



Special Edition

Support and Assistance



Roger Sutton
CERA Chief Executive

This month, CERA has put together a special support and assistance edition of the Greater Christchurch Recovery Update with a firm focus on how you can find the help you need during winter – and beyond.

But in particular we want to reach the people who may not even be aware that a helping hand is available for any specific issues they may face.

We know there are people toughing it out in their third winter in a broken, damaged home. But it may not have to be that way.

In these pages of dedicated assistance information we have tried to cover off the key areas where we know

people need help. This includes help available from the Red Cross, health services, housing and other support services.

It may not be you – it may be a neighbour or friend in need. Whoever and whatever the situation, there may be a line of help that you have not previously been aware of. Hopefully the information you need is in here, and you may even be surprised about what grants and alternative lines of support are available.

This special edition is a go-to guide that you can keep and refer to in the future. And as always, if there is a question you need answered, please contact our **0800 RING CERA** line (**0800 7464 2372**) and one of my staff will do their best to ensure you get the right information as soon as possible. ☺

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Earthquake recovery, a long haul – but help is out there

Research shows the third year after a major disaster is often the hardest. The impacts on individuals vary as do their reactions in this complex post-earthquake environment. Support and assistance are out there – as the information throughout this publication shows – but Minister for Canterbury Earthquake Recovery, Gerry Brownlee is also spearheading an intensive winter resilience campaign in greater Christchurch.

Central to the campaign is a coordinated approach being taken by a group of companies and agencies involved in the recovery. They have combined to share knowledge and are undertaking to refer people who need help on to the right channel.

As a first step, major construction companies undertook to respond to the recent predicted snowstorm, working alongside Civil Defence and Christchurch City Council. Although the storm turned out to be less serious than forecast, Minister Brownlee says it illustrates the kind of coordinated approach that's being taken.

Minister Brownlee says the impact of a third winter in an earthquake-damaged home cannot be underestimated, especially where warmth and sanitation issues are concerned.

"While almost 50,000 urgent repairs have been carried out to ensure homes are weathertight, and 19,000 winter heat devices have been installed, we accept that cold weather could cause problems.

"I want to be sure we get the message across to everyone that there is a lot of help available in a variety of forms."

That is where CERA's winter resilience campaign comes to the fore, with ongoing support from a great range of organisations all essentially acting as one: EQC, insurers, building companies, the Red Cross, the Student Volunteer Army, Community Energy Action, the Canterbury Earthquake Temporary Accommodation Service (CETAS), the Families Commission, Canterbury District Health Board and the Christchurch City Council.

"With all relevant agencies involved in recovery linked in to this winter campaign, I'm confident anyone who calls any existing number will be directed to the right place," Minister Brownlee says. ☺

USEFUL NUMBERS

- Canterbury Support Line..... 0800 777 846
- Community Energy Action0800 GET WARM
- Red Cross 0800 468 873
- CERA0800 RING CERA
- EQC 0800 DAMAGE
- CCC..... 03 941 8999
- Waimakariri District Council..... 03 311 8900
- Selwyn District Council..... 03 347 2800





Hon Gerry Brownlee
Minister for Canterbury Earthquake Recovery

There is increasingly more to be positive about in relation to the physical rebuild of our city, with rising numbers of residential repairs and rebuilds, new commercial buildings emerging everywhere, insurance settlements gathering pace, and progress in the central city.

Some of these achievements were recently marked with EQC announcing it is approaching the half way mark through its residential repairs programme. We also saw the last of the Rebuild Zone cordons removed and paid tribute to members of the Defence Force after 857 days service manning the central city cordons.

It is important, however, to bear in mind our personal and social recovery as well. We have faced challenges we never thought we would be faced with, dealt with issues previously unimagined, and many of us have felt overwhelmed at times.

As a Government we've taken the health and wellbeing of Cantabrians very seriously.

CERA's Social and Cultural Recovery team focuses on the wellbeing of individuals and communities, working with a large number of government agencies, non-government organisations and community groups.

Together a broad range of organisations are able to provide the additional support and resources to help us work through the challenges to move forward to more positive times.

This issue of the Greater Christchurch Recovery Update is dedicated to detailing many of those services, providing a resource about where to go for help.

I'd like to thank all those agencies and individuals playing their own part in supporting others in their communities. I think that our shared experience over the last two years has strengthened many of our communities and, as individuals, we might well be the stronger for that. We should not, however, be afraid to accept the support available.

And as winter well and truly settles in with its own particular challenges, CERA will be rolling out another programme of support, the winter resilience campaign. CERA will be coordinating an extraordinary range of services and support. Many of the participants in the campaign already have their own support initiatives in place, and additional assistance will come from a range of companies and agencies involved in the recovery. CERA will ensure that all services are linked and coordinated so wherever people go for help, they will find an integrated approach and the help they require.

By working together, and with the support services in place, I am sure we will manage the challenges ahead.

Gerry Brownlee

Extension to settlement in the residential red zone

Phone 0800 RING CERA (0800 7464 2372) or go to www.cera.govt.nz



Residential red zone property owners who meet specific criteria have been able to request an extension to the settlement date of their Crown offer by up to six months.

Requests for an extension are being considered under strict criteria. They include whether a property owner or dependants have vulnerabilities (such as age or health-related) and whether the property owner faces barriers and obstacles in settling that are beyond their control and has exhausted all other reasonable options.

While requests for a settlement date extension up to 31 January 2014 are being considered, property owners have been advised they will need to continue to progress towards their originally agreed settlement date. Many people may only need to extend their settlement date out by a matter of weeks, while others will need longer.

Whilst the majority living in the flat land residential red zone had until 14 June 2013 to request an extension, those residents living in Southshore and South New Brighton have until 19 July 2013. For more information, go to www.cera.govt.nz or call CERA on 0800 RING CERA (0800 7464 2372).

This extension process only applies to owners of flat land residential red zone property as land in the Port Hills is still subject to a zoning review process.

Free financial advice

If you have been affected by the earthquakes you may be under financial pressure, trying to make decisions about things that are difficult to understand, and worried about what life is going to look like in the future. Free financial advice is available to assist home owners. It is provided by a number of individuals and organisations that offer their time on a purely voluntary basis.

These are some of the many questions and issues people in greater Christchurch are trying to come to grips with:

- Should I take my insurer's offer of a cash settlement for my rebuild?
- I'm nearly 80 – I don't want to wait three years for my house to be repaired. Should I just sell up, invest the money and rent?

- I've been told my rebuild is at least a year away. What should I do with the EQC payments I've received in the meantime?

If any of the above sounds all too familiar, you could benefit from a free one-on-one financial advice session with a professional financial advisor.

