

# MODIFIED HOUSING – THE SUITABLE HOMES SERVICE

Talk to us. 0800 801 601



Housing New Zealand helps people with disabilities to modify their homes.

If you would like more information about Housing New Zealand, please call our Housing Assistance Service anytime on call free **0800 801 601**, or visit our website [www.hnzc.co.nz](http://www.hnzc.co.nz)

Locations and contact details for all 43 Housing New Zealand neighbourhood units are listed in the Blue Pages of the telephone book.

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## What is the Suitable Homes service?

Suitable Homes is an advisory service that Housing New Zealand Corporation provides for people with physical disabilities, so they can continue to live independently in a home modified to suit their needs.

## Who is eligible?

If you live in New Zealand, have a long-term physical disability, and require structural modifications to your home, you will be eligible for the Suitable Homes service. You don't have to be a Housing New Zealand tenant – the house can be your own home or a private rental.

## How does it work?

We provide advice to:

- help people with physical disabilities to find homes that suit their needs, or can be modified to meet their needs
- support people with disabilities who want to modify their existing home, whether it's their own or a rental.

While we can provide advice over the phone, we will suggest a meeting if we haven't met you before. To make the most of the meeting, you should be prepared to discuss your household and any concerns or health issues that you, or your family, have. We will want to know about your current situation, difficulties you are having, the kind of home you need to live independently in, and how much rent you can afford.

We will ask you about the other services or health professionals you work with, such as occupational therapists.

We may need proof that you and members of your household are New Zealand residents (such as passports, birth certificates or letters from the NZ Immigration Service).

We'll also need information that confirms your income (such as pay slips, contracts or income statements from Work and Income or ACC) and expenses (such as weekly bills, hire purchase agreements, loan or credit card documents, medical costs, and your accounts for the telephone and power).

## Want to bring someone with you to the meeting?

You can bring a family member, community worker or anyone else to support you at the meeting. We can also meet in your own home if that suits you best.

## Need an interpreter at the meeting?

You can bring an interpreter to the meeting, or you can ask us to arrange one for you.

## What if your home needs modifying?

If your home needs modifying, we will arrange for an occupational therapist to assess the changes needed. We can help you to prepare the modification plans and to approach your landlord for approval, if your home is rented privately.

If you get approval and you're eligible for government assistance, the occupational therapist will apply to the Ministry of Health or ACC for funding. As soon as the funding is approved and available, work can begin. The funder will oversee this and we will monitor progress.

Typical modifications include:

- a level access shower
- an accessible toilet
- ramped entrances
- widened doors/hallways
- lowered kitchen benches.

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### What if you need a new home?



We support the disability community with housing and advice.

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