



Quarterly Report

SEPTEMBER 2025

ISSUE NUMBER 7

KIA ORA KOUTOU

Winter brought with it familiar challenges.

Many whānau experienced difficulties connecting during the colder months, and while we saw an increase in referrals from external agencies, whānau remained nonresponsive or chose to disengage when we reached out. We recognise that this season is often the most difficult for whānau, as the cold weather brings higher expenses, increased sickness, and a stronger desire to remain at home.

This quarter has highlighted the need to balance delivery with care, connection, and resilience. The seasonal impact on social connection underlines the importance of creating accessible pathways for engagement throughout the year, ensuring that support remains available when whānau are most in need.

Our team was also impacted by winter, with illness testing capacity and delivery. While challenging, this provided an opportunity to refine internal processes and consider how we manage balance, responsibilities, and delivery when faced with reduced staffing. These lessons will strengthen our operations heading into future quarters.

Throughout this period, the importance of hauora has been evident—not only as a foundation for our work with whānau, but also for the wellbeing and sustainability of our team. These experiences continue to build resilience, sharpen our collective purpose, and remind us of the unity required to progress kaupapa Māori housing outcomes.

We were also pleased to welcome Tania Tamaira into the Programme Administrator role. Tania has already proven herself to be a great asset, taking responsibility for coordinating assessments and workshops, supporting reporting requirements, and ensuring timely communication with whānau. By centralising these functions, we are streamlining operations and enabling frontline kaimahi to focus more fully on direct engagement and delivery.

Already, the value of this role is clear. Improved workflow, more consistent processes, and better follow-up have strengthened both our internal capacity and the experience of whānau engaging with us. This added resource ensures we are able to meet expectations while maintaining high-quality service delivery.

With the arrival of spring, we are seeing a lift in engagement. Workshops and activities have recommenced, with whānau showing renewed interest in reconnecting and participating. This confirms that our adaptive approach—pausing where necessary and resuming with renewed energy—has struck the right balance.

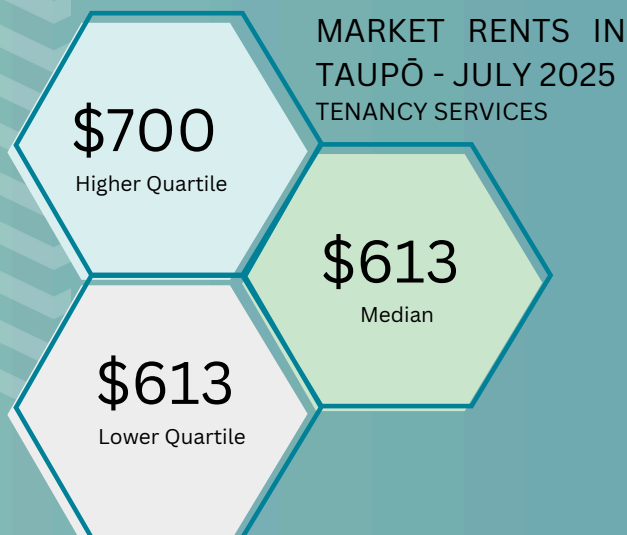
Ngā manaakitanga

Kelley

PROGRAMME MANAGER



HOUSING STATS IN OUR ROHE



67%

whānau we are working with
have indicated health issues as
a result of their housing
conditions



Kāinga Tau

From our clients to date

71%

Private Rentals where their rent is
more than 30% of their income
making these unaffordable for
them. The other 29% Kāinga Ora
Homes - income tested rents.

\$459K

\$550K

\$650K

-

\$700K

\$839K

Whai Kāinga

The first figure is the median
preapproval amount for the whānau,
the last is the median sales price for
a home in Taupo up from \$805,000
in 2024 according to the Harcourts
website and the two centre ones are
the from price indication for Oroko
Rise.

