Thank you to everyone who replied to our recent tenant satisfaction survey. All the results are in, and the independent research company is now analysing the various ratings and comments submitted. We’ll be providing a summary of the feedback in a future edition, along with our plans for any improvements that might be helpful here and there.

In recent weeks, the Community Managers have been undertaking the bi-annual inspections of units and tenant welfare checks. It’s a busy time, but is always a valuable exercise as it allows us to spot any maintenance issues or other difficulties before they become too big a problem. As part of this review, we’ve had the aid of a new asset management IT system, which enables us to report issues and track the status of repairs, etc, so we have an up-to-date record at all times.

I hope you’re continuing to get out and about and enjoy our programme of minivan trips. Your Community Managers will have details of the schedule of outings for the next three months, so do reserve your place in plenty of time.

It’s our 2nd anniversary on 1 July, so Happy Birthday to us!

Gabby Clezy, Chief Executive Officer

Showcasing the work of Community Housing Providers

As a member of the Auckland Community Housing Providers Network, Haumaru Housing has taken part in a new promotional film. The message of the “We Believe” video is that Community Housing Providers believe that everyone has a right to a home to call their own. The video was screened at this month’s national Community Housing Aotearoa conference in Wellington and is available on the Auckland Community Housing Providers website at www.achpn.net.nz
Meeting and greeting the Haumaru way

Our staff and tenants are enjoying the ‘meet and greet’ lunchtime events around the village localities.

We’re hosting nine events in total, which so far have been held in Henderson/Massey, Otara/Papatoetoe, Mangere/Otahuhu, Whau/Waitakere, Papakura/Manurewa and Pakuranga/Howick. It’s also been great to welcome the Auckland Council ward and local body councillors and other invited guests.

Haumaru’s Linda McKenize and Faith Hyland with Richard Rattenbury and Shirley Bircham of Conifer Court.

Inverell Court tenants James and Maureen Normansell and Valene Chamberlain with Haumaru Operations Manager Roland Phillips.

Howick Local Board members Adele White and John Spiller with Gabby Clezy at the Pakuranga/Howick event.

Marriott Court tenants Mr Yu & Mrs Tian Chen (left) and Mrs Minshi Wang and Mr Penlin Wu.

News in brief

- We’re running a new Forever Young strength and balance programme at the Devonport Library. The course is free to Haumaru tenants and takes place over 10 weeks on Tuesdays, from 2.30pm-3.30pm. There are still a few places left, so if you’d like to take part, ring the Selwyn Community team on 0800 30 1234.
- We’re carrying out trials to check both temperature and moisture levels in the units, to detect the effectiveness of property improvements we undertake, such as double glazing and air ventilation. This will enable us to assess the quality of materials used, and to adjust wherever necessary.
- Auckland Council is developing an age-friendly action plan for the city and is inviting older people to share their ideas on ways to help maintain their wellbeing and active participation in the community. Community workshops have also been held on a range of topics, which Haumaru has participated in. If you’d like to have your say, visit: www.aucklandcouncil.govt.nz/ have-your-say/topics-you-can-have-your-say-on/age-friendly-auckland

Be scam aware

As part of this month’s national Elder Abuse Awareness Week, New Zealand Police shared the following advice to help prevent people falling victim to scams.

- Always be vigilant. If you’re receiving a call from someone purporting to be from a business, ask them for credentials and never hand over personal details such as computer passwords or bank account details.
- Look after your personal details in the same way you would your wallet. Scammers could use them to take out loans or run up debts in your name.
- If something seems too good to be true, it probably is.
- If a victim believes they’ve been scammed, it’s critical they report it to their bank immediately. Anyone who believes they’ve been a victim of a crime, online or in person, should also get in touch with Police.

- Be aware of common scams. Banks, Immigration New Zealand or Inland Revenue never email, call or text customers to ask for money to be sent using money transfer services.
- Similarly, Police will never ask for a payment of any fine, PIN numbers or passwords over the phone.
- Sometimes people are scammed by someone who has befriended them online and who claim that they can help solve their problems with money. This particularly targets those who may be lonely and vulnerable and is often harder to spot. Scams like this do happen, so never give cash or personal details to someone you don’t know.

Please share this advice with family and friends – it might just prevent them falling victim themselves.

For more information on different forms of elder abuse and resources on the topic, visit www.ageconcern.org.nz

We always appreciate your feedback. You can talk to your Community Manager, call us on 0800 430 101, email info@haumaruhousing.co.nz or visit www.haumaruhousing.co.nz