

# MY HOME

Welcome to the Tāmaki Housing update



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

## Tenant Reference Group

Tāmaki Housing has recently formed a Tenant Reference Group, made up of five tenants who are active in our community and have volunteered to act as a voice for our Tāmaki Housing whānau.

The group will meet with Tāmaki Housing kaimahi every two months, providing their perspectives and sharing feedback that will play a huge role with future decision making.

These hui will be a space where members can openly share feedback and their experiences as a tenant, or raise any concerns they may have. It also provides another way we can work together and kōrero on key projects out in the community.

**If you would like to share feedback as a tenant or raise any suggestions or concerns with us, please send a message to [info@tamakihousing.co.nz](mailto:info@tamakihousing.co.nz)**

**These voices will be vital to help improve outcomes for whānau, and the group members will:**

- Share their experiences as tenants to help improve decision making
- Share feedback from other tenants or members from the community
- Suggest opportunities that could be explored
- Raise any concerns or issues
- Discuss and develop solutions to any issues raised
- Ensure everyone is treated fairly and with respect
- Participate in training

## Neighbour-Connect Day

Our Tāmaki Housing team has been out-and-about activating free Neighbour-Connect Days to help build community connections in our new neighbourhoods.

These events are organised as a way for tenants and neighbours to get to know each other better and help with building strong community relationships.

The team recently held an event at West Tāmaki Road, setting up a sausage sizzle on site for whānau to share in conversation over food, and providing a whole heap fun for children, including popcorn, candyfloss and bouncy castles.

Placemaking Manager, Emelda Pagai, says tenants were keen to sit down with their neighbours and enjoy good conversation.

“The engagement from residents was positive, which added to the successful day. We also have former tenants from this area who still stay connected with us and current residents. So overall, it’s been a positive experience.”

The Tāmaki Housing Placemaking Team would like to thank their friends and dedicated partners at Spencers and Fletcher Living, and Jenni Loui from Kāinga Ora for their ongoing support.

If you would like the team to organise a Neighbour-Connect Day in your neighbourhood, please send a message to [info@tamakihousing.co.nz](mailto:info@tamakihousing.co.nz).



# Kia ora and Talofa, everyone.

## I can't believe it's nearing the end of 2024 already!

It's been a busy time in the Tāmaki Housing space, so I'm excited to share what our team has been up to.

First, I would like to belatedly announce the appointment of Juliet Erihe, who replaces Neil Porteous as the new Tāmaki Housing General Manager. A huge welcome to you Juliet!

I would also like to acknowledge Neil Porteous for his great leadership in the housing space for the past eight years since Tāmaki Housing started. His heart and drive for better housing outcomes has left a huge impact on us all at Tāmaki Housing. Fa'afetai lava, manuia tele – thank you and best wishes, Neil.

We've celebrated a number of exciting milestones, and wish to congratulate Malaea, Irene and Leslie on 20 years of providing outstanding housing services in Tāmaki. We are grateful for their service and dedication, and we look forward to many more years of great work for all our Tāmaki whānau.

Our Placemaking Team has been busy building neighbourhood connections by hosting several

Neighbour-Connect Days.

There will be more of these in the future - pop along for a sausage sizzle and kōrero with your neighbours - take the time to say hello and introduce yourself.

If you have a visit from a member of our maintenance team for a repair job on your property, just a friendly reminder that you have the right to ask the tradesperson to show their identification before they enter your home. If you are still feeling unsure, feel free to give us a call on **0800 521 555** and we can help you verify the visit.

If your household earns around \$85,000 and you're keen to learn how our OWN IT programme can make home ownership a reality for whānau, our friendly OWN IT team would love to have a kōrero. Your Tenancy Manager can connect you with a member of the team, or you can send a message to **ownit@tamakiregeneration.co.nz**.

Lastly, if you're experiencing some tough times, need support, or a friendly ear to listen, your Tenancy Manager is there. They'll be able to put you in touch with a community group



or local organisation to help with wellbeing, food, or budgeting services. We have provided some useful contact information on the last page of this newsletter.

On behalf of the Tāmaki Housing team, have a safe festive season! Wishing you and your whānau all the best for the New Year.

**Ngā mihi,**

**Daphne Amosa**

Tāmaki Housing Area Manager

## Meet The Team



**Juliet Erihe - General Manager**

Juliet Erihe (Ngātiwai and Ngāpuhi) joined the team earlier this year as the new General Manager of Tāmaki Housing and brings with her 30 years' experience in the social service sector and a heartfelt passion for working with people.

She says, "Housing is a fundamental right, and I feel passionate about supporting this community through my role. I'm excited about the future, and I look forward to working with my team to create more opportunities for our housing whānau to thrive."

As she has been settling into the new role, Juliet has enjoyed interacting with

different groups of people throughout Tāmaki and spending time listening to stories from residents she meets while out and about.

"People in Tāmaki are so friendly. There is so much history here and the richness in stories is inspiring. The area is vibrant and diverse - and the food places are amazing! I love that there is a strong sense of community. I just feel so privileged to be a part of Tāmaki."

Juliet is married with four tamariki and one mokopuna and is proud of her Ngātiwai and Ngāpuhi roots. She loves her whānau, dogs and helping out at netball.

