

# Our Chat

February / March 2024



Tēnā koutou, Tēnā koutou, Tēnā koutou katoa — Greetings to you all

## Free art classes and art show for ŌCHT tenants

ŌCHT's Tenant Art Show is back for 2024!

This year we're teaming up with The White Room Community Creative Space to run a week long exhibition to display all the creative talent in our communities.

We'll confirm the exhibition dates in our next newsletter, but we're giving you a heads up so you can prepare to enter.

The White Room, which is part of Skillwise, will run **free** art classes from May with lots of free supplies for you to practice new techniques, materials and ideas. We'll have more details about this in our next newsletter, too.

ŌCHT tenant Aimi has enjoyed the tenant art shows from previous years and plans to exhibit again this year.

Aimi is a talented artist with a focus on drawing and painting. She's also interested in photography, sculpture, print making and jewellery making.

"I observed my father drew on kimono fabrics as a job and have loved drawings since I was a young child," she said.

"When I moved to New Zealand, I met few artists and they encouraged me to pursue art.

"I studied Design and Applied Visual Art at Ara. During the final year of my study at Ara, I was convinced that animals have emotions, they thus have

unique individualities. In this extent, they have friendships among themselves and humans.

"As an artist, I want to learn about animals and their behaviours, connect with their innermost, and capture them precisely."

Aimi's incredible artwork will be on display at our art show. Aimi encourages tenants to take part.

"If you are creative, have desire, or even just thinking about it, this is a great opportunity, and just enjoy it."

"You may be interested in training or study. The White Room and other community-based places can help."

"If you love art, be creative, and don't give up."

**If you're interested in taking part in the art show or classes, please call ŌCHT on 0800 624 456 or email [admin@ocht.org.nz](mailto:admin@ocht.org.nz) with Art Show in the subject line and we'll get back to you with more details.**

Check out Aimi's work on Facebook: [facebook.com/visualartistaimi](https://facebook.com/visualartistaimi) or Instagram: [instagram.com/artist\\_aimi](https://instagram.com/artist_aimi)



### We're making sure we have your correct contact details

We want to provide you great service and to do this we need your latest contact details.

A lot might have changed since you last gave us your contact details. You might have a new phone number and an email address, or have had changes to your next of kin.

We need up-to-date contacts to get hold of you. We contact next-of-kin if

we have welfare concerns and we can't get hold of you any other way.

So, for the next few months we'll routinely ask people to confirm their details whenever they call us. We'll also get in touch to make sure all your contact details are correct.

**To help us help you, we've also included a form in this newsletter. Please fill it in and return to us.**

If you have trouble returning it to us, just ring **0800 624 456** and we will arrange to pick it up.

This information won't be shared with any person or organisation outside the Trust. We'll hold the information for the period required under the Privacy Act and Residential Tenancies Act.

If you have any concerns or need help, please call us on **0800 624 456**.

## Where's my bin and why wasn't it emptied?

It looks like some kerbside collection bins have taken a summer break.

There's been an uptick in the number of people needing new wheelie bins because theirs have gone missing on collection day.

If this happens to you, you need to call the bin's owner, Christchurch City Council, to get a new one. You need to do it within 48 hours of the bin going missing to avoid being charged for a replacement.

You'll need to call the council on **0800 800 169** or **03 941 8999** and select **Option 3: Services**.

Before you do, it's a good idea to check around as the bin may have been taken in by another tenant.

Sometimes, the bin might have accidentally fallen into the hopper of the collection truck. The council contractor will leave a note in your letterbox to let you know, and a replacement bin will be delivered within 4 days.

### Why wasn't my bin collected?

The city council and its contractors are in charge of collection. Here are some of the reasons bins mightn't be emptied:

**Contamination:** make sure you only put clean recyclables in your yellow bin, and green waste in your green waste



The number on the side of your bin is unique to your address. It's a good idea to note your numbers and keep them in a safe place - they might help find your bin if it ever gets lost.

bin. Put everything else in the red bin.

**Stolen:** If the bin doesn't match the address it won't be collected. The number code on the side of the bin tells the truck whether the bin is where it belongs.

**Too late or wrong bin:** Make sure you get your bin out nice and early, and that it's the same colour as all the others on the street!

You'll find heaps more information on the council's website: [ccc.govt.nz/services/rubbish-and-recycling](http://ccc.govt.nz/services/rubbish-and-recycling)



## Kerbside recycling rules have changed

What you can put in your yellow and green bins for kerbside collection has changed.

We can put these in our yellow bin: plastic bottles; clear meat trays and containers with recycling numbers 1, 2 and 5; food and drink tins and cans; paper, cardboard, and glass bottles and jars. All other recycling numbers go in the red bin.

