

Fast-tracking for households at risk of rheumatic fever

This page outlines the qualifying criteria and process to follow when fast-tracking households at risk of rheumatic fever.

On this Page:

Overview

The rheumatic fever fast-track was first introduced by Cabinet in 2014. It was initially established in Auckland. In 2015 it was extended and is now available in 11 designated DHB areas in the North Island that are considered to be at high risk for rheumatic fever.

Households (on the Social Housing Register or applying for public housing (also known as social housing)) who are at risk of rheumatic fever and living in designated [North Island DHB areas](http://doogle/map/social-housing/assessment-of-eligibility/designated-north-island-district-health-board-area-01.html) [http://doogle/map/social-housing/assessment-of-eligibility/designated-north-island-district-health-board-area-01.html] may be fast-tracked if they meet the criteria.

Fast-tracked means they will get pushed to the top of the Social Housing Register for the next available suitable property.

For a quick reference, refer to [this table \(Word document\)](http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/rheumatic-fever-criteria-table.docx) [http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/rheumatic-fever-criteria-table.docx].

For more information on rheumatic fever and the fast-track provision refer to:

[MAP - Fast-track provision](http://doogle/map/social-housing/assessment-of-eligibility/fast-track-provision.html) [http://doogle/map/social-housing/assessment-of-eligibility/fast-track-provision.html]

What is rheumatic fever?

Children and young people are most likely to be affected by rheumatic fever. It occurs after a 'strep throat'. Strep throat is a throat infection caused by a group A streptococcus (GAS) bacteria.

In a small number of cases, an untreated strep throat develops into rheumatic fever where a person's heart, joints, brain and skin become inflamed and swollen. While the symptoms of rheumatic fever may disappear on their own, the inflammation can cause heart disease where there is scarring of the heart valves.

Fast-tracking households at risk of rheumatic fever

In most cases referrals for the rheumatic fever fast-track will come from a Healthy Home Provider (HHP).

A HHP is a DHB contracted service whose focus is to support families identified by the DHB as being at risk of rheumatic fever due to their current housing environment. A HHP may call on behalf of the client to arrange an appointment and may attend appointments with the family to provide support.

You also may meet with a client who has a referral letter from a DHB, other medical practitioner or you may identify a family at risk during a client appointment.

Note: The client may already be on the Social Housing Register.

The fast-track process is available here:

[Fast-track flow diagram](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-flow-diagram.png) (Image 97.56KB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-flow-diagram.png]

Request the client's application be fast-tracked following the instructions here:

[Changing a priority rating](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html#Changingapriorityratingprocessflow4) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html#Changingapriorityratingprocessflow4]

Households outside designated DHB areas

If a family presents with a rheumatic fever medical condition or may be at risk of rheumatic fever and is outside the designated DHB area, you should:

- check whether the client is moving to a designated area - they may qualify for the fast-track
- assess the full range of financial assistance available to a client
- make sure the client brings verification of the medical condition to their public housing assessment interview because rheumatic fever is considered when assessing eligibility and priority for public housing
- use the referral process on doogle, if the client is in a cold, damp or mouldy HNZ property and wants to move to another one

[Public housing Transfers \(http://doogle/resources/helping-clients/procedures-manuals/social-housing/transfers-and-join-ins/transfers-request-process.html\)](http://doogle/resources/helping-clients/procedures-manuals/social-housing/transfers-and-join-ins/transfers-request-process.html)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 09 April 2020

