

Manage application to sign-up for non-public housing

CNP-PRO-001

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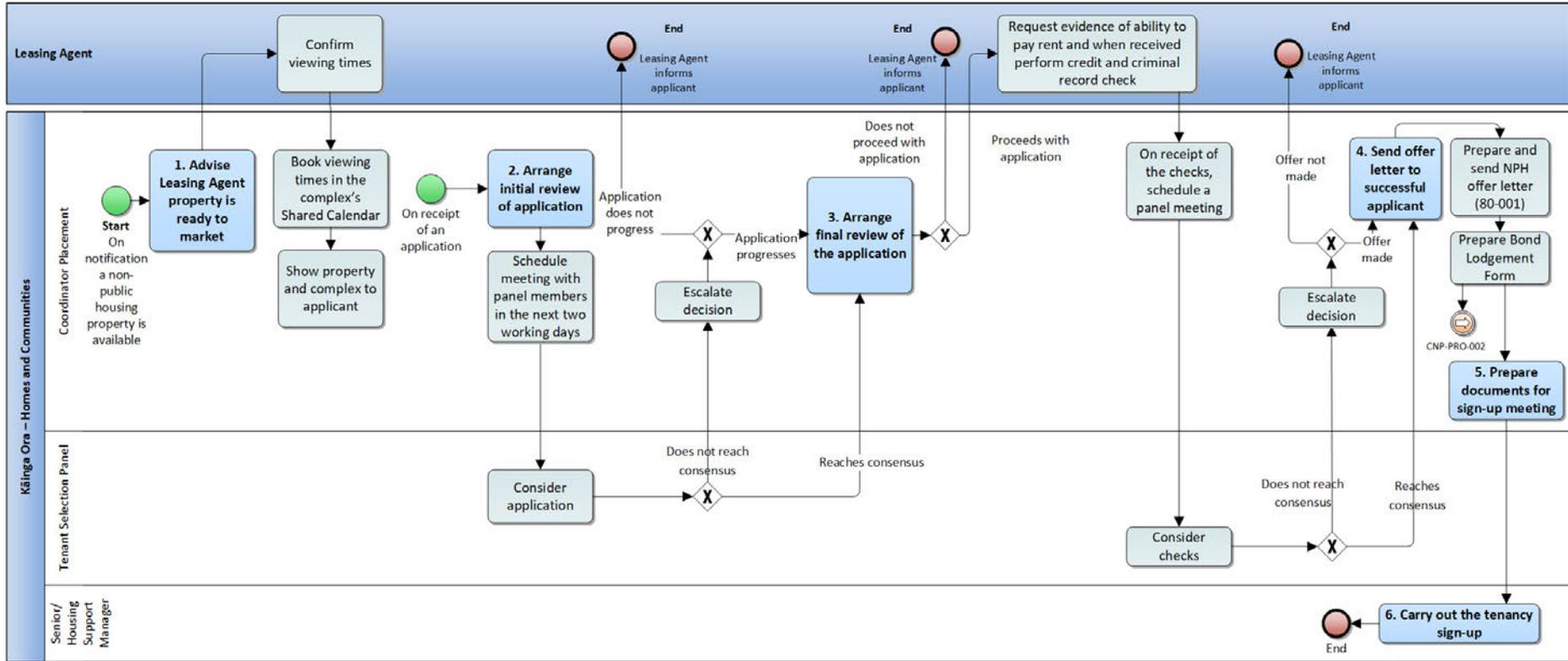
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Process map



Process overview

This process explains how to manage a tenant's application through to sign-up for a non-public housing property at a [single-site supported housing complex](#) (SSSH).

[Non-public housing](#) is a pilot programme under which some Kainga Ora – Homes and Communities properties in SSSH complexes are offered to those not eligible for the public housing waitlist.

A Leasing Agent has been contracted to market the properties, manage applications, and conduct viewings on behalf of Kāinga Ora. The Leasing Agent will send details of applicants to be considered by a Tenant Selection Panel within Kāinga Ora. The Panel's role is to decide whether or not to proceed to offer a property to an applicant, based on the information supplied by the Leasing Agent.

The Panel will consider one application at a time. When they decide to accept or decline an application, the Leasing Agent will be asked to either make an offer to the applicant or to notify the applicant that the application has been declined and provide another application for the Panel to consider. Applications are provided to the Panel in the order the Leasing Agent receives them. Once an applicant verbally accepts an offer, Kāinga Ora will manage the application from this point.

