

# Nāku

NEWSLETTER FOR NEW ZEALAND TENANTS ISSUE 5 MARCH 24

# 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

Welcome to 2024!

It's been a busy start to the year for the team, and everyone is back on board after a refreshing Christmas and New Year break.

It's exciting times for Home in Place as we start the delivery of 54 new properties in our portfolio. In mid-March we have eight coming in Whanganui and another 34 in South Auckland. If you are currently living in a property that's too small or have a baby on the way, please reach out to your tenancy manager to discuss how to get on the waiting list for a possible transfer.

Thank you also to all the people who completed the 2023 Tenant Satisfaction Survey. Overall, the satisfaction level came in at an astounding 92% satisfied! As the leader of the Home in Place NZ team I am currently working through the feedback provided as part of the survey.

It has become evident that a lot of tenants have used the survey to provide feedback about maintenance, issues with noise from neighbours, and other tenancy matters. It's important to report these items when and as they happen by calling us on 0800 124 663 or sending an email to us on [newzealand@homeinplace.org](mailto:newzealand@homeinplace.org). Our team can then action your request in real time.

Enjoy this newsletter everyone, happy reading!

Nga Mihi

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



## Did you know?

### ADDITIONAL OCCUPANTS

**Tenants in social housing must adhere to specific regulations outlined in their tenancy agreements, which typically detail the number of permitted occupants and guidelines for modifications.**

If you wish to add an additional occupant to your lease, you must first seek permission from Home in Place. Once that permission is granted, you are required to notify the Ministry of Social Development (MSD) about the addition of the new occupant. This notification ensures that the relevant authorities are informed about changes in household composition and can make adjustments accordingly in terms of any applicable subsidies or support.

## Whanganui BBQ

We loved the opportunity to catch up with some of our Whanganui tenants for a BBQ and a chat last month!

Our NZ CEO, Chris got clicked the BBQ tongs like a pro, and lucky tenant Maxina walked away with \$100 worth of groceries as the winner of the lucky door prize.



## TENANT SPOTLIGHT

# Josephine



**Josephine is really looking forward to the future now she is living in a safe home that she can call her own.**

The 26-year-old and her four-year-old son have lived in her Home in Place managed two-bedroom apartment in Auckland for almost three years.

After fleeing domestic violence, Josephine and her son lived in a women's refuge for two months. She describes getting her apartment as her breakthrough moment.

"When the property manager showed me the apartment I remember feeling over the moon," Josephine recalls.

"I felt so lucky and blessed. I arrived at the apartment with just the suitcase that I had arrived at the refuge with. The charity Woven Earth had helped make the place a home – there was a bed made for me, a crib for my son, some toys for him, crockery and cookware in the cupboard and some food in the fridge.

"I love my apartment and the view. The neighbourhood is great, and it is close to my son's school. I can get the train to university. The complex is clean and the cleaners are so friendly."

"Most importantly I have a safe and stable place for me and my son."

Josephine says that if it wasn't for her home and the support of Home in Place and others she would not be where she is today. Since moving in, she has completed a diploma in sports exercise and recreation. She is now completing a degree in occupational therapy at AUT part time.



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

## Tenant Satisfaction Results

**The results of the 2024 Tenant Satisfaction Survey are in, and we are delighted by the responses which indicate a high level of satisfaction with our service as a housing provider.**

Tenants who completed and returned the survey were put in the draw to win \$100 Woolworths vouchers. Our random survey prize winners are:

- North Island Southern Region: *Susannah, Julie, Ioane, Joseph, and Tara*
- Auckland: *Chris, Brenda, Tiana, Florence, and Sarah*

We look forward to getting your feedback in our next annual survey.



# STAFF PROFILE Vansh

## BUILDING MANAGER

Vansh looks after our buildings and other assets to ensure we continue to provide the best service and housing possible for tenants. That includes managing all the maintenance issues for our Liverpool Street, May Road and Central Avenue complexes.

He's worked for us for three and a half years and had more than seven years' experience in building management when he joined our team.

Vansh says the best thing about his job is that he is part of a team that is helping people in need to access safe and sustainable housing.

"Giving it back to the community is the most valuable thing I enjoy about my role," Vansh says.

When he is not at work Vansh loves long drives with his family to explore new places.



## Healthy Homes Heaters

In February we undertook upgrades to the heaters in all 90 units of the Westlight apartments in Glen Eden in order to ensure compliance with the Healthy Homes Standards.

Westlight's original builder CMP project managed the work, while Synergy did the heater replacements.



## My Place Portal

The My Place Portal allows Home in Place tenants to view their tenancy details, payments and balances, securely, in one place.

### Have you signed up to the portal yet?

Head over to the Home in Place NZ website for information and videos on how to access and navigate the portal.

[www.homeinplacenz.org/tenant-portal](http://www.homeinplacenz.org/tenant-portal)



## Stay in Touch

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