

Placement Guidelines

T-245

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1. Overview

Management of social housing is shared between the Ministry of Social Development (MSD) and Housing New Zealand. MSD identifies an applicant's housing requirements as part of their needs assessment, and manages the social housing register. Housing New Zealand matches applicants from the social housing register to available properties, manages tenants, and maintains the stock of state houses.

Matching applicants to properties is done through Housing New Zealand's tenancy management system (Kotahi) which is integrated with MSD's social housing register. The Placement Support Specialists within Housing New Zealand make matches and offers to prospective tenants using the information sent through by MSD. Housing New Zealand also maintains the Business Initiated Transfer (BIT) register - an internal list of tenants requiring alternative housing due to Housing New Zealand business decisions. Tenants on the BI register are usually considered for vacant properties before applicants on the MSD register.

Placement of applicants into Housing New Zealand properties is based on location, bedrooms required and other property characteristics. Applicants with the highest need are matched first, except in exceptional circumstances.

2. Roles and responsibilities

Role / Organisation	Responsibilities
Housing New Zealand	<ul style="list-style-type: none"> • placing prospective tenants in Housing New Zealand properties where it is considered the situation is sustainable for the tenant in the quickest possible time frames • re-housing Housing New Zealand tenants affected by Housing New Zealand business decisions as a first priority against vacant properties
Placement Support Specialist	<ul style="list-style-type: none"> • matching suitable applicants from the social housing register list and Housing New Zealand tenants on the BIT register to available Housing New Zealand vacant (void) properties • managing property offers and arranging for the Senior Tenancy Manager / Tenancy Manager to complete the sign-up of the tenancy • managing the timeframes for Housing New Zealand vacant (void) properties • completing pre tenancy interviews with applicants (by exception) in conjunction with the Senior Tenancy Manager, Tenancy Manager or Area Manager where appropriate • completing safe work plans as required to enable pre tenancy interviews in conjunction with local area office staff

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Role / Organisation	Responsibilities
	<ul style="list-style-type: none"> identifying whether the applicant has former rent debt with Housing New Zealand
Senior Tenancy Manager / Tenancy Manager	<ul style="list-style-type: none"> reviewing proposed matches to properties and, where necessary, vetoes the proposed match where they consider the property would not be suitable for the applicant in accordance with business rules signing the tenant up to the property and ensuring where there is noted former rent debt that this is discussed in full with the incoming tenant and where possible arrangements made to pay down the debt working with the Placement Support Specialist where there is an identified need to conduct a pre tenancy placement interview (in exceptional circumstances) completing safe work plans where risk is identified
Area Manager	<ul style="list-style-type: none"> reviewing veto of decisions by the Senior Tenancy Manager / Tenancy Manager and confirming final area based decision to the Placement Support Specialist
Interagency Operations Administrator	<ul style="list-style-type: none"> entering BIT tenant applications into Kotahi and working with MSD where assessment is required escalating to MSD all rent and bond approvals, pre approvals and payments within three weeks of the tenancy start up escalating all issues to MSD relating to an application acts as conduit and escalation for any IRR issues (Changes of Circumstance (COC), join-ins, refund confirmations, rent changes) to and from MSD and to local area offices for updating where required forwards and tracks requests to MSD for redirections, join in requests, reviews of applications (bedrooms, modifications and change of circumstances) acts as conduit and tracks all tenancy review notifications, formal and informal between MSD and Housing New Zealand including Tenant Home Ownership requests related to the tenancy review process and 90 day notice issues follows all tenant transfer requests received via MSD where the tenant is concerned the property is cold, damp, mouldy and may require 'Warm and Dry' interventions.

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3. Legislation

The Housing Restructuring and Tenancy Matters Act (HRTMA) 1992, Part 7, sections 75, 76 and 81 describes specific powers and functions of Housing New Zealand in the new social housing environment from 14 April 2014 - specifically in regards to the placement of an applicant from the MSD social housing register into a vacant Housing New Zealand property.

Section 75 – confirms that Housing New Zealand can match applicants from the social housing register into properties. If MSD informs Housing New Zealand that a person's housing requirements have changed, it supports us to reassess whether their house continues to be suitable. Section 75 and 81 – the term 'eligibility' does not refer to Social Allocation System (SAS) criteria, it refers to Housing New Zealand's placement criteria.

See [Appendix 5](#) for relevant sections of the HRTMA

4. System (Kotahi) rules for identifying suitable match

The Placement Support Specialist is responsible for monitoring void Housing New Zealand properties, matching to suitable applicants, managing offers and ensuring the successful commencement of new tenancies.

Where the vacant property is a suitable match to location and bedroom numbers required (and any other specific property characteristics, eg, has been modified to support physical disability needs), it will be matched and offered as a first priority to tenants on the BIT register. This will ensure that Housing New Zealand is able to meet the housing needs of our tenants whose tenancies have been affected by business decisions, eg, the property is being divested or redeveloped.

Where the vacant property does not meet the housing requirements of any Housing New Zealand tenants on the BIT register it will then be matched to eligible applicants on the MSD social housing register.

The Placement Support Specialist will use the functionality in Kotahi to match either Housing New Zealand tenants on the BIT register and/or eligible applicants on the MSD social housing register to Housing New Zealand void properties. A list against the Housing New Zealand BIT register is generated first using the property address. Kotahi selects the applicants that match the letting area, bedrooms required and, if any, specific characteristics (modifications/elderly) of the property. This list is sorted by the expiry dates of 90 day notices or dates required to move (if known) for each tenant on the Housing New Zealand BIT register.

If no Housing New Zealand BIT tenants are available to suitably match to the void property, then another list of eligible applicants from the MSD social housing register should be generated using the property address. Kotahi selects the eligible applicants from the MSD social housing register that best matches to the void property. This list is sorted by the priority given to each eligible applicant and then by the age of the application on the MSD social housing register for that priority status.

Where the void property does not meet the housing requirements of either a Housing New Zealand tenant on the BIT register, or the highest priority best match applicant on the MSD social housing register, the Placement Support Specialist may offer the vacant property to another eligible applicant. The criteria for these placements are set out in these guidelines.

There are some exceptions when the property may be offered to someone on the MSD social housing register before a tenant on the BIT register. These would include, set date placements, emergency cases identified by MSD, or if the tenant on the BIT register has a tenancy end date in the future.

5. Placement information

Void properties will be checked against the BIT register before they are considered for applicants on the MSD social housing register. This will enable Housing New Zealand to better manage the reconfiguration of its assets to ensure the portfolio of properties meets social housing demand.

