

# MY HOME

Welcome to the Tāmaki Housing update



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



THA celebrate reaching the Healthy Homes target alongside Spencers and all involved.

## HEALTHY HOMES UPGRADE PROGRAMME - THE JOURNEY TO 2500 HEALTHY HOMES FOR TĀMAKI

We made it Tāmaki! All our Tāmaki Housing homes have now been upgraded as part of the Healthy Homes Upgrade programme!

Tāmaki Housing completed its three-year programme to ensure all properties met the Healthy Homes regulations ahead of schedule. We thank you for helping us to reach this goal by making yourselves available when upgrades and installations needed to be done.

General Manager of Tāmaki Housing, Neil Porteous, is pleased to reach the amazing milestone ahead of time and is thankful to everyone in the healthy homes delivery team for their

commitment to the upgrade programme’s success.

“The team and our partners have managed a massive piece of work across 2500 homes while always staying true to the vision of providing healthier homes for all our whānau. It’s a fantastic outcome, and we’re proud of the team – across Tāmaki Regeneration, Spencers, and all the suppliers and tradies that contributed – for all their hard work,” Neil says.

## A WORD FROM DAPHNE KIA ORA AND TALOFA, EVERYONE.

We were happy to announce our Healthy Homes programme met its 100% target a little while ago! We want to thank our partners and friends at Tāmaki Regeneration and Spencers, and all the suppliers and tradies who helped us reach our ambitious goal.

For the past few months, our team has been out and about in the neighbourhood completing home visits. We use this opportunity to see if there’s anything we can do to help whānau live well in their homes. We check that all houses remain warm and dry, and that everything is working properly. A huge thank you for taking the time to see us! Feel free to reach out to us on **0800 521 555** or at our offices if you have any questions or concerns.

You may have visited or seen our Tenancy Managers at one of our pop-up fale out in the neighbourhood. We enjoyed meeting to answer some of your questions and to hear your feedback. Our team look forward to setting up future pop-up events for the community as the warm weather sets in.

If you are thinking of buying a home and you have adult children living with you, please read the OWN IT section in this issue and get in touch with Selina Patia from the OWN IT team to sign up for the programme as an intergenerational whānau. Selina can put you in touch with the right people to help put you on the path to becoming mortgage-ready.

**You can also contact your Tenancy Manager to reach the OWN IT team or email [ownit@tamakiregeneration.co.nz](mailto:ownit@tamakiregeneration.co.nz).**



**Ngā mihi,**  
**Daphne Amosa**  
Tāmaki Housing  
Area Manager



## MEET THE TEAM

**Nikki Joe joins Tāmaki Housing as the newest member of the Place Management team.**

Nikki is of Cook Island/Samoan descent and has lived in the Glen Innes and St Johns area for the last 9 years.

She has 2 primary aged children, aged nine and seven, and previously worked as an early childhood educator at Best Start on Apirana Ave before joining the Tāmaki Housing team.

She says, “I grew up in Mangere with 10 siblings in our family home. My parents have lived there for almost 30 years. I moved to Glen Innes in 2014 and this community has been my home since.”

## TĀMAKI HOUSING STAFF VISIT LOCAL FIRE STATION

**Fire Safety awareness and prevention is an important part of making sure everyone can live well in their home.**

Recently, the team took a trip to the local fire station on Pilkington Road where they met the Fire and Emergency team and learnt about:

- **Fire safety and prevention**
- **The importance of smoke alarms and regular testing**
- **Having an exit plan in case of an emergency**
- **What to do and what not to do in a fire emergency**
- **Some of the options available for whānau who may not be able to hear smoke alarms e.g, installing a flashing light and vibration system.**

Senior Tenancy Manager, Tina Kiiikoro says it is important to know what to do in a fire emergency. She says, “We take pride in ensuring we all do our part, from trial safety evacuations of our multi story complexes, to testing smoke

alarms during home visits, and replacing these promptly when tenants let us know they aren’t working properly.

We aim for a shared awareness through ongoing korero with our tenants and community regarding their fire safety and being pro-active. We take extra precautions to ensure safety for our whānau.”



# LIVING WELL IN YOUR HOME - FIRE SAFETY

We want to provide a safe and comfortable home for you and your whānau, and fire safety is an important part of this.

