

Nāku

NEWSLETTER FOR NEW ZEALAND TENANTS ISSUE 3 SEPTEMBER 2023

Home *in* Place



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AND MUCH 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

Kia Ora

I hope everyone is enjoying the weather and keeping warm as we endure the end of the winter months. I find it hard to believe we are already in September; the months just keep flying by at a rapid pace, so thank you for taking the time to read our newsletter.

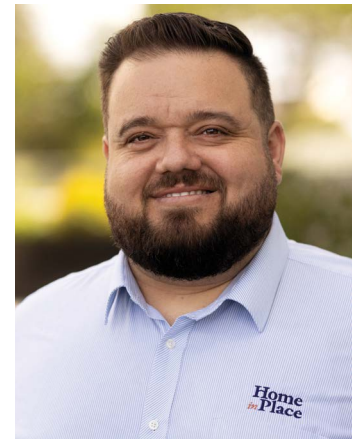
I would like to thank all our tenants for the way our properties are being kept, our inspections are back up and running after a few lean years, and its great to see overall how well our properties are kept up. Home in Place endeavour to inspect all properties at least twice per year. This allows us to stay connected with tenants and ensure our management requirements are in check.

In this edition of Nāku we are highlighting two new sites coming on in Palmerston North and Whanganui; these two are part of a much larger growth strategy over the next few years. We have more sites under way in South Auckland, Central Auckland, Rotorua, and our first venture into the South Island in Nelson. Growth allows Home in Place to not only grow the number of properties, but also grow our tenancy and customer service team. So although you might not think it impacts you, as we grow our services to all tenants will too.

To wrap up, a few members of the team and I recently attended the two day Community Housing Aotearoa Conference in Christchurch. It was great to see the entire community housing sector acknowledge that tenant experience and improved service delivery is at the forefront of every decision made by community housing providers across the country. We will continue to develop our service to ensure you, our tenant whanau, are supported, safe and happy in your homes.

Nga Mihi

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



Kai and kōrero at Te Puna Wai

It was a pleasure to join Taranaki Whanui Settlement Trust in hosting National Party Housing spokesperson and Member for Hutt South Chris Bishop at our Te Puna Wai development recently.

Te Puna Wai is a live example of Iwi partnership with Community Housing Providers in action to deliver housing options to New Zealanders. As cold as it was, our Whanau on site enjoyed a nice lunch and some good kōrero about National's strategy for housing in the lead up to the election.



L-R: MEMBER FOR HUTT SOUTH CHRIS BISHOP, TE PUNA WAI RESIDENT HEMI, TARANAKI WHANUI SETTLEMENT TRUST CHAIR KARA PUKETAPU-DENTICE, AND HOME IN PLACE NZ CEO CHRIS TRYPAS IN WAINUIOMATA ON AUGUST 3RD.



Mae

TENANT SPOTLIGHT

After living in her car for almost a year, 21-year-old Mae now has a safe and secure place to call home.

Despite having a part time job, the Maori student could not afford the high rents in her hometown of Whanganui.

Estranged from her family and with friends all leaving town to go off to university, she had no one to turn to. Previous experiences also made it very difficult for her to share houses with people she didn't know or trust.

"The only option I had was to sleep in my car. I didn't get a good night's sleep for almost a year," Mae says.

"You are always worried about people breaking into your car while you are sleeping. If I parked in a car park in the nicer, safer parts of town, residents would ring the Police who would move me on."

Without cooking facilities, it is difficult to eat properly. Mae says she lost a lot of weight from the stress of her situation and not having a proper diet. She says showering and hygiene is also difficult when sleeping in your car.

"I got a student gym membership so I could use their showers. I would go in at 5am when no one else was around."

Despite her difficult living arrangements, Mae enrolled in a pre-apprenticeship course in construction. She always hid her living situation but, after a while, her course co-ordinator became aware that she was sleeping rough.

"He was amazing and did everything he could to help me find a place to live. We came across Home in Place."

Mae says she cried when the Home in Place team handed her the keys to her one bedroom apartment in Whanganui. Feeling safe is the best part of living in her own home.

She says the relatively new apartment is beautiful and the complex is well looked after. It is close to work, study and the shops. Mae has made friends with a neighbouring tenant.

"The Home in Place team are really nice. They quickly fixed some issues with the apartment when I was moving in. I know I can pick up the phone to them if I need to."

With a safe and secure roof over her head, the future is looking brighter for Mae.

"You don't realise how amazing it is to be able to come home and lock your door until you don't have that option. Not having to live in my car was such a weight off my shoulders."

"I feel so lucky and grateful to have this home. My life is amazing compared to where I was two years ago."

"I love the construction course I am doing and hope I can get an apprenticeship in carpentry or something like that."



