



**15 May
2023**



Community update

Titirangi / Laingholm cyclone recovery

Welcome to the first community update for Titirangi / Laingholm from the Tāmaki Makaurau Cyclone Recovery Coordination Office.

We will be sending out this update when new information related to the Titirangi / Laingholm recovery is available. Privacy and spam regulations don't allow us to use your contact details from existing council information for general communications, so if you would like to receive updates, we need you to [sign up via this online form](#).

We hope that the information in the updates will be relevant for most community members, so please also help us spread the word on this update to your neighbours and friends in Titirangi / Laingholm.

Auckland Transport update

We are currently working through the repair process for the roads in Titirangi and Laingholm that were affected by the weather events earlier in the year. We have recently awarded contracts for the works across West Auckland, which covers your communities.

The next step is for our contractors to do further investigations of sites to inform the repair solutions, and then develop a repair programme based on priority need. We'll consider several factors when prioritising the work, such as safety, traffic volumes and access.

When we have the programmes available from the contractors, we will share the timings and sequencing of the work with you so you can see when things will be happening and how long they will take. It is likely to take up to three months for these programmes to be completed.

We understand that the damage to roads in your community is a real concern for you. There is demand across the entire region given the scale of the weather events, and we appreciate your patience while we get plans in place for permanent fixes.

The responsibility for management of clearing trees and vegetation from rural roads in the Waitākere Ranges Local Board area (for example Scenic Drive) is split between Auckland Transport and Auckland Council. Auckland Transport and Auckland Council are working on a plan for pruning trees along the road corridor in the Waitākere Ranges. Requests for tree pruning along the rural road corridor can be made via Auckland Council's [Report a problem page](#).

You can find the latest information about road closures and traffic restrictions around the region on the [flood-impacted road repair and recovery programme page](#) – go to the West Auckland page for information relating to Titirangi/Laingholm. This webpage is undergoing some development to include site specific information for the bigger projects, and these pages will be where you will be able to get detailed information and up-to-date information for each site.

Frequently asked questions: Rapid building assessment and placarded properties

I don't understand the rapid building assessment process, can you explain?

A rapid building assessment (RBA) is a government process that Auckland Council carries out following an extreme weather event. It's an initial check to ensure a building is safe for occupants and the public. The rapid building assessor fills in a digital check box form that helps make that decision. The process is carried out under the Civil Defence Emergency Management Act 2002 and Building Act 2004.

A property is then issued with a red, yellow or white placard that must be displayed on the building, or where it's safe to do so. This can't be removed unless advised by the council. Please note, white placards are an exception and can be removed 21 days after they are issued.

What do the placard colours mean?

White placards mean a building has suffered light or no damage and can be used. A white placard does not necessarily mean the building is safe as there could be unobserved damage. Owners may still want to get their own professional service checks done (e.g., building, engineering, electrical, plumbing, etc.).

Yellow placards mean a building may have sustained moderate damage and access is restricted.

Y1 placard means that the building has moderate damage or is at risk from an external hazard and the use of some parts of the building or land may be restricted.

Y2 placard means that the building has been moderately damaged or is at risk from external factors, however, short-term entry is allowed for purposes such as assessing damage or for contractors to work on repairs.

Red placards mean a building cannot be used and entry is prohibited because it has sustained moderate or heavy damage and poses a significant risk to health or life. This could be from the building itself, from neighbouring buildings or hazards, or from ground failure (such as slips).

R1 placard means entry is prohibited due to risk from external factors such as adjacent buildings or from ground failure.

R2 placard means entry is prohibited due to significant damage.

What if my property has been placarded, but I have not yet heard from Auckland Council?

If your property has a red, yellow or white placard, you will be receiving an email from the council with a letter confirming your current placard status. This letter can be used as an official document to provide evidence of the status of your address to any interested parties including banks, insurance companies and police. If you have not heard from us at all, we may not have the right contact information for you. To update your contact details, please [fill out this form](#).

What are the next steps once a placard is issued?

Once a placard has been issued, you (the property owner) will need to arrange a more detailed assessment to understand what needs to be done to repair your property or make it safe. Auckland Council doesn't undertake the detailed assessment – this is between you and suitably qualified experts.

For example:

- Structural issues for a building need to be assessed by a [Licensed Building Practitioner \(LBP\)](#) and/or a structural engineer.
- Land issues, e.g. where a slip has occurred, may require advice from a [geotechnical engineer](#).

If your insurer is not managing your repairs, or if you do not have insurance, you will need to directly engage suitably qualified professionals to manage any necessary repairs on your behalf.

Once the repair work or work to make your property safe has been completed, it's time to make contact with us again. Documentation from your suitably qualified experts showing the property has been made safe and/or is repaired should be sent to: rbacomms@aucklandcouncil.govt.nz.

We'll review the documentation you've supplied along with your placard status and determine whether or not we need to visit the property again. A visit from council inspectors is not always required – it will vary from property to property.

Once the review is complete, we'll send you an email notification and updated letter with a change of placard status for your address, if appropriate.

