



# Close to Home



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## Creative customer rests easy in new home



**Salah feels like he can start afresh in his new Kāinga Ora home, after he moved into a new development in Auckland's New Lynn earlier this year.**

"My new home is magnificent," Salah says. "It's on the second floor so it feels completely secure. I can leave the sliding door open all the time."

The development at Thom St was completed in November 2020 and is one of our larger complexes.

It consists of 80 homes, including standalone homes, terraced housing and apartments. Alongside this, it has shared green space, a tenancy management office and a multi-purpose community room.

"I'm the king of my castle here," Salah says. "I watch the sunset over the Waitākere Ranges from my balcony each night. New Lynn feels like a brand new environment for me."

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## Wishing you all a safe and happy summer

On behalf of all of us at Kāinga Ora, I would like to send our greetings and aroha to all of you as we approach the end of the year.

It has been a challenging year for many people across the country and throughout the world, so we encourage you, where you can, to now enjoy time with friends and whānau.

Your wellbeing, and ensuring that we can house you safely in your communities, is important to us. We believe everyone deserves a healthy and comfortable home because a good home is a foundation for people to thrive.

In 2022 our mahi will focus on our services as well as the homes we build, so that we can have a positive effect on your lives and the lives of many more New Zealanders.

Remember that if you need it, our team is still here over this period to help you access support services, COVID-19 testing and vaccination to reduce the risk.

Again, enjoy the summer, be safe and a Happy New Year to you.

Mā te wā,

**Andrew McKenzie**  
Chief Executive



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## Creative customer rests easy in new home



Salah has led an interesting life. A passion for both people and art has provided him with endless motivation to help others.

Born in Egypt, he was always full of big ideas. He studied for a fine arts degree in Alexandria and became a practitioner of surrealism – the 20th century art movement made famous by Spanish artist Salvador Dali.

After graduating from university, Salah became an art teacher at

Dante Alighieri Italian Society in Alexandria. From there, he went to work at the society in Greece, where he lived for several years.

He also worked as an elevator operator on a cruise ship for a time. One day, he befriended a woman on the ship and she invited him to visit her in Wellington.

It's now been more than 35 years since he made New Zealand his home. He has lived in several towns and cities here, teaching art, mainly in high schools.

Salah has also taught art therapy over the years and is passionate about its power to address mental wellbeing. "Art is an outlet. It gets rid of any suppressed feelings that can lead to depression and suicidal thoughts."

He retired a few years ago, but keeps himself busy. Currently, he's writing a book about his views on how to lead a fulfilling life.

He has also applied for funding to put on an exhibition called 'Three in One'. It will include his art works in photography, painting and sculpture.

Salah has always been driven to make the world a better place.

"When I give to others, it reflects back on me. I could live in a golden palace, but I still wouldn't be fulfilled.

"I'm on the top of the world when I love and am loved."

*Please note: This interview occurred safely when Auckland was still at COVID-19 Alert Level 1.*

## Neighbours Day

Kāinga Ora is proud to once again support Neighbours Day Aotearoa in 2022. The kaupapa of Neighbours Day Aotearoa is to encourage people to get to know their neighbours better by making intentional connections.

Neighbours Day Aotearoa 2022 will run from 18 to 27 March, with the theme of 'Kai Connections – Celebrating Community, Sharing Food'. This theme is about getting people to engage in all the different ways we connect over kai – growing, sharing, eating. A common denominator among all communities in Aotearoa is how food brings people together.

The initiative is a fantastic way to get to know your neighbours and community. So start thinking about what you can do to get involved – whether that's organising a street party or coordinating a plant swap. More details will be posted in the New Year, but in the meantime if you have any questions, please talk to your tenancy manager or visit the website [www.neighboursday.org.nz](http://www.neighboursday.org.nz)



# Being prepared...

We know with COVID-19 things can change quickly. So being prepared with some extra essential food items in your cupboards is a short-term and stress-free way to keep your family/whānau fed. If you buy two or three essential items every supermarket shop, you'll be surprised how quickly your reserve food store builds up so next time you're prepared.

