



Christchurch Housing Forum Notes

13th February 2019

Facilitator: Lisa Coulter

Survey Feedback – possible topics

- ∂ City Recovery – what built and where, check in
- ∂ Future issues ie flooding, global warming impacts etc
- ∂ Agency updates
- ∂ MBIE Compliance Team
- ∂ Insulation – Healthy Homes Standards updates
- ∂ ECAN subsidies and programmes
- ∂ Privacy Commissioner – Taking and use of recordings, info requested by landlords

Red Cross – Wahida Zabedi with Yasue Hiroa speaking about New Refugee Intake to Christchurch from Afghanistan and Eritrea

- ∂ Wahida joined 3 or 4 weeks ago
- ∂ 5 people in team – Jo Fasheun manager
- ∂ This is the first time for resettlement in Christchurch since the Earthquakes
 - CRS Christchurch Resettlement Services
 - CRRRC Canty Refugee Resettlement Resource Centre
- ∂ For this particular intake 31 Volunteers in Christchurch, they all have weekend training, and are an amazing bunch of people
- ∂ Powerpoint presentation
 - Culture shock “Be respectful and you will be fine”
 - Be open and honest
 - Hard being dependant and not knowing and being taken places
 - Most have no or very little English, children always find it easier to learn
 - Change of family environment ie people leave house to go to work or school, leaving the mum alone at home!
 - It is tiring handling all the newness!

- ∂ Questions from the floor about Wahidas’s own migrant experience
- ∂ Question: Suggestions or guidance for how the community can assist or support refugees to make things easier?
 - Answer: Individuals – can always use volunteers
 - Help taking to WINZ/ GP/ School/ etc
 - Help at appointments, shopping , show how to pay

- If you see someone struggling check to see if they are new, are you lost?
 - Communication will be difficult
- ∂ Question: Due to the difference of dress in culture how do you adapt?
- Answer: Men easier as dress not much different
 - Women in Afghanistan do not work, strict dress code
 - In NZ some ladies keep dress code, is personal choice
 - No quick change
 - No one forced to change – can have successful life with respect
 - Newcomers arrive in Auckland and there is some cultural orientation – modern technology has made it much easier to find out how things are done
- ∂ Question: Is there tension in families between the younger and older members and the two worlds?
- Answer: Maybe, maybe not – individual family's responses
- ∂ Comment: HNZA/ OCHT They are trying to be responsive with supply of a handful of homes. Refugees in Dunedin and WGT are Syrian, Invercargill from Columbia, Christchurch planning for intake as 1st since the earthquakes working with Red Cross, past refugee's successful tenants and are looking at Eritrean culture to be informed when they arrive.
- ∂ Question: How long to feel comfortable and confident in new country?
- Answer: Wahida's experience:
 - Arrived Nov so school not until Feb so long time alone
 - Watched tv and cartoons to get language
 - Book and pen and wrote down signs to look up in dictionary when got home
 - Family and brother supportive
 - Engaged in community – to move on as quick as you can
 - Different environment now
 - NZ women independent – AFG women rely on Dad or Husband or Brother
 - Exposure to other cultures tough even learning with boys in classroom!
 - Home is the cornerstone and safe haven
- ∂ Question: Do you have enough volunteers?
- Answer: Yes but for 2nd intake will need more

CHF Planning Group

Volunteers requested – current Planning group

Penny Arthur TPA, Lisa Coulter TPA, Leanne Bayler CDHB

Assisted by Sarah McGregor TPA (Admin)

Comcare provide tea coffee and biscuits and Wayne Jones for Serving tea and coffee

Notices Announcements and Updates

- ∂ Social Housing Review: There will be workshops for Govt sector, Health sector and Not for Profits and will be June speaker for CHF
- ∂ MSD Tenant review 18th Feb launch – groups excluded are +65, those in receipt of a supported living allowance and if there are children under 18 in the household
- ∂ Simon reminded some DVD resources at Canterbury University Library

Penny Arthur from TPA gave presentation on Insulation requirements in Public and Private Residential Tenancies

- ∂ 1 July 2019 cut off date
- ∂ Some landlords careless with the truth about insulation in their statements
<https://www.tenancy.govt.nz/assets/Forms-templates/insulation-statement.pdf>
- ∂ Tenants must allow Landlord to do assessment of insulation
- ∂ Tenants must allow Landlord in to install insulation
- ∂ However, anyone can install – even landlord!
- ∂ Guides and information available from Tenancy Services

- ∂ Question: How policed?
 - Answer: Policed by tenant awareness
 - No external assessors
 - Complaints to Tenancy Services/ Tribunal/ Compliance team
 - Landlords meeting their obligations
- ∂ Question: What is no tenancy agreement (RTA inclusions)
 - Answer: Have to prove the exclusion
- ∂ Question: Supportive Living situations IHC
 - Answer: Check the Act there are some exclusions not under the jurisdiction of the RTA, consents at time of compliance might apply – check with city council
- ∂ Question: Elder Care forum
 - Answer: CEA, crossover between private and public, check as might insulate for free, ECAN winter warmer programme (loan etc)

2019 Christchurch Housing Forum Save the Date

- ∂ 27 March
- ∂ 8 May
- ∂ 19 June
- ∂ 31 July
- ∂ 11 September
- ∂ 23 October
- ∂ 4 December (Christmas Party)