



**HE IWI KĀINGA  
TŪWHARETOA**

# Quarterly Report

JUNE 2025

ISSUE NUMBER 6



# He Iwi Kāinga

## ADMINISTRATOR

**GAYE STEBBING**

## SENIOR KĀINGA COACHES

**ANARU ANDERSON**

**CASEY THOMPSON**

**CHARDE KAHU**

**RONGOMATENGANANA TE HEUHEU**

**TAINA COOPER**



## INTRODUCTION

HIK Programme Manager update.

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Looking forward July-Septemebr



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## KIA ORA KOUTOU

Kei aku rangatira,  
Kei ngā pou o te kaupapa,  
Tēnā koutou, tēnā koutou, tēnā tatou katoa

As we reflect on our March - June quarter, it's clear that our kaupapa continues to gain momentum across all key areas of mahi. This reporting period has been marked by collaboration, growth, and strong community engagement.

There are continued shifts across the national housing landscape, marked by funding uncertainty, legislative changes, and a tightening of eligibility criteria - all of which makes it more difficult for whānau to access support. These challenges are not unique to our rohe, but are being felt across Aotearoa, particularly within kaupapa Māori housing initiatives.

Despite these headwinds, He Iwi Kāinga has remained a trusted and resilient presence. Our reputation continues to hold strong - our messages are being heard, our kaupapa is well respected, and our mahi continues to be recognised by whānau, contractors, and partners alike. We are proud to be seen as a credible contractor and advocate within the housing space.

This quarter we've observed a noticeable decline in Whare Ora assessments being requested and completed. With no current funding available to support repairs for many whānau, we are seeing reduced uptake and greater hesitation. However, what has become clearer is the increasing demand for education. Whānau are seeking guidance — on home maintenance, funding options, tenancy rights, and pathways to homeownership — and this is where we continue to focus our energy.

While the external environment is challenging, we are responding with agility, drawing on the strength of our relationships, and remaining grounded in our values. This report provides a snapshot of the mahi undertaken across our programmes this quarter and reflects our ongoing commitment to housing solutions that are for, with, and by our people.

Ngā manaakitanga

*Kelley Samuels-Hema*

PROGRAMME MANAGER



# Kāinga Tau

## Sustaining Tenancies



### Te Tūāpapa Kura Kāinga

Ministry of Housing and Urban Development

Community engagement continues to be a vital part of our mahi and this quarter included a successful workshop in collaboration with Heather Holt from Taupō District Council visiting the kāumatua living in the community pension flats.

Here we shared information about Kāinga Tau services and offered support to help them better manage and maintain their tenancies.



With the Kāinga Tau contract period coming to an end for the financial year in June, our focus has been on working closely with the current clients to ensure all outstanding needs were met and support was finalised.

This intentional, whānau first approach reflects our transition strategy - ensuring we enter the new contract period in July ready to take on new referrals. This year has been a rewarding one, with many whānau supported to sustain their tenancy through personalised advice, hands-on support, and strong advocacy.

Looking ahead, we are preparing to support tenants and whānau impacted by the changes to tenancy legislation and the final phase of the Healthy Homes Standards, which come into full effect on 1 July 2025.

We expect a rise in demand from whānau living in homes that do not meet these standards and are working to ensure we have the tools, relationships, and capacity to advocate for appropriate remedial action.

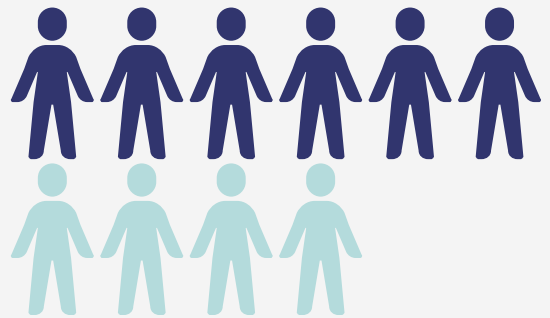
Kāinga Tau is positioning itself to walk alongside whānau through these changes, ensuring their rights are upheld and their homes are safe, warm, and healthy.



