MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Business Online Services User Guide

for Community Housing Providers

Release date: November 2018

Contents

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Introduction to Business Online Services

Business Online Services (BOS) was introduced in 2016 as an application to communicate between the Community Housing Provider (CHP) and the Ministry of Social Development (MSD). BOS balances the efficient sharing of data protecting the privacy of public housing applicants and tenants. Due to the establishment of the new Ministry of Housing and Urban Development (HUD) from 1st of October, BOS will be used to exchange client, property and tenancy information between a CHP, MSD and HUD.

As part of the process of being a contracted CHP, HUD will be responsible for recording details of Income-Related Rent Subsidy (IRRS) contract agreements and granting the initial organisational access required for the use of BOS from 1st of October.

HUD will manage vacancy and market rent approvals, IRRS contracts and payments for CHPs.

MSD will continue to manage housing applications, calculate the IRR (including debt and refund) and respond to client, tenant and BOS related queries.

User roles

Once your organisation has been given access to BOS you must have at least one administrator account at all times (refer to 'Creating a new user account' on page 13). The roles that can be allocated to your users are:

- 'Housing Financial Administrator' - can view and access all functions including financials on the Requests tab (receives notifications)
- 'Administrator' – can view and update everything except financials (receives notifications)
- 'Housing User' – can view and access functions excluding financials, and can't create new users.

Uploading documents to Business Online Services

Note: When you are uploading a file to BOS the filename must be alphanumeric - it must only contain alphabetic characters, A to Z, and numerals, 0 to 9, it must not contain any spaces, e.g. a valid filename is 150526Invoice.

Tabs/Screens

Within BOS you will need to navigate to different tabs and screens. The tabs and screens are:

- Home tab – displays details about you that have been entered by HUD staff. You can only change the 'Known As' name.
- Services tab – lists the contracted services your organisation provides to MSD and HUD.
- Credentials tab – the Categories screen displays the categories for the service(s) that your organisation provides to MSD and HUD.
- Relationships tab:

   - MSD Staff – lists HUD staff members.
   - Provider Members – ADMINISTRATOR ONLY use this screen to create and view your users for BOS.

- Contact tab – the screens on this tab are used to maintain your postal address, phone number, email address, etc. Documents can be uploaded and downloaded under this tab too. Refer to Appendix E and F. The following documents should be uploaded under this tab:

  - Annual Market Rent Review Template

  - Exemption for Sitting Tenant Request Form

  - Market Rent Report

  - Provider Initiated Transfer Approval Request Form

- Requests – FINANCIAL ADMINISTRATOR ONLY use the screens on this tab to view and submit service invoice requests and associated property schedules. You will use the attachments screen to upload your IRRS tax invoice and property schedule.
- Housing – the screens on this tab are used to submit vacancies, manage the shortlist and referrals, manage tenancies and process any unsolicited shortlist referrals.

Screen icons

Within BOS you will need to select the following icons to complete actions:

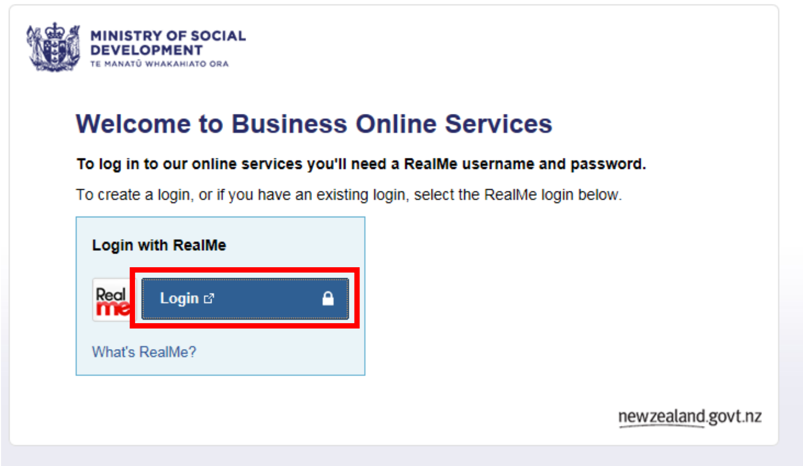
- Display Action Menu
- Search
- Date Picker

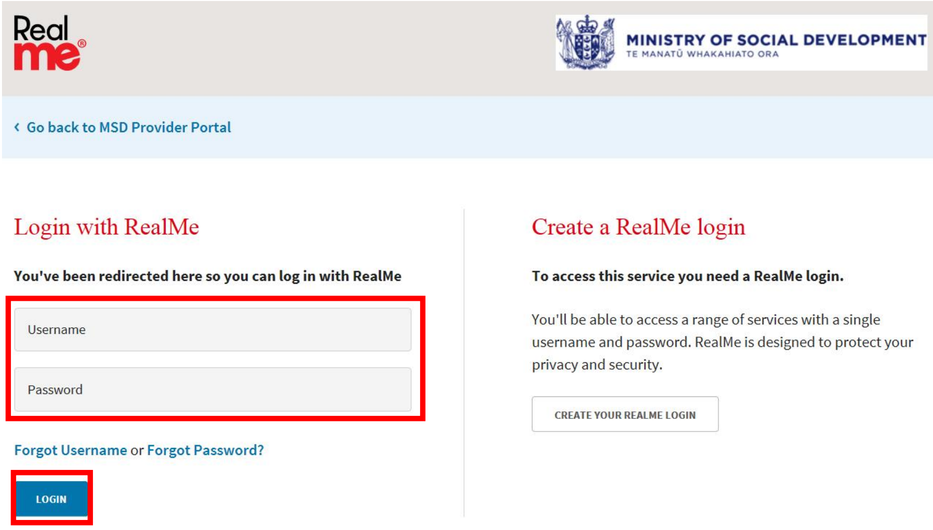
Part 1: Accessing Business Online Services

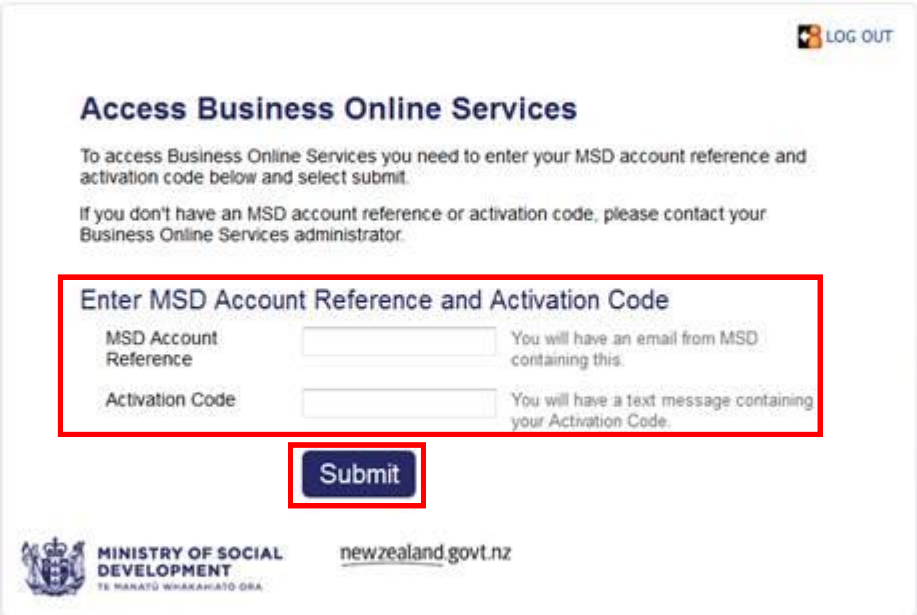
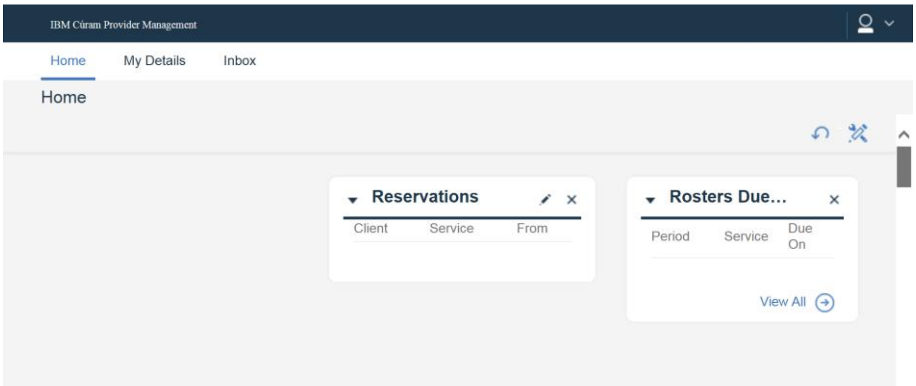
Logging into BOS

Note:

- If you already have a RealMe account, you may not need to create a new one to access BOS.
- If you do not have a RealMe account, instructions to create one have been included in Appendix A.

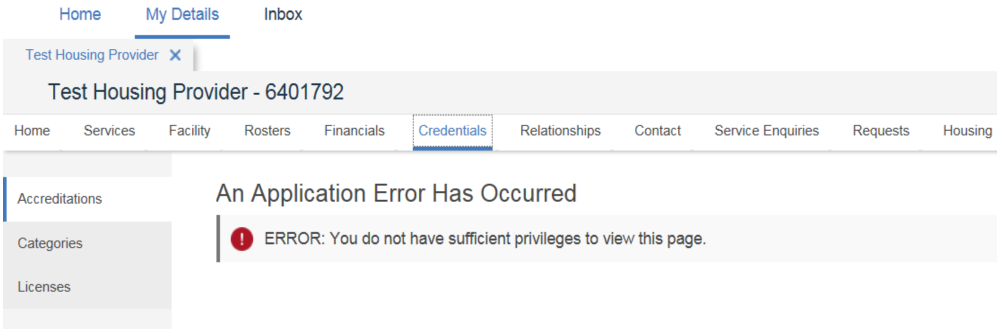
Description	Screenshot
Step one Launch BOS by entering the following URL into your internet browser	**Production environment:** https://businessonlineservices.msd.govt.nz/bos/MSDProviderLogon.jsp
Step two Click the RealMe Login button **Note:** This is not required when logging into the 'training' environment	

Description	Screenshot
Step three Enter your username and password and select ‘Login’	
Step four Enter the six digit RealMe code you receive via text message and select ‘Continue’	

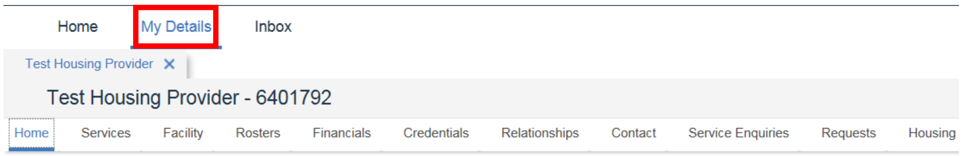
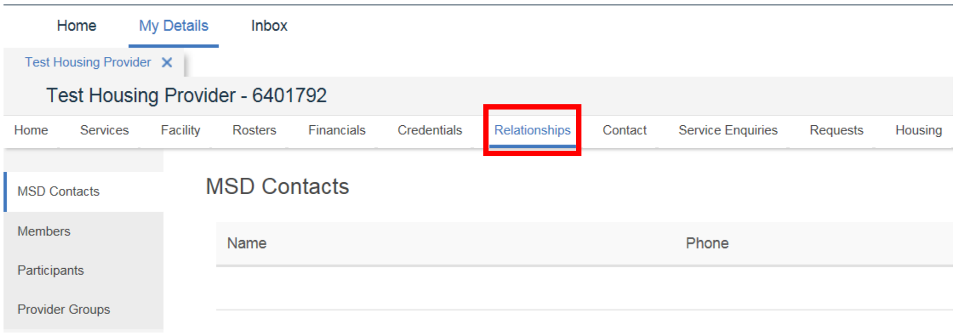
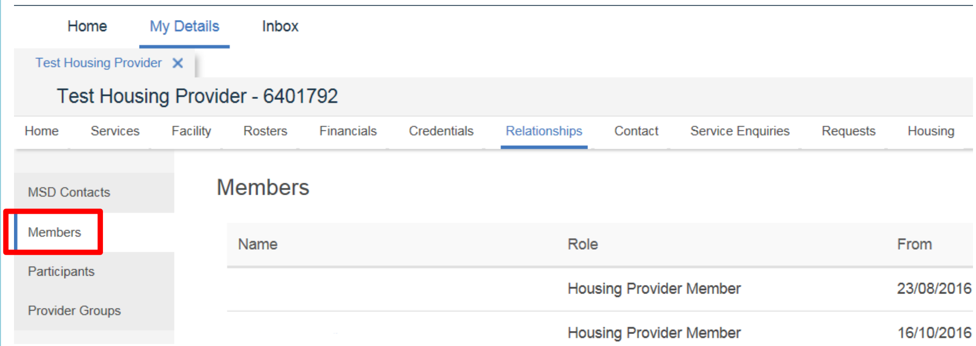
Description	Screenshot
Step five When you log in for the first time, the following screen displays The MSD Account Reference will have been emailed to you The Activation Code is the 7 digit code you received via text message Then select 'Submit' **Note: You will only need to complete this step when you log into Business Online Services for the first time**	
You will be directed to the 'Provider Home Page'	

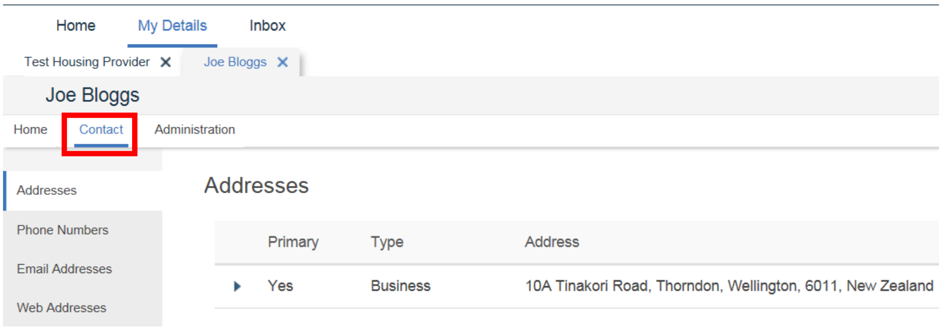
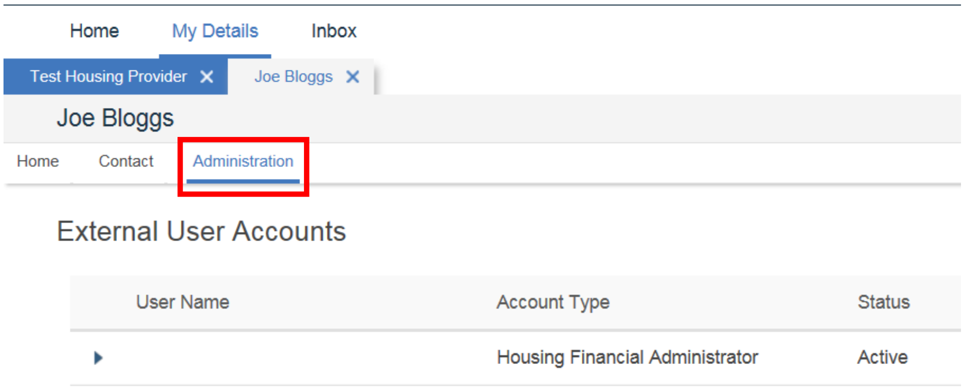
Unauthorised access screen messages

- If you see the below error message, this means you do not have access to this screen. This is intentional, as there are some screens within the system that are not used at this stage.
- You may only see this message for one screen, and not all screens within the tab. In the example below, with the Credentials tab – you are able to view the Categories screen, but we are not currently using the Accreditation or Licenses screens.



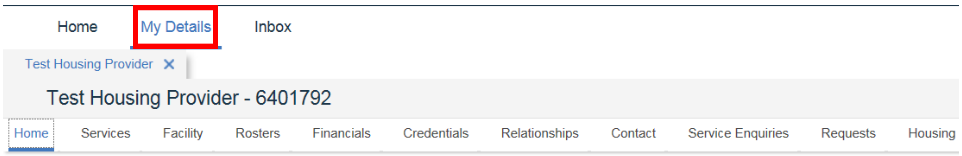
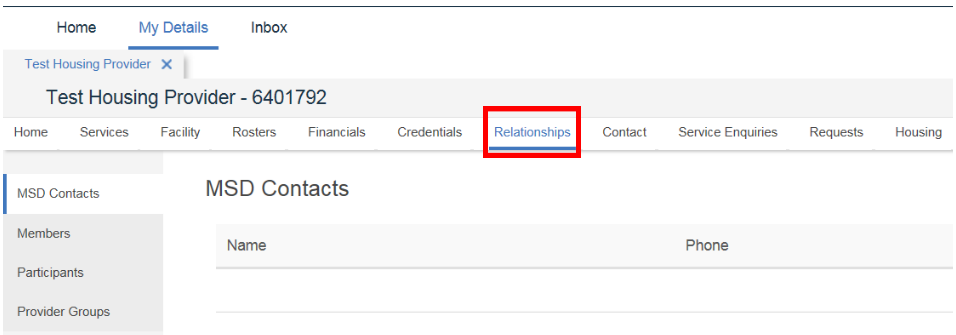
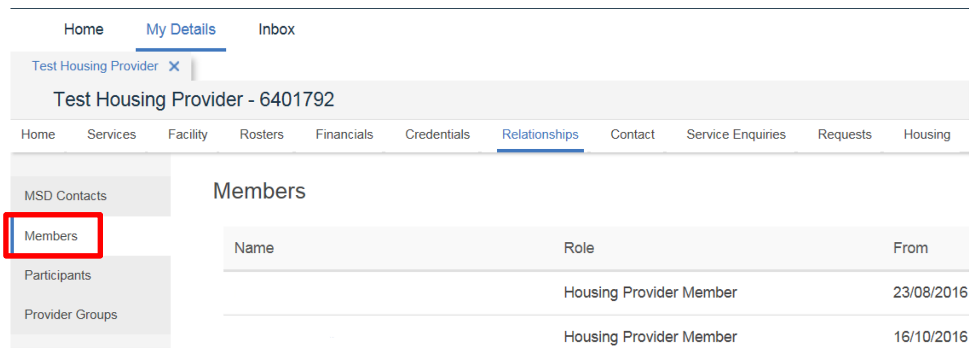
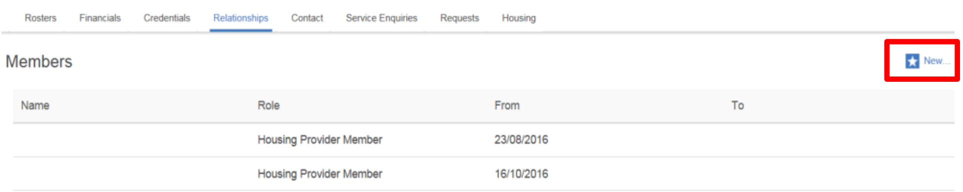
Viewing your own user account details

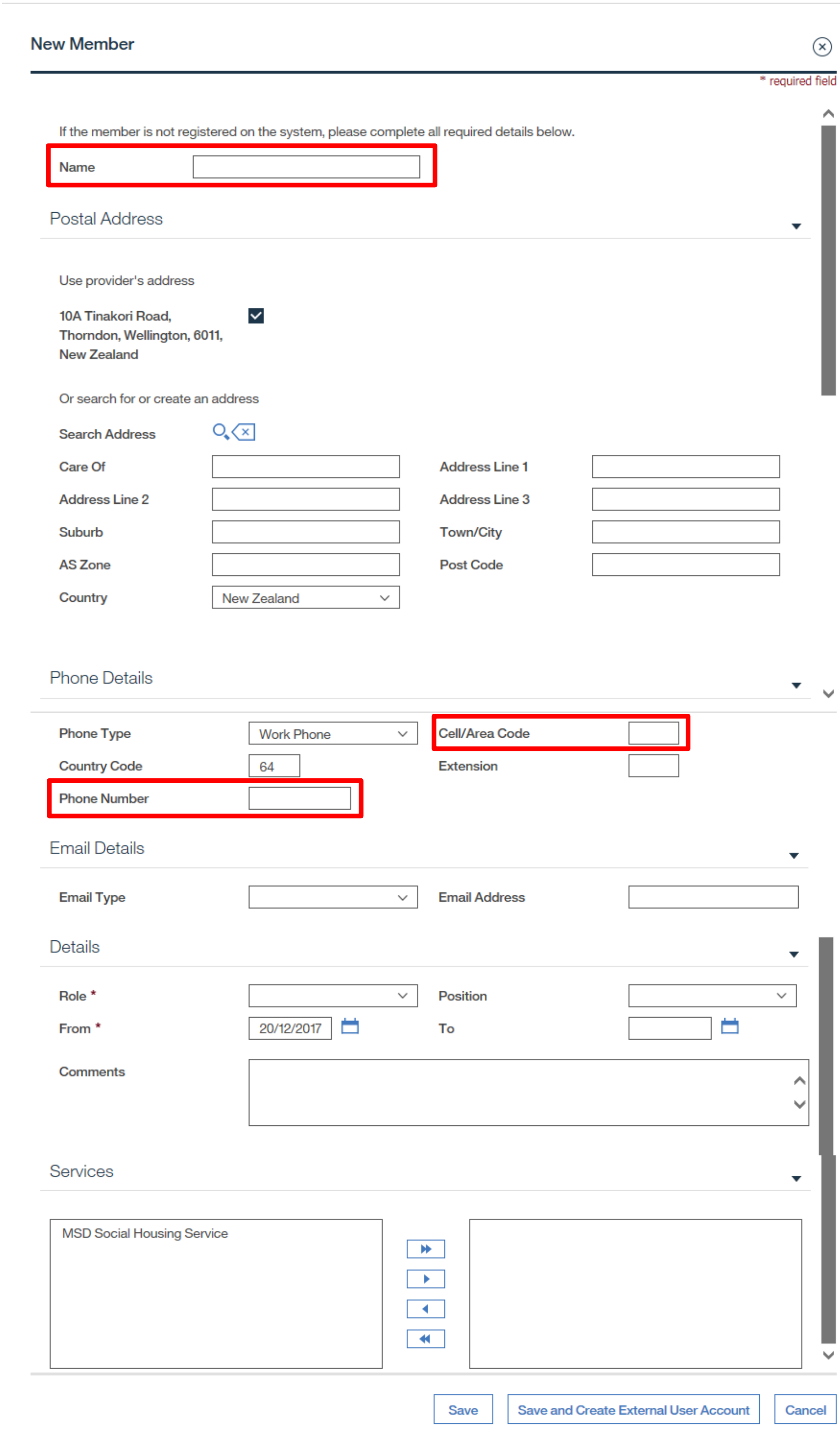
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one
Log into BOS and select ‘My Details’</td><td>
</td></tr>
<tr><td>Step two
Select the ‘Relationships’ tab</td><td>
</td></tr>
<tr><td>Step three
Select ‘Members’ from the menu on the left</td><td>
</td></tr>
</table>

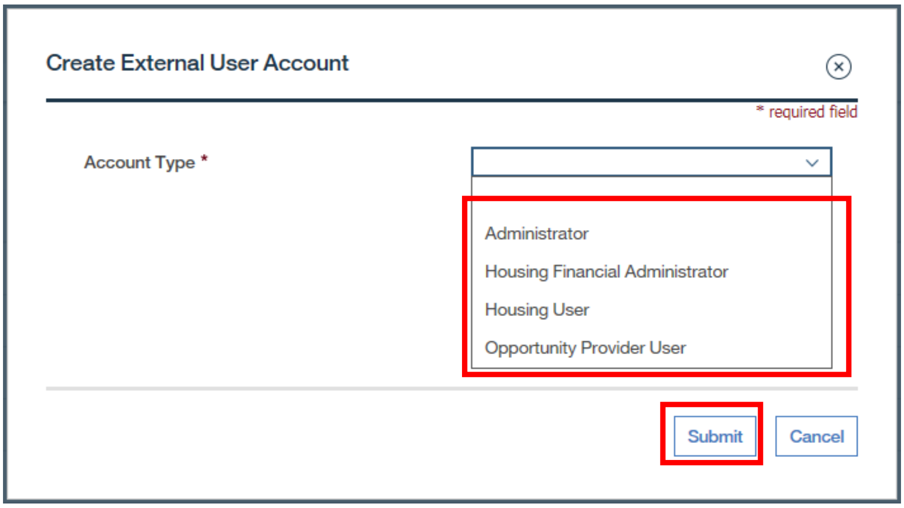
Description	Screenshot
Step four Select your name: • The 'Contact' tab contains all your contact details e.g. postal address, phone number, email address • The Administration tab contains your user account details and can only be viewed by an Administrator	 

Creating a new user account – ADMINISTRATOR ONLY

Administrator and Financial Administrator roles can create user accounts by following these steps:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one
Log into BOS and select ‘My Details’</td><td>
</td></tr>
<tr><td>Step two
Select the ‘Relationships’ tab</td><td>
</td></tr>
<tr><td>Step three
Select ‘Members’ from the menu on the left</td><td>
</td></tr>
<tr><td>Step four
Select ‘New’ from the ‘Members’ tab</td><td>
</td></tr>
</table>

Description	Screenshot
Step five Enter the mandatory details – Name, phone number and email address The phone type must be set to cell phone number The phone number must be entered as follows: • ‘Area Code’ must contain the cell phone network number e.g. 021 / 027 etc • Enter the remainder of the number into the ‘Phone Number’ field	

Description	Screenshot
Step six Once you have entered all the details, select 'Save and Create External User Account'	
Step seven When prompted for the 'Account Type', select the appropriate role from the drop-down box and select 'Submit' **Note:** Please ignore the 'Opportunity Provider User'	

Note: The email and cell phone number are important as the user's MSD reference code will be sent to their email address, the one-time password will be sent to their cell phone number the first time they log in; both of these values are required every time you logon.

Updating user's contact details – ADMINISTRATOR ONLY

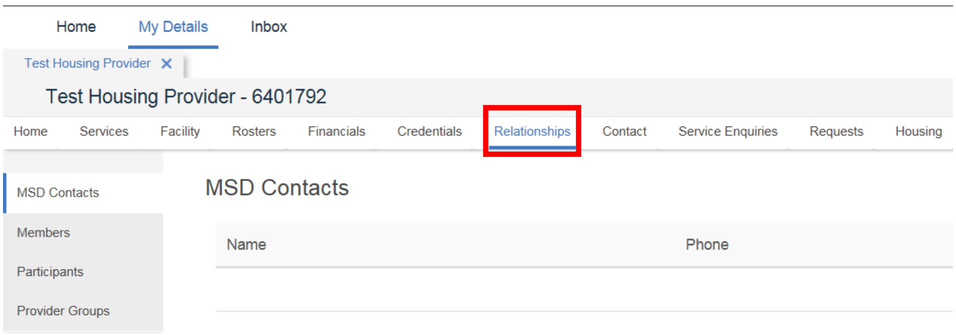
Administrator and Financial Administrator roles can update user's contact details by following these steps:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Select the 'Relationships' tab

</td><td>

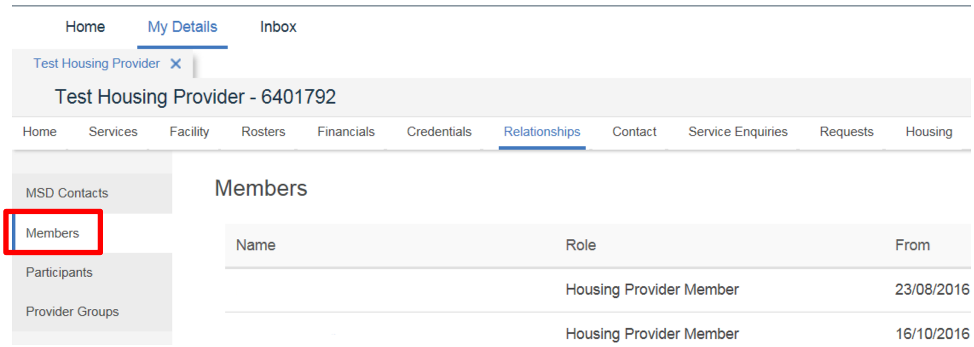


</td></tr>
<tr><td>

Step two

Select 'Members' from the menu on the left

</td><td>

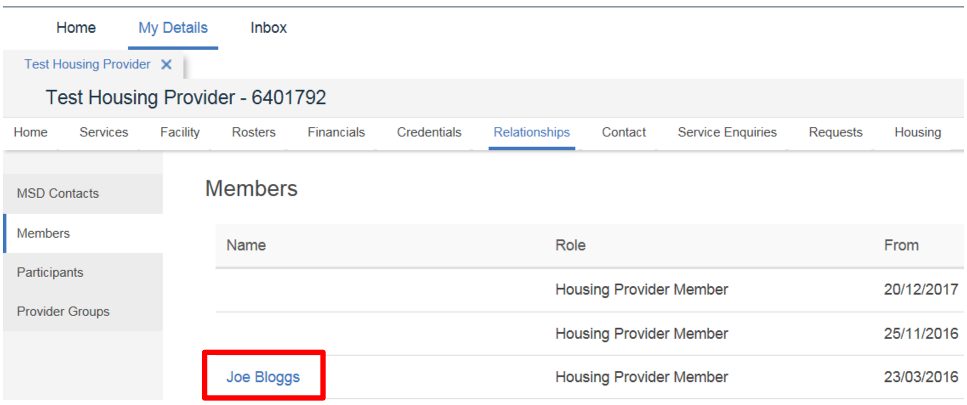


</td></tr>
<tr><td>

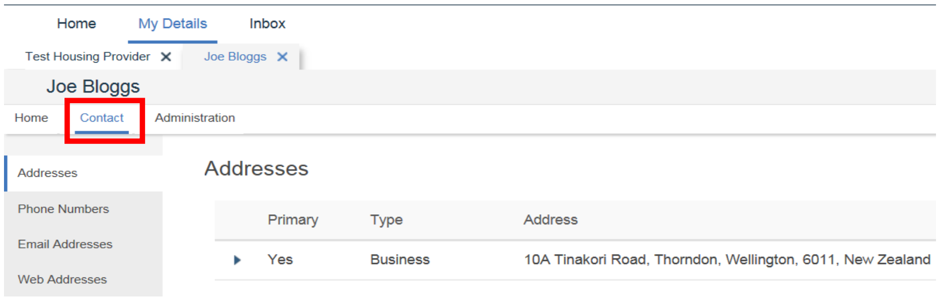
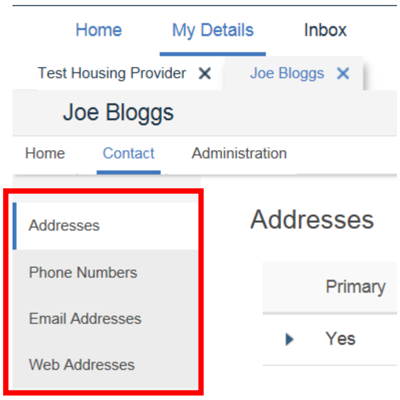
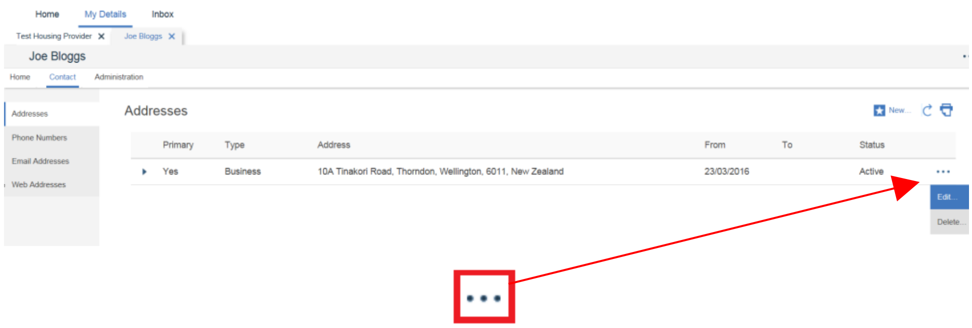
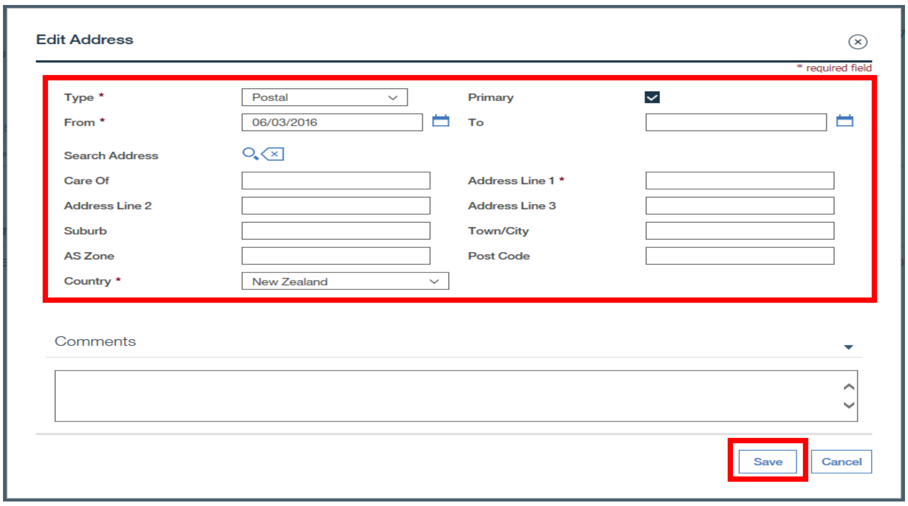
Step three

Select the user's name

</td><td>

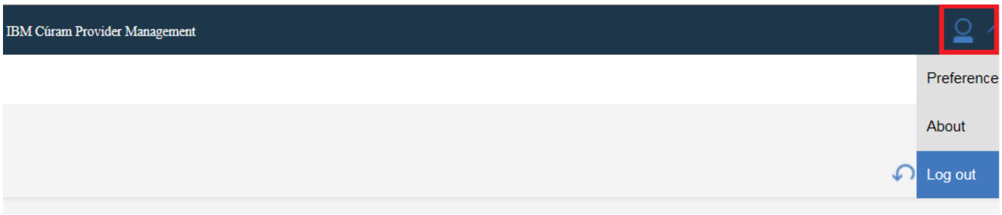
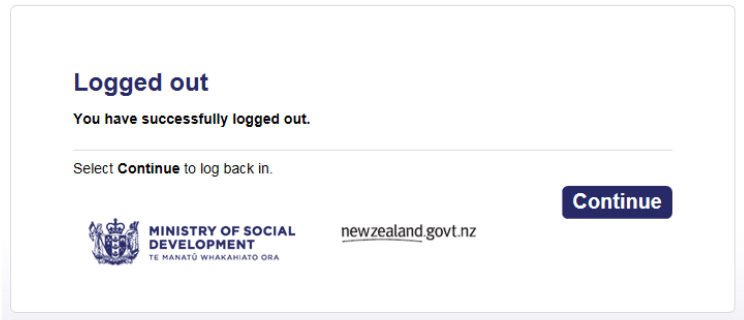


</td></tr>
</table>

Description	Screenshot
Step four Select the 'Contact' tab	
Step five Select the item from the menu on the left that you need to update e.g. • Addresses • Phone Numbers • Email Addresses • Web Addresses	
Step six Select 'Edit' from the action menu for the address / number on the list	
Step seven Update details and select 'Save'	

Logging out of Business Online Services

Note: You should always log out before closing the browser.

