

# Whānau Handbook



## THE RESIDENTS OF HE KĀINGA O IWIHEKE



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# KIA ORA,

*Welcome you to your new whare.*

*This handbook is a guide to caring for your home and to help ensure you gain the most out of the features and chattels we have installed.*

*Since December 2019 Tūwharetoa Settlement Trust after completing research, gained valuable insight into the housing needs of our Ngāti Tūwharetoa Iwi .*

*Urgent action was required to provide advice and advocacy for affordable, assured, healthy and accessible housing for all our registered Tūwharetoa Settlement Trust members.*

## OUR VISION – HE IWI KĀINGA

- *Homes worthy of Ngāti Tūwharetoa*
- *Homes for mana and whanaungatanga*
- *Communities where our future generations will thrive*

*He Iwi Kāinga was formed and we're driven by this shared passion to see more whanau be successful in achieving their Housing aspirations. These homes "He Kāinga o Iwiheke" are our just the beginning.*

*We would like to take this opportunity to wish you well in your new home and your journey to Home Ownership. We trust that it is all that you aspire it to be.*

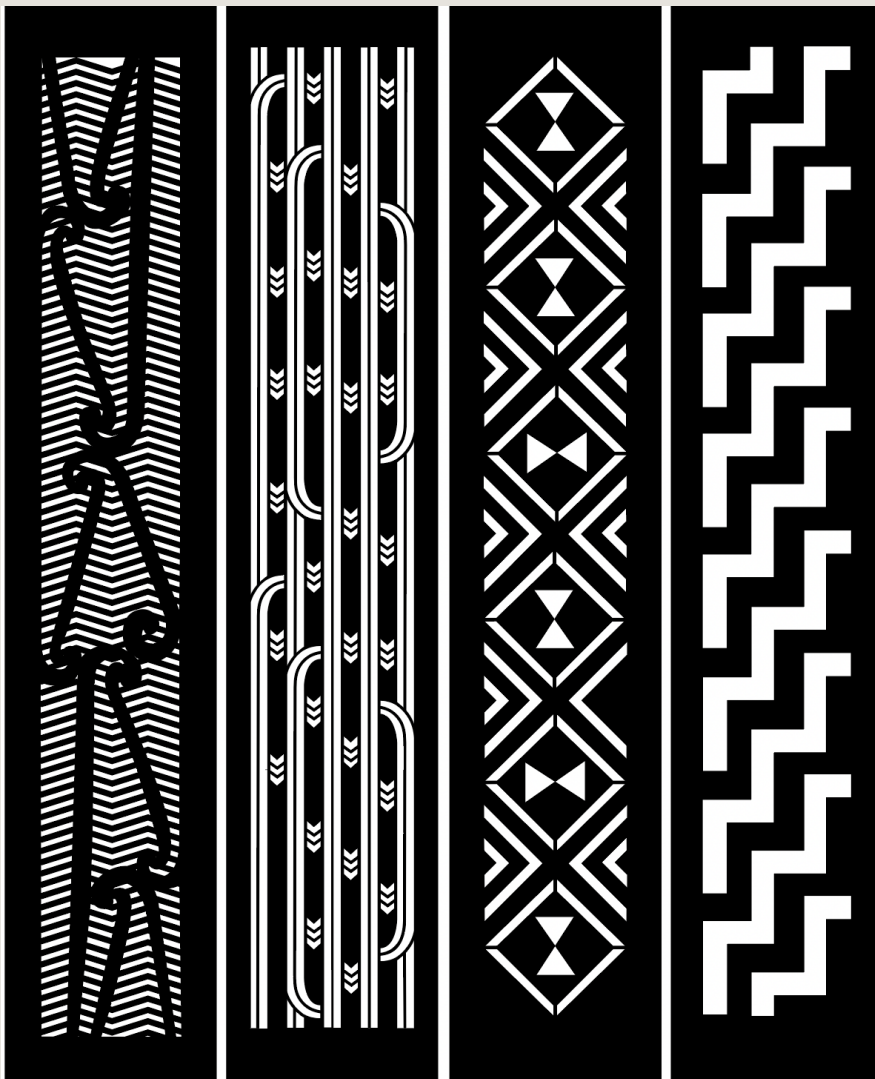
*We look forward to forming long-term relationships .*

*He Iwi Kāinga Team*

welcome

# CULTURAL PIECES

The cultural pieces displayed at the entranceway of each whare are made from corten steel. These pieces have been designed & created specifically for He Kāinga o Iwiheke. Each piece holds it's own cultural significance to the area.