Financial advisors are able to meet you at either the Earthquake Assistance Centre in Avondale or the Kaiapoi Earthquake Hub. You can access a free consultation by calling 0800 RING CERA (0800 7464 2372) or visiting the Earthquake Assistance Centre or Kaiapoi Earthquake Hub to book an appointment time that suits you.

We are here to help if you need it



Phone 0800 559 009 or go to www.workandincome.govt.nz



With winter there can be extra pressures and costs, and if you're struggling to support yourself or your family, please contact us. We can often help.

The type of assistance you may be eligible for depends on your personal circumstances including, but not limited to:

- Income
- Family size
- Residential location
- Accommodation costs
- Health and disability costs

Financial assistance could be in the form of a main benefit, or supplementary assistance for immediate and essential needs. Some assistance is recoverable and some is non-recoverable. It is better to contact us before you apply for assistance. That way we can learn about your circumstances and talk to you about the types of assistance you might be able to get.

For more information, call 0800 559 009 or go to www.workandincome.govt.nz

Earthquake support lightens the load for Opawa resident

**Earthquake Support
Coordination Service
Phone 0800 777 846**

Home owner Erin Morris takes comfort in knowing she isn't alone when it comes to resolving the issues around her earthquake-damaged Opawa property.

The 45-year-old registered nurse lives in her hillside house with her two teenage daughters. Their home has shifted and is sinking slightly. A spring has also emerged under the centre of the house. But Erin Morris is getting a helping hand from Lynne Hurley who is an Earthquake Support Coordinator (ESC) employed by Te Rūnanga o Ngā Maata Waka.

Erin Morris says she heard about the Earthquake Support Coordination Service from a resident in her street who had already got help with resolving her own earthquake claim.

"My neighbour had been having trouble navigating the system and when she came to a satisfactory conclusion with the help of the Earthquake Support Coordination Service, she told me I had to do it. It is ideal for me," says Erin Morris.

She says her ESC Lynne Hurley is a great source of support, particularly when it comes to meetings with insurers over the future of the house. Geotechnical work is ongoing but the property is currently classed as a repair.

"It's great to have another person sitting in on the meetings. Lynne is there listening to what is being said and taking notes. Afterwards we'll sit and talk it over and work out the next step together.

"It is about not feeling it's you against the world sort of thing," says Erin Morris.

Lynne Hurley has been helping the family for about a year. She has helped them access Red Cross grants for things like the electricity costs that come with the heat pump and dehumidifier required to minimise the damp caused by the water under the house.

"Erin is very much in charge of her own process. Before I started with her, she had already done a lot, managing things like emergency repairs with EQC and so on. I am just helping her get through it. It is a partnership. The key is, people don't need to try to do this on their own," says Lynne Hurley.



Erin Morris (left) and earthquake support coordinator Lynne Hurley (right) stay positive amidst a pile of claim documentation.

What is the Earthquake Support Coordination Service?

Earthquake support coordinators (ESCs) are available to assist individuals and families who have been directly affected by the earthquakes.

Earthquake support coordinators can:

- support you to work out what needs to be done and make a plan
- provide relevant information
- connect you with another service
- coordinate meetings between you and the experts.

There are about 39 full-time equivalent ESCs in greater Christchurch who come from a range of organisations – both government and non-government. To date they've assisted almost 7,600 households and are currently working on 2,235 cases.

For more information, call **0800 777 846**.

Canterbury Support Line – support is only one call away

Phone 0800 777 846

Get the right service at the right time by calling the Canterbury Support Line – **0800 777 846**.

If you, your family or friends feel the need to talk or if you need extra help, the Canterbury Support Line, **0800 777 846**, is ready and waiting to take your calls. It is open seven days a week from 9am until 11pm.

The Canterbury Support Line is free and confidential with a trained call centre team who can help answer your questions and provide information. The team can connect you with free services or organisations that can offer you counselling, practical support, information or advice, and help you navigate the repair/rebuild and recovery process.

They can arrange for a follow-up call from a local support team if callers wish to leave their contact details.

People who call the 0800 line are seeking support for a whole range of situations including dealing with stress, children not sleeping, EQC matters and insurance issues, housing and infrastructure issues, poor health, seeking a referral to an Earthquake Support Coordinator, and accommodation matters, just to name a few.

If you need support, or someone to talk with, do not hesitate to call the Canterbury Support Line – 0800 777 846.

Canterbury Earthquake Temporary Accommodation Service – a range of supports on offer

**Phone 0800 673 227 or go to
www.quakeaccommodation.govt.nz**

The Canterbury Earthquake Temporary Accommodation Service (CETAS) carries out three main roles: Temporary Accommodation Assistance, Earthquake Support Coordination, and matching and placing people into the appropriate accommodation.

- Temporary Accommodation Assistance (TAA) is available for home owners who require temporary accommodation while their homes are being rebuilt or repaired. TAA is used towards payment of rent, board or motel stays. It is not income or asset tested. A fixed rate is provided which is not dependent on the amount paid in rent. Temporary Accommodation Assistance is available until March 2015.

- The Matching and Placing Service places people into government-supported, short-term temporary accommodation villages (Linwood Village, Kaiapoi Village, Rawhiti Domain, Rangers Park). The service also assists with referrals to private sector accommodation either through available accommodation registered on the CETAS website or through other avenues such as Trade Me.
- The Earthquake Support Coordination Service provides support, information and assistance to individuals and families who have been directly affected by the earthquakes. Earthquake Support Coordinators can meet with you anywhere you choose – your home, place of work, or a café. The service is free and confidential.

For more information on CETAS, phone **0800 673 227** or go to **www.quakeaccommodation.govt.nz**

Surviving the third year after disaster – support for greater Christchurch

Rob Gordon PhD

As the third year after disaster passes, the effects become progressively more varied for those affected. Some people have clear consequences to deal with and can get on with replacing, repairing or relocating. For others, the effects are still unfolding and they have been able to do little towards the future as they concentrate on surviving the present. Everyone else is somewhere in between.

Disasters disrupt the whole community and have profound effects on the social environment. While many people may be more likely to share their situations with others to gain support, they may also experience a lack of privacy, finding others judge them and their difficulties. Often people cannot communicate about their most important problems.

The frustration and helplessness of being unable to take control of things can easily be directed towards people who are not in the same situation. These conflicts occur within families, friendships, social groups, organisations, work environments and communities. The more tired and stressed people become, the harder it is to go beyond obvious frustrations, see the complex picture and think of what is happening for others.

