



Newsletter April 2021

We help people know and understand their rights. Got a problem? Ask us. We are free and confidential. We can help you. Want to find a community group? We have over 2000 community groups listed.

People often ask "who uses CAB?" Surprisingly, most of our clients are under 40 years old and are computer savvy. This group comprise 34% of our clients. So why do they need help from CAB to find out their rights?

Often the client has found a lot of information online but is not sure how to prioritise it and take the next step. CAB helps clients work out the options that apply to their particular situation and decide on what to do; we will help people each step of the way in complicated cases.

So who else use CAB? Slightly more females (48%) than any other gender, people of all ages from under 20 to over 80, and any ethnicity. In the last month our clients have identified as New Zealanders, Africans, Asian, Indian, Maori and European.

Housing continues to be a problem. One issue we will be keeping an eye on is mould in rental housing. Landlords are now required to complete a Healthy Homes Compliance Statement about heating, ventilation, guttering & drainage, draught-stopping, and insulation when a tenant moves in. The property at that time will be clean and tidy and the tenant has no way to know if there has been a mould problem which may return. As winter draws near we are seeing clients who, despite looking after the property and airing it, are finding mould.

Other common concerns are inferior goods and services, employment, immigration, wills & family issues.

Lastly, with KiwiClass, we offer **information sessions** for people who are new to NZ on a range of topics. The next session is on 22 April at 12.30pm about the NZ health system. For more information contact welcab@cab.org.nz

CAB - helping New Zealand since 1971

Keep safe and know your rights.

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CAB has operated in New Zealand since 1971