

Welcome

to your Kāinga Ora home





Even if you don't read it now, hang on to this booklet and **keep it somewhere handy.**



Everything you need to know about

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and other useful stuff.





Welcome to your new
Kāinga Ora home.

**Hopefully, by the time you read this,
you'll be unpacked, and settled in.**

This handbook contains many things you need to know about your tenancy and your home.

It also covers things like: looking after your property, paying your rent on time, keeping your home dry, and being a good neighbour. When we get these things right, then our houses become places to live in and enjoy.

Enjoy your new home, and let us know if there is anything we can do to help.



Our promise to you



We will treat you with courtesy and respect,
all we expect is the same from you.

This is what you can expect from us:

- We will treat you with courtesy and respect.
- We will listen to you, whoever you are and whatever your circumstances.
- We will be honest and fair, always.
- We will do what we say we will do.
- We will tell you everything you need to know, when you need to know it.
- And we will do everything we can to be the best housing provider possible.

That's our promise. If we don't meet this, please tell us.

Talk to us

We are here to help you. So if you want to talk to us, please get in touch.

Customer Support Centre

For all enquiries, call 0800 801 601 between 8am and 6pm, Monday to Friday. It's free, even if you're calling from a mobile phone.

Urgent enquiries will be answered any time, 24 hours, 7 days a week.

If you are hearing impaired, you can contact us using the NZ Relay Service at nzrelay.co.nz or you can fax us on 0800 201 202.

Local Offices

If you want to see us in person, our local offices are open from 9am to 4pm, Monday to Friday.

Online

You can make general enquiries online by completing the form on our website: www.kaingaora.govt.nz

My Kāinga Ora

My Kāinga Ora is a new online way to manage your home, check your accounts, view maintenance and much more. It's easy and quick. For more information visit www.kaingaora.govt.nz and click on the "online services" drop down menu at the top right of the page.



Talk to us in your own language

When you call us and need to speak to someone in your own language, we can help – just let us know what language you want to use.

Kōrero mai i roto i tōu reo ake

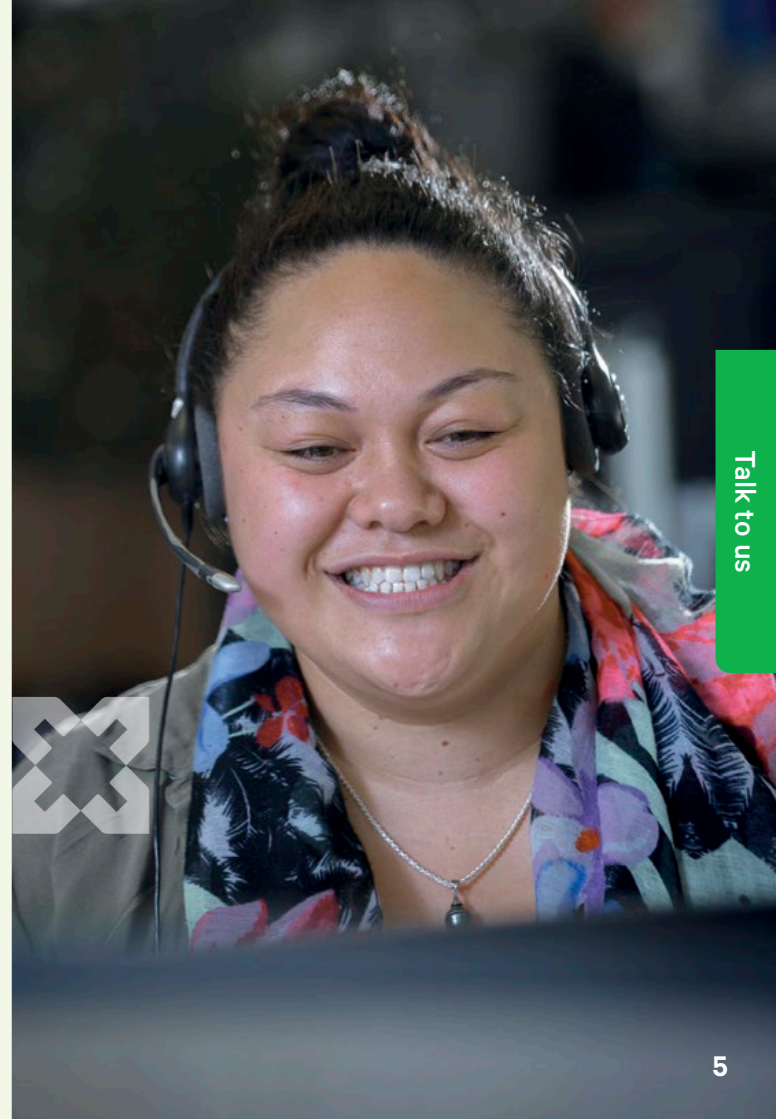
Ina waea mai koe, ā me kōrero i roto i tōu reo ake, ka āhei mātou te āwhina – me kī noa mai te reo e pai koe kia whakamahi.

