



**MINISTRY OF HOUSING  
AND URBAN DEVELOPMENT**



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

# **Community Housing Provider Operational Guidelines for Income Related Rent Subsidy Service Agreements**

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# Contents

<b>Introduction .....</b>	<b>1</b>
<b>Working with Strategic Purchasing .....</b>	<b>2</b>
<b>Working with MSD.....</b>	<b>3</b>
Housing Processing Hub .....	3
MSD Regional Office .....	3
MSD Local Office .....	3
<b>Compliance.....</b>	<b>4</b>
Service Agreement .....	4
Legislative Requirements.....	4
Community Housing Regulatory Authority .....	4
<b>Client Information.....</b>	<b>5</b>
<b>Business Online Services.....</b>	<b>7</b>
RealMe Account.....	7
BOS User Guide .....	7
<b>Listing a vacant property in BOS .....</b>	<b>9</b>
Registering a Vacancy .....	9
Identified Suitable Client .....	10
Vacancy for Transferring Tenant.....	11
Suitable Tenant Characteristics .....	11
Vacancy Outcome.....	11
<b>Shortlist of Applicants from BOS .....</b>	<b>12</b>
Suitable Applicants .....	12
Utilisation Criteria .....	12
Shortlist.....	12
Tenant Selection Process.....	12
No Suitable Applicants .....	13
Child Sex Offenders (CSO) .....	13
<b>Making a property offer.....</b>	<b>15</b>
Contacting the Client .....	15
Agents and Advocates for MSD .....	15
Outcome of Property Offer.....	15
<b>Market rent – Open Term .....</b>	<b>17</b>
Market Rent.....	17
Annual Market Rent Review .....	17
<b>Agreed Rent - Capacity.....</b>	<b>20</b>
Market Rent.....	20
Agreed Rent .....	20
Operating Supplement .....	20



Market Rent Reviews .....	21
Full Market Rent Review (Fifth Year Anniversary) .....	22
<b>Income Related Rent (IRR) .....</b>	<b>24</b>
IRR.....	24
Charging Rent Lower than IRR .....	24
Maximum Rent Chargeable .....	24
<b>Rent in Advance and Bond.....</b>	<b>25</b>
Financial Assistance for Rent in Advance and Bond .....	25
<b>Redirection of benefit.....</b>	<b>27</b>
Redirection of Rent and Rent Arrears .....	27
Youth Service Clients .....	27
<b>Tenancy Management .....</b>	<b>29</b>
Tenancy Agreement.....	29
Rent Collection.....	29
Advising MSD of Rent Arrears .....	29
Ending a Tenancy .....	29
Tenant gives notice .....	30
Tenant evictions.....	30
Tenant exits without further accommodation .....	30
Emergency Contact .....	30
Tenant Breaches Responsibilities .....	30
Providing Risk Information to MSD .....	31
Statement of Satisfactory Tenancy .....	31
<b>Reporting .....</b>	<b>32</b>
Provider Reports .....	32
Strategic Purchasing (HUD) Reports .....	32
<b>Income-Related Rent Subsidy (IRRS) .....</b>	<b>33</b>
IRRS.....	33
Payments for Open Term Agreements.....	33
Payments for Capacity Agreements .....	33
Ending the IRRS.....	35
<b>Changes in circumstances that affect IRR .....</b>	<b>36</b>
IRR Reviews .....	36
Debt from IRR Review.....	38
<b>Rent effective dates for IRR .....</b>	<b>39</b>
Effective Date following IRR Review .....	39
<b>IRR decreases and refunds .....</b>	<b>42</b>
<b>Changes in circumstances – non IRR .....</b>	<b>43</b>
Notified Changes in Circumstances .....	43
Non Notified Changes of Circumstances .....	43
<b>Tenant Transfers .....</b>	<b>44</b>
Tenant Initiated Transfers .....	44
Provider Initiated Transfers .....	44



CHP to CHP Transfers .....	44
CHP to/from HNZ Transfers .....	45
Changes in Property Ownership.....	46
<b>Join-ins .....</b>	<b>47</b>
Joining a Tenancy.....	47
Change in Number of Tenants.....	47
<b>Annual Review of IRR .....</b>	<b>48</b>
<b>Tenancy Reviews.....</b>	<b>49</b>
Potential Outcomes .....	49
Tenant is No Longer Eligible.....	49
<b>91 Day IRR exemption request.....</b>	<b>52</b>
<b>Death of a sole signatory .....</b>	<b>54</b>
Notifications .....	54
No Remaining Occupants.....	54
Remaining Occupants .....	54
<b>Tenancy Order for Domestic Violence.....</b>	<b>57</b>
<b>MSD Fraud investigations.....</b>	<b>58</b>
Identifying Suspected Housing Fraud .....	58
Informing MSD of Suspected Housing Fraud .....	58
Reporting Suspected Fraud.....	58
<b>Vulnerable children and families .....</b>	<b>60</b>
Reporting Child Abuse.....	60
Reporting Family Violence .....	60
<b>Complaints and Reviews of Decision .....</b>	<b>61</b>
Review of Decision .....	61
Complaints about MSD.....	61
Complaints about HUD .....	61
Complaints about Housing Providers .....	62
Responding to Information Requests.....	62
<b>Risk and issues management .....</b>	<b>63</b>
<b>Business Continuity Plans .....</b>	<b>64</b>
<b>Appendix One – Definitions .....</b>	<b>66</b>
<b>Appendix Two – Typical characteristics of Dwelling Types .....</b>	<b>70</b>
<b>Appendix Three – Screening and assessment.....</b>	<b>71</b>
<b>Appendix Four – Client changes prior to becoming a tenant.....</b>	<b>77</b>
<b>Appendix Five – IRR change notifications .....</b>	<b>80</b>
<b>Appendix Six – Key contacts .....</b>	<b>81</b>
<b>Appendix Seven –BOS templates.....</b>	<b>85</b>
BOS Templates for enquiries regarding Housing applicants .....	85
BOS Templates for enquiries regarding Housing Tenants .....	86
<b>Appendix Eight – Key steps in responding to privacy breaches .....</b>	<b>92</b>



# Introduction

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## **Ministry of Housing and Urban Development**

The Community Housing Provider Operational Guidelines for Income Related Rent Subsidies Service Agreements (guidelines) is issued by the Ministry of Housing and Urban Development (HUD).

HUD was established on 1 August 2018 and officially started operating from 1 October 2018. HUD will bring together aspects of the Ministry of Business, Innovation and Employment (MBIE), Ministry of Social Development (MSD) and Treasury to advise the Government on housing issues.

One of HUD's key functions includes the procurement and management of Housing and programme-based Support Services that were previously contracted by MSD.

## **Contract Framework**

HUD released the Contract Framework to promote a simpler way of contracting for housing and reflect a new relationship based way of working together.

All Providers contracted for housing services will sign an overarching Relationship Agreement which sets out the principles for how we will work together. Providers will also sign a Service Agreement for each service purchased by HUD, for example, Capacity and Open Term.

## **Ministry of Social Development**

The Ministry of Social Development (MSD) will continue to assess people's need for housing support, calculate the Income Related Rent (IRR), manage the public housing register, respond to enquiries from applicants and tenants and update client's change in circumstances.

## **Guidelines**

These guidelines show the business processes, administrative functions and interactions between you, HUD and MSD to assist you with a range of delivery requirements outlined in your Open Term or Capacity Service Agreements.

The guidelines are reviewed by HUD including the Community Housing Regulatory Authority, MSD, Community Housing Aotearoa and their members.

The guidelines take effect immediately and should be read in conjunction with your Relationship Agreement and your Open Term and/or Capacity Service Agreements.

## **Feedback on the IRRS guidelines**

If you have any feedback on the guidelines you can contact us by email on [Housing\\_Provider\\_Support@msd.govt.nz](mailto:Housing_Provider_Support@msd.govt.nz) or contact your relationship manager. All feedback will be considered for the next release of the guidelines.

Note: we will continue to use our MSD email address until the privacy settings for the new HUD email addresses have been completed. We will notify you when to use the HUD email address.



# Working with Strategic Purchasing

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Strategic Purchasing (HUD) is responsible for all the procurement of Public Housing, Transitional Housing and Support Services for tenants.

Responsibilities include:

- negotiate and manage Service Agreements, including:
  - Open Term
  - Capacity
  - Development and Upfront funding
  - Transitional Housing and support services
  - Housing First
  - Housing trials eg Creating Positive Pathways
- relationship management
- monitoring provider performance
- payment of invoices
- participation in Relationship Management meetings
- resolution of contractual issues
- escalation of issues to senior management where appropriate
- facilitate provider access to HUD systems for the delivery of Service Agreements (if required)
- work with MSD to enable access to MSD systems for the delivery of Service Agreements (if required)
- provide guidelines for providers to support the delivery of Service Agreements.

## **IRRS Agreements**

HUD currently offers two types of IRRS agreements to registered Community Housing Providers. These are Open Term and Capacity Agreements.

### **Open Term Agreement**

The Open Term agreement is a flexible agreement which allows providers to add and remove public housing properties at their convenience. As the name suggests, the term of this agreement is open-ended and will remain in place until terminated by either party. There is no minimum or maximum number of properties required under this agreement.

### **Capacity Agreement**

The Capacity agreement is for a fixed number of new supply properties over a specified period. The property type (bedroom number and location), market rent and operating supplement are negotiated and agreed prior to the agreement being signed. If HUD or MSD has provided upfront funding for the properties, an encumbrance may be placed on the properties to ensure they remain available for public housing for the duration of the agreement.



## Working with MSD

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MSD has a number of business units and individuals who will work closely with you, as clients move from the housing register into public housing properties.

The MSD business units you will be working with on a day-to-day basis are:

- Housing Processing Hub
- MSD's Regional Office for your area
- Local MSD Office.

There may be times where other MSD business units become involved in working with you, for example the Regional Fraud Investigation Unit.

### Housing Processing Hub

The Housing Processing Hub (previously known as the Centralised Unit Housing) is your contact for the day-to-day administration of housing applications and tenancies. They are your first port of call from the time a client is matched from the housing register and starts a tenancy with you to the time the tenancy ends.

The Housing Processing Hub is responsible for:

- receiving and responding to enquiries related to housing applicants and tenancies
- managing housing applications
- assessing and calculating Income-Related Rent (IRR)
- managing the housing register, including assisting people into alternative housing
- updating changes to a client's circumstances (for both current tenancies and clients on the housing register)
- providing advice on using Business Online Services (BOS), (between 9am and 5pm weekdays)
- working with you to resolve any issues for housing clients, and where appropriate escalating issues to senior Managers within MSD or Strategic Purchasing (HUD).

The Housing Processing Hub hours of business are 7.00am to 6.00pm, Monday to Friday.

### MSD Regional Office

The MSD regional office is responsible for:

- oversight of the local MSD offices
- liaising with the community
- developing regional partnerships with stakeholders
- developing and meeting strategic goals for the region
- providing specialist advice (regional health and disability advisors)
- facilitating training sessions
- escalating issues to National Office
- day to day management of Transitional Housing agreements.

### MSD Local Office

The MSD local office is responsible for:

- completing housing assessments
- assessing the eligibility of clients for financial assistance
- processing redirections of benefit applications that aren't managed by the Housing Processing Hub (for example, additional amounts for water charges)



- managing benefit enquiries.
- Providing SNGs for Emergency Housing.

## Compliance

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### Service Agreement

You must comply with the terms and conditions of your Service Agreement. If there is any inconsistency between the terms and conditions in these guidelines and the Service Agreement, the terms and conditions of the Service Agreement will prevail over the guidelines.

### Legislative Requirements

You must comply with:

- all relevant legislative requirements (for example the Residential Tenancies Act 1986, Housing Restructuring and Tenancy Matters Act 1992)
- the standards and requirements applicable to a Class 1 Social Landlord
- the requirements of the New Zealand Building Code
- all applicable New Zealand Fire Service requirements
- all relevant approved codes of practice
- all applicable AS/NZS standards
- Privacy Act 1993.

### Community Housing Regulatory Authority

The Community Housing Regulatory Authority (CHRA) registers and regulates community housing providers. All community housing providers must maintain their registration with CHRA as a Class 1 Social Landlord to hold an IRRS Service agreement with HUD.

For more information about CHRA and the standards and requirements applicable to a Class 1 Social Landlord go to <https://chra.hud.govt.nz/>





## Client Information

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All client and tenant information must be treated as confidential information.

You must comply with the Privacy Act 1993 and any applicable Code of Practice made under that Act when collecting, storing, using and disclosing client information.

The only approved mechanism to securely exchange any client information between you, MSD and Strategic Purchasing (HUD) is by use of the BOS application. ShareFile and an Iron Key can be used when enacting the Business Continuity Process. This does not prevent telephone contact for escalations when required.

Where you believe there has been a breach of the Privacy Act 1993, such as unauthorised access to or use of client information, you must notify Strategic Purchasing (HUD) immediately.

No client information (including their **nine-digit MSD Client Number**) is to be shared or sent via email, fax, post or courier. To send information (including screenshots) to MSD or Strategic Purchasing (HUD), please use BOS 'Create Task' to send information.

### Access to information

MSD and Strategic Purchasing (HUD) will only share relevant client information with you for the purpose of carrying out housing related tasks, such as referrals, placements, changes to IRR, tenancy and property management. The information must only be used for this purpose. Client information must not be accessed by anyone without the appropriate authority to do so.

If you receive a client's personal information and recognise that the client is known or related to you, it is MSD's and Strategic Purchasing (HUD) expectation that you will cease work on that file and inform your manager immediately. It is expected that your organisation will have an internal processes to manage any conflicts of interest appropriately as they arise.

### When client information is recorded incorrectly

If a client informs you that information you hold about them is recorded incorrectly, you will need to correct the information or attach a statement stating what correction was sought by the client to their records. Please advise the client to contact MSD if they wish to have information corrected in MSD's records.

If any changes affect the client's eligibility for housing or IRR, MSD will contact you through BOS.

### Referral information

The MSD system will generate a shortlist of applications from the housing register following approval of a vacancy request.

A client's personal information must not be shared with subsidiaries of your organisation, affiliates, other organisations or individuals, verbally or in writing (including electronic mail), unless an exception under Principle 11 of the Privacy Act 1993 applies.

### Storage and security of information

If you need to store clients' personal information provided by MSD or HUD, you must ensure that the information is safeguarded against:

- loss
- unauthorised access, use, modification or disclosure and
- other misuse.



When storing client information electronically you must ensure that all access to your network, computers and any MSD client information is password protected. Your organisation must have in place processes to mitigate the risk of unapproved access, including regular password protection updates. Each of your users must have a separate account. Passwords are not to be shared and must conform to NZISM 2015 complexity rules below.

When a BOS user leaves your organisation you will need to de-provision their BOS account, or contact HUD to action this on your behalf. When not in use, physical copies of clients' personal information records and documents must be kept in a locked storage receptacle.

### **Disposing of information**

All clients' personal information provided by MSD or HUD should be permanently and securely deleted as soon as it is no longer needed for the purpose it was provided. When disposing of clients' personal information you must take all reasonable steps to safeguard against interception, misuse and disclosure.

Clients' personal information must be disposed of in one of the following ways:

- hard copies must be destroyed by you in a secure destruction/ shredding bin (not a regular bin) or by a document destruction agency
- electronic documents and any copies must be deleted permanently.

### **NZISM 2015 complexity rules**

Passwords should include:

- a minimum password length of 16 characters with no complexity requirement; or
- a minimum password length of ten characters, consisting of at least three of the following character sets:
  - lowercase characters (a-z)
  - uppercase characters (A-Z)
  - digits (0-9), and
  - punctuation and special characters.

*For more information refer to:*

- Business Online Services User Guide on this link  
<http://www.housing.msd.govt.nz/information-for-housing-providers/irrs-tenancies/>
- Appendix Seven, BOS templates
- Appendix Eight, Responding to Privacy Breaches



## Business Online Services

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Business Online Services (BOS) is the IT application you must use to exchange client, property and tenancy information with Strategic Purchasing (HUD) and MSD.

### RealMe Account

To use the BOS application you will need to have a RealMe account. The RealMe service meets strict guidelines to ensure privacy and security of information.

Your organisation may choose to have more than one user for BOS. In this case your administrator will be able to give staff members access to the system. Each staff member will be required to create a separate RealMe login.

It is recommended that each user have one RealMe login for all services that use RealMe. This means users only need to remember one user name and password. However users may elect to have more than one RealMe login to separate work and personal needs.

Note: For security reasons you must not share RealMe logins between staff.

If you have any queries or issues related to your RealMe login you should contact the MSD at [GNL\\_Provider\\_Support@msd.govt.nz](mailto:GNL_Provider_Support@msd.govt.nz).

### Setting up providers and users in Business Online Services

Strategic Purchasing (HUD) will create an account for your organisation in BOS. You are then able to log into RealMe and set up your user accounts in BOS.

### BOS User Guide

The BOS user guide provides you with step by step processes for listing vacancies, matching clients and updating tenancy and property information. The BOS user guide can be found on the link below.

[www.housing.msd.govt.nz/information-for-housing-providers/irrs-tenancies](http://www.housing.msd.govt.nz/information-for-housing-providers/irrs-tenancies)

The core hours that BOS is available is from 7am to 6pm weekdays. It may also be available outside of these times.

### Sending and receiving information through BOS

BOS is a secure portal for sending or receiving information to or from Strategic Purchasing (HUD) and MSD, such as forms, invoice, reports and templates.

You can also send queries or request client or tenant information from Strategic Purchasing (HUD) or MSD using BOS. There are templates in Appendix Seven for this purpose. Templates can be used in the free text fields (limit of 500 characters) or as an attachment.

### Help with BOS

Any queries or issues related to the BOS application should be made via email to MSD. **Please do not include any client information in your email.** If your query relates to client information you must email MSD to request a phone call to provide you with advice on using BOS.

ShareFile will be used as a back-up when BOS is unavailable.

