

Tēnā koutou, Tēnā koutou, Tēnā koutou katoa — Greetings to you all

Get ready to celebrate great neighbours

There are people in all our communities going above and beyond to support their neighbours.

They often put others before themselves, making our communities stronger and more vibrant.

Together we can acknowledge their remarkable contributions and celebrate their actions.

Your Tenant Advisory Group (TAG) is taking nominations for the fifth annual Housing Heroes Awards, our chance to recognise and appreciate the heroes among us.

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.

TAG chairwoman and awards convener Noeline Monsef says it's a chance to recognise some of the "many tenants doing wonderful things for their neighbours in our ŌCHT communities".

"We know so many people are putting others before themselves and our fifth awards event is our opportunity to celebrate them for all they do," Noeline says.

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. Last year's supreme winners both checked-in on, and helped, neighbours in medical distress.

Previous winners have raised the alarm in emergencies, performed CPR to save a life, or have helped unsure neighbours engage with the services they need.

They've also welcomed new tenants to their communities, helped neighbours get to appointments, and have delivered everything from masks to food to people living in their community.

Noeline says all the winners and nominations have one thing in common: they're all good neighbours doing their bit for our communities.

"And now, we have another opportunity to celebrate them and all they bring to our communities," she says.

You can nominate a Housing Hero by calling 0800 624 456 or emailing admin@ocht.org.nz before 4pm Friday, October 20. Please let us know who they are, where they live, and what they've done that makes them a Housing Hero.

New faces join tenancy team - ready for when you need them



Dave, Pip, Amelia, Malina and Lauren love a good chinwag.

They've just joined ŌCHT's team of tenancy advisors - we used to call them "tenancy managers" - and they've been visiting the communities they're the new key contacts for.

Tenancy advisors are the people to talk to about your tenancy or life in your community. They'll help out or get help from others in our team - because all our

advisors have specialty areas, too.

They're in teams that focus on placements, sustaining tenancies, compliance, rent, maintenance liaison, and getting homeless people housed.

Please give us a call on **0800 624 456** if you need to talk to your community's tenancy advisor or any of our tenancy specialists - our call centre will get you to the right person who can help.

Government offers free web for families with school aged children

Do you have at least one school aged child in your household?

If yes, you may be eligible for the Ministry of Education's free Internet for Home programme.

The programme offers a free household internet connection to whānau with school aged children, where whānau do not have and cannot afford the internet at home.

Children can keep learning at home and whānau can go online, too.

It is run by the ministry's Equity Digital Operation Service (EDOS). New users are referred to the service by



Manaiaikalani Education Trust. The Trust has asked ŌCHT to help interested ŌCHT tenants with school aged children link-up to the service.

If you think you're eligible, you can apply for a connection by contacting

EDOS directly by emailing support@edos.kiwi or by calling 0800 441 844. The EDOS team also offer ongoing technical support and advice.

ŌCHT can help you, too. ŌCHT Whānau Support Worker Catalina can refer you to EDOS to apply for a free connection.

Please call us on 0800 624 456 and we can help you get started.

Remember, our whānau support service is free and exclusive to ŌCHT tenants.

Contact us on 0800 624 456 to chat with Catalina and learn more.

November cut-off date for two years free internet, questions about Skinny Jump answered

The sign up window for two years of free Skinny Jump internet ends in November. If you're an ŌCHT tenant interested in free internet, please contact us as soon as possible to see if we can get you connected.

Numbers are strictly limited and connections are only available where Skinny Jump has capacity to take new customers.

Check out these frequently asked questions to see if the Skinny Jump plan is right for you.

How much does the Skinny Jump plan cost and what do I actually get? The modem is free and you will get 210GB of data per month for free for 24 months. It's all free!

What happens at the end of the two years free period? You can either return the modem and stop the plan, or you can transfer to the standard Skinny Jump plan (15GB a month for free with \$5 top ups of 35GB a time).

Will ŌCHT be able to see what I do on the internet using this plan? No!

How good is wireless and what can I do with 210GB? Wireless internet speeds vary depending on how many other connections are active at any given time, but it's great for most of what you'd expect. 210GB is enough to



spend 500 hours of browsing the web and sending emails, or listen to 35,000 songs, or make 350 hours of video calls, or watch 350 hours of standard definition TV, or make 7000 hours of online audio calls, or watch 60 hours of high definition movies!

What if I run out? 210GB a month is the maximum available on this plan. If you think you need more you're best to pay for an unlimited plan with another provider. If you use your 210GB you will have to wait until the next 30 day period rolls around to get more data.

This seems too good to be true –

what is the catch? We're not sure it's a catch, but you need to make sure you look after your modem and that you give it back to ŌCHT if you move out. That's it really - supported by Christchurch fibre company Enable, we want to make it easier for potentially excluded people to connect to the web!

Call ŌCHT's digital coaching service on 0800 624 456 to see if you can get a free Skinny Jump modem and a 210GB a-month connection. Hurry - numbers are strictly limited and the sign-up period ends on November 6!



