

Nāku

NEWSLETTER FOR NEW ZEALAND TENANTS ISSUE 9 JULY 2025

Home *in* Place

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FRESH FACES AT HOME IN PLACE

**Starting with Francine,
our new TRO with heart
and humour**

Kia Ora

A warm welcome to the first edition of Nāku for 2025.

As we reach the heart of winter, I hope you're keeping warm, well, and connected with those around you. At Home in Place, this time of year reminds us just how important it is to have a safe, dry and warm home, not just for comfort, but for our wellbeing and health too.

In this edition of the newsletter, we're proud to share Peter's story, a moving reminder of the life-changing impact a secure home and a strong sense of community can have. With the support of our team and community partners, Peter has gone from cold, unfit living conditions to a place he can truly call home. Stories like Peter's are why we do what we do, and we're so pleased to welcome him into the Home in Place whānau.

We've also got a few other important updates to share this month including details about our upcoming midwinter kai and kōrero events (we'd love to see you there!), advice around rent and arrears, and a reminder about our no-pets policy. You'll also get to meet one of our newest Tenancy Relations Officers, Francine, who brings plenty of heart (and humour!) to the role.

Finally, don't forget to check out the opportunity to apply for our Grow a Star scholarships, which can support tamariki and rangatahi to follow their passions, whether it's sport, arts, or education.

Thank you, as always, for being part of the Home in Place community. We're here to support you and hope this season brings warmth, friendship and new beginnings.

Ngā mihi,

Larissa

CEO Home in Place (New Zealand)



TENANT SPOTLIGHT

Peter



We're thrilled to welcome Peter as one of our newest tenants at one of our Auckland properties, where he moved in earlier this year.

Before finding his new home, Peter was living in a hostel under incredibly difficult conditions. His room had no windows and remained cold year-round, and even with a small heater, it was never truly warm. After 12 months in that environment, Peter's health had begun to suffer.

Peter has long been supported by St Vincent de Paul, where his financial advisor Simon has been working alongside him for nearly four years. Simon and the St Vincent de Paul team have provided invaluable help navigating daily tasks and accessing services.

Since making the move, life has taken a positive turn. Peter now enjoys the comfort and independence of his own warm, dry, and secure apartment. On moving day, our Tenancy Relations Officer Angela gifted Peter a hamper to welcome him home, ensuring he had everything he needed to settle in.

During her initial needs assessment, Angela also introduced Peter to another Cook Island tenant of a similar age who lives in the same complex. They've since become great mates, adding an extra sense of community and belonging to Peter's new start.

Peter's story is a reminder of why warm, secure housing and human connection matter so much. We're proud to have him as part of the Home in Place whānau and look forward to seeing him thrive in his new home.

Do you want to share your story with us? We'd love to hear it! Email us at newzealand@homeinplace.org.



Meet Francine

Francine is one of the newest faces at Home in Place, having joined the team recently as a Tenancy Relations Officer. While she may be new to the role, she brings with her a strong background in housing support, having previously worked as a housing case manager at Work and Income.

It was during that time Francine discovered her deep empathy and natural ability to connect with people – especially those navigating the challenges of community housing.

"Home in Place isn't just a job for me; it gives me purpose," she says.

Francine finds the most rewarding part of her role is building rapport with tenants and doing what she can to meet their needs. Her approach is a blend of heart, humour, and a good strong coffee.

"I'm part problem solver, part peace keeper, fully empowered by coffee and polite emails. All before lunch!"

Outside of work, Francine is a proud Mumma to eight children – including two whāngai nieces she's cared for over the past five years. She's also active in her church community, serving on the pastoral care team and working towards her dream of becoming a pastor one day.

If you see Francine around, don't hesitate to say kia ora – she's always up for a chat and here to help.

A reminder about pets

We are unfortunately forced to issue a further firm reminder to all tenants that pets are strictly prohibited in all of our properties.

This is a clear and binding condition of your tenancy agreement. Keeping a pet in your unit is a direct breach of lease terms and will result in serious consequences, up to and including termination of your tenancy.

We understand that pets are important family members, but this policy exists for the entire Home in Place community. Full compliance is expected from all tenants.

Midwinter events!

We're excited to share some kai and korero with tenants at our upcoming events.

We'll see you in the following places on the following days:

LIVERPOOL STREET LUNCH

THURSDAY 17 JULY COMMON ROOM NEAR THE OFFICE

CENTRAL AVE LUNCH

MONDAY 21 JULY IN THE COMMUNAL KITCHEN

WHANGANUI COMMUNITY CONNECT

MONDAY 21 JULY IN THE 325 VICTORIA AVE CARPARK

We will have a light lunch available with sandwiches, fruit and drinks, as well as a chance to chat to us and get to know your neighbours a little better. We hope to see you there!



Easter colouring winners

We were delighted by the wonderful entries we received for our Easter colouring competition!

Our winners clearly put a lot of work in to their entries and have already received their prizes.

These are just a small selection from our many fantastic entries – thanks so much to everyone who participated!



Important advice on arrears

This is a friendly reminder about rent and non-rent arrears. We understand that times can be tough, but it's important to keep on top of any outstanding payments to maintain your tenancy. If you're falling behind or struggling to pay, please get in touch with us as soon as possible. Setting up a payment plan is essential and can help you manage your payments more easily.

In the coming weeks, our team will be reaching out by phone to work with you to set up a plan that suits your situation. We encourage everyone to engage with us early so we can support you in keeping your home secure.

Thanks for your cooperation, we're here to help!

Financial support available for tamariki to achieve their goals

At Home in Place, we're excited to offer free financial support through our youth charity, Grow a Star.

Grow a Star is a unique mentoring and scholarship program designed to help young people access the financial resources they need to pursue their academic, sporting, or artistic dreams. By offering free scholarships, the program removes the barriers that often hold back talented young people from reaching their full potential.

Created by Home in Place, this program is the first of its kind designed and run by a community housing provider. It helps young people gain the confidence and financial support they need to follow their passions and set themselves up for success in the future.

Do you have a young person in your life who could benefit from free funding to help achieve their dreams?

If so, we want to hear from you! Learn more about how to apply for Grow a Star or how you can support the program at <https://homeinplacenz.org/grow-a-star-scholarships>.

Contacting our staff

If you need to speak with someone from our team, the best way to do this is by calling us on 0800 124 663. Our offices are open by appointment only, so please give us a ring first to book a time if you need to meet with us in person. This helps us make sure the right person is available to support you.

We've noticed some tenants are contacting individual staff directly for things like maintenance issues, but this isn't the best way to get help. Staff availability can change, and we can't guarantee your issue will be followed up if it goes to a personal phone or email.

For the quickest and most reliable response, always use our main contact number or email us on newzealand@homeinplace.org. This way, your query will be logged properly and picked up by the right team member.

Winter Energy Payment

Many of our tenants will automatically receive the Winter Energy Payment from MSD during the colder months. This extra payment helps with the costs of keeping warm over winter.

No need to apply!

If you receive NZ Superannuation, Veteran's Pension, Jobseeker Support, Jobseeker Support Student Hardship, Sole Parent Support, Supported Living Payment, Young Parent Payment, Youth Payment, Emergency Benefit, or Emergency Maintenance Allowance, you'll get this automatically with your other MSD payments.

It's paid from 1 May to 1 October and should help with those winter power bills or even a cosy blanket.

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