

Housing

2024/2025

Legacy Housing

Transformed Lives

Impact Report
2024/2025



Our Team

01 GM's report

02 What we do

03 At a glance

04 Our Approach

06 Real Life Stories

Table of Contents

2024/2025



GM's Report

Steve Clark

The 2024-25 period saw continued strong need for Legacy Housing's services in the Manawatu and Horowhenua. This is reflected in the high occupancy rates and waitlist maintained by our team. While there is progress, the social housing need remains stubbornly hard to shift compounded by underlying addiction, anti-social behaviours and mental health complexities. We see people coming to Legacy Housing from various parts of the housing continuum; whether from off the street and out of cars, mental health care, from emergency motels, Department of Corrections or vacating other social accommodation. Shared accommodation through whānau flats offers an affordable and supported solution for many who need fully furnished accommodation and with related services taken care of.

Last year brought changes to our accommodation profile and staffing. We started services under contract to the Ministry of Housing and Urban Development for providing much needed Rangatahi Transitional Housing in Palmerston North. We have rebuilt the number of rooms we have available, including a second property in Levin.

We continue to actively build and maintain relationships with social service agencies in the region to connect our tenants and residents to these specialist services. We have built greater collaboration with Department of Corrections and their contracted service providers to re-integrate whaiora into our communities. We have focussed on strengthening our processes and communications with Health NZ (Te Whatu Ora) in the same fashion.

Addressing underlying social issues is one of the key means of helping whanau remain in accommodation or move to other sustainable housing sovereignty solutions.

In the coming year we will look to establish our first flat in Whanganui and continue to focus on supporting our whānau flat kaitiaki to build a positive in-house culture. We are establishing a network of volunteer kaiawhina to walk one-on-one with those who want this level of assistance. This builds on the work our amazing volunteer chaplains do in offering a free meal each fortnight along with conversations and support in a flatting context to reduce isolation. Connecting those in our whānau flats with the weekly community meal (Just Hope) in Highbury, Palmerston North or in Levin helps with budgets, nutritious food and building connections with a positive wider community.

Please read a couple of the stories of our tenants in this impact report. This is why we do what we do – transformed lives; vibrant communities.



What We Do

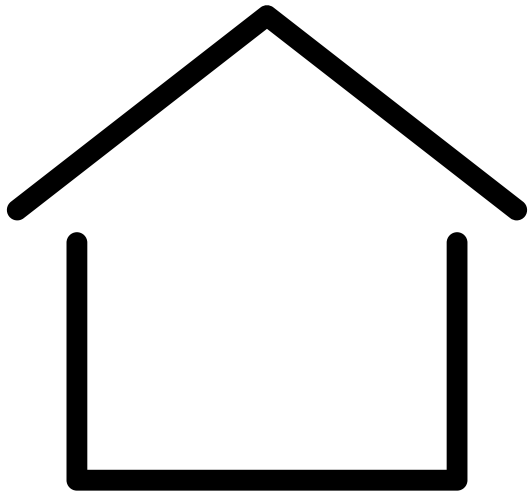
Our whānau flats provide stable, long-term housing for individuals or couples in need who are unable to find accommodation. Many of these people have complex needs including mental health challenges, addictions, and unemployment. Our whānau flats are managed by a skilled team comprising of tenancy managers, a support worker, chaplains, cleaners, and administrative staff who work hard to keep our houses safe for everyone. This year our whānau flats had an occupancy of 94% with a waitlist of between 10 and 30 people at all times, showing huge demand for our services.

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.

2024/25 saw a lower number of tenants housed than the prior year. This was a combination of lower room numbers available and also an increase in length of time tenants are staying. This lower turnover is a testament to the support being received in our flats.

