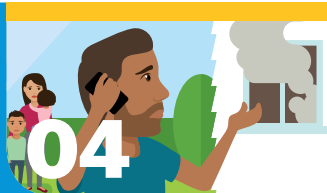




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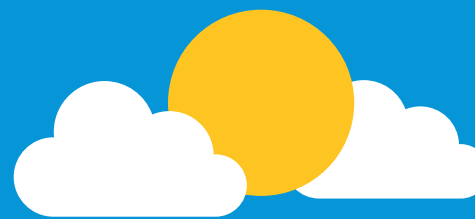
Warm, dry home to see pensioner through many winters to come



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Good groundwork by one; great veges for many

HOUSING NEW ZEALAND NEWSLETTER
ISSN 1175-8058



Close to Home

Issue 49 | SEPTEMBER 2018

Pets in our homes



Good news! Housing New Zealand is now a pet-friendly landlord. We know that pets can be great companions and we want our tenants and their whānau to experience the many benefits of pet ownership.

To help us do this we have launched a new Pets Policy which allows pets in our homes.

If you would like a pet, or already have a pet, there are a few things you need to know:

What is considered a pet?

- Dogs
- Cats
- Livestock (cows, sheep, horse, pigs, goats) that are kept as pets
- Birds, fish and small animals

Are there any conditions to having a pet?

Just like all New Zealanders, you need to comply with the laws that apply to keeping pets. For example there might be council by-laws, or rules if you live in an apartment, around keeping pets (including cats).

Don't worry - we can check this for you.

If you want a pet that is a cat or a dog or you live in a rural location and want a livestock animal, call us on 0800 801 601. When you call we will also ask you a few questions about your pet.

Why call?

You need to let us know if you already have, or want to get, a dog, cat or livestock animal as part of your tenancy agreement with us. We will also need to collect some information about your pet.

If you have a dog or livestock animal we'll also ask you to sign a Pet Information Form, and agree to be a great pet owner. Just give us a call and we will get this all sorted for you.

CONTINUED ON PAGE 02





Saying yes

If everything is okay, we will be in contact and let you know you can have a pet at your Housing New Zealand home.

If you don't hear from us, call our Customer Support Centre on **0800 801 601** for an update.

That's it

Now you can keep your pet. And so long as your pet does not cause a nuisance to your neighbours or attack anyone, there's nothing more you need to do. So enjoy their company, look after them, and it will all be good.

For more information on having a pet at your Housing New Zealand home or our new Pets Policy, visit our web page at hnzc.co.nz.



PET CORNER

Would you like to see your pet in the pages of Close to Home — send us a picture and a story about what your pet means to you.

Send to editor@close2home.co.nz or post to Close to Home Pet Corner, Housing New Zealand, PO Box 2628, Wellington 6140.

What to think about before you become a pet owner



People like having pets. Pets make wonderful companions. They become part of the family. They're something to love and care for and they give love in return.

But they are a commitment and if you haven't had a pet before, here are some things to think about.

Pets take time and money

First things first – having a pet is quite a commitment. Pets need looking after. They need feeding and, if you have a dog, exercising. They need somebody to care for them if you're going away. They're all small things but they add up. As does the money. It's important that you think about the costs that come with owning a pet. Food, vet bills, microchipping, vaccinations, registration of your pet, desexing, worming and flea treatments. If you have a dog it will need a leash and possibly a muzzle (to be safe around young children) and, if you keep it outside, a comfortable kennel.

They need a good, safe home

Before you choose a pet, think about whether your home is suitable. Cats can be comfortable and happy in most places but dogs and livestock animals will usually need a larger outdoor space and a secure fenced area. If you don't have this sort of space, think twice about this type of pet, please.

Also remember our staff or contractors can't come into your

home if your dog/livestock animal is not secure. We don't want this to happen as there might be important or urgent work we need to do to keep your home warm, dry and safe.

If you don't have a fence, or it does not contain your pet, another option is a kennel with an attached run or tether.

Think about adopting your pet from the SPCA



The people at the SPCA are experts at pets. Everything you need to know about pets, and looking after them, they can tell you. They're also very good at matching you to an animal that will suit you, your family/whānau, your home and your lifestyle.

All SPCA animals have been checked by a vet and are in good health for adoption.

SPCA animals' behaviour has been checked as being suitable for adoption.

SPCA animals have been desexed, vaccinated, wormed, treated for fleas, and microchipped. These are all covered by the adoption fee.

