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Message from Larissa

Kia ora everyone and welcome to Issue 12 of the Naku newsletter!

It has been a busy and exciting time for Home in Place New Zealand. Toward the end of 2025 our team achieved a major milestone, taking delivery of 100 homes in just 90 days.

Each new home represents a real opportunity for someone or a family to feel settled, secure and part of a community, which is why this work is so important to us.

We also received some encouraging news about what lies ahead. The Ministry of Housing and Urban Development approved six social housing developments submitted by Home in Place New Zealand, and our Board has **approved a new development pipeline across Rotorua and Wirihihana** in South Auckland. This means that across 2026 and 2027 we will be working with our development partners to deliver 79 new social housing homes across these regions.

Many of you will have seen the impact of new housing already. **Late last year we celebrated the opening of a new development in Nelson, where 38-one-and-two-bedroom homes were delivered** to help meet the growing demand for smaller, affordable homes. Developments like this are designed not just to provide housing, but to support connection between neighbours and ensure tenants have access to safe, well-located homes close to services, education and community.

In Rotorua, **we also welcomed the first tenants into our affordable rental homes at Bennetts Road**. These homes were designed to support essential workers and their families by offering rents below the market rate, helping people stay in the communities where they work and contribute. Seeing whānau move in and begin building their lives in these homes is always a highlight for our team.

Looking ahead, we are preparing to take delivery of **26 new homes at Wirihihana in South Auckland** in the coming weeks. These two- and three-bedroom



townhouses are being delivered in partnership with Hapori and the Blue Light Foundation and will form part of a larger mixed tenure community. It is always exciting to reach the final stages of a project and know that new tenants will soon be moving in.

Our work in Rotorua will also continue to grow. **Over the next two years we will deliver new homes at Ngongotahā Road and Hinemoa Street in partnership with Watchman Capital and TW Group.**

Together these developments will provide dozens of additional homes and will include our fourth place based model, with an onsite building manager to support tenants and help build a strong sense of community.

Every new home we deliver is part of a bigger picture. Across Aotearoa, many people are still looking for safe and affordable housing, and our team remains committed to working with partners to increase the supply of homes where they are most needed.

Thank you for being part of the Home in Place community. I look forward to sharing more updates with you as these projects progress and new tenants move into their homes.

Ngā mihi,

Larissa

CEO Home in Place (New Zealand)



FRONT COVER: Our team with Megan from Avant Construction at Wirihihana in South Auckland during a walkthrough and pre-settlement inspection of the 11 homes Home in Place NZ is purchasing.

The homes are a mix of two and three bedroom townhouses, and the estate will include a community garden, picnic area and playground currently under construction.

PICTURED (L-R): VANSH, CHARLES, LARISSA, MEGAN AND ALFREDO.

THE RESULTS ARE IN!

Tenant Satisfaction Survey

Thank you to everyone who took part in last year's Tenant Satisfaction Survey. Your feedback helps us understand your experience of living in your home and working with our team.

This was the sixth year we have surveyed all Home in Place New Zealand tenants. From 2025, the survey moved from an annual to a biannual cycle, endorsed by the Community Housing Regulatory Authority.

The survey was completed online, with invitations sent by email and SMS. A printable version was also available through our tenancy team to ensure everyone had access.

We received 197 responses from 406 invitations, giving a 49 per cent response rate, up 11 per cent from 2023. Thank you for such strong participation.

Overall satisfaction remained steady at 92 per cent.

- 92 per cent were satisfied or somewhat satisfied with overall services.
- 93 per cent were satisfied with tenancy management services.
- 94 per cent felt their views are considered.
- 94 per cent were satisfied with the condition of their home.

IN YOUR OWN WORDS

At the end of the survey, tenants were invited to leave open comments. Many people shared thoughtful and generous feedback about their homes and the support they receive.

A number of tenants spoke warmly about their tenancy managers and building managers, describing them as helpful, responsive, respectful and professional.

Several people said they feel safe and supported, and that staff go out of their way to assist when issues arise. Some shared that living in their home has made a significant difference in their lives, helping them feel stable and connected to their community.

Common themes in positive comments included:

- Feeling safe and secure in their home
- Friendly and approachable staff
- Repairs being attended to promptly in many cases
- Appreciation for being able to transfer closer to family or community
- Gratitude for having an affordable, well located home

We also heard clearly about areas where improvement is needed.

These included:

- Communication and response times, particularly via phone and email
- Delays in some maintenance items
- Concerns about building security, noise and anti social behaviour
- Heating, cooling and ventilation in some apartments
- Clarity and timeliness of power and water statements

WHAT HAPPENS NEXT

Survey results are reviewed by management and operational teams. They inform planning, service improvements and priorities for the year ahead. Issues raised in open comments are also followed where contact details have been provided.

