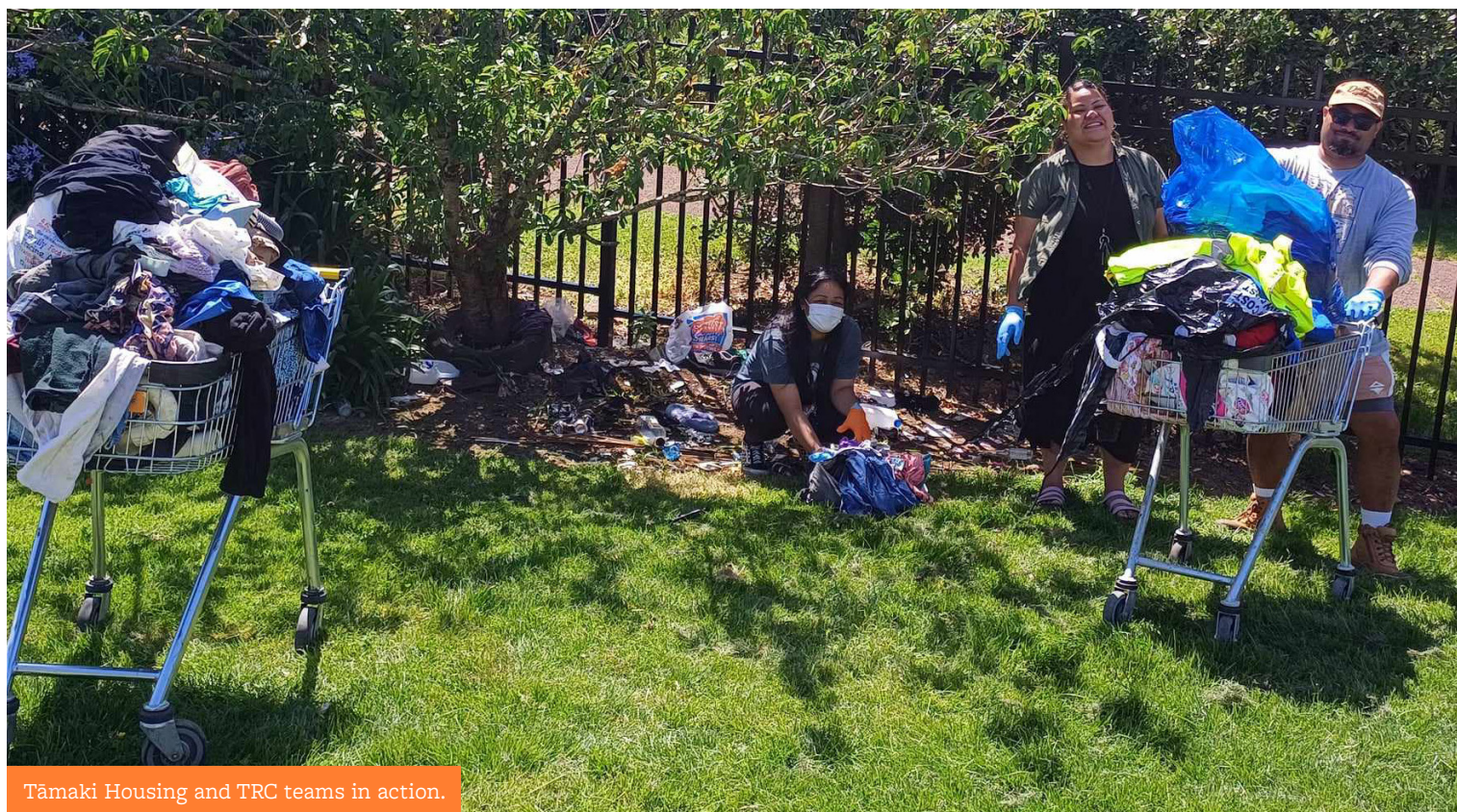


MY HOME

Welcome to the Tāmaki Housing update



Welcome \ Talofa lava \ Ni hao \ Mālō e lelei \ Kia orana \ Maingalarpar \ Kia ora \ Fakalofa Lahi Atu



Tāmaki Housing and TRC teams in action.

LENDING A HAND-UP IN THE COMMUNITY

Our Tāmaki Housing and Tāmaki Regeneration friends took part in a recent neighbourhood clean-up in the Maybury Street and Taniwha Street complexes.

