

## Your community, your place.

Kia ora

I hope everyone's keeping wrapped up against the winter weather and guarding against all the ills and chills that are around.

This month, I've been looking at our Helpdesk service and the information and support it can offer tenants. It's very pleasing to see that tenants are familiar with and are widely using our **0800 430 101** 'hotline' for all manner of assistance. Maintenance requests and queries about village parking and grounds' maintenance make up many of the calls. With parking, in particular, I'd just like to remind everyone that only tenants' cars can be parked in the villages and only in the areas designated for parking. There are no car parks allocated to specific tenants, but we will wherever possible accommodate tenants with a disability who have a mobility card. Please do remind your guests that all visitors (except those displaying a mobility card) must park on the street outside the village.

Calls are also often received about gardens, the role our contractors play in maintaining the communal lawns and other garden-related issues. The community managers will be chatting to tenants about gardening during their weekly on-site meetings over the next month. Alternatively, you can discuss this at your tenancy review meeting (you should expect a home

visit from your community manager in the next few weeks).

I know everyone appreciates hearing a friendly voice when they call the Helpdesk, but I do ask that people are always respectful on the phone and are considerate of our staff members when ringing to report an issue. Please be reassured that our Helpdesk team will always do everything they can to progress your request or support you with your enquiry. If you're calling out of business hours, please ensure you listen to the full recorded message which provides options for our after-hours' call-out.

Finally, just a recap on the golden rules for keeping COVID-19 and flu at bay (or under control): get vaccinated, wear a mask when not in your unit both indoors and outdoors, stay at home if you feel unwell, and take a rapid antigen test (RAT) if you think you have COVID-19 (RATs and masks are available free from healthcare providers, testing stations, pharmacies and marae). These measures will greatly help reduce the rates of sickness in communities and put us in the best position to get through this winter season.

Ngā mihi

Gillian Schweizer, GM Operations

## Tenant satisfaction survey results 2022

The results are in, and we're pleased to report that tenants' overall satisfaction with the range of services provided by Haumaru Housing has held up very well over the last year, despite the various drawbacks of prolonged COVID-19 lockdowns and the inevitable disruption to village life. Tenants' overall satisfaction with our service stands at 91%, with particularly positive ratings received for the service provided by our unit maintenance contractors (94% satisfied) and the quality of the home maintenance work undertaken (91%).

With a response rate of 58%, the scores are high across all regions. People continue to be most positive about their good neighbours, the privacy and peacefulness of their village, the proximity of their village to public amenities, and their sense of safety and security. Other key findings include:

- 89% of tenants are satisfied with the service provided by our Haumaru Housing staff overall, with 94% especially happy with the quality of communications received.
- 87% of tenants are satisfied with the grounds maintenance

overall, and 92% are pleased with the grounds contractors' manner.

- The vast majority of tenants feel safe in their homes and in their villages (both scoring 91%).
- Almost everyone (93%) continues to be satisfied with their current level of connection and involvement.

Thank you to everyone who took part in the survey - your views and comments are very important to us. We're now reflecting on all the feedback and will be making a few changes here and there, so we can further enhance our tenants' enjoyment of their surroundings and the experience of living in a Haumaru village. Watch this space!



## Keep up-to-date with all your vaccinations

A second COVID-19 booster is now available to everyone over the age of 50 (six months after receiving their first booster), and to health, aged care and disability workers over the age of 30.

The over 65s and Māori and Pacific people aged 55+ can already get the free flu vaccine, which is now also available to children aged 3-12 and to people with serious mental health or addiction needs.

To keep yourself and those you love protected from illness this winter, please do make sure you're up-to-date with all your vaccinations and encourage your whānau to get vaccinated too (and the mokopuna against flu). These vaccines are our best line of defence and provide a high level of protection against getting seriously ill.

Wearing surgical masks (not the cloth ones) - particularly in any indoor setting other than your own home - continues to be an important tool in protecting ourselves and others and helping to stop the spread of a whole range of respiratory illnesses. People who've already had COVID-19 should also still wear a mask to protect against re-infection.

With a fresh wave of COVID-19 upon us, new variants on the rise and a very difficult flu season, we urge everyone to take extra care.



## New Northcote homes for older Aucklanders

Hot on the heels of the completion of our new 41-unit village in Glen Eden, we've announced that 52 one-bedroom affordable rental homes are to be built in Northcote. The five-storey apartment building will be located at 27-31 Greenslade Crescent and will replace the 12 vacant units currently on the site.

The project is a collaboration between Haumarū Housing which



An artist's impression of the new Northcote development.

will undertake the management of the tenancies and the building, Eke Panuku on behalf of Auckland Council which will lease the land, and Kāinga Ora which will construct the homes, with support also from the Ministry of Housing and Urban Development. The units will be specifically designed for older people, and the development will be close to the local supermarket and the Northcote town centre with its range of public transport services and other amenities. It will also be next door to Haumarū's existing Piringa Court and the Greenslade Reserve.

Commenting on the new development, Haumarū Housing Chair Dr Kay Hawk said: 'We're excited to work with our partners to grow our portfolio of new, purpose-built housing for older people. This development will go some way to providing much-needed safe, long-term tenancies for the rising numbers of seniors who need affordable rentals, and all tenants will qualify for the Income Related Rent Subsidy.'

Building consent is now being finalised, and work on the new homes will begin in early 2023. When completed, the development will increase the number of villages managed by Haumarū to 64.

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

## Staying safe online

The internet has played a big part in keeping people connected since the COVID-19 outbreak and will continue to do so, but it's important that everyone knows how to stay safe online. Netsafety Week will take place from 25 July 2022 and will raise awareness of the importance of having a safe and positive experience online and where to get help if need be. Hosted by Netsafe (New Zealand's independent, non-profit online safety organisation), the week will be about understanding different communities' online safety perspectives and promoting respect and positive relationships online, with the theme 'Diversity Matters. Online Safety Done Together'.

For further information on the events planned and how you can take part, see [netsafe.org.nz/netsafety-week-2022/](https://netsafe.org.nz/netsafety-week-2022/).

If you need to report an incident that has occurred online, including fraud, privacy breaches, online trading complaints, or online harassment, bullying and abuse, Netsafe can provide advice and let you know the options available to you. You can contact them through their website or call toll-free on **0508 638 723** seven days a week.



Tenants of Beach Haven's Lancaster Court have been enjoying their new digital literacy sessions held in the village community house. If you would like to participate in one of the courses being held at various village locations, call the Helpdesk on **0800 430 101**.

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)