

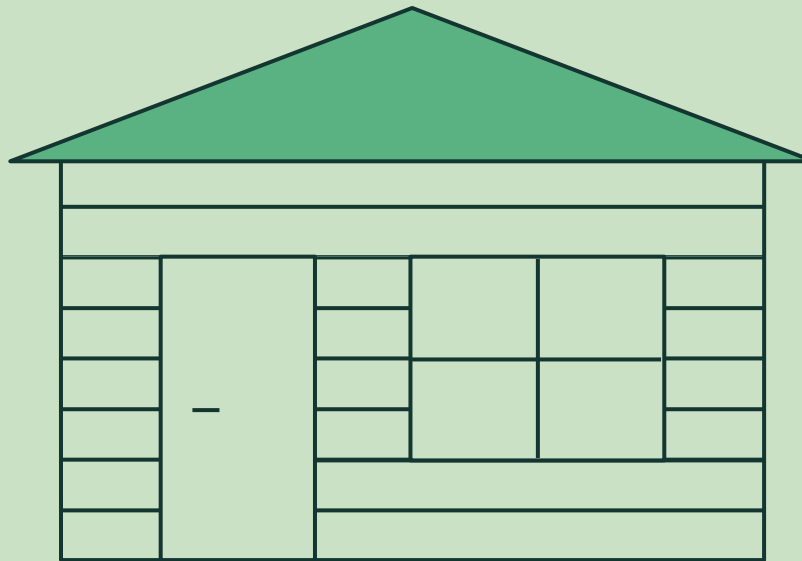
Whare mo nga kaumātua Housing for the Elderly



Welcome

To the Western Bay of Plenty District Council's Elder housing.

This guide will give you all the information you need to settle into your new unit. If you have any questions, please contact your property officer.



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About Western Bay of Plenty District Council's Elder Housing Units

Western Bay of Plenty District Council (Council) owns a total of 59 one-bedroom units across the District. They vary in size but, on average, measure approximately 36 square metre. These are located in Te Puke, Katikati and Waihi Beach as follows:

- Te Puke - 34
- Katikati - 13
- Waihi Beach - 12

Council's Elder housing units are available for rental, at below open market rentals, to applicants who meet the eligibility criteria as set out in Council's Pensioner Housing Policy.

At Council, we believe the public indirectly benefits from supporting the health and wellbeing of low-income residents.

All units contain a kitchen with a stove, bathroom and living area and are suitable for 1-2 people.

All insurance, rates and maintenance for the building are undertaken by Council, unless specifically otherwise stated.

Council is currently contracted to provide day-to-day management of the units, including tenant placement, tenant liaison and urgent or minor maintenance issues. All tenancies are managed according to the Residential Tenancies Act 1986.

Eligibility

To be eligible for Elder housing, prospective tenants must meet the following criteria, and in cases where a couple apply both applicants must meet the following criteria:

- Applicants must be older people who are New Zealand residents.
- Applicants must be able to demonstrate their total assets are worth \$40,000 or less for a single person, and \$50,000 or less for a couple.
- Total assets include cash, investments, dividends, bonds, shares, trust of any kind, house and other property, car, caravan or boat. It does not include furniture or personal effects.
- Applicants must be able to demonstrate that they are able to Live independently.
- Applicants must have two written references, or provide the details of two people willing to provide verbal references. Referees must not be relatives of the applicants.
- If there is a waiting list for the units, consideration will be given to the following criteria:
 - Where applicants reside, or have a history of residency within the Western Bay of Plenty District, or
 - Whether applicants have close family either residing in the District, or with a history of residency in the Western Bay of Plenty, or.
 - Whether the applicant has whakapapa connections to the hapu of the area where the elder housing is located.

Ongoing eligibility

- Tenants are obligated to inform their tenancy manager of any changes to their circumstances
- At any time, Council's tenancy managers can request evidence of a tenant's eligibility to remain in their units



Tenancy agreements

Council will ensure its tenancy agreements comply with the requirements of the Residential Tenancies Act 1986 at all times.

Moving into your unit

Here are some helpful tips for moving into your unit:

Keys:

Check the keys are correct and you are able to close and lock each door for security. You may also receive a key for other lockable windows or letterbox/es. In the event that there are any issues with your key/s, please speak to the property officer as soon as possible.

Changing your address and the provision of contact details:

Let important parties know you have moved house in order for your mail to be sent to your new unit.