**Below are some suggestions for a reserve food store:**

**Dried or tinned goods.** Soup, tinned vegetables, corned beef and tinned fruit are nutritious and keep for a long time. Kiwi favourites include – baked beans, spaghetti, peas, peaches.

**Frozen foods.** Frozen meals and vegetables are an easy way to keep healthy food around without worrying they will go off eg, bags of frozen vegetables, which are as nutritious as fresh vegetables.

**Pasta and rice.** Packaged rice and pasta are quick and easy to cook. They also keep for a long time, are fairly inexpensive and are usually on special.

**Peanut butter, Marmite and Vegemite.** Kiwi favourites – easy and kid-friendly.

**Bread and cereal.** These items keep for a long time. Freeze bread straightaway to keep it fresh. Unopened cereal also lasts for a long time.

**Soap, hand sanitiser and cleaning supplies.** It's always good to have extra of these on hand.

**Nappies, baby wipes and formula.** If you have children, make sure you have any supplies you need for them. If you regularly use nappies, wipes or formula, try to have enough for three days.

**Don't panic buy...**

While these are uncertain times and it is understandable you might feel anxious, you do not need to panic buy. Purchase only what you need so there is enough for everyone.





# Helping protect the community against COVID-19



Kāinga Ora has supported the recent efforts to get at least 90 percent of eligible New Zealanders vaccinated against COVID-19. Working alongside community groups, district health boards, non-government organisations, and partner government agencies, Kāinga Ora was able to roll up our sleeves and get involved in helping provide reliable information and vaccines to people across the country.

**Our people have been on the ground and contacting customers directly to help get more people protected against COVID-19.**



When she is not applying her empathetic, effervescent nature to rehome customers, East North Island's Faleniu (Fal) Laga'aia is networking to ensure the members of her Pasifika community are well looked after during COVID-19 lockdowns.

During the first lockdown, Fal saw there was a big gap with information and resources not reaching the Pasifika community in Hawke's Bay.

She also knew there was an extensive network of Pasifika people working in government agencies in Hawke's Bay. So in her own time, she connected with over 100 Pasifika colleagues in other agencies who had access to information and resources that could really help her people. Their work has paid off – 97 percent of Pasifika people in Hawke's Bay have now been vaccinated.

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A recent event on Labour Day saw dozens of people in the community get vaccinated at Rowley Resource Centre in Hoon Hay, Christchurch.

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"The event at Rowley was an awesome show of community spirit. Working with the local community was instrumental to our success on the day and ensured that people came out to get vaccinated. Some were hesitant and anxious when they arrived, but our super-friendly staff were able to put their minds at rest. We were particularly excited to

see so many of our Māori and Pasifika whānau join in. It was great to have the support of agencies like Kāinga Ora, who helped advertise the event and provided spot prizes for lucky participants," says Carmen Collie, General Manager of Tangata Atumotu Trust, a Christchurch-based Pacific provider.



Rowley Resource Centre staff and volunteers help with the vaccination drive.



Tiresa Sio, from Rowley Resource Centre, and Rowley community volunteer Rae Lalahi help feed the attendees at the Labour Day vaccination event in Hoon Hay, Christchurch.

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We are encouraging all our people, whether they're employees or contractors, to get the COVID-19 vaccination.

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While we encourage customers to get vaccinated to protect themselves, their whānau and their community, we will not be asking you about whether you are vaccinated or not.

But COVID-19 means we are taking a few extra precautions. This is because the safety of Kāinga Ora customers, people and contractors is paramount. Kāinga Ora wants customers to know that we are taking all necessary steps to keep people safe.

Kāinga Ora and the people we contract to complete the work already have a range of safety measures in place.

These include making sure both the contractor and the customer are well before arriving at a person's home, wearing personal protective equipment (PPE) such as a mask, using QR codes to make tracing easy, and practising social distancing.

These safety measures have been in place since COVID-19 entered New Zealand and are in place regardless of vaccination status.

If people have any concerns or questions, we are happy to talk these through and provide reassurance.



