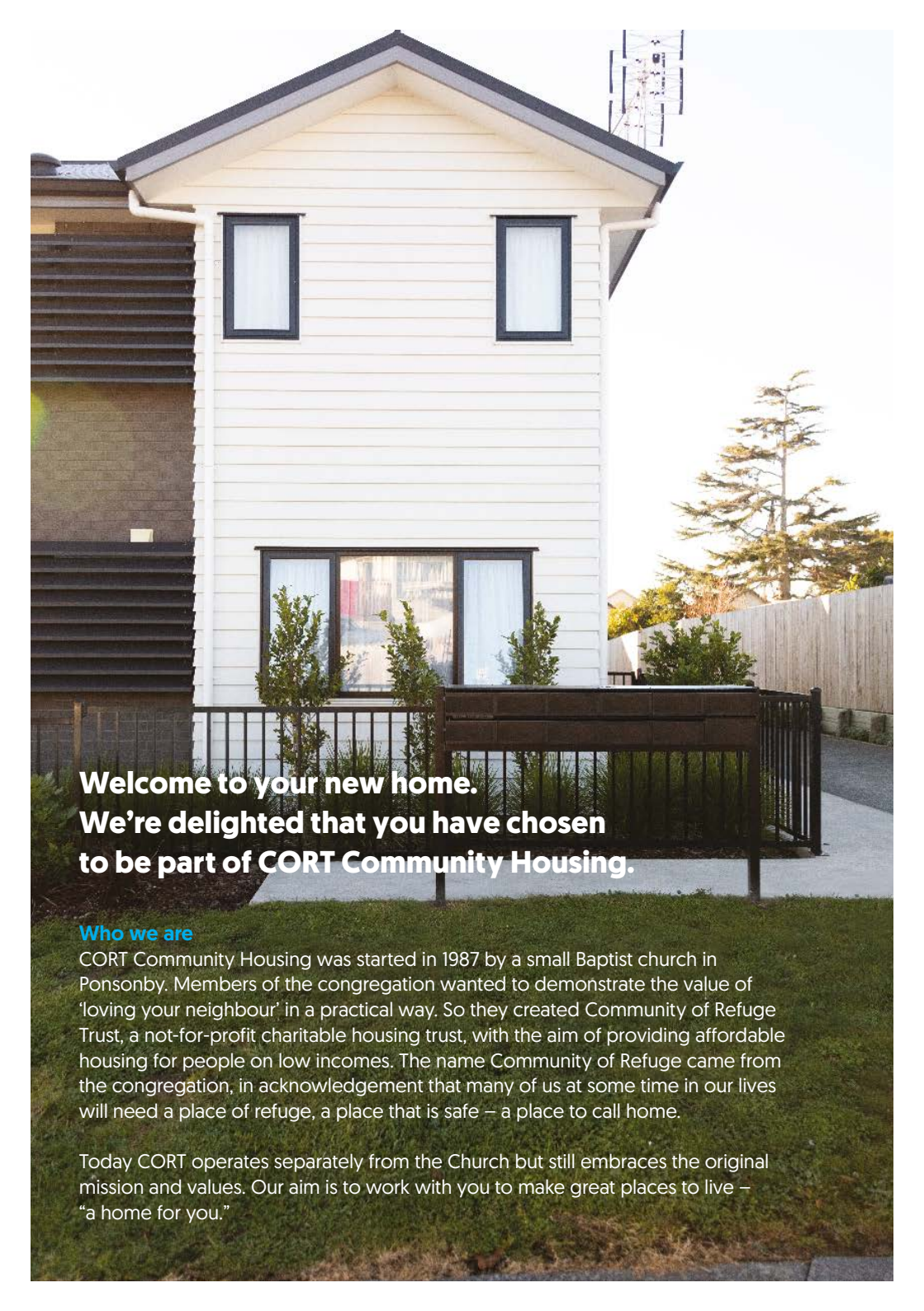


# Tenant handbook

Everything you need  
to know about living  
in a CORT home





**Welcome to your new home.  
We're delighted that you have chosen  
to be part of **CORT Community Housing.****

#### **Who we are**

CORT Community Housing was started in 1987 by a small Baptist church in Ponsonby. Members of the congregation wanted to demonstrate the value of 'loving your neighbour' in a practical way. So they created Community of Refuge Trust, a not-for-profit charitable housing trust, with the aim of providing affordable housing for people on low incomes. The name Community of Refuge came from the congregation, in acknowledgement that many of us at some time in our lives will need a place of refuge, a place that is safe – a place to call home.

