



**ALL NEW
ZEALANDERS
WELL-HOUSED**



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CHA Newsletter 23 April 2020

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

Included in this issue – providers talk about the importance of contact with tenants, easing the anxiety of isolation, and tai chi lessons in lockdown.

Also - more Covid-19 resources for your teams, an upcoming sector meeting, and a big loan for new social housing in Christchurch.

Video: Looking to a housing-led recovery



Thank you for your ongoing mahi that is keeping people safe and well-housed.

[In this short video message](#), I acknowledge the changes we are continuing to go through as we move through alert levels. All of us will be working to ensure all New Zealanders are well-housed as part of the country's housing-led recovery.

Scott Figenshow, CHA Chief Executive

[New CEO for Lifewise](#)

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Preparing to move to Alert Level 3

The country is preparing to move to Covid-19 alert level 3 from midnight next Monday, 27 April.

We are still at alert level 4 until then.

The major difference between alert levels 4 and 3 involves a shift between essential activity to safe activity.

Detailed information on level 3 is [available here](#).

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

HUD released updated [level 3 guidance](#) on April 20. HUD has indicated an update to their Frequently Asked Questions document will be released on Friday 24 April and will be posted to their [website](#). CHA is now working to update our level 4 [guidance document](#) to assist providers to work safely at level 3.

Language resources and guidance

CHA is developing guidance for alert level 3 as well as a set of checklists and other practical tools to assist providers, staff, residents and tenants. We expect these will be available on Tuesday, the first day of alert level 3.

Covid-19 resources are available in a number of languages and your organisations and tenants/residents might find the following useful:

- [help and advice in a range of other languages](#)
- [New Zealand Sign Language](#)
- [Pacific languages, with links to specific languages](#)

Upcoming sector meeting

Providers are invited to an online Zoom meeting at 2pm on Friday 24 April to share information and discuss 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.

CHA Council meeting



Your CHA Council met by Zoom today - a regular meeting but not held in the usual way!

From left to right, clockwise from top left: **Chris Glaudel** (CHA), **Scott Figenshow** (CHA), **Nic Greene** (Habitat for Humanity), **Yvonne Wilson** (Te Runanga o Kirikiriroa), **Cate Kearney** (Ōtautahi Community Housing Trust), **Victoria Carroll** (Nga Potiki a Tamapahore Trust and Papakainga Solutions Ltd), **Allan Pollard** (Trust House Limited), **Bernie Smith** (Monte Cecilia Housing Trust). **Greg Orchard** (Accessible Properties) was in attendance but had to leave early. Absent: **Anne Huriwai** (Te Matapihi).

Video: Easing the anxiety of isolation

Aneta Rangirangi, CEO of Auckland-based Te Whānau Rangimarie, says anxiety linked to isolation is one of the biggest issues families are struggling with under the Covid-19 restrictions.

Te Whānau Rangimarie provides a women's safe house and transitional housing for up to 14 families at any one time, and runs a range of programmes to support family safety and resilience, and to address violence.

Team members have been phoning residents every day and carrying out door step visits once a week, usually while food parcels are being delivered. They're also available for whānau seven days a week.

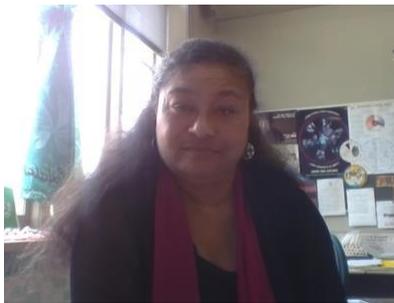
Aneta Rangirangi says her team is set up to work remotely with all systems in the cloud. Staff meetings are held each day by Zoom to check on staff safety and to make sure no residents are falling through the gaps.

“It’s been challenging not being able to physically meet with people to understand the issues they’re facing, especially where people do not have phones or if they’re unable to read and write,” she says. “We’re figuring out how to better respond to the needs of our community.”

[In this video she talks about how her organisation is supporting families during the lockdown.](#)

More information about Te Whānau Rangimarie is [available here](#).

