



*Your community,
your place.*

Getting back to a 'new normal'

Welcome to COVID-19 Alert Level 1! We're all delighted that New Zealand has made it through and life is just about back to normal.

As restrictions on movement ease and society opens up further, it's important to remember that there's still a global pandemic going on, and record numbers of cases continue to be reported internationally. As the Director-General of Health has reminded us, this pandemic continues apace outside our borders and we can't afford to let our guard down, but need to remain vigilant to the threat that the virus poses.

With this in mind, I'd like to reiterate that it's essential that we still apply all the hygiene and precautionary measures that have worked so well to date. These include strict hand hygiene and coughing and sneezing etiquette, and being mindful of physical distancing when out and about amongst strangers (to reduce the risk of bringing any infection home with you).

Crucially, even if you feel just slightly unwell, please stay at home and do not socialise, as you could potentially pose a risk to your neighbours and family. If you have cold, flu or any respiratory symptoms, call your doctor and make sure you get tested for COVID.

These health and safety controls must form part of our 'new normal' from now on.

Although New Zealand has moved to Alert Level 1 and there's currently no known community transmission, we at Haumaru Housing will continue to work to protect your health and safety while enabling you to live independently. We'll still take all the protective measures necessary to safeguard your health, and we'll equally look after our staff, so they can continue supporting you.

As a nation, we don't want to lose the hard-won freedoms and privileges which have been made possible earlier than expected thanks to the country's combined efforts to eliminate the virus. So it's vital we make sure that we continue to be careful for the sake of ourselves, our families and our wider community.

Enjoy life at Alert Level 1, but stay safe and let's not take our eye off the ball.

Gabby Clezy, Chief Executive Officer

Alert Level 1: keeping track of where you've been

Another important principle of keeping safe in Alert Level 1 is maintaining a record of where you've been and who you've seen, as this will help Public Health in tracing anyone who may have come into contact with the virus.

You can simply keep a written diary or, if you have a smartphone, download the free NZ COVID Tracer app developed by the Ministry of Health. This app works by scanning a QR code on a poster at participating businesses, and it then keeps track of where you've scanned, so you know where you've been.

Even just registering your up-to date contact details with the Ministry of Health will be very helpful for both you and Public Health, should the source of any further community transmission need to be traced. For further information, visit tracing.covid19.govt.nz/.

Haumaru Housing Tenant Survey 2020

Our annual tenant satisfaction survey is underway right now, and we very much hope that everyone will participate. The more tenants who return the questionnaire and let us know what they genuinely think, the more it will help us to further improve our services to you.

Everyone will have received a copy of the survey from the independent research company, Gravitas, who are managing the process on our behalf. It should only take around 10 minutes to complete. You can either fill in the form in writing, then fold it and post it back to Gravitas - or pop it into the Haumaru village letter box by the end of this week and we'll forward it to them. Or you can scan and email it by this Friday, 12 June, to tania@gravitas.co.nz.

Alternatively, you can complete it online at www.gravitas.co.nz. Click on the Haumaru Housing link and enter your Survey ID Number (this is the number on the top of the form). Or you can phone Gravitas for free on 09 9171055 by 12 June, and they'll ask you the questions over the phone. Couldn't be easier!

We really want to hear from you about what you think we're doing well and what we can do better. So get filling in that form now and let us know.

Protecting our tenants' health and safety

Throughout the COVID-19 crisis, Haumaru has been following all Ministry of Health and Government recommendations and implementing their guidelines. This ensured that we were providing the safest village environments, supporting tenants' health and wellbeing and reducing any risk of community transmission.

Under Level 1, we'll re-start tenancy checks, social events, van outings and group exercise, and our village community halls will be open. Our full maintenance will resume, with the exception of areas affected by the water restrictions (eg, building washes).

We'd like to remind all our tenants and staff to continue to be vigilant as regards washing their hands regularly and taking good general hygiene measures.

If you use shared laundries, you will see our posters advising that one tenant should use the laundry at any one time. Please also clean the surfaces with disinfectant before and after use. This is a practical and 'best practice' measure to keep everyone safe from spreading cold, flu and other viruses.

All our staff have access to hand sanitiser dispensers and disposable tissues, which they keep with them when they're out and about visiting villages. This is a further protection for you.

We encourage you to ask your visitors to follow good hygiene practices and to postpone visits if they're feeling unwell, if they've been in contact with unwell people, or if they've been overseas or in contact with anyone who may have had the virus.

The Golden Rules for everyone at Alert Level 1

- ✓ If you're ill, stay home and don't socialize; avoid close contact with other people, and don't share dishes or bed linen with others, for example.
- ✓ If you have cold or flu symptoms, call your doctor or Healthline and make sure you get tested.
- ✓ Wash and dry your hands thoroughly and regularly.
- ✓ Sneeze and cough into your elbow, and regularly disinfect shared surfaces.
- ✓ If you're told by health authorities to self-isolate, you must do so immediately.
- ✓ If you're concerned about your wellbeing or have underlying health conditions, work with your GP to understand how best to stay healthy.
- ✓ Keep track of where you've been and who you've seen to help contact tracing if needed. Use the NZ COVID Tracer app as a handy way of doing this.
- ✓ Stay vigilant. There's still a global pandemic going on. People and businesses should be prepared to act fast to step up Alert Levels if we have to.
- ✓ People will have had different experiences over the last couple of months. Whatever you're feeling - it's okay. Be kind to others. Be kind to yourself.

Keeping in touch

It's up to all of us to check on each other. We have a range of measures in place to keep neighbours in touch with one another, including contact forms offering help to people who are self-isolating or ill.

The most important thing is for you to keep an eye on each other and seek support from family, friends and neighbours if need be. We're also available and can always be contacted on our 24/7 0800 helpline.

If you have a repair or any other contact booked with a member of our staff, including tenancy checks - and you or anyone in your home has cold/flu symptoms and/or is self-isolating - please tell us.

Follow NZ Government and public health advice in order to protect yourself and others. COVID-19 symptoms include a cough, fever, shortness of breath - which could also indicate flu. For further information on COVID-19, please look out for the posters in your village, contact your GP or call the dedicated government Health line 0800 358 5453. There's also a COVID-19 website you can check for symptoms and information on self-isolation.

Contact us if you have any concerns or require help on 0800 430 101, or at info@haumaruhousing.co.nz

Get your flu shot

Just a reminder about getting the flu vaccine as soon as possible, if you haven't already done so. Free vaccinations are available for older people from GPs and pharmacies. The flu vaccine will not only help protect you against this serious disease, but will also provide protection for your loved ones as well as your fellow villagers. So the more of us who are immunised, the less likely it'll spread amongst our communities.

The show must go on

In a further sign that life is getting back to normal, social activities in the villages are starting up again.

Tenants at Wilsher (Henderson) and Kaumatua villages (Te Atatu) had the pleasure of being entertained by Te Pou Theatre recently, as part of the troupe's series of 'Front Yard Festivals'.

Members of the theatre group performed short stories using dance and music, and played songs which many tenants joined in with - on their guitars and in fine singing voice. A particular highlight was tenant Edward Hemara taking to the microphone and performing some classic renditions of his favourite songs for the theatre group and to the balconies packed with his neighbours.

Te Pou - the home of Māori theatre in Auckland - was funded to provide entertainment for older people and the vulnerable who weren't able to venture out during the pandemic. The production was directed by Tainui Tukiwaho (best known for playing Billy T James) and former Shortland Street star, Jarod Rawiri.