### Restrictions on BOS file attachments

You will be able to upload file attachments using BOS. For security reasons, the following restrictions apply:

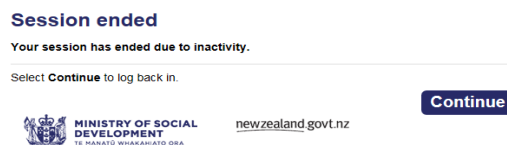
- file attachments are limited to 10Mb.



- file attachment content is NOT executable (ie doesn't run like a program)
- File type/extension is restricted to .csv,.doc,.docx,.xls,.xlsx,.png,.jpeg,.gif,.tif .pdf,.txt,.text,.rft,.odt file name extensions
- File name is restricted to alpha numeric characters & limited to 50 characters in length.

## System time out

Business Online Services will time out after 15 minutes without activity:



- the window shown above advises you of the time out
- any data you have entered without completing your action will not be saved and you will have to log in again.

## BOS notifications

BOS will send automatic notifications to Strategic Purchasing (HUD) for the following:

- Vacancy request for approval
- Property schedules
- IRRS invoices.

For all other templates, documents or attachments that you upload to BOS, you will need to contact your relationship manager or email Strategic Purchasing (HUD) at [Housing\\_Provider\\_Support@msd.govt.nz](mailto:Housing_Provider_Support@msd.govt.nz) to let us know.

For example:

- Annual market rent review
- 91 day IRR Exemption requests
- Approval for a Provider initiated transfer

*For more information refer to:*

- Business Online Services User Guide on this link <http://www.housing.msd.govt.nz/information-for-housing-providers/irrs-tenancies/>
- Appendix Six, Contact details
- Appendix Seven, BOS templates

# Listing a vacant property in BOS

## Registering a Vacancy

You will use the BOS application to register a vacant property that is:

- suitable for public housing applicants (Open Term) or
- listed in Schedule 4, Schedule of Properties in your Capacity agreement.

When listing a vacancy you will need to provide all the characteristics of the Property.

### Vacancy Characteristics

- Property reference (see below)
- Market rent (refer to the section on Market rent for more information)
- Dwelling type (refer to Appendix Two)
- Correct address (refer to BOS user guide to search for correct CAD address).

### Property reference

The property reference must be unique to an individual property and you must use the same unique property reference number each time the property is listed in BOS. For some agreements the property reference must also include a HUD prefix. The prefix must be applied for properties that are:

- listed in capacity agreements (CAP)
- used for Housing First services (HF)
- used for CPP Trial participants (CPP)

The prefix consists of

1. Location (see below)
2. Contract type (CAP)
3. Service (HF or CPP)

Note: contract type is not required for properties listed under SPOT or Open Term agreements.

Location prefix			
Prefix	Location	Prefix	Location
AK	Auckland	NL	Nelson
BL	Blenheim	PN	Palmerston North
CH	Christchurch	RO	Rotorua
DN	Dunedin	TG	Tauranga
HM	Hamilton	WN	Wellington
HS	Hastings	WHG	Whangarei
NA	Napier		

For example:

A property in Wellington that is listed in a capacity agreement and will be used for a Housing First tenant will have the HUD prefix: "WNCAPHF".



A property in Auckland that is listed under a SPOT or Open Term contract that will be used for a CPP tenant will have the HUD prefix: "AKCPP" (contract type not required for SPOT or Open Term Agreements).

A property in Hamilton that will be listed under a SPOT agreement will not need a HUD prefix.

#### Property Characteristics

- Year built
- Warm and Dry features (curtains, double glazing, insulation, efficient heating sources, other)
- Safety features (security alarms, smoke alarms, other)
- Mobility support features (Modified, modifiable, non-modifiable)
- Ramps / Wheelchair access
- Property Internally Modified and details.

#### Vacancy Characteristics General

- Parking
- Amenity Type
- Other Amenities nearby.

#### Additional Information

Enter any additional information about the property that you would like to tell us.

You must enter as many details about your property as possible, in particular, features that are required under the Residential Tenancies Act 1986, for example, insulation.

Strategic Purchasing (HUD) will review this information and may request that you provide the relevant property details for fields that are not completed.

For a step by step guide on how to complete the vacancy notification process, please refer to the Business Online Services User Guide.

### **Identified Suitable Client**

BOS allows you to select a client that is known to you and match this client to your vacancy. The client must be on the housing register and be a suitable match for the vacancy you have listed. You should ensure that your property is efficiently utilised e.g. matches the bedroom requirements, plus or minus one bedroom.

You will need to enter the details for the Identified Suitable Tenant, such as;

- Client name
- Date of birth or MSD client number
- Reason for specifying the client (dropdown menu).

**Note:** If you have provided accommodation to the client within the previous 3 month period you will need to request a "91 day IRR exemption" from Strategic Purchasing (HUD) before you enter the client details into BOS. Exemptions are not required if the accommodation you have provided was:

- (a) Emergency Accommodation within the previous 3 months or
- (b) a short-term residential programme within the previous 4 months.

(Refer to 91 Day IRR exemption request on page 49 for more information).



## Vacancy for Transferring Tenant

A vacancy can be listed for an existing public housing tenant that you wish to transfer to this property.

If the transfer is from a property within your own stock, you will need to enter in the existing tenancy reference details into BOS, end the existing tenancy and also create a Provider Initiated Transfer task using the BOS template to advise MSD.

If the tenant is transferring from a property managed by another Public Housing provider, you will have to work together to provide the correct information to MSD and gain approval from Strategic Purchasing (HUD) for the transfer.

The new Provider (whom the tenant is transferring to) must enter the vacancy and new tenancy reference details into BOS. The current Provider must end the existing tenancy and create a Provider Initiated Transfer task using the BOS template to advise MSD.

(Refer to Tenant Transfers on page 41 for more information).

## Suitable Tenant Characteristics

You are able to specify your preferred tenant characteristics for your property, such as, gender, age or wraparound services. **Note:** the "wraparound service" field in BOS means that there is a supervisor attached to the property and only clients who have agreed to this will be matched to the property.

## Vacancy Outcome

Once vacancy details have been completed in BOS, an automatic task is sent to Strategic Purchasing (HUD) who are responsible for reviewing the vacancy request and checking the market rent rate is acceptable.

Strategic Purchasing (HUD) has up to two business days to approve or decline the vacancy or request further information.

### Vacancy declined

Strategic Purchasing (HUD) will contact you to discuss the property details and work with you to gain approval for the vacancy, for example market rent is too high. The property will be declined if an agreement cannot be reached.

An automatic notification is sent to you through BOS to advise you if your vacancy has been approved, declined or if further information is needed.

*For more information refer to:*

- Business Online Services User Guide
- Appendix Two, Dwelling Types
- Appendix Seven, BOS templates.





# Shortlist of Applicants from BOS

## Suitable Applicants

When your property vacancy has been approved by Strategic Purchasing (HUD), a shortlist of up to 30 suitable applicants will be generated based on the property information and any preferred tenant characteristics criteria you have listed in the vacancy. If you have specified an 'identified suitable client' who is on the register they will also be listed.

Applicants will be matched to a vacancy if they meet the utilisation criteria and the property is in one of the client's preferred letting areas (clients are required to select at least three preferred letting areas).

## Utilisation Criteria

The property must be optimally utilised, this means, that the property has the correct number of bedrooms for the household's needs (plus or minus one bedroom) and includes any necessary modifications or features required to meet the tenant's needs for the duration of their stay.

## Shortlist

The shortlist will display fast-track applicants first (in order of priority), followed by all other suitable matched applicants in order of their priority rating. For example:

Application Reference	Main Applicant Name	Number of Bedrooms	Modified Property Required	Priority	Status
123456	A	2	No	A5F	Shortlisted
234567	B	2	No	A15	Shortlisted
345678	C	2	No	A3	Shortlisted

On receipt of a shortlist of suitable applicants, it is important to identify and match a preferred applicant **within 48 hours**.

The information provided to you at the shortlist stage will enable you to determine whether or not they are a potential match to your vacancy. Information may include; agent details, health and disability or risk information. You can also request more information about the applicant during this stage (Refer to the BOS user guide).

## Tenant Selection Process

When selecting a potential tenant from the short-list, you should give preference to clients with the highest priority. Fast-track clients have the highest priority followed by a priority rating of A20, A19, A18... with the lowest priority rating being B1. Properties must also be optimally utilised and allocated according to the Tenant Placement Principle which acknowledges that Properties are allocated;

- fairly
- transparently
- on the basis of need
- balanced with achieving a sustainable match.

If the client you select does not have the highest (or close to the highest) priority or does not meet the Tenant Placement Principle you must record the reason for your selection. These records must be made available to your relationship manager on request.





## **Request referral**

When you have identified a suitable applicant then you will need to “request referral” in BOS. Once you have requested a referral for an applicant their details will not be available to any other Provider.

You will receive an on-screen notification on the outcome of your referral request.

In most cases, the notification will advise that the referral has been approved. If the applicant is no longer on the register or their application is undergoing a further review, the referral will be declined. If the referral can't be automatically approved or declined, you will see the status as “request referral”, this means there is something about the application that needs to be looked at to determine if the referral is appropriate, for example if the applicant is a Child Sex Offender.

When the referral has been approved you will be able to see the applicant's contact details, provisional amount of IRR and if they have pre-applied for assistance for rent in advance and bond. You will only be able to see the contact details, pre-applied rent and bond or IRR details when the application has a status of 'Provisional Offer Approved'.

It is important that you request a referral for one client at a time, as applicants are removed from the register when a referral is requested (and cannot be matched to other vacancies).

You also need to update the status of any applicants for whom you requested a referral, but decide not to proceed with an offer; this is to ensure that the applicant is promptly returned to the register and is available for other Providers.

## **No Suitable Applicants**

If no suitable applicants can be shortlisted you will receive an on-screen notification advising you to update the Suitable Tenant Characteristics in your vacancy.

If the applicants on the shortlist provided do not match to your vacancy, you will be able to select 'unsuitable' beside one or more of them. You are then able to refresh the shortlist which will remove any unsuitable applicants from the shortlist and replace them with new applicants. This process can be repeated multiple times.

If you have repeated this process and there continues to be no suitable applicants you will need to update the Suitable Tenant Characteristics in your vacancy.

## **Risk information provided by MSD**

Risk information covers a number of behaviours such as a person who may have been abusive or threatening towards staff in the last two years.

If MSD holds information about clients in the application who may pose a risk to you or other tenants' safety, this will be provided at the shortlist stage.

## **Child Sex Offenders (CSO)**

MSD is party to an inter-agency agreement with the Department of Corrections (Corrections) to share information about Child Sex Offenders (CSO). The purpose of the agreement is to protect the public and reduce the risk of re-offending.

CSOs are defined in the Corrections Act 2004 as people who:

- have been convicted of a relevant offence (defined in the Parole Act 2002)
- are subject to release conditions, detention or post detention conditions, supervision or extended supervision orders.

CSOs are people whose sentences, conditions or supervision have not ended.



If a shortlisted application contains a CSO, this will be indicated in the information provided.

### **CSO Matched to a Property**

If you wish to house a prospective tenant and the person is identified as a CSO, Corrections must approve the placement first.

If you wish to proceed with an offer, MSD will make the referral to Corrections when you select 'Request Referral'.

Corrections will advise MSD within 72 hours whether the property is approved or not.

In some cases, Corrections may need more information about the property, for example is there a public walkway next to it. In these cases MSD will come back to you with the information request.

Only when the address is approved by Corrections can the applicant be offered and placed in the property.

*For more information refer to:*

- Business Online Services User Guide



# Making a property offer

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## Contacting the Client

When your client referral has been approved you will be able to contact the client (or their agent if applicable). When contacting the client you must ensure that you are speaking to the correct person before continuing the conversation. This is to avoid breaching the client's privacy.

You are responsible for ensuring that the client:

- is the correct person
- receives the housing offer (verbally or in writing)
- has an opportunity to view the inside of the property
- is given 48 hours to make a decision to accept or decline the offer
- understands they are required to advise you of their decision within 48 hours and that non-response to an offer will be treated as a decline
- is aware that declining a suitable property offer may affect their eligibility for public housing.

## Agents and Advocates for MSD

Clients may appoint an agent or advocate to act on their behalf in matters relating to services provided by MSD. In some cases your service may already act as an agent or advocate for clients who have been assessed with a housing need.

MSD requires agents and advocates to complete an *Appointment of an Agent form* or an *Agent-Extension for MSD Housing form* before MSD will consider accepting them as an Agent or Advocate for the client. MSD will advise clients these forms need to be completed. These forms are available on the MSD website at

<https://www.workandincome.govt.nz/documents/forms/appointment-of-an-agent.pdf>

If you want to act as an agent or advocate on behalf of the client you'll need to get permission from the client to talk with MSD about their situation. There are two ways you can do this:

- for urgent enquiries call MSD when you have the client with you. The client will need to give verbal permission for you to speak with MSD about their circumstances. Verbal permission will only provide a temporary agency for the duration of that call
- if you think you will need to talk with MSD again about the client, the client needs to complete an 'Appointment of Agent' form and drop it off at your nearest MSD local office.

It will be at your discretion how you engage with an agent or advocate in matters related to public housing tenancies. However, you must comply with the Privacy Act 1993 to ensure the client's information is only shared with appropriate people.

## Timeframe for client to make their decision

You should allow up to 48 hours for a client to make and inform you of their decision. If more time is required, you should contact MSD to discuss the reasons for the property offer to remain open, before considering another client from the housing register.

## Outcome of Property Offer

When you have made the property offer to a client and know the outcome of their decision, you will need to update the referral via BOS. The referral outcome can be one of the following:

- Offer Accepted



- Financial Assistance Required
- Offer Declined
- Offer Withdrawn.

You will need to ensure that any application for whom you have requested a referral is returned to the register by adding an outcome in BOS.

### **Client accepts property offer**

When updating the referral in BOS to show the client has accepted the offer, you will also be prompted to supply details of the tenancy agreement, for example tenancy start date.

### **Client declines property offer**

If a client declines the offer of a suitable property, you need to:

- advise them of the potential consequences of declining a suitable property without a good and sufficient reason
- find out their reasons for declining the offer and consider if the reason is something you are able to address such as modifying the property for a client with a disability.

If the client still chooses to decline the offer you will update the referral in BOS. You must include the reasons the client has provided for declining the property and if you have offered to meet any of these needs. This will be used by MSD to work out if the reason for decline is good and sufficient or not.

**Note:** If a client does not advise you of their decision to accept or decline the property offer after 48 hours, you must note this as a decline in BOS using the reason 'Other' and noting in the free text field '**failed to respond to a property offer**'.

When a client declines a suitable property offer and MSD considers that the reason for decline is not a good and sufficient reason, the client will be removed from the housing register. MSD is responsible for determining if the decision was good and sufficient and will advise the client of the outcome.

Once removed from the housing register the applicant will have a 13 week stand-down period where their decision to turn down a suitable property will be part of their assessment when determining if they have a serious and immediate housing need.

### **Property offer is withdrawn**

You may decide after making the property offer that the client or the property is not suitable and withdraw the offer. You will be responsible for advising the client, including your reasons for withdrawing the property offer.

You will also need to update the referral through BOS to provide the reason for the withdrawal.

*For more information refer to:*

- Business Online Services User Guide

## Market rent – Open Term

### Market Rent

The market rent is proposed by you and negotiated with Strategic Purchasing (HUD). It is expected that the market rent for public housing properties will be around the lower quartile amount for its type, size and location and also within the limits of the Public Housing Plan (2018-2022).

You must retain your market rent setting process and make it available to your relationship manager upon request.

Strategic Purchasing (HUD) is responsible for approving market rents. When the market rent rate offered is above the lower quartile or outside the limits of Public Housing Plan, Strategic Purchasing (HUD) may contact you for further information.

You may be required to provide:

- the calculation used to determine the market rent rate
- your market rent setting process
- a rationale as to why the rent is higher
- Independent Market Rent valuation report
- all of the above.

### Annual Market Rent Review

A review of market rent may take place annually on a date agreed by you and Strategic Purchasing (HUD), for example, the anniversary date of your agreement.

The calculation method for the annual review will also be agreed by you and HUD, for example;

- annual movement in the CPI index for the property location
- independent market rent valuation report
- comparable lower quartile data (MBIE bond data).

The annual market rent review can be applied to all vacant and tenanted properties that have been available for a minimum of six months within the 12 month annual review period.

For example:

Agreed annual market rent review date - 30 June 2018

Date property first became available (as shown in BOS)	Number of months property has been available between 1 July 2017 to 30 June 2018	Annual market rent review to be applied	Comments
15 April 2016	12	Yes	
5 Jan 2018	6	Yes	
02 Feb 2018	5	No	Property will be eligible 30 June 2019

The annual review calculation will be applied to all eligible properties at the full rate so that properties available for 6 to 11 months will not be disadvantaged.

There is only one market rent review per year for properties and you cannot request an ad-hoc market rent increase for a property.



## **Consumer Price Index (CPI) increases**

If you would like to use the annual movement in the CPI index to adjust the market rent, you will need to use the "percentage change" "from the same quarter of previous year" for the relevant location eg New Zealand, North Island, Auckland, South Island, Canterbury or Wellington.

Stats NZ publish the CPI figures each quarter on their website. You should use the CPI quarterly data that is immediately prior to your annual market review date, for example, if the annual review date is in February, you would use the CPI Index for the December quarter.

The CPI index for each quarter has several tables of information. The table you should use is 16.02 Consumers price index, actual rentals for housing subgroup, selected regions – index numbers and percentage changes.

Select the relevant location, for example, Auckland for all Auckland properties or New Zealand for Gisborne properties. Select column "Percentage change" "From same quarter of previous year" and find the relevant quarter. For example, the rate to use for a Auckland property with a 10<sup>th</sup> December 2018 review date is 2.4% (September 2018 quarter).

Once you have found the correct percentage change figure you can apply this to your market rent increase calculation to be submitted to Strategic Purchasing (HUD) for approval.

## **Process for the annual market rent review**

You will need to contact Strategic Purchasing (HUD) at least 4 weeks before your annual market review date to request the Annual Market Rent Review template.

