



## Waka Toa Ora: Winter Warmth and Wellbeing Referrals Directory 2019

This directory is designed to help organisations in the Waka Toa Ora (formerly Healthy Christchurch) network to quickly identify local resources for your clients this winter. It covers some ways to support wellbeing throughout the colder months:

- Winter warming information
- Healthy Home Standards
- Assistance with power bills
- Getting help and advice on how to maintain a warm dry home.
- Assistance with transport and mobility.

It is not an exhaustive collection of information and is current at the time of update.

For further information or references to information in the document please contact:

Health Promoter for Housing at Community and Public Health

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Phone: 021 196 6024

### Notes about housing

- Just over half of children in Māori households in Canterbury were living in rented accommodation in 2013.
- 33% of people nationwide live in a rental homes.
- 25% children live in poverty. 70% of these kids live in private rentals in NZ.
- 28,000 children each year admitted to hospital for housing related disease.
- 75% of our lives are spent in our homes.
- Private tenants are amongst the poorest people in NZ. They pay the most for housing relative to income and have the worst housing outcomes.
- Poor housing also impacts mental health.
- Fuel poverty is where households spend more than 10% of their household income on energy, this is estimated to affect 25% of households.

The World Health Organisation guidelines say that a temperature range of 18 to 21 degrees Celsius is a comfortable and healthy indoor temperature. The bedroom temperature for infants and elderly people needs to be 16 degrees Celsius.

When people come to your agency, it presents an opportunity to ask a few key questions about their home heating needs. Here are some questions you could ask:

- Is your house warm and dry?
- Do you have visible mould in your home?
- Can you afford to heat your home?

## Fuel Poverty

We want to ensure that people do not deny themselves a basic level of household warmth in winter. The temperature should not go below 16 degrees Celsius in bedrooms and 18 degrees in the living area as this creates a greater health risk.

Some people may ration the use of their heaters because they are very worried about the power bill. Clients may need help to find a more economical way to heat their home – if they spend more than 10% of their income on electricity costs during winter months. See the section on new Healthy Home Standards for more information.

**Community Energy Action** is able to provide advice and education to community, leadership and advocacy and ensure relevant energy efficiency solutions are available to all households in our community.

0800 438 9276  
info@cea.co.nz  
[www.cea.co.nz](http://www.cea.co.nz)

Online referral form: <https://www.cea.co.nz/Referrers/referral-form-refer-client-organisations-1.18093>

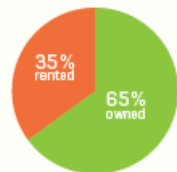


# 5TH HOUSE CONDITION SURVEY

This survey has been conducted every 5 years since 1994

## 560 NZ HOUSES

assessed from September 2015 to June 2016



### HEATING HABITS



**46%** of households did not heat bedrooms in winter

**51%** of children's bedrooms were not heated in winter



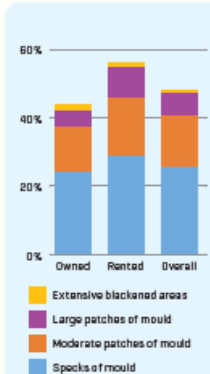
## MOULD was visible in 49% of all houses

**44%** owned < **56%** rented

Mould was most commonly found in bathrooms.

mould in bedrooms almost **30%** > **18%** of rentals owner-occupied

Managing mould Mould was more commonly observed in houses lacking effective heating, ventilation and insulation



### VENTILATION

Only around **HALF** had an extractor fan in the bathroom venting to outside

Only around **HALF** had an extractor fan in the kitchen extracting to outside

### HOUSE MAINTENANCE Owned vs rented property



### INSULATION

**53%** could benefit from retrofitted insulation in the roof space and/or subfloor

**47%** had less than 120mm or insufficient coverage of insulation in the roof space

**19%** had insufficient coverage of insulation in the subfloor

### HEATING APPLIANCES

Heat pumps **40%** of owner-occupied houses > **25%** of rentals

Wood burners **39%** of owner-occupied houses > **23%** of rentals

Electric heaters **25%** of owner-occupied houses < **33%** of rentals

Portable unflued gas heaters **4%** of owner-occupied houses < **15%** of rentals

## Quick household tips for clients

- Activities like cooking, bathing or drying clothes create moisture. Open windows and use any extractor fans to remove this moisture from the house.
- Open windows on opposite sides of the house every day for 10 minutes – even in winter.
- Keep the doors closed to bathroom, laundry and kitchen while you are using them. Use any installed extractor fan and bathroom heater!
- Keep lids on pots when cooking.
- Open the curtains during the day to let in the sun.
- Wipe condensation off windows.
- Hang washing outside, and make sure everything's dry before putting it away. Drying clothes inside can release up to 3 litres of moisture into the air per load.
- Leave wardrobes open slightly and pull beds and furniture away from walls.
- Ensure that the shower curtain hangs inside the shower or bath so water doesn't drip on the floor. Wash the curtain every few weeks.
- Keep only a few plants inside.
- Use an electric heater rather than portable gas heaters.
- Avoid unflued gas heaters as they release a number of pollutants and moisture as the gas burns.

