

Napier flooding

Where to get help

Floodwaters can carry bugs that cause disease from the ground surface and sewerage systems.

Do not eat any food that had been in contact with flood waters, including fruit and vegetables from your garden.

For the latest updates, visit www.hbemergency.govt.nz and www.napier.govt.nz

Information and advice	<ul style="list-style-type: none"> • Visit the Civil Defence Centre at the Marewa shopping centre • Citizens Advice Bureau Napier can give you information, advice and support on any issues. Call 06 835 9664, email napier@cab.org.nz, or visit 126 Hastings Street (next to the BNZ). They're open weekdays 9am to 4pm and Saturday 9.30am to 10.30am.
If you can't stay at home	<ul style="list-style-type: none"> • Stay with family and friends if you can. • Take your pets with you. Bring pet food and leashes. • Pack medication and essential items such as hearing aids.
If you have no-one you can stay with	<p>Call Hawke's Bay Civil Defence Emergency Management Group on 0800 422 923. Someone will take your details and get you the help you need.</p>
Mayoral Relief Fund	<p>The Napier City Mayoral Relief Flood Response Fund is open and available to help people affected by recent flooding in the city.</p> <p>Find criteria for applications and further information on the fund, including information on how to apply, at www.napier.govt.nz keyword search #floodfund</p>
Cleaning up advice and rubbish removal	<p>Refer to the 'Returning Home After A Flood' information sheet by following this link: www.ourhealthhb.nz/assets/Emergency-Resources/Emergency-resource-Returning-home-after-a-flood-V3.pdf</p> <p>Remember good hand-washing during the clean-up.</p>
Temporary Accommodation Service (TAS)	<p>The Temporary Accommodation Service (TAS), part of the Ministry of Business, Innovation and Employment (MBIE), is assisting displaced people to find suitable temporary accommodation.</p> <p>You can register your details with TAS and a temporary accommodation staff member will call you within two working days</p>

	<p>to assess your needs and work with you to help you find suitable temporary housing. Our staff can also provide guidance on how to access support services such as insurance advice and financial assistance.</p> <p>Temporary accommodation is not income or asset tested. There will be a cost for temporary accommodation, but you can contact MSD to see if assistance is available to meet this cost.</p> <p>For more information and to register your details, please go to www.tas.mbie.govt.nz/</p> <p>If you are not able to complete the form online, or wish to discuss your requirements, please call 0508 754 163.</p>
<p>Rubbish disposal</p>	<p>Napier City Council has opened the Redclyffe Transfer Station to take flood-damaged household material. This will be free of charge to flood-affected Napier residents until Sunday. Find updates and opening hours at www.napier.govt.nz keyword search #flooding</p> <p>Please remember to practice good cleaning habits when handling rubbish.</p> <ul style="list-style-type: none"> • Cover any cuts or wounds before you start cleaning up to help protect yourself from bugs. • Remember good hand-washing and drying during the clean-up process. • If possible, wear cleaning gloves, sturdy shoes and protective clothing.
<p>Council services</p>	<p>For information and updates about Napier City Council services (e.g. rubbish collection, facilities and local support) go to www.napier.govt.nz or call 0800 4 NAPIER (0800 462 7437).</p>
<p>Insurance loss, damage or business interruption</p>	<p>Get in touch with your private insurer or broker if you've suffered loss, sustained damage, have suffered a business interruption loss, or to check if you're able to make a claim.</p> <p>If your home, contents or car has been damaged by severe weather in the Hawke's Bay region, report it to your insurance company as soon as possible.</p> <p>Your insurance company will talk you through the claim process and let you know what you need to do next. For any land damage your insurer will help explain how the EQC part of the claim works.</p> <p>If you need to make your home safe, sanitary, secure and weathertight, please inform your insurer, only undertake essential repairs and record the work done. Be sure to take photos and keep a</p>

	<p>copy of the bills paid. If it is safe to do so, don't dispose of anything until you've talked with your insurer as it will speed up the assessment of your claim.</p> <p>If you're concerned or have questions about how to make a claim, get in touch with your insurer.</p> <p>Lodging an EQC claim</p> <p>EQC covers damage to residential land and homes.</p> <p>You can learn more about EQC cover for storm and landslip damage at www.eqc.govt.nz/storm-damage and you can make an EQC claim online at https://www.eqc.govt.nz/get-help-now-claims/make-a-claim or call 0800 DAMAGE (0800 326 243).</p> <p>To make a claim with EQC for natural disaster damage, you must have a home insurance policy with a private insurer when the natural disaster damage occurred.</p>
<p>Health advice</p>	<p>In any emergency, always call 111.</p> <p>If you are unwell but it is not urgent, contact your GP or you can also call Healthline 0800 611 116, a 24/7 service.</p> <p>Find more health information and updates on the Our Health website: www.ourhealthhb.nz/napier-flooding-nov-2020</p>
<p>Emotional support</p>	<ul style="list-style-type: none"> • If you are feeling anxious or frustrated, talk with friends, family and whānau. • If you need to speak to a counsellor, call or text 1737. • If you have urgent mental health concerns, call 0800 112 334. • If you've been affected by trauma from the flood event, call Victim Support on 0800 842 846.
<p>Electricity updates</p>	<p>Call Unison on 0800 2 UNISON (0800 2 86476) if you have no power or need electrical safety advice, or visit www.unison.co.nz</p>
<p>Animal welfare</p>	<p>Your animals are your responsibility.</p> <p>There is information and checklists to help you protect your animals in emergencies on the Ministry for Primary Industries website (www.mpi.govt.nz).</p> <p>If you require assistance with your animals including pets left on property ring CDEM 0800 422 923.</p>

	<p>If your animals need veterinary treatment, contact your own veterinary clinic.</p>
<p>For financial support</p>	<p>Support and assistance are available if you've directly been affected by the November 2020 floods in Napier.</p> <p>There are lots of ways Work and Income can help. You don't have to be on a benefit.</p> <p>In emergencies, Work and Income can help with costs if you don't have any other way of paying.</p> <p>They can help with:</p> <ul style="list-style-type: none"> • medical costs • bedding • food • power bills • repairs or replacing appliances • emergency accommodation costs • loss of income because you can't work. <p>Work and Income also provides other help such as benefits and housing assistance. Everyone's situation is different, so what you qualify for will depend on your situation.</p> <p>You may have to pay the money back depending on your situation.</p> <p>Website: www.workandincome.govt.nz Call 0800 779 997 for help with emergency costs from 8:30am to 6pm weekdays.</p>
<p>Support available from Inland Revenue</p>	<p>If you've been impacted by the Napier flooding and are struggling to deal with your tax or payments, please contact your tax agent or accountant.</p> <p>If you have missed filing returns or are late on payments, you can ask Inland Revenue to grant relief from penalties.</p> <p>The Inland Revenue website also has information on managing financial difficulty and debt.</p> <p>Visit www.ird.govt.nz/how-to/debt or call Inland Revenue on 0800 473 566.</p> <p>Last updated: 18/11/2020</p>