Need more information?

Visit our website hnzc.co.nz. We have loads more tips and guidance on what to think about if you want to get a pet.

And lastly... enjoy your pet!



Landlords, tenants and other interested people are invited to have their say on proposals covered in a discussion document on updating the Residential Tenancies Act. The discussion document and a link to an online submission survey are available at: www.mbie.govt.nz/rta-reform. Consultation runs for eight weeks and closes at 5pm, on Sunday 21 October 2018.

Being a great pet owner

For Housing New Zealand tenant Shannell, the new Housing New Zealand Pets Policy is great.



The proud owner of Milo, a two-year-old male chihuahua, Shannell, knows all too well the joy and commitment of being a great dog owner.

"Having Milo is very calming for me. He alerts me to anyone coming up the drive and we have a sense of security and protection from this, especially for a single mum like me."

"But you gotta be responsible. Sometimes I see dogs chained up all day with no daily stimulation. It breaks my heart; I feel sorry for them."

For many years, Shannell's dogs have been another important member of her family.

"Milo is like my best friend. He started as a pet for the kids but I grew very close with him as I trained him."

If tenants are looking to get a pet dog, Shannell suggests people think about how much care and love a dog needs to be happy and healthy.

"Milo is like my best friend. He started as a pet for the kids but I grew very close with him."

"They're like children. You can't just leave them when you go for a holiday. I often see people have a dog for a few months or a year and try to palm it off on Trademe."

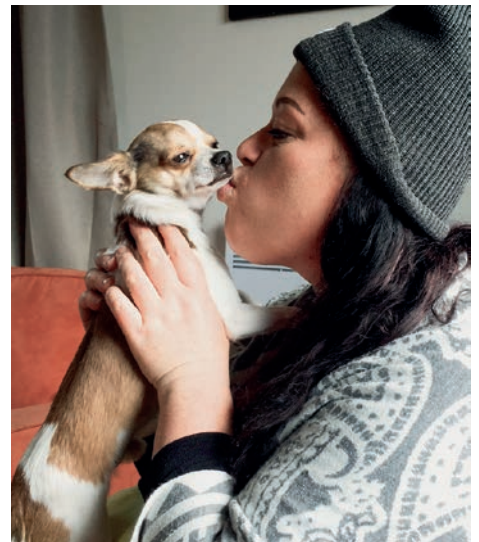
"We cuddle Milo all the time; he's a very cuddly dog. We don't need to walk him much cos he's quite a small dog, but chihuahuas only eat in little bits but they eat very often."

And don't forget the ongoing care and cost of having a dog, says Shannell. "Even for a small dog like Milo you need to look after them."

"This includes bathing them lots, especially during warmer weather, regular flea treatments on your pet and home, brushing them and maintaining their nails."

"It can be quite costly and time consuming, but you've gotta do it. Keep them healthy because vet bills are extremely expensive."

"They're like children. You can't just leave them when you go for a holiday."



Shannell and Housing New Zealand Tenancy Manager Dom having fun with Milo on a recent visit.



04

What to do in a fire



- 1** Crawl low and fast to escape smoke. Get down, get low, get out.
- 2** Shut doors behind you to slow the spread of fire.
- 3** Meet at your planned meeting place. Once out, stay out – never go back inside.
Phone Fire and Emergency on 111 from a safe place.

FREECALL 111 for fire emergencies.

VISIT
www.fireandemergency.nz
for more fire safety tips.

WHO TO CALL IN EMERGENCIES

- If there is a fire, **call 111**.



KEEP YOURSELF SAFE FROM FIRE



- Have an escape plan in case of a fire, and make sure everyone in the house **knows what to do**. Practise your escape plan.
- Make sure your **smoke alarms** are working, check them twice a year when the clock changes for daylight savings and back again.
- Do not take the smoke alarms down; they are there to protect you and your family.

KEEP EVERYTHING ONE METRE FROM THE HEATER

- Keep everything at least one metre away from a heater or woodburner – this includes yourself, furniture, bedding or clothes that you want to dry.
- Never place or hang clothes on a heater to dry.

Don't put your wet clothes so close to the heater; they might catch fire.





If you think there is a fault with your kitchen appliances please have them checked promptly before using again. Housing New Zealand will check any appliances we supplied free of charge. If it's an emergency, we can be out within hours.

KEEP AN EYE ON THE FRY!