Tenants (including [non-public housing tenants](#)) who live in a Kāinga Ora property are not entitled to receive the Ministry of Social Development (MSD) Accommodation Supplement.¹ However, we will charge non-public housing tenants who live in Kāinga Ora properties a [reduced rent](#) if their circumstances mean they could get the Accommodation Supplement from MSD if they did not live in one of our homes. For those who would be eligible, MSD will not pay the Accommodation Supplement into the tenant's bank account.

The rent the tenant will pay is either the [market rent](#), or the market rent less the amount of any confirmed Accommodation Supplement entitlement (reduced rent).

Non-public housing tenants will pay a bond of four weeks' rent, as well as two weeks' rent in advance.

1. Advise Leasing Agent property is ready to market

Role: Coordinator Placement

¹ Social Security Act 2018, s66(1).

Step 1 Once the Advisor Placement and Senior/Housing Support Manager confirm a property is available for letting and the market rent has been set, email the following details to the Leasing Agent:

- property address
- property typology
- market rent amount
- date property will be available
- marketing materials pack
- suggested viewing times.

Step 2 When the Leasing Agent confirms the viewing times, book them in the complex's Shared Calendar.

Step 3 During the viewings, the Leasing Agent will show the applicant the available property, the communal spaces, and the storage locker area.

- The Leasing Agent will get an access fob for the property from the Community Guardian team and will return it after the viewing.
- If required, the Coordinator Placement may accompany the Leasing Agent at a viewing.

What happens next?

- If the applicant is interested, they will complete an application form supplied by the Leasing Agent and provide them with evidence of their ability to pay the rent.
- The Leasing Agent will perform a reference check with the applicant's landlord referee.
- The Leasing Agent will then email the application form, the evidence of the applicant's ability to pay the rent and the results of the landlord reference check to waitapu@kaingaora.govt.nz.

2. Arrange initial review of the application

Role: Coordinator Placement

Step 1 On receipt of all paperwork for an applicant from the Leasing Agent, send a meeting request, scheduled in the next two working days, to the members of the Tenant Selection Panel (the Panel). The Panel members are:

- Senior/Housing Support Manager
- Team Leader Housing Support
- Coordinator Placement
- Manager – Complex

Note:

- There must be three Panel members present at the meeting. Manager – Operations or Regional Director or Manager Housing and Wellbeing Support can attend to stand in for absent Panel members.
- The Panel considers one application at a time.

Step 2 If the Panel:

- **reaches a consensus on the application**, go to Step 4
- **does not reach a consensus on the application**, go to next step.

Step 3 Escalate the application to the Manager – Operations/Regional Director or Manager Housing and Wellbeing Support to make a final decision.

Note:

If any of the above people were on the original Panel, the application must be escalated to another role.

Step 4 Contact the Leasing Agent by either phone or email. If the application is:

- **approved to progress to the next stage**,
 - ask the Leasing Agent to carry out the final reference check, as well as the criminal record and credit checks
 - create an Objective folder for the applicant. Save the application form, evidence of ability to pay the rent and landlord reference check information.
- **declined**,
 - ask the Leasing Agent to inform the applicant they were unsuccessful and to send us the next application for consideration

- delete the applicant's application form and any other information about them from your Outlook mailboxes, this includes your personal inbox and other mailboxes you can access. Go to Step 1 for another application.

What happens next?

If the application is approved to progress to the next stage, the Leasing Agent will complete and email the final reference check, the criminal record and credit checks to waitapu@kaingaora.govt.nz.

3. Arrange final review of the application

Role: Coordinator Placement

Step 1 On receipt of the final reference check, the criminal record and credit checks from the Leasing Agent, send a meeting request, scheduled in the next two working days, to the members of the Panel.

Note:

There must be three Panel members present at the meeting. Manager – Operations or Regional Director or Manager Housing and Wellbeing Support can attend to stand in for absent Panel members.

Step 2 At the meeting, complete [Non-public housing tenant selection panel outcome and recommendation \(CNP-FRM-002\)](#). If the Panel:

- **reaches a consensus on the application**, go to Step 4
- **does not reach a consensus on the application**, go to next step.

