

# Temporary Accommodation Assistance application



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

If you're a homeowner and your home has been affected by specified severe weather events you may be able to receive Temporary Accommodation Assistance.

This assistance is available if your home has a red or yellow placard or sticker and you intend to move back to it once it's repaired, or until it's been sold.

If you already get Accommodation Supplement to help pay for costs at your temporary accommodation, you won't be able to get Temporary Accommodation Assistance as well. Talk with us and we can help you decide which you'll be better off getting.

For more information about this assistance, including the specified weather events and who can qualify, go to [workandincome.govt.nz/taa](https://workandincome.govt.nz/taa)

## What you need to bring

### Proof of who you are:

For you For your partner  
(if you have one)

**If you were born in New Zealand**, bring one type of official identification that has your full legal name and your date of birth (for example, your birth certificate, passport, driver licence, firearms licence, deed poll).

☐☐

**If you were born overseas**, bring proof that you have a right to live in New Zealand (for example, a citizenship certificate, a New Zealand passport, a passport from another country with residence class visa or proof of permanent residence).

☐☐

**If your name has changed**, bring your marriage certificate, deed poll, or other proof of the name change.

☐☐

**All people applying** need to bring **two** more documents that help to prove who you are (for example, a marriage certificate, bank statement, phone or power account, driver licence).

☐☐

Proof of your bank account details, such as a bank statement.

☐☐

**If you're using identification that has expired, it must not be more than two years past the expiry date.**

**There are more things you need to bring in the table on the next page.**

Depending on answers, you may need to bring:	For you	For your partner (if you have one)
Full birth certificates for each dependent child in your care.	<input type="checkbox"/>	<input type="checkbox"/>
Your marriage or civil union certificate, for a current relationship.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Accommodation information you must bring:</b>		
• Proof that you own your home, such as a mortgage document, or rates demand	<input type="checkbox"/>	<input type="checkbox"/>
• Proof your affected home has a current red or yellow placard or sticker due to damage from the specified severe weather event.	<input type="checkbox"/>	<input type="checkbox"/>
• Proof you had temporary accommodation insurance cover and this was paid out.	<input type="checkbox"/>	<input type="checkbox"/>
• Proof that you continue to pay costs for your affected home.	<input type="checkbox"/>	<input type="checkbox"/>
• Proof that you have registered with the Temporary Accommodation Service.	<input type="checkbox"/>	<input type="checkbox"/>
• Your signed private rental agreement for your temporary accommodation (this must have been signed before 20 July 2023).	<input type="checkbox"/>	<input type="checkbox"/>

# Temporary Accommodation Assistance application



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

## Tell us about yourself

If you've received a benefit or extra financial help from us before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

Client number

### Tell us about you

1

#### What is your full name?

☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other 

First and middle names

Surname or family name

2

#### Is the name on your birth certificate the same as above?

☐ No  ☐ Yes

First and middle names

Surname or family name

3

#### Have you ever been known by any other name?

☐ No ☐ Yes 

1.

2.

4

#### What name would you like us to call you?

☐ The name I wrote in Question 1 ☐ The name I wrote in Question 2☐ Other 

5

#### What date were you born?

Day Month Year

6

#### Are you:

☐ Male ☐ Female ☐ Gender diverse

#### ATTACHMENT FOR Q1:

Bring proof of who you are. What you need to bring is explained on page 1.



#### HOW TO ANSWER Q3:

For example, have you had married names, English names, changes by deed poll, or aliases?



#### ATTACHMENT FOR Q3:

Bring your marriage certificate, deed poll, or other proof of any name change.

