

Your community, your place.



Welcome to our new Haumaru Housing tenants' newsletter. After 18 months of planning and preparation, we're delighted that everything's now 'all systems go'. Our team's looking forward to providing an effective and responsive service to meet your needs, and to creating positive and inclusive communities that support you to live well in the comfort and security of your home.

A one-stop-shop for all your needs

So we can respond to your requests as swiftly as possible, we've a new way of working that will also make things quick and easy for you. You can now direct all queries to your local Community Manager, who'll liaise with the wider Haumaru Housing team 'back at base' to progress matters for you. Whether you have a maintenance request, a payment query, a welfare issue or another area that you need help with, your Community Manager will be your first point of contact for getting things done.

A new team at your service

We've a team of eight Community Managers at your service – five new faces and three who've transferred from Auckland Council's Housing for Older People team. Your Community Manager will be in touch with you shortly to (re)introduce themselves and to see if there's anything particular they can currently assist you with. They'll be visiting your village regularly, so do have

a chat with them whenever you see them. They'll be in uniform and wearing a Haumaru Housing ID card, which you may ask to see at any time.

Our Community Managers are supported by two Area Managers as well as property and accounts colleagues, so we can provide a complete end-to-end service covering the entire range of tenant services. And as we're all 'under one roof', working as a close-knit group, we can quickly follow-up on issues and ensure that your query receives prompt attention. We'll also be working with a new, single maintenance provider who'll undertake all services – for units, as well as the lawns and communal areas – which will further speed things up!



The Haumaru Housing team

How to contact your Community Manager

You can contact us 24 hours a day, 7 days a week. During normal business hours (8:00am – 5:00pm), your Community Manager can be contacted on their mobile phone or by email, or you can call our general 0800 430 101 number and we'll put you through to them. If they're unavailable, someone else will be able to assist you.

After 5.00pm and on weekends and public holidays, ring 0800 430 101 and your call will be answered by our after-hours service. This service will deal with emergencies only. For any non-urgent matters, do speak to your Community Manager as normal.

All contact details for our Community Managers are on our website, www.haumaruhousing.co.nz, and are also listed below for your convenience:

- **Luminita Apostol**
Luminita.Apostol@haumaruhousing.co.nz / 021 621 914
– for Cambria Court, Fraser Court, Handley Court, Kings Court, Belmont Court, Preston Court, Torbay Flats, Pupuke Court
- **Lee Bouman**
Lee.Bouman@haumaruhousing.co.nz / 021 621 165
– for Albert, Henry Curd, Lawrie, Parkway, Kent, Norfolk Rise, Coles Crescent, both Marne Road villages, Pahurehure Flats, Conifer Court, Waimana Court
- **Heather Hahn**
Heather.Hahn@haumaruhousing.co.nz / 021 621 163
– for Lambie Court, Topping Court, Bridge Court, Court Town, Whitehaven Court
- **Faith Hyland**
Faith.Hyland@haumaruhousing.co.nz / 021 621 706
– for Acacia Court, Alfriston Court, Gallaher Court, Leabank Court, Percival Court, Inverell Court
- **Mandy May**
Mandy.May@haumaruhousing.co.nz / 021 621 858
– for Dale Court, Marriott Court, Mattson Court, Minerva Court, Hills Court, Otaru Court
- **Lisa Mckinnon**
Lisa.Mckinnon@haumaruhousing.co.nz / 021 621 257
– for Peggy Phillips Village, Alma Court, Dallington Court, Gordon Court, Stratford Court, Greenslade Court, Hillcrest Court, Piringa Court, Cockayne Court
- **Margaret Mincham**
Margaret.Mincham@haumaruhousing.co.nz / 021 621 291
– for Karaka Street East, Karaka Street West,

Hutchinson Village, Tane Village, Godley Court, Harmony Village, Westview Village, Kaurilands Court

- **Mirela Sandu**
Mirela.Sandu@haumaruhousing.co.nz / 021 621 082
– for Jack Smyth Court, Flagstaff Court, Bentley Court, Lancaster Court, Shepherds Park, Windsor Court, Kaumatua Court, Birkdale Court.

We're here to help

Haumaru Housing aims to provide outstanding social housing for older Aucklanders and to create safe, age-friendly and caring communities, where you – our tenants – are well served and content where you live and with the services you receive.

We'll endeavour to meet your requests and do our best to deliver at all times, or find another solution to your issue. You can expect to hear back from us within 24 hours, Monday to Friday. If we don't have the answer immediately, we'll give you an idea of how long it'll take to look into it and will keep you informed during the process, as we work through your request.

If you experience any difficulties or have any customer service issues at all and would like to make a complaint, having first spoken to your Community Manager, then Area Manager, just ring 0800 430 101 or email us at privacy@haumaruhousing.co.nz. Our confidential complaints process is designed to resolve any problems as quickly as possible.

We're looking forward to seeing you soon

We look forward to getting to know everyone in the months ahead and to making a real difference.

We'll be holding informal 'Meet & Greet' events at each village in the next few weeks, when you can pop in for a cup of tea and a chat with members of the wider team. We'd like to hear your thoughts about how you wish to receive information from us, any forums or other meetings that you think would be useful and what you need from the newsletter. Of course, all other feedback would be good to have, too! Your Community Manager will let you have further details of these events in the near future.

Until then, if there's anything we can help with at this stage, do let us know.

See you soon.



Gabby Clezy, General Manager

We always appreciate your feedback. You can do this by talking to your Community Manager on **0800 430 101** or email info@haumaruhousing.co.nz or visit haumaruhousing.co.nz

The Selwyn
Foundation



Auckland
Council
Te Kaunihera o Tamaki Makaurau

