



**March  
2023**



Muriwai

# Frequently Asked Questions

## **My house has been given a Red placard / sticker – what are the next steps?**

Auckland Council is undertaking rapid building assessments to determine whether a property is safe. Following inspections, a property may receive either a white, yellow or red placard. The placards are a legal instruction and only authorised officials can place, change or remove them. Please note, white placards will expire 21 days after they are issued and can then be removed by the owner.

If your property has a red, yellow or white placard, you will be receiving an email from council with a letter confirming your current placard status as well as your RFS number. This letter can be used as an official document to provide evidence of the status of your address to any interested parties including banks, insurance companies and Police.

**Please contact your insurer** as a first step and depending on the damage to your property, you may need to speak to a suitably qualified builder or chartered professional engineer.

## **What if I don't have insurance?**

If you do not have insurance, you will need to engage with licensed building professionals to work through the remediation process. They should be able to advise you what approvals you may require for consent in order to comply with the relevant legislation.

## **Choosing a suitably qualified building practitioner**

All licensed building practitioners are listed in the [LBP public register](#). If they are not registered, they are not a government-licensed practitioner.

LBPs are carpenters (builders), roofers, brick and blocklayers, external plasterers, designers, site and foundation specialists.

You could start looking by:

- searching the licensed building practitioner (LBP) register on the [LBP website](#)
- asking friends and family
- going through a professional trade organisation
- asking your designer or project manager for recommendations.

**Once you have had work completed by a suitably qualified professional**, you can send the confirmation to [RBAComms@aucklandcouncil.govt.nz](mailto:RBAComms@aucklandcouncil.govt.nz). Put your property address and your RFS Reference in the email subject line. We will send you an updated letter with a change of placard status for your address if appropriate.

### **My property is an exclusion zone, can I go back and get my belongings?**

Please be assured work continues with specialist teams including geotechnical engineers, Fire and Emergency New Zealand, USAR and others to establish when, and under what conditions, we can safely provide managed temporary access to these properties.

As soon as we are satisfied it safe to do so, we will seek to support access to homes on a case-by-case basis. Initially, there would be a short window of time within which you will be able to collect essential items such as identity documents, medication, financial records, etc.

The timeframes for managed temporary access are fully dependant on the safety assessments that are being carried out by specialist teams.

Once there is a plan in place for your property you will be contacted directly by our teams.

### **I have been evacuated. How long should I plan to be living away from my home?**

Unfortunately, there is no simple answer to this question as every situation will need to be assessed on a case-by-case basis. If you have questions about your individual circumstance, you can contact us on [RBAComms@aucklandcouncil.govt.nz](mailto:RBAComms@aucklandcouncil.govt.nz)

### **My bank and welfare support provider is requesting proof that I have been evacuated, or that my house is red stickered. How can I provide proof so I can get assistance?**

The council is sending an email with a letter to all property owners with a Red, Yellow or White placard. The letter confirms the status of your placard and Request for Service (RFS) number.

You can use this letter as an official document to provide evidence of the status of your address to any interested parties including banks, insurance companies and Police.

### **What financial assistance and other support is available to me / my business?**

#### **Advice for individuals**

A list of what support is available to you and your whanau can be found on the Auckland Emergency Management website: <https://www.aucklandemergencymanagement.org.nz/flood-event-2023/support-is-available>

### **Advice for businesses**

- The Government is offering grants of up to \$40,000 to [help businesses](#) significantly affected by Cyclone Gabrielle.
- Banks are offering help for affected businesses. Talk to your bank to find out what assistance is available for you.
- If you're a business owner, register any claims you might have with your insurer as soon as you can. Business insurance can cover everything from damage to premises, lost or damaged stock, equipment or goods owned by others, vehicles and cover for being unable to operate as well as business interruption cover for loss of profit.
- Contact [Inland Revenue](#) directly or through your tax agent through a dedicated cyclone number 0800 473 566 specifically for those impacted by the cyclone. myIR messages are being prioritised if "Cyclone" is in the subject line. They may be able to remove late payment and filing penalties, and write off tax, penalties and interest if collecting it would put you in serious hardship.

For more information, advice and support for Auckland businesses affected by extreme weather, go to [business.govt.nz](https://business.govt.nz)

### **How can I be sure my home will be protected from vandals / looting?**

Police are continuing to maintain high visibility patrolling and are undertaking reassurance patrols in areas of West Auckland affected by the recent weather events, particularly where homes have been red or yellow placarded.

They continue to ask residents who remain in those areas to continue to be vigilant and to report anything untoward by calling Police. The sooner an incident is reported to Police, the sooner they can investigate and hold those responsible to account.

Police will take action if notified of anyone taking advantage of people who have already suffered hardship as a result of these events.

Advice to homeowners is to ensure their property is secure if possible in the circumstances and if it is safe for them to do so.

### **What are the responsibilities of tenants and landlords after a natural disaster?**

If you're a tenant and the property has been damaged by flooding, you should contact your landlord – they are responsible for drying out the property and paying tenants for any resulting electricity charges.

Tenants are not responsible for any damage to the property or clean up incurred following a natural disaster.

Landlords are not responsible for damage to tenant's personal belongings caused by a natural disaster.

You don't have to end the tenancy. Whether you stay or not will depend on a range of factors including how long the property is going to remain uninhabitable. However, if you do wish to end a tenancy due to the damage caused by a natural disaster, landlords are required to give seven days' notice, and tenants are required to give two days' notice.

If a property is partially damaged, or so seriously damaged that it can't be lived in, landlords should reduce the rent accordingly.

More information is available on the [Tenancy services website](#) - What to do after a natural disaster » Tenancy Services.

### **I left my pet behind; how can I ensure they are being cared for? Can I go back to give them food or water?**

We have to prioritise human safety. Please remember that the land is unstable, and any decisions around re-entry must be made alongside our geotechnical specialists.

Animal welfare agencies are working to leave food for pets that have been displaced / are in the exclusion zone.

If you are unable to return to your house and you have a pet that you cannot take with you to temporary accommodation, please call us contact us on 0800 22 22 00 for assistance.

### **Are rubbish collections happening?**

Rubbish and recycling collections have now resumed. There are also skip bins that have been placed around Muriwai that residents can use to put in their flood and storm damaged household items. These are free to use.

Locations of the skip bins can be found on the [Muriwai webpage](#) on the Auckland Emergency Management website.