Mum can you come, I want to show you something on TV?

Not now Ruby I have to keep an eye on the dinner; chips are in the pan! I'll be there as soon as I can.

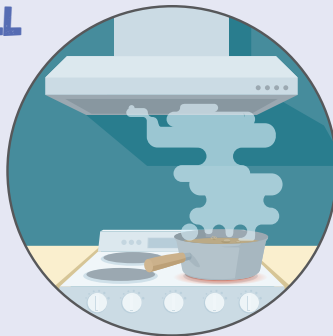
- If you must leave the room while cooking, TURN OFF the element.
- Did you know that if your oil is heated to boiling point it will release toxic fumes which aren't good for you or your family to breathe. Worse still it is likely to explode into fire, with serious risk of burns to anyone standing nearby.
- Curtains, tea towels, oven mitts and any flammable items should be kept an arm's length away from the cooking area.
- Never throw water on a frypan that's on fire - wet a tea towel and place it over the pan, or use a large, flat object (like a chopping board).

KEEP YOUR STOVE, GRILL AND RANGEHOOD CLEAN

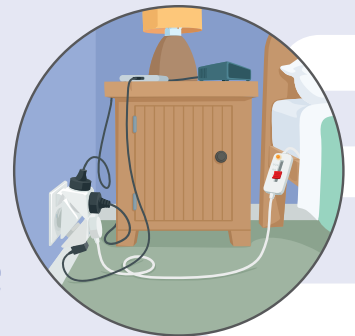
Prevent the build-up of spilled fats and burnt food.

TIPS FOR CLEANING!

To clean the filter in your rangehood click it out and wash it in the sink with soapy water.



DON'T OVERLOAD YOUR PLUGS WITH APPLIANCES



HEY KIDS, DON'T PLAY WITH LIGHTERS AND MATCHES!

- Make sure you put your matches and lighters somewhere safe or up high so the kids can't get them.
- Never leave cigarettes or candles unattended.





Have a read of our **CLEAN & GREEN** booklet

Go to www.close2home.co.nz for tips on other products you can use to keep your house clean – but be sure to store them safely too.

SUPPORT MARIO'S PANTRY

Mario's Pantry

The Hutt Valley team has come up with a great way to help tenants out who are struggling to put enough food on the table.

Tenancy Manager Mario came up with the idea of creating a pantry of bulk food items that tenancy managers can give to tenants who they know need some help.

Called Mario's Pantry, the idea has taken off and Housing New Zealand staff nationwide have gotten in behind it by donating food, cleaning products, sanitary items and nappies.

"Our staff are out in the community every day and know that a little help can make a big difference," says Alice, Southern Area Manager.

To expand on the pantry's selection, Mario and Teresa, Project Manager Community Group Housing, have worked together on a list of items that will fill up hungry tumms, like rolled oats, Weet-Bix, rice, pasta, tinned fruit and veggies, pasta sauces and crackers.

"Tenancy managers are free to grab anything from the pantry if they feel a tenant needs some food, or if they just want to put a smile on someone's face," says Mario.

Mario and Teresa are also working with the Common Grocer store in Epuni, run by the Common Unity Project Aotearoa, to secure food items at low cost and are seeking support from local supermarkets to donate food items.



Ōtangarei has a new playground

Despite the rain, about 500 people were on hand to try out a new playground in Ōtangarei, Whangarei in early July.

The eagerly awaited playground came about after a petition from local children, and the support of local service provider Kāinga Ora Ōtangarei. Housing New Zealand made a \$45,000 contribution towards the cost of the playground, with the Whangarei District Council providing the balance of the funding.

The playground was officially unveiled as part of Matariki celebrations in Ōtangarei.

Housing New Zealand's Northland Area Manager, Noeline, says the playground is an example of Housing New Zealand helping to create homes that meet the needs of tenants, large and small.



"Our main focus is obviously on providing warm, dry housing, but when the chance comes up to help out with community assets that make our tenants' lives more enjoyable outside the front gate of their home, we like to help out where we can.

"This playground was worth supporting because there was a need to have spaces in Ōtangarei where kids could just be kids and have fun."



Housing New Zealand made a **\$45,000** contribution



TIME TO CLEAN THE CURTAINS

Spring is a good time to clean your curtains. Look at the hem of your curtains for the cleaning instructions or follow these directions:

1. Remove plastic hooks before putting the curtains in the washing machine.
2. Either gently vacuum with appropriate attachment or machine wash on a gentle cycle set at up to 40 degrees Celsius.
3. Drip-dry in the shade, iron with a cool iron and replace hooks.



