

Emergency Housing Supplier Standards Opt-in form



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

If you're an emergency housing supplier and want to opt-in to the Supplier Standards, you'll need to complete this form.

We collect information such as names and contact information for you and your business. If any of these details change, you need to let us know.

In this form, if we say 'client', this extends to any whānau that is part of the client's household.

For more information on the Supplier Standards go to:
workandincome.govt.nz/ehsupplierstandards

Supplier Standards

1. Services provided will be of a reasonable standard. Throughout the client's stay you'll make sure the premises, facilities and amenities are:
 - clean
 - tidy
 - in a good state of repair.
2. The accommodation will include access to:
 - facilities to safely heat food and water
 - facilities to safely store food including refrigeration
 - clean running drinking water
 - electricity
 - heating and ventilation
 - a bed and mattress
 - bedding
 - toilet and shower facilities.
3. Your services for the client will be the same as for any other paying guest and reasonable for the cost. This includes:
 - the standard of accommodation
 - access to facilities and amenities
 - the level of services provided.
4. You will use reasonable efforts to provide the client with suitable sized accommodation for the number of people staying.
5. If a client has specific needs, for example, accessibility needs, you may have agreed to accommodate these. If so, you'll make sure the necessary accommodations stay in place throughout the client's stay.
6. The client will be able to lock their room from the inside and outside.
7. You will provide the client the following information as part of the check-in process:
 - the rules of stay
 - facilities and amenities you have available
 - how the client can access the facilities and amenities. This includes any additional charges for use
 - services you provide (such as room cleaning, linen replacement)
 - how the client can contact you about any issues or concerns, including during out of hours
 - information about the check-out process including the check-out time.
8. All people working for the accommodation will:
 - treat the client with respect
 - respect the client's right to quiet enjoyment of their space
 - not disturb or intrude on the client unreasonably.
9. You will respond to requests for repairs or maintenance within a reasonable timeframe.
10. You will use a fair process to resolve issues between yourself and the client. You will take reasonable steps to resolve issues within a reasonable time.
11. Your accommodation will:
 - comply with applicable fire safety regulations. This includes having an evacuation scheme approved by Fire and Emergency New Zealand (FENZ) where one is required
 - hold a valid Building Warrant of Fitness if one is required.

The Ministry of Social Development may agree to vary the application of a standard with an individual supplier in circumstances where we are satisfied the standard can be met in a different way than that prescribed.

Emergency housing supplier information

Details about you or your business

1

What is your full name?

First and middle names

Surname or family name

2

What is your business name?

I'm a sole trader



INFORMATION FOR Q3:

Please use a separate form for any other accommodation you want to opt in.

3

What is the name of the accommodation you want opted into the Supplier Standards?

The same as question 2

4

What is the street address for the accommodation you want opted into the Supplier Standards?

Number

Street name

Suburb

Town/City

5

What is your MSD supplier registration number?

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Declaration

By signing this form I am declaring that:

- I am the accommodation supplier, or I am authorised to act on behalf of the accommodation supplier.
- I wish to opt-in to the Ministry of Social Development's Supplier Standards.
- The accommodation supplier is a registered supplier for accommodation with the Ministry of Social Development.
- I have read and understood the Emergency Housing Supplier Standards, and the accommodation I provide complies with these standards.
- The Ministry of Social Development may use information it already holds about the accommodation and may request further information from me/us/the accommodation provider to ensure they are, or remain, satisfied that the accommodation is compliant with the standards. This may include allowing the Ministry to access the premises, with consent, to assess compliance with the standards.
- I will advise MSD as soon as practicable of any changes to the information included in this form, or any other information that may affect compliance with the standards.
- The information I have provided is true and complete.

Applicant's name (print)

Applicant's signature

Day

Month

Year

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