

Your community, your place.

Tenant and community engagement has been a major focus for us in recent weeks. We've been holding lots of meetings, discussions, morning teas and other fact-finding events with tenants, MPs, Local Board members and Ward Councillors, to name but a few. In all of this, we've been listening to what people think, learning what extra help might be needed and hearing a wide range of views on how we can continue to make a difference in our service provision and the wider support we're able to offer tenants.

As with all the feedback we receive, we'll respond to your suggestions, making improvements and changes to ensure that our tenants continue to enjoy their homes and our vibrant village communities.

The team at Haumaruru is very proud of what we've achieved to date, and we aim to be transparent, open, honest and professional in everything we do. As we've been out and about around the villages, it's been lovely to hear tenants' positive comments and about how happy you are with all the improvements we've made since taking over from Auckland Council almost two years ago. Long may it continue!

Stay warm as the cooler weather arrives.

Gabby Clezy, Chief Executive Officer

Letting us know what you think

You should have now received a copy of our annual tenant satisfaction survey, asking you what you think about different aspects of life in your village and the quality of service provided by the Haumaruru team. The survey's similar to previous years and will be run by the same independent research organisation, Gravitas. You can respond either in writing, online via the Gravitas website (look for the 'Tenants Housing Survey' link) or call 09 917 1055. If you prefer to do the survey in your home language, Gravitas will arrange a time for a bi-lingual interviewer to contact you and ask you the questions. To make sure it's received in time, please return your survey by Wednesday, 5 June 2019.

The information given by tenants has helped inform changes to how things are done around the villages and how we communicate with our tenants. Your answers will be completely confidential, so you can be open and honest in all your responses. All feedback will be very welcome and we do hope you can take part.

HAUMARU HOUSING gravitas

1 HAUMARU HOUSING STAFF
How satisfied or dissatisfied have you been with your dealings/interactions with Haumaruru Housing staff since they took over in July last year?

Very dissatisfied ← Very satisfied → Not applicable

| | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The support received from staff | <input type="radio"/> |
| The personal contact from staff | <input type="radio"/> |
| The way staff help you connect with your neighbours | <input type="radio"/> |
| The help and support staff provide to new tenants who are settling in | <input type="radio"/> |
| The way staff deal with any problems you may have | <input type="radio"/> |
| That staff give you a sense that your needs matter to them | <input type="radio"/> |
| The way staff deal with building maintenance issues | <input type="radio"/> |
| The quality of communication you receive (i.e. newsletters, letters etc.) | <input type="radio"/> |
| Overall service provided by staff | <input type="radio"/> |



Chasing butterflies

Tenants from Milford's Gordon Court and Dallington Court enjoyed a trip out in the community minivans to Butterfly Creek recently. Here they are having a break (with Walt, our friendly minivan driver front left). In the last few weeks, we've also had our regular trips to Crystal Mountain, Glenbrook Farm, Howick Historical Village, Puhoi Cheese Factory, Clevedon and Kawakawa Bay, Chelsea Sugar Factory and the Botanical Gardens. If there's anywhere you'd like to go, let us know.

Welcome to our place

We were delighted to welcome Manurewa MP, Louisa Wall, for a tour of Alfriston Court and Gallaher Court on 17 April. Louisa met with Gabby, Community and Cultural Liaison Adele Harrison and Community Manager Faith Hyland for a walk around both villages.

Louisa was interested to learn about Haumarū's portfolio of villages in Auckland and about our partnerships with other agencies to provide tenants with additional services to improve wellbeing. She's now looking forward to Haumarū working in partnership with her electorate office, to better meet the needs of tenants and the older people of Manurewa in the future.



Louisa's pictured second from right with Adele, Faith and Gabby.

Talking about housing...

The Hon Louise Upston also popped in to see us on 14 May. Louise is the National Party's Spokesperson for Social Development and met with Gabby to discuss ways in which the supply of sustainable, long-term affordable rentals for older people might be increased in years to come.

As New Zealand's ageing population continues to rise, the next generation of seniors will be less likely to own their own home and will rely on rental accommodation. Gabby pointed out the challenges and opportunities for Community Housing Providers and the urgent need to grow the volume of units to house older people who are more vulnerable.

We will continue to advocate on housing matters on behalf of Auckland's senior citizens now and into the future.

Nice to see you

Our 'Cuppa & chat' events are in full swing and it's been wonderful for our Haumarū staff, who are mainly office-based, to catch up with many of our tenants again. We're half-way through the current event programme and hope to see you for a cuppa and a chat soon.



Haumarū's Facilities Manager Basil Green updating tenants at the Jack Smyth event, flanked by Gabby and Community Manager Margaret Mincham.



Second row: Fay Dawick, Joy Morris and Doreen Barnett at the Topping Court event, with Community Connections Manager Tracey John and Jimmy Wong. Third row: Haumarū's Adele Harrison taking questions from tenants at the Otara Court event; Gabby and Chair of Whau Local Board, Tracy Mulholland, at the Glen Eden event.

Winter Energy Payment

The Winter Energy Payment from Work and Income is back and now available for 22 weeks from 1 May to 1 October to seniors, to help with the cost of keeping your home warm during the winter months.

There's no need to apply – if tenants are eligible, you'll receive the payment. Single people will receive an extra \$20.46 a week (\$450 for 22 weeks) and couples will receive \$31.82 a week (\$700 for 22 weeks). The Winter Energy Payment is an extra payment which is paid into your bank account at the same time as your other benefits or payments.

If you've any queries about the payments, contact Work and Income on their free call number: 0800 559 009.

If you're deaf or hard of hearing, contact them on their Deaf Link free-fax: 0800 621 621 / Text: 029 286 7170.

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

The Selwyn Foundation



Auckland Council

Te Kaunihera o Tāmaki Makaurau