Empty pizza boxes now go in the yellow bin. Tea bags, shredded paper, serviettes, paper towels and aerosol cans go in the red rubbish bin. All lids, soft plastics and drink cartons must continue to go in the red bin.

We still have to put lids in the red bin and rinse all items before putting them in our yellow bins.

## Stay keyed up to keep your home secure and accessible

We're all responsible for our own house keys and for replacing them if they get lost or broken.

You can contact any locksmith to get you into your home if you get locked out. Only **James Bull Access and Security** can cut a new key for an ŌCHT home.

You'll need to contact them during normal business hours to get one cut.

If you lose or break your key:

- You need to call **James Bull Access and Security** on **03 366 7123** to arrange a replacement.

- You'll need to **visit James Bull Access and Security, 25 Sandyford Street, Sydenham**, to get it.
- You'll need to give them the password you chose when you signed your tenancy agreement. James Bull Access and Security can't give you a new key without it.
- Your keys are your responsibility; you'll need to pay to replace them.

You'll need to pay James Bull Access and Security for this service - but you can plan to avoid emergencies:

- You get two house keys at the start

of your tenancy. Don't keep them on the same keyring.

- Consider stashing one key in a secret spot at home (but not under the doormat!).
- Maybe leave a spare key with someone you trust. You'll have easy access to your key, and family or friends can easily check in on you when needed.

Please call ŌCHT on **0800 624 456** if you're worried losing your key might affect your security after getting a new key cut. We can discuss what else you can do to make your home safe.



## Meet the team: Housing Champions, the voices of ŌCHT

The voices of Ōtautahi Community Housing Trust love river fishing, bead art and baking; quiz nights, cats and movies; albatrosses, volunteering at a community garden, and playing with the kids and grandkids.

They also know heaps about leaking taps, kerbside recycling, internet connections and how to use a heat pump - and nearly anything else people might need help with as they make their ŌCHT house their home.

Elise-Maree, Faye and Kim are usually the first people you'll hear when you call ŌCHT. They're our Housing Champions - ŌCHT's call centre team - and they do all they can to connect people with the help and advice they need.

They do much more than answer the phone: they're housing support advisors who provide advice, who connect callers with the people they need at ŌCHT and who help callers navigate to the supports a landlord can't provide.

They answer more than 25,000 calls a year, mainly from people who need immediate tenancy advice, who want to talk to our specialist tenancy team, or who have property maintenance issues that need to get fixed.

They also connect people with our employment coach, our whanau support worker and our digital coaching service. If you have a question about any of these services,



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they can help.

You might also hear from them even if you don't call ŌCHT. They call tenants in times of need, such as during the pandemic, and they do phone surveys to help improve our services.

"Sometimes we're answering difficult calls, sometimes we're having a neat chat with a regular caller," Kim says.

"No two days are the same, and that's what makes it so rewarding."

Some callers ask for help with things you wouldn't expect from a landlord.

"Sometimes we're a bit of a directory service; sometimes people genuinely don't know where to go, so they come to their landlord for help," Elise-Maree says.

This means our Housing Champions also help people connect with health and social services, enforcement agencies and even to where they'll get kerbside recycling and city council-related advice and services.

"One minute we can be explaining how to apply for a home, the next it might be where to get a bus timetable."

"You never know what you'll be asked, but it's all about doing the best we can to help people out."

Our Housing Champions love getting your calls, and they work hard to make sure tenants, contractors and the public get connected. They all agree: it's a job where you can make a real difference to people's lives - and they love making it happen.

## ŌCHT Job Fair returns in March, work readiness meetups in April

We've got some great news for ŌCHT tenants who want to make some positive steps in their employment journey this year.

The ŌCHT Job Fair is back - and we've got even more work readiness meet-ups planned to help people get work ready.

**The second ever ŌCHT Job Fair is 10am-12pm March 12 at Aldersgate Centre, 309 Durham Street North.**

The new job fair will build on the success of our first job fair last year, when more than 50 tenants met employers and

trainers, and many enrolled in training programmes and secured work.

We'll provide tea, coffee and biscuits - and all tenants who visit go in the draw for a \$50 Pak 'n Save voucher.

ŌCHT Job Coach Lyn says the fair is another great chance to connect with potential employers, work brokers and trainers. Lyn will also be there.

You probably already know Lyn offers exclusive employment coaching services for ŌCHT tenants. She can help you get work ready.

Lyn is starting **work readiness meetings in April**. She'll help job seeking tenants learn how to job search, to get ready for the job market and how to find jobs that aren't always listed. She can help eligible job seekers get hold of a phone, bus cards and other items you need for interviews.