## THIS FINANCIAL PERIOD

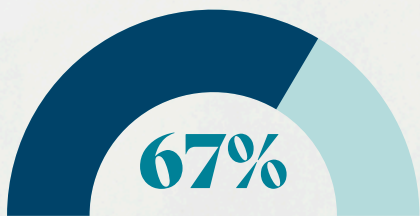
### 58 WHĀNAU SUPPORTED

Who were at risk of losing their tenancy or had concerns they needed support with to raise with their landlord and Property Manager. Meaning we helped impact over 180 people to stay tenanted.



### Repairs & Maintenance Needed

Of those supported - **9** needed support to bring their homes up to Healthy Homes Standards and we worked with their landlords to get these repairs and maintenance requests completed and to a good standard. Ensuring Healthy, warm, and dry homes for our whānau.



### GARDEN MAINTENANCE

30 whānau received lawn maintenance equipment to support them with the upkeep of their properties.



# 34

Cleaning Kits have been provided to our whānau through Kāinga Tau to assist with cleaning needs identified during inspections



# Kāinga Manaaki

Affordable Rentals & Tenancies



***“we are feeling more confident to look at the bigger picture of home ownership”***

Te Iwiheke Tenant at annual check in

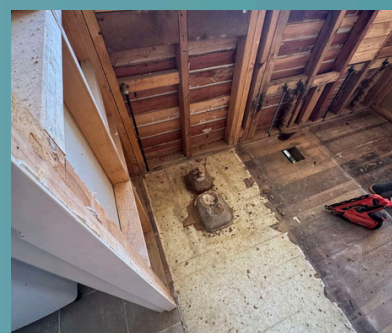
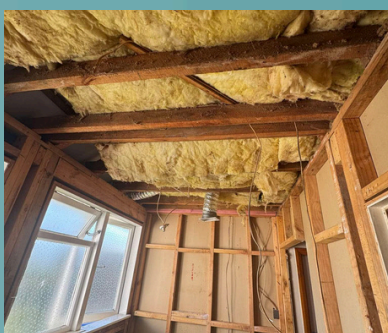
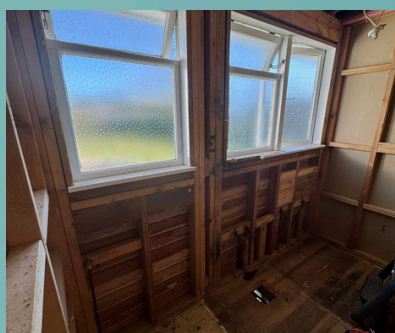
Kāinga Manaaki continues to provide affordable rental housing to Tūwharetoa whānau, while building strong relationships and wraparound support systems.

Our Te Iwiheke homes have now reached the two-year mark for our first four tenants – a milestone that brings with it reflection, growth, and insight.

We’ve recently reissued our annual check-in surveys and are following up with kanohi ki te kanohi visits to understand how whānau are tracking, what’s working well, and where additional support may be needed

Routine property inspections have revealed a handful of maintenance concerns across the Te Iwiheke homes – including canopy leaks, broken guttering, loose cladding, and minor faults in fixtures.

We’ve taken a proactive approach to resolving these, engaging with contractors and warranty providers where possible. Electrical issues have all been addressed by Action Electrical, and council has approved the installation of speed bumps outside the homes to help improve road safety. This step is being taken in collaboration with He Iwi Kāinga and aligns with our commitment to ensuring safe, healthy homes.





Whānau engagement this quarter has been particularly strong. A Hui ā Whānau held on 4 June saw great turnout and positive feedback – especially around the Mātauranga Hauora workshop held with the team from REAL (as pictured above). The next Hui is scheduled for 6 August, and further workshops are in the pipeline.

Whānau have also been reminded to use the PropertyMe portal for lodging maintenance requests, with access links re-sent to encourage smoother communication.

In addition to our core housing support, He Iwi Kāinga is growing internal capability through hands-on learning opportunities.

This quarter, both Anaru and I oversaw the full bathroom renovation of another Tūwharetoa Settlement Trust home in Wairakei – a valuable project that builds confidence and practical skills in property management.

Our six Wairakei properties have all now passed their Healthy Homes assessments and are fully compliant. A Risk Management Plan has been completed, and we've submitted a funding request for the 2025–2026 financial year to continue our work in this space. A draft handover plan is also underway, preparing for He Iwi Kāinga to take over full property management responsibilities in the near future.