7

### What is your Inland Revenue tax number?

8

### What bank account would you want your payments to be paid into?

The account is in the name of:

The account number is:

Bank	Branch	Account number	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

9

### How can we contact you?

Tick the best way for us to first contact you

Home phone	( )	
Mobile phone	( )	
Other phone	( )	

10

### Do you agree to get emails from us?

☐ No
 ☐ Yes
 
☐ I don't have an email address

## Tell us your ethnicity

11

### Tick the group(s) you most identify with.

☐ Māori

☐ New Zealand European
 ☐ Niuean
 ☐ Samoan
 ☐ Indian

☐ Other European
 ☐ Tokelauan
 ☐ Tongan
 ☐ Chinese

☐ Cook Island Māori
 ☐ Other
 
☐ Don't want to answer

## Tell us about your residence status

12

### Do you usually live in New Zealand?

☐ No
 ☐ Yes

13

### What best describes your residence status in New Zealand? Tick only one box.

☐ New Zealand citizen by birth

☐ Granted New Zealand citizenship
 

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ Granted permanent residency
 

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ Other



#### ATTACHMENT FOR Q8:

You need to provide proof of your bank account details, such as a bank statement.



#### HOW TO ANSWER Q9:

Please only give us contact details you'd like us to use.



#### INFORMATION FOR Q11:

We collect this information for statistics we use in research and future development work.



#### HOW TO ANSWER Q12:

This means you consider New Zealand your home, you're a legal resident, you usually live here and you intend to stay.

14

When did you arrive in New Zealand?

Day	Month	Year

15

What country were you born in?

## Tell us about the people in your household

### Tell us about your dependent children

#### HOW TO ANSWER Q16:

Please give the names of children you support financially and who live with you as a member of your family, including:

- your own children
- adopted children
- stepchildren
- children at boarding school
- grandchildren / mokopuna.

The child's name should be the same as on the child's birth certificate.

Tell us the names of all parents of each child.

#### ATTACHMENT FOR Q16:

Bring the birth certificate for each dependent child.

16

Do you have dependent children in your care?

☐

No

Go to question 17

☐

Yes



If yes, please provide details below

#### Child 1

Full name

Date of birth

Day

Month

Year




Relationship to you

Parent 1: Full name

Parent 2: Full name

#### Child 2

Full name

Date of birth

Day

Month

Year




Relationship to you

Parent 1: Full name

Parent 2: Full name

#### Child 3

Full name

Date of birth

Day

Month

Year




Relationship to you

Parent 1: Full name

Parent 2: Full name

#### Child 4

Full name

Date of birth

Day

Month

Year




Relationship to you

Parent 1: Full name

Parent 2: Full name

If you need to include more than four children in your application, please write these details about each one on a separate sheet of paper, and provide it with this application form.

## Tell us about your relationship status

**HOW TO ANSWER Q17:**  
Tick this statement to confirm you understand the definition of a relationship for benefit purposes.

If you don't understand what we mean by a relationship please leave this blank until you talk with us. In the meantime, go to question 22.

**ATTACHMENT FOR Q21:**  
Bring your marriage or civil union certificate for your current relationship.

### Definition of a relationship for benefit purposes

Whether people are single or a couple affects eligibility for certain income assistance and the rate at which we can pay that assistance.

When we work out your entitlement to income assistance, we'll consider you to be in a relationship if you're married, in a civil union, or in a de facto relationship, and have a degree of companionship.

By degree of companionship, we mean two people:

- are committed to each other emotionally for the foreseeable future, *and*
- are financially interdependent.

To give you a better idea of what we mean by this, think about whether your relationship includes some of the things below:

- you live together at the same address most of the time
- you share responsibilities, for example bringing up children (if any)
- you socialise and holiday together
- you share money, bank accounts or credit cards
- you share household bills
- you have a sexual relationship
- people think of you as a couple
- you give each other emotional support and companionship.

17

### Do you understand our definition of a relationship?

☐ I understand the definition of a relationship for benefit purposes

18

### Do you have a partner?

By 'partner' we mean someone you're in a relationship with. If you're not sure, please leave this section blank until you talk to us. In the meantime, go to question 22.