MSD will provide Housing New Zealand with the following information (as a minimum) for each eligible applicant on the MSD social housing register that has been identified as a suitable match. This will occur during the placement process or when MSD provides early notification of vulnerable/at risk applicants or for set date placements. The information will be used by Housing New Zealand to assist in ensuring optimal matching of void properties to an applicant's housing requirements; and will further ensure Housing New Zealand is able to consider all relevant matters when deciding to offer a void property to an eligible applicant.

Information required at time of matching includes:

- names and date of birth of all applicable persons (applicants)
- names and date of birth of all household members included in application
- number of bedrooms required
- preferred letting areas (area/s the applicant needs to live)
- special requirements (eg, modified housing)
- risk ratings (eg, aggressive behaviour, home detention requirements)
- confirmed Child Sex Offender (CSO) (whether applicant or household member)
- category Priority
- ethnicity/lwi
- fast track reason
- gender
- interpreter required/language
- guide dog
- future change date and event
- when the applicant needs to move (includes commentary about homeless status or living in emergency housing where there is a need for the customer to move within seven days).

Additional information supplied if applicable:

- risk
- gang affiliations
- physical disability
- intellectual disability
- mental health
- health issues
- pets
- smoker
- healthcare needs
- employment/school needs
- Prison/parole conditions.

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6. Pre placement interview

Pre placement interviews will be undertaken by exception only; at the discretion of the Placement Support Specialist in conjunction with the Area Manager and Regional Customer Support Manager.

Interviews will not be undertaken where there is a lack of evidence or hearsay, gossip, or 'off the record' information ie there must be sufficient credible and reliable evidence for and against the need to interview the applicant.

Any decision to interview where that decision could be viewed as being subjective, intuitive, judgemental, displaying personal bias, or influenced by a vested interest, eg, cherry picking tenants is discouraged.

See [Appendix 4: Pre placement interview for](#) the valid reasons for pre placement interview.

The Placement Support Specialist is responsible for identifying the valid reasons to interview and will arrange for an interview to be undertaken at the local area office with the Senior Tenancy Manager. The Placement Support Specialist will:

- gather information to inform the decision to undertake a pre placement interview
- contact the applicant and known support people to attend the interview with the applicant
- discuss with the applicant the reasons for pre placement interview and table the validated reasons for the interview in accordance with Appendix 4.
- discuss Housing Action Plan or wraparound service provision if available through support networks and/or make arrangement (at the applicant's request) to engage with third party support
- confirm the letting areas and potential risks, risks mitigation or strategies to manage applicant's noted behavioural history
- ensure the customer is treated with respect and dignity at all times and with the understanding that the interview is undertaken to enable the best outcomes for the customer and Housing New Zealand through early identification of risk through proactive management.

The Senior Tenancy Manager / Tenancy Manager or nominated area staff will:

- support the Placement Support Specialist in the interview of the applicant
- initiate Housing Action Plan where required
- work with the applicant to sustain their tenancy in accordance with the [Household Action Plan Guideline](#).

7. Bypass

A bypass may occur when the highest priority applicant (either on the Housing New Zealand BIT register and/or the MSD social housing register) is considered as unsuitable. This is either due to the property failing to meet critical aspects of the housing requirements needed for the applicant. If the applicant/Housing New Zealand tenant is unlikely to sustain a tenancy, Housing New Zealand can bypass this applicant/Housing New Zealand tenant and match the property to the next suitable applicant or Housing New Zealand tenant.

A bypass should only be used in exceptional circumstances as Kotahi is configured to select the highest priority applicant for the property based on known housing requirements. Examples of where a bypass may be considered includes where:

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- the applicant is not considered a suitable match to the Housing New Zealand void property because of the property characteristics or location or both. For example, not suitable for young children, neighbourhood issues, or CSO restricted areas for placement
- another applicant of the same or lesser priority would be a suitable match and it is unlikely another suitable property will be available to let within an agreed time frame
- the property has been held for an applicant requiring housing urgently or has a set date for housing as advised by MSD – these cases will be let via a manual match.

The Placement Support Specialist will be responsible for recording bypass decisions in Kotahi and ensuring the integrity of all bypass decisions.

The two primary reasons for bypassing are:

1. It is considered that the property is an unsuitable match given area/ neighbourhood.

Examples of where an area/neighbourhood would be considered a significant factor, resulting in Housing New Zealand bypassing the applicant:

- the applicant has mobility problems and is likely to have difficulty physically accessing the property
 - the applicant has a young family in an area occupied by older tenants
 - there are compelling and sensitive issues that would make that neighbourhood clearly unsuitable for the applicant. For example: the neighbourhood consists predominantly of another ethnic group/gang who are in conflict with the ethnic group/gang of the applicant
2. The property has features which do not meet the applicant's recorded housing requirements (eg, applicant has stated no stairs due to small children yet the property under consideration has stairs)

8. Manual match

A manual match will only occur when it has been agreed with MSD that Housing New Zealand identify a suitable property for a particular applicant and that applicant has been matched to a property.

These cases may include:

- vulnerable/at risk applicants requiring housing urgently
- set date for housing (eg, quota refugees)
- re-locatable properties on Māori owned land where Trustees/owners have identified a suitable eligible applicant on the MSD social housing register.

9. Veto process

Once a provisional match has been made, the Placement Support Specialist will email the Senior Tenancy Manager / Tenancy Manager responsible for the property with details of the match to verify suitability. Within 24 hours of receipt of details of the provisional match, the Senior Tenancy Manager / Tenancy Manager must determine if the match is suitable and may veto a match within approved guidelines (refer [Appendix 1.](#)).

If the Senior Tenancy Manager / Tenancy Manager does not complete the veto process within 24 hours, the Placement Support Specialist may continue with the offer process.

10. Advise MSD

The Placement Support Specialist advises MSD of a suitable applicant match with an available property. MSD will confirm whether the applicant is still on the Social Housing Register. If the applicant is still on the Social Housing Register, MSD will provide contact details, IRR amount and also confirmation of rent and bond. If the applicant does not have access to rent and bond assistance from MSD, the Placement Support Specialist will need to discuss the availability of funds with the applicant.

11. Offer process

Following matching the Placement Support Specialist will make contact with the applicant or Housing New Zealand tenant to discuss the property offer. For BITs, this may be undertaken by the Tenancy Liaison team.

Where former Housing New Zealand debt is identified, the Placement Support Specialist informs the applicant of Housing New Zealand's expectation that an arrangement will be brokered to repay debt when the tenancy is started. Note the applicant's willingness to accept or dispute previous debt should not impact on their ability to be offered or to accept a Housing New Zealand property.