The complexity of the third year can make things difficult. Some want to put the disaster behind them, get back to normal and stop dwelling on it; others lack energy, cannot get their problems out of their minds and need to talk. Some focus on the future and are active; others cannot make decisions or get on with what needs to be done. People in these different situations tend to frustrate each other with their incompatible needs.

This mixture of positive and negative reactions occurs within individuals, families and groups, as well as across the whole affected community.

The third year is a time to keep in mind the complexity and extended time of the recovery process and to focus on understanding the typical problems that occur in all disaster-affected communities at this stage. Recognising that everyone is reacting in their own way, and that this situation is normal in such circumstances, helps to navigate a way through the experience.

Some common and 'normal' negative reactions in the third year

- Feelings of isolation and stress build up as energy gets low
- It is harder to manage grief and loss. Sadness and regret may reappear just when they seemed to be subsiding
- Uncertainty about the future makes it hard to tackle problems and keeps everything in a state of flux. Anxiety, worry and fearfulness are caused by big and little problems, and anything that takes away a sense of control
- Pessimism, despondency and depression build up from fatigue, too much sadness, disappointments and being unable to achieve things
- Competing demands of maintaining normal life or the multiple issues of recovery undermine effectiveness
- Financial stress creates insecurity and worry, which maintain tension and make it difficult to relax and enjoy life
- Conflict and lack of support create stress in relationships, families, neighbourhoods or communities, and encourage isolation
- Loss of self-confidence
- Getting things out of perspective is inevitable with continuing stress, fatigue and many problems
- A fluctuating mood is a common symptom of being under continuing stress, when body and mind are taut and reactive



Strategies for self-care

- Be patient with each other and yourself. If you are frustrated or unable to achieve what you want, try to reset your expectations, slow down and get into a more constructive frame of mind
- Try not to judge things or make important decisions when feeling low. It will pass. Wait until it's possible to see things in perspective before making decisions
- Build routines to express what is important; as they are repeated week by week, they become automatic and provide support
- Take stock of what you have learned and how you have changed: what leads to growth, what is painful and reduces life. Then there will be a sense of getting through the experience
- Remember what was important before the disaster, where you were going, what your plans were, even if they weren't spelled out. That will help you work out what you still have and how you have changed
- Some reflecting can be done alone, but talk things over with others who are interested; varied opportunities are needed, such as intimate family, friends, neighbours, others similarly affected, and long-term associates
- Think how you would like life to be in the future given the current situation, even if you don't know how to get there. You won't get there if you don't know where you want to go
- Give attention to what was neglected: recreation, relationships, family, leisure, communication, and private time. If things are tense, just do something small in the right direction, and then build on it
- Have health checks
- Look for opportunities to talk, write, share, tell stories, compare how others are doing, and make sure you are part of a larger community. We need intimate loved ones, friends and a community to belong to
- Think about positive ideas and plans, even if they can't be realised yet. Balance the things you can't change with those that you can do something about
- Try to focus on what you can influence, and not to let your peace of mind depend on what others do

Dr Rob Gordon is an Australian specialist in disaster psychology who, over the past 25 years, has supported people affected by more than 30 disasters. He has twice visited Canterbury since the earthquakes and has put together these messages to help support the people of greater Christchurch in their recovery.

All Right? in greater Christchurch?

All Right? is a campaign designed to help Cantabrians think about their mental health and wellbeing and ways they can improve it. It is a Healthy Christchurch initiative developed by the Mental Health Foundation and Canterbury District Health Board.

The messages in All Right? are straightforward ones – wellbeing can be improved by something as simple as a trip to the park with the kids, taking a walk on the beach, catching up with a friend for a coffee or putting your feet up with a bowl of warm soup. This is not to trivialise the real pain that many are experiencing – it is to remind people that we can, and already do, take care of ourselves and each other in very simple ways.

All Right? manager Sue Turner says Canterbury has changed a lot and the effects on people vary.

“On the one hand, people are struggling with specifics – things like dealing with insurers and repairs. On the other, there’s a new sense of hope and optimism for the future.”

She says the most important thing people need to realise is that they are not alone. All Right? is about encouraging people to connect with others and support them to boost their wellbeing.

People are being invited to share their ideas on the little things they do to feel good. The ideas that follow are what some greater Christchurch residents say makes them feel All Right:

“Watching movies at home in my onesie.”
Cathy, St Albans

“Realising CHCH is creative & embracing change bravely.” Hannah, Ilam

“Watching my grandchildren laugh and play.”
Kaye, Harewood

To share your ideas and to follow All Right? on Facebook, go to www.facebook.com/allrightnz

Or go to: www.allright.org.nz

Thank you to everyone involved in this campaign 😊 Because of the wonderful flags I was prompted to get on the website and found I was able to access funded counselling. I have had five sessions and they have helped me ENORMOUSLY!!!!!! YAY!!! Thank you thank you thank you!!!! I am now coping and dealing with things so much better than I had been 😊 Hugs x

After hours care in greater Christchurch



For health advice after hours, call your usual general practice number. Save it on your phone so it is there for when you need it. You can call at any time of night or day. After hours, your call will be answered by a registered nurse who can advise you what to do and where to go if you need urgent care.

After hours contacts

24 Hour Surgery

24 hours, every day
Corner Bealey Avenue/Colombo Street
Phone 03 365 7777

Riccarton Clinic

8am to 8pm every day
4 Yaldhurst Road
Phone 03 343 3661

Moorhouse Medical Centre

8am to 8pm every day
3 Pilgrim Place
Phone 03 365 7900

Linwood after hours Surgery

9am to 8pm Mon – Fri,
10am to 4pm Sat & Sun
279 Linwood Avenue
Phone 03 389 2550

Papanui after hours Surgery

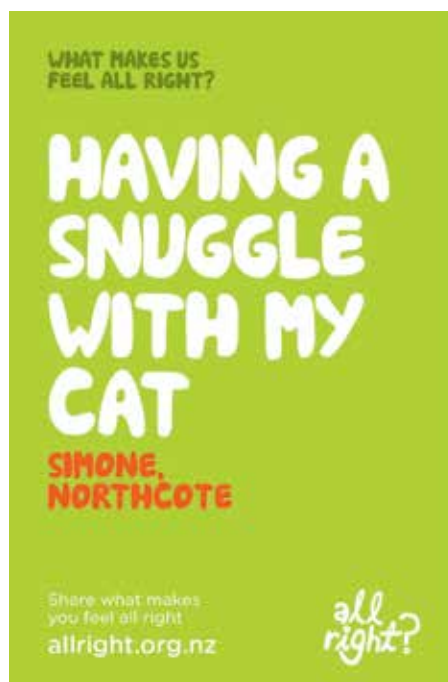
8am to 7pm Mon – Fri,
9am to midday Saturday
438 Papanui Road
Phone 03 352 9053

Psychiatric Emergency Mental Health Services

24 hours, every day
74 Oxford Terrace
Phone 03 364 0482 or 0800 920 092

In an emergency, call 111

If you are finding it hard to cope, contact your general practice team. They can help you, or refer you for specialist help as necessary. You can also phone the Canterbury Support Line on 0800 777 846.



