



2025 / 2026

LEGACY
Housing
Impact Report

Transformed Lives

LEGACY

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01

GM's Report Steve Clark



The 2025–26 period has seen sustained demand for Legacy Housing's services across the Manawatū, Horowhenua and Whanganui regions. Demand for affordable, supported accommodation remains high, with waitlists and occupancy levels reflecting the ongoing housing demand and complexity of need within our communities.

This year, national housing data continues to highlight the scale of need, with thousands of households across New Zealand relying on emergency and transitional housing, and sustained pressure on the public housing register. Within the wider Manawatū-Whanganui region, demand for emergency housing and transitional accommodation remains persistent, with local providers and government agencies reporting ongoing need, particularly among individuals experiencing long-term housing instability, justice system involvement, and unmet mental health and addiction needs. These trends are reflected in those coming into Legacy Housing, many of whom are transitioning from cars, emergency motels, corrections facilities, or other unstable living situations.

Our housing numbers and rooms available remained stable throughout the year. This stability has enabled us to focus on strengthening the quality of our service delivery and the support provided within our homes, rather than expansion. Consistently high occupancy reflects both the ongoing need and the effectiveness of our model in providing sustainable accommodation options.

Our ongoing programme of house maintenance, repairs, and upgrades has continued across the portfolio. Maintaining warm, safe, and fit-for-purpose homes remains a priority and is essential to supporting both wellbeing and tenancy sustainability.



We have continued to lead a quarterly social services hui, bringing together agencies from across the region. These hui have focused on key community issues including supporting whānau transitioning out of gang life, services and pathways for rangatahi, and the availability of mental health supports. The purpose of these gatherings is to strengthen collaboration, increase sector knowledge, and ultimately deliver more effective, whānau-centred support.



Fellowship House. A significant milestone this year has been successfully completing the first year of service delivery for the Manawātū Just-Released Accommodation Trust through the operation of Fellowship House. This home supports men being released from prison, many of whom have served significant sentences, providing a stable, supportive environment along with dedicated in-home support. Early outcomes are encouraging, with residents benefiting from structure, connection, and a pathway back into community life.

Corrections. A key development this year has been the strengthening of our processes and working relationships with the Department of Corrections and associated service providers. This has enhanced our ability to support whānau transitioning from incarceration back into the community.

We are seeing the value of coordinated reintegration support, where stable housing, relational connection, and wrap-around services combine to reduce reoffending risk and support long-term positive outcomes.

Rangatahi. Our Youth Transitional Housing service has remained strong, with both homes typically at full capacity. We continue to see positive progress as rangatahi are supported in their journey toward independence, with many engaging in employment, education, and personal development opportunities.

Support. This year we have been investing further in supporting our kaitiaki (senior flatmate) within each home. These individuals play a vital role in shaping a positive whānau flat culture, supporting house harmony, and encouraging healthy living environments. Alongside this, we have identified the need to further develop a network of volunteer kaiawhina (helper/advocate) who can walk alongside residents in a more intentional one-on-one capacity. This remains an area of future focus as we look to strengthen relational support.

Ongoing Challenges. While there have been many positive outcomes, challenges remain. A growing number of residents present with highly complex needs, particularly in relation to mental health and addiction. These challenges can at times lead to anti-social behaviour and require significant time, skill, and resource to manage while maintaining safe and supportive living environments for all.

Grateful. We remain deeply grateful for the ongoing support of our grant funders and partners. Their investment enables us not only to deliver our current services but also to plan with confidence for the future. In particular, we acknowledge the importance of long-term and multi-year funding arrangements, which provide stability in what is an inherently capital-intensive housing sector.

Legacy Housing remains committed to its vision of **transformed lives and vibrant communities**. Through stable housing, strong relationships, and a collaborative approach, we continue to walk alongside individuals and whānau as they move toward greater wellbeing and independence.



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Our whānau flats provide stable, long-term housing for individuals or couples in need who are unable to find accommodation. Many of these people have complex needs including mental health challenges, addictions, and unemployment. Our whānau flats are managed by a skilled team comprising of tenancy managers, a support worker, chaplains, cleaners, and administrative staff who work hard to keep our houses safe for everyone.

Some of the biggest challenges we face are maintaining peaceful living environments in the face of meth addiction, drug induced psychosis, violence, anti-social behaviours, gang influence and mental illness.

We are focused on maintaining warm safe flats that have a supportive whānau culture. Building this culture is centered around a supportive community and collaboration with other government and social service agencies. Critical to creating a sense of whānau are the flat kaitiaki, chaplains who visit the flats, volunteer kaiawhina who walk along side individuals, and our committed team who facilitate access to community meals, wrap around support and wellbeing services in our region.

2025/26 saw a higher number of tenants housed than the prior year. This was a combination of higher room numbers available and decrease in length of time tenants stayed.

