

At Home



News for Accessible Properties Tenants

December 2018

Accessible Properties welcomes Moire Road tenants

In September the Minister for Housing and Urban Development, Phil Twyford opened five Accessible Properties homes in the new Moire Road development in Massey, Auckland.

The homes are the first of 19 that we'll open in the 200-property development in Massey. The homes will be a mix of one-, two- and three-bedrooms and 30 per cent are to be for public housing.

"We want our homes to be part of strong, sustainable, mixed communities," says Greg Orchard, Accessible Properties Chief Executive. "We are incredibly happy to be able to open these new homes in Moire Road in a community where people can feel they belong."

"In my last house I couldn't catch the bus carrying all the shopping," says Aaron, one of Moire Road's new tenants.

"This place is real ideal because the supermarket's just up there and you've got the big mall about five minutes away. So perfect."

For engaged couple Michael and Rikki their new home is what they've always wanted.

"It's quieter from where I was living in my unit last time," says Michael. "Far more quiet." "And it's warm and cosy," adds Rikki.

"Oh yeah, as soon as I open the curtains its 'woah' when that sun comes up, it just warms up the house," agrees Michael.

The Moire Road development is due for completion in 2019.



Moire Road tenants Michael and Rikki.

Accessible Properties holiday contact

From Friday 21 December until Monday 7 January, Accessible Properties will be operating with a reduced number of staff.

If you need to contact our office during this time, please call 0800 862 769.

Are your contact details up to date?

Have your details, or your emergency contact details changed recently? If you've got a new phone number or email address, or your emergency contact has changed, please let us know.

Don't forget to pay your rent

Christmas is expensive and it's easy to fall behind with your rent.

If you think you may have trouble paying your rent over the holiday period, please contact your tenancy manager immediately.

There are agencies who can help you such as MoneyTalks on 0800 345 123.

Christmas Day, Boxing Day, New Year's Day and January 2 all fall on a Tuesday and Wednesday. If your rent is due on a Tuesday or Wednesday, you will need to pay your rent on the Monday before the public holiday.

