

South Island Severe Weather Event

What support is available and where can you get help

Marlborough District Council

Marlborough District Council is coordinating assistance to communities affected by the Marlborough flooding event. For any more information please see below:

- www.facebook.com/MarlDistCouncil
- recovery@marlborough.govt.nz
- www.marlborough.govt.nz
- Marlborough District Council 03 520 7400

Temporary Accommodation Service

The Ministry of Business, Innovation and Employment (MBIE) has activated the Temporary Accommodation Service (TAS) to assist displaced people find suitable temporary accommodation.

Whether you need assistance in finding temporary accommodation immediately or think you may need some help in the future, you can register your details via our website www.tas.mbie.govt.nz

If you are not able to complete the form online, you can call 0508 754 163 to discuss your requirements. If you are currently staying in emergency accommodation or are staying with friends or whānau and think you will need a longer term accommodation solution while your home undergoes repairs following the flooding, you can talk to TAS now about the options available.

After registering, you will be contacted by a temporary accommodation staff member who will assess your needs and work with you to help you find suitable temporary housing.

There will be a cost for temporary accommodation; this is not income or asset tested. If you are uninsured, or your insurance policy doesn't cover temporary accommodation, you may be eligible for financial assistance. Our coordinators can direct you to agencies providing financial assistance for the event that has damaged your home.

If you are the tenant or landlord of a rental property www.tenancy.govt.nz has information on your rights and obligations after a natural disaster.

If you need further information, you can:
Phone us on: 0508 754 163
Email us at: temp.accom@mbie.govt.nz

Where to turn for help and support

When times are tough, it is normal to feel a bit worried, frustrated or overwhelmed. As we recover, going back to basics and focusing on the thing 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
- www.sparklers.org.nz/parenting/supporting-kids-after-floods
- www.farmstrong.co.nz
- 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. We all need a little help from time to time, and you don't have to go it alone.

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.

If you have questions about your child or baby's health or wellbeing, phone PlunketLine on 0800 933 922 to speak to a Plunket nurse. PlunketLine runs 24 hours a day, 7 days a week.

In an emergency, always call 111.

Local Healthcare Services

If it is an emergency, please call 111 – emergency services are operating.

Note: If you suspect your water could be contaminated please check:

www.bit.ly/3Cd12QJ

More information about healthcare and drinking water can be found at: www.nmdhb.health.nz

Other options

- Emergencies: 111
- Police non-emergencies: 105

Contact your midwife for support and advice during pregnancy and postnatal.

Remember, in an emergency, always call 111.

Māori community/iwi support

For support please contact:

- Civil Defence iwi liaison:
Lorraine Eade
Lorraine.Eade@kotahitehoe.org.no
- Te Puni Kōkiri (Ministry of Māori Development)
Te Puni Kōkiri Te Tai Hauāuru Nelson
Regional Office for Māori community/iwi support
Phone: 0800 875 884
Email: tpk.te-waipounamu@tpk.govt.nz

Pacific Support

For support please contact:

- Marlborough Pacific Trust
Phone: 027 722 4342
Email: marlboroughpacifictrust@gmail.com
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Road Access Information

Information on road conditions can change rapidly.

To check the most up to date status for roads across Marlborough please refer to one of the following sites:

- Council information on road closures www.marlborough.govt.nz/services/alerts
or via the Facebook page: www.facebook.com/MarlDistCouncil
 - Waka Kotahi - NZTA www.journeys.nzta.govt.nz/traffic/regions/10
 - Marlborough CDEM map site: www.bit.ly/3CfQ4d8
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Mayoral Relief Fund support

A Mayoral Relief Fund is open for applications for emergency assistance for individuals and families.

Note this is a welfare fund for residents in the Marlborough District Council area who have suffered personal financial or emotional hardship as a result of the July storm event. The amount of grant will be up to \$1,000, however the Committee has some discretion depending on evidence of hardship.

www.bit.ly/mayoralrelief

Priority will be given to:

- Essentials for daily life
- Costs not covered by insurance
- Where there is financial burden due to the storm event
Criteria and relevant information:
- Applicants are not eligible if they have funding assistance from another source for the same item/s.
- One application per household can be made
- The fund does not apply to businesses affected by the storm event

Financial support

Ministry of Social Development

Depending on your situation, there are lots of ways Work and Income may be able to help you and your family, including with things like medical costs, bedding, food, rent, power bills, repairs or replacing appliances.

You don't need to be on a benefit to get help, it's also available to people on a low income. You may have to pay the money back depending on your situation.

More information, go to workandincome.govt.nz/eligibility/urgent-costs/index.html

Contact Work and Income if you:

- would like assistance
- aren't sure if you can get assistance
- are struggling to support yourself, or your family
- would like more information.

Visit the Work and Income website www.workandincome.govt.nz or phone 0800 559 009.

Work and Income may be able to help you over the phone, without you coming into an office.

If you do need to come in, Work and Income will make an appointment and tell you what to bring.

