

## Recording and Q&A Transcript

### Episode 8 Working with Whānau

There are two parts to this transcript:

1. The recorded transcript that was captured at the live webinar
2. The question and answer transcript where the panel have provided typed answers

#### Panel for Episode 8 – Working with Whānau

<b>Kaiwhakahaere</b>	Ali Hamlin-Paenga	Kahungunu Whānau Services
<b>Kaikorero</b>	Leisa Nathan	Ochre Business Solutions
<b>Kaikorero</b>	Jason Ruri	Luminate Financial Group
<b>Kaikorero</b>	Tammy Tauroa	Mīere Limited
<b>Kaikorero</b>	Janice Thompson	Housing Foundation

# Recorded Transcript

## This is the transcript for the recording of Te Aho Tāhuhu, Episode 8 Working with Whānau

### **Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Morena tātou, and welcome to series number eight of our Progressive Home Ownership webinar series. Today we are delighted and very grateful to have four experts that can support any of the kōrero that you have today. We have Leisa Nathan from Ochre Business Solutions, Jason Ruri from Luminare Financial Group, Tammy Tauroa from Hāpai Solutions, and Janice Thompson from New Zealand Housing Foundation.

So, welcome to all of you this morning. The Progressive Home Ownership Fund is a \$400 million dollar fund that the current government has put up to help families, especially Māori and Pasifika and whānau with children to support them into more affordable housing solutions. The programme itself works by providers taking on loans for a 15-year period from the government, and then partnering with individuals, families and whānau to assist them to access home ownership through these arrangements, such as shared ownership, rent-to-buy or leasehold.

Today, we will look at it, how we can help whānau into these solutions, so the centre of all the work that we do should be whānau-centred. So today I'm pleased to be able to facilitate the kōrero today and look at ways to support whānau through this process, but also the work that needs to be done with whānau to ensure that they succeed in achieving their aspirations to home ownership.

So, first of all I'd like to introduce Leisa, so Leisa from Ochre Business Solutions. Leisa provides financial capability training to whānau and as part of the Sorted Kāinga Ora mahi in the country. Kia ora Leisa, I'll hand it over to you.

### **Leisa Nathan (Ochre Business Solutions):**

Kia ora Ali and kia ora whānau. Tēnei te mihi kia koutou katoa. I te taha toku Pāpā. Mō te whaanga o Matauri me Putararu. Ko Ngā Puhi me Ngāti Raukawa ona iwi. I te taha toku whaea no Mamaranui / Kaihu me Mangōnui ia, ko Ngāti Whātua me Ngāti Kahu ona iwi. Ko Leisa Nathan ahau and kia ora to everyone here today.

Okay, so just a little bit about the mahi that my organisation does. Ochre Business Solutions are an education provider based in Tāmaki Makaurau and two areas of education we facilitate in is financial capability and home ownership education. So, these are the programmes we have, either delivered or currently delivering out there in the community. The Sorted Kāinga Ora programme is one we are currently delivering at this point in time, which is a programme developed between TPK and the Commission for Finance and Capability.

We also facilitate the Pasifika money management programme for Te Wānanga o Aotearoa throughout the Tāmaki Makaurau rohe. He Papa Putea, another financial capability programme delivered on behalf of MWDI and Welcome Home First Steps, it has a financial capability component, but it is about putting family into home ownership and that was through Housing New Zealand. And we also developed our own programme, The Blueprint Home Ownership Education programme, that takes whānau through the process of not only just the financial capability but also the nuts and bolts that come to the home buying processes, like Sales and Purchase Agreements, negotiation, building a

**Leisa Nathan (Ochre Business Solutions):**

home, maintaining a healthy home. And then also we are an accredited Sorted provider for the Commission for Financial Capability. So that's some of the mahi that we do out there.

But another hat I also wear is on the Education and Communications Working Group for the PHO programme, for this particular programme. And most of you should be aware, in terms of why this program was established, and it was established to help whānau basically into the first home, particularly whānau who did not have enough deposit saved. And there are some different PHO products out there that really do address that issue.

Advantages for whānau, they get full privileges of homeownership without having to fund 100% of the cost yourself, means shared equity, shared ownership as an example, so again there is a benefit tied with looking at PHO. It gives whānau the ability to service a smaller mortgage that is more affordable in the budget. So, there is an ability to get your foot on the property ladder, on the home ownership ladder.

The whānau will be able to move into a new healthy home that meets regulatory requirements. So, part of the purpose of PHO was to also address housing stock, the supply of housing stock, so with that in mind it is expected that whānau will be moving to a new home that will meet those requirements.

And also, the additional benefit for whānau in terms of PHO is the pastoral care support provided to whānau in purchasing their home, particularly in looking at potentially the remaining share within the 15-year period. So that's just some of the advantages for whānau.

Now in order for whānau to be able to take advantage of PHO they need to be home loan ready. And that is to ensure that it gives the banks comfort that you have the ability to be able to pay back their mortgage, but also to be able to service your current household budget, your current debt levels. But it also shows your financial capability, and it gives banks comfort that you are equipped to be able to manage your finances.

So, one of the programmes I wanted to talk about in a little bit more detail is the Sorted Kāinga Ora programme, which is an existing program that is out there in the community and which we deliver primarily in Tāmaki Makaurau online and was asked at the beginning of year to extend our delivery out to Waioriki regions and to Te Tai Hauāru wider regions as well. So again, co-developed by the Commission for Financial Capability and TPK, it is facilitated by approved providers, you do need to contact your local TPK pay office to find out who is delivering it in your region. The programme itself is actually eight modules covered over an eight-week period normally and throughout the eight-week period you will have one-on-one or facilitation support. And at the end of that eight-week period we have one-on-one navigation support and that generally lasts for three months in terms of that support. Now the whole purpose of that support is to be able to help whānau implement the financial plan that they'll be developing on this particular programme.

So, part and parcel being able to achieve home ownership is being able to have financial control. And by having financial control means that you can then achieve your goal towards either getting rid of debt if that's one of your goals you need to address in order to be able to be home loan ready or putting a goal in place and make sure you've got enough deposit. And the good thing about PHO you do not necessarily have to have a 20% deposit, which is what the standard lending criteria requires. Now briefly I'll go into the modules that are covered over that period of eight weeks. Now this is the first one here and we do focus on the housing continuum. And so, part of the housing continuum here is really looking at in terms of our focus is on this purple area here, this is what we call affordable housing. So, we do talk about rent-to-own, we do talk about shared ownership, in fact we bring in

**Leisa Nathan (Ochre Business Solutions):**

guest speakers and the likes of the wonderful Janice who is a speaker here tonight, she's been one of our guest speakers on our programme. And you know, bringing in those different community housing providers into the delivery of the programme whānau can then be exposed to what options are out there.

