

LIVING IN A COMMUNITY GROUP HOUSE



Housing New Zealand provides houses for community groups.

There are some things you need to know about using a Housing New Zealand property as a community group house. Most of these things are about ensuring the residents are safe and that the house is fit for their needs.

Providing houses that are fit for use

The houses we provide must be fit for use and safe for residents and visitors. This means we will install specific safety features, depending on the type of house and its intended use.

Some houses need a Building Warrant of Fitness. We will tell you if the house needs one, and arrange for it to happen. If you have a Building Warrant of Fitness it must be displayed so that it is visible to all residents.

Fire safety

Firetronix IQP inspect our homes and maintain safety features such as fire alarm systems, sprinkler systems and emergency lighting. They will contact you to arrange a time to inspect the safety equipment to make sure it is all in working order.

Everyone in the house needs to know what to do in a fire, including how to use equipment, evacuation procedures and general fire safety. Some houses need a fire evacuation scheme approved by the fire service. We will tell you if your house needs a fire evacuation scheme and how it affects you, and your responsibilities.

Tell us about changes

You need to let us know immediately if there's any change to the:

- services you provide from your house
- number of residents at the house
- ability of residents to hear an alarm and escape from fire.

Changes like these may affect the type and level of fire safety protection required in your house. In some cases we also need to let the local council know about these changes.

Getting things repaired

Call us as soon as possible on 0800 801 601 about any damage in or around your house, or if you need something repaired.

If you want to do any repairs or alterations to your house, check with us first as there may be fire compliance implications.

See the Maintenance fact sheet for more information.

Keeping your house secure

Make sure everyone in your house knows to lock the doors and windows when going out and at night. We've put security catches on some windows – if you have trouble using the security catches, let us know.

If someone arrives at the house and says they work for Housing New Zealand, ask them to show their identification before letting them in. If they don't have any identification, ask them to wait outside then call us immediately 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

If you have a hearing impairment, you can contact us using the NZ Relay Service on www.nzrelay.co.nz, or you can fax 0800 201 202.

Poisons, asbestos and lead-based paint

Make sure all dangerous household items like poisons, medicines and household cleaners are kept out of children's reach. If you have a lockable cabinet, use it.

Many older houses in New Zealand were built with asbestos products and/or painted with 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 any time on 0800 801 601 straight away. 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.

Let us know if you notice anything unusual, like:

- unusual chemical odours
- stored chemical containers
- plastic or glass containers with glass or rubber tubing.

Paying rent

You must pay your rent on time. Please let us know as soon as possible if something happens that may affect your payments.

If you use one automatic payment to pay the rent on more than one property, let us know. We can split the payment across all properties so you avoid going into arrears.

Find out more

If you have any other questions talk to us. Call free any time on 0800 801 601 or visit our website www.hnzc.co.nz.

If you have a hearing impairment, you can contact us using the NZ Relay Service on www.nzrelay.co.nz, or fax 0800 201 202.



Store all dangerous household items out of children's reach.