

## MEMO

**To:** IHC Programmes

**From:** General Manager Property Services, Accessible Properties

**Subject:** Chattels fitting and fixtures and IHC Association allocation of funding query

**29 March 2022**

### 1. Introduction

IHC Programmes, on behalf of IHC Associations, has requested clarification of tenant and landlord responsibilities in IHC homes so that IHC Associations can respond to funding requests from IDEA Services and allocate funding appropriately.

As landlord, IHC has appointed Accessible Properties New Zealand Ltd (Accessible Properties) as its representative to manage, maintain, and administer the IHC property portfolio, and provide other property-related support and advice to IDEA Services Limited (IDEA Services).

IDEA Services utilises IHC's property portfolio to operate and deliver their support services.

### 2. Responsibilities

IDEA Services responsibilities	Accessible Properties responsibilities (as IHC's representative)
<ul style="list-style-type: none"> <li>Identifying potential future maintenance issues</li> <li>Identifying, reporting and/or resolving reactive maintenance issues</li> <li>Identifying, reporting and/or implementing urgent repair work</li> <li>Responsibilities defined in the lease agreement for non-residential properties</li> <li>Supply, maintenance and replacement of portable heating sources (e.g. oil column heaters) and other typical tenant chattels such as furniture, and</li> <li>Maintenance work that is normally the responsibility of the tenant under the Residential Tenancies Act, which includes: <ul style="list-style-type: none"> <li>Repair of any wilful or accidental damage or abnormal wear and tear caused by occupants</li> <li>Repair and upkeep of appliances other than stoves/hobs, dishwashers, and built-in heating systems</li> <li>Upkeep of gardens and lawns so that these are kept in tidy condition.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Identifying planned maintenance requirements</li> <li>Prioritising and budgeting planned maintenance work</li> <li>Specifying and tendering or quoting of planned maintenance work</li> <li>Implementing and managing planned and reactive maintenance, and for properties owned by IHC, maintenance work that is normally the responsibility of the landlord under the Residential Tenancies Act</li> <li>Supply, installation, maintenance and replacement of typical landlord chattels, fixtures and fittings,</li> <li>Décor and interior design in consultation with the Area Manager and</li> <li>On behalf of IDEA Services implement and manage repairs to damage that are tenant responsibility (IDEA Services cost)</li> </ul>

### 3. Fixtures and Fittings

**Definition:** Fixtures and fittings are items of property that are not easily transportable and/or relocatable or generally remain with a property and are annexed to the property (e.g. taps, built-in furniture, stove/hobbs, dishwasher, fixed heating sources and floor coverings).

IDEA Services (Area Manager)	Accessible Properties (Property Manager)
<ul style="list-style-type: none"> <li>Identify any special fixtures and fittings required, usually as part of the Property Assessments and Planning or Capital Projects procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Supply, install, maintain, and replace agreed special fixtures and fittings within the property's planned maintenance schedule. The special fixtures and fittings may include: <ul style="list-style-type: none"> <li>Increased hot water storage capacity</li> <li>Temperature limiting valves to hot water systems</li> <li>Accessible wet area shower and bath facilities</li> <li>Handheld shower roses</li> <li>Fire detection and suppression systems and additional means of escape</li> <li>Mechanical ventilation of laundries, kitchens, and bathrooms</li> <li>Ramps and handrails to meet mobility needs</li> <li>Specialist floor covering</li> <li>Safety grab rails</li> <li>Window security stays, and</li> <li>Site security fencing.</li> </ul> </li> </ul>

### 4. Chattels

**Definition:** Chattels are items of property that are transportable and/or relocatable (e.g. furniture, refrigerator, washing machine, light fittings, curtains) and not annexed to the property.

IDEA Services (Area Manager) responsibilities	Accessible Properties (Property Manager) responsibilities
<ul style="list-style-type: none"> <li>Identify requirements for tenant chattels (e.g. furniture, window dressings and appliances and will supply, install, maintain and replace, as necessary.</li> <li>Purchase these from IHC's preferred suppliers except where:</li> </ul>	<ul style="list-style-type: none"> <li>Identify requirements for installing, maintaining, or replacing landlord's chattels during planned maintenance procedures.</li> <li>The Property Manager will supply, install, maintain, and replace, as necessary, the following chattels as appropriate to the facility:</li> </ul>

<ul style="list-style-type: none"> <li>○ The goods or services cannot be obtained through a preferred supplier</li> <li>○ There is no service or retail outlet for the preferred supplier in the town or city in which the goods or services are required, or</li> <li>○ The Area Manager or their delegate has authorised (in writing) purchasing from an alternative supplier, including demonstrating that the price from the alternative supplier is significantly less than that able to be obtained from a relevant preferred supplier or the preferred supplier is unable to provide goods that are fit for purpose or in the required timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>○ Carpet and vinyl floor coverings</li> <li>○ Permanent light fittings</li> <li>○ Stove or oven/hobs</li> <li>○ Dishwashers</li> <li>○ Fixed heating appliances</li> <li>○ Mechanical ventilation for bathrooms, kitchens, laundries, and internal habitable rooms.</li> <li>● Identify suitable heating appliances for each property, referring to the Healthy Homes Standards developed under the Healthy Homes Guarantee Act 2019.</li> <li>● Can provide a service for supply and installation of tenant chattels upon request of the Area Manager.</li> </ul>
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## 5. Funding suggestions for Associations

We have provided some examples of items that are IDEA Services' responsibility, which the Associations might want to consider funding.

- Ongoing, regular garden maintenance services (e.g. lawn mowing and garden planting and weeding, building of raised gardens for ease of use)
- Outdoor furniture or shade sails
- Bedroom curtains
- Household soft furnishing (e.g. table and chair, couch)
- Household electronics (e.g. TV)
- Kitchen appliances e.g. refrigerator, freezer, microwave, cutlery, cooking utensils, crockery etc.
- Laundry appliance e.g. washing machine, dryer