From a financial perspective, we've maintained steady oversight. Weekly rent summaries are issued for tenants more than five days in arrears. These systems continue to help us stay ahead of potential issues and support whānau to maintain sustainable tenancies.

As the national housing environment continues to shift our focus remains on strong whānau relationships, early intervention, and growing our own capacity.

Kāinga Manaaki is not just about housing – it's about holding space for whānau to thrive, creating safe and healthy environments, and ensuring our housing solutions remain grounded in kaupapa Māori values.







# Kāinga Rua



**Te Tūāpapa Kura Kāinga**  
Ministry of Housing and Urban Development

## Papakāinga Development Support

This quarter, our Kāinga Tau - Papakāinga Services played a key role in supporting whānau and whenua trusts to engage with the Taupō District Council's proposed Māori zoning changes. We held space for whānau to receive accurate information, ask questions, and voice their perspectives. This allowed those directly impacted to have a real say in shaping the regulations that affect their whenua — a critical part of exercising tino rangatiratanga at the local level.

To support governance capability, we also coordinated a test run of our Te Pou Whirinaki - Governance Essentials Finance course, tailored for whenua-based entities. This pilot provided trustees with practical tools for long-term planning, accountability, and sustainable development. Feedback from participants was strong, highlighting the value of accessible and culturally grounded training.

He Iwi Kāinga also collaborated with Te Puni Kōkiri to promote their regional RMA roadshows. Our role focused on encouraging whenua trusts and trustees to attend and begin thinking beyond the short-term, toward long-term papakāinga and housing development strategies. We also distributed surveys on behalf of trustees to gather data and better understand whānau needs and barriers to development.

As we near the end of our current contract period, we've begun preparing final reporting and reflections. This includes capturing outcomes and feedback from the many seminars, workshops, and direct engagements held throughout the year. While the contract may be ending, the momentum generated has laid the foundation for continued growth and future opportunities to support Māori housing on whenua Māori.





# Kāinga Rua Seminars

## Taupō and Taumarunui



**Mā te mōhio ka mārama, mā te mārama ka mātauranga, mā te mātauranga ka ora ai te iwi.**

*Through awareness comes understanding, through understanding comes knowledge, through knowledge comes wellbeing for the people.*

Tēnei te mihi maioha – we acknowledge with deep gratitude the support of Te Puni Kōkiri, the Māori Land Court, Kiwibank, and all the other organisations who joined us in delivering the Kāinga Rua seminars this quarter. Your tautoko has been invaluable in helping us share important mātauranga with our whānau—knowledge that empowers them to better understand whenua Māori, housing pathways, and their future aspirations around papakāinga. These seminars have created space for kōrero, learning, and connection. With your support, we've been able to strengthen the capacity of whānau to plan confidently for their kāinga and whenua. Ngā mihi nui for walking alongside us in this kaupapa. Together, we're building stronger foundations for whānau, hapū, and iwi wellbeing.





# Whare Ora

## Healthy Homes Assessments



The March to June quarter has seen a noticeable decline in Whare Ora activity, largely due to our lead assessor being on extended leave. As a result, the number of completed assessments has been significantly lower than usual. While this has impacted our ability to deliver at scale, it also offered a chance to review our processes and prepare for the remainder of the year with refreshed focus and resourcing.

We also experienced a drop in registrations and attendance for our community workshops. Despite efforts to promote these wānanga, cold weather and darker evenings likely contributed to the limited engagement. Given this, we made the call to temporarily pause the workshops until we can co-design new formats that are better suited to the season and the needs of our people.

In response, we've begun reaching back into our community for fresh ideas and feedback, with the aim of relaunching our workshops in a way that feels more responsive and accessible. We're actively exploring alternative approaches — including smaller hui in warmer settings, targeted home visits, and digital content options to ensure that our message still reaches whānau despite the winter challenges.

One positive development this quarter was the return of our chimney cleaning services. With support from Tu Henry of Henry Contracting Ltd and Blake Kapua of Mana Maintenance, we were able to offer chimney cleans to whānau again — just in time for winter. The feedback was overwhelmingly positive, with many expressing their appreciation for the practical and preventative nature of this service.