☐ No

**Go to question 22**

☐ Yes

Your partner needs to complete the Partner form on page 10.

19

### What is your partner's full name?

20

### What is your partner's date of birth?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

21

### What is your relationship status with your partner?

**↓ Tick one of the following boxes**

☐ Married

☐ In a civil union

☐ In a relationship

For the rest of this form, if we say 'your partner', this only applies if you have one.

# Tell us about the affected property

## Property details

### ATTACHMENT FOR Q22: 22

Please provide proof of who owns the home, such as:

- Certificate of Title
- Rates demand.

### INFORMATION FOR Q23: 23

Entities can include a:

- Trust
- Company
- Organisation.

### 24

#### Who is the owner of the property?

- ☐ I own the property or jointly own the property (with or without a mortgage) [Go to question 23](#)
- ☐ Someone else owns the property [You won't qualify for this assistance](#)
- ☐ The property is owned by a Trust [You won't qualify for this assistance](#)

#### Please tell us the names of the people or entities you jointly own the property with.

1.	
2.	
3.	
4.	

### 25

#### What is the address of the affected property?

Flat/House number	Street name
<input type="text"/>	<input type="text"/>
Suburb	
<input type="text"/>	
Town/City	
<input type="text"/>	

### 26

#### INFORMATION FOR Q26:

Able to be lived in again means the yellow or red placards have been removed by the local council.

#### Is this property the one you usually live in?

- ☐ No [You won't qualify for this assistance](#) ☐ Yes

#### Do you and your partner intend to move back into the property once it's able to be lived in again, or sell it?

- ☐ No ☐ Yes

### 27

#### Does this property have a red or yellow placard or sticker, issued by the local council?

- ☐ No [You won't qualify for this assistance](#) ☐ Yes

### 28

#### INFORMATION FOR Q28:

Ongoing costs can include:

- Mortgage
- Rates
- House insurance.

#### Are you or your partner paying ongoing costs for the affected property?

- ☐ No ☐ Yes

**INFORMATION FOR Q29:**  
Risk categories determine whether you may be eligible for a Government buyout.

29

**Has the property been Risk Categorised by your local council?**

☐ No ☐ Yes ☐ Don't know

**INFORMATION FOR Q30:**  
This can be from a:

30

**Have you received an offer to buy the affected property?**

☐ No ☐ Yes

[Go to question 32](#)

- private buyer
- insurance company
- Government
- local council.

31

**Have you accepted an offer to buy the affected property?**

☐ No ☐ Yes ☐ What is the settlement date?  Day  Month  Year

## Insurance details

32

**Do you have House insurance for the affected property?**

☐ No ☐ Yes

You won't qualify for this assistance

**ATTACHMENT FOR Q32:**  
You must provide proof of your insurance cover, such as your annual Policy Renewal. Do not include Contents insurance.

33

**Does your insurance policy cover temporary accommodation?**

☐ No ☐ Yes

You won't qualify for this assistance

34

**What is the status of your claim for temporary accommodation costs?**

☐ The claim was declined

[Go to question 37](#)

☐ The claim is still being considered

[Go to question 37](#)

☐ The claim was accepted

35

**Have you used the payments to pay for costs related to your temporary accommodation?**

☐ No ☐ Yes

36

**What date did your temporary accommodation insurance cover stop, or when is it due to stop?**

Day  Month  Year

## Temporary accommodation details

37

**Is your household registered with the Temporary Accommodation Service?**

☐ No ☐ Yes

You won't qualify for this assistance

**INFORMATION FOR Q37:**  
The Temporary Accommodation Service is provided by Ministry of Business, Innovation and Employment.

38

**What is the address of your temporary accommodation?**

Flat/House number  Street name

Suburb

Town/City

**ATTACHMENT FOR Q37:**  
You need to provide proof you have registered with the Temporary Accommodation Service.



39

Is your mailing address different from your damaged property?

