

Taking care of your home



It's your responsibility to keep your home clean and tidy. This includes disposing of your rubbish correctly. Please report any fault or damage to us immediately so we can fix it.

Faults and repairs in your home

You can do small repairs yourself, such as changing a light bulb or tightening screws, but call us if you can't manage these tasks and we'll help you.

For all other faults or repairs - in your apartment, your building and around the housing site - call us straight away, day or night, on 499 4444 and we will fix them.

We will visit your home once a year to check everything is working and that you're keeping the place clean and tidy.

Keep your home warm and dry

Tips for heating your home

- Avoid using gas cabinet heaters. They can cause condensation and dampness, and they're expensive to run.
- Don't put large pieces of furniture in front of the heaters because they'll block the warm air flow.

- Keep clothes at least one metre away from the heater.
- Open the curtains during the day so the sun can warm your home.
- Close the curtains just before the sun sets to keep the heat in, and open the bedroom doors so the heat can flow through your home.

Avoiding dampness

Dampness can cause health problems and unpleasant smells. Steam creates mould.

Here are some ways you can help avoid dampness when cooking:

- Put lids on pots to stop steam getting out.
- Close the kitchen door, if there is one, and open the window while cooking.
- Switch on the rangehood while you cook.

Other tips to avoid dampness and mould

Keep windows open in all your rooms whenever you can, or for at least 10 minutes a day. (Close windows at night and before you go out, for security reasons).

If your windows have a small vent, keep it open unless it's raining.

Don't use an electric clothes dryer in your home. There are clothes dryers in the shared laundry and they are properly vented so they don't cause dampness.

**Absolutely Positively
Wellington City Council**

Me Heke Ki Pōneke

Kitchen rangehood or extractor fan

If you have a rangehood fan, use it to get rid of smells and steam. To make sure your rangehood keeps running properly, you need to clean the filters at least once a month, or more often, if you regularly cook with oils, butter and spices. Remove the filters and clean with hot soapy water to get rid of any grease.

Bathroom extractor fan

If your property has an extractor fan, don't cover it. The fan will help get rid of dampness. Some extractor fans are set to automatically turn on. They will then turn off automatically, five minutes after you have left the bathroom.

If you don't have either of these, you may want to buy a dehumidifier.

Caring for your curtains, carpets, vinyl and walls

You're responsible for keeping the curtains, carpets, vinyl floor coverings and walls in your home clean.

Remove mould and mildew on your walls and ceilings

Use a mould removing product if mould and mildew appear on your walls and ceilings. You can buy these products at the supermarket.

Curtains

Curtains are essential for keeping your home warm and your family healthy in the winter. Our upgraded apartments have thermal curtains.

If you don't have curtains the Curtain Bank offers free curtains if you have a community services card. To find out more about the free curtain service, phone 385 0500 or visit them at the Sustainability Trust, 2 Forresters Lane (off Tory Street), Te Aro, Tuesdays- Thursdays, 10.30am-4pm.
sustaintrust.co.nz

Only clean the curtains if they are soiled or stained or mouldy. You can clean the curtains in a large washing machine

in the shared laundry, have them professionally dry-cleaned, or wash them in a tub and hang them on a clothes line to dry.

Vacuum your curtains regularly with a suitable vacuum cleaner attachment to get rid of dust, especially on the top edge of the curtains.

Carpets

Vacuum your carpets at least once a week. Clean up spills as soon as they happen. Scoop up any spilled solids before cleaning. For liquid spills, use clean paper towels or cloth towels to soak up the liquid.

Vinyl

Wash the vinyl floors in your kitchen and bathroom regularly using a mop or cloth and a mild detergent. Don't use scouring pads to remove stains.

Walls

Wash the wall surfaces using a soft damp cloth and non-scratch cleaner such as washing up liquid.

Keep your home pest-free

Here are some ways to avoid attracting pests like cockroaches, ants, mice and rats into your home.

- Keep your property clean and tidy, including your balcony or courtyard if you have one.
- Vacuum your carpets regularly and clean up any spills straight away.
- Wipe the surfaces in your kitchen after cooking and put food scraps and crumbs in your rubbish bin.
- Wash the kitchen floor regularly using a mop and mild detergent, including under the stove and fridge.

Don't feed birds or stray animals

Do not feed birds and stray animals near your home as this causes health, safety and maintenance problems.