Fostering a sense of
whanaungatanga
and manaakitanga



24 / 25

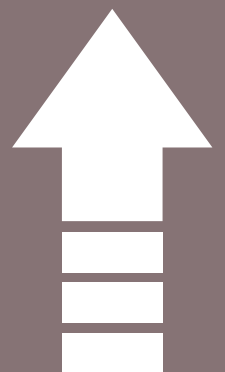
Stats

at a glance

15 AVERAGE
WAITLIST

138 ROOMS

20 HOUSES



OCCUPANCY

334



PEOPLE HOUSED

OUR APPROACH

HOUSING FIRST

We adopt a Housing First approach, which emphasises providing stable housing as the first step in addressing wellbeing. We believe individuals need a safe and permanent place to live before they can address other challenges, such as health and employment.

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.

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.

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.

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

Collaboration is a key to our success. We work closely with Palmerston North City Council (PNCC), the Ministry of Social Development (MSD), the Ministry of Housing and Urban Development (HUD), Police, Rangitane iwi, Primary Health Organisation (PHO), Whakapai Hauora, Te Wakahuia, Te Mana o te Tangata, Ora Konnect, Tuatahi (Sustainable Tenancies), Te Whatu Ora, Mash Trust, CareNZ, Transitional Housing providers and others. These partnerships enable us to offer a broad spectrum of support and resources to those in need.





Real Life Stories

Before I moved to Palmerston North and into a Legacy whanau flat, my life was in a very different place. I had been caught in a cycle of addiction for over two decades — using methamphetamine, and overtime I lost everything: my house, my job, my family, and eventually, even a sense of who I was. I was living in a tent by the river in Whanganui, doing whatever I could to survive in a world that felt hopeless, dangerous, and full of darkness. I was trapped in trauma and in a state of psychosis.

But something shifted one night. In a dream, I had a powerful encounter — a deeply spiritual experience that reached me even in my broken state. It was as if I was being shown a different way, a path of restoration, truth, and healing. That experience stirred something deep within me — a sense of wairua (spirit), of being called to something greater. When I woke up, I knew it was time to turn my life around.

Guided by that inner conviction, I made my way to Palmerston North to reset. With the help of a kind stranger, I found myself at the Legacy Housing reception. The team there welcomed me, supported me through the application and WINZ process, and soon after, I had a roof over my head. That was only the beginning — the real journey was still ahead.

Over the following months, through sheer determination, support from the Legacy community, and a greater understanding of wairua / spiritual wellbeing. I walked through the incredibly hard process of recovery. My body began to heal, my mind cleared, and my sense of identity returned. As part of my journey, I got involved in community life — volunteering, reconnecting with others, and building a new way of being.

One of the greatest gifts has been being reconnected with my children. They trust me again. I'm now working part-time and have taken on the role of Kaitiaki (house guardian) where I live, helping others on their own path to healing. In our home, we've built a powerful brotherhood. Many of us have overcome addictions to meth, alcohol, gambling, or weed. Together, we're walking a path of whakaoranga — healing and restoration.

What I've learned is that even in the deepest darkness, people can change. With the right support, a sense of connection, and space to explore faith, wairua and identity, anyone can find their way forward. If it was possible for me, it's possible for anyone.



Before coming to Legacy Housing, I was heavily hooked on drugs and was a very angry man. I come from a gang family and was raised around drugs, parties and violence.

Before returning to prison for the last time my ex-partner came and seen me and said my 10 year old son said he wanted to be like me and smoke meth, 2 weeks after that I'm in prison thinking how am I going to change my life for the better of my children and myself because I knew I needed change. My sister was at Legacy so I'm in my cell and I think what have I got to lose I'm going to move to Palmerston North and sign into Legacy Housing.

I got released and went into the office to sign up for housing. I was very nervous thinking I was not going to get a shot but I did and it was the best shot ever. I moved into a house that had an amazing kaitiaki who encouraged me to be better. I started to get involved and meet good supportive people. I started serving in the community which made me feel good, like I had a purpose, was accepted and also meet my beautiful wife.

So now a year and a half later my life has changed so dramatically for the good of my whānau and myself. I am a leader at the Legacy Community Centre organising our free meal every Monday and I also work for Legacy Housing cleaning the common areas and it feels so good to be able to go into houses and talk to these people and just encourage them to be the best versions of themselves.

THANK YOU TO OUR SUPPORTERS

