



**11 May  
2023**



# Community update

## **Piha cyclone recovery**

We will be sending out this update regularly when new information related to Piha's recovery is available.

### Have we got your details?

If you've received this newsletter via email, then we're all good – we have your correct contact details.

If it has been passed on to you by someone else or you're reading it via a website or social media channel, please [sign up via this online form](#).

(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 Piha.

### **Auckland Transport update**

Auckland Transport will start to clear debris from the roads in Karekare and Piha in the coming days.

In Piha, our contractor Downer will start work on Rayner Road by the end of next week. Downer will be in touch with affected property owners and residents. There will also be access restrictions to Rayner Road while this work is happening.

## Building assessments update

Updated placard status numbers in Piha as of Monday 8 May:

- Red 1 – 9
- Red 2 – 9
- Yellow 1 – 15
- Yellow 2 – 7
- White – 154

There are different reasons why these numbers may differ each week, including:

- If remedial action has been confirmed and approved by the council's compliance team, then the placard can be noted as closed and removed off the list.
- It is identified as a duplicate and removed.
- If was confirmed as one placard for a building with multiple postal addresses, but sits in our system as one legal property.

Visit the Auckland Council website to learn more about what the placard colours mean.

## Temporary accommodation support

We understand that accommodation needs or circumstances can change.

We're working with the [Temporary Accommodation Service \(TAS\)](#) to explore new temporary accommodation options in the area that will better meet local needs.

If you don't require assistance with accommodation right now but you think you might in the future, if where you're staying now isn't working out, or if you're worried about how you'll afford it in the future, please let TAS know. This will help them to understand current and future need so they can put in place the right solutions.

To learn more about TAS and to register with them, visit [www.tas.mbie.govt.nz](http://www.tas.mbie.govt.nz) or call 0508 754 163 (Service Centre operates Monday to Friday – 8.30am to 5pm, Saturday and Sunday – 9am to 5pm).

## 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 [www.tas.mbie.govt.nz](http://www.tas.mbie.govt.nz) or phone 0508 754 163. If you have any questions, please get in touch with your TAS Coordinator, or email [aucklandfloodtempaccom@mbie.govt.nz](mailto:aucklandfloodtempaccom@mbie.govt.nz) or call 0508 754 163.

### **Free support for processing home insurance claims**

If you'd 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 just confused by what your insurer is telling you or you 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](mailto:contact@nzcrs.govt.nz) or visit [nzcrs.govt.nz](http://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're feeling stressed or maybe 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's 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've got questions about your medication, you're away from home, you're not sure about something, you can't access a GP, or you don't currently have a GP, Healthline can help, including arranging a virtual GP consultation.

You can choose to speak with a Māori clinician (if you're 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](http://communitylaw.org.nz) to find out more.

#### **Citizens Advice Bureaus**

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

Visit [cab.org.nz](http://cab.org.nz), email [admin@cab.org.nz](mailto: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.

## Pōhutukawa limb removal - 30 Beach Valley Road, Piha

The removal of large pōhutukawa limb above the road is tentatively booked for **Thursday 18 May**. The work is required due to continuous subsidence of the tree resulting in reduced and insufficient clearance above the road.

While it is always a last resort to remove large tree branches, it's necessary to remove this limb for safety reasons.

The section of the road where the tree is located will be closed from 9am – 1pm to allow for the work to happen, and traffic management will be on site.

## Auckland Council Recovery Office - Piha drop-in clinics

Simon Fraser, Community Liaison Lead for Piha and Karekare, will be available to discuss any recovery-related issues from Cyclone Gabrielle and Auckland Anniversary weekend floods.

Piha Community Library, 10:00am to 12 noon every Wednesday in May (17<sup>th</sup>, 24<sup>th</sup> and 31<sup>st</sup>).

Can't make these sessions? Feel free to email Simon at [piha@aucklandcouncil.govt.nz](mailto:piha@aucklandcouncil.govt.nz).

## Reporting new movement or landslides

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

## Rubbish collection for flood-damaged household goods

If your property has been downgraded from a red placard and you now need to get damaged household goods removed, please call 09 301 0101 to arrange collection.

## Waitākere Regional Park

Most of our walking tracks around Piha, including the popular Tasman Lookout / Tasman View, Lion Rock and Liard Thomson, Kitekite Falls and Marawhara Walks remain closed. We ask that the public respect the track barriers and fencing on any closed tracks, as they are there for your safety and the safety of others, while we continue to assess, plan, cost and prioritise the recovery works.

You can view the status of walking tracks on [this map](#).



### Need help?



Visit: [aucklandemergencymanagement.org.nz/flood-event-2023/piha-community-information](https://aucklandemergencymanagement.org.nz/flood-event-2023/piha-community-information)  
Enquire: [piha@aucklandcouncil.govt.nz](mailto:piha@aucklandcouncil.govt.nz) or [rbacomms@aucklandcouncil.govt.nz](mailto:rbacomms@aucklandcouncil.govt.nz)



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

