

A SUSTAINING TENANCIES PROGRAMME SUCCESS STORY

FROM GRIEF TO GROWTH

Grief pushes widow towards eviction

Hine* had been living a settled and happy life with her husband in a rented home in South Auckland for 30 years. But life came crashing down when her husband suddenly passed away and she was left wrecked with grief and loneliness.

Hine's husband had been the primary income earner, so she turned to the job seeker benefit to survive. The overwhelming grief and loneliness triggered a significant hoarding habit, posing risks to her safety and health and issues with her neighbours.

Hine's landlord, Kāinga Ora, turned to LinkPeople, a Sustaining Tenancies housing provider, to deliver the support and early intervention needed to ensure Hine could maintain her tenancy and get her life back on track.

**Not her real name*

Gender:

Female

Age:

51

Location:

South Auckland

Living situation:

Lives alone

Interests:

Painting, arts and crafts



Shared action plan

Together with LinkPeople, Hine set the following goals so that she could sustain her tenancy:

- De-clutter her where
- Feel safe in her where: eliminating fire risks, clearing exits and ensuring a safe evacuation route, and addressing concerns of anti-social behaviour with neighbours
- Learn how to budget and prioritise income
- Stay engaged with the Sustaining Tenancies team.

Voices of support

“

It's not our timeframe, it's theirs. Hine was going through real-life heavy stuff...we gave her time to build a relationship and trust with us.”

“She's now a happy woman making great progress through small steps.”

“Sustaining tenancies is the preventative of homelessness.”

Feedback from LinkPeople Sustaining Tenancies staff who supported Hine.

Care and connection

The Sustaining Tenancies case worker quickly identified that Hine needed time and a caring approach to build trust. Once Hine was comfortable and ready to progress with the plan, life-changing support was delivered:

- Staff from LinkPeople and Kāinga Ora cleared the property of rubbish and unwanted items
- Main exits in the home were cleared to ensure safety in the event of fire
- Support to attend a four-week financial capabilities course at South Auckland Christian Foodbank, leading to positive changes in spending habits
- Support and transport to attend a four-week smokefree programme - Hine hasn't bought cigarettes since completing the programme and is putting the money she would have spent on cigarettes into her savings
- Vital social connections through staff and people on the programmes attended.

Due to the support and social connections established, Hine enjoys improved physical, mental, and emotional hauora.