Step 3 Escalate the application to the Manager – Operations/Regional Director or Manager Housing and Wellbeing Support to make a final decision. Provide them with a copy of CNP-FRM-002.

Step 4 If the decision is to:

- **make an offer**, advise the Leasing Agent to make a verbal offer to the applicant. They will inform us of the applicant's response. If the applicant:

- **accepts the offer**, go to [4. Send offer letter to the successful applicant](#)
- **declines the offer**, go to next step
- **decline the application**, advise the Leasing Agent to inform the applicant they were unsuccessful. Go to next step.

Step 5 Ask the Leasing Agent to send us the next application for consideration.

Step 6 Delete the applicant's application form and any other information about them from your Outlook mailbox, this includes your personal inbox and other mailboxes you can access.

What happens next?

The Leasing Agent will continue to market the property and send the next application to the Coordinator Placement. When available, go to [2. Organise the Tenant Selection Panel to meet](#)

4. Send offer letter to successful applicant

Role: Coordinator Placement

Note:

All applicant documentation must be saved in their Objective folder. Delete immediately if at any stage the applicant does not accept the property offer.

Step 1 On advice from the Leasing Agent the applicant has verbally accepted our offer, prepare the following documents for the applicant.

- Letter [NPH Tenancy offer with market rent \(80-001\)](#)
- Information about your rent at Waitapu fact sheet – see [NPH Welcome Pack](#) on Objective
- [MBIE Bond Lodgement Form \(CNP-FRM-010\)](#)

Note:

For the applicant to make their bond and rent in advance payment, obtain a payment reference number and include it in the offer letter. See Locate the next payment reference

number in [Kotahi user guide: Create a manual tenancy for non-public housing \(CNP-USG-001\)](#).

Step 2 Make the formal offer to the applicant.

- Send offer email using template A in [Appendix A](#)
- Create an envelope in Docusign. See [Docusign user guide for non-public housing \(CNP-USG-001\)](#)
 - Upload the letter 80-001 for the applicant to sign.
 - Upload Information about your rent at Waitapu fact sheet for the applicant to view – see [NPH Welcome Pack](#) on Objective.
 - Check the documents are set up correctly in Docusign.
- Send the Docusign link to the applicant.
 - Make sure the offer email and the Docusign link are sent within a few minutes of each other.

Step 3 If the applicant:

- **responds within two working days,**
 - **and we receive their signed acceptance of offer,** go to Step 8
 - **and advises they would like to see if they are entitled to Accommodation Supplement,** ask them to let us know the outcome within five working days. Go to Step 5
 - **and advises they do not want to accept our offer,** go to Step 4.
- **does not respond within two working days,** go to Step 7.

Step 4 On notification the applicant does not want to accept our offer,

- delete the applicant's information saved in Objective and/or your Outlook mailboxes, this includes your personal inbox and other mailboxes you can access
- inform the Leasing Agent of the applicant's response. Ask them to continue to market the property and/or provide the next application for the Panel to consider. Go to [2. Arrange initial review of the application](#)

Step 5 If the applicant confirms they:

- **would be entitled to Accommodation Supplement if they resided in another property,**
 - ask them to email the MSD confirmation letter to us
 - calculate the reduced rent based on the Accommodation Supplement entitlement
 - send revised offer email using template B in [Appendix A](#)
 - create an envelope in Docusign. See [Docusign user guide for non-public housing \(CNP-USG-002\)](#)
 - prepare and upload the letter [NPH Revised tenancy offer with reduced rent \(80-003\)](#) for the applicant to sign
 - check the document is set-up correctly in Docusign
 - send the Docusign link to the applicant
 - make sure the offer email and the Docusign link are sent within a few minutes of each other
 - go to Step 7.

- **would not be entitled to Accommodation Supplement if they resided in another property,** contact them to ask if they still want to accept the offer. If:
 -
 - **yes,** go to Step 6
 - **no,** go to Step 4.

Step 6 Advise the applicant to sign the letter 80-001 on Docusign within the next two working days.

Note:

Before contacting the applicant, check if the original Docusign link has expired. If it has expired, re-send it. Go to Step 3.

