

# MAKING A DIFFERENCE

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## MAKING A DIFFERENCE: THE FIRST NINE MONTHS

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## WORKING IN PARTNERSHIP: GOVERNANCE AND ROLES



**Auckland Council**  
Te Kaunihera o Tāmaki Makaurau

- 49% ownership, two independent directors
- Leases portfolio to Haumaru at peppercorn rent, up to 100 years
- Long-term Plan renewals funding to 2025 and LTP credit facility of \$20 million for development
- Monitors business interest in Haumaru LP



**The Selwyn Foundation**

- 51% ownership, three directors
- Interest-free working capital loan facility to Haumaru
- Corporate services and elderly care expertise, Selwyn Centres



**Panuku Development Auckland**  
An Auckland Council Organisation

- Mandated to deliver new council development projects and sell properties
- Manage Haumaru lease and the reinvestment of sale proceeds



**HAUMARUHOUSING**  
Communities for older people

- Limited Partnership, registered Community Housing Provider
- Receives IRRS, tenant rents and pays all outgoings and maintenance
- Tenancy, asset & facilities management, wellness
- No dividends, all profits reinvested in social housing

## OUR PURPOSE

We provide housing communities for older people by creating environments that support resilience and connectivity.

## OUR VISION

Older people with affordable homes in communities that are safe, age friendly and caring.

## OUR VALUES

- Care for our tenants and colleagues
- Accountability of all that we do
- Integrity in all our actions
- Responsiveness so our tenants are not kept waiting

## GOVERNANCE

Haumaru Housing Limited Partnership aims to operate to the highest standards of governance - not only upholding our responsibilities to our shareholders, but also representing the interests of the tenants we support.

### HAUMARU HOUSING BOARD

From left to right: Matthew Harker, Vicki Sykes, Kerry Hitchcock, Helen Melrose (Board Chair) and Garry Smith



