

## Budget News

**Housing those in need has always been a priority for this Government.** Over the past three and a half years we've continued to rebuild and grow the number of state houses available. During this time, we've increased the number of state houses by over 4,000.

In this year's budget, we're providing a further \$126 million to build, buy or lease an extra 500 homes in Auckland over the next three years on top of those already planned for. This means that the Corporation will increase the number of homes to rent by around 3,000 over these years, with the majority going to Auckland where housing demand is greatest. The Working for Families' package in Budget 2004 also makes major changes to family assistance, to childcare assistance and to accommodation assistance for those renting in the private sector. Details are enclosed in this newsletter.



Minister of Housing  
Steve Maharey.

## Count down to HNZC Gardening Awards

**In September we'll be calling for entries for the second HNZC Nationwide Garden Awards.**

The awards are open to Housing New Zealand Corporation tenants.

There are five categories – Open, Edible/Practical, Small Space, Children's, and an exciting new category – New Garden. You can enter as many categories as you want, but only one entry per category is allowed. Entries must include at least one photograph of your garden.

Further details and entry forms will be in the September issue.



## Housing Crowding and Health – a progress report

**Have you ticked the box on your income-related rent application to take part in the Wellington School of Medicine's Household Survey?**

During the past 12 months about 1 in every 20 households have 'ticked the box' to talk with researchers about their home and history of hospital care.

Housing, Crowding and Health Study Project Manager, Dr Jasminka Milosevic, says the information is part of a larger study to find out about the links between living conditions and illness and whether living in a less crowded house reduces the risk of disease. Dr Milosevic said that tenants in Dunedin, Invercargill, New Plymouth and West Coast were keen to participate, but in other areas the response has been extremely low. "The interview is totally confidential and it's only a short meeting at a time that suits the tenant," she says.

"We're really keen for more people to take part and contribute to this valuable research. If you're unsure about participating call us on freephone 0508 478 835 and have a talk."

**See the brochure enclosed for further information.**

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## Gardening Calendar

- June**
  - Plant seedlings of cabbage, cauliflower, broccoli, winter lettuce, silverbeet and spinach.
  - Purpe hydrangeas and roses.
  - Cut back, lift and divide perennials.
  - Plant seedlings of lobelia, sweet william, cyclamen, sweet pea, hollyhock, viola.
- July**
  - Plant seedlings of potatoes, rhubarb, garlic and plant seedling plants.
  - Start seedling plants: nemesis, pansy, snapdragon.
  - Plant seedlings of pansies, primula, lupin, dianthus. Feed spring bulbs.
- August**
  - Prepare the vegetable garden for spring planting – dig in compost and lime if necessary.
  - Plant seedlings of cabbage, cauliflower, lettuce, broccoli, silverbeet and spinach. Plant gladioli, dahlia & begonia tubers for summer flowering.

## We're here to help

**A survey of customers that have phoned Housing Assistance shows that most are very happy with our new toll free 0800 801 601 service. In fact, 96% say the service met or exceeded expectations.**

Our Housing Assistance team can help with all general inquiries about Housing New Zealand Corporation services and products, as well as calls for urgent repairs, maintenance and tenant inquiries. You've told us it's important that Housing Advisors listen (96% of customers were satisfied), do what they'll say they do (89% of customers were satisfied), and have good knowledge of the Corporation (95% were satisfied). You've also told us it's important the 0800 number is easy to find. Enclosed is your very own fridge magnet.

You can call 0800 801 601 toll free from any mobile phone. People with hearing impairments can access Housing Assistance through fax 0800 201 202.

**IMPORTANT NOTE FOR ALL TENANTS:**  
Has your or your Partner's income changed?  
If so, please call 0800 801 601 or talk with your Tenancy Manager.