We do talk about papakāinga. Now, I just want to bear in mind, it's not a papakāinga programme, but whānau tend to ask a lot of questions around papakāinga and you still need to be financially ready and sorted to be able to take advantage of being able to build on papakāinga. Kiwibuild, is another area that we talk about as part of Module One.

Now Module Two is when you start getting into more about spending beliefs, getting our whānau to reflect upon their habits when it comes to making financial decisions. Their good habits, their bad habits, the ugly habits. How do we change the ugly habits, their bad habits into good habits? And so, this is where we start introducing to them some wonderful tools and I'll go through those tools very shortly on the Sorted website. And in this way, by being able to actually educate our whānau on the usage of these tools, they'll be able to then take control on certain areas of their financial areas or financial priorities.

The other thing we talk about here is around the importance or your ability to be able to be able to create intergenerational wealth and wellbeing through home ownership. And for many of our whānau, that's been the primary purpose as to why they want a home. It's about legacy, it's about putting forward an intergenerational asset and also peace of mind and security.

Let's get into Number Three, money plans. This is where we start getting into more the budgeting process, this is where we start getting our whānau to start analysing their bank statements, getting them to reflect on where the money's going and it's an eye-opening experience for many of our whānau. They don't really realise where they're putting their money until they go through this type of exercise, and then they often are astounded how much money they're spending on takeaways, on food. And then they realise actually this has got to change if they are wanting to actually achieve home ownership. So, it is a really good reflecting exercise, but we do go through a fictitious budget as a way of whānau being able to develop their own budget and then we teach them out to use this Sorted budgeting tool to be able to do their own budget and to be able to keep a track of that.

Number Four, now getting into motivations and money systems, so this is where we go through the process of developing smart goals or financial goals with whānau using the SMART concept which some of you might be familiar with. But also getting whānau to think about how do they systematise their spending, so putting money systems in place, looking at how they structure their bank accounts, do they have a credit card, do they have check accounts, savings account, which accounts does money go into, where are they getting split up, are they getting put into different accounts for different purposes. So, we start getting them to think about that as well as the concept of compound interest because that's what they are going to have to pay when they actually get into debt, is compound interest.

Number Five, debt is the number one barrier for many of our whānau in terms of achieving home ownership, high level of consumer debt. So, the focus here is reduce, reduce, reduce. Ultimately try to get rid of that consumer debt because that can become a barrier for whānau to get lending. So, we go through the process of actually understanding what the true cost of debt is. Now often a lot of our whānau, they sign up on a credit contract, they're not even reading the additional fees, because they just want the item. So, what we do in this module is we go through an example of a credit contract, look at all the different fees, get them to calculate that plus get them to calculate the interest on that debt to then find out what the true cost is in addition to the amount that they borrowed. And often

**Leisa Nathan (Ochre Business Solutions):**

they are surprised that it costs a lot more. So, it is about educating our whānau on how to make those decisions based on information that is out there. Also how do we reduce the debt, we introduce a couple of debt management strategies, debt consolidation, snowballing, is a couple of fantastic strategies for whānau to get rid of debt ASAP.

Number Six, this is where we start getting into saving smart, looking at different types of investments, particularly Kiwisaver, because Kiwisaver is an investment and it is a managed fund, and so it's getting whānau to understand how does Kiwisaver work. Are they with the right provider, who are the providers that they are with, what are the returns? And we actually introduce them to some great Kiwisaver tools on the Sorted website where they can actually analyse the returns and compare that to other investments or portfolios out there. So that's a really good module as well.

Number Seven, this is about planning for the unexpected. So, this is things like emergency savings, it's also starting to think about the importance of insurance, particularly if you are going to buy a home. Because don't forget when you buy a home you've got debt and so you've got to really think about in the event that you cannot work or something happens to you, what type of insurance do you have in place to be able to ensure that that debt is still paid while you are unable to work. So those are some things that we go through as part of that.

Wills, the implications or the importance on getting a Will, particularly if you are going to buy a house or even if you've got Kiwisaver. Because the implications of not getting a Will, it's a hōhā because you have to go through a whole lot of Court processes, and it will cost your estate money to go through that. So, get a Will and we talk about the implications of not as part of this module.

And lastly, power of attorney. So, thinking about you might need to put a power of attorney, in fact I did hear one of the speakers, I think was it Chris from Westpac, who said that they like to work with providers to see if those whānau do have power of attorneys in place. So again, that's something you might need to think about in terms of being able to meet any PHO criteria.

And lucky last, this is where we wrap up the previous seven modules, we put together a financial plan, or the whānau puts together their financial plan and then we look at next steps in terms of ongoing support.

So those are the eight modules that are covered off in that programme. Now just briefly I will go through, I wanted to actually just show the tools that are available for whānau, particularly looking at the [www.sorted.org.nz](http://www.sorted.org.nz) website. Here are a number of different tools, and we actually go through all those tools, but I just want to take you to a couple that I think are really important. The budgeting tool, in particular, is a great tool for whānau to actually save. You can actually sign up and save all of this information against your profile, and then you can go ahead and create a budget template asking these questions - I'm just going to skip it for the purpose of this exercise - and then a whole bunch of categories come up that whānau can fill out. And the good thing about that, you can visually see on the right-hand side, the impact of your spending in those different categories. So, I think this is a really great tool for whānau.

Another awesome tool is this mortgage calculator tool because it will tell whānau whether they can afford a mortgage depending on their household budget. And so with their mortgage calculator, is being able to look at whānau wanting to actually get some type of level of debt out, they can actually put that information in there - I'm just going to put a couple of hundred thousand for the purpose of this exercise - interest rates, they can source that from [www.interest.co.nz](http://www.interest.co.nz), here it is here, or the lending institutions around the country, both primary and secondary lenders of all the interest rates both floating and fixed rates. Now whānau might want to think about fixing for long term, but

**Leisa Nathan (Ochre Business Solutions):**

particularly if you're looking at an increasing interest rate environment, which is what we are, so let's hope it doesn't increase further. But depending on your budget will be depending on the rates that you might want to fix. So, we put that information here. The term of the loan, 25 to 30 years, but there are other loan structures where you can pay it off a lot quicker than that. And by putting that information here, then you can then ascertain what your weekly, this case weekly payments, are for whānau. On the right-hand side here, it gives you a visual picture over that 25-year period, that's the principal, the amount you've borrowed, you actually pay \$186,000 interest over 25 years, total amount you pay, so then it gives whānau an idea, okay this is what I pay over that period of time. So those are a couple of great tools that whānau can use.