Complete the template and upload it to BOS at least 3 weeks before your annual review date to ensure that any market rent adjustments can be approved and amended in BOS prior to the effective date of your annual review (you will need to advise Strategic Purchasing (HUD) when you have uploaded the completed template into BOS).

You may need to round (using Swedish rounding) the new market rent figures to ensure that the market rent does not have any decimal places.

Strategic Purchasing (HUD) is responsible for approving the market rent increases, taking into account:

- lower quartile data (MBIE bond data)
- market rent limits in the Public Housing Plan (2018-2022)
- other similar public housing properties.

Strategic Purchasing (HUD) may contact you for further information.

You may be required to provide:

- the calculation used to determine the new market rent rate
- the rationale for the proposed rent especially if the rent is higher the approved limits
- Independent Market Rent valuation report.

## **Outcome of annual market rent review**

Strategic Purchasing (HUD) will advise you of the outcome of the market rent review.

When approved, you can then load the new market rent into BOS during an agreed timeframe. The effective date will be the annual market rent review date. If the review date has already passed, you will be advised of the effective date.

If declined, you will be contacted to let you know the reason for the decline. If you have any further queries about this decision you should contact your relationship manager.



*For more information refer to:*

- Business Online Services User Guide
- Public Housing Plan (2018-2022)
- Tenancy Services Market Rent  
<https://www.tenancy.govt.nz/rent-bond-and-bills/market-rent/>





## Agreed Rent - Capacity

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### Market Rent

The market rent for each property is agreed between you and Strategic Purchasing HUD during the negotiation of your Capacity Service Agreement and is recorded in Schedule 4, Schedule of Properties of your agreement.

It is expected that the market rent for each property will be in the lower quartile for its type, size and location and also within the limits of Public Housing Plan (2018-2022).

The market rent is entered into the "Market Rent" field in BOS.

You must retain your market rent setting process and make it available to your relationship manager upon request.

Strategic Purchasing (HUD) is responsible for approving market rents and where the market rent rate offered is above the lower quartile or outside the limits of Public Housing Plan, you may be contacted for further information.

You may be required to provide:

- the calculation used to determine the market rent rate
- your market rent setting process
- a rationale as to why the rent is higher
- Independent Market Rent valuation report
- all of the above.

### Agreed Rent

The agreed rent for each property is made up of the market rent plus an operating supplement (if any) which is agreed during the negotiation of your Capacity agreement.

The agreed rents are also listed in Schedule 4, Schedule of Properties of your agreement.

### Operating Supplement

The operating supplement is a subsidy paid as a percentage of the market rent to incentivise new public housing supply. It is currently available until 30 June 2019 and will be updated annually in the Public Housing Plan 2018-2022.

Both Housing New Zealand and registered Community Housing Providers can apply for an operating supplement for net new (new builds and turn-key), and net additional buy-ins. Generally, leases for existing public housing properties will not be eligible for the operating supplement.

The operating supplement will be available at different maximum rates, ranging up to 90% of the market rent.

The percentage rate for an operating supplement will be determined utilising the value for money framework, which includes consideration of:

- ability to deliver – capacity and capability to deliver within specified time periods and price to ensure a secure pipeline of new public housing supply
- fit for purpose – whether the new housing meets HUD's needs in terms of demand, cohort and typology
- financial viability – whether the proposal is financially viable for the contract term
- price – how the proposal compares against the industry benchmarks, in both the cost to build housing, and the provision of tenant and asset management services.



The operating supplement is recorded in Schedule 4, Schedule of Properties of your agreement.

## Market Rent Reviews

The market rent component of the Agreed Rent can be adjusted each year by the annual movement in the latest CPI index for rentals in the applicable city/region and must be agreed by the Relationship Management Group. The new market rent plus the operating supplement will be the new agreed rate.

A full market rent review can be completed every fifth year. The calculation method for full market rent review must be agreed by you and Strategic Purchasing (HUD), for example, an independent market rent valuation report.

The market rent can only be reviewed once per year, this means the annual CPI indexation adjustment cannot take place in the same year that a full market rent review is being completed.

You cannot request an ad-hoc market rent increase for a property.

Market rent reviews can be applied to all properties that have been available for a minimum of six months within the 12 month annual review period.

For example:

Anniversary date of the agreement = 12 August 2018

<b>Date property first became available (as shown in BOS)</b>	<b>Number of months property has been available between 13 August 2017 to 12 August 2018 )</b>	<b>Annual market rent review to be applied Yes / No</b>	<b>Comments</b>
12 Dec 2016	12	Yes	
2 Feb 2018	7	Yes	
6 May 2018	4	No	Property will be eligible 12 August 2019

The annual review calculation will be applied to all eligible properties at the full rate so that properties available for 6 to 11 months will not be disadvantaged.

## Consumer Price Index (CPI) increases

To increase the market rent by the annual movement in the CPI index, you will need to use the "percentage change" "from the same quarter of previous year" for the relevant location eg New Zealand, North Island, Auckland, South Island, Canterbury or Wellington.

Stats NZ publish the CPI figures each quarter on their website. You should use the CPI quarterly data that is immediately prior to your annual market review date, for example, if the annual review date is in February, you would use the CPI Index for the December quarter.

The CPI index for each quarter has several tables of information. The table to use is Table 16.02 Consumers price index, actual rentals for housing subgroup, selected regions – index numbers and percentage changes.

Select the relevant location, for example, Auckland for all Auckland properties or New Zealand for Gisborne properties. Select column "Percentage change" "From same quarter of previous year" and find the relevant quarter. For example, the rate to use for a Auckland property with a 10<sup>th</sup> December 2018 review date is 2.4% (September 2018 quarter).

Once you have found the correct percentage change figure you can apply this to your market rent increase calculation to be submitted to Strategic Purchasing (HUD) for approval.

### **Process for market rent review**

Contact Strategic Purchasing (HUD) at least 4 weeks before your annual market review date to request the Annual Market Rent Review - Capacity Agreement template.

Complete the template and upload it to BOS at least 3 weeks before your annual review date to ensure that any market rent adjustments can be approved and amended in BOS prior to the effective date of your annual review (you will need to advise Strategic Purchasing (HUD) when you have uploaded the completed template into BOS).

**Note:** you may need to round (using Swedish rounding) the new market rent figures to ensure that the market rent does not have any decimal places.

### **Full Market Rent Review (Fifth Year Anniversary)**

You will need to complete the Market Rent Review template – Capacity Agreement and upload it to BOS.

Strategic Purchasing (HUD) is responsible for approving the market rent increases, taking into account:

- lower quartile data (MBIE bond data)
- market rent limits in the Public Housing Plan (2018-2022)
- other similar public housing properties.

Where the proposed market rent increase is above the lower quartile or the Public Housing Plan, Strategic Purchasing (HUD) may contact you for further information.

You may be required to provide:

- the calculation used to determine the market rent rate
- a rationale as to why the rent is higher
- Independent Market Rent valuation report.

### **Outcome of Market Rent Review**

Strategic Purchasing (HUD) will advise you of the outcome of the market rent review.

If declined, you will be contacted to let you know the reason for the decline. If you have any further queries about this decision you should contact your relationship manager

If approved, you can then load the new market rent into BOS during an agreed timeframe. The effective date will be the market rent review date. If the review date has already passed, you will be advised of the new effective date.

The operating supplement will be added to the new market rent to become the new agreed rent. Schedule 4, Schedule of Properties of your agreement will be updated to show the new market rent, operating supplement and agreed rent.

**Note:** you may need to apply Swedish rounding to new rent amount to ensure that the agreed rent does not have any decimal places.

For example.

	<b>Market Rent</b>	<b>Operating supplement (30%)</b>	<b>Agreed Rent</b>
Current	\$430	\$129	\$559
After review	\$460	\$138	\$598



*For more information refer to:*

- Business Online Services User Guide
- Public Housing Plan (2018-2022)
- Tenancy Services Market Rent



## Income Related Rent (IRR)

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### IRR

IRR is the subsidised rent scheme for housing tenants with low incomes. The rate of IRR is calculated based on a household's assessable income and their household type.

MSD is responsible for calculating the rate of IRR and you will be responsible for charging this rate as rent to the tenant.

### Charging Rent Lower than IRR

You can, at your discretion, charge a lower rent than the IRR calculated. This can occur where:

- special circumstances exist, for example, you are renovating a property or the property is not of 'market' quality
- you consider it would not make a material difference to the client when MSD notifies you of an increase to the client's IRR.

However, you cannot claim for additional IRRS for the difference between the IRR rate notified by MSD and any lower rent you decide to charge at your own discretion.

### Maximum Rent Chargeable

If a tenant's calculated IRR is higher than the market rent rate, the maximum amount of rent you can charge is the market rent rate for the property.

*For more information refer to:*

- Change in circumstances that affect IRR (page 36)
- Rent effective dates for IRR (page 39)
- IRR decreases and refunds (page 42)



## Rent in Advance and Bond

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It is your decision whether or not to request payment rent in advance and/or bond at the start of a tenancy. The payment of rent in advance and bond is relative to the IRR as advised by MSD. For example, the maximum amount of bond that you can request is four weeks of the rent payable, for public housing tenants, this is four weeks of their IRR.

### Financial Assistance for Rent in Advance and Bond

MSD is responsible for the screening and assessment of clients to determine if they are eligible for public housing (refer Appendix Three Screening and assessment for public housing).

During the assessment process MSD will ask clients who are eligible for public housing if they will require assistance with bond and rent in advance.

The rate of IRR is based on the client's circumstances at the time of assessment. If the bond and rent in advance has been approved prior to any changes that affects the rate of their IRR, it could mean that the payments for bond and rent in advance will be made on the rate of IRR at the time of the assessment.

### Applying for financial assistance for rent in advance and bond

When you offer the property to the client, you will need to discuss payment of rent in advance and bond. If the client wishes to apply for financial assistance from MSD, you will need to advise MSD via Business Online Services. When you request the financial assistance, MSD will assess eligibility, contact the client and if appropriate, start the application process. Once the client has accepted the property and you result the offer in BOS, a notification will be sent to MSD to complete the application.

Clients in receipt of a main benefit from MSD may qualify for an Advance Payment of Benefit (Advance). Clients who do not receive a main benefit may qualify for a Recoverable Assistance Payment (RAP).

The income and asset thresholds for financial assistance for an Advance or RAP is lower than the threshold for eligibility for public housing, so not all clients will qualify for financial assistance. The thresholds for this assistance are maintained on the Work and Income website <https://www.workandincome.govt.nz/>.

### Timeframe for applications of rent in advance and bond

Once the notification is received by MSD to advise that a client is requesting financial assistance for rent in advance and bond, they will pay the amount to you or advise you within 24 hours if the application has been declined.

Some clients may be required to have an appointment with their assigned case manager at their local MSD office or Community Link office. MSD will manage the appointment bookings for those clients.

MSD will make three attempts to make contact with the client during business hours over the 24 hour period, from the time the request for financial assistance is received. If this fails, you will be advised via BOS Services that the application cannot proceed.

If you make contact with the client and they wish to progress their application you should ask them to immediately contact MSD.

### Financial assistance approved

If the application is approved, MSD will make the payment direct to your account within 24 hours for eligible clients from when you changed the status in BOS to "Accept Offer".



### **Financial assistance declined**

MSD will advise you through BOS if an application is declined.

### **Tenancy bond**

Landlords who charge a bond must lodge it with Tenancy Services within 23 working days using their bond lodgment form. Further information can be found on the Tenancy Services website:

<https://www.tenancy.govt.nz/rent-bond-and-bills/market-rent/>

*For more information refer to:*

- Appendix Three, Screening and assessment for public housing
- Appendix Seven, BOS Templates
- Business Online Services User Guide



## Redirection of benefit

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Generally, tenants receiving a main benefit, New Zealand Superannuation or Veteran's Pension will have their IRR redirected by MSD and paid directly to you.

Tenants in receipt of Student Allowance or Student Loan Living Costs are not able to have their payments redirected at all.

When new tenants are placed into public housing, a redirection is generally added for tenants on a benefit. Existing tenants do not have a redirection automatically added if they start to receive a benefit. You can contact MSD to have a redirection set up.

If there are multiple signatories to the tenancy agreement, the rent redirection amount would be split evenly between each of the signatories unless they request that a different split be used.

In other cases, public housing tenants may not be receiving any income support payments from MSD.

It is the responsibility of the tenant to make arrangements to pay their rent. You will need to contact your tenant to discuss alternative payment methods where redirection is not possible.

### Redirection of Rent and Rent Arrears

Where a tenant is receiving financial assistance from MSD and has rent arrears, you can request a redirection for the amount owed and an on-going rent redirection for their IRR payments without a tenant's consent.

Your request for a redirection for rent arrears should include how much the tenant will pay towards the debt per week or fortnight.

MSD has discretion to approve or decline redirection requests and the amount payable when they are made without a tenant's consent. You will need to advise MSD when the total amount of arrears has been paid so that MSD can stop the redirection for rent arrears.

### Other redirections

If a tenant wishes to redirect more than the calculated rate of rent they will pay you, for example, for damages, water rates or lawn mowing services, they will need to complete a redirection form.

This form is available on the Work and Income website at <https://www.workandincome.govt.nz/products/forms/index.html>

You may need to assist the client to complete this form.

Once completed, the tenant can take the form to their local MSD office to have their application processed or you can scan and send the form to MSD via BOS. The tenant will be notified of the outcome and will then be responsible for informing you of the details.

### Youth Service Clients

Youth Service providers work closely to support young people in their service, and some Youth Service providers may attend property viewings and assist young people entering into a tenancy arrangement.

Youth Service clients who are aged 16 or 17 will need to submit an application to the Tenancy Tribunal to get consent to enter a tenancy agreement if they accept the property offer. The Youth Service provider will support them through this process.



As Youth Service client applications for rent and bond and redirections are processed by a specialist MSD business unit (Youth Service Support Unit), these clients are unable to pre-apply for financial assistance.

If the Youth client requires rent and bond, notify MSD (via BOS); who will contact the Youth Service Support Unit to ensure this request is managed by the youth provider.

All enquires relating to Youth clients should be directed to their Youth Service Provider.

*For more information refer to:*

- Appendix Six, Contact details



# Tenancy Management

## Tenancy Agreement

All public housing tenancies must have a tenancy agreement that complies with the Residential Tenancies Act 1986.

Both you and your tenants have rights and responsibilities under the Residential Tenancies Act 1986, which should be made clear to the tenant prior to entering into the tenancy agreement.

All tenancy agreements must be in writing and the tenant must be advised of your expectations, including their responsibilities when tenancing your property.

The tenancy agreement should set out the particular conditions that have been agreed to before you and the tenant sign to commence the tenancy.

## Rent Collection

MSD is responsible for calculating the weekly rate of IRR and you are responsible for collecting the rent from the tenant. If the tenant's rate of IRR is zero or equal to or higher than the market rent, the maximum amount you can charge the tenant is the market rent rate for the property.

You can request a rent amount lower than the calculated rate of IRR. However, the IRRS payment will be calculated on the rate of IRR and not the lower rent amount charged. For example:

Rate of IRR	Rent charged to tenant	Market Rent	IRRS payable	Shortfall
\$85	\$75	\$375	\$290	\$10

You are also responsible for notifying the tenant of any changes to their rate of IRR (as advised by MSD), and ensuring that the tenant is given the correct notification period for the change in line with the Residential Tenancies Act 1986.

Generally, tenants receiving a main benefit, NZ Superannuation or Veterans pension will have their IRR redirected by MSD to you. If there is not a redirection in place, you can contact MSD using BOS to set one up. In most cases you will not need the tenant's permission to set up a redirection of IRR.

## Advising MSD of Rent Arrears

If MSD calculates that a refund over a number of days is due to your tenant, MSD will contact you to determine if the tenant has any rent arrears owing for the same period and may use the refund to offset any rent arrears. It is important that you respond to MSDs request for rent arrears information as soon as practical so that the refund and any rent arrears can be processed quickly.

## Ending a Tenancy

If a tenancy is ending, either tenant or provider initiated, this must be carried out in accordance with the Residential Tenancies Act 1986.

If the tenancy is ending because the tenant is no longer eligible for public housing and the tenant wishes to remain in the property you must ensure you continue to meet the conditions of your agreement. For example, if the property is listed in a capacity agreement you may have to remove the property from your capacity agreement (as it is no longer available for public housing) and substitute it with another similar property (following the substitution process outlined in your agreement).



You will need to notify MSD at least seven working days prior to the tenancy end date by ending the tenancy in BOS.

### **Tenant gives notice**

If a tenant gives you notice to end the tenancy, you should meet with the tenant to go over your exit policy.

This should include a written report of the following:

- date property will be vacant
- date of last rent payment
- reason for ending the tenancy
- your expectations when they leave (for example, all personal property is removed, property is clean and tidy, all rubbish has been removed)
- when the final property inspection will occur
- what will happen to the bond
- any rent arrears owing
- tenancy reference letter
- details about where the tenant will be going

A copy of the exit report should be given to the tenant, held on file and be available to your relationship manager on request.

### **Tenant evictions**

The eviction of a tenant must be a last resort act and adhere to the requirements of the Residential Tenancies Act 1986.

Prior to issuing an eviction notice, you must work with the tenant to resolve any issues and keep a record of the actions you have taken to reach a resolution.

If the tenant has rent arrears you should support the tenant to contact MSD to request financial assistance. You may also need to provide a letter for MSD confirming the amount of rent arrears and that the tenant may be evicted if payment is not received.

You should keep a record of the actions you have taken to try to reach a resolution prior to the eviction and any decisions by the tenancy tribunal. These records must be available to your relationship manager on request.

### **Tenant exits without further accommodation**

If the tenant does not have anywhere to stay once they leave your property you may need to help them to find accommodation. This could include supporting them to access Emergency Housing, contacting local NGO's for assistance or taking them to a night shelter.

### **Emergency Contact**

You are required to have a 24 hour a day, free calling contact number for tenants to use for emergency and urgent repairs to the property that requires immediate remediation. Emergency and urgent repairs are those that put the health and safety of the tenants at risk if they are not mitigated immediately, e.g. damage to the roof or flooding.

