

# Severe Weather Event Factsheet

Everyone needs a little help to recover from an emergency. This factsheet provides information about services and support that you can access. There's also information on the Marlborough District Council website, that will be kept updated.

## Damaged homes and properties

If your home, car, or contents have been damaged by the severe weather, take photos before you remove or repair anything and report it to your insurance company as soon as possible. You only need to contact your insurance company and they'll let you know what you need to do next, how to claim and – if applicable – how EQ Cover from Toka Tū Ake EQC works.

If you need to make your home safe, sanitary, secure, and weather tight, please record the work done, take before and after photos, and keep copies of the bills you paid. Our land is still moving so if your house is unsafe, please do not go inside. If you don't have house insurance but do have contents insurance, speak to your insurer about what is covered.

Make sure you take lots of photos and keep good records before you throw anything out, where possible.

If you are the tenant or landlord of a rental property, you can find information on your rights and obligations at [www.tenancy.govt.nz](http://www.tenancy.govt.nz) or by phoning **0800 TENANCY (0800 836 262)**.

The Residential Advisory Service (RAS) within MBIE provide advocacy services and advice to homeowners who are navigating insurance claims to remediate damage suffered due to an event. [info@advisory.org.nz](mailto:info@advisory.org.nz)  
**0800 777 299, 03 379 7027**

## Support for rural communities

The Top of the South Rural Support Trust has local people who are trained to offer assistance and support, and their help is free and confidential. Phone **0800 RURAL HELP (0800 787 254)** or visit [www.rural-support.org.nz](http://www.rural-support.org.nz)

Further information on dealing with floods on farm is available at [www.mpi.govt.nz/funding-rural-support/adverse-events/dealing-with-floods/](http://www.mpi.govt.nz/funding-rural-support/adverse-events/dealing-with-floods/) For requests for assistance with livestock, lifestyle blocks or feed phone Federated Farmers on **0800 FARMING (0800 327 646)**.

## Mayoral Relief Fund

The fund will be primarily available to Marlborough District Council area residents who have suffered personal financial or emotional hardship because of the August 2022 Marlborough rain event.

Email: [floodrelief.applications@marlborough.govt.nz](mailto:floodrelief.applications@marlborough.govt.nz)

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## Transport services

Council will underwrite barge services into the Kenepuru and Queen Charlotte Sounds and from French Pass to d'Urville Island, to assist residents impacted by the August 2022 storm event.

The subsidy will run in partnership with Johnsons' Barge Service Limited in Havelock, Kenny Barging in Picton and d'Urville Crossings at French Pass. More commercial services will be added as they are confirmed.

People wanting to use this service and access the subsidy should book directly with the providers, Johnson's Barge Service Ltd, Kenny Barge Picton or D'Urville Crossings.

Marlborough District Council will also subsidise water taxi services for residents, workers and visitors to areas in the Marlborough Sounds that were previously accessible by road.

Port Marlborough has also announced that they will assist the community with free car parking and free two-hour visitor berthing in the Havelock and Picton Marinas until the end of September.

Bookings can be made directly with water taxi service providers and also through the [Marlborough i-SITE](#) on **0800 777 181** or through their website.

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## Temporary Accommodation Services

The Ministry of Business, Innovation and Employment (MBIE) has activated the Temporary Accommodation Service (TAS) to assist people who are unable to return to their homes to find suitable temporary accommodation.

TAS can help you find temporary accommodation now or in the future. You can also reach out to TAS if you are staying in emergency accommodation or with friends or whānau and, think you will need longer-term accommodation while your home is repaired, rebuilt or you are unable to access your home.

Register your details via our website [www.tas.mbie.govt.nz](http://www.tas.mbie.govt.nz) or call **0508 754 163** to discuss your needs. Our team will contact you to assess your needs and work with you to help you find suitable temporary housing.

There is a cost for temporary accommodation and the TAS team will work with every household who needs the service. If you are uninsured, or your insurance policy doesn't cover temporary accommodation, you may be eligible for financial assistance. Our coordinators can advise you which agencies may provide financial support for the event that has damaged your home.

If you are the tenant or landlord of a rental property [www.tenancy.govt.nz](http://www.tenancy.govt.nz) has information on your rights and obligations after a natural disaster.

If you need more information, call **0508 754 163** or email: [temp.accom@mbie.govt.nz](mailto:temp.accom@mbie.govt.nz)

## Health

The Public Health Service recommends people on their own water supply, who are affected by flooding, to boil their water. Flood water can contain bugs that can make people sick.

Further advice about treating your drinking water can be found at the HeathEd and ESR websites.

It is recognised that there are health implications associated with impacted communities, so people are advised to take precautions.

If you are experiencing vomiting or diarrhoea symptoms, please contact your local GP, or call **Healthline** on **0800 611 116**

If you are experiencing Covid-19 or flu-like symptoms, please take a test and isolate for the required period of time.

## Wellbeing

If you're isolated and need a prescription please call the **PHO welfare hub** on **0800 268 366** and select option 3.

When times are tough it's normal to feel worried, frustrated or overwhelmed.

As we recover, focusing on the things we can control can really help.

Here we share our top tips for looking after yourself and others:

- [www.allright.org.nz/coping-tough-times](http://www.allright.org.nz/coping-tough-times)
- [www.sparklers.org.nz](http://www.sparklers.org.nz)

- [www.farmstrong.co.nz](http://www.farmstrong.co.nz)
- [www.hewakaora.nz](http://www.hewakaora.nz)

If you or someone you know is struggling, there is free help available.

**Free call or text 1737** anytime, 24 hours a day. You can also call **Lifeline** on **0800 543 354** or **text HELP** to **4357**.

If you have health questions, phone **Healthline** on **0800 611 116**. Healthline is staffed by experienced registered nurses 24 hours a day, 7 days a week.

You can also call Te Taihū Māori health provider **Te Piki Oranga** on **0800 ORANGA (0800 672 642)**.

## MSD - Civil Defence Payments

Civil Defence Payments are available to people resident in an area when a civil defence emergency has been declared to cover food, clothing, bedding, accommodation, loss of livelihood, or billeting costs, when:

- the person has left their home as a result of the civil defence emergency or adverse event, or was away from their home at the time of the emergency and is unable to return to their home due to the emergency or

- the person must stay confined in their home as a result of the civil defence emergency or adverse event or
- the person is unable to work as a result of the civil defence emergency or adverse event and
- the person does not have insurance to cover the cost of their immediate needs

Call MSD's friendly team on **0800 559 009** for more information