Free Ceiling & Floor Insulation Project
FREQUENTLY ASKED QUESTIONS

What is the Free Ceiling and Floor Insulation Project?
The Waikato DHB Māori Health Unit - Te Puna Oranga, is working alongside two insulation companies to provide free home insulation to 600 families in Hamilton with a particular focus on low-income families. The project covers free fitting of under-floor and ceiling insulation.

Who qualifies for free home insulation?
To qualify for free ceiling and floor insulation as part of this project, the primary property occupant (e.g. tenant) and/or owner **must** meet the following **application criteria**:

- ☑ **Live in / own a home built before 2000 (within 30km of Hamilton City)**
- ☑ **Be a Community Services Card holder (the primary tenant or owner must be the card holder)**
- ☑ **Has children under the age of 16 years living in the home (or frequently staying)**
- ☑ **The home is not a Housing NZ (Housing Corp) home**

What will it cost the tenant/home owner?
Costs associated with ceiling and under-floor insulation will be fully covered under this project as long as the primary tenant or owner meets the above application criteria.

Note: If you are renting the property, you must attain your landlords consent prior to the insulation.

How do I apply?
You can apply for free Ceiling and Floor Insulation by completing the **Application Form** available through *http://www.waikatodhb.govt.nz/page/pageid/2145840303/Te_Puna_Oranga_(Maori_Health)* or by contacting:

Justine Solomon
☎ **phone** 07 834 3628
💻 **email** justine.solomon@waikatodhb.health.nz

What should I expect once I have applied?
Your application will be processed by the Waikato DHB and submitted to one of the two insulation companies. An insulation company will contact you by phone to confirm a time to assess the property.

At the time of the property assessment, the community services card will be sighted against the tenancy agreement or home ownership papers. This assessment will determine whether the property meets the insulation criteria (factors such as the height of the ceiling pitch and under-floor space can influence whether or not a home can be insulated).

If the property meets the insulation criteria, the assessor will discuss the insulation process.

How to contact us for information: **Jade Chase (Project Manager)**
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Waikato District Health Board

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