

# Guidelines when furniture movers are helping you shift

While New Zealanders work together to eliminate COVID-19, here are some easy steps you can take to ensure you are doing everything you can to help stop the spread of COVID-19. Please follow our guidelines to ensure your house is smooth and safe.

## Before they arrive

1. Make sure your belongings are packed in boxes and taped up, and furniture is clean and ready to be removed.
2. Think about a place you and any other household members will be comfortable waiting while the furniture movers work. If this is one of the rooms in your home, move all items out of the room. If suitable, wait in your car, your garage, or outside.

## When they arrive

1. Maintain a two-metre physical distance from the furniture movers at all times, including when you greet them at the door. They will know to keep their distance as well.
2. The furniture movers will need to ask you some questions before they enter your home. Please answer these to the best of your ability, as this will help keep you both safe during the move.
3. Let the furniture movers know how many people are in the home, and where you will be waiting while they remove your belongings. Move to the area you have arranged.
4. If you need to move through the house while the furniture movers work, for example to use the bathroom, please let them know in advance while maintaining a two-metre physical distance. If possible, text or call them on your mobile phone or speak with them through a closed door or window.

## When they finish

1. After the furniture movers have collected your belongings, someone from your household will need to travel to the new address to unlock your new Kāinga Ora home for the movers.
2. After you have provided entry, please wait in your car, garage, or outside while the furniture movers unload your belongings into your home.
3. If possible, only one person from your household should travel to your new home while your belongings are moved in.

## Health and wellbeing is paramount

We know this is a stressful time, but managing any risks with your move will help protect you, your whānau and wider community members from the spread of COVID-19 and other common infectious diseases.

We encourage you to **call or text 1737** for free if you need support for grief, anxiety, distress or general mental wellbeing concerns. A trained counsellor is available through this service 24 hours a day, 7 days a week.