Accessible Properties Tenant Survey 2018

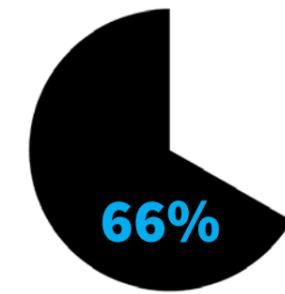
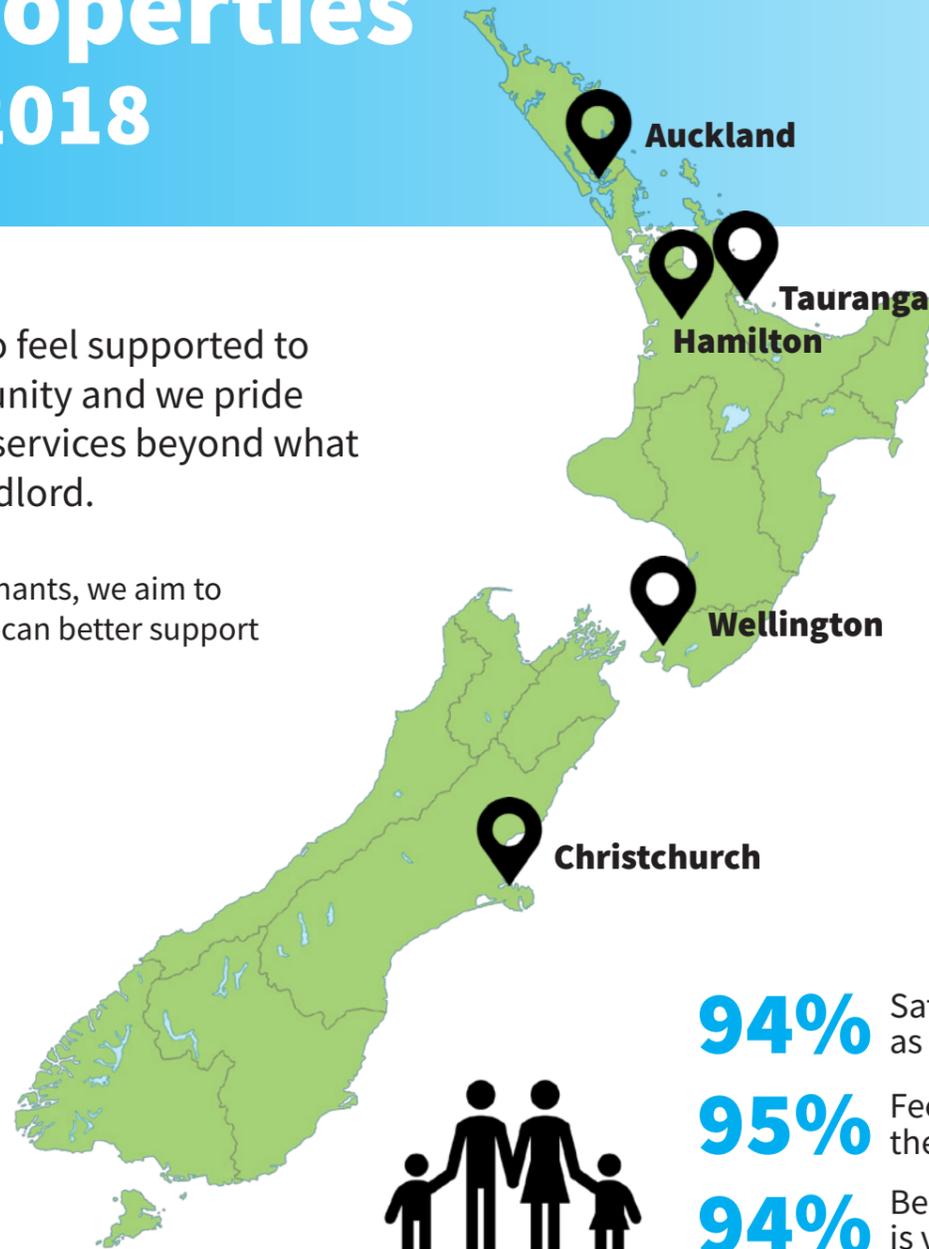


At Accessible Properties we want you to feel supported to thrive in your home and in your community and we pride ourselves on offering you support and services beyond what you would expect from an ordinary landlord.

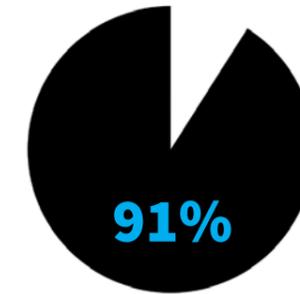
As part of our ongoing commitment to you as tenants, we aim to talk with you, listen to you, and find out how we can better support you to live happily and healthily in your home.

In May we undertook our most comprehensive tenant survey to date. This was an opportunity for you to have your say on the things that matter to you, and how we can improve the services we provide you and your family.

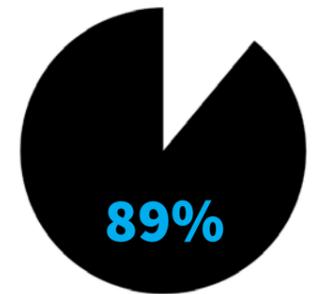
We are encouraged by your survey responses, but we know there is more that we can do to support you and your community. We look forward to continuing our conversation with you in 2019 as we work to improve our services for you and your family.



Homes that house someone living with a disability



People satisfied with the service we're providing



People satisfied with overall condition of home

94% Satisfied with support as new tenant

95% Feel safe in their home

94% Believe their home is value for money

How long have you lived at your current address?



