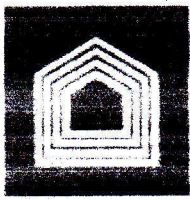


**Manawatū
Tenants'
Union**

**Keeping
housing on the
agenda.**

Annual Report 2016



**Manawatū
Tenants'
Union**

P. O. Box 2060
Palmerston North
Phone: 06 357 7435
Email: info@mtu.org.nz
www.mtu.org.nz

Mission Statement

The Manawatu Tenants' Union aim is to:

- a) Protect, promote, and generally advance the rights, interests, and welfare of tenants in the Manawatu region
- b) To advise, assist, and generally support tenants in their dealings and disputes with landlords and other authorities in the Manawatu
- c) To make submissions to both central and local government on issues and laws affecting tenants.
- d) To monitor demolition of rental housing in Palmerston North and to make appropriate submissions to local bodies about increasing the rental housing in Palmerston North.
- e) Educate the public about laws regarding tenants.

Housing is a basic human right.

Coordinator's Report 2016

Welcome to the 33rd. Annual General Meeting of the Manawatu Tenants Union (Inc.).

The agency continues to assist tenants with advice and information, as well as support at Tenancy Tribunals, in disputes with landlords. Access to a home is a fundamental human right that should be available to all.

At present, there is a real sense of 'decline' in the rental accommodation market. Affordability is a serious problem for many, particularly women and their children. Housing exclusion is a trend that appears to be on the increase, for example - large families have difficulty securing a home in the private sector.

At present, the National led Government has acknowledged the need for a warrant of fitness for rental properties. While this is limited to insulation and smoke alarms, it is a start, for a more comprehensive warrant that will ensure that all rental properties are fit for purpose.

Another issue of concern is the need for a landlord register. Currently anyone can offer a property for rent, without experience or knowledge of tenancy requirements. A register would require landlords to register their properties with the local authorities, before undergoing a workshop on their rights and obligations as a landlord. At times, we come across overseas born landlords who still think that it is acceptable to evict tenants without notice, and who do very little to maintain their rental properties to a basic standard. It should be noted that rental accommodation is a business, which consumes an ever increasing slice of tenants' incomes.

A register would be a way of targeting rogue landlords, and would give tenants an indication whether their landlord is of good character. Landlords and their agents want to know everything about a tenant's rental history, so it is only fair that tenants have a reference for their landlord.

Another issue is the letting fees that tenants have to pay to rental agencies, or their landlord. One week's rent plus GST. These fees can have an impact on people's ability to access rental accommodation. Tenants are being charged for services that are primarily for the benefit of the landlord.

The Manawatu Tenants Union held two events at the Palmerston North Central Library this year. The first event was to highlight International Tenants Day, with the theme "Open the door to affordable housing". The other event was a photographic exhibition called "Poverty in the City". We had key note speakers at the opening of both events, which were well attended by the wider community. A protest was organised by the Manawatu Tenants Union to highlight the destruction of state houses in Raleigh Street, this event was also well attended, despite the foul weather. Good on the residents who turned up to show their support for more, not less, state housing.

Seminars on the rights and obligations of tenants were held in Whanganui, Levin and Marton. We shared a stall, at the Housing Expo at Massey University, with the Housing Advice Centre, as well as at Open Day at U.C.O.L. These educational events were well attended which is good to see, as renting is seen as students' future, and information is important to have. It is rewarding work for all concerned. I was invited to speak at a Victoria University

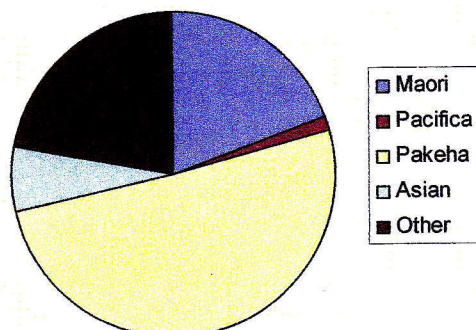
conference organised by Renters United, a Wellington based tenants group, which was interesting and informative. With housing being a major focus in the next election, I would like to see the return of the New Zealand Housing Commission, which did sterling work in providing advice to government on the future needs of the housing market. It provided vital information on movement in the rental accommodation and home ownership markets.

