

# HOUSING INSPECTIONS



*We inspect our houses regularly.*

At Housing New Zealand Corporation, we inspect all houses we manage twice a year, to:

- check the condition of the house
- make sure they are maintained to our standards
- confirm the property meets the Building Act and fire safety regulations
- check that smoke detectors are in place and working
- meet with you face-to-face and talk about any issues you may have such as trouble paying your rent, overcrowding in your home, or change in your circumstances.

We also do inspections before you move in, six weeks after you've moved in and before you leave.

- **Before you move in.** We visit the house with you and complete a Property Condition Report. That way, we both agree on the condition your house needs to be in when you leave.
- **Six weeks after you've moved in.** We visit to make sure everything is okay.
- **Before you leave.** We do an inspection after you give notice, during which we'll check the Property Condition Report to see if there is any damage and to arrange for repairs and payment if required.

## How much notice is given before an inspection?

As outlined in your tenancy agreement, we will give 48-hours notice before an inspection, unless you agree to a shorter period. We give notice by letter.

If the time we've chosen for an inspection doesn't suit you, let us know and we will make another time.

## How long do inspections take?

Inspections usually take 15 to 20 minutes.

## Who has to be home for the inspection?

An adult must be home, 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.

## Who does the inspection?

Either our staff or a property inspection company do the inspections.

All inspectors must show you their identification. If they don't have any, ask them to wait outside and call us immediately on 0800 801 601.

## Find out more

If you have any questions, your circumstances have changed, or you want to explore home ownership opportunities, talk to us. Call free any time on 0800 801 601 or visit our website [www.hnzc.co.nz](http://www.hnzc.co.nz)

If you have a hearing impairment, you can contact us using the NZ Relay Service on [www.nzrelay.co.nz](http://www.nzrelay.co.nz), or you can fax 0800 201 202.

Community groups can call any time on 0800 801 601.

## 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 Housing New Zealand, please call our Customer Services Centre free, any time on **0800 801 601**, or visit our website [www.hnzc.co.nz](http://www.hnzc.co.nz)

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