Today CORT operates separately from the Church but still embraces the original mission and values. Our aim is to work with you to make great places to live – "a home for you."

## **What is Community Housing?**

CORT is a community housing organisation. It is for tenants who are looking for good quality housing and who want to live in a supportive community. As a tenant of CORT you will take on the responsibility to:

- Look after yourself
- Look out for your neighbours
- Look after your home, its gardens and communal areas
- Work with CORT to build the community and resolve any issues
- Work towards greater independence
- Provide feedback about CORT

## **Tenant engagement and involvement**

To help in our mission to make good homes for all, it's crucial that you play a role in how our housing communities are made. CORT will create opportunities for you to:

- Provide feedback about, and help to shape the service that CORT offers
- Interact with other CORT tenants – to support connections to your neighbours
- Connect to your wider community

These initiatives are for tenants and work best when run by tenants. If you'd like to be involved please don't hesitate to get in contact.

*Thanks to the tenants who provided input and advice in the creation of this handbook.*

## What's in this handbook?

He aha kei roto i tēnei pukapuka?

This handbook is a guide to your tenancy with CORT. It provides details about how our relationship as landlord and tenant works. In general:

### **CORT Community Housing, as the landlord, will:**

- Ensure the property is in good condition – it should be secure, functional and adequate for your needs
- Sort out all repairs in a timely and effective way
- Respect your privacy and your right to quiet enjoyment of your home
- Give you reasonable notice before any house inspection or planned maintenance

### **You, as the tenant, will:**

- Be a considerate and helpful neighbour
- Keep your home reasonably clean and tidy – including the outside and gardens
- Pay your rent in full and on time
- Call us when repairs are needed
- Pay for any damage that you cause to the property
- Not let anyone else rent your house or let anyone other than you and your family live there without our permission
- Organise your own power, gas, phone and internet service
- Pay for your water usage (if your property is individually metered)

Please keep this booklet handy so that you can refer to it throughout your tenancy whenever you have any questions.

From time to time, our services and policies may change. If this happens we'll update our Tenants' Handbook and provide you with a new one.

### **HOW TO OBTAIN MORE INFORMATION**

If you need more information about any aspect of your tenancy, please call our office on **09 376 3049** or check out our website **[www.cort.org.nz](http://www.cort.org.nz)**

# contents

## Your home



- 05 Moving into your home
- 08 Paying your rent
- 09 Inspections
- 10 Cleaning guide for inspections
- 12 Being a good neighbour
- 13 Keeping your home warm and dry
- 14 Heat pump guide
- 16 Moving out

## Maintenance

- 18 How to respond to a maintenance issue
- 20 Maintenance and repairs



## General information

- 23 Privacy and confidentiality
- 24 Complaints and complements
- 25 CORT Location



## Your details

Please fill in your details for easy reference

Your Tenancy Manager is: .....

Your Tenant Reference number is: .....  
[number you use when you pay bills to CORT]

Your address is: .....  
.....  
.....

Your ICP number is: .....  
[your Tenancy Manager can add this]

Your Rent charges are made on a:

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

## Our contact information

### Bank Account

Community of Refuge Trust  
ASB 12-3019-0459560-000

### Address

Level 3,  
60-64 Upper Queen Street  
Eden Terrace, Auckland 1010  
New Zealand

P.O. Box 78-164  
Grey Lynn  
Auckland 1245

**p** +64 9 376 3049  
**e** info@cort.org.nz  
**w** cort.org.nz

---

## Moving into your home

Te tomōtanga ki roto tō whare

### Changing your address

You need to inform organisations such as your bank and power company about your change of address. NZ Post can redirect your mail for a fee (unless you are a senior citizen, then it's free).

### Updating your contact details

Please call or email your tenancy manager when your new contact details are available – for example a landline phone number or your postal address (if it is different from your rental property address). Email: [info@cort.org.nz](mailto:info@cort.org.nz)

### Keys

As soon as you move into your home, please check that you have keys that fit your door and any window locks. You may also need to check if there is a key for the letterbox.