Insurance support and assistance

Insurance companies operating in the post-earthquake environment prioritise the most urgent cases for rebuild or repair. The Earthquake Commission (EQC) is responsible for earthquake damage claims up to \$100,000 + GST per event while private insurers are responsible for those over \$100,000.

Find out more about some of the insurance support and assistance available.

Southern Response

Southern Response considers vulnerability on a case-by-case basis, taking into account the age and health of the customer and family members living with them, as well as the habitability of the house.

Known vulnerability factors are considered when determining the customer's position in the queue for rebuild/repairs, but they don't affect entitlement under the policy or amount of the settlement.

Customers who have vulnerability concerns they wish to discuss can contact their Southern Response team on phone 03 371 0921 and ask for their situation to be referred to the company's vulnerability panel (which includes a medical practitioner). The customer must complete a vulnerability form and return it along with supporting evidence for consideration by the panel.

On the panel's recommendation, the customer's claim will be prioritised in the build queue, but if any issues beyond Southern Response's control are identified before moving into design (such as weathertightness or cross lease issues), these may still impede progress. Southern Response tries to assist vulnerable customers to overcome these barriers.

For more information, go to:

www.southernresponse.co.nz or phone **0800 501 525**.



Lumley

Lumley has established a set of vulnerability criteria which seeks to prioritise the earthquake claims of those most in need.

Lumley's guidelines factor in vulnerabilities such as age and health. Lumley will also take into account referrals from external health and social agencies. If customers think they may fit the vulnerability criteria, in the first instance they should discuss their situation with their case manager. The company is also working closely with the Canterbury Earthquake Temporary Accommodation Service (CETAS: **0800 67 32 27**) and the Residential Advisory Service (RAS: **0800 777 299**).

Contact your case manager at Lumley on **03 362 2632**. Claims handlers can be contacted on **0800 309 378** or eqclaims@lumley.co.nz

For more information, go to: www.lumley.co.nz or email: consumerclaims@lumley.co.nz



IAG

IAG has prioritised the rebuild and repair of customers' homes based on vulnerability factors including health, age and financial stress.

As part of its Canterbury Recovery team, IAG has two Community Support Advisors (CSAs). The CSAs are tasked with working with its customers to address issues outside of technical claim management, such as vulnerability and emotional support. The CSAs regularly visit customers in their homes. Where the company becomes aware of customers living in conditions that are not safe or healthy, their cases are escalated to the claims teams to ensure their claims are prioritised accordingly.

If a customer needs repairs carried out to ensure their home is weathertight and/or safe, IAG will carry out these repairs. If the repairs are permanent or mitigate further damage, they will form part of the overall repair strategy and be paid for under the customer's home policy; if they are temporary repairs, they will come out of the customer's alternative accommodation allowance. For many people, temporary repairs allow them to stay in their home for only a small percentage of their accommodation allowance – this means that they still have money left to use for accommodation when they do have to move out.

IAG has committed to completing all claims within its Rebuild and Repair Programme by December 2015. If a customer has an option that enables them to have their rebuild or repair completed earlier, IAG will work with them to facilitate this.



Tower

Tower has vulnerability criteria based on factors such as the age of the customer, dependants, illness and habitability of dwelling. Claims for repairs and rebuild are prioritised based on the information that Tower has available. These criteria are consistent with the criteria other insurers and EQC are using to identify vulnerable customers.

Tower has a customer advocate who is working with various community and neighbourhood groups, health services, MP's offices and other organisations. Staff also attend community meetings to talk to customers and help identify issues.

Staff, both at Tower and its project management office, Stream Group, are encouraged to identify and refer any customers that they feel may need extra support or assistance either to a team leader, or Tower's customer advocate.

For more information, go to: www.tower.co.nz or call **0800 379 372**.



IAG contact numbers:

State **0800 80 24 24**

NZI **0800 694 222**

Lantern Insurance **0800 800 800**

ASB **0800 200 242**

BNZ **0800 24 88 88**

The Co-operative Bank **0800 425 025**

EQC repairs for 'most vulnerable' customers first

Phone **0800 DAMAGE (0800 326 243)** or go to www.eqc.govt.nz



EQC is working proactively with other organisations to identify Canterbury customers who are vulnerable and whose home repairs should be given priority, particularly as winter sets in.

It is currently contacting its 'most vulnerable' customers to talk about their repair process starting within the next three months.

These customers have a serious health condition and are:

- Dependent on a carer or
- Over 80 years of age

EQC would like to hear if you, a relative, friend or neighbour is in this situation. You or your support person can call EQC on **0800 DAMAGE (0800 326 243)**.

It is important to remember that EQC's prioritisation process also takes into consideration the degree of damage to the home, the area you live in and the type of home you have. For example, some of EQC's most vulnerable customers may reside in a multi-unit dwelling (two or more homes connected by a shared wall, foundation, garage or roof) or their repairs may be complicated (for instance, site specific foundation designs), and this may affect when the repairs are carried out.

For more information, go to www.eqc.govt.nz and search under 'vulnerable'. 🔄

Residential Advisory Service

Helping home owners through the rebuild/repair process



Phone 03 379 7027 or
0800 777 299 or go to
www.advisory.org.nz



The Residential Advisory Service (RAS) was launched in May 2013. It provides independent assistance to residential property owners and helps them to understand and progress the rebuild and repair process.

The service is free for property owners. In its first month of operation, almost 300 people made contact with the service. About half those contacts resulted in referrals to independent advisors, with meetings set up at more than a dozen locations around greater Christchurch.

The independent advisors are all qualified solicitors. They have access to a panel of independent experts who are able to guide them on a range of matters such as building, insurance, quantity surveying and interpreting geotechnical data.

Who can use the Residential Advisory Service?