When should I engage my insurance company?

Talk to your insurer early to understand your situation.

Your insurer may arrange for a suitably qualified expert to assess and report on the damage to your property as part of your claim. Your insurer uses these reports to help determine your insurance entitlements and to settle your claims, [including any EQCover portion on behalf of Toka Tū Ake EQC](#) (which your insurer will manage).

These reports are for insurance purposes and won't necessarily report on building safety or the risk of injury to people. While they may better quantify the hazard and subsequently cover remediation, these reports may not be enough for Council to change or remove your property's placard. Doing so might require additional reports and repair work to be completed.

In some cases, the reason for the placard might be beyond the scope of insurance. In such cases you may need to arrange your own detailed assessments.

What's the future for high-risk flood and landslide affected properties?

This month, [the government announced](#) that three categories have been settled on under which the future of flood and landslide affected properties will be assessed across the country:

1. **Low Risk** – Repair to previous state is all that is required to manage future severe weather event risk. This means that once any flood protection near the property is repaired, the home can be rebuilt at the same site.
2. **Managed Risk** – Community or property-level interventions will manage future severe weather event risk. This could include the raising of nearby stop banks, improving drainage or raising the property. (Category two is split into three sub-categories as outlined in table below)
3. **High Risk** – Areas in the high risk category are not safe to live in because of the unacceptable risk of future flooding and loss of life. Homes in these areas should not be rebuilt on their current sites.

The government is working with councils across the country to complete assessments for low risk properties in Category One quickly so people in those homes can settle with their insurance companies and get on with their recovery. Decisions on properties in Categories Two and Three will take a bit longer – but will be completed as soon as they are possible. Auckland Council will keep sharing information on the process as soon as it's available.

What do I do once repair works are complete?

If you have a placard and have had work completed by a suitably qualified professional, you can send your documentation to rbacomms@aucklandcouncil.govt.nz. Put your property address and your RFS Reference (found at the top of your placard status confirmation letter) in the email subject line. We will send you an updated letter with a change of placard status for your address if appropriate.

Are case managers assigned to all properties?

All red and yellow placarded property owners will be assigned a rapid building assessment case manager (otherwise known as compliance officers). Your case manager will check in to see where you are at in the remediation process. They can help to advise on any legislative requirements in relation to the Building Act 2004 and Resource Management Act 1991. They can also easily connect you with the council's building and resource consents teams. Please email rbacomms@aucklandcouncil.govt.nz if you have a red or yellow placarded property and have not been contacted by your case manager.

I have been evacuated. How long should I plan to be living away from my home?

Unfortunately, there is no simple answer to this question as every individual situation will be unique and will need to be assessed on a case-by-case basis. If you have questions about your individual circumstance, you can contact us on rbacomms@aucklandcouncil.govt.nz or speak to your case manager if you have been assigned one.

My bank and welfare support provider is requesting proof that my house is red placarded? How can I provide proof so I can get assistance?

You should receive an email with a letter confirming your placard status. You can use this letter as an official document to provide evidence of the status of your address to any interested parties including banks, insurance companies and police. If you have not received this letter, please update your contact details with [this online form](#).

I need to complete work on my property, where can I find helpful information?

If your property has been affected by natural hazards, including flooding and landslips, information is available on the [MBIE government website](#) and in these helpful documents:

- [BRANZ: Restoring a home after flood damage](#)
- [MBIE: Exempt building work guide](#)
- [MBIE: Exempt building work FAQs](#)

What are the responsibilities of tenants and landlords after a natural disaster?

If you're a tenant and the property has been damaged by flooding, you should contact your landlord – they are responsible for drying out the property and paying the tenants for any resulting electricity charges.

Tenants are not responsible for any damage to the property or clean up incurred following a natural disaster.

Landlords are not responsible for damage to tenant's personal belongings caused by a natural disaster.

You don't have to end the tenancy. Whether you stay or not will depend on a range of factors including how long the property is going to remain uninhabitable. However, if you do wish to end a tenancy due to the damage caused by a natural disaster, landlords are required to give seven days' notice, and tenants are required to give two days' notice.

If a property is partially damaged or so seriously damaged that it can't be lived in, landlords should reduce the rent accordingly.

More information is available on the [Tenancy Services website \(What to do after a natural disaster\)](#).

How do I temporarily access my red placarded property?

Property owners, occupiers or representatives who would like to temporarily access a red placarded property will need to supply the property's rapid building assessment case manager or rbacomms@aucklandcouncil.govt.nz with the following information:

- Property address
- Email and phone number
- Names of those who will be entering the property including their company name and whether a person is an owner/occupier
- Reasons for entry

- Time and date for entry and exit
- Written confirmation from a suitably qualified professional that a Health and Safety Plan has been prepared and will be followed for entering the property.

Properties can be accessed by the following:

- Suitably qualified professionals such as a licensed building practitioner, geotechnical or structural engineer, or geologist
- Representatives of the property owner such as an insurance loss adjustor or property manager
- Property owner/occupier.