It is your responsibility to ensure that your keys work right from the start. If you later report missing or broken keys, you may be charged for replacements.

**Important:** when you leave you will be required to return all of the keys given to you at the start of the tenancy, as well as any extra copies that you have made.

### Payment and lodgement of your bond

We will lodge your bond payment with Tenancy Services who will then contact you with a lodgement number to confirm they have received it.

### Property Condition Report

Please ensure that you have checked and signed your copy of the Property Condition Report (PCR) ready for your tenancy manager to collect at the first "Welcome Home" visit, usually **within 21 days of the tenancy start date**.

If you do not sign and return this report by the date requested, please be aware that the original inspection will be used for the end of tenancy comparison, regardless of whether or not you agree with the original report.

### Utility connections – getting connected

It is your responsibility as a tenant to ensure that utilities such as electricity, gas, the telephone and internet have been connected in your name. Please ensure these services are registered from your tenancy start date. It is up to you which company you choose as your service provider.

### Tenant contents insurance

It is your responsibility to take out contents insurance to insure your belongings. It is important to note that your possessions are not covered by CORT's insurance. If your goods are damaged or destroyed by circumstances affecting the property (e.g. fire, storm damage, power outages, etc.) **CORT is not liable for damaged or destroyed tenant possessions.**

## Useful contacts

### In an Emergency Dial 111

Vector	0508 832 867
Watercare	09 442 2222
Noise Control	09 301 0101
WINZ	0800 662 002
Citizens Advice Bureau	0800 367 222
Tenancy Services	0800 836 262

### Mental Health

Depression Helpline	0800 111 757
Need to talk?	Free call or text 1737 any time
Lifeline	0800 543 354
Healthline	0800 611 116
Samaritans	0800 726 666
Youthline	0800 376 633 or free text 234



---

## Rubbish tips

Each local council provides bins for the homes in their zone. The bin lid colours indicate what rubbish or recycling you put in that bin. Councils can use different systems for their rubbish and recycling bins.

Your collection day for rubbish is: .....

Your collection day for recycling is: .....

### General rubbish

Non-recyclable household waste such as food, plastic bags and wrappers, foam, nappies, crockery and other non-recyclable household rubbish.

### Recycling

Plastic bottles, tubs and containers, glass bottles and jars, paper and cardboard, tin and steel, cans, milk and juice cartons. No plastic bags please..

## Paying your rent

### Utu ana to reti

#### Rent calculations

Your rent is calculated in accordance with the terms of your Residential Tenancy Agreement. Once a year we set the rent for the property calculated on market rents and affordability.

#### Income-Related Rent Subsidy

For social housing tenants who are eligible for an Income-Related Rent Subsidy (IRRS), the rent you are charged will be 25% of your total household income. As your household income affects the amount of rent subsidy you receive, you must **notify us within 14 days** of any changes that impact on your household income. You must tell us if anyone moves in or out of your rental property.

**Note:** It is your responsibility to inform WINZ and your tenancy manager if your household income changes.

#### Accommodation Supplement

**If you are not eligible for IRRS**, the Accommodation Supplement (AS) may subsidise (reduce) your rent. Contact WINZ to find out whether you are eligible for the Accommodation Supplement. Your rent will not be increased or decreased at intervals of less than six months.

Rents will be assessed:

- At the time of allocation and tenancy sign-up.
- Annually
- At the request of the tenant
- At the request of the tenancy manager

#### Payment Frequency

You should pay your rent in accordance with the terms of your Tenancy Agreement. Generally, you should pay your rent every week and be two weeks in advance.

---

# Inspections

## Tirotirohanga

### Routine Inspections

We will carry out inspections at your home to identify any necessary repairs and to ensure that you are maintaining the property to a reasonable standard. This is also a good opportunity to talk face to face with your tenancy manager.

Generally we carry out routine inspections once every 6 months. If you are in a leased property (not owned by CORT) or if you are not maintaining your home to a reasonable standard we may need to schedule more frequent inspections. We aim to give you at least 7 days' notice of any routine inspection.

