

Living in your Haumaru home



HAUMARU HOUSING
Communities for older people

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What drives us

Our Vision

To be a leading provider of affordable rental housing for older people in New Zealand.

Our Values

- Kindness
- Respect
- Responsiveness
- Accountability

Living in a Haumaru Housing village

You are receiving this guide because you live in a Haumaru Housing Village. This guide provides some helpful information to ensure you can access the assistance you require when you need it.

Who are we?

Your village is managed by Haumaru Housing. This company is a joint venture between The Selwyn Foundation and Auckland Council.

Auckland Council owns the land and the buildings.

Haumaru Housing is responsible for managing the property and the tenancies.

What is the role of a Community Housing Provider (CHP)?

Haumaru Housing Limited Partnership is a community housing provider registered with the Community Housing Regulatory Authority (CHRA). This government body was set up to register and regulate Community Housing Providers (CHPs) to ensure that community housing tenants are appropriately housed and that they have regular and positive contact with their landlord.

The Community Housing Provider landlords such as Haumaru Housing also have a role in supporting tenants to maintain their wellbeing. Tenants of Community Housing Providers benefit from having a landlord committed to ensuring the tenants stay well housed and safe in their homes.

Getting in touch

The Community Manager for your village is your primary point of contact. The Community Manager will be a regular visitor to your village. Feel free to chat with them when you see them around, or call if you have an issue.

We are contactable 24 hours, 7 days a week on **0800 430 101**.

From 5.00pm to 8.30am on week days and all day on Saturday, Sunday and public holidays your call will be answered by our after-hours service. The service will deal with emergency matters only. If your matter is not an emergency, we ask that you call during normal business hours.

If there is a major emergency at the property, we suggest that before you call us, you dial **111** and ask for the appropriate service – Police, Ambulance or Fire.

Our Community Managers have access to an extensive range of community support agencies and services. If you need help from one of these organisations, check with your Community Manager who may be able to help you to connect.

The tenancy agreement

We are both bound by the terms of the tenancy agreement. Our tenancy agreement is an important legal document which you should keep in a safe place. If you ever have any queries about the agreement, you are welcome to speak with our staff on **0800 430 101**. Alternatively, you can call Tenancy Services. Tenancy Services is a Government Agency. They can be contacted on **0800 836 262** during business hours.

Your tenancy agreement is for a periodic tenancy, which means that it lasts until such time as either



of us gives the other notice. If you want to leave your home you must give us written notice in accordance with the Residential Tenancies Act. If we need to terminate the tenancy agreement, we must give you notice in accordance with the Residential Tenancies Act.

A friendly reminder...

Your tenancy agreement includes some conditions that we would like to remind you about:

1. The only people allowed to live in your home are the person or persons named in the tenancy agreement;
2. Smoking is not allowed inside any building on the property including your home;
3. Dogs cannot be kept on the property. This does not apply to service dogs that have been individually trained by a recognised provider to perform tasks for people with disabilities. You can keep a caged bird (not a noisy variety) or a de-sexed cat, or fish contained within a tank;
4. You must ensure that your visitors, including children, do not disturb or cause a nuisance to other tenants or their guests and invitees;
5. Noise which causes a nuisance to others is not permitted;
6. All of your possessions must be stored within your home, and in a way that doesn't hinder access in the event of an emergency. It's not okay to store your surplus possessions and rubbish somewhere around the property that is not within the confines of your home;
7. No structures can be erected on the property, and nothing can be fixed to the outside of your home or building without our written consent. This includes things like awnings and aerials;
8. Nothing other than approved picture hooks should be fixed to the inside of your home, and no alterations or redecoration is to be undertaken without our prior written agreement. All requests must be in writing.
9. There is no allocated parking available. It's first come, first served. Parking is for tenants only, and any tenant's visitor displaying a mobility card. Parking is only allowed in designated

parking areas and vehicles must not be parked anywhere that would make it difficult for other vehicles, including emergency vehicles like fire trucks and ambulances to get access. Boats, caravans, motor homes, trailers, commercial vehicles and other similar types of vehicle cannot be parked anywhere on the property;

10. Any changes in circumstances including income, assets or benefit payments must be notified to us, and proof of income must be supplied on request;
11. If at any time you have surplus possessions or rubbish that does not fit into the waste receptacles provided, this cannot be dumped somewhere outside. You will need to make an arrangement to have it removed;
12. When you leave, your home must be left reasonably clean and reasonably tidy and all of your possessions must be removed by the termination date.

Money matters

Your rent is payable in advance. We would prefer you to pay by direct debit or assignment of benefit as we find this is more convenient and efficient for our tenants.