It has been another busy year, and I wish to thank the Committee for all their support, in order that the Manawatu Tenants Union can maintain its vital services for tenants. I wish to thank the funding agencies who continue to support our work in the community.

Phone Inquiries: 259 Office Visits: 388

A brief look at the demographics of those using MTU;

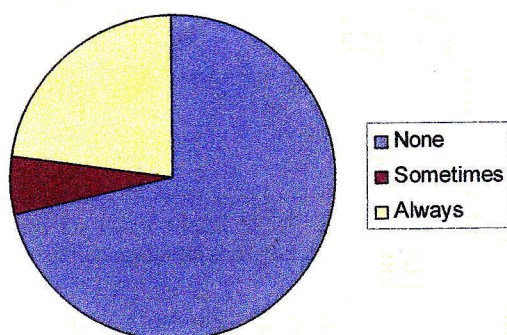
Ethnicity



Māori	53	19%
Pacifica	4	1%
Pakeha	138	51%
Asian	17	6%
Other	61	22%

Most notable is that the proportion of Māori using MTU services is disproportionate given their 2.1% of the total Palmerston North population. Those identifying with Pacifica however very rarely engage with MTU.

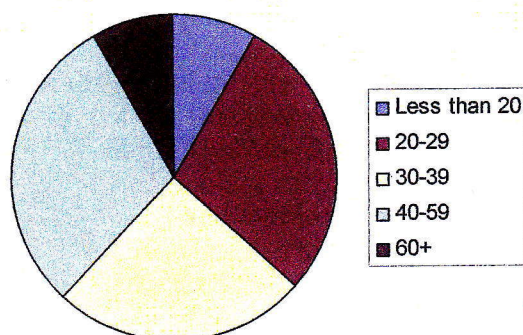
Children Present



No children	195	71%
Sometimes children present	16	6%
Children always present	62	23%

Cases in which there are children involved occur in 78 of the cases dealt with since recording information began. 14 of these families were reported as homeless, and since have their circumstances improved.

