

# Remedial Works Process

## What are Remedial (Rectification) Works?

- Remedial works are upgrading or repair works that must be carried out in order to allow the funded modification to be completed.
- The cost of the remedial works is the **property owner's** responsibility because they fall outside the scope of the funded modification.

## How to manage Remedial Works during the assessment phase?

- The EMS Assessor ensures the person and property owner are fully informed about the Ministry of Health funding guidelines and responsibilities for costs related to remedial works identified or uncovered at any stage during the modification process.
- The Contractor, in liaison with the EMS Assessor, confirms the scope and cost estimate range of the remedial works with the property owner using the *Notification of Remedial Works Form* and ensure they understand that where the remedial works form part of the funded modification, the work must be completed concurrently with the funded modifications at construction phase.
- The property owner confirms their agreement with the scope and cost estimate range for the remedial works before the funded modification can proceed, this includes being responsible for any potential unexpected remedial works uncovered at any phase during the modification process. The property owner works with the Contractor to develop a separate agreement for payment for the remedial works.
- The EMS Assessor seeks Advice with the EMS Provider to ensure the remedial work issues are managed. This will include completion of a *Notification of Remedial Works Form* completed by the Contractor which is signed by the Property Owner.

## How to manage unexpected Remedial Works uncovered during the modification?

Where remedial works arise unexpectedly during the construction phase of the modification, all parties need to work together speedily to resolve the situation and manage safety risks related to an area 'under construction'. The Contractor must

- inform **the person and property owner** immediately and take steps to ensure the work site and person are safe.
- inform **Accessible** in writing (with photos) of the scope of the remedial works and costs. For a Housing New Zealand home contact the **Accessible** Housing Advisor immediately (and make no contact with HNZC directly, **Accessible** will facilitate and confirm the remedial works agreement)
- confirm the scope and cost of remedial works, and property owner agreement to pay the costs of the remedial works and provide a copy of this to the **Accessible** Housing Advisor so the modification can proceed. **Accessible** will confirm the Contractor about a HNZC home.
- escalate to the **Accessible** Housing Advisor where agreement cannot be reached with the property owner and ensure the site is made safe. **Accessible** will work all parties, including the EMS Assessor to resolve the issues.

## Re: Final Inspection Failures

Where a Council Consent Final Inspection fails due to an issue which is **property owner** responsibility, the Contractor must inform the **Accessible** Housing Advisor immediately.

- **Accessible** will communicate the outstanding Code of Compliance requirements in writing to the property owner. **Accessible** nor the Contractor will be liable for this failure, nor for the completion of the outstanding issues nor any re-inspection fees required to achieve the Code of Compliance Certificate or completion of the Code of Compliance, these will become the property owner's responsibility.

Where a Council Consent Final Inspection fails due to unexpected works related to the funded modification which are required to be completed at the Council Inspector's request, the Contractor will inform the **Accessible** Housing Advisor immediately.

- **Accessible** will work with the Consultant and Contractor to determine the appropriate action to be taken and provide written approval for a further Inspection to be carried out.

## Examples of Remedial Works (but not limited to)

- remediation of electrical wiring / distribution circuit board, electrical system to allow an RCD to be fitted in a funded bathroom modification in order for the electrical certificate and code of compliance to be issued
- remediation of existing un-consented works which must be completed in order to allow the funded modification to be completed and/or a code of compliance to be issued
- remediation work that is uncovered during the modification (which form part of the scope of the funded modification) which need to be remediated at the same time the funded modification is completed to allow the modification to proceed and / or code of compliance to be issued, e.g. structural damage (e.g. water damage/rotten walls or flooring) or surface damage (e.g. holes in walls, peeling or pitted paintwork) or insulation on an external wall.
- provision of smoke alarms or seismic strapping to a hot water cylinder or any other items to be compliant with the Building Act and related code of compliance documents and New Zealand Standards for Accessible Environments (NZS4121:2001).
- remediation of electrical items included in a bathroom which must be replaced as they are non-compliant, e.g. heated towel rail, shaving point, heater, extractor fan etc
- remediation of services such as water, hot water\*, electrical, plumbing or sanitation systems, in order for the funded modification to be completed and / or code of compliance to be issued.

\*Where the existing hot water cylinder or plumbing system delivers hot water pressure below 35kpa, water pressure or flow may be affected by the installation of a hand held shower modification. The Contractor can discuss if any suitable alternative mixer options are available which are compatible with the existing water pressure. If the plumbing system is not compatible with the proposed hand held shower modifications, the Contractor, in liaison with the EMS Assessor, ensures the property owner is aware of this and that the cost of any remedial work will be the property owner's responsibility. **Accessible** and the Contractor are not responsible for complications or incompatibility issues with any plumbing systems, nor for replacement should this be required. **Accessible** and the Contractor are not responsible for the consequences of any advice not taken by the property owner. It is recommended the property owner check their hot water cylinder and plumbing system post the modification and take steps to remediate where required.