

FAQ's – Warm & Dry Initiative – Paused

I have heard that the Warm & Dry Initiative has been paused. What does that mean for me as I have not had a heat pump installed or ventilation addressed yet?

On Thursday 26 March New Zealand went into level 4 of our COVID-19 alert system. Level 4 measures mean that New Zealand is in lockdown for at least four weeks. Level four means that everyone must now stay home, except those providing essential services. This measure is to avoid spread of the virus and to keep people safe by staying in their homes. For your own safety and that of contractors, unfortunately, this means the Warm & Dry Initiative cannot proceed until after the lockdown has ended. The Trust is very sorry about this but it is the right thing to do and we support the steps taken by government to keep everyone safe.

Who made the decision to postpone the Warm & Dry Initiative which is delaying the much-needed installation of a heat pump in my home?

OCHT sought advice from the Ministry of Housing and Urban Development and Canterbury District Health Board (Public Health). Public Health officials advised us that we need to pause the programme during the country's lockdown so that everyone stays as safe and well as possible.

When am I likely to have my heat pump and ventilation installed?

Once the lockdown has ended OCHT will restart the programme immediately. Our Warm & Dry Team is reworking the programme now while in lockdown. Once OCHT has the all clear from the Government (lockdown is over), we will be back out in your homes scoping and installing heat pumps and again targeting the 909 highest priority homes

We will advise you as soon as possible of the new programme.

Will I have my heat pump installed before Winter?

We are making our best efforts to make up time in the revised programme. OCHT will keep tenants informed of progress once the lockdown has ended.

If a heat pump is not installed before Winter, what if I don't believe that my current heating arrangements are enough for health reasons?

If you are concerned about your current heating arrangements, please contact our Call Centre on 0800 624 456 and your Tenancy Manager will contact you to discuss further.

I'm concerned about my heating bills. What advice or support can you give me?

Please use your current heating to stay warm and well at this time when you are in your home more often. During this unprecedented time of COVID-19, the government has increased benefits by \$25 a week and also increased the winter heating allowance. Please contact our Call Centre on 0800 624 456 and your Tenancy Manager to discuss the most current advice and support information available.

Will you contact me when the Warm & Dry Initiative is started again?

Yes. We will let you know when the programme is recommenced and update you with projected times for scoping and installation at your housing complex.