



home

TRUST HOUSE RENTAL HOUSING
NEWSLETTER

ISSUE NUMBER.6, DECEMBER 2021

YOUR FEEDBACK IS IMPORTANT

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

As always summer is a welcome arrival, and with Christmas only a few weeks away there is a lot to look forward to, specially if it means more time to catch up with whanau and friends.

This summer however there is an unwelcome visitor - Covid. We all have a part to play to ensure that if and when it does spread in the community, we are the best prepared that we can be to protect our loved ones and our way of life.

As a region we have done a terrific job in the fight against Covid, closing in on the government's target of 90% double vaccination. If you or someone that you know has not yet had "two shots" please encourage them to do so. We are all in this together.

COMMUNITY ENGAGEMENT SURVEY

As a community housing provider, the wellbeing of our tenants is a priority and we are committed to ensuring that all our tenants have a healthy home. One of the ways that we can be sure we are achieving this is by asking you, the tenant, for feedback.

In the new year we will roll out a programme to gather as much information as possible from tenants on what you think of Trust House as a landlord and how we can improve. We also want to get feedback from the wider community too.

To ensure that we get maximum participation we intend to use multiple mediums, including face-to-face meetings such as community BBQs. We will let you know dates and venues in the new year.

The goal is to have this completed by the end of the financial year, 31 March, 2022.

PROPERTY CONDITION SURVEY

In addition to getting your feedback, Trust House is undertaking a full independent audit of the housing stock.

The information that we gather will help us make informed decisions across all our properties to ensure the best outcome for our tenants. It will also help to clearly identify any problems that we are not currently aware of.

We are using a specialist organisation to carry out this work, SPM Assets, the same company that is used by Kainga Ora, (formerly Housing New Zealand).

In the meantime, if there are any outstanding maintenance issues with your rental home please get in touch with us.

In total, Trust House owns 482 residential rental properties. 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.

EXTRA HELP

Currently nearly half of all our tenants and their families are receiving the Government's Income Related Rent Subsidy (IRR). This a great scheme that will pay for the cost of some of your rent if the household weekly income is below a certain threshold.

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

HOUSING INSPECTIONS

Our regular housing inspection programme will re-commence shortly; it had been on hold because of Covid-19 restrictions.

With this in mind, please be aware that you may be hearing from us to confirm a time and date to inspect your property.

To ensure that we operate in accordance with Covid-19 protocols, which are aimed at keeping everyone as safe as possible, when we arrive we will be asking a few questions:

- Have you or anyone in the household had a cold or flu like symptoms in the last 10 days?
- Have you or anyone in the household been unwell in the last 10 days?
- Have you or anyone you know been in contact with anyone who may have had COVID-19?

Please don't be surprised by our staff turning up wearing masks, gloves and other PPE.

Thank you in advance for your cooperation.

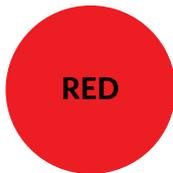
CHRISTMAS OFFICE HOURS

We are closed from 12pm Friday 24 December 2021 and opening again at 8am on Wednesday 5 January 2022. There will be someone on call throughout this period and can be reached on **0800 878 700**.

COVID: HOW THE TRAFFIC LIGHT SYSTEM WORKS

This Friday, 3 December, the country will leave behind the Covid-19 Protection Framework and move into the traffic light system.

The system will involve three settings - green, orange and red. For the most part, if you're vaccinated, you can go about doing all the kinds of things you'd usually expect, what varies is just how large those gatherings are at different levels.



RED

- The red setting will allow hospitality to open with vaccine certificates, but gathering limits, physical distancing, masks and other public health measures would be used.
- Record keeping and scanning will be required, with face coverings mandatory on flights, public transport, in taxis, retail, and in venues.
- Public facilities can open with up to 100 people and 1m distancing. Retail needs to have 1m distancing too.
- People are advised to work at home, but ECEs, schools and kura can open with public health measures.
- Some outdoor community events will be allowed with limited capacity.



