

Napier flooding

Where to get help

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

Information and advice	<p>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.</p>
Accommodation support	<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 at: www.ourhealthhb.nz/assets/Emergency-Resources/Emergency-resource-Returning-home-after-a-flood-V3.pdf</p> <p>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. • Wash and dry your hands regularly during the clean-up process. • Wear cleaning gloves, sturdy shoes and protective clothing.
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 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. Depending on your situation, Work and Income may be able to help you meet this cost.</p>

	<p>For more information and to register your details, go to www.tas.mbie.govt.nz/</p> <p>If you can't complete the form online, or wish to discuss your requirements, call 0508 754 163.</p>
<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 your home, contents or car has been damaged; or if you have suffered a business interruption loss; or to check if you can make a claim.</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 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>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>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</p> <p>You can make an EQC claim at www.eqc.govt.nz/get-help-nowclaims/make-a-claim or by calling 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>If you're concerned or have questions about how to make a claim, please get in touch with your private insurer.</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 are staying in emergency or temporary accommodation and can't keep your pets with you, consider asking friends or family if they can house your pets for now. Using the SPCA, catteries or other pet boarding facilities to house your pets is only a short-term option. Your pets will need to be moved to more long-term accommodation as soon as you can arrange it, for their wellbeing.</p> <p>If your animals need veterinary treatment, contact your own veterinary clinic.</p>
<p>Financial support</p>	<p>Work and Income is here to help you financially if you're on a low income or not working; to support you into work; and to help you with housing.</p> <p>Call 0800 559 009 or visit www.workandincome.govt.nz for full details.</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. 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: 26/11/2020</p>