

## Your experience

We want you to have a good experience with the housing modification service.

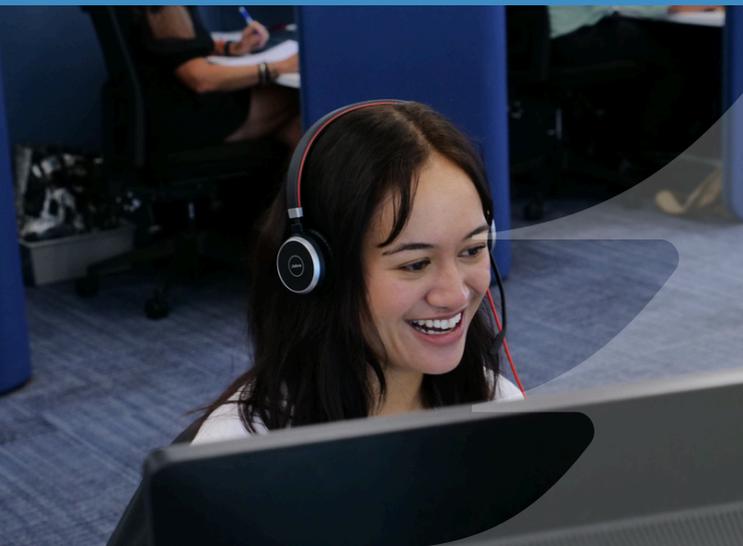
If you have any questions or concerns about:

- your housing assessment,
- your proposed modifications,
- or the housing modification process,

you can contact your Housing Assessor or the team at ACC.

### Contact the ACC team

0800 222 435



## About us

Enable New Zealand has been supporting New Zealanders with disability equipment and services since 1974.

We work with a nationwide network of over 500 suppliers and subcontractors to deliver value for our community.

Our team support over 8,400 clinical professionals around New Zealand.

Each year, we deliver complex services to thousands of people, enabling those in our disability community to live good lives.



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# Enable

NEW ZEALAND®

## Housing modifications funded through ACC

[enable.co.nz](http://enable.co.nz)

## Your modifications

Due to your injury-related needs, an Occupational Therapist (OT) contracted by ACC has recommended changes to your home. **We call these Occupational Therapists 'housing assessors'.**

The Enable New Zealand specialist housing team manages this process on behalf of ACC.

**The first step** of the process is when your housing assessor makes an assessment of your home.

**The next steps** depend on the type of changes needed for your home. These can include minor or standard/complex modifications.

- **Minor modifications:** these are small changes that do not require resource or building consent. For example, handrails or a concrete ramp lower than 1.5 metres.
- **Standard / complex modifications:** these usually require building consent and may require multiple experts, tradespeople, and ongoing council consent input.



## Minor modifications

1. Your housing assessor books a builder to meet you and the assessor at your home.
2. We make sure the modifications will meet your needs. Then we work with ACC to get the builder's quote approved.
3. The builder will contact you to agree on a start date and tell you how long the work will take.

## Standard / complex modifications

1. Once we receive the housing assessment report, we work together with you, your housing assessor, and ACC to deliver a design that meets your needs.
2. We coordinate with ACC and take care of lodging the plans with council for consent where required.
3. Once ACC confirms their approval, we arrange everything to complete your modifications.

A building consent is needed for more complex changes like installing a wet area shower, lifts, or changing a kitchen or laundry.

**Please note:** We cannot do any maintenance or repairs that are normally the responsibility of the homeowner. The exception is when things are identified as part of the building work – for example, rotten floor joists.

## Your responsibilities

**If you have your own building plans**  
Tell ACC or your housing assessor if you would like your plans to be considered.

**If you need temporary accommodation or practical help**  
Tell ACC if you will need temporary accommodation while your modifications take place.

**Contact your insurance company**  
You might need to notify them of changes being made to your home.

**If you do not own the property**  
Property owner consent is required for all modifications. Please tell the homeowner you want to work with ACC and Enable NZ to make changes to their property, and ask for their consent. If the homeowner does not consent, ACC can guide you on the next steps.

**Help us to work with you**

- Work with your housing assessor and designer/builder so we can meet ACC's requirements and your needs.
- Allow our team to access your property and home.
- Keep any pets away from visitors or workers.
- Let your primary contact person know if you'll need to miss any appointments.

**We're here to help every step of the way. If you don't understand any part of the Enable New Zealand process or would like more information, please contact us.**