Led by Tenancy Manager Mandy Kaisala, the dedicated team helped tenants to declutter and remove old furniture from their property, and provided skip-bins for the job so these items could be safely disposed of.

Mandy says, “It’s a good way to connect with other people and organisations in the community, to encourage them to come along and help build relationships with whānau.

A lot of tenants just want to do a bit of a reset and tidy-up, but they don’t know where to begin or need help getting started. We wanted to help them to keep on track.”

If you need help or support with upkeep on your property, reach out to your Tenancy Manager for advice on how to get started.

KIA ORA AND TALOFA, EVERYONE.

We hope you have been enjoying quality time catching up with whānau, friends, and loved ones over the summer break. We have also been busy over this period, so I am excited to share what our Tāmaki Housing team has been up to.

It was nice to see the community spirit in action when our Tāmaki Housing and Tāmaki Regeneration friends took part in a neighbourhood clean-up. It was a great chance for us to build connections and offer support where needed, and to remind our housing whānau that we are always here to help.

A huge thank you to Mandy Kaisala and the team for their great work, going above and beyond their roles.

As mentioned below, you may have noticed a few changes in our offices. To provide you with better services, many of the Tāmaki Housing team are

now working together from the Panmure office for most of the week. But don't worry! You can still pop in to see us at either office, Glen Innes or Panmure, during our opening hours Monday to Friday – these are not changing.

If your family household earns around \$85,000 and you're keen to learn how our OWN IT programme makes home ownership within reach for more families, we encourage you to get in touch with the OWN IT team for a friendly chat.

Your Tenancy Manager can connect you with a member of the team, or you can send a message to **ownit@tamakiregeneration.co.nz**.

If you're experiencing some tough times, need support or a friendly ear to listen, your Tenancy Manager is there.



They will be able to put you in touch with a community group or local organisation to help with wellbeing, food, or budgeting services.

Ngā mihi,
Daphne Amosa
Tāmaki Housing Area Manager



Since we started here in 2016, we have always had two places where you can visit us, with offices in both Glen Innes and Panmure.

We have recently looked at how we can provide the best possible service to you, and as part of this we have made some changes so that many of the Tāmaki Housing team are mainly based in the Panmure office. We have made this change as bringing our team closer together will help us work better together.

We know many of our tenants prefer to visit us and talk with us face to face, and that the GI town centre is easiest to get to for some people – so we are keeping both offices open as they always have been.

This means you can continue to visit us in Panmure or Glen Innes, or call us on 0800 521 555 any time or contact your Tenancy Manager directly in the same way that you do now.

MEET THE TEAM



Arishna Chandra - Housing Business Analyst

Arishna Chandra joins the Tāmaki Housing team as the new Housing Business Analyst.

Born and raised in Fiji, Arishna is the oldest of five siblings and moved to New Zealand with her family 16 years ago. Since then, she has called New Zealand home.

She says, “This is where I completed my high school, attended university, got married, and made a family of my own. I have grown up seeing my family provide service to the community in different ways, and this has been my greatest motivation to join Tāmaki Housing.”

Arishna comes from a professional background, and apart from gaining practical skills, she also gained experience from working with diverse people with different challenges.

She says, “This new role provides me with an opportunity to use my skills to help others.”



Desiree Scanlan - Customer Service Representative

Desiree Scanlan joins Tāmaki Housing as a Customer Service Representative and is excited to be working alongside a great team.

Over the last two years, she has been pursuing a bachelor's degree in business, majoring in Marketing and Economics and looks forward to gaining experience in her new role while she completes her studies.

Born and raised in New Zealand, Desiree credits her passion and drive to provide high quality service to her community, to her Samoan culture and upbringing.

She says, “Samoan values like respect (fa'aaloalo), selflessness (va 'ai mo le lelei o isi), love (alofa), service (auaunaga) and humble beginnings (loto maualalo) have influenced my love for people. These values have helped me utilise my new role and I hope that within my time at Tāmaki Housing, I can be of great help to my colleagues and to the community.”

LIVING WELL IN YOUR HOME - FIRE SAFETY

Do you have a 3-step escape plan for your whānau?

As it starts to get colder and we all spend more time indoors, it's good to think about the importance of fire safety in homes. One important part of this is to have a 3-step escape plan ready in case of a fire emergency.