## Helping customers manage their own circumstances – Ailsa Webb

**Housing New Zealand Corporation has three Case Managers in the Wellington/Hutt Valley region – all dedicated to helping people with special needs manage their own circumstances.**

Between them, Judy, Scott and Conrad have more than six years of Case Management experience. "As Case Managers, we help people who have a number of different issues affecting their housing whether it be a physical disability, budgeting issues or family issues," Judy says. "We help them get suitable housing and we work with other agencies to provide support as required so people can stay in their homes and manage their own circumstances."



From left, Conrad, Judy and Scott.

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"The job can be very rewarding when there is a positive outcome. But at the same time it can be distressing when you meet a person who has faced many barriers and not received the support and help they need to be able to move on with their lives. Scott says it's important to respect individuals' rights to make their own decisions and choices on matters affecting them. One of Scott's customers who recently spent time in hospital was delighted with the support provided through Case Management."

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## Do you know what to do in a fire?

**Participating in trial fire evacuations could help save your life, says Rolloston Street, Wellington city tenant Fatima Halane.**

Fatima and some other residents recently took part in the trial fire evacuation of the 54-unit Rolloston Street complex. "I know that fire safety is important and the trial is done for our own safety. That's why I take part."

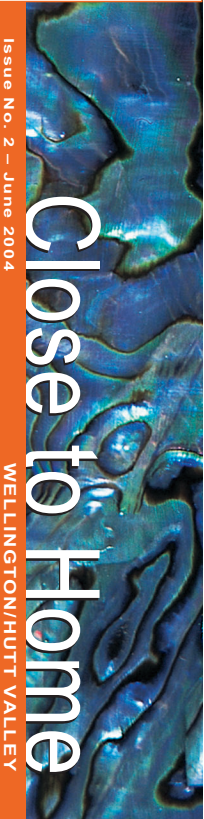
"People can die in fires. So it's important that everyone knows what to do in the event of a fire, particularly when you live in a block of houses like ours. Knowing what to do could help save lives," Fatima says. "When the sirens sound you quickly leave your flat – take the stairs and put your evacuation tag on the board on the ground floor."



Fatima Halane

"It's important we run these evacuations. People can become complacent, which could be dangerous during a real emergency," says Bob. Damien Kells, Regional Manager for Fire Security Services, says it's crucial that all tenants take part in all trial fire evacuations. "Tenants are occasionally reluctant to take part in the trials, which can be noisy and unsettling. However, tenants need to think about how they would respond if a real emergency happened. Would you and your family know what to do and be able to get out safely?"

**Smoke detectors are installed for your safety – If you have any problems or concerns regarding your smoke detectors, phone 0800 801 601 or your Tenancy Manager immediately.**



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WELLINGTON/HUTT VALLEY



## Home ownership learning with Pasefika Pulse

— By Helen Jackson and Tum Temata

**Pasefika Pulse Trust member Isileli Saluni is passionate about helping Pacific people into sustainable home ownership through education and learning.**

The Trust, in partnership with Housing New Zealand Corporation, is running a series of educational workshops for Pacific people in the Wellington/Hutt Valley area.

The workshops cover home loan options, house inspections, valuations and life insurance.

"We want to encourage Pacific people into responsible and sustainable home ownership."

The workshops are free and held six evenings over a two-week period.

Isileli says the feedback from the first workshop in March has been great.

"People are learning a lot. They're learning what a LIM report is, what rates are for and what they cover."

A LIM report is a Land Information Memorandum – a document held by the local council and records information the council has about the property.

About 20 people have graduated from the first workshop in Porirua, including Patrick Fenika and Neifu Fulmano (pictured).



From left, Patrick Fenika and Neifu Fulmano with her daughter Maiana with Trust Chairperson Fiu Ah Young (centre).

Graduates have the opportunity to work on a one-to-one basis with the Trust to develop a customised programme to achieve home ownership.

Having information tailored to individuals' needs is crucial, Isileli says, "so that when they go down the road of home ownership they can make an informed decision."

The next workshop will be held in Wellington later this month, in Lower Hutt in September and Porirua in November.

### Helping customers manage ... continued

"Scott gave me good information on how to access all the services I needed. He was down to earth and easy to talk to – he made me feel like he really cared about my situation."