Let your property officer know your contact details if they have changed since entering into the tenancy agreement - such as your phone number, email address and any other relevant contact information that you deem necessary to provide.

Plan ahead:

Organise your power, phone and/or internet connection for your unit in advance of moving into your new unit.

Council will ensure your unit has access to these services, but you will need to have these connected in your name with your preferred provider.

Contents insurance:

Council recommends you take out contents and renters' insurance to ensure your belongings are covered.

Council will at all times have insurance for the unit, however this will not cover your personal belongings.

Paying your bond and rent

Bond

You are required to pay a bond of two weeks' rent at the beginning of your tenancy.

Council will lodge your bond with the Government's Tenancy Services, who will then contact you with the lodgment number to confirm they have received it.

Rent

Your rent must be paid fortnightly in advance, by direct debit. Council can help you set up a direct debit with your preferred bank.

Please pay your rent on time.

Inspections

The property officer and yourself will complete an inspection of the unit before or on your move-in date in accordance with the Residential Tenancy Agreement. It is important you raise any concerns with the unit at this stage with the property officer.

The Property Inspection Report, on page 24 of the Residential Tenancy Agreement, should be filled out by all parties for the purpose of recording the condition of the unit at the start of the tenancy.

By signing off the inspection you agree to the state of the unit when you move in.

The property officer will also inspect your unit during your tenancy in accordance with the terms and conditions set out in the Residential Tenancy Agreement.

The property officer may also take photographs of any repairs or maintenance that is required.

Taking care of your new unit

Decorating and improvements

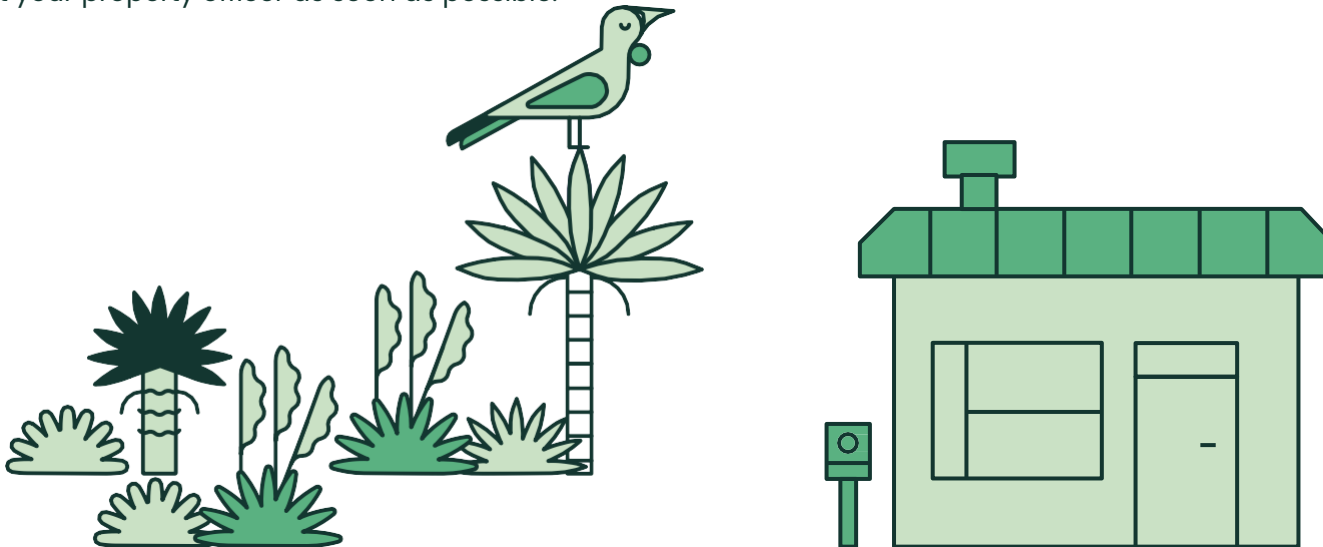
As the tenant, you are able to provide window coverings of your choice and decorate the unit with non-damaging products. If you would like to make an improvement which requires the fixture or fitting of items, please obtain written approval from your property officer beforehand.

Carpets

When stains appear, please remove them immediately. If the stain remains, or there is damage to the carpet, please contact your property officer who will arrange a remedy option for you.

Smoke alarms

It is a requirement under the Residential Tenancies Act 1986 that all units are fitted with a working smoke alarm. If you believe a smoke alarm is not working, please contact your property officer as soon as possible.