Job seekers empowered at first jobs expo

About 50 job seeking tenants learned more about their options first-hand from more than a dozen would-be employers, work brokers and trainers at ŌCHT's first jobs expo.

ŌCHT job coach Lyn organised the two hour expo at the Oxford Terrace Baptist Church and she was thrilled so many tenants made so many great connections – and grabbed so many opportunities.

Tenants learned more about what employers were looking for and many more signed up for training. Lyn was also there with support for the next steps in tenants' employment journeys.

Tenant Roger said there are heaps of good opportunities out there – and it was great tenants could tap into Lyn's expertise to get the help and advice they need.

"This event is a positive way to help people. I'd say ŌCHT and Lyn, congratulations and thank you."

Tenant of two years Shannon visited to explore her options as she prepared to get work ready. She learned more about a raft of courses and signed up to two on-the-spot.

Course providers Literacy Aotearoa, Hagley Adult Literacy Centre,

Risingholm Learning, Ara and Skills Update had stalls at the expo.

They were joined by ŌCHT contractors Goleman Group and Recreational Services, Volunteering Canterbury, Dress for Success, Connected, and agencies Hays and Reliance Recruitment.

Goleman Group client care manager David Coppard said it was a brilliant way to help people get work ready while exploring real and potentially immediate job opportunities.

Recruitment Alliance representative Deborah Thomson said she enjoyed discussing options with tenants so clearly keen to find work, or to learn more to get work ready.

Volunteering Canterbury outreach manager Glenda Martin was struck by the positivity of the expo: friendly and engaged job seekers were full of great questions and genuine enthusiasm.

The expo is the latest ŌCHT's employment service initiative. Lyn also helps job seekers get work ready, to link people with employers and to support people as they settle into a job.

Please call Lyn on 0800 624 456 if you'd like help to get started on your work journey.



ŌCHT's 13th new community to open in September

Our new community on Willard Street opens in September 2023.

Situated at the edge of Simeon Park in Spreydon, the new community has been designed to accommodate individuals, couples and families.

The development comprises 18 one-bed homes in two, three-storey blocks; seven two-bed homes, nine three-bed homes and one five-bed home.

The modern homes have been designed to be safe and secure and are built to New Zealand Green Building Council Homestar 7 standards. This ensures they'll be warm, dry and efficient to run for decades to come.

Christchurch needs more family homes – the number of people on the Public Housing Register waiting for a family rental continues to grow. This community will play a crucial role in meeting the demand.

Willard Street is a great spot for a variety of household sizes. It's next door to Simeon Park and Addington School, and close to bus routes.



Maintenance notes

We're on track to finish the last of our multi-unit upgrades at Roimata Place, Woolston, in about October - but there's plenty of more happening around our communities.

The big maintenance jobs

We're working on a three year plan to fix things such as ageing fences and pathways, and to maintain the many big (and also ageing) trees we have around our communities.

After heaps of exploratory work we're also progressively repairing damaged (and, you guessed it, ageing) drains and watermains. We'll be sure to let you know if this affects your community.

The smaller jobs

Please let us know if something is broken or needs fixing in your home or in your community, as soon as you can. This helps us keep on top of the

little jobs to avoid them becoming big jobs later on.

Grounds and lawns

It's been wet-as over the past few months. If you can, please avoid using wet lawns and please let us know if you notice any water-related issues affecting the grounds in your community. Keeping common lawn areas clear of personal gear, and parking cars only in car parks makes it easier for contractors to get the mowing and gardens done.

Handyperson

Our Handyperson service is back in action! Our Handyperson team is always ready to help with those minor repairs in your home. Keep an eye out for their flyers - or an ear on their friendly knock on your door.

Got a maintenance job? Please call us on 0800 624 456.

Getting on top of things



Before



After

Contractors have been repairing roofs as part of our long-term roofing programme.

Having problems? Unsure who to call?

Police: Call police on 111 in an emergency, if you see something suspicious that poses an immediate threat to you or someone else's safety.

Noise control: Contact noise control on 03 941 8999 if you're bothered by loud and excessive noise from a neighbour.

Council: Get in touch with the council on 03 941 8999 for issues related to public amenities such as water or sewerage issues, footpaths, roads, streetlights and rubbish.

Give ŌCHT a ring on 0800 624 456 if you have a repair job or tenancy issues, or anything else you're unsure of that's affecting your tenancy.

Safety tips for scooter and bike batteries

Overcharging batteries can lead to overheating, which can ignite the flammable gas in lithium batteries. Even high quality batteries have the potential to cause a fire if tampered with.

Please store your scooter/bike in a cool, dry place away from any sources of heat. If batteries become damaged or begin to fail they can start fires.

Avoid using poor quality or counterfeit batteries in your scooter. These batteries are often made with defective materials that can easily catch fire if they overheat.

Half price Metro bus and ferry services in greater Christchurch

Did you know Community Services Card holders can get half price Metro bus and ferry services in greater Christchurch? All you need to do is add your Community Services Card to your Metrocard. You can do this on the Metro website (www.metroinfo.co.nz/metrocard/community-connect) or by calling the Metro team on 03 366 8855 during business hours.



Thank you!



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trust

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