

Housing modifications for disabled people living in Housing New Zealand houses

The process outlined in the attached flow charts will facilitate the timely progression of modifications for Housing New Zealand tenants who are eligible for Ministry of Health funded housing modifications.

The flow charts have been developed by the Ministry of Health and Housing New Zealand. They should be used by Occupational Therapists who are Equipment and Modification Services (EMS) Assessors, EMS Providers and Housing New Zealand as a guide to clarify the key links between agencies involved in this process, the responsibilities of each party involved and the expected timelines for the steps in the process to be completed.

Process for Housing Modifications

EMS Assessors:

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| 1. | Submit all requests to Housing New Zealand using the dedicated email address:

disabilitymodifications@hnzc.co.nz

(This centralised address is to be used for all regions) |
| 2. | Type in the subject line: <ul style="list-style-type: none">- Minor Modifications or Major Modifications- the address of the property <p>This will speed up the process for Housing New Zealand</p> |
| 3. | Attach the following documents to the email:

For Minor Modifications : <ul style="list-style-type: none">i. Request for Approval Formii. Property Owner Approval Formiii. Sketch of proposed modifications
For Major Modifications <ul style="list-style-type: none">i. Request for Approval Form |

Note: Sketch plans and specifications are not submitted for major modifications until Housing New Zealand has given approval for the modifications to be considered in the home. It may not be appropriate to undertake major modifications in that particular home due to a 'mismatch'.

Housing New Zealand personnel:

For major housing modifications only, determine whether the person (and/or their family or whanau) is 'matched' to the property. A 'mismatch' could occur when:

- the number of tenants living in the state house and the size of the house do not match (ie, overcrowding in the house or under-utilisation of the home), or
- the home is leased by Housing New Zealand from a private landlord, or
- Housing New Zealand has alternative plans for the future use of the property (ie, redevelopment of the site).

In such cases, Housing New Zealand will work with the tenant to relocate them to a more suitable home if at all possible. The EMS Assessor may work with the disabled person, their family or whanau and Housing New Zealand to assist them to select a suitable alternative property.

Timeframes for Housing Modifications

Minor Modifications

Housing New Zealand [Asset Management Support] will respond to the EMS Assessor within **5 working days**. If approval to proceed is agreed, the Property Owner Approval Form will be signed and returned to the Assessor.

The EMS Provider will process the request within **20 working days** of its receipt.

Major Modifications

Housing New Zealand [Tenancy Manager and Asset Manager] will respond to the EMS Assessor request within **15 working days**, by either:

- providing approval to proceed, confirming the request to progress consideration of housing modifications in the person's home, or
- discussing alternative options with the person, their family or whanau and the EMS Assessor. Alternative options can relate to the suitability of the home to be modified or a mismatch between the tenants and the home they are living in.

Following agreement by Housing New Zealand to progress the housing modifications:

1. The EMS Assessor will email the following documents to the Housing New Zealand dedicated email address:
 - sketch plans and specifications – note that information about the disabled person or their disability is not required by Housing New Zealand
 - Property Owner Approval Form.
2. Housing New Zealand will respond to the EMS Assessor within **15 working days** of receipt of the sketch plans and Property Owner Approval Form, by either:
 - signing and returning the sketch plans and Property Owner Approval Form, or
 - discussing any issues regarding the proposed modifications. In this case, the EMS Assessor may seek advice from the EMS Provider. A joint on-site meeting or regional 'Housing Clinic' may be arranged with the EMS Provider, EMS Assessor, Housing New Zealand, the NASC and the disabled person and/or their family or whanau to consider all options.
3. The EMS Provider will process the request within **20 working days** of its receipt.

Note: Where Housing New Zealand has agreed to locate the person, their family or whanau to a more suitable home, this will be prioritised by Housing New Zealand and be undertaken, where possible, within **3 months** from the receipt of the application for housing modifications.

Where this occurs, the EMS Assessor may need to liaise with the local Needs Assessment Coordination organisation (NASC) to review the need for additional support. If no resolution has been agreed by all parties after 3 months, the EMS Provider will refer the case to the EMS Review Panel. The Housing New Zealand National Portfolio Manager will be invited to attend this meeting.

Please refer to detailed process maps for both Minor and Major Housing Modifications on pages 4 and 5 of this document. As the process maps, particularly the Major Housing Modifications, are quite complex, it is recommended that these are printed on A3 paper and in colour if possible.

Glossary of Terms

Minor Modifications

Modifications generally costing between \$200 and \$2,000 (excl. GST) such as internal and external handrails and threshold ramps.

Major Modifications

High cost, complex modifications such as ramps, platform lifts, accessible bathrooms, kitchen modifications and fencing.

EMS Assessor

An occupational therapist who is responsible for the assessment and application for housing modifications for disabled people eligible for Ministry of Health funded housing modifications. EMS Assessors for housing modifications are accredited within the Ministry of Health's EMS Accreditation Framework. They will:

- be an Approved EMS Assessor for Basic Housing Modifications, or
- have attained the Housing Modifications Credential (for complex housing modifications).

EMS Providers

The organisations which are contracted to the Ministry of Health to administer and deliver equipment and modifications.

