

Nāku

NEWSLETTER FOR NEW ZEALAND TENANTS ISSUE 6 JULY 24

Home *in* Place



IN THIS ISSUE

TENANT STORY | DEVIKA

A MESSAGE FROM REBECCA

**WELCOME TO NEW TENANTS IN
WHANGANUI AND AUCKLAND**

FIJIAN KNOWLEDGE EXCHANGE TRIP

MEET THE TEAM | KENT

AND MUCH MORE!

Kia Ora

Chris is taking this newsletter off, and has handed the introductions over to me.

My name is Rebecca, you may have met me on inspections during the year in Auckland. I am employed as the Operations Coordinator for the New Zealand Business. To put it simply, I like to think that I support the team to make sure services keep running every day.

It's been a big few months in the Home in Place world since our last newsletter. We have delivered two new sites, have some new staff commencing, and as you might have seen on our social media, I went on a trek in the Southern Alps to raise money for our youth scholarship program Grow a Star.

I thought it would be a great idea to remind everyone in my introduction - as the weather is getting cold - of a few tips around keeping your property warm and dry without increasing the electricity bills. Number one, time to pull out the blankets; buying a good quality blanket rather than a heater is going to be cheaper in the long run for you. Number two, ensure you get a draft stopper to go on the bottom of your doors, they keep the heat in and the cold air out!

Enjoy this edition of our newsletter, and remember, don't hesitate to reach out to the team via email or over the phone if you have any questions or queries about your tenancy.

Stay warm, whānau!

Rebecca

Operations Coordinator
Home in Place (New Zealand)



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

Fijian knowledge exchange trip

We were recently honoured to host representatives from the Fiji Public Rental Board.

During the Pacific Urban Forum in Fiji, Home in Place identified several opportunities to work with Pacific housing agencies to assist in updating housing policies, reviewing plans for proposed housing projects as well as ways to increase local skills in tenancy and asset management.

Earlier this month, three members of the Public Housing Board management team visited our Auckland operations to observe the day-to-day processes adopted by Home in Place New Zealand. This was an opportunity to showcase the existing Home in Place housing model and introduce the Fijian team to our development partners with the view to establishing mutually beneficial partnerships.





TENANT SPOTLIGHT

Devika

When Devika* opens the shutters in her lounge and the air comes in and the rainbows come up, she feels secure and safe. She moved into the Home in Place managed apartment in Auckland in 2023 after escaping violence in her married home and living in a refuge.

Devika had a really good childhood in her birthplace of India but it wasn't without tragedy. Her father had a heart attack and died aged just 40.

"My mum was a school principal and gave me and my two siblings an amazing upbringing," Devika said.

Although her family are still in India, New Zealand is home for Devika. She moved here in 2002.

"New Zealand is the best place to live. It is friendly and I wouldn't want to be anywhere else."

Her family dynamic changed though when her child was married, and the new family member joined the family home. The last straw was when she was scolded with hot oil on her face from a pan.

Devika engaged the Family Action Team and packed her belongings into a box. On the day the Family Action Team collected Devika, her husband tried to pull her out of the car. However, the team told him they were taking her. He had no choice.

This wasn't the first time Devika had sought refuge.

"The first time, in-house fighting between staff meant even home seemed safer to me, so I went back.

"This time it was not the case. I made the most of the refuge because I knew I was never going back to my home and my family again. I knew that my family were serious when they told me they were going to kill me. I had to protect myself."

Devika said the refuge helped with referrals for housing.

"Refuges are expensive at \$250 per week so I was hoping for a new home as soon as possible. I felt so lost and thought nothing good was going to happen.

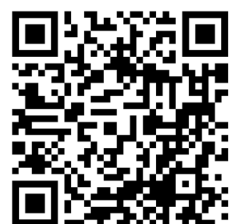
"I couldn't believe it when I moved into my new home. Several services had got furniture and other items for me. There were some beautiful handmade things to make it a home like a quilt.

"Now I have a home my confidence has come back, and I can face the world.

"The Home in Place staff are amazing; very helpful and supportive. They are very good people who do a lot for the community. Alfredo and Puni are so friendly and kind; I love seeing them regularly. Bec has been my number one moral support though the whole process. She pops in to visit just to check I am OK."

"Thank you to Home in Place and the other services for everything you have done and continue to do for me. You literally saved my life."

***NAME CHANGED TO PROTECT HER IDENTITY**



[READ MORE OF
DEVIKA'S STORY](#)

MEET THE TEAM Kent

GROUP CHIEF TECHNOLOGY OFFICER

Kent is the Group Chief Technology Officer at Home in Place. He takes care of all things IT, including the tenant portal.

How long have you worked for Home in Place?

Seven years

What do you love most about your job?

I love helping people, my role is about increasing efficiency and supporting the organisation and those who are directly supporting our clients. I love getting out to meet tenants and particularly enjoy opportunities to get to know and assist our clients, especially with access to the tenant portal and feedback for future services we can provide through this service.

How do you relax when not at work?

I often spend my weekends outdoors hanging out with my family, either hiking, camping or paddling a kayak or standup paddleboard.

What's your biggest tip for tenants?

You may think cyber security doesn't apply to you, but it will affect everyone at some stage in their lives.

Ensure you don't reuse passwords for different services. I highly recommend using a password manager so you can manage unique passwords. Password managers are built into your phones and internet browsers.

Also turn on "two factor" - the additional codes you receive when logging into a system should really be on for every system you access. They may be annoying, but they may save you a lot of pain in the future.



FAQ:

Getting into housing

Do you have loved ones asking you about getting housing with Home in Place?

Many of our tenants have family and friends who are always asking how they get in to one of our homes. The very first step is always to register for the Ministry of Social Development (MSD) public housing register.