We have included a Cleaning Guide (pages 10 & 11) in this booklet to help you keep your home clean and ready for inspections.

Please note that the inspection may involve taking photos. This helps us to record any maintenance required to the property.

### Entry at other times

In certain cases we may need to gain entry to your property in a much shorter timeframe. These are generally exceptional circumstances, such as:

- In the event of an emergency, including emergency repairs
  - immediate entry
- To check smoke alarms and replace batteries – 24 hours' notice

### New properties

If you move into a newly built property it may still be under the Builder's Maintenance Warranty. You will be advised if this is the case when you move in. Please report to your tenancy manager any defects or maintenance issues that you have not identified on the Property Condition Report.

CORT may carry out an inspection when the warranty period is due to expire and will ask for your help to identify any defects and required repairs.

## A guide to cleaning your home

### Ngā pēheatanga i mua o te tirohanga

---

#### General

- Wipe all window sills and frames to remove mould and dirt
- Wipe all lower skirting boards between walls and floor
- Clean fly marks and dirt from light shades/fittings
- Clean hand marks from doors and light switches
- Remove cobwebs
- Spot clean marks on curtains with a damp cloth
- Spot clean any marks on walls or ceilings

---

#### Carpets

- If your carpet has any stains contact your tenancy manager to discuss the best way to clean them
- Vacuum all carpets – once a week

---

#### Kitchen

- Clean stove including: element dishes, sides of stove and oven. Remove baked-on food or oil to oven racks and element rings. The oven should be free of all grease.
- Clean range hood and filters (remove filters and soak in warm soapy water)
- Clean all walls & the ceiling to remove fly marks, grease and cooking stains
- Clean any marks on cupboard doors, benches and any stains on shelves
- Clean inside of cupboards and drawers
- Clean bench and floor surfaces

---

### Bathroom

- Clean shower. It is important to remove soap residue from doors/curtains and shower linings. For showers with doors, clean bottom door tracks. If sealant around shower or bath edges is getting black, spray with an anti-mould solution
- Remove shower drain cover and clean out hair etc. Spray with anti-mould solution
- Remove any mould on walls and ceilings
- Clean sink and toilet
- Clean bench and floor surfaces
- Remove dust from vents or fans

---

### Laundry

- Wash down walls and ceilings to remove dirt and dust
- Clean laundry tub
- Remove dust from vents or fans

---

### Tiles/Wood/Vinyl Floors

- Mop clean and remove marks & scuffs
- Scrub grout between tiles to clean

---

### Gardens & Grounds

- Remove weeds from garden and surrounds
- Remove all litter & rubbish

## Being a good neighbour

### Ngā whakāro mō ngā hoa noho tata

This is an important part of living in a supportive community – and an important part of your tenancy agreement. We encourage all of our tenants to act as good neighbours.

Generally speaking a good neighbour is:

- **Considerate** – respects people’s rights and privacy
- **Tolerant** – understands that people have different ways of doing things and that is okay
- **Concerned** – notices when something is wrong and does something about it
- **Responsible** – for the actions of their families, guests and pets
- **Law abiding** – does not engage in illegal activity (and will call the Police if needed)

### Noise/disruption

It is important to note that the utmost care must be taken to ensure that you do not unduly disturb your neighbours with any form of noise, including loud music. Noisy parties can disrupt a neighbour’s right to peace and the quiet enjoyment of their residence. Particular care must also be taken if you live in a unit or in an apartment.

You must also ensure that visitors to your property do not disrupt your neighbours when walking to or from your premises or to their parked vehicles.

### Body Corporate Rules and By-laws

If your home is part of a body corporate or a community with specific by-laws, there are some extra things that you need to be aware of. Your tenancy manager will make you aware of any special rules that apply in this situation.

### Parking

- Only parking bays assigned to you can be used by you and your visitors.
- In some cases visitors are not permitted to park on the property.
- You must not use parking bays assigned to other residents.

# KEEPING YOUR HOME WARM AND DRY

Kia mahana kia maroke to whare



## SUNNY DAY

- Open windows and doors 10am-3pm to allow fresh and warm air in.
- Close windows and doors at 3pm to trap warmth in and shut cold night air out.
- Wipe any condensation off walls and windows regularly.
- Try to spend some time in the sun – good for your mind and body.