# We care and are here to help

We care about you and your whānau and are here to help. If you need to have a chat to us, you can call our Customer Support Freephone on **0800 801 601**. You can also find some helpful resources on our website: [www.kaingaora.govt.nz](http://www.kaingaora.govt.nz)



## Looking after your wellbeing

It is normal to feel anxious or stressed about COVID-19. If you need to talk to someone about how you're feeling, help is available through the National Telehealth Service. Call or text for free to 1737 or visit: [www.1737.org.nz](http://www.1737.org.nz)

## Access to health care

If you need urgent medical assistance for severe symptoms of any kind, or have a serious injury, call emergency services on 111, or go straight to hospital.

If you're concerned about any aspect of your health, call your doctor or Healthline (0800 611 116). All calls to Healthline are free and someone is available 24 hours a day, 7 days a week.

## Access to food and essential items

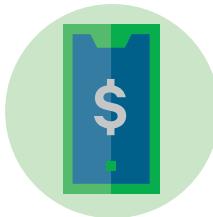
Most people can access food, medicine and other essentials for themselves and their whānau – either through their own means or through their community providers or support networks like whānau, friends, iwi and neighbours.

If your situation is urgent and you need food within the next 24 to 48 hours, you can contact a local food bank. Work and Income may be able to help you pay for food – if you are an existing client you can apply using MyMSD or contact them by phone on 0800 559 009.

## Free budget advice

There are lots of organisations around the country that can give you and your whānau free, confidential budgeting advice. Most of these organisations are part of the Federation of Family Budgeting Services.

You can find one close to you. Just go to [familybudgeting.org.nz](http://familybudgeting.org.nz), email them at [adviser@familybudgeting.org.nz](mailto:adviser@familybudgeting.org.nz) or call on freephone 0508 283 438 – your call will be answered by a budget adviser Monday to Friday, from 8am to 4.30pm.



## Don't fall behind with your rent payments – it's hard to catch up

Christmas can be expensive, and it's easy to fall behind with rent payments – if you do, the sooner you call us the better. Ring our Customer Support Centre and talk to a housing advisor about a payment plan.

If you're paid extra over Christmas to cover the public holidays, make sure your rent is kept up to date by putting money aside, or set up a bill payment at the bank – your bank can help you do this.

For information about other payment options, call us anytime on 0800 801 601 and press '2' for 'Payments and Accounts' – it's helpful to have your customer reference number handy.



# Te Hotonga Haporī

**Te Hotonga Haporī (Connecting Communities) is a new research programme led by researchers at Auckland University of Technology with the support of Kāinga Ora.**

Over the next five years the programme will explore the relationship between a community or neighbourhood and the wellbeing of the people who live there. It will compare people's wellbeing in urban communities where there is major housing redevelopment to the wellbeing of people living in communities unaffected by redevelopment. The research team will also look at what helps people flourish and feel connected in a community or neighbourhood,

as well as the things that impact on wellbeing in a negative way. What is learnt through Te Hotonga Haporī may lead to improved housing redevelopment and urban design, and better wellbeing outcomes for people and communities.

Te Hotonga Haporī is funded by the Ministry of Business, Innovation and Employment (MBIE), and the lead researcher is Professor Scott Duncan from the Human Potential Centre at AUT Millennium on Auckland's North Shore. Keep an eye out in future editions of Close to Home for more information about Te Hotonga Haporī, including how to participate and how to access key findings.



## Common Unity Project Aotearoa

**Sun and rain make for a rush of growth, especially up until the longest day in mid-December.**

Part of this growth is weeds. An easy solution is to chop weeds (without seeds) off at the ground and let the foliage lie on the garden bed as a mulch – you could also use this technique when harvesting. This minimises soil disturbance and cuts down on mulch cost and labour. The roots left in the ground help aerate and feed water to the soil.

When planting seedlings, give their roots a boost, by soaking them in some liquid seaweed. Plant your garden beds densely, with a mix of different plants to help plant and soil health – this will also

keep the weeds at bay. Scattering flower/cover crop seed over beds will encourage bees and other beneficial insects over summer.

