earthquake repairs to vulnerable homeowners.

To celebrate the milestone and show the impact of the energy efficiency improvements on the people living in these homes, CEA has created a video to be launched on Thursday 2 June.

"Insurance companies and the Earthquake Commission will only repair houses to the standard that existed before the earthquakes. We add extra energy efficiency measures such as wall, ceiling and under-floor insulation, heating, ventilation and other improvements to increase the living quality of the home," says Caroline Shone, Chief Executive of CEA.

"All the people we dealt with were in vulnerable situations, including older people, young families and people with health conditions. The project has been life-changing for many of the project participants. The collaborative partnership didn't just fund the energy efficiency measures, but the staff also arranged all the contractors to do the work, and provided extra support and care as needed. This programme has been amazingly rewarding for everyone involved."

New Zealand Red Cross Recovery Manager Michael Donoghue says the Repair Well project is more than just about improving buildings.

"The changes to buildings are just incidental; what we really have strived to achieve is creating healthy homes and improving the lives of the people who live there. Our support for this project has only been possible due to those that gave so generously to the Red Cross Canterbury Earthquake Appeal. I wish every donor could see first-hand the impact they have made to the lives of others, but hopefully this video will go some way showing this."

As CEA has completed the project ahead of time and under budget, the organisation is able to assist more households needing earthquake repairs until December 2016.

http://img.scoop.co.nz/media/pdfs/1606/CEA_Celebration_of_Partnership_Invitation.pdf

ENDS

[© Scoop Media](#)



Section Five

Brochures

Repair Well



Help to make
earthquake-damaged homes
warmer during repairs



community
energy action
charitable trust

Te Rōpu āhuru riaka iwi ki Ōtautahi

Repair Well

A warm, dry home is a healthier home and earthquake repairs are the perfect opportunity to improve your house. Repair Well provides assistance for energy efficiency measures such as wall insulation when walls are damaged, underfloor insulation when the house is lifted, extractor fans, enclosed curtains rails and more.



Who is eligible?

This programme is for homeowners who cannot afford these upgrades themselves and who have a chronic health condition, or who are over 65 years of age or have

children who are 17 years or younger.

If this does not apply to you, we may still be able to help. We can provide a Build Back Smarter assessment which will advise you on the most cost-effective improvements for your house. We can also offer a free no-obligation quote for wall insulation and other energy efficiency measures.

How can you apply?

Contact Community Energy Action directly or fill in the website appointment form. Contact us now, even if your repairs are not starting yet as we will need to coordinate work with the builder. Conditions apply.

Repair Well is supported by:



NEW ZEALAND RED CROSS




community
energy action
charitable trust


Te Rōpu āhuru riaka iwi ki Ōtautahi

03 374 7222
0800 GET WARM (0800 438 9276)
info@cea.co.nz
www.cea.co.nz
299 Tuam Street, Christchurch
PO Box 13759, Christchurch 8141

Warm & Well




Insulation, heating and ventilation assistance for vulnerable households



community energy action
charitable trust
Te Rōpu āhuru riaka iwi ki Ōtautahi

Warm & Well

Having a warm and dry home is especially important for people with existing health conditions. As a result of the Canterbury earthquakes, this has been difficult to achieve. Some help is now available.



Help available

Warm & Well* provides grants for installing insulation, efficient heating and/or ventilation (home efficiency grant). It also helps with heating bills (heating assistance grant).

Who is eligible?

Warm & Well* is for tenants and homeowners who are:

- living in Christchurch, Waimakariri or Selwyn and
- have a physical or mental health condition and
- have a low income (e.g. CSC) and
- are affected by the Canterbury earthquakes.

Additional criteria for the heating assistance grant*:

- Generally, over 60 or with children 17 years or younger.

* Conditions apply.

How can you apply?

Contact Community Energy Action directly or fill in the website appointment form.

Warm & Well is supported by:



Te Rōpu āhuru riaka iwi ki Ōtautahi

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A Successful Collaboration

A Successful Collaboration

Community Energy Action and New Zealand Red Cross would like to thank all those who were involved in making these programmes successful; CEA assessors, installers, project support officers, curtain bank, administration, marketing and management; New Zealand Red Cross management and staff; contractors; volunteers; health and social service referrers - the list is endless and each and every person played a key role in making these programme a success.

“I just can’t express how much difference it’s (insulation and heating) made to my life. I’m so grateful.”

“Thank you to you all for enabling us to have a healthier and warmer home. You have no idea how grateful this mum is for helping me to provide a better home for my son.”

“I doubt if I would have made it through winter had the heat pump and insulation not been installed.”

“I wish to convey my sincerest thanks for your amazing help in making my home much warmer and comfortable! I will never be able to tell you enough how wonderful it all is! Thank you.”



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May 2017

Community Energy Action Charitable Trust, Christchurch, New Zealand
www.cea.co.nz - 0800 GET WARM

EVALUATION REPORT: PARTNERSHIP PROGRAMMES; COMMUNITY ENERGY ACTION AND NEW ZEALAND RED CROSS

SUCCESSFUL COLLABORATION TO CREATE HEALTHY HOMES

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