The Placement Support Specialist must discuss Housing New Zealand's pet policy. Tenants are allowed to keep pets as long as they meet local council bylaws and Housing New Zealand's criteria. Agreement for the pet must be obtained from the senior/tenancy manager. The 'Pet information form' will be completed at sign up. See business process 'Managing pets' (CT-773).

MSD will record any comments about pets they are informed of during the application.

The customer must be advised that any offer outcome (acceptance or decline with reasons) will be communicated to MSD for their information.

During the offer process, if the applicant advises their circumstances and/or housing requirements have changed, the Placement Support Specialist will need to advise the applicant that the offer must be put on hold. Housing New Zealand will advise MSD (with the customer's consent) that a change has occurred. The applicant must be advised MSD will be in contact within the following 24 hours to discuss the change, the applicant will therefore need to be contactable.

Where there is a change to the applicant's rating or eligibility, then the Regional Customer Support Manager will need to decide if the offer should continue. If there is going to be a delay whilst waiting for an assessment, then the Regional Customer Support Manager, in conjunction with the Placement Support Specialist will determine if the outcome of the review should be to: wait for the outcome of the review, or withdraw the offer. This decision will be dependent on the customer's situation and when the property will be available.

If the customer does not agree to Housing New Zealand informing MSD about the change, Housing New Zealand will withdraw the offer and advise the customer that we are unable to house them until they advise MSD of the change. Housing New Zealand will then advise MSD the customer has had a change but is unable to provide further details.

Where the applicant informs another Housing New Zealand staff member (eg, Tenancy Manager, CSC Customer Support Advisor), this information is to be provided by email to the

centralised Placement email address for the Placement Support Specialist to place the offer on hold and inform MSD.

If there is no change then the offer can proceed.

12. Decline/Withdrawn offers process

Prior to offering an applicant a property, the Placement Support Specialist determines that the property is a suitable match to the known housing requirements of the applicant (from information provided by MSD).

Housing New Zealand will give the applicant a reasonable opportunity to discuss with Housing New Zealand the reason for the decline, and will take reasonable steps to test its understanding of this reason with the applicant.

Where the match is considered suitable, the Placement Support Specialist will record the offer as declined (and record the reason stated by applicant). Where the offer is not considered a suitable match, the Placement Support Specialist will record the outcome as withdrawn.

MSD will review all declined offers for applicants on the MSD register. Where MSD considers that the property matches have been suitable, they will consider either downgrading or exiting the applicant from the MSD social housing register.

Where a Housing New Zealand tenant on the BIT register declines an offer, the Placement Support Specialist will record the reasons for decline. However, no other action will be taken and further offers will continue to be made as and when available. If every effort has been made to assist the BIT tenant into alternative housing, but they are unwilling to move, the tenancy will need to be ended as per the 90 day notice.

13. Transfers

13.1 Tenant initiated transfers

If a tenant contacts Housing New Zealand seeking a transfer to another property (normally via the Customer Support Centre (CSC) staff will discuss the reason for the transfer. Alternatively, the tenant may discuss the situation directly with their Senior Tenancy Manager /Tenancy Manager.

CSC

The CSC will use template PHO – 043 Tenant Transfer Request and gather as much information as possible for the customer's reason for requesting a transfer.

The CSC will note if:

- reporting overcrowd in their home: who is living in the property
- reporting cold, damp, mouldy issues: information about where, what has been done to date and how bad the issues are
- reporting neighbourhood issues: what the situation is and why the customer is having difficulty sustaining their tenancy
- reporting maintenance issues: overview of the maintenance problem and the impact upon the tenant's ability to sustain the tenancy

PHO-043 Tenant Transfer Request should then be emailed to HATAdmin (in Outlook).

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Senior Tenancy Manager / Tenancy Managers

If the tenant fits the BIT guidelines, initiate a BIT using existing process (referral to Tenancy Liaison team).

If the tenant's circumstances do not fit the business rules, fill out as much information as you can on the template for referral to MSD (PHO-043 Tenant Transfer Request).

The template needs to be sent to HATAdmin (in Outlook) where the first assessment will take place and a decision for referral made.

Advise the tenant that contact will be made by either Housing New Zealand or MSD within 10 working days.

MSD

A tenant may also approach MSD directly about transfer. If the reason for transfer is a tenancy management issue which can be remedied, such as maintenance concerns, MSD will contact Housing New Zealand via the HATAdmin email for verification of the circumstances. MSD will then determine whether an assessment is required and identify whether the tenant is eligible for social housing. MSD will advise the tenant of the outcome of the needs assessment.

The tenant's expectations as to the likelihood of being offered another property (their place on the social housing register, given they are in social housing) will be managed by MSD through this process.

If the tenant is not eligible for a transfer within social housing, then MSD will refer the Housing New Zealand tenant to MSD's options and advice service so the tenant can consider the options available to them.

If the tenant is eligible for a transfer within social housing they will be placed onto the MSD social housing register.

Where a Housing New Zealand tenant is transferred after being placed on the MSD Social Housing Register, Housing New Zealand will request full bond and rent for the new property. The existing bond will be released dependant on the condition of the former tenancy on vacation or if there are any rent arrears.

The Housing New Zealand tenant may also be eligible to be referred by MSD to other social housing providers for housing.

13.2 Business initiated transfers

Current tenants may also be required by Housing New Zealand to transfer to another Housing New Zealand property because their existing property is required for business reasons.

Placement of applicants into Housing New Zealand properties is based on location, bedrooms required and other property characteristics. Applicants with the highest need are matched first, except in exceptional circumstances.

Vacant properties will be checked against the business initiated transfer (BIT) register and the MSD social housing register.

Business reasons include:

- **BRD: BIT 90DN Redevelopment and BEB: BIT 90DN EPB:** those where the property is required for redevelopment or other asset related matters (for example, will require vacating to permit works for earthquake strengthening).