### **Tenant Breaches Responsibilities**

You will be responsible for managing any breach of tenancy responsibilities and/or the tenancy agreement.

It is expected that you will continue to adhere and act in accordance with the Residential Tenancies Act 1986 to resolve any breach in responsibility by the tenant.



### **Tenant makes contact with MSD**

If your tenant contacts MSD about breaches of responsibilities or tenancy disputes, they will be referred back to you to resolve the matter.

### **Providing Risk Information to MSD**

There may be times when you identify a risk in relation to a tenant or a household member and will need to notify MSD. You will do this by completing the relevant template of information and uploading it into BOS.

### **Statement of Satisfactory Tenancy**

When requested it is expected that you will provide a tenant with a Statement of Satisfactory Tenancy in writing. Existing housing tenants who are looking for alternative accommodation may find the Statement of Satisfactory Tenancy helpful.

This statement addresses a prospective landlord's main concerns about rent payments, damages and tenant behaviour.

A link to a factsheet about the *Statement of Satisfactory Tenancy* is available on MSD's housing website at

<https://www.workandincome.govt.nz/map/income-support/extra-help/housing-support-products/statement-of-satisfactory-tenancy/introduction.html>

*For more information refer to:*

- Business Online Services User Guide
- Appendix Seven, BOS Templates



# Reporting

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## Provider Reports

You are required to submit six monthly reports with the following information about your public housing tenants and properties:

- The tenancy turnover rate for all IRRS properties
- Number of exits, including reason for exit
- Average turnover period
- Percentage of rent arrears over 21 days
- Average time to respond to urgent property and tenancy queries

This report must be submitted at least two weeks before the Relationship Management meeting.

You are also required to submit an annual report with the results of your tenant satisfaction survey from the previous 12 months. Your annual report must be submitted 4 weeks after you have received the results of your yearly tenant satisfaction survey.

The report must include:

- Tenant satisfaction with their tenancy/property manager
- Overall tenant satisfaction
- Tenant satisfaction in relation to repairs and maintenance.

All reports should be sent [Housing.Provider.Support@msd.govt.nz](mailto:Housing.Provider.Support@msd.govt.nz) or your relationship manager.

## Strategic Purchasing (HUD) Reports

Strategic Purchasing (HUD) will provide you with housing provider data every six months. The data will be aggregated and will enable you to compare your own performance against the rest of the sector.

The data will be submitted at least two weeks before your six monthly Relationship Management Group meeting.

The data from Strategic Purchasing (HUD) will be expressed as percentages and will include:

- Priority scores of tenants housed
- Utilisation of properties
- Tenants who were identified by you and matched to your property

All reports will be sent to your relationship manager.

*For more information refer to:*

- Appendix Six, contact details

# Income-Related Rent Subsidy (IRRS)

## IRRS

IRRS is the difference between the IRR for client's household and the Market or Agreed Rent for a property. Strategic Purchasing (HUD) is responsible for the payment of IRRS for public housing properties. All payments of IRRS are exclusive of GST.

## Payments for Open Term Agreements

The IRRS for an Open Term agreement is payable for properties with eligible public housing tenants. The IRRS for each property is the difference between Market Rent and the IRR (Refer to Market Rent on page 16 for more information).

For example:

<b>Market Rent (as shown in BOS)</b>	<b>IRR (paid by the tenant)</b>	<b>IRRS (paid to you)</b>
\$450	\$180	\$270

Payments of IRRS are made on a fortnightly pay cycle on receipt of a valid invoice and a IRRS payment report. You can also submit additional information such as notifications of any changes that may affect the payment.

The invoice, IRRS payment report and any supporting documents should be uploaded into BOS, which will automatically trigger a notification to Strategic Purchasing (HUD).

Strategic Purchasing (HUD) will reconcile your IRRS payment report to the BOS schedule and contact you for further information or pay the invoice within 5 working days.

## Payments for Capacity Agreements

The IRRS for a Capacity agreement is payable for properties listed on Schedule 4, Schedule of Properties that:

- are tenanted with an eligible public housing tenant or
- are vacant during the property turnaround period or
- are properties eligible for a top-up payment

## Tenanted properties

The IRRS payable when the property is tenanted is the difference between the Agreed Rent and the IRR payable by the tenant (Refer to Agreed Rent on page 18 for more information).

## Turnaround – vacant properties

The turnaround period is the number of days that a property is vacant between tenancies, that is, the number of days between a tenancy ending and a new tenancy starting. It does not include periods that a property is vacant for repairs, maintenance or refurbishments.

Properties must be entered into BOS at least five business days before the property becomes vacant to receive payments for a vacant property during a turnaround period.

You can claim the agreed rent for vacant properties during the property turnaround period, from the date the property is available to be tenanted until the date the property is tenanted, up to a maximum of 11 business days.



### Top up payments

Properties that are being let as Short Term Private Rental may be eligible for a top-up payment to the value of the Agreed Rent.

The top-up payment is the Agreed Rent (as shown in Schedule 4, Schedule of Properties) less any rent received. If the rent received is more than the Agreed Rent, the provider can retain all of the rent received.

Examples of IRRS payments are shown in the table below:

Property status	Agreed Rent	Rent (paid by the tenant)	IRRS (paid to you)
Tenant	\$500	\$120 (IRR)	\$380
Vacant	\$500	\$0	\$500
Short Term Private Rental – Non public housing tenant	\$500	\$250	\$250
Property status	Agreed Rent	Rent (paid by the tenant)	Amount in excess of Agreed Rent
Short Term Private Rental – Non public housing tenant	\$350	\$400	\$50 (retained by you)

### Payment process

IRRS Payments are made on a fortnightly cycle on receipt of a valid invoice and a Services Payment report. The report must include information on tenanted properties, vacant properties and top up payments that you are claiming for.

### Tenanted properties

For tenanted properties, the Services Payment report must include the following information for each property:

- tenancy reference
- address
- number of days within fortnight pay cycle that the property was occupied
- start / end dates for any new or ending tenancies
- Market Rent
- Operating Supplement
- Agreed Rent
- IRR payable by tenant
- Total amount of IRRS payable for each property.

### Vacant properties

For vacant property payments, the Services Payment report must include the following information for each property:

- property reference (including HUD prefix)
- address
- date property became vacant
- number of days you are claiming for within the fortnightly cycle
- Agreed Rent



- Total amount of IRRS payable for each property

### **Top up payments**

For top-up payments, the Services Payment report must include the following information for each property:

- property reference (including HUD prefix)
- address
- date property became a Private short term rental
- rent payable by tenant
- Agreed Rent
- Total amount of IRRS payable for each property

You can also submit additional information such as notifications of any changes that may affect the payment.

Your invoice, Services Payment report and any supporting documents should be uploaded into BOS.

Strategic Purchasing (HUD) will reconcile your report and will contact you for further information or pay the invoice within 5 working days.

### **Ending the IRRS**

If a tenant is no longer eligible for public housing, you cannot claim the IRRS for the tenancy.

The date of your last payment will be the earliest date of the following:

- end of the 90 day notice period to end the housing tenancy or
- the date tenant leaves the property or
- the date the tenancy agreement has been terminated.

*For more information refer to:*

- Business Online Services User Guide
- Appendix Six, Contact details

## Changes in circumstances that affect IRR

### IRR Reviews

All clients and tenants have a duty to inform MSD of any changes in circumstances that might affect their rate of IRR, their on-going eligibility for public housing or the need for a particular property they are renting. This can be at any stage from when they have been assessed as having a housing need and are on the housing register, through to when they are a tenant.

A client or tenant can inform MSD of any changes via a case manager, MSD's General Enquiries free phone 0800 numbers, local MSD office, or via MSD's online services.

Examples of when the IRR will be reviewed:

Change in circumstance	IRR will be reviewed
<b>Absence from New Zealand</b>	<p>Any absence from New Zealand that is permanent may affect the rate of IRR.</p> <p>If a tenant has advised MSD prior to being absent from New Zealand that they are going to be absent, they can have the same rate of IRR calculated for them for up to eight weeks during the period of the absence. After eight weeks the rate of IRR will be reviewed by MSD.</p> <p>If a tenant does not advise that they are going to be absent from New Zealand before they leave, the rate of IRR will be reviewed by MSD straight away.</p> <p>MSD will make a decision about whether the rate of IRR will change and will apply the changes as appropriate.</p>
<b>Benefit (grants, transfers and rate changes)</b>	<p>Any benefit changes that are permanent may affect the rate of IRR. This could include where:</p> <ul style="list-style-type: none"> <li>• a tenant is granted a benefit</li> <li>• a tenant is transferred to another benefit type</li> <li>• there is a change to a tenant's rate of benefit (for example a change from a sole parent rate to a single rate of benefit).</li> </ul>
<b>Benefit stops</b>	<p>Where a tenant or their partner is receiving a benefit or other form of on-going financial assistance from MSD and this has reduced or stopped, the rate of IRR will be reviewed:</p> <ul style="list-style-type: none"> <li>• when the tenant advises MSD of a permanent change in circumstances; or</li> <li>• Straightaway (if benefit is cancelled).</li> </ul> <p>If the tenant's benefit is temporarily stopped, MSD is unable to redirect the rent until the benefit is resumed. It will be up to the tenant to make the payments during this period.</p>





<b>Child coming into or leaving your care</b>	A dependent child leaving, or coming into, the tenant's care may result in MSD reviewing the rate of IRR.
<b>Death of a tenant</b>	<ul style="list-style-type: none"> <li>When information is received by MSD about the death of a tenant, the IRR will be recalculated for any remaining tenancy signatories.</li> <li>There is a separate process for the death of a tenant who is the sole signatory and occupants still reside in the property. Refer to section on "Death of a Sole Signatory".</li> </ul>
<b>Hospital – tenant is admitted to hospital or enters residential care</b>	<p>When information is received by MSD about a tenant or their partner going into hospital or residential care for longer than eight weeks, their IRR will be recalculated.</p> <ul style="list-style-type: none"> <li>Income for that person will be removed from the IRR calculation.</li> </ul>
<b>Imprisonment</b>	<p>If a tenant has advised MSD prior to being imprisoned or being held on remand, they can have the same rate of IRR calculated for them during the period of the imprisonment (up to eight weeks).</p> <p>After eight weeks the rate of IRR will be reviewed (if the tenant has not been released).</p> <p>If a tenant does not advise MSD that they are going to prison or are being held on remand, the rate of IRR will be reviewed as soon as possible. If the client's benefit is stopped, MSD is unable to redirect the rent until the benefit is resumed. It will be up to the tenant to make the payments during this period.</p>
<b>Income</b>	Any income changes that last longer than eight weeks may affect the rate of IRR.
<b>Relationship changes</b>	<p>If a tenant and their partner separate, (and the partner is not a signatory to the tenancy agreement) the partner's income will no longer be applicable for the IRR calculation. MSD will recalculate the IRR from the date:</p> <ul style="list-style-type: none"> <li>assessable income reduced, <b>or</b></li> <li>the date the partner no longer resides at the property.</li> </ul> <p><b>whichever is the later (subject to the 14 day rule)</b></p> <p>If a tenant and their partner separate (and the partner is a signatory to the tenancy agreement), MSD will recalculate the IRR from the date the signatory left the tenancy (relinquishment date).</p> <p>Refer to the section on "Rent Effective dates" for more information about the 14 day rule.</p>



### **Notification of IRR changes to the tenant**

When the IRR has been reviewed, MSD will provide the tenant with the following in writing:

- an acknowledgement of the change in circumstances that has occurred
- the new rate of IRR that has been calculated
- a statement that the tenant has the right to request a review of MSD's decision to recalculate the rate of IRR
- a statement that makes it clear that you, as their housing provider, determine whether there will be a change in the rent charged and the rent effective date.

### **Debt from IRR Review**

In some cases, a review of the tenants IRR will result in a debt for the tenant.

MSD is responsible for the calculation, establishment and recovery of IRR debts resulting from a review of the tenants IRR.

Any debts incurred from an IRR review will be recovered through existing MSD guidelines, practices and process.

*For more information refer to:*

- Business Online Services User Guide
- Rent effective dates for IRR (page 39)
- Death of a sole signatory (page 54)
- Appendix Six, Contact details
- Appendix Seven, BOS Templates

# Rent effective dates for IRR

## Effective Date following IRR Review

Each time a tenant's IRR is reviewed and the rate changes, MSD will also calculate the effective date and advise you of the date that the new rate of IRR will take effect from, in accordance with the Residential Tenancies Act 1986 and Housing Restructuring and Tenancy Matters Act 1992.

The notice periods MSD uses to calculate the new rent effective dates are:

- 14 day notice period; or
- 60 day notice period; or
- 61 day period
- Whichever applies in the circumstances.

<b>14 day notice period and the 61 day period – Housing Restructuring and Tenancy Matters Act</b>	<b>60 day notice period and the 180 day rule – Residential Tenancies Act</b>
<p>You must give tenants at least 14 days' notice of any increase in their rate of IRR that is due to a change in their circumstances.</p> <p>The 14 days' notice must be given before the <u>effective date</u>. It could be within the <u>61 day period</u>, or in addition to it, depending on when the change of circumstance was notified or discovered by MSD.</p> <p>The 14 day notice period starts from the date the notice is deemed to have been given to the tenant. In other words, it is in addition to the service period that applies (depending on the method of delivery).</p> <p>The 61 day period ensures that, when a tenant has a change of circumstance, any increase in their rate of IRR cannot take effect until at least 61 days after the date that the change in circumstances occurred (regardless of when the change of circumstance was notified or discovered). The 61 day period is counted from the day after the day that the change of circumstances occurred.</p> <p>It is counted in calendar days.</p>	<p>The 60 day notice period ensures that a client receives at least 60 days' notice of an increase in their rent. The 60 day notice period will apply to all increases of rent where the 61 day period is not applicable.</p> <p>This will include situations where the tenant doesn't provide sufficient information to MSD to calculate or review the rate IRR and generally their rent is to be increased to market rent.</p> <p>In situations where the 60 day notice period applies, a tenant's rent cannot be increased within 180 days of the last rent increase.</p> <p>The 60 day notice period starts from the date the notice is deemed to have been given to the tenant. In other words, it is in addition to the service period that applies (depending on the method of delivery).</p> <p>It is counted in calendar days.</p>
<p><b>When the 14 day period applies</b></p> <p>The 14 day notice period is used when</p>	<p><b>When the 60 day period applies?</b></p>

<b>14 day notice period and the 61 day period – Housing Restructuring and Tenancy Matters Act</b>	<b>60 day notice period and the 180 day rule – Residential Tenancies Act</b>
<p>there is an increase in the tenant's rate of IRR following a change in their circumstances, (which can include changes to an applicable person's income, and changes to the tenant's household).</p>	<p>The 60 day notice period is used:</p> <ul style="list-style-type: none"> <li>• following an increase in the tenant's rate of IRR due to the annual general adjustment to the rates of MSD's financial assistance</li> <li>• when a tenant has not provided sufficient information to MSD to complete a review of their IRR when asked</li> <li>• when the tenant is paying rent at the market rent rate and the housing provider increases the rate of market rent</li> </ul>

### **Change notifications**

Following a review of IRR, MSD will send you a change notification to advise you of an increase or decrease to a tenants calculated rate of IRR and the effective date. Refer to Appendix Five – IRR change notifications for more details.

### **Amending the effective date**

You can choose a different effective date provided you meet the requirements of the Residential Tenancies Act 1986 and Housing Restructuring and Tenancy Matters Act 1992. For example, MSD has calculated the effective date to be Saturday 9<sup>th</sup> of November (61 days). The tenant's rent paid date is on a Tuesday. You decide the effective date will be the following Tuesday, 13<sup>th</sup> of November to align with the tenants rent paid date. The effective date will now allow for 64 days, which meets the requirements of the Residential Tenancies Act 1986 and Housing Restructuring and Tenancy Matters Act 1992. You will need to advise the rent charge date and amount through BOS.

**Note:** if you amend the rent charge date, the correct information may not show immediately in BOS and could affect your next IRRS fortnightly payment. To ensure your next fortnightly IRRS payments are correct, you will have to provide Strategic Purchasing (HUD) with a manual fortnightly IRRS payment report showing the effective dates and changes to the rate of IRR up until the new effective date takes effect.

Please refer to the Business Online Services User Guide for the process for market rent increases for clients who are not paying IRR i.e. market renters.

### **Update the rent charge date**

To update the rent charge date, send confirmation of the new IRR amount and the effective date to MSD via BOS. Confirmation must be sent at least seven days before the effective date or immediately if the effective date is less than seven days.



## **Rent redirection**

Once you have updated the rent charged field in BOS with the new amount of IRR and effective date, this will generate a task for MSD to change the rent redirection.

If the new IRR amount has increased and you do not update the rent charged field in BOS with the new amount and effective date, you will continue to receive an unchanged amount of IRR (from your tenant) as the redirection will remain unchanged. The IRRS payment will be calculated on the new amount of IRR from the effective date that was advised by MSD.

Refer to the BOS user guide 'Advise MSD of a change to the rent amount' process

*For more information refer to:*

- Business Online Services User Guide
- Appendix Five – IRR Change notifications



## **IRR decreases and refunds**

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MSD is responsible for decisions to backdate the rate of IRR to an earlier period and issuing refunds.

The amount refunded will be the difference between the previously calculated rate of IRR and the new lower rate of calculated IRR.

Where the tenant has paid the higher amount of rent to you as the housing provider, the refund will be paid directly to the tenant.

Where the tenant has under paid their rent for the same period that the refund is due, the refund will be paid to you as the housing provider. In some cases the refund will be paid to both the tenant and you. This will be where the tenant has paid some, but not all of the rent due.

When MSD has calculated a refund to the tenant, MSD will first check with you via BOS to see if you are owed rent for the same refund period, and ask you to confirm the amount and the period for which the rent is owed.

If the tenant has repaid some of the rent arrears for the same period that a refund is due you must notify MSD of the reconciled amount that is outstanding for the refund period. You may also be asked to provide a screen shot of the rent changes for the tenant.