Rural Assistance Payments

Support for farmers and growers affected by drought and floods in the Upper South Island:

From 2 August 2021 farmers and growers affected by either this year's drought or floods in Marlborough, Tasman, West Coast, Canterbury, Otago and the Chatham Islands have access to Rural Assistance Payments.

Rural Assistance Payments provide a payment equal to Jobseeker Support to the small group of farmers and growers who need help with their essential living costs while they recover from the long-term effects of the drought or floods.

Farmers and growers can contact their Rural Support Trust first on 0800 787 254 or call 0800 559 009 to see what they may be eligible for.

Inland Revenue

Flooding in the West Coast, Tasman and Marlborough regions www.ird.govt.nz

Order in Council passed for West Coast, Nelson/Tasman and Marlborough floods www.ird.govt.nz

Insurance and lodging a claim

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 EQC cover 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.

If you are having difficulty understanding or interpreting your insurance policy or the insurance process, the Residential Advisory Service (RAS) is available to help with a free, independent, and easy to use service.

www.advisory.org.nz or phone 0800 777 299

Support available from Inland Revenue

If you've been impacted by the South Island Severe Weather event, and are struggling to deal with your tax or payments, please contact your tax agent or accountant. 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 visit: www.ird.govt.nz/how-to/debt or call Inland Revenue on 0800 473 566.

Tenancy information

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 or by phoning 0800 TENANCY (0800 836 262).

Schools and early childhood education centres

The Ministry of Education supports all schools and early learning services in Marlborough. Parents and caregivers should check with their school or early learning service for updated information.

Keeping children safe

If you're worried that a child or young person you know is not safe or being cared for, or you know a child who has been separated from their parents or caregivers you can phone Oranga Tamariki on 0508 326 459 (24 hours a day, 7 days a week) or email contact@ot.govt.nz

Support for rural communities

For initial help or updates on the farm, get in touch with your industry body:

- www.dairynz.co.nz/business/adverse-events 0800 4 DairyNZ (0800 4 324 7969)
- www.beeflambnz.com 0800 BEEFLAMB (0800 233 352)
- Federated Farmers on 0800 327 646.

Register for help

For other assistance on farms such as clearing debris, fence repairs etc register www.arcg.is/1LvX1b for crisis situations call Rural Support Trust 0800 787 254.

Registrations are also being taken for volunteers to help www.arcg.is/1riOW8

Rural Support Trusts have 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

Animal welfare

Animal welfare concerns

Phone the Ministry for Primary Industries (MPI) on 0800 008 333 to log any animal welfare concerns. MPI will follow up on animal welfare calls.

Veterinary services

If your animals need veterinary treatment, contact your veterinary clinic.

Pet food

If pet food cannot be purchased at supermarkets, your veterinary clinic or stock and station agents, donated pet food may be available in an emergency situation through the Marlborough SPCA Ph 03 5729156.

Livestock

For requests for assistance with livestock, lifestyle Blocks or feed phone Federated Farmers on 0800 FARMING (0800 327 646).

The Ministry for Primary Industries (MPI) has support available if you need help sourcing supplementary feed or grazing for your livestock. Feed support services for farmers during floods – Fact sheet (mpi.govt.nz)

Information for international visitors

New Zealand remains a safe a place to visit. Like many countries, New Zealand has severe weather events. While this event has had a significant impact on the South Island, the rest of NZ is still open for business.

If you need help with your travel bookings, contact your nearest i-SITE or your travel provider. For the latest local travel conditions and for rearranging travel arrangements contact one of the 80 i-SITEs throughout New Zealand. Visit www.i-SITE.org for a full list.

If your visa is about to expire, phone Immigration New Zealand on 0508 558 855 or visit the Immigration New Zealand website www.immigration.govt.nz/new-zealand-visas

If you are a foreign national travelling in New Zealand requiring further consular assistance, contact your nearest Embassy or High Commission in the first instance. Contact details are available on the Ministry of Foreign Affairs and Trade website www.mfat.govt.nz

If you need assistance with interpretation services, visit the Office of Ethnic Communities website www.ethniccommunities.govt.nz/language-line/

Returning to your home after flood damage

The following advice is aimed at helping you make your home habitable in the shortest possible time.

Remember that flood waters are sewage polluted so all items in contact with flood water should be treated with caution. Small children should be kept away during the clean-up phase. To be habitable a house must be at least electrically safe, have a good water supply and an operative sewerage system, as well as be reasonably clean and dry.

Check your local council's website to see if there is a 'boil water' notice in place for your area.

Before returning to your home, please ensure:

1. That the electrical supply authority has checked that electrical installation is safe.
2. That health, building, or plumbing inspectors from your local authority have checked the sewerage system and the water supply.

YOU WILL ONLY BE ALLOWED TO RETURN TO YOUR HOUSE WHEN CLEARANCE HAS BEEN RECEIVED FROM THE ABOVE INSPECTORS.