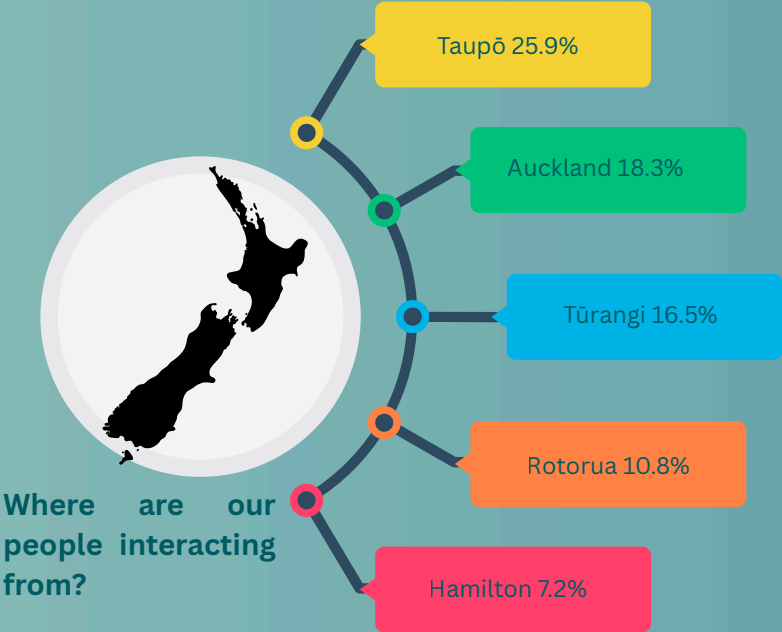
Whare Ora

From our Assessments to date

**64 homes in Tūrangi and
89 in Taupō**

Need support to insulate and/or heat their homes to help
make them warm, dry and healthier.

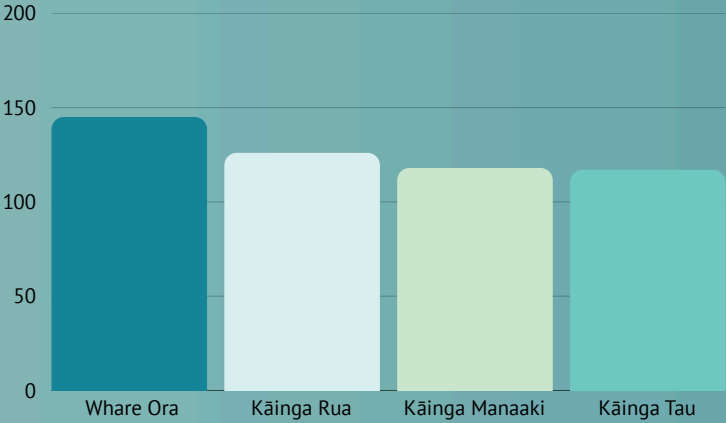
ENGAGEMENT STATS



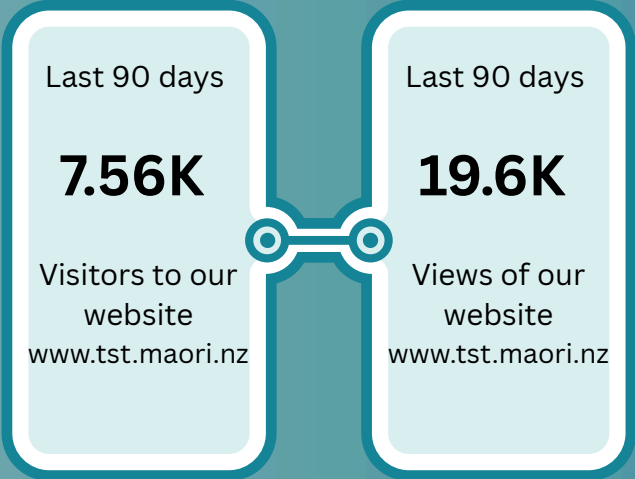
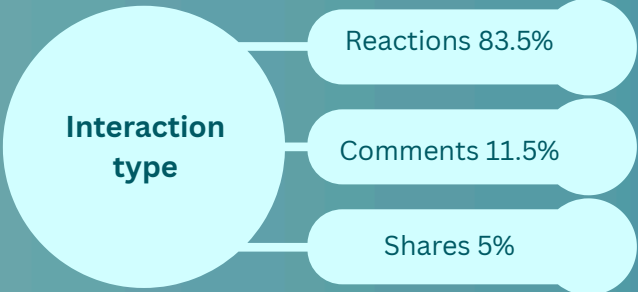
5,517
Total followers



Website Views
last 90 days



Social media engagement has risen with many whānau registering for our workshops online. However this is not equating to numbers on the day.