If the IRR increases or decreases during a payment period, you will need to detail this in the payment schedule by providing the period and days that both rates applied.

## Changes in circumstances – non IRR

### Notified Changes in Circumstances

All housing tenants must advise MSD of a change in circumstances as soon as possible and within 14 days of the change. A tenant can inform MSD of any changes via a case manager, MSD's General Enquiries free phone 0800 numbers, local MSD office, or via MSD's online services.

When a tenant has a change of circumstances MSD will record the change and will:

- assess if the change is temporary or permanent
- review the rate of IRR when the change is likely to be permanent and last more than eight weeks
- make decisions on whether market rent is applicable in situations where the tenant's circumstances cannot be confirmed and IRR cannot be calculated.

While MSD will manage any changes and inform you of any changes, you will be responsible for informing the tenant in writing of any changes that impact on the tenancy.

### Non Notified Changes of Circumstances

In some cases MSD will share information with you as it may impact on the tenancy. This would be shared via BOS. Generally, information will only be shared once we are aware that the changes are permanent; that is, eight weeks or longer.

Type of change	When MSD will advise you
<b>Absence from New Zealand</b>	Eight weeks after the date of departure; or straight away if the departure is permanent
<b>Imprisonment</b>	Eight weeks after the date of imprisonment
<b>Hospitalisation or rest home care</b>	Eight weeks after the date client went into hospital or care; or straight away if the care is permanent
<b>No longer residing in the property</b>	Straight away; or after eight weeks if the client is only temporally (e.g. less than eight weeks) living away from the property
<b>Relationship changes e.g. relationships starting or ending</b> <b>Legal name change</b>	Straight away.
<b>Death of a tenant</b>	Straight away
<b>Third boarder</b>	Straight away. Where there are more than two boarders at the property a percentage of the board paid to the tenant is included as income for IRR purposes



# Tenant Transfers

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## Tenant Initiated Transfers

If the tenant has had a change in their housing needs and/or advises you that their current housing is no longer suitable, they can request a transfer to a more suitable property. You should advise the tenant to get in touch with MSD's General Enquires line to make an appointment for a reassessment of their housing need. In any case you should manage the expectations of tenants who want to test their eligibility for a transfer when their circumstances have not changed, by advising them that they may not be eligible as they are already suitably housed.

If a tenant's housing need has changed, they may need to complete a housing reassessment.

Examples of when a change to a housing need will require a reassessment are:

- household composition requiring more or less bedrooms
- feature or functionality of the house no longer suitable
- safety issue
- other personal needs of the tenant such as health.

## Provider Initiated Transfers

### Transfers within your own housing stock

You must ensure that you are transferring the household to a property that is suitable for their housing needs. Strategic Purchasing (HUD) must approve any vacancies that are created for a transfer.

### No change to households housing need

If the household needs to be transferred for business reasons, you will be able to transfer them between properties within your own housing stock without requesting MSD to reassess their housing need. The household must agree to the transfer to the new property and the property should be like for like (e.g. have the same number of bedrooms).

Examples of when you can transfer a household without reassessing a client's housing need could include:

- redevelopment
- property has been damaged due to fire, floods or earthquake
- severe maintenance issues
- lease is ending.

Refer to the Business Online Services user guide to notify MSD and Strategic Purchasing (HUD) that a household has been transferred to another property within your stock.

### Tenants housing need has changed

If the tenant's housing needs have changed, the tenant may need to complete a housing reassessment before you commence the transfer process.

Refer to the Business Online Services user guide "Request an assessment of housing needs so that the tenant can be transferred to another suitable property"

## CHP to CHP Transfers

You may have cases where another community housing provider can offer your tenant more suitable housing for their needs.





If the other community housing provider also has an IRRS Service Agreement and the tenant's housing requirements have not changed, you may arrange for the tenant transfer. In all cases the tenant and Strategic Purchasing (HUD) must consent to the transfer.

If the tenant's housing needs have changed, you will also need to request that MSD completes an assessment to identify the tenant's housing requirements.

Refer to the Business Online Services user guide "Request an assessment of housing needs so that the tenant can be transferred to another suitable property"

You will have to work with the new Provider to complete the transfer process.

You and the new provider will need to:

- negotiate and agree the date of the transfer with the tenant
- agree who is meeting the costs related to the transfer
- arrange for a new Tenancy Agreement with the tenant
- arrange for the transfer of the bond
- agree the end and start date for the redirection of IRR (if applicable).

The current provider whom the tenant is transferring from, will need to:

- end the tenancy in BOS
- notify MSD (via BOS) by:
- completing the Provider to Provider transfer template and
- adding it to the Provider Initiated transfer task

The new provider to whom the tenant is transferring to, will need to list the vacancy with the new tenancy reference number in the transfer details in BOS. Strategic Purchasing (HUD) is responsible for approving this vacancy within 2 Business Days.

You must gain approval 14 days before the transfer by requesting, completing and returning the transfer template via BOS. Strategic Purchasing (HUD) and MSD need this information to ensure that the tenancy details are transferred to the new Provider.

Each provider will need to notify the tenant of the change of landlord and other details in accordance with the Residential Tenancies Act 1986.

Refer to the BOS User Guide for more information.

## **CHP to/from HNZ Transfers**

Housing New Zealand does not use BOS, but you will still need to work together to:

- negotiate and agree the date of the transfer with the tenant
- seek approval from Strategic Purchasing (HUD) prior to the transfer
- agree who is meeting the costs related to the transfer
- arrange for a new Tenancy Agreement with the tenant
- arrange for the transfer of the bond.

### **Tenant transferring from you to a Housing New Zealand property**

If you are transferring a tenant to a Housing New Zealand property you will need to:

- end the tenancy in BOS
- notify MSD (via BOS) by:
- completing the Provider to Provider transfer template and
- adding it to the Provider Initiated transfer task

### **Tenant transferring to you from a Housing New Zealand property**

If a tenant is being transferred from a Housing New Zealand property to your property, you will need to list the vacancy with the new tenancy reference in the transfer details in



BOS. If applicable, you must also notify MSD of the new account number to redirect rent payments and confirm the start date for payment of the IRR.

You will need to seek approval from Strategic Purchasing (HUD) 14 days before the transfer by requesting, completing and returning the transfer template. Strategic Purchasing (HUD) and MSD need this information to ensure that the tenancy details are transferred to the new Provider.

Refer to the Business Online Services User Guide for more information.

## **Changes in Property Ownership**

If you sell, transfer or lease property with an existing IRR tenancy, you will need to advise MSD. If the property is included in a Capacity Service Agreement you will need to discuss this with your relationship manager first to ensure you meet the obligations outlined in your service agreement.

If the new owner is a community housing provider, you will need to follow the provider to provider transfer process.

Generally there will be no other impact on the tenant if they are remaining in the same property and have simply had a change in landlord.

If the purchaser of the property or lease is not a community housing provider, they will not be able to claim IRRS, and the tenant would be charged market rent. You must support the tenant to transfer to another public housing property and allow sufficient time for this process to be completed.

MSD will need a minimum of 14 days' notice of any change in ownership.

Each provider will need to notify the tenant of the change of landlord and other details in accordance with the Residential Tenancies Act 1986.

*For more information refer to:*

- Business Online Services User Guide
- Appendix Three, Screening and assessment for public housing
- Appendix Six, Contact details
- Appendix Seven, BOS Templates



## Join-ins

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### Joining a Tenancy

People joining a household do not have to become signatories to the tenancy agreement. Tenants who wish to include another person or household in the tenancy agreement must first obtain conditional agreement from you. You will need to consider whether the:

- property is suitable for the combined household's needs
- occupancy limit isn't breached
- prospective tenant is acceptable.

Note: there should be an existing relationship (i.e. relative or friend) between the tenant and prospective tenant for MSD to approve the join-in.

If the prospective tenant is acceptable and the housing is suitable, you will conditionally agree to the request for a join-in and notify MSD through the BOS application. Refer to the BOS User Guide "Request an assessment for a person who wants to join-in on an existing tenancy". Final agreement however is not given until after MSD determines the join-in's eligibility for public housing. MSD will contact the prospective tenant on receipt of the join-in request to arrange an eligibility assessment.

Following the eligibility assessment, the outcome will be provided to you from MSD via the BOS application.

### Change in Number of Tenants

In situations where you make a decision to include or exclude tenants you must inform MSD through a notification sent using BOS. Refer to the BOS User Guide "Notify MSD that a tenancy or household change has occurred".

MSD will update the tenancy record to reflect any changes to the number of tenants. The IRR will be reviewed and if there are any changes you will be notified.

*For more information refer to:*

- Business Online Services User Guide
- Appendix Seven, BOS Templates



## Annual Review of IRR

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All tenants are required to complete a annual review of their IRR. This includes tenants paying market rent. If a tenant hasn't had a change in circumstances that resulted in a change to their IRR in the last 52 weeks, they will be sent a letter (five weeks prior to their scheduled review date) advising them to complete an annual review or to confirm their circumstances.

All tenants are given five weeks to complete their annual review. If a tenant doesn't complete their annual review, their IRR may be increased to the market rent rate.

MSD is responsible for managing annual reviews and will advise you of any changes that may impact a tenant's rate of IRR (and therefore the rate of IRRS paid to you).

### **Incomplete annual reviews**

A tenant who does not complete their annual review form, or has not provided sufficient information for MSD to calculate the IRR, may be charged the market rent. You will be advised of this through a notification in BOS.

You will then need to update the Current Rent and Start Date information in BOS. Refer to the BOS user guide 'Advise MSD of a change to the rent amount' process.

In these situations you may choose to retain or set the rent at a rate less than the market rent. You must never charge a tenant more than the market rent rate approved for the property.

Should you choose not to charge the market rent rate, you will not be eligible to receive the IRRS until a new rate of IRR has been calculated and notified to you for the tenant.

*For more information refer to:*

- Business Online Services User Guide



## Tenancy Reviews

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**Note** Tenancy Reviews are currently on hold until February 2019. New eligibility criteria will be introduced which may require some minor process changes. MSD have advised that the information in these guidelines is correct and will advise if amendments are required closer to February 2019.

The purpose of the Tenancy Review process is to ensure the right people are in the right housing for the right duration. People who no longer need public housing are supported to find alternative housing so that public housing is available for those who most need it.

When a tenant is selected for a tenancy review, MSD will advise the community housing provider.

In some instances a tenant will be found eligible for public housing on the same day they are selected for tenancy review and these tenants will not appear on the reports sent to you. They will receive a letter which tells them a tenancy review has been completed and they have been found eligible to remain in their current property.

MSD can review any tenant's continued eligibility for housing and their housing needs (housing requirements).

MSD may support tenants through engagement and planning and complete a formal review of a tenant's eligibility.

### Potential Outcomes

The four potential outcomes from the tenancy review process are:

- households voluntarily exit public housing – the household may leave on their own accord or MSD can support them to find and secure alternative housing
- the household has continued eligibility and their current house is appropriate for their housing needs
- the household has continued eligibility but their housing needs have changed, MSD advises the housing provider who in turn, may transfer the client to another property
- the household does not have continued eligibility and MSD advises the provider, who may then issue a 90 day notice to end the tenancy.

### Tenant is No Longer Eligible

If the household is no longer eligible for public housing, they will start a three month transition period. During this time MSD will continue to work with the household to assist them to find alternative housing.

You will be notified that the household is no longer eligible for public housing at the end of the transition period. At this point, you as the landlord will make a decision, under the Residential Tenancies Act 1986, whether or not to continue a tenancy where MSD advises there is no continued eligibility for public housing. Where the decision is not to continue the tenancy, you must end the tenancy under the Residential Tenancies Act 1986.

If you opt to retain a tenant who is no longer eligible for public housing, you will not receive an IRRS for the property.

Generally, the IRRS will continue to be paid to you for the 60 day notice period required for a change in rent to the market rent rate. At the conclusion of this 60 day period, you will need to end the tenancy in BOS. This indicates that the tenant is no longer a public

housing tenant. You do not need to end the tenancy in your own systems if you choose to retain the tenant.

MSD will provide the following information through a secure portal known as ShareFile.:

- Tenancy Review tenant selection notification report – fortnightly document that identifies clients selected for tenancy review. This report will contain the following information:
- Tenant name
- MSD client number
- partner name and MSD client number
- address
- tenancy reference.

Other information that are sent through ShareFile:

- Ad hoc Tenancy Review tenant information
- Formal notification of Eligible / Eligible - change in need outcomes – document sent to you after a tenant has been notified of outcome.
- Formal notification of Not Eligible outcomes - sent to you at the end of client's 3 month transition period.

If you require access to ShareFile, please contact your Relationship Manager

The table below sets out the touch points between MSD and housing providers.

<b>Touch Points</b>	<b>MSD action</b>	<b>Provider action</b>
Tenancy Review tenant selection notification report	Fortnightly document sent to the provider via ShareFile	No response required
Ad hoc Tenancy Review tenant information requests. Including but not limited to: <ul style="list-style-type: none"> <li>• modified property check</li> <li>• lifetime Tenure/ Occupation Order check</li> <li>• tenancy end date check</li> <li>• property purchase enquiries</li> <li>• tenant escalations</li> <li>• Tenancy Review ad hoc messages</li> </ul>	Ad hoc request/response sent to the provider via ShareFile  Response required within 10 working days of ad hoc request  Provider to be advised if further time required	Provider request or response sent to MSD via ShareFile  Response required within 10 working days of ad hoc request  MSD to be advised if further time required
Formal notification of tenants found eligible for public housing with no change in housing need	Report sent to provider via ShareFile	No response required



<b>Touch Points</b>	<b>MSD action</b>	<b>Provider action</b>
Formal notification of tenants found eligible for public housing with a change in housing need	Report sent to provider via ShareFile	
Informal heads up notification of tenants found not eligible for public housing	Report sent to provider via ShareFile	No response required
Formal notification of tenants found not eligible for public housing	Report sent to provider via ShareFile Report sent to Strategic Purchasing (HUD)	Provider response sent to MSD and Strategic Purchasing (HUD) via ShareFile to confirm whether tenant(s) will be issued with 90 day notice.  Response required within 30 days of formal review outcome notification  MSD to be advised if further time required

*For more information refer to:*

- Appendix Six, Contact details



## 91 Day IRR exemption request

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If you provided accommodation to a tenant within the previous 3 month period, you cannot accept that tenant(s) as an IRR tenant unless you are granted an exemption by the Strategic Purchasing (HUD) National Manager.

An exemption is not required if the accommodation you provided was for Emergency (or Transitional) accommodation or for a short-term (up to 4 months) residential programme.

### Applying for an exemption

To request an exemption you must complete a "91 day IRR Exemption Request Form". This form is available on request by emailing Strategic Purchasing (HUD) at [Housing\\_Provider\\_Support@msd.govt.nz](mailto:Housing_Provider_Support@msd.govt.nz). The completed form should be uploaded to BOS. You will also need to advise Strategic Purchasing (HUD) that the form has been uploaded using the above email address

Exemptions will only be granted for tenants who have had a significant change in circumstances that has severely impacted their current living arrangements and/or resulting in significant financial hardship.

For example: The health condition of the tenant has deteriorated to the extent that they are no longer able to work and now require a modified property. This has meant that the tenant can no longer afford to pay the market rent due to loss of income and increased medical costs. Provider has advised that they have a suitable modified property available for the tenant and can also assist the tenant to access support for their health needs.

You may also include additional information to support your application for an exemption. For example:

- budget statement
- a letter of support from the tenant's doctor supporting the move
- characteristics of the property that would better support the tenant
- availability of the property
- any other documents to support the tenant moving to public housing.

### Outcome

Strategic Purchasing (HUD) will contact you within 10 working days of receiving the exemption request form to let you know the outcome of your request or to ask for further information.

If your request is accepted, you will be granted provisional approval which will be subject to your tenant being eligible for public housing.

If your request is declined, you will not be eligible for payments of IRRS for this tenant. If tenancy ended more than 3 months ago, the 91 day rule no longer applies.

### Housing assessment

When you have received provisional approval from Strategic Purchasing (HUD), the tenant should contact MSD to make an appointment for a housing assessment.

The tenant must complete a housing assessment and be eligible for public housing to receive an exemption. Tenants will be assessed as per the business as usual process.

Generally the tenant should also have a housing priority rating "A" for exemption purposes. Strategic Purchasing (HUD) must approve your request to provide housing to a "B" priority before you list the vacancy on BOS.

If the tenant is not eligible for public housing, you cannot receive IRRS for this client.





### **Matching the tenant to your property**

If the client has been assessed as eligible for public housing and you have received approval (provisional or full) for a 91 day IRR exemption, you should list the property as a vacancy in BOS.

To match a preferred tenant to the vacancy you must enter the preferred tenant's details as an "identified suitable client" when entering the vacancy.

A shortlist of potential tenants including the "identified suitable client" will be created so that you can match the property to the preferred tenant.

Refer to the Business Online Services User Guide for information about listing a vacancy with an "identified suitable client".

*For more information refer to:*

- Business Online Services User Guide



## Death of a sole signatory

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### Notifications

Notifications of the death of a sole signatory may come from MSD or Strategic Purchasing (HUD) or another party, for example remaining occupants or next of kin. If you receive a notification from another party you must inform MSD and Strategic Purchasing (HUD) through BOS.

Please refer to the BOS template below for information that should be provided to MSD and Strategic Purchasing (HUD).

### No Remaining Occupants

If there are no other occupants residing in the property, you should issue a 21 day notice to vacate the property to the appropriate person e.g. next of kin, executor of estate or solicitor.

### Remaining Occupants

There is an eight week process to manage a death of a sole signatory when there are other occupants (usually family members) residing in the property. It is expected that you will support the remaining occupants to find suitable housing which may result in the occupants staying in the current property.

You can continue to receive the market or agreed rent for up to eight weeks, from the date of notification until the tenancy has ended.

