Customer Guide to the Canterbury Home Repair Programme
An estimated 72,500 homes will have been repaired as part of the Canterbury Home Repair Programme, which is due to finish at the end of 2014. It is the largest residential building programme in New Zealand and has involved the work of thousands of dedicated Fletcher EQR and EQC contractors and staff.

This guide provides information on what you can expect before, during and after your managed repair.

Our teams are ready to support you through the repair process and we look forward to working with you to ensure this happens as quickly and as smoothly as possible.

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Contents

Introduction 4 – 7

Before your repair 8 – 17
Who manages the repair, assessing the damage, getting your house ready, information for landlords, what happens if you need to move out, pre-start meeting.

During your repair 18 – 27
What to expect, building consents, issues or disputes, dealing with asbestos.

After your repair 28 – 31
Completion inspection, defect liability period, what warranties apply, repair documentation.

This booklet is provided to every CHRP customer. It’s also available online at www.eqr.co.nz

Cover: The Lum family in Woolston fitted their repairs around a busy life and were impressed with their CHRP contractor and the quality of the repair.
Welcome to the Canterbury Home Repair Programme
The Canterbury Home Repair Programme (CHRP) was established to repair homes damaged in the Canterbury earthquakes. The programme generally covers damage between $15,000 and $100,000 plus GST per claim. Claims below this range are settled in cash, except where there is structural damage, or where the homeowner has opted to have repairs managed by the programme. Claims over this range are managed by customers in conjunction with their insurance companies.

Being part of the programme means that all aspects of the repair are taken care of including:

- The physical repairs
- Legal and building code compliance
- Quality monitoring and control
- Remedying any defects identified during the three-month defects liability period.

The repair team

Fletcher EQR project manages the repair work as agent for the Earthquake Commission. Project management teams are based in a range of hubs and offices, with the work coordinated by a central office in Christchurch. The physical repair work is carried out by accredited contractors and their staff or subcontractors.

Your home repair will be allocated to a Fletcher EQR hub where a Contract Supervisor will be assigned to oversee the progress of the accredited contractor. EQC has staff in all hubs, who work with the repair teams to determine what damage at your property is covered by your claim.

There is also a team which has an engineering and design focus. If your house has structural damage the technical team may be the first to contact you to inspect your property and make recommendations on the repair strategy before your claim details go to a hub for the work to begin.

There is more information about the work of the Technical Team online at www.eqr.co.nz/technical team.
**What should I expect?**

**Complexity of programme**

There have been just over sixty earthquakes of magnitude 5 or greater in Canterbury since 2010 and some have affected our work planning and managing repairs. Some homes have severe structural damage and require complex technical solutions. Once repairs are underway we can sometimes find damage that wasn’t previously apparent, and this can mean a longer repair, a wait for specialist advice or a change to the repair strategy. Such delays affect our overall work plan.

We appreciate some homeowners have had a long wait for repair work to begin.

Some have asked for their repair work to be put on hold because of personal circumstances, or to a time more convenient to them. As this is the last year of the programme there is no longer as much flexibility for our teams to delay a repair at a homeowner’s request.

When Fletcher EQR contact you to arrange a new scope of damage it is important from that point that there are no further delays.

**Priority repairs**

EQC and Fletcher EQR are working with government agencies and community organisations to identify residents whose home repairs should be given priority.

Our focus has been homes with the most severe damage but earthquake damage on a smaller scale can still impact living conditions. It is particularly important that we identify families, elderly or other vulnerable residents who are living with earthquake damage that could be affecting their health.

If you believe you or someone you know should have their repair prioritised for these or other reasons there is information about the criteria on the EQC website, http://www.eqc.govt.nz/canterbury-earthquakes/home-repair-process/vulnerable. You can also call EQC on 0800 DAMAGE (0800 326 243) to discuss your situation.
1. EQC Assessment
2. Allocation to Fletcher EQR
3. Claim allocated to Hub
4. Welcome Pack issued to customer
5. Contracts Supervisor and Contractor appointed
6. Scope undertaken by visiting property
7. Repair work priced and contract awarded
8. Construction phase
9. Completion
10. Three-month defect liability period begins
As the time for your repair gets closer, Fletcher EQR will contact you to book a time for the repair team to meet with you at your home and assess the damage. They can help you with any questions you have about the process.
Who will manage my repair?

Your repair will be allocated to a Fletcher EQR hub and your main contact at the hub will be the Contract Supervisor who will oversee the project from beginning to end. They will work with you and with the accredited contractor to make sure the approved work is carried out to the required standards.

