

HOUSING REPAIRS CRITERIA

Eligible whānau must be:

- living in substandard housing situations
- owner/occupier or living in whānau owned house (not in a private rental situation)
 - rental properties are excluded
- eligible for community services card
- unable to finance full cost of repairs themselves (or with help of whānau members)
- declined assistance for repairs from other providers with a letter provided (displayed on page 2)
- vulnerable person/s living in the house and whose health is affected by house condition.
 - children, kaumātua or whānau with special health and social service needs
 - multi-person households prioritised.

Critical and essential repairs:

1. **Critical repairs are:**

- a. Repairs with an immediate risk to health, life, or safety, e.g.
 - Unsafe electrical wiring or switchboard
 - Toxin removal – black mould, asbestos, or other contaminants
 - Unsafe access ways, holes in floor
 - Damaged and/or leaking roofs (includes water contamination)

2. **Essential Repairs are:**

- a. Repairs that bring dwelling to compliant performance standard in line with NZ Building Code 2004; e.g.
 - Elements around structural stability, protection from fire, access, moisture, safety of users, energy efficiency

What is not covered:

- Where have been repaired previously as this is a one-off support.
- Uninsured where (if there is no policy in place, whānau are required to take insurance as part of their minimum contribution to the repair)
- Unqualified assessments (not conducted by qualified tradesman or building assessor)
- Non-critical or essential repairs - including cosmetic upgrades
- Upgrading rooms/areas to improve mobility for injured/elderly as these are covered by DHB/ACC, e.g. creating a wet-room bathroom.
- Repairs to illegal, not fit for purpose or condemned dwellings including garages, outhouses and lean tos
- Retrospective works to relocated dwellings without required consents or infrastructure not in place (not connected to services)
- Uncertified repairs or improvements (code of compliance/consent implications)
- Cyclical repairs and maintenance costs (e.g., painting, clearing gutters, etc.)
- Repairs exceed 50% of full house replacement cost
- Construction of new dwellings
- Works outside dwelling boundary
- Preventative measures e.g., raising house above flood risk level.

Referral process:

- Inquiries and Referrals can be made online or at our office located at 90 King Street, Kopeopeo
- This document does not guarantee that any repair mahi will be undertaken.
- The information provided by referral or inquiry will determine how Te Puna Ora o Mataatua might be able to assist with housing aspirations.
- Our requirements are as follows: proof of ownership i.e: Certificate of Title, Rates document or Mortgage Document, proof of Insurance i.e: Insurance policy, Maori Land i.e.: a Licence to Occupy or Occupation Order

Further information for Whanau

- Kainga Whenua Repairs Loan

[Kāinga Whenua Loans for individuals :: Kāinga Ora – Homes and Communities \(kaingaora.govt.nz\)](#)

P: 0800 272 278

- MSD Urgent Repairs assistance

[Home repairs and maintenance - Work and Income](#)

P: 0800 559 009

- Sustainability Options

[Contact Us | Sustainability Options, Tauranga](#)

P: 07 544 1882 E: service@so.org.nz

- Healthy Homes BOP

P: 07 544 1882 E: bophealthyhomes@so.org.nz

- Habitat for Humanity

[Habitat for Humanity Eastern Bay of Plenty](#)

M: 027 278 2822 E: ebop@habitat.org.nz

- Brighter

[Insulation, Heat Pump & Ventilation Experts | Brighter](#)

P: 0800 888 766 E: info@brightr.co.nz