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ISSUE NUMBER.4, DECEMBER 2020

TRUST HOUSE RENTAL HOUSING NEWSLETTER



COMMITTED TO LOOKING AFTER OUR TENANTS



Welcome to another edition of HOME, a newsletter from Trust House Rental Housing.

Discussed in this newsletter is how we are continuing to look after the housing needs and requirements of you and your whanau; we introduce you to our new chief executive officer, Charlie Kaka; celebrate the success of the remarkable group of volunteers involved with Project Manaaki; limber up for a dip in the water; and tempt you with a great offer for the family at Wings Over Wairarapa Air Festival in February.

What an extraordinary year we have had; typically the Summer was beautiful - a little too hot at times - but then, boom, our "normal" got tipped on its head when Covid-19 breached New Zealand's borders. It impacted our lives in a way that most of us had never experienced, or imagined.

For many families, Covid has brought with it considerable uncertainty. As a trusted community housing provider, the wellbeing of our tenants is a priority and we are absolutely committed to ensuring that all our tenants have a healthy home.

We recognise that many tenants are on low incomes, and for this reason do what we can to keep rents affordable. Our rents are among the lowest in the country. This year we put a freeze on a planned rent increase, (that would have taken affect from 1 April), because of the uncertainty created by Covid.

We currently have 483 rental properties, all of which are occupied. The heated housing market is putting a further squeeze on the rental market and we will continue to do what we can to provide affordable rental homes for low income

individuals and families who need them most. As such, this will likely mean increasing the current housing stock, starting in the New Year.

The average age of our houses is 55-years, and many require ongoing maintenance. We have been spending well over a \$1million a year to keep up with maintenance and make improvements. As a tenant, if there are any outstanding maintenance issues with your rental home please get in touch with us.

Many of our households are eligible for support from Work and Income, and we strongly encourage you to make an appointment with WINZ to see if you qualify.

The Income Related Rent Subsidy (IRR) is a great government scheme that will pay for the cost of some of your rent if the household weekly income is below a certain threshold.

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Currently Trust House has 198 tenants and their families receiving the IRR subsidy.

To find out more about Income Related Rent and whether or not you qualify, contact Work and Income on 0800 559 009 or visit their website: workandincome.govt.nz.

CHRISTMAS OFFICE HOURS

We are closed from mid-day Thursday 24 December 2020 to Monday 4 January 2021 inclusive.

Office reopens at 8am on Tuesday 5 January as normal.

For any emergency repairs required phone (06) 370 0522 where you will be transferred to the on-call housing officer.

Please remember that they are there for emergency repairs only as we want to try and give our staff and contractors time with their families too. We will, of course, attend for emergency repairs.

TALK TO US

Call or email our housing team, or drop in to our Masterton office for a chat. We're here 8am to 4.30pm, Monday to Friday, 6 Queen Street, Masterton. You can also send us an email, housing@trusthouse.co.nz.

Masterton, 370 0522

Sth Wairarapa, 304 9548

Pahiatua, 376 6009

Dannevirke, 374 5240

Note: calls are a free local call from a land line. A charge may apply if you call these numbers from a mobile phone.



KID FROM THE BLOCK NOW ON TOP

He's not officially the landlord, but Charlie Kaka is probably the next closest thing.

As chief executive of Trust House Limited, one of his responsibilities is to ensure that tenants of the organisation's 483 houses are properly looked after.

And for Charlie it is personal; he's a former tenant himself having spent some of his formative years in the 'Cameron Block', on the east side of Masterton where Trust House owns and manages a number of properties.

He was appointed as the new ceo of Trust House in July, replacing Allan Pollard who had been in the position for seven years.

Now as Trust House's new boss, it falls on him to make sure houses are up to scratch for current generations; no easy task given that the average age of the houses is 55-years. There is also an increasing demand for more housing.

When putting the human aspect aside, this becomes an infrastructural challenge, an area that Charlie has considerable expertise and experience.

Prior to taking on the Trust House role he was based in Hawke's Bay for the past 14 years where he was the chief executive of electrical network infrastructure firm Unison Contracting Services.

His electrical career started in 1979 when he got an apprenticeship with the Wairarapa Electric Power Board. He later moved to New Plymouth to join Powerco as an operations manager, completed an MBA degree, before a stint as general manager at Top Energy in the Far North.

He and wife of 40 years Maahi had already decided to return to Wairarapa before the Trust House job became available.

Charlie says he comes from pretty humble beginnings; "there was never a lot of money, but there was plenty of love."

He says that he's got nothing but fond memories of the places he grew up.

"I believe that someone from Cameron Block, someone from Murupara, someone from Flaxmere can be whatever they want," he told the The Dominion-Post in an article published in August.

"I have done quite a bit of work in the last few years in Flaxmere, which gets a hell of a bad rap, but there are some brilliant individuals who have come out of there ... who are proud to say where they've come from."

HOMELESS FINALLY HAVE SOMEWHERE TO LIVE

The Trust House Foundation is thrilled to be able to support the development of a dedicated home in Masterton for homeless people.

A \$97,000 grant from the Foundation is a huge boost to getting the 'Shelter Masterton' house ready to be occupied, says Project Manaaki spokesperson Tom Gibson.

The property, on Elizabeth Street, requires around \$120,000 to refurbish. When completed it will have capacity to accommodate nine people.

Among the work that needs to be done is: re-piling, space and water heating, addition of a second bathroom and the siting of donated cabins in the backyard to increase available accommodation.

