



LEGACY

GNISING HOUSH

IMPACT REPORT

2023 / 2024



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STEVE CLARK

GM'S REPORT

The 2023-24 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 in an inflationary environment compounded by underlying social 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, from emergency motels or vacating other social accommodation. Shared accommodation through Whānau Flats offers an affordable and supported solution for many who need fully-furnished accommodation with related services taken care of.

Last year brought changes to our accommodation profile and staffing. We exited emergency motel accommodation and did not renew some leases for Whānau Flats that were unsustainable in the long-term. We brought on replacement rental properties and have been awarded a contract with the Ministry of Housing and Urban Development for providing much needed Rangatahi Transitional Housing in Palmerston North. At the same time we managed some staff turnover and brought on new resource to pick up the mahi.

We continue to actively build and maintain relationships with social service agencies in the region to connect our residents to these services. Addressing underlying social issues is one of the key means of helping whānau remain in accommodation or move to other sustainable housing sovereignty solutions.

WHAT WE DO

Our Whānau Flats provide stable, long-term housing for individuals and families 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 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 96% with a waitlist of between 10 and 30 people at all times, showing huge demand for our services.

Our Emergency Housing sites are designed for individuals with high needs who have exhausted all their other options. Through these sites we were able to offer people a safe place to stay and intensive support. This year we operated two sites with an occupancy of 90%, again showing a huge need for this service.

We recognised that there is a growing number of young people in Palmerston North who are struggling to find accommodation. Young people are often pushed to the end of a long waitlist when they are applying for housing and find it difficult to secure accommodation. At the end of this year, we established 2 Transitional Houses dedicated to young people and brought on a Support Worker to help them journey towards independence.

FOSTERING A SENSE OF
WHANAUNGATANGA
AND MANAAKITANGA

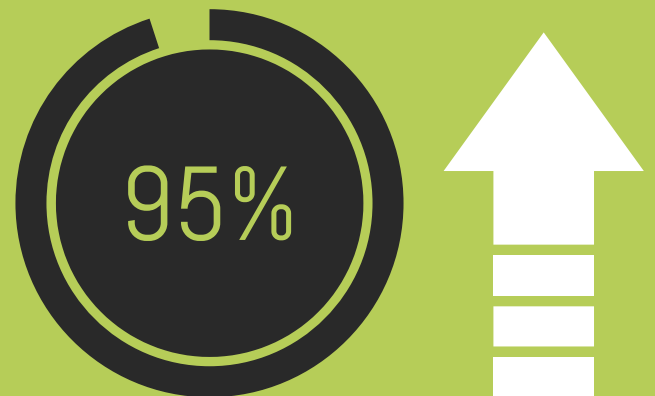




15 AVERAGE
WAITLIST

135 ROOMS

20 HOUSES



OCCUPANCY

400 

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.



OUR APPROACH

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 comes 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 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 Mana o te Tangata, Ora Kōnnect, 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.



EMBRACING A BRIGHTER
FUTURE
WITH LEGACY
BY MY SIDE

TESTIMONIES

Matthew Ngatai-Te Moananui

At just 8 years old, my family exposed me to a world of drugs. Passed from one foster family to another, all I wanted was to return to my grandparents. But instead of finding love, I encountered anger and rebellion. I ran from the system countless times, and when they tried sending me back one last time, I lashed out, which landed me in Youth Justice at 14.

While I was locked up, I lost the only person I truly loved—my grandmother. Her death left me feeling lost and hopeless. After my release, I moved to Wellington to live with an aunt, but my life spiralled back into drugs and crime. By 16, I ended up in prison. Joining a gang gave me the sense of belonging I craved.

I spent nearly 12 years following this destructive path, but seeing my baby cousins start down the same road made me realize I didn't want them to make my mistakes. I moved to Palmy for a fresh start and found refuge with my cousin, who introduced me to Legacy Housing.

Legacy Housing welcomed me without judgment and gave me a place to call home. They showed me that it's possible to rebuild, no matter how deep I had fallen. The support I received has been life-changing. Although challenges still arise, I've learned to open up and seek help when I need it. Legacy helped me break the cycle, and today, I'm on a journey to becoming a better person, leaving my past behind and embracing a brighter future with Legacy by my side.



Hemi Davidson

My life was a cycle of darkness and despair. Growing up in Foxton, I faced constant abuse from my alcoholic father, and to escape, I turned to drugs and crime. The gang life became my identity, offering a sense of belonging in the chaos. But that came at a price. I experienced violence, betrayal, and eventually had a near-fatal wake-up call in 2021.

That's when hope found me. My sister introduced me to Legacy Housing, and for the first time, I felt a warmth and acceptance I had never known. I was hesitant at first, unsure if I was worthy of such support, but over time, I was drawn to this new community. They provided me not just a roof over my head but also a sense of purpose.

Though doubts and challenges still surface, Legacy Housing has helped me embrace a new life wholeheartedly. My days are no longer defined by addiction or gang ties. Swearing has been replaced with words of love and encouragement, and the healing in my relationships with my children is a blessing I once thought impossible.

Today, my life is transformed. I live drug-free, serve within Legacy Housing, attend the men's group, and work hard to rebuild the relationships that matter most. Legacy Housing has given me stability and the opportunity to spread a message of hope, just as they have done for me.

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WE THANK YOU

FOR YOUR CONTINUED SUPPORT

