

# More about the Healthy Homes Assessment Service

## Frequently Asked Questions

### How does Healthy Homes Assessment work?

Simply complete the online form and one of our assessors will contact you to book in your assessment.

### What happens next?

Our assessor will manage all communication with tenants to arrange assessment and installation appointments. We minimise visits and the number of tradespeople that will visit the property to complete the work.

### Will I receive a report or certificate of compliance?

A full report is provided that shows which sections of the standard the property is compliant with, and which that it is not. Our reports contain clear indication of which areas of the property are compliant or not, making it easy for owners to understand what work is required and photos of all non-compliant issues. Certificates of Compliance for each individual section of the HHS that the property is compliant with when we complete the assessment i.e. if the property is compliant for heating and ventilation when we assess, we will provide 2 compliance certificates. These certificates can be used as proof to MBIE that the property complies with the regulations.

### What if I need work done to make my property compliant?

Our assessor will discuss the work required with you and provide you with a quote to complete all the required work to make the property compliant. This includes supply and installation of all required products, and certificates of compliance are provided once this work is completed.

### How much does Healthy Homes Assessment cost?

The Healthy Homes Assessment service costs just \$175, and this is paid directly to our assessment partner G-Force.

### How long does assessment take?

Our assessor will contact you within 24 hours to book your assessment. Assessment usually takes around an hour, and you will receive your report and quote within 24 hours after the assessment is completed.

### How long does installation take?

Generally installations will be completed within 15 business days of the quote being accepted.

### Who provides the Healthy Homes Assessment Service?

Your Healthy Homes Assessment will be completed by our partners at G-Force.

### Why do I need a Healthy Homes Assessment?

**Rental property owner** - you need to comply with the 'healthy homes standards' that became law on 1 July 2019. The healthy homes standards introduce requirements around heating, insulation, ventilation, moisture ingress and drainage, and draught stopping in rental properties.

**Own home owner** - Around 70% of a person's time is spent inside their home, so it should be a home that is healthy and comfortable. The average New Zealand household spends around \$2,500 per year on energy and heating, so a healthy home which is more efficient will save you money.



### **We make compliance easy**

G-Force We Install specialises in providing a Healthy Homes Standard assessment, supply and installation service for rental property owners and managers to ensure that their properties meet the new requirements of the Residential Tenancy Act (Healthy Homes Standards).

### **Our Service**

G-Force We Install will take the hassle and guess work out of making your rental property compliant with the new HHS requirements of the RTA, we can manage the assessment, installation and documentation required to ensure your property has met the legal requirements of the RTA well ahead of the first compliance date of July 2021.

### **Regions covered**

We currently service Auckland, Waikato, Bay of Plenty and Canterbury.

### **Full assessment, installation and documentation service**

We take care of everything to make the property compliant:

- Complete HHS assessment – A full report is provided that shows which sections of the standard the property is compliant with, and which that it is not. Our reports contain the following detail:
  - Clear indication of which areas of the property are compliant or not. Making it easy for owners to understand what work is required.
  - Photos of all non-compliant issues. We provide photographic evidence as proof for any parts of the property we deem to be non-compliant. This allows the owners to easily understand why we have assessed the property as non-compliant.
- Complete supply and installation service – We will provide you with a quote to complete all the required work to make the property compliant:
  - Insulation
  - Heat pumps
  - Extraction Fans
  - Ground Vapour Barriers
  - Draught Proofing
  - Drainage Maintenance and repairs
- We manage the whole process to minimise disruption to the landlord and tenant.
  - We manage all communication with tenants to arrange assessment and installation appointments.
  - We minimise visits and the number of tradespeople that will visit the property to complete the work.
- Certificates of Compliance for each individual section of the HHS that the property is compliant with when we complete the assessment i.e. if the property is compliant for heating and ventilation when we assess, we will provide 2 compliance certificates. These certificates can be used as proof to MBIE that the property complies with the regulations.
- Certificates of compliance once the work is completed – Once we complete the required work we will provide certificates of compliance at no additional charge.
- Reporting – We will track the compliancy status of your properties through our job management system
- Record keeping – We will retain copies of all assessments and compliance certificates in our secure job management system



### **Benefits of G-Force's Healthy Homes Assessment Service**

- We are experts in the Healthy Homes Standards – We have now completed over 1000 assessments of rental properties.
- We assess exactly to the standard – We will not give you any other information about the property that is not relevant to the standard.
- We are transparent with our information – Our reports show you and the property owner photographic evidence of non-compliant issues. We can justify why we have assessed the property as being non-compliant.
- We can save you a lot of time in getting the required work completed on the property:
  - Assessing the property is only half the job. Once an assessment is complete you still need to be able to arrange the work to be completed.
  - We co-ordinate all the tradespeople that are required to complete the work.
- Our team of tradespeople can complete all required work to make you property compliant. You do not need to go to multiple contractors to get the work completed.
  - Heat pump and ventilation installs
  - Insulation and Ground vapour barriers
  - Draught proofing – Building work, window and door joinery repairs, replacement windows
  - Drainage – Spouting repairs and gutter cleaning.
- Trusted provider – We have been working in the rental space for the past 4 years and have an excellent track record of getting the job done to a high standard.
- No revisit cost when we are engaged to complete the work required–If we have assessed the property and completed work on it, we will provide you with a compliance certificate at no extra charge.
- We are insulation experts–Insulation is the most difficult aspect of the new standard. This is the area where there is the most risk of an assessment being done incorrectly.
  - We look at whether the insulation has been installed to the building standard–A lot of inspection companies just look at the depth of the insulation.
  - We look to see if it has been installed correctly. This is a critical part of the standard. If a downlight or extraction fan has been covered in the property this is a potential fire hazard.

**For more information, contact G-Force on 0508 888 888 or speak to a Bunnings team member in store.**