Now just lastly, I know I have probably overstepped my time so, aroha mai if I have. I just wanted to wrap it up with talking about PHO providers and what they need to think about. Particularly thinking about your pre-selection and selection processes for whānau who are eligible for the PHO. Because what you're going to have to think about, it's going to be like a bit of a funnel effect, you're going to have a lot of inquiries coming in. Everyone wants to actually hop on board this product, they want to get into a home which is fair enough. But you could have a funnel effect and have all these enquiries and all of a sudden, you're going to have a few that will meet that criteria, that you are going to have to then think about, okay, how do you then meet that when you might have a limited number of development houses to offer. So again, these are some of the practical considerations but also building your internal financial capability and facilitation/mentoring skills of your kaimahi if you are wanting to develop or deliver financial capability yourself, and implementation of your annual financial health check. That's something that I know Housing Foundation does and no doubt probably Janice will talk further.

Key takeaways, whānau, one of them is PHO is a good way for whānau to achieve home ownership. There is some really great things about the product. Yes, there is some things that I'm thinking there is some challenge for our whānau, but overall, it is a good product for purchasers to consider. Sorted Kāinga Ora is a great programme for developing financial capability for whānau to achieve home ownership and that is out there for whānau to take advantage of. And lastly, PHO providers really do need to think about your internal processes system for providing support to whānau.

And that's me, those are my contact details. I believe Kirby will be sending out all that information anyway. So, aroha mai for being over time, I knew it was going to happen so kia ora koutou katoa, ngā mihi.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Thank you Leisa, a very informative presentation. So, some of our key messages I guess from Leisa are around being ready, being home loan ready and the matters that, from a legal perspective and some of the systems, the money systems that are required to support our whānau to reach this aspiration. Just a couple of quick questions Leisa: Is the Sorted Kāinga Ora programme delivered online as well as kanohi ki te kanohi?

**Leisa Nathan (Ochre Business Solutions):**

I mentioned that I do, I do deliver it online, not all providers around the country deliver it online. Most is actually kanohi ki te kanohi delivery, which is fantastic. I think there might be one or two providers around the country that do the online and hence the reason why I was asked to actually extend to the different rohe because Waioriki, Te Tai Hauauru, particularly whānau who prefer to actually be educated online. And so again it is offered both face-to-face as well as online.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Ka pai. So, you would be prepared to deliver online in Rotorua? We do have a question about when will it get to Rotorua, or do you know of another provider in Rotorua that can support whānau in that?

**Leisa Nathan (Ochre Business Solutions):**

I'm going to be honest with you, I know this year, because last year there was like 25 Sorted Kāinga Ora programmes delivered to whānau throughout the country in the last financial year. This year there's only five, and so I don't know what happened with TPK funding. So, all I'm going to say is go to your local office, speak to the head office to talk about additional funding made available for Sorted Kāinga Ora and particularly if you are promoting this in the PHO programme it would be great to get whānau educated now. Because it might take you a year, even longer, 18 months, before you get into home ownership or even longer than that, but the point of the matter is they need to have the education now to be able to take advantage when the opportunity does arise. So, my encouragement, go to your local TPK office and say hey we would like Sorted Kāinga Ora delivered in our region in this financial year so that our whānau can take advantage of the PHO products, I would really put to them to be made available to them.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Ka pai. So, under the Sorted Kāinga Ora programme, how long does the support last?

**Leisa Nathan (Ochre Business Solutions):**

So, what is being funded, because it's funded through TPK, well the current funding is through TPK. But if PHOs decide to come on board, they've got funding already provided to them to actually facilitate their own programme or facilitate this separately if TPK funding is not available. Now sorry, what was the rest of your question again?

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

That's ka pai. And just finally is there a cost to whānau and how long is your support?

**Leisa Nathan (Ochre Business Solutions):**

Now we're funded to provide support three months post-delivery. That's what we're funded to do but the reality is that it still continues. You know, we've got whānau still ringing us up six months later, nine months later, saying we've got a Sales and Purchase Agreement and I don't know what to do. And so, we still help regardless of being over the three-month period. So, whatever it takes to get you into home ownership, if you do our programme, we'll support you all the way through. So that's my whakaaro in that.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Ka pai. Thank you, Leisa, again for your very informative presentation and if there are any more questions, I'm sure the team at Te Matapihi will be able to connect you directly with Leisa or feel free to contact Leisa directly.

Thank you, so next we have Jason Ruri. So, Jason is a mortgage advisor and Jason comes from Luminate Financial Group and supports whānau to access bank loans and advises on affordable loan structures. Kia ora Jason.

**Jason Ruri (Luminate Financial Group):**

Kia ora koutou everyone. Ko Jason tāku ingoa. Like Ali said, I'm a mortgage advisor here at Luminate Finance up in Auckland. I'm originally from Rotorua and I whakapapa from all sides of the Lake. Ngāti Pikiao, Tūhourangi, Ngāti Wahiao and then on the western side of the Lake Ngāti Rangiwewehi.

Today I'm going to be talking about a few things following on from Leisa around when she's got clients home loan ready, that's when they normally are passed on to me to try get their finance in line.

So, my passion is helping Māori into homes. And the question is why use a mortgage broker, or why me personally. The main thing is our people want to deal with our own people, it's about pro-choice and being comfortable and not having any judgment. The other thing I do for my clients is break things down into simple, plain, and easy to understand language. And in the last one is getting their trust and them knowing that I'm going to do the best for them.

So, on the slide I've got a few points up there of why to use a mortgage broker. The first one is knowledge and experience. To give you a bit of background, I've been helping clients into homes for the last 16 years. I started my journey in the Westpac Rotorua branch as a Teller, worked my way through all the roles, then made a move up to Auckland in 2011. And that's where I started working in private banking looking after New Zealand's most wealthy clients, so got quite a broad range of experience, so from simple transactions of helping people into their first home to people who own multiple properties.

The second point is there's a lot of red tape when buying a home. My job is to make it easy. There's been a lot of legislation, regulatory requirements, introduced over the last couple of months and my job is to know these inside out and know how to make this as simple as possible for you.

I touched on it before, converting what you tell me into bank language. The language you use and how you phrase it is really important and I'm going to use a simple example. I'm going to call this fella John, he provides full time charity work, doesn't get any money for it. Which phrase has a more positive impact: John is currently unemployed. Or John spends his time working with the following charities. So, you really have to put positive connotations when you're telling a story to the bank.

And the other thing it does is it gives you the best chance of an approval. Using a mortgage advisor, you have access to multiple lenders; this gives you choice. Most people who apply directly with their Bank and if they're knocked back will generally give up and not go any further, when the reality is maybe there are other options with other banks. My knowledge and experience with lenders mean I know from pretty much the get-go who's going to be the best provider for you.

We negotiate the best interest rates for you, the reason being is we know what's happening in the market, and the banks are not going to try pull the wool over our eyes.

Coming back to explaining bank language and jargon in plain simple English to you, it's really important that I explain all this complex terminology. There's a lot of jargon, there's a lot of red tape, so that you understand it, so you know exactly what you're doing, you feel comfortable about it throughout the whole process.