## RAINY DAY

- Keep at least one window open a little to allow air to circulate.
- Check for mould on walls regularly, wipe with vinegar/bleach solution and dry thoroughly.
- Use extractor fan or leave a window open a little when cooking or after showering.
- Don't dry clothes inside with windows closed.

## NIGHT-TIME

- Close windows and close blinds and curtains.
- Check windows and doors for faulty catches and for any gaps around windows and doors.
- Use a hot-water bottle to heat your bed and pyjamas before you go to bed. Make sure you have enough blankets or a winter-weight duvet on your bed.

## HEATING YOUR HOUSE

- Choose a heater that is the right size for your home.
- Oil-fin heaters are more effective and cheaper to run.
- Block draughts under doors – buy draught 'snakes' or use tightly rolled towels.
- Heat the room you spend the most time in and shut the doors to other rooms.
- Thick or thermal curtains reduce heat loss.

## KEEPING YOUR BODY WARM

- Wear enough warm clothes and socks to reduce the need for heating. Thermal underwear will help to seal in your body heat.
- Keep physically active.
- Consume hot food and drinks.
- A hot bath or shower will warm you up.

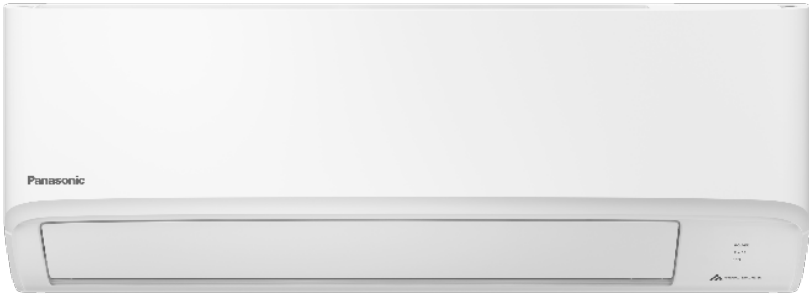


p 09 376 3049 e info@cort.org.nz

## Heat pump

### Top Tips for using your Heatpump

Heat pumps are the most efficient way to keep your home warm, they use less power and are cheaper to run than other heating options. To get the most out of your heat pump use the following tips:



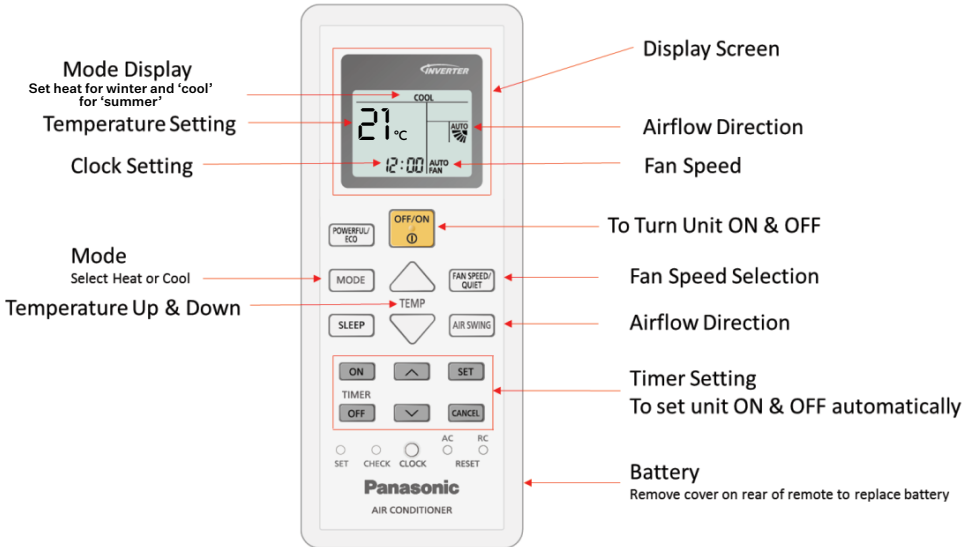
- Set the temperature low (between 18°C and 22°C).
- Do not set your heat pump to the maximum – it will not heat the room any quicker, but it will use more energy.
- Only heat the space you are using. Close doors to other rooms if possible.
- Make sure the Fan setting is on “Auto”.
- Turn off your heat pump when you don't need it.
- Close your windows, doors, and curtains (at night-time) to keep the heat in.





