

If you have any questions, feedback or concerns

- You can phone or email us with any questions, feedback or concerns.
- When we have assigned a designer to do the work, you can talk to them directly. Their contact details are on this brochure.
- If you have any questions about your housing assessment or the referral to Enable New Zealand, contact your ACC case manager.

Contact

Enable New Zealand

Call free: 0800 362 253 Option 2

Local calls: 06 353 5800

Email: acchousing@enable.co.nz

www.enable.co.nz

For more information

Visit our website for a full guide to the housing modification process.

www.enable.co.nz

Go down to the drop down list on the ACC Housing tab.

Your Design and Build Team is:

Phone:

Housing Modification Service for ACC

An ACC housing assessor has recommended changes to your home, which are needed because of your injury. These changes are called housing modifications. ACC has asked Enable New Zealand to manage the process.

This leaflet explains:

- what happens
- what you can expect of us
- what we need you to do
- what to do if you have any questions, feedback or concerns

We want you to have a good experience of our housing modification service. Please contact us if you need any information or support.

If no building consent is needed

For example, installing a slide shower, a wooden ramp, handrails.

The ACC housing assessor books a builder to visit you at home. When we get the builder's quote and sketch we will liaise with ACC to get the quote approved. Once approved, we will oversee the work until it's finished.

The builder will work with you to agree on a start date and will tell you how long the work will take.

If building consent is needed

For example, installing a wet area shower, or lift; changing a kitchen or laundry.

When ACC sends us your housing assessment report, we help you, your ACC housing assessor and ACC to work out a design that meets your needs. Then we will organise plans and tenders in agreement with ACC. Once ACC gives their final approval we will arrange everything that needs to be done to complete the work.

This type of work can take 6 to 8 months.

Please note: We can't do any repair work that would usually be up to the homeowner such as maintenance or insurance claim.

What are your responsibilities?

If you do not own the property

Contact the property owner. Let them know you'd like to work with ACC and Enable New Zealand to make changes to their house and property.

If you have your own building plans

Advise ACC you'd like your plans to be considered.

If you need other accommodation or practical help

Advise us if you need to move out during the building work, or if you need help to get ready for work to start.

Contact your insurance company

You may be required to notify them of any changes being made to your home.

Help us to work with you

- Work with us and our designer or builder so that we can meet ACC's requirements and your needs.
- Give our designers and builders access to the house and property.
- Keep any pets away from people visiting or working on the building site.
- If you cannot keep any appointments to visit the property, let us or the designer / builder know.
- If you don't understand any part of the service, plans or council requirements, let us know. We're here to help you.

What you can expect from Enable New Zealand

You can expect any of our representatives to introduce themselves and explain what they are doing for you.

Our team includes customer services staff, housing advisors, professional advisors, designers, project managers and builders. Some or all of the team may be involved in your housing modification.