### Occupants are under 18 years of age

If the remaining occupants do not qualify for public housing due to their age, you can consider allowing a guardian or other family member to move into the property to care for the remaining occupants. You must take into account the needs of the remaining occupants, the suitability of the guardian or family member and if the property meets the needs of the household. The guardian or family member must be eligible for public housing for you to continue to receive IRRS, beyond the eight week period.

### Contacting the occupants residing in the property

If there are occupants still residing in the property, allow 10 working days from the date of the notification before contacting the household to arrange a time to meet. The meeting must take place within five working days of contacting the household.

If the occupants are unwilling to meet, you should issue a 21 day notice to vacate the property.

The meeting with the household is to offer your condolences and discuss the next steps including a date to end the tenancy. The tenancy end date can be up to a maximum of five weeks from the date of the meeting.

If the occupants would like to stay in the property, you should support them with their application for housing with MSD. This may include contacting MSD to arrange a housing assessment and assisting them to provide the relevant documents required.

In these cases, the household is not required to complete the screening process and should be booked in for a housing assessment within five working days of making contact with MSD.

Immediately following the meeting, you must send a letter to the household that outlines what was discussed and the agreed tenancy end date. A copy of this letter should also be provided to MSD to support the household's application for housing.

**Note:** the tenancy end date should allow for the application process to be completed, that is, 20 working days from the assessment date.



## Housing assessment

During the assessment the household will be advised that they have 20 working days to complete this process including providing verification to support their application.

MSD will keep you informed of the progress of the application (through BOS), including:

- if the household do not attend their appointment
- if the assessment has been rebooked to another date
- the outcome of the assessment and priority rating (if eligible).

MSD will advise the household of the outcome of the assessment and that you will be in touch with them to discuss the outcome.

## Housing assessment outcome

### *Household not eligible for public housing*

If the household is not eligible for public housing, you must advise the household that they will need to vacate the property by the agreed tenancy end date.

**Note:** if you decide that the household may remain in the property after the agreed tenancy end date, the property will no longer be considered as public housing and you will not be able to receive IRRS payments.

### *Household eligible for public housing – no change*

If the household is eligible for housing and the property is suitable for their needs (e.g. has the right number of bedrooms for the occupants), you must:

- end the tenancy for the deceased sole signatory
- create a new vacancy
- manually match the household to the vacancy by using the Identified Suitable Client process (refer to the BOS User Guide)
- start a new tenancy agreement with the household.

### *Household eligible for public housing – change*

If the household is eligible for public housing but there is a change in their needs (e.g. the property has four bedrooms but the household has been assessed as requiring two bedrooms), you will support the household to look for other options.

If you are unable to find another suitable property before the tenancy end date, you will need to end the existing tenancy and start a new tenancy for the additional occupants to live in the current property until they can be matched to a suitable property.

## Payments

You will continue to receive payments of IRRS up to market or agreed rent during the payment period. The payment period will be for a maximum of eight weeks which will start from the date you have been notified of the death of a sole signatory until the day the tenancy ends, whichever occurs first.

Claims for these payments should be manually added to your fortnightly IRRS report and invoice.



### **BOS template for notifications**

The following template is to be used to notify MSD of the Death of a Sole Signatory.

Reason for notification: Sole signatory deceased

Deceased signatory name:

Client number:

Tenancy reference:

Address:

Date of death:

IRR amount:

Redirection in place: Yes / No

Name of person who notified you of death:

Notifiers contact details:

Confirmation of any remaining occupants:

Name:

Date of birth:

Client number (if known):

Contact number:

Relationship to signatory:

If the remaining occupant(s) are under 18 years of age

Prospective tenant name:

Public Housing tenant: Yes / No

If yes, Tenancy reference:

Date of birth:

Contact number:

Relationship to signatory:

Relationship to remaining occupants:

Additional Information:

You will have to notify MSD when you have uploaded the information to BOS.

*For more information refer to:*

- Business Online Services User Guide
- Appendix Three, Screening and assessment for public housing
- Appendix Six, Contact details



# Tenancy Order for Domestic Violence

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Any person aged 16 years or over, who is in a relationship with the sole tenant or joint tenant of a property where domestic violence is present, can apply to the Family Court for a Tenancy Order to remove the offender and take over the tenancy.

You will be notified by the applicant or Family Court when a Tenancy Order has been issued.

## Temporary tenancy order

A temporary tenancy order can be made without notice to the offender if a Protection Order has been granted by the Family Court. A without notice application asks the Family Court to act urgently based on the application information. When a temporary order is made, the offender ceases to become a tenant, effective immediately (before the order becomes final).

Three months after the Family Court makes a temporary Tenancy Order, the Order becomes final unless the offender applies to the court to have it discharged. In that case there is a hearing, and if successful, the court will discharge the order and the respondent will have to be reinstated as the tenant and reassigned to the tenancy as a signatory.

If the respondent is not successful in their challenge to discharge the temporary Tenancy Order, after three months the temporary Tenancy Order becomes final.

**Note:** while there is a temporary tenancy order in place, the tenant is exempt from being selected for a tenancy review. Once the tenancy order becomes final, the tenant may be selected for a tenancy review.

## Tenancy Order received

If you receive a Tenancy Order for Domestic Violence, you are responsible for terminating the tenancy for the respondent and updating the tenancy agreement for the applicant of the Tenancy Order. The applicant of the Tenancy Order becomes the signatory to the tenancy and retains the same terms and conditions of the original tenancy agreement.

To continue to receive the IRRS, the applicant must be eligible for public housing, therefore you may need to support them to complete a housing assessment. If the applicant is eligible for public housing you should have their IRR reassessed by MSD to ensure that they pay the correct amount of rent. You must also ensure that the property is suitable for the applicant's needs (e.g. adequate number of bedrooms).

**Note:** you can only receive the IRRS for tenants who are eligible for public housing.

In most cases the applicant will no longer be living in the property and will be residing in temporary accommodation (e.g. the women's refuge). It is also likely that the applicant has already been assessed as being eligible for public housing.

There may be some cases when you will need to support the applicant to test their eligibility for public housing.

## Notification to MSD

Please refer to the template in Appendix Seven for information that should be provided to MSD when you have received a Tenancy Order.

MSD will update the tenancy details and send a letter to the applicant to confirm the changes and advise their IRR amount.

MSD will also advise you through BOS when the tenancy details have been updated and the new IRR.



# MSD Fraud investigations

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## Identifying Suspected Housing Fraud

Fraud can occur at any point in the process from the time an applicant applies to becoming a tenant.

Applicants and tenants have a duty to advise MSD of any changes in their circumstances. This includes their spouse or partner's circumstances that may impact their eligibility to be placed, or remain in public housing, the calculated rate of IRR and the need for the particular property they are renting.

## Informing MSD of Suspected Housing Fraud

You may observe that a tenant's circumstances appear different from what is detailed in their tenancy agreement.

Some examples of suspected fraud are:

- undeclared partner
- under-declared income
- information supplied on their application differs from their tenancy agreement
- sub-letting.

## Reporting Suspected Fraud

If you suspect at any point that a tenant is committing housing fraud, please log on to MSD's website and report your suspicion online.

The website for reporting suspected housing fraud is:

[www.msd.govt.nz/form/msd/govt/nz/form.req?requestType=msd-govt-nz-select-form](http://www.msd.govt.nz/form/msd/govt/nz/form.req?requestType=msd-govt-nz-select-form)

Select 'Social Housing fraud allegation' from the drop down, then click 'Go'.

You must include an email address and confirm that you have read the Privacy Statement.

Helpful information for you to include:

- your name and contact phone number, tenant's full name, MSD client number (if known), address
- tenant's partner name and MSD client number (if known)
- the type of fraud you suspect – this could include an undeclared partner, under-declared income, the information supplied on their application differs from their tenancy agreement or sub-letting. This is not an exhaustive list.
- details of why you suspect fraud
- how you have become aware of this information
- whether or not you have raised this with the tenant and their response if applicable
- any other information about the tenant or other members of the household.

If any further information is needed, a MSD investigator may contact the person who has reported the fraud suspicion directly.

## Process to investigate

Any investigation will be carried out in line with existing MSD investigation practices and processes. You will only hear about an investigation if further information is needed, as MSD is not legally able to keep you updated on:

- whether there is sufficient information to investigate
- the progress of any investigation



- the outcome of an investigation if it does not affect the tenancy.

During an investigation you may be required to provide further information. This request would be made under section 11 of the Social Security Act or section 125 of the Housing Restructuring and Tenancy Matters Act 1992.

Individual staff may also be required to complete a witness statement and attend court as a prosecution witness.

### **Outcome of investigation**

Once an investigation is completed, MSD will review all entitlements to both benefits and housing.

If the rate of IRR is affected, MSD will review and set IRR to the correct rate. The correct rate of IRR will be amended and updated by MSD.

MSD will establish and recover any debt related to the incorrect payment of IRR. If the investigation determines that the tenancy may be affected, for example the property has been abandoned or sublet, a Regional Fraud Investigator may contact you to discuss this.

### **Prosecutions**

In some cases an investigation may result in a decision by MSD to prosecute the tenant or tenants or associated people.

All prosecutions will be managed through MSD's Legal Services in line with the Solicitor-General's Prosecution Guidelines. For these Guidelines go to:

<http://www.crownlaw.govt.nz/publications/prosecution-guidelines/>

You may be required to provide witness statements to MSD investigators and attend court as a prosecution witness.



## Vulnerable children and families

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MSD, Strategic Purchasing (HUD) and you are required to report any concerns where the safety of a child and/or their family is at risk.

### Reporting Child Abuse

If you become aware of potential or actual child abuse, neglect, or situations where a child is being exposed to family violence, you should ring Ministry for Children, Oranga Tamariki on 0508 FAMILY (0508 326 459).

### Reporting Family Violence

If family violence is suspected or disclosed to you by an applicant or tenant, you should assess the safety of your client and their child/ children immediately. If their immediate safety is of concern, you should contact the Police.

You are also able to access on the tenant's behalf, the Work and Income Family Violence Intervention Programme (FVIP). To find out more go to

<http://www.workandincome.govt.nz/community/programmes-and-projects/family-violence-intervention-programme.html>

For more information about Family Violence, call the information line 0800 456 450 or go to Family Violence, It's Not Ok website at <http://areyouok.org.nz/family-violence/>





# Complaints and Reviews of Decision

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## Review of Decision

A client or tenant may apply to MSD for a Review of Decision (ROD) regarding any decision that affects their entitlement to public housing.

This could be related to a decision MSD has made regarding (this is not an exhaustive list):

- the assessment of the client's eligibility for public housing
- assessment of the client or tenants housing needs
- removal of the client or tenant from the housing register
- calculation of the tenants rate of IRR
- calculation of IRR debt or refund.

If a client or tenant approaches you to query or dispute a decision made by MSD, refer them to the MSD for more information. MSD can discuss the decision with the client or tenant, and if the client or tenant wishes to request a review of that decision, explain their options.

A ROD must be submitted in writing and can be lodged at any MSD office. The forms are available on the MSD website, or the client/tenant can send MSD a letter.

More information about MSD's review process is available on the Work and Income website at <https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>

## Complaints about MSD

MSD will manage any complaint received from a client/tenant about the service they received from MSD. This could relate to:

- appointment times
- screening
- assessments
- register management
- financial assistance
- IRR reviews
- annual reviews
- fraud investigations
- establishment and recovery of IRRS debts.

If a client/tenant contacts you to make a complaint about the service they have received from MSD, you should refer them to the Work and Income general enquiries line.

Alternatively you can refer them to the Work and Income website if the client/tenant would prefer to submit their complaint online:

<https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>.

## Complaints about HUD

Strategic Purchasing (HUD) will manage any complaint received from you or a client/tenant about the service they received from HUD. This could relate to:

- tenancies
- properties
- relationship management
- contractual issues



- IRRS payments
- Vacancy approvals or declines.

If you or client/tenant wants to make a complaint about the service they have received from HUD, you should refer them to your relationship manager or the National Manager for Strategic Purchasing (HUD).

## **Complaints about Housing Providers**

You are responsible for any complaints related to a tenancy or management of the property, including:

- time to view property offers
- placements
- market rents
- tenancy matters
- property repairs and or maintenance
- business initiated tenant transfers
- neighbourly disputes
- staff behaviour
- referrals to the Tenancy Tribunal.

MSD and Strategic Purchasing (HUD) will refer the client/tenant back to you for such enquiries.

## **Responding to Information Requests**

Both MSD and HUD have a range of statutory reporting requirements and responsibilities for information requests that include:

- written and oral parliamentary questions
- briefings for Ministers
- Official Information Act 1991 requests
- media inquiries
- select committee hearings.

MSD or HUD may include information in responses that relate to you as a housing provider. In turn, you may get media inquiries or requests for information directly to you. As part of a no surprises approach MSD, HUD and you will be responsible for consulting each other when a request is made that is likely to affect the other.

*For more information refer to:*

- Appendix Six, Contact Details



## Risk and issues management

Strategic Purchasing (HUD) will work closely with you to mitigate risks and resolve any issues as they arise.

The table below identifies the types of risks that should be escalated immediately, but is not exhaustive.

Risk	Explanation	Escalation Process
High (Critical)	<ul style="list-style-type: none"> <li>• A privacy breach.</li> <li>• A health and safety incident where either agencies' staff is at risk.</li> <li>• A media inquiry that will affect both agencies.</li> <li>• Representation from Ministers or MPs that will affect both agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Provider notifies the National Manager Strategic Purchasing (HUD) or General Manager Housing Processing Hub by telephone.</li> <li>• Complete a written summary of the critical risk to be provided to HUD or MSD on request.</li> </ul>

### Receiving and resolving

Each agency will be responsible for managing risks, issues and complaints that are made about their services, including when the matter is not able to be resolved.

Wherever possible, risks and issues should be resolved at a local level first. If the issue cannot be resolved at a local level it may be escalated to the National Manager for Strategic Purchasing (HUD) or a Service Manager at the Housing Processing Hub.

*For more information refer to:*

- Appendix Six, Contact Details



## Business Continuity Plans

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In the event that the BOS application is unavailable, the exchange of client, tenancy and property information will revert to ShareFile in the first instance or the backup process of an encrypted memory stick, known as an 'iron key'.

MSD or Strategic Purchasing (HUD) will notify you if you need to use ShareFile or the Iron Key process.

### Iron key process

If you are notified that the business continuity process has been put in place and that the Iron Key process will be used, they will also advise you the name and contact details of your local 'iron key runners'.

This means that a MSD staff member will come to you to download and upload all forms related to a:

- rent and bond payment and redirection of benefit
- outcome of application for rent and bond payment and redirection of benefit application
- change to number of tenants
- review of Income-Related Rent
- assessment request for tenant transfers and join-ins
- transfer vacancy
- end of tenancy.

A Strategic Purchasing (HUD) staff member (or MSD staff member) will come to you to download and upload forms related to a:

- vacancy notification
- market rent change
- assessment request for tenant transfers and join-ins
- transfer vacancy
- 91 day IRR exemption request
- payment requests.

### **Under no circumstances is any information, forms or templates to be emailed.**

When you have a form ready to be collected, you will ring your nominated person and arrange a time for collection. This person will then come to your office, download the information to the iron key and take it back where they will upload the information for MSD or Strategic Purchasing (HUD).

When information is ready to come back to you, MSD or Strategic Purchasing (HUD) will email it to the 'iron key runner' who will contact you and arrange a time to deliver it to you. They will then download the information on to your system.

This process will continue only until the BOS application issue is resolved. MSD or Strategic Purchasing (HUD) will advise you when to revert back to the business as usual process.

### Provider business continuity plan

You must have a current business continuity plan that clearly details your capacity to deliver services when your IT system/network is unavailable or in the event of an emergency. This must be available for your relationship manager to review on request.

Your plan should include:

- resource gaps and plans to cover these



- any support you require to cover the period of emergency management
- agreement on who is best placed to contact your tenants and method of communication
- agreement on how your tenants are to be managed through the delay or emergency.

*For more information refer to:*

- Appendix Six, Contact Details

## Appendix One – Definitions

The table below outlines the commonly used terms and their definition used throughout these Guidelines.

Term	Definition
Agreed Rent	Market rent plus an operating supplement (if any).
Annual Review of IRR	A process to confirm tenants' circumstances and to check their IRR is correct.
Assessment	Assessment of eligibility to determine housing need, priority and housing requirements.
Assessable income	Income that must be used to determine the rate of IRR, for example net benefit rates and employment earnings.
Asset threshold	The level of assets a client can have before it affects their eligibility or IRR.
Boarders	Additional occupants who contribute towards household costs by paying board.
Bond	Money a landlord can ask a tenant to pay as security. Maximum amount of bond payable is 4 weeks of rent payable, which is the rate of IRR for housing tenants.
Business Online Services (BOS)	The online application used for the exchange of client, tenant, and property information between Community Housing Providers, MSD and Strategic Purchasing (HUD).
Change in circumstance	Change to a person's financial or family situation that may affect their place on the register or the rate of IRR.
Community Housing Provider	Registered Class 1 Social Landlord that is contracted by Strategic Purchasing (HUD) to provide public housing.
Fast track	Some clients may be fast tracked due to the household being at risk of rheumatic fever. These clients will appear at the top of the shortlist for placement.
Household composition	The people housed with the client/tenant, this may include extended family or boarders.



<b>Term</b>	<b>Definition</b>
Household type	Defines household composition for the purpose of calculating IRR.
Housing register	List of clients assessed as eligible for housing, waiting to be matched with a suitable property.
Housing Restructuring and Tenancy Matters Amendment Act 2013	This is the legislation that allows the IRR Subsidy to be paid to registered community housing providers.
Identified Suitable Client	A client known to you or your service, who is currently on the housing register and that you have identified as being a suitable match to your vacancy.
Income-related Rent (IRR)	The calculated amount of rent payable by a household based on their financial and family circumstances.
Income-Related Rent Subsidy (IRRS)	Payment to providers to cover the difference between the IRR and the market rent or agreed rent.
Income threshold	The level of income a client can have before it affects their eligibility for public housing or the percentage of income they contribute to their IRR.
Iron Key	Is a secure portable USB flash drive to collect and exchange information between Strategic Purchasing (HUD), MSD and a registered Community Housing Provider. This applies only when the Business Continuity Plan has been activated.
Join-ins	A person who wishes to be included in the tenancy agreement.
Manual IRRS fortnightly report	A report showing reconciled amounts of IRR that may differ to the BOS fortnightly payment schedule.
Market rent	Rent that could be charged for a property if it was in the private market.
Operating Supplement	A subsidy paid as a percentage of the market rent.
Priority rating	A client's place on the register based on their level of need.