- **HLP BIT 90DN Lease Expiry:** a Home Lease Programme lease expiry notice requiring Housing New Zealand to release the property back to the owner.
- **BDT BIT 90DN Divestment:** the property is required for sale or compulsory acquisition, for example, NZTA roading requirements or occupied unit attached to a vacant unit that has been identified as a sale property or hard to let).
- **BNR BIT 90DN Mods no longer required:** a modified property which is occupied by someone where the household is no longer in need of the modifications and the property could be matched to a more suitable applicant.
- **BNM BIT 90DN Mods not possible at current tenancy:** where a tenant requires modification or further modification to their current property but this is not possible or desirable either due to the constraints of the property or business constraints (for example, tagged for future divestment).
- **PUH BIT 90DN Property Uninhabitable** and **BUH BIT 7DN Property Uninhabitable**
- **BUP BIT 90DN Property uninhabitable – P** and **BHP BIT 7DN Property Uninhabitable – P:** a property is considered uninhabitable (for example, due to natural disaster or fire, P contamination) and there is available alternative accommodation.
- **BSB BIT 90DN notice ASB:** where in-line with ASB policy and process, and has been approved by a regional manager that a business initiated transfer would enable the resolution of an ASB issue within a neighbourhood.
- **UTL BIT 90 DN Under Utilisation:** a property which has been identified for bedroom extension under the Right Size Project and the current tenant no longer has a need for a larger home (BTU). The Area Manager and tenant consent to transfer and/or a property where Housing New Zealand wishes to better match to another household on the social housing register for example, where the current tenant is under-utilising bedrooms..
- **FTR BIT 90DN Fixed Term Tenancy:** where Housing New Zealand has placed a tenant into a property for a fixed period of time and that period has now expired (with correct notice having been given).
- **PRU BIT 90DN Property upgrade/refurbishment:** when a property is identified as requiring significant upgrade either as a standalone property or as part of a complex where the tenant is unable to remain at the tenancy for the duration of the upgrade process
- **BOC BIT 90DN Overcrowded:** where it is identified that there is a situation of severe, significant and persistent overcrowded circumstances at the property.
- **BUN BIT 90DN Undesirable new placement:** where it is identified within a month of a new placement that the placement is not satisfactory to the customer, neighbourhood or community, for example, where it is identified that the placement has been made to a property where a CSO was not identified.
- **BDM BIT 90 day notice for demolition:** where the property has been confirmed as requiring demolition, for example, Gordon Wilson flats in Wellington.
- **BLL BIT 90DN new build:** where it is noted that the tenant would benefit from relocation to a new property as part of a wider neighbourhood, community and customer tenancy sustainment outcome focus.

Where a tenancy is affected by a business decision, the Senior Tenancy Manager / Tenancy Manager will complete PHO - Tenancy Services Request for BIT and email to the Area Manager for consideration. If the Area Manager approves the request then the Area Manager will email

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their approval to the tenant liaison team. The tenant liaison team must capture the information on [T-474 Housing New Zealand BIT interview sheet](#). Once completed, the T-474 document should be sent to Placement (in Outlook) for the Interagency Operations Administration team to enter to the BIT register. The following information is recorded:

- tenant name
- current Housing New Zealand address
- lettable areas
- number of bedrooms in current property
- expiry date of 90 day notice and/or date required/expected to vacate Housing New Zealand property
- business initiated reason, for example, redevelopment, lease expiry, earthquake prone building, under utilisation, divestment purposes and/or disability modifications

Review period – Under Utilisation

Where a Housing New Zealand tenant is under utilising their property, and they agree to transfer to an alternative more suitably matched property at a future date the expiry date and/or expected date to vacate will be 90 weeks from the initial date of entry on the register. This will make sure that matching from this list will always prioritise those tenants who have a confirmed date to vacate before all other tenants on the register.

Prioritisation of the BIT register

From the Housing New Zealand BIT register, Kotahi will sort the list of Housing New Zealand tenants by lettable area (area they need to live) bedroom number and length of time before expiry or expected vacation.

Rent charging process - Business initiated transfers

The IRR used for discussions with the customer will be from the latest processed IRR (any current rent or notified changes for tenants will be visible in the rent account).

Once the offer has been accepted, the Placement Support Specialist will confirm the bond held with the bond centre, and organise the transfer bond paperwork accordingly.

Customer currently on market rent

- If the new calculated IRR is still higher than the current rent (which is market rent), and the new property's market rent is lower, the customer will pay the new (lower) market rent from the new tenancy start date.
- If the new calculated IRR is still higher than their current rent (which is market rent) and the new property's market rent is higher, the customer must be charged the new, higher figure and be made aware of this before their move in date.

Change in customer's circumstances after the tenancy start date

If during the next 12 month period and prior to the next annual review the customer has a significant change in their circumstances (eg, obtains or changes job; household numbers rise), they must advise MSD and a COC IRR will be actioned. Any rent changes notified from MSD will be effective after the correct notice period is applied.

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14. Suspension waivers

Housing New Zealand may (subject to criteria) suspend vacated Housing New Zealand tenants (or applicable persons), and in some cases other persons visiting or living at the tenancy, from being able to be considered for a Housing New Zealand home for one year from vacation of the tenancy. A person applying for eligibility for social housing (and is suspended or being considered for a suspension by Housing New Zealand) may apply for a waiver if they would like to be considered for placement with Housing New Zealand.

A Housing New Zealand suspended person may be placed on the MSD social housing register for social housing with other providers by MSD if they are eligible for social housing, without applying for a waiver. These applicants will not be considered for housing by Housing New Zealand.

Applicants on the MSD social housing register who are subject to a Housing New Zealand suspension will be identified and excluded from Housing New Zealand matching functionality. The Social Housing Register identification will need to be updated by MSD if a waiver is approved by Housing New Zealand or on expiry of the suspension period.

If a customer wants to obtain state housing again within the suspension year, they need to apply for their suspension to be waived on the grounds of housing related hardship. In considering whether or not to grant a waiver to customers having housing hardship, the Chief Executive or a delegated staff member will take into account:

- the severity of the housing related hardship
- a demonstrated commitment to co-operate with the Housing New Zealand, and other agencies where appropriate
- a demonstrated commitment to repay debt
- proven changes in behaviour/circumstances

The Placement Support Specialist manages the waiver application process. See [T-234 Suspension and Waiver Guidelines](#) for information on when Housing New Zealand may apply a suspension, and the guidelines for considering a suspension waiver.

15. Vulnerable/at risk clients

Vulnerable/at risk applicants are those who are in immediate need of housing in high demand areas with few or no alternative options.

MSD Central Unit Housing (CUH) Managers will email the Housing New Zealand Manager Interagency Operations with early notification of vulnerable/at risk applicants (this can be women and children from women's refuge, children at risk, family violence, etc.) who are not yet confirmed on the MSD social housing register but will require housing as soon as possible when confirmed. This will enable Housing New Zealand to identify and/or hold a suitable property for these cases.

If a suitable property is identified, a manual match will be completed once this applicant is confirmed on the social housing register.

