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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

Meri Kirihimete!

As we come together to celebrate the holiday season, I am filled with a deep sense of gratitude and appreciation for every member of the Home in Place Aotearoa Team as well as our resident community. This time of year is a poignant reminder of the strength and resilience of our community, and it is an honour to lead an organisation that is dedicated to providing a safe and secure environment for all of our residents.

The holiday season is a time for reflection, gratitude, and togetherness. It's a time to cherish the bonds we share with our neighbours and to extend a hand of kindness to those around us. As we gather with our loved ones, let us also take a moment to reach out to those who may be feeling lonely or in need of support. Let us embody the spirit of compassion and generosity that defines this special time of year.

As we look ahead to the new year, I am filled with excitement and optimism for the opportunities that lie ahead. Together, we will continue to work towards fostering supportive and inclusive communities where everyone can thrive and find happiness. Whilst there are some bumps in the road, our goal is to ensure you are safe, secure and integrated into your Home in Place community.

On behalf of our team, we wish you and your families a holiday season filled with warmth, love, and cherished moments. May the spirit of the season bring you peace and renewed hope for the future.

Warmest wishes for a Merry Christmas and a Happy New Year!

Nga Mihi

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



## A note about respect

**At Home in Place, we are dedicated to maintaining a safe and supportive living environment for all residents and staff.**

**We strongly condemn any form of abuse directed towards our committed staff members.**

We believe in fostering a community that values respect, understanding, and collaboration. Instances of mistreatment, harassment, or any form of harm to our staff will not be tolerated.

We encourage open communication, empathy, and cooperation among all members of our community – tenants and staff alike. Reports of abuse will be thoroughly investigated, and appropriate actions will be taken to ensure the safety and well-being of staff and tenants.

By working together, we can create a community that upholds the principles of inclusivity, compassion, and shared responsibility for the betterment of all of us.

# Daniel

## TENANT SPOTLIGHT

**It is two years since Daniel moved into his one bedroom flat in Wanganui that Home in Place manages.**

Born in Wanganui, 31 year old Daniel works as a support teacher. He says he loves living where he is and sees himself staying there for quite some time.

Before moving in, he lived in a boarding house where he had a bad experience with another resident.

"It felt really good when the team from Home in Place gave me the keys," Daniel recalls.

"The flat was brand new and is close to work, shops and everything else I need," he says. "I can keep to myself."

His dad had heard about Home in Place and encouraged Daniel to get in touch.

"I recommend Home in Place as a housing provider. They are good to deal with. I speak to them when they come to do their regular inspections."



# Early morning blessings

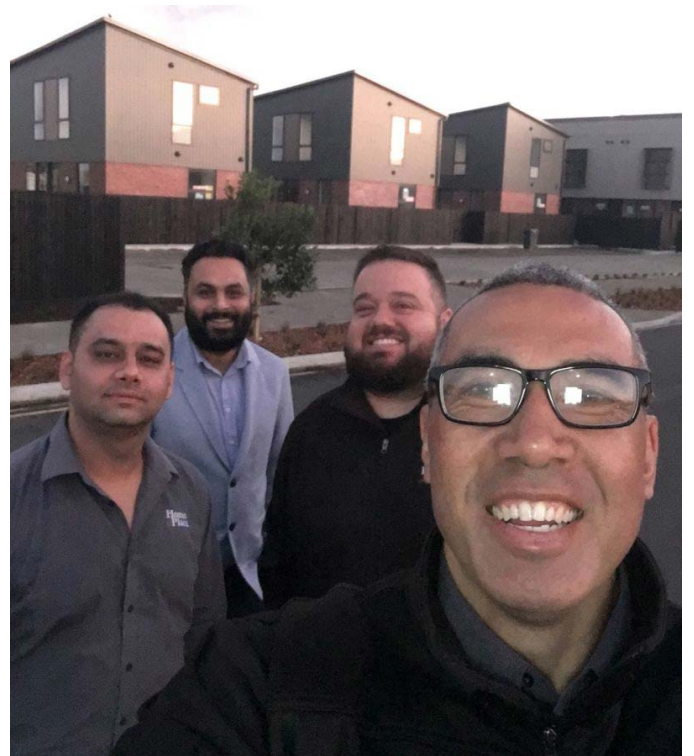
## SOUTH AUCKLAND

**Earlier this month, members of our Auckland team were honoured to attend a dawn blessing ceremony at one of our up and coming developments in Wiri, Auckland.**