You can visit the Work and Income website for information on the housing application process [HERE](#).

WI-FI CHANGES Liverpool Street

From 1 July, 2024 there was a self-service change to internet services at the Liverpool Street apartments.

Home in Place will no longer be collecting your internet payments. Please contact Work and Income to get your internet redirection payment cancelled as of 1 July, 2024.

If you would like to stay with the same internet provider, you can do so through Hospitality Internet directly. It will be a standard fee of \$30/month.

Just connect your device to the building's Wi-Fi and you will be directed to <http://hello.wifi> for payment and plan options.

If you have any questions, please feel free to contact us on 0800 124 663 or newzealand@homeinplace.org.

Rent increases and market rent notices

Home in Place does not decide your weekly rent payments, and cannot increase or decrease your rent payments.

Every 12 months (or sooner if your household income or make up changes) the Ministry of Social Development (MSD) reviews your rent payments to make sure you're paying the right amount of rent.

MSD will advise you in writing if your rent changes. Typically, they only change it if there is an increase of \$5 or more, or a decrease of \$1 or more per week.

If you disagree with a decision about your rent, you should talk to MSD directly.

If you receive a notice of market rent, you also need to contact MSD straight away. You'll need to provide them with some payslips and they can assist with a recalculation. If left unactioned, this can lead to rental arrears and potentially tribunal action.

More information at www.workandincome.govt.nz/housing

Contact details at www.workandincome.govt.nz/about-work-and-income/contact-us



WELCOME

New tenants in Whanganui and Auckland

We are excited to welcome more tenants to the Home in Place whānau in Whanganui and South Auckland.

In March we opened eight new one- and two-bedroom apartments in Whanganui. Each unit has a car space and all ground floor units have a disability accessible bathroom that allows people who may require modifications in the future to age in place. The site also includes retail space on the street entrance.

We were delighted to work with Soho Group and MHUD on the development.

Prior to having tenants move in, Home in Place, Soho Group, WW Construction and Tupoho kaumatua met to provide a karakia and bless 'Whakareria Tuarua'.

In April, we had the first tenants move in to Wirihana in South Auckland.

In partnership with Te Ākitai Waiohū and Avant Group, we are developing 34 dwellings, made up of two, three and four-bedroom town homes that form part of a larger 450 lot, mixed tenure development in South Auckland.

To celebrate, a morning tea was held to allow tenants to meet and get to know each other.

We're looking forward to providing more homes for Kiwis as we partner with developers to create more housing around the country.



We want to help a young person in your life achieve their goals

Home in Place is proud to support young talent through our charity Grow a Star – a youth mentoring and scholarship program that helps young people from disadvantaged backgrounds overcome the obstacles that are preventing them from following their academic, sporting, or artistic dreams.

DO YOU HAVE A YOUNG STAR IN YOUR WHANAU?

Someone with big dreams and the talent and drive to reach them with a bit of help? Learn more about the Grow a Star program, the application process, or how you can support the program at www.growastar.org.

Celebrating Matariki

NGĀ MIHI O MATARIKI, TE TAU HOU MĀORI

This year, Matariki was recognised on Friday 28 June. Matariki is the Māori name for the cluster of stars also known as the Pleiades. It rises in midwinter and for many Māori, it heralds the start of a new year. Iwi across New Zealand understand and celebrate Matariki in different ways and at different times.

Matariki is an abbreviation of 'Ngā Mata o te Ariki Tāwhirimātea ('The eyes of the god Tāwhirimātea') and refers to a large cluster of stars, known in some European traditions as the Pleiades.

According to Māori tradition, the god of the wind, Tāwhirimātea, was so angry when his siblings separated their parents, Ranginui the sky father and Papatūānuku the earth mother, that he tore out his eyes and threw them into the heavens.

*SOURCED FROM [HTTPS://TEARA.GOV.T.NZ/EN/MATARIKI-MAORI-NEW-YEAR](https://teara.govt.nz/en/matariki-maori-new-year)

Updates to our Call Centre

We're excited to let you know we've made some much-needed changes to what you'll hear when you call us on 0800 124 663!

We know how frustrating those Australian prompts could be, so we've got rid of them. Our tenancy relations officer, Renee, has recorded new messages to get you to where you need to go, faster.

Just remember to listen carefully to the new cues next time you call to make sure you get the right one.

Help us help you after hours

Please remember that if you are calling for maintenance or any concerns after hours, we need to be able to identify and reach you!

To ensure we can address the problem in an effective timely manner, please ensure you:

1. Give your full name and address
2. Provide details of the maintenance problem or concern
3. Leave a number we can call you back on (if calling from another number)
4. Expect (and answer) calls from "private number" or "no caller ID"
5. Enable phone to accept calls from private numbers
6. For non-urgent maintenance, check your phone, emails, and mailbox for communication from Home in Place
7. Reply to SMS, voicemails, emails and letters by calling 0800 124 663 or emailing newzealand@homeinplace.org.

And if it's urgent, please call us (rather than text or email) to make sure it's received and actioned straight away.

While we're on the subject, please make sure we have the name and up-to-date details of your emergency contact!

Utilities are important too!

We wanted to take a moment to remind you of the importance of paying your utilities bills to ensure uninterrupted services and to avoid any potential issues.

We understand that challenges that may arise from time to time, but it's crucial to keep up with your utilities payments to maintain your comfort and tenancy.

Failure to pay your utilities bills can not only disrupt essential services but may also lead to more serious consequences, including the risk of eviction.

If you are experiencing difficulties or need assistance in managing your utilities bills, please don't hesitate to reach out to our team. We're here to support you and can explore options to help managing any arrears.

Stay in Touch

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