

# Rebuild completion

## Key information for moving into your new home

As your rebuild nears completion, we want to ensure that the transition into your new home is as seamless and simple as possible. We know that there are a number of factors to consider. With this in mind, we have compiled the following information to help guide you through the steps ahead.

### Build completion and moving in

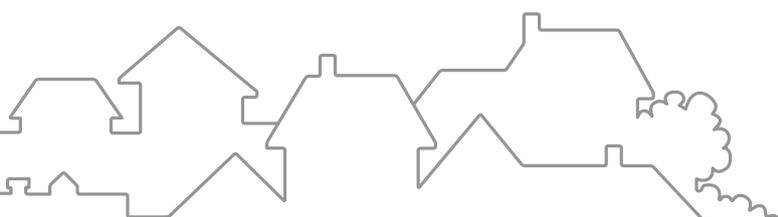
Once the building work is complete, a time will be arranged for you to inspect your new home with the builder and your Arrow Project Manager.

This is your opportunity to raise any concerns you have regarding the workmanship. Your builder will note any agreed issues to remedy. If these issues (known as defects) do not affect the habitation of your home, your Arrow Project Manager will issue the practical completion certificate, after the Council inspection has been completed.

When you have received your practical completion certificate you should activate your new insurance, as the contracts works insurance ceases at this time.

Your Arrow Project Manager will send a copy of the practical completion certificate to Southern Response and we will then forward a copy of the certificate to AMI and / or your insurer.

You will be sent a copy of the code compliance certificate once issued by Council. Please note that this can take a few weeks to be issued.



### Ongoing insurance

You will need to let your insurer know that you would like to arrange ongoing insurance a few weeks before your rebuild is complete.

Your insurer will require you to supply them with a copy of the practical completion certificate in order to activate your ongoing insurance. This will be issued to you by your Arrow Project Manager after the final Council inspection has been completed.

Your insurer will also require you to supply some information relating to your newly rebuilt house. This could include:

- Sum insured for your new home
- Floor area of the new dwelling and outbuildings  
e.g. garage, sleep-out
- External cladding, roofing
- Date the building consent was issued

We recommend that you contact your insurer well in advance so that they can guide you through this process and advise you of any other requirements.

### Defect period

For contracts signed before the 1st January 2015 the building contract allows for a three month period for defects to be identified.

Due to amendments to the Building Act, for contracts signed since 1st January 2015 the defect period is now twelve months.

If you notice any defects during this period which need attention, please notify your builder or Arrow Project Manager as soon as possible.

### Electricity re-connection

Your builder will ring their power provider to let them know that the house rebuild is complete and a final reading will be requested.

You will need to ring the same power provider the builder used and ask them to transfer the power into your name. Ask the power provider for the Incident Control Point (ICP) number. You can then ring the power company of your choice to arrange for power connection; they will ask you for the ICP number. By doing it this way, the switch to your power provider should not incur a re-connection fee.

You will also need to arrange for re-connection of your phone and gas if required.

### Relocation of contents

You will need to arrange for removal of your possessions from your temporary accommodation (or storage facility) to your new home. If you have already supplied us with a quote which we have approved, you will need to make arrangements with the removal company.

If you have not yet supplied us with a quote, please arrange for the quote to be forwarded to [rebuild@southernresponse.co.nz](mailto:rebuild@southernresponse.co.nz) for consideration. A list of our preferred removal companies is available on our website and in your "From Here to Home" booklet. Please let us know if you need a copy of either of these mailed to you.

If you have any questions about moving back into your home, or require further assistance, please contact your Southern Response Claims Specialist or Arrow Project Manager.

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

**Disclaimer:** The information and related material is intended as a guide only, and does not constitute legal advice, nor should it be used for actual construction. The content does not represent complete information, and is intended as supplementary information only.

Although we have made every effort to ensure that the information and any related material was correct at the time of printing, due to the nature of the content it may be necessary to change, update or correct at any time and without notice.