# HAUMARU snapshot

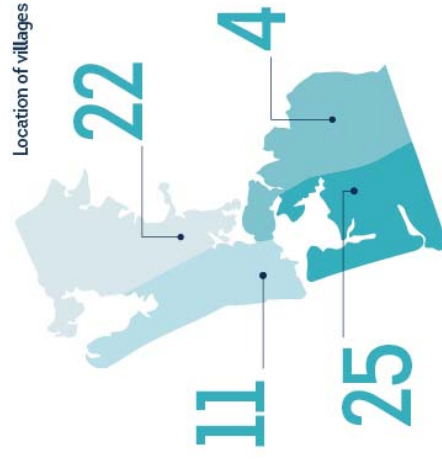
As at Aug 2018

## Haumaruru Snapshot\*

Total number of villages

**62** ACROSS  
AUCKLAND

Location of villages



Total number of tenants

**1,459**

**99.92%**  
Occupancy of  
available units

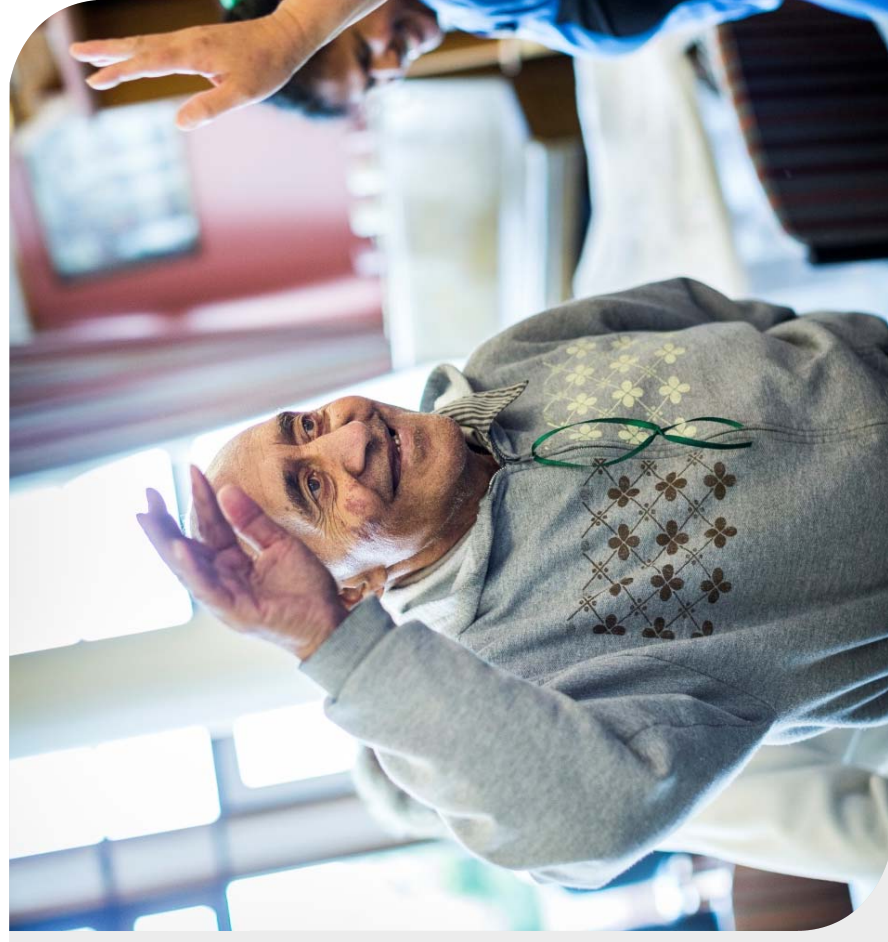
Average weekly rent

**\$134**

**1,412**  
Total  
number  
of units

100% of new tenants sourced from Social Housing Register (50% from original council wait-list)	Comprehensive programme of major CAPEX refurbishment in progress,	Ongoing quality improvement programme and customer satisfaction audits
200 IRRS tenants - 13% tenants	Strengthened organisational capability	Full training and education programme for staff
1412 units	First new development underway in Henderson ( 40 Units)	Revenue YTD above budget
5,000+ repair and maintenance requests undertaken	Aged friendly communities with aged friendly staff	Collaborative working with sector (incl. MSD and HNZC) and sector stakeholders



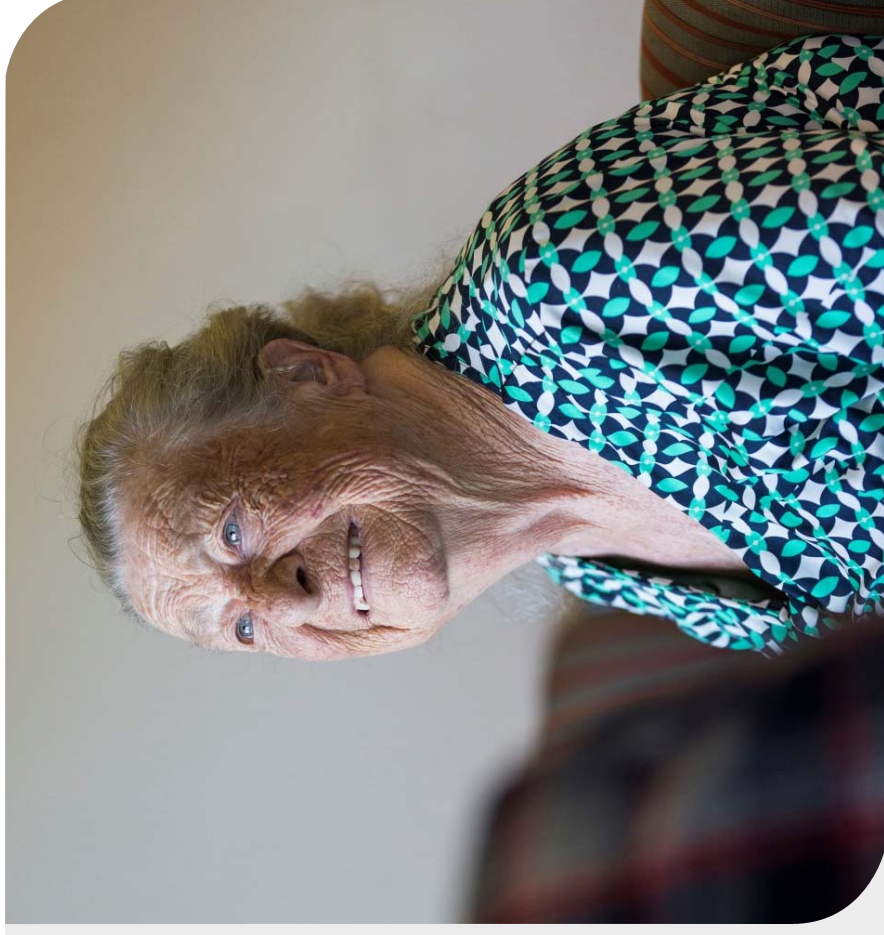


## MEANINGFUL TENANT ENGAGEMENT

- Eight Community Managers (Operations manager)
- 24/7 Customer Service desk and after-hours service (0800 number)
- Ongoing customer satisfaction assessment: online, real-time feedback; new tenant audits; face-to-face meetings; website feedback form; [info@haumaruhousing.co.nz](mailto:info@haumaruhousing.co.nz) (plus 'payments' and 'privacy' email addresses); clear complaints process

## MEANINGFUL TENANT ENGAGEMENT

- Monthly newsletters (including staff profiles)
- Village noticeboards
- Stakeholder Engagement Plan / Maori Engagement Plan
- Opportunities for tenant input and consultation on miscellaneous projects
- Easy-to-understand tenancy agreements and letters on unit inspections, rent reviews, customer feedback requests, etc



“ Thanks for looking after us.’

“ Love living here and am  
thankful for my home.’

