

# 'Stickered' properties FAQs

This document is for people who have properties that have been 'stickered' after the Southland floods. It has been developed by Emergency Management Southland with the support of Gore District Council, Southland District Council, Ministry of Business, Innovation and Employment; Temporary Accommodation Services and EQC.

## **What does a 'yellow sticker' mean?**

If your property has a 'yellow sticker' it means your property has been flooded, but you may enter the house at your own risk to start the cleanup/strip out/dry out process.

## **What does a 'white sticker' mean?**

White stickers mean the property has been assessed and is all clear to reoccupy.

## **What work needs to be done on the property?**

This will depend on the type of flood damage your property has sustained. Usually this will require wall linings and insulation to be partially removed and the wall framing completely dried out before reinstatement of linings and new insulation.

Councils would like to inspect all stripped-out yellow-stickered buildings before any wall insulation or linings are installed.

It is advisable to install wall insulation in any stripped-out exterior walls of residential buildings even if there was nothing installed prior to this event. Should the decision be made by the building owner to install wall insulation where it did not previously exist, it is important to contact the building control team at council regarding any possible consent requirements.

This also applies to the replacement of fire wall linings on flooded commercial properties – please seek council advice before beginning this process.

Many properties inspected had a lot of floodwater under wooden floors, which will need to be thoroughly pumped out and dried. The polythene damp proof membrane (DPM) and underfloor blanket insulation may also need to be replaced.

## **How do I get a 'sticker' removed?**

A council building inspector will need to check the house to give it the all clear. Please contact the council to arrange inspections in advance.

You can contact them on:

- Gore District Council: 0800 467 332
- Southland District Council: 0800 732 732

Replacement wall linings can be undertaken under Schedule 1 (1) of the Building Act 2004 (without a Building Consent) for residential buildings unless they include replacing fire-rated wall linings on or close to a boundary. This also applies to the replacement of fire wall linings on flooded commercial properties – please seek council advice before beginning this process.

### **How long do I have to get the work done?**

The council does not have a deadline for you to have this done by.

### **What does it mean if the yellow sticker goes on my LIM?**

Local councils will disclose on the LIM any properties known to have been flooded. This is common procedure. A standard statement is now part of the LIM template. It says the property is either known to have flooded in February 2020, or unknown.

### **Who will pay for the work to be done to my property?**

Get in touch with your insurer if your home, contents or car has been damaged. Report it to your insurance company as soon as possible. Your insurance company will let you know what you need to do next, how to claim and how EQC works. If you need to make your home safe, sanitary, secure and weather tight, please inform your insurer, record the work done, take photos and keep a copy of the bills paid.

EQC covers storm and flood damage to residential land only, within certain limits. To make a claim with EQC for storm or flood damage to your land, you must have a home or contents insurance policy with a private insurance company when the damage occurred.

You can learn more about EQCover at [www.eqc.govt.nz/storm-damage](http://www.eqc.govt.nz/storm-damage) and you can make an EQC claim online at [www.eqc.govt.nz/claims](http://www.eqc.govt.nz/claims) or call 0800 DAMAGE (0800 326 243).

If you do not have insurance, you can apply to the Southland Mayoral Relief Fund. Southland residents, businesses or organisations impacted by the floods, but who can't get support anywhere else, are able to apply. Criteria for applications and further information on the fund, including information on how to apply, can be found at: <https://civildefencesouthland.govt.nz/mayoral-relief-fund/>.

### **What sort of information will my insurance company require?**

Insurance will require a descriptive list of the damage to your property. Photograph or video your damaged property, before undertaking remedial action, if possible.

### **How do I get power/gas restored to my property?**

If you evacuated your property, it's important you check all your essential services are working properly. Ensure gas/electricity are safe. If you have any doubt, don't switch on and contact a qualified tradesperson.

All property owners/occupiers are advised to get a registered electrical contractor to inspect and confirm the internal electrics of their buildings are safe to use.

PowerNet recommends customers do the following before power can be restored:

- Arrange for a registered electrician or electrical inspector to inspect your property to make sure it is safe to restore power
- PowerNet will request electrical certification documentation, preferably an electrical safety certificate (ESC) or a certificate of verification
- If this has been completed and you would like power restored, call 0800 808 58
- PowerNet request that the customer or customers' electrician is on site during power restoration.

## Where can I stay while work is being done on my property?

If flooding has made your house uninhabitable, and you require assistance to find temporary accommodation, you can register your need for temporary accommodation with MBIE's Temporary Accommodation Service. Register online at [www.temporaryaccommodation.mbie.govt.nz](http://www.temporaryaccommodation.mbie.govt.nz) or phone 0508 754 163.

## How does the Temporary Accommodation Service work?

After receiving your registration, TAS will contact you to get a better understanding of your needs by asking questions about where people in your household work or go to school, how long you will likely need temporary accommodation, and any special requirements.

Once TAS have a good idea of what temporary accommodation will be appropriate for your household, our staff will present you with possible options. They will also advise you on next steps of how to secure these accommodation options, if you find them suitable.

## How long after registering will I get placed in temporary accommodation?

How long it takes for you to move into temporary accommodation will depend on your needs, and accommodation supply in the area.

It is important to contact TAS as soon as you know you will need temporary accommodation – even if you think you will have a need in the future while your home is repaired.

## How long will it take for someone to contact me from when I register?

TAS aim to contact people within two working days of registering. If you don't hear from someone, or aren't sure your registration has gone through, you can follow up by emailing [temp.accom@mbie.govt.nz](mailto:temp.accom@mbie.govt.nz) or calling 0508 754 163.

## What if I have accommodation now, but expect to need temporary accommodation in the future?

If you think you will need temporary accommodation in the future (for example, when repairs begin on your house, or when your current temporary living situation changes), please register your expected temporary accommodation need with TAS now. This will allow staff time to understand your needs and find a suitable temporary accommodation option for you.

## How long can I stay in temporary accommodation?

This depends on the type of temporary accommodation you are in. However, you will be able to access the Temporary Accommodation Service while your home is repaired.



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