Our teams include Community Liaison Officers who can help with any issues during your repair. There are also Customer Service Officers in hubs that can assist if you need to move out while the work is underway (see page 12).

Who are our contractors?

Around 800 mainly local contractors are accredited to CHRP to carry out the work using their own tradespeople. Checks are made on their trade qualifications and experience. They are held to recognised building industry and trade standards to ensure the work is completed in a satisfactory manner.
Assessing the earthquake damage to your home

Before repair work starts Fletcher EQR will telephone you to arrange a time to meet at your home and view the earthquake damage that needs repair.

Depending on the workload of your hub this “scope meeting” is generally three to eight weeks before the physical repairs begin. You can use this meeting to ask any questions about the damage or the repair process.

While your home was assessed by EQC in the months following the earthquakes, this scope meeting will establish the most up-to-date assessment of damage to your home. The Fletcher EQR Contract Supervisor and accredited contractor will check the earthquake damage recorded on your EQC file and draw up a final Scope of Works, deciding the best repair strategies to return your home to its pre-earthquake state.

Sometimes these inspections may find damage that was not listed after the preliminary assessments, or they may find that damage originally thought to be earthquake-related is not. This is the best time for you to alert us to any issues you feel should be raised about earthquake damage to the property.

At this first visit the earthquake damage and the scope of repairs are confirmed. The Contract Supervisor and contractor will also discuss with you:

• The estimated start and finish dates for your repair
• Access to your property
• Any requirement to relocate your contents
• Any requirement to vacate your property during the repairs
• Any potential hazards or other issues at your property
• Any building consents they might need to arrange on your behalf
• Any questions or concerns you might have on the process.
Renovation work during repair
Contractors accredited to the Canterbury Home Repair Programme are not permitted to carry out additional work for you while they are at your property. Undertaking non earthquake repairs or renovations can extend the duration of your repair and lead to delays for other homeowners waiting. There are also potential complications around insurance and Health and Safety. Asking a contractor to do any “private” work is encouraging them to breach the terms of their contract with EQC. If they are available you may be able to engage the contractors for private work after they have fully completed your CHRP repair work.

Insulation
There is one exception to the restriction on private work and that provides the opportunity for homeowners to arrange for cavity insulation in areas the repair teams are working in. The cost of this work is not covered by EQC or Fletcher EQR. If you do require insulation in rooms where our teams will be working then please discuss this at your scope meeting. You will need to organise and pay for an insulation team to do this work and they will have to be aware of any hazards and follow all Health and Safety rules for the site. There is more detailed information on this on the Fletcher EQR and EQC websites.

Scope of works
Before work begins you should be given, or can request a copy of the repair plan for your home. Details of the Scope of Works and repair strategies will be discussed with you at the scope meeting and at the pre-start meeting held just before work begins. Once the repairs are underway you will also be able to request details of the value of your repair by contacting EQC.
Relocating before repair

While many repairs are completed without requiring the homeowner to move out, the scale of earthquake damage means some homeowners need to relocate during the repair.

Your EQC dwelling claim does not cover the cost of temporary accommodation or loss of rent if you are a landlord and your tenants are required to move out. However, private insurance policies often provide an allowance for temporary accommodation. If you need to relocate during your repair before incurring any temporary accommodation costs you should speak with your insurance company to find out what your policy provides.

Fletcher EQR will provide your insurance company with an Insurance Advice Note so they know when you need temporary accommodation. Some insurers reimburse a lump sum and others have accommodation providers invoice them directly.

Your Contract Supervisor will let you know the estimated duration of your repair. Please keep in mind this is an estimate only and sometimes there can be delays during repair work. This can be for a range of reasons including availability of tradespeople, or if further damage is found and specialist or engineering input is required.

Homeowners who have used their insurance entitlements may be eligible for financial assistance with a temporary accommodation allowance available from the Government until 1 March 2015. It offers support of up to $330 per week, depending on the family commitments of applicants. The Canterbury Earthquake Temporary Accommodation Service (CETAS) has details on their website www.quakeaccommodation.govt.nz/ or you can call them on 0800 67 32 27.

