

MY HOME

Welcome to the Tāmaki Housing update



Welcome \ Talofa lava \ Ni hao \ Mālō e lelei \ Kia orana \ Maingalarpar \ Kia ora \ Fakalofa Lahi Atu



Some of the staff who were on duty after hours.

WITH THANKS

Our hearts go out to whānau who have been impacted by the recent floods throughout Tāmaki Makaurau and the wider parts of the motu.

We are grateful to have a team of dedicated staff who volunteered their time to assist our tenants' enquiries and concerns after hours.

Most issues were in relation to house leaks from the heavy downpour of rain, and tenants were able to call through to request help immediately. We would like to thank those committed staff members who volunteered their time during this national emergency.

HEALTHY HOMES UPGRADE PROGRAMME

Nearly there! Almost all Tāmaki Housing homes have now been upgraded as part of the Healthy Homes Upgrade programme!

This programme has been making all our homes easier to keep warm and dry, by adding items like heat pumps and improving ventilation. Providing warm, dry, and healthy homes for the community has always been one of our main priorities, so we are pleased to be delivering on this promise, with 99% of homes completed so far.



MALAEA'S MESSAGE

KIA ORA AND TALOFA LAVA EVERYONE,

With the warmer weather leaving us, we are likely to spend more time indoors which means proper ventilation and keeping homes dry is essential. Read the helpful tips to keep you and your whānau healthy in this edition of Your Home.

We have seen several large roading and drainage upgrades taking place in the community over recent months which has created a few road closures and caused unavoidable traffic congestion on some main streets. We are sharing some useful road safety tips for pedestrians around roadwork sites in this issue, to help keep everyone safe, including our vulnerable road users.

Auckland Transport has made speed changes to some streets in and around the Glen Innes Town Centre to keep

pedestrians safer and we have shared a list of their plans. Safety in and around your property is also a priority, so be sure to follow tenant rules when parking your vehicles.

If you need anything in your home checked or repaired, phone us on 0800 521 555.



**Ngā mihi,
Malaea Nikolao,**

Tāmaki Housing Area Manager Panmure

ROAD SAFETY DURING ROAD WORKS

As this area changes and grows, some of our roads need to be improved and upgraded to support the new houses being built. As you will have seen, this has included minimising access to a number of streets so work can be completed safely.

During this time, it is important that the public, especially our tamariki, practice road safety when out-and-about or walking to school.

Here are some important things to remember:

1. Where possible, walk with your child to and from school. Supervision is the best way to keep safe.
2. Follow the roadworks signs carefully.
3. Stay alert where heavy machinery is operating and pass carefully with caution.
4. When passing operating roadwork sites, make sure construction workers can see you.
5. Take the time to find safe alternative routes and share this information with your friends and whānau.



CAR PARKING

We have recently been receiving some complaints of vehicles illegally parking on the berm and on yellow lines.

This can quickly become a problem as these vehicles can block access for other people trying to get around, or access their homes. It can also affect the services we all rely on, such as waste collection, and emergency services. If the vehicle's location reduces visibility, this can also put the safety of our tamariki, elderly, and disabled tenants at risk.

To be a good neighbour, always park your own car safely, and also advise your household and visitors on the best place to park their vehicles.



FIRE SAFETY

We want to provide a safe and comfortable home for you and your whānau, and fire safety is an important part of this. Take the time to sit down with your household to put together a 3-Step-Escape Plan in case of a fire emergency.

3-STEP-ESCAPE PLAN

1. Plan your first escape route:

- Carefully plan the nearest and safest exit way
- Keep the path clear from any obstacles that may block your escape
- If someone in your household needs help getting out, plan ahead, and assign others to assist

2. Select your second escape route:

- Your second escape route path should also remain clear
- Keep a key near any locked access ways
- Make a second escape plan to reach those who need help getting out this way

3. Choose a meeting place:

- Choose a safe place to meet away from the house. This could be at the letterbox, at the gate, or on the main street.
- Remember to let all the members of your household know where to meet
- Keep a copy of your 3-Step-Escape Plan in a visible place, e.g on the fridge

If you'd like to book a fire visit from our very own Fire Safety advocate and Tenancy Manager Joe Watene, send an email to info@tamakihousing.co.nz

NEW TRANSITIONAL HOMES

In partnership with Te Huruhi Trust, Ministry of Housing and Urban Development, and Tāmaki Kāinga Haumarū Collective; Tāmaki Regeneration (TRC) has opened another set of transitional housing units on the corner of Pilkington Road and Erima Avenue.