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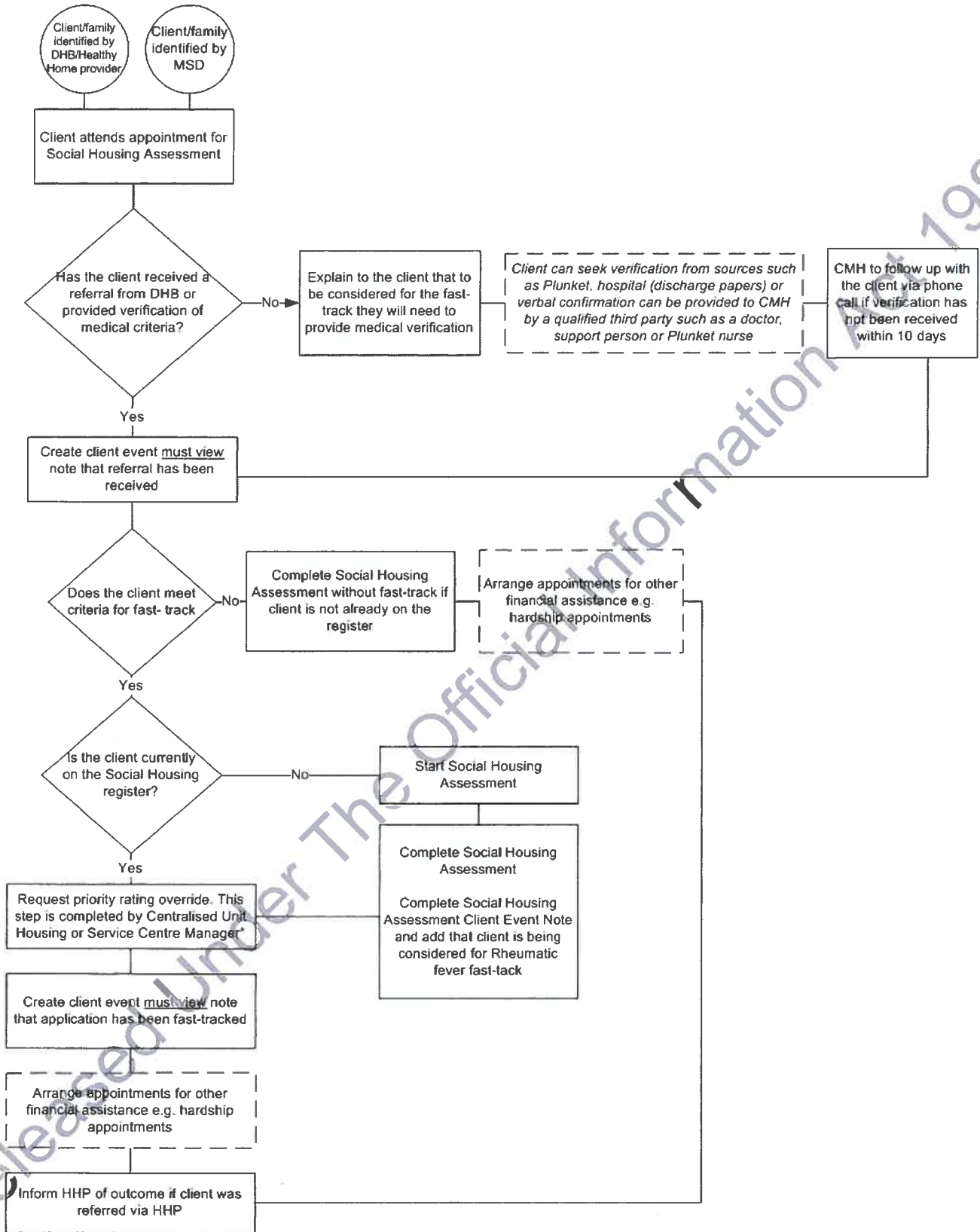
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*Request the client's application be fast-tracked following the instructions here:

Doogle: Changing a priority rating (<http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.htm#Changingapriorityratingprocessflow4>)

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Social Housing (also known as public housing)Transfers

This page outlines the process when current tenants may need to move (transfer) to another social housing (also known as public housing) property.

On this Page:

Overview

A current social housing tenant may request to move (transfer) to another social housing property because they believe the property they are living in is unsuitable or unsafe. For example, if they've had a general change in circumstances or if they have a change in their circumstances that means they need at least two extra bedrooms.

All clients who wish to transfer to another social housing property will have to be screened. A conversation should be held up-front about the client's need for a transfer.

Generally the tenant will need to apply for a transfer and have their need to 'other' social housing assessed using the same criteria and process we use for new applications (book an appointment for an assessment to be completed).

If the client has concerns with the property they are living in e.g. cold, damp or mould, or the property is too large or too small, they will need to be referred to the Centralised Unit Housing (CUH). More information about the referral process is below.

[MAP - Transfers](http://doogle/map/social-housing/assessment-of-eligibility/transfers-01.html) [http://doogle/map/social-housing/assessment-of-eligibility/transfers-01.html]

[Booking an assessment appointment](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-screening.html#Bookinganassessmentappointment4) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-screening.html#Bookinganassessmentappointment4]

Current tenant requests to transfer

There are three types of transfer requests:

[General property management issue](#) [#general-property-issue]

[Client initiated transfer - change of circumstances](#) [#client-initiated-transfer]

[Housing concern - overcrowding, underutilising or cold, damp and/or mouldy](#) [#housing-concerns]

General property management issue

In these situations you should suggest the client speaks to their housing provider. The housing provider may be able to address the reason the tenant thinks they need to move, eg doing maintenance on the property, arranging the required modifications, or moving them to more suitable property within their own housing stock.

Housing providers are responsible for maintaining the property - refer to the MBIE website for advice on Tenancy Repairs.