1

2

3

4

*Artist: Te Manawa Williams*

**1. Koru stencil pattern.**  
A depiction of whānau binded together by whakapapa. Symbolic for the values of whanaungatanga, manaakitanga, and aroha which is expressed within a home.

**2. Pākati surface pattern** which represents strength and courage. Traditional carved pattern used on whakairo. The pattern is symbolic for the strong and staunch values that whānau and kotahitanga is built upon.

**3. Tāniko designs** express histories, ideas and values important in the Māori world. This design represents the relationship between the spirit realm and the natural world which connect us to our tupuna and our sacredness of te Ao Māori practices.

**4. Poutama (stairway to heaven)** represents the advancement and growth of man but in this case whānau. Traditional pattern is found in Māori weaving and plaiting.

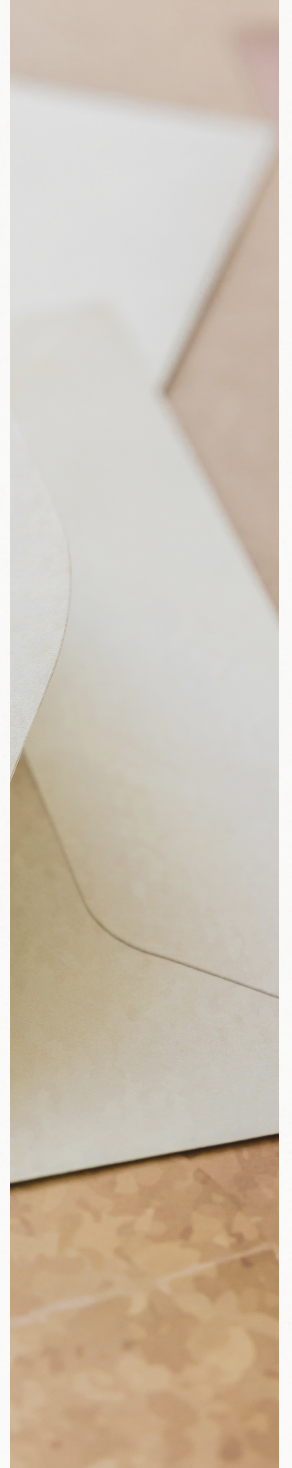


# OUR COMMITMENT

As part of our Pātata vision it is agreed upon that we provide and help you to:

- understand basic financial terms;
- debt management;
- household budgeting;
- the building, appliances and operating of your home;
- safety and evacuation procedures;
- insurances;
- home maintenance (both interior and exterior).

We will carry out programmes throughout your residence with us. These programmes will give you the skills and confidence to aspire to Home Ownership.





# IMPORTANT NUMBERS

Emergency	111	Police / Fire / Ambulance
Police – Non-Emergency	105	Non-urgent police.
He Iwi Kainga	Urgent enquiries. Casey Thompson - 027 372 9783	Non-urgent enquiries 8am to 4.30pm Mon-Fri.  0800 889 427 or email heiwikainga@tst.maori.nz
Local Police Station	07 386 7709	Tūrangi Police Station – 4 Ohuanga Road, Tūrangi
Healthline	0800 611 116	24 Hour free health advice from trained nurses.
Nearest Medical Centre	07 384 7576	Pihanga Health 28 Te Rangitautahanga Road, Tūrangi
Local Council	07 386 7017	Tūrangi Service Centre – 1 Ngawaka Place, Tūrangi





## HEALTH & SAFETY

If one of the following Health & Safety risks occur, then you will need to be prepared with what to do:

## EVACUATION PROCEDURES

In the event of an Emergency within the Pātata please call 111 and request the necessary service - Police, Fire, Ambulance. In the event of a fire please evacuate all your whānau leaving behind personal belongings.

# TIPS & TRICKS

Here are some handy tips & tricks to try before contacting a professional.

## WATER MAINS & LEAKS

If there is a burst water system or a serious water leak you must turn off the water supply immediately. This is located in the ground at the end of your driveway. Turning off the valve will cut off the water supply to the entire house

## BLOCKED TOILET OR DRAIN

If you have a blocked toilet or sink, you must first attempt to safely unblock it yourself. You can do this by wearing rubber gloves and using a hand plunger.

## ELECTRICAL FAULT

Check switch board located at front door for a tripped fuse switch. If one or more of the fuse switches is facing the opposite direction from the others, then switch it back into line with the others. If it is not a tripped fuse, then check there are no power outages in your neighbourhood. If there are no causes then contact us directly to repair as soon as possible.

