

Nāku

NEWSLETTER FOR NEW ZEALAND TENANTS **ISSUE 14** | **SEPTEMBER 2026**

Home *in* Place

IN THIS ISSUE

STAFF SUPPORT FOR TENANT WELLBEING

MELIPA'S STORY

NEW MURAL FOR NELSON

HEALTHCARE AT YOUR DOOR

MEET THE TEAM - AMARA

INSPECTION DOGS AT WORK

AND MORE!



Tēnā tātou katoa,

We see ourselves as supporters, as guides to ensure that people and families have what is needed to live a healthy and prosperous life providing a strong hononga (connection) to kainga (home) and hapori (community).

Home in Place | He Ringa Akiaki

Message from Larissa

As we move into spring, I am pleased to share another edition of Nāku, highlighting the many ways our people, partnerships and communities are making a positive difference across Aotearoa.

From helping tenants access healthcare at their doorstep to celebrating local creativity through art, these stories reflect the power of connection and support.

This issue also shines a light on the resilience and determination of tenants like Melipa, whose journey reminds us why safe, secure housing is so important. You will also find important reminders about maintaining safe and respectful communities, updates on how we are strengthening support for tenant wellbeing, and information about programs and services available to you and your whānau.

Thank you for being part of the Home in Place community. Whether you have recently moved into one of our homes or have been with us for many years, we are committed to supporting you to live well and feel connected to your community.

Ngā mihi,

Larissa

CEO Home in Place New Zealand



Equipping our staff to support you

At Home in Place, supporting tenant wellbeing is important to us. To strengthen this support, frontline housing staff recently completed Mental Health First Aid and Drug and Alcohol Awareness training.

The training provides staff with practical skills to recognise when a tenant may need additional support, respond appropriately in challenging situations and help connect residents with the right services. Importantly, the focus is not on diagnosing issues, but on building confidence, empathy and communication skills that help staff better support tenants in their day-to-day interactions.

By investing in our staff's ongoing development, Home in Place New Zealand is ensuring our team is well equipped to better support our communities.



Melipa's Story

For Melipa, moving into her Home in Place property has provided something she had been hoping for: a safe and stable place where she can focus on her family and the future.

Melipa is separated and has four children. Two live in Auckland and two are in Palmerston North, including her youngest child, Junior.

Before moving into her Home in Place unit, Melipa had been living in shared accommodation. At the time, she was pregnant and had been on the public housing register for about six months. She said the living situation was difficult, with frequent power disruptions and limited space.

Melipa first connected with Niuvaka Trust, who recognised that her housing situation was not suitable for her growing family.

"I wanted to move forward in life and start fresh," Melipa said.

With support from Siatua, a Whānau Ora Navigator, and Home in Place Tenancy Relations Officer Fran, Melipa was able to find a stable place to live and begin rebuilding stability for herself and her children.

You can read Melipa's story in full on the Home in Place website homeinplacenz.org/tenant-stories



New mural to celebrate Nelson

A vibrant new mural has been installed on the side of the bike shed at the new Nile Street complex in Nelson, adding colour and local character to the development.

The project was arranged by property owners and developers SOHO Group, who commissioned artist James Hunt to create a bespoke artwork reflecting Nelson's unique identity and sense of place. In reflecting on the project, SOHO said, "We think that this will make a joyful and vibrant addition to the site, celebrating Nelson and the regions activities."

For Hunt, the mural presented an opportunity to celebrate the city and its distinctive landmarks. He said, "I drew inspiration from the city's iconic architecture and natural features, aiming to create something that feels connected to the local community."

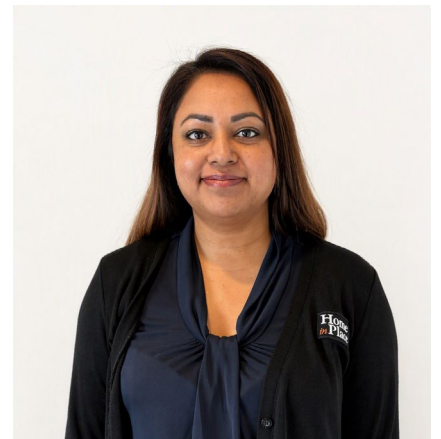
The artwork incorporates local references, including Nelson's mountain bike trails, surrounding landscape and the Boulder Bank Lighthouse. Hunt explained that he enjoyed creating connections between the mural and the building itself; even incorporating an existing light fixture into the design as the beacon for the lighthouse.

Meet the Team Amara

Our office has a new face, and we're thrilled to welcome Amara to the team as our Customer Service Officer.