The 3 safety steps to talk about:

1 - Our first escape route is...

2 - If we can't exit safely through the first exit, our second escape route will be...

3 - We will meet safely at...

Please take the time to sit together with your whānau and tamariki. You could write down your plan and put it in an easy-to-see area, like on your fridge.

If a fire gets too big, then the most important thing is for you and your whānau to GET OUT! Everyone should leave the house immediately by following your 3-step escape plan. Call 111 to report the fire once you are safe at the planned location outside your home.

Our fire safety advocate, Joe Watene, is continuing his visits to speak to whānau about fire safety and having a 3-Step escape plan ready in case of a fire emergency. He can also provide you with a fridge magnet for you to write your plan on. If you'd like to book a fire visit from Joe, or want a fridge magnet sent to you, send an email to info@tamakihousing.co.nz.

KEEPING WARM AND DRY IN YOUR WHARE

We want your whare to be safe, warm, and dry during the coming wet season. Here are a few things to look out for, and to let us know about for your property.

LEAKS – Keep an eye out for any water leaks in and around your home. Let your Tenancy Manager know straight away if you see something that is not right. If the problem isn't fixed right away, it may lead to bigger issues like mold and mildew, which can become harder to fix.

PATHS – During the cold and rainy season, moss can build up on outdoor pathways, and this can make them slippery to walk on. Be sure to check that all your paths are clear and safe. Let us know as soon as possible if you need help clearing any hazardous areas around your home.

HEAT PUMP – Give us a call if you are having issues with your heat pump. You can also visit our website at www.tamakihousing.co.nz for tips on how to operate your heat pump efficiently. We have some videos on our website about how to use your heat pump to heat your home without spending too much money.

HEATERS – If you are using additional heaters in your whare, please check they are operating to a safe standard. Always keep heaters clear and away from flammable objects, and make sure to switch heaters off when you leave the room.

OWN IT

If your household combined income is around \$85,000 or more, then the OWN IT programme may be a great pathway for you and your whānau to buy a home.

Young couple Troy Henderson and Ashley Tofa never imagined they would become homeowners. Life changed when they joined the OWN IT programme and eventually moved into their 2-bedroom home in Glen Innes late last year.

"When we were given the keys, it didn't hit us at first," Ashley said. "But then we moved in, and we just sat on those camping chairs at the back because we had no furniture and thought, really? Wow."

Ashley understands it can be difficult for the Pasifika community to talk about money openly and share financial details. She credits Tāmaki Regeneration, Isaac and Erin from the Housing Foundation, and Geoff Fariu, the financial literacy advisor, for helping on their journey.

"We would talk about it," Ashley said, "but we always thought we had too much debt or weren't making enough money. I know it's easy to feel shame in showing income or loans. We've given our bank statements and our income and honestly, there is no judgment."

The couple faced financial challenges on the road to home ownership, but attending the six-week financial literacy



workshop was a game-changer. They cleared all outstanding AfterPay, Laybuy, and Q Card debts and began depositing money into a savings account.

"I think a lot of people, including us, have that fear of having too much debt, so we think we can't apply," Troy said. "But if you just apply, even if you have those debts, they'll work with you and help you lower it. And there's no shame in being told no."

"There is a peace of mind when you have your own home, so just apply. You might be surprised at what comes back. It's just about taking that first step."

Visit our website at tamakiregeneration.co.nz/th/ownit/ for more info or send a message to the OWN IT team at ownit@tamakiregeneration.co.nz.

SUPPORT FOR TENANTS:

If you need help with food at any time, contact one of the numbers below for assistance.

Glen Innes Family Centre - 0800 443 221

Ruapotaka Marae - 0800 276 8252

WELLBEING SUPPORT:

Hard times can often trigger feelings of stress and heaviness on our wairua. There are several wellbeing support services available to help get us through, and we encourage you to reach out and speak with someone. All these services are free and confidential.

Wellbeing Support/Te Whatu Ora - wellbeingsupport.health.nz

Lifeline - 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)

Youthline - 0800 376 633, free text 234, email talk@youthline.co.nz

COME AND TALK TO US:

Pop into any one of our offices at any time or call us on 0800 521 555 if you need something fixed or have any issues or questions about your home or tenancy.

Visit tamakihousing.co.nz if you need more information.