RAS is available to earthquake-affected residential property owners who:

- Believe they are in disagreement with another party over their rebuild or repair process; or
- Are not confident about, or do not understand the complexities of the rebuild or repair process

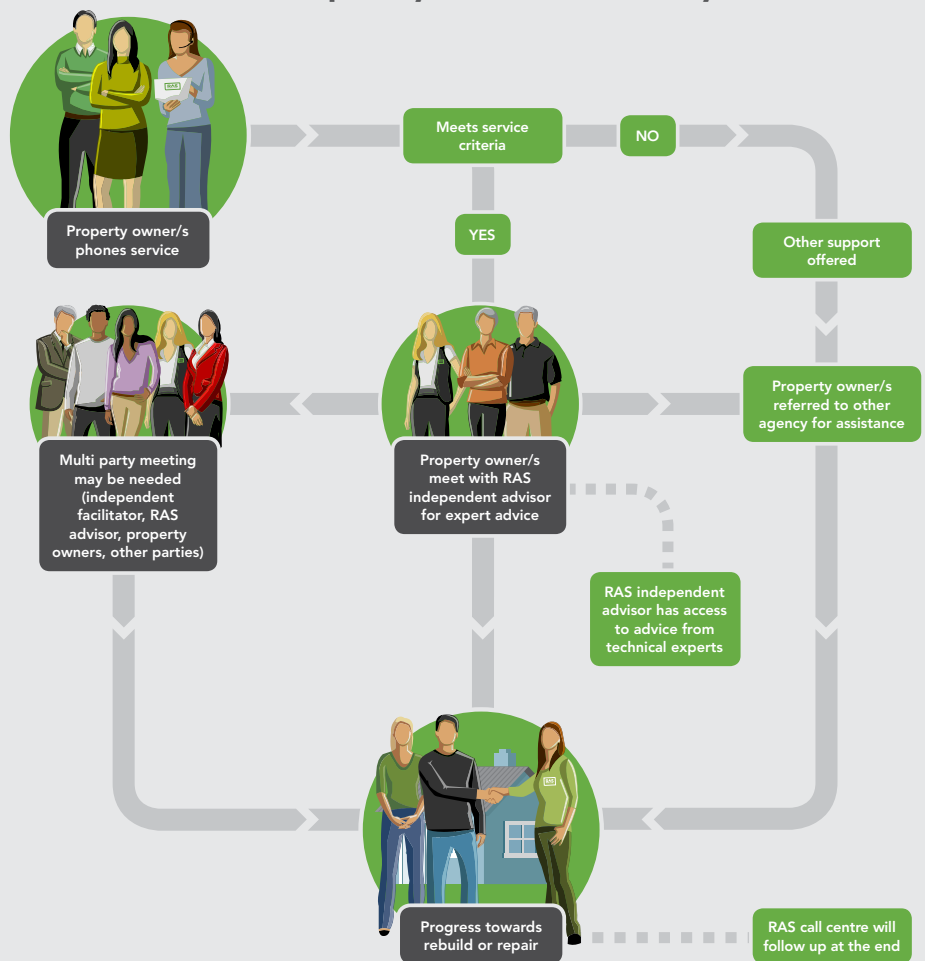
Property owners who engaged a solicitor in relation to their dispute, have filed proceedings against their insurer, are participating in EQC mediation or using the Insurance and Savings Ombudsman process, cannot use the service.

Community Law manager Paul O'Neill is a partner in the Residential Advisory Service. He says often people are coming to them in an emotional or distressed state.

"They're stressed. They feel road-blocked and some of them are fatigued with the effort of working through this process. There are a range of issues relating to insurance, apportionment, access to information, land remediation, flood management – it's not simple stuff but I genuinely believe we can help.

"The strength of RAS is that these are qualified, independent people who understand the [greater Christchurch] environment. The solicitors, with knowledge of contract law, can help decipher insurance policies and legal documents, and offer advice. We can tap into the skills of the appropriate technical expert for individual situations. The aim of all of this is to help people get things resolved," says Mr O'Neill.

Property Owner Journey



What does it involve?

Property owners contact the local call centre and have a discussion over the phone to determine whether this service is the most appropriate one to assist them. If so, an appointment will be made with an independent advisor. At that meeting, the advisor will gather information about the property owner's circumstances. If necessary, the independent advisor will seek further information from the agencies involved, and may access the panel of independent technical experts.

In particularly complex or difficult circumstances, property owners may be offered the opportunity to attend a multi-party meeting to clarify the issues they are facing, and help find a solution to them. The meetings are independently facilitated by people from a disputes resolution background.

For more information on the Residential Advisory Service, go to www.advisory.org.nz or call 03 379 7027 or 0800 777 299.

Contributing to the earthquake recovery in Canterbury



Phone 0800 801 601 or go to www.hnzc.co.nz

Housing New Zealand has a long-term vision for social housing in greater Christchurch with revitalised communities and mixed tenure housing. Its goal in the next three years is to repair its houses that were damaged in the earthquakes and to build up to 700 new ones.

The organisation's 10-year strategy is to improve its housing stock so that it can provide the right house at the right time for people in need.

Tenant support

Do you want to know when the repair programme is going to start in your suburb?

Contact the Housing New Zealand tenancy liaison team on **0800 801 601**.

Community information

For all information about the repair and rebuild programme, check out Housing New Zealand's website: www.hnzc.co.nz/CERP or email cerp@hnzc.co.nz

Industry information

Are you a contractor who wants to know more about the scheduled repair and rebuild programme? Contact Housing New Zealand at cerp@hnzc.co.nz

If you require urgent assistance with any housing related issues, phone **0800 801 601**.

SCIRT: how we can help you



Phone 03 941 8999 or go to www.strongerchristchurch.govt.nz

If you have SCIRT infrastructure work happening on your street, you will get a works notice in your letterbox telling you what to expect, often a week or more in advance. You may also spot posters or noticeboards nearby.

If access to your driveway is going to be an issue, you should get a door-knock and a notice about access from one of the team beforehand. This will avoid having your car blocked in temporarily.

Often there will be a chance to come to a street meeting to go over what will be happening. This will give you a good idea of what will happen and any ways the SCIRT teams can reduce disruption for you.

The works notice, noticeboards and posters will give you a freephone number to call if you have special requests or need something explained. For example:

- If you need access to your driveway on a particular day when it looks like it might be blocked, let the construction company know
- If you have any medical issues or get meals on wheels daily, that is another issue to tell them about in advance.

If you do not know which delivery team is working in your neighbourhood the SCIRT infoline can help – **03 941 8999** or email info@scirt.co.nz

Potholes – whose job is it to fix them?

Potholes on SCIRT detour routes are the responsibility of that delivery team or construction company to sort out. If you spot a pothole on a SCIRT detour, let that team know – or phone SCIRT and tell us and we will pass it on.

