



Frequently Asked Questions – Alma Road Village

General questions

What will the village be like?

The Alma Road Village is being built to support residents in Westport following the flooding event in July 2021 and will enable people to remain in the community while homes are being repaired or rebuilt, or in the case of renters, they find suitable alternative rental accommodation. The village provides safe, warm longer-term housing for the flood affected community.

The Alma Road Village is situated on a sunny, elevated site away from the main road and surrounded by native bush. The village is comprised of 18 new 2- and 3-bedroom houses built specifically for the flood recovery. An open day will be held on Saturday, 29 October 2022 for residents to view the village and look through some of the completed properties. Details about the open day will be available closer to the time.

When will the village be available for occupation?

The Alma Road Village will be ready for occupation on approximately 25 November 2022. Your Matching and Placement Coordinator will be in contact with you to understand your specific needs.

How close are the houses to each other?

Each of the homes are on large sections oriented towards the sun, with decking, off street parking and outdoor areas.

How long can I stay in the Alma Road Village?

You will be provided with a fixed term agreement with the possibility to extend if appropriate. If you require permanent accommodation, there is an expectation that you continue to actively search while in TAS accommodation. The TAS team will remain in contact with you to understand the progress of your repairs or assist with your search for permanent accommodation.

What if I cannot return to my property, can I live in Alma Road permanently?

No, TAS only provides temporary accommodation. If you cannot return to your flood affected property, you must be actively looking for a permanent accommodation solution as part of your agreement with TAS.

TAS can connect you with other services that provide permanent housing solutions through the private market or relevant government agencies such as Kāinga Ora.

Do the houses cater for people with accessibility needs?

Several of the houses have accessible features including wheelchair access. If you have any accessibility requirements that TAS are not aware of, please let your Matching and Placement Coordinator know to ensure an appropriate house is allocated to you.

Illustration of the Alma Road Village:



Moving

My house repairs are almost completed, will I have to move?

We understand everyone's circumstances are different. You may be able to stay in your current accommodation if you're returning home in the near future (e.g., up to 3 weeks from the village opening date). Contact your Matching and Placement Coordinator to discuss your specific plans.

I like where I'm currently staying, do I have to move?

There may be a valid reason for you to remain in your current temporary accommodation, which you need to discuss with your Matching and Placement Coordinator. However, you may be required to move to Alma Road if a house better supports your accommodation needs.

In the coming weeks, TAS will work with you to understand your accommodation needs. This includes working through any issues or barriers you may have to moving to Alma Road.

Why do I need to move out of a motel?

We understand you may have been living in a motel for some time and may be settled where you are, however, motel accommodation is a temporary option until houses become available. A house will provide more suitable, safe, and healthy living conditions.

Why do I need to move out of a portable cabin?

We understand you may be settled in your TAS portacabin. The TAS portacabins are most suitable for short term use. A house will provide more suitable, safe, and healthy living conditions.

The TAS portable cabin fleet are kept in reserve to support other communities impacted by civil defence emergencies in the future.

Is financial support available for moving costs?

We understand the costs associated with moving can be expensive. TAS and the Community Hub

Navigators will be able to work with you around applying for available assistance to help cover costs. Please speak to your Matching and Placement Coordinator to discuss further.

The Mayoral fund is available to flood affected residents and is still accepting applications. The Community Hub Navigators can support you with making an application if needed.

Are the houses furnished?

Some appliances are provided, but other furniture will need to be supplied by each household. If you need assistance with furniture, the Ministry of Social Development may be able to provide you with financial support. The Community Navigators can assist you with an application to the Mayoral Relief Fund for financial assistance. Alternatively, contact your Matching and Placement Coordinator who can assist in connecting you to services that can help.

The following appliances are provided in each house:

- Stove and Oven
- Dishwasher
- Fridge
- Clothes dryer
- Washing machine
- Microwave
- Heat pump.

Pets

Are pets allowed at Alma Road?

Pets are an important part of the family and TAS will accommodate most pets. The general guidance for the Alma Road village is up to one cat and dog per household. If you have questions about pets please get in touch with your Matching and Placement Coordinator and we can discuss this further. Pet specific terms will be included in your agreement with TAS.

Are there rules around keeping cats?

Due to the protected native birds in the area, all cats must have a collar with a bell to prevent them from hunting any native birds. This requirement will be included in the terms of your agreement with TAS.

What are my obligations to my neighbours as a pet owner?

You must ensure your pets do not disturb the quiet enjoyment of your neighbours and you keep them secure in your property as best as possible, fences will be in place for those who have pets. Pet specific requirements will be included in your agreement with TAS.



Transport

I don't have a car; how do I get into town?

The Alma Road village is located a short distance from central Westport. A cycle/walkway is being completed and will run from Alma Road to the State Highway intersection. We will provide an update around this soon.

Speak with your neighbours, see if they can help you out. If transport or the distance from town is a barrier, please discuss this with your Matching and Placement Coordinator.

What roading and safety enhancements will be available for the Village?

After community discussions around roading and safety for pedestrians and cyclists, our project team is creating a cycle/walkway which will run from the village to the State Highway intersection.

Maintenance

I cannot maintain a yard, what should I do?

Speak with your Matching and Placement Coordinator or property manager, and we can help you find a solution.

Can I make changes to the property?

Tenants are not allowed to renovate, alter, or add any fixtures to the property without consent. If you wish to change or install anything on the property, please contact your Matching and Placement Coordinator first to discuss.

Finance

What is the weekly cost rent for a house in Alma Road?

The cost per week for Alma Road Village houses are \$250 for a two- bedroom house and \$300 for a three- bedroom house. Each household will also need to pay for their own services including power, and internet.

What if affordability is an issue?

Contact your Matching and Placement Coordinator about your concerns. With your consent, we can work to connect you with the Ministry of Social Development around your eligibility for financial assistance. If you already receive an accommodation supplement, you may be able to amend this to match your new living costs if you speak with your MSD case manager.

Other questions

What are the long-term plans for Alma Road?

The long-term plans for Alma Road Village will be decided by government and the Buller District Council in due course. TAS will work with the Council to update you on the long-term plans when they are confirmed.



Who can I talk to about my specific situation?

If you have any questions or concerns, please make sure you discuss these with the TAS Matching and Placement Coordinators on the phone numbers below:

Lily – 021 860 846

Cara – 03 962 6410

Linda – 021 803 515