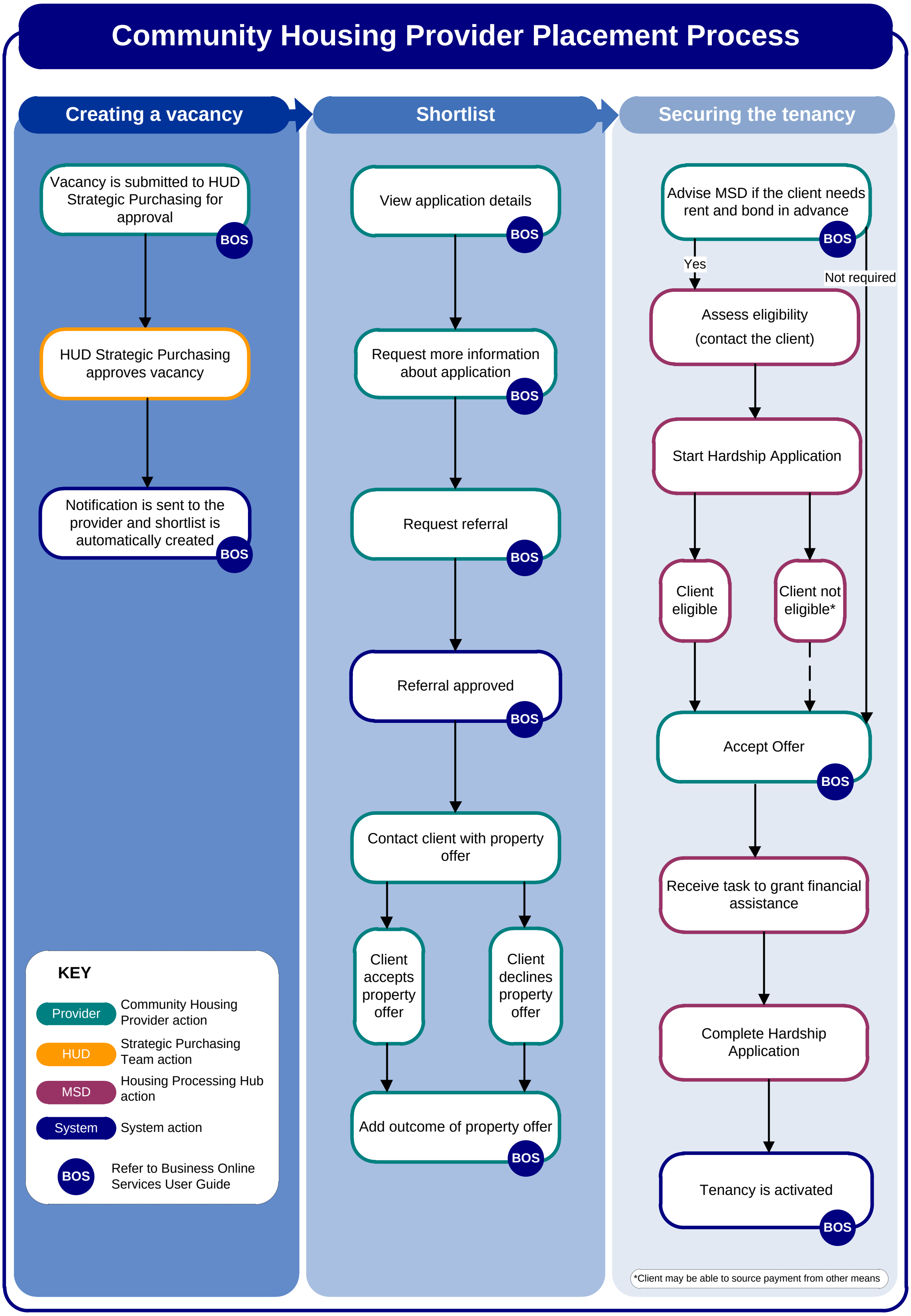
Description	Screenshot
Step one Select 'Log out'	
Once this screen displays, close the browser or select 'Continue' if you need to log back in	

Session time out

BOS will time out after fifteen minutes of inactivity. When this happens:

- any data you have entered without saving, will be lost
- the following message will display and you will have to log in again.

Part 2: Vacancy Management

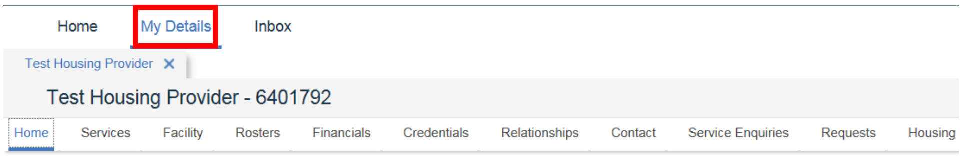
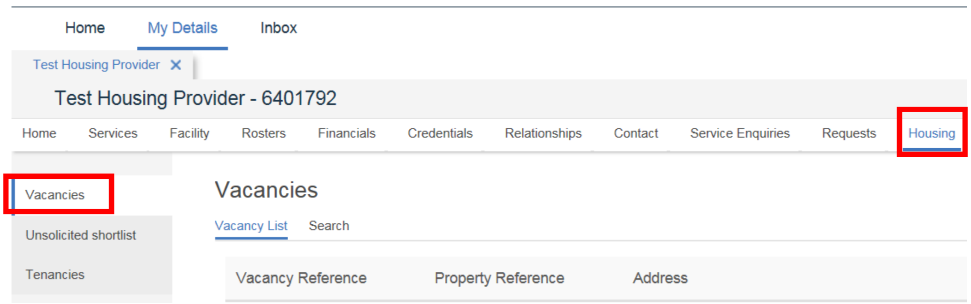
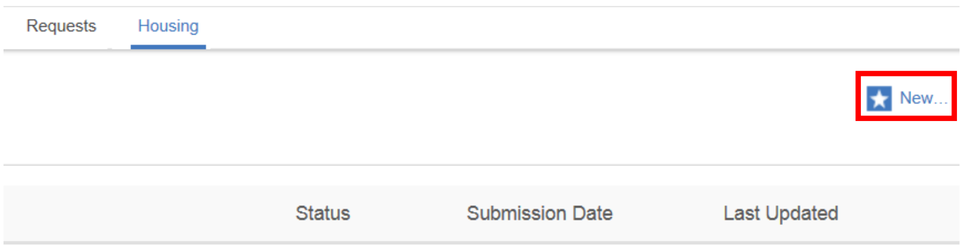


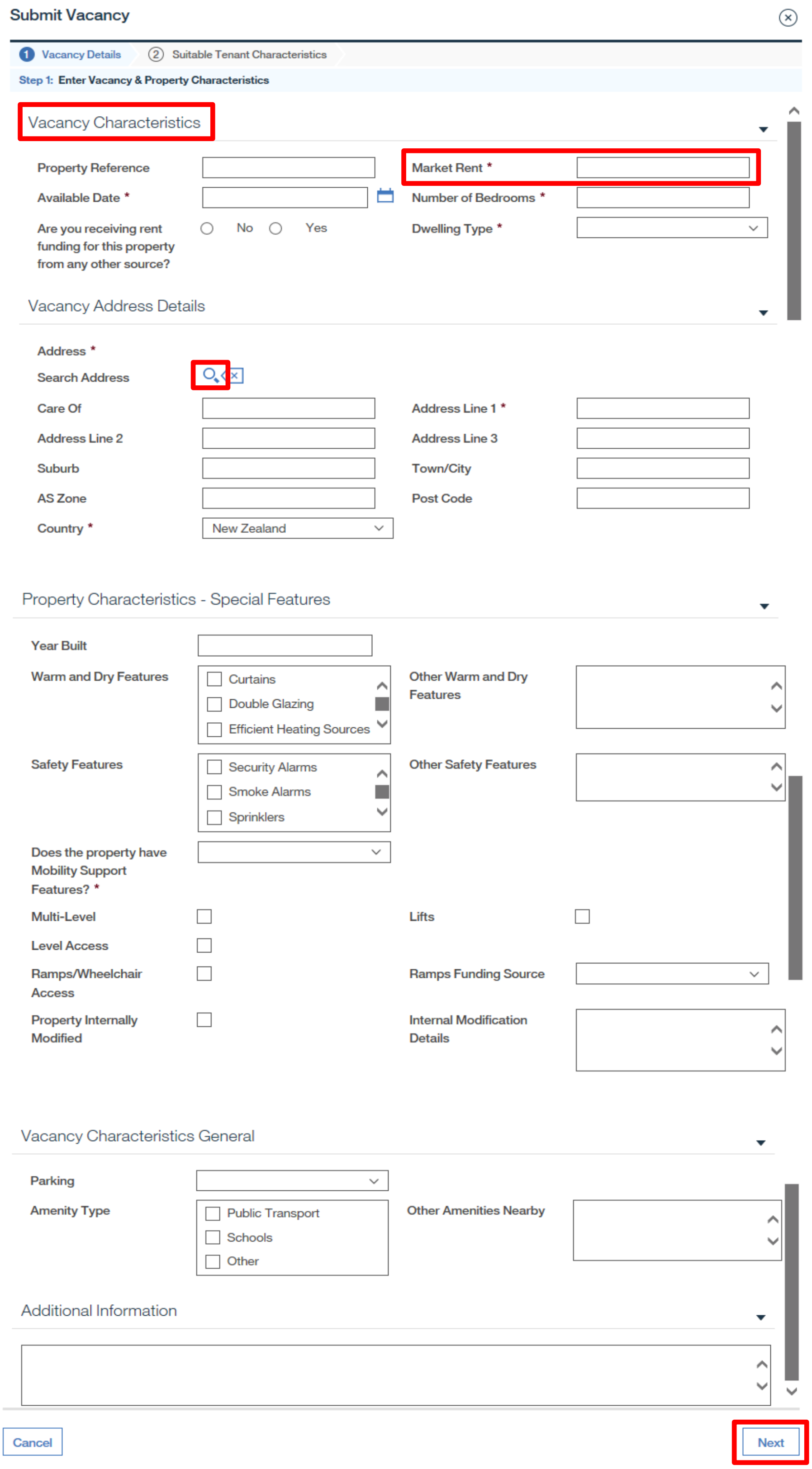
Submit a property vacancy

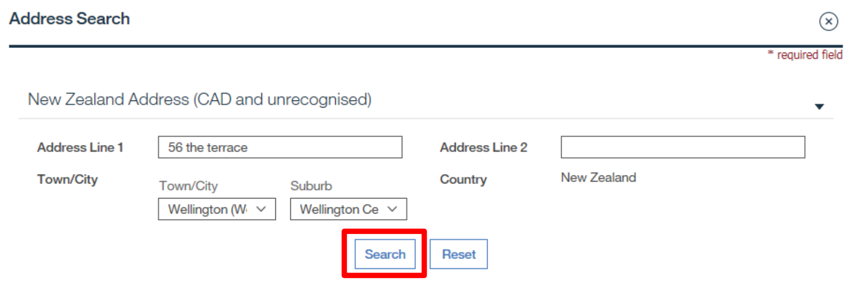
Once you have a property available, submit a vacancy request for approval in order to receive a shortlist of applicants. As part of the vacancy request, you can specify suitable tenant characteristics that will be included in the shortlist generated by the system. HUD will approve or decline the vacancy within 48 hours, or contact you if more information is required.

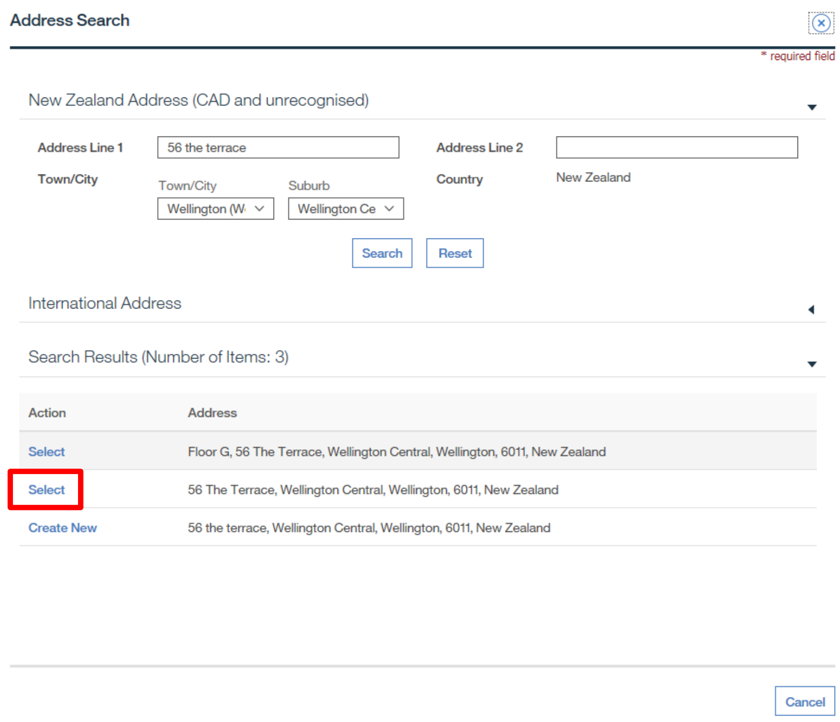
The shortlist will be generated automatically and is based on the property profile and any preferred tenant criteria identified by you – see Appendix C for the Public Housing matching rules.

To create a property vacancy:

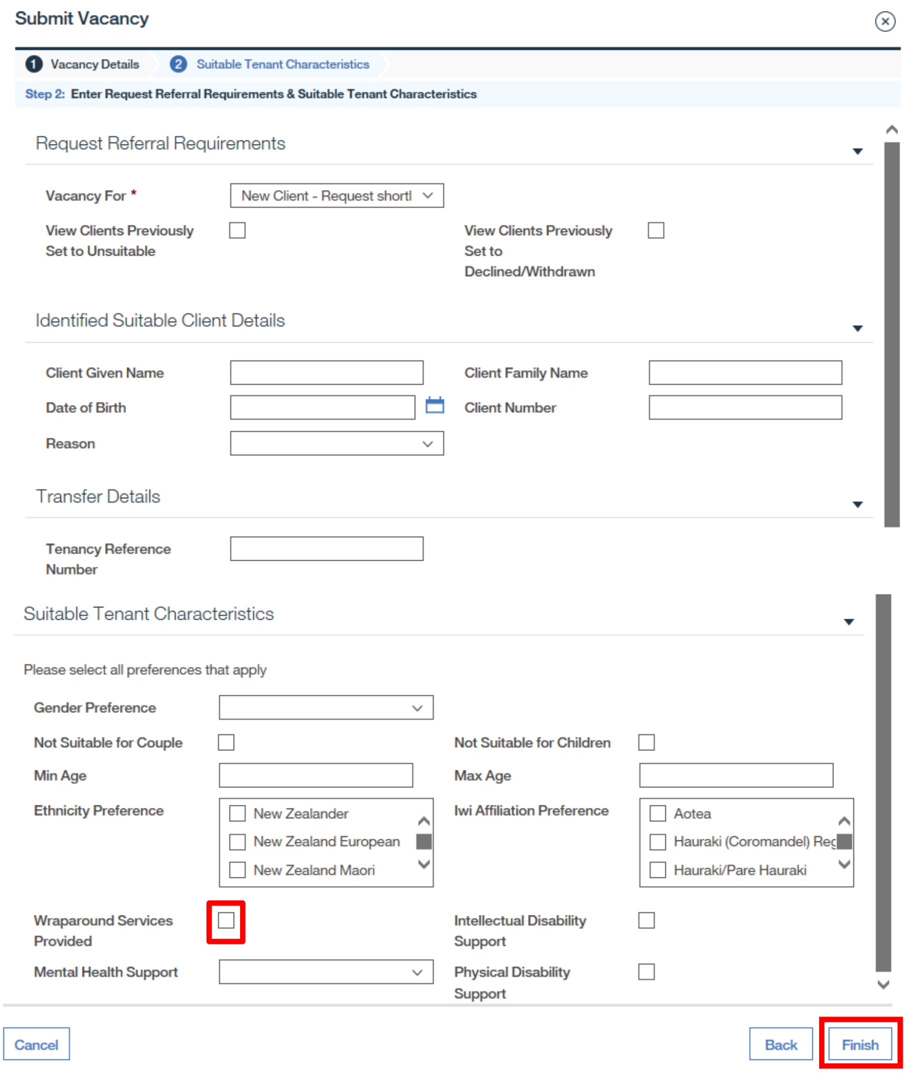
Description	Screenshot
Step one Log into BOS and select 'My Details'	
Step two Select the 'Housing' tab and then 'Vacancies' from the left-hand side menu	
Step three Select 'New' from the 'Vacancy List' screen	

Description	Screenshot
Step four Fill in the vacancy details then select 'Next' **Note:** The same unique property reference number must be used each time the property is listed in BOS If any of the mandatory fields are left blank, error messages will display at the top of the 'Submit Vacancy' screen. Otherwise the 'Suitable Tenant Characteristics' screen displays All property details will need to be provided in each vacancy request, e.g. efficient heating sources, insulation, year built Vacancy address details must be searched using the magnifying glass	

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>
Ensure to type the full address in the Address Line 1
If the address you are searching for is not already in the system you need to select ‘Create New’
Matching is based on post codes so post code accuracy is critical. Post codes can be found using the following website:
https://www.nzpost.co.nz/tools/address-postcode-finder
</td><td>




</td></tr>
</table>

Description	Screenshot
Step five Fill in the 'Suitable Tenant Characteristics' then select 'Finish' **Note:** The more criteria you enter in the 'Suitable Tenant Characteristics', the fewer results you will receive in your shortlist The 'Suitable Tenant Characteristics' screen closes and the suitable tenant characteristics are saved. If there are any error messages the 'Suitable Tenant Characteristics' screen will redisplay with the error messages at the top of the screen. Otherwise the 'Vacancy List' screen displays If the 'Wraparound Services Provided' box is ticked clients who **only** want housing with a supervisor will be selected	

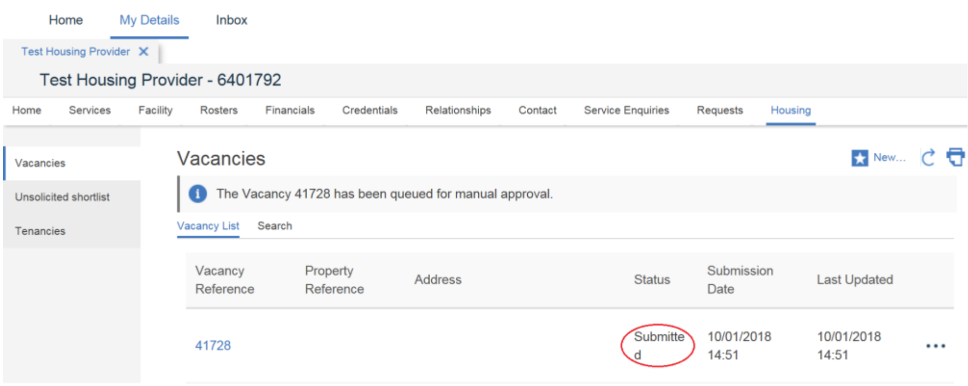
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

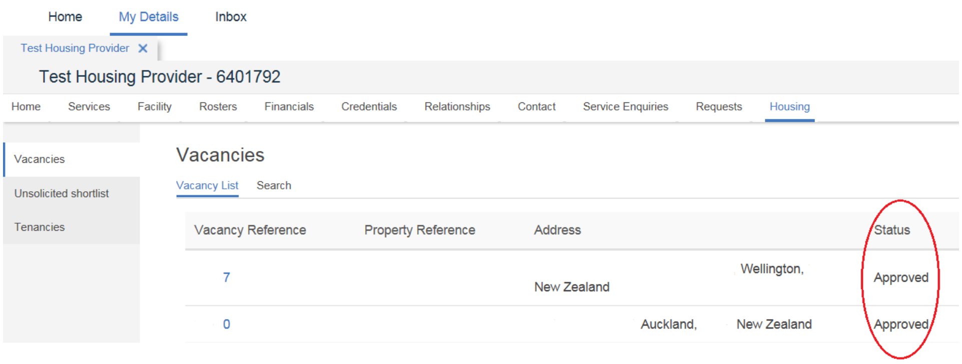
Step six

You will see the vacancy status is ‘Submitted’ on the 'Vacancy List' screen

If you have an administrator role, you will receive a notification when the approval process is complete – see the Notifications processes

</td><td>





</td></tr>
</table>

Vacancy details captured (* indicates a mandatory field)

- A property reference - this is a unique identifier for each property. It **cannot** be edited or amended so ensure it is accurate, relevant. If you have previously listed this property, you must use the same reference number
- The proposed market rent for the property*
- The date the property is available*
- Number of bedrooms*
- Whether provider is receiving rent funding for the property from any other source*
- Dwelling type (i.e. apartment, flat, house, or room)*
- Warm and dry features (e.g. insulation, double glazing, efficient heating sources)
  - Refer to MBIE for regulatory advice: https://www.mbie.govt.nz/info-services/housing-property/tenancy/residential-tenancies-regulations-insulation-smoke-alarms
- Safety features (e.g. smoke alarms, security alarms)
- Mobility support features* (e.g. modified, not modifiable)
- Internal property modifications
- Accessibility (e.g. level access, steps, wheelchair ramp)
- Parking

Vacancy details captured (* indicates a mandatory field)	
• Address* • Year built	• Nearby amenities • Additional information (free text field)

Suitable tenant characteristics and Identified Suitable Clients

(* indicates a mandatory field)

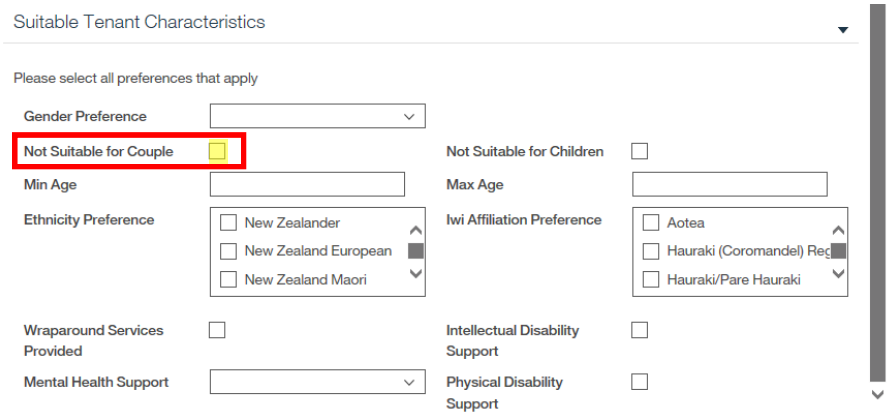
- Vacancy For* - Whether you wish to place a new client from the housing register (New Client – Request shortlist, is the default value), or have a specific client in mind for the vacancy (Identified Suitable Client), or intend to transfer one of your existing tenants (Transfer).
- If the vacancy is for an identified suitable client (i.e. someone who is already known to you), you must supply either their client number or their name, date of birth and a reason for specifying the client.
- If the vacancy is for a transfer (within your own stock), you must supply the tenancy reference of the existing tenancy and create a provider initiated transfer task using the BOS template to advise HUD of the details of the tenancies that are transferring.
- If the vacancy is for a transfer (between providers), the new provider must supply the tenancy reference of the new tenancy and the primary provider must create a provider initiated transfer task using the BOS template to advise HUD of the details of the provider to provider transfer.
- If the vacancy is for either a new client, or an identified suitable client, a shortlist will be generated. You may specify other suitable tenant characteristics when the shortlist is generated.
  - Gender (typically used only where there are specific reasons to restrict the property to one gender)
  - Whether the vacancy is unsuitable for couples and/or children. **Note:** Due to an error in the system unsuitable couples may not always work as intended
  - Minimum and maximum age of occupants (e.g. for youth, or aged accommodation)
  - Ethnicity preference
  - Iwi affiliation preference, (only used when Māori has been specified as an ethnicity)
  - Whether you offer wraparound services (only clients who have indicated that they would only be willing to be housed in a property that has a supervisor attached to the property will be matched if this is selected)
  - Whether you offer mental health and disability support, including details of the type of mental health support offered, if applicable (only clients who have indicated that they require this support will be matched if this is selected).

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Vacancy details captured (* indicates a mandatory field)

Note: The ‘Not Suitable for Couple’ field



If you have set 'Not Suitable for Couple' to Yes, (e.g. you do not want to house couples) you will receive applications that have two applicants - therefore potentially a couple.

The process to manage this is:

1. If determined that the applicant has a partner, follow the process to mark the client as ‘Unsuitable’ (see section ‘Mark a shortlisted application as unsuitable’)
2. Refresh shortlist to receive and view more records.

View the shortlist for a vacancy

You will receive a shortlist of clients as soon as your property vacancy is approved by HUD.

The shortlist will generate automatically based on the property profile and any preferred tenant criteria identified by you – see Appendix C for the Public Housing matching rules.

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

The shortlist will display as a list of clients on the 'Suitable Tenant Characteristics' tab of your vacancy. The shortlist will give you sufficient information to determine client suitability including the following key information about the client and their household:

- application reference
- client names
- number of bedrooms required
- property modification indicator
- priority rating (including fast track).

You may also receive additional information relating to the following:

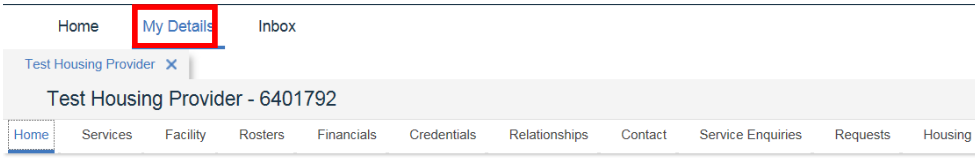
- agent
- letting areas
- health and disability
- other Housing requirements, e.g. gang affiliated (to avoid being housed near a rival gang), pets, etc
- household risks
- risk information about the person.

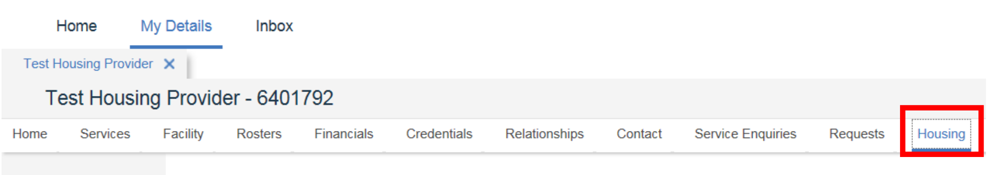
The shortlist contains up to 30 applications. From this shortlist, your users will have the ability to distinguish between those referred to them who they think will be a good match and those that they believe will be unsuitable.

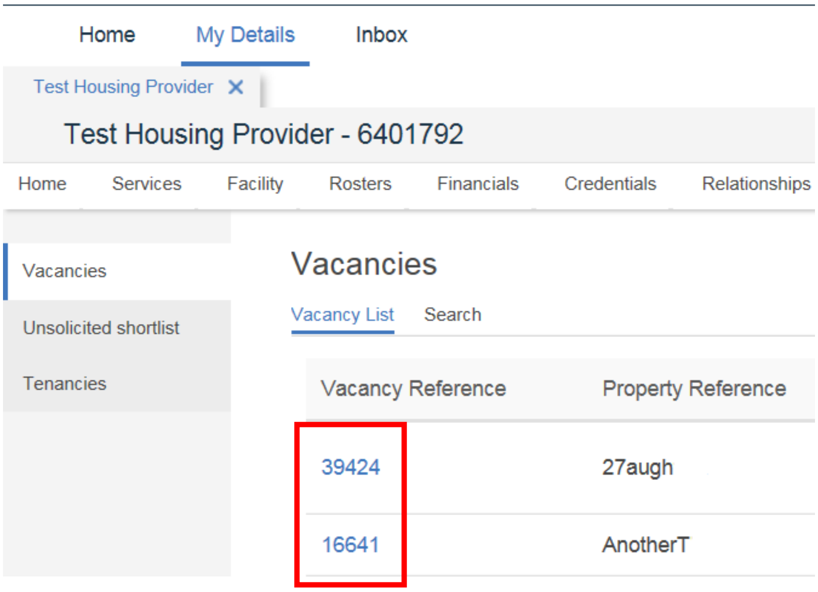
If no suitable clients can be shortlisted, BOS will display the message "No matches have been found, please update the Suitable Tenant Characteristics for this vacancy" – if you receive this message, you must first check the information provided in its original vacancy notice. If no matches found, contact MSD at GNL_Provider_Support@msd.govt.nz.