**Planting salad greens** between plants that take longer to grow, such as tomatoes or broccoli, will help prevent the salad greens from drying out and going bitter.

**Tomatoes** come from Mexico, so they like warm, dry conditions. Water the roots, not the leaves, or you'll encourage blights and fungal disease.

Weekly, on a dry day, pinch out the laterals (shoots that grow where the leaves meet the stem) and tie in any new growth to stakes or strings. Use a liquid feed at least once a month for the best crops.

**Beans** are a pretty bomb-proof crop, even when your soil isn't the best. Dwarf beans are good in windy places or if you don't have a fence or shed to grow them against. Plant them directly from seed.

Thanks to Katie Newman,  
Urban Kai Educator,  
Common Unity  
Project Aotearoa

[www.commonunityproject.org.nz](http://www.commonunityproject.org.nz)



# Keeping our homes safe for whānau this holiday season

**With the holiday season around the corner and summer BBQ get-togethers ahead of us, you may be starting to prepare your home and outdoor spaces for having whānau and friends over.**

You can make your home and garden safer by choosing household cleaning products that are as gentle as possible, and disposing of old products you don't use anymore, says Lizzie Wilson, spokesperson for the Environmental Protection Authority's (EPA's) Safer Homes programme.

"Keep products up high and out of reach, and use child safety locks on your cupboards to protect children and pets.

"Home gardening and cleaning chemicals are safe to use when you follow the instructions on the label, which will also tell you if you need protection, like gloves or a face mask," says Lizzie.

"This is also a good time to do a stocktake of the existing chemicals around your home. Storing or stockpiling products you no longer need creates unnecessary risk around your home; it's another easily preventable hazard around children.

"There's guidance on our website about how people can safely dispose of old chemicals you no longer need, to keep ourselves and the environment safe."

**Here are some additional tips to keep children and pets safe around chemicals this holiday season:**



Keep young children and pets away while you are using household chemicals and gardening products.



Always read the advice on the label and follow it carefully. For example, if you are spraying the garden you'll need to check how long you must keep away from that area after it has been treated. If you're spraying and there is nothing on the label to tell you to stay away from the area, keep children and pets away at least until the spray has dried.



Pellet-type products, such as slug bait and fertilisers, could be attractive to young children and pets – take care when using these in your garden.



Never transfer chemicals into food or drink containers. Children may not know the difference and eat or drink the contents.



If you throw away old or unused products in your household waste, make sure the rubbish bin is somewhere children and pets can't access it, and that the product can't leak from the waste before it is collected. Check the label (or contact your local council) to make sure it can be included in your household waste.

For more tips visit  
[www.epa.govt.nz/saferhomes](http://www.epa.govt.nz/saferhomes)





# Using household chemicals safely

Many cleaning and other household items that we use on a daily basis could harm us or the environment if not used properly. This can include those marked as natural, organic or environmentally friendly.

It is important that you use these products correctly to keep you and your whānau, your pets, environment and community safe and healthy. Just follow these six simple steps to stay safe...

## 1.

Always read and follow the instructions



## 2.

Only use household cleaning chemicals as intended and never mix them



## 3.

Close containers properly, lock them up, and keep them out of reach



## 5.

Use child safety locks on cupboards



## 4.

Store your cleaning products in their original containers

## 6.

Dispose of unused cleaning chemicals and empty containers according to label instructions



For more Safer Homes tips and information visit:  
[epa.govt.nz/saferhomes](http://epa.govt.nz/saferhomes)

Follow us: EPAGovtNZ



# Roasted vegetable salad with curried couscous

READY IN: 50 MINUTES | SERVES: 6 AS A SIDE DISH

**Couscous takes only minutes to prepare and makes a great base for adding leftovers. This is a great way to use leftover roast veggies, and is easy to transport and pretty cheap to make all year round, so great to take to a BBQ or picnic.**

## YOU WILL NEED:

1 potato, scrubbed
1 kumara, peeled
A wedge of pumpkin
2 carrots
1 red onion, cut in wedges
2 tbsp olive oil
1 capsicum – optional
1 cup instant couscous
1 tsp chicken stock powder
1 cup boiling water

## For the curried dressing

2 tsp curry powder
1/4 cup oil
2 tbsp vinegar
1/2 tbsp sugar
1 clove garlic, crushed
fresh herbs to garnish – optional
drained canned chickpeas – optional

1. Preheat the oven to 220°C. Chop vegetables into similar sized pieces, around 2cm and place in a shallow roasting pan. Or use leftover roast veggies.
2. Drizzle with oil and toss to coat, then arrange in a single layer.