Amara will be based out of our Liverpool St office, but she'll be on the phone in our call centre, providing administrative support, and connecting with tenants as she gets to know the Home in Place community. Her role will help ensure we're providing the best support to the people who call our communities home.

Please join us in giving Amara a warm welcome, and make sure you give her a wave if you see her around!



And we bid a fond farewell to Te, who has left us to embark on a new adventure. We will miss her dearly, and wish her all the best.



Bringing healthcare to our community

Thanks to the dedication of our team and the support of the Pounamu Van, a free mobile medical service, tenants at our May Road complex recently had the opportunity to receive free healthcare right at their doorstep. During the first visit, 10 tenants met with the doctor and received important health checks and medical support.

Tenancy Relations Officer Angela said the idea came from a desire to do more to support tenants' wellbeing.

"As a Tenancy Relations Officer, I see many situations that are both heartbreaking and, at times, confronting. It made me realise that I wanted to do more for our tenants, many of whom often feel forgotten or overlooked.

While talking with one of our wonderful support workers, they told me about the Pounamu Van. I reached out to Dr Juliet, who was incredibly supportive and happy to help. Together, we are hoping to bring the Pounamu Van to our May Road and Central Avenue complexes once a month, making these valuable health services easily accessible to our tenants.

This initiative has already been such a blessing. Our tenants absolutely love having a free health service come right to their doorstep. During the first visit, the Pounamu team provided health checks for 10 tenants, which was a fantastic outcome. More importantly, this is just the beginning. We look forward to many more visits and even greater health and wellbeing outcomes for our tenants in the months ahead."

Huge thanks to Dr Juliet and the Pounamu Van team for providing this important service and supporting the health and wellbeing of our tenants.



Inspection dogs at work

As part of our ongoing commitment to providing safe and secure homes, we recently carried out routine inspections at a number of our properties with the help of specialist dog handler Sarah and her friendly detection dogs, Rip and Piper.

These visits are part of our regular efforts to help ensure our communities are safe and comfortable for everyone.

Thank you to our tenants for their cooperation and understanding throughout the inspections, and a special thank you to Sarah and her four-legged team for their professional work.

Grow a Star

Grow a Star is Home in Place's youth scholarship programme that helps young people, particularly those in Home in Place households, reach their academic, sporting, musical or artistic goals.

If you know a young person who could benefit from this support, applications for Grow a Star are open all year round.

More information at homeinplacenz.org/grow-a-star-scholarships

Important Reminders

Reporting anti-social behaviour

Everyone deserves to feel safe and comfortable in their home. When anti-social behaviour occurs, reporting it is an important first step in helping us address the issue. However, resolution often requires ongoing participation.

We understand that some tenants may feel concerned about confidentiality or worry about possible repercussions when making a complaint. Please be assured that reports are handled confidentially, and if you are required to give your statement in tribunal, we ensure your identity is kept confidential and your statement is recorded in front of an adjudicator only.

While an initial complaint helps us understand that a problem exists, it is often not enough on its own to take formal action. Tenancy law requires Home in Place to issue three clear breaches within 90 days of the first breach issued. To investigate concerns and, where appropriate, pursue action through legal or tribunal processes, we need clear and reliable evidence. This may include written evidence, incident diaries, statements, or other supporting information such as date and time of incident. This is important because tribunals and courts require factual, detailed evidence when considering applications related to anti-social behaviour. Without sufficient evidence, it can be difficult to demonstrate the impact of the behaviour or obtain orders to stop it.

We understand that reporting anti-social behaviour can sometimes feel difficult. Our team is here to support you throughout the process and answer any questions you may have about confidentiality, evidence requirements or investigation procedures.

Remember: Reporting an incident is the first step. Ongoing participation in the process is often the key to achieving a lasting resolution.

Rent and utilities

This is a friendly reminder about keeping up with your rent and utilities.

We understand that times can be tough, but it's important to keep on top of any outstanding payments to maintain your tenancy. It's a great idea to check your account regularly to make sure things haven't fallen behind.

If you're struggling to pay, please get in touch with us as soon as possible. Setting up a payment plan is essential and can help you manage your payments more easily.

My Place Portal

Have you signed up to the My Place Portal for Home in Place tenants yet?

If not, you can jump over to myplaceportal.homeinplace.org, enter your email and hit "Invite me!" to join. Once registered, tenants will be able to use the portal to view account balances, rent history, invoices, and past payments.

We will continue adding more functionality to My Place Portal, including raising and viewing Maintenance Requests. We've also added a knowledge base to the portal, so check it out for handy information.

Having trouble registering or logging in to the portal?

Trouble shooting help and video guidelines are available on our website, at homeinplacenz.org/tenant-portal.

If you're not able to resolve the issue yourself, please reach out to our team and we can escalate if required.

Stay in Touch

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