Potholes on other roads, not part of a SCIRT detour, are the City Council road maintenance team's responsibility, so let the Council know. Its Customer Services number is the same as SCIRT's – **03 941 8999** – or email info@ccc.govt.nz

SCIRT delivery team numbers:

City Care **0800 632 889**

Downer **0800 400 310**

Fletcher **0800 444 919**

Fulton Hogan **0800 277 3434**

McConnell Dowell **0508 718 719**

For more information, go to Twitter [@SCIRT_info](https://twitter.com/SCIRT_info)

Maps and works in your area www.strongerchristchurch.govt.nz

Family and Community Services Resources

Family and Community Services is the part of the Ministry of Social Development that supports families and communities to be strong, well informed and to connect with each other.

Family and whānau

Family and Community Services' website is a gateway to information for communities, families and whānau, parents and caregivers, from the very young to the senior members of our community.

There you will find information on a range of topics to help you make decisions about what's best for you and your family as you face life's everyday challenges.

Ideas about how to deal with everyday things that help keep your family running smoothly including family finances, relationships, health and wellbeing, safety, travel and managing your household.

www.familyservices.govt.nz/my-family/index.html

Family Services Directory

Most services require you to go and talk to someone, but you can often phone first and get more information before you meet. You can phone most services and talk confidentially, without giving your name or details.

The Family Services Directory is a searchable online database. It lists information about social service organisations that provide services and programmes for New Zealand families. You can access the Family Services Directory at: www.familyservices.govt.nz/directory/



Programmes and services

Family and Community Services manages and funds over 35 programmes and services that support families and communities. Access information about these programmes: www.familyservices.govt.nz/working-with-us/programmes-services/index.html

Some of these programmes and services are:

SKIP - Strategies with Kids - Information for Parents

SKIP supports communities to help parents build positive, loving relationships with their children. A range of free resources to support positive parenting for under-fives can be downloaded at:

www.skip.org.nz/resources/index.html



It's Not OK

The It's Not OK campaign is a community-based social marketing initiative that seeks to positively change the way New Zealanders think and act about family violence.

A range of free resources to support the campaign can be downloaded or ordered on: www.areyouok.org.nz/resources.php.

An 0800 Family Violence Information Line (**0800 456 450**) provides self-help information and connects people to services where appropriate. It is available seven days a week, from 9am to 11pm, with an after-hours message redirecting callers in the case of an emergency.

If you are worried about a child and don't want to give your name or theirs, you can phone **0508 FAMILY** for some ideas about what to do.



Canterbury resources and reports

A number of resources and reports for community organisations based in Canterbury are available at: www.familyservices.govt.nz/working-with-us/programmes-services/connected-services/supporting-canterbury/resources-reports.html



Red Cross support and assistance

Did you know that New Zealand Red Cross still has grants and assistance programmes available for people seriously affected by the Christchurch Earthquakes?

New Zealand Red Cross can help with the significant tasks facing people trying to rebuild their lives and livelihoods. The following grants are still available.

Pack and Move

To assist households in greater Christchurch with limited or no insurance who are moving house because of the earthquakes.



▶ Up to \$750 per household paid directly to the moving company.

Storage Grant

To assist earthquake-affected homeowners and renters who have had to vacate their property and pay for storage anytime since 4 September 2010 and have exhausted other financial assistance to pay for storage.



▶ Up to \$1,000 per household.

Independent Advice Grant

To assist homeowners in the Red or Green TC3 Zones or who have over \$100k of damage with obtaining assistance on what to do with their earthquake damaged property.



▶ Up to \$750 per household.

New Zealand Red Cross is one of the most effective humanitarian organisations in Canterbury and it is committed to the long term recovery of Canterbury. Recovery is not a uniform process and we know that the relocation of families and communities is a highly complex and challenging task for all involved.

The following assistance programmes are in place in Canterbury.

- ▶ **Community Outreach**
Supporting individuals and communities.
- ▶ **Bereaved Families Support Group**
Providing opportunities for you to meet with others who have lost a family member in the earthquakes.
- ▶ **Youth Recovery**
Supporting young people through tough times at www.addressthestress.co.nz.
- ▶ **Community Transport**
Helping people get to and from medical or earthquake-related appointments and recreational activities (by referral only).
- ▶ **Wellbeing**
Working with Healthy Christchurch and the Mental Health Foundation on the All Right? wellbeing campaign.

For more information go to:

**www.redcross.org.nz and click on
Canterbury or phone 0800 754 726**

Phone 0800 754 726 or
go to www.redcross.org.nz
and click on 'Canterbury'



Red Cross has a range of grants and assistance programmes in place for the people of greater Christchurch who've been seriously affected by the earthquakes. Last month, it marked the distribution of its 100,000th earthquake grant.

Red Cross has also started distributing 7,500 Winter Warmer Packs. These contain items to help people keep warm, as well as practical advice on heating homes and contact information for local organisations that provide expert assistance with home heating. One thousand of the packs also include DIY home insulation material from Community Energy Action and will be distributed to those in greatest need.

To find out more about the Winter Warmer Packs, email: winterwarmer.packs@redcross.org.nz or call 0800 468 873. 📞

Community Energy Action's top tips to stay warm

Phone 0800 GET WARM
or 0800 438 9276 or
go to www.cea.co.nz/earthquake



Having a warm house can keep you healthier in winter. But how do you best achieve this? Community Energy Action Charitable Trust, who has been working on keeping the community warm since 1994, is providing some tips.

Top 5 tips to stay warm in an earthquake-damaged home

1. Plug the gaps: use door sausers, V-Seal for uneven gaps around windows and doors, and expanding foam for big cracks.
2. Use radiant heat rather than convection heat if you have a draughty house.
3. Contact one of our referrers to see if you qualify for free recycled curtains from the Curtain Bank: visit www.cea.co.nz/partner-agencies or call 03 374 7222 for a list (Community Services Card holders only) and close the gap between the tracks and the wall.

4. Install inexpensive and non-permanent DIY window insulation to 'double glaze' the windows.
5. If your house is damp: ventilate well; use a dehumidifier and extractor fans if you have them. Don't dry clothes inside.

The 4 best improvements during earthquake repairs

Repairs on your earthquake-damaged house are a unique opportunity to make it warmer.

1. Take out any downlights if your ceilings are being replaced or even just painted. Ceiling insulation cannot be installed over or around downlights.
2. Install wall insulation.
3. Install 'enclosed' curtain rails instead of hanging up your old tracks to make your curtains more energy efficient.
4. If your house is lifted for foundation repairs, get underfloor insulation and a moisture barrier installed.

For more tips, information and advice on subsidies and extra funding to keep your home warm (especially if you have a Community Services Card and/or have a chronic health condition), call the free and independent Energy Advice Service on 0800 388 588 or visit www.cea.co.nz/earthquake 📞

Warm homes a priority this winter

Phone 03 353 9007
or go to
www.ecan.govt.nz



With winter well and truly here, keeping your home warm is a priority. At the same time, it is important we protect the quality of the air we breathe. We all have a part to play in clearing the air in greater Christchurch and there are a number of simple things you can do to help.

