



Close to Home

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Jimaima's life changed when she moved into her new home



Jimaima and Senior Tenancy Manager Rochelle share a laugh.

Jimaima was in tears when she got her new home. After years of struggles and living with the effects of a stroke, she now has a safe place to call her own. Hers is just one of 260 new homes provided for people in need in Canterbury in 2020.

“My life changed, everything changed when I had my stroke. I was a working woman, I never stayed home. Now I still can't do some things for myself.”

Not being able to work meant not having her own home. While she waited, she was “all over the place”, staying with cousins, her children, moving from place to place.

CONTINUED ON PAGE 02

Your health and wellbeing are important

If you're worried about COVID-19, take a look at page 2 of this issue of Close to Home to see how you can keep yourself and your whānau safe from COVID-19.

Looking out for others this winter

You may know people who need help with housing or other costs they're facing this winter.

If so, please encourage them to contact Work and Income on **0800 559 009** to see what support is available.

There's also a lot of information on the Work and Income website about the help available: **workandincome.govt.nz**

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Jimaima's life changed when she moved into her new home



Jimaima's new home is a place where she can relax and enjoy the company of her children and grandchildren.

Her family helped her move to Australia to see if things would be better there, but when COVID-19 hit she moved back to Christchurch to stay with a cousin, going back on the Ministry of Social Development Housing Register.

When Kāinga Ora called to say they had a place for her, she was in tears. "I couldn't believe it was a brand new house. I went into my room and prayed, thanking the Lord."

Senior Tenancy Manager Rochelle, who manages the new units where Jimaima lives, says it was great to see how well her new customers were doing in their homes.

"Being able to help people get into and do well in their new homes is what I love about my job, and it's awesome to see how well Jimaima is doing," Rochelle says.

"With everything she's been through, I can only imagine how much of a relief it must be for her to have a new, warm home she can call her own, and I feel lucky to be able to be part of that."

COVID-19

It's important you follow all the Ministry of Health advice regarding COVID-19.

Regardless of whether all of New Zealand or parts of the country are in an Alert Level, you should continue to:

- wash your hands
- keep socially distant
- track your movements using the Covid Tracer App

- if you are sick, stay home and don't travel
- call your doctor or Healthline 0800 611 116 for advice on getting tested.

The latest information can be found on the Government's COVID-19 website covid19.govt.nz which also has information in nearly 30 different languages.

Strength in numbers



Plans are in place for everyone in Aotearoa to be able to get vaccinated against COVID-19 for free.

The vaccine is being rolled out to some people now, to make sure we can protect those most at risk from the virus, either because of where they work or because they could become seriously ill if they catch it.

Included in the group getting the vaccine early are people in Counties Manukau who are aged 65 years and over. Also included are people with severe health conditions.

The vaccine needs to be kept at a very low temperature, so local vaccination centres are being set up for people to go to – a bit like the set-up for COVID-19 testing.

If you think you, or someone you know, should be getting the COVID-19 vaccine now, you can check on the Northland and Auckland regions' dedicated COVID-19 Vaccination Roll-out website [immunisation.northernregion.nz/](https://northernregion.nz/). You'll find answers to a lot of your questions, including how to book, and where to go, for your vaccination.

If you live elsewhere in Aotearoa, you can visit covid19.govt.nz and click on the 'Find out when you can get a vaccine' link to check when you are eligible to receive the vaccine.

Remember, the vaccine is safe, effective and free. The more New Zealanders who are vaccinated, the more freedom we'll have in our daily lives.

And the winners are...



In December last year and early 2021 we ran a customer competition for My Kāinga Ora, your online digital service where you can access your tenancy information and much more.

Sixteen winners were drawn from the 1,500-plus entries. Ten of our winners have received their \$50 supermarket gift cards and six lucky winners have received a brand new Samsung Galaxy S9 mobile phone!

One of our mobile phone winners, Peng of Lower Hutt, was surprised to hear he'd won something when his tenancy manager, Petronella, called to give him the good news.

"I've never won anything before," says Peng. "I was so surprised. You put your name in the draw for so many things and when my tenancy manager called me I said, 'Ahh – did I win?'"