And I look after you through the whole home buying process. It's not just about getting finance, a lot of the time I'm helping my clients through the home hunting process, saying oh yep this will be a good property for the bank, or maybe it isn't, or this is what we should do. Right through to the negotiation stage because that is quite daunting, especially with auctions, just giving a few simple tips on how to read an auction room can mean the difference of you getting a good deal or not. And in most cases the services are free to you. If it isn't, you'll be told upfront.



**Jason Ruri (Luminate Financial Group):**

So, one of the biggest changes to legislation over the last couple of months is the bank's affordability criteria. It's become really, really tough and we are having to work hard to try and get a deal across the line. To give you a general idea of the impact, if you applied for a home loan three months ago and you were pre-approved for \$700,000, if you apply today, this could be reduced down to \$500,000. So that's quite a material difference and again it could be the difference of you getting into a home or not. And I come back to my previous point on the previous page, I have access to multiple lenders and know who will be the best fit for you.

And on this page, I've given a simple scenario here based on a couple of banks' current affordability calculators. Now these are real banks but I'm not going to name them there. So, like I said, the scenarios there, we've got a couple wanting to purchase a home, they've got annual incomes of \$50,000 and \$60,000 respectively and the only debt they've got is a credit card with a \$10,000 limit.

Bank A will give a loan of up to \$600,000 while Bank B will give a loan of up to \$650,000. Now it might not seem that much, but like I said it could be the difference of you getting into a home or getting into the home that you want.

Spending habits are important. They give a background of your character, your history, like see your spending habits, and that can really impact how much you can borrow. So, there are two components here. The first one is your credit check. Most of us know what these are. And the second one is your bank statements. Both provide a plethora of information about you to the lender. So, the first one, if we're going through your credit checks, is it lets the lender know who you have been applying finance with, it lets us know if you have any defaults or collections. If you know what a default or collection is, I don't know if that's a good thing or not, but it's where you haven't paid your debts off, and these will stay on your credit check for five years.

One thing I will note is if you have these on your credit check, it doesn't necessarily mean you won't get into home, there are other lenders outside of banks who will underwrite these loans, but it is at a higher interest rate. The other thing that the credit check does, and a lot of people don't know this, is that it provides a two-year repayment history on your loans, credit cards and utilities. So, if you have repayment issues, the question becomes why didn't you pay your bills on time and what has changed since then.

The second component, like I said, was bank statements. Bank statements really tell a lot about you, it tells lenders whether you have been paying your bills on time, and this could be down to things like have you got automatic payment failures, dishonours, or unarranged overdraft fees. If you do, then we need to fix these before you apply to the lender for a home loan. And it could be as simple as getting all of your bills coming out at the same time as your pay or setting up a bills account.

And the other thing with the recent law changes, that I announced on the previous slide, lenders are also looking at exactly how much you are spending on everything. This is right down to your \$3 coffee at the BP. If you have high discretionary spending, which could be dining out, entertainment, personal care, expensive groceries, this is what can impact how much you can borrow from the Bank. So, if you are a high spender, you're spending everything that's in your account, then what I would do before we apply for a home loan is I might ask you or I'd probably tell you, you need to cut back on your expenses for three months before we can apply for a home loan to demonstrate that you can live on less money.

Another big component when we're going for finance is around your deposit. And this could come from savings, Kiwisaver first home withdrawal, Kāinga Ora first home grant or the bank of mum and dad. And that could be whether they give you a gift or using their home as security for you. And this

**Jason Ruri (Luminate Financial Group):**

is probably where I step in a little bit different from the Kāinga Ora offer that's going on at the moment.

A lot of us don't realise we can buy a home based on the current savings we have in place, especially if you have been contributing to Kiwisaver for a few years. It may mean that you can actually apply and get a home loan under normal bank criteria and not have to go through the shared ownership structure. And there are low deposit options out there. So generally, if you meet the Kāinga Ora home grant criteria that's listed above, or on the slide, then we could look to apply under the Kāinga Ora first home loan criteria where you only need a 5% deposit. So, using the Auckland numbers on the slide for an existing house at \$625,000, that means you would only need a 5% deposit which equates to \$31,250. If you fall outside of the Kāinga Ora first home criteria, then you could look to get a home loan with your existing bank with a 10% deposit.

So again if it was a \$625,000 purchase price, that's a deposit of \$62,500. So, if you've been in that Kiwisaver for a number of years it's likely between you and your partner that you've already got more than that anyway.

So, the key takeaways for me:

- using a mortgage advisor gives you choice.
- the second one, banks have different criteria, we know who will be the best fit for you; and
- number three, simple, pay your bills on time and watch you're spending.

And the next slide has my contact details.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Kia ora Jason and thank you for that very informative presentation. So, I think some of the key takeaways also include for me when we're talking about whānau is you use the term "looking after" which I think is really key for many whānau who are new in this area. And being taken care of and being understood from a strength-based position is the support that many of our whānau fail to receive from some providers, especially in this area of financial support. So, thank you for that Jason. Could you just talk to us about some of the biggest challenges you're facing at the moment in this area?

**Jason Ruri (Luminate Financial Group):**

The biggest challenges I'm facing at the moment, and I touched on them lightly in the presentation, is around the affordability criteria set by banks. It's having a massive impact on what people can borrow and the example I use is, like I said, you could have had a pre-approval for \$700,000 three months ago and it might be down to \$500,000 now. And so, you're like well actually what can you buy in Auckland for \$500,000, using the Auckland market as an example, there's not a lot out there in that price range. So that's one of the biggest challenges. And the second one is, and I think this is short term at the moment, is a lot of the banks have really tightened up on the criteria for people who have got less than 20% deposit at the moment. So, to give you an example, ANZ has shut or closed their door for anyone who's got less than 20% deposit at the moment, including their existing customers. So, it's trying to navigate through those challenges at the moment.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

So, what are you doing for whānau and clients to overcome some of these challenges that you mentioned?

**Jason Ruri (Luminate Financial Group):**

For me this is almost similar to what Leisa's doing with her clients getting them ready. It's really getting their spending under control, because like I said it has a real big impact on how much you can afford. It's as simple as going to my whānau, I want you living on baked beans for the next three months, I don't want you going for the free spins on the pokies. It's really cutting out all that excessive expenditure, because like I said, what it might do is it might give them an extra \$50,000-\$100,000 on the purchase price and it makes the biggest difference for them.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

That's great. So just in terms of the mahi that you do, are you available to people around the country or are you only available in specific parts of the country?

**Jason Ruri (Luminate Financial Group):**

No, so I'm definitely available across the country. Obviously, it's harder doing face to face, but we've got the great invention of Zoom which makes it easier. I've helped whanaunga back down home in Rotorua get into a home and to give you an idea that was, not all of our transactions for whānau are simple, but that's where my expertise comes into get them across the line.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

That's great, well thank you Jason for that and I think for many whānau being able to have the bank and finance speak being translated for them in a way in which they can understand would be hugely appreciated for many because often that is a huge barrier for our whānau. So once again, thank you for your presentation and again if there are any questions following today's webinar, I'm certain the Te Matapihi team can support you to make contact with Jason. Thank you, kia ora.