Safe as Houses hui in Whanganui

PARTNERSHIPS IN ACTION

We were delighted to partner with Whanganui District Council to run our first **Safe as Houses** hui (gathering) at our Victoria Avenue complex recently.

Thank you to everyone that assisted with the event, including New Zealand Red Cross, Whanganui Community Patrol, Tupoho Social Services and Manawatu, Taranaki, Whanganui-Ruapehu Police.

We love working with community partners on events for our tenants!

Win with WINZ

THE LOWDOWN ON PAYMENT PLANS

Did you know that if you find yourself in rent or utilities arrears, WINZ can assist with a payment plan?

Give them a call to book an appointment, then get in touch with us to get a tenant statement or arrears notice to take to your appointment.

We always recommend getting in touch with us when you first have arrears to avoid things getting out of hand. Please notify us if you will/have missed a rent payment and we can discuss options to get you up to date. Visit us at the office, or call 0800 124 663.

Need your rent reviewed? Remember, your rent is calculated by MSD, not Home in Place. Call WINZ and request to speak to the housing unit team to review your IRR (Income Related Rent). You will need to have payslips ready to provide to them.

Rapid Meth Surface Testing

Recently, our NZ team undertook Rapid Meth Surface Testing training, to be able to conduct tests at our properties.

Alfredo, Vansh, Renee and Chris are now all accredited, meaning the team can self-test properties where there are reports of illicit activity.

Pictured is Alfredo, from our West Auckland team, conducting a sample test in one of our apartments during the training.

Home in Place has a zero tolerance to illicit drugs being used in our homes.



Grow a Star

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.

Grow a Star is an innovative, youth mentoring and scholarship program that helps young people from disadvantaged backgrounds overcome the financial or generational obstacles that are preventing them from following their academic, sporting, or artistic dreams. The program was created by Home in Place and is the first of its kind to be designed and operated by a community housing provider.

By enabling young people to pursue their passions, the program aims to build the self-confidence in young people to achieve their highest ambitions and foster habits and behaviours that can set them up for life.

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 growastar.org.

Coming soon...



2024 | PALMERSTON NORTH

- 15 x 1 and 2 bedroom public housing apartments
- Developed by Sam Wallace of SOHO Group
- Managed by Home in Place New Zealand funded by Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development NZ



2024 | WHANGANUI

- 8 x public housing apartments and retail space
- Developer/Owner: SOHO Group Limited
- Funding Partner: Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development NZ

Liverpool Street Internet Deal

Auckland CBD Tenants do you know that for only **\$1 per day** you can get **unlimited internet** on up to 8 devices per household?

Contact us on 0800 124 663 (option 1, option 6) to sign up today!



STAFF PROFILE **Prakul**

PRAKUL | TENANCY RELATIONS OFFICER

Prakul is one of our friendly tenancy relations officers. He is here to manage Home in Place properties and help tenants to enjoy having a safe and affordable place to live and engage in their communities.

Prakul has worked for Home in Place for seven months. He brings experience from a previous role in residential property management in Auckland.

A problem solver, Prakul enjoys dealing with people and helping to find solutions to tenants' issues that work for everyone. He thinks of himself as a mediator and sometimes a peace maker.

He strives to always be professional and help tenants as quickly as possible. There's a lot of tenants to support and aspects to his role, so he appreciates tenants being patient. Sometimes other tenant's issues are in more urgent need of his attention.

When he is not at work, Prakul loves to be out enjoying the sunshine. He likes a quiet life but enjoys the occasional night out with friends.



Tenant Portal

Home in Place tenants, have you signed up to the My Place Portal yet?

If not, you can jump over to <https://myplaceportal.homeinplace.org>, enter your email and hit **Invite me** to join. Once registered, you will be able to use the portal to view account balances, rent history, invoices, and past payments. We will continue to add more functionality to My Place Portal, including raising and viewing Maintenance Requests. We've also recently added a knowledge base to the portal, so check it out for handy information.



Smile you're on candid camera

Unfortunately due to some negative incidents it's become necessary for us to remind our tenants that there is CCTV coverage at all our sites, and that any criminal or untoward behaviour is a breach of tenancy and will be taken extremely seriously.

It's also important to remember to take your valuables with you when you leave your vehicle to avoid inadvertently falling foul of opportunists.

Be ready when you call us

Remember that when you contact us on 0800 124 663, we will need to verify your identity with three points of ID. This is just to ensure we protect your information and comply with privacy regulations.

Please be ready to provide your name, unit address, and date of birth any time you're getting in touch.

Stay in Touch

CALL 0800 124 663 E NEWZEALAND@HOMEINPLACE.ORG W WWW.HOMEINPLACENZ.ORG



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