## Remote Control

### Easy Operation



### Remote Control Basic Operation

- ① Press **OFF/ON** to start/stop the operation.

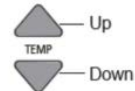


• Please note that the **OFF** indication is on display to start the unit.

- ② Press **MODE** to select the desired mode.



- ③ Select the desired temperature.



Selection range:  
16.0 °C ~ 30.0 °C /

## Moving out

### Te mutunga o te retihanga

#### Notice in writing

When you intend to vacate the property, in all instances we require your notice at least 28 days in advance. This must be in writing and can be hand-delivered, posted or emailed to CORT.

#### Outstanding rent

You must pay your rent until the last day of your tenancy.

Please note that it is against tenancy legislation for you, the tenant, to not pay rent at the end of your tenancy with the intention that this will be deducted from the bond. Your rent must be paid in full, leaving your bond intact.

#### Cleaning

When you give notice to vacate, your tenancy manager will contact you to arrange a pre-vacate inspection and give you advice about how best to ensure your property is ready to hand back to CORT.

When you move out your home should be left clean and tidy, there are cleaning tips on pages 10 & 11 to help you with this. If it has not been well cleaned we may have to charge you to clean the unit. This may also delay the return of the bond.

#### Carpets

Please ensure that carpets are clean and free of stains. Be aware that using cheap do-it-yourself carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more as they generally do not clean carpets properly. This can result in CORT needing to hire a professional carpet cleaner, which you will need to pay for.

#### Pests

You may need to arrange for pest treatment of the property prior to leaving. The cost for this will be your responsibility.

### Final inspection

Only once the property has been fully vacated, cleaned, grounds made ready and keys returned can we commence our final inspection. If you need to reschedule this due to not being completely ready for the final inspection please call your tenancy manager as soon as possible to arrange another time.

### Getting your bond back

For your full bond to be paid back promptly after the end of your tenancy, you will need to ensure the following:

1. **Rent** – is paid in full to the date of vacation.
2. **Property ready** – the property has been cleaned, carpets cleaned and the grounds are tidy and well maintained. The property must pass the final inspection conducted by CORT Community Housing.
3. **Outstanding accounts** – please ensure that any money owed (including rent, water & tenant liability) is paid in full.
4. **Keys** – ensure that all keys, remote controls, etc., have been returned.

Once these criteria have been met we will then arrange for Tenancy Services to refund your bond.

# HOW TO RESPOND TO A MAINTENANCE ISSUE

Me pehea te whakautu ki nga whakatikatikahanga

ISSUE	FIND OUT
<b>BLOCKED TOILET, DRAIN OR TRAP</b> 	
<b>WATER LEAK</b> 	<p>Identify where the leak is coming from.</p> <ul style="list-style-type: none"><li>• Tap? Pipe?</li><li>• Hot water system?</li><li>• How fast is the water running?</li><li>• Is it dripping or running?</li><li>• How long does it take to fill a glass?</li></ul>
<b>POWER FAILURE</b> 	<ul style="list-style-type: none"><li>• Is the power out in your whole home or just one room?</li><li>• Do your neighbours have power?</li><li>• Does the street have power?</li></ul>
<b>NO HOT WATER</b> 	<ul style="list-style-type: none"><li>• Do you have cold water coming out of the hot tap?</li><li>• OR is there NO water coming out of the taps?</li><li>• Does your hot water cylinder feel warm to the touch?</li></ul>

It is your responsibility to report a maintenance issue to us, and ours to assist you to resolve it. The more information you can give us, the more quickly and efficiently we can fix the problem.



**09 376 3049**

## TRY

Pull out any hair/other material.

- Lift grate/trap and clean out hair/other material.
- Use a plunger to suck out material causing the block.

- Can you put a bucket under the leak until it is fixed?
- Do you know where your water valve is in case you have to turn it off? It is usually where your water meter is located.
- Check with a neighbour if you don't know where it is.

- If it is out in just one room try replacing the bulb with one you know is working. (Turn the switch off first.)
- Check your fuse box. Are all the switches pointing in one direction?
- If they're not, try moving any that look different to line them up with the rest.

