

## ***Auckland flooding - Kāinga Ora community update***

*2 February 2023*

Kia ora koutou,

I hope you and your whānau have been able to stay safe and dry over the last few days.

Now that the worst of the weather appears to have passed, we can all focus on recovering from the wet weather and flooding on Friday and Tuesday.

I'm getting in touch because we understand impacted families are contacting a wide range of community leaders, service providers and support agencies, such as yourself, to access help. Among those seeking assistance are Kāinga Ora customers.

Kāinga Ora's focus has been on ensuring our customers are safe and have a roof over their heads, and where they can no longer live in their home are supported by those agencies responsible for temporary housing. We are now working to get a good understanding of the level of damage to our homes in the impacted areas and the work needed to repair them.

This update provides you with information about what assistance we have available, and what help more generally is available, so you can direct our customers should they come to you for help.

As always, if someone's life is in danger, people should call 111.

### **We are here to help.**

- Our key communication channel for customers is our Customer Service Centre (CSC) on Freephone **0800 801 601**. Calls are free including from a mobile phone and our CSC is open 24/7. Wait times are currently short and flood enquiries are being prioritised.
- Customers can also email us at [aucklandrecovery@kaingaora.govt.nz](mailto:aucklandrecovery@kaingaora.govt.nz) to connect with one of our team members.

To date we have prioritised visits to those streets and suburbs which were most badly affected by the rain and flooding.

We have teams on-the-ground and in the community visiting our homes and customers. We are working hard to assess which homes have been affected and what support whānau living in these homes need. We are finding that what this support looks is unique to each situation depending on the damage to the home and needs of the whānau.

We are focused on providing practical support and assistance to customers affected by the floods – for example, depending on the extent of damage, this could include a reduction in rent or if a customer is unable to live in their home as a result of flood damage, we will not charge them rent.

If a customer needs access to financial or other support we are connecting them with the right support agencies and community groups who can provide this help as soon as possible.

Kāinga Ora will rehouse all of our customers who were affected by the floods – however, this will take some time as we work through the extent of damage to our homes *and* find suitable homes in the right locations for these customers. In the meantime, if a customer cannot remain in their home, they will require temporary accommodation and will be referred to Auckland Emergency Management (AEM).

In relation to other concerns like water and electricity, security and rubbish we are advising our customers to contact the agencies listed below:

- Their utility provider in relation to water and electricity
- The Police for any concerns around safety and security
- AEM has arranged for some waste transfer stations to take storm-related waste free of charge. For those unable to transport waste themselves AEM can arrange collection, phone 0800 22 22 00.
- Kāinga Ora has also organised for the delivery of skip bins in some locations. We will let our customers know when we are going to provide a skip bin in their area.

We are updating useful information daily on our website [www.kaingaora.govt.nz](http://www.kaingaora.govt.nz) and our Facebook page [facebook.com/kaingaoragovtnz](https://facebook.com/kaingaoragovtnz). We also have a customer app “MyKaingaOra” through which we can communicate with a number of customers.

We encourage you to contact us directly if you have any questions or concerns about Kāinga Ora customers or properties in relation to the recent weather and flooding. Please email us at [aucklandrecovery@kaingaora.govt.nz](mailto:aucklandrecovery@kaingaora.govt.nz).

Stay safe, stay dry and thank-you for your support.

Ngā mihi,

*Caroline Butterworth*

Deputy Chief Executive, Auckland and Northland