

Tips for cleaning up your home after a flood

It is important to clean and dry your house and everything in it. Floodwater may contain sewage and other hazardous materials, which can contaminate your whare/home.

Personal safety while cleaning up

Dry and clean flood damaged properties as soon as possible to reduce the risk of mould and fungal damage.

- Wear rubber gloves, sturdy footwear, long-sleeved tops and trousers.
- Wear a face mask (e.g COVID-19 surgical masks).
- Cover cuts and grazes to avoid infection.
- Ensure you have a shovel to remove contaminated material.

To help your home dry you should

- Remove soft furnishings and clean and disinfect them where possible.
- Ventilate and/or heat your home to help drying.
- Remove and discard contaminated household materials that cannot be cleaned or disinfected, such as mattresses, carpet and children's soft toys.

Food safety

Floodwater can carry bacteria that can contaminate food.

Throw away all food and drinking water that has come in contact with floodwater, including things stored in containers. It is impossible to know if containers have been damaged and the seals compromised.

Do not eat garden produce if the soil has been flooded. Clean up and remove debris and sprinkle gardens with lime (sourced from your local garden centre).

Visit [mpi.govt.nz](https://www.mpi.govt.nz) (search: food safety) for more information.

Contact us

Auckland Emergency Management

For help with urgent accommodation and welfare needs, and urgent flooding issues (buildings and infrastructure) phone us on **0800 22 22 00**.

aem.govt.nz

Auckland Council

To report trees down on public land or problems with council-owned assets or infrastructure, visit our website and log your issue with our **Report a Problem** tool or phone us on **09 301 0101**.

aucklandcouncil.govt.nz

Ministry of Social Development

For financial assistance, benefits and emergency housing phone **0800 400 100**, 8am – 5pm, Monday to Friday.

Lifeline

Need to talk? Phone or free text any time for support from a trained counsellor

0800 543 354 or text 4357

Healthline

Are you feeling unwell, but not sure whether to see a doctor? Do you need advice about a friend or family who is sick? Healthline nurses can help you any time.

0800 611 116

If life or property is at risk, phone 111.

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Auckland region floods

Helping you cope after flooding

February 2023



**Auckland
Emergency
Management**
Tokonga Mate Ohotata o Tamaki Makaurau



Building assessments

Around 5,000 building inspections have been carried out across the Auckland region.

- A **red** placard means re-entry is prohibited because the building is no longer safe or significantly compromised.
- A **yellow** placard means assessors have concerns about the building's performance and have restricted entry to part of the building or allowed temporary use of the building.
- **White** placards mean the property may have minor damage but is sufficiently safe and habitable.

If you are concerned about your home or building and would like to request a building assessment, please call us on **0800 22 22 00**.

What to do with waste

Take it to one of our 15 transfer stations and resource recovery centres.

Before you visit, please ring 0800 22 22 00 to find your closest drop-off facility and so that we can manage the amount of waste being delivered.

Hazardous Waste

Please seek advice on how to dispose of:

- gas bottles
- rechargeable batteries
- fridge/freezers and other hazardous waste.

Batteries and gas bottles can be taken to the nearest Community Recycling Centre. Visit the Auckland Council website (aucklandcouncil.govt.nz) for locations and information on hazardous waste disposal.

Insurance

If you have insurance, please contact your insurance company as soon as possible to confirm how to dispose of storm-related waste. They will tell you how to keep a record of what has been damaged and ask you to take photographs.

If you don't have insurance, you can take your waste to a transfer station for free.

If you need help removing flood-damaged items from your home, or you can't get to a transfer station or resource recovery centre, please call 0800 22 22 00.

Where to get help and support

Asking for help is okay. It is understandable to feel sad, distressed, worried, confused, anxious or angry.

Feeling anxious, or distressed, or concerned about mental wellbeing?

- Phone or text NEED TO TALK to 1737 or contact one of the health and well-being providers, including Lifeline, Samaritans or the Mental Health Foundation.
- **Youthline** – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.

Need welfare assistance?

- Contact the Ministry of Social Development (MSD) on 0800 400 100.
- Go to the Work and Income website workandincome.govt.nz.

Need food urgently?

- If you have urgent food needs as a result of being displaced by the flooding, you can look for providers at familyservices.govt.nz/directory.



Accommodation

If you need assistance with emergency accommodation, please call 0800 22 22 00 or go to a Civil Defence Centre.

You can find information about the Civil Defence Centres and Community Support Hubs at aem.org.nz or phone 0800 22 22 00.

Community Support Hubs are available to provide you with information and advice in some areas in Auckland.

Work and Income can help, including with Civil Defence payments. Contact them on 0800 400 100 or visit workandincome.govt.nz.

The Auckland Council Emergency Relief Fund provides one-off financial support to people who are experiencing hardship and need urgent financial assistance. For more information, phone 09 301 0101.

You do not need to be a beneficiary to access any of these supports.

