

# Housing Equipment Repair, Service and Collect Process

## What Housing Equipment is owned by Disability Support Services (MSD)

- ➡ Equipment which has been attached to the home and included in a housing modification and is able to be removed and reissued to another person.
- ➡ Whaikaha owned equipment items are 1m & 1.5m vertical low rise lifts and modular ramps, and are made available on long term loan to the person. They must not be moved or removed without **Accessable's** approval, and they cannot be sold or given away by the person.
- ➡ Whaikaha is responsible for all repairs, servicing, replacement, removal and disposal of the 1m & 1.5m vertical low rise lift or modular ramp which is managed by **Accessable**.
- ➡ Insurance, and day to day care of the low rise lift or modular ramp is the responsibility of the person and home owner.
- ➡ When the person no longer needs the low rise lift or modular ramp they contact **Accessable** to arrange for it to be collected and it is returned to stores for refurbishment and reissue to another person.
  - For low rise lifts, on removal the area is 'made good'. This means the area is made safe, which may include replacing stairs if these had to be removed during the installation or no alternative stairs were built or are available. 'Make good' does not include removal of the concrete lift pad, linking paths, ramps or other structures - this is the home owner's responsibility.

## Repairs and Servicing

**Accessable** or their authorised agent, shall be entitled to enter the property where Disability Support Services owned 1m & 1.5m vertical low rise lift or modular ramp has been installed for repair, servicing, replacement or removal when it is no longer required.

## Repairs to Disability Support Services Owned Housing Equipment:

The person, EMS Assessor or carer, notifies **Accessable** Housing Department the housing equipment item needs repairs.

- ➡ **Accessable** checks the housing equipment is owned by the Ministry.
- ➡ For Disability Support Services owned housing equipment, **Accessable** organises the repair and ensures it is completed by the authorised agent

If the equipment is owned by the person, **Accessable** will advise the caller of this and ensure they understand that they are responsible for all repairs, servicing, replacement, removal and make good of the affected area and disposal. Where possible they will inform the person about who they could contact to help them.

## Servicing of Disability Support Services Owned Housing Equipment

- ➡ **Accessible** will arrange for the service agent to complete an annual service of the housing equipment owned by Disability Support Services. The person and property owner must allow the service agent entry for the service to be carried out.

## Removal and Collection of Disability Support Services Owned Housing Equipment:

The person, EMS Assessor or other, notifies **Accessible** Housing Department to remove and collect the housing equipment item.

- ➡ **Accessible** checks the housing equipment is owned by Disability Support Services.
- ➡ For low rise lifts, **Accessible** contacts an **Accessible** approved Building Contractor to determine the scope and quote for the cost to remove it, return it to stores and 'make good' the area.
- ➡ On receipt of the quote and scope, **Accessible** arranges for the **Accessible** approved Building Contractor to remove the lift, return it to stores and the area is 'made good'. The Lift is returned to stores for reissue to another person.
- ➡ For modular ramps, **Accessible** contacts the supplier and they remove and ensure the area is safe. The modular ramp is returned to stores for reissue to another person.

If the equipment is owned by the person, **Accessible** will advise the caller of this and ensure they understand that they are responsible for all repairs, servicing, replacement, removal and make good of the affected area and disposal. Where possible they will inform the person about who they could contact for help.

## What Housing Equipment is owned by the Person / Home Owner?

- ➡ All other housing equipment is owned by the person / home owner and all day to day care, insurance, repairs, servicing, replacement, removal, disposal and make good of the affected area is their responsibility and cost.
- ➡ Examples of housing equipment owned by the person/home owner are (but not limited to); stair chair lifts, stair platform lifts, through floor lifts, bidets, fold down shower trays/beds, ceiling mounted overhead hoists, heating or ventilation system.
- ➡ The EMS Assessor or Housing Equipment Supplier/Installer will advise the person / home owner about how to care for and maintain the equipment and where to go for repairs and servicing.
- ➡ Refer to the Person and Property Owner Information and Approval Form for further details.

**For repairs, servicing or collection of Disability Support Services Owned Housing Equipment contact:**

**Accessible Housing Department:**

**Phone: 09 620 1700 ext 818**

**email: [emshousing@accessible.co.nz](mailto:emshousing@accessible.co.nz)**