

# Our Chat

August/September 2022



## Tēnā koutou, Tēnā koutou, Tēnā koutou katoa – Greetings to you all



It's time to tip our cap to our Housing Heroes.

## Housing Heroes nominations now open

We all know a tenant who puts others before themselves to make our communities even better.

We've probably let them know we appreciate them - and we probably wish we could do more.

Your Tenant Advisory Group (TAG) wants to help acknowledge great neighbours doing great things.

The group is running our fourth Housing Heroes Awards and they want your nominations.

Awards convener Noeline Monsef says they're a chance to recognise our "real community heroes".

"There are so many tenants doing wonderful things for their neighbours in our ŌCHT communities.

"They're putting others before themselves – and they deserve recognition for all they do."

Tenants, support workers and contractors working in ŌCHT communities can make a nomination.

The nominations will be considered by a panel of judges from TAG and ŌCHT.

The winners will get prizes including certificates and vouchers at a special event in November.

The awards have recognised some



remarkable people since the first ceremony in 2018.

They've done everything from delivering food parcels to delivering

people to appointments.

They've checked-in on neighbours and they've welcomed new tenants to their communities.

Others resolved disputes and helped unsure tenants engage with services.

They've raised the alarm in emergencies and delivered masks and advice during the pandemic.

Grateful neighbours nominated last year's winner for her work keep their gardens beautiful.

A previous winner administered CPR to save another tenant's life after an LPG bottle exploded.

Noeline says all the winners and nominations have one thing in common.

"They're all good neighbours doing their bit for our communities.

"It really is time to celebrate them."

You can nominate a Housing Hero by calling **0800 624 456** or emailing **admin@ocht.org.nz** before October 14. Please let us know who they are, where they live, and what they've done that makes them a Housing Hero.

## In this newsletter

1. Housing Heroes, new and retired trustees
2. Keep damp out tips and employment coach service
3. Keep track of what's happening, smokefree life, rents and assistance, become a TAG member
4. Digital coaching service

## New faces join Trust as long-standing board member retires

The board governing ŌCHT has two new members and has said goodbye to one of its foundation trustees.

Stephen Phillips retired after six years on the ŌCHT board. The former Age Concern New Zealand vice president helped guide the Trust from inception and into a period of remarkable and rapid growth when community housing in the city needed it most.

Dr Sina Cotter Tait and Darren Evans have joined the Trust as independent trustees.

Dr Cotter Tait is an engineer with her own company, Collective Success. She has heaps of governance experience, including as a Director of the New Zealand Infrastructure Commission through to being on the Cashmere High School Board of Trustees.

Calder Stewart chief executive Darren Evans has served on polytechnic and school boards. He has extensive commercial experience and worked at KPMG when he first graduated as an accountant.

Dr Cotter Tait and Mr Evans were appointed because of their strong social values and community commitment, and their desire to help the Trust improve and increase community housing in our city.

# Keep damp out - air it out!

Even warm and dry homes need help to stay that way. Here are some housekeeping tips to beat normal moisture buildup.

## Keep damp out

## Air it out



### Dry windows, wipe frames

- Condensation happens on windows because that's where warm air from all the activity inside your home hits a cold surface.
- Use an old towel to wipe moisture off windows and window frames whenever you see it forming.



### Open windows twice a day

- Open windows twice a day, for 10 minutes. It'll let the damp air escape - but try not to let the damp weather in!



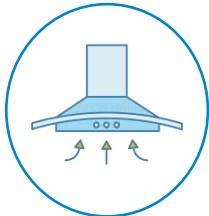
### Dry clothes outside

- Dry your washing outside as much as you can. The sun is free and the air will take the moisture.



### Keep beds and mattresses damp-free

- You generate a lot of moisture when you're asleep!
- Keep your mattress off the floor to let the air circulate and keep them dry.
- Keep beds far enough from the wall to let the air circulate. This will help keep them dry and prevent mould.



### Use bathroom and kitchen ventilation

- Use the kitchen fan when cooking, and cover pots with lids.
- Use the bathroom fan when bathing. Keep it going until the mirror and walls are dry.
- It doesn't hurt to crack a window when cooking or bathing.
- Close doors to limit steam moving through your home.



### Use your heat pump

- We spend heaps of time inside in winter so it's really important for your health to stay warm in the rooms you spend time in.
- Your heat pump circulates warm, dry air and is much cheaper to run than a standalone heater.
- Setting your heat pump to 18degC-20degC will help keep your home comfortable.

### Did you know?

Cooking, washing and even breathing and sleeping bring moisture into your home. You can reduce moisture and avoid mould by using your heat pump, keeping your home ventilated, and wiping condensation.

## SAVE POWER SAVE MONEY



TURN APPLIANCES  
OFF WHEN  
NOT IN USE



KEEP A LID  
ON YOUR  
POTS



USE THERMOSTATS  
AND TIMERS



5 MINUTES -  
AND CLOSE  
THE DOOR

## Job coach helps 11 tenants find jobs

ÖCHT employment coach Lyn has helped 11 people into jobs this year – and she's keen to help even more.

Lyn helps motivated tenants with one-on-one support and drop-in sessions at places such as community lounges and the city library.

Together, they talk through goals, job searching, interview preparation and presentation, CVs and more.

Lyn also creates an employment plan

to support the job seeker. She's there to help every step of the way.

Now in work, a tenant who'd been out of work for a while tells us Lyn listened to their needs, helped them with their CV and provided heaps of support.

"We practiced interview skills and talked about what starting a new job would be like and getting used to a structured day.

"She is still in contact just to see how everything is going. I love my new job where I am getting to use my skills and back enjoying working."