☐

No

☐

Yes



If yes, tell us your mailing address


40

Do you have a Tenancy Agreement signed before 20 July 2023?

☐

No

You won't qualify for this assistance

☐

Yes



Whose name is on the Tenancy Agreement? (tick all that apply)

☐

My name

☐

My partner's name

☐

Someone else

41

What is the total amount of rent paid each week at this temporary accommodation?

42

How much do you pay for you and your whānau?

43

You and your partner need to have no other suitable option accommodation other than the temporary accommodation you're in, and that you're paying for.

Have you and your partner taken steps to get other help, reduce costs or increase income to help pay for your temporary accommodation?

☐

No

We'll talk with you to see if there are ways to help with this.

☐

Yes

If you have a partner, they need to complete the next section.

Go to page 13 to complete your application.

# Temporary Accommodation Assistance partner's form



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

This partner form should be completed by the partner of the person applying for Temporary Accommodation Assistance. If you don't have a partner please go to the Obligations and Privacy section on page 13.

In this form, 'you', 'your', and 'yourself' means the partner of the person applying.

## Tell us about yourself

If you've received a benefit or extra financial help from us before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

Client number

### Tell us about you

1

#### What is your full name?

☐ Mr ☐ Mrs ☐ Ms ☐ Miss Other 

First and middle names

Surname or family name

2

#### Is the name on your birth certificate the same as above?

☐ No  ☐ Yes

First and middle names

Surname or family name

3

#### Have you ever been known by any other name?

☐ No ☐ Yes 

1.

2.

4

#### What name would you like us to call you?

☐ The name I wrote in Question 1 ☐ The name I wrote in Question 2☐ Other 

#### ATTACHMENT FOR Q1:

Bring proof of who you are. What you need to bring is explained on page 1.



#### HOW TO ANSWER Q3:

For example, have you had married names, English names, changes by deed poll, or aliases?



#### ATTACHMENT FOR Q3:

Bring your marriage certificate, deed poll, or other proof of any name change.

5

What date were you born?

Day	Month	Year

6

Are you:

☐ Male
 ☐ Female
 ☐ Gender diverse

7

What is your Inland Revenue tax number?

--	--	--	--	--	--	--	--	--	--

## ATTACHMENT FOR Q8:

You need to provide proof of your bank account details, such as a bank statement.

8

What bank account would you want your payments to be paid into?

The account is in the name of:

The account number is:

Bank	Branch	Account number	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## HOW TO ANSWER Q9:

Please only give us contact details you'd like us to use.

9

How can we contact you?

Tick the best way for us to first contact you

Home phone	(    )	
Mobile phone	(    )	
Other phone	(    )	

10

Do you agree to get emails from us?

☐ No
 ☐ Yes
 
☐ I don't have an email address

## Tell us your ethnicity

## INFORMATION FOR Q13:

We collect this information for statistics we use in research and future development work.

11

Tick the group(s) you most identify with.

☐ Māori

<input type="checkbox"/> New Zealand European	<input type="checkbox"/> Niuean	<input type="checkbox"/> Samoan	<input type="checkbox"/> Indian
<input type="checkbox"/> Other European	<input type="checkbox"/> Tokelauan	<input type="checkbox"/> Tongan	<input type="checkbox"/> Chinese
<input type="checkbox"/> Cook Island Māori	<input type="checkbox"/> Other	<input type="button" value="↓ If other, write below"/>	<input type="checkbox"/> Don't want to answer

## Tell us about your residence status

### HOW TO ANSWER Q13:

This means you consider New Zealand your home, you're a legal resident, you usually live here and you intend to stay.

12

Do you usually live in New Zealand?

☐

No

☐

Yes

13

What best describes your residence status in New Zealand? Tick only one box.

☐

New Zealand citizen by birth

Go to page 13

☐

Granted New Zealand citizenship



Date citizenship granted

Day Month Year



Go to question 14

☐

Granted permanent residency



Date permanent residence granted

Day Month Year



Go to question 14

☐

Other



If other, what is your residence status?