If you are using a wood burner this winter, take a look outside and check your chimney for smoke.

No smoke or a thin wisp usually means you are running a clean, hot and efficient fire.

To find out more about how you can clear the air this winter, while ensuring your home is warm, visit: www.letscleartheair.co.nz

The website offers useful tips and information including how to reduce the amount of smoke emitted from your fire, and a video on how to light a good fire.

Top tips to reduce smoke:

- Go outside and check your chimney
- Put your rubbish in the bin, not the fire
- Use dry, seasoned wood only
- Never burn treated wood
- Don't damp down the fire before you go to bed

The website also has printable forms that can be dropped in your neighbours' letterboxes, letting them know how they can avoid a smoky chimney.

Environment Canterbury's website also has useful home heating advice and you can check the age of your burner, find out about ultra-low emission burners, or see up-to-date information on Canterbury's air quality. Go to: www.ecan.govt.nz 📞

A helping hand in the Selwyn district



Phone 03 347 2800 or go to www.selwyn.govt.nz

If you have an earthquake-related problem and live in the Selwyn district, then Community Recovery Support Officer Jenny Harkerss is the person to help.

Jenny Harkerss has been helping people with a wide range of issues since shortly after the September 2010 earthquake. Jenny is available to provide support and advice to people dealing with earthquake damage, rebuild or insurance issues; or to families who have been affected by the earthquakes.

Jenny Harkerss says that it can be helpful to people who are dealing with difficult insurance or personal problems from the earthquake to have someone available to listen to them and provide information. Jenny has been in her role for nearly three years so she has a good understanding of the processes around insurance and rebuilding. "Often the size of the problem can seem overwhelming but I work with people to develop a step-by-step plan to try to resolve their situation," she says.

Jenny Harkerss can be contacted on **03 347 2799** or at jenny.harkerss@selwyn.govt.nz

The Selwyn Earthquake Relief Fund is also available to help people who are experiencing hardship as a result of earthquakes and who were living in Selwyn at the time the earthquakes occurred. For information about the fund, contact Jenny Harkerss (details above) or call Bernadette Ryan on **03 347 2830**.

In the first 1,000 days since the 4 September 2010 earthquake

15,188

appointments were undertaken through the Avondale earthquake assistance centre and Kaiapoi Earthquake Hub.

Specialist advice grant for Māori home owners

Phone 0800 KAI TAHU (0800 524 8248).



He Oranga Pounamu, the Ngāi Tahu mandated organisation established to lead the development and integration of health and social services in Te Waipounamu (the South Island), has resources available to home owners, including the specialist advice grant. The grant is designed to help people to gain expert professional advice for damaged properties as a result of the Canterbury earthquakes.

The specialist advice grant, up to a maximum of \$1,000 per household, is administered by He Oranga Pounamu. For the applicant to obtain the fund they must be of Māori descent, show evidence that they are the home owner and ensure that a receipt or tax invoice from the specialist advisor is included with the application. Most payments are either made directly to the organisation or, if the home owner has paid up front, they will be reimbursed. Most of the criteria are standard and are set out on the information sheet that is attached to the application.

For further information, contact: Sharon Hillier on **021 851 325** or Alexandra Cope on **027 944 3470**, or **0800 KAI TAHU (0800 524 8248)**.

The hub has moved house!



A new home for the Kaiapoi Earthquake Hub



Phone 03 311 8900 or go to www.waimakariri.govt.nz

The Kaiapoi Earthquake Hub has moved, but not far from its old home.

Like many, the Kaiapoi Earthquake Hub has been living in temporary accommodation – but now has a new home. On Monday 17 June 2013, the hub relocated to the distinctive bright blue building of the Kaiapoi Service Centre in Sewell Street – just across the way from its old site.

The service remains the same, providing information, assistance, updates, official agency and community

organisation material, and free professional financial advice for all earthquake-affected residents.

Through the hub, residents can connect with a number of different earthquake support agencies. These agencies include the Waimakariri District Council, Canterbury Earthquake Recovery Authority, Earthquake Commission and Waimakariri Earthquake Support Services (WESS).

Local insurance companies, banks, Canterbury Earthquake Temporary Accommodation Service, Fletcher EQR and the Tenants' Protection Association are also available.

The Kaiapoi Earthquake Hub will now be open Monday through Friday 8.30am until 4.30pm. Contact details remain the same: phone **0800 639 000** for the hub.

Support and assistance for connecting communities



Throw your own street party – events trailer available

The Community Fun Days Events Trailer is now available to community groups and individuals to help support local events.

The Events Trailer is equipped with:

- barbecue and gas bottle
- awnings
- tables
- games including quoits, egg and spoon race, swing ball, hula hoops
- tug-of-war rope
- parachute... and more.

The Events Trailer has been donated by the Christchurch Earthquake Appeal Trust (CEAT) to enhance community-run events in greater Christchurch and to encourage participation across the ages. The Events Trailer can be booked through the YMCA for a nominal rental charge of \$20 plus \$80 bond. Your group will have a great foundation to build a magical community event.

For more information, go to www.ymcachch.org.nz



For more information on the Christchurch Earthquake Appeal Trust, go to: www.christchurchappealtrust.org.nz

Rotary fund supports community events

The Neighbourhood Project Fund has been established by Christchurch District Rotary to support locally initiated projects that help to improve wellbeing and build resilient communities and neighbourhoods.

If you and your neighbours have a great idea for your community, tell Rotary about the project so it can try to give you a hand to make it happen.

Applicants to the Fund can apply for up to \$500 for small neighbourhood events and up to \$4,000 for larger community events. The types of events that could be funded include:

- cultural events
- community barbecues
- street parties
- book club launches
- welcome packs for the neighbourhood
- neighbourhood film nights
- neighbourhood markets
- neighbourhood sports days
- community fairs.

For more information or to apply, go to www.rotaryneighbourhood.org.nz

A helping hand for community events



Phone 03 941 8999 or go to www.ccc.govt.nz

Event management workshops

Community events have been big morale boosters post-quake and the Christchurch City Council is keen to provide practical support for event organisers.

At its Get, Set, Go workshops the Council offers training in how to plan, manage and promote an event. Anyone interested in attending a workshop should contact Community Recreation Advisor Ken Howat: phone 03 941 8999 or email ken.howat@ccc.govt.nz

Planning ahead

Events in Council parks or public spaces require an event permit which can be filled out online by searching "running an event" on the Council website (www.ccc.govt.nz). Events Development Manager Richard Attwood says the new process of applying for an event permit also gets organisers thinking about what is required for their event such as accessibility

and parking. "It's not just the venue itself; the surrounding area may be affected by road works or detours and we can work with the organisers to ensure they have all the information required to run a successful event."