Step 7 If the applicant does not respond within two working days, contact them to discuss the offer. If they:

- **can be contacted,**
 - **and want to accept the offer,** ask them to sign the offer letter on Docusign as soon as possible. Go to Step 3
 - **and do not want to accept the offer,** go to Step 4

- **and they need more time to accept the offer**, ask for their reasons and how long they need. Ask the Manager – Operations or Regional Director or Manager Housing and Wellbeing Support for approval and advise the applicant of the new date to respond. When the new date to respond arrives or the applicant informs you of their decision, action their response
- **cannot be contacted**,
 - keep trying to contact them by different methods (phone, text, email)
 - withdraw the offer if contact cannot be made within two working days of further attempted contact. Inform the Leasing Agent. Go to [2. Arrange initial review of application](#)

Step 8 On receipt of the signed letter 80-001 or 80-003, carry out the instructions in each of the following sections of [CNP-USG-001](#).

- Create a party
- Create a person
- Create a tenancy
- Create a rent revenue account
- Create a bond revenue account
- Update the market rent limit

5. Prepare documents for sign-up meeting

Role: Coordinator Placement

Step 1 Prepare the [MBIE Bond Lodgement Form \(CNP-FRM-010\)](#) by completing sections 2, 3a and 3b.

- Section 2
 - The weekly rent be either the market rent or the reduced rent. The bond is four week's rent. This will be either the market rent or the reduced rent.
 - The total amount enclosed is the total bond.
- Section 3a
 - Landlord ID: 2174154.
- Section 3b
 - Email is waitapu@kaingaora.govt.nz

- Do not sign the signature box.

Step 2 Send the applicant CNP-FRM-010.

- Use email template C in [Appendix A](#)
- Create an envelope in Docusign - see [Docusign user guide for non-public housing \(CNP-USG-002\)](#)
- Upload CNP-FRM-010. If there will be three or more tenants, you will also need to upload [MBIE Additional tenants bond lodgement form \(CNP-FRM-011\)](#). Check the documents are set-up correctly in Docusign and that fields are assigned to the correct tenants.
- Send the Docusign link to the applicant(s).
- Make sure the offer email and the Docusign link are sent within a few minutes of each other.

Step 3 Prepare the [NPH residential tenancy agreement \(CNP-FRM-003\)](#), available on Atamai, and generate the Healthy Homes Statement (CT-FRM-006) from Kotahi>Estates>Tenancies>(search on Property Ref)>Context Reports>Healthy Homes Statement.

- For guidance to complete the tenancy agreement - see [NPH residential tenancy agreement user guide \(CNP-USG-003\)](#)
- Check the Healthy Homes statement. If there is information missing, email HHInspectionForm.enquiries@kaingaora.govt.nz who will investigate and get back to you. Only when the statement is complete can it be provided to the applicant.

Note:

- The team managing this email address will investigate and identify the team responsible for providing the missing information. They will email the responsible team requesting they load the missing information as soon as possible. You will be copied in on the email, so you are aware of the action taken.
- To ensure our properties have Healthy Homes information recorded, reports are run weekly to identify any properties where information is missing or incorrect. Requests are sent to the responsible teams to load the information as soon as possible.
- Do not sign the documents on behalf of Kāinga Ora, this will be done at the sign-up meeting.
- Save them as a PDF file in the applicant's Objective folder.

- Attach them to an email using NPH template D in [Appendix A](#).

Step 4 Carry out the following.

- Contact the applicant to discuss a move-in date. See [Arrange locking of lift for a customer's belongings when moving in or out of a complex \(CT-PRO-007\)](#)
- Arrange a sign-up meeting for the applicant and the Senior/Housing Support Manager. Ask the applicant to bring the following to the meeting:
 - photo identification, such as a driver licence or passport
 - proof of bond and rent in advance payments, or the MSD confirmation letters if they have received Bond and Rent in Advance grants.
- Get a Welcome Pack for the applicant.
- Print [single tenancy view report](#) (pre-let inspection report), the tenancy agreement (CNP-FRM-003) and the Healthy Homes Statement (CT-FRM-006).

Step 5 Create an appointment in the S/HSM's Outlook calendar for the sign-up meeting.

