

Enable New Zealand Housing Modification Toolkit for ACC and Assessors

ACC & Assessor - General FAQ

How can I give feedback about the service?

Enable New Zealand welcomes feedback about our service; it is always nice to hear how great the service is. However, if at any time you are experiencing issues or your client has concerns please call Enable New Zealand directly on 0800 ENABLE (**0800 362 253 Option 2**) and talk with one of our Customer Service Representatives.

You can also complete the [Assessor Survey](#) or [ACC Staff Survey](#)

Is there any other information about the housing modification service?

Yes, ACC has an Operational Guideline

What form do I need to use?

We know the housing modification service can appear to be a complicated process. For your ease of reference we have listed all the housing modification forms in the table below.

Please do not hesitate to contact us for assistance at any time. Below is a quick guide to the various forms and their purpose for your information.

Form title	Reference number	Purpose	Who completes?
Housing modification referral form	ACC7403	ACC to refer for housing modifications	ACC
Grabrail request form	ACC7404	Referral for grabrail	ACC
Housing modification consent	ACC1563	Property Owner consent	Property Owner
Housing modification responsibilities	ACC1564	Client & ACC agreement to the housing responsibilities	Client
Certificate of satisfactory completion	ACC1565	Sign off that building mod is completed Client is satisfied with the work Assessor is satisfied that client outcomes have been achieved	Client, Assessor and Builder
Housing Assessment report	ACC263	Assessment report for Minor modification service	Assessor

Housing modification assessment report	ACC257	Assessment report for Standard & Complex modification Service	Assessor
Housing Modification Service Report	ACC457	Design Scope	Enable New Zealand