

What if I have concerns or a complaint?

You can phone or email us with any feedback or concerns.

Contact

Enable New Zealand
Freephone: 0800 362 253 Option 2
Email: acchousing@enable.co.nz

Further information is available on our website
www.enable.co.nz

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



Can I provide feedback?

The grab rail installer will welcome any feedback you can give when they are at your home. You are also invited to complete the feedback form provided or alternatively complete the online survey via the link on our website:

www.enable.co.nz

Your Grab Rail Installer is:

Phone:

This leaflet contains general information only and is not intended to replace advice from a qualified health professional

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ACC Grab Rail Service Information

What is the Grab Rail Service?

The Enable New Zealand Grab Rail Service is a dedicated service for installing standard, off the shelf grab rails within the toilet and bathroom areas and at points of entry to the home.

Enable New Zealand has a dedicated team of installers to complete this work for us as quickly as possible after we receive a request from ACC.

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What is a grab rail installation?

A grab rail is a rail, 32mm in diameter with a grip area. The rails are available in a range of lengths from 300mm to 1200mm.

The installer will work with you or your representative to locate and position the grab rail in the way that best works for you. Alternatively the installer will use the Enable New Zealand installation specifications.

Timeframes

Requests for grab rail installations are treated with high priority. The grab rail installer will arrange an appointment with you to access the property to complete the work.

The installation timeframe is up to 5 working days from the date ACC requests the service from Enable New Zealand. In some circumstances (eg weekends, public holidays, rural locations) it may not be possible to install the grab rails within these timeframes. In these situations the grab rail installer will be in touch with you.

What are Enable New Zealand's Responsibilities

- To advise you when we will be coming to your home to complete the installation
- Keep you informed if there are any delays
- Complete a quality installation
- Tidy up after the work
- Check that you or your representative are satisfied with the installation and the installer
- Enable New Zealand and ACC are not responsible for the cost of removing the grab rail if it is no longer required

Are there any forms to fill out?

Enable New Zealand works with ACC to complete the required documentation. The ACC7404 is the form linked to this service. The installer will ask you to confirm that the grab rails have been installed and Enable New Zealand will then send this information to ACC.

What are your responsibilities?

If you are not the Property Owner then you, the client, are responsible for obtaining written consent from the Property Owner.

- Provide access to the property and the home for the installer
- Ensure pets and dogs are kept away from the area where the grab rail needs to be installed
- Let us know if you cannot keep the appointment made to complete the installation
- Work with us to meet the ACC requirement

Who are the installers?

Enable New Zealand expects a high quality of workmanship and has a wide network of installers who work on our behalf. All of our installers are qualified and licensed Building Practitioners.

The installers will introduce themselves and their name and company are noted on this form.