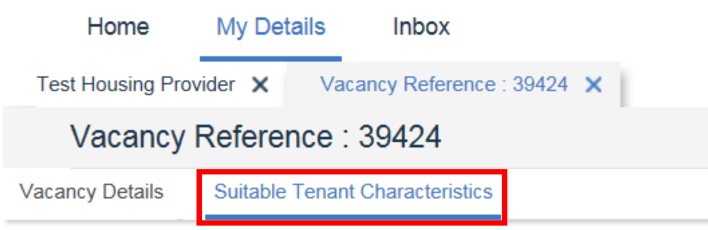
To view the shortlist:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one

Log into BOS and select ‘My Details’</td><td>
</td></tr>
<tr><td>Step two

Select the ‘Housing’ tab</td><td>
</td></tr>
<tr><td>Step three

From the ‘Vacancies’ menu select the ‘Vacancy Reference’ link</td><td>
</td></tr>
<tr><td>Step four

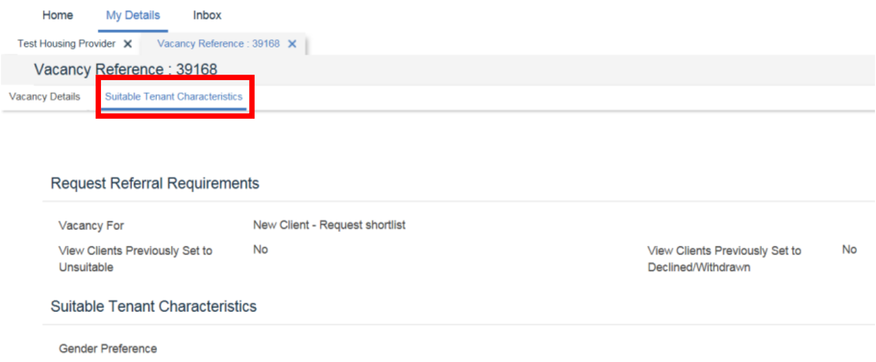
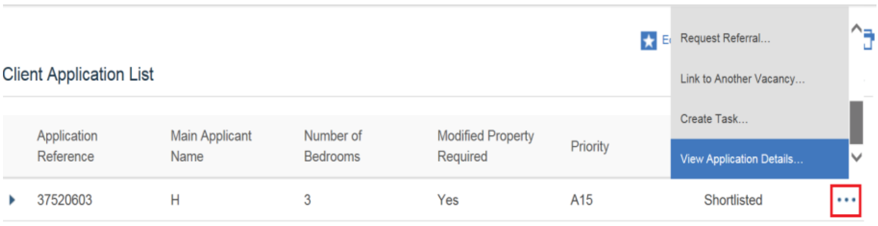
Select the ‘Suitable Tenant Characteristics’ tab</td><td>
</td></tr>
</table>

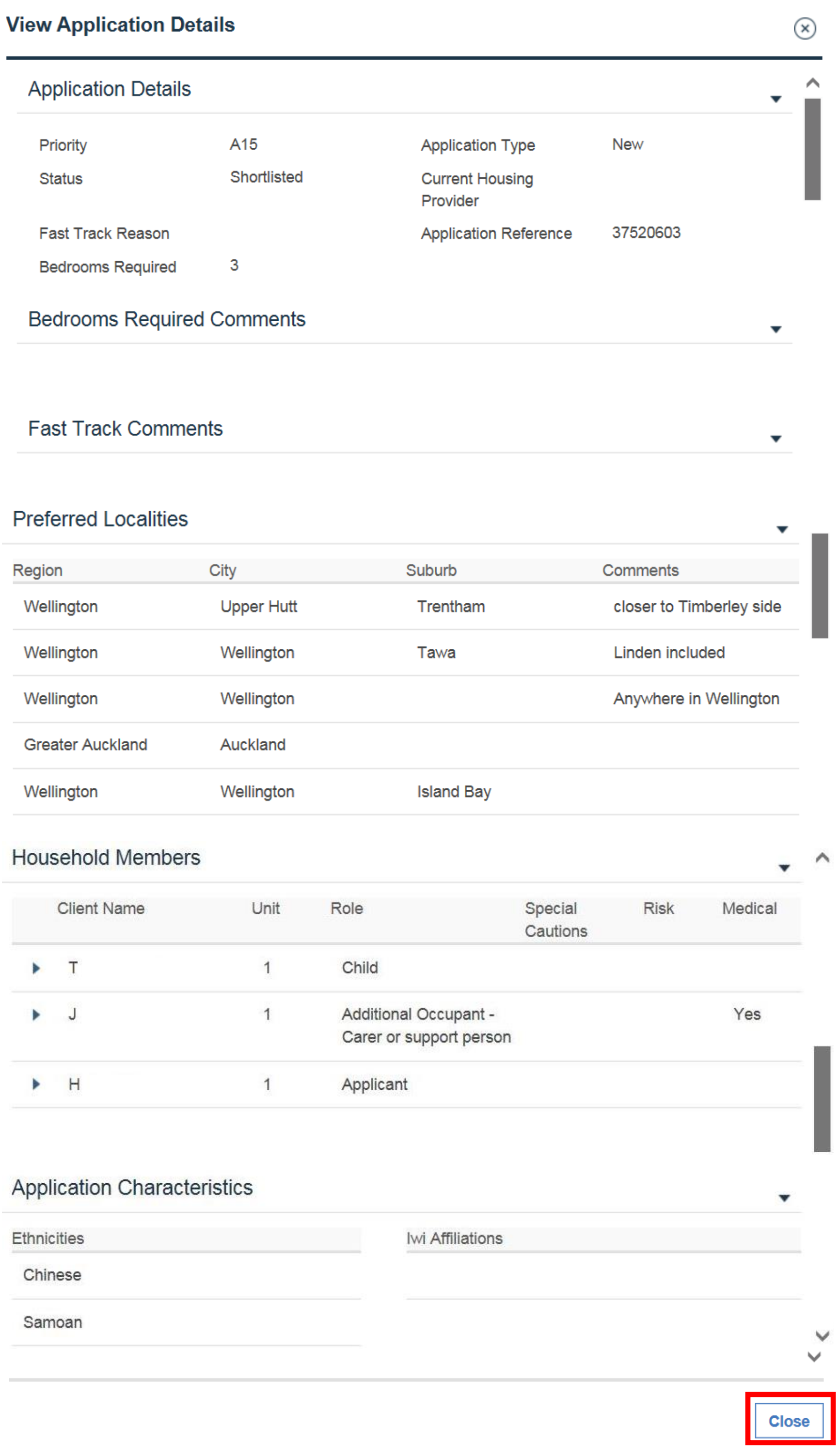
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step five
Your shortlist will be displayed under the ‘Client Application List’</td><td>Client Application List
<table>
<tr><th>Application Reference</th><th>Main Applicant Name</th><th>Number of Bedrooms</th><th>Modified Property Required</th><th>Priority</th><th>Status</th></tr>
<tr><td>37520603</td><td>H</td><td>3</td><td>Yes</td><td>A15</td><td>Shortlisted</td></tr>
<tr><td>20340085</td><td>A</td><td>3</td><td>Yes</td><td>A11</td><td>Shortlisted</td></tr>
<tr><td>37458443</td><td>I</td><td>3</td><td>Yes</td><td>B10</td><td>Shortlisted</td></tr>
<tr><td>40891389</td><td>J</td><td>3</td><td>Yes</td><td>B0</td><td>Shortlisted</td></tr>
</table></td></tr>
<tr><td>Step six
The identified suitable client list, if there is one, will display under ‘Identified Suitable Client’</td><td>Identified Suitable Client
<table>
<tr><th>Application Reference</th><th>Main Applicant Name</th><th>Number of Bedrooms</th><th>Modified Property Required</th><th>Priority</th><th>Status</th><th>Reason suitable</th></tr>
<tr><td>36232582</td><td>A</td><td>3</td><td>Yes</td><td>A0F</td><td>Shortlisted</td><td>Client Already in Service</td></tr>
</table></td></tr>
</table>

View the application details of a shortlisted client

The application details of a shortlisted client will give you sufficient information to determine client suitability including the following key information about the client and their household.

Steps to view:

Description	Screenshot
Step one Navigate to the 'Suitable Tenant Characteristics' tab for the vacancy	
Step two Select 'View Application Details' from the action menu for the application on the client list	

Description	Screenshot
Step three Select 'Close' when finished viewing	

By selecting 'View Application Details' for a client on the shortlist, you can see the following information, providing MSD hold it:

- number of bedrooms required and comments regarding any additional bedroom requirements
- preferred location
- access required
- ethnicity
- iwi
- whether an interpreter is needed
- language
- hearing impairment
- visual impairment
- health and disability conditions
- housing modification required
- whether household includes a child sex offender
- whether any member of the household has a Risk Indicator
- whether any member of the household has Special Cautions.

Information provided during the shortlist stage will not include the client's contact details and the calculated provisional rate of Income-Related Rent (IRR).

Request more information about an application

In some circumstances, information that is automatically provided may be incomplete or insufficient for you to determine if the application may be an appropriate match.

To request more information that MSD may hold:

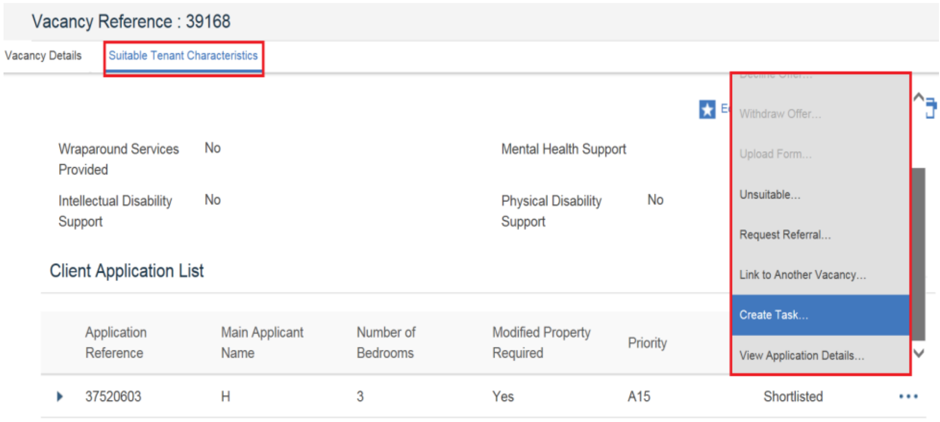
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Navigate to the ‘Suitable Tenant Characteristics’ tab for the vacancy

Select ‘Create a Task’ from the action menu for the application on the client list

</td><td>



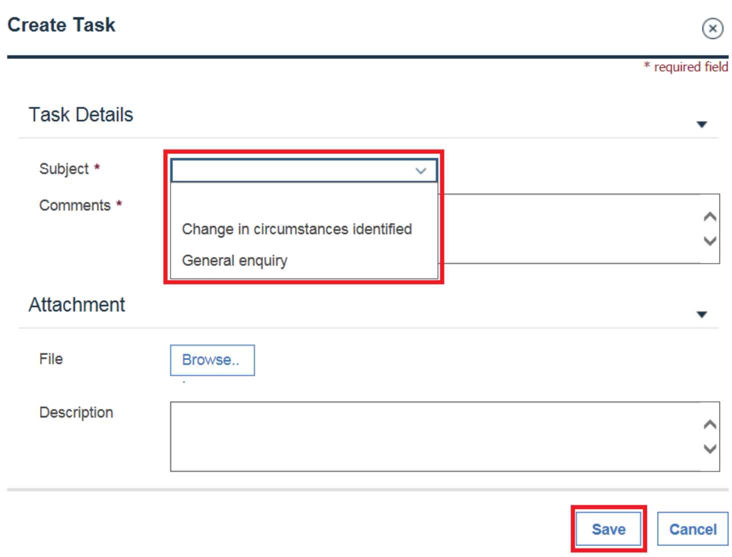
</td></tr>
<tr><td>

Step two

Select ‘General Enquiry’ as the subject from the drop-down box

Enter comments, attach a file as supporting information if required and select ‘Save’

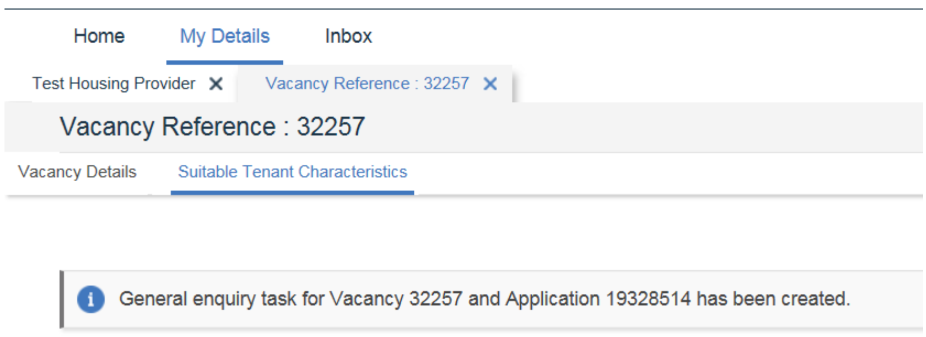
</td><td>



</td></tr>
<tr><td>

The following message will display when this is completed

</td><td>



</td></tr>
</table>

Request the referral of a shortlisted application

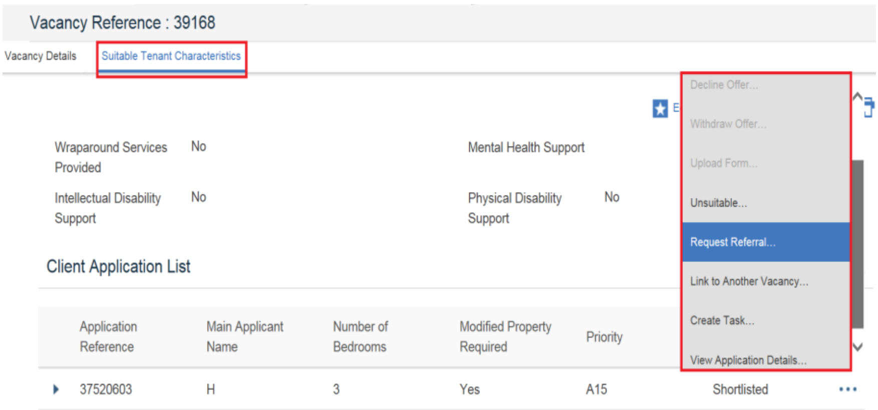
After you have identified from the shortlist that an applicant may be suitable for your property, you need to request a referral for that application. **While an application is referred to you, the client will not feature on any other shortlist and no other provider can make an offer to that client.**

To request a referral:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one

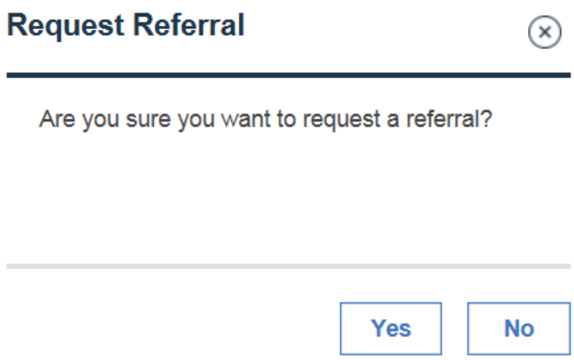
Navigate to the ‘Suitable Tenant Characteristics’ tab for the vacancy

Select ‘Request Referral’ from the action menu for the application on the client list</td><td>

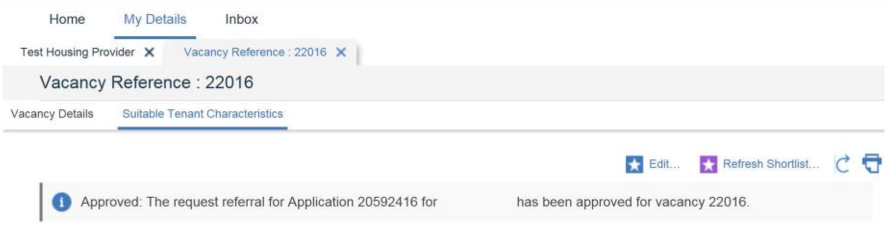


</td></tr>
<tr><td>Step two

Select ‘Yes’</td><td>



</td></tr>
<tr><td>When a referral is approved, you will receive an on-screen notification advising that the request for the referral has been approved</td><td>



</td></tr>
</table>

When you view the 'Application Details' screen, it will contain the contact details for the client and their agents, if any, the most recently calculated provisional rate of IRR and whether or not the clients have pre-applied for assistance to pay bond and rent in advance.

If the client has been taken off the housing register or the vacancy does not have a status of 'Approved' (e.g. it has been withdrawn), the referral request will be automatically declined. You will receive an on-screen notification advising that the request for the referral has been declined. It will also give the reason why it has been declined.

If the referral can't be automatically approved or declined, you will see the status as 'Request Referral'. This means that there is something about the application that needs to be looked at to determine if the referral is appropriate.

For example this will occur when requesting a referral when there is a Child Sex Offender included in the application. Once the referral is requested, the Housing Processing Hub (HPH) at MSD will receive a task. HPH will contact the Department of Corrections and seek approval on behalf of you. Corrections will then make a decision on the referral and let the HPH know. The HPH will manually approve or decline the referral depending on the response from Corrections and email you advising the outcome. This will trigger a notification that will allow you to follow up.

Note: You will only be able to see the client's contact details, pre-applied rent and bond or IRR when the application has a status of 'Provider Offer Approved'. **You should take note of these values at this time** as you will not be able to view them once the status changes to 'Request Financial Assistance' or 'Accept Offer'

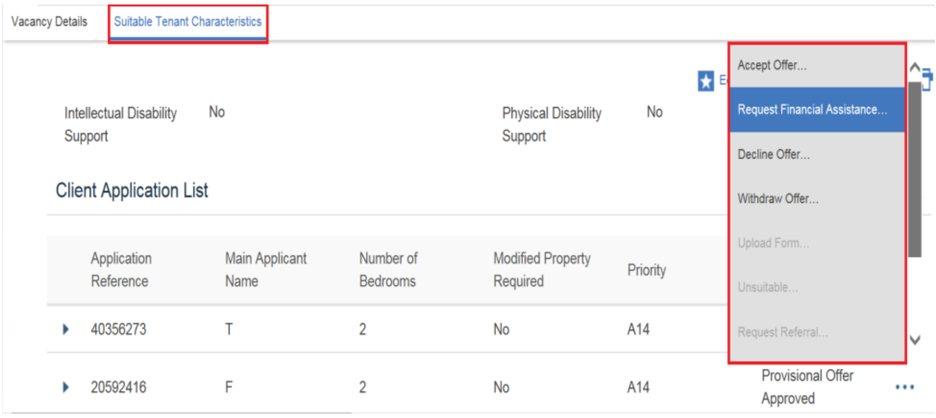
If you have an administrator role, you will receive a notification when the manual approval process is complete – see the Notifications processes for more on this.

Advise MSD that the client needs assistance to pay bond and rent in advance

Discuss with the client whether or not they will need financial assistance for bond and rent in advance. If they require assistance you will need to advise MSD:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>
Step one

Navigate to the ‘Suitable Tenant Characteristics’ tab for the vacancy

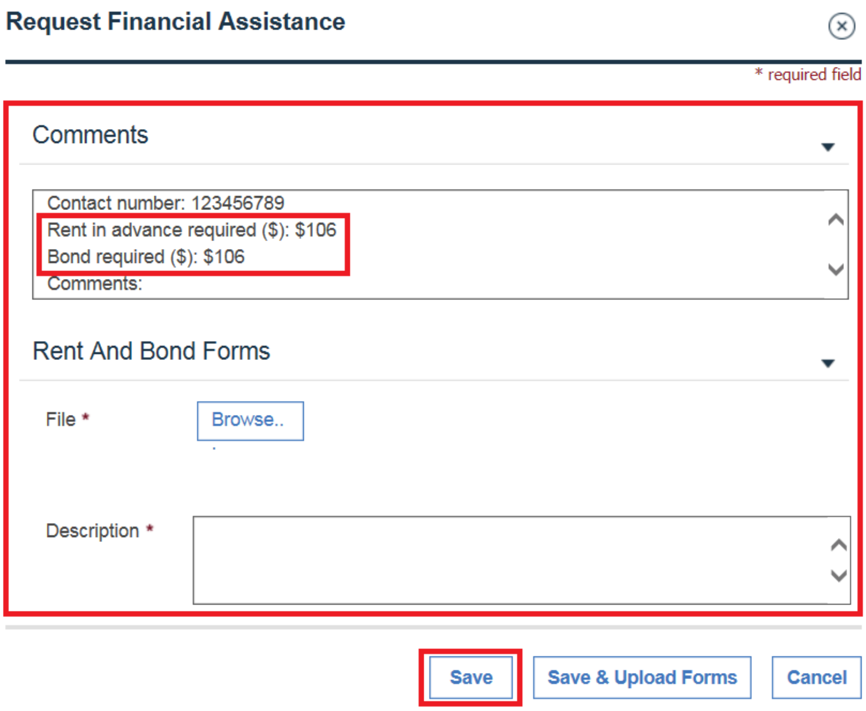
Select ‘Request Financial Assistance’ from the action menu for the application
</td><td>


</td></tr>
<tr><td>
Step two

You will need to use the template Request Financial Assistance found in Appendix B

Ensure that you specify the rent and bond amount required

Attach a file, enter the description for the file and select ‘Save’

Note: When you are uploading a file to BOS the filename must be alphanumeric – it must only contain alphabetic characters, A to Z, and numerals, 0 to 9, it must not contain any spaces, e.g. a valid filename is 150526Invoice
</td><td>


Note: An application form is not required for the file upload, however the system needs a file attached in order to progress. Please attach a file in order to progress.
</td></tr>
</table>

Description	Screenshot
Once you have completed this step: • MSD processing staff will receive a task to contact the client and test eligibility • The hardship application is completed once you have selected 'Accept Offer' • MSD will only tell you if the financial assistance for rent and bond is declined, otherwise it will be paid once you have advised us that client has 'Accepted Offer'. If the hardship application is declined MSD will send a message within 24 hours.	

Note: There may be some instances where clients are required to attend an appointment at the nearest Work and Income service centre to apply for assistance with bond and rent in advance.

You can find the eligibility criteria for this assistance on the Work and Income website through the following links:

http://www.workandincome.govt.nz/map/income-support/extra-help/advance-payment-of-benefit/index.html (for clients in receipt of benefit)

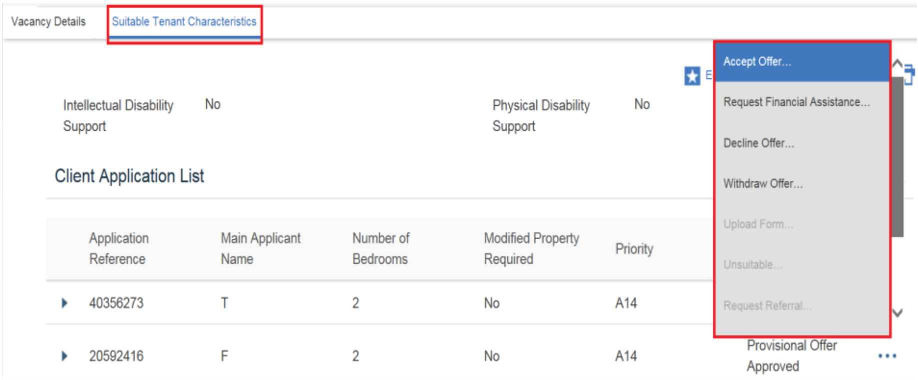
http://www.workandincome.govt.nz/map/income-support/extra-help/recoverable-assistance-payment/index.html (for people who are not in receipt of financial assistance from MSD)

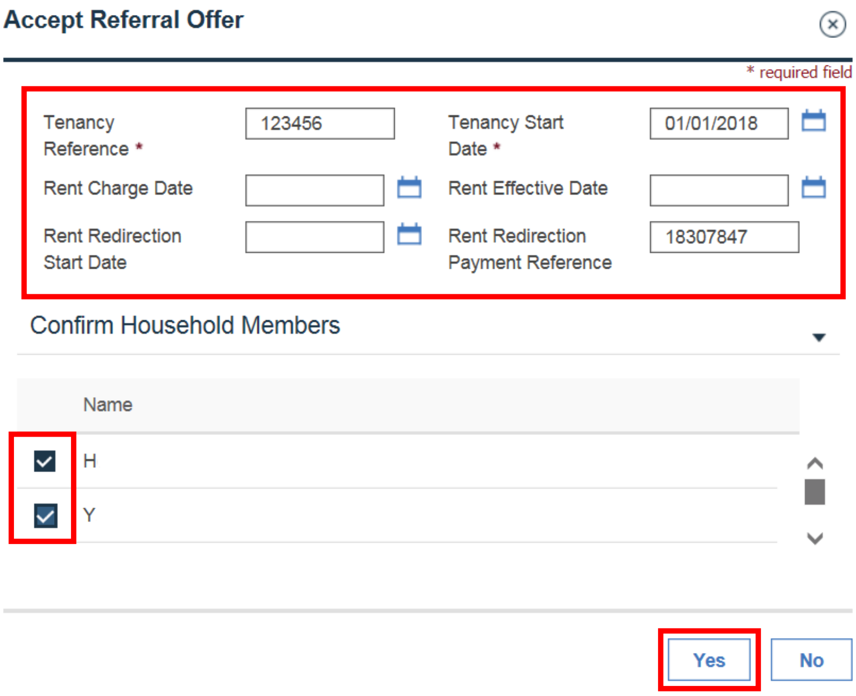
Advise MSD that a tenancy agreement has been signed

If you offer the property vacancy to applicants, and they accept the offer, you must inform MSD once everyone has signed the tenancy agreement and you have confirmed the tenancy start date and the rent amount.

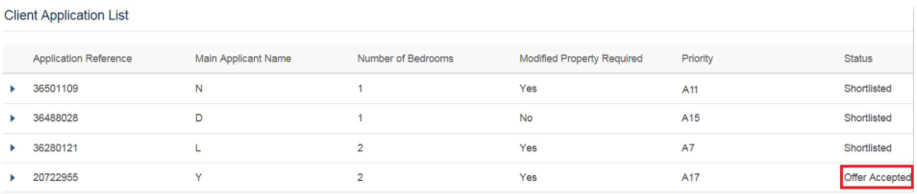
When you move the client to 'Accept Offer' this generates a task for MSD to grant financial assistance for rent and bond if the client is eligible and assistance has been requested.

When you have all this:

Description	Screenshot
Step one Navigate to the 'Suitable Tenant Characteristics' tab for the vacancy Select 'Accept Offer' from the action menu for an application on the client list	

Description	Screenshot
Step two Fill in the tenancy agreement details including (*denotes mandatory fields): • Tenancy reference (It cannot be client names. Here you must enter your own useful reference for the tenancy. This reference number will be used on the IRRS fortnightly schedule that is generated for you, so make sure it's relevant for you)* • Tenancy start date* • Rent charge date (the day of the week that the rent is paid) • Rent effective date • Rent redirection start date • **Rent redirection payment reference** (a field for you to enter your own reference for redirected benefit payments) • Confirm Household Members – you must tick everyone who will live in the household Select 'Yes' **Note:** If there are any error messages – the 'Accept Referral Offer' screen redisplays with the error messages at the top of the screen	

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>The ‘Suitable Tenant Characteristics’ screen will display and the referral status will now be ‘Offer Accepted’</td><td>



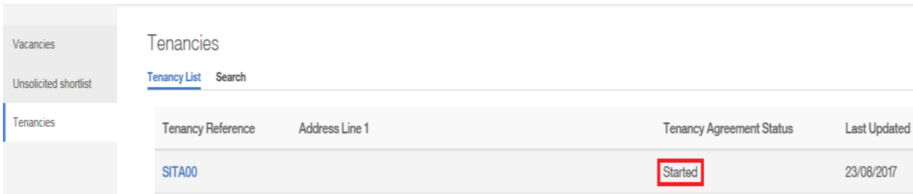
</td></tr>
<tr><td>

Step three

Navigate to the tenancy screen to check the details of the new tenancy – see the ‘Tenancy Management’ process for how to do this

- If there is anyone who will be living in the property that wasn’t on the list of household members, you need to advise MSD about this (you are not able to include anyone on the tenancy if they are not on the list of household members) – see the ‘Tenancy Management’ process
- If there is anything else that MSD might need to know, then you need to advise MSD about this, e.g. start date is different from the original start date – see the ‘Tenancy Management’ process

</td><td>



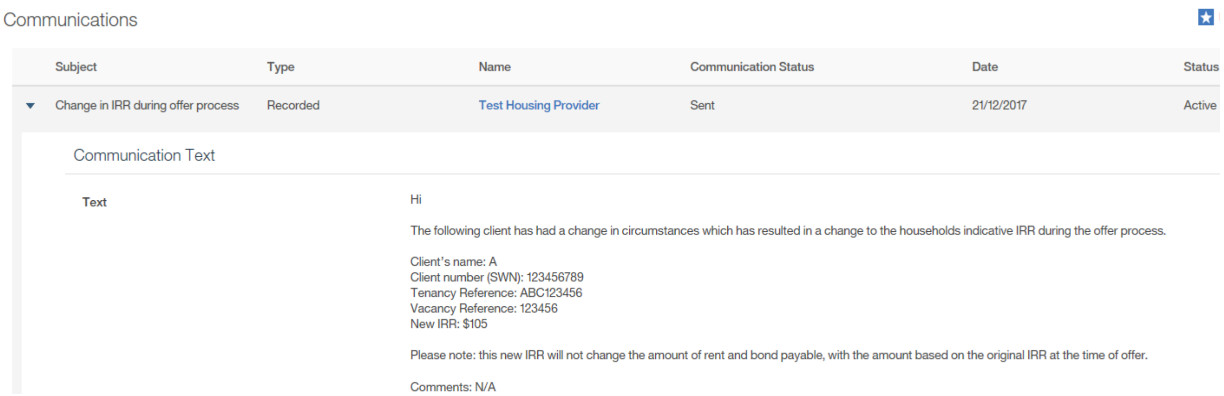
</td></tr>
</table>

Note: There are some instances where a change in client's circumstances during the offer process may result a change in the provisional IRR.

MSD will inform you of the new provisional IRR via BOS Communications if a change is identified during this process.

This is so that the tenancy agreement can be updated and the new IRR is implemented from the start of the tenancy.

Below is what the BOS Communication looks like:


Communications

Subject	Type	Name	Communication Status	Date	Status
Change in IRR during offer process	Recorded	Test Housing Provider	Sent	21/12/2017	Active

Communication Text

Text

Hi

The following client has had a change in circumstances which has resulted in a change to the households indicative IRR during the offer process.

Client's name: A
Client number (SWN): 123456789
Tenancy Reference: ABC123456
Vacancy Reference: 123456
New IRR: $105

Please note: this new IRR will not change the amount of rent and bond payable, with the amount based on the original IRR at the time of offer.

