

## AUCKLAND NEWSLETTER

### Lee's a Good Neighbour

"When someone knocks on the door to ask for some sugar, we always give more," says Lee (Waikato Tainui, Ngāti Maniapoto) of his Accessible Properties neighbours.

Lee, Nick and Vaka live in Accessible Properties houses next to each other down a lane in South Auckland.

All three are wheelchair users and their homes have been built so it's easy for them to get around, with wide halls and doorways and wet area bathrooms.

Nominated by Nick, Lee has won an Accessible Properties Good Neighbour award and he says they look out for each other. "We hang out and catch up, have BBQs, that sort of thing."

A summertime accident at a family member's pool when he was 13 is the reason Lee uses a wheelchair. Diving in, he hit the bottom and broke his neck, in an instant rewriting his future.

Before moving into his Accessible Properties home eight years ago, he lived with his dad. The only accessible room was his bedroom, making day-to-day activities much harder and more time-consuming.

He says it's great to be able to get around his Accessible Properties home easily in his wheelchair.

Accessibility makes a huge difference to people's lives and as a member of Te Whatu Ora Counties Manukau consumer council and a disability advocate for Auckland Transport, Lee has done a lot to support much-needed change in our services.

It's change that's part of Accessible Properties' kaupapa too. We continue to increase the number of our properties that meet the needs of people with disabilities, helping build stronger communities where everyone has the opportunity to belong and thrive.



Nick

### RESIDENTIAL QUIET ZONE

Please don't disturb your neighbours with any form of loud noise, including loud music, especially if you live in a unit or an apartment. You also need to make sure your visitors don't disturb your neighbours. Thank you!



Lee



Hi everyone,

At the end of last year we were starting to look at the pandemic in the rear view mirror and hope for a relaxing summer.

It wasn't to be, especially for those in the north who have been so severely battered by cyclones and flooding. Fortunately Accessible Properties homes were largely unaffected by the devastating weather, but I know many of us have whānau and friends who were directly impacted.

Strong communities have helped us get through the challenges of the past few years and supporting communities is central to our role. As important as they are, we're more than just houses.

Take care and remember we're always here to help so please get in touch if you have any questions or concerns.

Ngā mihi,

Greg Orchard  
CEO, Accessible Properties

## Inspections under way

The first six-monthly inspection round of the year is now under way.

We do a routine inspection six weeks into your tenancy and then approximately every six months thereafter. You will always be advised in writing of the inspection date and time.

It is important that you or someone else who has signed the tenancy agreement is at home for the visit.

This is what we look for:

- Walls/light switches/doorways and doors are clean from marks
- Carpets are clean and stain free
- Windows and screens intact/clean
- Kitchen area clean including oven/stove top
- Shower, bathroom and toilet, laundry and all walls/flooring are clean
- Gardens tidy and presentable/weeds removed
- Rubbish removed

Please note that the inspection involves taking photos of the property and any repairs required

## Maintenance and your home

Helping make sure your home is in good condition is a priority for the Accessible Properties team. If something needs to be repaired, it's a good idea to let your tenancy manager know as soon as possible.

We will then get in touch with you to let you know when the contractors will be coming round, so please keep your contact details updated.

Remember that you need to be home when the contractors come.

Let us know if they don't turn up when they are meant to or if you have any concerns about the work done.

### Accessible Properties is responsible for:

- Fixing broken ovens
- Light fittings and power points
- Securing external doors and windows
- Watertight walls and roof
- Heat pump maintenance
- Replacing fire alarms and smoke detectors
- Plumbing including taps, basins, sinks, showers, hot water cylinders and toilets
- Cutting and trimming trees
- Removing debris from roof gutters and stormwater sumps

### Tenants are responsible for:

- Replacing or repairing any items damaged by residents or visitors
- Keeping homes clean and free of mould and vermin. If there are problems outside your control, let us know as soon as possible
- Replacing light bulbs
- Keeping the lawns and garden tidy
- Putting the rubbish out

### Emergency repairs

Emergency repairs fix your electricity, gas or water supply or anything that could cause injury to you or major damage to your home. Examples include:

- Fault or damage that makes premises unsafe or insecure (i.e. door lock)
- Fire/flood/disaster
- Gas leak
- Burst water pipe
- Power cut
- Electrical sparks/shocks
- Blocked or broken toilet, if a second toilet is not available
- Broken window or glass
- Major roof leak



**For more detailed information about tenant and landlord maintenance responsibilities, please visit the Tenancy Services website ([www.tenancy.govt.nz/maintenance-and-inspections](http://www.tenancy.govt.nz/maintenance-and-inspections)).**

## Tips for using your heat pump



- Switch the heat off if you aren't at home and use the timer to warm the room just before you get back.
- Set the thermostat to 18°C - 21°C. This will help prevent damp and mould but still save power.
- Set it to 'heating' mode. 'Auto' can make the heat pump waste energy by constantly changing between hot and cold.
- When it's really cold, set the fan to 'auto'. 'Low' and 'quiet' won't give you full blast.
- Heat pumps sometimes blow cold air during very cold weather, to defrost the outdoor unit. This is normal, and it should be back to heating in a few minutes.
- Clean the filter with a vacuum cleaner or warm water every couple of weeks. It's easy and makes all the difference.