Step 6 On the day before the sign-up meeting, check the applicant's rent account in Kotahi to make sure the bond and rent in advance have been paid. If:

- **paid**, go to next step
- **not paid**,
 - contact the applicant to discuss when they can make the payment or if they can provide confirmation that MSD will pay it
 - if payment cannot be made by the tenancy start date, ask the applicant when it can be made
 - discuss next steps with the Team Leader Housing Support. This may include the possibility of moving the tenancy start date
 - if the start date is changed, [update the start date](#) in Kotahi. Change the start date on the MBIE Bond Lodgement Form (CNP-FRM-010) and the NPH Residential tenancy agreement (CNP-FRM-003), upload to Docusign and send it to the applicant. Go to next step.

Step 7 On receipt of the signed CNP-FRM-010 from the applicant, send the form to the Senior/Housing Support Manager (S/HSM).

- Advise the S/HSM if the applicant's rent will be reduced because they would be eligible for Accommodation Supplement.
- Inform them if the bond and/or rent in advance is being paid by an MSD grant or if the applicant is paying it themselves.
- Confirm proof of payment is filed in the applicant's Objective folder.

What happens next?

The Senior/Housing Support Manager goes to [6. Carry out the tenancy sign-up](#) and will start [Action bond payment for a non-public housing tenant \(CNP-PRO-002\)](#) at the same time.

6. Carry out the tenancy sign-up

Role: Senior/Housing Support Manager

Step 1 Attend the sign-up meeting. If the applicant:

- **attends**, go to Step 3
- **does not attend**, go to next step.

Step 2 Try to contact the applicant (phone, text, email) to reschedule. If you are unable to make contact, ask the Coordinator Placement to try. If we have not been able to contact the applicant within 48 hours of the original sign-up date, the offer can be withdrawn. The Coordinator Placement will withdraw the offer and inform the S/HSM and Leasing Agent. Go to [2. Arrange initial review of application](#).

Step 3 Go through the following with the applicant to make sure they understand them:

- tenancy agreement
- Healthy Homes statement
- building rules
- property condition report.

Step 4 Sign and initial every page of the tenancy agreement and ask the applicant to do the same. You will also need to sign the Healthy Homes statement — the applicant does not need to sign this.

Step 5 Explain or demonstrate the key equipment or aspects of the home, including the fire evacuation procedure. If you are in the:

- **home**, show the tenant any specialist equipment and operating instructions such as access fobs, hot water cylinder, power mains, emergency exits and smoke alarms. Show them where to collect their mail and the communal spaces.
- **office**, make sure you tell the tenant about the access fob, how to use it and outline specialist equipment in the home.

Step 6 Summarise what has been discussed and hand the tenant the access fobs or keys to their home.

Step 7 Offer the tenant a Welcome Visit within the first six weeks. If they would like to set one up, advise them to contact you when they are ready.

Step 8 Provide the tenant a copy of the signed documentation after the sign-up meeting, either by:

- **scanning and emailing**, using NPH template E in [Appendix A](#)
- **hand delivery**, into the tenant's letter box.

Step 9 Scan all signed documents and save them in the tenant's Objective folder. Place the original documents in the hard file.

Step 10 Update the void path in Kotahi - see Update void path in [Kotahi user guide: Manage tenant vacating and final account \(CT-USG-008\)](#)

Supporting information

Legislation

- [Residential Tenancies Act 1986](#)

Supporting information

Policies

- [Policy: Non-public housing tenancy management pilot and private tenancies acquired by Kāinga Ora \(POL-384\)](#)

Processes

- [Action bond payment for a non-public housing tenant \(CNP-PRO-002\)](#)

Arrange locking of lift for a customer's belongings when moving in or out of a complex (CT-PRO-007)

Guidelines

- Non-public housing guideline (CNP-GDL-001)

User guide

- [Kotahi user guide: Create a manual tenancy for a non-public housing property \(CNP-USG-001\)](#)
- [NPH residential tenancy agreement user guide \(CNP-USG-003\)](#)

Forms

- [Non-public housing tenant selection panel outcome and recommendation \(CNP-FRM-002\)](#)
- [Non-public housing residential tenancy agreement \(CNP-FRM-003\)](#)
- [Healthy Homes statement \(CT-FRM-006\)](#)
- [MBIE Bond Lodgement Form \(CNP-FRM-010\)](#)
- [MBIE Additional tenants bond lodgement form \(CNP-FRM-011\)](#)

Letters

- [NPH Tenancy offer with market rent \(80-001\)](#)
- [NPH Revised tenancy offer with reduced rent \(80-003\)](#)