We are committed to:

1. Improving communication and accessibility
2. Strengthening maintenance follow up and contractor performance
3. Continuing to work with tenants and partners to support safe, respectful communities

TENANT STORY

Patricia Parry

At 84, Patricia Parry never imagined she would be starting again. After a life that spanned Middlesbrough in the UK, the Channel Islands and southern England, Patricia made the brave decision to leave an abusive relationship of more than three decades and move to Nelson to live with her daughter.

For three years, Nelson was a place of refuge, but Patricia longed for a home of her own. Each day she walked past the new apartments on Nile Street, wondering what they were and who they were for.

"I walked past every day and thought, I have to find out," Patricia says. "I never imagined it would end up being my home."

After making contact with Home in Place New Zealand, Patricia was offered a ground floor apartment at the Nile Street development, a centrally located social housing complex delivered through a partnership between Home in Place, Soho and other local partners

At the time, Patricia had very little. She arrived with two suitcases of clothes, while family and friends helped furnish her new home. Even now, she says it still feels unreal.

"I still cannot believe I have this place," she says. "It feels like a very modern hotel room, but it is mine."

The design of the apartment has made everyday life easier. Flat, ground floor access, bathroom rails and views to the garden and trees support Patricia's independence, while the location means she can walk to shops, town services, her doctor and family.

"It feels like a small village," she says. "Having the church next door is lovely, and the neighbours look out for each other."

For Patricia, settling in was marked by a quiet, deeply personal moment.

"The moment I sat on my one chair, with my one bed and one cup for tea, I felt settled for the first

time in many, many years," she says.

Larissa Bridge, Chief Executive Officer of Home in Place New Zealand, says Patricia's experience reflects the importance of wraparound support and strong partnerships.

"This was very much a team effort," Larissa says. "From MSD and HUD, through to our development partners, transitional housing providers and tenancy team, everyone played a role in helping Patricia move into a home that is safe, accessible and close to the services and people she relies on."

Larissa says the Nile Street development shows what is possible when housing is designed around people.

"These homes were built with stability, belonging and long-term wellbeing in mind," she says.

"Seeing Patricia settled, safe and thriving there is exactly why we do this work."

Since moving into her own home, everything has changed for Patricia. Her family worries less, she has made new friends, including neighbours who come by for tea, and she has rediscovered her independence.

"I can walk out the door and get to everything I need," she says. "I feel peaceful. I feel content. I feel very lucky."

When asked what she is most proud of?

"Having the courage to leave an abusive relationship later in life and start again," she says.

"Finding safety, peace and a sense of home here in Nelson has meant more to me than I can put into words."

Westlight Hui

The inaugural Westlight Arts Initiative Hui was recently held at our Westlight complex in Glen Eden.

The group was formed by residents with an interest in the arts. They hope to continue their meetings, tailoring them to meet the interests of the wider tenant cohort!

Anyone interested in learning more about this group should reach out to Alfredo at Home in Place for more details.

Call 0800 124 663 or email newzealand@homeinplace.org.





Annual Report

Last year's Annual Report marked a special milestone, celebrating ten years of Home in Place New Zealand providing safe, secure and affordable homes.

You can read the report and learn more about our journey over the past decade on the Home in Place NZ website at

<https://homeinplacenz.org/news-and-reports>





MEET THE TEAM

Charles

We recently welcomed Charles to the Home in Place team as a Tenancy Relations Officer. We asked him a few questions as he settles into the role.

What made you want to join Home in Place?

I have joined Home in Place as a Tenancy Relations Officer, a role that aligns with both my professional background and personal values. I'm motivated by work that supports people and helps create environments where people feel secure, valued and heard.

What experience do you bring to the role?

Drawing on 15 years in social services and recent postgraduate research in organisational communication, I bring experience working with people from diverse backgrounds and through complex situations. I value being fair, respectful and calm when navigating challenges.

What are you most looking forward to?

I am looking forward to building positive relationships with tenants, colleagues and external agencies and getting to know the communities we serve.

What do you enjoy outside of work?

Outside of work, I like spending time with friends and family, getting outdoors and staying active. I also enjoy volunteering in the community and taking on challenging hiking trails.

FREQUENTLY ASKED QUESTION

Reporting noise or anti-social behaviour

If something is affecting the peace or safety of your building, it's important that we know about it. When incidents are reported, our team can look into the issue and take the appropriate steps to help keep the community safe, respectful and enjoyable for everyone.

When should I report an incident?

Please report issues as soon as they happen, or as soon as possible afterwards. Real time information helps us understand what is happening and respond more effectively.

What kinds of issues should be reported?

This can include ongoing noise, disruptive behaviour, or other activity that affects the comfort or safety of other residents in the complex.

How do I report a concern?

You can email our team at newzealand@homeinplace.org and provide the date, time and a brief description of what happened.

Will my report remain confidential?

Yes. Reports are treated confidentially and your details will not be shared with other residents.

What happens after I report something?

Our team will review the information and decide on the most appropriate next steps. This may include monitoring the situation, speaking with those involved, or taking further action where required.

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 <https://homeinplacenz.org/grow-a-star-scholarships>

Stay in Touch

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