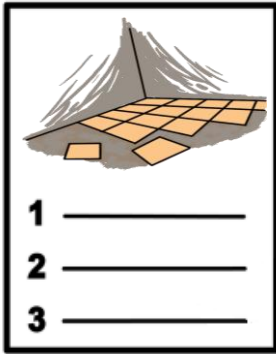




**Rules to fix your home.**

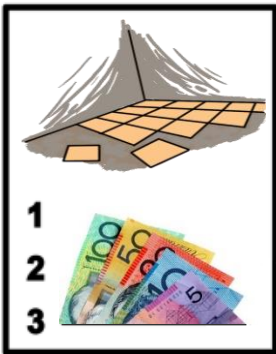
**The 2022 floods.**



We give you your plan.

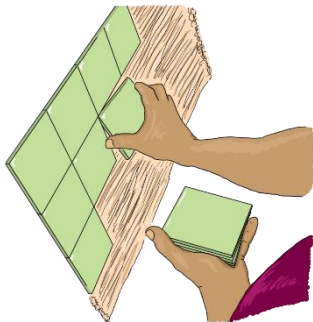
It says we will pay for some things.

It is to fix things in your home. Like the tiles.

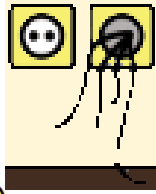


Your plan tells you

- how much money you get
- what the money is for.



It may be a person to fix the walls.

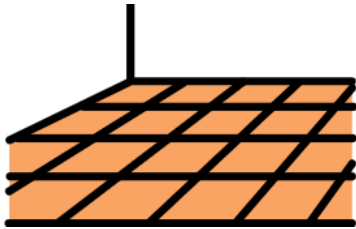


It may be a person to

- move your power plugs
- check the electric wires.

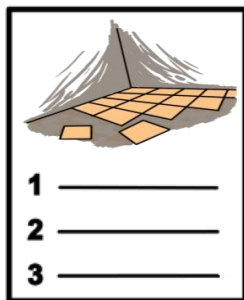
It **must** be an electrician.

Or



It may be a person to fix the floor. Like

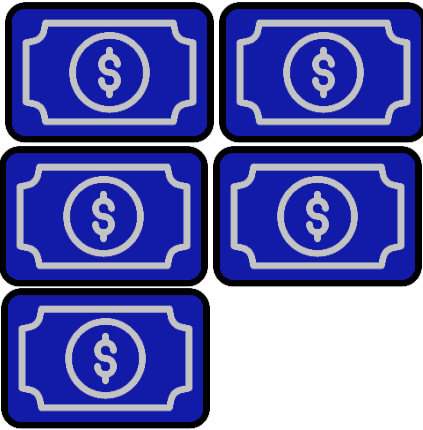
- to put in new bath room tiles
- to put in floor boards.



You agree with your plan.

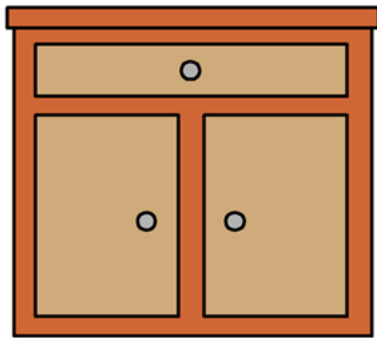
You sign the plan.





The most money you can get is \$ 50 000.

Some people say 50 thousand dollars.



You think there is more work to do.

Like 1 more cupboard. It is **not** in your plan.



Talk to your case manager.



You do your plan. You have 2 choices.



1. **We** choose who will fix your home.



Or



2. **You** choose who will fix your home.





**1. We choose who will fix your home**



We talk to the trades people.

We choose who will come.

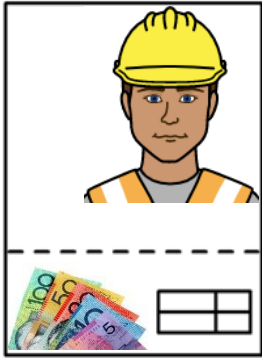
We plan when they come.

We tell them what to do.



We work with the

- builder
- plumber
- other workers.

