



**April  
2025**



# Advice for Aucklanders

## Cleaning up after a flood

**It's important to remove flood damaged items from your home as they can pose a serious health risk to you and your family. Here are some tips for cleaning up your home and property. Drying and cleaning flood damaged properties as soon as possible will reduce the risk of mould and fungi damage.**

### **Personal safety while cleaning up:**

- Floodwater and damaged items can be contaminated with nasty germs or chemicals which could make you and your whānau sick.
- Wear rubber gloves, sturdy footwear, long-sleeved top, and trousers. Consider wearing a face mask.
- Cover any cuts and grazes you may have to avoid them becoming infected.
- If you do have contact with flood water, flooded property or items contaminated with flood water, you should wash your hands with soap and water and dry them thoroughly afterwards. Also wash hands before eating or preparing food, and after going to the toilet.
- If you feel unwell after coming into contact with floodwater or flood-affected waste, contact your doctor, or call Healthline for free on 0800 611 116.
- For more info on how to stay safe around floodwater and how to clean up safely after a flood visit: [info.health.nz/floods-and-health](https://info.health.nz/floods-and-health)

### **To help dry out your property you should:**

- Remove soft furnishings from your home and clean and disinfect them where possible.
- Ventilate and/or heat the home to allow drying to occur as quickly as possible.
- Remove and discard contaminated household materials that cannot be cleaned or disinfected, such as mattresses, carpet and children's soft toys

### **Disposing of storm debris and waste**

- You can take waste items to your nearest transfer station to dispose of them – charges vary depending on what is being disposed of. Prices for council-operated transfer stations can be found on the council's website.
- If you need to store debris on your property ahead of collection or disposal, please make sure it is secure and not likely to get picked up in any future flooding and end up causing blockages.
- Do not dispose of waste in public places, this is illegal dumping and is subject to fines.

### Advice from insurers

- Contact your insurer as soon as you can. They will tell you how to keep a record of what has been damaged and ask you to take photographs of it.
- Get essential services, like water, power, gas and sewerage, repaired and keep copies of invoices.
- Try to make buildings safe and weatherproof but don't make any emergency repairs unless it is safe to do so. Don't start non-essential repairs without your insurance company's approval.
- Keep any damaged items that don't pose a health and safety risk.
- Do not drive your vehicle if it has suffered water damage.
- Visit [icnz.org.nz](https://www.icnz.org.nz) for more useful information on insurance.

### Financial assistance

- Work and Income, (the Ministry of Social Development), may be able to provide assistance with urgent or unexpected costs.
- Visit [workandincome.govt.nz](https://www.workandincome.govt.nz) or phone 0800 559 009.
- You don't need to be an existing Work and Income customer to seek help.

### Flooding and bad weather – know your risk and be ready

- Emergencies can happen at any time and being at home doesn't guarantee safety.
- You might be at home for a while without access to power, water or other essential services.
- Your home should be prepared for emergencies, ensuring you and your family have everything you need to stay safe and comfortable.
- Some emergencies may mean you need to leave your home at short notice.
- **Know your risk:** visit [Auckland Council's Flood Viewer](#) to find out if your home or property will be affected by flooding (take the link or search 'Auckland Council flood viewer').
- Visit [aucklandemergencymanagement.govt.nz](https://www.aucklandemergencymanagement.govt.nz) for guides on making a plan and preparing for an emergency.
- [getready.govt.nz](https://www.getready.govt.nz) also has lots of useful information, including alternate formats like New Zealand Sign Language; audio, large print, easy read and Braille guides; and translated information.

### Weather forecasts and alerts

- [MetService](#) is New Zealand's national weather authority and Government-approved sole provider of severe weather warnings.
- Get weather alerts to your phone by downloading the MetService NZ Weather App from the App Store or Google Play. You can sign up for notifications, including Red Severe Weather Warnings.
- Auckland Emergency Management is not a weather forecaster but we will share information on social media and our website. Follow us on [Facebook](#) (@aklcdem) or visit [aem.govt.nz](https://www.aem.govt.nz) (short URL).
- It's also important to recognise the natural warnings signs and act on them immediately, whether or not you receive an alert. Don't wait for an official warning if you feel like you may be in danger – act immediately. If you see floodwaters rising, evacuate to higher ground immediately.



#### Need help?



Visit: [aucklandcouncil.govt.nz](https://aucklandcouncil.govt.nz) or [aem.govt.nz](https://aem.govt.nz)  
Enquire: [aucklandcouncil.govt.nz/contactus](https://aucklandcouncil.govt.nz/contactus)



Phone: 09 301 0101 or 0800 22 22 00



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