- Have you tried a number of different taps, e.g. in the kitchen and bathroom?

## ACTION

**UNBLOCKED:** Clean regularly.

### **STILL BLOCKED?**

Call **CORT** on **09 376 3049** to report your findings so we can take appropriate action.

Call **CORT** on **09 376 3049** to report your findings so we can take appropriate action.

### **STILL WITH OUT POWER?**

Call **CORT** on **09 376 3049** to report your findings so we can take appropriate action.

If your whole home/street is without power call **Vector** on **0508 832 867**.

Call **CORT** on **09 376 3049** to report your findings so we can take appropriate action.

## Maintenance and repairs

### Te tiakitanga o tō kāinga

#### Reporting maintenance

All maintenance requests must be reported to CORT as soon as possible during working hours. You can do this by phone **09 376 3049**, by email **property@cort.org.nz**, or by texting your tenancy manager.

**ONLY** emergency calls will be accepted after office hours.

Maintenance must be carried out by our own contractors. CORT will not be held responsible for payment to any other contractors arranged by the tenant without CORT's prior approval.

Tenants are not permitted to contact our contractors directly to request maintenance.

#### Emergency repairs

If a repair is an emergency – we aim to complete these repairs within 1 day of being notified. Examples of emergency maintenance may include:

- Fire/flood/disaster (call emergency services if required – Dial 111)
- No power (Check your fuse-box switches and/or call Vector on 0800 832 867 to check for faults)
- Electrical sparks/shocks
- Gas leak
- Burst water pipe
- Blocked or broken toilet (if another toilet is not available)
- Broken window or glass (external only)
- Faulty door lock (access cannot be gained to property/persons trapped)
- Major roof leak (water entering the premises)
- Fault or damage that makes premises unsafe or insecure
- Fault likely to injure a person, or cause damage or extreme inconvenience

#### After-hours emergency repairs

If emergency maintenance is required after hours you will still need to call us **09 376 3049**. You will hear an answerphone message and be asked to 'press 2', which will be answered by our after hours on-call staff.

The on-call staff member will determine if it is an emergency or a general repair and advise you of what will happen next. If you are not sure about an after-hours maintenance issue you should still ring through as it may be costly if the repair is urgent and is not attended to after hours.

## Response times

We aim to carry out all maintenance work as quickly and efficiently as possible but we can only do this if you notify us of the problem. So that we can respond to the most necessary repairs quickly we categorise our maintenance as:

**Emergency – 1 day**

**Priority - 3 days**

**Standard – 28 days**

If you are in a leased property (not owned by CORT) our ability to meet these response times may change.

**Note:** If the maintenance you request is deemed an emergency, you must stay at home until the contractor arrives and completes the job. Failure to do so may result in any costs associated with the call-out being charged to you. The minimum call-out fee is usually around \$200.

## Misplaced keys

If you have misplaced your keys during business hours, we have a set of master keys at the office. A new set can be cut from these at your own cost. If you have misplaced your keys and are locked out after hours, you may call us on 09 376 3049 and we will help you to gain entry to the property.

**Note:** you will be liable for any costs associated with this including a staff call-out charge (\$45 per hour) or the cost of a locksmith (over \$200).

## Water leaks

Please report water leaks from taps, the toilet or hot water systems as soon as possible to the CORT office on **09 376 3049**. If you are unsure of how serious the leak is you can call the CORT office after hours to raise your concerns and ask for advice about what to do next.

## Smoke alarms

If you believe that your smoke alarm(s) are not working or are sounding when there is no obvious cause, please let us know immediately on **09 376 3049**.

**Note:** Tenants must not disconnect or remove smoke alarms. Doing so endangers your life and the lives of your neighbours, and is a serious breach of your Tenancy Agreement.

### **Pest control**

CORT Community Housing is responsible for ensuring that the property is free of vermin and pests (such as fleas and cockroaches) at the start of a new tenancy. As the tenant you are responsible for ensuring that the property remains vermin and pest-free throughout your tenancy. If you do have a pest problem you can contact your tenancy manager for advice.

### **Property damage**

If property damage has occurred, you must let us know immediately, or on the next business day if it happens on a weekend or public holiday.

