

MAINTENANCE AND REPAIRS



Call us as soon as possible about any damage in and around your home, or if you need something repaired.

At Housing New Zealand Corporation, 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 home in good condition
- call us as soon as possible about any damage in and around your home, 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 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 as soon as possible about any damage in and around your home, or if you need something repaired. If the work is not urgent, we'll get a contractor to assess the job. They will visit within 10 working days. Once they have assessed the work, they 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 straight away.

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
- stove top not working
- faulty smoke detectors.

If you have any of these problems, 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.

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 around your home, 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.

Asbestos and lead-based paint

Many older homes 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 any time.

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 home

- leave your home 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?

If you have any questions, or your circumstances have changed, talk with us. Call free any time on 0800 801 601 or visit our website www.hnzc.co.nz

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