



Returning home, what you need to know...

**ROTORUA
LAKES COUNCIL**
Te kaunihera o ngā roto o Rotorua

The first thing I want you to know is that I have visited some of the homes that have been damaged by the recent flood. That experience has given me some appreciation of the devastation that you are now dealing with.

The second thing I want you to know is that the Rotorua Lakes Council is committed to supporting you through this difficult time.

By way of an update, the Civil Defence team is now transitioning from a response phase to a recovery phase. What that means is that Rotorua Lakes Council staff will be working with other agencies in order to assist you in working through the process of repairing the damage to your property.

The following is a list of things you should consider upon your return home:

1. Your home may be affected by contaminated water and/or sustained structural damage. Information from Toi te Ora Public Health is attached to this letter.
2. Council building and health officers will be helping with the assessment of your property. They can provide advice on what to do next.
3. Council is working alongside other organisations to ensure support is available for anyone affected by the flood.
4. Advice from the New Zealand Insurance council on dealing with flood damaged property is outlined overleaf.
5. If you need temporary accommodation contact the Ministry of Business, Employment and Innovation on 0508 754 163 or visit www.temporaryaccommodation.mbie.govt.nz.
6. If you need financial assistance phone Ministry of Social Development on **0800 779 997** or visit www.workandincome.govt.nz

If you need advice or assistance please call the Rotorua Lakes Council on 07 348 4199 (24 hours).

Yours sincerely
Bruce Horne
Rotorua Civil Defence Controller

Flood recovery tips from the New Zealand Insurance Council

- Follow the instructions of Civil Defence and emergency services providers.
- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurer, or insurance adviser, as soon as possible.
- Avoid entering flood water, either on foot or in a vehicle. Flood water can contain raw sewage and contaminants, conduct electricity and mask hidden hazards, and poses a serious hazard to health. It may be deeper, or moving faster, than you expect.
- Try to make buildings safe and weatherproof but don't make any emergency repairs unless it is safe to do so. Don't start non-essential repairs without your insurance company's approval.
- If water has entered your property, don't turn on your electricity until it has been inspected by an electrician.
- Get essential services, such as water, electricity, gas and sewerage, repaired and keep copies of any invoices.
- Do what's necessary to make your home safe and sanitary. When cleaning, wear a mask, gloves and overalls to minimise exposure to possibly-hazardous materials.
- Take pictures and make a list of any perishables you have to dispose of.
- Remove and discard any water or mud-damaged goods that pose a health risk, such as saturated carpets and soft furnishings.
- Take photos of damaged property to help speed up the assessments and claims process.
- Keep any damaged items that don't pose a health and safety risk.
- Do not drive your vehicle if it has suffered water damage.