With so many houses damaged by the earthquakes temporary accommodation is in short supply in Canterbury. CETAS have developed a database of private rental temporary accommodation options which you can view on their website; they also manage the Government supported temporary accommodation villages in Kaiapoi, Linwood and New Brighton. The Customer Service Officer at your hub can also help you with temporary accommodation options.
Moving and storing home contents

If you move out you will need to organise the removal of some of your belongings into storage, or into other rooms in your home. Some home contents policies cover this cost and your private insurer can advise you of your policy entitlements. Before contents are moved to a garage or to other temporary storage speak with your insurer to establish that you remain fully covered under your policy. Please note that valuable, sentimental, breakable and personal items including pictures and wall hangings should be packed away safely and securely before your repairs commence.

Who pays for the house repair?

The costs of your managed repair are covered by EQC. This includes the materials, building consents, tradespeople or specialists involved. Invoices are paid through Fletcher EQR by EQC.

One of the main benefits to homeowners of being in CHRP is that you are protected from cost escalation and financial risk; if you have full private insurance cover, there is no charge to you if the actual cost of the repair work exceeds the estimate. Once the repair has been completed EQC will invoice you for the standard EQC insurance excess (see page 31). You can find more information about this on the EQC website www.eqc.govt.nz.

Pre-start meeting

Before the physical repair work begins you will be invited to attend a pre-start meeting where the Contract Supervisor and contractor will go over details including start and estimated finish dates, security arrangements, access to the home and use of facilities by tradespeople.

This is another opportunity for you to ask questions about the repair. The aim of this meeting is to ensure there is a clear understanding by all of what is in the approved Scope of Works and the associated repair strategies. You will be asked to sign a Specification of Finish form which confirms the various finishes, including paint colours. You will also be given a Health and Safety induction.
Getting your house ready

Your home will become a building site during the repair so before your repair begins, Fletcher EQR will provide you with a checklist of things to ensure the work goes smoothly.

- You have to notify your insurer of the estimated dates of your repair and of any contents being stored offsite.
- Rooms need to be tidy and free of clutter, and personal contents and furniture need to be packed away.
- For safety reasons children under 16 years of age cannot be alone on site so you may need to make childcare arrangements.
- You will need to keep any pets at a safe distance and dogs must be restrained while workers are on the site.

Information for landlords

If your home is tenanted, it is your responsibility to keep your tenants informed about the repair process. You will be required to ensure they provide clean and clear access to earthquake-affected areas.

If you are not based in Canterbury you can appoint a representative to liaise with us on the repair process. We can provide an Authorised Representative form for you to complete and sign so that their details are registered with us.

Selling or buying property

You can buy or sell a house before the earthquake damage is repaired. The buyer and seller should agree the terms for transferring the ownership of any outstanding claims through a legal document known as a Deed of Assignment. Your solicitor will arrange this on your behalf and you need to provide a copy to EQC and Fletcher EQR so that records can be updated.

If you are buying a property you should seek to understand from the seller whether they have received any settlement payments from EQC as a result of dwelling or land claims made, and whether that money has been spent on repairing the property or not. If you are buying a house that has already been scoped for repair, you may be bound by the details agreed by previous owners.
Before work starts

You can opt out of CHRP

EQC has referred your claim to Fletcher EQR because it appears suitable for managed repairs, but it is not compulsory for customers to remain in the programme. Any customer can opt out and manage their own repairs if they agree to EQC’s opt-out conditions.

Opting out means you are accepting all responsibility for your repairs including:
- Obtaining quotes
- Managing the process
- Ensuring compliance with building codes and other legal constraints
- Obtaining any consents if required
- Managing issues that might arise.

EQC will settle your claim by paying either you, or the mortgagee where there is a mortgagee listed on the property’s certificate of title.

If you are considering opting out you will need to do this before Fletcher EQR arranges an accredited contractor to come and assess the damage to your house.

Before you make a decision you can talk to your Fletcher EQR hub if you have any questions or concerns about the repair process, or email them on queries@eqr.co.nz. There is full information about opting out on the EQC website www.eqc.govt.nz

Insurance

Home insurance policies do not normally provide insurance cover over your home while building work is being carried out. You should notify your insurer and make any necessary insurance arrangements prior to work starting on your home. You should also consider whether there is any mortgagee, trustee or other person whose consent is required prior to repairs beginning on your home.
Security ID

All staff representing Fletcher EQR and EQC, including all contractors and tradespeople, are issued with a photo identity card which they must wear while working at or visiting your property. Any person claiming to represent Fletcher EQR or EQC who is unable to produce their photo identity card should not be allowed to enter your property.

If you have concerns about the identity of a visitor you should contact the police immediately and notify your hub.