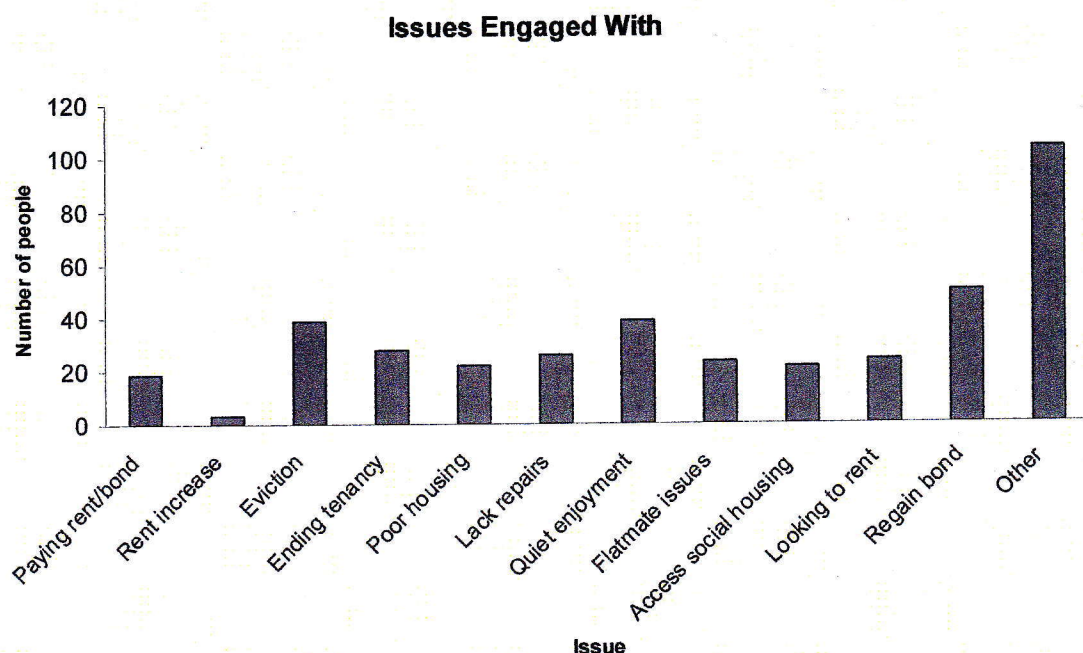
Age



Less than 20	23	8%
20 - 29	77	28%
30 - 39	69	25%
40 - 59	82	30%
60+	22	8%

The ages of those using MTU have tended toward the middle, with a large proportion between 30 to 39 years old, but issues are continuing into those after retirement age, of which half are facing either eviction, or housing in poor condition.

The information presented here is unfortunately not a complete picture as recording only began in September 2015 and this data only goes to completed cases up to May 31st. Thus, the information presented is limited in scope and provides only a snapshot of those seeking aid from MTU. In the future, time series and more developed information will be possible.



Issues for cases which MTU has completed between September 2015 and May 2016. There are 273 individuals, and a total of 397 distinct separate issues.

The issues that people coming to MTU have are predominately complex and difficult to quantify, with a third of cases involving multiple issues, and a quarter regarding concerns which fall outside these distinctions, such as support with final property inspections or access to belongings. The next most common issues have been evictions or loss of quiet enjoyment. For these issues, 76% of people indicate a noticeable improvement in their circumstances, with the remaining 24% needing referral to other organisations. Of those engaged with, MTU has successfully contributed to increasing the reported stability of housing of 30% (74) of those engaged with the service – 19 of which were otherwise homeless.

In addition, there are some ongoing projects which MTU is contributing to or working on for this year;

- Short YouTube informative videos about tenancy rights in New Zealand,
- A P booklet in conjunction with the Housing Advise Centre to aid tenants and landlords in dealing with the fallout of P contamination,
- A Housing Forum to highlight issues of housing need in Palmerston North,
- International Tenants' Day event, the focus of the event has yet to be determined by the International Union of Tenants.

Manawatu Tenants Union

Committee Members 2015--2016

Chairperson: Dr. Joy Panoho

Secretary: Daniel Ryland / Thomas Robertson

Treasurer: Leigh Basile

Committee Members

.Marlene Taylor

.John Holland

.Kerry Howe

.Hannah Kuriger

.Janelle Smith

.Caroline Mansfield

Pacific Islander Advisors

.Kathleen Stephens / Noorangi Puleosi

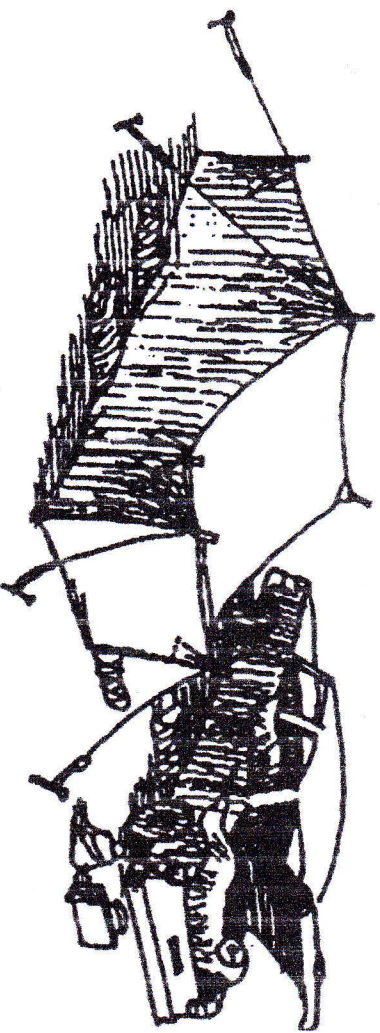
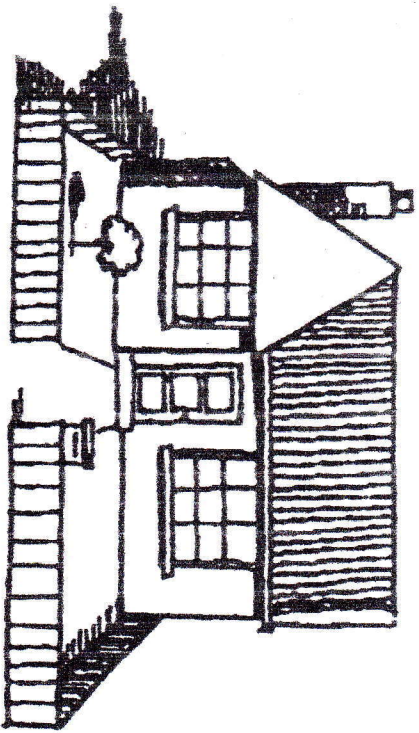
Acknowledgements