If you'd like to register for the fair, or get help making your CV, getting some interview tips or any other advice about the world of work, **please contact Lyn by calling 0800 624 456 or emailing [admin@ocht.org.nz](mailto:admin@ocht.org.nz).**

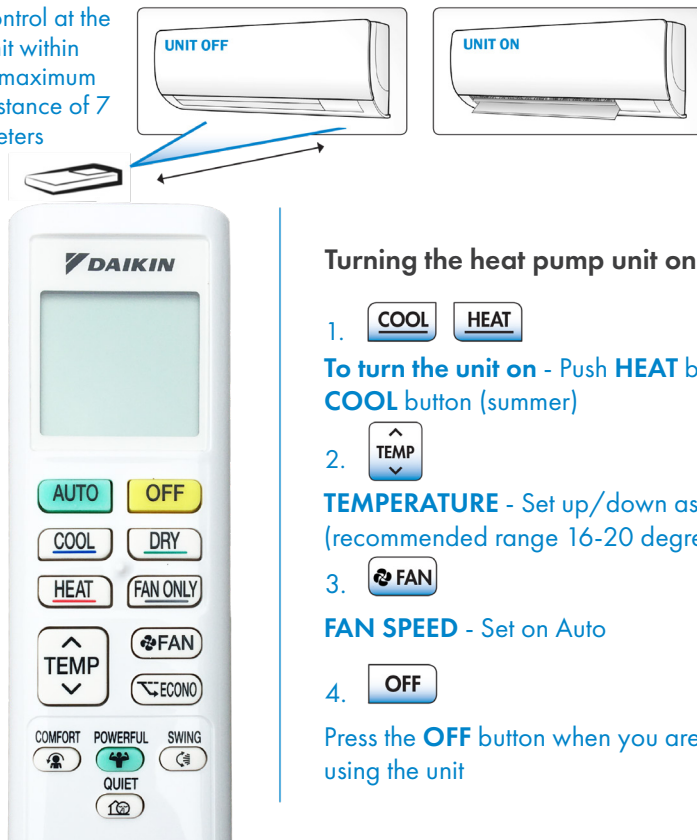
## How to use your heat pump

Hot, cold, hot again - welcome to late summer in Christchurch! For new tenants, here's a reminder how to use your heat pump to cool and heat your home during these changable months.

### Using the remote control

To use the remote control, aim it at the indoor unit. If there's anything blocking the signals between the unit and the remote control, such as a curtain, the unit may not operate. The maximum transmission distance is about 7m.

Point the remote control at the unit within a maximum distance of 7 meters



### Turning the heat pump unit on

1. **COOL** **HEAT**

**To turn the unit on** - Push **HEAT** button (winter) **COOL** button (summer)

2. **TEMP**

**TEMPERATURE** - Set up/down as required (recommended range 16-20 degrees)

3. **FAN**

**FAN SPEED** - Set on Auto

4. **OFF**

Press the **OFF** button when you are finished using the unit

## Community services card provides cheaper transport options

We know from university researchers that many tenants opt for public transport around Christchurch.

Half price fares make this easier, but there's been talk in the media about how long this will continue.

As of the latest update, \$1 bus travel concessions are available with a Metrocard for Community Services Card holders.

You can also get \$2 fares on the Diamond Harbour ferry service when paying with a Metrocard.

People with Supergold cards travel for free in Greater Christchurch at off-peak times and all weekend.

### How to enjoy half price travel:

- You need to have a metrocard with at least \$5 loaded onto it to get the Community Connect concession
- You can order a card from metro.co.nz or at the central city bus exchange
- To link your Community Services Card to your Metrocard go to metro.co.nz/CommunityConnect, call 03 366 8855 or visit the Metro counter at the bus interchange.

## Help is a call away

Call ŌCHT on **0800 624 456** about property repair jobs or anything directly affecting your tenancy.

**Emergencies or suspicious activity** that may pose an immediate threat to you or someone else's safety: Call 111, ask for Police.

**Noise control, kerbside bin collections:** Call the Christchurch City Council on **0800 800 169**.

**Lost keys:** Contact James Bull Locksmiths on **03 366 7123** during normal business hours to arrange a replacement.

## Garden tidying

Wet, hot and windy weather has been great for weedy fire hazards.

ŌCHT's garden contractor can do a one-off garden tidy for you if your garden's hard for you to maintain. A one-off tidy costs \$109 and replacing the garden with weed mats and bark is \$247. We can arrange payment plan options for both. To book or learn more call ŌCHT on **0800 624 456**.

## Pet agreements

Please contact ŌCHT if you have a pet but don't have a pet agreement. People need to apply to keep a pet in ŌCHT homes as not all our communities are suitable. Please talk to your tenancy advisor or call ŌCHT if you need to know more.

## Thank you!



Ōtautahi  
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