Te Mana o Tauhara

Planting Day



Ehara taku toa i te toa takitahi, engari he toa takitini

My strength is not that of a single warrior, but that of many

On Friday 18 July, our team joined the wider community in a significant kaupapa for Te Mana o Tauhara – Restoring the Korowai of Tauhara Maunga.

Invitations were extended to kōhanga, early childhood centres, kura, and local schools to be part of the effort, with a goal of planting 4,000 native seedlings on the slopes of our maunga.

The day reflected a strong intergenerational commitment to kaitiakitanga, with tamariki, rangatahi, pakeke, and kaumātua working side by side to strengthen the health of the whenua.

As a team, we committed to a half day through the Korowai Maunga o Tauhara initiative, contributing to the restoration of our maunga

while also taking the chance to reset and reconnect.

The kaupapa provided a valuable space for relationship building, both within our organisation and alongside community partners. Planting alongside kura and whānau created opportunities for kōrero, sharing stories, and reinforcing the importance of collective action in caring for our taiao.

These connections will continue to nurture trust and collaboration as we move forward in our mahi.

By restoring the korowai of Tauhara Maunga, we not only honour our obligations to te taiao but also reaffirm the values that underpin our work – manaakitanga, kaitiakitanga, and kotahitanga.





Whare Ora

Healthy Homes Assessments

This quarter saw a slower pace of assessments, which created valuable time for the team to design new resources to support whānau. Quarterly seasonal checklists are being developed to guide whānau through small, practical actions that make a big difference over time, alongside work to investigate further funding opportunities for the repairs and maintenance needs identified through our mahi.

Feedback from whānau has also shaped our approach. We have learnt that taking a softer, more thorough approach in our kōrero is vital, particularly as many kaumātua are signed up by younger, more tech-savvy whānau members and can feel overwhelmed when an assessment takes place. By taking extra time to awhi whānau through the process, we are ensuring greater understanding and deeper connection.

Changes to the Warmer Kiwi Homes programme mean more whānau in our rohe are now eligible for subsidies. We are working closely with our partners Easy Insulation, Maru Trust, and The Lines Company to share this information, support whānau with applications, and hold workshops focused on insulation and heating. These opportunities will help ease costs for whānau while creating healthier, warmer living environments.

Workshops have begun again, and we are looking to increase the ways we share information—through step-by-step resources, short videos, and other formats requested by whānau. These tools will strengthen understanding and empower whānau to take proactive steps in caring for their homes, ensuring that our kaupapa continues to deliver practical, long-term benefits.

Looking ahead, the Whare Ora programme will remain focused on building confidence, knowledge, and resilience within whānau. By combining targeted resources, clear communication, and strong partnerships, we are positioning the programme to not only respond to immediate needs but also to create lasting change in how whānau maintain and protect their homes for future generations.



“Nik is awesome to listen to - I learned so much from him. More whānau need to attend and be part of this kaupapa to be educated.”

Whānau Feedback- Workshop attendant

Whare Ora Workshop

Some of our whānau and team present in Waihi Marae for the Whare Ora Healthy Homes Performance and Wooden Window Maintenance and Repairs workshops.



Kāinga Rua



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development



Papakāinga Development Support

“Waiho i te toipoto, kaua i te toiroa.”

Let us keep close together, not far apart.

This quarter Kāinga Rua has been about drawing closer, taking time to reflect on the kaupapa, to refresh our approach and to stand firmly alongside our papakāinga trusts. It has been a season of listening deeply and strengthening quietly, ensuring that the support we provide remains practical while also being firmly grounded in the values and identity of Tūwharetoa.

