



EMS

Housing Modifications

Process to request basic rails that cost less than \$2,000 (ex GST) from Kāinga Ora 7th October 2021

This is an update to the process outlined in our update to Assessors on 8th September 2021

As from Monday 13th September, you are able to apply directly to Kāinga Ora for basic rails costing less than \$2,000. Accessable doesn't need to be informed and you no longer need to come via the EMS Portal and funding process.

The process Assessors need to use is:

send your request to the email propertymanagementservice@kaingaora.govt.nz

this email is actively monitored (an automated response to your emails to acknowledge receipt is not currently active)

time frames for installation of rails are between 10-90 days depending on requirements

please indicate any specific need for quicker response, and reason for this, in your request so Kāinga Ora can prioritise requests

include the usual information regarding the client's name, address and correct contact details

ensure you also include a detailed sketch or photo of the environment with the rail and it's measurements drawn in

an example of a sketch and a photo is included below. You need to be really specific on what you need with regard to measurements, circumference for grip size, rails, positioning or any other requirements, please include these. Remember, our usual EMS builders will not be the ones doing this work so the builders may not be familiar with specific requirements

Kāinga Ora install timber rails for external back and front entrances. Typically EMS-funded rails are Powder Coated or Canterbury Concept for Internal Rails and Galvanised for External Rails so you could include this with your request if you want a similar type of rail for a specific reason

Kāinga Ora's teams will get the quotes-DHBs should not do this

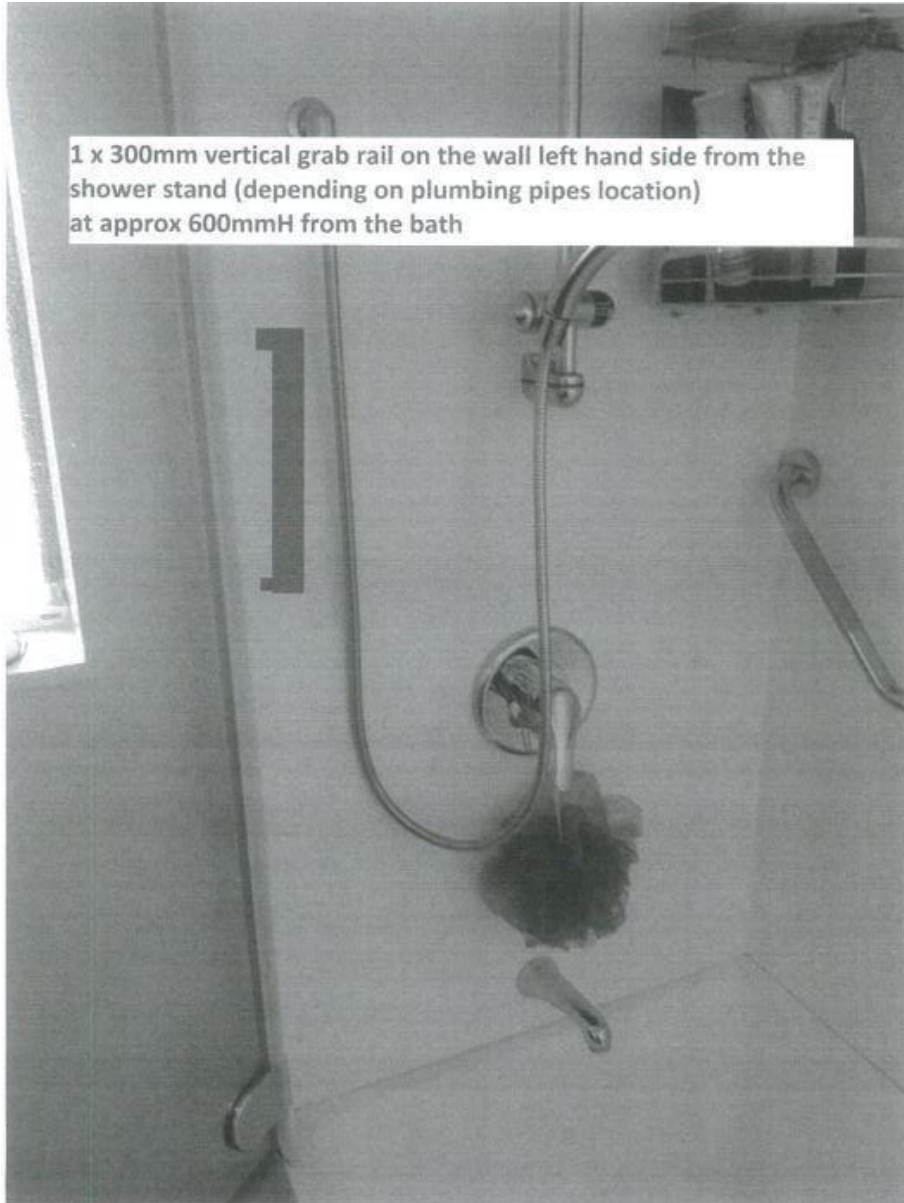
Kāinga Ora is unable to publish a price or materials list

This process applies to requests for the installation of basic rails only.

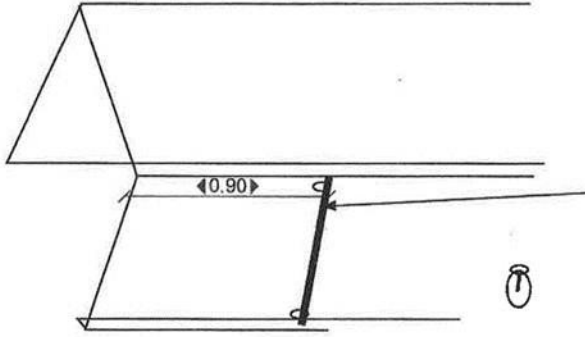
All other requests continue via the usual EMS process.

If your request costs more than \$2,000, then apply through EMS process as usual.

1 x 300mm vertical grab rail on the wall left hand side from the shower stand (depending on plumbing pipes location) at approx 600mmH from the bath



Canterbury Concepts horizontal grab rail
fitted to right hand wall upon entry
approx 890 mm long.



Canterbury Concepts diagonal grab rail
fitted to left hand wall when seated. Rail
to be up to 1000 mm long. #Please make
sure that door is able to open properly with
grab rail being behind the door.

