

At Home

News for Accessible Properties Tenants

December 2016

New Homes for Christmas

Accessible Properties Staff wish you a safe and happy holiday.



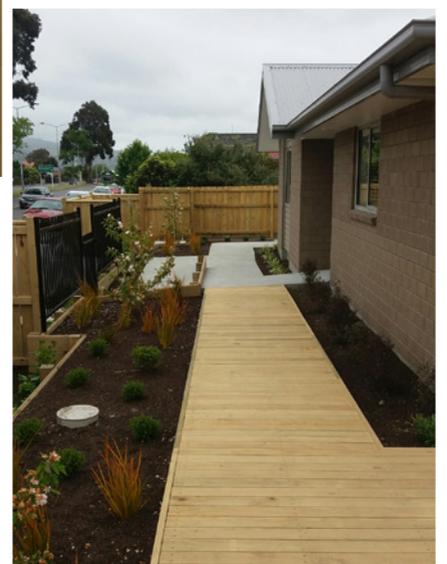
This December Accessible Properties is welcoming tenants into the newly developed Aldwins' units in Linwood, Christchurch.

The five new social housing units mean a new home for between eight and ten people from different backgrounds in time for Christmas.

The units are fabulously located opposite Linwood Park and not far from Linwood College and mall.

All five units come with an outdoor area perfect for entertaining over the summer period with two units having large decks out the front, while the other three come with outdoor patio areas.

"It gives us real pride in our work to see five new households settled in homes that work for them," says Accessible Properties General Manager Andrew Wilson.



Tenants Celebrate Peachgrove Improvements

Tenants at Peachgrove Road in Hamilton are planning a get together before Christmas to celebrate an upgrade of their homes that will bring almost twice as many parking spots and a communal outdoor area with gardens, picnic tables and a BBQ.

The tenants of the 22 units are over the moon with the upgrade which is due to be completed before Christmas, making Peachgrove Road a fantastic place for tenants to entertain family and friends over summer.

We promised changes when we took over the properties this year and we are delighted to



have these well under way. Peachgrove Road is just the first in a number of projects Accessible Properties is undertaking over the next 6 – 12 months on our Hamilton properties.

Survey Feedback

Thank you to everyone who participated in our annual survey, your feedback is important to us for planning and providing affordable homes.

Congratulations to D Sargent, M Manuirangi, and K McClintock who have each won a \$50.00 grocery voucher for filling out the survey.

Overall we were really pleased with the results and glad so many are with their home.

However, a few points were raised within the survey responses that we believe need some clarification:

- Parking is for residents only. Due to the size of some complexes we are working on parking solutions but, unfortunately, in some cases there is no ability to provide extra parking spots.
- All tenancy agreements outline how many people can live at each of our premises. We understand that friends and family do visit, but if this happens on a more permanent basis then you may be in breach of your tenancy agreement and we will need to address this with you.
- Landscaping and Gardening was a common complaint amongst our Hamilton residents. We have addressed this with the contractor, and we expect a better level of service in 2017.

If you have any questions regarding these points please get in touch with your Tenancy Manager.



Holiday Tips

If you are going away these holidays here a few helpful tips for keeping your belongings and your property safe while you are away:

- Let your neighbours know that you are going away and ask if they can keep an eye on your property – including clearing your letter box.
- Lock all doors and set your alarms.
- Leave your curtains open and your blinds up.
- Secure all tools that if left lying about may be used by someone to break into your property.
- Be careful who you tell – don't advertise that you will be going away on your answering machine or on social media sites such as facebook. Wait until you are home to begin posting your holiday snaps.

Maintenance Requests

We are committed to fixing any maintenance issues as quickly as possible.

Unfortunately, we are getting reports of contractors arriving at arranged times to complete requests only to find no one is home.

When this occurs Accessible Properties gets charged by the contractor even though no work is completed.

If you arrange a time with our contractors to visit your property please make sure you are at home at the arranged time. If you are not then in the future the costs of missing a contractor visits could be passed on to you as the tenant and it could also mean it will take longer to fix your maintenance problem.

Emergency Contact Update

In light of the recent earthquake activity throughout New Zealand it is a good time to make sure that all your emergency contact information is up-to-date.

We have included a form that you are welcome to fill in and return to your tenancy manager or if you would prefer you can visit the Accessible Properties website to update these details online.

A Quick Reminder

Accessible Properties is a registered Community Housing provider and that means we have to meet additional conditions on our tenancies over and above our obligations under the Residential Tenancies Act.

One of these conditions is the need for 'continuous occupation' of our tenancies. This means that as a tenant you must be living in your tenanted property for a minimum of 320 days in the year.

To help make sure you are not away longer than your 45 day limit it is important you let your tenancy manager know if you plan to be away for an extended period of time.

Holiday hours

Accessible Properties will be closed from 12 noon on 23 December, and will reopen on 9 January 2017.

For emergency repairs please call the after-hours number 0800 223 359.

When leaving a message, please state your name, address and reason for your call. If you are planning to vacate your property during this period, or want to give notice, please advise your Tenancy Manager by either text or email. You are still required to give 21 days' notice in writing (if you are vacating).

Who do you call?

Call for free, confidential help:

Bond information: 0800 73 76 66

Tenancy advice: 0800 83 62 62

Budgeting advice: 0508 283 438

Legal help: communitylaw.org.nz

Citizens Advice Bureau: 0800 367 222

Talk to us

We want to hear your feedback.

If you want to talk to us about your tenancy, or have a comment about an Accessible Properties staff member, please email info@accessibleproperties.co.nz or write to: General Manager, Accessible Properties Ltd, PO Box 1974, Wellington 6140.