The refreshed Te Pou Whirinaki Governance Programmes have given trustees the opportunity to settle into their roles with assurance and confidence. These gatherings have become spaces where learning is more than technical. They ground trustees in who they are as Tūwharetoa and give renewed certainty that their papakāinga pathways can move forward. Governance in this setting is not a matter of process alone, it is an expression of mana and collective responsibility that carries our people forward.

Our work each day has been close and deliberate, sitting with trusts to navigate challenges and to find opportunities that can be taken forward. The work is careful and steady and through that steadiness grows clarity, trust and the reassurance that trustees are never on this path alone. Papakāinga development can at times feel heavy, yet when it is carried together it becomes a journey filled with possibility and hope.

Partnerships have lifted this kaupapa further. By working with Te Puni Kōkiri and others, our whānau have remained connected to the wider conversations that shape housing and whenua Māori. These are spaces where decisions are made and it matters deeply that the voice of Tūwharetoa is heard and that our tikanga and aspirations are carried into those outcomes.

Kāinga Rua has gathered strength through this period of renewal and reconnection. The kaupapa feels alive with energy and purpose. It has been a season of nurturing relationships, of steadying foundations and of preparing for what lies ahead. As we move into the coming months, new Te Pou Whirinaki dates and further seminars will continue to bring our people together. The momentum is building, and the direction is clear. Papakāinga within Tūwharetoa is no longer only an aspiration, it is becoming a lived reality shaped by the strength of our collective vision and the closeness of our journey together.



Ngāti Rongomai



Whare Pai



The Marae Ora programme, supported by Te Puni Kōkiri, is focused on strengthening the physical, cultural, and emergency resilience of marae within the Ngāti Tūwharetoa rohe. Marae play a critical role as community hubs, particularly in times of crisis, as seen during Covid when many served as civil defence centres. Initial assessments have highlighted the need for robust governance foundations and accurate data collection. Tailored condition reports, resilience plans, and training will equip trustees to manage future developments and strengthen long-term sustainability.

Within Whare Pai, Anaru has overseen essential repair work to improve whānau safety and wellbeing. At Te Iwiheke Whare, urgent action was taken to clean and fit anti-slip nosings to the front stairs following an accident, ensuring safer access for all. This proactive response reflects the kaupapa of Whare Pai—addressing hazards quickly while supporting the mana of the whare.

Moisture issues in bathroom and laundry areas were also investigated, with solutions recommended including improved extraction, external ducting of driers, or use of heat-pump driers to reduce dampness and mould.

Alongside this, Anaru has contributed to papakāinga hui with Ngāti Rongomai trustees and whānau, offering building advice to support long-term planning. This work ensures Whare Pai continues to meet immediate needs while building resilience for future generations.

Kāinga Tau

Sustaining Tenancies



The new financial year brought changes to our team and the way we deliver support. We farewelled Chantelle and welcomed Alannah as our new MHUD Relationship Manager. From 1 July, the updated Healthy Homes legislation came into effect. In response, we designed a tenant-friendly template to show what a “good” rental should look like under the standards. I’ve also worked alongside Anaru in assessing homes for land trusts, building practical skills such as correctly measuring rooms to determine heating efficiency. These opportunities continue to strengthen my property management knowledge and enhance the support I provide to clients.

I have also adapted to changes in our external partnerships, with new Kāinga Ora contacts now working closely with us. At the same time, the level of need has shifted. Many cases now sit at Level 3, reflecting more complex situations beyond the maintenance and garden support once common in Level 1. This has required more intensive approaches but has also shown the resilience of whānau in navigating challenging circumstances.

A stronger data-driven focus under the new contract has highlighted the reality of unaffordable rentals in our rohe. Many households are spending more than 30% of their weekly income on rent, and once living costs are added, this can exceed 80%. These figures underline the struggles faced this winter and reinforce the importance of Kāinga Tau in providing targeted support, advocacy, and sustainable housing pathways for whānau.