My Kāinga Ora is your online service similar to MyMSD. You can view your account balances and rent transaction history, view and request maintenance online, view appointments, and much more. You don't need data to be able to access it if you're with Spark, Vodafone, 2degrees or Skinny mobile networks.



"My Kāinga Ora is quite good," says Peng. "It's easy to use and I check it to see if my rent has gone up or if I have any maintenance work."

We are adding more features to My Kāinga Ora and later this year you'll see some of your letters online and a digital copy of your signed tenancy agreement.

Congratulations to all our winners and everyone who now has access to their tenancy information online, using My Kāinga Ora.





WHAKARATONGA IWI

FIRE
EMERGENCY

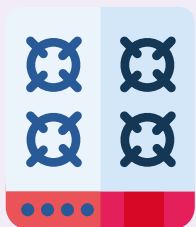
NEW ZEALAND

***Unattended cooking
is the leading cause
of house fires in
New Zealand.***

SWITCH OFF
BEFORE YOU WALK OFF

Did you know that 1 out of 4 house fires start in the kitchen?

Simple things you can do to stop a fire starting in your kitchen:



Keep your kitchen clean and safe

- Clean your stovetop after each use – this prevents spilled fats and burnt foods from building up.
- Clean range-hood filters regularly.



When you're cooking

- Don't drink and fry.
- Don't leave the room when cooking – if you do, turn the heat down on the stovetop elements.
- Remember to keep curtains, tea towels, oven mitts and other flammable items well away from the cooking area when you're cooking.



If a fire starts

- If your pan is on fire, and if you can safely, place the lid on the pan and turn the stove off at the wall switch. If the lid isn't handy you can use a damp tea towel, or large flat object (like a chopping board) over the pan to starve the fire of oxygen. Leave it there until the pan is cold.
- Never throw water onto a pan that's on fire.
- Never, ever attempt to carry a burning pan outside.
- If you have a fire in your oven, keep the oven door closed and try to turn off the power or gas, either at the stove or at the mains.



WHAT TO DO IN A FIRE



Crawl low and fast to escape smoke. **'Get down, Get low, Get out'.**



Shut doors behind you to slow the spread of fire.



Meet at the planned meeting place.



Once out, stay out – never go back inside.



Phone the Fire Service on 111 from a safe place.

Visit fireandemergency.nz for more fire safety tips.

Kāinga Ora is rolling out the Healthy Homes Programme

The Government has introduced new minimum standards for all rental homes. The Healthy Home Standards have set new standards for:

- heating in the main living room
- insulation
- ventilation
- moisture and drainage and
- draught stopping.

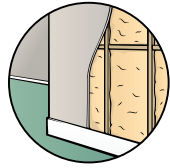
The Healthy Homes Programme is how Kāinga Ora is making sure our homes meet these Standards. All Kāinga Ora homes need to comply with these standards by 1 July 2023. The programme is well underway and we will be in touch with you when we're ready to begin work on your home. As part of the programme, we may also do extra work on your home at the same time, to help you and your whānau/family stay warm and healthy. This may include putting in curtains, carpets, trimming overgrown trees and installing heating in other areas like the bedrooms where you may spend time. You can check out more about Healthy Homes at kaingaora.govt.nz/healthyhomes#healthyhomes, which explains what will happen when we are ready to start this work on your home.

More about the Healthy Homes Standards



Heating

Your home needs to have heating capable of heating the living room to an air temperature of at least 18°C. We'll also talk with you about other heating to make your home warm throughout the year.



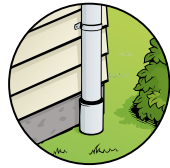
Insulation

We will check your home has the right type of insulation for the region where you live.



Ventilation

We need to check you have windows you can open in the living room, dining room, kitchen and bedrooms and the right size extractor fan in the bathroom and kitchen.



Moisture and drainage

The drainage, guttering and downpipes at your home must all be working properly. We will check for any leaks and repair them.



Stopping draughts

We will check there are no noticeable draughts, and that unused chimneys and fireplaces are blocked off.