Work commencement form

Fletcher EQR will send you a Welcome Pack which contains an introductory letter and this guide. It also includes a Work Commencement Form that you need to read, sign and return in the envelope provided. This form confirms that you understand the repair process, your obligations and entitlements.

Pre-existing issues

Occasionally pre-existing issues are found – for example construction defects or weathertight characteristics that are not insured under the Earthquake Commission Act 1993. In these circumstances EQC may elect to cash-settle part or all of your claim.
Once your repair begins most of your daily contact will be with the contractor and their team. They will keep you updated with progress of your repair. Your Fletcher EQR Contract Supervisor will monitor the progress and is available to discuss any concerns or questions.
Living in a building site

While the work is underway there will be additional safety hazards in and around your home. You will be given a full safety briefing of the things you need to watch out for and any hazards will be listed on a site safety sign at the entrance to your property. (Read more on Health and Safety on page 23).

The tradespeople will do what they can to minimise disruption but, as you would expect, there will be some disruption from the building work - noise, dust and the general impact of having more people on the property.

You should consider letting your neighbours know when your repair begins as there are likely to be extra vehicles outside or on your property. If they have small children they will need to take extra care with them.

The repair teams generally work from about 7.30am to 5pm Monday to Friday but you might wish to discuss what to expect with your contractor. Depending on the availability of various expert trades, there may be times when there will be little or no work taking place at the site.

The contractors may work in several rooms at a time during the repair, and will ask you to ensure those areas are ready for work to begin. They will provide a daily tidy up to make the house liveable and as safe as they can at the end of each work day. They will also do a general clean up when the repairs are finished.

Please follow their advice on areas to avoid during the repair, or areas where use of heaters or showers, for example, may affect finishes.
If issues or disputes come up

Fletcher EQR and EQC are committed to delivering high quality repairs and doing what we can to resolve any issues or disputes that arise. Since September 2010 we have completed more than 110,000 emergency and other repairs. Our objective is to try to ensure every customer is satisfied with the work.

It is not unusual during any building work for issues or disputes to arise. Our experience so far has shown that these issues can include:

**What will be repaired** – There can be differences between the final approved Scope of Works approved by EQC and initial post-quake assessments. For example, where there is a small crack in the plasterwork on one wall, homeowners may have been told the whole room would be re-plastered and repainted.

If there were pre-existing flaws or imperfections for example on a wall surface, it won’t necessarily be made ‘as new’ during the repair of earthquake damage. EQC is not required to reinstate exactly or completely, but only as circumstances permit and in a reasonably sufficient manner.

On some occasions the scope inspection will find that some damage initially recorded as earthquake-related could not have been. These can be difficult issues to resolve but our teams will listen to your concerns and review decisions made. The final decision about what is included in your Scope of Works is made by EQC.

**Quality of repairs** – Issues may arise where your expectation about the extent and finish of repairs wasn’t clear, or where you have concerns about the quality of repair.

**Behaviour of repair teams** – Most of our contractors and tradespeople are Cantabrians and, like you, they’ve had a hard few years dealing with the stress and tensions caused by the earthquakes. We take action where their behaviour falls short of standards.
Resolving issues
If issues develop during your repair, we want to work with you to resolve them. We have a range of people and processes to help achieve a satisfactory outcome.

In the first instance if you are unhappy with any aspect of your repair you should talk to your contractor and Contract Supervisor. Another option is to talk to the Community Liaison Officer in your hub who can work with you to assist or get agreement on a resolution plan. Hub staff can revisit the property and contractors can be asked to return to correct any defects.

Any concerns can be escalated to the Customer Services Team at the Fletcher EQR Central Office.

You can raise any issues in several ways:

- In the first instance talk to your contractor, or Contract Supervisor
- Make an appointment, ring or email the Community Liaison Officer in your hub
- Email queries@eqr.co.nz if you would rather talk to someone else within Fletcher EQR
- Email complaints@eqr.co.nz if you would like to have a review of the issues, or to formally register a complaint.

By telephone:
03 341 9900

By post:
Customer Services Manager
Fletcher EQR
PO Box 80 105
Riccarton
Christchurch 8440

If the Fletcher EQR Central Office team cannot resolve your issue it will be referred to the Wellington based EQC Complaints Team.

EQC works with Fletcher EQR throughout. Where it is clear your concerns can only be resolved by EQC, complaints are referred to them earlier in the process as necessary.

You can call EQC Complaints Team on 0800 652 333 or email complaints@eqc.govt.nz
During your repair

Stay safe. Stay alive.

