Another new month is upon us, the days are getting longer and the weather is improving at long last!

With the arrival of the better weather, we’ll be carrying out a survey of all the trees around the villages, so you may spot our approved arborist taking stock of the condition of the Pohutukawas, Puriris, Oaks and all the other lovely species that grace our villages.

You’re now able to provide your customer satisfaction feedback to us in ‘real time’, as a result of exciting new IT software we’ve recently introduced. Our Community Managers have been equipped with special hand-held tablets that can capture your views instantaneously and then automatically relay the data back to us for review. Each survey only takes a few minutes to complete and is anonymous, so do ask to rate the services provided, when next speaking to your Community Manager. You’ll be helping us to improve our service delivery in the process!

Have a good November.

Gabby Clezy, Chief Executive Officer

Maori Stakeholder Engagement Strategy underway

Planning for our Maori Stakeholder Engagement Strategy got underway in October, with tenants of Mangere’s Topping Court and Court Town sharing their ideas over morning tea with CEO Gabby Clezy and members of the Community Management team.

The two-hour get-together in Topping Court’s village hall was organised jointly with Revd Moana Knight of the Pou Awhina Kaumatua Kuia team (Te Pihopatanga o Te Tai Tokerau) and Revd Myra Kena, coordinator of the Mangere Selwyn Centre and Topping Court resident.

The meeting commenced with a Karakia, Waiata Himene, greetings and introductions, after which the Haumaru team provided an update on recent developments and invited feedback on tenants’ customer service experience so far. The team was then keen to hear people’s views about how they wish to receive information and connect with Haumaru on an ongoing basis and about any forums or other meetings that they would find useful.

The Maori Engagement Strategy is the first of several stakeholder programmes that we will be developing in the coming weeks to support the communication needs and preferences of the many cultures represented across our villages. Any tenants who would like to get involved in helping us develop a Stakeholder Engagement plan for their particular ethnic community, should contact Chief Executive Officer, Gabby Clezy, directly on 0800 430 101.
Fun and friendship all part of the culinary mix

In last month’s newsletter, we featured the Selwyn Centres – community drop-in centres offering older people the chance to meet up each week and socialise with others in their local area. Haumaru Housing partner. The Selwyn Foundation, supports the Selwyn Centres initiative and has also been running a pilot programme of ‘JUST COOK 4 Healthy Ageing’ courses this year, as part of its range of community services for senior citizens.

‘JUST COOK 4 Healthy Ageing’ is a practical, four-week cooking and nutrition course for older people who have limited or no cooking skills and want to learn to cook, or those who wish to re-kindle their interest in cooking. Delivered by nutritionists from the NZ Nutrition Foundation, the programme is free-of-charge, with all ingredients and equipment provided, and is open to seniors who live alone or care for a partner.

Stuart Ross from Alma Court went along to a ‘JUST COOK’ course, when it was held at Milford’s St Paul’s Anglican Church earlier this year. He told Community Manager, Lisa McKinnon:

‘I’ve always been interested in cooking, but I was particularly looking for some inspiration on cooking for one. Having attended the classes, I’m now more motivated to search online for new recipes and to think differently about my cooking methods. I’m also much more aware of the nutritional content of the food I’m buying.’

Picking up tips on healthy eating and menu planning are only some of the benefits to be gained, however. The courses also bring people together from the local neighbourhood to learn new skills in a fun and supportive environment.

‘With 10 to 12 course participants all of a similar age, the social aspect was just as important for me. It was great meeting new people and mixing with others, as we went about preparing a main dish and dessert to share at our sit-down meal at the end of each class. The conversation and good company definitely added to my overall enjoyment of the course,’ says Stuart, who lists balsamic vinegar as one of his favourite condiments.

Stuart’s now looking forward to attending the NZ Nutrition Foundation’s Christmas Cooking Masterclass later in November and making new friendships, while learning how to prepare fresh, affordable and festive food.

If you’re interested in attending a ‘JUST COOK’ course next year, talk to your Community Manager.

You can find tips on healthy eating at www.nutritionfoundation.org.nz

40 new social housing units for older people on their way for West Auckland

Haumaru Housing has secured an agreement with the Ministry of Social Development to provide 40 one-bedroom social housing units for rental at Henderson Valley Road, Henderson. The property (developed jointly with Panuku Development Auckland) will be completed and available for new tenants by June 2019. This will bring the number of units managed by Haumaru Housing to 1,452 across the North, West, South East and South Auckland.

We always appreciate your feedback. You can do this by talking to your Community Manager on 0800 430 101, email us on info@haumaruhousing.co.nz or visit haumaruhousing.co.nz