



JUNE 2016

# Warm and dry programme

Housing New Zealand introduced our warm and dry programme in 2015. Since it began, more than 20,000 properties have been upgraded to make them warmer, drier and healthier for our tenants.

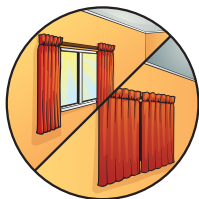


## About the programme

The programme has created a new baseline standard for all our properties, to ensure they are as warm and dry as possible.

These are:

- Triple weave curtains in living areas, dining rooms and bedrooms.
- A fixed form of heating in the living area, where an acceptable heating source is not present.
- An extraction fan in the bathroom and a rangehood in the kitchen (for three bedroom properties and larger).
- No bare floors – carpet or vinyl installed over bare floors.



## Helping tenants

Housing New Zealand is also focusing our efforts on helping our tenants – and others in the community – understand what they can do to help keep their homes warm, dry and healthy.

Examples include opening windows for at least a few minutes each day even when it's cold outside, wiping away condensation, keeping curtains closed at night to keep warmth in and open during the day to let the sun in, and not drying clothes inside. It's also important to remember that any house can get surface mould if it's not wiped away or cleaned regularly.

We've put a range of information into our tenant newsletter *Close to Home*, and are also partnering with other agencies such as EECA, Ministry of Health, NZ Fire Service and MBIE to help spread the message.



## Timeframes

Through the warm and dry programme, all Housing New Zealand properties will, where required, have had a warm and dry assessment and intervention, completed on them next year.

A third of all Housing New Zealand properties have already had a full warm and dry intervention carried out on them.

This winter we're prioritising our work to make sure tenants who need it most, have their homes upgraded.

## What standards are already in place

All Housing New Zealand properties are already insulated wherever practical, fitted with smoke alarms and have at least one fixed heating source. In addition, many of our homes will already have one or more of the four elements of our warm and dry standard, such as curtains, carpet, additional heating or extractor fans.

The difference with our new warm and dry programme is that we are systematically going through all our properties to make sure they are assessed based on all four elements of our new standard.

## Where to go for more information

If a tenant, or anyone acting on behalf of a tenant, has any concerns about the condition of a Housing New Zealand property, we encourage them to contact us on 0800 801 601.

We are prioritising our work, and want to make sure that no vulnerable tenants go into this winter in a home that's cold or damp.