So next up we have Tammy Tauroa from Hāpai Solutions. Tammy is part of an organisation that works very closely with whānau through every stage of their home ownership journey, putting whānau at the centre of this process is hugely welcomed by many, just simply because of the understanding and the support that they require to progress into home ownership. So morena Tammy and kia ora, I'll hand it over to you.

**Tammy Tauroa (Miere Limited):**

Kia ora mai tātou katoa. Tēnā ra tātou, kua whakarauika mai ki raro i te tuanui o tēnei kaupapa. Tammy Tauroa, Ngāti Kuri, he uri ahau no te Tai Tokerau, ko Te Hapua te papakāinga. I tēnei wā tonu, ē noho ana ahau ki raro i te maru o Maungatautari ki Pohara Marae, ki roto o Waikato, te rohe o Tainui waka. Tēnā ra koutou katoa.

I'm going to attempt to keep what is usually a one-and-a-half-hour sort of wānanga kauhau to 10 minutes. And I know that's a challenge that we're all experiencing when we received the tono to attend today. So, I'm going to give my best, I'm going to disclaim that this is not going to be a technical kauhau because there just isn't enough time. So, I have positioned the kōrero hopefully as more of the why. Why do we do the things that we do? And what does that look like in terms of a whānau context.

Today I'm really just speaking as a project lead for papakāinga within Ngāti Koroki Kahukura that I was involved in and helped the iwi of Ngāti Koroki Kahukura to establish. The mahi really came about through a couple of years of land diversity work and alternative land use and we looked at ways to uplift the potential of whenua Māori. So, a lot of my work at the time was predominantly with the

**Tammy Tauroa (Miere Limited):**

Managing Director, Willie Te Aho, and through that mahi we started to canvas other opportunities. One of the important points I want to note is that when we started looking at business and commercial opportunities of the whenua, it became really clear that we can have all of these opportunities. But kei whea o tātou whānau, where are our people? And so that became I suppose a really core fundamental part of our mahi.

We came to the kaupapa, Ngā ringa e te whakatauki o Kingi Tawhiao which is kia mau ki te whenua hei papakāinga mō ake tonu: hold fast to the land as a place to stand for ever more. Now that's a huge kaupapa kōrero but it did, I just noted that because it did set the direction by which our home ownership model would be established.

So, our kaupapa, I'm just acknowledging there's diverse housing realities. Our whānau face many, many an array of challenges in terms of access to housing and Leisa presented beautifully part of a continuum, the housing continuum, and we know we sit across that. So basically, our kaupapa was about home ownership and predominantly first home ownership but at the heart of that was papakāinga and what does papakāinga look like. So, this is an iwi-driven opportunity but a whānau-led process and programme.

So, you can see on the screen some high-level part to the papakāinga, and I'm just trying to note, you can read this yourself hopefully. But a key part of that is this papakāinga is the first in our district, we are the first application to be fully subdivided and on general freehold land title. We fought the definition through Council of papakāinga and we reverted back to the national policy statement for articulation when we went to a full hearing for our kaupapa. But we were successful, and we navigated the complexities of that mahi.

This is sort of like a quite high-level overview of the timeline. You can see that we went through feasibility. The feasibility kaupapa, which included actually talking to our whānau and asking what are your aspirations for being in kāinga. At the time there was the emergence of this terminology called the housing crisis and so our response really was to, I'll put it in the words of Willie Te Aho, "get shit done". So, there's a lot of talking, but actually we knew that it was important to just mahi ā te mahi. Mahi ā te mahi he kāinga mō te iwi.

So, we called for expressions of interest and basically just wanted to get an understanding. This, disclaiming, is based on the needs at the time from Ngāti Koroki Kahukura when we first started putting out the feelers in terms of housing. Then we developed an approach, and we sought funding from the tribe, kei te mihi kia Waikato-Tainui. Nā ratou ī koha mai tahi monei. Waikato-Tainui supported in part of the feasibility study and that gave us the opportunity to do some of the groundwork in terms of site topology, engaging Māori experts, Māori architecture, and really integrating and utilising concepts from start to finish around what a papakāinga means to us here within Ngāti Koroki Kahukura. Then we finally positioned ourselves and, as I said, we had to go through a whole resource consent process. And that led us to the support from Te Puni Kōkiri in terms of full infrastructure funding. So, we made an infrastructure application to Te Puni Kōkiri to support the establishment of 11 homes and we were successful in that and that supported us to navigate the complexities of start to finish home ownership.

I'm just also going to stress, I'm not a home ownership expert, I'm not a housing expert. Actually, I just had a passion to advocate for whānau in terms of housing and recognise that if I could do it, other whānau can do it. There's a lot of champions and leaders within Te Ao Māori and our iwi and our hapū and our whānau and sometimes we get a little bit put off, we have self-doubts, sometimes we are our own worst enemy in my view in terms of what our abilities are. So, I just feel like if this message can be sent to iwi, hapū and whānau to know that you don't actually have to be a housing expert to

**Tammy Tauroa (Miere Limited):**

influence this space and influence the direction of your whānau, so long as you have the determination, passion and drive and follow through, that's what's required in this kaupapa.

I actually had to walk through with whānau from start to finish and that included mortgage brokers. The reality is, whānau, that not all banks are your friends. So, I agree with the kōrero previously with Jason around it is really important to get financial advisors, it is really important to get the right brokers, because there are huge complexities. Actually, there's institutional racism and so when you present yourself and your kaupapa it can be a hard road, especially if you use papakāinga. Some of these concepts in terms of financial lending institutions are really complicated and complex, and so we actually had to break that down for our whānau.

One thing that we did was we were really clear that you sometimes have to be a shield for whānau because you don't want whānau to experience the barrage of all of these mounting and mounting and mounting pressures, complexities, policies, provisions. So sometimes you have to be that shield for your whānau and then you communicate backwards what needs to be shared and what they need to come forward with.

So, at the end of the day, we had to actually broker a partnership as an iwi organization directly with a bank. We're very fortunate that Westpac came to the table through Fonteyn Moses-Te Kani and really helped us to cut through that pathway. And that's when we engaged the financial advisor who worked on behalf of each whānau. They came in after the brokering of that relationship occurred, just because of the nature of our papakāinga.

And when you are first of its kind, you have to be a real toki. You have to be a real toki sometimes, and just shake everything until something falls, that the right fit for your whānau. And then you can see there was a final stage which was the final works and completion and again that's a whole another kauhau because that talks about all the contractors. But this was a full start to move into the house, kaupapa kōrero.

