



**Accessible  
Properties**

*For thriving communities*

A photograph of a woman with dark hair in a ponytail, smiling and hugging a young boy from behind. They are sitting on a grey couch. The woman has a tattoo of two diamonds on her shoulder. The boy is wearing a blue shirt and a colorful lei. The background is a plain, light-colored wall with a lamp visible on the right.

**Helping you**  
and your family  
stay warm and healthy

# What is the Healthy Homes Programme?

The Government has introduced new healthy homes standards for all rental homes which cover the following areas:



The information in this booklet was provided to Accessible Properties by Kāinga Ora. Thank you to Kāinga Ora for helping us keep our homes warm and our tenants healthy.

# Keep damp out, air it out!

Dry air is easier and cheaper to heat and helps prevent mould.  
You can keep the air in your home dry by...

## Keeping damp out

### Drying windows

- Wipe moisture off windows with an old towel in the morning if required.
- If you get moisture building up on the wall that remains for a long time, please contact Accessible Properties.
- Open curtains/blinds to let sun in.

### Drying clothes outside

- Dry your washing outside as much as you can.

### Using bathroom and kitchen fans

- Use your kitchen rangehood when cooking.
- Use your bathroom fan when showering or bathing, and keep the fan going until the mirror and walls are dry.
- Using an extraction fan only costs about 4c an hour when running at full speed.

#### Did you know?

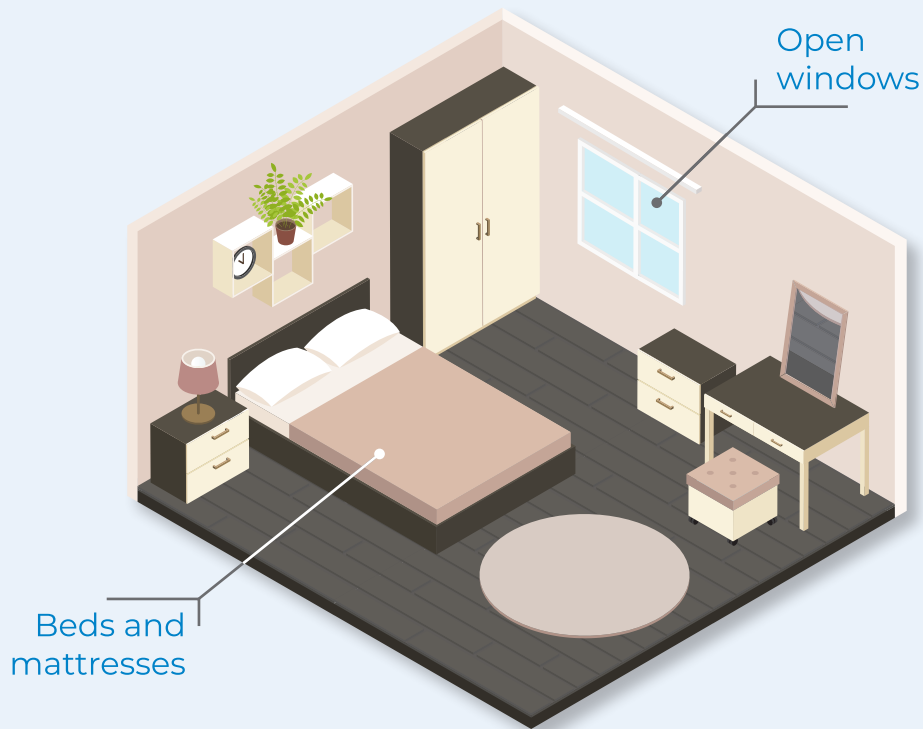
A load of wet washing contains around 5 litres of water. If wet washing is dried inside your home, it can make your home damp and can cause mould.



# Airing it out

## Open windows twice a day

- Open windows twice a day (for 10 minutes) to let damp out every day in summer and winter.



## Keep beds and mattresses damp-free

- Mattresses need to be raised off the floor to let the air dry them out (if possible). Especially if sleeping in living rooms.
- In bedrooms, keep beds out from the wall far enough to let air circulate. This will help keep them dry and prevent mould.

# Keep the heat in!

## Close curtains in the evening

- Close your curtains as the sun goes down to keep the day's heat in.



### Did you know?

An LPG heater costs at least twice as much to run as a plug-in electric heater for the same amount of heat. They also put out toxic gases, pollutants and lots of water into the air when they are running.

# Warm your home, keep it warm

Being warm is important for your family's health, especially if you have young children, elderly, or someone living in your home who is unwell or who has a health condition. It also helps to keep your home dry.

## Warming your home

You can keep your home warm by...