- Do not bleach, rub or wring.
- Do not tumble dry.
- Do not use pegs for hanging on the line.

07

Warm, dry home to see pensioner through many winters to come



Tenancy Liaison Office Leanne describes tenant Bruce as "a true-blue Kiwi gent".

Moving house is never an easy matter. And 70-year-old Bruce confesses he was "shattered" by the news that he'd have to shift from his tenancy at Bader Drive and McKenzie Road, where he'd resided since 1980.

Bruce was ably supported throughout by Housing New Zealand's Tenancy Liaison Officer Leanne. As Bruce is in a wheelchair, Leanne identified a new home which would suit his needs and worked with other parts of Housing New Zealand to have a ramp installed and doors widened for better access before Bruce moved in.

"Leanne was absolutely wonderful and my new house is marvellous," says Bruce.

"It's like brand new, even though it's not. It's so quiet; it's just fantastic."

Bruce moved in late April due to the HLC-led redevelopment of parts of Mangere where there are significant numbers of state homes.

"My old place was a one-bedroom and was a draughty, freezing place. This one is two bedrooms and it's modern and sunny. I haven't had a heater on this year. I haven't even had to put on a jacket! At the other place, I'd already had the heater on for a month."

This is just one example of how Housing New Zealand is making better use of the land it owns and housing greater numbers of New Zealanders by redeveloping its land and building smarter.

Development can't happen without existing tenants moving home first. The tenancy liaison team works to support tenants sensitively and Leanne kept Bruce well informed before, during and after the move and assisted with arranging boxes, a moving truck etc. Housing New Zealand paid all reasonable costs related to the move, as is our usual practice.

While moving is tough, a modern, healthy home will ensure Bruce's golden years are warm ones.

Waterview tenant affirms 6 Homestar benefits

Housing New Zealand tenant Te Aorangi recently spoke at the NZ Green Building Council 2018 Housing Summit about the benefits of warm, dry housing.

Te Aorangi, and her young son Kayden, have been living in a 6 Homestar rated home in Auckland's Waterview since late 2016. Te Aorangi's home is one of 17 two-, three- and four-bedroom homes that replaced three, 1940s brick duplexes.

A 6 Homestar rating provides assurance that a house will be warmer, drier, healthier and cost less to run than a typical new house built to building code.

The audience was captivated as Te Aorangi recounted how the shift to a new house meant lower heating bills and better health for the family.

"If you build a good home, then your tenants will look after it," she said. "It's a better investment than building a real cheapo home."



Homeowner Zane and Housing New Zealand tenants Kayden and Te Aorangi.





USE THE POWER OF THE SUN - IT'S FREE

Use the sun to your advantage - shake out your rugs, blankets, duvets and pillows, and leave them in the sun to air them. Some people say the sun is a natural disinfectant - a couple of hours outside and everything smells clean and fresh. If you can manage it, airing your bed mattress outside in the sun is good too.



Housing New Zealand to build supportive housing for our most vulnerable tenants

What is supportive housing ?

Within a safe and secure environment we will help our tenants build social support networks and access services including health care, counselling, budgeting, skills development, and employment assistance that will empower them and enable them to live stable lives with dignity.

A new building for Greys Avenue

In central Auckland we are developing a new building on the upper Greys Avenue site - this new building not only provides 280 new apartments, but will also provide tenants with

the support services they need onsite to help them live well in their homes and thrive as part of the community.

Housing the homeless in Wellington

To help meet the demand for more one- and two-bedroom units in the capital, we are redeveloping the Rolleston Street site in Mt Cook. Our aim is to improve the site by building warm, dry and well-designed homes that enhance the local area. Out of the proposed 64 two-bedroom units, 20 are earmarked to provide homes for people suffering from chronic homelessness. Tenants who have

been homeless for a long time and face multiple complex issues will be supported back into the community.