Talanoa mai i lau lava gagana

Pe a e vili mai ma e manao e te talanoa i se tasi i lau lava gagana, e mafai ona matou fesoasoani atu – na'o le faailoa mai lava o le gagana o loo e manao e faaaogā.

Lea faka-Tonga mai.

Kapau te ke telefoni mai 'o fie lea faka-Tonga ki ha taha, kātaki 'o fakahā mai.



Making this your home

Everyone deserves a home that is safe, warm and dry, comfortable and well maintained.

If something in your home needs fixing – call us

- Everyone deserves a home that is safe, warm, dry, comfortable and well-maintained.
- If you need repairs done, call us straight away. Problems that affect your health and safety are important to us and will be attended to within 4 hours. Call us and then press '4' when prompted for urgent assistance.
- We will do other repairs as soon as we can.
- We understand stuff happens. If you, your family or friends happen to damage your home, please ring us and let us know. We will talk through what repairs need to be done and what this may mean for you.

What you can fix yourself

You can do small repairs like tightening screws and changing light bulbs. You don't need to call us about

these jobs unless you can't do them yourself or you don't have the correct tools.

If you want to do major repairs or decorating work around your home, please talk with us before doing anything.

We have standards that must be met, and we will check any work you do. If the work you do doesn't meet our standards, contractors may have to re-do it. You may have to pay for this, so it's always best to check first.

Doing work on your house may disturb hazards around the house such as asbestos or lead paint.

If you have any concerns or there's damage to something that may contain asbestos or lead-based paint, don't do the repairs yourself. We hire tradespeople who know how to work with these products safely.



Having tradespeople in your home

We employ contractors to do maintenance and repairs in your home.

Our contractors will:

- respect your privacy and treat your home and possessions with care.
- leave their name, telephone number, date, time and reason for calling if you are not home when they call.
- show you their photo identification. If they don't have any identification, do not let them into your home – ask them to come back with identification.
- talk you through any safety precautions that are necessary while they are working and leave your home safe, clean and tidy at the end of the day. They will also remove their rubbish.
- be appropriately dressed and polite to you at all times.

If you're not happy with any work carried out or the behaviour of the contractor, please let us know. It's also valuable for us to know if a contractor has done an excellent job. Please give us a call on 0800 801 601 between 8am and 6pm, Monday to Friday.

Kāinga Ora inspection visits

We visit all our homes at least once a year to carry out an inspection. This visit looks at:

- the condition of the property and that everything is working as it should
- if there are any issues you want to raise
- whether the property continues to meet the requirements of the Residential Tenancies Act and fire safety regulations
- smoke alarms and ensures they are in place and working.

We will give at least 48 hours' written notice before an inspection visit, unless you agree to a shorter period. If the time we've chosen for a visit doesn't suit you, let us know and we can make another time.



Note: If we are visiting your home for a reason other than an inspection, we don't have to give 48 hours notice.

Inspection visits usually take up to 20 minutes and are carried out by a Kāinga Ora staff member or a property inspection company. An adult must be home for the visit, preferably the person who signed the Tenancy Agreement. If that isn't possible, you can arrange for an adult friend or relative to be there instead.

An inspection is also an opportunity to talk about any other ways we can help you.