System steps

Kotahi

Action	Kotahi path
Date property is available	Kotahi > Void event
Update offer stage – accept organisation offer	Allocations > Offers > enter search criteria > in Actions column click on Please Select > Offer Details > under Actions click on Accept Organisation Offer

IDP

Action	IDP path
Generate the Single Tenancy View report	Tenancy Services MyDashboard, Single Tenancy View, enter Tenancy Reference No > Apply . To print the full report click on the three lines on the top right of the toolbar, click Print , click Printable HTML

Objective

Action	Objective path
NPH Welcome Pack	URL: Out of scope Folder pathway: Objective Global Folder > Business Programmes of Work > Projects and Programmes of Work > Business Projects – Active > 43820 – Programme Raranga > 04. Projects > Marketing > Workstreams > b. GA06

Definitions

Market Rent - The amount a landlord might reasonably expect to receive, and a tenant might reasonably expect to pay, for a tenancy.

Non-public housing tenant – A tenant who is not eligible for income-related rent and has entered into a Tenancy Agreement with us, under the Residential Tenancies Act 1986.

Non-public housing tenancy – A Kāinga Ora tenancy that is not tenanted to a public housing customer.

Reduced Rent - The market rent for a property reduced by the Accommodation Supplement amount determined by MSD for the applicant/tenant.

Single-site supported housing – Provides a solution for people and whānau with a wide range of health, mental health and social support needs who would benefit from living in one building with tailored support services available on-site 24 hours a day, seven days per week.

Document control

Version release

Current and previous versions of this document are stored in our document management system, and are managed by the Technical Writing team. For any queries contact busdoc@kaingaora.govt.nz.

Version	Reason for change
2	Healthy Homes update
1	New document

SME review

Name	Designation	Date
9(2)(a)	Senior Business Analyst	15 May 2024

Endorsers

Legal		Date
9(2)(a)	Legal Contractor	27 May 2024
Business Owner		Date
9(2)(a)	Manager – Issues and Operations 9(2)(a)	28 May 2024

Keywords for Atamai

5 words max, old reference number. Think about how staff will search for info in this document

Information architecture

QMS Documentation > CNP – Core Non Public – Manage Non Public Tenancies > 1. House non-public applicant

Appendix A

Email templates

- Copy the text from the Template column and paste into a Word document.
- On your keyboard, use Ctrl + F to open the Navigation panel.
- Type the @ symbol and hit Enter.
- The @ symbols will highlight in the template. Select them and type in the information required.
- When finished, copy and paste the template email to a new email in Outlook.

Template title	Who it's going from/to	When to use	DocuSign	Template
NPH template A	From Coordinator Placement on waitapu@kaingaora.govt.nz to the applicant.	<p>This email accompanies the DocuSign email containing letter NPH tenancy offer with market rent (80-001).</p> <p>Send the DocuSign email close to the time you send this</p>	Upload the letter 80-001 to DocuSign.	<p>Kia ora @(applicant's name)</p> <p>Congratulations! We're delighted to offer you a home at @(complex name).</p> <p>We've sent an offer letter to you on DocuSign. This will appear in a separate email in your inbox. If it does not appear, please check your spam or junk folders. Information about accepting our offer is included in this letter.</p>

		<p>accompanying email.</p> <p>The tenant should receive both emails within minutes of each other.</p>		<p>If you are interested in the Accommodation Supplement, you'll find a fact sheet in the Docusign email.</p> <p>If you decide to decline our offer, reply to this email as soon as possible to let us know.</p> <p>If you have any issues with Docusign, reply to this email and we would be happy to help.</p> <p>Nāku, nā, @ (Coordinator Placement name) @ (email signature)</p>
NPH template B	<p>From Coordinator Placement on waitapu@kaingaora.govt.nz to the applicant.</p>	<p>This email accompanies the Docusign email containing letter NPH Revised tenancy offer with reduced rent (80-003).</p> <p>Send the Docusign email close to the time you send this</p>	<p>Upload the letter 80-003 to Docusign.</p>	<p>Kia ora @ (applicant's name)</p> <p>Thanks for providing us with the confirmation of Accommodation Supplement letter you received from Ministry of Social Development. Based on this information, we will charge you a reduced rent.</p> <p>We have updated our offer letter to include the new reduced rent and sent it to you in Docusign. This will appear in a separate email in your inbox. If it does</p>