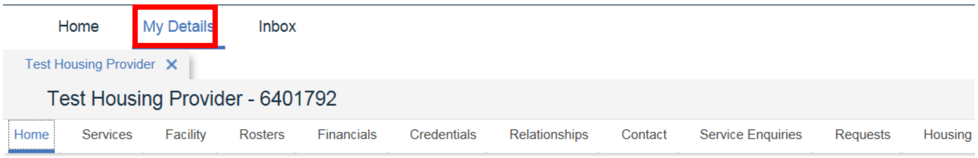
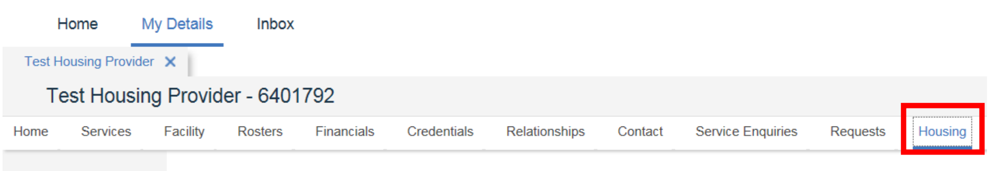
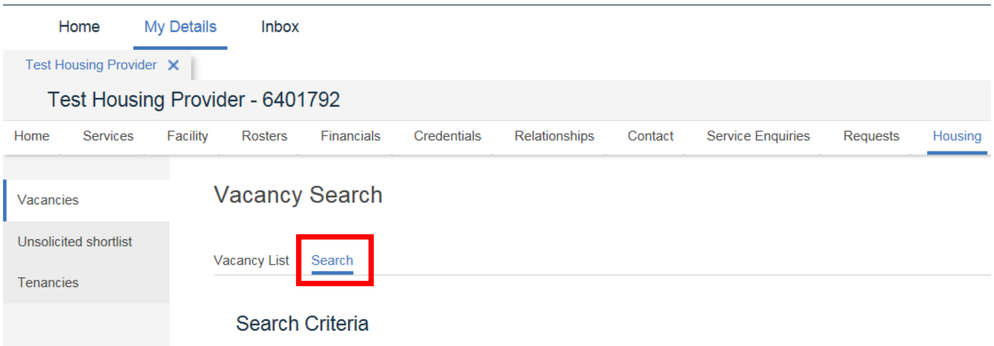
Comments: N/A

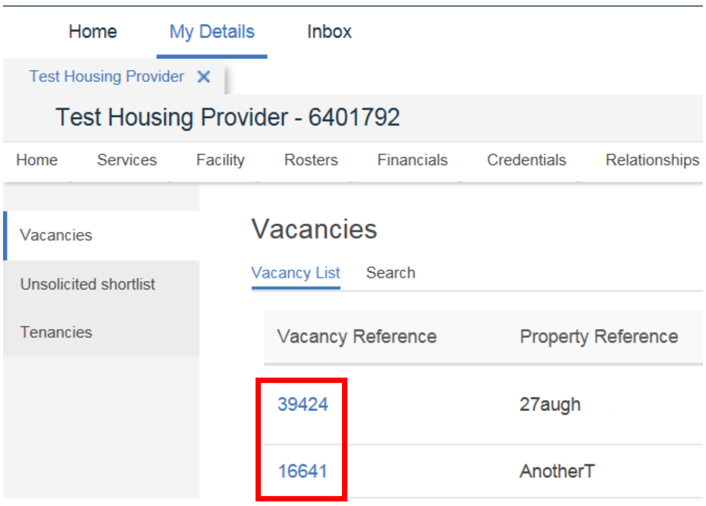
Editing a property vacancy

Note that:

- a vacancy with a status of ‘Submitted’, ‘Declined’ or ‘Approved’ can be updated
- editing the vacancy will not refresh the shortlist
- if you update any details, your vacancy will need to be approved again by HUD. When your vacancy has been approved again, the shortlist will not be refreshed unless you manually refresh it (refer to ‘Refresh the shortlist for a property vacancy’ on page 49).

Steps to edit vacancy details:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one
Log into BOS and select ‘My Details’</td><td>
</td></tr>
<tr><td>Step two
Select the ‘Housing’ tab</td><td>
</td></tr>
<tr><td>Step three
Locate the vacancy by either:
Searching for it, by clicking on the ‘Search’ tab:
• Entering the search criteria and selecting ‘Search’
• And selecting the vacancy by clicking on the vacancy reference number hyperlink,
Or locating it in the vacancy list and selecting the vacancy by clicking on the vacancy reference number hyperlink</td><td>

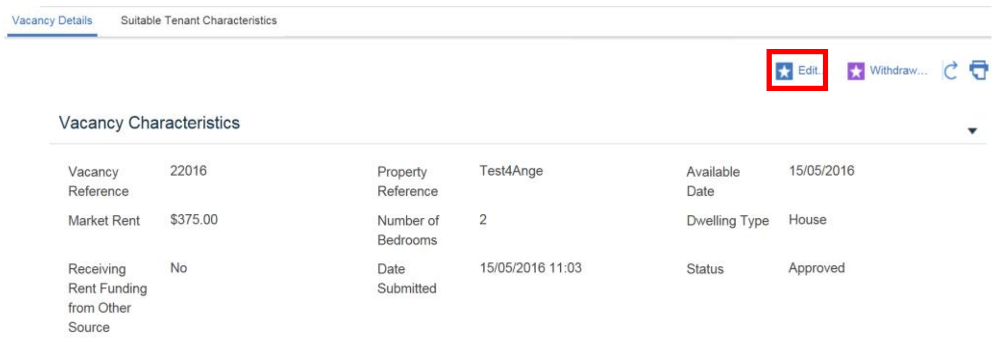

</td></tr>
</table>

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step four

Select 'Edit' from the action menu on the Vacancy List screen or on the Vacancy Details screen

</td><td>



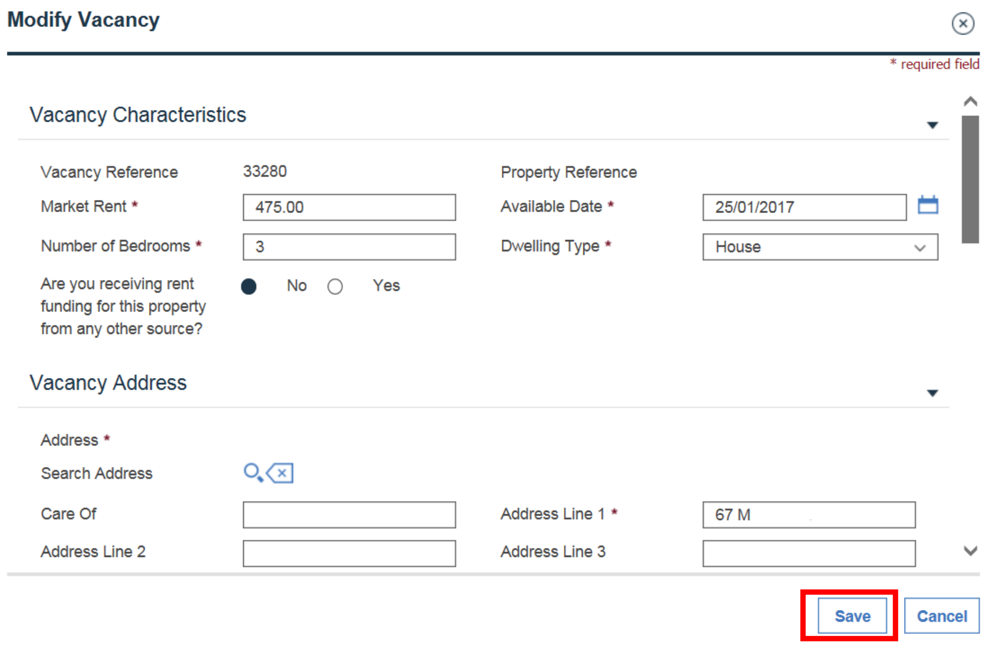
</td></tr>
<tr><td>

Step five

Update the vacancy details then select 'Save'

Note: If there are any error messages - the 'Modify Vacancy ' screen redisplays with the error messages at the top of the screen

</td><td>



</td></tr>
</table>

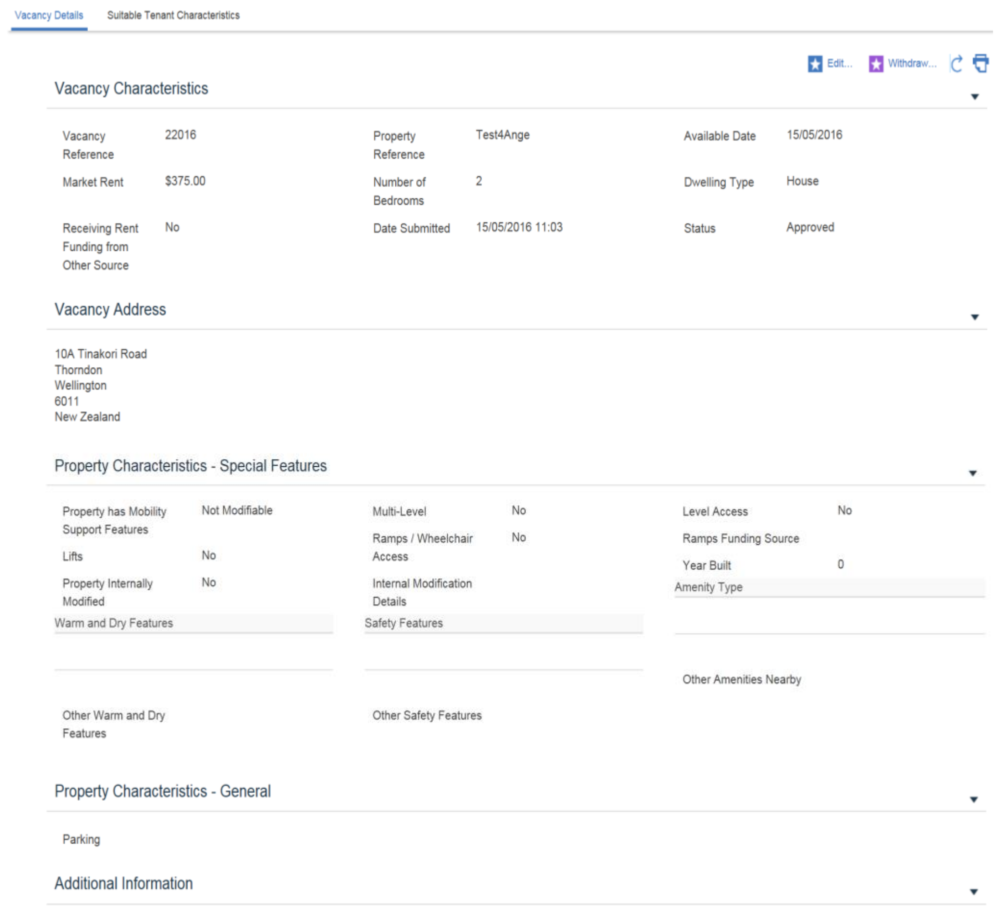
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step six

The ‘Vacancy List’ or ‘Vacancy Details’ screen will display

- The vacancy status will display as ‘Submitted’ on the 'Vacancy List' screen
- If you have an administrator role, you will receive a notification when the approval process is complete – see the Notifications processes
- If you log back into BOS, you will see the vacancy status has been updated to ‘Approved’ on the 'Vacancy List' screen
- Refresh the shortlist to ensure your vacancies reflect the updated property characteristics

</td><td>



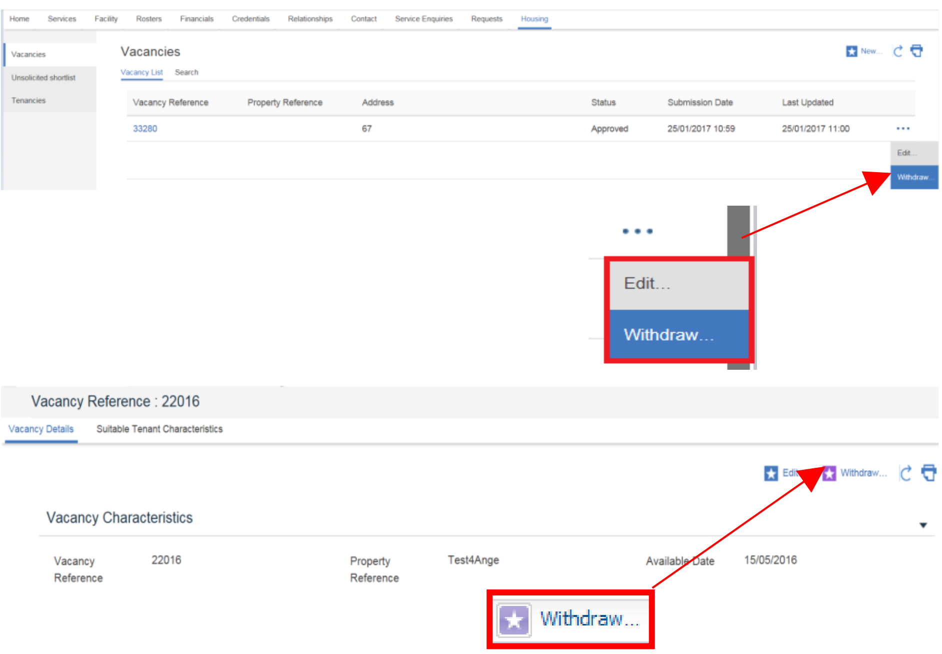
</td></tr>
</table>

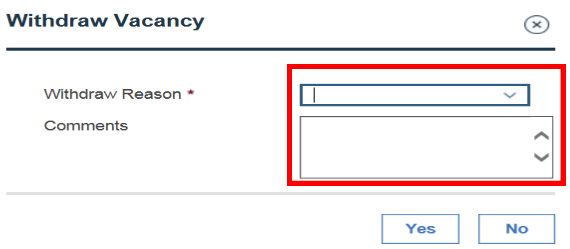
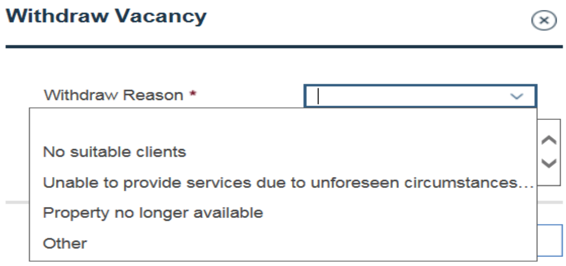
Withdraw a property vacancy

Prior to withdrawing a vacancy, please make sure you have completed any referrals. If you have an application on the shortlist that has a status of ‘Provisional Offer Approved’ or ‘Financial Assistance requested’, you must withdraw these offers before withdrawing the vacancy. This ensures the client is promptly returned to the housing register and considered for other vacancies. Refer to ‘Advise MSD that you have decided not to offer the property to the client’ on page 53.

Steps to withdraw a vacancy:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one

Locate the vacancy from the ‘Housing’ tab and select ‘Withdraw’ from the action menu on the ‘Vacancy List’ screen or on the ‘Vacancy Details’ screen</td><td>
</td></tr>
</table>

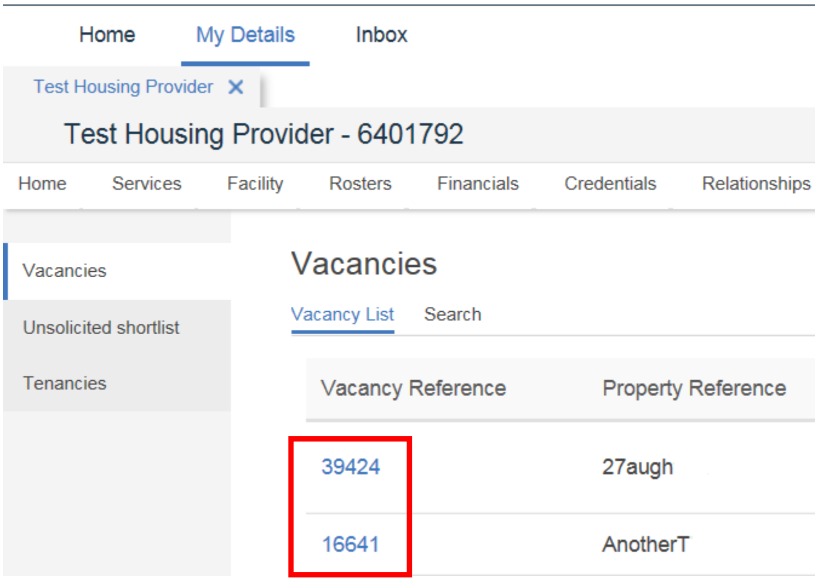
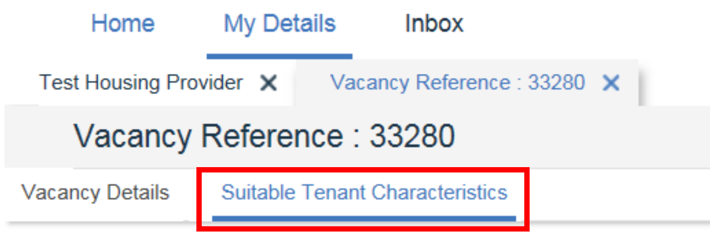
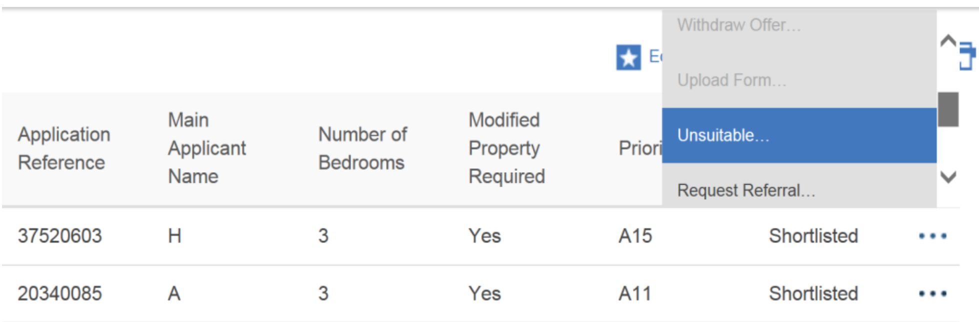
Description	Screenshot
Step two Select a ‘Withdraw reason’, add any comments then select ‘Yes’ **Note:** If there are any error messages - the ‘Withdraw Vacancy' screen redisplays with the error messages at the top of the screen. Otherwise, the vacancy status is set to ‘Withdrawn’ and the ‘Vacancy Details’ screen will display	**Withdraw**  **Withdraw Reasons** 

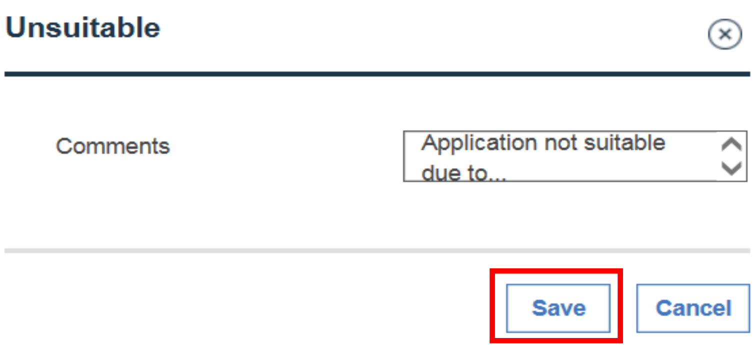
Mark a shortlisted client as unsuitable

For clients that are not suitable or are an inappropriate match (see Appendix C) an ‘Unsuitable’ status can be selected beside the client. You can then refresh the shortlist, all clients with an unsuitable status will be removed from the shortlist and their places will be filled with new clients.

Note: You can subsequently view and restore these ‘Unsuitable’ clients to the shortlist by selecting ‘View clients previously set to Unsuitable’.

To mark as unsuitable:

Description	Screenshot
Step one Navigate to the ‘Vacancies’ menu Select the ‘Vacancy Reference’ link	
Step two Select the ‘Suitable Tenant Characteristics’ tab	
Step three Select ‘Unsuitable’ from the action menu for an application on the client list	

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step four
Enter comments, if any, then select ‘Save’</td><td>
</td></tr>
<tr><td>Step five
The ‘Unsuitable Application’ screen closes and the details are saved to the database. The ‘Suitable Tenant Characteristics’ screen displays and the referral status is set to ‘Unsuitable’</td><td>
<table>
<tr><th>Application Reference</th><th>Main Applicant Name</th><th>Number of Bedrooms</th><th>Modified Property Required</th><th>Priority</th><th>Status</th></tr>
<tr><td>19391026</td><td>S</td><td>3</td><td>Yes</td><td>A15</td><td>Unsuitable</td></tr>
</table></td></tr>
</table>

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Refresh the shortlist for a property vacancy

A shortlist can be refreshed if it has become 'stale' (e.g. if the property was submitted for approval well in advance of the availability date).

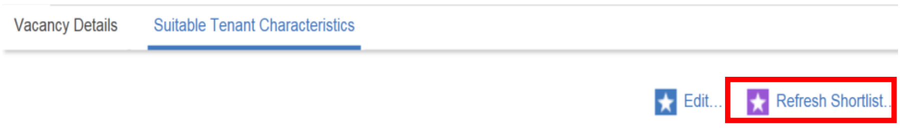
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Navigate to the 'Suitable Tenant Characteristics' tab of the vacancy

Select 'Refresh Shortlist'

</td><td>

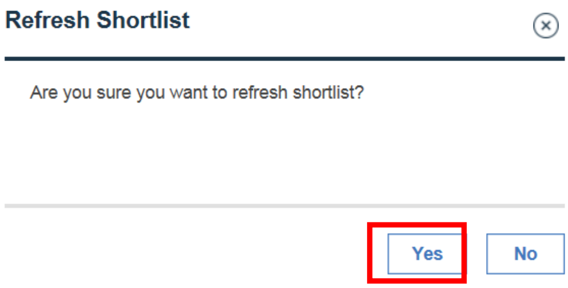


</td></tr>
<tr><td>

Step two

Confirm that you want to refresh the shortlist by selecting 'Yes'

</td><td>



</td></tr>
<tr><td>

Step three

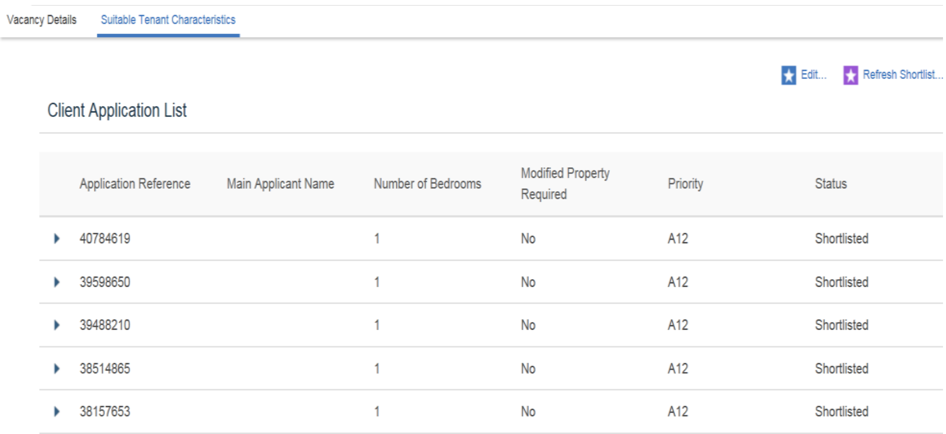
The 'Client Application' list will be refreshed

The identified suitable client list, if there is one, will display under 'Identified Suitable Client'

Note: When you refresh the shortlist, all clients with an unsuitable status will be removed from the shortlist and their places will be filled with new clients

You can subsequently view and restore these 'Unsuitable' clients to the shortlist by selecting 'View clients previously set to Unsuitable'

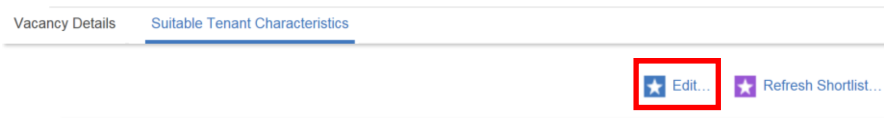
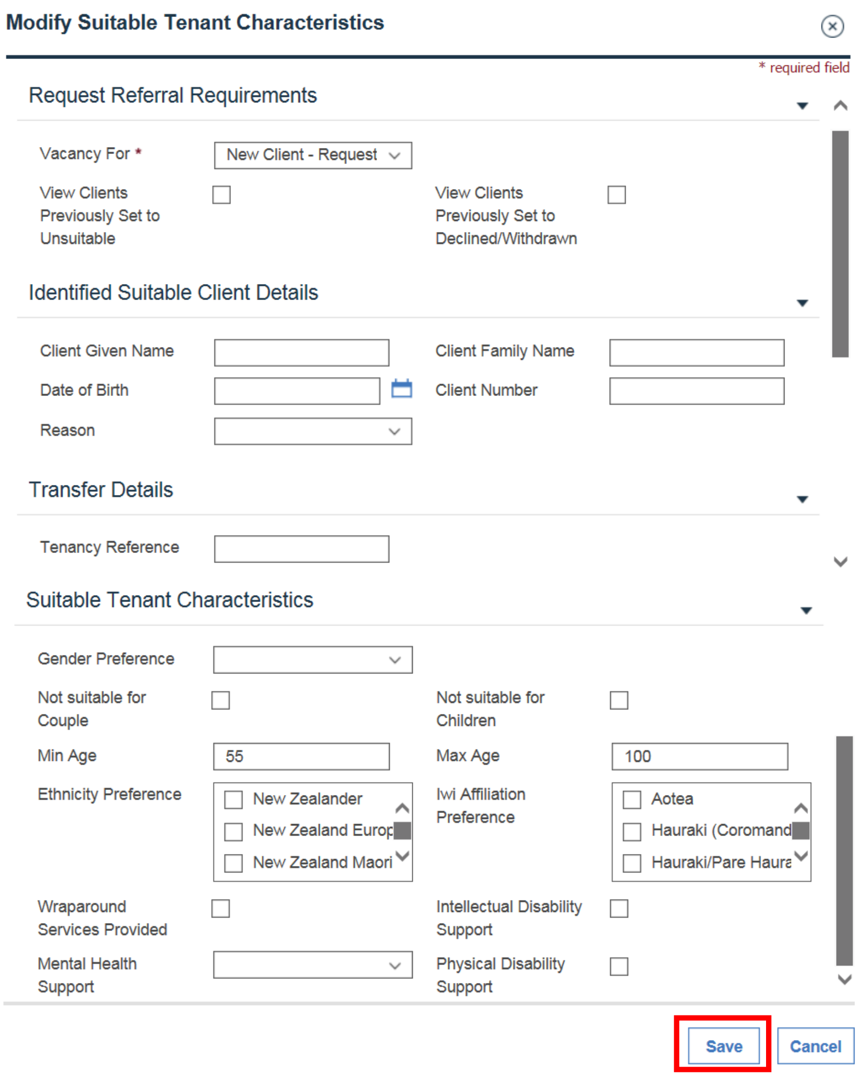
</td><td>



</td></tr>
</table>

Create a new shortlist for a property vacancy

A new shortlist can be created by changing any of the shortlisting characteristics – see Appendix D for the reasons for declining or withdrawing an offer.

Description	Screenshot
Step one Navigate to the 'Suitable Tenant Characteristics' tab of the vacancy Select 'Edit'	
Step two Update the suitable tenant characteristics then select 'Save' • 'Identified Suitable Client'. If you have a specific client in mind, you can set the vacancy reason to 'Identified Suitable Client'. You will need to enter either their 'Client Number' or their name ('Client Given Name' and 'Client Family Name') and their 'Date of Birth' and a 'Reason' (from the drop down list) • If there are any error messages the 'Modify Suitable Tenant Characteristics' screen will redisplay with the error messages at the top of the screen	

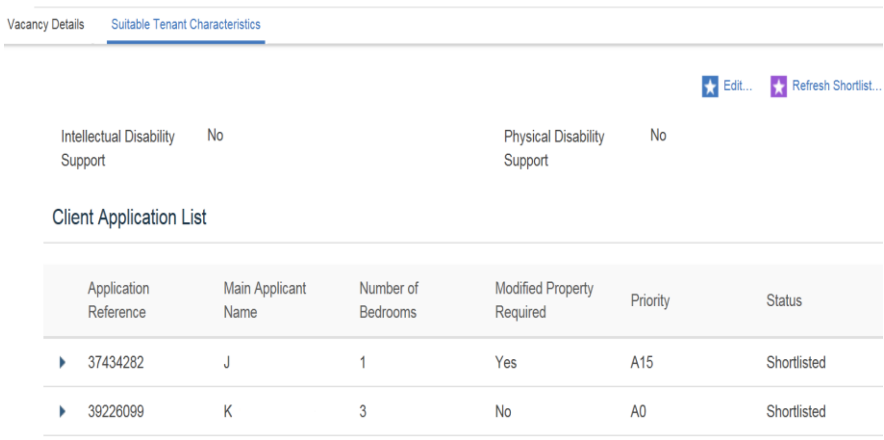
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step three

The ‘Suitable Tenant Characteristics' screen displays with a new shortlist

Note: When you create a new shortlist, all clients with an unsuitable status will be removed from the shortlist and their places will be filled with new clients. You can subsequently view and restore these ‘Unsuitable’ clients to the shortlist by selecting ‘View clients previously set to Unsuitable’

</td><td>

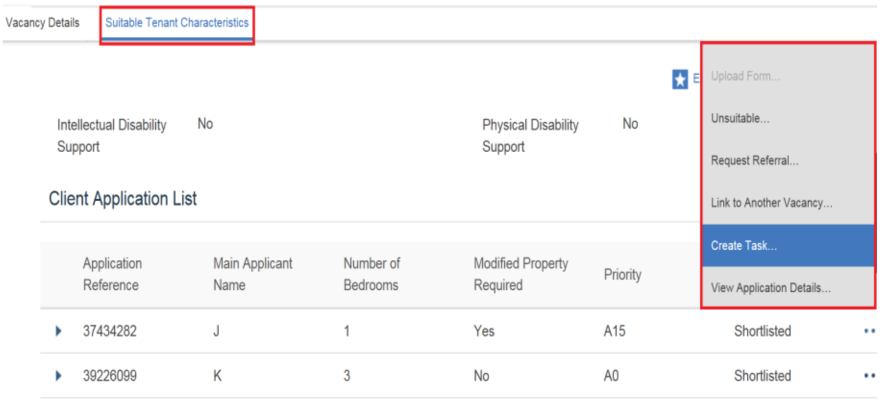
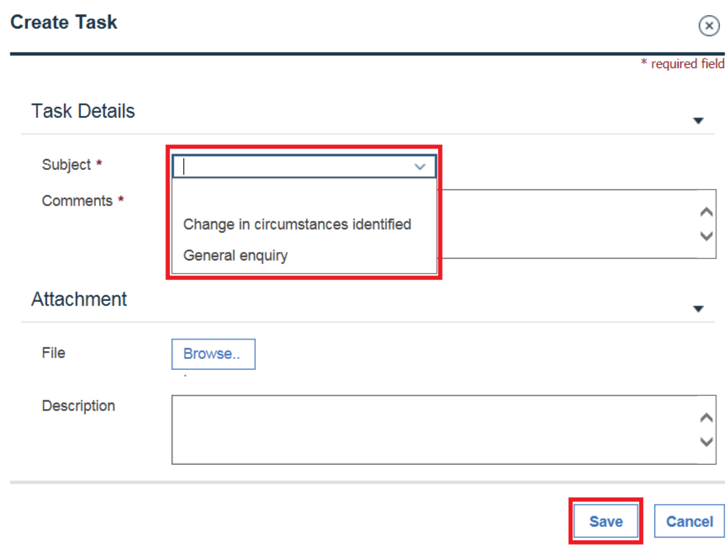
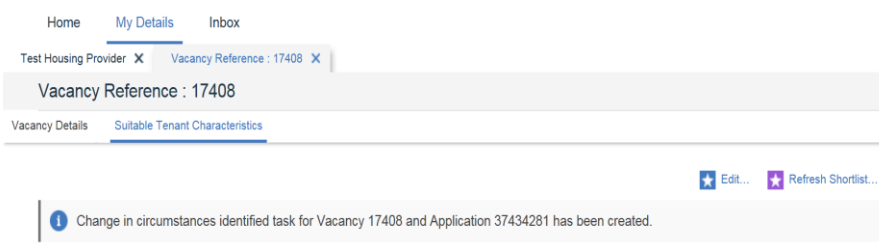


</td></tr>
</table>

Advise MSD that the client has had a change in circumstances

After talking to the clients, you may find that some of their circumstances are not the same as described in the client details. You should advise the client to inform MSD of a change in circumstances before you progress.

To tell MSD about this:

Description	Screenshot
Step one Navigate to the 'Suitable Tenant Characteristics' tab for the vacancy Select 'Create Task' from the action menu for the application on the client list	
Step two Select 'Change in Circumstances Identified' as the subject Enter comments, attach a file as supporting information if required and select 'Save'	
The following message will display when this is completed	

Advise MSD that you have decided not to offer the property to the client

After talking to the clients, you may decide that you do not want to offer the property to them.