Just quickly, our approach and who we took with us, you can just see the first people we take with us is our whānau. So, one of the other things, I just want to advocate for and really emphasise, is that kei a mātou te matauranga kia eke ki roto i ngā kāinga. We have the foundations and the platforms and the values that will get us into our own Māori housing solution. So that includes, one method is wānanga. Kōrero with our whānau. Part of the approach with the wānanga first and foremost is about whakapapa, connection and identity. That was a big part of our papakāinga and kaupapa was about whakapapa, not just whakapapa i a koe i te whenua, new to the land, but actually whakapapa in terms of connection to the kaupapa.

The second part of that was around whanaungatanga. Getting to know each other, getting to work with each other again as a whānau. Noho kotahi, wetewete, wānanga. Interrogate some of the criteria that we're developing as a papakāinga so that we can familiarise ourselves with each other again. We can't just assume that you put everybody together and it's going to be a great world, that's just not the reality.

The third part of the wānanga experience I wanted to mention was manaakitanga. And manaakitanga is not just nice fluffy care about each other I love you cousin. But it is actually about manaakitanga te kaupapa, to protect and look after the kaupapa and for us that is papakāinga. It is an ongoing thing; you don't just put up a house and ko koe tēnā. It's actually an ongoing reciprocal relationship that you have and your obligation, as a whānau member, to the whole kaupapa. And that's what our whānau did.

**Tammy Tauroa (Miere Limited):**

The iwi created a first of its kind lifetime opportunity. So, I just wanted to note our model actually didn't require any deposits, because the land that was presented became the equity. And so, we leveraged, sort of like a shared equity model, but full retention and ownership to whānau with iwi retaining a lifetime interest. And that goes back to the first slide which is *kia mau ki te whenua, hei papakāinga, mō ake tōnu*.

We engaged experts, the best of the best, get the best people for the mahi, get the people who have experience in this field. We had a two-year timeframe from the very start of the idea into moving in. Whānau, we've got to get out of this it takes five years to build. Our whānau don't have five years, that's the reality. We have to actually move and it's awesome to see some changes in local government, local council moving across the provisions for papakāinga at a local government level, so that's warming to. And the organisations were Westpac, TPK and the Waipa District Council.

So just quickly, you've seen that the land tenure model is new. It's a new legal instrument that we engaged our legal experts to support us with. And then we went into collective negotiations. Like I said, when you're on a two-year trajectory from the start of an idea to moving whānau in, the easiest way when you've got 11 whānau I found, was to have one mortgage broker for all whānau, one lawyer for all whānau, one lawyer for the iwi, one financial lending institution, one project leader and one contractor to do the build. And that meant that I wasn't sending messages to everybody's individual kaupapa, it became really, really time consuming. So, if I could impart some wisdom, it would be just to go with one and build a relationship with those key experts in the kaupapa.

Oh, I just loved putting our kids up, that's why this slide is here. But we can talk about all the technical jargon all we like in terms of papakāinga but for us the tamariki are the heartbeat of the papakāinga. I put this up basically because the process of home ownership can sometimes become a little bit sterile, and we actually forget to humanise the experience. So, for me living here we can have compliance to the resource consent requirements, land use condition, subdivision, *aha rā nei*, but actually the tamariki make our papakāinga the papakāinga because they're in and out of our homes all the time.

And I just put you give way to kids here. Because when you come into our papakāinga you know there's kids running around on scooters, so you're immediately confronted by being very cautious and careful.

*[background music]*

So, I just wanted to show whānau online today, this is our papakāinga. We moved in pretty much one year ago, so we've all been living in our homes for one year. That's a bespoke wastewater treatment system that we created because our kaupapa was no *paru* to touch our *tupuna awa*. And like I said, we have our *matauranga* and our solutions within our housing programmes and so we invested up front in a lot of the things that promoted our connection to our *whenua*, our reorientation to our wellness which included looking after the *whenua* that we live on, and so those were key parts of it. So, I'm pretty blunt here in my three key takeaway messages, whānau. The first one is the process in terms of when you're looking after whānau, you're taking your whānau with you, it's rough, it's tough and it's ugly. So be prepared but make sure you take your whānau all the way through with you, so communication is the key.

For me, another key point was it's an emotionally charged space. So, whānau they often have their hopes and their dreams riding on the kaupapa, they become fully invested in the kaupapa, they give everything they have to have a home. And so, I think *kia Māori te titiro, kia Māori te titiro*. Knowing, being and do from a place of care is really important.

**Tammy Tauroa (Miere Limited):**

And the third thing is advocate unapologetically, but strategically, for whānau. Sometimes, you know, I am from Te Tai Tokerau and sometimes I get very passionate. But it's also within that to be strategic about when to fire, but when to hold back. When to restrain, when to have discipline. Especially in terms of partnerships because it can get quite stressful, because you know you're carrying the emotions of the whānau with us. So, the last words of Ngāti Koroki Kahukura which I love because this was part of our kaupapa: Kia niwha te ngākau, kia ora ai te iwi," be resolute so the people flourish. Kia ora tātou.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Kia ora Tammy. A very passionate and motivated presentation, thank you so much. Your passion is coming through the screen at me, and I love it. And I love, and I'm sure many other people on here today, being unapologetic when the success of whānau is the outcome. So, thank you for that Tammy.

So, as we heard from Tammy, putting whānau at the centre is key, the approach that they've taken is having whānau first up and having that wānanga and having that kōrero and I think there's a lot to be learned in that when often whānau become second or third down the process or down the system and then the aspiration of whānau is lost in that. So, I think that's a really good takeaway point from today. Also, again the positive lens that we place on whānau that's strength based and always looking for strengths in whānau that assists them to achieve and stop looking at those things that are just noise and hoha in the background. So, I'm really with you on some of those things, some people on here that would know me, so kia ora Tammy.

I just have a couple of questions for you. How did you facilitate everyone's individual needs through that process?

**Tammy Tauroa (Miere Limited):**

Yes, it's really hard. And one thing is, we know our whānau and our whānau want independence and they want to have their voices heard and that's really, really important. If you're on a tight timeframe and you're working as a collective, whānau also know how to be and so for this opportunity to occur we had to just really through those wānanga sit down and say what are the compromises and what can't we compromise in. But in terms of getting to affordability for our whānau. So, when I'm talking about affordability, I'm saying \$238,000 to \$400,000 is the cost for homes at the time we started our kaupapa. And so, this is a new way of enabling home ownership for our whānau through the papakāinga model and so when we're talking about that, whānau are committed to getting in so there's a lot of things that were negotiable for whānau.

And because we're a papakāinga we kept to the integrity of the whenua and made sure that on our papakāinga, no-one had a five bedroom or five storey house that towered over others, you know. When you come, we all feel like we're part of each other and not too different and I think that goes back to the pohara way of mahi as well, is kupapa ki raro titiro ake, have some humility in the mahi that's done but never lack or strive for excellence in those pursuits. So, it's hard and sometimes you just have to let whānau know, no this isn't optional, get on, here's the plan, come with us, or maybe it's not the plan for you. And that's the best way to facilitate sometimes when you've got 11 whānau to take with you.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

So, another question here, what happens to the land if whānau want to move from the papakāinga site.

