

Dear CanCERN Member

Earlier this week CanCERN had a very productive meeting with Fletcher EQR to develop our relationship and exchange ideas. One of the outcomes of this meeting is information that can be passed directly on to residents about EMERGENCY REPAIRS. Fletcher EQR really wishes to ensure all houses are safe, secure and weathertight as we move into winter and beyond and so we have worked together to provide the following checklists.

Please note: This information is intended to go to our **residents who require emergency repairs**, as defined below, **to make their homes habitable**.

Firstly if you have sustained new damage on 22 February you need to lodge a new claim with EQC (call 0800 326 243). When you call, tell EQC that emergency repairs are also required. If you did not make this clear when you lodged the claim, or are unsure, call EQC again.

If your emergency repairs are valued under \$2000 you can arrange the repairs yourself. Talk to EQC before you go ahead as they will need to authorise the works and may require a quote from the repairer.

If your emergency repairs are valued over \$2000 they will be allocated to Fletcher EQR to manage. The Hub office in your area will call you to arrange the repairs. This may take a week at the moment, particularly in badly affected areas.

If repairs relate to chimney damage, and you have lost the primary means of heating your home, EQC will advise Fletcher EQR's Clean Heat Hub. They will contact you regarding the winter heating aspect of your repairs.

Who Qualifies for Emergency Repairs?

- Properties must be residential – i.e. repairs will allow somebody to live at the property
- It does not matter if the home is insured or not
- It does not matter if the property will eventually be a write off

How do you Define Emergency Repairs?

Emergency repairs are defined as temporary repairs to make a house habitable for a minimum 6 months until long term repairs can be considered. The key objectives are to:

- Make safe
- Make weather tight
- Make secure, (external doors operational & lockable)
- Make sanitary, (plumbing & drainage operational)
- Replace primary heat source – this part is referred to the Fletcher EQR Clean Heat Hub

Some examples of problems that might require emergency repairs include:

- a) My external doors stick, cannot be opened or closed properly or do not seal properly
- b) My windows are broken. Please note that this includes windows that do not seal properly
- c) My chimney is cracked, broken or unsafe
- d) My roof is no longer waterproof, leaks or is damaged
- e) My pipes are leaking (check your hotwater cylinder too)
- f) My internal or external walls, floors or ceilings are unstable, unsafe, not weather tight
- g) I have cracks in my floor or wall which let through a noticeable draft or daylight
- h) I no longer have a way to heat my house because my fireplace, log burner or heat pump has been damaged
- i) My drains overflow when I have a shower, do the washing, wash the dishes or flush the toilet

Winter Heating

The Fletcher Clean Heat Hub is contacting people who have lost the primary means of heating the home to see if a heat pump or solid fuel heater can be installed.

Homeowners whose primary source of winter heat has been lost through earthquake damage should contact EQC via 0800 DAMAGE or e-mail heating@eqr.co.nz. They will also accept information on third parties – friends, neighbours, relatives etc. – who might be unaware of the opportunity to identify themselves, or unable to take the opportunity for reasons specific to them.

Lead times (between order and installation) can vary from one week to three weeks for heat pumps, whilst those for solid fuel burners are longer.

Heat pumps can be turned around quickly and there are no issues with installation capacity or supply. Solid fuel heaters take longer to install and generally have longer lead times. There is currently limited capacity to install solid fuel heaters in Christchurch (although Fletcher EQR is working with the NZ Home Heating Association to bring more installers into Christchurch). Where solid fuel heaters are preferred by the homeowner, they will be prioritised to those most in need.

Who gets priority? What if I have not heard from Fletcher EQR about my emergency repairs?

EQC and Fletcher EQR give priority to homes of the elderly, young children and those with medical conditions. They want to know about these priority cases.

If it is over a week since you made a request to EQC for emergency repairs, or your home is a priority as described above, call the local Hub directly. See the attached list for the Hub in your area.