1. Falls from Height
   Always use specific fall prevention equipment when working at height

2. Confined/Restricted Spaces
   Plan your entry and exit. Work with a mate

3. Electrical Danger
   Make sure of isolations before commencing any work and always use RCDs

4. Motor Vehicles
   Stick to the road rules, drive to the conditions and always wear your seatbelt

5. Personal Threat
   Don’t put yourself or others in harms way. Keep cool

6. Asbestos Exposure
   Don’t know? Don’t touch, get advice

For more advice, visit www.safe6.co.nz
Health and safety

In New Zealand more injuries happen on residential building sites than any other category of construction workplace. The health and safety of everyone living in your home, and our contractors working on site, is of primary importance. That is why each contractor is required to develop a site-specific safety plan for each home they repair.

The safety plan for your home will be discussed during the site commencement meeting which is held before your repair begins. The contractor will discuss the relevant issues and you should comply with all safety requirements as they do serve to protect you and your family.

Any visitors to the site need to sign in and acknowledge they’ve been inducted onto the site and have been informed of hazards and the things they need to do to keep safe.

A site induction is required for every visit, as the hazards change depending on what is happening during the repair work. You can help the contractor by identifying any hazards on your property, such as any faulty wiring, or if you are aware of any asbestos.

EQC and Fletcher EQR have developed a health and safety programme to highlight six potentially fatal risks during residential repair. Although the safe6 programme is mainly targeted at contractors and tradespeople, it also applies to homeowners.

The risks, and rules to help avoid them, will be listed on the hazard board outside your property:

- Falls from Heights
- Confined/Restricted Spaces
- Electrical Danger
- Motor Vehicles
- Personal Threat
- Asbestos Exposure

There is more information on www.safe6.co.nz. If you have any health and safety questions at the time of your repair you can raise these with your contractor or Contract Supervisor.
How we are dealing with asbestos

For decades asbestos was used in construction materials in New Zealand, and now may present a risk for workers and residents during demolition, renovations or repairs in houses and commercial buildings.

Asbestos is the name used for a group of natural minerals that are made up of many small fibres. These fibres are strong and resistant to heat, fire, and wear due to friction. This made it popular in house or garage construction where it can be found in:

- Asbestos-cement cladding and roofing
- Backing material for floor tiles and vinyl
- Textured plaster ceilings and sprayed on surfaces
- Lagging for insulation around pipes and hot water cylinders
- Spouting and down-pipes

The highest risk of exposure is when it is inhaled or breathed in as fine dust. This can happen after cutting or drilling through asbestos-cement sheeting, or sanding down asbestos-containing lino backing, tiles or plaster ceilings. Health authority guidelines say such materials, left undisturbed, pose little risk and they sometimes recommend that asbestos-containing material in good condition be marked, but left alone.

Asbestos in Canterbury

It is estimated that many thousands of homes in the Canterbury Home Repair Programme were built or renovated from the 1940s to the 1990s when asbestos was in widespread use. Our repair teams have guidelines on how to check for asbestos, and what to do if it is found.
The only way to be sure if asbestos-containing materials are in a property is to test for it. You cannot tell from looking at the materials.

Before repairs begin the Contractor and Contract Supervisor will assess your property with asbestos in mind. If it is suspected they will have a specialist take samples of the damaged area and send it to a laboratory for testing.

No repairs should begin until the test results are back. You will be told the results of any testing before repair work starts. If the tests are positive specialists will be brought in to remove the asbestos-containing material or extra precautions are taken where it is decided the best strategy is to enclose it. This may delay the start of your repair. You will be consulted on the methods developed to deal with it and asked to sign an agreement to those.

If you have concerns about asbestos and believe that damage in your home should have been tested during the scope assessment and was not, please discuss this with your Contract Supervisor before your repairs begin.

There is more information on www.eqc.govt.nz and also on www.eqr.co.nz where you can read a summary of our Guideline to contractors on dealing with asbestos. www.eqr.co.nz/resource/dealing-with-asbestos-summary-guideline

**What about asbestos in undamaged areas of the house?**

If asbestos is confirmed in earthquake-damaged areas of your property, you may want to consider having other areas of your home tested once your repair is completed. This is not covered by EQC or CHRP contractors.
Building consents and exemptions

Your repairs may require a building consent or may be exempt from the requirements for a building consent in accordance with the provisions of the Building Act 2004 and its amendments.