ORANGE

- At orange, gathering limits can lift. Places that choose not to use vaccination certificates will either be closed or have public health measures in place.
- There will be no limits for the following if vaccination certificates are used: Hospitality, gatherings (weddings, worship, marae), events, close contact business, gyms.
- Without the use of certificates, hospitality and gatherings will have limits applied
- Without the use of certificates, events, gyms and close contact businesses will not be able to operate.

COVID IS ON OUR DOORSTEP - PLEASE DO NOT DELAY

If you are 12 years + and have not yet had your first Covid-19 vaccination, or are due your second PLEASE get it today.

All first doses are eligible for a \$100 Prezzy Card. Call 0800 28 29 26 or visit

bookmyvaccine.nz



GREEN

- Green is when there are some Covid-19 cases in the community but at low levels.
- Fully vaccinated people can enjoy all events and hospitality and gatherings by showing a vaccine certificate.
- Premises choosing not to use certificates will face restrictions similar to the current alert level framework.

HOW TO GET MY VACCINE PASS

The quickest way to get a My Vaccine Pass is through the website My Covid Record. Requesting your pass only takes a few minutes, and it will be emailed to you within 24 hours.

If you have a query about My Vaccine Pass, you can call 0800 222 478 between 8am and 8pm, 7 days a week.



Christmas Shopping - Some good tips for saving money

1. BUY PRE-LOVED. Big-ticket items like bikes and scooters are expensive. Perhaps go to garage sales, or look on Trade Me for second-hand bargains. But make sure whatever you're buying is safe - look for rust, and make sure the brakes work and the wheels are in good condition. If it looks unsafe, don't buy it. And don't forget, it's compulsory to wear a helmet on a bike. It's best to buy these new.

2. SHOP SMARTER. If the kids need something practical for school - like swimming goggles or a new school bag - make it a Christmas present. That way you won't need to find more money when the school term starts. Or if you've got several kids and a stretched budget, get them one cool family present like a cricket set, a board game, or a day at the zoo. That way the whole family can enjoy it together.

3. SPREAD THE COST. If you're on a budget, buy what you need over the next few weeks so that when Christmas comes around there's not such a big bill to cope with. Spreading the payments out makes it far easier to budget. Decide what you can afford to spend. Break down your budget to allow for gifts, decorations, food, drink and entertainment. Keep track of your spending in the weeks and months leading up to Christmas - work within the budget and enjoy a stress-free Christmas.

4. CHRISTMAS CLUB. Another good idea is to join your local supermarket's Christmas club. Think of it as a piggy bank you can use to help spread the cost of Christmas over the year. The earlier you start contributing to your Christmas club, the more treats you'll have.

STAY SAFE IN THE WATER THIS SUMMER

Nothing beats a day at the beach, and let's face it, we've got some real beauties: Akitio, Castlepoint, Riversdale, to name a few. Plenty of us at some point over the summer will be packing a picnic, putting the kids in the car and making a beeline for the coast.

Our beaches are beautiful, and of course, the water and surf so very enticing. But before taking the plunge this summer, take a moment to consider your and your whanau's safety

"We want everyone to enjoy their time whether it's at the beach, lake or river but remind people to take personal responsibility for theirs and their family's safety in or around water," says Daniel Gerrard, Water Safety New Zealand (WSNZ) Chief Executive.

"Be prepared, know the risks and your limits, and watch out for yourself and others."

WSNZ says swimming at the beach or river is quite different to swimming in a pool and poses additional risk. While a third of people swimming in the ocean, and a quarter swimming at rivers, say it is not at all or not very hazardous, the drowning statistics prove otherwise. Swimming has the highest number of

preventable drownings compared to other water-related activities, with 95 deaths recorded over the past five years (2016-2020: 390 incidents).

WSNZ is urging people to know the water safety code for safe play in the water.

WSNZ says that underestimating the risks and overestimating ability are the biggest mistakes people make when they're in the water.

"New Zealanders love to play in the water, but there is always risk. We all need to be aware of and think, for a few minutes, about water safety before heading to the water. It could save your or your loved one's lives.