Cook, turning occasionally for around 30-40 minutes or until golden and cooked.

3. Place couscous in a medium bowl. Combine stock powder and water and stir into couscous. Quickly cover with a plate or lid to retain the heat and leave for a few minutes for the liquid to absorb. Fluff the couscous with a fork then add the roasted vegetables and chickpeas if using.
4. Combine dressing ingredients and pour into the couscous. Fold in till evenly mixed. Transfer to a serving platter and garnish with fresh herbs if desired.

**TIP:** You can include any vegetables suitable for roasting and chop in some leftover roasted meat if you like.

## Food safety

### WASH

**Always wash your hands before handling food**

Follow the 20+20 handwashing rule before and after handling food – wash your hands for 20 seconds with soap and hot water, and then dry your hands for 20 seconds with a clean, dry towel or paper towel.

### COOK

Defrost frozen food in the fridge before cooking, not on your bench top.

Cool hot foods, covered and for no more than 30 minutes before refrigerating.

Reheat leftovers until steaming hot throughout and don't reheat them more than once.

### CHILL

Keep food very cold or very hot – a chilly bin is a good way of keeping chilled products cold when taking them home from the supermarket or taking them to the beach for a picnic.

Cover leftovers and put them in the fridge until needed.

### FRIDGE TEMPERATURE

Make sure your fridge is set to 5°C or less to ensure bacteria don't grow.

# Learn to swim

**It's important you and your children can swim, even if you are not actively involved in water sports.**

## Always supervise children near water

Keeping a watch on your children when they're near water is the single most important precaution you can take.

## At the beach

Some beaches in New Zealand are patrolled by surf lifeguards. On patrolled beaches, the lifeguards put up yellow and red flags. The area between the flags is constantly monitored and is the safest place to swim at the beach.

Always check with your local council to see if there are any water quality issues that make swimming there unsafe for health reasons.

For the Auckland area go to Auckland Council's safeswim.org.nz website. For other parts of the country, visit your local council's website.

## Swimming pools

Swimming pools and spa pools are part of life for many New Zealanders. They provide wonderful opportunities for family and friends to get together and have fun, but you still need to be careful.

Remember these tips:

- The area close to a pool is often slippery – so walk, don't run, around the pool.
- Always obey the pool's safety rules and listen to the instructions of lifeguards.

- Play it safe. Depth can be hard to judge, so avoid diving into a pool unless you know it's deep enough, and remember to check for others before entering the water.

There is some great information on water quality and swimming conditions in the Auckland area on Auckland Council's safeswim.org.nz website. For other parts of the country, visit your local council's website.

## At home

Always keep under-five-year-olds within arm's reach, and in sight, at all times – whether at the beach, lake, river or at home.

Don't forget, if you're putting a paddling pool up this summer, it must be no more than 400mm high (that's about as high as a bucket). Larger Para pools are not permitted on your property.

On the days you use your paddling pool, remember to empty out the water before putting it away. And remember, at the end of summer, store your paddling pool away for the winter months.

With planning and care, we can all have a safe and enjoyable time around the water this summer.

For more information and water safety tips for this summer please visit [www.watersafety.org.nz](http://www.watersafety.org.nz)



## Be safe in the summer sun!

### SLIP

Slip into a long-sleeved shirt and into the shade.

### SLOP

Slop on plenty of sunscreen 20 minutes before going outdoors and re-apply regularly.

### SLAP

Slap on a hat with a wide brim or a cap with flaps. More people get sunburn on their face and neck than any other part of their body.