280
new apartments
for Greys Avenue,
Auckland



64
two-bedroom
units in Mt Cook,
Wellington

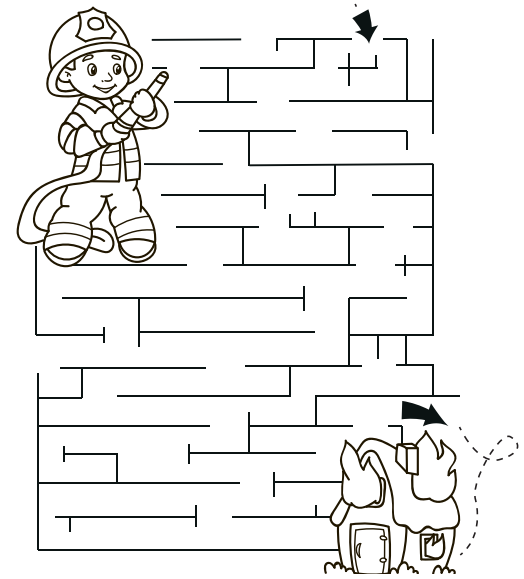


FOR KIDS, ABOUT KIDS

TREEHOUSE



GET TO THE
FIRE QUICK!



Jokes!

Q: How does a dog stop a video?

A: He presses the paws button.

Q: Why was the cat afraid of a tree?

A: Because of the bark!

Q: What do you get when you cross a sheep and a kangaroo?

A: A woolly jumper!

Q: What did one cow say to the other?

A: Mooooooove over!

Q: Which day do fish hate?

A: Fryday!

Q: What do you call a pig who knows karate?

A: Pork chop!

Q: What do you call an elephant in a phone booth?

A: Stuck!

H	Y	D	R	A	N	T	H	J	H	F
D	Q	A	B	F	T	F	A	S	B	I
F	I	R	E	F	I	G	H	T	E	R
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F	L	A	M	E	S	C	S	W	A	V
A	T	E	R	E	S	M	O	K	E	N

FIRE SAFETY WORD SEARCH

ALARM LADDER
BOOTS SAFETY
FIRE ENGINE SMOKE
FIRE FIGHTER WATER
FLAMES
HELMET
HOSE
HYDRANT



10



Get out in the garden

With winter behind us it's time to spring clean the garden.

- October's a great month for planting, and a good time to feed the entire garden.
- If you want to plant potatoes to eat at Christmas, wait until mid-October when we are pretty much frost-free.
- Sow cucumbers, beans, marrows, melons and pumpkins at the end of the month.
- Plant basil, which grows well with tomato plants. It repels pests and promotes healthy growth.
- Ensure the bursting buds of grapevines, kiwifruit and berry fruits are given a fungicide spray.

New home perfect for large Dunedin family



Greg, Bill, new tenant Ngaone with her brother Waiariki, Naomi and Michael. In front: Ray and Deana.

More than 40 guests attended the opening of the first Dunedin home under the Regional Housing Programme in Mulford Street, Concord in early August. The new tenant, Ngaone, was part of the celebration, and couldn't wait to show the children their new place.

Perched high on a hill, the new four-bedroom home offers fantastic 180-degree views and a generous lawn area for families to enjoy. Ngaone was overjoyed to be moving into the property, which she said gave her "a real sense of settling and looking forward". Her six children are aged 10 years to six-month-old twins.

Ngaone has been in an emergency housing home in Andersons Bay since November, and before that was in a "cold, draughty, damp house" in St Clair.

Housing New Zealand Programme Director Jonathan says the Mulford Street home marked a milestone for Housing New Zealand and a new era of state houses for Dunedin.

"This is the first new development we have built in the city since 2009 and we are now in the planning stages to deliver more over the coming years. These initial properties will provide new families and people in need of housing with a new home and a place to build their lives," Jonathan says.



Waiariki, Ngaone's brother, gives the mihi.



Area Manager Fraser with Alison in her hillside garden.

Conservation honour for Housing New Zealand tenant

Queen's Birthday Weekend took on extra significance for a Housing New Zealand tenant based in Lyttelton, near Christchurch. Alison was awarded a Queen's Service Medal for her services to conservation in the portside community.

She has been a leading figure in conservation and environmental projects in the area for more than three decades. While very modest about her achievement, Alison, who has been one of our tenants for about 35 years, also hopes it will inspire other tenants.

She helped form the Lyttelton Environment Group in the late 1980s and has been secretary since then. Another notable contribution was her role as secretary/manager of the Quail Island Ecological Restoration Trust. Until she stood down a decade ago, she helped raise \$500,000 - or about \$50,000 a year - for the organisation, which planted around 70,000 native trees in the area.





