

LIVING IN A COMMUNITY GROUP HOME

Talk to us. 0800 801 601



Housing New Zealand provides homes for community groups.

If you would like more information about Housing New Zealand, please call our Housing Assistance Service anytime on call free **0800 801 601**, or visit our website www.hnzc.co.nz

Locations and contact details for all 43 Housing New Zealand neighbourhood units are listed in the Blue Pages of the telephone book.

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

Providing homes that are fit for use

The homes 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 home and its intended use.

Some houses need a Building Warrant of Fitness. We will tell you if the home needs one, and arrange for it to happen. If you have a warrant 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 home needs to know what to do in a fire, including how to use equipment, evacuation procedures and general fire safety. Some homes need a fire evacuation scheme approved by the fire service. We will tell you if your home 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 home
- number of residents at the home
- ability of residents to hear and escape from fire or an alarm.

Changes like these may affect the type and level of fire safety protection required in your home. 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 833 755 or 0800 801 601 about any damage in or around your home, or if you need something repaired.

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

See the *Maintenance and repairs* fact sheet for more information.

Keeping your home secure

Make sure everyone in your home 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 or 0800 833 755.

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 homes 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, talk with your tenancy manager, or call us anytime 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 with us. Call anytime on 0800 801 601 or 0800 833 755. You'll find our details in the Blue Pages of the telephone book or online at www.hnzc.co.nz If you have a hearing impairment, fax us on 0800 201 202.



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