



Need help with flood damage?

Here are some important things to know if you have been affected by flooding:

If someone's life is in danger

Call 111.

If your home can't be lived in

Call 0800 22 22 00 to get help with urgent accommodation or shelter, or get in touch with family or friends who can take you in.

If you need basic items

Call 0800 400 100 for help with costs like food, bedding and clothing if you have had to throw these out due to flood damage.

If you need repairs to your home

Call Kāinga Ora on 0800 801 601

If you're unable to remain in your home or your home has been damaged

Call Kāinga Ora on 0800 801 601 so we can understand and assess your needs. Once this has been done, we will let you know what practical support we may be able to provide as a landlord – for example, depending on the extent of damage, this could include a reduction in rent.

If you need to get rid of flood-damaged clothes and furniture.

Call 0800 22 22 00. Auckland Emergency Management can tell you where to take it for free, or arrange to collect it if you can't transport it yourself.

If you need to fix or turn off gas and electricity

Contact your gas or electricity provider.



Check our website for the latest information