Fletcher EQR will manage this process and on your behalf will determine what is required, apply for consents, and obtain a Code Compliance certificate. It is likely a council inspector or other professionals will visit your property during the repair to monitor compliance with various construction related codes and standards. These people should always carry identification.

Winter warming

In the first two years after the earthquakes EQC and Fletcher EQR offered a chimney replacement programme to replace any damaged chimneys. Where they were essential for home heating most have already been repaired, or replaced with alternative heat sources.

This work is now carried out as part of your full earthquake repair work.

If you lost your primary heat source because of earthquake damage and are still waiting for a repair or have concerns heading into another winter let us know. You can telephone EQC on 0800 Damage (0800 326243) to discuss your options.
After your repair
When is the repair complete?

When the work is nearing or at completion, the Contract Supervisor will organise an inspection at your home with the contractor to confirm that the earthquake damage has been repaired.

If the Contract Supervisor is satisfied the work listed in the approved Scope of Works has been carried out to the required standards they will sign a Construction Completion Inspection form. Any minor defects or deferred work (e.g. a garage) will be noted on the form.

Homeowners are also invited to this inspection meeting and, while it is preferred that the homeowner signs the form, it is not required.

If a homeowner is not satisfied with aspects of the repair and declines to sign, their concerns will be noted on the form and dealt with as part of the defect liability process, or referred to the issues resolution team.
A three month Defect Liability Period begins after the completion inspection once the Contract Supervisor is satisfied with the work and issues a Practical Completion Certificate to the contractor.

Accredited contractors are obliged to remedy any defective work or materials notified within this period. Any defects will be remedied by the contractor as soon as practicable. Defects do not include fair wear and tear. If aftershocks cause new damage in areas that have been repaired you should lodge a new claim with EQC. Deferred works are also subject to this three month liability period, which begins once they are completed by the contractor.

What warranties apply?

Most building work in the Canterbury Home Repair Programme will also be covered by the implied warranties in the Building Act. These warranties include that the work will be carried out with reasonable care and skill, and will comply with all laws and legal requirements including the Building Act 2004. Homeowners will receive the benefit of these warranties from the contractor doing the work.

After the defect liability period

If there are unresolved issues after the Defect Liability Period has ended, we work with you and the contractor to ensure they are addressed.

Once all defects and deferred works are complete EQC will become your main contact for all other matters relating to your earthquake claim.
EQC insurance excess

Once your repair is complete an excess will be payable for each of the claims that were lodged with EQC, as required by the EQC Act 1993. The excess for your home repair will be:

- 1% of the total repair cost for claims over $20,000.
- $200 for claims of $20,000 or less.

EQC will know the exact cost of the repair once it is complete. Following completion EQC will calculate your excess and send you an invoice.

Repair documentation

At any time you can request a copy of the early EQC assessment of damage to your home. After Fletcher EQR has visited and begun preparation for the repair work they will provide you with the approved Scope of Works. This details the earthquake damage that will be repaired, and the associated repair strategies. It forms the basis for the Works Order that is issued to the accredited contractor.

You are also able to have copies of any engineering reports that were prepared for your repair.

Once your repair is complete you will be able to have a copy of the Construction Completion form that confirms the earthquake repairs have been carried out.
CONTACT INFORMATION

Fletcher EQR
Central Office
7 Deans Avenue
03 341 9900
queries@eqr.co.nz

For details of Fletcher EQR hubs please visit www.eqr.co.nz

EQC
www.eqc.govt.nz
0800 DAMAGE (0800 326 243)

NETWORK AND SUPPORT CONTACTS

Residential Advisory Service:
www.advisory.org.nz

Community Earthquake Recovery Network:
www.cancern.org.nz

Earthquake Support and Counselling:
0800 777 846

Samaritans:
0800 726 666

Lifeline:
0800 543 354

OTHER USEFUL CONTACTS

Canterbury Earthquake Temporary Accommodation Service:
www.quakeaccommodation.govt.nz
0800 673 227

General Rebuild and Land Information:
canterburyresidentialrebuild.govt.nz

Building & Housing Information:
www.mbie.govt.nz

Canterbury Earthquake Recovery Authority:
www.cera.govt.nz
0800 7464 2372

COUNCIL CONTACTS

Christchurch City Council
www.ccc.govt.nz (03) 941 8999

Waimakariri District Council
waimakariri.govt.nz/home.aspx
(03) 311 8900

Selwyn District Council
www.selwyn.govt.nz/home

Rolleston
(03) 347-2800

Darfield
(03) 318-8338