Once a manual match is completed, the normal placement/offer process is followed.

15.1 Quota refugees

Assessment of housing need

MSD will work with the Mangere Refugee Resettlement Centre (Centre) to assess quota refugees for social housing. Housing options for quota refugees will include all social housing providers and private sector rentals where available. Immigration New Zealand (INZ) will give Housing New Zealand early notice of any upcoming intake dates and details of families and their housing requirements where MSD are seeking housing through Housing New Zealand.

The Placement Support Specialist (or delegated person) will identify suitable vacant properties and will discuss the potential offers with MSD and/or INZ and the quota refugees.

This notification will occur 1 to 2 weeks prior to the refugee arrival at the Centre.

MSD will complete the needs assessment for the refugee intake and provide Housing New Zealand the application reference numbers for each household.

Initial property match

On receipt of the intake list from INZ, the Placement Support Specialist will do a preliminary match into a spreadsheet.

The spreadsheet is then sent to the Tenancy Manager and Area Manager to consider appropriateness of the match. The Area Manager (or delegated person) needs to respond within two working days, if no response is received the preliminary match will proceed.

If the property matched is subject to body corporate rules, extra chattels, fire evacuation processes or identified redevelopment clauses, then the Area Manager must highlight these to the Placement Support Specialist; where the match proceeds these, documents must be made available to the Interagency Administration team to communicate with the support party to the applicant prior to the sign up of the tenancy.

If the match is declined, an alternative property is to be considered. If the match is approved, Kotahi is updated and the Placement Support Specialist advises INZ. The Placement Support Specialist then generates all sign up documents.

Orientation and tenancy agreement presentation

The Placement Support Specialist delivers a presentation to all applicant families, who have been made an offer of a Housing New Zealand home, to explain Housing New Zealand's tenancy offer and tenancy agreement. This presentation is held in the classroom at the Centre and generally takes place in week five of the six week programme at the Centre.

The presentation provides the applicant the opportunity to ask questions and to make sure they have a full understanding of the tenancy offer and agreement before they are asked to sign the papers.

The Placement Support Specialist (or delegated person) must have the [T-445 Appointment of Agent](#) form signed (this covers consent to act on behalf of the tenant). The Placement Support Specialist will enter these consents into Kotahi to enable easy communication between the tenant's consented person once the tenancy starts.

Letting process

The sign up is completed at the Centre by a nominated staff member at a time arranged by the Manager Interagency Administration (or delegated person).

The Placement Support Specialist will let the property in Kotahi on the day that the customer leaves the Mangere Refugee Centre. All documents are forwarded to the relevant Area Manager by courier only and uploaded to the property shared drive with folder established for the new tenant.

Keys are made available to INZ on the Monday of week six. INZ manage the set up of the homes for the arrival of the refugees, and hand the keys to the new tenant. Although keys for the property are made available to INZ to allow the property to be set up, actual occupation of the property by the tenants will take place on the start date on the tenancy agreement.

Post Intake

During the welcome visit, the Tenancy Manager must cover all aspects of the tenancy.

16. Applicants requiring modified housing

Applicants requiring modified housing

MSD will identify applicants requiring modified housing during the housing needs assessment. This information will be provided to Housing New Zealand as part of the application on the MSD social housing register at the time of matching.

Eligible applicants who are on the MSD social housing register and have a need for modified properties will have priority in the allocation of vacant Housing New Zealand properties that are already modified or can be readily modified to meet specific needs.

If no suitable applicant can be found, the property may be considered for other priority applicants on the MSD social housing register, or Housing New Zealand tenant on the Housing New Zealand BIT register. If a tenancy is accepted by a tenant not requiring the modifications, then [01-060 Notice of potential future relinquishment of a disabilities modified property as modifications are not required for current tenant is to be completed and signed by the in-going tenant](#).

If an eligible applicant has a disability and requires modified housing, their occupational therapist may need to determine if the match to the vacant property is suitable. If this is necessary, it should be noted by MSD and captured in the information provided at the social housing register to assist with placement.

Any veto by an occupational therapist is final and should be recorded in Kotahi as a withdrawal and not a decline.

Housing New Zealand tenants requiring modified housing

Housing New Zealand tenants who require modified housing during their tenancy may be considered for a business initiated transfer if it is not possible or desirable to modify their current property. Refer to the Tenancy Management guidelines.

17. Placement into a re-locatable property

Housing New Zealand has a number of rental properties which have been placed on land which is not owned by Housing New Zealand. These properties are primarily placed on multiple-owned Māori land, and Housing New Zealand has a licence to occupy the land. In some cases, as part of the condition of this licence, any placements of applicants into these houses need to be approved by the Trustees/owners of the land.

The Housing New Zealand placement process for re-locatable property with special conditions has been designed to recognise the requirements to house eligible applicants when these properties become available.

When the Placement Support Specialist becomes aware of an impending vacancy of a re-locatable property, they must contact the Area Manager who will discuss the future of this property with the appropriate Asset Manager and/or Māori Land Lease Manager and Divestment Manager.

If it is agreed to re-let the re-locatable property, the Area Manager (or delegated person) contacts the trustees/owners when notice to vacate is received to establish if the trustees/owners have identified any prospective tenants that may suit the property. Housing New Zealand will advise trustees/owners that it will need to confirm with MSD whether a proposed tenant is an eligible applicant on the MSD social housing register. The trustees/owners must confirm to Housing New Zealand that the proposed tenant consents to Housing New Zealand contacting MSD about them.

Once a recommendation and confirmation is received from the Trustees/owners, Housing New Zealand will contact MSD via email to establish if the prospective tenant is an eligible applicant on the MSD social housing register.

MSD will advise Housing New Zealand by return email if there is a current application or not for the recommended prospective tenant.

- If yes: MSD notify Housing New Zealand of the applicant's application reference number.
- If no: the applicant is advised to arrange for an urgent needs assessment appointment with MSD. MSD will then advise Housing New Zealand of the outcome of the needs assessment via email

Once all parties agree on the match, a manual match is made in Kotahi and it will follow the current offer accepted process.

If the Trustees/owners are unable to provide Housing New Zealand with a recommendation of an applicant, then Housing New Zealand will advise the Trustees/owners that our normal matching process from either the Housing New Zealand BIT register and/or the MSD social housing register will be undertaken

18. Placement of Child Sex Offenders (CSO)

Housing New Zealand will match for CSOs against tenants and their recorded household members to ensure that our information remains current and the property remains suitable. Housing New Zealand will work with Corrections to confirm the on-going suitability of the property for CSOs.