- .Ministry of Social Development
- .Community Organisation Grants Scheme
- .Palmerston North Community Services Council
- .Catholic Diocese of Palmerston North
- .Marty Gunn [Auditor]
- .Thomas MaCarthy Trust
- .Palmerston North City Council
- .Massey University Students Association
- .Lottery Community Funding

And thanks to our many valued supporters in the wider community and to the members of the Governing Board of the Manawatu Tenants Union for their support and leadership.

EMPTY STATE HOUSES...

OVERCROWDED TENTS AND CARS...



PUZZLED HOUSING MINISTER JOHN LUXTON...



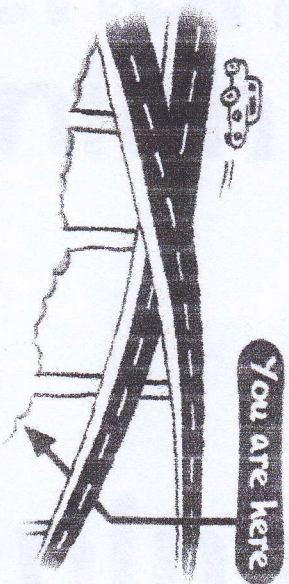
I CAN'T UNDERSTAND IT. THE LAW
OF SUPPLY AND DEMAND WORKS
PERFECTLY IN THEORY - I THINK
I'LL BLAME MY OFFICIALS...

1993

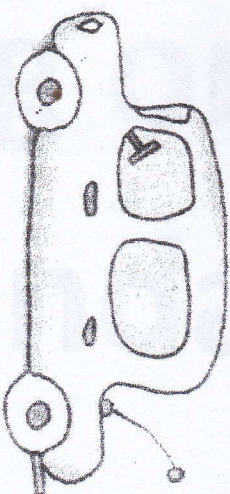
Tom Swett

OUR LATEST AUCKLAND LISTINGS

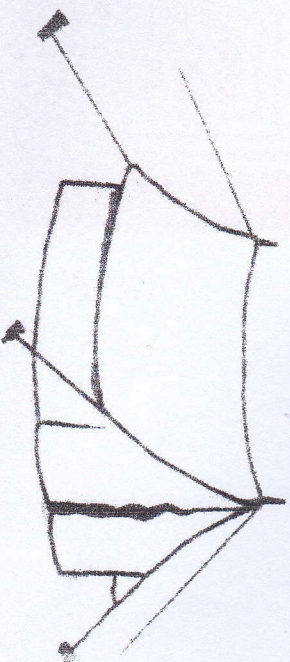
Inner city pied-à-terre with excellent motorway access.



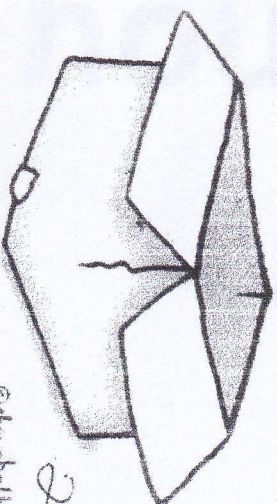
Say goodbye to theft, violence and bronchitis with this stylish, secure lock-up-and-leave.



Awake to the sound of truck-song in this outstanding Grafton Gully one-bedder.



Get your foot in the door with this exciting central city starter. This one ticks all the boxes.



©stevebolton '14

2016.

Manawatu Tenants Union Inc

Performance Report for the year ended: 31 March 2016

Contents

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Financial Information:	
Statement of Receipts and Payments	5
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(If the entity has an Independent Auditors Report or Independent Review Report, add this to your contents and attach to the Performance Report.)