Note: a housing provider can at any time ask the Ministry to assess a tenant's housing needs (requirements). The housing provider will contact CUH to request this.

Client initiated transfer – change of circumstances

Where the client has a significant change in circumstances that means they're at risk or have a serious housing need, they'll need to have an assessment to determine their eligibility to be allocated other social housing – this uses the same criteria and process we use for new applications (an appointment for an assessment to be completed).

Action required:

Load the request for a social housing needs assessments into the S2P queue called 'Housing Assessment', and a Case Manager will call the client back.

Record in the 'Reason for contact' section of the task that the client is a current tenant, the assessment is for a transfer and the reason for the transfer.

Let the client know it might take us a few weeks to get back to them. We will try phoning, and if we are not able to get hold of them, we will send them a message advising we will try calling them again soon.

If they're eligible (priority A or B) they'll be treated as current applicants and placed on the register. If they're ineligible, they will not be placed on the register.

No significant change in circumstances

When a client has requested a transfer you should determine whether the reason is good and sufficient. Where the client's need to move is not due to a significant change in circumstances, for example the client only needs one additional bedroom, you should explain that it is unlikely their housing need will get them on the register, eg rate as priority A or priority B at assessment.

In these situations, it's important you manage the client's expectations. Talk to the client about their circumstances and the fact that their need for 'other' housing is assessed in the same way that a new applicant for social housing is assessed. Discuss any options with them, eg their concerns or issues may be able to be addressed by other means, for example their housing provider, local council or Citizens Advice Bureau, etc.

Note: if a client insists on having an assessment, we can't refuse to complete this even if it's unlikely they will qualify. You should record this conversation into the Client Event Note eg advised client it is unlikely they will qualify for transfer, but client requested an assessment.

Housing concerns – overcrowding, underutilisation or cold, damp or mouldy (for HNZ tenants)

In situations where a client living in a HNZ property has concerns with cold, damp and/or mould, overcrowding or underutilisation, you will need to email CUH who will send a referral to HNZ on the client's behalf.

Examples are where the property:

is too large or too small (eg they require two or more additional bedrooms or have at least two bedrooms more than they need)
is cold, damp and/or mouldy
requires maintenance to fix cold, damp and/or mould.

Examples of maintenance issues that can contribute to making a property's cold, damp or mouldy can include:

rotten timbers or framing
holes both internal and external
leaks both internal and external
no source of heating
gas heating affecting health
hot water tank insufficient for basic family needs
asbestos ceiling damaged from repaired roof leak
not enough space underneath the house to insulate
on-going health problems verified by health professionals.

Note: general maintenance issues that do not contribute to cold, damp or mouldy properties still need to be referred to the tenant's landlord/housing provider.

Action required: Please [email CUH \[mailto:GNL_CUH_Client_Query@msd.govt.nz\]](mailto:GNL_CUH_Client_Query@msd.govt.nz) using the following template.

Subject: Overcrowding, underutilisation or cold, damp or mouldy housing concern

Hi

The following client has [cold, damp or mould concerns /overcrowding/better utilisation]. Please review the client's application and make referral to HNZ if appropriate?

Client's name:

Client number (SWN):

Date of birth:

Contact number:

Address:

People in the household (include names):

Bedroom need:

Situation:

Comments: *(include any information that HNZ should be made aware of e.g. health issues)*

Please copy and paste the email template into a client event note using the short description: Utilisation and Housing Concerns Referral.

CUH will ensure the request is valid and refer directly to HNZ. If the client's concerns relate to overcrowding or underutilising and the client is undergoing a tenancy review, CUH won't refer to HNZ, they will email the case manager housing (CMH). The CMH will take the appropriate action as part of the tenancy review process.

When HNZ receive the referral, they will either contact the tenancy manager (for cold, damp or mould), or check business rules for overcrowding and underutilisation and respond to CUH (via original email) within 10 working days to advise us of the outcome and include any other identified issues.

Note: HNZ will contact the client to advise them of the outcome e.g. accepted onto HNZ's register (BIT), not accepted onto their register, property intervention or no other property intervention required.

Housing providers can move tenants within their own housing stock

In some situations, a housing provider may be able to accommodate the tenant's need to move by transferring them to a more suitable property.

Currently Housing New Zealand can require a tenant to move (transfer) to another suitable property for business reasons, eg a property requires major repairs or there has been earthquake damage.

[Housing options and advice \[http://doogie/resources/helping-clients/procedures-manuals/social-housing/options-and-advice/social-housing-options-and-advice.html\]](http://doogie/resources/helping-clients/procedures-manuals/social-housing/options-and-advice/social-housing-options-and-advice.html)

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