Cleaning guide

Council maintains the units to a good standard. To help ensure this continues during your tenancy, and for the next tenant, here are some cleaning guidelines:

Walls - Wipe off any dirty marks, removable scuff marks, finger or food marks.

Ceilings - Remove any cobwebs and fly dirt.

Ceiling mould - Clean off (particularly in wet areas and sometimes in bedrooms).

Light fittings - Clean off dust and remove any dead insects inside.

Skirtings - Wipe down with a damp cloth.

Doorways, doors - Wipe off finger marks and any other removable marks.

Windows - Clean inside and out, including sills and runners (wipe out dust build up and dead insects. A vacuum cleaner and paint brush may be useful).

Stoves - Clean stove top, control display, knobs, panels around knobs, any pull out or inbuilt drip trays, grill racks, trays and any inserts, oven racks and trays, and the oven bottom, walls and ceiling.

Kitchen rangehood - Clean or wipe down with damp cloth.

Bathroom - Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath and wall tiles. Please ensure both the sink and the bath have a plug available.

Toilet - Clean seat, bowl inside, outside and around the base.

Laundry - Clean both inside and outside of the tub, and underneath. Please ensure a plug is present.

Cupboards/drawers - Clean/wash inside and out. Also, doors and door frames, front and back of doors should be clean.

Curtains - Wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning or simply vacuum.

Blinds - If you have Venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.

Floors - To be mopped/washed if needed - please ensure corners and hard to reach areas are also cleaned.

Carpets - To be vacuumed regularly and stains removed effectively after occurring.

General maintenance

As the tenant of an Elder Housing Unit you are responsible for:

- Replacing or repairing any items damaged by you or your visitors;
- Keeping your unit clean and free of mould;
- Replacing light bulbs; and
- Regularly disposing of rubbish.

Council is responsible for:

- Electrical fittings;
- Fire alarms;
- Heat pumps (and their maintenance); and
- Plumbing (taps, basins, showers, hot water cylinders and toilets).

Should you have any maintenance questions, please contact your property officer.

After hours emergency repairs

If emergency maintenance is required please contact 0800 926 732 (24 hours).

If you are unsure if the maintenance issue is an emergency, you can ring the number above and the operator will assist you to work out if the issue is an emergency. Examples include:

- Fire/flood/disaster;
- Gas leak;
- Burst water pipe;
- Electrical sparks or shocks;
- Broken window or glass; and
- Blocked or broken toilet.



Neighbourly considerations

Please be a courteous neighbour and try not to disturb your neighbours.

Please also ensure any of your visitors are respectful of your neighbours and your visitors park their vehicles on the road outside the complex, rather than in the complex itself.

If you have any concerns about the well-being of your neighbours, please contact your property officer.

If your circumstances change

If your circumstances change you need to inform your property officer.

Council retains the right to seek medical advice whether the tenant is able to live independently.

Council may ask you to seek support from a government agency in order to remain in the unit. The property officer can assist you with the appropriate agency. If there is any concern about your well-being, this will first be addressed with you by the property officer. If the issue is ongoing, your tenancy may be terminated.

Moving out

Whether you have issued a notice to Council or Council has issued a termination notice, it is important to ensure your move-out runs smoothly.

If you plan to give notice to terminate your tenancy, under the Residential Tenancies Act you are required to give at least 28 days' notice.

If you are moving out and handing in your notice under the Tenancy Agreement, please ensure your letter contains the address of your unit, the date you plan to leave and that you sign the letter.

In order to have your bond returned you will need to:

- Pay your rent up until the last day of your notice period;
- Clean the property (your unit will need to pass its final inspection); and
- Return all the keys to your property officer (including any extra keys you have created during your tenancy).

It is important to note that your bond may not be returned if the property is left unclean or damaged

The final inspection, who will be organised by your property officer, will be carried out once the property has been fully cleaned and vacated, and the keys have been returned.

Privacy statement

Council will keep all information you provide secure in accordance with the Privacy Act 1993.

This means we will not share any information with other agencies, including Work and Income, Inland Revenue Department or Ministry of Social Development, unless you have given permission.

You have the right to access and correct any personal information held about you by Council at any time. Council reserves the right to give your details to emergency services in the event of an emergency.

If you have an emergency or require further information please contact

**Hilary Kingma; or alternatively
Nigel Sadlier**

info@westernbay.govt.nz
[07 571 8008](tel:075718008) or [0800 926 732](tel:0800926732)