# Getting Things Fixed

If anything in your home isn't working properly, please let us know. We have a team of people available for maintenance and repair jobs.

When our tradespeople come to your home, they will respect your privacy and treat your home and belongings with care.

They will show you their photo identification card before entering. If they don't show this when they arrive, you have the right to ask them to show this to you. You can always give us a call if you are unsure.

When they have finished the job, they will leave your home safe, clean and tidy.

- If something has broken or needs fixing, please call us straight away on **0800 521 555**.
- Problems that affect your health and safety (like a blocked toilet) are very important to us and we aim to turn up for these repairs within 4-hours.
- If the job isn't urgent, we'll be in touch within 48-hours and work out when you will be home so we can visit. We aim to get these types of repairs done within two weeks.
- If you have any questions or feedback about work done by one of our tradespeople, please let us know.

## Keeping Safe In Your Whare

### FIRE AWARENESS FOR BATTERIES AND ELECTRONIC DEVICES

Lithium-ion (Li-ion) batteries can be found in common household items such as mobile phones, laptops, scooters, e-cigarettes and toys. They can become a dangerous fire hazard if they are damaged, mishandled, or improperly disposed of.

**Here are some safety tips around lithium-ion (Li-ion) batteries and how to use, store, and charge them correctly in your whare:**

- Beware of fire hazards. Do not charge devices such as phones, laptops and vapes under a pillow, on the bed or on a couch – they can overheat and cause a fire.
- Charging your device. Do not overcharge your batteries. When your item is fully charged, disconnect it from the charger.
- Keep devices cool. Always store lithium-ion battery devices in cool dry spaces, out of direct sunlight.
- Device repairs. Only get device repairs and battery replacements done by a qualified professional.
- E-Bikes and E-scooters. E-scooters and e-bikes should be stored and charged outside or in a garage, shed or carport, away from living spaces.
- Disposal. You can safely dispose Li-ion batteries at the nearest e-waste centre, **Tāmaki Zero Waste Hub at 153 Pilkington Road Point England Auckland. Do not put them in your household rubbish or recycling bin.**

### IN THE KITCHEN

Aluminium foil is generally safe to use to cover food in the oven, but it can be flammable if used improperly. **Do not use aluminium foil to line the oven bottom or any other part of the appliance.** Only use as recommended for baking if used as a cover placed on the food. Any other use of protective liners or aluminium foil may result in a fire or cause a short circuit.

**Here are some of the dangers:**

- **Trapped heat:** Lining the bottom of the oven with foil can trap heat, which can lead to poor air circulation and cause a fire.
- **Blocked airflow:** Covering an oven rack completely with foil can block airflow and cause uneven cooking.
- **Damaged oven:** Using foil on hot surfaces or elements can melt the foil and damage the oven.

**If a fire occurs, 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.**

If you'd like to book a fire visit from our fire safety advisor Joe, please send an email to [info@tamakihousing.co.nz](mailto:info@tamakihousing.co.nz)

Fire prevention for you and your whānau starts with you!





## OWN IT - From public housing to home ownership

### Haare and Joseph's whānau journey in Tāmaki

Haremate (Haare) and Joseph Burke signed up for the OWN IT programme with the hopes of fulfilling their dream of buying a home for their son's future.

In less than a year, they were approved for a brand new 2-bedroom whare in Glen Innes.

The couple were buzzing from the life-changing news and still can't believe it's real.

Haare says, "The best part is that we get to stay in Tāmaki. We feel remarkably blessed to be in this position, overwhelmed and proud. It's so important, because for us, Tāmaki is our home. The area is significant to our family, and we can't see ourselves living in any other suburb or community."

The Burke whānau were living in a Tāmaki Housing property before deciding to put their names forward to join the OWN IT programme. They took advantage of the free, online Financial Capability Workshops sessions on offer, and committed themselves to paying off their debts quicker, reducing unnecessary purchases, and learnt better ways to save money.

Although they were not in the right financial position to begin with, the couple were able to grow their income to reach the minimum threshold to qualify. Now, they are encouraging other whānau who are renting to jump on board the OWN IT programme and make their money count.

"I became a young parent at the age of 17, but I was still able to return to university to complete my studies, gain a degree, get married - and now, buy a home!"

I want our journey to motivate others, to know that with hard work, homeownership through the OWN IT programme is possible. Especially our Māori and Pasifika whānau who are still unsure about it.

For us, this is not just any home or any location. This is the street where I grew up, where I dreamt all these dreams to begin with. And now all those things have become a reality. Not just for myself and my husband - but for our son. I love that we were able to achieve and accomplish all these beautiful milestones here in Tāmaki," says Haare.

And she hasn't stopped smiling since.

Haare says, "The most joy I felt was surprising our boy when he arrived home from his school trip. When we arrived at the house, there were tears, cheering, and so much love and hugs! It will forever be one of the happiest moments of our lives."

If your family household earns around \$85,000, or up to \$205,000 as a multigenerational whānau, contact the team at [ownit@tamakiregeneration.co.nz](mailto:ownit@tamakiregeneration.co.nz) to see if you are eligible for OWN IT.

### 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](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.