Did you know that one in four house fires start in the kitchen? Making your kitchen fire safe is an important part of having a safe home. Here are some simple things you can do to lower the risk of a fire starting in the kitchen:

- **Don't drink and fry** - Alcohol is involved in half of all fatal fires. Instead, cook beforehand, order takeaways, or use the microwave to prepare your meal. Never drink alcohol or take medication that could make you sleepy while cooking.
- **Don't leave the room when cooking** - If you have to leave the room, always switch off the stove first.
- Unattended cooking is the main cause of house fires in New Zealand.
- **Remove hazards** - Keep curtains, tea towels, oven mitts and any flammable items away from the cooking area.
- **Clean your stovetop after each use** - This prevents spilled fats and burnt foods from building up. Clean rangehood filters regularly.
- **Heat alarms** - Some homes will have a heat alarm installed in the kitchen area. This type of alarm is designed to activate when the room reaches a set temperature. They are useful in places where a smoke alarm would usually give false alarms, such as in the kitchen.

**If your smoke alarm or heat alarm is beeping or faulty, please call us on 0800 521 555 straight away and we will visit you to fix or replace it.**

## IF A FIRE STARTS WHILE COOKING

1. **If your frypan is on fire, place the lid of the frypan, a damp tea towel, or another large flat object (like a chopping board) over the pan to starve the fire of oxygen.**
2. **Never throw water onto a frypan that's on fire.**
3. **Never, ever attempt to carry a burning frypan outside.**
4. **If you have a fire in your oven, try to turn off the power or gas, either at the stove or at the mains.**

If the 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 plan escape plan. Call 111 to report the fire once you are safe at the planned meeting place outside your home.

**If you'd like to book a fire visit from our very own Fire Safety advocate and Tenancy Manager Joe Watene, send an email to [info@tamakihousing.co.nz](mailto:info@tamakihousing.co.nz).**

## 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.

The journey will begin with you taking part in the OWN IT financial capability workshops to better understand your own financial and household circumstances which will help give you the tools to become mortgage ready.

Families with three or more generations or two generations with multiple related family units in their household can also combine their income to be eligible for the OWN IT programme. This path is ideal for families in employment with adult children or close relatives that have a household income of up to \$205,000.

**If you have any questions or want to know whether the OWN IT programme is suitable for you and your whanau, visit our Mai Tāmaki website at [www.tamakiaffordablehomes.co.nz](http://www.tamakiaffordablehomes.co.nz) for more info or send a message to the OWN IT team at [ownit@tamakiregeneration.co.nz](mailto:ownit@tamakiregeneration.co.nz).**



# NEW TRANSITIONAL HOMES

TRC were honoured to support the opening of another Transitional Housing site on Coates Crescent in Panmure.

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The new units come fully furnished to welcome whānau into short-term accommodation until a long-term home becomes available for them.

Te Pera Mahi Oranga Trust will be managing this accommodation and providing valuable wrap-around services to support each whānau to succeed.

TRC would like to thank our valued partners, Ministry of Housing and Urban Development and Tāmaki Kāinga Haumarū Collective, and we acknowledge the Right Honourable Dr Megan Woods, Marama Davidson and Jenny Salesa for their continuous support as we drive to deliver this important Kaupapa for Tāmaki.



# HEALTHY HOMES – HEAT PUMP COOL FUNCTION

With the warm weather approaching, you might want to switch your heat pump to the cooling setting.

**Here are a few important tips to remember when operating your heat pump remote:**

- Avoid using the AUTO function
- Close all windows before turning on the heat pump

**Turning the heat pump on – cooling mode:**

- Press the Power button on the remote
- The heat pump will start as soon as you press the power button
- Press the mode button until the cooling picture shows the snowflake symbol (snowflake image)
- Press the up (up image) or down (down image) temperature buttons to set the thermostat to between
- 18-20 degrees
- Cool air will start to come out after around 2 minutes, and your room will start to feel cooler after 5 to 10 minutes

**Turning the heat pump off:**

- Press the power button on the remote again to turn it off
- The heat pump will take about 1 minute to stop working



## SUPPORT FOR TENANTS:

We would like to thank these local groups and food banks who provided some of our families with assistance during the flood disasters.

**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](http://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](mailto: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](http://tamakihousing.co.nz) if you need more information.**