

FAQ's – Warm & Dry Initiative – Alert Level 3

When will the Warm & Dry programme restart in level 3?

The safety of our tenants and contractors is most important to us. We have shared our safety plan with the CDHB and they have reviewed and approved our contractor guidelines, work will start on installations. Contractors will need to remain 2 metres from tenants and there will be other health and safety requirements in place that we will share with you once confirmed.

Do I have to allow contractors in my home?

No. If you have concerns for your safety or others in your home because of an existing health condition or some other concern, you can refuse the contractor entry.

If contractors are concerned for their safety, they can also refuse to enter a home to carry out heat pump installations.

Can I tell contractors how to act in my home if I am worried about safety?

It is a good idea to have a chat with the contractor before work starts so that you can both make sure that you understand how you are going to manage social distancing. This may mean the tenant leaves home for a walk or it might mean the tenant will sit in another room or in the garden during installation. Remember you cannot visit another tenants home.

When will my complex be visited for an installation?

We will target the 909 homes originally prioritised for installation. Your Tenancy Manager will contact you to let you know when installation will take place in your home. You will get a call one week before installation is scheduled, to confirm timing and then a further call one to two days before the scheduled time to confirm it is still OK to proceed.

When will the work be finished?

We are still aiming to finish installation by 1 June of all heat pumps in the 909 prioritised homes. Our contractors have agreed to put additional resource into the programme to help make this happen.

What about ventilation?

We have had to put the ventilation programme on hold as heat pump installation is our priority at this point. We will confirm details about ventilation once this is confirmed.

Who do I call?

As usual if you have questions contact your Tenancy Manager or call 0800 624456.