- It should be safe to plant frost-tender vegetables – chillies, cucumbers, zucchini, eggplants, kumara, peppers, dwarf and runner beans, marrows, melons, pumpkins and sweet corn.
- Sow beds of brussels sprouts, cabbages, cauliflowers, leeks and broccoli.
- Start harvesting asparagus, beetroot, broad beans, cabbages, cauliflowers, lettuces, radishes, spring onions, spinach and turnips.
- Continue to mound up potatoes.
- Holes in your potato foliage could be signs of attack by the potato tuber moth. Water well to discourage them.
- To encourage tomato flower set, spray with a mixture of 1 part sugar to 9 parts water. Remove side shoots, and tie plants securely to stakes.

Good groundwork by one; great veges for many



Area Manager Angela, with Colleen and Trish.

Colleen Read supplies a huge amount of fresh vegetables to the Salvation Army, friends and family from her garden in Mairehau, Christchurch.

“A lot of people struggle, and don’t necessarily get what they need,” says Colleen. “I’ve been in that situation, and have been helped along the way. Through my garden I can now help others, with the goodness of veges.”

The property was nominated for a Great Gardens Award by Tenancy Manager Trish, who described it as “massively productive”. When we visited in late May, Colleen said she still had the last of the potatoes to dig up.

All the cabbages, caulis, lettuces and capsicums, plus silverbeet she grew in tyres this season, had been given away. Around 35 kilos of tomatoes had come from just a dozen plants

that she had to net, to keep them from falling onto the ground.

The secret to Colleen’s bounty? Excellent soil, fed only with compost built up over nearly 30 years, including the grass clippings from her large section. Absolutely no weeds in the compost, and no spray on the plants!

“This plot had nothing in it for three years, then I dug it over and planted, and it came away in leaps and bounds. You must have good, healthy ground for great vegetables.”

Colleen learned about growing produce during many years at the Vegetable and Potato Growers Federation. Later on she worked in rest homes and, these days, is a support worker for Access Community Health. In between her job and the garden, she finds time to knit for herself and others.

OTHER GREAT CHRISTCHURCH GARDENS



Carol, of Dallington with Tenancy Manager Lynley.



Allison Place, Shirley – Barbara.



William Street, Rangiora – Gweneth.



Hampshire Street, Aranui – Pam.





- December is a month of rapid growth, so pay particular attention to watering, weeding and feeding.
- It's best to water the garden deeply and infrequently (rather than little and often), so plants learn to dig deep for moisture. Continue mulching to keep soil moisture levels up.
- Continue to mound up soil around spuds and you should have a good feed of new potatoes for Christmas Day.
- Succession plantings of all summer veges can take place for harvest right through to autumn.
- Feed tomatoes with fertiliser and water regularly. Remove laterals (side growths) while they grow, to encourage fruit growth. Make sure they're firmly staked.



Housing New Zealand Tenancy Manager Keri (second from right) with local tenants outside the new garden shed.

New Monarch garden opens to all

Tenants in Christchurch have combined forces and skills to help create a new community garden.

The new Monarch community garden opened in mid-August, after the concept was raised by tenants at an afternoon tea hosted by Housing New Zealand.

Our local Tenancy Manager, Keri, worked with the Asset Manager, Ryan, to secure an unused Housing New Zealand driveway for temporary access for a garden.

Volunteers, including tenants, neighbours, the Bishopdale Menz Shed, a church youth group and Clean-Up Canterbury, all mucked in to set up the garden.

The new garden is already a well-loved community asset.

There is a new shed and compost bins and four raised beds with cabbages, spring onions, lettuces, broccoli and strawberries underway.

Children from the kindergarten have been over to watch the garden coming together and being planted.

There are plans for groups to paint panels along the fence and swan plants dotted around will attract butterflies.

The last word goes to one of our tenants who has been heavily involved in the garden.

"When you start flying with a dream, it's amazing how many catch the wind."

Thanks to:



Driveway safety REMINDER

Safekids Aotearoa suggests three things you can do to make driveways and other places safer for children:

- **check** for children before driving off
- **supervise** children around vehicles - always
- **and separate** play areas from driveways.



If you need to talk to us, call

0800 801 601
enquiries1@hnzc.co.nz

- 📞 Non-urgent calls between 8am and 6pm weekdays only.
- 📞 Urgent calls 24 hours, 7 days a week.
- 🕒 Local offices open for drop-in between 9am and 4pm weekdays only.

Contact Publication enquiries should be made to editor@close2home.co.nz www.hnzc.co.nz

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