Reporting new movement or landslides

If you see new land movement, please [visit the Auckland Council website to find out who to contact](#).

Welfare update – what support is available to you

Here is a selection of government and charity/not-for-profit organisation support that's currently available.

More information is also on the government's [Connected website](#). Alternatively, you can also visit the [Auckland Emergency Management support webpage](#).

Financial support

Work and Income Support

There are lots of ways Work and Income can help, or they could point you in the right direction. Go to the [Work and Income website for welfare assistance information](#). This information is also translated in multiple languages (factsheets are available at the bottom of the website).

Ministry of Social Development

Funding is also available through the [Ministry of Social Development Community Support Package](#). This includes funding support for disabled people and/or their households.

Inland Revenue

There are ways Inland Revenue can help if you have been affected by the recent cyclones and adverse weather and are worried about not being able to file or pay your taxes on time. Check out [Inland Revenue's cyclone gabrielle update webpage](#).

Temporary accommodation

Residents who have been displaced due to the recent flooding and cyclone events can register for the [Temporary Accommodation Service \(TAS\)](#). TAS can help you find suitable temporary accommodation while your home is repaired or rebuilt – whether you are a homeowner, renter, insured or uninsured.

TAS temporary accommodation is subsidised by the government, but you also may be eligible for further financial assistance through the MSD, if you are uninsured or your insurance policy does not cover temporary accommodation.

Register online at tas.mbie.govt.nz or phone 0508 754 163. If you have any questions, please contact your TAS Coordinator, or email aucklandfloodtempaccom@mbie.govt.nz or call 0508 754 163.

Free support for processing home insurance claims

If you would like support and advice on your residential home insurance claim, the New Zealand Claims Resolutions Service (NZCRS) can help.

The NZCRS is a free service that provides residential homeowners with advice, case management support where appropriate and access to legal, technical and wellbeing services to help them achieve timely, fair and enduring resolution of their residential insurance claims resulting from natural disasters.

They are there to help whether you are unsure by what your insurer is telling you or have specific questions about either your insurance policy or the process that will be followed to settle your claim.

You can contact NZCRS on 0508 624 327, email contact@nzcrs.govt.nz or visit nzcrs.govt.nz.

Wellbeing and health

Health and wellbeing support for work, training or study

Health and wellbeing support is available to help you with work, training or study. Visit the [Work and Income website](#) for more information.

All Sorts

Going through a natural disaster can be stressful and scary, and right now you will be feeling a mixture of emotions. The government-supported website [All Sorts](#) provides further guidance on what you might be experiencing and how to access free support. You can read their [flyer on getting through a natural disaster](#), which is also available in [other languages](#).

Counsellor support – text 1737

The current and recent weather events are distressing. If you are feeling stressed or overwhelmed – you might want to think about talking with a 1737 counsellor for support, advice, and ideas to help right now.

Call or text 1737 anytime.

There is also some great advice on managing stress in an emergency on the [Ministry of Health website](#).

Lifeline

Call 0800 543 354 or text HELP (4357) to talk to a counsellor or trained volunteers. **Healthline – 0800 611 116**

For trusted health advice and information. If you have questions about your medication, you are away from home, you are not sure about something, you cannot access a GP, or you do not currently have a GP, Healthline can help, including arranging a virtual GP consultation.

You can choose to speak with a Māori clinician (if you are calling 8am-8pm). The Healthline team are all committed to culturally safe practice and are there for you 24/7. If you are seriously unwell and need emergency care, please call 111.

Kids Health

The [Kids Health website](#) has some good tips on coping with a natural disaster.

Asian Family Services

Call 0800 862 342 to access help in eight languages, including Mandarin, Cantonese, Korean, Vietnamese, Thai, Japanese, Hindi, and English.

The helpline provides nationwide free and confidential counselling, public health education and support for all Asians in New Zealand. The helpline is available from Monday to Friday between 9am-8pm

Wellbeing support for business owners

Business owners and managers can apply for confidential one-on-one professional mental health support by visiting [Firststeps.nz](#) and filling out a simple application. This will give you free access to support from qualified health and wellbeing providers. First Steps has a list of preferred providers and have partnered with [Clearhead](#), who have over 500 mental health professionals across New Zealand here to support those in need.

Legal advice

Community Law Centres

Community law centres offer free legal information and advice to people who cannot afford to see a lawyer. Visit communitylaw.org.nz to find out more.

Citizens Advice Bureaus

Free advice about about anything – in your local area and in your own language.

Visit cab.org.nz, email admin@cab.org.nz or call 0800 367 222.

Youth Law

Provides free legal services for all children and young people under 25. Visit [Youth Law](#) or call 0800 884 529.



Need help?



Enquire: recoveryoffice@aucklandcouncil.govt.nz or rbacomms@aucklandcouncil.govt.nz



Write: Auckland Council, Private Bag 92300
Victoria Street West, Auckland 1142 | DX CX 10032