**Tammy Tauroa (Miere Limited):**

It's just like a normal house and land package basically. But we have a special land covenant that sits across the whenua and so any interest or wanting to sell or move, it triggers the covenant model that we have over the whenua and, like I say, it's sort of the first of its kind in terms of this land tenure model but it basically stipulates that you give a first right of refusal to the iwi. They have longer than what you would usually take which is 30 working days so it's about two months essentially, they have to work it out. And you will remove one-third of the share that the iwi put in essentially. So, that's the iwi's interest, that you recognise that the whenua was a gift. So, there's a house and land package. The whenua was a gift, and the iwi won't be buying their own whenua back. And so that's a way that we recycle affordability too.

So, we've tried to look at ways where we're recycling the model continuously should that ever happen. And life happens. So, we had to challenge ourselves through that experience too with lawyers and really, we had to sit down and do a lot of risk mitigation strategies, especially around the finance and the land title transfer process. The iwi in this, that's a little bit different, because you have some models where the interest decreases until you get full whānau who own all house and land. The iwi in this situation did not want to ever lose their whenua. But we had to make it comfortable enough for Westpac and it being a house and land package for whānau, so we struck a sort of happy medium whereby the iwi can have a lifetime interest in perpetuity to any new owners buying the whenua as well. In two minutes, that would be my response.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

So, does Waikato-Tainui support registered members into housing ownership?

**Tammy Tauroa (Miere Limited):**

Yes, absolutely. So, Waikato-Tainui for a long time have had programmes, had housing and financial capability support programmes in place for registered tribal members. I think about four of our whānau actually participated in those wānanga ahead of coming and putting their name forward for this kaupapa. I just think whether you're ready or not, going through a programme like what Leisa has got is actually fundamental for our whānau because you can actually learn a lot of those skills and share that with your other whānau and change the lives of other whānau around you once you've been walked through those eight modules that have been stepped out so brilliantly. So yes, Waikato-Tainui do have those programmes on offer if you're registered and they run every year is my understanding.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

So just finally, just around risk management in terms of the development of the papakāinga, did you have any risk management plans and how did you manage the risks that did arise?

**Tammy Tauroa (Miere Limited):**

We had sort of no-go zones and go-zones. And if there were queries or questions or kaupapa from whānau that they wanted to achieve, but it didn't align to the fundamental seven basics of the iwi, it wasn't the right kaupapa for them. And so, we'd just acknowledge, hey this might not be the kaupapa for you, but it's not the end of the opportunities in terms of other housing needs. But you do have to be very real and upfront about what the programme is that's being offered so there's no surprises for whānau as well. But a lot of risk management, especially around negotiating lending, especially around negotiating the threshold and tolerance for the bank to whānau receiving mortgages.



**Tammy Tauroa (Miere Limited):**

There's a lot of risk management around the legal sale and purchase agreement side, so the land title in that transaction, there's a lot of risk management around that, and I think it's wrapped up really nicely in our site management plan. So, through wānanga we develop the site management plan for our papakāinga, and we stepped out what our tikanga would be to live with each other. If your month is January the 1<sup>st</sup>, that's your month for mowing the common lot areas and just simple things like that. Not to take for granted any of the simple everyday things because often those nuances is what really can get whānau quite anxious.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Kia ora Tammy. We really thank you for your determination and passion and appreciate your time today. Kia ora.

Finally, today, whānau, our final speaker is Janice Thompson from the New Zealand Housing Foundation. So, the Housing Foundation, which is a charitable trust, supports whānau into affordable housing. Morena Janice.

**Janice Thompson (Housing Foundation):**

Morena, morena tātou katoa. Ko wai au? So, on my dad's side, ki te taha o toku Pāpā, he's Whakatane, Te Teko and Poroporo, so I whakapapa to Ngāti Awa. On my mum's side, I whakapapa to Tuhoe and Ngāti Porou. However, I live here in Manurewa, South Auckland, Te Pito Te Ao. Just a little bit of background about myself. I have been working in the affordable home ownership space for the last seven years. And I first started in our development in Waimahia Inlet in Weymouth, South Auckland, where we built 295 houses, two-, three-, four- and five-bedroom homes. Back then in 2014, you could buy a three bedroom home there for around \$415,000. Since then, those same three-bedroom properties are probably around the \$800,000 mark. Between \$750,000 to \$800,000. That is how much the growth in those properties have gone.

In Waimahia Inlet, with our whānau Māori, what I observed very early on is that although there were lots of opportunities and we were promoting it down there at the development, there's some opportunities to own your own home, we found it very slow for our whānau Māori to come forward.

And those that did come had a lot of self-doubt of can we actually do this, am I really just dreaming about this and are you actually a scam. People actually thought that we were a bit of a cowboy outfit because they had seen stories in the past of people that had been ripped off and then there might be that they may not have other whānau that they're aware of who actually own their own home. So this is what we faced there and it wasn't actually until we had the first house up and a whānau move in and at the time John Key was Prime Minister and he turned up with his entourage of media and then it went through the local rag and all of a sudden we had lots of people come forward and even whānau started to believe their own whānau that it actually worked because there were actually whānau moving in. So, I guess what I'm saying there is that especially among our Māori people I think that it can take a long time. Everyone's different. But I have noticed among our Māori people the uptake has been very slow, especially up here in the urban centres.

I've also been working Puhinui Park, Manukau. Again, the buildings there are a lot different where they're two and three level homes. So, I'm coming from a perspective of you've got again for our whānau Māori that many of us have been brought up where you've got a big backyard and the double garage, and you can play everywhere. Whereas these days you're coming into a space where sometimes you might not even have a back yard, there might be a shared space, or the neighbouring reserve might be the area where you might go and take a walk. And also terraced housing, housing

**Janice Thompson (Housing Foundation):**

side by side, so sometimes that might put a lot of people off, is that we don't have our standalone house or what's that, and so then people prefer to continue to rent.

So, it's all those mindsets that we would be facing when we're working with whānau and so it is about education, it is about looking at where they're at now and perhaps seeing it as their first step towards home ownership of converting their rent into their own asset. And the whānau that we are working with are largely those that are on working incomes as well. They might be earning anywhere between \$65,000 upwards to \$110,000.