Pictured (L-R) in front of eight of the 34 town homes are Home in Place's Tenancy relations officer Prakul, building manager Vansh, CEO Chris, and tenancy accounts officer Puni

The development has been made possible through a partnership with Te Ākitai Waiohua, Avant Group and Ministry of Housing & Urban Development.

Stage 1 is well underway and will go live January 2024.





## Christmas comes to Clayburn

Last week we joined some of our Glen Eden tenants for a feed and a chat.

Tenancy Officer Puni got on the BBQ and the smell brought in a good crowd of tenants for a festive get together.

**Thanks for having us!**



## Manage your bills with MSD

### Have you heard about the Redirection of Benefit Payment option?

The Ministry of Social Development provides a service whereby you as a tenant can apply to have all or part of your benefit deducted and sent directly to an approved service provider, such as Home in Place, to automatically pay your rent, water or electricity bills.

Requests for a redirection are approved in special circumstances and for good reason. You'll need to show the MSD why you can't use other options, such as paying by direct debit or using your bank's automatic payment service.

To find out more go to <https://www.workandincome.govt.nz> and search *Redirection of Benefit Payment*.

# 12 Days of Christmas Giveaways

## Were you following the 12 Days of Christmas fun?

During December we played Santa by giving lucky tenants daily prizes as part of the annual 12 Days of Christmas giveaways. Tenants won grocery vouchers, entertainment packs, appliances, games packs and much more!

Our winners were announced every weekday from 1-18 December on our Facebook page.

Check them out [facebook.com/homeinplace](https://www.facebook.com/homeinplace)



## 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](https://www.growastar.org).

# STAFF PROFILE Puni

## TENANCY AND ACCOUNTS OFFICER

Puni is our tenancy and accounts officer based in our Westlight office.

He has been with us since October 2022 but brings 12 years of experience in customer service and payment based roles.

Although he is office based, Puni says the best thing about his job is getting to interact with tenants providing a good service for them.

Puni's top tip for tenants is to double check that payments of rent and utilities are made on time. He also reminds tenants to check their letterbox, email and phone for communication from Home in Place.

"We are here to help tenants with their issues and concerns." Puni said.

When he is not at work Puni enjoys family time. He coaches basketball with kids and young adults.



## 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.

## Christmas operating hours

Our dedicated staff need a break too! So when preparing for the holiday season, please be aware of our operating hours over the Christmas break.

We will be closed from 12 noon Friday 22nd December reopening Wednesday 3rd January 2024 from 9am.

During this time, emergency maintenance issues can be raised 24/7 on 0800 124 663.

**LIVERPOOL STREET  
AUCKLAND CBD  
TENANTS**

**UNLIMITED INTERNET  
ONLY \$1 PER DAY!  
UP TO 8 DEVICES PER HOUSEHOLD**

**CONTACT US ON 0800124663  
(OPTION 1, OPTION 6)  
TO SIGN UP TODAY!**

A promotional graphic for internet services. It features a dark blue background with a white and yellow text overlay. The text advertises 'UNLIMITED INTERNET ONLY \$1 PER DAY! UP TO 8 DEVICES PER HOUSEHOLD' and provides a contact number '0800124663'. Below the text, there is an illustration of a desktop monitor, a tablet, and a smartphone, all displaying the 'My Place Portal' interface. Various icons representing internet, devices, and communication are scattered around the devices.

## Stay in Touch

CALL 0800 124 663 E [NEWZEALAND@HOMEINPLACE.ORG](mailto:NEWZEALAND@HOMEINPLACE.ORG) W [WWW.HOMEINPLACENZ.ORG](http://WWW.HOMEINPLACENZ.ORG)



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