Please note that under no circumstances will our staff accept cash for any payments that are due to us. If you want to use cash for a one-off payment, we are happy to provide you with our bank account details so that you can lodge the funds directly into our account at your bank or online.

The bond paid to us is lodged with Tenancy Services, who will retain it until the tenancy terminates. When the tenancy ends both you and Haumaru need to sign a Bond Refund Form authorising the release of the bond. If there is intentional damage to your home or it is not left reasonably clean and reasonably tidy, we will claim any costs we incur from the bond.

Our commitment to you

We have responsibilities to you, which are set out in the Residential Tenancies Act. These include:

1. Giving you a copy of the tenancy agreement;
2. Sending your bond payment to Tenancy Services within 23 days from the start of your new tenancy;
3. Making sure that the property is reasonably clean and reasonably tidy when you move in;
4. Ensuring that all locks and window latches are maintained and working as intended so that your home is secure;
5. Making sure that there is a working smoke alarm with a new battery at the start of your tenancy;
6. Keeping the property maintained and carrying out any necessary repairs;
7. Ensuring that all plumbing, electrical wiring and the structure of the building is safe and working;
8. Providing adequate water supply and reticulation;
9. Giving you at least 60 days notice of a rent review;
10. Making sure no tenant causes a disturbance to any other tenants;
11. Telling you in writing if we decide to put the property on the market;
12. Reimbursing you for any urgent work that you have paid for provided that you made a reasonable effort to get our prior consent and the payment doesn't relate to damage caused by you, your guests or invitees;
13. Giving you not less than 48 hours notice if we want to inspect the tenancy, or;
14. Giving you 24 hours notice if we need to do repairs between the hours of 8.00am and 7.00pm, provided that we can enter your home at any time in the case of an emergency or at your invitation.

Your commitment to us

You have responsibilities which are set out in the Residential Tenancies Act. These include:

1. Paying your rent on time regardless of any dispute we might have;
2. Keeping your home and any garden areas that are your responsibility in a reasonably clean and reasonably tidy state;
3. Telling us promptly about any damage or anything that needs to be fixed;
4. Paying for the cost of repairing any damage or loss that you or your visitors cause on purpose or by being careless;
5. Paying all charges that are exclusively attributable to your tenancy, for example, power, gas, Sky TV and telephony services, but excluding water unless it is separately metered;
6. Making sure that the number of people living in your home does not exceed the number permitted under the tenancy agreement;
7. Making sure that the smoke alarm stays in working order by contacting Haumarū on **0800 430 101**;
8. Giving written notice if you decide to leave in accordance with the Residential Tenancies Act;
9. Letting us show agents, valuers and advisors through your home in a way that suits us both;
10. Leaving at the end of the tenancy and taking away all of your belongings and rubbish, leaving your home reasonably clean and reasonably tidy, returning all keys and leaving behind anything which we own. And if applicable, restoring the unit to its original state.



Keeping the peace

These things are also a breach of the Residential Tenancies Act:

1. Disturbing the peace, comfort or privacy of other tenants and neighbours, or allowing anyone else at the property to do so;
2. Damaging the property or letting anyone that you have allowed onto the property to cause damage whether it be on purpose or carelessly;
3. Renovating, redecorating, adding structures or otherwise adding to the property or changing it without our prior written consent;
4. Interfering with, or stopping from working any means of warning or escape from fire such as smoke alarms, or blocking an egress way. For example, paths, corridors, emergency exits and entrances;
5. Threatening or assaulting, or permitting any other person to threaten or assault any of our staff, contractors, agents, any other building occupant or neighbour, or anyone else entitled to be on the property;
6. Doing anything illegal at the property;
7. Changing the locks without our written consent.

Living independently

Your home is designed as an independent living unit. This means that you must be able to live independently, or be able to procure and make use of the services necessary to enable you to live independently. If at any time you are unable to continue to live independently we may need to consult with you, your power of attorney, family or the relevant social service about the possibility of relocation to more appropriate housing to suit your needs. We may also ask you to have your Doctor complete a Medical Assessment Form. Our primary objective is to make sure that you can live safely in your home for as long as is reasonably possible.

Health and safety

We all have a responsibility to ensure that the village is a safe place to live, and a safe place for our staff and contractors to work.

We want to do everything we reasonably can to minimise the opportunity for slips, trips and falls, and anything else that might cause you and your guests to suffer harm either inside or outside your home. Fire and electricity are always hazardous. If you encounter these or any other hazards, please let us know.

The interior of your home must be kept reasonably clean and free of surplus possessions. Foodstuffs are to be appropriately stored to prevent infestations of insects or vermin.