To tell MSD about this:

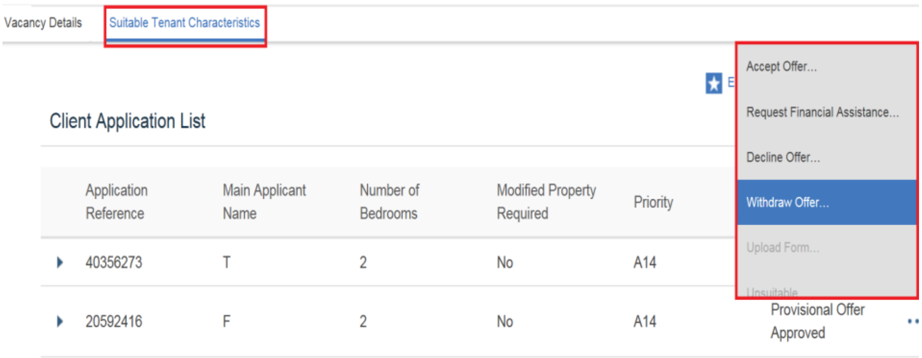
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Navigate to the 'Suitable Tenant Characteristics' tab for the vacancy

Select 'Withdraw Offer' from the action menu for the application on the client list

</td><td>



</td></tr>
<tr><td>

Step two

Select the reason from the drop-down box, enter comments if any, and select 'Yes'

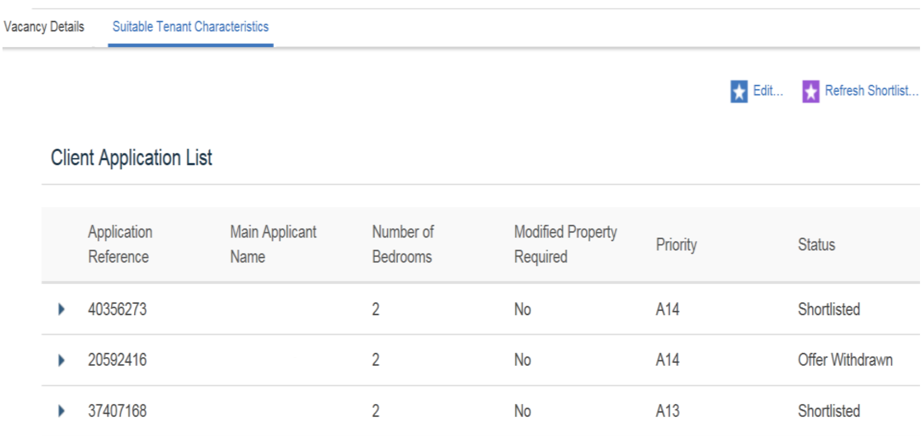
</td><td>

</td></tr>
<tr><td>

The 'Withdraw Referral Offer' screen will close and the details will be saved

Note: If there are any error messages - the 'Withdraw Referral Offer' screen redisplays with the error messages at the top of the screen. Otherwise the 'Suitable Tenant Characteristics' screen displays and the referral status is set to 'Offer Withdrawn'

</td><td>



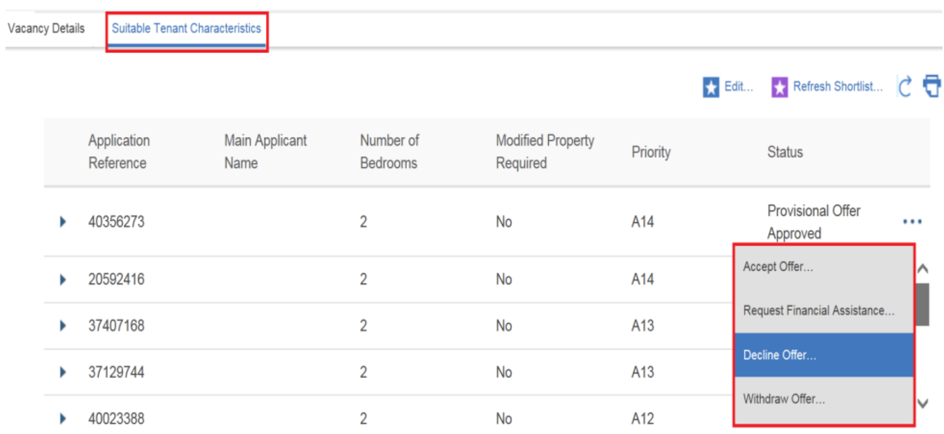
</td></tr>
</table>

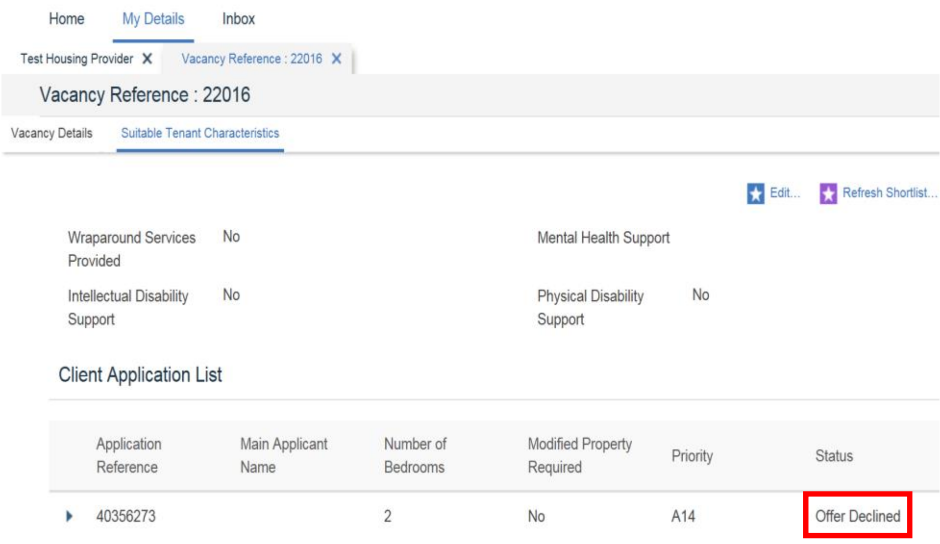
Advise MSD that client has declined a property offer

If you offer the property vacancy to the client, but they decline the property, you need to tell MSD about this.

Clients on the housing register can only decline a suitable property if they have a good and sufficient reason. MSD determines if reason for decline is good and sufficient.

If they decline a suitable public housing property without a good and sufficient reason, they are removed from the housing register for 13 weeks. If they reapply, their decision to decline is considered as part of the new housing assessment:

Description	Screenshot
Step one Navigate to the 'Suitable Tenant Characteristics' tab for the vacancy Select 'Decline Offer' from the action menu for the application on the client list	
Step two Select the reason from the drop-down box, enter comments in the space provided, and select 'Yes' (Refer to Appendix D for the complete list of Decline reasons)	

Description	Screenshot
The ‘Decline Referral Offer’ screen closes and the details will be saved **Note:** If there are any error messages – the ‘Decline Referral Offer' screen redisplays with the error messages at the top of the screen. Otherwise the ‘Suitable Tenant Characteristics’ screen displays and the referral status is set to ‘Offer Declined’	

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

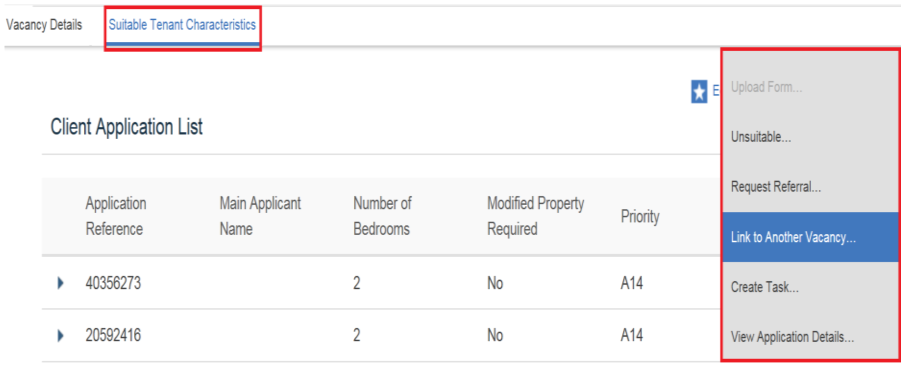
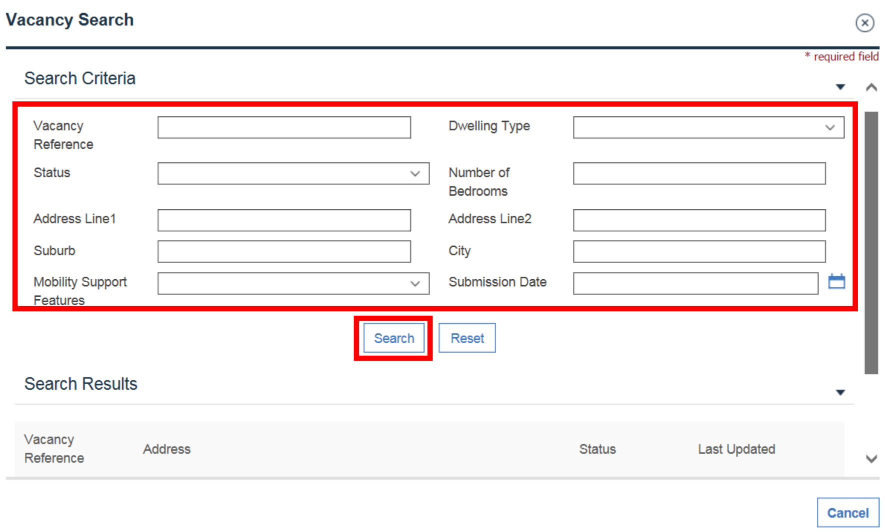
MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

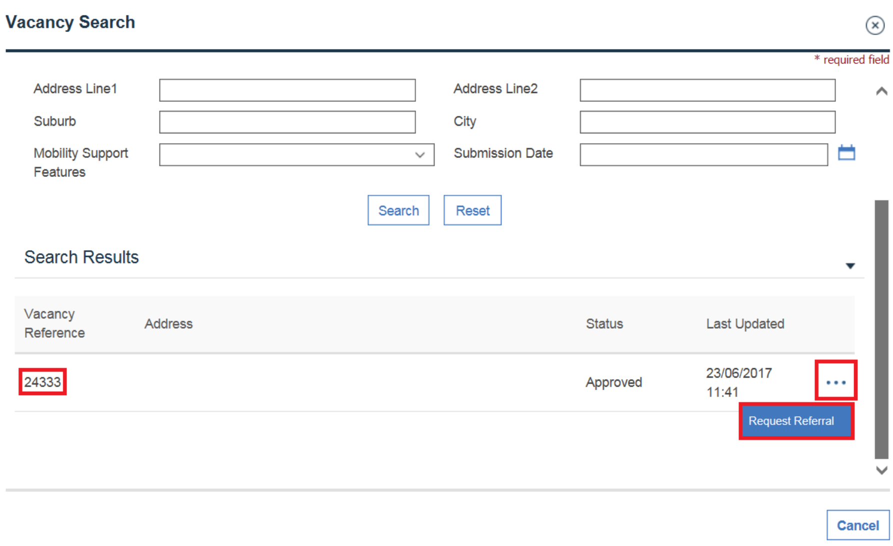
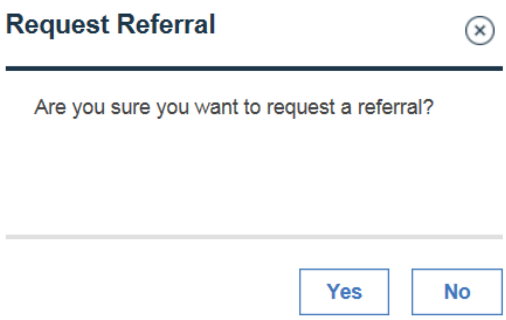
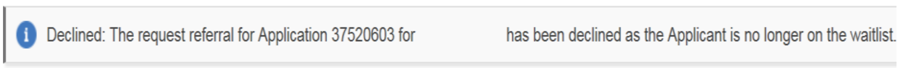
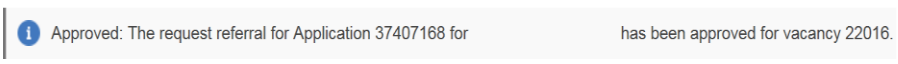
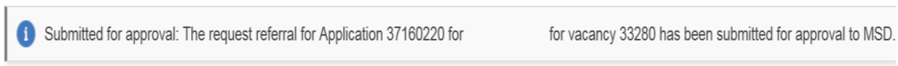
Link a shortlisted application to a different property vacancy

You have the option to link a shortlisted client from one vacancy to another of your vacancies – providing the client hasn't already been shortlisted for the other vacancy or isn't an identified suitable client. To do this, the user selects 'Link to Another Vacancy' from the action menu on the right hand side of the Client Application List on the Suitable Tenant Characteristics screen.

(This functionality is also used on the 'Unsolicited Shortlist' screen, when the user selects 'Refer to Vacancy').

The sequence of events for linking a referral to another vacancy is:

Description	Screenshot
Step one Navigate to the 'Suitable Tenant Characteristics' tab for the vacancy Select 'Link to Another Vacancy'	
Step two In the 'Vacancy Search' screen enter your search criteria and select 'Search'	

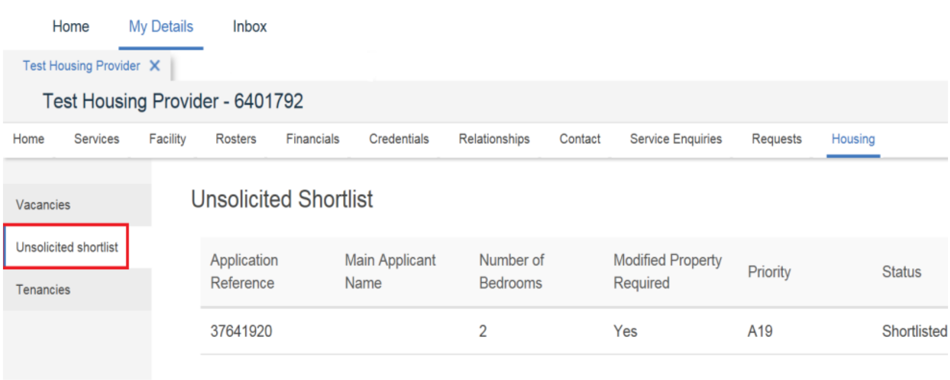
Description	Screenshot
Step three Select ‘Request Referral’ from the action menu of the vacancy you want to match the client to	
Step four When the ‘Request Referral’ confirmation screen displays select ‘Yes’	
The ‘Vacancy Details’ screen for the linked vacancy will display a message with the outcome	**Declined**  **Approved**  **Pending Approval** 

Viewing an unsolicited shortlist

There are some situations where MSD or HUD will manually advise you of a client with a specific or urgent housing need. This is called an unsolicited shortlist.

You will receive a notification both by email and in the system to advise you that there is an unsolicited shortlist waiting for you to review.

To view the unsolicited shortlist:

Description	Screenshot
Step one Navigate to the 'Housing' tab and select 'Unsolicited Shortlist' from the menu on the left	

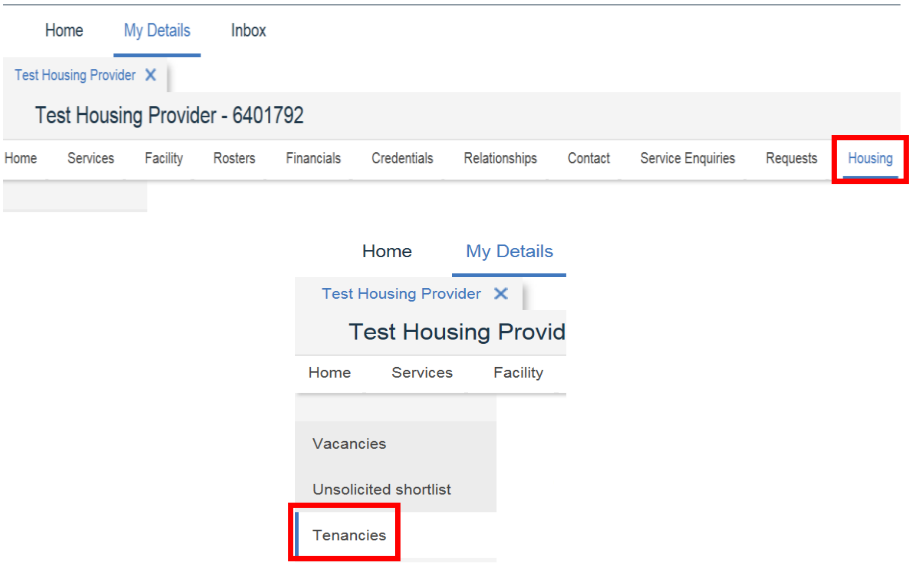
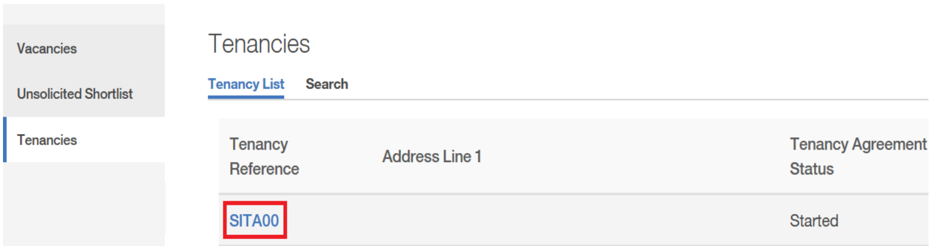
Request the referral of an application on an unsolicited shortlist

The Link to Another Vacancy screen displays when you select 'Refer to Vacancy' on the 'Unsolicited Shortlist' screen. Follow the 'Link a shortlisted application to a different property vacancy' pathway to request a referral for an application on an unsolicited shortlist.

Part 3: Tenancy Management

Advise MSD that a tenancy agreement has been cancelled

If the tenancy does not start, for whatever reason, you need to advise MSD about this:

Description	Screenshot
Step one Log into BOS and select 'My Details' Select the 'Housing' tab Navigate to the 'Tenancies' tab	
Step two Locate the tenancy from the tenancy list	

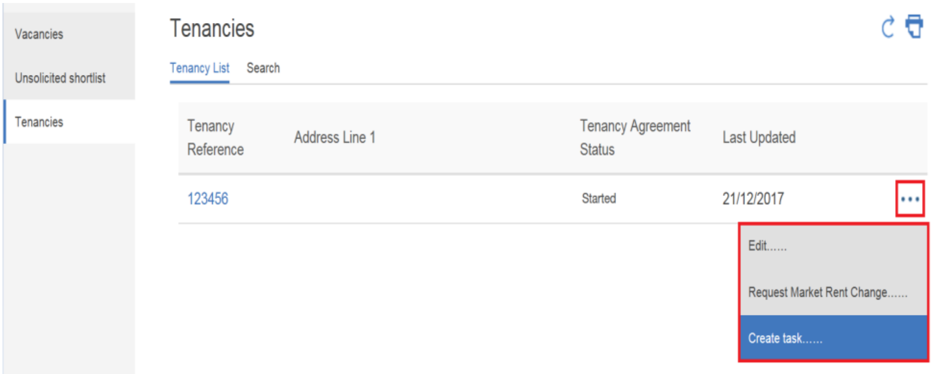
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

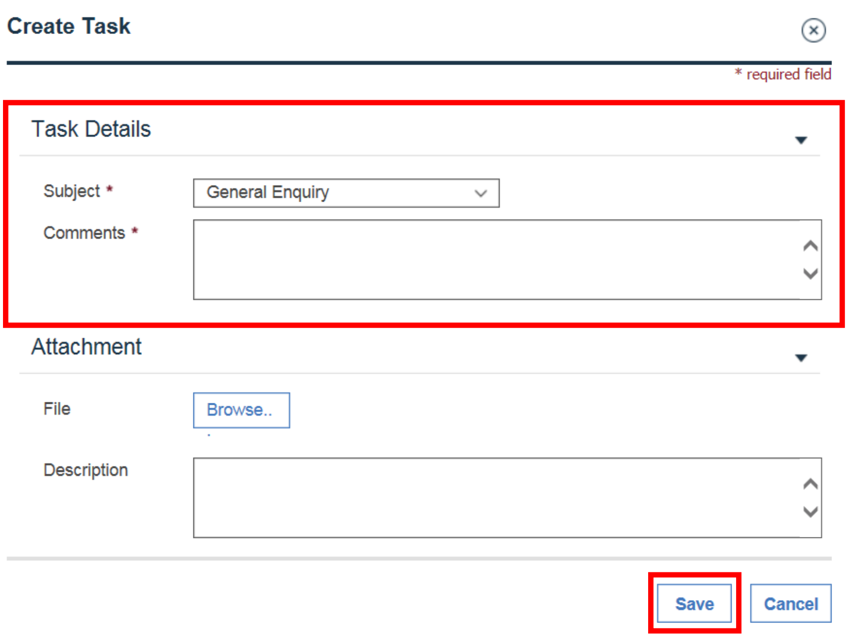
Step three

Select ‘Create task’ from the action menu for the tenancy

Set the subject to ‘General Enquiry’, enter the details in the Comments field and select ‘Save’

</td><td>





</td></tr>
<tr><td colspan="2">

Note: To get another shortlist for the property, you will need to re-submit the property as a new vacancy.

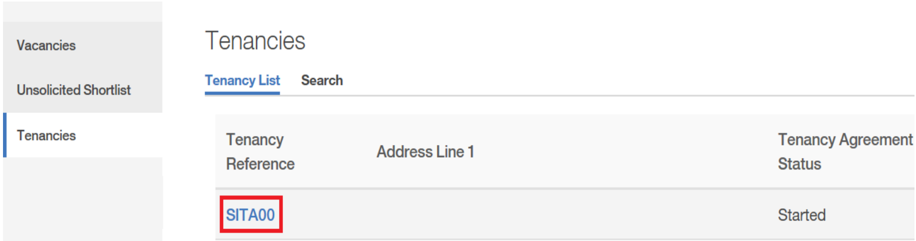
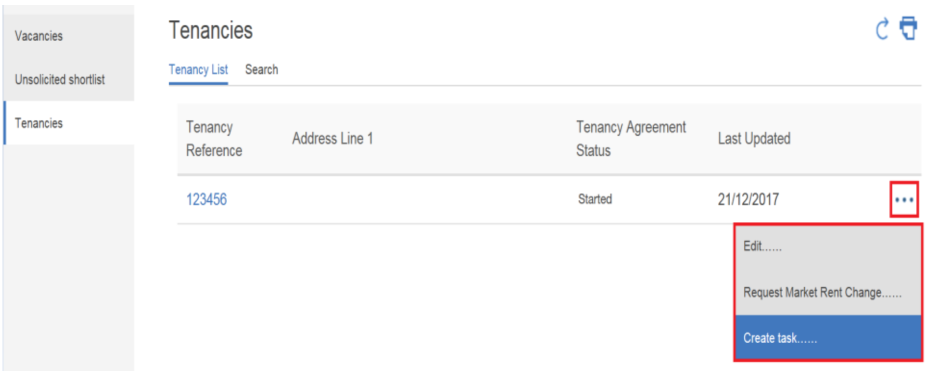
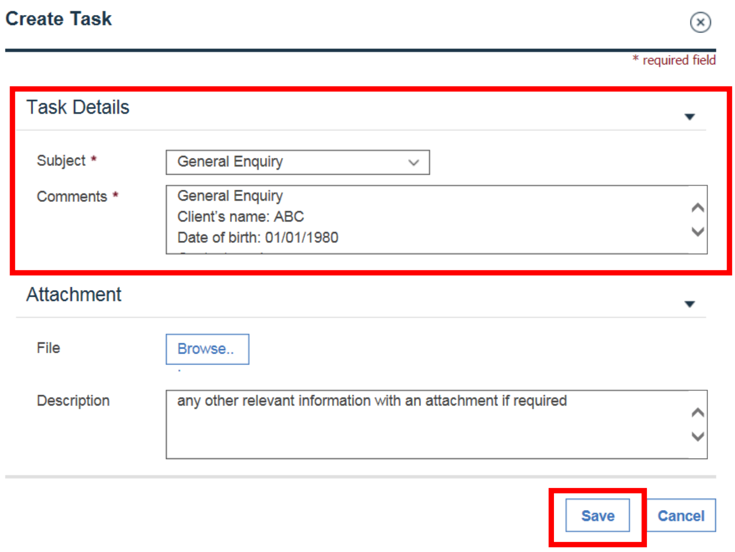
</td></tr>
</table>

Advise MSD of a change to the rent redirection details or tenancy start date

If you need to make any changes to the rent redirection payment reference, rent charge date, rent redirection start date or tenancy start date for any reason, you will need to create a task under ‘General Enquiry’ for MSD to process.

You can also use this process to set up rent/rent arrears redirection.

Note: You cannot use client’s nine-digit client number as redirection payment reference.

Description	Screenshot
Step one Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list	
Step two Select ‘Create task’ from the action menu for the tenancy Set the subject to ‘General Enquiry’	

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

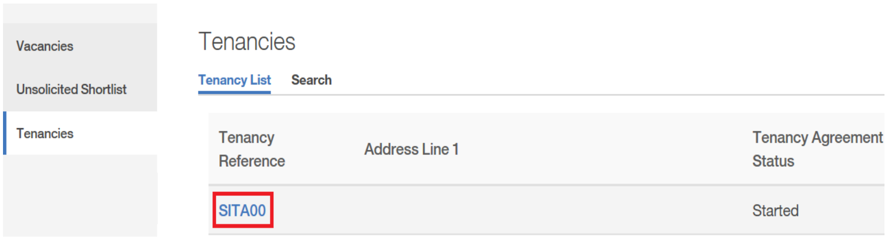
Advise MSD of an additional redirection for rent arrears or damages

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list

</td><td>



</td></tr>
<tr><td>

Step two

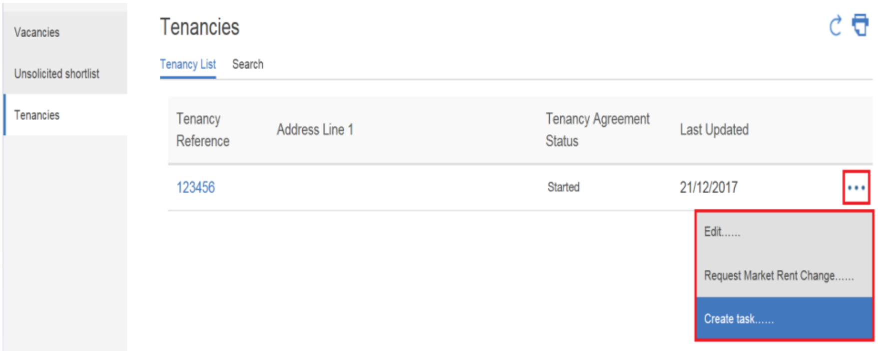
Select ‘Create task’ from the action menu for the tenancy

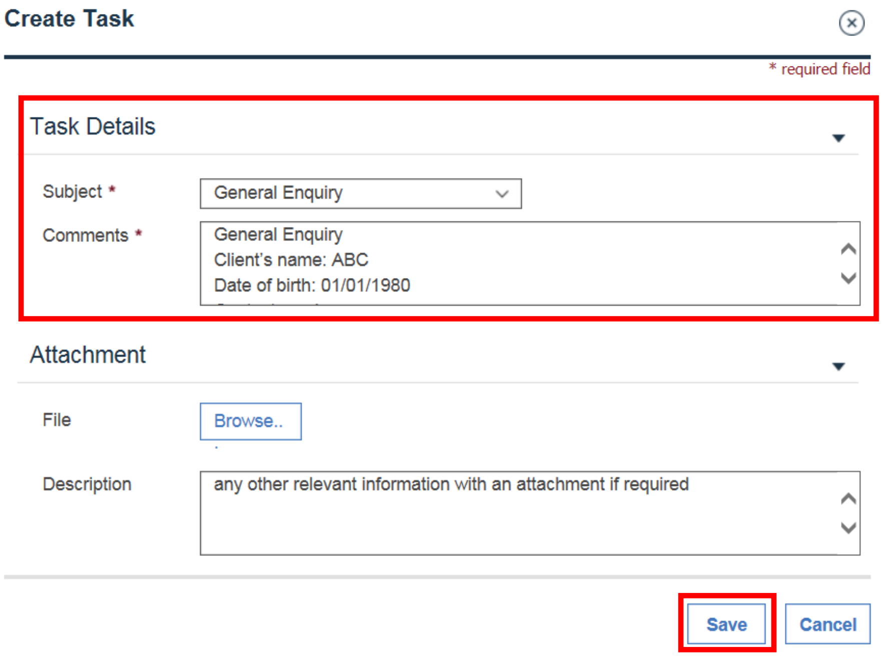
Set the subject to ‘General Enquiry’

Attach a completed redirection form signed by the tenant(s) for the costs of damages and water consumption, however the form is not required for rent arrears

Refer to ‘Redirection of benefit’ in the Operational Guidelines for more information

</td><td>



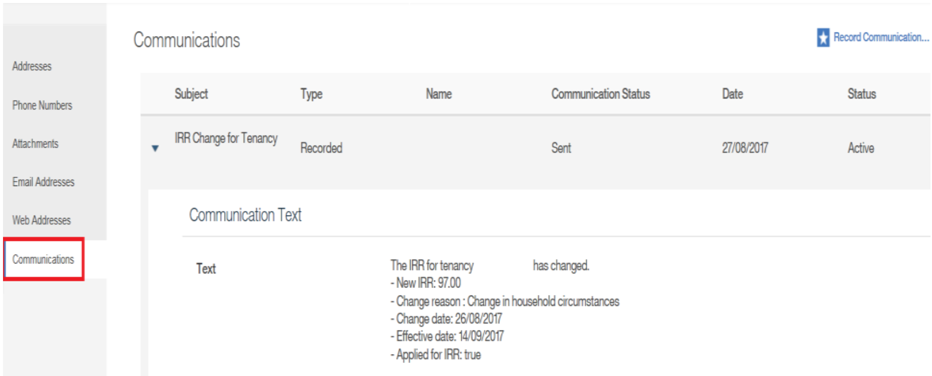


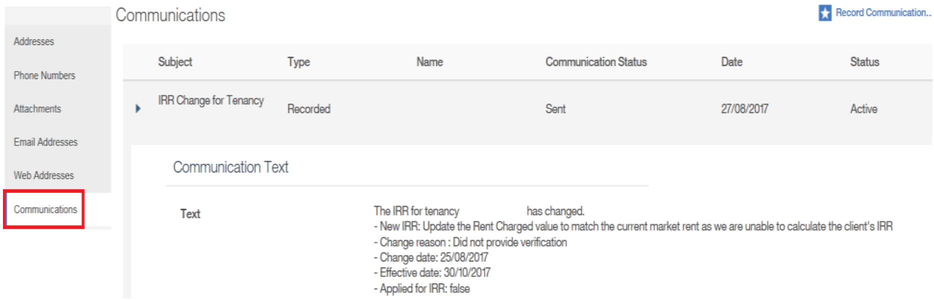
</td></tr>
</table>

Advise MSD of a change to the rent amount

If you receive a notification from MSD regarding a change to the household's rate of IRR, you will need to follow the process outlined below. This is also the process to change the current rent amount to market rent.

Note: Decreases to IRR should be administered immediately. Increases to IRR must be processed seven days prior to the effective date of change.

