



Maintenance and repairs

At Kāinga Ora - Homes and Communities, we aim to maintain our properties to a good standard. We regularly check to see what maintenance is needed, and that repairs through normal wear and tear are done as soon as possible.

As part of your tenancy agreement we have certain obligations regarding maintenance and repairs, and so do you.

We will:

- provide a property that is clean and tidy when you move in
- do planned maintenance such as repainting the outside of the house
- do any urgent repairs as quickly as possible
- check your smoke detectors are in place and working
- make repairs caused by normal wear and tear as soon as possible.

You need to:

- keep your house in good condition
- call us as soon as possible about any damage in and around your house, or if you need something repaired
- pay for any damage caused, such as:
 - burns, stains (including burns and stains from smoking), marks and scratches
 - accidents such as broken windows
 - damage from building or repair work you have done
 - forced entry or vandalism that you or your guests have caused
- pay for new door locks and keys if you lose them or lock yourself out (we don't have spare keys).

Getting things repaired

Call us free on 0800 801 601 about any damage in and around your house, or if you need something repaired. If the work is not urgent, we'll get a contractor to assess the job. Once they have assessed the work, we may decide that:

- the job needs to be done, and arrange for work to start as soon as possible
- no work will be done at this stage
- your job becomes part of our 'planned maintenance' programme.

Once they finish the job, we may send someone to check the work or we will call you to confirm the work is to a good standard. If you aren't satisfied with the work or the contractor's behaviour, please call us on 0800 801 601.

We like to hear good news too. So, if a contractor has been particularly good, please let us know.

What are urgent repairs?

Urgent repairs are problems that affect your health and safety. We'll fix these straight away. They include:

- blocked drains or sewage problems
- gas leaks or bad water leaks
- no power or hot water
- electrical faults
- no stove top elements working
- faulty smoke detectors.

If you have any of these problems, call us immediately on 0800 801 601.



Maintenance and repairs

Doing maintenance 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 some maintenance or improvements around your house, talk to us first. We have standards that must be met, and we will check any work you do. If it doesn't meet our standards, contractors may have to redo the work, and you may have to pay for this.

Mould

Mould (also known as mildew) is a type of fungus that grows inside and outside your home. Small amounts of mould are common in most houses in New Zealand but if left to grow in large quantities, mould can cause serious health problems.

White vinegar is the best way to kill or clean mould. Spray directly onto the mould with a spray bottle or wipe it on using a clean cloth (water it down by half when using on painted surfaces to avoid damaging the paint). Wipe off the dead mould a few days later with soapy water and a clean cloth.

For more information on how to help prevent mould growing in your home, see our fact sheet 'Controlling mould in your house'. If your home continues to suffer from persistent or severe mould then call us free on 0800 801 601.

Asbestos and lead-based paint

Many older houses in New Zealand were built with asbestos products and/ or painted using lead-based paint. Providing these products are in good condition, they're quite safe. If you have any concerns or there's damage to something that may contain asbestos or have lead-based paint call us free on 0800 801 601.

Don't do these repairs yourself as we have strict procedures that must be followed when working with asbestos and lead-based paint. We hire tradespeople who know how to work with these products safely.

Tradespeople in your home

We employ contractors to do maintenance and repairs. They work to a Code of Conduct that requires them to:

- contact you to agree a suitable time to do the work
- leave their name, address, telephone number, date, time and reason for calling if you are not home when they call
- show you their identification before entering your property
- leave your property safe, clean and tidy at the end of every work day, and remove their rubbish
- respect your privacy and treat your home and possessions with care
- be appropriately dressed and polite to you at all times.

You can help by:

- being home at the agreed time
- giving us plenty of notice if you're not going to be home
- moving furniture and personal items that may be in the way
- keeping children and pets out of the way.

Find out more?

Talk to us on **0800 801 601**

If you would like more details about any information in this fact sheet, or have any queries about Kāinga Ora, please call us free on **0800 801 601**, or visit our website **www.kaingaora.govt.nz**

If you have a hearing impairment, you can contact us using the NZ Relay Service on **www.nzrelay.co.nz**.