Scott says that sometimes a house is not the answer. "Sometimes it's just a matter of ensuring the links with support agencies are in place."

Conrad says Case Managers respect, support, deliver and learn from the people they work with.

"The case management role is varied and very interesting as every case is different.

And because of the one-on-one contact, you get to know these people very well.

"This reminds me of a Māori proverb:

He aha te mea nui o te Ao  
What is the most important thing in  
this world  
He Tangata! He Tangata! He Tangata  
It is YOU! It is ME! It is the PEOPLE!

If you think case management could help you, talk to your Tenancy Manager.

## Committed to customer service excellence

**"We're committed to customer service," says Noel Bare, Managing Director for Trade Management Systems (TMS).**

TMS is the firm Housing New Zealand Corporation contacts when Porirua, Wellington and Hutt Valley tenants need repairs done.

"We are committed to providing quality workmanship and we make every effort to meet customer's requirements and minimise any inconvenience," Noel says.

"Our contractors carry Housing New Zealand Corporation identification – contractors will show their identification on request before entering your home." If you have any concerns call Housing Assistance on 0800 801 601.

Noel says some jobs are a bit messy, but they will clean up when they've finished. And if they move anything, they will take care. "If furniture needs to be moved, it's helpful if you move it and keep children and pets out of the way."

"This makes our job easier and means we get the work done quickly as well.

"Our contractors dress to a reasonable standard and we won't use your phone, power or toilet without your permission," he said.

"And if you're not home when we visit, we'll leave a sticker or card on your door so we can arrange another time to visit."

Noel says TMS also believes in giving something back to the community. "We are involved in a number of initiatives to help community groups to achieve their goals."

**If you have any repairs or maintenance that needs to be done or you have a complaint or concern regarding contractors in your home, call 0800 801 601 or your Tenancy Manager.**

## Te Mahoe creating its own future

**A community in the Bay of Plenty has banded together to create a future for its residents.**

Although Housing New Zealand Corporation, Tenancy Services, Te Puni Kōkiri, Community Employment Group and Department of Internal Affairs have worked with the community, the motivation of Te Mahoe residents is making a huge difference.

In the 1960s, 23 houses were built in Te Mahoe, near Kawerau, to provide rental housing for dam workers.

In 1987 the dam was decommissioned and employees, all Te Mahoe residents, were laid off. In 2001 the company owning 21 of the homes decided to sell up. Manuhira Ngatai, a resident, and secretary of the Te Mahoe Village Trust says that news came as a real shock.

"We had all rented our homes for many years. The thought of losing them was awful.

"Then HNZC and other agencies came to talk with us about what options were available. We eventually set up a Trust. The Trust got a loan from HNZC, bought all the homes and rents them to residents. Since then we've gone from strength to strength."

Six residents have been appointed as Trustees – all are trained in property and financial management. Residents can buy their homes and four have already done so.



Pictured back left, Manuhira Ngatai, back right, Suzanna Beamsley and William Scott (Chairperson).

"As each family achieves home ownership, the Trust buys a house-warming gift for them. It's usually a DIY home maintenance book."

And as for job opportunities, the residents always have first option. "If they've got the desire and passion to work, we'll help and provide whatever training or support is needed."

"About six people have got jobs at the moment. We've got people maintaining the village grounds, people doing home maintenance and repairs and we've also opened a general store.

"It's very much a can-do attitude here." The Trust is also planning to open a 12-bed backpackers.

"Te Mahoe is a great spot for tourists. We've got the Waitatuna Dam and a lake nearby so there's good trout fishing, kayaking and boating and with the bush on our doorstep there is plenty to do."

Manuhira says involving the community in creating its future has been vital.

"We all have a say in what happens and the Trust regularly reports to the community. It's worked well.

"The annual highlight is when the whole community gets together to share a meal on Christmas Day. The kids open their presents, we sing carols, it's a fun day. This is the future we're creating for our kids."

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