When you call, tell the hub:

- your name, address, contact phone number
- your EQC claim number(s)
- what emergency repairs you think need to be done (NOT general repairs)
- whether you have young children living with you, have a medical condition or are disabled or regard yourself as elderly

Fletcher EQR Hub Name	Servicing...	Hub Tel	Address
Addington	Cracroft, Halswell, Hei Hei, Hornby, Hornby South, Islington, Landsdowne, Riccarton, Sockburn, Templeton, Upper Riccarton, Westmorland and Wigram	03 341 9909	300 Lincoln Road in Addington (Relocated from 346 Halswell Rd)
Rolleston	Burnham, Rolleston and West Melton	03 341 9907	14 Kidman Street, Rolleston (Was 7 Dick Roberts Drive. Street has been renamed)
Kaiapoi	Belfast, Clarkville, Kaiapoi, Kairaki, Kainga, Pines Beach, Styx	03 341 9910	11 Cass St, Kaiapoi
Fendalton	Avonhead, Bishopdale, Bryndwr, Burnside, Fendalton, Harewood, Ilam, McLeans Island, Merivale, Russley, Strowan, Yaldhurst	03 341 9919	5 Idris St, Fendalton (Old Scout Hall)
Rangiora	Ashley, Ashley Gorge, Bennets, Cust, Cooper Creek, Eyreton, Fernside, Flaxton, Glentui, Loburn, Mandeville North, Ohoka, Okuku, Oxford, Pegasus, Rangiora, Sefton, Springbank, Swannanoa, Tuahiwi, View Hill, Waikuku Beach, Waikuku, West Eyreton, Woodend, Woodend Beach	03 341 9890	1st floor, 94 Victoria St, Rangiora (Above the Red Cross)
Middleton	Addington, Beckenham, Cashmere, Hillmarton, Hillsborough, Hoon Hay, Huntsbury, Middleton, Opawa, Somerfield, Spreydon, St Martins, Sydenham	03 341 9955	Level 2, 116 Wrights Rd, Addington (building in the north-west corner)
Woolston	Avonside, Bromley, Christchurch City, Clifton, Ferrymead, Heathcote Valley, Linwood, Moncks Bay, Mt Pleasant, Phillipstown, Redcliffs, Richmond, Richmond Hill, Sumner, Waltham, Woolston	03 341 9954	596 Ferry Rd, Woolston
Lincoln	Doyleston, Dunsandel, Leeston, Lincoln, Motukarara, Selwyn, Southbridge, Springston, Tai Tapu	03 341 9981	Hurunui Building, Lincoln University, Gate 3, Springs Rd, Lincoln
Darfield	Arthurs Pass, Castle Hill, Bankside, Charing Cross, Coalgate, Darfield, Glentunnel, Greendale, Hororata, Kirwee, Lake Coleridge, Lake Pearson, Sheffield, Springfield, Waddington, Windwhistle	03 341 9978	3 McMillan St, Darfield (Old Library Building)
Lyttleton	Allandale, Ataahua, Cass Bay, Charteris Bay, Corsair Bay, Diamond Harbour, Gebbies Valley, Governors Bay, Lyttleton, Purau, Rapaki, Teddington	03 341 9956	20 Norwich Quay, Lyttleton
Akaroa	Akaroa, Birdlings Flat, Duvauchelle, Le Bons Bay, Little Akaloa, Little River, Okains Bay, Pigeon Bay, Port Levy, Ronbinson Bay, Takamatua.	03 341 9985	62 Rue La Vaude, Akaroa
North New Brighton (QE2)	Aranui, Avondale, Bexley, Burwood, Dallington, New Brighton, North New Brighton, Parklands, South New Brighton, Southshore, Wainoni, Waimari	03 341 9979	243 Bower Ave, North New Brighton (next to QE2 Park)
Mairehau	Bottle Lake, Brooklands, Casebrook, Edgeware, Mairehau, Mashlands, Northcote, Papanui, Redwood, Shirley, St Albans	03 341 9995	280 Westminster St, Mairehau