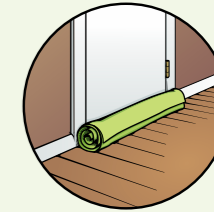
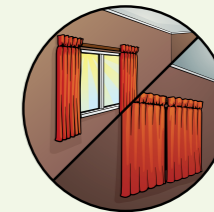
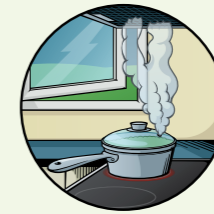
How to keep your home dry and warm over winter

8 litres of moisture builds up in Kiwi homes each day. Simple activities like cooking, showering and hanging your washing inside can cause this build up of unhealthy moisture. For a dry and healthy home, follow these steps:

- Wipe any moisture or drips off your windows and walls.
- Open windows in the mornings, while you shower/bath, or while cooking.
- Hang washing outside to dry, if you can. Or in a room with a door closed and windows open.
- Use the bathroom extractor fan and the kitchen rangehood to remove moisture when needed.

A dry home is easier and cheaper to heat. The more moisture there is in the air, the harder and more expensive it is to heat. To make your home easier and cheaper to heat, follow these steps:

- Open curtains during the day to let warmth in and close them in the evening to keep the warmth in.
- Stop cold air getting into your home by stopping draughts around doors, windows and fireplaces.
- Heat your home using thermostats and timers so your heaters only come on when you need them.



Safety at home

This is your home – you should feel safe and secure. Here are some ways to make sure you stay safe.

Safety key points

• Be careful:

- in emergencies call 111 for Fire/Police/Ambulance
- if it's not an emergency but you still need assistance from the police call 105 – it's a free call
- keep poisons, medicines and cleaning products out of reach of children or in lockable cupboards
- if someone has swallowed poison call the National Poisons Centre on 0800 764 766.

• Be safe:

- lock windows and doors when you go out and at night
- do not let people you don't know into your home without identification
- If someone at your door says they work for Kāinga Ora, and you don't know them, ask them to show their identification before letting them into your home. If they don't have any, ask them to come back with identification

- If you are doing your own maintenance work, please check with us first.

• Be prepared:

- be fire safe – make sure your smoke alarms work by testing them regularly
- know what to do in a fire, and take steps to prevent fires at home
- have an escape plan and make sure everyone in your home knows what to do
- keep exits clear
- if possible have an emergency kit with enough food and water for at least three days.
- join your Neighbourhood Support Group. If your neighbourhood doesn't have a support group, why not set one up? For more information, call **Neighbourhood Support New Zealand** on **0800 4NEIGHBOURS (0800 463 444)**.



What to do if there is a fire:

1. Shout 'fire, fire, fire' to warn others
2. Get out and stay out – never go back inside
3. Don't try to save your possessions
4. If it's smoky crawl low and fast towards the nearest safe exit
5. Shut doors behind you
6. Meet at your safe meeting place
7. Phone the fire service from a safe phone on 111, and tell them your street address, the nearest intersection and the suburb and city
8. Wait for the Fire Service to arrive. Tell them where the fire is and if anyone is still inside. Don't go inside until the fire service tells you it is safe
9. Call us to let us know about the fire

The smoke alarms in your home

Smoke alarms are reliable, as long as you look after them and clean and test them regularly. Your home will have a smoke alarm in each bedroom, in the living areas, in the hallway and in garages which have internal access. The smoke alarm has a long life battery that cannot be removed.

To test your smoke alarm:

- press the test button for about two seconds – the alarm should sound
- release the button – the alarm will have reset
- some properties may have smoke alarm systems installed. If this is the case, there will be a small control panel mounted at a convenient height where you can test and hush your alarms.