Another says things had changed since they last looked for a job, and Lyn helped them use the internet to find and apply for one.

"Lyn showed me all sorts of different jobs that I could do. I am so happy with my new job it suits me and I'm learning some new skills as well."

Lyn is hosting drop-in sessions for tenants at community lounges throughout August.

Keep an eye on your letterbox for details. To learn more, please call Lyn on **0800 624 456**.

## Keep track of what's happening

Our tenancy advisors are visiting communities over the next couple of months for property and building checks. They're always keen for a chat, so sing out if you see them.

If you miss them, you can always give us a call on **0800 624 456** – we're here to help, so please let us know if there's anything we need to know about.

### Handyperson service

Our handyperson team has started their new year of visits to homes. They check homes for any maintenance issues and can do any small fixes that might be needed.

If your home needs a small fix, please give us a call, or let our handyperson know when you see them in your community – they can often get them fixed then and there. Remember, you can call us on **0800 624 456** whenever your home needs a fix, big or small.

### Planned maintenance

We have a planned maintenance and works schedule too, and we've been battling a record-setting wet winter to keep it on track. We're in the middle of our refurbishment programme at Wycola Courts, where we're remodelling, refitting and repainting ageing homes and we'll be improving homes at Roimata Place in the coming months.



ÖCHT handyperson Mark can help you with minor repairs to your home. He's currently visiting homes to check on maintenance issues.

We've replaced heaps of old fences at places including Harman Courts and Mabel Howard Courts, and we've more work planned for spring.

We've got more car park line painting, exterior painting, and roof replacements and repairs planned into next month and beyond (we've just finished putting new roofs on homes at Kaumatua Place). We'll be in touch if any of these projects affect your community.

We'll also be busy (as usual) preparing homes for re-letting after former tenants move out.

It all amounts to a busy few months ahead. Please remember to let the contractors do their thing and drop ÖCHT a line on **0800 624 456** if you have any questions about any of our work.

## Getting rents and assistance sorted

Our Assisted Rents (for tenancies that came to us from the city council) change in October so now's a good time to update your automatic payments and make sure you're getting the assistance you need.

You can get things sorted now if you've received a letter from us letting you know your rent will change. You can pre-set your new automatic payment by contacting your bank, or by following the instructions on your bank's website or app.

Now's also a good time to check-in with the Ministry of Social Development, to be sure you're getting the correct Accommodation Supplement or other support.

Please also call us on **0800 624 456** for help or advice.

## Be a part of our Tenant Advisory Group

The Tenant Advisory Group is a group of tenant volunteers who advise ÖCHT.



They raise issues affecting tenants and drive projects that contribute to community life.

TAG members meet monthly to discuss housing developments, tenant health and wellbeing and social activities to help make our communities even better.

### To join:

Call ÖCHT on **0800 624 456** or email [admin@ocht.org.nz](mailto:admin@ocht.org.nz) and we'll put you in touch with a TAG member - they'll see you right.

You can read more about the Tenant Advisory Group on [ocht.org.nz](http://ocht.org.nz).

## Ever wanted to live a Smokefree life?

Have you heard about Te Hā - Waitaha Smokefree Support?

Te Hā - Waitaha Smokefree Support have a great team of people right here in Waitaha/Canterbury who provide a free, tailor-made Smokefree programme for anyone who ready to live Smokefree.

- All sessions are free
- The Quit Coaches offer one-on-one support to become Smokefree

in a way that suits you

- The support is ongoing – they are there for you!
- You'll get free Nicotine Replacement Therapy aids such as patches, gum and lozenges.

Register at [www.tehawaitaha.nz](http://www.tehawaitaha.nz) or call 0800 425 700.

One of their Quit Coaches will contact you to talk about how they can help you become Smokefree.

 **Te Hā – Waitaha  
Smokefree Support**



## Would you like to improve your digital skills?

ŌCHT has a **FREE** Digital Coaching service to help tenants make the most of the digital world.

We've got two experienced digital coaching advisors and all sorts of free training options.

We can help you over the phone, in one-on-one sessions and in group training classes.

We're offering the service exclusively to ŌCHT tenants and best of all, it's absolutely free!

Make the best use of the new free wi-fi in community lounges - give us a call to start your digital journey.



ŌCHT digital coaching advisor Jo delivers educational sessions at community lounges and community centres around the city.

### What you'll learn

- Use email, video chat and social media
- Shop on the web and use internet banking
- Enjoy movies, music and games
- Find, download and use free service apps
- Stay safe and secure online
- and much more!

### What you'll need

Just yourself and enthusiasm to learn!

If you're attending group training, you won't need to take your own device – Kanorau Digital supplies Chromebooks and an awesome tutor.

If it's one-on-one training, generally you'll use your own device but it's not compulsory.

### Training options

Choose the training type that works for you.

- Free group training
- Free online training
- Free one-on-one training

Call our Digital Coaching Advisor on **0800 624 456** to learn more or book on a course.

## New digital tutor - meet Braydon!

You may remember Braydon if you attended a Kanorau Digital group training session.

We're really pleased to share that Braydon has been given scope in his role to help with more digital coaching at ŌCHT.

This is great as Braydon is now able to offer follow up digital sessions at tenant's homes.

Braydon can guide you on heaps of digital topics including online shopping and safety, presentations and photos, Google maps and travel, Facebook for business or community and much more.



Kanorau Digital Tutor Braydon is looking forward to helping ŌCHT tenants with their digital coaching needs.

**Call 0800 624 456  
to make a booking  
or get in touch with  
ŌCHT's Digital Coach**

## Thank you!



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