

# home

Trust House tenants' newsletter

December 2025

## Brett gets things fixed

*Meet Brett Pigott – he makes sure repairs and maintenance at your home are done properly and completed quickly.*

Brett is our asset manager. When something goes wrong in a Trust House home, chances are he is the one making sure it gets sorted.

Brett is the link between Trust House and tradespeople. Whether it's a roof leak, a house flood or a jammed window, Brett makes calls on the spot and lines up the right help to get repairs and replacements done.

With a long career in housing and facilities management, Brett loves the challenges of the job.

"I like knowing the decisions I make are right for the homes and right for the tenants," he says.

He is also closely involved with the refurbishment of Trust House homes. With more than 15 properties already completed this year and around 60 still to be done in coming years, Brett has a busy time ahead.

## Gearing up for start of construction

*We will start construction on the first three of our new housing developments in Masterton early in 2026.*

This work is the first in a multi-year development programme that will create about 300 brand new homes for Trust House tenants in Masterton and refurbish 80 existing homes. The work will see all our tenants living in warm, dry, modern houses.

**Find out more**



How Cameron Crescent on the Eastside of Masterton will look in the future.



## Tenant survey results

*A big thanks to everyone who filled in the tenant satisfaction survey in June – about one in three of our tenants shared their views.*

You told us the top three things that will improve the value for money you get for the rent you pay, and we have listened:

### Improving your home

More than half of you said better homes will make the biggest difference.

We will redevelop and refurbish Trust House housing stock over the next few years. We are gearing up to start construction on three of our sites in Masterton:

- 8 - 10 Matai Street
- 12 - 14 Short Street
- 16 - 18 Kaka Street

We have also started refurbishing Trust House homes that need to be brought up to modern standards.

## Winners!

Congratulations to the tenants who each won a \$200 grocery voucher in the prize draw for filling out the tenant survey. They were stoked!

- Raymon, John and Ben from the Eastside, Masterton.
- Sheldon from the Westside, Masterton.
- Linda from Dannevirke.

## Faster repairs and maintenance

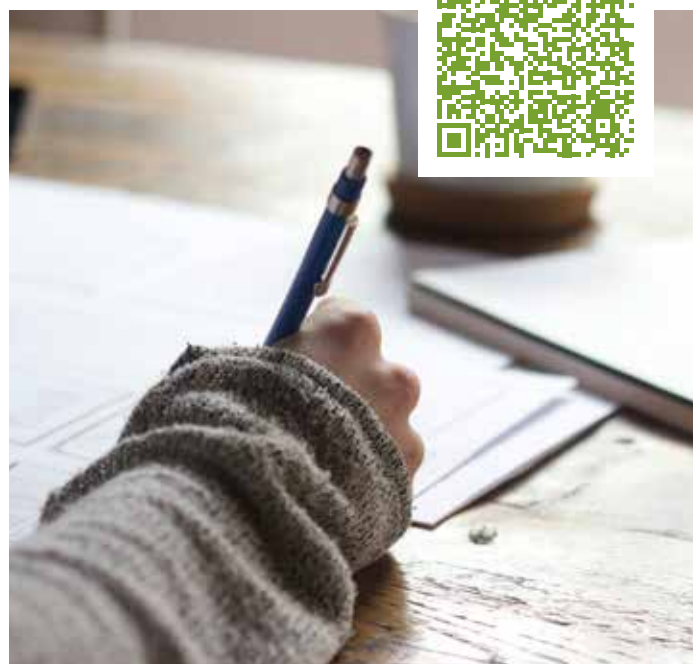
One in five of you said improving repairs and maintenance will make a big difference. We agree – and we recently appointed an asset manager to lead this work. Find out more about Brett on the front page.

## Involvement in decisions that affect your home

One in four of you said you want more involvement in decisions that affect your home. As a first step, we will work with tenants to set up a tenant advisory group. They will share ideas with us, raise issues and give us feedback on what matters most to tenants. We are inviting volunteers to join – find out how on the opposite page.

## Summary of the survey results

Check out the full summary of the tenant satisfaction survey results online.



## Your homes, your voices

*We are inviting tenants to join an advisory group that will help Trust House focus on the things that matter most to our tenants.*

In our recent tenant survey, lots of you said you would like more involvement in decisions that affect you. The tenant advisory group is a great opportunity for you to help us understand the issues that affect tenants and how we can best address them.

Trust House will cover costs for advisory group members to come to meetings.

Marama Scott, the programme manager at Trust House Housing, is leading the set-up of the tenant advisory group. Many of you will know Marama – she is often the first person you speak to when you call us.

Marama says: “We are hoping for a broad range of tenants to join the advisory group – for example different ages, household types, location.

We would like to understand different perspectives, so we get a good picture of what matters to tenants. It will help us to make better decisions that consider the views of our tenants.”

We will have more information to share with you on the Tenant advisory group early in the new year.



Marama Scott, programme manager – Trust House Housing.







# Stay cool & safe this summer

*Summer is here, and the festive season is fast approaching. Here are a few quick tips to help you keep you and your home safe, cool, and comfortable.*

## Keep cool

- Close curtains during the hottest part of the day, and open windows in the cooler mornings and evenings.
- Drink plenty of water.

## Fire safety

- If you're firing up the BBQ, keep it well away from the house or anything that can catch fire.
- Don't leave candles or incense burning unattended.
- Don't leave cooking unattended.
- If your smoke alarms aren't working properly, let us know so we can fix them.

## Christmas lights & decorations

- Use good-quality lights and turn them off before bed or heading out.
- Try not to overload power boards or use frayed cords.

## Rubbish & recycling

- Council rubbish days often change over the holidays — check your council's website so you know when to put bins out.
- If you're going away, secure your bins so they don't blow over or get rummaged through.

## Noise & visitors

- Summer often means more guests and celebrations. Please keep noise down late at night and be mindful of neighbours.

## Pets

- Pets need plenty of water and shade in the heat.
- If you're going away, make sure you've arranged care – hot weather can be dangerous for animals left alone.

## Repairs & emergencies

- Keep the Trust House after-hours number handy for urgent tenancy issues over the break – 0800 878 700.
- Please report serious leaks, electrical problems, or safety concerns straight away.

## Support over the holidays

- Some services close or run shorter hours, but these ones stay open:
- 1737 – free 24/7 mental health support
- Lifeline 0800 543 354
- Women's Refuge 0800 733 843
- Healthline 0800 611 116

## Take care of yourself

- The holidays can be a full-on time. Be kind to yourself, rest when you can, and reach out if you need support.

