

We are here to help

Even though all our Kāinga Ora offices are currently closed, we are still open working remotely and here to help our customers.

We know this can be a difficult time for New Zealanders so we are taking a very compassionate approach to how we continue our business.

The wellbeing of our customers, staff and contractors continues to be our top priority.



Key highlights

- The only new customers we are currently housing are those that are currently homeless
- We will transfer existing customers to a new home when there is an imminent risk to their personal or physical health and safety
- We are here to support our customers
- We are calling all customers to check on their wellbeing
- All emergency and essential repairs to our customers' homes will continue
- There will be no rent increases for our customers for the next six months
- We are not prioritising collection of rent debt
- We are using multiple channels to communicate with our customers

Supporting our customers

Communications have been sent to our customers to ensure they are aware they can still contact Kāinga Ora on Freephone **0800 801 601** and we are here to help.

We encourage our staff to have conversations with our customers and let them know that the situation we are dealing with means there will be changes to the services we can provide.

Staff speaking to our customers will be:

- empathetic, patient and listen closely
- widen our customer conversations to include circumstances of their extended whānau of our customers, their awareness of the

situation and check their understanding of the needed precautions

- checking-in with customers to see if they have close whānau or neighbours looking out for them
- update the emergency next of kin information in our computer system.

We are proud that our staff are being proactive and calling all our customers to complete wellbeing checks. We have identified many of our vulnerable customers and will be supporting them as a matter of priority.

Visiting our customers' homes

For the health and safety of our people and our customers, no Kāinga Ora staff are allowed to visit our customers' homes for face to face visits. Our contractors may visit homes to do emergency or essential repairs. If we have a repair organised and our customer or someone in their home is unwell, been diagnosed with COVID-19 or is experiencing any symptoms, we want our customers to let us know.

Before any emergency or essential repairs are completed, customers will be asked a number of questions about their health. This will help the contractor identify the appropriate precautions to take while carrying out the repairs.

These precautions include requiring customers to keep a physical distance of 2 metres or more from the contractor including any children. The contractor will also do additional cleaning of surfaces around the repair before and after completing their work.

All non-urgent repairs will be put on hold and will re-start when the Government changes the alert level for your region to either 1 or 2. If the non-urgent repair becomes critical during the Alert Level 4 period, we will arrange for the repair to be done.

Financial support

If any customer has been financially impacted by COVID-19, Work and Income may be able to help. We also encourage our customers to let us know of any change in circumstances. Our staff are being compassionate and mindful of the real financial hardship COVID-19 is creating throughout New Zealand.

Key messages for our customers

- Although our offices are currently closed all our customers can call us on Freephone **0800 801 601**. We are here to help
- Our website is being kept up to date and there is other information about how to get in touch in the Contact Us section of our website
- Kāinga Ora is in the process of individually calling all our customers to check on their wellbeing
- We will continue to resolve all emergency and essential repairs that are needed to our homes
- If we have a repair organised and you or someone in their home is unwell, been diagnosed with COVID-19 or is experiencing any symptoms, Kāinga Ora and our contractor needs to know before we arrive
- If you have been financially impacted by COVID-19 Work and Income may be able to provide financial support. Kāinga Ora would also like to know about any change in circumstances
- If you need to talk to anyone about how you're feeling, there is help available through the National Telehealth Service. Call or text for free to 1737 or visit: <https://www.1737.org.nz/>
- Please remember to be kind, be patient, and to look after one another.

He waka eke noa

We are all in this together

Communication channels

We are using multiple ways to communicate with our customers because you may have different ways you like to receive information, including

Telephone	Our call centre is operating for urgent calls, 7 days a week 24 hours a day
Close to Home	A Kāinga Ora newsletter sent to our customers provide them information on COVID-19 and other helpful information
Letters	When customers need specific information about their home or tenancy, we will send them a letter
Email	We will communicate via email where possible
Social media	Key messages are being posted on Facebook and LinkedIn
Website	We have established a dedicated COVID-19 page on our website. This ensures information is publically available for our tenants and their whānau
My Kāinga Ora App	We have a customer app for all customers who live in our homes. Our app allows customers to receive information directly on their smart phone.
Communities & neighbourhoods	Encourage our customers to stay connected with people in their neighbourhood

COVID-19 information

If customers want general information on COVID-19 and not medical advice they can contact the government helpline on **0800 779 997** between 8am to 1am seven days a week or visit

<https://covid19.govt.nz/>

If they are unwell, we encourage them to call Healthline on **0800 358 5453**, their doctor or other healthcare services.