Entity Information

Legal name of entity:	Manawatū Tenants' Union
Other name of entity (if any):	MTU
Type of entity and legal basis (if any):	Incorporated Society
Registration number:	CC34380

Entity's purpose or mission:

The Manawatū Tenants' Union aim is to:

- Protect, promote, and generally advance the rights, interests, and welfare of tenants in the Manawatū region,
- To advise, assist, and generally support tenants in their dealings and disputes with landlords and other authorities in the Manawatū,
- To make submissions to both central and local government on issues and laws affecting tenants,
- To monitor demolition of rental housing in Palmerston North and to make appropriate submissions to local bodies about increasing the rental housing in Palmerston North,
- Educate the public about laws regarding tenants.

Entity structure:

MTU operates independently with a single paid Coordinator (Kevin Reilly) who supports tenants and provides advice and education. Supporting the Coordinator is a part time paid analyst and administrator (Daniel Ryland) who handles data gathering, funding applications, and networking.

The employees operate at the discretion of a volunteer board which is elected annually at the AGM (June). Currently it consists of Joy Panoho (Chair), Leigh Basile (Treasurer), Thomas Robertson (Secretary), John Holland, Kerry Howe, Caroline Mansfield, Janelle Smith, Kathleen Stephens, Marlene Taylor, and Hannah Kuriger.

The committee has direct representation from Pacifica, Maori, students (MUSA), and has an additional Pacifica advisor who supports the Coordinator.

MTU has been operating for 33 years and has built up strong local networks and a highly respected reputation. The operational networks are currently strongest with the Housing Advice Centre, with which MTU has an MOU, and together the organisations support tenants and securing stable housing in Palmerston North. There are additional connections to organisations providing housing services, such as the Manawatū Community Housing Trust, HNZ/MSD, PNCC, the Salvation Army, and Shepherd's Rest. Referrals are regularly received from the Citizen's Advice Bureau, Manawatū Home Budgeting Service, the Salvation Army, PARS, the Manawatū Community Law Centre, and the Housing Advice Centre.

The main sources of the entity's cash and resources:

The main funding source comes from philanthropic organisations and government funding. MTU's most important funder is MSD (\$12450), followed by Lotteries (\$10000) and COGS (\$3500). Other funding sources are contributions from organisations such as the McCarthy Trust (\$2500), Community Services Council (\$2878.15), and Catholic Social Services (\$1000). These funds are needed to fund rent, administration, and wages of the Coordinator.

MTU has recently secured a \$10000/year for three years contract with PNCC (Fee for Service) to

develop operations, networking, and data processes. This funding is for the wages of the analyst and administrator.

The main methods used by the entity to raise funds:

Applications to philanthropic organisations and government funding. MTU has a GiveALittle page, but this is rarely used.

The entity's reliance on volunteers and donated goods or services:*

MTU relies on volunteer time and expertise for all governance activities as all committee members are volunteers.

Additional information:

-

Contact details:

Physical address:	77 King Street, Palmerston North, 4410
Postal address:	P.O. Box 2060, Palmerston North, 4410
Phone/fax:	06 3577435
Email:	info@mtu.org.nz
Website:	www.mtu.org.nz

Statement of Service Performance

Description of the entity's outcomes:

The outcome MTU seeks is to ensure stable housing for the Manawātū:

- Provide educational seminars to schools and other institutions with a high number of renters or landlords to ensure that all engaged with housing know their rights,
- Maintain pressure on central and local government to develop and improve housing nationally and in Palmerston North through submissions and events,
- Improve the knowledge and confidence of tenants engaging with renting and the Tenancy Tribunal.

Description and quantification (to the extent practicable) of the entity's outputs:*

	Actual* This year	Budget This year	Actual* Last year
Contacts for advice	1306	1000	1349
Contacts for support at Tenancy Tribunal	66	-	-
Seminars and events	8	-	-
Homeless supported into housing	19	-	-

Additional output measures:

-

Additional information:

Detailed data gathering has only recently begun and does not cover the period before November 2015.

MTU is funded by MSD to provide information and support to 1000 clients each year, but has consistently exceeded this.