“Charde was easy to work with - we’d been stressing..... Anaru is amazing according to (hubby & child) he likes him because now he thinks he’s a builder because he had ears and learnt some new things.....We have great neighbours but we’ve already had people walking around (both) our properties in the early hours - we’re feeling a lot more secure”

Whānau Feedback- Kāinga Tau



Te Tūāpapa Kura Kāinga

Ministry of Housing and Urban Development

<https://www.tst.maori.nz/kainga-tau/>

Kāinga Manaaki

Affordable Rentals & Tenancies

Over the past quarter Kāinga Manaaki has focused on strengthening tenancy support and improving property management. A key milestone was the transition to the Re-Lease system, which will make it easier for tenants to report issues, schedule maintenance, and stay connected with their tenancy information. This change will also help our team track finances more effectively and respond quickly to whānau needs.

Whānau engagement has been a highlight, with our Hui ā-Whānau in August drawing interest in practical and cultural workshops such as rongoā wānanga, fly-fishing, and heat pump care. We also hosted the third Mātauranga Hauora wānanga, focused on restoring and reconnecting whānau wellbeing. The next hui is scheduled for October, continuing our commitment to building strong connections within the Kāinga.

On the ground, routine inspections and check-ins have kept us close to whānau needs. Maintenance issues – such as ceiling repairs, taps, and bathroom fittings – are being addressed, while health and safety measures like approved speed bumps and a proposed alleyway closure are helping create safer neighbourhoods. Rent monitoring continues to support whānau to stay on track, with early follow-ups offered to those in arrears.

Have you taken part in any workshops or community activities since joining Te Iwiheke?

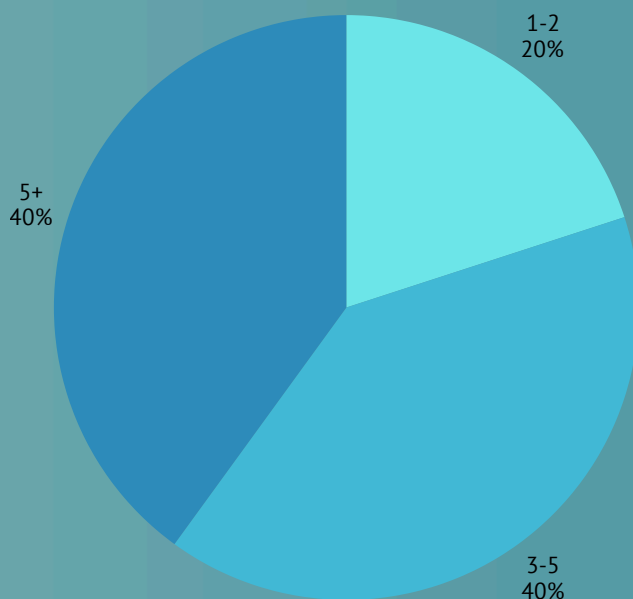
Āe, 1-2

Āe, 3-5

Āe, 5+

Insights from our Te Iwiheke
whānau

● Loading...



Titiro Whakamua

Sept 2025

- Koroneihana
- Tūwharetoa
Taioenga
- Whare Ora
Workshop -
Insulation & Heating
Tūrangi
- Te Pou Whirinaki
Governance Course

Oct 2025

- Whare Ora
Workshop -
Insulation &
Heating Taupō
- Te Kapua Whakapipi
Workshops
- Whai Kāinga Info
Evenings with
Penny Homes
- Te Pou Whirinaki
Governance Course

Nov 2025

- Whare Ora
Workshops
- Titles to be provided
for Oroko Rise to
whānau
- Te Pou Whirinaki
Governance Course

Our team will be out in the rohe with education workshops for the next few months - dates and venues are available on our website and advertised through our social media platforms.



Kōrero Mai



67 HOROMĀTANGI STREET, TAUPŌ
PO BOX 1845 TAUPŌ 3351

0800 TUWHARETOA (889 427)

heiwikainga@tst.maori.nz

www.tst.maori.nz

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 for any of our other programmes - a TST number will be required.