## The Healthy Homes Standards (HHS)

### Heating

The main living room must have one or more fixed qualifying heaters, which provide at least the required heating capacity to heat the main living room to at least 18°C and be capable of maintaining this temperature during the coldest days of winter. The new regulations clarify the requirements for heating devices – some will not meet the requirements under the heating standard as they are inefficient, unaffordable or unhealthy.

A heating assessment tool will be provided in July 2019. This will assist with determining the heating capacity required for the main living room at rental premises, including a boarding house. When used correctly, this tool will confirm if existing heating devices will meet the standard or what heating options will meet the heating standard if installed. Landlords will be encouraged to seek professional assistance when required.

### Insulation

The minimum level of ceiling and underfloor insulation must either meet the 2008 Building Code. Existing ceiling insulation must have a minimum thickness of 120mm and be in reasonable condition with no dampness, damage or displacement. The new regulations also specify where insulation exemption applies. The 2016 insulation requirements remain in force. Ceiling and underfloor insulation will be compulsory in all rental homes from 1 July 2019, where installation is reasonably practicable.

## Ventilation

Ventilation must include openable windows or doors in each habitable space. The windows or doors must comprise at least 5% of the floor area of that space. An appropriately sized extraction fan or range hood must be installed in rooms with a bath or shower or indoor cooktop.

## Moisture ingress

Rental properties with an enclosed subfloor space must have an on-ground moisture barrier. This will stop moisture rising into the home.

## Drainage

The standards reinforce existing law that says landlords must have adequate drainage and guttering.

## Draught stopping

Any gaps or holes in walls, ceilings, windows, floors and doors that cause unreasonable draughts must be blocked. Landlords will have to block the fireplace or chimney of an open fireplace as a part of this requirement – unless the tenant and landlord agree otherwise.

## Compliance timeframes for the Healthy Homes Standards

### **From 1 July 2021:**

Private landlords must ensure that their rental properties comply with HHS within 90 days of any new, or renewed, tenancy.

All boarding houses (except Housing New Zealand and Community Housing Provider boarding house tenancies) must comply with the HHS.

From 1 July 2019, landlords will also be required to:

- keep records that demonstrate compliance with any healthy homes standards that apply or will apply during the tenancy; and
- include a separately signed statement of intent to comply with the HHS in any new, varied or renewed tenancy agreement.

**From 1 July 2023:** All Housing New Zealand houses and Community Housing providers must comply with the HHS.

**From 1 July 2024:** All rental homes must comply with the HHS.

## Services Available

Support/ resource available	Agency	Available to	Accessed by
<p><b>Warmer Kiwi Homes</b></p> <p>Grants for heaters and home insulation to make homes warmer, drier and healthier.</p>	EECA	<p>Check eligibility tool:  <a href="http://www.energywise.govt.nz/tools/warmer-kiwi-homes-tool/">www.energywise.govt.nz/tools/warmer-kiwi-homes-tool/</a></p>	<p><a href="http://www.energywise.govt.nz/funding-and-support/funding-for-heaters-and-insulation/">www.energywise.govt.nz/funding-and-support/funding-for-heaters-and-insulation/</a></p>
<p><b>Community Energy Action</b></p> <ul style="list-style-type: none"> <li>• provides advice and education to Community</li> <li>• Ensures relevant energy efficiency solutions are available</li> <li>• Offers in home energy checks (fee may apply)</li> <li>• Curtain Bank</li> </ul>		<p>All households in our community.</p> <p>Homeowners and tenants, including tenants in social housing with Community Services Card.</p>	<p><a href="http://www.cea.co.nz">www.cea.co.nz</a></p> <p>Call 0800 388 588.</p>
<p><b>Winter Energy Payment</b></p>	Work and Income	<p>Clients should automatically receive the Winter Energy Payment if they are get:</p> <ul style="list-style-type: none"> <li>• NZ Superannuation;</li> <li>• Veteran’s Pension;</li> <li>• Jobseeker Support;</li> <li>• Jobseeker Support Student Hardship;</li> <li>• Sole Parent Support;</li> <li>• Supported Living Payment;</li> <li>• Young Parent Payment;</li> <li>• Youth Payment;</li> <li>• Emergency Benefit; or</li> <li>• Emergency Maintenance Allowance.</li> </ul>	<p><a href="http://www.workandincome.govt.nz/products/a-z-benefits/winter-energy-payment.html#null">www.workandincome.govt.nz/products/a-z-benefits/winter-energy-payment.html#null</a></p>