- Less than a year (7.64%)
- 1-2 years (15.07%)
- 3-5 years (24.43%)
- 6-10 years (25.38%)
- 11-20 years (17.37%)
- 20+ years (10.11%)

Properties managed:

2,714

1,279 public housing rentals

786 supported accommodation

468 affordable rentals

181 non-residential



Backyard transformation gives tenant accessibility and independence

Accessible Properties has joined forces with Good Neighbour to provide a Tauranga tenant with better accessibility on her property.

Good Neighbour is an award-winning community group intent on meeting people's practical needs. With the help of volunteers, they complete neighbourhood projects, have a food rescue service and maintain community gardens.

They recently got in touch with Accessible Properties after a tenant was referred to their organisation. Due to vision impairment, the tenant was unable to get to her washing line, needing to call on support to get her washing done.

Accessible Properties provided funding for a project to transform the space so that

the tenant could independently navigate the back yard.

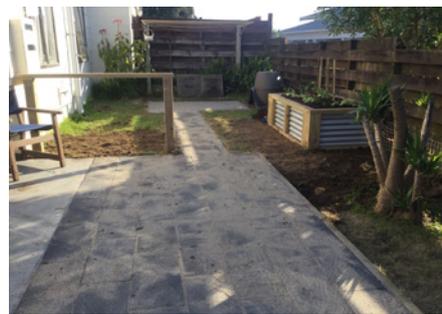
After six hours, ten volunteers and a fair amount of elbow grease, the backyard was completely transformed. The tenant is over the moon. She says, "it's incomparable to what it was before. I'm amazed at the work they've done and in such a short space of time."

A concrete pad has been added and landscaping done to the area. There is now a pathway to the washing line that is level and easily accessible meaning she can independently dry her washing when it suits her.

If you're in Tauranga and would like to get involved or be referred to Good Neighbour, speak to your Tenancy Manager.



Before.



After.

Changes to grounds maintenance in Hamilton

Starting January 2019, we are making changes to the way we do grounds maintenance at our Hamilton properties.

With an increased focus on Health and Safety, tenants are no longer being permitted to mow lawns within the complex, and we will increase how often lawns are mowed by our contractor.

We will provide further information about the changes in the new year.

Need help?

Christmas can create extra pressure on money and relationships. It can also be a time of year when we feel alone.

Samaritans offer confidential telephone support. You can call them if you're suffering from depression, suicidal thoughts, drug or alcohol abuse, bereavement or other concerns. Call them on 0800 726 666 24 hours, 7 days a week.

MoneyTalks can put you in touch with free local budgeting services to help you if you need assistance with managing money. Call them on 0800 345 123 8am-8pm Monday to Friday and 10pm-2pm Saturday.

Women's Refuge can help women and families who are subjected to physical, sexual, emotional or psychological violence. Call them on 0800 REFUGE (733 843) 24 hours, 7 days a week.

Christmas Day Events – if you want to go to a community Christmas dinner, contact your local Citizens Advice Bureau to see what is on in your area 0800 367 222.

Tips for tenants

Managing mould

Mould is linked to poor health, particularly respiratory problems.

You can prevent the growth of mould in your home by drying washing outside, airing out your home for 10-15 minutes each morning and by removing condensation from windowsills daily with a clean cloth.

Small patches of mould can turn into big patches quickly, so it's important to clean mould as soon as you see it.

When cleaning mould, make sure that you protect yourself by wearing gloves, a mask and eye protection.

Scrub the area where mould is visible with an old toothbrush, scrubbing brush or cloth. Rinse the area with water or fresh, damp cloths. Then dry the area with a new, clean cloth.

Home safe for summer

If you are going away here are some tips for keeping your belongings and your home safe:

- Let your neighbours know that you are going away and ask them if they can keep an eye on your place – including clearing your letterbox.
- Lock all doors and set an alarm if you have one.
- Leave your curtains open and blinds up.
- Secure all tools so they can't be used by someone to break into your property.
- Be careful who you tell – don't advertise that you will be going away on your answering machine or on social media sites such as Facebook. Wait until you come home before posting your holiday snaps.