

At Home

News for Accessible Properties Tenants

December 2015

Accessible Properties opens latest new homes in Miramar, Wellington

Accessible Properties, New Zealand's largest non-government community housing provider, has opened its newest homes in Miramar.

It aims to provide top-quality housing for low-income tenants with social support needs.

The Miramar properties reflect a long-held commitment to providing housing that is accessible to those with disabilities.

"We make sure our houses work for our tenants, but the service doesn't stop there," says Accessible Properties' General Manager Andrew Wilson. "We carefully pick Tenancy Managers who are committed to getting the best outcomes for people. We have a strong focus on community integration. The eight units are mixed in with – and indistinguishable from – more general purpose housing and are close to shops, public transport and the Miramar community hub."



The Minister for Social Housing, the Hon Paula Bennett, officially opened the Miramar homes, bringing the total number of new homes completed by Accessible Properties to 147

Accessible Properties has recently become the first organisation to attain a three-year term of accreditation as a Community

Housing provider, having met and exceeded the requirements of the Best Practice Guide for Community Housing in New Zealand.



Julia Saunders and Andrew Wilson from Accessible Properties

Accessible Properties wins at the Australasian Housing Institute Awards

Accessible Properties has won the Leading Housing Development Project Award at the Australasian Housing Institute (AHI) Awards, which were held early in October, in Wellington.

Accessible Properties won the award for the Middleton Road project, which comprises eight new social housing units, in Johnsonville, Wellington.

The AHI Awards provide an opportunity to showcase social housing success stories. The Awards recognise and reward excellence in professional practice, from the grass roots to the most senior levels. The Awards aim to promote to the community the difference that social housing makes to people's lives. Congratulations to Accessible Properties' Julia Saunders, Nigel Smith and Andrew Wilson.

Being a good neighbour

Being a good neighbour is an important part of living in your community. Accessible Properties encourages all our tenants to act as good neighbours.



A good neighbour is:

- Considerate – respects people's privacy
- Tolerant – understands that people have different ways of doing things and that is okay
- Concerned – notices when something is wrong and does something about it
- Responsible – for the actions of their family, guests
- Law abiding – does not engage in illegal activity and reports it to Police.

We would like you to:

- Talk things over when there are problems, listen to other people's points of view, and try to come to an agreement that works for everyone
- Keep an eye on neighbours' properties when they are away and report any suspicious activity
- Keep the noise coming from your place (music, alarms, cars and so on) at a reasonable level, particularly at night
- Be tolerant of neighbours' children playing outside
- Keep shared driveways clear
- Keep your section tidy
- Ensure that guests park on the road.

Sorting out problems

Even if you usually get on well with your neighbours, there may be times when you disagree. First, try speaking to your neighbour. Most problems can be solved by talking them through.

If the problem isn't resolved, start writing down the details of the problem, including what happens and when it happens. This can help make it clear what is going on. Your notes will also be useful if you need to take the matter further.

If you can't resolve the problem, you should report it to your Tenancy Manager or call Accessible Properties on 0800 86 2769.

What do Accessible Properties' Tenancy Managers do?

Our Tenancy Managers sign up tenants, monitor rent, and are the first point of contact for maintenance on properties. They are also the people you contact if you want to vacate your property. Tenancy Managers inspect properties every six months. If you are in supported living, your support worker will take care of your day-to-day routine.

Holiday hours

Accessible Properties will be closed from 12 noon on 24 December, and reopen on 11 January 2016.

For emergency repairs please call the after-hours number 0800 223 359. When leaving a message, please state your name, address and reason for your call. If you are planning to vacate your property during this period, or want to give notice, please advise your Tenancy Manager by either text or email. You are still required to give 21 days' notice in writing (if you are vacating).

Survey Results

Thank you for those that participated in our annual survey, your feedback is important to us for planning and providing affordable homes.

A big congratulations to Patricia and Susan who each won a \$50 Countdown voucher.

It was apparent that whilst we offer discounted rentals to those not in receipt of Income Related Rent Subsidies, that the rent you do pay some of you are finding it difficult. Accessible Properties is committed to reviewing the affordability of rents and take note of your feedback in regards to this.

If you do have a maintenance issue please contact your Tenancy Manager for repairs as soon as you notice that there is a problem.

We value your comments on your relationship with your Tenancy Manager and the service that they provide to you along with other comments about your home. This enables us to improve on the service we provide.

Accessible Properties Staff, wish our tenants a safe and happy holiday.



Who do you call?

Call for free, confidential help:

Bond information: 0800 73 76 66

Tenancy advice: 0800 83 62 62

Budgeting advice: 0508 283 438

Legal help: communitylaw.org.nz

Citizens Advice Bureau: 0800 367 222

Emergency repairs

Monday – Friday after 5pm

Weekends and public holidays

0800 223 359

Talk to us

We want to hear your feedback. If you want to talk to us about your tenancy, or have a comment about an Accessible Properties staff member, please email info@accessibleproperties.co.nz or write to: General Manager, Accessible Properties Ltd, PO Box 1974, Wellington 6140.