

# YOUR HOME

Welcome to the Tāmaki Housing update



Welcome \ Talofa lava \ Ni hao \ Mālō e lelei \ Kia orana \ Maingalarpar \ Kia ora \ Fakalofa Lahi Atu



The Makoare, Tanga and Temata whānau

## TĀMAKI WHĀNAU LOVING THEIR NEW HOME

Three generations of the Makoare, Tanga and Temata whānau are happily living together in a brand-new affordable home in Point England.

Moepai Temata, a former Tāmaki Housing tenant, has moved in with her granddaughter Samantha Makoare, her partner Brian Tanga and their three daughters.

Samantha says her nana, who has lived in Glen Innes since she came over from Rarotonga when she was 19, was living by herself in a Tāmaki Housing home.

“She’s very close with my girls, so we asked if she would like to come live with us in our new home.

“Nana has her own space, which includes a little garden. It’s also really nice that the kids get nana’s attention and her cooking every now and then too.”

The move has also freed up Moepai’s previous house for another Tāmaki whānau to live in.

“Nana was happy to move out of her Tāmaki Housing home.”

But also sad as that’s where Moepai had

lived for many years with Samantha’s grandad, before he passed away.

The whānau chose the Co-Own It option – part of Tāmaki Regeneration’s affordable housing programme. First home buyers with a strong Tāmaki connection who have a household income of between \$85,000-\$130,000 are eligible to apply for a Co-Own It home.

Under the Co-Own it model new owners buy around 70% of the affordable home while TRC takes about a 30% stake. The owners then buy TRC’s share over time, until they own the home fully. *Continued overleaf..*



# MALAEA'S NOTE



## TALOFA EVERYONE,

Happy New Year – I hope you all had the opportunity to connect with friends and whānau over the holidays! I really enjoyed spending some time with my whānau in the summer sun.

I'm excited to be writing my first column as Tāmaki Housing's new area manager for Panmure. I've been with Tāmaki Housing for six years as a tenancy manager and have enjoyed getting to know this awesome community over that time, and I am honoured to now be taking on this leadership position with my team.

Peter Lauina, the previous Area Manager for Panmure, has now moved to a different role working more closely with our support partners. We'll include an update on that in a future newsletter.

As we all know, Covid-19 is still here so we have an update about how Tāmaki

Housing is responding and changing how we work to keep everyone safe (see p4). As part of this we will change to only having one of our offices open some of the time, however you can always contact us on **0800 521 555**, or call or text your tenancy manager direct during office hours.

We've also got some great stories explaining how you can get involved in our affordable housing programme OWN IT and what is happening with new homes being built in the Hinaki development in Point England.

I look forward to seeing some new and familiar faces in the future, particularly when some of the current restrictions are lifted.

**Tōfā soifua,**

**Malaea Nikolao**

Tāmaki Housing Area Manager, Panmure

## HEALTHY HOMES UPDATE

Tāmaki Housing's Healthy Homes programme is making good progress, with 65% of our public homes now warmer and drier thanks to the improvements.

The programme provides heat pumps,

improves insulation, ventilation, drainage and stops any draughts in the older public homes. Many people have also used their new heat pumps to cool their living areas over the hot Auckland summer.

You can also check out some awesome videos on easy ways to ventilate your home during the cooler weather and work your heat pump by visiting [tamakihousing.co.nz/healthyhomes](https://tamakihousing.co.nz/healthyhomes)

### *Continued from cover...*

Samantha and Brian put their names down to buy an OWN IT home in 2018. They were able to take part in the OWN IT financial workshops, which offer great insights into buying a first home.

Samantha's advice to local people looking into home ownership is simple. "Just do it! You never know until you put your name down. We didn't think it would be possible.

"It's very cool to see people you know in the community achieve their home ownership goal."

Visit [maitamaki.co.nz](https://maitamaki.co.nz) for more information about the OWN IT programme.



## ESTABLISHING A PLACE MANAGEMENT MODEL



Craig Ioane

Local connections are being strengthened, and new connections created by the newly established place management team. This is part of a new model Tāmaki Housing is starting, including a focus on building

stronger links between neighbours that live in some of our higher density areas – recognising that everyone that lives in an area contributes to that area being a good place to live.