<b>Term</b>	<b>Definition</b>
RealMe	The RealMe service was created by the Department of Internal Affairs and New Zealand Post and designed to protect privacy and security. It is used to access the Business Online Services application.
Redirection	Where part of a benefit is paid directly to the landlord for a specific purpose, for example, the payment of rent.
Referral	A client referred to a housing provider for matching to a suitable property.
Rent effective date	The rent effective date is based on the date that the tenancy commences, or the date from which the new IRR is effective.
Residential Tenancies Act 1986	Legislation that sets out the rights and responsibilities of people who enter into tenancy agreements.
Residential tenancy agreement	A legal agreement between landlord and tenant, in respect of a tenancy that meets the requirements of the Residential Tenancies Act 1986.
Screening	A process that determines whether or not a client is potentially eligible for public housing.
ShareFile	The secure portal used for the transfer of information between MSD, Strategic Purchasing (HUD) and Providers when Business Online Services is not available.
Service period	<p>A service period must be allowed in addition (and prior to) any 14 day notice period or 60 day notice period. Four working day service period applies for all notices to the client posted in the mail. Two working day service period applies for all notices delivered by fax, email, or in person.</p> <p>For example: All written notices of changes in rent sent by post are deemed to have been given to the client on the fourth working day after the date it was posted.</p> <p>Some providers may give the client a longer service period.</p>
Shortlist	A list of suitable applicants requested by a provider or generated when a vacancy is approved. The shortlist is automatically generated by Business Online Services.
Social Allocation	Criteria that determine clients' housing need, requirements,

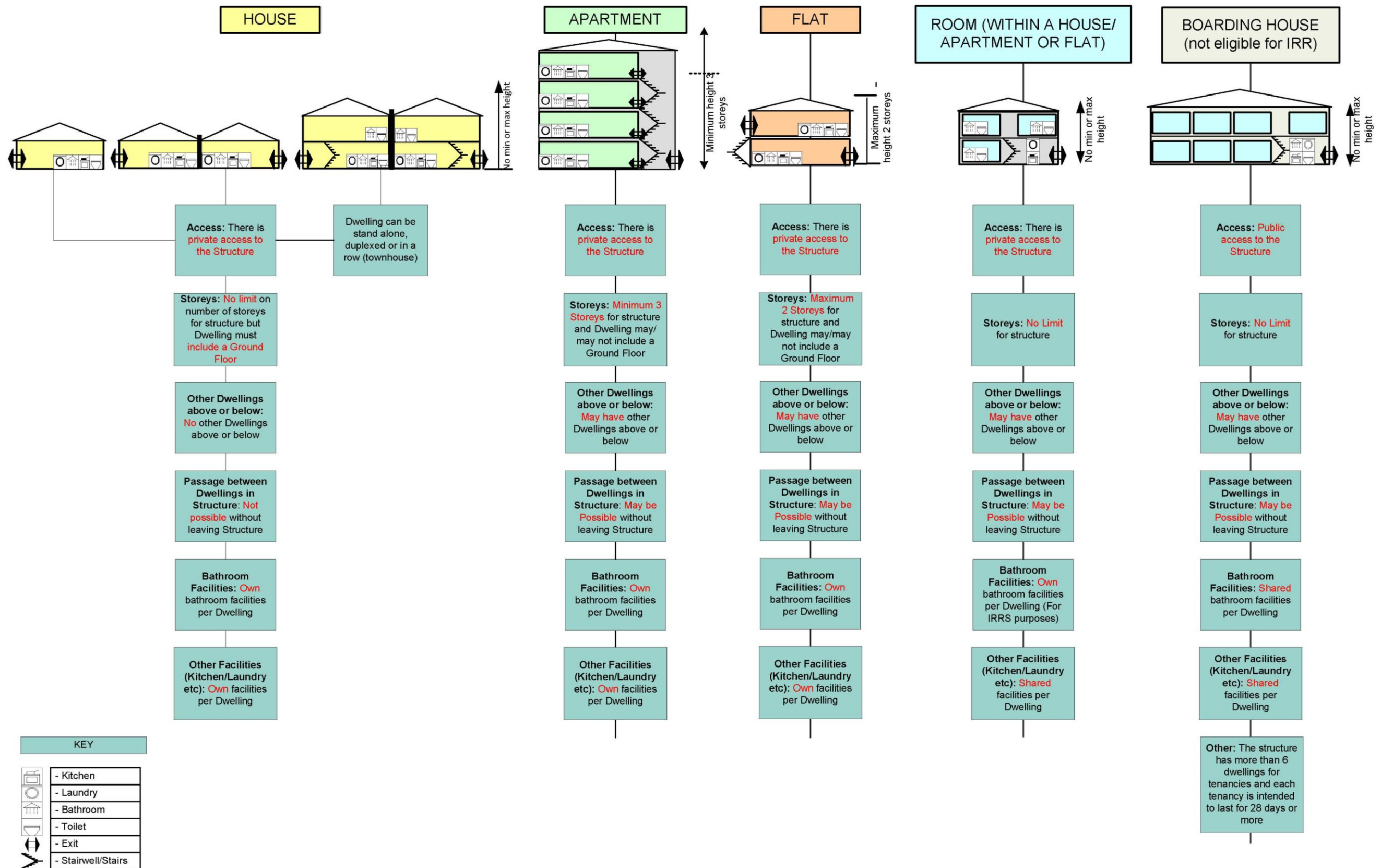




<b>Term</b>	<b>Definition</b>
System (SAS)	and their priority rating.
Public housing provider	Housing New Zealand and registered Community Housing Providers.
Tenancy	Occupancy of a property by a tenant and the duration of that occupancy.
Tenancy reviews	A review of a housing tenancy by MSD.
Tenant	A person who rents a property from a landlord and has a tenancy agreement
Transfer	A relocation of a tenant from one public house to another.
Unsolicited shortlist	Used by MSD or Strategic Purchasing (HUD) to manually advise providers of a client with an urgent housing need.

## Appendix Two – Typical characteristics of Dwelling Types

### Guidance: Typical Characteristics of Dwelling Types





## Appendix Three – Screening and assessment

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### Introduction

All clients must meet specific criteria, complete preliminary screening and assessment and be identified as being at risk or having a serious housing need to be eligible for public housing.

Clients will be encouraged to explore all housing options available to them before contacting MSD.

### MSD housing website

The MSD housing website provides a range of information about housing options, including links to other agencies that provide housing related services, brochures, and factsheets. It is available at <http://www.housing.msd.govt.nz/index.html>

Where a person is not able to access the internet or a computer, they can call one of the general enquiries numbers at any time to make their enquiry or test their eligibility.

### MSD contact centres and general enquiries lines

If a client contacts you directly to enquire about housing, refer them back to MSD providing one the general enquiries numbers listed in Appendix Six - Key Contacts.

The core housing role of the Work and Income, Senior Services and StudyLink contact centres is to:

- receive phone enquiries about public housing
- complete preliminary screening to determine if a client should proceed to an assessment
- provide information about housing options
- book appointments for assessments or housing seminars with the Case Manager (Housing)
- promote other relevant MSD products and services.

Please refer to Appendix Six for contact details for general enquiries.

### Local MSD offices

All clients will ideally book an appointment to discuss housing options before visiting a MSD office.

If a client visits a MSD office to enquire about housing, the receptionist will book an appointment with the Case Manager (Housing) or refer them to the general enquiries lines to discuss housing options.

Do not refer clients to their local MSD office as they must have an appointment.

### Eligibility

The eligibility criteria for public housing identifies people who are at risk or who have a serious housing need and who have been assessed as unable to access or sustain suitable, adequate and affordable housing in the private market.

In order to be eligible for public housing, people must meet the following criteria:

- 18 years or over or
- 16 or 17 years and either:
  - be (or have previously been) married or in a civil union or
  - single or in a de facto relationship if they have been approved by the Tenancy Tribunal to enter a tenancy agreement for a public house they have been offered'



- be an ordinarily and lawfully resident in New Zealand
- have income under the income threshold, which is 1.5 times the living alone rate of New Zealand Superannuation for sole persons with no partner or dependent children (these households may include 'other persons' or 'boarders'), or 1.5 times the rate of married New Zealand Superannuation for all other household composition types
- have assets valued under the asset threshold which is 10% of the national average house sales priced indexed annually.

For more information about eligibility criteria, visit MSD's Housing website at <http://www.housing.msd.govt.nz/index.html>

There is also a link to detailed policy information from Work and Income.

### **Screening**

Customer Service Representatives within contact centres and Case Managers will generally complete screening. Depending on the type of service the client is receiving, other MSD business units may be assigned to complete the screening and assessment processes.

The screening conversation will include:

- answering any housing related queries
- testing eligibility
- recording the client's situation
- advising the client of the outcome
- booking an assessment appointment and advising what information the client will need to support their application
- providing information and advice about housing options.

The outcome of the screening conversation will be that people are:

- potentially eligible
- not eligible due to income/assets
- unlikely to be eligible.

### **Potentially eligible**

If a client is identified as 'potentially eligible', an appointment will be booked to undergo a formal housing assessment. The staff member booking the appointment will:

- advise the client what supporting documents are required to complete the assessment
- ensure they have the correct phone number to contact should they have any further queries.

### **Not eligible due to income/assets or unlikely to be eligible**

If a client is identified as 'not eligible due to income/assets' or 'unlikely to be eligible' they will not be offered an appointment for assessment. The client will be provided information about other housing options. If the client requests to have an appointment for assessment, MSD will arrange a time to meet or speak with the local Case Manager (Housing) in the usual way.

### **No screening required – Youth Service**

All Youth Service clients will be referred to their Youth Service Provider to discuss their enquiry or test their eligibility. The Youth Service Provider will facilitate the screening process and arrange for an assessment to be completed with the Case Manager (Housing).



## Assessments

Assessments will generally be completed by a local Case Manager (Housing) either face-to-face or over the phone. In some regions the housing assessment is only available over the phone.

The SAS criteria determine the housing need and priority rating of applicants, based on a set of questions within five key categories.

The five main SAS criteria are outlined in the table below.

<b>Risk criteria</b>	<b>What is assessed?</b>
<b>Affordability</b>	Measures a client's ability to afford (with any income support they may be entitled to) an alternative, suitable, lower quartile, private rental in the location/community the client currently lives, or in an alternative location where they need to live. The affordability calculation is based on remaining income as a percentage of appropriate unabated benefit.
<b>Adequacy</b>	Measures whether the client needs accommodation or needs to move from their current accommodation due to: <ul style="list-style-type: none"> <li>not currently living in any accommodation, or living in emergency housing for the time-being</li> <li>the physical condition/structure or lack of basic facilities of the accommodation</li> <li>over-crowding or</li> <li>lack of security of tenure of their current accommodation.</li> </ul>
<b>Suitability</b>	Measures the need for a household to move from their current accommodation based on the following: <ul style="list-style-type: none"> <li>medical, disability or personal needs or family violence or neighbourhood tension (including tension within the household) or other violence relating to the client's current living situation.</li> </ul>
<b>Accessibility</b>	The accessibility criteria measures the client's ability to access alternative non-public housing taking into account discrimination, lack of cash resources for bond, rent and furniture, and the availability of suitable alternative private sector housing in the area where the client currently lives or needs to live.
<b>Sustainability</b>	Measures a client's likely ability to sustain non-public housing, in particular any difficulties around financial management, social function and lack of social skills.





### **Appointment standards**

MSD has set appointment standards to meet with a client. These are:

- five working days for a standard appointment
- 24 hours for an emergency housing appointment.

### **Completing the assessment**

In the assessment interview the Case Manager (Housing) will:

- complete the application and assessment
- calculate the indicative rate of IRR
- verify and ensure supporting documentation is supplied and correct
- advise the client of the outcome.

### **Outcome of the assessment**

On completion of the assessment, a priority rating will automatically be assigned to the application.

#### **Identified as eligible**

If a client is assigned a Priority Rating of A or B, they are eligible for public housing. Once the client has signed and returned the assessment and any necessary evidence they are moved to the housing register as available for property offers.

#### **Identified as not eligible**

For those clients assigned a Priority Rating of C or D will not be eligible for public housing. Priority C or D clients will be provided with other housing options and advice.

### **Assessment summary**

The Case Manager (Housing) or Customer Service Representative will arrange for clients to sign their Assessment Summary.

The client will be advised they:

- are eligible for public housing as they have been identified as having a severe or serious housing need
- are on the housing register and will be contacted by a public housing provider when they have been matched to a suitable property or when one becomes available
- are to advise MSD of any changes in their circumstances that could impact their eligibility
- should keep looking for accommodation in the interim.

### **Incomplete assessments**

Clients who do not have the correct information at the time of assessment will be given 20 days to supply this. They will not be placed on the housing register. If the client has not met this timeframe the Case Manager (Housing) will close their application.

Clients who are assessed over the phone are not added to the register until they return the signed form.

### **Emergency (Transitional) housing (interim need)**

MSD will be responsible for identifying those clients who present with an urgent housing need.

They will need to determine if the client has a temporary housing need or if they are vulnerable or at risk.

Depending on the client's individual circumstances and the nature of the emergency, they may not be assessed for public housing. For example the client could be homeless.



MSD may be able to help the client resolve their emergency through financial assistance and where appropriate, refer the client to a transitional housing provider in their area. If there are no local transitional housing providers, other options will be considered as suitable alternatives, for example a hostel or back packers.

More information about transitional housing providers can be found in the Family Services Directory at <http://www.familyservices.govt.nz/directory/>

### **Housing register**

When a client is placed on the housing register, this means they are ready to be matched to a suitable property.

While on the housing register, the client must advise MSD of any change in circumstances as this may affect their eligibility for public housing.

MSD will also regularly call to check a client's circumstances, to ensure that the client is still eligible for public housing, if they have not already had contact with MSD.

### **Changes in circumstances**

If a client contacts you about a change in circumstances or you have information that may affect their eligibility for public housing, you should advise the client to contact the MSD.

MSD will be responsible for reassessing a client's circumstances. If the client's priority rating moves to a C or D, they will no longer be eligible for public housing and will be removed from the housing register.

### **Removing clients from the housing register**

Clients will be removed from the housing register in the following situations:

- when they are housed in sustainable housing
- a change in circumstances leads to a change in priority rating to C or D
- failure to respond to MSD's requests within 10 working days
- failure or refusal to answer questions during an investigation
- client has declined a property offer without a good and sufficient reason
- at a client's request.

### **Reinstating clients to the housing register**

Clients who have been removed from the housing register can have their application reinstated, with the same priority rating, within eight weeks of their removal in certain circumstances. This only applies if there have been no changes in circumstances since the time of application.

### **Exception**

Clients who have been removed from the housing register after declining a suitable property cannot have their application reinstated, they need to re-apply. Their decision to decline a suitable property will be taken into account for 13 weeks after their removal from the register.

### **Exceptions to the assessment process**

#### **Rheumatic fever fast-track**

Fast-tracking is a government initiative to prioritise and identify people who are deemed most at risk of rheumatic fever. The intent is to find suitable housing as soon as possible to address a health need. By prioritising these clients it is intended that the number of hospitalisations for rheumatic fever will decline.

Screening and assessment for these clients will be completed in the usual way. A MSD Manager is responsible for approving fast-tracked clients.



Fast-tracked clients are given precedence for placement, regardless of the priority rating of other clients. You will be able to identify these clients as they will display an 'F' in addition to the priority rating.

### **Criteria for rheumatic fever fast-track**

MSD is responsible for ensuring that clients and their households meet the rheumatic fever policy criteria.

A client and/or their household must:

- live in a specific North Island District Health Board area
- have an 'at risk' or 'serious need' for public housing, that is an A or B priority rating
- the household has more than one child residing in a house (does not have to be a dependent child), and one of those children is aged 4 to 19 years
- at least one of the children aged 0 to 14 years has been hospitalised with a qualifying medical condition, while living in their current accommodation or in the past two years or
- have a child or young person aged 0 to 14 years who is still receiving treatment for a previous case of rheumatic fever and
- the household is lacking one or more bedrooms or the household is functionally overcrowded (which, for example, can lead to unsafe sleeping practices).

### **List of District Health Boards**

All fast-tracked clients must be located under the specified list of North Island District Health Boards. These are:

- Auckland District Health Board
- Bay of Plenty District Health Board
- Capital and Coast District Health Board
- Counties Manukau District Health Board
- Hawke's Bay District Health Board
- Hutt Valley District Health Board
- Lakes District Health Board
- Northland District Health Board
- Tairāwhiti District Health Board
- Waikato District Health Board
- Waitemata District Health Board.

### **Property offers**

Property offers will be made in the usual way where clients can accept or decline in the usual way.

For more information about fast-tracking clients please go to:

<http://www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/introduction.html>



## Appendix Four – Client changes prior to becoming a tenant

### Prior to becoming a tenant

A client must advise MSD of any change in circumstance that may impact their eligibility prior to becoming a public housing tenant (while they are on the housing register) or during their time as a tenant.

This section provides an overview of how a change will be reviewed and any impacts to a client's eligibility for public housing or their rate of calculated IRR. Refer to the Business Online Services User guide for information about notifying MSD that the tenant has had a change in circumstances.

If a client/tenant or you need to discuss a change, contact MSD for assistance.