The time required to support each client can range from 1 short 5 minute contact for information, to month long engagements requiring multiple visits for large Tenancy Tribunal cases. The most common cases tend to resolved within a week.

Statement of Receipts and Payments

Notes to the Performance Report

Notes to Accounting Policies

	Notes	Actual* This year \$	Budget This year \$	Actual* Last year \$
Operating Receipts				
Donations, fundraising and other similar receipts*		32,328.15	44,950.00	81,058.00
Fees, subscriptions and other receipts from members*				
Receipts from providing goods or services*				
Interest, dividends and other investment income receipts*		427.97	200.00	499.07
Other operating receipts				
Total Operating Receipts		32,756.12	45,150.00	81,557.07
Operating Payments				
Payments related to public fundraising				
Volunteer and employee related payments		55,989.19	31,000.00	46,075.17
Payments related to providing goods or services				
Grants and donations paid				
Other operating payments		8,638.08	7,139.00	8,281.07
Total Operating Payments		64,627.27	38,139.00	54,356.24
Operating Surplus or (Deficit)		31,871.15	7,011.00	27,200.83
Increase/(Decrease) in Bank Accounts and Cash		32,210.47		
Bank Accounts and Cash at the End of the Financial Year				
Represented by:				
Cheque account(s)		18,368.09		
Savings account(s)				
Term Deposit account(s)				
Cash Floats				
Petty Cash				
Total Bank Accounts and Cash at the End of the Financial		18,368.09		

Notes to the Performance Report

Note 1: Accounting Policies

Basis of Preparation

Manawatu Tenants Union is permitted by law to apply PBE SFR-C (NFP) Public Benefit Entity Simple Format Reporting - Cash (Not-For-Profit) and has elected to do so. All transactions are reported in the Statement of Receipts and Payments and related Notes to the Performance Report on a cash basis.

Manawatu Tenants Union is not registered for GST. Therefore amounts recorded in the Performance Report are inclusive of GST (if any).

Note 2: Analysis of Receipts

Receipt Item	Analysis	This year \$	Last year \$
Grants and donations	Catholic Social Services, Diocesan	1,000.00	1,000.00
	Community Services council	2,878.15	2,658.00
	Eastern & Central		4,000.00
	Internal Affairs, COGs	3,500.00	10,000.00
	Massey University Students Association		500.00
	Ministry of Social Development	12,450.00	52,450.00
	NZ Lottery Grants	10,000.00	
	Pub Charities		7,450.00
	TG McCarthy Trust	2,500.00	
Total		32,328.15	78,058.00

Receipt Item	Analysis	This year \$	Last year \$
Fees, subscriptions and other receipts from members	Sundry	175.00	3,000.00
	PNCC Room Inc		178.76
Total		175.00	3,178.76

Receipt Item	Analysis	This year \$	Last year \$
Interest, dividends and	Interest	252.97	320.31
	Total	252.97	320.31

Total	32,756.12	81,557.07
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Note 3: Analysis of Payments

Receipt Item	Analysis	This year	Last year
		\$	\$
Volunteer and employee related payments	Wages	23,668.84	24,100.22
	Wages, PAYE	3,987.01	4,270.78
Total		27,655.85	28,371.00

Receipt Item	Analysis	This year	Last year
		\$	\$
Grants and donations paid	Research Grant	15,555.56	11,666.67
	Consultancy	12,777.78	6,037.50
Total		28,333.34	17,704.17

Receipt Item	Analysis	This year	Last year
		\$	\$
Other operating payments	ACC levy	223.43	129.00
	Accountancy Fees	287.50	230.00
	Advertising	448.50	448.50
	Bank Charges		5.00
	General Expenses	755.61	
	PNCC Community House Insurance	194.97	191.34
	PNCC Community House Rent	2,263.49	2,263.42
	PNCC Community House Expenses	2,450.84	487.24
	Printing / Stationery	165.50	267.00
	Subscriptions	50.00	281.11
	Telephone	1,798.24	1,330.27
	Unpaid Bills		2,648.19
	Total	8,638.08	8,281.07

Total	64,627.27	54,356.24
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