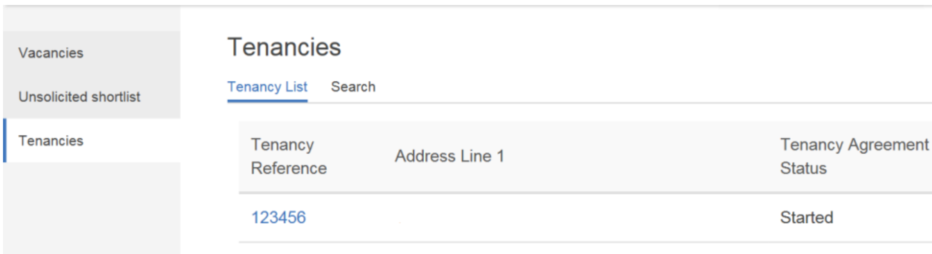
Description	Screenshot
This is what the notification looks like **New IRR**: xx.xx (new calculated IRR for the tenancy) **Change reasons**: xxx (reason chosen for review of IRR i.e. annual review or change in household circumstances) **Change date**: DD/MM/YYYY (date on which the new IRR has been calculated in MSD system) **Effective date**: DD/MM/YYYY (date on which the new IRR is effective, inclusive of the mandatory notification days) **Applied for IRR**: True (tenant is applying for IRR/IRR is applicable to clients household)	

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td></td><td>


If a tenant does not return their annual review, does not provide verification or their IRR is calculated to a rate that is more than the market rent for the property, generally they will pay market rent. You will receive a notification that shows “Update the Rent Charged value to match the current market rent as we are unable to calculate the tenant's IRR”.

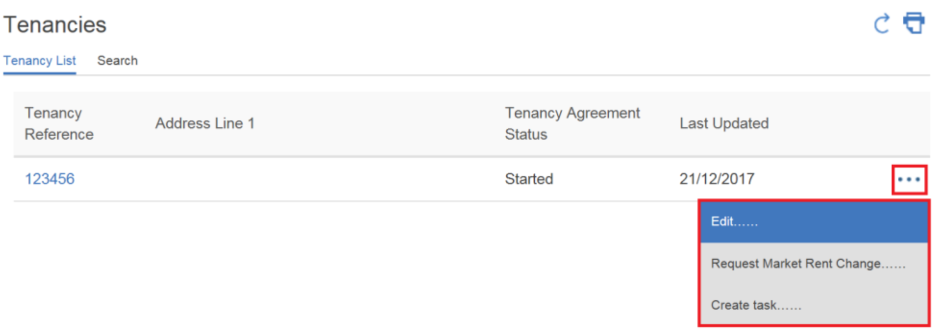
This means that the tenant should pay market rent from the effective date. You should complete the steps outlined below using the market rent amount as the ‘Current Rent’. If you choose not to charge the client the market rent amount, you cannot claim the IRR subsidy for the tenancy.
</td></tr>
<tr><td>

Step one

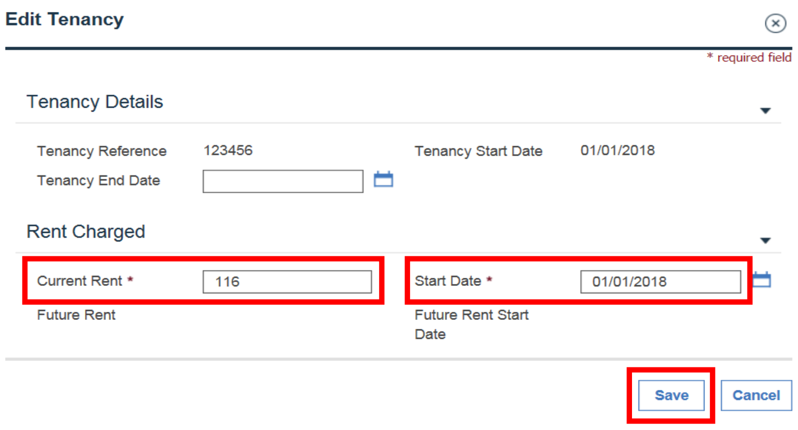
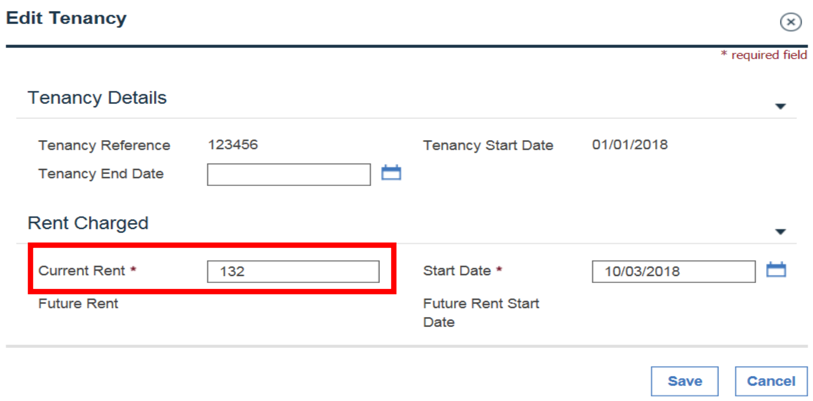
Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list
</td><td>


</td></tr>
<tr><td>

Step two

Select ‘Edit’ from the action menu within the tenancy details
</td><td>


</td></tr>
</table>

Description	Screenshot
Step three Overtype the pre-filled ‘Current Rent’ amount and ‘Start Date’ with the new rent amount and the date that the rent changed and select ‘Save’	
If the notification for IRR is more than the market rent, add the market rent to the Current Rent field	

Important

1. Where an IRR amount has decreased and the effective date in the notification is showing:

- a past date; or
- a future date that is more than seven days,

decrease the IRR immediately or from the next rent charge date and update the rent change following the process above.

2. Where an IRR amount has increased and the effective date in the notification is showing:

- 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’,

email GNL_Provider_Support@msd.govt.nz using the ‘Lack of Notice Period’ email template in Appendix B to receive a new notification.

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

View details of a request for information about rent arrears

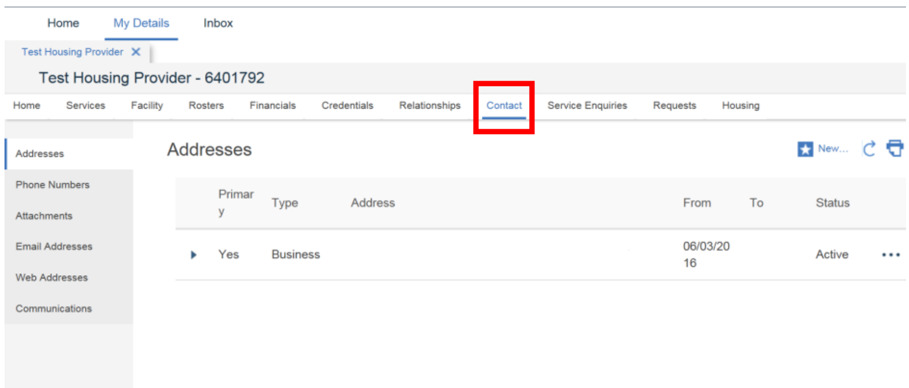
MSD may assess an IRR overpayment and before paying the refund to the tenant, may ask you if the tenant is in rental arrears. If you have an administrator role, you will get a notification in your inbox. If not, you can see details of the request by:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Log in to BOS and navigate to the ‘Contact’ tab from within ‘My Details’

</td><td>

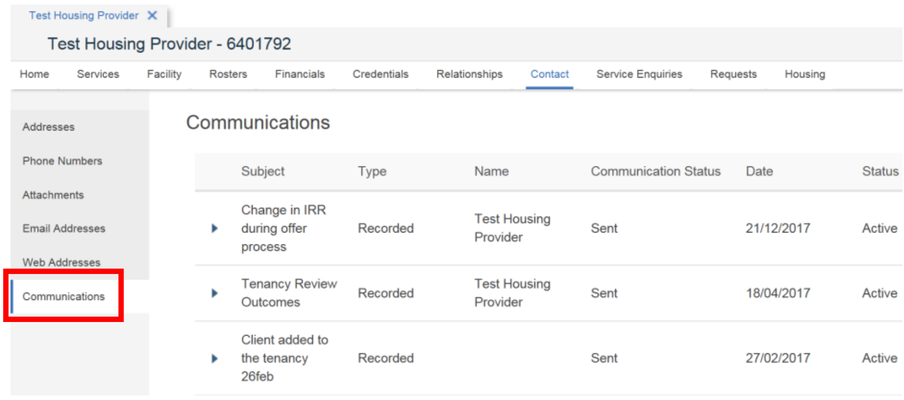


</td></tr>
<tr><td>

Step two

Select the ‘Communications’ tab

</td><td>

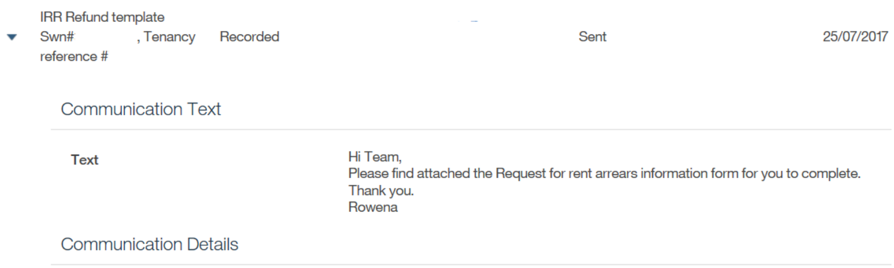


</td></tr>
<tr><td>

Step three

Search through the list to find the relevant ‘Rent Arrears request’ and expand to view details and select File Name

</td><td>



</td></tr>
<tr><td colspan="2">

Note: The rent arrears information will be found within your own records, separate from BOS and you may be asked to provide a screenshot of the rent changes by MSD

</td></tr>
</table>

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Advise MSD about the amount of rent arrears owed

To respond to MSD’s request regarding rent arrears:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

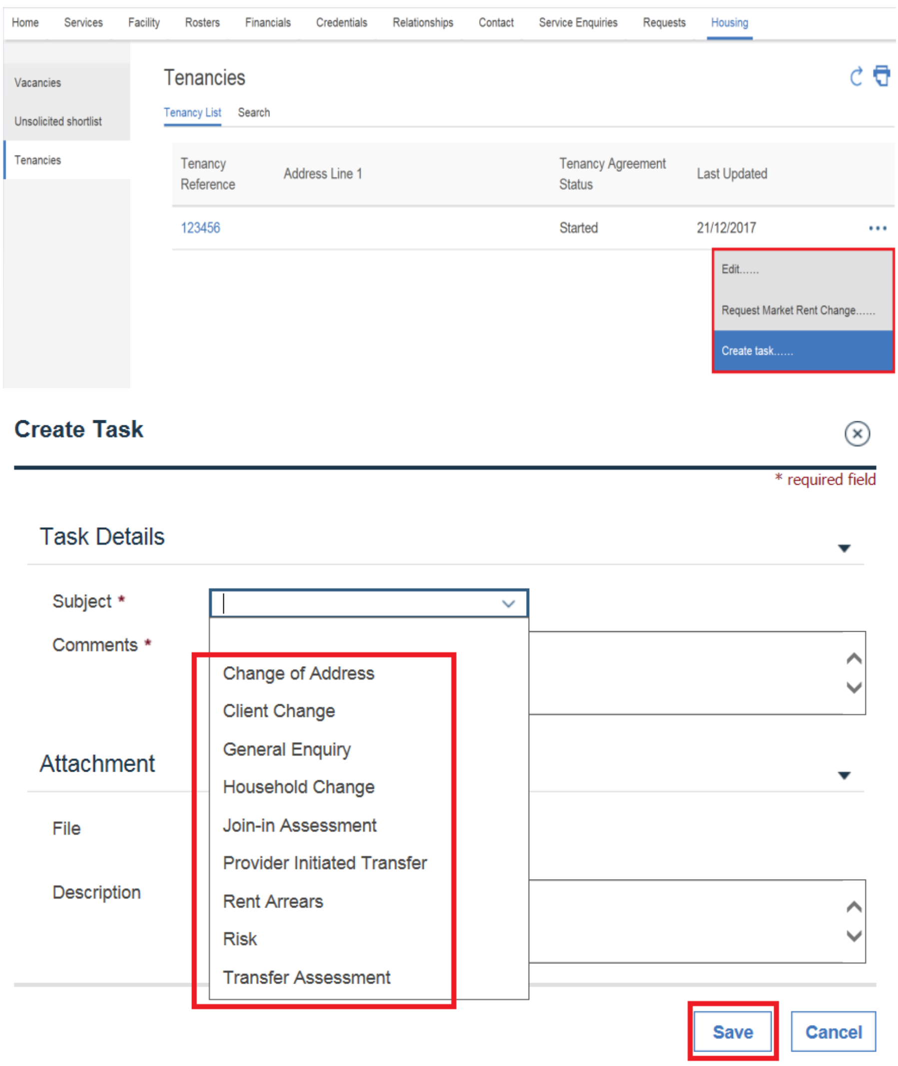
Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list

Select ‘Create task’ from the action menu for the tenancy

Set the subject to ‘Rent Arrears’

Upload the completed ‘Request for rent arrears information form’ and select ‘Save’

</td><td>



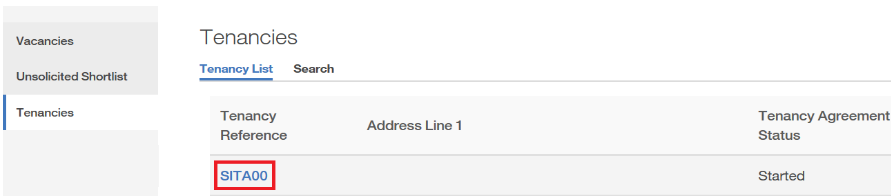
</td></tr>
</table>

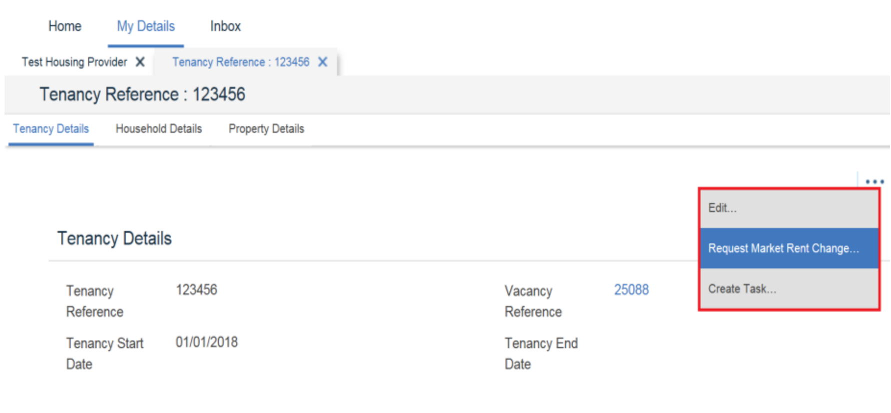
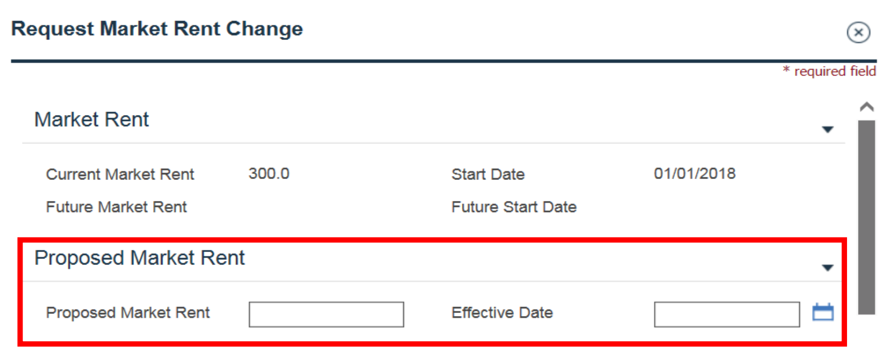
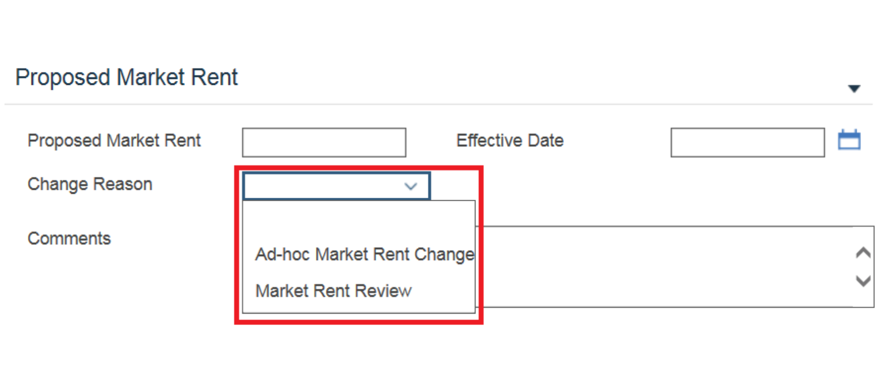
Note: MSD cannot process a refund for the tenant until you have responded to the request for rent arrears information. Please check with your Administrator as they will also receive a notification. You may be asked to provide a screenshot of the rent changes by MSD.

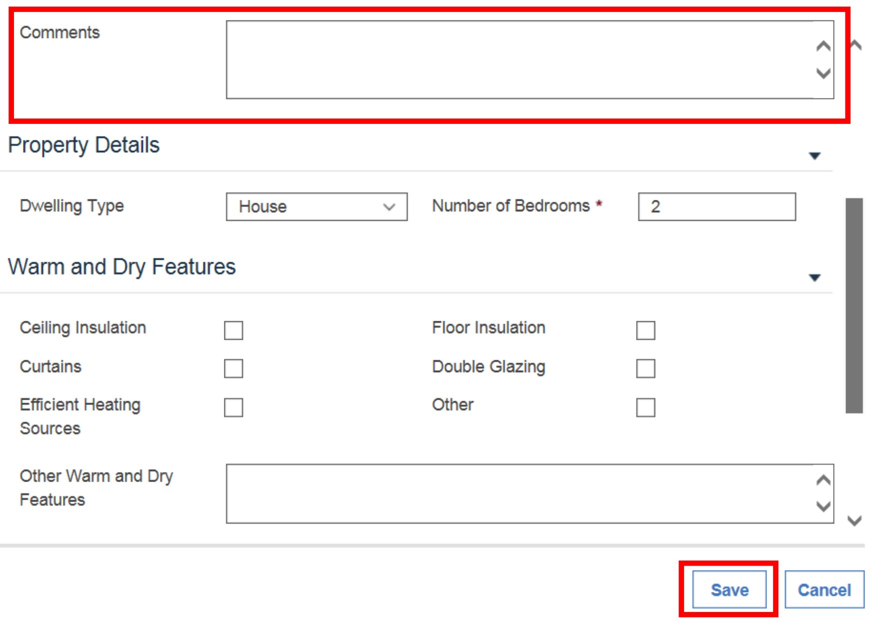
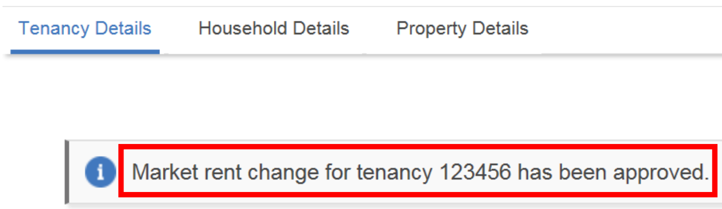
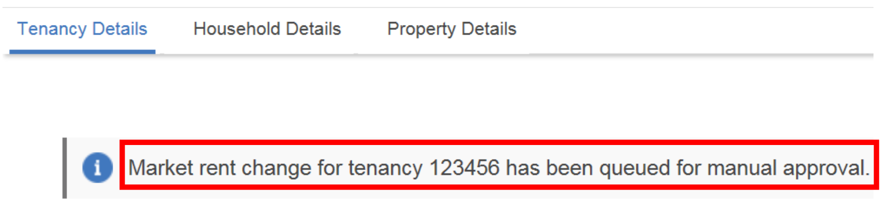
Notify HUD of annual market rent reviews

The market rents for all of your vacant and tenanted properties are reviewed once a year on an anniversary date of your agreement. If you want an annual market rent review for your properties, follow the steps below:

Note: Refer to ‘Market rent – Open Term’ in the Operational Guidelines for more detailed information about annual market rent reviews.

Description	Screenshot
Step one Contact your relationship manager at HUD approximately a month before your annual market review date to request an Annual Market Rent Review template	
Step two Complete the template, upload it via BOS and advise your relationship manager via email or phone that you have uploaded the Annual Market Rent Review template in BOS for HUD’s approval Refer to Appendix E for uploading documents	
Step three Your relationship manager will make contact and advise you of the approval outcome - If the outcome is declined, the relationship manager will discuss the reasons with you and negotiate new market rents - If the outcome is approved, the relationship manager will advise you of a processing timeframe the new market rent can be requested in BOS **Note:** The following steps are for tenanted properties only. For vacant properties, the new agreed market rents will be requested through vacancy submissions. Refer to ‘Submit a property vacancy’ on page 20	
Step four At the agreed processing timeframe, navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list	

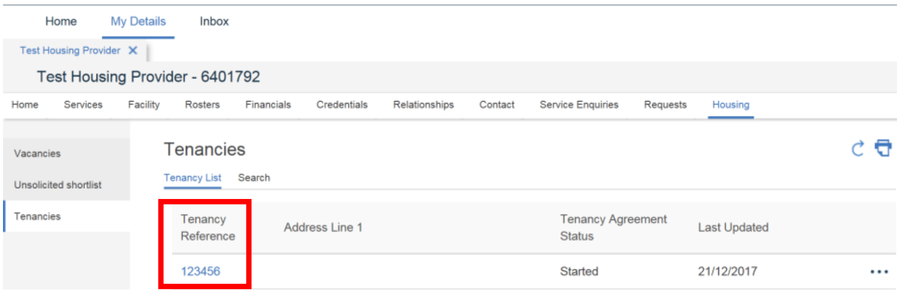
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step five
Select ‘Request Market Rent Change’</td><td></td></tr>
<tr><td>Step six
Check the current market rent details and then type in the new agreed market rent and effective date</td><td></td></tr>
<tr><td>Step seven
Select ‘Market Rent Review’ as the change reason from the drop-down box
Note: The ‘Ad-hoc Market Rent Change’ option should not be used unless you are advised by HUD</td><td></td></tr>
</table>

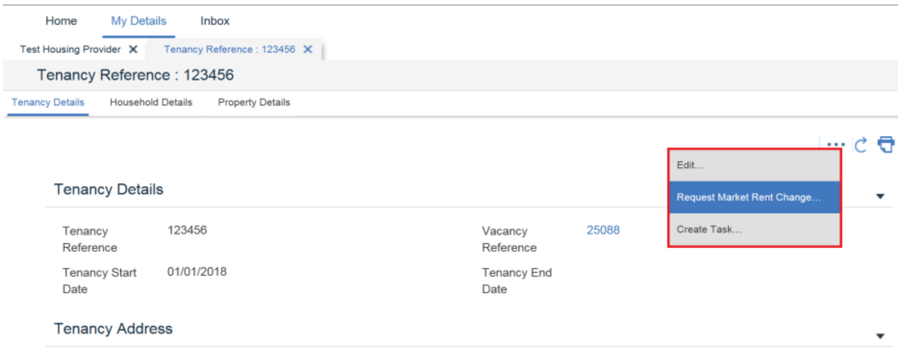
Description	Screenshot
Step eight Enter any supporting comments This is also a good time to check the ‘Warm and Dry Features’ and ‘Safety Features’ for your property are correct and update these, if appropriate Select ‘Save’	
Note: If the market rent change is approved automatically you will see the new market rent displayed on the tenancy details tab • If it is not approved automatically you will need to wait for approval from HUD • If you have an administrator role, you will receive a notification when the process is complete – see the Notifications processes	You will receive an on screen notification – Market rent change automatically approved  Market rent change can’t be automatically approved 

Advise HUD about a change to a tenanted property

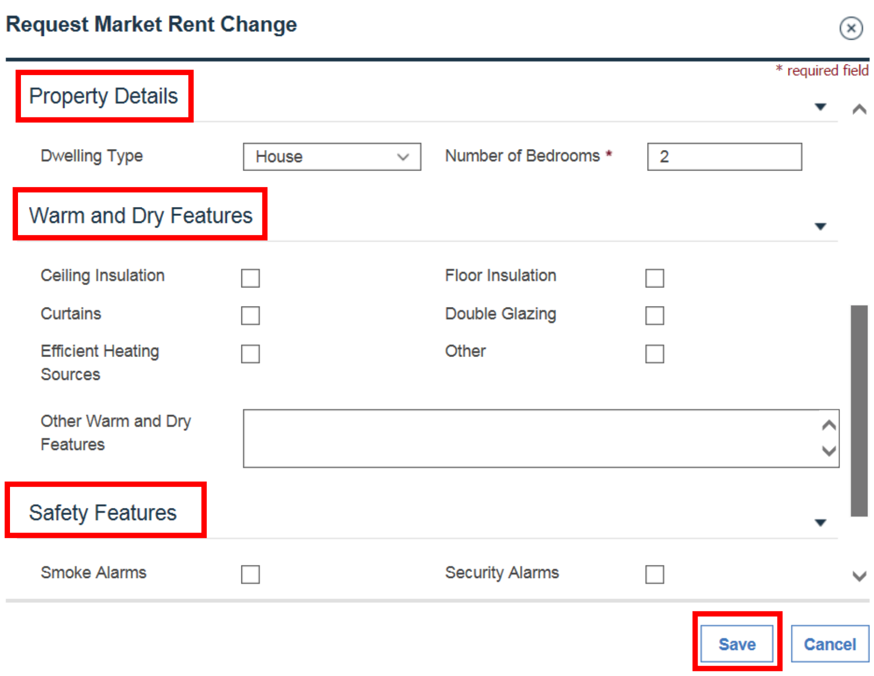
If there has been a change to the Warm and Dry features or Safety features or number of bedrooms, you must advise HUD by updating BOS:

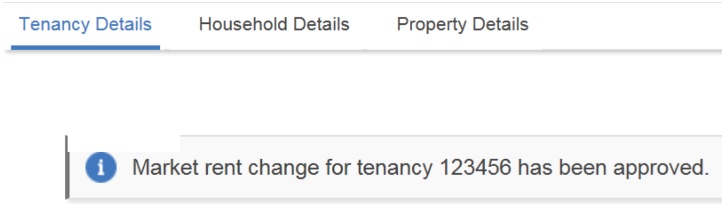
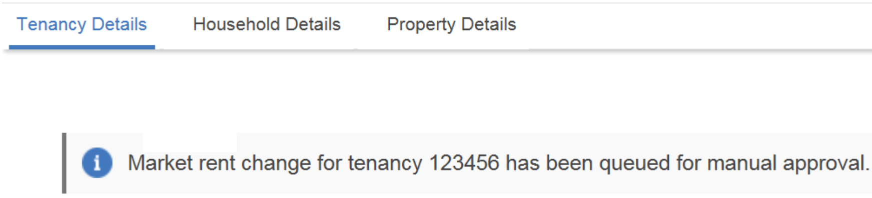
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one

Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list</td><td>
</td></tr>
<tr><td>Step two

Select ‘Request Market Rent Change’</td><td>
</td></tr>
<tr><td>Step three

When the screen displays, update the ‘Property Details’, ‘Warm and Dry Features’ and / or ‘Safety Features’

Select ‘Save’</td><td>
</td></tr>
</table>

Description	Screenshot
Note: The market rent will be re-submitted for approval, based on the updated property details • If it is re-approved automatically you will see the new market rent displayed on the tenancy details tab • If it is not approved automatically you will need to wait for this to be approved manually by HUD	You will receive an on screen notification **Market rent change automatically approved**  **Market rent change can’t be automatically approved.** 

Request an assessment for a person who wants to join-in on an existing tenancy

If a person wants to be added as a tenant into an existing tenancy agreement, and you find the prospective tenant is acceptable and the housing is suitable, then you need to provide a notice of conditional agreement to MSD by following the steps below:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list and select ‘Create task’ from the action menu for the tenancy

Choose ‘Join-in Assessment’ as the subject

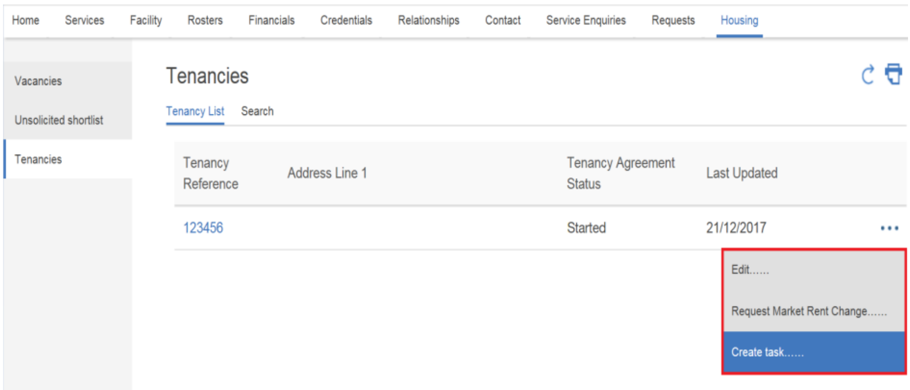
Please refer to Appendix B for templates of information to include and select ‘Save’

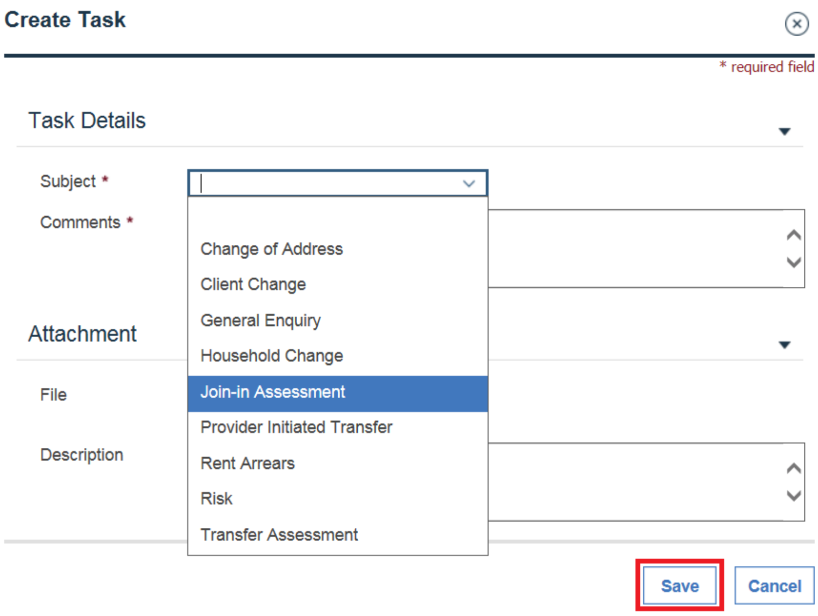
MSD will assess if the person is eligible for public housing and notify you of the outcome.