### Using heaters when it's cold

- Set your heater thermostats at 18°C – 20°C to keep healthy and save money.
- Turn your heater(s) on as the sun starts to go down to keep the temperature steady.



### Open curtains during the day

- Open the curtains during the day to use free heat from the sun.

# REMEMBER

**Keep damp out, air it out!  
Warm your home, keep it warm**

For more information please call us on  
**0800 862 769**  
or speak to your tenancy manager.

# How to use your heat pump

1

Turn on the heat pump by pressing the on/off button.

2

Press the mode button (or master control) to heat (sun icon) and select heat for the winter option or select cool (front icon) for the summer option.

3

To set the temperature:

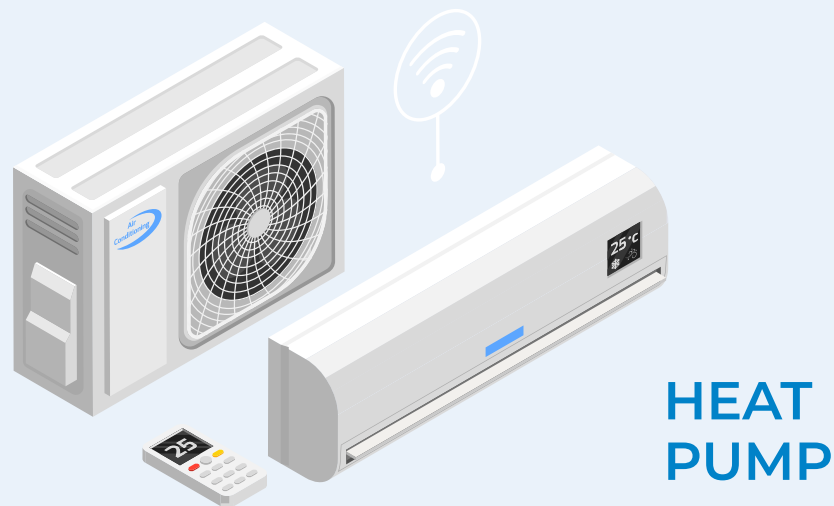
Set the thermostat between 18°C – 20°C (if you set it higher this will increase the cost of running it)

Deflection fins (louvers) – ensure they are not pointing down. This may cause the heat pump to frequently stop and start.



## Cost to run

- Heating to 18°C – 20°C keeps heating costs down while helping to stay healthy.
- The higher the temperature for heating, the more it will cost to heat.
- Keep your heat pump going on low during cold weather so it's easier to keep warm.
- Cooling costs money to run. To keep your bills down, set the thermostat to cooling for 24°C - 25°C.



# Getting help with your energy bills

## What if I need help with winter energy bills?

Your household might be eligible for the Winter Energy Payment from Work and Income.

The payment can help you with the cost of keeping your home warm during the winter months.

Your electricity retailer is there to help too and may be able to offer flexible payment plans. Call them to ask what's available.

To find out more visit [workandincome.govt.nz](https://workandincome.govt.nz) or speak to Accessible Properties. Talk to Work and Income to see if they can help you with your winter energy bills.

## Who can get the Winter Energy Payment?

People who are eligible for the Winter Energy Payment should get it automatically along with other regular payments from [Work and Income](https://workandincome.govt.nz).

## Getting help to pay for energy bills

Call your tenancy manager or visit your local [Citizens Advice Bureau](https://citizensadvice.org.nz) (CAB) to find out about budgeting services in your area.

### Did you know?

Keep the oven door closed when cooking to save energy and let the food cook properly. Use your heater to heat your home not your oven – it's safer and more effective.

Rehome extra fridges and freezers that you can do without. They can cost a lot to run over the year – especially if they're older or the doors don't seal anymore.

# Managing your energy bills

## Let's work together!

- If you find a leak at the bottom of your hot water cylinder,
- If steaming water is coming out of a vent on the roof, or
- If a window or door isn't shutting or sealing properly, or is broken...

Call us on 0800 862 769 or speak to your tenancy manager.

## Managing your energy bills

Talk to your electricity retailer about which plan is best for you.

If you get billed for electricity, most electricity retailers offer averaged payments over the year so you don't end up with big bills at certain times of the year.

### Did you know?

Take short showers instead of baths. Showers use 60% less water than baths.

Dry your clothes outside to save money. This also helps keep your house dry. Only use your drier to finish them off if you must.

Turning appliances with a standby function off (such as TVs, stereos, mobile chargers, computers or microwaves) can save you up to \$75 a year.

Make sure there is generous air space behind the back of your fridge and try not to open the fridge door too often or leave it open for long periods.





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