Happy New Year! I hope you had a safe and pleasant time over the festive period and are now enjoying the current sunny spell.

All the team at Haumaru Housing have returned from holiday, refreshed and eager to get back to the business of helping older people into affordable rental homes and providing quality support and services to our tenants.

Before the Christmas break, our tree specialist finished the survey of the trees around the villages and identified any that need pruning or other work for health and safety. However, as we’ve had some stormy weather lately, if you’re aware of any trees in your village that would now benefit from some expert attention, do let me know or speak to your Community Manager.

Thank you for your ongoing feedback. Please continue to send this in to us by completing the brief electronic assessment tool on the hand-held tablet that each of the Community Managers are equipped with. Your opinion is important to us and will help us to continuously improve our services to you.

Enjoy the rest of the summer!

Gabby Clezy, Chief Executive Officer

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**Special blessing service at Parkway Village**

On 14 December, tenants of Parkway in Pukekohe took part in a special blessing service to mark the completion of renovations of one of the units in the village. Reverend Jan Wallace of Pukekohe Anglican Church officiated at the ceremony, with tenants and a local kaumatua also assisting in the service.

The blessing followed recent refurbishment of the unit which is now ready to be let. Community Manager, Sue McMillan, liaised with the local parish on the programme and made the general arrangements for the event, which concluded with a Christmas morning tea.

Everyone attending found the service to be very interesting and greatly enjoyed the morning’s proceedings.

*Pictured is Parkway Village tenant, Mr Grahame Nicoll, with Reverend Jan Wallace during the blessing of Unit 11.*
Spotlight on...

Linda McKenzie, our Tenant Letting Manager.

Linda and her team are responsible for the management of vacancies and the tenant placement process. She transferred to Haumaru Housing from Auckland Council in June 2017, following the creation of the housing partnership with The Selwyn Foundation.

Linda’s been finding homes for people for over fifteen years, having originally started with North Shore City Council (as was). She very much enjoys the people-focused aspect of her job and the opportunity to meet prospective new Haumaru tenants, as well as the central, coordinating function of this rewarding role.

When not managing our lettings process, Linda is a Leading Aircraftman reservist in the Royal New Zealand Air Force and plays the euphonium in the RNZAF Base Auckland Band. This sees her performing at a range of ceremonial duties and other significant events, such as military tattoo parades and the Rugby World Cup, as well as at the occasional overseas event – in China or Hong Kong, no less!

You can contact Linda and her team on 0800 430 101, or email Linda.McKenzie@haumaruhousing.co.nz.

Stay safe with gas devices

Did you know that gas heaters and cookers that don’t have a flue release all sorts of nasty pollutants such as carbon monoxide and nitrogen dioxide when they’re ignited, which are seriously harmful to your health? The water vapour that’s released also increases the growth of mould and dust mites that attack the respiratory system, too.

Using unflued gas devices in a small area makes you particularly vulnerable to the dire consequences. That’s why we stipulate in our tenancy agreements that tenants should not use any gas-propelled device such as heaters or cookers, unless they have a flue that’s been professionally installed.

For health and safety reasons, another point to consider – if you’re thinking of making any alterations to your unit – is to make sure you’ve received prior written consent from us, so we can ensure all proposed work safeguards your wellbeing and that of your neighbours.

If you have any health and safety queries regarding your home, please speak to your Community Manager or ring us on 0800 430 101. Better to be safe, than sorry!

All feedback gratefully received

Thank you to everyone who completed the customer satisfaction feedback and ‘Confirmation of circumstances’ forms, which we sent out recently. We’re currently reviewing all the feedback, comments and suggestions that have been made for each of the villages, to identify common themes and service areas that can be improved upon.

Just a reminder that, if you haven’t yet completed the ‘Confirmation of circumstances’ form, you can still send it to us. It’ll only take a few minutes to fill in. By providing your most up-to-date contact and other details, you’ll be making sure that you’re not overcharged in error for rent. We might also be able to pinpoint any additional rental benefit that you could be entitled to. So do pop your completed form in the post or hand it to your Community Manager, when you see them next.

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