Note: A tenancy variation can only be made by you following the join-in assessment outcome for the prospective tenant being eligible for public housing

If you have an administrator role, you will receive a notification when the assessment is complete – see the Notifications processes

</td><td>





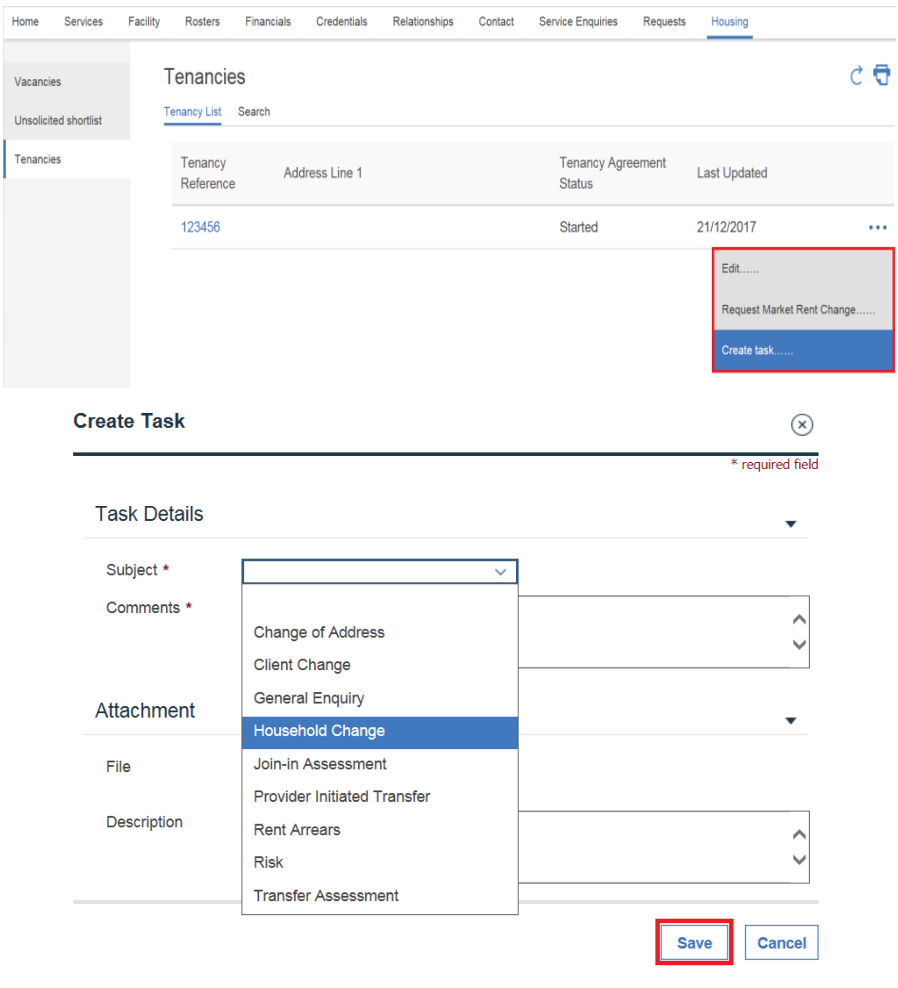
</td></tr>
</table>

If the prospective tenant is found eligible for public housing, you will need to advise MSD of the variation to the tenancy agreement, i.e. tenancy start date, by creating a Household Change task. Refer to ‘Notify MSD that a tenancy or household member change has occurred’. More information is available in a diagram in Appendix G and in the Operational Guidelines.

Notify MSD that a tenancy or household member change has occurred

You need to tell MSD when:

- A tenant has moved out and you have removed them from the tenancy agreement; or
- A change to the tenancy agreement has occurred due to a Tenancy Order e.g. for domestic violence; or
- You find out that a person is no longer living at the property; or
- An additional person has moved into the property; or
- Another person has joined in on the tenancy (with your agreement and MSD's confirmation that they are eligible to be added as a signatory).

Description	Screenshot
Step one Navigate to the tenancy by selecting the 'Tenancy Reference' link from the tenancies list and select 'Create task' from the action menu for the tenancy Choose 'Household Change' as the subject Please refer to Appendix B for templates of information to include and select 'Save' **Note:** MSD will process the task manually. When they have done this, you will see that the household member has been added, their role has been updated or they have disappeared from the 'Household Details' tab	

Note: It is your responsibility to let MSD know if a Tenancy Order has been issued so that MSD can update the tenancy records. A redirection will also automatically be put in place for clients in receipt of benefit.

Advise MSD about a client change

If the household member details that you can see in BOS are incorrect or there is a death of a signatory, please tell MSD:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

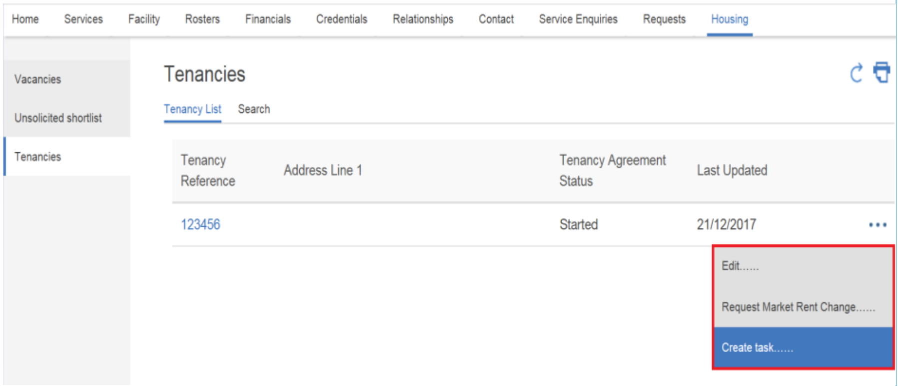
Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list and select ‘Create task’ from the action menu for the tenancy

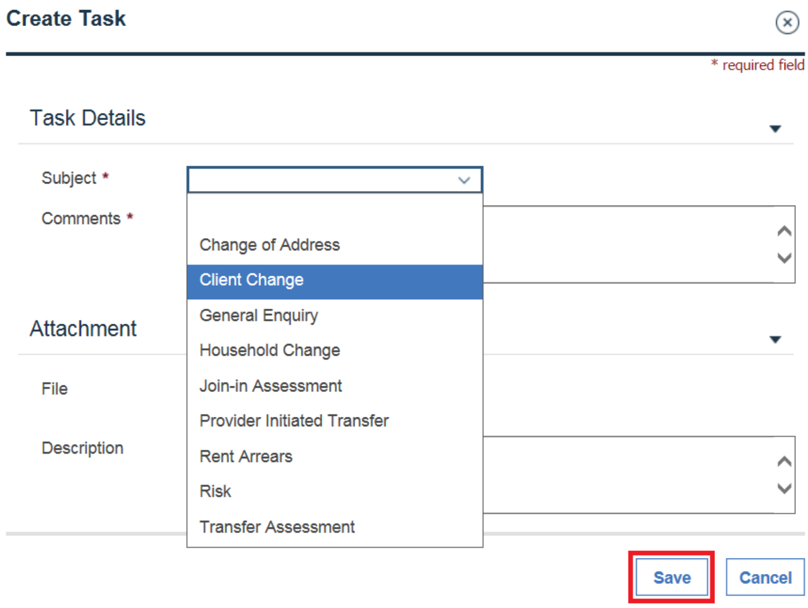
Choose ‘Client Change’ as the subject

Please refer to Appendix B for templates of information to include and select ‘Save’

Note: MSD will process the task manually. When they have done this, you may see that the household member’s details in the ‘Household Details’ tab have been corrected

</td><td>





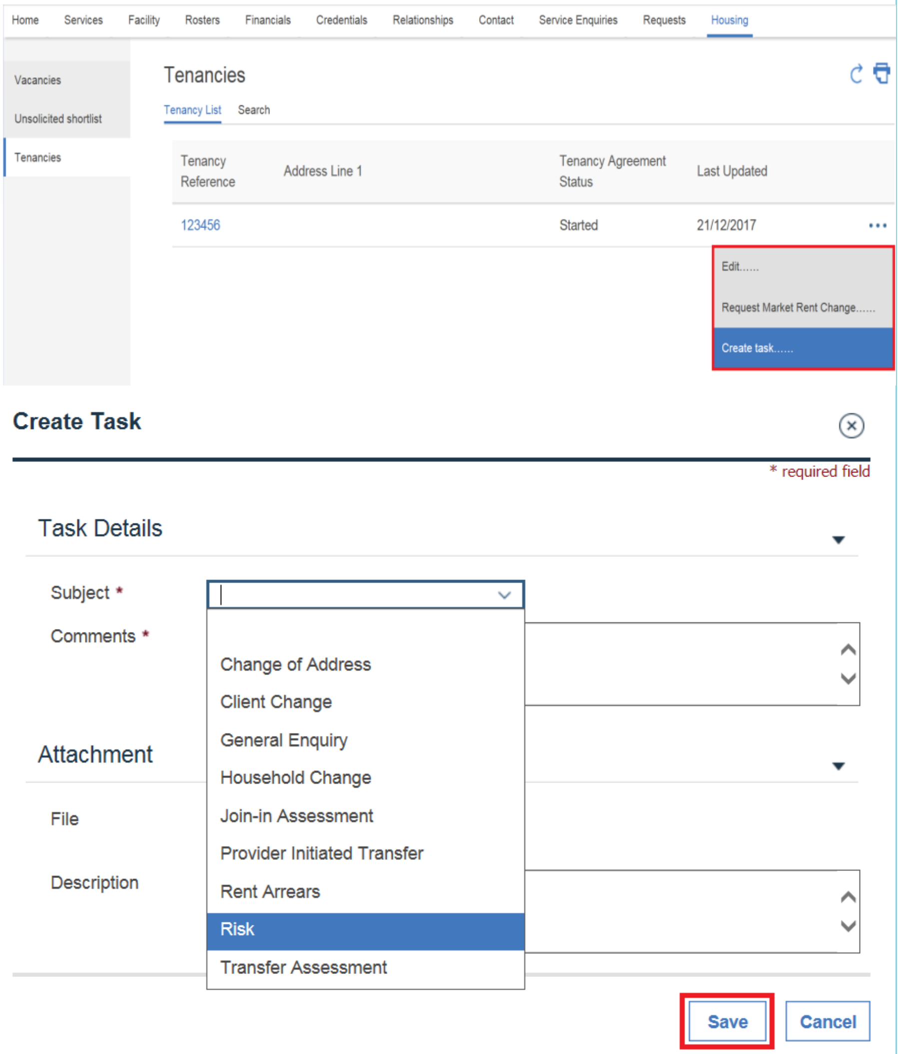
</td></tr>
</table>

Note: There is a new process for death of a sole signatory for a public housing property where there are occupants still residing in the property. Refer to the Operational Guidelines for the new process. If this happens, the step above must be followed using a ‘Death of a Sole Signatory’ template in Appendix B.

Advise MSD of household risk and household member risk information

If there is household risk or household member risk at one of your properties, please tell MSD. Household risk may include the suspicion of use, manufacture or sale of drugs on the premises, or gang related behaviour. Household member risk may include:

- extreme danger to staff safety
- tenant is physically violent, aggressive, or threatening
- tenant has a history of violent or aggressive or threatening behaviour
- tenant has known convictions for violence
- tenant has intimidated a staff member through written abuse or verbal abuse such as unwelcome or offensive gestures or racist and sexist comments or behaviour.

Description	Screenshot
Step one Navigate to the tenancy by selecting the 'Tenancy Reference' link from the tenancies list and select 'Create task' from the action menu for the tenancy Choose 'Risk' as the subject Please refer to Appendix B for templates of information to include and select 'Save'	

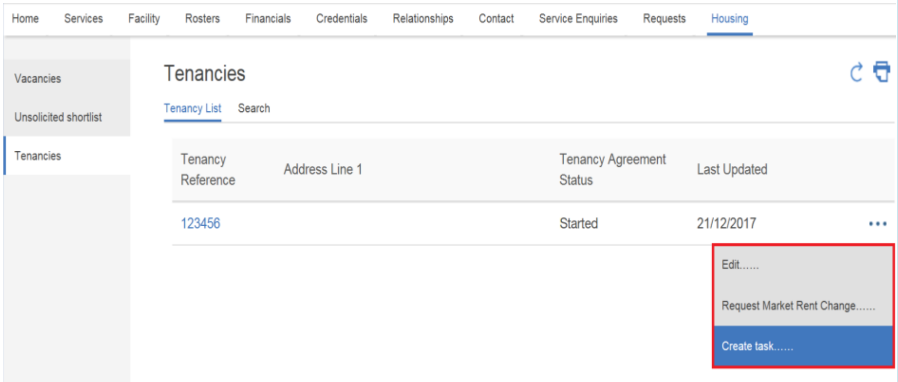
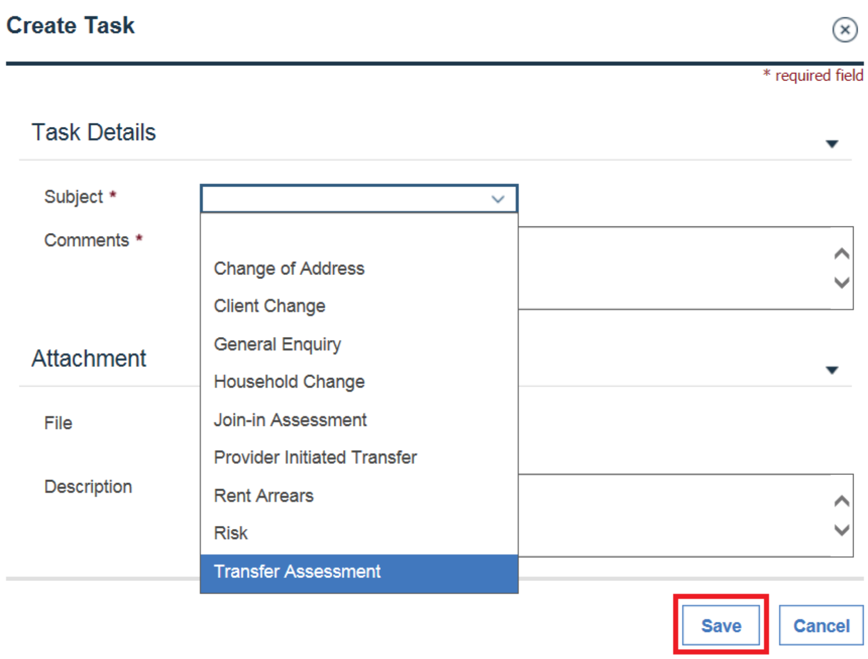
MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Request an assessment of housing needs so that the tenants can be transferred to another suitable property

If you want to move the tenant(s) to another one of your properties, or to another provider's property, you need to check that the property is suitable first. Transfers within your own housing stock should generally be like-for-like. If the tenants housing needs have changed refer the client to MSD to have their needs reassessed.

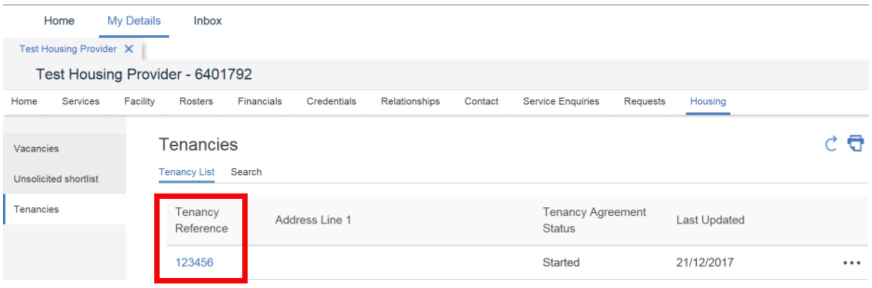
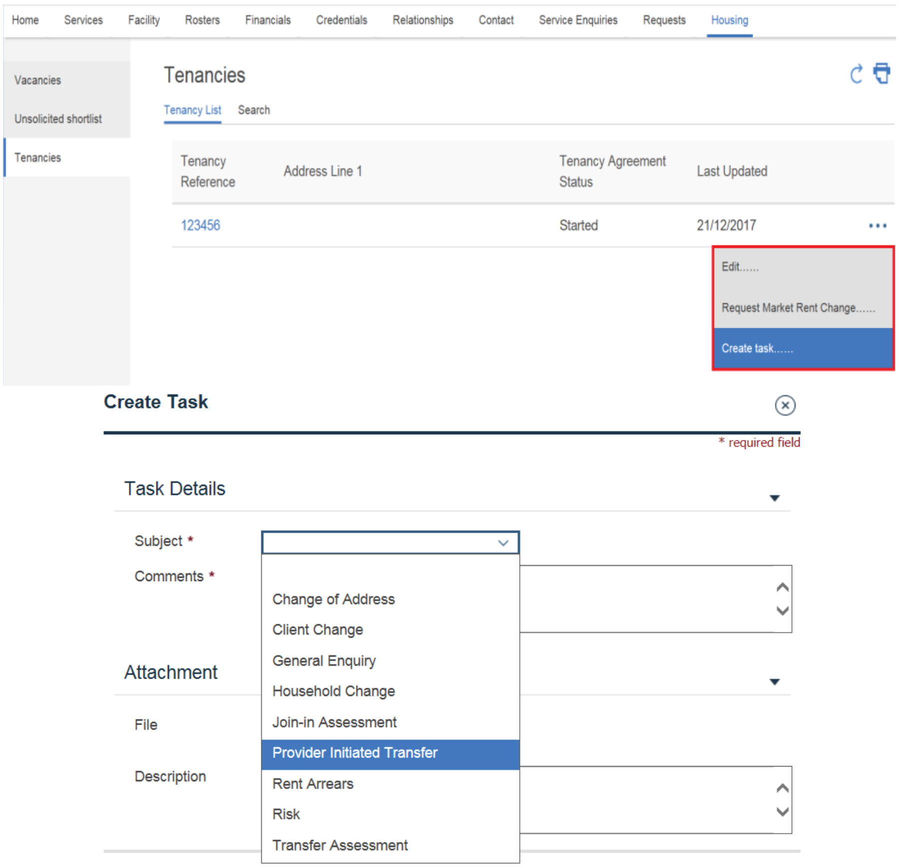
To ask MSD to assess the tenant's housing needs:

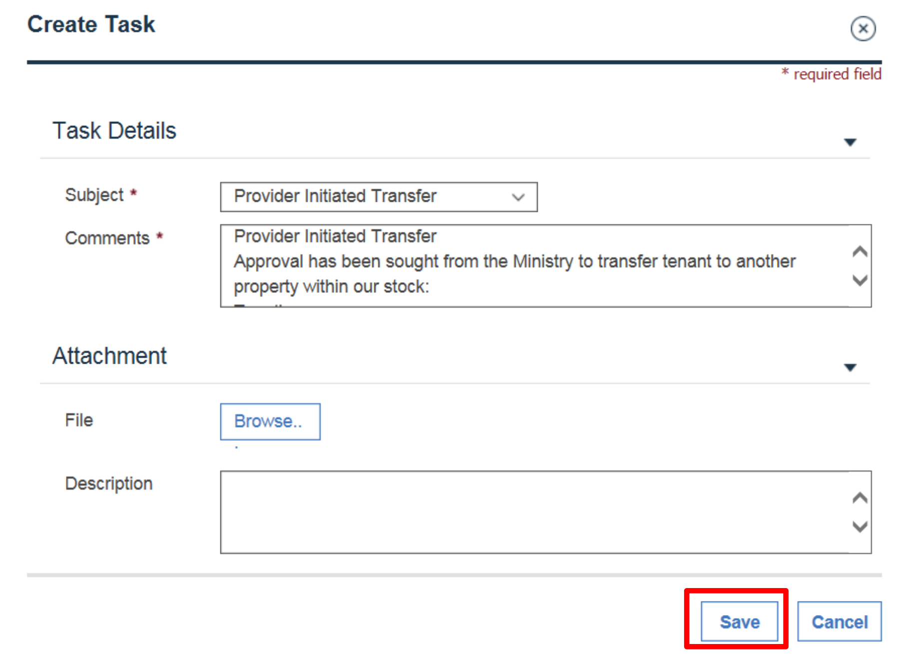
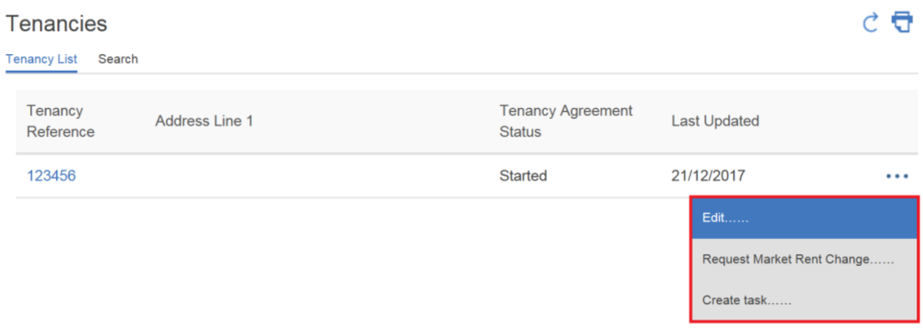
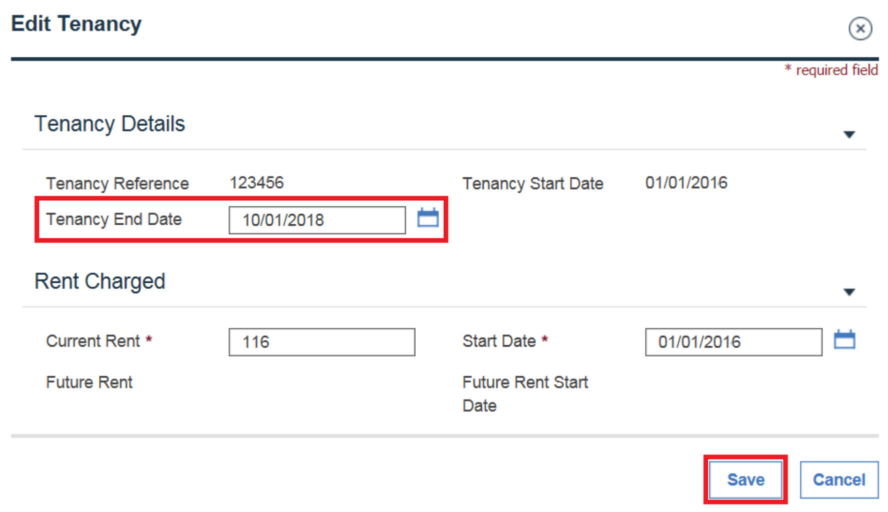
Description	Screenshot
Step one Navigate to the tenancy by selecting the 'Tenancy Reference' link from the tenancies list and select 'Create task' from the action menu for the tenancy Choose 'Transfer Assessment' as the subject Please refer to Appendix B for templates of information to include and select 'Save' **Note:** MSD will process the task manually. You will receive a notification once the assessment has been completed	

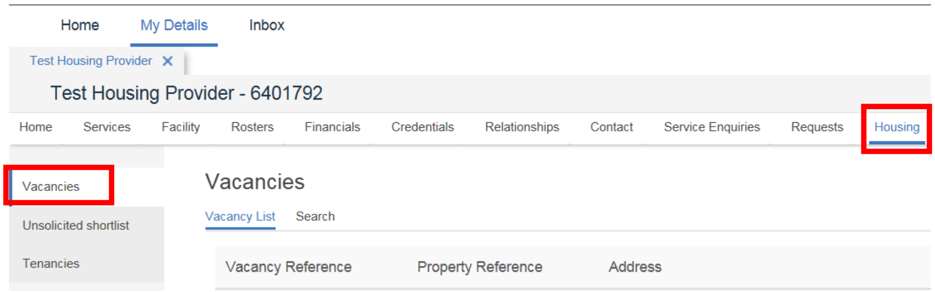
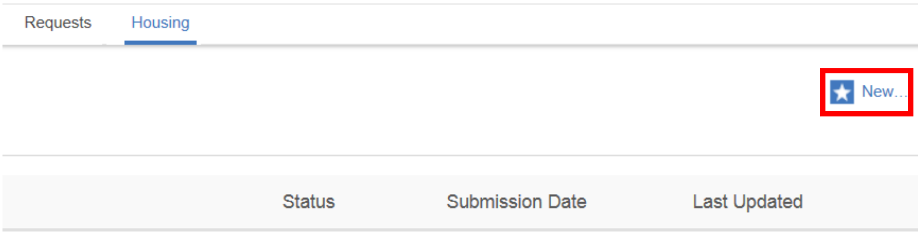
Notify MSD and HUD that the tenants have been transferred to another property within your stock

If you want to move the tenants to another one of your properties, you need to tell MSD after the following has been completed:

- the tenant's housing needs have been assessed by MSD (where applicable)
- the property you have identified is suitable
- the vacancy for that property has been approved by HUD
- the tenants have signed a tenancy agreement for the new property
- you have a confirmed tenancy start date.

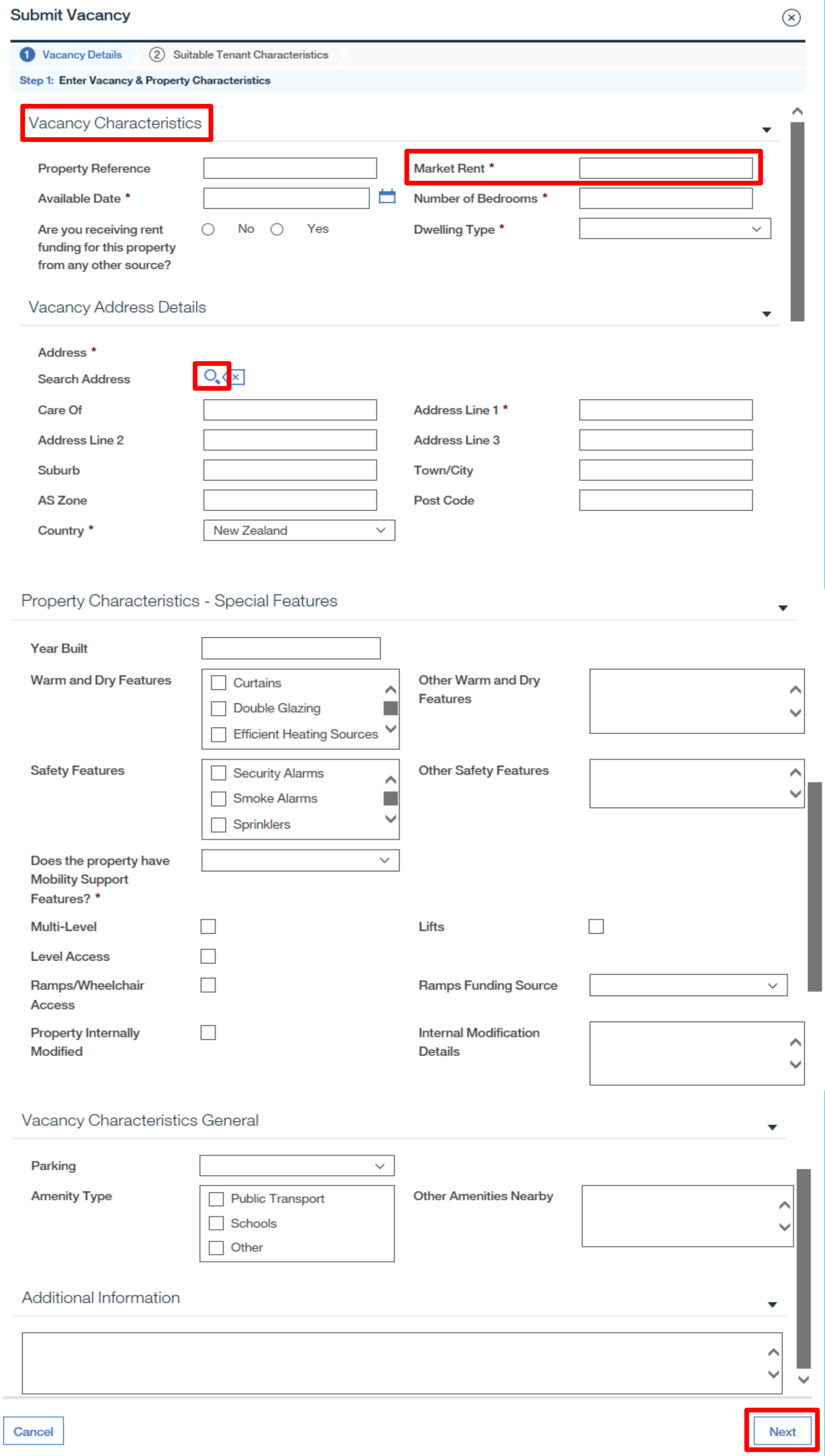
Description	Screenshot
Step one Locate the tenancy reference for the tenant you wish to transfer	
Step two Navigate to the tenancy by selecting the 'Tenancy Reference' link from the tenancies list and select 'Create task' from the action menu for the tenancy Choose 'Provider Initiated Transfer' as the subject	

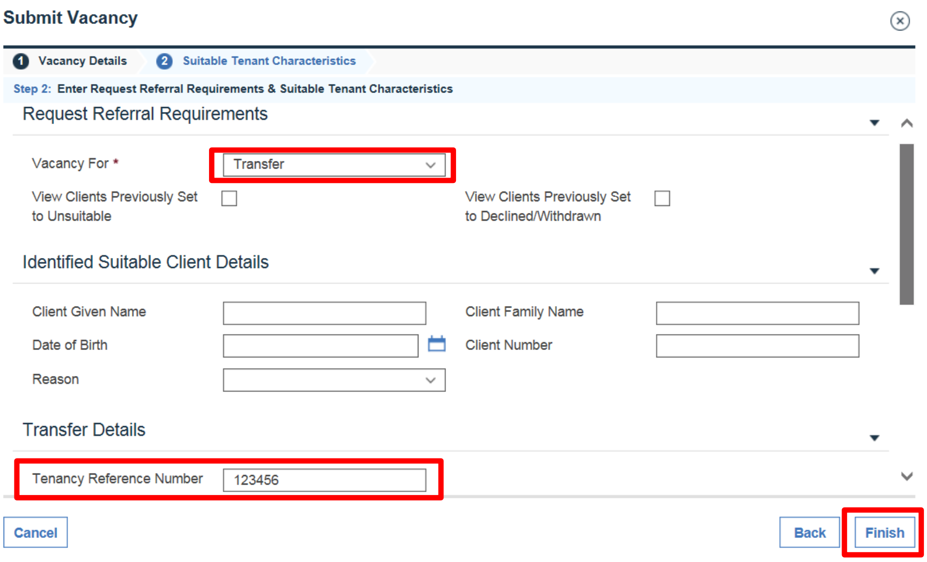
Description	Screenshot
Step three Refer to Appendix B for a ‘Provider Initiated Transfer’ template. Complete the template to include and select ‘Save’	
Step four Select ‘Edit’ from the action menu	
Step five Enter the tenancy end date and save **Note:** If an error message displays, you will need to create a general enquiry task instead	

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step six
Select the ‘Vacancies’ from the left-hand side menu</td><td>
</td></tr>
<tr><td>Step seven
Select ‘New’ from the ‘Vacancy List’ screen</td><td>
</td></tr>
</table>

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Description	Screenshot
Step eight Fill in the vacancy details then select ‘Next’ **Note:** The same unique property reference number must be used each time the property is listed in BOS If any of the mandatory fields are left blank, error messages will display at the top of the ‘Submit Vacancy’ screen. Otherwise the ‘Suitable Tenant Characteristics' screen displays Vacancy address details must be searched using the magnifying glass. If the address you are searching for is not already in the system you need to select ‘Create New’.	

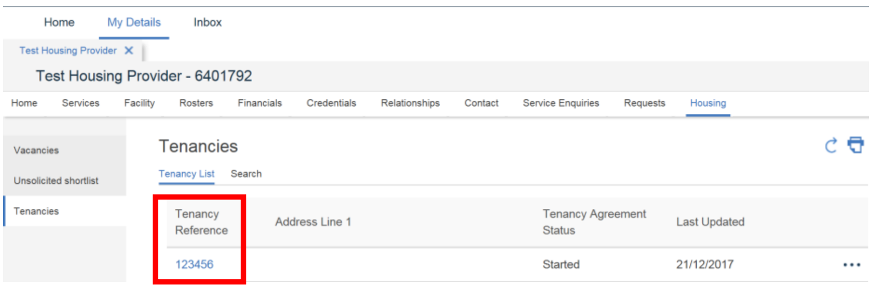
Description	Screenshot
Step nine List the vacancy to which the tenant is being transferred. Under the ‘Suitable Tenant Characteristics’ tab you will need to select transfer and add the tenancy reference of the existing tenancy under the transfer details heading. Select ‘Finish’ **Note:** MSD will process the task manually. When they have done this, you will see a new tenancy after the tenancy start date in the Tenancy List	

Notify MSD and HUD that the tenants have been transferred to/from another provider’s property

If the tenants move to/from another provider’s property, the primary provider (the primary provider is the one transferring the existing tenant to a new provider’s property) must submit a Provider to Provider Transfer approval request form to HUD for approval prior to the transfer. You must work collaboratively with the other provider, following the steps below and notifying MSD after the following has been completed:

- the property identified is suitable and is like-for-like
- the vacancy for that property has been approved
- the tenants have signed a tenancy agreement for the new property
- you have a confirmed tenancy start date.

Note: Housing New Zealand Corporation do not use BOS.