### **Fair wear and tear**

Fair wear and tear refers to the gradual deterioration of things that are used regularly in a property when people live in it. A reasonable and normal amount of fair wear and tear is considered acceptable and you will not be charged for this.

### **Disability modifications**

You may be eligible for assistance from organisations such as Disability Support Services (via the Ministry of Health) for house modifications that may help you.

**Note:** Before you make your application you must contact your tenancy manager to get approval for the proposed modifications.

### **Decorating and improvements**

You must make a request to your tenancy manager in writing if you want to carry out any such work on your property. This work includes removing or installing any fixtures or fittings.

### **Pets at the property**

You can only keep a pet that has been approved in your Residential Tenancy Agreement. If you are given permission by CORT to keep a pet, you must also comply with the Auckland Council Animal Management Bylaw 2015. You can ask for a copy from the council, your local library or by contacting the council on **09 301 0101**.

You must ensure your pet does not cause any sort of nuisance or disturbance to neighbours at any time.

You must also take care to prevent your pet causing damage and immediately fix any damage that does occur – at your cost.



## **Privacy and confidentiality** Ngā matatapu

Information kept by CORT Community Housing will be kept confidential in accordance with its obligations under the Privacy Act 1993 and the Health Information Privacy Code 1994.

This means that we will:

- Only disclose and share your information with your consent
- Store all personal information securely
- Only use information for lawful purposes
- Only collect and store information which relates to your application for housing and on-going tenancy
- Provide you with access to a copy of any information we hold about you

We hold this information to:

- Ensure that our Tenancy and Property Management Services are responsive, accurate and of high quality
- Maintain accurate and complete records for internal and external auditing

## Complaints and compliments

### Ngā amuamu mē ngā mihi

If you are not happy about any aspect of CORT's service, we will deal with your concerns quickly and fairly. Please be aware that you will in no way be penalised for making a complaint.

If you want to make a complaint you can:

- Talk to your tenancy manager or phone **09 376 3049**.
- Get a friend or support person to assist you to make a complaint.
- Write a letter of complaint or complete CORT's official Complaint form [refer to our website under 'Contact us'].

Send your completed form to the CEO of CORT Community Housing.

Likewise, if there are aspects of our service that you are very happy about, please let us know. It's just as useful for us to receive affirmation of what we're doing right as for us to be able to address any concerns you may have. We work very hard to ensure that our tenants are comfortably and safely accommodated and that your house feels like your home.

### Alternative advocacy services

**A.** If your complaint is about tenancy issues in regards to your Residential Tenancy Agreement, rent or about CORT as a landlord, you can raise your concerns with Tenancy Services on **0800 83 62 62**. They will advise you about your rights under the tenancy law and the options available to you.

Information on this process is contained on their website **[www.tenancy.govt.nz](http://www.tenancy.govt.nz)** or in the free booklet provided to you at your tenancy sign up. *Renting and you – a guide for landlords and tenants* is available at CORT's office.

**B.** If you are part of CORT's Independent Living Programme (ILP) as a user of mental health services and are not satisfied with any aspect of our service, you can contact:

- Auckland District Health Board Consumer Liaison Team on **09 375 7048** or **09 307 4949**.
- Consumer Liaison Department, Quality and Safety Unit, Auckland District Health Board, Private Bag 92024, Auckland.
- The Health Advocacy Service on **09 623 5799** can help you direct your concerns to the appropriate department.

# CORT office location



To Mt Eden

## Parking

We are easy to find at the Newton Road end of Upper Queen St. There is visitor parking at the front of the building or you can park in the CORT parks which are located at ground level under the building.

Level 3,  
60-64 Upper Queen Street  
Eden Terrace, Auckland 1010  
New Zealand

postal  
PO Box 78-164, Grey Lynn,  
Auckland 1245

**p** +64 9 376 3049  
**e** [info@cort.org.nz](mailto:info@cort.org.nz)  
**w** [cort.org.nz](http://cort.org.nz)



Level 3,  
60-64 Upper Queen Street  
Eden Terrace, Auckland 1010  
New Zealand

**p** +64 9 376 3049

**e** [info@cort.org.nz](mailto:info@cort.org.nz)

**w** [cort.org.nz](http://cort.org.nz)