Support/ resource available	Agency	Available to	Accessed by
<p><b>Meridian Energy</b></p> <p>Meridian know it is important that your clients have access to power – no matter what the situation.</p> <p>Energy efficiency can help customers save money. Let them know if you meet any of these criteria.</p>		<p><b>Medically dependent:</b> Let Meridian know as soon as possible if someone in the home depends on electricity for medical purposes.</p> <p><b>Vulnerable customers:</b> If power disconnection would cause serious hardship to someone in your household (elderly, disabled or chronically sick).</p> <p><b>Financial hardship:</b> If you have trouble paying a bill they can assist with payment options and budget advice or put you in contact with Work and Income.</p>	<p><a href="http://www.meridianenergy.co.nz/your-home/account-and-support/medically-dependent-or-vulnerable">www.meridianenergy.co.nz/your-home/account-and-support/medically-dependent-or-vulnerable</a></p>
<p><b>Healthier Homes Canterbury</b></p> <p>Eligible Canterbury ratepayers can add the cost of home heating, insulation and/or ventilation products and installation to their rates bills.</p>	<p>Environment Canterbury</p>	<p>Available for rate payers on one property only. A maximum of \$6,000 (including GST) is available per ratepayer.</p>	<p><a href="http://www.ecan.govt.nz/your-region/your-environment/air-quality/home-heating/healthier-homes-canterbury-information-for-ratepayers/">www.ecan.govt.nz/your-region/your-environment/air-quality/home-heating/healthier-homes-canterbury-information-for-ratepayers/</a></p>
<p><b>Flu Vaccinations</b></p>	<p>Canterbury District Health Board Pegasus Health PHOs</p>	<p>Free flu vaccinations for:</p> <ul style="list-style-type: none"> <li>• pregnant women;</li> <li>• anyone with a long term illness;</li> <li>• those aged over 65 years; or</li> <li>• younger than 18 years.</li> </ul>	<p>Call your local GP and speak with the nurse.</p>

Support/ resource available	Agency	Available to	Accessed by
<p><b>Mayors Welfare Fund</b></p> <p>Provides assistance to families and individuals in our community who are in extreme financial distress. The fund works with other helping agencies in the city and can provide assistance on a one-off basis where real need can be shown.</p> <p>The fund is a last resort measure when people have exhausted other appropriate sources such as Work and Income (WINZ).</p>	Christchurch City Council	<p>Only available for Christchurch City residents.</p> <p>As every applicant's circumstances are unique and the criteria for different categories of assistance varies. Applicants need to contact the Mayor's Welfare Administrator.</p> <p>The Fund has a limited amount of funding categories with which it can assist applicants and criteria on levels of assistance apply.</p>	<p><a href="https://ccc.govt.nz/culture-and-community/community-funding/mayors-welfare-fund/">https://ccc.govt.nz/culture-and-community/community-funding/mayors-welfare-fund/</a></p>
<p><b>Tenants Protection</b></p> <p>May be able to support tenants to address issues with landlords.</p>	TPA	Tenants	<p><a href="http://www.tpa.org.nz/page/about-tpa">www.tpa.org.nz/page/about-tpa</a></p>
<p><b>Tenancy Services Compliance and Investigations Team</b></p> <p>Monitor and enforce compliance with the Residential Tenancies Act 1986.</p>	Tenancy Services	Tenants	<p><a href="http://www.tenancy.govt.nz/about-tenancy-services/compliance-team/">www.tenancy.govt.nz/about-tenancy-services/compliance-team/</a></p>
<p><b>Community Law Canterbury</b></p> <p>May be able to offer free legal advice.</p>	Community Law		<p><a href="http://www.canlaw.org.nz">www.canlaw.org.nz</a></p>



Support/ resource available	Agency	Available to	Accessed by
<p><b>A Brush With Kindness (AWBK)</b></p> <p>Many low income home owners can't pay for their house maintenance, because they can hardly afford their weekly expenses. This initiative helps low income families back on track with their home maintenance.</p>	Habitat for Humanity	For affordable repayments to the home owner, Habitat carries out most urgent home repair projects, such as fixing a leaky roof, painting the outside or renovating a bathroom or kitchen.	<a href="https://habitat.org.nz/topics/a-brush-with-kindness/">https://habitat.org.nz/topics/a-brush-with-kindness/</a>
<p><b>Total Mobility Scheme</b></p> <p>Eligible individuals are entitled to discounts that give them 50 per cent off transport fares with approved operators — up to a maximum of \$35 per trip.</p>	Environment Canterbury	<p>Available to people in Greater Christchurch, Ashburton, Timaru and Waimate.</p> <p>Individuals wishing to access the scheme must meet the eligibility criteria set by the NZ Transport Agency: <a href="http://www.nzta.govt.nz">www.nzta.govt.nz</a></p>	<a href="https://ecan.govt.nz/your-region/living-here/transport/public-transport-services/total-mobility/">https://ecan.govt.nz/your-region/living-here/transport/public-transport-services/total-mobility/</a>
<b>Food Banks</b>			<a href="http://www.cinch.org.nz/categories/a-z/f/511/entries">www.cinch.org.nz/categories/a-z/f/511/entries</a>
<p><b>Housing First Christchurch</b></p> <p>Supports people who have been homeless long-term to access housing.</p>		<p>These services are for chronically homeless people who have:</p> <ul style="list-style-type: none"> <li>• been homeless for 12 months or more OR</li> <li>• 4 episodes of homelessness over a 3 year period with mental health and/or addiction issues.</li> </ul>	<a href="http://www.housingfirstchch.co.nz/About/">www.housingfirstchch.co.nz/About/</a>