### WRAP

It's good to wear sunglasses too. The sun is just as dangerous to your eyes as it is to your skin.

### Melanoma is a killer. Catch it early!

Check your skin regularly, and ask someone to check the back of your neck and your back. If you notice any change in a spot, freckle or mole, get it checked by your GP as soon as possible.

**FOR KIDS, ABOUT KIDS**



## Kiwi Summer Word Find



BACKYARD CRICKET  
DECORATIONS  
HOLIDAYS  
MERI KIRIHIMETE  
PACIFIC  
PICNIC  
PRESENTS  
SANDY  
STARFISH  
SWIMMING  
WHĀNAU

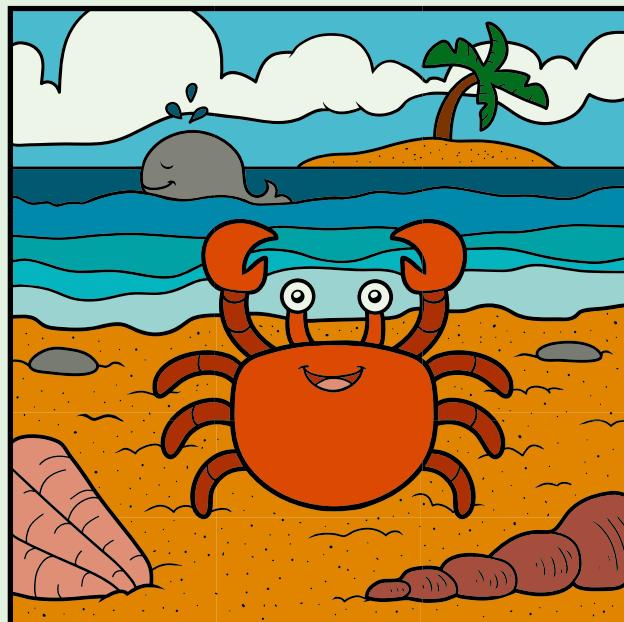
BEACH  
FERRY  
JANDALS  
OCEAN  
PAVLOVA  
PŌHUTUKAWA  
ROAST HAM  
SHORTS  
SURF  
TOGS

