

What if I have questions?

If you have any questions about your assessment, or the proposed disability related solutions, please contact your occupational therapist directly.

If you have any queries about the progress of your building modification service request, please contact Enable New Zealand.

Can I upgrade materials?

Whaikaha – Ministry of Disabled People criteria allows for 'minimal make-good' with modifications. If you would like materials to be upgraded then the difference will be at your cost and you must discuss this directly with the consultant or contractor and the occupational therapist.

Some examples include:

- a wood veneer door instead of paint quality
- a more expensive vanity or basin.

Existing issues

Some houses, especially older timber floor homes, may have existing damage. There is no provision in Whaikaha – Ministry of Disabled People funding for remedial work, which in every other instance, would be the home owner's responsibility.

For example:

- substandard building or non-consented buildings
- negative sloping floors in bathrooms (sloping away from the shower drains)
- low water pressure
- rot or decay in building materials.

What happens on completion?

Our consultant or contractor will arrange the final inspection and, if applicable, complete the required documentation.

If required, a copy of the building consent and code of compliance certificate will be sent to the property owner.

Our consultant or contractor will ensure instructions for the care, use, and operation of equipment is provided to you as the user. Enable New Zealand will ensure all applicable defects are remedied before the end of the 12 month maintenance period.

Important contact details

Occupational therapist

Name

Phone

Consultant

Name

Phone

Contractor

Name

Phone

**Get in touch with the team
at Enable New Zealand**

call
email
web

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FIRSTPORT

EASIE living
Enabling life, your way

January 2023



Housing modifications funded by Whaikaha – Ministry of Disabled People



**Supporting disabled people and
their whānau to live everyday lives
in their communities**

Enable New Zealand has received a request from your occupational therapist for your home to be modified to meet your disability related needs.

This leaflet explains:

- how the process works
- what you can expect of us
- what we need you to do
- what to do if you have any questions, feedback, or concerns.

What Enable New Zealand does

When actioning your service request, Enable New Zealand may contact you directly if you need to complete an Income and Cash Asset Test.

Once your request has been processed, an Enable New Zealand appointed consultant or contractor will contact you and your occupational therapist so that they can carry out the next stage of the housing modification service.

In most cases this will require a site visit to take measurements, photographs etc, so that accurate plans can be drawn and quotes can be completed.

However, if it is for an installation of a simple modification (i.e. handrails only), the contractor will carry out the work as soon as a suitable time has been agreed with you.

If plans are required, the consultant will draw the preliminary plans and provide a copy to your occupational therapist and Enable New Zealand.

Once Enable New Zealand approves the plans, the consultant is advised to provide quotes for the work and draw up final plans. At this time the property owner may be asked to provide consent for the building modifications to be carried out.

Enable New Zealand will review all received quotes before final approval is given by Whaikaha – Ministry of Disabled People to proceed.

As soon as approval to proceed is given, the building consent process will commence (where applicable). Building consent has to be approved and received by the consultant or contractor before the work can commence.

Note: You may not have access to the room that is being modified; please consider other alternatives while the modification is taking place.

What is an Income and Cash Asset Test?

An Income and Cash Asset Test looks at your income, cash assets and expenses. The test works out how much funding you may be able to get, and whether you need to contribute to the cost of modifications.

You will need an income cash asset test if:

- you are aged 16 or older and,
- the modifications to your home will cost more than \$8,076 (including GST). The total cost includes the cost of any other home modifications that Whaikaha - Ministry of Disabled People has already funded for you since you turned 16 years of age.

Enable New Zealand will send the Income and Cash Asset Test forms to you if you are required to complete the test. You must complete the forms and send to the Specialised Processing Services at Work and Income New Zealand in the pre addressed envelope provided.

Length of process

There are a number of circumstances that can affect how long a housing modification takes. For example:

- Enable New Zealand requiring more information from the occupational therapist
- if the cost of the service request is over \$25,000 (excluding GST and previous funding) again Whaikaha - Ministry of Disabled People approval is required
- income and cash asset testing
- waiting for preliminary plans and working drawings
- construction issues discovered during the process
- waiting for building consents
- availability of the contractor.

Can I use my own builder or a different design?

Yes. However, this will mean you take full responsibility for the housing modifications and Enable New Zealand will treat this as a cost contribution.

If you meet the criteria for cost contribution you will need to ensure we are aware of this when the service request is submitted.

You are unable to use the cost contribution process once a consultant has been contracted to complete the initial plans.

Full details of this process can be provided by your occupational therapist.

Will it affect my insurance?

Some insurance companies will require notification when work is carried out on the home. We suggest you contact your insurance company prior to any building work commencing.