If the alarm doesn't sound, or you think your smoke alarm is faulty or the battery is flat, tell us by calling **0800 801 601 between 8am and 6pm, Monday to Friday.**

To find out more about fire safety, visit the Fire Service website at: www.fire.org.nz

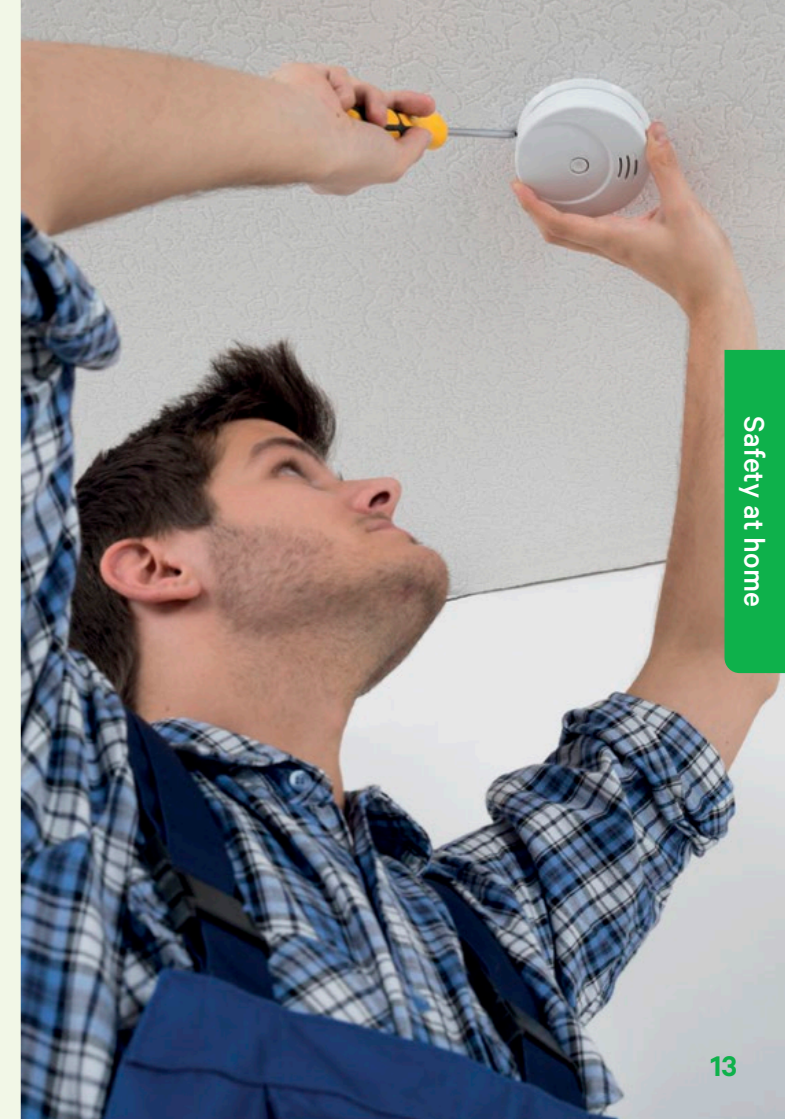
Preventing fires in your home

Here are some things you can do to make your home safer and minimise the chances of a fire.

- Keep all furniture, clothes and curtains at least one metre away from heaters and the fireplace.
- Ashes can take up to five days to cool – put them in a metal container well away from the house, and don't put embers in plastic bins.
- Turn off your electric blanket at the wall before getting into bed. It's a good idea to get your electric blankets checked each year by a qualified tradesperson to make sure they're still safe.
- Remove and clean your rangehood filter regularly. Wash it in soapy water and let it dry before you reinstall it.

Many house fires happen while cooking.

- Don't leave elements on the stove unattended, especially when cooking with oil or fat.
- Turn off the heat if oil or fat is smoking.
- Keep curtains, plastic electric jugs and tea towels away from the stove and elements.
- Empty the crumbs from your toaster and clean the oven regularly.





Your neighbourhood

Neighbours are an important part of living in any community. They can make it a nicer place to live.

As part of a community we should all:

- recognise that everybody is different and have different ways of doing things and that's okay
- talk things over when there are problems, listen to other people's points of view, and try to come to an agreement that works for everyone
- keep an eye on neighbours' homes when they are away and report any suspicious activity
- keep the noise coming from your place (music, parties, alarms, cars and so on) at a reasonable level, particularly at night
- be tolerant of neighbours' children playing outside unless they are being very disruptive at an unreasonable time or for a long time
- keep shared driveways clear
- keep our sections tidy.

When you move in, introduce yourself to your neighbours if you feel comfortable doing so. It's much easier to deal with any issues that may arise if you know your neighbour.