One of the drivers behind the project has been Masterton Foodbank coordinator Lyn Tankersley who with the support of other volunteers opened a day shelter housed in a vacant hall at the back of the Anglican church complex on Church Street. The shelter opens Monday, Wednesday and Friday from 1pm to 4pm.

"The shelter has worked really well, but it hasn't been able to prevent homeless people from having to sleep rough," Tom says.

The literal translation of "manaaki" is hospitality. However, in Māori its meaning is much deeper, extending to respect and hospitality to others in a way that upholds their mana and enhances your own.

Trust House chief executive Charlie Kaka remembering his days growing up in the Cameron Block, Masterton. Photo courtesy of STUFF.co.nz



Lyn Tankersley, Co-ordinator Shelter Masterton, at the Elizabeth Street property which is about to under-go a big refurbishment thanks to a \$97,000 grant from the Trust House Foundation.



STAY SAFE IN THE WATER THIS SUMMER

As you and your whānau enjoy Wairarapa and Tararua's beaches, rivers, lakes, swimming pools and other water spots this summer, it's important to think about water safety for your friends and family.

Follow these safety tips:

Learn to swim

It's important you and your children can swim, even if you are not actively involved in water sports.

Always supervise children near water

Keeping a watch on your children when they're near water is the single most important precaution you can take.

At the beach

Some beaches in New Zealand are patrolled by surf lifeguards. On patrolled beaches, the lifeguards put up yellow and red flags. The area between the flags is constantly monitored and is the safest place to swim at the beach.

Always check with your local council to see if there are any water quality issues that make swimming there unsafe for health reasons; check the council's website.

Swimming pools

Swimming pools are part of life for many New Zealanders. They provide wonderful opportunities for family and friends to get together and have fun, but you still need to be careful. Remember these tips:

- The area close to a pool is often slippery - so walk, don't run, around the pool.
- Always obey the pool's safety rules and listen to the instructions of lifeguards.
- Play it safe. Depth can be hard to judge, so avoid diving into a pool unless you know it's deep enough, and remember to check for others before entering the water.

At home

Always keep under-five-year-olds within arm's reach, and in sight, at all times - whether at the beach, lake, river or at home.

On the days you use your paddling pool, remember to empty out the water before putting it away. And remember, at the end of summer, store your paddling pool away for the winter months.

With planning and care, we can all have a safe and enjoyable time around the water this summer. For more information and water safety tips for this summer please visit www.watersafety.org.nz

BE SUNSMART

Slip, Slop, Slap and Wrap. Protect your skin and eyes from the sun's damaging rays (UV radiation).

- Slip on a shirt - Slip on a shirt with long sleeves. Fabrics with a tighter weave and darker colours will give you better protection from the sun.
- Slip into the shade - Slip into the shade of an umbrella or a leafy tree. Plan your outdoor activities for early or later in the day when the sun's UV levels are lower.
- Slop on sunscreen - Slop on plenty of broad-spectrum, water resistant sunscreen of at least SPF 30. Apply 20 minutes before going outside and reapply every two hours and especially after being in water or sweating.
- Slap on a hat - Wear a hat with a wide brim or a cap with flaps. More people are sunburnt on the face and neck than any other part of the body.
- Wrap on sunglasses - Choose close fitting, wrap around style sunglasses. Not all sunglasses protect against UV radiation, so always check the label for the sun protection rating.



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LOVE LOCAL REWARD FOR WINGS FANS

There's an added incentive for locals to lap up the Wings Over Wairarapa Air Festival atmosphere next year; if you are from these parts, tickets are cheaper!

For the first time ever organisers have a discounted "locals price" to the 3-day air extravaganza, at Hood Aerodrome in Masterton on 26-28 February.

Ticket offerings include General Admission for individual days or a 3-day General Admission, plus a Family ticket option. Prices range from \$40 to \$140 for an adult; with family deals; 3 day and Gold Pass options available.

It's been a tough year all round and we know people are feeling it, Wings Over Wairarapa event manager Jenny Gasson says.

"We've all had the message to 'Love Local' and this is how the team at Wings would like to show it. Also, we know there are some of you who have never been to Wings and we reckon you are missing out and want to give

you a bit more incentive to come and bring your friends and families.

When purchasing tickets through wings.org.nz or [Eventfinda](https://www.eventfinda.co.nz), to use your Wairarapa locals price event code: LOVEWAILLOCAL

It's available until Christmas to all Wairarapa residents and applies to all General Admission Adult and Family tickets. You won't get a better deal on Wings tickets than this.

Tickets will be fully refundable should the air show be cancelled for any reason.

Over 70 aircraft including vintage, military, jets, helicopters, aerobatic displays, skydiving, wing-walking have been confirmed for the 2021 event.

As well as the spectacular flying programme and ground displays, which all ages will enjoy, the STEM (Science, Technology, Engineering & Mathematics) Aviation and Education programme is guaranteed to excite and spark the imagination of kids - a neat way to learn more about the scientific principles of flight.

Explosive performances and a hands on street science programme flight are delivered by the fabulous people at Nanogirl Labs, a global education design company all about making science fun!

More information and programme full details visit wings.org.nz



There is awesome entertainment for the whole family to be had at Wings Over Wairarapa on 26-28 February. (wing riding photo - Photo courtesy of GAVIN CONWAY)

We're a TOLL FREE call away *

Masterton, 370 0522. Sth Wairarapa, 304 9548. Pahiatua, 376 6009. Dannevirke, 374 5240

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