## ROOF LEAK

A serious roof leak - If you find water dripping, bulging or discoloration in your ceiling, it's likely that water is pooling on the other side of that bulge or dark spot. Grab a bucket, trash can, or some other container and place it under the site of the drip or suspected leak. Contact us ASAP.

## HOT WATER SYSTEM

A failure or breakdown of the hot water service - Check if there is a power outage in your neighbourhood and contact your power supplier to see if they cut off the hot water. If you have checked they are not the cause, then contact us to arrange a service person/s to come out to repair it as soon as possible.

## TOTAL POWER LOSS

If all power is lost and you have looked outside and can see that this effects all of those in your neighbourhood you will need to call Vector 0508 832 867





# DEFECTS & MAINTENANCE

On the day of handover, our Property Manager will walk through your house with you and identify any items needing remedial work (e.g. marks on paintwork, items not completed, loose door handles - if any). Items will be noted on the enclosed Defect Form.

Urgent attention items (i.e. an item that puts you or your whānau at risk for Health & Safety) will be addressed with urgency. Telephone 0800 889 427 or email the office at [heiwikainga@maori.nz](mailto:heiwikainga@maori.nz)

During the 2-month defect period, please note on this form any other items that you think are defects requiring remedial work. Please do not include damage caused by yourselves or the mover that you notice after the handover.

At the end of the 2-month defect period, we will contact you to arrange an appointment to visit and go through all the items noted.

We will arrange for a builder or contractor to remediate all the items on the defect form at a time most suitable to you. We ask that we try to have this completed during normal business hours Monday to Friday, so that items can be remedied as quickly as possible.

Once the builder/ contractor has completed the work, we will make contact with you to check and agree all items have been properly remedied. If any items remain incomplete, we will arrange a follow up visit.

# INTERIOR MAINTENANCE

These homes have been designed and built with you in mind every step of the way. These whare are insulated to withstand the coldest winters; take full advantage of the sun and natural lighting and used materials that are both good for our environment but durable for our weather conditions.





# CURTAINS

Curtains are an essential part of creating a Healthy Home. They help to ensure the heat from the winter sun is kept in the house and to reduce the need for extra heating, close the curtains (if possible) before the sun goes down, thereby trapping the heat inside. They are easy-care and their special technology thermal backing discourages mildew from forming.

## **Curtain Cleaning**

- Remove hooks, rings and trims before cleaning
- Either gently vacuum with appropriate attachment or cold HAND wash
- DO NOT soak, bleach, rub, wring or tumble-dry
- DO NOT use pegs or fold over clothesline
- For best results hang curtains by their hooks to dry in shade, coated sides not touching

# VINYL (FLOORS)

Sweep or static mop the floor regularly to remove dirt and grit. This will reduce the possibility of scratching of the surface.

Everyday dirt and grime can be simply cleaned using a mild detergent dissolved in a 5litre bucket of warm water –rinse with clean water and dry with soft cloth to avoid streaking. DO NOT USE POLISH ON YOUR VINYL FLOORING AS THIS WILL TAKE OFF THE COATING AND ANY MARKS WILL NOT BE REMOVABLE.

Tips:

- Spillages, including fats and oils, lipstick, mustard, iodine, nail polish, paints, ink, shoe polish, dyes, crayons, and some fruit juices should be mopped immediately to avoid staining
- if staining or scuff marks occur, eucalyptus oil or white spirit applied with a soft white cloth may assist in removing the stain –wash off residue with clean water.



# CARPET

Properly maintaining your carpet will extend it's useful life and help retain it's appearance for longer.

You should vacuum thoroughly at least weekly and clean up any spills immediately. Vacuum regularly with a strong, well-functioning vacuum cleaner with the correct brush height.

Remember, you cannot over-vacuum and vacuuming should begin the day the carpet is installed. Frequent vacuuming is your carpet's best friend.

## **Stain Removal**

DO NOT RUB OR SCRUB SPILLS AND / OR STAINS

- Step 1 –SCOOP up solids before cleaning
- Step 2 –BLOT as much liquid as possible using clean white towelling or a paper towel
- Step 3 –CLEAN –Apply spot removal agent/s to clean towel –do not apply directly to carpet
- Step 4 –RINSE with cold or lukewarm water only.  
WARNING: If you do saturate your carpets stand on towels to absorb water from the carpet
- Step 5 –DRY –Blot dry with absorbent material such as paper towelling or use a cold air fan to complete drying



# WHITEWARE:



A Westinghouse Stove model WLE620WC has been installed for your use with a Westinghouse Rangehood model WRC604WC.