		<p>accompanying email.</p> <p>The tenant should receive both emails within minutes of each other.</p>		<p>not appear, please check your spam or junk folders.</p> <p>Please read the offer, follow the instructions in the letter and let us know if you would like to accept our offer or not.</p> <p>If you have any issues with Docusign, reply to this email and we would be happy to help.</p> <p>Nāku, nā,</p> <p>@(Coordinator Placement name)</p> <p>@(email signature)</p>
NPH template C	<p>From Coordinator Placement on waitapu@kaingaora.govt.nz to the applicant.</p>	<p>This email accompanies the Docusign email containing the MBIE Bond Lodgement Form (CNP-FRM-010).</p> <p>If there are three or four tenants, this email also accompanies Additional tenants bond lodgement</p>	<p>Upload CNP-FRM-010 and CNP-FRM-011, if applicable.</p> <p>Assign each section to an individual tenant to complete and sign:</p> <p>Tenant 1: 4a and 4b of the</p>	<p>Kia ora @(applicant's name)</p> <p>As you know, we require a bond payment to be made for the property.</p> <p>We have sent the Bond Lodgement Form to you on Docusign to complete.</p> <p>IF more than one tenant in the tenancy The other tenants for the property have been sent the section of the Bond Lodgement Form they are required to complete and sign. END</p>

		<p>form (CNP-FRM-011).</p> <p>Send the Docusign email close to the time you send this accompanying email.</p> <p>The tenant should receive both emails within minutes of each other.</p>	<p>Bond Lodgement Form</p> <p>Tenant 2, if applicable: 4c and 4d of the Bond Lodgement Form</p> <p>Tenant 3, if applicable: 1a and 1b of the Additional tenants bond lodgement form</p> <p>Tenant 4, if applicable: 2a and 2b of the Additional tenants bond lodgement form</p>	<p>We require the bond payment to be made by the start date of the tenancy.</p> <p>Payment methods are included on the offer letter.</p> <p>If you need help with the bond and rent in advance, the Ministry of Social Development may be able to help.</p> <p>If you have any issues with Docusign, reply to this email and we would be happy to help.</p> <p>Nāku, nā,</p> <p>@(Coordinator Placement name)</p> <p>@(email signature)</p>
NPH template D	From Coordinator Placement on waitapu@kaingaora.govt.nz to the applicant.	This email has the NPH residential tenancy agreement (CNP-FRM-003) and	Docusign not required	<p>Kia ora @(applicant's name)</p> <p>Thank you for signing the offer letter.</p>

		<p>Healthy Homes statement (CT-FRM-006) attached.</p> <p>Convert CNP-FRM-003 to PDF.</p>		<p>Attached is our tenancy agreement for you to read ahead of the sign-up meeting. We have also attached the Healthy Homes statement that will form part of your tenancy agreement. At the meeting, we will go through the tenancy agreement, Healthy Homes statement and hand over the access fobs to the property.</p> <p>We'll be contacting you soon to arrange a suitable date and time for the sign-up meeting.</p> <p>If you have any queries in the meantime, please respond to this email.</p> <p>Nāku, nā,</p> <p>@(Coordinator Placement name)</p> <p>@(email signature)</p>
NPH template E	Senior/Housing Support Manager on waitapu@kaingaora.govt.nz to the applicant.	<p>This email will have all signed documentation attached. This includes:</p> <ul style="list-style-type: none"> • NPH residential tenancy 	DocuSign not required	<p>Kia ora [enter tenant's name]</p> <p>Welcome to @(complex name).</p> <p>Please find attached to this email the following signed documentation:</p> <ul style="list-style-type: none"> • your tenancy agreement and Healthy Homes statement

		<p>agreement (CNP-FRM-003)</p> <ul style="list-style-type: none"> • Healthy Homes statement (CT-FRM-006) • Bond Lodgement Form (CNP-FRM-010) • MBIE Additional tenants bond lodgement form (CNP-FRM-011), if applicable • Property condition report <p>Scan the documents and save them in Objective.</p>	<ul style="list-style-type: none"> • your Bond Lodgement Form • the Property condition report for your home. <p>Nāku, nā,</p> <p>@(Senior/Housing Support Manager name)</p> <p>@(email signature)</p>
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