

## TENANT SATISFACTION SURVEY

You may have had the chance to complete our Tenant Satisfaction survey with the friendly team from Insights Tāmaki. If you've had the chance to complete the survey, thank you for your honest and valuable feedback. Your feedback helps us to identify how we can improve our services, what is most important to you and how we can find solutions that best work for you.

### Key facts about the Tenant Satisfaction Survey.



How to contact us  
**0800 521 555**  
[www.tamakihousing.co.nz](http://www.tamakihousing.co.nz)

**If something needs fixing, call us straight away.**  
 Call free (even from your mobile phone) at any time.

Would you like a digital copy of the newsletter? To sign up, email us at: [info@tamakiregeneration.co.nz](mailto:info@tamakiregeneration.co.nz)

# YOUR 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's Andy Sao-Ama with Trish Atasani and her heat pump

## HEAT PUMPS KEEP WHĀNAU WARM IN WINTER

Getting a heat pump installed as part of Tāmaki Housing's Healthy Homes Upgrade Programme has been a gamechanger for Trish Atasani and her whānau.

So far, more than 900 heat pumps have been installed in Tāmaki Housing homes – that's around a third of the homes we look after.

Trish has had the heat pump for about a year

and says it's made a huge difference to her home in Glen Innes.

"The heat pump warms it all up quickly. We sleep with it on too. The past few nights have been really cold. I also open up all the doors, so the heat spreads through the house."

The heat pump is also saving the whānau money by reducing the number of times they

have to top up their prepaid power account.

"We would have to top up our power account up to three times a week with the old heaters.

"With the heat pump, we top it up about every two weeks."

Having the heat pump also made summer a lot easier for the whānau. *Continued on page 2...*

# PETER'S NOTE



## KIA ORA EVERYONE

Kia ora everyone,

It's awesome to be writing my first column for the Your Home newsletter! I hope you enjoy it and the rest of the stories.

Firstly, I wanted to say a big thanks to everyone who came along to Samoan Language Week events recently, including the celebration night held at Te Oro.

A lot of the Tāmaki Housing team were involved in organising events across our area and they really enjoyed the time with our local Samoan families.

I can't wait for August, when Cook Islands Language Week kicks off.

I'd also encourage you to visit our new website [tamakihousing.co.nz](http://tamakihousing.co.nz) if you haven't seen it yet.

You can do some really useful things, like reading most of it in one of eight languages or watching some tips on how to keep your home healthy. Find out more in our story on p3.

Or if you prefer to give us a call or pop into one of our offices, that's great too. We look forward to seeing you.

**Ngā mihi,**  
**Peter Lauina,**  
Tāmaki Housing Area Manager, Panmure

## NEW WEBSITE FOR TĀMAKI HOUSING

Have you seen Tāmaki Housing's new website yet?

There are some great new features on [tamakihousing.co.nz](http://tamakihousing.co.nz) which might help you, whether you're accessing it from your mobile phone, tablet or computer. The new features include:

- You can tell us about non-urgent things that need fixing by clicking on the Get Something Fixed button. You can even send us a photo to show us what's broken. You're also still welcome to visit our Panmure or Glen Innes offices or call us free on 0800 521 555 to ask for something to be fixed, particularly if something major is broken, like your toilet or oven.
- There's a great Question and Answer section, with lots of helpful information about living in your home. This has information about our regular home visits, what to do if something changes in your household, and can help you request a copy of your tenancy agreement if you need one.
- Parts of the website have been translated into several different languages, including Te Reo Māori, Samoan, Tongan, Niuean, Cook Islands Māori, Chinese and Burmese.
- We've included some useful videos as part of our Healthy Homes Upgrade Programme. The videos feature Tāmaki Housing's tenancy managers giving you advice in several different languages. We're planning to add more of these on how to keep moisture out of your home soon.



*Continued from cover...*

"During summer it was really hot, so we hung out with the air conditioning on. My dad has some health issues, so he spent a lot of his time hanging out over here when it was hot.

"It doesn't sit well with him being so hot, so having the air conditioning on really helped him."

Trish says getting the heat pump installed was really easy.

"The installers were awesome and really easy to talk to. He explained everything really well while they were here.

"There was a lot of explaining to let us know what they were doing. It made me feel really at ease."

Before the heat pump was installed, Tāmaki Housing's maintenance team Spencers measured up where the heat pump would go.

Trish has had no hesitation recommending heat pumps to other Tāmaki Housing whānau, including her parents.

"They are going through the Healthy Homes process at the moment. I have given them advice to get all the work done as it will help them a lot.

"I would definitely recommend a heat pump. I've always wanted one, so was quite surprised we were getting one."

## HEALTHY HOMES IN TĀMAKI

Tāmaki Housing aims to have all of our 2500 state homes fitted with a heat pump or similar heating device in the next 18 months.

Other work that is being done to Tāmaki Housing properties as part of the Healthy

Homes upgrade programme include ventilation, insulation, draught stopping and drainage upgrades.

Go to [tamakihousing.co.nz](http://tamakihousing.co.nz) and click on Healthy Homes to find out more about the Healthy Homes Upgrade programme.

You can also watch a video on how to get the best from a heat pump in several languages.

## NEW TEAM MEMBERS JOIN TĀMAKI HOUSING



**"Papa" Joe Watene**  
Tenancy Manager - Glen Innes

"Kia ora. I'm a Nga Puhī boy. Mum and dad are from Dargaville and I grew up in my little paradise Moerewa. I used to be in the army, then got into roofing and maintenance. Eventually I worked for Tāmaki Housing's maintenance providers PFM and Spencers, before recently moving to Tāmaki Housing as a tenancy manager. The people drew me here. I have met so many good people in this community. It's amazing. This is where I'm meant to be as part of my journey.



**Amelia Tae**  
Tenancy Manager - Panmure

I grew up in the Tāmaki area. I attended the local Catholic School in Panmure. I have lived in Tāmaki with my family for more than 20 years. I recently became a tenancy manager after working in the call centre helping the tenants of Tāmaki with any questions or queries regarding their homes. I love working in Tāmaki as it gives me the opportunity to give back to the community I live in.