BEACH BASICS

1. SWIM BETWEEN THE FLAGS - If you are heading out to the beach, choose a lifeguarded one and remember the red and yellow flags show the safest area to swim

2. 3RS RIP SURVIVAL PLAN - Rips are a major hazard on New Zealand beaches and can be deadly. Learn the 3Rs Rip Survival Plan - it could save your life!

3. TALK TO THE SURF LIFEGUARDS - Even though conditions can change quickly, our lifeguards keep a constant eye on the beach situation as they continuously scope the beach for hazards, and keep on top of weather forecasts and understand the swell and tide conditions - they're a friendly bunch too!

4. CLOSE ENOUGH TO CUDDLE - Keep your kids within arm's reach at all times in or near the water - rogue or large waves move really quickly and unexpectedly and can sweep kids away or knock them off their feet.

5. KNOW YOUR LIMITS - Too many people get into trouble in the water because they simply overestimate their abilities and under-estimate the conditions.

6. ALWAYS BETTER TOGETHER - There is safety in numbers. If you get in trouble in the water and you have your friends or family with you, you have instant back-up. They can help you out or get help if needed!

7. IF IN DOUBT, STAY OUT - If you feel uncomfortable about getting into the water, go with your gut feeling and stay out. It's better to be safe than sorry.

8. ROCK FISHING - Rock fishing was the highest-risk activity for fatal drownings in 2018/2019. Take care. Wear your lifejacket, shoes with tread (not gumboots) and never turn your back to the sea as large waves can sweep you off the rocks unexpectedly. - IF YOU SEE SOMEONE IN TROUBLE - If there are lifeguards on patrol, let them know. If you can't see any lifeguards, CALL 111 & ASK FOR THE POLICE. They have a direct line to our emergency call out squads across New Zealand and Coastguard NZ as well.

9. REMEMBER YOUR SUN PROTECTION - New Zealand's harsh sun during the warmer months and alarming skin cancer rates are why we need to cover up at the beach.



MAKOURA COLLEGE STUDENTS ON THE TOOLS FOR HOMELESS

In case you missed this a few months ago, here is a lovely story about a bunch of Makoura College students doing their bit to help homeless people living in the community.

The seven Year-13 students have been on the tools this year building three transportable cabins that when finished will be donated to Project Manaaki, a Masterton initiative that is providing transitional housing for homeless.

Joint Head of Technology at Makoura College, Tori Forrester, says the project is a "fantastic" way for the students to get a hands-on insight into a possible career in construction.

"I would like to think that at least half of these boys will gain the confidence from this to want to maybe consider a career in the trades," Forrester says.

"It will give them a foot in the door and a head-start in an apprenticeship."

The in-school programme is NCEA Level-3 BCITO, (Building and Construction Industry Training Organisation), accredited.

Forrester says the project is only possible thanks to a \$30,000 grant from Trust House for all of the materials and equipment associated with the build. It follows a \$97,000 grant from Trust House last year for Project Manaaki to help fund the refurbishment of the Elizabeth Street property in Masterton which now has capacity to accommodate nine people in transitional housing. Trust House is continuing to provide support for Project Manaaki.

The three 3.6metres by 2.4metres cabins when completed will be relocated to Elizabeth Street to sit alongside other cabins at the rare of the section or to another property.

One of the students, Louie Manesa-Anae says it is doesn't seem real that there are homeless people living in Masterton.



The cabins are taking shape.

"It's really cool that we are able to do something to help," Louie says.

While none of the students know directly anyone living rough, in a car or "under a bridge", all are aware of people living in a converted garage.

"It can be pretty cold in a garage, specially in winter," Louie says.

Although basic and without plumbing, all of the cabins will be fully insulated and feel homely when finished.

This will be the ninth year that the Makoura College technology department has undertaken a building project. In the past it has focused on a single building, which when finished was sold off to cover material costs. However, last year the disruption of Covid early in the academic year put the kibosh on a build.

"With the help of Mason Cameron from Cameron Construction we got this going. It is great for the students to be gaining some practical experience and at the same time be doing something for a really good cause."



(From left) Louie Manesa-Anae, Taofiga Manesa, Luke Rogers and Tama Anderson, four of a seven strong team of Makoura College students building cabins.

We're a TOLL FREE call away 0800 878 700



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