

Your community, your place.



As we come to the end of our first six months of operation, I'd like to say what a privilege it's been to lead the Haumaru Housing team in providing support and services to all our tenants across the villages.

Customer service excellence is important to us. We've addressed over 2,000 individual repair and maintenance requests, sought to improve the communal lawn areas, listened to tenants' concerns and partnered with other service providers so we can add valuable services now and in the future. Judging from the feedback our staff have received, it seems that you're happy with our progress so far!

As we continue the journey to provide the best environment for our tenants, I wish to thank you for all your help in responding to the various surveys and requests for information. Understanding our portfolio and getting up-to-date tenant details have been necessary for us as a new provider.

In the lead-up to the festive season, I'd like to take this opportunity to wish you, your family and village friends much joy and happiness over Christmas and New Year. I hope you have a peaceful, safe and relaxing time.

Merry Christmas!

Gabby Clezy, Chief Executive Officer

Reflections on the meaning of Christmas

Mrs Marian Moore from Birkdale Court shares with us this lovely Christmas poem, which she composed many years ago:

*The star that shines at the top of the tree
Gives light to the world for you and for me
STARLIGHT, STARBRIGHT*

The kingdom of heaven is my birthright.

*Remembering the Father this Christmas time
Receiving gifts and blessings, yours and mine
Peace is the word that comes to mind
A time of loving, giving, to all mankind.*

*The tree, mature, evergreen
Such beauty created, by the supreme
Standing majestically, bathed in light
A solid foundation, come what might.*

*Let us look to a future, ever bright
Teach children and friends
Their God given right
Have mercy and love in a very special way
Touch everyone's heart, on this
CHRISTMAS DAY.*



Mrs Marian Moore from Birkdale Court

Getting to know you – Haumaru Housing tenants receive a warm welcome at their local Selwyn Centre

Having read about the Selwyn Centres in previous newsletters, tenants from villages in Glen Eden, Manurewa and Papatoetoe went along to see for themselves what's on offer at these community drop-in centres for older people.

At St Andrew's Anglican Church hall in Glen Eden, tenants from Harmony and Westview villages received a warm welcome from the Selwyn Centre coordinator and her regular guests. Both groups mixed and mingled, as they worked together to complete the 'getting to know you' mixer game, shared morning tea and enjoyed other activities such as Rummikub and Bingo in the warm and friendly setting. New friendships were made, with the sound of laughter and much chatter resonating around the hall throughout the morning.

Supported by Haumaru Housing's partner organisation, The Selwyn Foundation, in association with local Anglican parishes, the 26 Selwyn Centres across Auckland provide older people with opportunities to meet up each week with others from their community.

We know that getting to the Centres may be difficult for some tenants and hope to be able to help with that next year, thanks to a generous grant from the Stevenson Village Trust of over \$264,000 for the purchase of a number of vehicles with wheelchair access. These will help us provide you with transport to the Centres and to other social events and activities. We'll bring you more news about this, once we take delivery of the new vehicles.

In the meantime, if you're interested in attending a Selwyn Centre, ask your Community Manager if there's one near you, or visit www.selwynfoundation.org.nz.



Aris Ratcliffe of Harmony Village and Selwyn Centre guest, Jopy Maske, at the Glen Eden Selwyn Centre.

Welcome to our new Community Managers

Welcome to our two new Community Managers, Sue McMillan and Danielle Tasi, who have recently started with us.



Sue is the Community Manager for the following villages South; Albert, Henry Curd, Lawrie, Parkway, Kent Norfolk Rise, Coles Crescent, Marne Road and Pahurehure Flats. Sue previously worked for Bupa and was the first manager of their Wattle Downs Retirement Village.

Danielle is the Community Manager for the following villages East; Dale Court, Marriott Court, Mattson Court, Minerva Court, Hills Court and Otara Court. Danielle comes to us from the Ministry of Social Development, where she worked in emergency housing, having previously been with the Queensland Police.



We always appreciate your feedback. You can talk to your Community Manager, call us on 0800 430 101, email info@haumaruhousing.co.nz or visit www.haumaruhousing.co.nz

Contacting us over Christmas and New Year

Over Christmas and New Year, we will be attending to urgent maintenance requests and other emergency issues only.

A number of our Community Managers and office staff will be on duty during non-public holidays. You can call us 24/7 on our general number, **0800 430 101**.



Parker, our 'Chief Canine Officer' (aka Gabby's pet Miniature Schnauzer!).

Calls made out of office hours will be answered by our after-hours service. This service manages emergencies only.

Any non-urgent jobs will be undertaken after the New Year period, with other general matters also followed up then.

Wishing you all a Merry Christmas and a Happy New Year!

The Selwyn Foundation



Auckland Council

Te Kaunihera o Tāmaki Makaurau