Only the Area Manager (or delegated person) can offer properties to CSOs. This is to protect the integrity of the Agreement for Sharing Information about Child Sex Offenders.

Note: Normal veto process applies; see [Veto guidelines](#) in this document.

When a suitable match is made:

- the Area Manager will decide whether the location is suitable and proceed to contact Department of Corrections requesting them to view the property using [T-438 Property pre-approval](#)
- a representative from Probation views and approves/declines accommodation using the T-438 Property pre-approval or some other written form of communication

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- and if approved by Probation, the Area Manager will handle the whole offer process – liaising with the Placement Support Specialist and Regional Customer Support Manager to advise of updates
- and if the property is accepted, arrangements must be made to sign the tenancy agreement and related documents
- and if the property is deemed unsuitable this must be entered in Kotahi as a withdrawal not a decline
- the Area Manager (or delegated person) must discuss the tenant with the tenancy manager (or equivalent) and plan any specific management of the tenant if necessary.

The Area Manager involvement must only cease after consultation with the Probation Officer, but the record must remain recorded in Kotahi.

19. Applicant subject to probation conditions

If an applicant is subject to probation conditions, their probation officer may need to determine if the property is suitable and formally sign off any offer before placement can proceed. If the tenancy is subject to this condition, it will be noted in the information provided from the social housing register.

For child sex offenders, see section: [placement of child sex offenders](#).

Any veto by a probation officer is final and should be recorded in Kotahi as a withdrawal and not a decline.

20. Housing minors (persons under the age of 18 years)

In terms of the Minors Contracts Act (1969) a contract entered into by a minor is unenforceable against the minor (unless the person is married at the time). However, the Minors Contracts Act permits the District Court to approve a contract to be entered into by a minor. If approved, the contract can be enforced against the minor as if the person was of full age. Section 14(4) of the RTA gives the Tenancy Tribunal the same powers as the District Court.

Housing New Zealand needs to make sure that where it enters into a Tenancy Agreement (contract) with a minor that it can enforce the terms of the Tenancy Agreement and any subsequent Tenancy Tribunal order. It is for this reason that Housing New Zealand must apply to the Tenancy Tribunal to have the agreement approved.

The Tenancy Manager approves the match then the Placement Support Specialist notify the Regional Administration Support to make an urgent application to the Tenancy Tribunal. Seeking an order under the RTA s 78(1)(a) for a mediator to discuss the obligations of being a tenant whilst being a minor. See process: [Tenancy Management Guidelines](#).

If the applicant is a minor:

- the applicant must be 16 years old or more (Housing New Zealand cannot rent a property to anyone 15 years old or less)
- the Senior Tenancy Manager or Senior Tribunal Specialist will need to attend the mediation with the minor and make sure all parties sign the mediated order and that the mediated order is sealed. A scanned copy needs to be saved to the S drive. The Senior Tenancy Manager or STS Tribunal Specialist to email Placement Support Specialist and Tenancy Manager when documentation has been received.

When the Placement Support Specialist is preparing the documentation, they will strike out and counter sign the point in the [T-319 Tenancy Agreement](#) that states 'you must be 18 years or older to sign a tenancy agreement with us'.

21. Sign up of tenancy and letting of property

The Placement Support Specialist is responsible for generating the documentation to start the tenancy and to let the property once the tenancy documentation has been signed by the parties (Housing New Zealand and the tenant).

The Senior Tenancy Manager / Tenancy Manager is responsible for signing the applicant up to the property and for confirming the property may be let:

- The Placement Support Specialist generates the forms and agreement required for sign up based on [T-380 Placement Team checklist - accepted offers](#)
- The Senior Tenancy Manager / Tenancy Manager prints the tenancy papers generated by the Placement Support Specialist, [T-453 Sign-up checklist](#) and [HS-305 Safe Work Plan and Corporate Care Request Form](#), if required, and confirmation of rent and bond. Refer to: [Sign up a tenancy](#) and [complete sign-up](#).
- The applicant must be advised to take suitable photograph identification (drivers licence, 18+ card, passport) to the sign up. A copy of the photograph identification will be retained on their tenancy file for identification purposes. If the applicant does not have suitable photographic identification available this should not preclude them from being signed up to the property.
- The applicant must be advised to take a current bank statement with them to the sign up. The bank statement needs to show their name and current address. A copy of the bank statement will be saved to their tenancy file for future refund or account payment purposes. If the applicant does not have a bank statement available this should not preclude them from being signed up to the property.
- Once the tenancy agreement and documentation has been completed, the Senior Tenancy Manager / Tenancy Manager must advise the Placement Support Specialist who will let the property. Refer to procedure: [Let tenancy in Kotahi](#).
- The S/TM will save all signed documentation to the nominated electronic shared file (WLG drive) and will place the documentation to the property file at the local area office.
- Refer to: [Tenancy Management Guidelines](#).

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Appendix 1. Veto reasons for tenancy managers

The following provides valid reasons for veto. There may be other acceptable reasons and if the Placement Support Specialist does not agree with the veto for any reason they can escalate to the Area Manager or Regional Customer Support Manager for a decision.

The following provides reasons for veto.

Valid reasons for veto of offer	Next action
<p>The property is no longer available because the property has been offered to another applicant and this information has not been entered in Kotahi</p>	<p>withdraw the offer and record the reasons</p>
<ul style="list-style-type: none"> • the property has become unavailable due to a maintenance issue for example, vandalism and this has not yet been entered in Kotahi • there is a 'methamphetamine (P) issue at the property see: CA-716v1 Managing Methamphetamine (P) in Housing New Zealand properties 	<ul style="list-style-type: none"> • assess how long it will take to carry out the required work on the property • assess how likely it is that another suitable property will be matched to this applicant before the repairs are done • make a decision on whether to withdraw the offer or ask the applicant to wait for the work to be completed
<p>The property is unsuitable for the particular applicant for reasons which may not be apparent from the data on the property stored in Kotahi for example:</p> <ul style="list-style-type: none"> • the applicant has mobility problems and is likely to have difficulty physically accessing this property 	<ul style="list-style-type: none"> • notify the asset manager that the information in Kotahi on the property needs to be updated • withdraw the offer and record the reasons
<p>The applicant is not suitably matched with the neighbourhood and this is likely to cause on-going tenancy management problems for example:</p> <ul style="list-style-type: none"> • a young family in an area occupied by older tenants • the neighbourhood consists predominantly of another ethnic group, who are in conflict with the ethnic group of the applicant • the applicant belongs to a gang and a rival gang lives in the neighbourhood <p>Applicants with a history of sexual abuse of children should be housed away from schools and neighbourhoods where children are present or for any other compelling and sensitive issue that would make that neighbourhood clearly unsuitable for the applicant</p>	<ul style="list-style-type: none"> • withdraw the offer and record the reasons
<p>Conflict of interest for example:</p> <ul style="list-style-type: none"> • where the applicant is related to the tenancy manager 	<ul style="list-style-type: none"> • negotiate a solution with the tenancy manager and the area manager as to management of

