

## AUCKLAND NEWSLETTER



Kia ora koutou,

Spring has arrived with those pockets of beautiful warm, sunshine-filled days. It's a reminder too that the end of the year will be here before we know it.

In this newsletter we're sharing the results from our latest tenant survey. We thank everyone who took the time to complete the survey and greatly appreciate your feedback, thoughts and ideas. The team has been reflecting on the results, seeing what we are doing well but also what we can do to improve, working in partnership with you our tenants, and our community.

Part of the work we do at Accessible Properties is connecting with organisations and services across our communities. We understand the current cost of living crisis is creating real challenges for many whānau.

There are a number of organisations doing great mahi for those who may need some extra support at this time. Please let us know if have any questions or need any assistance to connect with them.

Ngā manaakitanga,

Tania Wilson  
General Manager, Tenancy Services

### Trevor's koha to grieving whānau

After his mother passed away, Accessible Properties tenant Trevor Wetere (Waikato Tainui, Ngā Puhi) carved a headstone for her grave. The unveiling was coming up and there weren't the funds to buy one.

"I felt it in my heart that I had to so I bought a \$30 sandstone boulder from a local quarry and carved a teardrop memorial for her."

"This experience taught me a valuable lesson, that grief comes at a high price for the vulnerable and there can be unresolved grief issues within whānau from tangi or funeral debts.

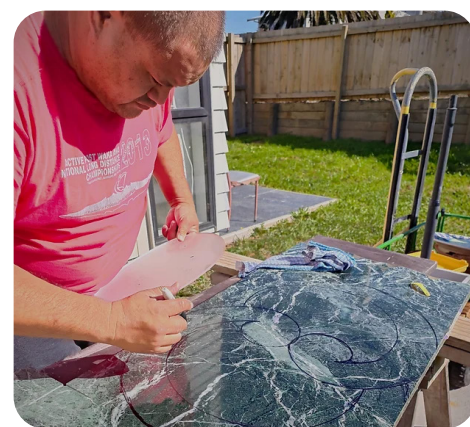
"It motivated me to create an alternative option to mainstream services, Kowhatu Memorial Charity, which is Aotearoa's first to offer memorials for just a koha.

"I formed a relationship with Siva Kilari, who's the director of Universal Granite, the largest importer of granite and marble in Auckland.

"Thankfully he believed in my idea and I use offcuts of various marble and granite tabletops that he supplies to carve the headstones.



Trevor's first headstone, a teardrop for his mother



"It's a privilege for me to be able to alleviate some of the burden for people when they are grieving. Whānau are so grateful and now we have a waiting list of about 100 to do.

"We're even fielding requests from Australia, and Siva Kilari and I are working with a charitable trust in Brisbane to model our charity for the benefit of first nation and other families in Australia.

"What we do helps Māori whānau observe their tikanga but it resonates with people from all cultures. It helps families do what's right for their loved ones and by using materials that would go to landfills, it is respectful of our environment as well."

Trevor's son Mijean has joined him in the work, which they do out at another son's property, and they also carve and sell taonga to help support their charity work.

To find out more about the Kowhatu Memorial Charity, go to the website - [www.kowhatumemorial.com](http://www.kowhatumemorial.com)

## Inspections under way

The first six-monthly inspection round of the year is now under way.

We do a routine inspection six weeks into your tenancy and then approximately every six months thereafter. You will always be advised in writing of the inspection date and time.

It is important that you or someone else who has signed the tenancy agreement is at home for the visit.

This is what we look for:

- Walls/light switches/doorways and doors are clean from marks
- Carpets are clean and stain free
- Windows and screens intact/clean
- Kitchen area clean including oven/stove top
- Shower, bathroom and toilet, laundry and all walls/flooring are clean
- Gardens tidy and presentable/weeds removed
- Rubbish removed

Please note that the inspection involves taking photos of the property and any repairs required.

## 2023 Tenant survey

The Accessible Properties annual tenant survey again shows high levels of satisfaction, with 91.6 percent of respondents satisfied with our overall service. This is on a par with last year's result of 91.3 percent.

There was a slight reduction in satisfaction with repairs and maintenance services from 93.3 percent in 2022 to 92 percent this year. This is likely to reflect the challenges we have faced managing maintenance deferral through the pandemic period, increased labour and material costs, and the severe weather events in January and February.

As in previous surveys, tenants reported that the most important services Accessible Properties provides are being kept informed, repairs and maintenance, and the quality of homes.

The good progress we have made on the Healthy Homes programme has again been reflected in the survey. In 2021, 35 percent of tenants reported that their home was easy to heat, last year the number had jumped to 47 percent and this year it had moved up considerably again, to 58 percent.

For the second year we asked tenants about cost-of-living concerns. They're increasing overall and the price of food and groceries is now a concern for 94 percent of respondents.

### In brief

- 95% (2022: 95%) said they were satisfied with how easy it was to get hold of Accessible Properties staff
- 97% (2022: 96%) said staff were helpful
- 96% (2022: 97%) said they were satisfied with the condition of their home
- 94% (2022: 95%) said they were satisfied with communication about maintenance and inspections
- 88% (2022: 87%) said they were satisfied with how quickly requests were responded to

## Good neighbour award



Is there a standout Accessible Properties neighbour who is making a difference in your community? We want to know!

Nominate them for a Good Neighbour Award - for lending a hand, going above and beyond, and making our communities safer, more resilient or connected.

Award winners will get a \$100 Prezzy card and their nominators a \$50 Prezzy card.

Send your nomination to Lisa - email: [lisa.mackinnon@accessibleproperties.co.nz](mailto:lisa.mackinnon@accessibleproperties.co.nz) or write to: 141 Cameron Road, Tauranga 3110.



## How to contact us

### Accessible Properties office

Level 2  
3 Margot Street  
Epsom  
Auckland 1051

If you need to come in, it is best to call and make an appointment.

### Email:

[info@accessibleproperties.co.nz](mailto:info@accessibleproperties.co.nz)

### Tenancy managers:

Eileen 022 021 2653  
Wayne 022 012 9164

## Test your smoke alarms once a month

### When testing your smoke alarm:

- Press the test button for two seconds using your finger or an implement such as a broom handle if you can't reach.
- An alarm will sound.
- Take your finger or implement off the button.
- It will reset and the light will blink continuously.