Other important safety measures include:

- Ensure you know how you are going to leave your unit in the event of an emergency and where the assembly point is located;
- Don't overload power points, multi-boards and double adaptors;
- Keep heaters clear of anything that can burn such as curtains;
- If cords or plugs are frayed, have them replaced;
- Make sure appliance cords are in a place where you won't trip over them;
- Don't use or store any gas appliances in the unit;
- Ensure you have permission for any visitor who wishes to stay overnight;
- Ensure your visitors only park in designated visitor bays or on the street outside the village;
- Mobility scooters are a useful tool to promote independent living, however, due to the hazards associated with their use in the village, tenants are required to advise and seek approval from Haumaru Housing for the use and storage of mobility scooters.

Repairs and maintenance

We are responsible for keeping your home in a reasonable state of repair and carrying out maintenance work to the buildings as well as the grounds. We do not maintain any garden areas which are your responsibility under the tenancy agreement.

If you want repairs or maintenance work done inside your unit, please report it to our 0800 430 101 number as soon as possible. Urgent and emergency repairs will be attended to immediately as they are reported.

Approved general repairs will be scheduled and prioritised with contractors for completion, subject to the availability of parts or materials required to complete the job.

Insurance

We insure the buildings and the things that we own inside the buildings. We do not carry insurance for your possessions. If required, this is something you will have to organise yourself.

You must not do anything that breaches our policy of insurance. This includes storing flammable materials in your home, allowing the tenancy to be used for any purpose that is illegal such as the storage and use of drug making paraphernalia or using it for a purpose for which it is not built or designed.

Staying safe and secure

Please take care to lock all doors and close all windows if you are going out. Keys are not to be left under the mat, in a letterbox or under a pot plant!

If your village includes shared facilities, these must be kept locked when not in use.

A change to your circumstance

As a tenant you acknowledged that the rent you pay for the tenancy and the ability to live in your Haumaru Housing village is based on a proven need for social housing at the commencement of your tenancy. To ensure resources are fairly allocated on the basis of need, you (the tenant) are obliged to inform Haumaru Housing of any changes in your personal circumstance including: income, assets and/or liabilities, savings and investments, benefits received and/or health and wellbeing. When notified we will review the circumstances provided and assess whether you remain eligible for social housing. If social housing has been determined as no longer required by the landlord, the landlord (Haumaru Housing) reserves its right to give not less than 90 days' notice of termination.

Tell us if you are going away

If you are going to be away for more than 2 or 3 days, please let us know. This is so we can alert neighbours (with your consent) to keep an eye out when you are not there, and to stop them worrying about you.

Please refer to your Tenancy Agreement with regard to how long you may be away from the unit in any calendar year.

Parking

Only tenants' cars can be parked on the property, and only in the areas designated for parking. Your guests can park whilst they are visiting provided their vehicle is displaying a mobility card, otherwise they need to park on the street.

Please do not park in a way that prevents easy access for others including emergency vehicles.

Please do not park on the grass.

As parking is limited, no more than one vehicle per household can be parked on the property. This is provided there is sufficient parking available for the number of cars owned by tenants at any given time. If there is not, then parking is available on a 'first come, first served' basis with others parking on the street. There



is no parking for boats, trailers, motor homes, trucks and other similar types of vehicle.

Keys

We issue you with two keys at the commencement of your tenancy. The keys are security keys which means that you cannot get copies cut. Please talk with us if you need an additional key for any reason. The cost of additional keys is based on what Haumaru Housing has to pay to buy them. We will advise you of the cost in advance.

If you accidentally lock yourself out of your home, you will need to call us on **0800 430 101** to let you in, and you are responsible for any costs incurred. You may wish to consider leaving your second key with someone who can assist you if this situation arises.



Property inspections

We undertake regular inspections to:

- Check the condition of your home;
- Update your contact details;
- Check for any repairs or maintenance that might be required;
- Ensure that your home is safe;
- Ensure that your home is secure and that all locks, latches and catches are working properly.

We will contact you at least 48 hours in advance to arrange a suitable time. If defects are identified during an inspection, we may need to come back and re-inspect once things have been fixed. We will give you notice if we need to do this.

Checking things out

You can take independent advice about any tenancy matter by calling Tenancy Services. Their free phone number is **0800 836 262** or you can check their website: **www.tenancy.govt.nz**

Complaints

You are entitled to make a complaint about any matters of concern.