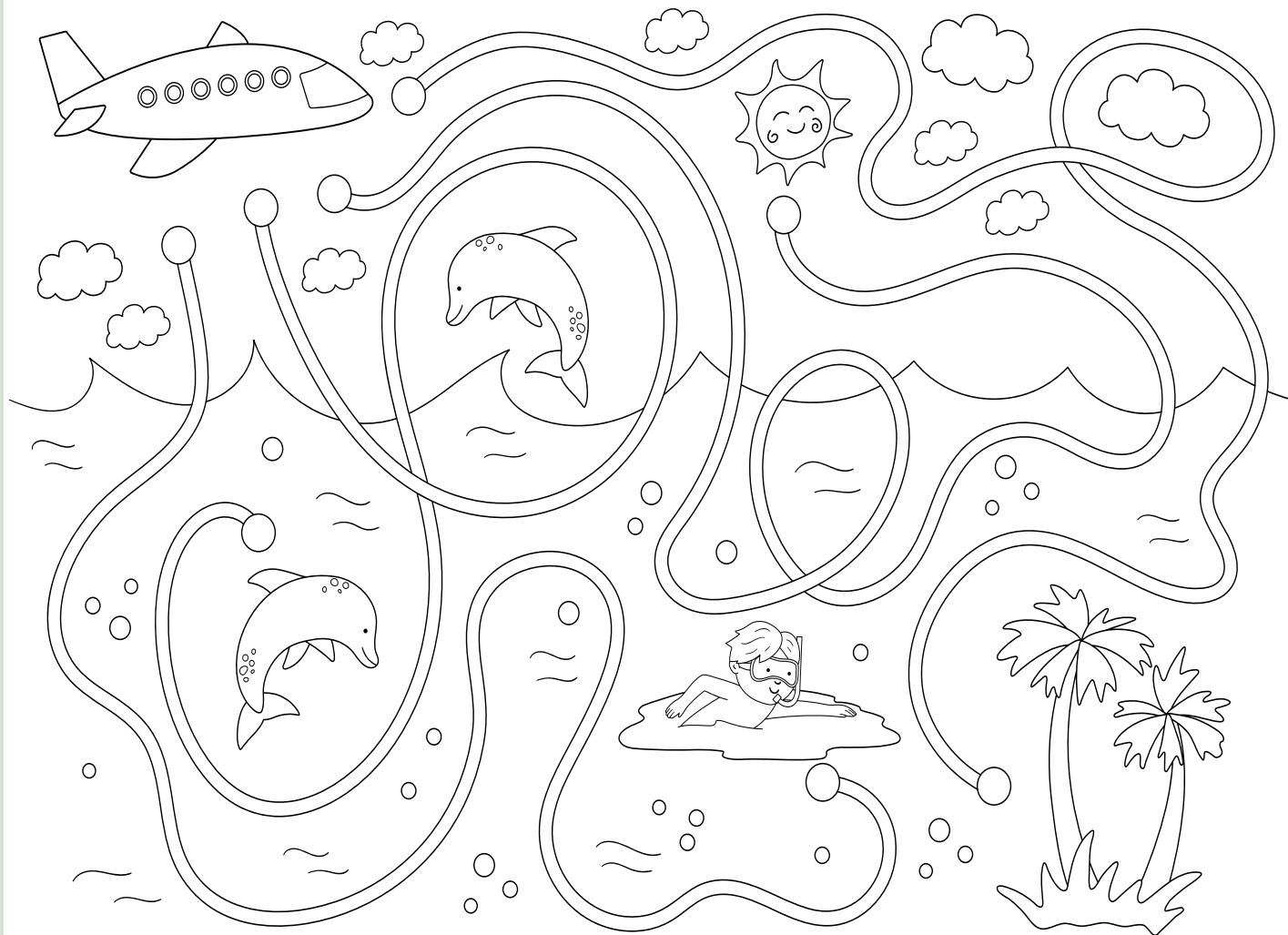


Visit [kaingaora.govt.nz/closetohome](http://kaingaora.govt.nz/closetohome)  
for the puzzle solution.



**Spot 5 differences!**





## Summer jokes!

**Q:** How do all the oceans say hello to each other?

**A:** They wave!

**Q:** What kind of fish goes well with ice cream?

**A:** Jellyfish!

**Q:** Why did the crab never share?

**A:** Because he's shellfish!

**Q:** Why are seagulls called seagulls?

**A:** Because if they flew over the bay, they'd be bagels!

**Q:** Why do bananas have to put on sunscreen before they go the beach?

**A:** Because they might peel!





## Congratulations to the winners of our September issue pet photo competition

We were so impressed with the number of photogenic pets. Our judges had a tough time deciding, but the winners are:

- Deborah from Blenheim and her cat Funshine Bear
- Emma from Matamata and her chickens K, F and C
- Amy from Christchurch and her dog Cozmo
- Kera from Auckland and her dog Raven
- Lucy from Port Chalmers and her cat Eliza.



*Deborah and Funshine Bear*



*Nichola, Cozmo and Amy*



*Lucy and Eliza*



# BEAT THE HEAT

Keeping pets safe during the hot summer months

### Take care when exercising your pet

Exercise them when it's not so hot – in the early morning or the evening.

Avoid long walks on sunny days. Take your pets to an area that has grass and is shady and cool – if they only want a short walk or want to lie down, let them.

You should have fresh water available for your pet all year round, but it's even more important when it's hot outside.

### Hot cars can kill

Please don't leave your dog unattended in a car at any time of the day. If the purpose of your trip is not to take your dog somewhere, please leave them at home.

### Beware of sunburn

Just like people, animals can also suffer from sunburn – use pet-friendly sunscreen to rub on the tips of their ears, on the end of their nose and on their stomach.

