



CASE STUDY: CURTAIN BANK (1)

July 2008

Background

Glenys Tyrrell is a solo mother on the DPB. She lives with her two children – Krystal, 9 years and Corbyn, 3 months.

The children's bedrooms were so cold that they were sleeping in Glenys' bedroom. Krystal had the same curtains in her bedroom that Glenys had as a child and they were thin and worn.

Glenys says that because she had lived in the home for 11 years, Housing New Zealand would not provide her with curtain tracks for the house. It was at this point that she called Citizen's Advice Bureau for advice on getting assistance with warming her home.

Role of CEA

Glenys contacted CEA and was given a voucher for curtains. With the assistance of CEA's Curtain Bank Project she received curtains for both the children's rooms and the kitchen. She says she was able to choose which curtains she wanted.

For Corbyn's room, she picked ones with a teddy bear pattern. They needed to be lined for extra warmth, which the staff at the Curtain Bank did for her. The curtains for the kitchen had to be cut to size, which they also carried out. The other curtains were already lined and the correct size for Krystal's bedroom.

Benefits of CEA Curtains

The house is much warmer, according to Glenys, with the children now able to sleep in their own rooms. She has also noticed they have all had fewer colds this winter.

Conclusion

Glenys described the service she received from CEA as "fantastic" and says it is great for people on a benefit who may not otherwise be able to afford curtains, particularly thermal-backed ones.

She has recommended the service to several friends who have Community Services Cards.