Your stove is fitted with a restraint bolt for your safety.

This prevents the oven from being pulled forward.

If you need to move the oven (for example when cleaning) refer to the supplied manual for how to remove the bolt.



Always replace the bolt for safety once the oven is back in place.



# HANDY INDOOR TIPS

Your whānau health is a top priority for us and we want to ensure your whare is a healthy environment for you to thrive. You can help contribute to a healthy indoor environment by reducing moisture and making sure unhealthy materials aren't brought into the house.

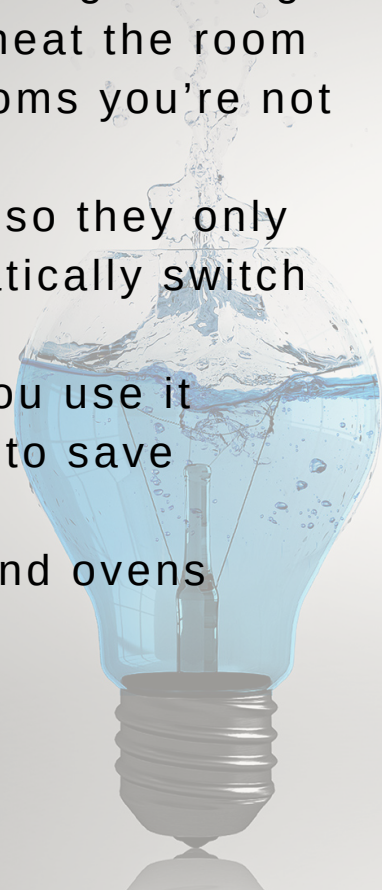
Specifically:

- Reduce moisture by drying clothes outside or use a vent dryer inside
- Avoid over-watering of indoor plants
- Use the range hood and extraction fans provided in your home and leave the bathroom window open as much as you can
- Cover pots when they're boiling on the stove
- Ventilate by allowing your whare to be aired. Open the windows regularly during the winter to remove stale air. This can be as little as 15 minutes per day.
- Reduce heat loss by closing the curtains before the sun goes down and having them open throughout the day



# HANDY TIPS FOR SAVING POWER OR WATER

- Make sure all switches are turned off when not in use
- Use cold water for laundry and wash only full loads
- Repair leaky taps
- When buying a new appliance, ask what the Energy Rating Label is (for electricity and/or water). The Star Rating lets you compare the energy efficiency of similar models; the more stars on the Energy Rating Label, the more energy efficient the appliance is
- Check hot water cylinder to see if it is set at 52°C (140°F) –switch hot water off if away for more than two weeks
- Put an extra blanket on the bed instead of using an electric blanket
- Fridges and freezers operate most efficiently when they're full but not overloaded –leave space around the back of your fridge or freezer for air to circulate
- Always use LED efficient light bulbs in the light fittings
- Put heaters away from windows so they heat the room more efficiently and turn off heaters in rooms you're not using
- Use the thermostat and timer on heaters so they only come on when you need them and automatically switch off when they reach a certain temperature
- Clean your dryer's lint filter every time you use it
- Use the power options on your computer to save electricity when you're not using it
- Replace faulty seals on fridge-freezers and ovens



# CONDENSATION

It is likely that you already know what condensation is: water which collects as droplets on a cold surface when humid air is in contact with it.

Condensation occurs due to you and your family's activity within your home and given the right conditions, condensation will form on any surface but is often more visible on windows.

To reduce condensation in your home, try keeping windows open for some of the daytime, even if only by a little bit, to allow ventilation to reduce moisture and keep your home drier and healthier.

When cooking, doing laundry or showering, make sure you let the water vapour escape outside by opening windows or turning on a ventilation fan every time.

Dehumidifiers are useful as their sole purpose is to reduce moisture in the air. It draws moisture-laden air from around the room, extracts the water and deposits it into an inbuilt container. You can easily dispose of the water by removing and emptying the container.

# BATHROOM



Toilets and bathrooms are fitted with privacy locks. In the event where the door needs to be unlocked from the outside, insert a straightened paper clip or similar into the hole in the base next to the handle.

Bathrooms on average can contain up to 2 Litres of moisture based on 4 people showering for 10 minutes each.

Over time this can create areas for mould to grow. We suggest using both ventilation and heating.

Heating of the air is really helpful to removing moisture from the bathroom as it warms up the air, so the air can then contain more of the moisture before being extracted.

Heating also helps to warm up the surfaces so that the air moisture is less likely to condensate.

Ideally for a home to be healthy it should sit above 18 degrees and below 60% humidity.