Helping you keep warm this winter

If you need bedding and blankets but can't afford to pay for them, help might be available through an **Advance or Recoverable Assistance Payment** (which you'll need to pay back) or a **Special Needs Grant**.

And if you need help paying your power bills, you may be able to get an **Advance or Recoverable Assistance Payment** (which you'll need to pay back).

Check workandincome.govt.nz for more information.



Keep damp out, air it out!

Dry air is easier and cheaper to heat, and helps prevent mould. You can help keep the air in your home dry by...

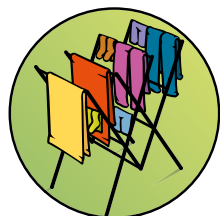
Keeping damp out

Drying windows



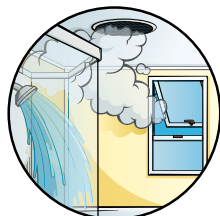
- Wipe moisture off windows with an old towel in the morning if required.
- If you get moisture building up on the walls that stays there for a long time, please contact Kāinga Ora.

Drying clothes outside



- Dry your washing outside as much as you can.

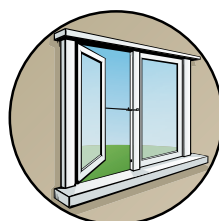
Using bathroom and kitchen fans



- Use your kitchen rangehood when cooking.
- Use your bathroom fan when showering or bathing, and keep the fan going until the mirror and walls are dry.
- Using an extraction fan only costs about 4 cents an hour when running at full speed!

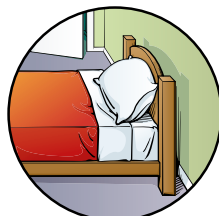
Airing it out

Open windows twice a day



- Open windows twice a day (for 10 minutes) to let damp out every day in Summer and Winter.

Keep beds and mattresses damp-free



- Mattresses need to be raised off the floor to let the air dry them out daily (if possible). Especially if co-sleeping in living rooms.
- In bedrooms, keep beds out from the wall far enough to let air circulate. This will help keep them dry and prevent mould.

Did you know?

Heating bedrooms in winter can help you and your family stay well.

Did you know?

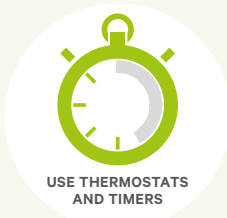
A load of wet washing contains around 5 litres of water. If wet washing is dried inside your home it can make your home damp and can cause mould.

Why more heating?



We know families spend a large amount of time in their home so it's really important for your health to stay warm in the rooms you spend time in. Heating bedrooms and other rooms where you spend time helps you be healthier, and enjoy these spaces in the colder months.

**SAVE POWER
SAVE MONEY**



USE THERMOSTATS AND TIMERS

5 MINUTES

Let's all do the right thing

Here at Kāinga Ora we take our job of creating and maintaining homes for New Zealanders seriously. And we take how we spend money to make this happen very seriously too.

To help us make sure that the good work of Kāinga Ora is not taken advantage of through fraud or other dishonest activities, we have

a confidential, independent freephone number that you can call us on. It's called the Integrity Line and is run by Crime Stoppers.

So, if you become aware of anything happening in our properties that you think might not be quite right, please call us free on 0800 8355 469.



Get some free budget advice

There are lots of organisations around the country that can give you and your whānau free budgeting advice. The advice is completely confidential.

Most of these organisations are part of the Federation of Family Budgeting Services.

You can find one close to you. Just go to familybudgeting.org.nz, email them at adviser@familybudgeting.org.nz or call freephone **0508 283 438** – your call will be answered by a budget adviser Monday to Friday, from 8am to 4.30pm.



If you need help with health costs

Getting a **Community Services Card** means you'll pay less for some health services simply by showing your card.

You may also be able to get a **Disability Allowance, Special Needs Grant or Temporary Additional Support**.

Check workandincome.govt.nz for more information.

Extra help to keep families warm and healthy



You may be able to get some extra help from Work and Income if your children are unwell or you can't keep warm in your home.

Some types of help are only for people on a benefit, and others are for people on a low income.

You can find more information on the Work and Income website workandincome.govt.nz or by calling them on **0800 559 009**.

High demand for flu shots expected this year

Demand for influenza vaccination was so high last season that a record 2.4 million doses of influenza or 'flu' vaccine will be supplied to protect Kiwis for the upcoming season.

These vaccines include one designed for adults aged 65 years and older. As you age your protective immune system can be less vigorous in response to vaccines when compared to younger people.

Flu is not the same as a cold. It is a more serious disease that can also make other existing medical conditions worse.

"It's so important for everyone to keep well this winter and reduce the burden on our health system. Flu vaccination is free for many people who are at greater risk of complications from influenza," says Immunisation Advisory Centre director Dr Nikki Turner.

"Influenza is a serious illness that has caused hundreds of deaths in previous winters in New Zealand."

Dr Turner says an annual flu shot, even if it does not fully prevent flu every time, can still reduce the severity of the infection.¹

Flu shots are **free** from general practices or most pharmacies for eligible people - pregnant women, anyone 65 and over, and those under 65 with heart or respiratory disease, severe asthma, diabetes, cancer and other serious medical conditions.



An annual flu shot is your best protection against influenza disease.

Flu shots are available from the following dates:

- Adults 65 years and over from **April 14**
- Eligible people under 65 years in **May**
- All other people can purchase a flu shot in **May**.

Flu shots may be free from your employer. Most pharmacies can vaccinate people aged 13 years and older for flu.

Get your annual flu shot soon so you are protected.

The most important ways to stop the spread of infections, including influenza and coronaviruses, are to:

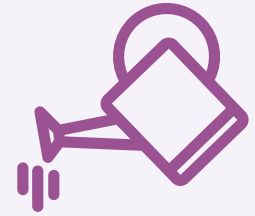
- wash hands regularly with soap and water, or cleanse with hand sanitiser

- stay at home if you are sick
- cough or sneeze into a tissue or your elbow, dispose of tissue in a bin and then wash your hands
- clean surfaces regularly.

Check fightflu.co.nz to find out whether you qualify for free flu shot or to learn more about flu vaccines or call 0800 IMMUNE (0800 466 863). For more information on COVID-19 go to health.govt.nz

The influenza vaccine is a prescription medicine. Talk to your doctor, nurse, midwife or pharmacist about the benefits and possible risks.

¹ The study, "Influenza vaccine effectiveness in reducing severe outcomes over six influenza seasons, a case-case analysis, Spain, 2010/11 to 2015/16," was published online in *Eurosurveillance*.



Autumn gardening tips

Autumn is the season for rotting: moist, warm air encourages fungi of all kinds – moulds, mushrooms, black spot, blights and mildew. Make the most of this by piling up garden debris layered with grass clippings, seaweed and sprinklings of manure and lime/wood ash. If it stays moist over winter, you'll have some great compost ready for spring plantings.

While dustings of mildew and blight might not be the most beautiful sight, a touch of these late in the season is generally not harmful to the plant. Once fruit such as pumpkins and tomatoes have set,

it doesn't do much harm for the leaves to die off. Green tomatoes can be picked and ripened in a sunny, dry place, but pumpkins are best left on the vine until the stalk is totally brown and crispy – harvesting before then means unripe fruit, which tastes funny and doesn't store well. Prop pumpkins on a brick, plant pot or something that keeps them off the wet soil.

As things die off above ground, get your winter brassicas (the cabbage family) planted, and sow winter root crops like carrots, which like the cooler conditions.

Plant out: beetroot, broad beans, broccoli, cabbage, carrot, cauliflower, dill, kale, lettuce, mizuna, oregano, parsley, parsnip, radish, rocket, silverbeet and spinach.

Sow from seed in trays: broad beans, broccoli, cabbage, cauliflower, kale, leek, lettuce, mizuna, onion, peas, rocket, radish, rocket, silverbeet and spring onion.

Thanks to Hannah Zwartz,
Urban Kai Co-ordinator/
Educator, Common Unity
Project Aotearoa

commonunityproject.org.nz



Proud to call Castor Crescent Home

53 new homes have been completed at Castor Crescent in eastern Porirua, and they are already making a difference for our tenants.