14

When did you arrive in New Zealand?

Day Month Year

15

What country were you born in?



# What you need to do (your obligations)



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

When you're getting payments from us, there are some things you need to do to make sure you're getting paid the right amount. So does your partner, if you have one.

If you don't do these things, we could pay you the wrong amount. It could also mean we have to reduce or stop your payments. If we pay you too much you might have to pay us back. We don't want you to miss out on money you need so please read these carefully.



## Let us know when things change

**You need to let us know about changes that might affect the amount you're paid.**

Changes relating to your affected property, including:


- selling it
- receiving income in relation to it
- moving back into it.

Changes to information about you or your family, like:

- name, address, contact details or bank account number
- starting or ending a relationship, marriage, or civil union
- a partner passes away
- the number of children in your care, including having another baby
- if you are being held in custody or on remand.

Changes to where you currently live or how much it costs, like a rise or drop in your rent.



 We can't pay you while you're out of New Zealand unless we've agreed to it.

## Tell us if you're going overseas

**If you're travelling overseas, you need to let us know.**

You need to let us know before you leave New Zealand. If there's a good reason you can't, then you need to let us know as soon as you can.

## What can happen if you don't meet your obligations

You need to do the things listed above to keep getting payments from us. So does your partner, if you have one.

**If you don't do these things your payments may go down or stop. In some cases you could even be prosecuted.**

## Your rights

You have the right to ask us to review any decision we make about your payments.



**If you don't think we have things right or there's something you don't understand:**

- call us – we can usually fix it over the phone
- you have the right to ask us to review the decision. Find out how at [msd.govt.nz/reviews](https://msd.govt.nz/reviews)



# How we protect your privacy



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

## Collecting your information

**We collect your personal information, so we can provide income support, NZ Super or Veteran's Pension, Student Allowance, or Loans and connect you with employment, education and housing services. We do this under various Acts, which are all listed on our website at [workandincome.govt.nz/privacy](https://workandincome.govt.nz/privacy)**

- To help us do this, we collect information about your identity, your relevant history, and your eligibility for our services.
- We get this information directly from you, and we sometimes collect information about you from others, including other government agencies.
- You can choose not to give us your personal information, but we might not be able to help you if you don't.

## Using your information

**We use the information you give us to make decisions about the best way to help you.**

- These decisions may be about:
  - whether you're eligible for our services
  - running our operations and ensuring our services are effective
  - the services we'll provide in the future.

## Sharing your information

**Sometimes, we need to share your information outside our Ministry to reach our goal of helping New Zealanders to be safe, strong, and independent.**

- To do this, we may share your information with:
  - prospective employers to help you find work
  - contracted service providers that help us to help you
  - health providers if we need your medical information to assess your eligibility
  - other government agencies when we have an agreement with them
  - some other governments if you may be eligible to get or are getting an overseas pension.
- We also share personal information when the law says we have to.

## Respecting you and your information

**We make sure we follow the Privacy Act to do what's right when we use your information.**

- We treat you and your information with respect, by acting responsibly and being ethical.
- We make sure any technology we use meets strict security standards so it keeps your information safe.

## Get in touch if you have a question

**You have a right to ask to see your personal information, and to ask for it to be corrected if it's wrong.**

- If you have a question or a complaint, please get in touch.
- You can find full details about what we do with personal information in our privacy notice at: [workandincome.govt.nz/privacy](https://workandincome.govt.nz/privacy)

# Signature page

## Applicant

### Applicant

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's name (print)

Applicant's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

**Please use the document checklist to help you make sure you bring all the documents you need to your meeting with us.**

## Applicant's partner

### Applicant's partner

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's partner's name (print)

Applicant's partner's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

**Please use the document checklist to help you make sure you bring all the documents you need to your meeting with us.**