Fale Pasifika O Aoraki: the importance of maintaining contact



Ofa Boyle, General Manager of Fale Pasifika O Aoraki, says staff are maintaining contact with tenants by phone and text messaging.

She says tenants are coping well overall but are experiencing some issues with the lockdown.

“Some of our clients are struggling with children as they’re single mums, so things like shopping they can’t just go by themselves. They have to take the kids with them, which means there is the worry of putting them at risk. There’s also the challenge of keeping the kids entertained during the lockdown.”

Staff have to organise some food parcels to their clients in Timaru and Christchurch. They are also working on getting quotes from tradespeople to do maintenance on houses but it is very slow to get tradespeople at this time.

She says staff are more aware of the importance of having contact with clients due to the circumstances.

More information about Fale Pasifika O Aoraki is [available here](#).
Facebook: Fale Pasifika O Aoraki

Lessons during lockdown: CNSST's support for tenants

Tai chi, English lessons, parenting courses, employment and mental health consultations – the innovative ways one community housing provider has found to support tenants online during the Covid-19 lockdown.

Don Wang, Social Housing Manager at the CNSST Foundation in Auckland, formerly known as the Chinese New Settlers Services Trust, says all of their tenants are over 65 years old and staff are doing all they can to support tenants at CNSST's Kotuku House during the current alert level 4.

Team members are in regular contact with tenants to confirm they are safe and well, and to explore any immediate needs. They are also reminding tenants about the lockdown rules, and are available by cellphone 24/7 if any issues arise.

“All of our tenants and our social housing team are in a WhatsApp group chat for easy communication,” says Don Wang.

“They're very supportive of the nationwide lockdown and are aware it is for their own safety and health. They are very happy with our ongoing support during this difficult time.”

CNSST is providing a range of services online, including:

- Up-to-date information about the Government's pandemic response
- One-to-one consultations and counselling on financial difficulties, mental health, relationships, and language support
- Tech-talk workshops to help tenants be connected online
- Workshops on anti-online fraud
- Online Tai Chi and English lessons, parenting support, nutrition, stress management, cultural education and courses for children and youth.

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

Video: Auckland City Mission helping people into emergency and transitional accommodation

More than 110 people have come through the Auckland City Mission's doors in the past few weeks to access emergency housing, says Helen Robinson, the Mission's General Manager of Social and Health Services.

The Mission has been flat out providing support across its four Auckland sites, ensuring that people have somewhere good to stay during the Covid-19 lockdown, enough food to tide them over, and access to the support services they need. A Covid-19 testing site has been set up at the Mission's central city offices.

[In this video](#), Helen Robinson says the lockdown has reinforced the Mission's commitment to housing people well and permanently, and

supporting those in transitional accommodation or coming off the streets.

More information about the Auckland City Mission is [available here](#).

Christchurch Council approves up to \$25 million loan for new social housing

Christchurch City Council has agreed to a rates-neutral loan of up to \$25 million to support the building of 85 new social housing units and to kick-start the planning of 54 more.

The Council will borrow the funds and then lend them to the Ōtautahi Community Housing Trust (OCHT), who will construct, operate and own the future units. The Trust will then repay the loans, including interest and the Council's borrowing costs, over the next 25 years.

[More details are in the Council's media release.](#)

New CEO for Lifewise



Lifewise has a new CEO, Jo Denvir, to replace Moira Lawler.

Announcing the appointment, Lifewise Board Chair Rohan MacMahon says Jo Denvir has a deep connection with the mahi of Lifewise and many years of experience both in New Zealand and internationally.

Her previous roles include six years as Chief Executive of Lifeline Aotearoa, where she led the organisation's diverse range of services to vulnerable individuals and groups. She also has experience in property - both social housing as well as commercial property - and has managed and advised regional housing projects in Australia.

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

In the news

- [Foodbanks in huge demand across NZ](#)
- [Reaching whānau on air and on the ground during the pandemic](#)

- [Shovel-ready projects in Nelson Tasman submitted to Government](#)
- [Damp, cold homes are not safe - housing inequities highlighted](#)
- [UN human rights expert: responses to Covid-19 are failing people in poverty](#)
- [Stats NZ: Almost 1 in 9 people live in a crowded house](#)