



Jessica Amber
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Tēnā koe Jessica

Thank you for your email of 10 February 2024 requesting the following information under the Official Information Act 1982 (the Act):

Can you please provide information about, and clarify for me whether because technically Visions of a Helping Hand Charitable Trust is NOT a registered community housing provider at all, - whether or not this means that in fact all tenancies provided that are not motels et would in fact be plain residential tenancies?

Also please provide clarification and information in regards to what happens if their tenants were ever to become in arrears etc while tenancing a property - does HUD provide assistance here to cover any costs etc relating to these?

As well as providing any information held on amounts of tenants that have ended up in arrears, approx amounts all up in total and amounts if any that have been granted to Visions to cover any arrears claimed etc?

On 19 February 2024, the second and third parts of your request were transferred to the Ministry of Social Development for response, as they are responsible for managing Income Related Rent payments, and the redirection of transitional housing accommodation contributions on behalf of clients, as well as managing arrears.

Transitional housing, which is provided by Visions of a Helping Hand, is not covered by the Residential Tenancies Act 1986 (RTA). As I explained in an earlier response to you, the Transitional Housing Code of Practice (Code of Practice) was introduced to oversee the relationship between providers and residents. The Code of Practice is available on our website at: www.hud.govt.nz/our-work/transitional-housing/.

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: www.ombudsman.parliament.nz.

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Yours sincerely

William Barris
General Manager Partnerships and Performance
Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development