For more information visit the Work and Income website to view MSD's Manuals and Procedures (MAP). This provides comprehensive information about Work and Income policy, programmes and services. Go to

<https://www.workandincome.govt.nz/map/social-housing/index.html>

### Reviewing changes (prior to the client becoming a tenant)

Common changes that lead to a review of the client's eligibility to be placed into public housing are described in the following table:

Type of change in circumstances	Reason for review
Change of address	Permanent address change – client's eligibility for public housing will be affected. They may no longer have a housing need.
	Consideration needs to be given to the type of housing the client is moving into. For example, risk of overcrowding, may actually increase the urgency for housing.
	Temporary address – the client may still have a housing need but urgency for public housing may be low.
Child changes	<p>Eligibility may be impacted depending on:</p> <ul style="list-style-type: none"> <li>• effect on family composition, for example single to sole parent</li> <li>• whether the child has special needs</li> <li>• impact on current housing for example, an additional child may contribute to chronic overcrowding or current accommodation may be unsuitable for small children.</li> </ul>
Change to relationship status	Partner moves out or moves in – clients may still be eligible for public housing but their circumstances will be

Type of change in circumstances	Reason for review
	reviewed to determine this.
<b>Employment/Income changes</b>	Eligibility and priority may be affected depending on whether employment is permanent or temporary and the level of change to income. The income threshold and the ability of the client to afford rental accommodation in the private housing market will be considered.
<b>Change to client's health status</b>	<p>Priority for public housing and the accommodation type may need to be reviewed. For example, a health condition, injury or disability may increase urgency for public housing.</p> <p>It could also mean that the client has no immediate need due to hospitalisation or alternative housing arrangements are being made.</p>
<b>Benefit cancellation or suspension</b>	The outcome of a review of the client's circumstances will depend on the reason for suspension or cancellation.
<b>Benefit transfer</b>	A benefit transfer in itself is not likely to affect eligibility. The reason for the benefit transfer may indicate when a client should have their housing needs reviewed. For example, a client who is granted a Supported Living Payment because of a health condition may require a modified property.
<b>Benefit grants</b>	The results of the affordability part of the assessment may change, altering the client's priority rating.

### **Other circumstances**

Some changes will require MSD to manage changes in circumstances differently for specific situations.

### **Absence from New Zealand**

Clients on the housing register who are going to be temporarily absent from New Zealand are required to advise MSD of their absence and provide:

- their reasons for travel
- departure and return dates.

Clients leaving New Zealand permanently will be removed from the housing register. Clients leaving New Zealand temporarily will have their application status updated to 'on hold' unless they have appointed an agent to act on their behalf with MSD whilst they are out of the country.



This in no way implies that an agent can act for the client for property offers whilst the client is overseas. Clients who leave New Zealand and remain on the housing register will be sent a letter asking them to confirm their circumstances.

Clients returning to New Zealand will need to contact MSD to confirm their return and that there are no changes in circumstances. 'On hold' applications will be placed on the register if clients continue to be eligible.

### **Short-term changes**

In the following situations, applications will remain on the housing register if clients have an agent to act on their behalf with MSD for housing register management purposes:

- client imprisoned for 30 days or less days
- single client hospitalised for less than 30 days
- short-term residential care.

### **Death of a client prior to becoming a tenant**

Following the death of a single client, MSD will close the application.

In situations where a client was a sole parent or joint applicant for housing, a letter will be sent to the next of kin or other applicants to provide them with an opportunity to make contact to talk about the next steps in meeting their current housing needs (where applicable).

Applications will be closed after 10 working days if there is no response to the letter.

### **Client changes during Provider Offer Accepted (POA) stage**

In some cases, a client may have a change of circumstances that affects their rate of IRR after their application for Bond and Rent in advance has been approved.

In these cases, the amount of bond and rent in advance will not need to be amended.

MSD will notify you about the new rate of IRR and will confirm that the rent and bond amounts are based on the original amount of IRR prior to the clients change in circumstances.

You must ensure that you change the correct amount of IRR from the start date of the tenancy.

### **Client is now a tenant**

Once a client has been placed into housing and officially becomes a tenant, the change in circumstances is reviewed differently because it is no longer based on their eligibility for public housing.



## Appendix Five – IRR change notifications

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MSD will send you a change notification when there is an increase or decrease to the IRR.

### Change notification – IRR Increase

Where an IRR amount has increased and the effective date is:

- a past date; or
- a date less than 19 calendar days for change reason 'Change in household circumstances'; or
- less than 60 calendar days for change reason 'Annual Review', 'Did Not Provide Verification' and 'Did Not Apply'.

You will need to email MSD at [GNL\\_Provider\\_Support@msd.govt.nz](mailto:GNL_Provider_Support@msd.govt.nz) using the 'Lack of Notice Period' template below to request a new notification.

### Template - Lack of Notice Period

Subject: Lack of Notice Period given for an Increase in IRR

Hi Housing Unit,  
Please resend notification with the correct notice period.  
(Paste the original IRR Change notification in the email).

Once MSD receives the completed Lack of Notice Period template, you will be sent a manual notification of the new IRR change notification with the correct notice period via BOS.

### Change notification – IRR Decrease

If you receive an IRR Change notification regarding a **decrease** to a client's rate of IRR and the Effective Date is:

- a past date; or
- A future date that is more than seven days away.

You will need to decrease the IRR immediately or from the next rent charge date and update the rent charge date. This will be a manual notification.

### Manual notifications

If you receive a manual notification of an IRR increase or decrease, the new Effective Date given in the new notification will not change in BOS and the IRRS schedule. To ensure your next fortnightly IRRS payments are correct, you will have to provide Strategic Purchasing (HUD) with a manual fortnightly IRRS payment report showing the effective dates and changes to the rate of IRR until the new effective date takes effect.

### Updating the rent charge date

To update the rent charge date, send confirmation of the new IRR amount and the effective date to MSD via BOS. Confirmation must be sent at least seven days before the effective date or immediately if the effective date is less than seven days.

## Appendix Six – Key contacts

### HUD Strategic Purchasing Team contact:

Contact	Contact details
Strategic Purchasing Team	Email: <a href="mailto:Housing_Provider_Support@msd.govt.nz">Housing_Provider_Support@msd.govt.nz</a>
Relationship Managers	<p>Aimee Edwards Phone 04 916 3314 or 029 237 9204 <a href="mailto:Aimee.Edwards002@msd.govt.nz">Aimee.Edwards002@msd.govt.nz</a></p> <p>Jonathon Fraser Phone 09 916 1793 or 029 200 5014 <a href="mailto:Jonathon.Fraser001@msd.govt.nz">Jonathon.Fraser001@msd.govt.nz</a></p> <p>Michael Homan 029 200 7906 <a href="mailto:Michael.Homan001@msd.govt.nz">Michael.Homan001@msd.govt.nz</a></p>
National Manager for Strategic Purchasing	<p>William Barris Phone 04 978 4340 or 029 277 9332 Email: <a href="mailto:William.Barris001@msd.govt.nz">William.Barris001@msd.govt.nz</a></p>

### MSD Housing Assessment appointment

Contact	Contact details
<p>Contact Centre Services</p> <p>Or you can contact your Regional Housing liaison</p>	Phone: 0800 559 009

### RealMe account (e.g. locating your user name, resetting your password):

Contact	Contact details
Online Services	<p>Phone: 0800 559 009</p> <p>Please say 'Online Services' when prompted, so your call is directed to an appropriate person</p>

### MSD Business Online Services application queries:

Contact	Contact details
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Housing Processing Hub	Email: <a href="mailto:GNL_provider_support@msd.govt.nz">GNL_provider_support@msd.govt.nz</a>
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**MSD Housing Processing Hub:**

Contact	Contact details
Housing Processing Hub	Email: <a href="mailto:GNL_provider_support@msd.govt.nz">GNL_provider_support@msd.govt.nz</a>

**Oranga Tamaki Child abuse – to report suspicions of child abuse:**

Contact	Contact details
Oranga Tamariki Ministry for Children	Phone: 0508 FAMILY (0508 326 459)

**MSD Client processes clarification**

Contact name	Contact details
Primary contact: Brinal Gonsalves Service Manager Housing Processing Hub	Mobile: 029 2006095 Landline: 09 369 8707 Email: <a href="mailto:Brinal.Gonsalves001@msd.govt.nz">Brinal.Gonsalves001@msd.govt.nz</a>
Secondary contact: Glenn Desa Service Manager Housing Processing Hub	Mobile: 029 2372765 Landline: 09 369 8724 Email: <a href="mailto:Glenn.Des001@msd.govt.nz">Glenn.Des001@msd.govt.nz</a>

**MSD General enquiries:**

Contact	Contact details
Work and Income	Phone: 0800 559 009
Senior Services (for over 65s)	Phone: 0800 552 002
StudyLink (for students)	Phone: 0800 889 900

## Escalations

Contact	Contact details
HUD Compliance with approving market rent rates, Strategic Purchasing issues or the Privacy Act:	William Barris National Manager for Strategic Purchasing Email: <a href="mailto:William.Barris@msd.govt.nz">William.Barris@msd.govt.nz</a>
MSD Housing Processing Hub:	Jason Dwen General Manager Email: <a href="mailto:Jason.Dwen001@msd.govt.nz">Jason.Dwen001@msd.govt.nz</a>

## MSD Youth Clients queries

Contact	Contact details
Youth Service Support Unit	Phone: 0800 559 278 Email: <a href="mailto:youthservice@msd.govt.nz">youthservice@msd.govt.nz</a>

## MSD Additional contact details

Contact	Contact details
For media enquiries:	Phone: 04 916 3496 Fax: 04 918 0066 Email: <a href="mailto:NationalMediaTeam@msd.govt.nz">NationalMediaTeam@msd.govt.nz</a>
For Official Information Act requests:	Email: <a href="mailto:OIA_Requests@msd.govt.nz">OIA_Requests@msd.govt.nz</a>
For Ministerial correspondence or enquiries	Email: <a href="mailto:Info@msd.govt.nz">Info@msd.govt.nz</a>

## HUD Additional contact details

Contact	Contact details
For media enquiries:	Email: <a href="mailto:media@hud.govt.nz">media@hud.govt.nz</a> Or contact your Relationship Manager
For Official Information Act requests:	Email: <a href="mailto:OIA_Requests@hud.govt.nz">OIA_Requests@hud.govt.nz</a>
For Ministerial correspondence or enquiries	Email: <a href="mailto:Info@hud.govt.nz">Info@hud.govt.nz</a>



### MSD Emergency Housing Line:

Contact	Contact details
For enquiries if you are working with people who need emergency housing	Phone: 0800 559 244

### MSD Emergency Housing Line

If you have a client who needs emergency housing but who also is on, or who needs to be on the housing register please phone the Emergency Housing line to check client's status and make sure that the information we have is up to date.

If you want to use this service, you'll need to get permission from the client to talk with us about their situation. There are two ways you can do this:

- for urgent enquiries, call us when you have the client with you. The client will need to give verbal permission for you to speak with us about their circumstances
- if you think you will need to talk with us again about the client, the client will need to complete an 'Appointment of Agent' form and drop it off at your nearest MSD office or you can send a scanned copy to MSD using Sharefile.

**Note:** verbal permission will only be considered for that particular call. For any on-going discussions please complete the 'Appointment of Agent' form.





## Appendix Seven –BOS templates

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### BOS Templates

The following are templates that you can use when contacting the MSD or the Strategic Purchasing (HUD) using Business Online Services.

The templates can be used in the “free text” field in BOS (up to 500 characters) or attached as a word or excel document.

When contacting MSD or Strategic Purchasing (HUD) via email please ensure not to include any client details.

### BOS Templates for enquiries regarding Housing applicants

All templates for enquiries regarding Housing applicants, should contain the information as stated below:

#### Change in circumstances

The following client has advised of a change in their circumstances during the referral process:

Clients name:

MSD Client number:

Date of birth:

Contact number:

Details of change in circumstances:

Additional information:

#### General enquiry

Subject: General enquiry regarding an applicant

Clients name:

MSD Client number:

Date of birth:

Contact number:

Enquiry details:

Additional information:



### **Request for Financial Assistance**

Subject: Request for financial assistance  
Clients name:  
MSD Client number:  
Date of birth:  
Contact number:  
Amount of rent in advance required:  
Amount of bond required:  
Additional information:

### **BOS Templates for enquiries regarding Housing Tenants**

All templates for enquiries regarding Housing tenants must contain the information stated below:

#### **General enquiry**

Subject: General enquiry regarding a tenant  
Tenant name:  
Tenancy reference:  
MSD Client number:  
Date of birth:  
Contact number:  
Enquiry:  
Additional information:

#### **Household Change**

Subject: Household change  
Tenant name:  
Tenancy reference number:  
MSD Client number:  
Date of birth:  
Contact number:  
Type of change: Select one of the following:

- Tenant or additional occupant has left the household,
- a person's role in the relationship has changed,
- risk information about the household needs to be updated.

Details of change:  
Date of change:  
Additional information:



**Household Change – Domestic Violence Tenancy Order**

A Tenancy Order has been granted by the Family Court for:

**Respondent to the Tenancy Order**

Tenants Name:

Tenancy reference number:

MSD Client number:

Address:

**Applicant of the Tenancy Order**

Name:

Tenancy reference (if applicable):

MSD Client number:

**Details of any dependent children**

Childs Name:

Childs date of birth:

Date Tenancy Order actionable from:

Date applicant commenced as a signatory

Rent in advance or Bond required: Yes / No

If yes, amount required:

Redirection payment reference:

Additional information:

**Lack of notice period**

Subject: Lack of Notice period given for an increase in IRR

Hi Housing Unit,

Please resend the notification with the correct notice period.

(paste the original IRR Change notification)



### **Join-in Assessment**

This notification is to confirm our conditional agreement to the join-in request made by the following signatory(s).

#### **Current signatory(s)**

Tenant name:

Tenancy reference number:

MSD Client number:

Date of birth:

Contact number:

#### **Details of each Prospective tenant**

Full name:

MSD Client number:

Date of birth:

Contact number:

Current address:

Relationship to the tenant: (for example, spouse, partner, dependent child)

Signatory to the tenancy agreement: Yes / No

Additional information



### **Provider Initiated transfer**

Subject: Provider Initiated transfer

Tenant name:

Tenancy reference number:

MSD Client number:

Date of birth:

Contact number:

Tenancy end date:

New tenancy address:

New tenancy reference:

New vacancy reference:

Transfer date:

Payment reference (if known):

Additional information:

### **Provider to Provider transfer**

Approval is being sought from Strategic Purchasing (HUD) to transfer a tenant to another Provider's property

Tenant name:

Tenancy reference number:

MSD Client number:

Date of birth:

Contact number:

Tenancy end date:

New tenancy address:

New tenancy reference:

New vacancy reference:

Transfer date:

Payment reference (if known):

Additional information:

### **Property Change of Address**

For example, property address has changed from 5 Main Street to 5A Main Street.

Subject: Property change of address

Property address:

Property reference:

Tenant name:

Tenancy reference number:

MSD Client number:

Reason for change:

Additional information:



### **Rent redirection**

Subject: Request for a redirection for IRR

Tenant name:

Tenancy reference number:

MSD Client number:

Contact number:

IRR amount per week:

Frequency of redirection:

Additional information: Tenant is behind in rent. Please set up a rent redirection

### **Rent arrears redirection**

Subject: Request for a redirection for rent arrears

Tenant name:

Tenancy reference number:

MSD Client number:

Contact number:

Total rent arrears:

Rent redirection amount:

Frequency of redirection:

Additional information: Tenant has rent arrears. Please set up a redirection for the rent arrears

### **Risk notifications to MSD or the Strategic Purchasing (HUD)**

Subject: Notification of a household risk and household member risk information

Does the risk relate to a household member? Yes / No

If Yes, Name:

What is the household member risk information you would like to report?

Does the risk relate to a household (premises)? Yes / No

If Yes, what is the risk?

Any other risk:

Additional Information:



**Tenant change in circumstances**

Tenant name:

Tenancy reference number:

MSD Client number:

Date of birth:

Contact number:

Type of change: Select one of the following:

Personal, contact details, change to medical or disability information,  
absence for NZ, imprisonment, longer term hospitalisation or  
residential care, death, changes to a specific tenants risk

Details of change:

Date of change:

Additional information:

**Transfer assessment**

Subject: Please confirm the housing requirements for the following tenant:

Tenant name:

Tenancy reference number:

MSD Client number:

Contact number:

Housing requirements:

Additional information: This may relate to the tenant's bedroom requirements or  
property modification needs.



## Appendix Eight – Key steps in responding to privacy breaches

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The purpose of these key steps is to provide guidance when a privacy breach occurs. A privacy breach is the result of unauthorised access to or collection, use or disclosure of, personal information. In this context, "unauthorised" means in contravention of the Privacy Act 1993.

There are four key steps to consider when responding to a breach or suspected breach. Where a suspected or actual privacy breach of client information occurs, Strategic Purchasing (HUD) will work alongside you to consider each step and take appropriate action.

As every situation is different, discussion will need to occur between Strategic Purchasing (HUD) and yourself to determine who will do what as you work through the Privacy breach process. At a minimum, for every suspected or actual privacy incident your responsibilities as a provider are to:

- **Report** – ensure that any of your employees who discover a suspected or actual privacy incident immediately notify their supervisor or manager and report it to Strategic Purchasing (HUD).
- **Recover** – the confidential or personal information if possible, or otherwise contain the incident to lessen the impacts on the tenant and the implications for yourself and HUD.
- **Remediate** – the information incident:
  - by working collaboratively with Strategic Purchasing (HUD) and the Investigation team
  - by supporting the investigation to determine the specifics of the privacy incident and resolve it
  - by notifying individuals or parties affected by the incident, as directed by Strategic Purchasing (HUD).
- **Prevent** – further privacy incidents by:
  - ensuring that employees know and understand how to apply changes in the handling of confidential or personal information
  - being diligent in the handling of confidential or personal information
  - implementing any recommendations from the investigation
  - developing a culture for the prudent management of information, including by providing training
  - ensuring employees understand their responsibility in reporting information incidents, including containing the loss and/or recovering the information.

More information about the key steps agencies should follow when responding to an actual or suspected privacy breach please refer to the Privacy Breach Guidelines on the Privacy Commissioners website: <https://www.privacy.org.nz/news-and-publications/guidance-resources/privacy-breach-guidelines-2/>