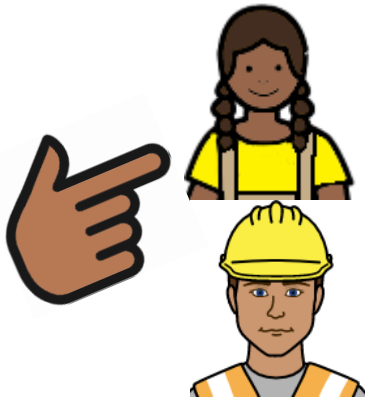


They do the work. We check it is ok.

They give us their bills.



We pay the bills.



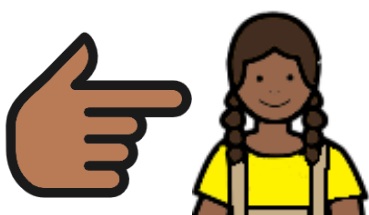
2. You choose who will do your work



We **may** check who is this person.

Like the person has the right papers.

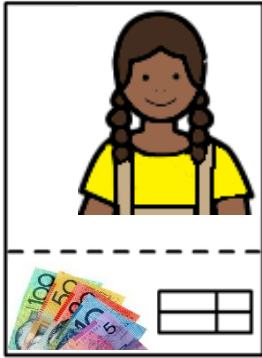
The papers say they are a builder



**You** work with the

- builder
- plumber
- other workers.





They do the work. They give you their bills.



You pay the

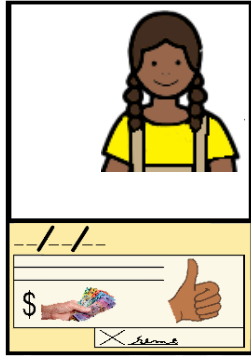
- builder
- other workers.



You **must** show us you

- paid for the work
- how much you paid.

We call it a receipt.



The workers **must** give you this paper. It has

- their name
- when they did the work
- how much you paid.

They **must** sign it.



You show us this paper.



We give you the money.



You **must** keep all the papers in a safe place.



We may check how you spent the money.

2023		
January	February	March
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
April	May	June
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
July	August	September
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
October	November	December
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

We may check in 2023.

Or

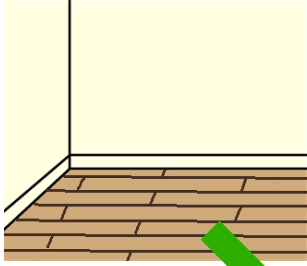


We can check later.

2030		
January	February	March
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
April	May	June
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
July	August	September
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
October	November	December
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

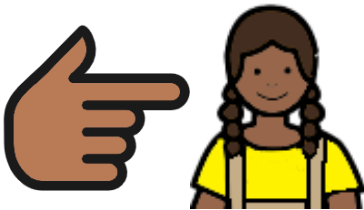
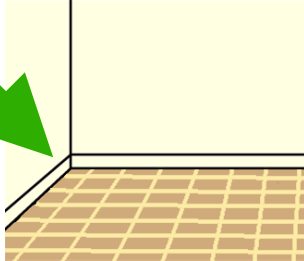
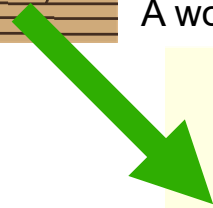
You must keep the papers for 7 years.

This is 2030.



**You want to change some thing**

A worker does some work. You want to change it.



You **must** ask the worker.



They must say yes.

**And**



You **must** ask us. Talk to your case manager.



We must say yes.



## We check the work

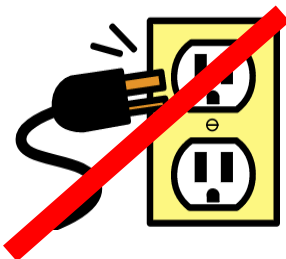


We see a thing is

- wrong

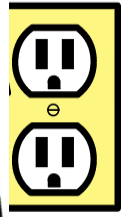
**or**

- done in a bad way.



It may be

- the power plugs are still in same place
- tiles are broken.



The worker must fix it.





**You want to know more**



Read

**You pay some money.**

**We pay some more money**



Read

**Things you must pay for**



Read

**You have home cover**

You have home cover.  
The 2022 floods.



Read

**You have a problem.**

You have a problem.  
The 2022 floods.