What we do





Stats

at a glance

6 AVERAGE
WAITLIST

141 ROOMS

20 HOUSES

91% 

OCCUPANCY

387 

PEOPLE HOUSED



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HOUSING FIRST

Legacy Housing continues to outwork a Housing First approach in its service provision. This model recognises that stable housing is a foundational platform from which individuals and whānau can begin to address wider challenges. By prioritising access to safe, stable accommodation alongside relational and practical support, we are seeing increased tenancy stability and improved wellbeing outcomes for many of our residents.

TE WHARE TAPA WHA

We have a holistic approach to helping people that recognises their spiritual, physical, emotional and social needs. We use this holistic approach to help people access the services they need to become healthy individuals who contribute positively to their whanau and iwi.

HARM REDUCTION PRACTICE

Our harm reduction practices aim to minimise the negative consequences associated with high-risk behaviors. This pragmatic approach helps individuals make safer choices and improves their overall well-being.

Our Approach

TRAUMA-INFORMED LENS

We operate with a trauma-informed lens to ensure our services are sensitive to the experiences of those we support. Many of our residents come with trauma associated with things like abuse, incarceration, and long-term unemployment. By understanding the impact of trauma, we create safe and supportive environments that promote healing and recovery.

COLLABORATION

We have continued to build and deepen collaborative relationships with social service agencies across the region. These partnerships enable us to connect residents with specialist support in areas such as addiction services, mental health care, budgeting, employment pathways, and wider wellbeing support. This integrated approach remains critical given the increasingly complex needs of many of those we serve.

STRENGTH BASED PRACTICE

We employ strength-based practice, focusing on the inherent strengths of individuals to foster resilience and success. By recognising and building on people's strengths, we support them to overcome obstacles and achieve goals.

CONNECTED COMMUNITIES & WRAP-AROUND

Community and connection continue to be central to our model. A cornerstone for this is regular presence of volunteer chaplains in our homes, providing free meals and pastoral support each week. These gatherings play an important role in reducing isolation, building relationships, and fostering a sense of belonging within our whānau flats.

Providing free van transport for residents to attend weekly community meals at the Legacy Centre, as well as access to other community and Legacy Church events and services fosters connected communities. Removing transport barriers enables greater participation and strengthens connection to positive community environments.

Real People Real Stories

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John

Kia Ora,

I'm John Matthews, also known by JJ and for a long time, my life was controlled by addiction. Drugs and alcohol took everything from me my stability, my relationships and my self-worth. I found myself homeless, with nowhere to go and no sense of direction. I've been in and out of prison multiple times, stuck in a cycle that felt impossible to break.

There were nights I didn't know where I would sleep, days where I didn't care if I woke up, and moments where I truly believed this was all my life would ever be. I felt invisible like I had been written off because of my past and the mistakes I made.

But somewhere along the way, I made the decision to fight for something better. It wasn't easy. Every step forward felt like a battle against everything I used to be. I had to rebuild myself from nothing, piece by piece, learning how to live again without relying on the things that once controlled me.

When I connected with Legacy Housing, something changed. For the first time in a long time, someone looked at me and didn't just see my past they saw my potential. They treated me with dignity, respect, and patience. They gave me a chance when I needed it most.

Getting a home wasn't just about having a roof over my head. It meant safety. It meant stability. It meant having a place where I could finally breathe, think clearly, and continue growing into the person I'm working hard to become. It gave me something I hadn't felt in a long time, hope.

Today, I'm still on my journey. I'm not perfect, but I'm committed. I'm focused on staying clean, staying strong, and building a future that once felt out of reach. Having a home has changed everything for me. It's given me a foundation to stand on and a reason to keep moving forward, no matter how hard things get.

I know what it feels like to lose everything. I know what it's like to feel forgotten. But today, I also know what it feels like to stand back up.

This isn't just a house to me. It's the line between who I was and who I refuse to be ever again."

'They treated me with dignity, respect, and patience. They gave me a chance when I needed it most.'



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Meet The Team

OFFICE



Steve Clark
General Manager



Donna Cardno
Shared Services
Manager



Lisa Brooks
Housing
Administrator



Maia Cardno
Finances
Bookkeeper



Richard Leonard
Housing Manager
Palmerston North



Tofa Malili
Housing Assistant
Palmerston North



Pamela Roy
Youth Support Worker
Palmerston North



Jay Cootes
Housing Manager
Levin



Aroha Marsters
Housing Assistant
Levin



Shadze Hauraki
Housing Manager
Whanganui

FIELD

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Thank you to our
Funding Partners

Eastern & Central
COMMUNITY TRUST



Lottery Grants Board
Te Puna Tahua
LOTTO FUNDS FOR YOUR COMMUNITY



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PALMERSTON
NORTH

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