“ I feel safe when I sleep at night  
and I am happy in my unit.’

Online customer satisfaction survey

“ I like how you come to see me every week. The staff are very nice and friendly, and when I have a problem you fix it straight away.”

“ You do what you say you’re going to, and I like that very much.”

“ I like the visits from my Community Manager as sometimes I get lonely, and the additional support from the service desk.”

## WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

Core areas of vulnerability for older people:

- the lack of secure housing
- loneliness and social isolation
- financial hardship and the impact on health-related conditions
- mental health

Working with all stakeholders, we deliver support services in these areas that are critical for the wellbeing of older people - a significant point of difference from other CHP operators.

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## WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

In addition to developing our housing stock in safe, age-friendly neighbourhoods, we are creating environments to support older people to be resilient and content by:

Providing opportunities to connect:

- Selwyn Centre / Haumaru Housing get-togethers
- Community Manager support / facilitation of village events and initiatives
- use of Haumaru village community spaces
- providing (through Selwyn) community transport to enhance tenants' social engagement



## WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

- Developing our navigator role to help people access the social, health, advocacy and budgetary advice services they need to improve their wellbeing
- Working in partnership with stakeholders in the sector and other service providers (eg, Anglican City Mission, Anglican Church, Age Concern, local Boards) on community opportunities to reduce loneliness and raise awareness of social housing available through Haumaru
- Improving connectivity through new in-home tele monitoring service and village events

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## WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

- Telemonitoring service using technology to assist tenants to remain healthy and well at home, maintain their independence and stay in touch with others
- Through the use of a small touch-screen tablet computer and health measuring devices, tenants can monitor their general health and wellbeing
- Daily healthcare support and advice provided by a telehealth nurse via face-to-face video calls
- Encourages online group interaction, enabling users to stay connected, maintain social contact and gain access to useful online resources
- A joint initiative delivered by Selwyn

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## AGE FRIENDLY STAFF

- Staff trained in awareness of mental health in older people Inc. early stage dementia in the community
- Staff trained in Cultural Ageing- Awareness when working with diverse older people
- Te Reo me ona tikanga programme- language and cultural practices specifically for Maori Kaumatua and Kuia
- Respecting our Pacifica elders programme
- Innovation-telehealth monitoring, environment monitoring (moisture temperature))
- Reducing Loneliness -Activities and events to reduce social isolation e.g. van outings, movie nights, village shared meals, dedicated community managers for each village
- Support to access services inc.assessments, disability support aids, home based support services, financial support
- Partnerships with community organisations - Community trusts, local boards, NGO's

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Positive Ageing Strategy Goals	What Haumaru Housing is doing to support this strategy
Income-secure and adequate income for older people	<ul style="list-style-type: none"> <li>Affordable long term sustainable public and private rentals (no more than 30% gross income)</li> <li>Budget advisor</li> </ul>
Health- equitable, timely, affordable and accessible health services for older people	<ul style="list-style-type: none"> <li>Supporting our tenants to navigate and access health systems and funding streams available to them</li> <li>Forever Young Strength and Balance programmes</li> <li>Tele monitoring service- in home monitoring supported by a telehealth nurse</li> <li>HUR strength and wellness studio subsidy (70%)</li> </ul>
Housing-affordable and appropriate housing options for older people	<ul style="list-style-type: none"> <li>Safe, well maintained homes in village communities</li> <li>Remote monitoring pilot of the home environment- moisture &amp; temperature</li> </ul>
Transport-affordable and accessible transport options for older people	<ul style="list-style-type: none"> <li>Transport provided for trips and events</li> <li>Partnering with local organisations to access transport options</li> </ul>
Ageing in the Community-older people feel safe and secure and can age in community	<ul style="list-style-type: none"> <li>Village communities with dedicated aged friendly community managers providing navigation and support as required</li> <li>24/7 Helpline for tenants</li> <li>Partner with Lifeline to reduce loneliness, improve resilience, mental health and addiction issues focussed on older people</li> <li>Liaise closely with Home Based Support Services to ensure tenants continue to live well in the community</li> <li>Encourage an active “good neighbour” community</li> </ul>
Cultural Diversity-a range of culturally appropriate services allows choice for older people	<ul style="list-style-type: none"> <li>Community and Cultural Liaison on staff, Staff reflect the community we service</li> <li>Partnership with community cultural groups for language and activities e.g. Chinese, Russian, Pacifica</li> </ul>
Opportunities for Personal growth and Participation - increased opportunities for person growth and community partnership	<ul style="list-style-type: none"> <li>Partnership with local community groups and NGO's for cultural, spiritual and learning opportunities e.g. art, exercise, scam savvy programme</li> <li>Provision of dispute resolution service to create harmonious communities</li> </ul>

**HAUMARU** HOUSING  
*Communities for older people*



Haumaru Housing LP is a Limited Partnership registered under the Limited Partnerships Act 2008.