CCC

Consent Completion Certificate (formerly Code of Compliance Certificate).

Asset Management Support

Housing New Zealand asset team administrative support.

Asset Manager

Housing New Zealand asset management representative responsible for the management of Corporation properties.

Tenancy Manager

Housing New Zealand Tenancy Services representative responsible for tenant interactions.

State house

Premises owned by the Crown, Housing New Zealand Corporation (HNZC) or Housing New Zealand Limited (HNZ) and let or to be let by or on behalf of HNZ or HNZC for occupation by any person as a place of residence.

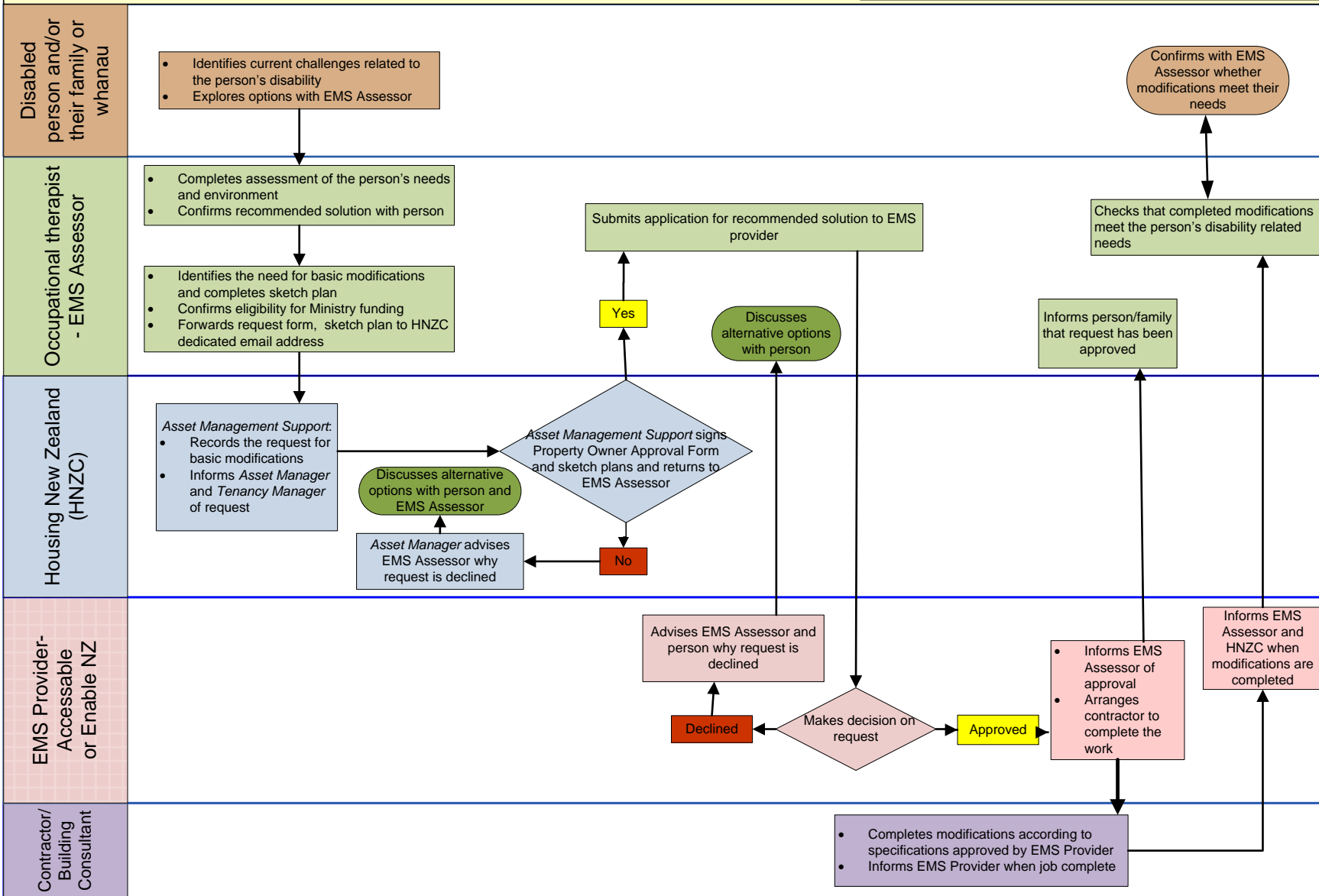
Private houses leased

Premises owned by someone outside the Crown, HNZC or HNZ and let or to be let by or on behalf of HNZC or HNZ for occupation by any person as a place of residence.

1. Minor Housing Modifications in HNZN Houses

Minor Housing Modifications such as internal and external handrails, and threshold ramps – generally costing between \$200 and up to \$2,000 (excl. GST)

Dedicated HNZN email address: disabilitymodifications@hnzn.co.nz



2. Major Housing Modifications in HNZN Houses

Major modifications generally costing over \$2,000 excl. GST such as ramps, platform lifts, accessible bathrooms, kitchen modifications and fencing

Dedicated HNZN email address: disabilitymodifications@hnzn.co.nz