Think about joining your local neighbourhood support group – this is a great way to meet people. Or, if there isn't one in your area, think about setting one up. To find out more, talk with **Neighbourhood Support New Zealand on 0800 463 444.**



Helpful tip:

There is space in the back of this pack for you to write down some of your neighbours' names and phone numbers.



Sorting out problems

Even if you usually get on well with your neighbours, there may be times when you disagree. First, try speaking to your neighbour. Most problems can be solved by talking about them.

If you can't resolve the problem, you should report it to the proper authorities.

- If you have problems with loud noise, call the Noise Control Office at your local council.
- Illegal activity should be reported to the Police.
- If you have problems with dogs, call the Animal Control Office at your local council.
- If you think someone is in physical danger, you should call the Police immediately.



What can Kāinga Ora do?

Nobody likes behaviour that interferes with the peace, comfort, privacy or safety of those living nearby. Please give us a call if you need help with problems in your neighbourhood. We will work with you and anyone else involved to resolve the issue.

Having a pet in your home

Kāinga Ora is a pet friendly landlord. We know that pets can be great companions and we want our tenants and their whānau to experience the many benefits of pet ownership.

If you would like a pet, or already have a pet, there are a few things you need to know.

Are there any conditions to having a pet?

Just like all New Zealanders, there are laws that apply to keeping pets. For example there might be council by-laws, or rules if you live in an apartment, around keeping pets (including cats).

Don't worry – we can check this for you.

If you want a pet that is a cat or a dog or you live in a rural location and want a livestock animal, **call us on 0800 801 601 between 8am and 6pm, Monday to Friday**. When you call we will also ask you a few questions about your pet.

You need to let us know if you already have, or want to get, a dog, cat or livestock animal as part of your tenancy agreement with us. We will also need to collect some information about your pet.

We'll also ask you to sign a Pet Information Form and agree to be a great pet owner. Just give us a call and we will get this sorted for you.

Please keep dogs secured when our staff or tradespeople visit your home. This means all dogs, no matter how big or small.





Your tenancy

What you need to know about your Tenancy Agreement

Your Tenancy Agreement is important

Your Tenancy Agreement is a legal document. It tells you what you should expect from us and what we expect from you. If you haven't had a good look at it, now might be the time.

If you need help understanding the agreement talk to your Tenancy Manager, or if you would like independent advice, call Tenancy Services on **0800 TENANCY (0800 83 62 62)**.

Sometimes things don't go quite to plan (for either of us) and problems can arise. If there's something we've done, haven't done or need to do, get in touch with us. Call us **0800 801 601 between 8am and 6pm, Monday to Friday**.

And if there's something we're concerned about, we'll get in touch with you.

Paying rent

Paying your rent and paying it on time is important. If you are having difficulty, contact us as soon as possible.

- Rent is charged weekly
- Rent is reviewed annually by the Ministry of Social Development
- Call the Ministry of Social Development straight away if your circumstances change, so they can make sure you are paying the right amount
- Talk to us if you have any questions about your rent.



Helpful tip: Kāinga Ora is responsible for maintaining your property but we are not responsible for damage, fire or theft of your furniture or belongings. We recommend you arrange contents insurance to cover this.



Key information for your home

Keep all your useful information in one place. Tear this card off and stick it to the fridge

Rubbish collection day: _____

Recycling collection day: _____

Tenancy Managers name: _____

Power company: _____

Cooking in your home: gas electric

Heating in your home: gas electric

Telephone/internet provider: _____

Building Managers name and number: _____

Council Noise Control number: _____

Council Dog Control number: _____

Citizen's Advice Bureau number: _____

Police station number: _____

Neighbours' names and numbers

Name: _____

Number: _____

Name: _____

Number: _____

Name: _____

Number: _____

Name: _____

Number: _____

Name: _____

Number: _____

Name: _____

Number: _____

My customer reference number:



FREECALL

0800 801 601

Call between 8am and 6pm,
Monday to Friday. It's free, even if
you're calling from a mobile phone.

Other useful numbers:



Call Kāinga Ora

on **0800 801 601**

8am to 6pm Monday to Friday