3. If you have gas at your property, that the gas supply has been checked by an authorised technician.

When you return to your property:

- Clear out everything that is wet.
- Get rid of any water or mud left behind.
- Do things to encourage quick and thorough drying. Quick drying is important. Don't be afraid to cut out material—it can be repaired.
- Repairs and redecorating should be carried out only when the structure of the house is dry enough. Do not rush this work. Wait until the house is fit to live in and thoroughly dry.

In most cases it will take months, rather than weeks, to completely restore your home after it has been damaged by flood water.

A NOTE ON INSURANCE: In all cases approach your insurance company prior to disposing of any goods or carrying out any restoration on your house.

CHECKING FOR STRUCTURAL DAMAGE

- has the house moved? Look for:

- Buckled floors
- New cracks in walls
- Out of shape door frames.

Cleaning inside homes which have been flooded

It may not be safe to return home even when the floodwaters have receded.

Always wear protective gear when cleaning up after a flood, including gloves and masks, in case you're exposed to hazardous material. Wash your hands thoroughly after each clean-up session and before handling food

- Blankets, sheets, drapes, clothing, etc, which can be boiled can be re-used. Materials of this nature which cannot be boiled, should be thoroughly washed with the use of disinfectant. Other such articles of value can be restored by dry-cleaning.
- Pillows, mattresses (flock, kapok, inner sprung and foam rubber mattresses) as well as soft upholstered furnishings, should be discarded. Shoes should also be discarded
- Carpets and rugs should be discarded.
- Furniture that is absorbent, such as wood, should be discarded
- Vinyl on concrete that shows lifting or damage at the joints or coving must be discarded. Vinyl on wooden flooring must also be discarded
- Soft toys must be discarded, as must plastic or metal toys that cannot be cleaned effectively
- Electrical appliances such as refrigerators, deep freezers, electrical heaters, etc, should be checked by an electrician before using.
- Frozen foodstuffs which have thawed should be discarded. Any food stuff which is not in a waterproof container and has been covered with flood water should also be discarded. Foodstuffs contained in bottles and jars with crown caps that have been under flood water should also be discarded.
- Food in freezers can only be retained if it has not thawed, has not been in contact with flood water and an alternative storage can be found, otherwise it should be discarded.

Email Duty Builder

Your insurance company may also require you to apply for a building consent or a certificate of acceptance for repair work so please contact your insurance company before starting any work.

What do I do if my wastewater/septic tank has been compromised by flood waters.

If you suspect your system has been damaged, have the tank inspected and serviced by a professional as it may need to be emptied.

How can you tell if your system is damaged? Signs include: settling, wastewater backs up into household drains and or toilets, the soil in the drain field remains soggy and never fully drains, and/or a foul odour persists around the tank and drain field.

- Relieve pressure on the septic system by using it less or not at all until floodwaters recede and the soil has drained. For your septic system to work properly, water needs to drain freely in the drain field. Under flooded conditions, water can't drain properly and can back up in your system. Remember that in most homes all water sent down the pipes goes into the septic system. Clean up floodwater in the house without dumping it into the sinks or toilet.
- Flooding of the septic tank will have lifted the floating crust of fats and grease in the septic tank. Some of this scum may have floated and/or partially plugged the outlet tee. If the septic system backs up into the house check the tank first for outlet blockage.
- Clean up any floodwater in the house without dumping it into the sink or toilet and allow enough time for the water to recede. Floodwaters from the house that are passed through or pumped through the septic tank will cause higher flows through the system. This may cause solids to transfer from the septic tank to the drain field and will cause clogging.
- Prevent silt from entering septic systems that have pump chambers. When the pump chambers are flooded, silt has tendency to settle in the chambers and will clog the drain field if it is not removed. Do not open the septic tank for pumping while the soil is still saturated.
- Mud and silt may enter the tank and end up in the drain field. Furthermore, pumping out a tank that is in saturated soil may cause it to "pop out" of the ground. (Likewise, recently installed systems may "pop out" of the ground more readily than older systems because the soil has not had enough time to settle and compact.)
- Do not dig into the tank or drain field area while the soil is still wet or flooded. Try to avoid any work on or around the disposal field with heavy machinery while the soil is still wet. These activities will ruin the soil conductivity.
- Locate any electrical or mechanical devices the system may have that could be flooded to avoid contact with them until they are dry and clean.
- Plants, outflow filters, trickling filters, and other media filters have a tendency to clog or damage due to mud and sediment. These systems will need to be back washed, repaired or replanted. Who should I call for help?
- Septic tank cleaners, Plumbers/Drain layers are the appropriate professionals to contact for any required repairs or maintenance work.

If your system needs replacing due to floodwaters then a building consent or a certificate of acceptance may be required. Check with the Duty Builder to make enquiries as to whether you need a building consent for your proposed work.

Email Duty Builder Geotechnical concerns

If you have concerns about slope stability or land slips that may compromise your building please call the Council on: 03 520 7400 so further investigation can be arranged.