

# MY PLACE

NEWSLETTER FOR NEW ZEALAND TENANTS ISSUE 2 MARCH 2023

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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**

## Kia Ora

I hope all our tenant group and wider whanau have had a great start to 2023. There is much to talk about future growth and different plans across Aotearoa, but I will keep it short in this message.

Firstly, thank you, to the nearly 250 tenants that completed the Annual Tenant Survey; Home in Place achieved 91% overall satisfaction as a result. Whilst I know some decisions and tenancy processes don't satisfy everyone all the time, I was pleased to see that 95% of responders felt they have a safe property with affordable rent that is well maintained. I give all the credit of this result to our frontline team of Rebecca, Vansh, Alfredo, Renee, and Puni. Well done on your efforts to respond and action enquiries quickly and thoroughly.



As we move deeper into 2023, we will start to relaunch some exciting programs across the entire group of properties. Most importantly Grow a Star, for Rangatahi (young people) across our communities who might need some financial assistance with sport, school, music, or other activities. Watch this space for our relaunch in July.

Finally, I wanted to introduce Prakul who recently commenced in the Tenancy Relations Officer role in Auckland. I'm sure our South Auckland and Liverpool Street tenants will start to see him around the grounds of your complex, please give him a wave.

Every now and again you might see me at your complex or catch me on the phones helping the frontline team, please reach out! As a former property manager myself, I enjoy connecting with tenants all the time - when I can take my head out of the government relations, funding applications and growth strategies for the future, a simple chat is always nice to have with our Home in Place Whanau.

Thank you for taking the time to read, and don't forget to connect with Home in Place on Facebook, Instagram, and our other social platforms.  
Kia pai tō koutou rā

**Chris Trypas**  
**Chief Executive Officer**  
**Home in Place (New Zealand)**

## The My Place Portal

Have you signed up for the My Place Portal website?

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.

All Home in Place New Zealand tenants are now able to register for My Place Portal via the email invitations which were sent late January and early February. The email invitation contains instructions on how to logon and register for My Place Portal.

Feel free to contact us if your invite hasn't arrived or you need it resent.





## TENANT SPOTLIGHT

# Hemi

Hemi says one of the best things about living in his new Home in Place New Zealand home is the communal vegetable garden. He loves getting in the garden.

He says the garden brings he and other tenants in the newly built, 11 apartment complex together. Tomatoes and vegetables are the key crops in the garden, which he and other tenants get to eat.

“Anyone can come and help themselves to what they need.”

The 78-year-old moved into his new one-bedroom apartment in Lower Hutt, Wellington region this year and couldn't be happier.

He had been living in a subsidised private rental bed sit. The new apartment gives him some more space. He is closer to his son and daughter in law which has been important, given he has had some health issues.

“I couldn't ask for more. The apartment is very good, nice and warm. It is nice and quiet, and my neighbours are good.”

“We look after one another. Being close to family and having other people around me has made a big difference to my health.”

Hemi's apartment complex was built by the Taranaki Whānui ki Te Upoko o Te Ika (Port Nicholson Block Settlement Trust) and is managed by Home in Place. Hemi says he has visit from the Home in Place NewZealand staff and can always ring them up if he wants something done.

Hemi says it is very important to have such housing available to people.

“A lot of people suffer. Having a place of your own makes a big difference to people's lives.”

## Did you know...

### Home in Place are not the ones who calculate your rent?

Your rent is calculated by MSD and is based on your household assessable income and your household type. This is why Home in Place requires you to make contact with MSD if you have any changes to your income or household.

Please don't forget to call us and update us on these changes as well as you could be breaching your tenancy by keeping us in the dark

# STAFF PROFILE Renee

**RENEE PERE | TENANCY RELATIONS OFFICER**

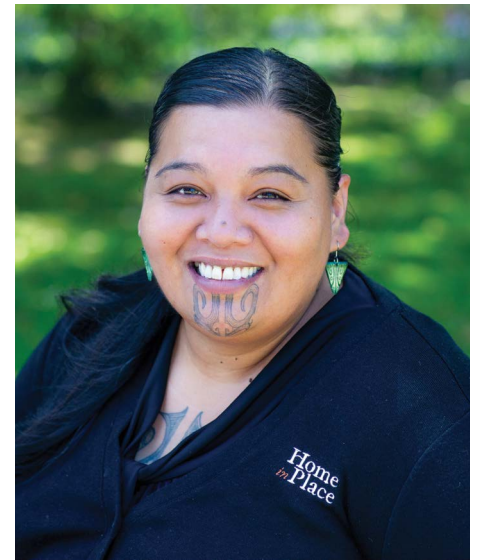
When Renee came home to Aotearoa New Zealand as a teenager she was able to connect with her Māori culture or Taha Māori – something which is proving valuable in her work to support people to move into stable housing.

Renee and her family moved to Australia when she was 18 months old. Growing up she knew nothing of her culture and all its complexity and beauty. Arriving home - aged 14 - she saw people who looked like her, speaking a language that was hers, but that she didn't understand.

Renee has worked in the housing sector for more than five years. Prior to joining Home in Place, she worked in transitional housing with women's refuge.

She says her understanding of Māori culture helps her in her role, given that Māori make up more than 60% of New Zealand's homeless people. They are disproportionately represented in waiting lists for social and affordable housing.

"I feel like my cultural awareness gives me compassion and empathy that benefits my professional practice."  
"I also understand how important foundation and stability are to all people. Being able to make a home helps to remove some uncertainty so you can focus on other areas of life. It is a huge step towards improving an individual's or family's well-being."



## Bed Bugs: fact and fiction

**It's not exactly a glamorous topic, but it's a useful one! This month we're separating the reality from the myths around bed bugs.**

**Fiction: Bed bugs are too small to see.**

Fact: Although they may be hard to find because they hide well, bed bugs are big enough to be seen with the naked eye. They look like an apple seed, both in size and appearance.

**Fiction: Bed bugs are only found in shelters; only poor people or dirty people get them.**

Fact: Bed bugs can be found in hotels, motels, dormitories, apartments, condos, private homes, and even in some public places, such as stores and offices. Anyone can get bed bugs.

**Fiction: Walking into a room that has bed bugs means you will get bed bugs.**

Fact: Bed bugs do not jump. They spend most of their time hiding and are usually active at night. They generally avoid light and do not like to be disturbed.

**Fiction: Bed bugs cause disease.**

Fact: There is no evidence that shows bed bugs transmit disease. But bed bug bites can cause allergic reactions in some people, like a mosquito bite. Scratching the bite marks or picking the scabs can cause infections. People with very bad and/or repeated infestations can feel anxious, worried, or ashamed.

**Fiction: Chemicals/pesticides will kill bed bugs**

Fact: Pesticide application alone will not kill bed bugs at all stages. Successful treatment depends on an integrated pest management approach which involves vacuuming and steaming, washing belongings, and sealing areas and gaps where bed bugs can hide. Always contact a licensed pest management professional to treat bed bugs.

## Stay in Touch

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