When redevelopment work began on Castor Crescent, Toni never imagined that her whānau of three would be moving into a brand new home.

“In July I received a call telling me I was being allocated a new house, I was excited – I couldn't wait”.

From her former home down the road, Toni and her neighbours saw the existing homes at Castor Cres being removed and the first 10 newly built homes replace them.

In total 53 new homes have now been constructed on Castor Crescent. They are a range of different size homes including

1-bedroom, 2-bedroom, 4-bedroom and 5-bedroom homes.

For Toni and her two children the move was “stress-free” and full of anticipation. “Kāinga Ora were awesome! Boxes were delivered, a skip bin as well as a moving truck were provided. Everything was really easy with their help.”

For families like Toni's, these new homes are making a huge difference not only to their health but also the wellbeing of their whānau.

“Everything about life here is better, there is a real community feel, my kids can run free and we are just generally healthy. The homes are so warm and quiet. It's a major improvement.”

A community event was held to celebrate the completion of the last eight new homes with a focus on whānau, fun and coming together.



Toni and her whānau are delighted with their new home at Castor Crescent

It has been seven months since Toni and her tamariki moved into their brand new 6 homestar rated home and she is full of gratitude. “I'm so glad I was chosen.”

“The kids are safer, and we are proud to be here,” she said.

Cook up some cosy comfort



A fan fave, this dish will have both adults and kids cleaning their plates. It's a great recipe for beginners to make as it doesn't require much skill or equipment. Serves: 4 – 6 people.

YOU WILL NEED:

500g beef mince

½ an onion, chopped

2 x 400g cans baked beans

½ tbsp Worcestershire sauce

½-1 tsp cumin

¼-½ tsp ground chilli

Pinch of oregano

1 heaped tbsp tomato paste

1 tsp beef stock powder or
a beef stock cube

1 cup dry macaroni, cooked
and drained

1 cup grated cheese

Salt and pepper

1. Preheat oven to 180°C. Heat a medium saucepan and brown the mince, stirring and crushing with a masher or fork until crumbly. Add the onion and cook, stirring until softened.
2. Stir in the beans, sauce, spices and tomato paste and then sprinkle in the stock powder. Mix well, then add the cooked macaroni.
3. Pour into an ovenproof casserole type dish and cover with the grated cheese. Bake till the cheese is melted and turning brown. Serve with salad, slaw or cooked seasonal veggies.

TIP: More adventurous eaters might like to swap a can of the baked beans for chilli beans. Use GF pasta and stock to make it gluten free.



! 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
- **Separate** play areas from driveways.

NEED TO TALK?

1737

free call or text any time

Are you feeling out of sorts or depressed? Are you feeling anxious or just need someone to talk to? Or advice on mental health or addiction issues?

Whatever it is, you can call or text 1737 any time. It's free, completely confidential and is an independent service.



Email option If you would prefer to receive this publication via email, send your email address to editor@close2home.co.nz

Don't let a tradesperson into your home without showing their ID

When our trades visit your home to do repairs or other work, they always carry co-branded photo ID you can ask to see. The ID has their name, our maintenance partner's name and our Kāinga Ora logo. If you are still not sure, please

contact us straight away and don't allow the trade entry to your home until you are satisfied they a Kāinga Ora approved trade.



Do you have a good news story?

We're so proud to support whānau up and down the country and would love to share that with other customers.

Our staff meet and support customers every day and we really appreciate the great feedback we often receive about that work.

We would love you to have the chance to tell us more how we've helped and supported you and perhaps share that with customers throughout Aotearoa.

If you've had a great customer experience – it can be a big thing or a little gesture – please let us know by emailing editor@close2home.co.nz



If you need to talk to us, call 0800 801 601

enquiries1@kaingaora.govt.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.



My Kāinga Ora for checking your account, rent balance, maintenance and much more.

We take privacy seriously and treat your information with care



A new Privacy Act has recently been enacted and Kāinga Ora has taken the opportunity to update its Privacy Policy.

You can read the new Policy on our website to see how Kāinga Ora collects and handles your personal information.

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

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