Overall, the emphasis on safety and education remains strong. We know that keeping whare warm and safe over winter is critical, and our Whare Ora kaupapa continues to adapt to ensure we meet whānau where they are.



Picture Blake Kapua - Mana Maintenance

***“A pleasant and polite young man who did a great job.  
Kia ora”***

***Whānau Feedback- Recipient of Chimney Clean***



# Whare Pai



it's been a rewarding quarter seeing our mahi come together across a number of our Tūwharetoa Settlement Trust homes. One highlight was supporting the full bathroom renovation of one of our Wairākei properties—this was a big team effort, working alongside our contractors and whānau to make sure everything was done to a high standard and met the needs of those living there.

We've also been developing maintenance plans for our other TST homes to stay ahead of repairs and keep our whare safe, warm, and dry. Another big milestone was the return of 10 Maire Street to our housing stock, with the lease now fully completed and the property ready for future use.

Looking ahead, we're excited to launch a new initiative under the Whare Pai banner—Marae Ora. This programme will support the assessment of all 29 marae across our rohe, ensuring they are safe, resilient, and prepared for the future. These assessments will provide each marae with a clear understanding of their building condition and highlight where urgent repairs or future investments may be needed.

This kaupapa acknowledges the role our marae play as pillars of our communities and is a proactive step toward ensuring they remain fit-for-purpose for generations to come.



# Whai Kāinga

## Home Ownership Pathways



*Honestly my head is still positively up in the clouds (in a good way)...that was so cool!!!  
It was nice to see, good to hear, and certainly helps my brain around home ownership."*

Whai Kāinga began as a way to support those whānau interested in purchasing a home in the East Urban Lands development that Tūwharetoa Settlement Trust, Penny Homes and Classic Builds were successful in tendering for.

Beginning in November 2024, it has taken on a life of its own and interest has far exceeded expectations.

Whai Kāinga has continued to demystify the pathway to home ownership for our whānau. Through a mix of information evenings and personalised one-on-one kōrero, we've been helping whānau understand everything from finance to home maintenance—with a kaupapa Māori approach that puts their aspirations first.

Many of our attendees are the first in their whānau to consider home ownership—often navigating this journey intergenerationally.

For some, even the idea of getting pre-approval felt out of reach. But with the right support, mātauranga, and planning, they're starting to see what's possible.

Our sessions unpack critical concepts like what a mortgage broker does and why disclosures are important; Deposit top-ups, Kāinga Ora support and how pre-approvals work; The difference between house insurance and contents insurance; What's included in a new build's defect period, and how to protect your rights as a buyer

There's great excitement—but also plenty of mahi. Whānau leave our sessions both inspired and informed, with clear steps ahead. We're proud to walk alongside them, turning complex processes into achievable dreams and lighting the path toward ora and tino rangatiratanga through housing.



# Titiro Whakamua



As we move into the July to September quarter, He Iwi Kāinga is focused on building momentum across our kaupapa. We're preparing for the launch of the Marae Ora programme, which will see assessments begin across our marae to help guide future planning and investment in these vital community spaces. Our Kāinga Tau programme has been renewed and will continue to support whānau in sustaining secure housing, with upcoming hui, maintenance visits, and tenancy support all planned for the coming months.

We're also excited to begin planning for our new financial year, including a calendar of events, workshops, and governance wānanga to strengthen capability across our rohe.

## Jul 2025

- Whare Ora Workshops

## Aug 2025

- Whare Ora Workshops
- Te Kapua Whakapipi Workshops

## Sept 2025

- Whare Ora Workshops
- Taiopenga





# Kōrero Mai



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## Self-Referral

Registered with Tūwharetoa Settlement Trust?

If yes, then feel free to call, visit, email, or apply online for any of our programmes.

Not yet registered?

We can help with that too - applications can be done online or in our office Monday to Friday 9am -4.30pm

## External Agency

Kāinga Tau is the only service available to anyone in the Taupō or Tūrangi rohe - you can complete one of our referral forms so we can keep you informed.

Alternatively, if your client is registered with Tūwharetoa Settlement Trust you can register on our website [www.tst.maori.nz](http://www.tst.maori.nz) for any of our other programmes - a TST number will be required.