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<ul style="list-style-type: none">• applicant has a bad credit history• applicant is known to the tenancy manager as a 'complex' tenant	<p>the property</p> <ul style="list-style-type: none">• if the PS considers the veto is not valid and the TM does not accept this outcome, the matter will be referred to the area manager for resolution• record the final outcome in Kotahi
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Appendix 2. Withdraw offer

It may be apparent during the offer process that the property is inadequate and a tenancy would not be sustainable. Housing New Zealand may withdraw an offer at any time up to the tenancy sign up. The following provides examples of valid reasons for withdrawing an offer of a property.

Valid reasons for withdrawal	Next action
<p>The offered property is inadequate for the following reasons:</p> <ul style="list-style-type: none"> • the matched property has been vandalised • a health and safety issue is discovered on inspection of the property • the property description was incorrect • there is a mismatch with the neighbourhood 	<ul style="list-style-type: none"> • assess how long it will take to carry out the required work on the property • assess how likely it is that another suitable property will be matched to this applicant before the repairs are done • make a decision on whether to withdraw the offer or ask the applicant to wait for the work to be completed
<p>The applicant is physically unable to accept the offer at this time due to a temporary change of circumstances, such as:</p> <ul style="list-style-type: none"> • hospitalisation • custody issues in the process of resolution where the time frame for resolution is undetermined • temporary mobility problems where the matched property has stairs or steep slopes 	<ul style="list-style-type: none"> • withdraw the offer and record the reason for withdrawal including the date that the applicant is likely to be able to accept offers again • MSD will monitor this and follow up with the applicant as required
<p>The offered property is no longer available because:</p> <ul style="list-style-type: none"> • the property is no longer available because it has been damaged - (that is, fire damage) • the property was used as a P-lab and there is a cleansing order on it • the property has already been offered to another applicant 	<ul style="list-style-type: none"> • withdraw the offer and record the reason for withdrawal
<p>Other reasons for withdrawing an offer include:</p> <ul style="list-style-type: none"> • offer was created in error in Kotahi 	<ul style="list-style-type: none"> • withdraw the offer and record the reason for withdrawal as "offer was created in error"

Appendix 3. Agreement for sharing information about child sex offenders

Schedule 2 of the agreement

The table below is Schedule 2 of the Agreement – Part B: Disclosure by Housing New Zealand to Corrections:

Personal information which may be disclosed	Function or activity of receiving party for which personal information relevant	Purpose of disclosure (refer clause 3.2 in MOU)
Notification regarding either the placement of an offender in accommodation, or a change in an offender's accommodation ¹	Safer communities by protecting the public and reducing re-offending. Sentence management, management of offender risk to children and young persons, and the rehabilitation and re-integration of offenders	3.2.1, 3.2.2, 3.2.3, 3.2.4
If offender has stated an intention to change, or has changed address	As above	3.2.1, 3.2.2, 3.2.3
If offender has made a request to accommodate additional occupants under the age of 16	As above	3.2.1, 3.2.2, 3.2.3
Any other information about the offender's behaviour that indicates a heightened risk of re-offending against children or young persons for example, children seen visiting; the presence of pornography; the use of computers; a request for accommodation near school, day-care centre kindergarten, kohanga reo; concerns of other residents or Housing New Zealand staff.	As above	3.2.1, 3.2.2, 3.2.3

Clause 3.2 of the Memorandum of Understanding (MOU)

Clause 3.2 is as follows:

The purposes for which Personal Information may be disclosed by one Party to another Party are:

- 3.2.1 to monitor compliance by the Offender with his or her release conditions, detention conditions, conditions of a sentence of supervision, or conditions of an extended supervision order;
- 3.2.2 to manage the risk that the Offender may commit further sexual offences against children;
- 3.2.3 to identify any increased risk that the Offender may breach his or her conditions or will commit further sexual offences against children; and
- 3.2.4 to facilitate the re-integration of the Offender into the community.

¹ Note that arrangements between Housing New Zealand and Corrections for offender placement in accommodation, prior to release from prison, are outside the scope of this Agreement.

Contact with Corrections

Housing New Zealand staff must notify Department of Corrections when:

- a CSO is to be housed by Housing New Zealand
- there are any changes within the household composition (Housing New Zealand homes only)
- there is any change or intention to change his/her accommodation for example, a transfer request, vacating or abandonment
- a request is made to accommodate additional occupants under 16 years of age
- there are any noticed changes in the tenancy where the CSO lives that may increase risk.

Any Kotahi record created under the Agreement for Sharing Information about Child Sex Offenders must be reviewed three monthly. This is to check for any change of circumstances.

Contact with Department of Corrections, as above, may be by phone or email or using [T-442 'Disclosure of information by Housing New Zealand to the Department of Corrections'](#).

All contact must be recorded in Kotahi.

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Appendix 4. Pre placement interview

Valid reasons for interview	Next action
<p>The MSD application notes the applicant has a Customer Risk Indicator Profile (CRIP)</p>	<ul style="list-style-type: none"> • Check the assessment responses in Kotahi to confirm if the applicant has a CRIP rating for former tenancies. Confirm whether the CRIP assessment is current or whether there may be new information available • Check with MSD the reasons for the assessment of CRIP if the application notes are insufficient to provide understanding • Confirm with MSD what risk mitigation strategies they have employed to manage the assessment and application procedures with the applicant • In conjunction with the Regional Customer Support Manager the Placement Support Specialist will confirm if interview is required
<p>The MSD application notes the applicant has a known history of criminal convictions for drug, alcohol, violence or other anti-social behavioural issues</p>	<ul style="list-style-type: none"> • Check with Regional Customer Support Manager and confirm the standard of evidence available • In conjunction with Area Manager and Regional Customer Support Manager, the Placement Support Specialist will confirm if interview is required or if match can proceed
<p>The MSD application notes the applicant has significant mental health issues as defined by MSDs own classification criteria where the mental health status may impact upon Housing New Zealand staff safely meeting with the customer</p>	<ul style="list-style-type: none"> • Confirm with MSD if further information is required • Confirm with Area Manager and Regional Customer Support Manager interview is required, and arrange via the Senior Tenancy Manager for the local area office. • Where appropriate, the Senior Tenancy Manager will initiate HAP for the applicant and match may proceed.
<p>The MSD application notes the applicant has a consented third party who is supporting the applicant in 'wraparound' service provision</p>	<ul style="list-style-type: none"> • Contact applicant and support person. Confirm the need to carry out pre-placement interview, arrange interview with Senior Tenancy Manager for the local area office • Where appropriate the STM will initiate HAP for the applicant and match may proceed.
<p>Where there have been at least three vetoes of a suitable property match by the Tenancy Manager</p>	<ul style="list-style-type: none"> • Check the reasons for veto and review the application notes