The new units in Panmure are ready to welcome local whānau into short-term emergency accommodation until a

long-term home becomes available for them.

It has six brand-new units; five units will be home to five whānau and the sixth unit will be a shared space which can be used as a learning space or for hui.

Te Huruhi Trust will be managing this complex and providing wrap around services to support whānau in transition.



HEALTHY HOMES - VENTILATION IN HOMES

With the colder weather approaching, soon it will be time to switch your heat pump to warmer settings to help keep the chill away.

With Winter comes cold and damp conditions so it is important to ventilate your home to keep it healthy and dry. This can be as simple as opening all the windows in the house for a few hours a day.



Here are some benefits of ventilating your home:

- **It keeps your air clean** - Ventilation and home heating are important to keep good air quality.
- **It helps prevent mould** - Cold damp conditions make the perfect breeding ground for mould and mildew to grow which can cause Winter illnesses.
- **It protects you and your family against dust mites** - Allergies come from dust mites and fungal spores in the home. They grow in warm, humid places so one of the best ways to protect against this allergen is to make your home drier.
- **It reduces moisture** - By removing moisture and condensation in your home you can improve the environment for allergy and asthma sufferers. A drier, healthier home can reduce dust, pollen, plant spores and other triggers.
- **You save on the cost of heating** - A damp home is much harder to heat than a dry one, so keep your home well-ventilated to save on the cost of heating. Removing damp, moisture-filled air will improve the air quality inside the house, making it much healthier for you and your whānau.

Check out some awesome videos on ways to ventilate your home and work your heat pump by visiting the [Healthy Homes page at tamakihousing.co.nz](https://tamakihousing.co.nz)

SPEED CHANGES IN GLEN INNES

To make our roads safer, Auckland Transport has introduced a 30km/h speed limit to Glen Innes Town Centre as part of a national speed management programme.

These safety improvements are necessary to keep pedestrians and commuters safe in Glen Innes, especially where Apirana Road separates the train station from the main bus hub and shopping complex.

See the plans from Auckland Transport below:

- 30/50km/h signs with red coloured surfacing to be installed on Line Road, Taniwha Street, Apirana Avenue, Maybury Street, Point England Road, Merton Road, Tamatea Avenue, Riverside Avenue and Kawiti Avenue
- A raised table on Line Road
- The installation of side islands, a raised table and a raised pedestrian crossing on Apirana Avenue
- Adding five car parking spaces on Apirana Avenue
- A raised pedestrian crossing on Maybury Street
- Removing five parking spaces on Maybury Street and four parking spaces on Line Road

SUPPORT FOR TENANTS:

We would like to thank these local groups and food banks who provided some of our families with assistance during the flood disasters.

If you need help with food at any time, contact one of the numbers below for assistance.

Glen Innes Family Centre - 0800 443 221

Ruapōtaka Marae - 0800 276 8252

WELLBEING SUPPORT:

Hard times can often trigger feelings of stress and heaviness on our wairua. There are several wellbeing support services available to help get us through, and we encourage you to reach out and speak with someone. All these services are free and confidential.

Wellbeing Support/Te Whatu Ora - wellbeingsupport.health.nz

Lifeline - 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)

Youthline - 0800 376 633, free text 234, email talk@youthline.co.nz

COME AND TALK TO US:

Pop into any one of our offices at any time or call us on 0800 521 555 if you need something fixed or have any issues or questions about your home or tenancy.

Visit tamakihousing.co.nz if you need more information.