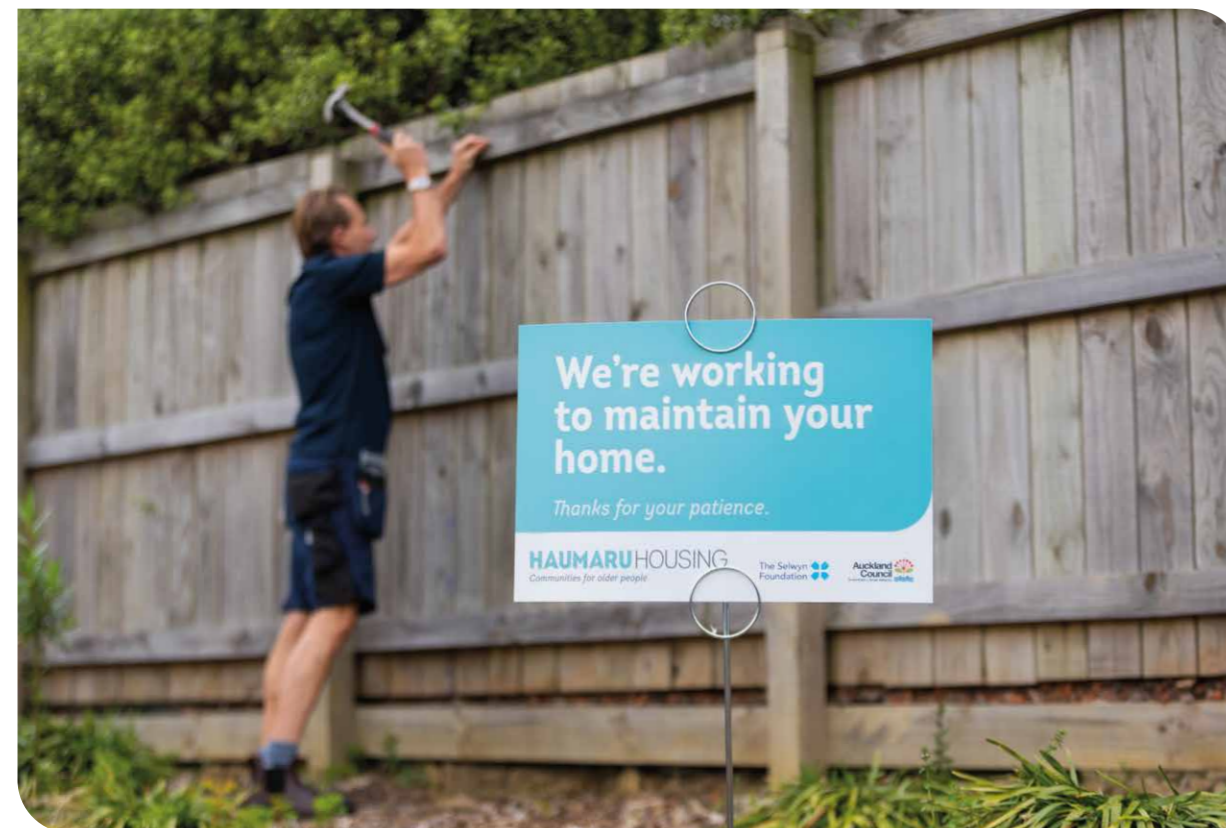
In the first instance you may wish to discuss your concerns with your Community Manager. If you do not consider this is appropriate, your complaint must be put in writing and addressed to:

The Chief Operating Officer
Haumarū Housing Limited Partnership
P O Box 8475
Symonds Street
Auckland 1150

Email: info@haumaruhousing.co.nz

We may meet with you to discuss your complaint. We will investigate a solution to discuss and agree what needs to be done. We will always use our best endeavours to find an outcome that is acceptable for both you and us.

If we cannot agree on a solution that is acceptable to us both, you can escalate matters to Tenancy Services at no cost to you – **0800 836 262** or **www.tenancy.govt.nz**



Fraud

If your circumstances change, your eligibility for social housing might also change. We are obliged to report any instances where fraud is suspected.

Leaving

If you decide to leave your home, you must give us written notice in accordance with the Residential Tenancies Act. If you are unsure how to word this letter, we are happy to give you a standard vacating form for you to complete.

Feedback

We encourage you to provide us with feedback on life in your Haumarū Village. From time to time we will ask you to complete surveys. It is really important that you provide us with your honest feedback. Understanding what really matters to you will help us provide you with the care and support you need, so that you can engage with your community and enjoy village life.

Haumaru Housing LP

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The Selwyn
Foundation 

Auckland
Council 
Te Kaunihera o Tāmaki Makaurau

Haumaru Housing LP is a Limited Partnership registered under the Limited Partnerships Act 2008.