As part of this, some tenants in Glen Innes now have a place manager who both manages their tenancy, and supports and creates connections across the neighbourhood.

These Tāmaki Housing tenants will still receive the same excellent service from their place manager that they previously got from their tenancy manager, and all of those services, including maintenance and repairs, will still be available.

Tāmaki Housing's Craig Ioane is the new manager of this team, and says the expanded role of place managers will take a wider view than just managing tenancies.

"While our priority will always be on

supporting our tenants and maintaining their homes, our place managers will also be working hard to maintain and build wider connections throughout each of the neighbourhoods we are working across. We want to help people get to know each other and have a say on decisions that affect them."

"As place managers we are on the ground, talking to residents about issues like carparking and noise and listening to feedback and ideas on how to make their neighbourhoods even better."

New place manager Emelda Pagai believes organising some events, when Covid restrictions allow, will help residents get to know each other.

"Helping neighbours to engage more and linking people up is really important. It's about having that community support, and people being able to talk more with each other."

## DEVELOPMENT UPDATE

Tāmaki Regeneration is planning to build around 10,500 new homes in Tāmaki over the next 20 years. Here's what's happening in the Hīnaki neighbourhood.



New homes are being built in Hīnaki neighbourhood

Over the next two years, more than 300 new homes are coming to Hīnaki, plus new and upgraded parks, playgrounds and infrastructure.

There's a range of one-to-five-bedroom homes including 229 affordable homes to buy or rent, alongside 45 public homes and 45 to

buy on the open market.

Affordable housing is a stepping-stone that makes it easier for some whānau to move into home ownership.

Since TRC's affordable housing programme started in 2017, 97 whānau have moved into

their own affordable homes. And 24% of these whānau moved from public housing into TRC's shared home ownership houses.

More information is available at [tamakiregeneration.co.nz/regen/hinaki/](https://tamakiregeneration.co.nz/regen/hinaki/)



## KEEPING PEOPLE SAFE DURING COVID-19

Tāmaki Housing has made several changes, so we can keep operating safely while Covid-19 (including omicron) is circulating.

While we are in the red setting, the Glen Innes office will remain open to tenants, by appointment only. The Panmure office will be closed for now.

The way we work might change as the situation in our area changes over the next few months, or as the government puts out new guidelines or rules.

Our free phone **0800 521 555** will always be available, and you can continue to contact us about tenancy and maintenance issues or questions. You can also check our website **tamakihousing.co.nz** any time for the latest information.

To keep everyone safe when visiting Tāmaki Housing:

- **All visitors are required to wear a mask in our offices**
- **Please use the intercom outside the office to let us know you've arrived for an appointment**
- **Please don't visit us if you or anyone in your household has Covid-19 symptoms, has tested positive for Covid-19 recently, is waiting for a Covid-19 test result, or has been asked to isolate.**

### Need something fixed? Let us know!

Tāmaki Housing will keep providing maintenance services through our partner Spencers during the red setting, so please let us know if you need something fixed. Our repair teams are using extra safety procedures and will also ask you some health-related questions when they arrive, to make sure that everyone is kept safe.

If necessary, we may to start to prioritise urgent and health and safety jobs like a blocked toilet, broken windows, oven not working, big leaks, no water, electrical faults, smoke alarms not working or being locked out of your home.



**PLEASE  
WEAR A  
MASK**



**VACCINE  
PASS NOT  
REQUIRED**



**PLEASE  
KEEP YOUR  
DISTANCE**



**DON'T VISIT  
IF CONTACTS  
ARE POSITIVE**



**DON'T VISIT  
IF ASKED TO  
ISOLATE**



**KEEP OUR  
COMMUNITY  
SAFE**

## CHECK YOUR SMOKE ALARMS

It's a good idea to check your smoke alarms around this time of the year.

If your smoke alarm isn't working, or is beeping, give us a call on **0800 521 555** and the maintenance team will come and fix it for you.



How to contact us  
**0800 521 555**  
[www.tamakihousing.co.nz](http://www.tamakihousing.co.nz)

**If something needs fixing, call us straight away.**  
Call free (even from your mobile phone) at any time.

**Would you like a digital copy of the newsletter? To sign up, email us at: [info@tamakiregeneration.co.nz](mailto:info@tamakiregeneration.co.nz)**