



WAIROA DISTRICT COUNCIL

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A Coronation Square, Queen Street, Wairoa



3 July 2024 *(Please note this information can change at short notice)* Important updates following 26 June rainfall event and flooding

STATE OF EMERGENCY LIFTED

We're moving from response to recovery as the Local State of Emergency was lifted earlier today, one week after significant rainfall and flooding caused destruction in Wairoa on Tuesday 26 June.

ASSISTANCE:

If you have been impacted by flooding, we can help connect you with agencies that can help. Please reach out by calling 06 838 7309 or lodge a Customer Service Request online at www.wairoadc.govt.nz/contact-us/customer-service-request.

WELLBEING:

If you or someone you know is struggling with their mental health, there is free help available.

- You can call or text 1737 anytime or text Youthline at 234.
- You can also call Lifeline on 0800 543354 or text HELP to 4357.
- If you have urgent mental health needs, you should call the Emergency Mental Health number on 0800 112 334.

INSURANCE, CIVIL DEFENCE PAYMENTS & FINANCIAL ASSISTANCE:

Insurance: Record all damage and take photos. Contact your insurer immediately. The sooner your claim is lodged the sooner an assessor will be at your property to assess the damage. If your house has been impacted by flooding, and you are not insured, please only remove the wet and damaged property and building materials. It is imperative that you start to dry your home by removing under floor insulation and inside wall cladding, but please only discard unsalvageable items.

Banks: Talk with your bank about how they may be able to offer some temporary assistance.

MSD Civil Defence Payment: If you have been affected by flooding you may be eligible for financial support, please call 0800 559 009 (Monday to Friday 8.30am to 5pm) to apply. Alternatively, you can visit www.workandincome.govt.nz/products/a-z-benefits/civil-defence-payment.

WAIROA PATAKA

Donations are on their way to the Wairoa Pataka (at the old Wairoa New World, in Queen Street). If any whanau need household supplies, furniture or clothing, the Wairoa Pataka may have these available for you. Please phone 0800 AROHA 3 (0800 276 423) and the crew will record your needs.

WAIROA LANDFILL

The Wairoa Recycling Centre and Landfill will be open for business as usual on Thursday 4 July from 8am – 2pm. Collection of flood-damaged household items from the kerbside continues. You can continue to request collection by phoning our Customer Services team on 06 838 7309 or lodge a CSR www.wairoadc.govt.nz/contact-us/customer-service-request. There will be further access for public on the weekend, however the day(s) are yet to be confirmed. We will update you as soon as possible.

COMMUNITY HUBS

Community hubs have been set up in Wairoa, where those affected by flooding can go for support for things like filling out Civil Defence Payment Forms, Mayoral Relief Fund forms and taking more

needs assessments. Staff at Wairoa Young Achievers Trust (at the old Westpac building on the corner of Paul Street and Marine Parade) are available at their office to provide this support.

FLOOD IMPACTED HOMES AND ITEMS/DEBRIS REMOVAL

Flood impacted homes: Over 400 properties were affected by flooding and at this stage 123 yellow placards have been issued. A yellow placard means “Limited Occupancy” and it is recommended that you do not sleep in the affected home. Priorities are to ensure homes are electrically safe, wastewater systems are working, the house is cleaned and disinfected and if wall linings have been removed ensure temporary bracing has been installed. We urge everyone to be cautious if you go back into your home as there may be hazards. If you have not turned your power back on, please unplug all multi boxes and appliances. If you can, please seek advice from an electrician. You will know what the conditions are around re-entering your home based on the assessment. If your home flooded and you have not had an assessment/placard, please call **06 838 7309** or lodge a Customer Service Request online at www.wairoadc.govt.nz/contact-us/customer-service-request.

Underfloor insulation: If you need help removing your underfloor insulation, please call Council on 06 838 7309 or, fill in a customer service request form: www.wairoadc.govt.nz/contact-us/customer-service-request.

Fires: It’s getting cold out there. In most cases it is ok to light your fire. For brick fires please start a small fire until the steam is gone from the bricks, and then use as normal. Ventilate if using gas.

Asbestos: Older houses may contain asbestos which can present a health risk. Typically, asbestos may be in cladding (internal and external), vinyl flooring, roofing panels, fireplace surrounds, fencing, pipe cladding, etc.). If you think any waste or building materials you are removing may contain asbestos, please contact a registered ‘asbestos removal’ company to test the material and give advice.

Water: Wairoa town supply water is safe to drink; boiling is not necessary.

Dog registrations: Given the current circumstances within our community, Council has extended the due date for dog registration fees to 31 August 2024. In August, Council will review and consider extending the due date for another month if required.

Animal Support: If you need assistance with your pets (including food), or if your pet has gone missing, please get in touch with our compliance team by calling 06 838 7309, emailing compliance@wairoadc.govt.nz visiting the Wairoa District Council leaving your details at reception or filling out a customer service request form: www.wairoadc.govt.nz/contact-us/customer-service-request.

If you have been impacted by flooding and have lodged a Customer Service Request online at www.wairoadc.govt.nz/contact-us/customer-service-request or phoned 06 838 7309, and you haven’t received a response, please lodge the CSR/phone again. We want to make sure we are getting to everyone. Thank you for your understanding.

For all assistance, please phone 06 838 7309 (available 24/7), call into the Wairoa District Council Queen Street office or fill out an online request form www.wairoadc.govt.nz/contact-us/customer-service-request/

Please look after yourselves, your neighbours, friends and whānau. Ngā mihi nui.