### Remember the 3 second rule

Remember if the pavement is too hot for you, it's too hot for your pet. Check it's safe by holding the back of your hand to the pavement for 3 seconds – if it's too hot for you to keep your hand there, it's too hot for your pet to walk on.

### Shade is essential for all animals

Whatever animal you have, they all need to have good shelter that protects them from the sun's harsh rays.



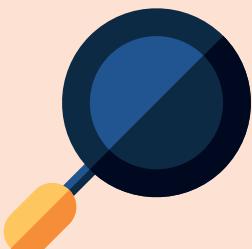
# Did you know that 1 out of 4 house fires start in the kitchen?

**Simple things you can do to stop  
a fire starting in your kitchen:**



## Keep your kitchen clean and safe

- Clean your stovetop after each use – this prevents spilled fats and burnt foods from building up.
- Clean range-hood filters regularly.



## When you're cooking

- Don't drink and fry.
- Don't leave the room when cooking – if you do, turn the heat down on the stovetop elements.
- Remember to keep curtains, tea towels, oven mitts and other flammable items well away from the cooking area when you're cooking.



## If a fire starts

- If your pan is on fire, and if you can safely, place the lid on the pan and turn the stove off at the wall switch. If the lid isn't handy you can use a damp tea towel, or large flat object (like a chopping board) over the pan to starve the fire of oxygen. Leave it there until the pan is cold.
- Never throw water onto a pan that's on fire.
- Never, ever attempt to carry a burning pan outside.
- If you have a fire in your oven, keep the oven door closed and try to turn off the power or gas, either at the stove or at the mains.

**111**  
and ask for Fire.

## WHAT TO DO IN A FIRE



Crawl low and fast to escape smoke. **'Get down, Get low, Get out'.**



Shut doors behind you to slow the spread of fire.



Meet at the planned meeting place.



Once out, stay out – never go back inside.



**Phone the Fire Service on 111 from a safe place.**

Visit [fireandemergency.nz](http://fireandemergency.nz) for more fire safety tips.



## ! Driveway safety reminder

Safekids Aotearoa suggests three things you can do to make driveways and other places safer for children:

- **Check** for children before driving off
- **Supervise** children around vehicles – always
- **Separate** play areas from driveways.

### NEED TO TALK?

**1737**

**free call or text  
any time**

Are you feeling out of sorts or depressed? Are you feeling anxious or just need someone to talk to? Or advice on mental health or addiction issues?

**Whatever it is, you can call or text 1737 any time. It's free, completely confidential and is an independent service.**



**Email option** If you would prefer to receive this publication via email, send your email address to [editor@close2home.co.nz](mailto:editor@close2home.co.nz)

## Our opening hours over the holiday period

Christmas, Boxing Day, New Year's Day, and the day after New Year's Day are all on weekends during this holiday season. This means these holidays will be observed on 27 and 28 December, and 3 and 4 January.

**Call 0800 801 601**  
[enquiries1@kaingaora.govt.nz](mailto:enquiries1@kaingaora.govt.nz)

Our Customer Support Centre will only be open for urgent enquiries over the holiday period.



**Friday 24 Dec**  
6:00pm



**TO**  
**Monday 10 Jan**  
8:00am

**Our Customer Support Centre will be open for:**

**Urgent calls only** – 6pm Friday 24th December 2021 – 8am Monday 10th January 2022

**Non-urgent calls** – from 10 January 2022, 8am to 6pm, weekdays

Some local offices will be open for drop-in between 10am and 2pm, or by appointment, weekdays only.

Visit our website to find out if your local office is open during this time.

## Get it done online with MyKāingaOra

- Check your rent balances and accounts, and download letters
- Keep your details up to date
- Access wellbeing services
- Book non-urgent maintenance and view progress
- View upcoming scheduled inspections and visits
- Add and update your consented parties

If you access MyKāingaOra using Spark, Skinny, Vodafone or 2Degrees there are no data charges – whether you're on a monthly plan or pre-pay. Just ensure you have data turned on when you're accessing it.

Visit [my.kaingaora.govt.nz](http://my.kaingaora.govt.nz)



**My Kāinga Ora**

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