

## Alert Level 3 - Customer Move letter – MSD placements ONLY

@date@Month 2020

[insert applicant name here]

[insert old address here]

[insert suburb here]

[insert city name here]

Tēnā koe,

### **Moving to your Kāinga Ora home**

Following the Government's announcement to enter Alert Level 3 in response to COVID-19, we can confirm that you are now able to move. However, under Alert Level 3, there will be some temporary changes to the way we work through your move, including signing the Tenancy Agreement and arranging the keys for your Kāinga Ora home.

### **Relocation of your personal belongings**

[Name of furniture moving company] has been contracted by Kāinga Ora to help you move your belongings on [Day, date, month] at [time]. Kāinga Ora will cover the costs of your relocation.

Prior to your move, we will also provide you with boxes and tape so you can pack your belongings. Please note, your belongings will be carried at your own risk. Kāinga Ora Homes and Communities will pay the cost of relocating your belongings to your new home but will not pay compensation if the goods are lost or damaged. If you need more boxes, or need to change the arrangements of your move, please contact us. Please do not contact the moving company directly.

To make your move as easy as possible, please ensure your belongings are all packed before the movers arrive. Please also read through the enclosed flyer on health and safety requirements before your move date. This explains how you and other household members can stay safe while the movers are working in your home. We have also supplied the moving company with this information to ensure everyone can comfortably manage the health and safety requirements of working under Alert Level 3.

### **Signing the Tenancy Agreement**

Instead of visiting the office, we will deliver a signed copy of your Tenancy Agreement to the mailbox at your new Kāinga Ora address. We will then phone you to go through your Tenancy Agreement. Following the call, you will need to sign the Tenancy Agreement and return it to your mailbox. We will collect the signed Tenancy Agreement from your new Kāinga Ora address the day after our phone call.

### **Receiving the keys**

To ensure we are keeping everyone as safe as possible and following COVID-19 health and safety guidelines, the keys to your next home will be placed in a coded lockbox at your new address. We will let you know where to find the lockbox, and its access code, when we call you to discuss your Tenancy Agreement.

### **Important health and safety information**

Please find enclosed important health and safety information about moving into a rental home. We have also provided this information to our movers to ensure the safety of everyone involved and help stop the spread of COVID-19. It is important to maintain physical distancing at all times during the move.

### **Keeping in touch**

We will keep in contact with you over the telephone to see how you are settling in after the move, and whether we can do anything to help.

### Financial support

If your financial situation has been impacted due to COVID-19, Work and Income may be able to provide financial support. To find out what help may be available, visit their website [workandincome.govt.nz](http://workandincome.govt.nz) or log in to the MyMSD app. Please also let us know your circumstances.

### For more information on COVID-19

For general information on COVID-19 and not medical advice, contact the government helpline on 0800 779 997 between 8am to 1am, seven days a week, or visit [covid19.govt.nz](http://covid19.govt.nz). You can also view live daily updates on COVID-19 from the Government on 1 News via television or the internet.

The Ministry of Health website also has information in several languages other than English, including Te Reo Māori, Fijian, Samoan and Tongan: [health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-other-languages](http://health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-other-languages)

### We are here to help

We understand that this could be a difficult time for our customers, but we want you to know that we are here to help, and that we are doing all we can to keep you and our workers safe. Call our Customer Service Freephone on 0800 801 601 to talk to us. Alternatively, visit the 'Contact us' section of our website for other ways to get in touch: [kaingaora.govt.nz/contact-us](http://kaingaora.govt.nz/contact-us).

If you need to talk to anyone about how you're feeling, there is help available through the National Telehealth Service. Call or text 1737 for free, or visit [1737.org.nz](http://1737.org.nz)

### Look after yourself and others

Please remember to be kind, be patient, and to look after one another.

He waka eke noa

We are all in this together

If you have any questions, please contact **@Name**.

Yours sincerely

**@signature – insert**

Name

**@Position**