Some of the other work that I do has been in supporting iwi and Māori-led organisations. With Waikato-Tainui I have been working with 15 whānau through the shared ownership programme in Te Kaarearea in Hamilton. Also, with Te Taiwhenua in Waingakau, Hastings. Taranaki, Opunake and also working on behalf of Te Tumu Paeroa, the Māori Trustee. Some of my work has been also in Wainuiomata working in the Te Puna Wai development. And probably one of my proudest moments was working in Te Puaa Marae with one of the whānau who when I met with her had come through homelessness but actually, she now owns a four-bedroom home in Waimahia. So, can it be done? Absolutely it can be. Just takes a plan.

And lastly, I have been working in the last four years with the New Zealand Police, Counties Manukau, where we have now eight of their police officers who have come into the shared ownership programme. So certainly, there's a big need there.

Okay, so working with whānau. I'm just going to share some of the important things in working with whānau is analysing the need - what is the need, what are those common things that are appearing. Looking at if we are working with whānau, it's no good looking at building two bedroom or three-bedroom homes if they are a big, large whānau. Looking at what functions well with our whānau, what are the house typologies, what's the demand, are people on low incomes or moderate or high incomes, because that will really determine the types of homes that we can build and also the affordability of the properties.

Understanding and assessing the whānau circumstances. I have found that it's so important when I've been working with whānau and working with them to complete an application form and then assessing that, it's all around just understanding their current financial position and the direction where they're heading in the next two or three or five years. It's just about working a plan with our whānau that's realistic. A bit like that smart plan that Leisa was talking about. It's just understanding

when we're working with our whānau is what is the best suited product for them, whether it's shared ownership or rent to buy. Rent to buy, meaning that if they have debt that's going to take up to five years to clear, there's no use in referring them over to the bank at that time. It's better to give them time to work those debts down and build up their deposits.

Thirdly, presenting an overview of the product, a pathway. So, it's important for our whānau to understand what it is exactly, what is this pathway we're talking about when we're looking at shared ownership, what does that even mean, and at the end of the day can I even afford that. So having a tool available, whether it's a PowerPoint presentation, whether it's a spreadsheet that really outlines the costs of what it's going to cost if it's rent to buy, what's the rent going to be, what are any other costs involved here, and how do I actually move over into shared ownership. Is there any contribution towards equity to help me to buy the home, all those things should be laid out for the whānau and having a simple document on a one pager that's really simple for them to understand is so important. And the same with shared ownership, for our whānau to understand when they finally do move over

**Janice Thompson (Housing Foundation):**

into shared ownership and buying a home, apart from the mortgage repayments, what about rates, what about house insurance, all those things that we can discuss with our families in detail. And then laying those things out as we move along, any common questions that come up, putting them into a Frequently Asked Questions document so that they can go to that and we're improving and learning as we go along.

Tailoring a purchase pathway plan in plain speak language. So, Jason picked up on this and that's best suited to the whānau outlining their shares and the organisation's equity deposits and bank loan. So, as I was saying, what are those repayments and working with whānau and so some of the whānau that have come through Leisa's programme, and one of them has gone on and now owns a home in Te Kaarearea. It's all those things about being able to lay them out nice and simply so whānau have no surprises later on. I think one of the key things when we're looking at shared ownership is when a whānau does buy back shares, for example, are they going to be buying those shares back at current market value. These are things that are important to discuss up front, so that whānau understand what that looks like and how do you actually do that. So, the Housing Foundation, we have a few tools to help people understand what buying back, for example, an extra 5% share looks like and how do you actually do that. One of the keyways to do that is being able to facilitate an annual review with whānau, one a year meeting with them and having that conversation with them, how are you doing and checking in with them, are you in a position to buy back any shares, let's have a look at what that looks like and let's talk about the next steps.

Having a go-to person. So, Tammy talked about having one person, and that's been the case, I think, for whānau is to be able to have one support person if they've got a query about this and that. Rather than trying to navigate their way through a web in an organisation, having a go-to person who they can build up trust with as well.

And then, as I said, implementing that annual financial health check to support whānau to buy back shares over time if they're doing the shared ownership program in accordance with your affordability. And so, three key takeaways is number one, understanding the needs of the whānau that you're working with. For example, if we're just offering shared ownership programmes, and that requires a whānau to be able to secure that home loan, if they don't meet the criteria of being able to secure finance from the bank, it's important to understand that and to communicate that with them from the beginning but have a plan ready so that there are some goals for them to work towards.

Secondly, assessment and purchase plan. Being able to sit down and map things out for the family, clearly.

And then thirdly, the annual review of meeting with whānau so that they understand where they're at and how to purchase back more shares if they're on the shared ownership programme. And here's my contact details here if you'd like to talk with me further outside of this, you're welcome to contact me, I'm happy to support. Thank you.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Kia ora Janice, thank you for your presentation and I think there's a common theme here that we've heard today and that's about whānau understanding exactly what's happening and what the process is through every step of the way. There's also that area of getting an understanding as a provider or a mortgage advisor on what the actual capability of whānau is to enter into the space of home ownership. And I guess the most important part has been the walking alongside whānau every step of the way and getting rid of those barriers and actually advocating for them in a controlled manner, but also just supporting them through those things. So, thank you for that Janice. I just have a question

here for you, where can we find help to support us and our whānau with the products that you mention?

**Janice Thompson (Housing Foundation):**

So apart from our speakers here that have presented the different pathways, the Housing Foundation, they can just go through our website and also myself, they can give them give me an email and I can get in touch with them.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

And do you work with Māori freehold land is your product available in Tāmaki.

**Janice Thompson (Housing Foundation):**

Really for us it comes back a bit like what some of our other speakers were talking about, it comes back to the availability of land for us to work with. So, we only can build on land that's available for us, so we are limited to that pretty much and the support of funding in our philanthropic investors.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

And do you think the PHO fund will help Māori into housing when house prices seem so unaffordable.

**Janice Thompson (Housing Foundation):**

Absolutely, yes, absolutely yes. I think especially, so the whole point of the PHO, especially if whānau might just need a little bit extra in order to purchase the home. So, they might have some deposit, they might be able to secure a home loan, but they might not have that extra \$150,000 or \$100,000 to be able to purchase, so absolutely yes.

**Ali Hamlin-Paenga (Kahungunu Whānau Services):**

Kia ora, well thank you for that. So, just in ending, thank you to all the participants who have taken the time I know out of their busy days, I'm sure that everybody is busy but for such an important kaupapa your presence and having you here as part of these webinars is really appreciated.

Finally, to our guest speakers, we thank you for sharing your intelligence, your knowledge and appreciate the kaupapa that you all contribute to supporting whānau aspiration into home ownership. And so, with that, thank you all and have a great day and we'll see you all again on December the 13<sup>th</sup> for the next webinar. Kia ora.

# Questions & Answers

## Episode 8 Working with Whānau

*These are the questions that were answered by the Panel in written format and therefore not included in the recorded transcription above.*

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Questions	Answers
<b>Is there a list of Kāinga Ora sorted courses? Do you know? Or is that a TPK question?</b>	TPK has a list of providers that are currently delivering in your area.