The www.transportforchristchurch.govt.nz website shows the location of current road works and is useful for planning travel to an event.

Christchurch City Council grants

There is a range of Christchurch City Council Community Grants available to support initiatives and projects locally and citywide. For more information, see www.ccc.govt.nz/cityleisure/communityfunding/Index.aspx

The Mayor's Welfare Fund provides assistance to families and individuals in our community who are in extreme financial distress. The fund works with other helping agencies in the city and can provide assistance on a one-off basis where real need can be shown. The Mayor's Welfare Fund is only available for Christchurch city residents. Every applicant's circumstances are unique and the criteria for different categories of assistance vary. Applicants need to contact the Mayor's Welfare Administrator (phone 03 941 8999). ☺

WHAT MAKES US FEEL ALL RIGHT?

HAVING AN IMPROMPTU HUG FROM MY FOUR YEAR OLD

TIFFANY, TEMPLETON

Share what makes you feel all right
allright.org.nz



KEEP WARM & WELL THIS WINTER



There are a few simple things we all can do to help us stay warm and well this winter.

Get a flu vaccination

- The flu vaccination, available from your GP, is free for people aged over 65 and anyone younger than 18 years old. The vaccine is also free for pregnant women and anyone who has a long term illness.
- If you are not eligible for the free vaccine, you would still benefit from the flu vaccine; available at a small cost from your GP.

Heat to the right level

- The best temperature for health is 18 to 21 degrees in the living room while you are at home and 16 degrees overnight in your bedroom.
- Be sure to heat the bedrooms of infants, elderly or the unwell as they are more vulnerable to cold. Take care not to overheat a baby's bedroom as babies can't regulate their temperature and can die in overheated rooms. Use heaters with thermostats or leave the door open to avoid overheating.
- Never use portable gas heaters for bedrooms.

Get warm inside and out

- Dress yourself and your children in layers of warm clothing even when you are at home. Wool or polyester (polar fleece) clothes are best.
- Woollen blankets, a good duvet, and a hot water bottle will keep you warm in your bed.
- Eat warm nourishing food - warm soup is a great healthy way to warm up.

Keep an eye out for each other

- Look out for elderly relatives and neighbours by regularly checking on them to ensure they are eating well, keeping warm and taking their medications properly.
- Encourage everyone to get the help they are entitled to.

Keep your mind, body and spirit warm

- This winter we can't afford to neglect our own wellbeing - we need to be mindful of the many different feelings we are experiencing and make time to care for ourselves.
- It's important to remember that however you are feeling is all right, that you're not alone, and that there are small things you can do to boost your wellbeing.
- Sometimes it's the little things that make us feel better - things as simple as a moment stargazing, a trip to the park with the kids or the grandkids, a coffee and catch-up with mates, or a quick boogie round the kitchen.
- When asked how we're doing, it's all right to answer 'I'm really not all right at the moment'. Many Cantabrians are experiencing real pain through this time, but it's good to remember that we can, and already do, take care of ourselves and each other in very simple ways.
- It's definitely all right to ask for help, and free help and support is still available to all Cantabrians through the Canterbury Support Line 0800 777846 or check out www.allright.org.nz.

Here are some tips to help you keep your home as warm and dry as possible this winter.

Get rid of dampness

- Air your home on warm sunny days, or when there's some wind.
- Use the ventilation fan in your kitchen and/or bathroom if you have one.
- Dry wet clothes outside in the sun rather than inside your home.

Stop heat escaping

- Try to seal gaps around window and door frames to prevent draughts. Use lined curtains and door snakes to help retain the heat.
- Take advantage of the sun by opening your curtains during the day and closing them at sunset.
- To reduce the amount of heat going out your windows you can use a DIY window insulation kit. These kits can be purchased from Community Energy Action - call 0800 388 588 or visit www.cea.co.nz for more information.

Get good winter curtains

- If you have a Community Services Card, you can contact Community Energy Action Trust's Curtain Bank (0800 GET WARM) for free lined curtains.

Here are some tips to help you keep your home as warm and dry as possible this winter.

Spread your power bill

- You may be able to spread your power bill payments evenly across the year so that there are no surprises. Talk to your power company on how to do this.
- Make sure you are on the right plan for your home with the cheapest provider. Use the Powerswitch website or contact Community Energy Action's Advice Service (0800 388 588) if you need help with this.
- If you need help with your power bills contact your power company first of all. You can also get in touch with Work and Income, and after that you can try the Mayor's Welfare Fund.

Make sure your heating is safe

- It is important to get your open fire, log burner or installed gas heater checked for earthquake damage. Unseen damage may cause a fire weeks or months later.

Check your insulation

- If you have had emergency repairs done in the roof, check your insulation in case it has shifted.
- Contact Community Energy Action's Advice Service (0800 388 588) - they may be able to assist with getting you affordable insulation.



If you need a hand:

Visit your **GP** team if you're feeling unwell, or after hours phone your GP's rooms for free advice from trained registered nurses.

The **Earthquake Support Coordination Service** can put you in touch with the services you need. Call 0800 777 846 and they will come to you if required.

Contact **Community Energy Action Trust** for information, advice, subsidies and extra funding to keep your home warm. Call 0800 388 588 or visit www.cea.co.nz.

If your main form of heating was lost or damaged in the earthquake, call **EQC** on 0800 DAMAGE (0800 326 243) or visit www.eqr.co.nz.

Age Concern can assist with repairs for home owners who are elderly, and can arrange for a Community Nurse to visit if there are urgent health issues. Call 0800 803 344.

The **New Zealand Fire Service** offers a free fire safety inspection for your home before winter sets in or while you're awaiting repairs. This includes providing smoke alarms and batteries if needed. Call 0800 NZ FIRE (0800 693 473).

If you, your child, or your family has health issues this winter, you could be eligible for financial support from **Work and Income**. Financial assistance could also be available to meet essential heating needs. Call 0800 559 009.

The **Tenants Protection Association**, call 03 379 2297 or visit www.tpa.org.nz, has helpful information for both tenants and landlords. If you are having problems with your rental housing talk to your landlord first.

It's definitely all right to ask for help, and free help and support is still available to all Cantabrians through the Canterbury Support Line 0800 777 846 or check out www.allright.org.nz.

Most of these organisations have interpreters available if necessary.



healthy Christchurch
www.healthychristchurch.org.nz
A CDHB led intersectoral partnership with 200+ signatory organisations