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CHA Newsletter 28 April 2020

Welcome to the fortnightly newsletter of Community Housing Aotearoa *Nga Wharerau o Aotearoa*.

Included in this issue – CHA's Alert Level 3 guidance for your organisation, meetings this week for housing providers, new government funding package announced, and we hear from a provider going the extra mile to look after residents.

Guidance for your organisation operating at Alert Level 3

CHA has produced a set of guidance documents to assist community housing providers operating at Alert Level 3.

These include:

- CHA [Level 3 Guidance](#)
- [Resource 1](#): DECISION TREE: STAFF COVID-19
- [Resource 2](#): DECISION TREE: MOVING INTO SHARED ACCOMMODATION COVID-19
- [Resource 3](#): CHECKLIST: SHARED ACCOMMODATION AT ALERT LEVEL 3
- [Resource 4](#): CHECKLIST: EXTENDING BUBBLES AT ALERT LEVEL 3
- [Resource 5](#): STAFF MAP: WHO IS IN YOUR BUBBLE?
- [Resource 6](#): RESIDENTS/TENANTS MAP: WHO IS IN YOUR BUBBLE?
- [Resource 7](#): COVID-19 INFORMATION FOR RESIDENTS/TENANTS AND VISITORS

Please contact us if you have any questions or other resources to suggest: [David Zussman](#), [Chris Glaudel](#), or [Clare Aspinall](#). We are all in this together and we will support you however we can.

Government advice

New Zealand is now in Alert Level 3.

The Government's chart of the different alert levels, including more detail at each level, is [available here](#).

HUD released updated [level 3 guidance](#) on April 20 and updated [FAQs](#) on April 24.

The Government has [also released Level 3 guidance specifically for people aged over 70 and other higher-risk groups](#).

New government funding to house vulnerable people

Housing Minister Megan Woods has announced new funding of \$107.6 million to make sure vulnerable people remain housed during and beyond the pandemic.

She says finding safe accommodation for people living rough or experiencing homelessness has been a priority for the Government. Since the Alert Levels were put in place, more than 1100 additional motel units have been secured for people living rough and homeless by government agencies, community housing, iwi and Māori providers.

Dr Woods says the new funding will ensure they continue to be housed for the longer term, with 1600 units being funded. \$31 million of the funding will provide wrap around services to support those people's needs.

"Work is already underway to look at more permanent housing for those that have been housed during the lockdown," she says.

"As the COVID-19 restrictions are lifted, the government's build programme and work with the construction sector will resume to bring on more housing at pace."

The full media release is [available here](#).

Upcoming sector meetings

Providers are invited to the following online Zoom meetings this week:

- 10am - 11.30am, **Wednesday 29 April**: Operating at Level 3.
- 10am-11am, **Thursday 30 April**: Move-ins to self-contained units/properties - maintenance, furnishing, sign ups, etc.

- 2pm - 3.30pm, **Friday 1 May**: Sharing information and issues arising.

Please contact CHA Senior Programme Manager [David Zussman](#) or Deputy Chief Executive [Chris Glaudel](#) for a Zoom link to the meeting.

Sector meetings are being held each week. They are for community housing providers but you do not need to be a member of CHA to attend.

Haumaru Housing - going the extra mile

“You’re not alone. We’re just a phone call away.”

That’s the focus for the team at Haumaru Housing during the country’s level 4 lockdown, says CEO Gabby Clezy.

Haumaru Housing LP is committed to the health and wellbeing of tenants and staff. Since January, they have been following advice from the Ministry of Health and the Auckland Regional Public Health Service and implemented measures according to their guidelines. It has been an evolving situation, so Haumaru monitored events closely and responding accordingly.

As a social housing provider with tenants living independently throughout Auckland, the pandemic plan in place was actioned. They provided extra staff training on hygiene and social distancing measures outlined by the MOH and have circulated MOH information around their villages.

They have been updating tenants on the wide range of precautionary measures that the company were taking to reduce the risk of potential infection within their village communities, and have provided advice on good hand hygiene and social distancing etiquette, for example. Haumaru Housing has also developed a database of community groups, both locally and Auckland-wide, which are offering support to older people during the lockdown. The staff then refer tenants to the essential service that meet their needs, be it social welfare or medical.

Haumaru reminded tenants about the best way of contacting them if they needed emergency repairs or any other form of support. To counter any feelings of loneliness and social isolation, they increased ways in which tenants can stay in touch including regular telephone calls and connection via technology such as telemonitoring.

They’re also conducting ‘drive-throughs’ to each Haumaru village twice a week to collect mail and carry out visual health and safety checks. Tenants and stakeholders have received regular correspondence and the Haumaru web site has been updated with news as the Covid-19 situation changed.

“It’s about letting our tenants know that we will always help them in whatever way we can.”

Their villages differ from retirement villages or care homes in that all our tenants live independently in the community and are able to choose who visits them in their homes. They are encouraging the

same commonsense measures that other people living in the community are being urged to follow.

All tenants have access to the Haumaru 24-hour 0800 helpline number and can also contact their GPs directly or ring Healthline, should they need to.

It is paramount to Haumaru that they do everything possible to reduce the risk of community transmission amongst village communities and help all tenants remain physically and mentally well. Neighbours, families and local community groups including food banks have been stepping up to look out for each other, helping with shopping and generally working to make sure others feel safe.

And that neighbourliness has paid off. Gabby Clezy says tenants contacted the Haumaru team when they noticed a neighbour had not been seen all morning. She went to the village and, after swiftly assessing the situation, called an ambulance to take the tenant to hospital following a suspected stroke.

Haumaru has also provided a range of services when other essential services could not fill the void. These included the supply of mobile phones, whiteware, collecting medication and other supplies that tenants required, and posting mail

With over 1500 elderly tenants, emergency H&S maintenance and tenancy management continues with the aim to protect tenants and staff by remaining at home and working remotely unless there is an urgent reason to enter the villages and workplaces.

And as the country prepares to move to alert level 3, Gabby Clezy says Haumara Housing is providing the following [information to tenants](#).

More information about Haumaru Housing is [available here](#).

In the news

- [Organisations call on Government to protect renters during Covid-19](#)
- [Lifeline provided to homeless and struggling whānau in lockdown](#)
- [Salvation Army: Emerging underclass requires urgent and radical government action](#)