

## Your community, your place.

### *Tēnā koutou katoa*

This month, I would like to address an important topic: maintaining a respectful and positive environment for everyone in our village communities. Recently, we have noticed an increase in instances of verbal conflict between tenants, as well as between tenants and our staff or contractors. At Haumarū, we are committed to fostering kindness and respect, and we encourage all interactions to reflect these values.

To support a safe and welcoming environment, any incidents of inappropriate verbal behaviour that come to our attention are recorded and reviewed. I personally receive notification of such behaviour, as does our Board. Assistance is available for tenants who have been impacted and, in cases, where behaviour does not align with expectations, appropriate steps may be taken, including issuing anti-social behaviour notices to address the concern. If such behaviour continues over time, more significant action may be necessary.

We appreciate the efforts of our tenants, staff and contractors in working together in a positive way to support everyone's wellbeing. Please be assured that Haumarū has processes in place to manage issues raised by tenants and to address concerns as quickly as possible. We encourage you to report any issues to our Helpdesk

and in a respectful manner. We will ensure that you are informed about progress and expected timeframes towards achieving a resolution.

Thank you for taking this message on board. While these issues involve only a small number of individuals, we all have a role to play in creating a respectful and supportive community. As the Māori whakatauki reminds us: *He taonga rongonui te aroha ki te tangata / Goodwill towards others is a precious treasure.*

On a separate matter, I'd like to remind you about the Age Concern 'Connectors' who are available to Haumarū tenants to provide advice and support in accessing services related to health, wellbeing, self-care, housing and community engagement. You can contact a Connector directly through Age Concern's local offices on **09 820 0184** (for Central and West Auckland), **09 279 4331** (for Counties Manukau), or **09 489 4975** (for the North Shore). Or you can ask your Community Manager to support you in making a referral.

Finally, for those who have been observing Ramadan or Lent, may this important time for you be filled with peace, reflection and renewal.

Ngā mihi nui

Gillian Schweizer,  
Chief Executive Officer

## Spotlight on Northcote's Hillcrest Court

Nestled in the heart of Northcote, Hillcrest Court is a small but welcoming community that provides a safe and friendly environment for tenants. The villagers come from a wide range of backgrounds, bringing a rich mix of experiences and cultures, and this diversity creates an inclusive atmosphere where everyone is encouraged to participate in village life.

The fifteen well-maintained units are designed with accessibility in mind, and the village offers easy access to public transportation, shopping centres,

medical facilities and nearby parks and green spaces.

All of which ensures that villagers can maintain their independence and remain supported and connected within the wider community, while having everything they need close by.

Hillcrest Court's neat gardens and shared spaces have recently been complemented by the addition of a new pergola, courtesy of Haumarū's Facilities team, which further enables tenants to connect and enjoy social activities, meetings and communal events together.



*Finished just before Christmas, the new pergola offers a dedicated space for tenants to meet up and socialise.*



## Sunshine and laughter at Parkway Village

Tenants of Pukekohe's Parkway Village have been making the most of the long spell of beautiful weather and creating a real sense of community and connection in the process. They've been meeting up together every day for a chat and to enjoy each other's company in the sunshine. It's a wonderful example of how living in a Haumaru community can promote a healthy, inclusive and neighbourly environment that's of benefit to all.



## Many hands make light work!

Our facilities maintenance providers NZF were joined recently by a new 'recruit' for the annual building wash at Takapuna's Peggy Phillips Village. Natalia Ha of the Haumaru Facilities team spent a day washing pathways, cleaning a unit and also applying roof treatment, to get an insight into the breadth of the work involved. She enjoyed the chance to collaborate with the NZF team in this way and said it was 'a great hands-on experience'. Natalia's pictured (second from right) with her new NZF buddies.



## Busy, busy, busy!



Otara and Hills Courts' tenants leaving for a van trip on 18 February along Scenic Drive and to Warkworth's 'Of Hand & Heart' art gallery.

All attention was on guest speaker Charlotte from ADT Care who spoke to Beach Haven's Shepherds Park tenants about the importance of having a medical alarm (these are Government-funded).



Tenants from villages across the North Shore enjoyed a lovely day-out at the 'Grow Collective' Community Garden in Forrest Hill on 19 March.



St Patrick's Day celebrations on 17 March: (left) Paul Watts of Te Atatū's Kaumātua Court sports another new outfit; Beach Haven's Lancaster Court tenants enjoying music and song from the 'Emerald Isle'.

## See a fire before it starts!

**Electric blankets:** A faulty electric blanket is a fire waiting to happen. If you feel unusually hot patches in your electric blanket, or if it's more than 5 years old, replace it now. Remember - check the heat before you sleep!

*FENZ will be offering free testing of electric blankets as well as advice on staying warm and safe at home this winter at Silverdale Fire Station (Saturday, 5 April, 10.30am - 2.00pm) and Te Atatū Memorial RSA (on Saturday, 12 April, 10.30am - 2.00pm).*

**Dryers:** That lint in your dryer's filter is a fire waiting to happen. Remove it before every use to reduce the risk. A clean dryer avoids fire!



Takapuna's Peggy Phillips' tenants turned out for the latest in the series of public information visits by FENZ to all Haumaru villages.

**Heaters:** It's tempting to hang winter laundry near a heater. But unless it's a metre away, your clothes are a fire waiting to happen. Remember - a metre from the heater!

If you're concerned about an immediate threat to life or property, call the emergency services on 111.

The Selwyn Foundation

Auckland Council  
Te Kaunihera o Tamaki Makaurau

We always appreciate your feedback. You can talk to your Community Manager, call us on 0800 430 101, email [info@haumaruhousing.co.nz](mailto:info@haumaruhousing.co.nz) or visit [www.haumaruhousing.co.nz](http://www.haumaruhousing.co.nz)