If you do find mould in your bathroom spray on white vinegar, leave for 30 minutes and then scrub it, wash it and dry it really well. It's a clean, dry surface that prevents the mould coming back.



# HEAT PUMP

A Haier Space Heat Pump Model : 1U53RABFRA has been installed in your main living room as the primary source of heating. A manual will be provided for your convenience.

The filters will need to be cleaned twice each year. You can clean the filter with running water (tap or hose) and allow to air dry. It's easy and can make a big difference.

Heat pumps can be a great source of warmth and cost effective if managed well. You can set the timer to warm the room just before you get home and switch off when you don't need it. Ideally you should set the thermostat to above 18 degrees to combat damp and mould but below 21 degrees to save power.

Look to set it to 'heating' mode when it isn't use as opposed to auto which can make the heat pump waste energy by constantly changing between hot and cold.

Heat pumps can sometimes blow cold air during very cold winter weather to defrost the outdoor unit. This is normal and it should be back to heating in a few minutes.





# EXTERNAL MAINTENANCE





# DRAINS AND GUTTERS

Your home has a pre-painted steel roof.

Areas of the pre-painted steel roof not regularly washed with rain water (such as wall claddings, unwashed areas and areas of high risk) must be routinely washed to remove surface deposits to ensure satisfactory life is obtained from the product.

Always wear soft soled shoes if walking on the pre-painted steel surfaces to avoid causing damage.

Once a year you should check your roof to ensure problems such as mould and algae are not developing and that the steel roof fixings are still in place.

Ensure your satellite dish cable is not drilled through the steel roof.

Things to look for include flashings that have corroded or lifted.

Overhanging branches can damage roofing materials so it is important that you keep the trees next to your house well trimmed.

Blocked and damaged drains can cause serious flooding so it's important that you contact us as soon as you become aware of problems.

Tree roots can cause clay drainage pipes to crack, so take care when you plant trees with extensive root systems.



# EXTERIOR & INTERIOR PAINT CARE

We have used Resene for our homes and their recommendations to best maximise the life of their paints are:

- White paint can take up to 2 weeks to fully cure, with tinted colours taking even longer. Avoid cleaning painted surfaces until they are fully cured.
- Very dark colours may show a shiny surface, which is the result of surfactant bleed. A gentle wash with a mild liquid detergent will remove the surfactant and return the coating to its normal appearance. Do not use harsh liquid abrasives eg: Jiff™ or similar brands. The most effective cleaners are the ammonia free “spray on” type. The use of Ajax Spray ‘n Wipe™ type cleaners (or other similar brands), following instructions as given on the label, have shown the best stain removal with minimum change in surface appearance.
- Never scrub a painted surface. This will polish the surface and cause shiny patches. Use a soft sponge and a gentle wiping motion. Remember to rinse the area to remove any traces of cleaner.
- When re-painting a surface, use a light 180 sand paper and a little bit of filler to smooth off, then re-paint. You may find some instructional videos and more information on the Mitre 10 or Bunnings website.

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# RUBBISH & RECYCLING

Rubbish collection is: Every Tuesday morning out by 7.30am and you are required to use council provided bags or stickers.

Recycling collection is: every 2nd Tuesday morning out by 7.30am

We're great fans of the Reduce, Reuse, Recycle campaign and strongly encourage you to your part to help the environment.

Recycling bins have been provided for your convenience. Ideally recycling should be sorted into three product streams: plastics, tin and aluminum in the green bin; glass in the black bins and cardboard and paper.

Taupō District Council have more information available on their website [www.taupodc.govt.nz](http://www.taupodc.govt.nz)

The Tūrangi Recycle & Transfer station is located at 62 Te Rangitukehu Street, Tūrangi and is open Monday to Friday 8am to 5.30pm September 1 to April 30th and Monday to Friday 8am to 4.30pm May 1st to August 31st.





# COMPOSTING



There are lots of ways to help the environment and composting is one of the easiest.

Composting is a great way of reusing your kitchen scraps and garden rubbish and it's fantastic for your garden. It helps soil fertility and texture and retains moisture and nutrients. It also decreases garden rubbish going to landfills and helps to reduce green house gas production.

Worm Farms are fun to make and make good pets for children! They are an excellent way to help children become environmentally aware. Problem-free worm composting is possible all year round, inside and out.



# PETS

If you have a pet or are considering getting a pet, please contact us for more information.

# INSPECTIONS

House inspections will be every three months. You will be notified via email & txt 14 days prior to the inspection by your Property Manager.

Your first inspection will be on the following date: