



homes
of choice



welcome pack

welcome to your new home!

Homes of Choice believes in 'Great homes enabling choice, affordability and happiness for people with disabilities.'

Our role is to:

- > Support better outcomes and lifestyle opportunities
- > Provide choice and high-quality services
- > Promote the welfare of the people we support
- > Foster understanding, involvement and contribution
- > Ensure people are supported to fully develop their abilities

Homes of Choice is part of the Spectrum Care group of companies, whose vision is 'People with disabilities living great lives.'

If you need to contact us, just call 09 634 9766.



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what to expect

- > You should feel safe
- > You should be part of a community
- > You should have choices
- > You should have friends



your rights

You have the right:

- > To be treated with respect
- > To be treated fairly
- > To dignity and independence
- > To good supports that suit you
- > To be told things your way
- > To be told everything
- > To make choices
- > To have support
- > To decide if you want to be part of anything
- > To complain

Health and Disability Advocacy: FREEPHONE 0800 55 50 50



your responsibilities

- > To respect your flatmates
- > To respect staff
- > Do as much as you can for yourself
- > No hitting, pushing or abuse
- > No touching other peoples things without their permission
- > No smoking inside the house
- > Let staff know when you will be late



our responsibilities

Please advise us of repair/maintenance issues immediately. Our response time for repairs will vary based on their priority.

Very High Priority (will respond within 24 hours)

- > No Power to: House; Heating; Kitchen; Lights
- > No water to kitchen or bathroom
- > Fridge not working
- > Stove/oven not working
- > No heating to house (in winter)
- > Flooding internally
- > Blocked toilet/drain (unblock only)
- > Broken medical equipment
- > Exposed live wires
- > Water leak
- > Septic tank alarm
- > Burst drain

- > Broken lock to medical cupboard
- > Extensive roof leak

High Priority (will respond in 2 working days)

- > Dishwasher not working
- > Faulty internal lock
- > Faulty secondary gate padlock
- > TV not working
- > Dryer not working
- > Repair door minders
- > Washing machine not working /leaking

Medium Priority (response in 8 working days)

- > New appliances (replace ones still working)
- > Holes in walls
- > Broken cupboards
- > Broken shower fittings
- > Leaking taps (slow drip)
- > Door handles
- > Minor furniture repair
- > Minor roof leak
- > Pest control
- > Repair sensor light
- > Replace glass

Low Priority (response in 15 working days)

- > Standard furniture
- > External furniture
- > New light fittings
- > Carpet cleaning (non-urgent)
- > House cleaning (non-urgent)

Very Low Priority (will contact in 15 working days)

- > Painting
- > Tagging of electrical equipment
- > House washing
- > Internal alterations
- > Bathrooms
- > Kitchen
- > Laundry
- > External garden alterations
- > Fencing
- > Driveway
- > Special order furniture
- > Curtains and blinds
- > Protective
- > Floor coverings
- > Landscaping
- > Garden maintenance
- > Lawn mowing



advocacy

- > Do you want to learn more?
- > Do you want to make a complaint?

You can talk to an advocate.

Advocacy Services:



- > Helen Peterson
- > Phone: (09) 634-9762
- > Mobile: 027 4757577
- > Email: helen.peterson@spectrumcare.org.nz



advisory team

What we do:

- > Talk to you
- > Listen to you
- > Learn about Spectrum
- > Tell Spectrum how to do better

How we can help:

- > Teach you about your rights
- > Help you speak up
- > Make things better for you



contact

Homes of Choice

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www.homesofchoice.org.nz



vision and values

Vision

'Great homes enabling choice, affordability and happiness for people with disabilities.'

Values

- > **People centred** – Putting people, their needs and their aspirations always at the centre
- > **Choice** – Supporting individual outcomes through choice and possibility
- > **Partnership** – Collaborating to achieve our Vision of good lives based on choice and community connections
- > **Innovation** – Applying new thinking and ways of working to improve outcomes and achieve success
- > **Integrity** – Consistently valuing honesty and respect in all that we do, and matching our words with actions



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