	<ul style="list-style-type: none">• Discuss with the Tenancy Manager the reasons for veto of applicant• Confirm with Area Manager and R Regional Customer Support Manager interview is required, and arrange via the Senior Tenancy Manager for the local area office
Where the tenant was suspended by Housing New Zealand for a period of one year	<ul style="list-style-type: none">• Check the assessment history in Kotahi• Confirm reasons for historical suspension• Confirm with Area Manager and Senior Tenancy Manager suspension history and review Appendix 6. Demonstrated change in behaviour / circumstances• Confirm with Area Manager and Regional Customer Support Manager interview is required and arrange via the Senior Tenancy Manager for the local area office.

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Appendix 5. Relevant sections of the Housing Restructuring and Tenancy Matters Act 1992 tenancy matters act

Section 71 – Interpretation of Terms used in this Part

In this Part, unless the context otherwise requires,—

prospective tenant for HNZ housing means a person—

(a) who—

(i) is eligible to be allocated social housing; and

(ii) is not a person to whom any HNZ housing is let; and

(iii) has been referred or allocated to HNZ to be allocated, assigned, or let HNZ housing; or

(b) who—

(i) is already a person to whom HNZ housing is let; but

(ii) has applied to HNZ (alone or together with some other person or people) to become a tenant of some other HNZ housing and has not yet had the application accepted or declined, or withdrawn it

tenant,—

(a) in relation to HNZ housing in general,—

(i) means any person or people to whom any HNZ housing is let or to be let; and

(ii) includes a prospective tenant for HNZ housing; and

(b) in relation to any particular HNZ housing, means the person or people to whom it is let or to be let.

Section 71: inserted, on 14 April 2014 by [section 21](#) of the Social Housing Reform (Housing Restructuring and Tenancy Matters Amendment) Act 2013 (2013 No 97).

Section 75 Housing New Zealand may review placement

(1) Housing New Zealand may:

(a) allocate a prospective tenant for Housing New Zealand housing to particular Housing New Zealand housing:

(b) review the eligibility of a tenant to be or to continue to be allocated, assigned, or let particular Housing New Zealand housing:

(c) require a tenant to transfer to different Housing New Zealand housing (being housing that is appropriate for the tenant's housing needs) if Housing New Zealand considers that the transfer is necessary or desirable for any reason.

(2) Nothing in this section limits or affects:

(a) a tenant's rights under the Residential Tenancies Act 1986:

(b) Housing New Zealand's rights as a landlord under the Residential Tenancies Act 1986, including its rights to terminate a tenancy in accordance with that Act:

(c) Housing New Zealand's functions and powers under this Act or any other Act.

Section 76 Limits on obligations of Housing New Zealand

Nothing in this Act requires Housing New Zealand to provide any housing or particular housing to a tenant referred or allocated to Housing New Zealand by the agency.

Section 81 Placement in Housing New Zealand housing

(1) The matters to which Housing New Zealand may have regard in doing any of the things stated in subsection (2) may include criteria that have, or are capable of having, the effect that tenants, people who are or might be applicable persons in relation to those tenants, and other people who are or might be residing in the housing concerned, are treated differently on the basis of—

- (a) their marital status, disability or absence of disability, age, or family status (as the terms marital status, disability, age, and family status are defined in section 21(1)(b), (h), (i), and (l) of the Human Rights Act 1993); or
- (b) whether or not they are resident, or ordinarily resident, or permanently resident, or lawfully resident, in New Zealand; or
- (c) their incomes; or
- (d) their property; or
- (e) 2 or more of those factors.

(2) The things are any thing that Housing New Zealand does in the course of allocating, assigning, and letting Housing New Zealand housing to tenants, and in administering and terminating tenancies, and include the following:

- (a) allocating, assigning, and letting or continuing to let, Housing New Zealand housing to a tenant; and
- (b) reviewing the eligibility of a tenant to be, or continue to be allocated, assigned, or let particular Housing New Zealand housing; and
- (c) terminating a tenancy; and
- (d) reallocating or reassigning Housing New Zealand housing to a tenant; and
- (e) retaining the current allocation, assignment, or letting of particular Housing New Zealand housing to a tenant.

(3) Nothing in this section affects the application of the New Zealand Bill of Rights Act 1990. Insert a page layout format > Click Insert > Quick Parts > Select the layout (delete this text after reading).

Appendix 6. Demonstrated change in behaviour / circumstances

The following examples of the requirements for a demonstrated change in behaviour/circumstances must be considered when an applicant represents to Housing New Zealand

Reason for suspension	Behaviour	Demonstrated change in behaviour/ circumstances	Evidence required
Debt	Budgeting issues	<p>The suspended customer has:</p> <ul style="list-style-type: none"> undertaken budget advice with an accredited budget advisor demonstrated rental history in the private sector an established record of a satisfactory debt repayment plan. Payment of all debt in one payment does not equate to demonstration of a change in behaviour preventative measures in place to prevent further debt occurring (if debt has been repaid) had an increase in household income. 	<ul style="list-style-type: none"> letter from the budget advisor indicating a budget is in place and on-going support is available legitimate references from a landlord(s) agreed plan to repay debt with three or more consecutive payments received. The full debt is not required letter from an employer or MSD confirming when the increase occurred and the amount
	Addiction	<p>The suspended customer has participated in a recognised addict on programme run by:</p> <ul style="list-style-type: none"> an incorporated community organisation that is contracted by government to supply services 	<ul style="list-style-type: none"> letter from the organisation providing the service stating that the customer has satisfactorily concluded a course and on-going support is available letter from a person of standing in the community or from a person having relevant behavioural expertise,

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		<ul style="list-style-type: none">• other government funded health service• a registered medical practitioner.	who knows the customer, confirming the above
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