Description	Screenshot
Step one – PRIMARY PROVIDER ONLY To obtain the approval request form, contact your relationship manager at HUD Complete the Provider to Provider Transfer approval request form, send it through BOS and advise your relationship manager of your upload Refer to Appendix E for more information about uploading documents to MSD and HUD	
Step two – PRIMARY PROVIDER ONLY After HUD has approved the transfer, locate the tenancy reference for the tenant you wish to transfer	

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

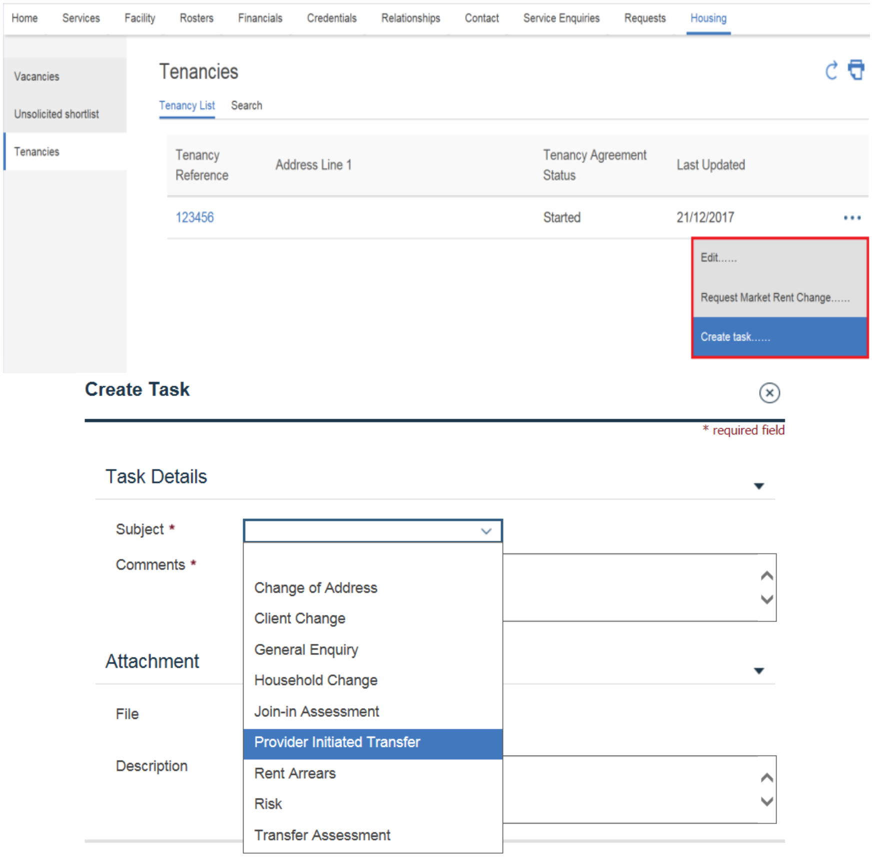
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step three – PRIMARY PROVIDER ONLY

Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list and select ‘Create task’ from the action menu for the tenancy

Choose ‘Provider Initiated Transfer’ as the subject

</td><td>



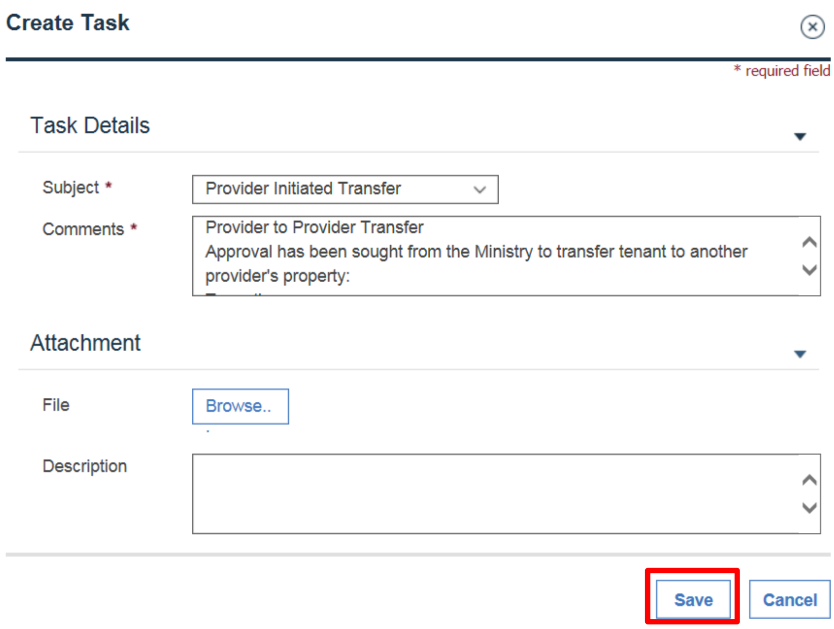
</td></tr>
<tr><td>

Step four – PRIMARY PROVIDER ONLY

Refer to Appendix B for a ‘Provider to Provider Transfer’ template.

Complete the template to include, attach a file as supporting information if required and select ‘Save’

</td><td>



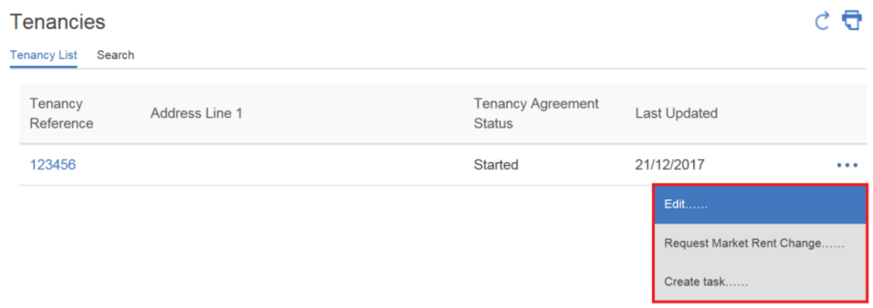
</td></tr>
</table>

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step five – PRIMARY PROVIDER ONLY

Select ‘Edit’ from the action menu

</td><td>



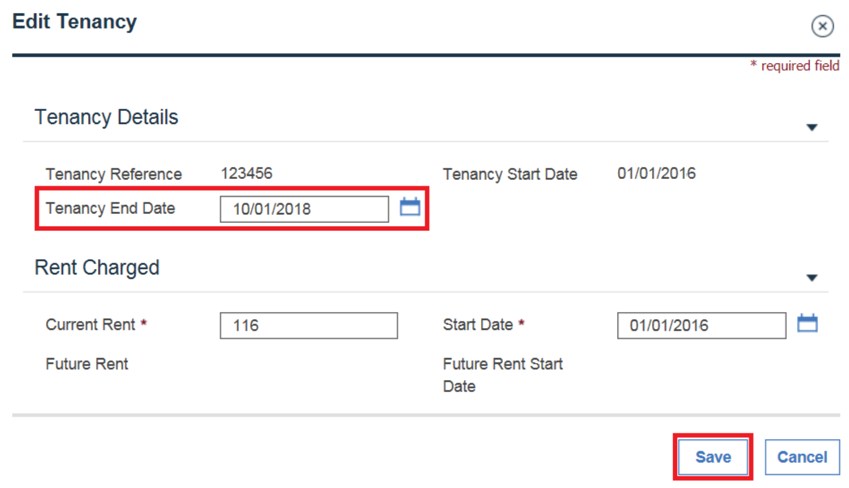
</td></tr>
<tr><td>

Step six – PRIMARY PROVIDER ONLY

Enter the tenancy end date and save

Note: If an error message displays you will need to create a general enquiry task instead

</td><td>

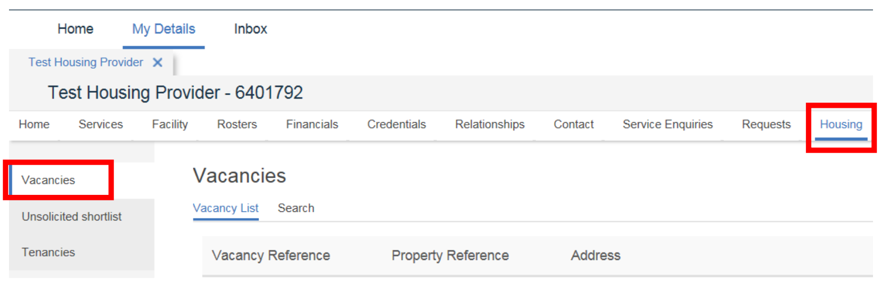


</td></tr>
<tr><td>

Step seven – NEW PROVIDER ONLY

Select the ‘Housing’ tab and then ‘Vacancies’ from the left-hand side menu

</td><td>

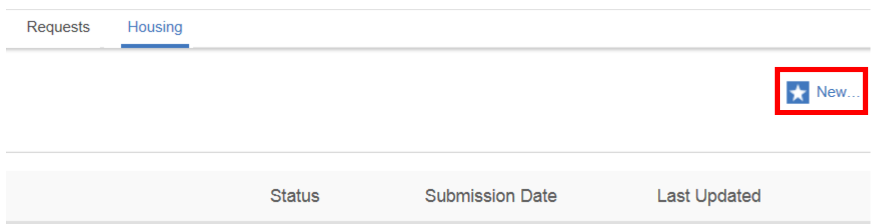


</td></tr>
<tr><td>

Step eight – NEW PROVIDER ONLY

Select ‘New’ from the ‘Vacancy List’ screen

</td><td>



</td></tr>
</table>

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step nine – NEW PROVIDER ONLY

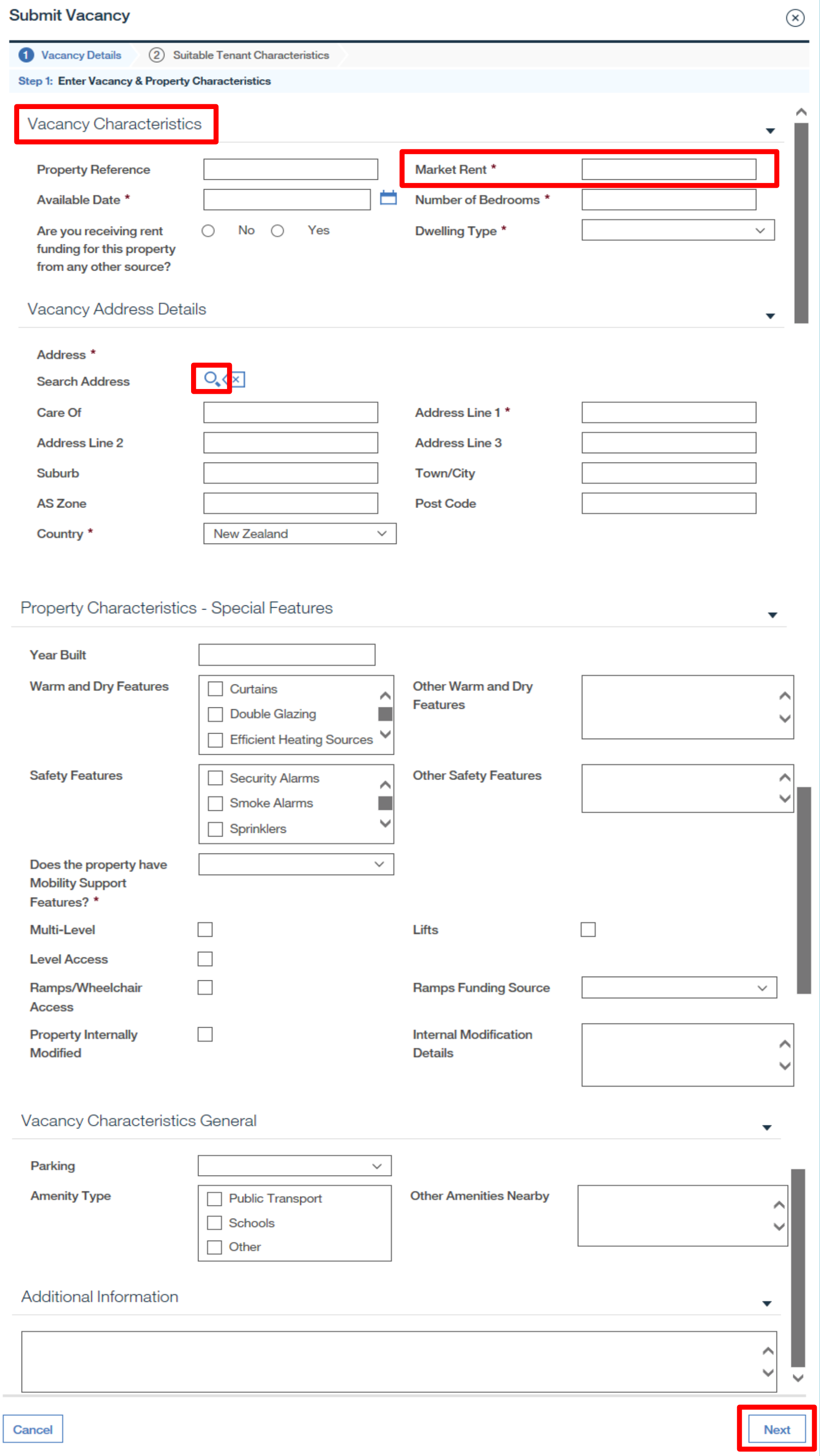
Fill in the vacancy details then select 'Next'

Note: The same unique property reference number must be used each time the property is listed in BOS

If any of the mandatory fields are left blank, error messages will display at the top of the 'Submit Vacancy' screen. Otherwise the 'Suitable Tenant Characteristics' screen displays

Vacancy address details must be searched using the magnifying glass. If the address you are searching for is not already in the system you need to select 'Create New'.

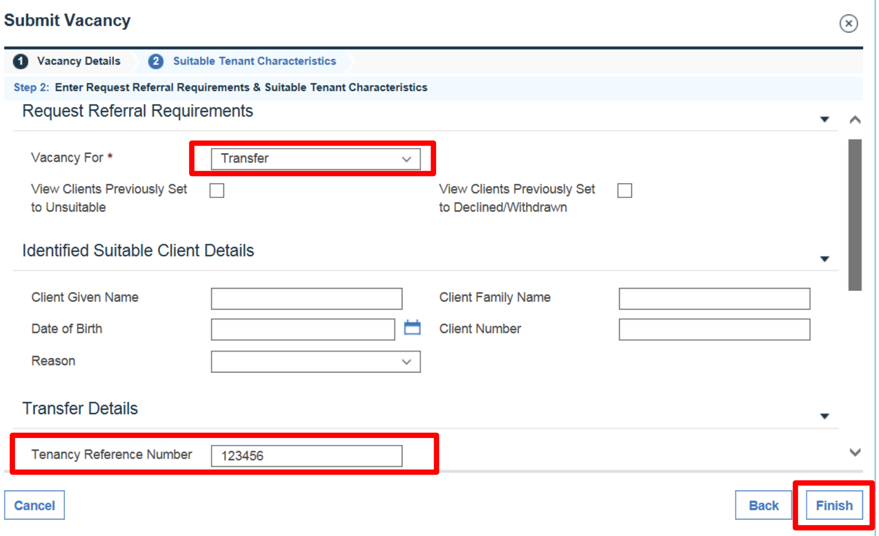
</td><td>



</td></tr>
</table>

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Description	Screenshot
Step ten – NEW PROVIDER ONLY List the vacancy to which the tenant is being transferred. Under the ‘Suitable Tenant Characteristics’ tab you will need to select transfer and add the tenancy reference of the new tenancy under the transfer details heading. Select ‘Finish’ **Note:** MSD will process the task manually. When they have done this, you will see a new tenancy after the tenancy start date in the Tenancy List	

Notify MSD that the tenancy has ended

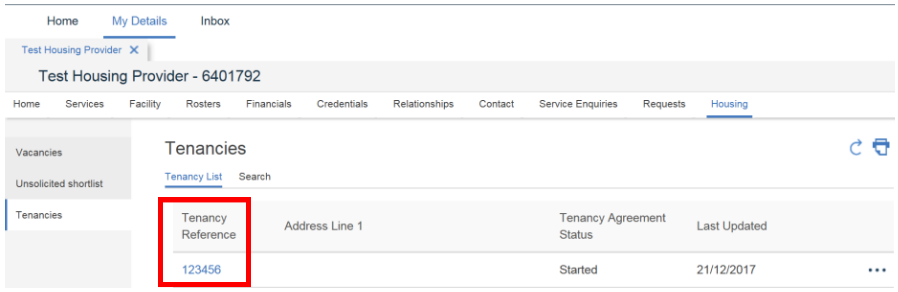
When all the tenants have moved out, and you are no longer charging rent, you need to tell MSD:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list

</td><td>

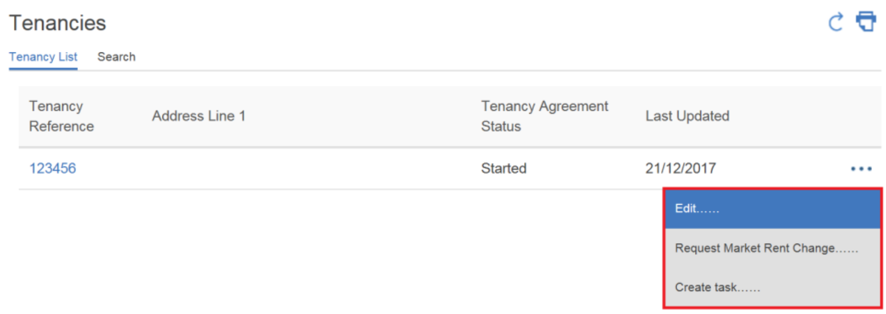


</td></tr>
<tr><td>

Step two

Select ‘Edit’ from the action menu

</td><td>

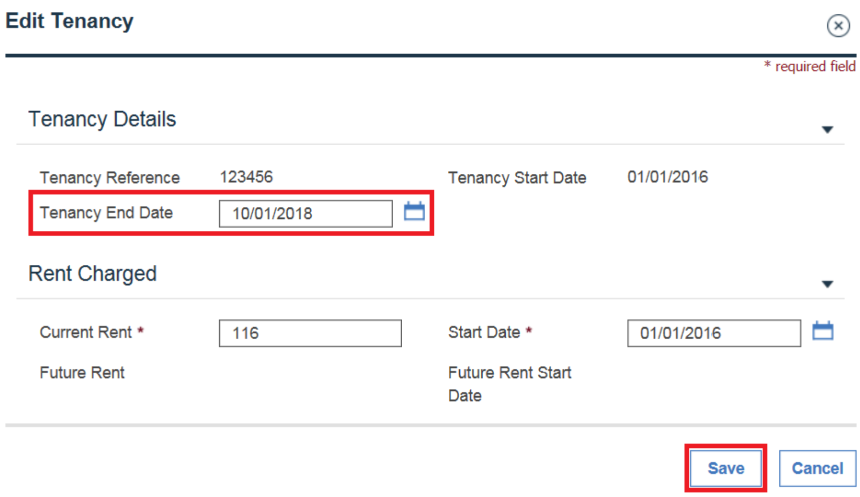


</td></tr>
<tr><td>

Step three

Enter the last day that you charged rent in the ‘Tenancy End Date’ field

</td><td>



</td></tr>
</table>

You are able to list this property as a new vacancy once you have confirmed the date the property will be available. However the same unique property reference number must be used each time the property is listed in BOS.

In a situation where the tenancy end date is entered in error and the tenancy is going to continue, the end date must be removed before that date is reached if the ‘Tenancy Agreement Status’ is still showing ‘Started’. If the status is ‘Completed’ or the tenancy has disappeared from the ‘Tenancies’ list, email GNL_Provider_Support@msd.govt.nz to request an urgent processing for a reinstatement of the tenancy.

Advise MSD of correction to the tenancy end date

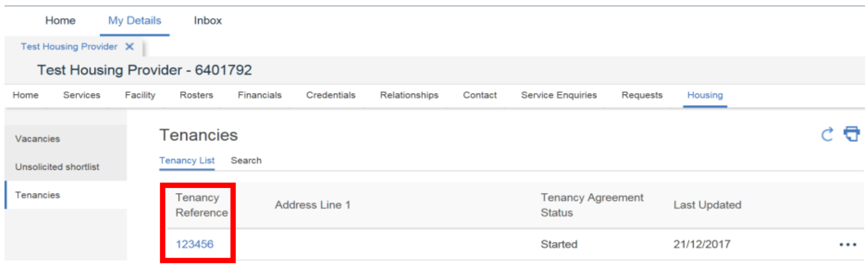
If you have entered an incorrect end date, you need to tell MSD:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Navigate to the tenancy by selecting the ‘Tenancy Reference’ link from the tenancies list

</td><td>

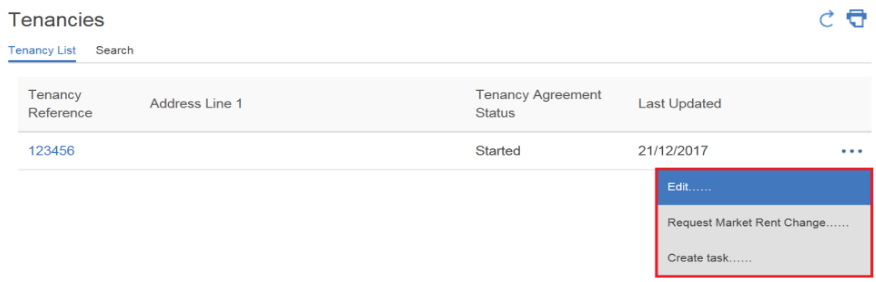


</td></tr>
<tr><td>

Step two

Select ‘Edit’ from the action menu

</td><td>



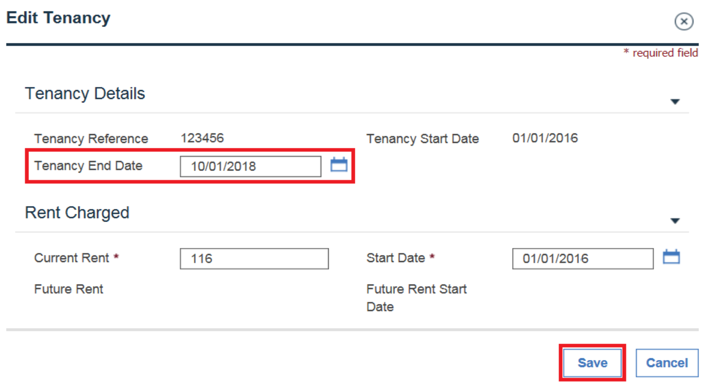
</td></tr>
<tr><td>

Step three

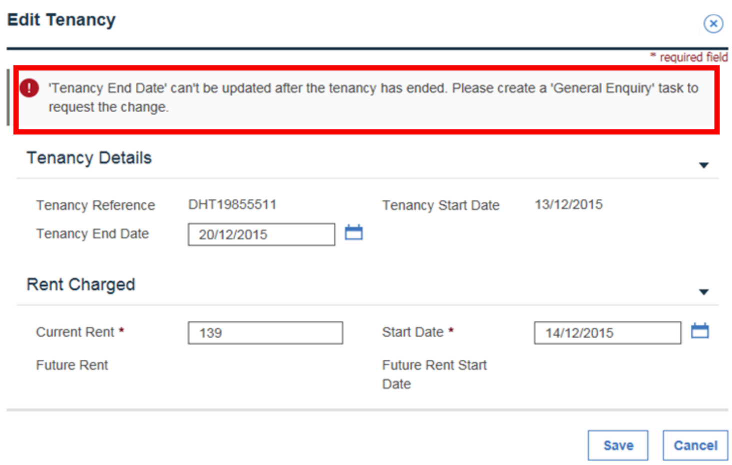
Fix the tenancy end date

Note: If an error message displays you will need to create a general enquiry task instead

</td><td>



Error message that may display



</td></tr>
</table>

Part 4: Notifications – ADMINISTRATOR ONLY

Receive notification

If you have an Administrator role, you will receive an email when notifications are sent through from MSD and HUD.

'My Notifications' work the same way as an email inbox – that is each notification generated for a provider is sent to each user.

If one user deletes a notification, it will not delete the notification from another user's inbox.

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

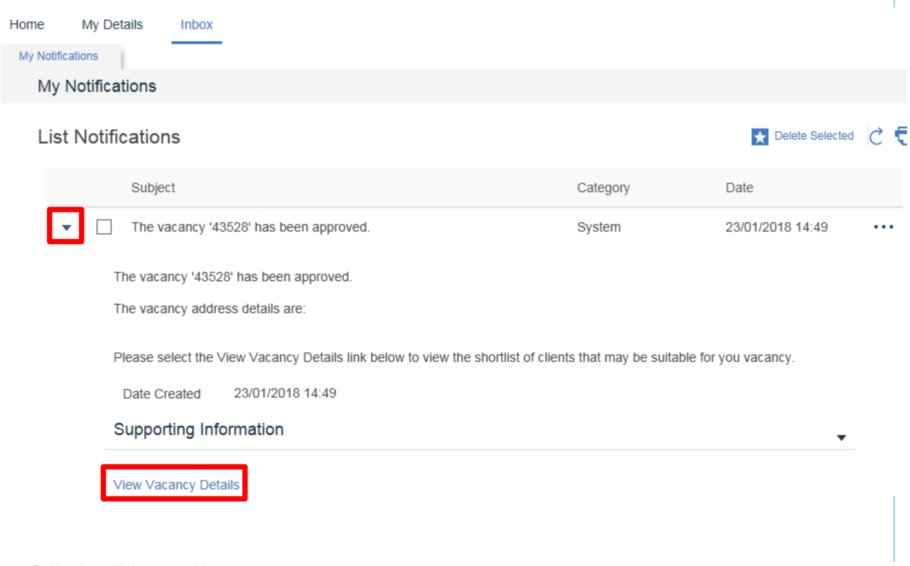
Expand the message by selecting the arrow to the side of the subject line and read the notification

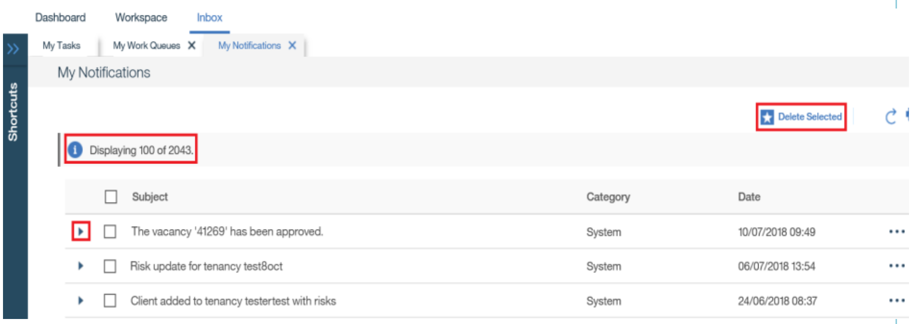
By selecting the 'View Vacancy Details' link from within the notification, you will be able to view the vacancy

The types of notifications you may receive include:

- Vacancy related (approved, declined, cancelled)
- Referral request
- Unsolicited shortlist
- IRR review
- Market Rent changes

</td><td>





Note: Once the mail box is displaying xxx of xxx in the top left corner of the 'List Notifications' screen, you need to delete some of the notifications in order to receive new ones. To delete, tick the box on the left side of the notification and then select 'Delete Selected'.

</td></tr>
</table>

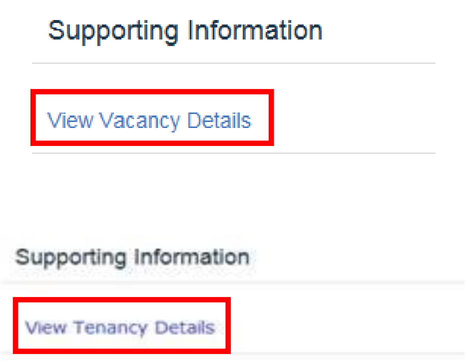
Description	Screenshot

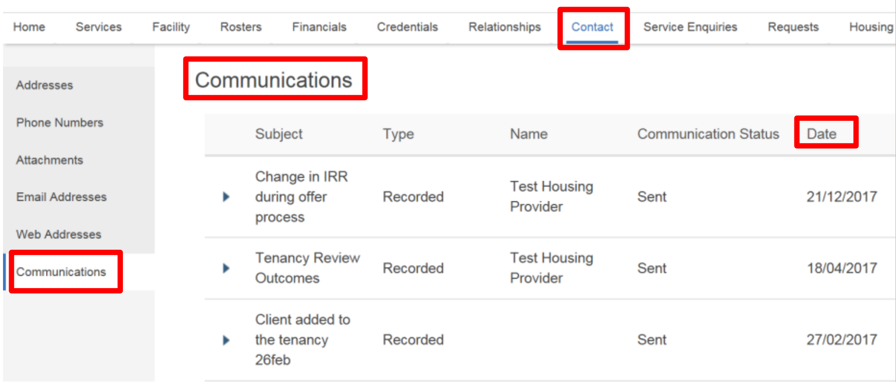
Step two

Some notifications will provide additional links under supporting information such as:

- 'View Vacancy'
- 'View Tenancy Details'

You can select the link to navigate to the supporting information e.g. vacancy or tenancy details





Note: Once you have completed the action for the notification, you may delete the notification if you wish.

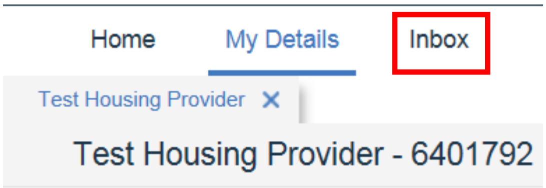
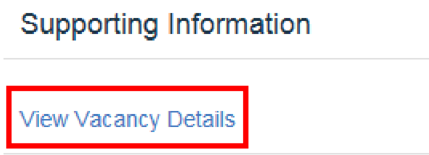
If you need to view a past notification (that has been deleted from your Inbox), you can view it by navigating to the Contact tab and clicking on Communications. Notifications are displayed in date order, but you can sort by clicking on the heading text in the yellow band at the top. Each column can be sorted either top to bottom or bottom to top, however you can only sort by one heading at a time.

Other notifications may include:

- Decline reason – review the decline reason, and if required, re-submit the vacancy, by navigating back to the property and update the relevant details
- Unsolicited shortlist – if you have a property that might be suitable for an applicant on the unsolicited shortlist, navigate to the unsolicited shortlist and request a referral for that applicant. Otherwise, take no further action
- Rent changes – navigate to the tenancy and start your rent change process if appropriate (decreases need to be administered immediately in BOS but IRR increases are not required to be administered in BOS until seven days prior to the effective date)
- Tenancy management – refer to part three of this user guide.

Receive a request for information about rent arrears

MSD may assess an IRR overpayment and, before paying the refund to the tenant, may ask you if the tenant is in rental arrears. If you have an administrator role you will get an email notification:

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one
Once you have read your email, log into BOS and select ‘Inbox’
Navigate to the notification and read the details</td><td>
</td></tr>
<tr><td>Step two
Selecting the ‘View Tenancy Details’ link in the notification you will be able to view the tenancy</td><td>
</td></tr>
<tr><td colspan="2">Step three
Check the tenant’s rent account to see if there are any rent arrears owing for the specified refund period
Note: This information will be found within your own records, separate from BOS and you may be asked to provide a screenshot of the rent changes by MSD</td></tr>
<tr><td colspan="2">Step four
Complete the ‘Request for rent arrears information form’. If there are no rent arrears for the specified refund period, write ‘No arrears’</td></tr>
<tr><td colspan="2">Step five
Notify MSD of any rent arrears owing. Refer to ‘Advise MSD about the amount of rent arrears owed’ in Part 3 –Tenancy Management</td></tr>
</table>

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

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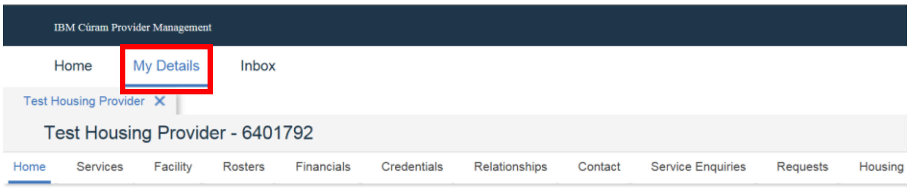
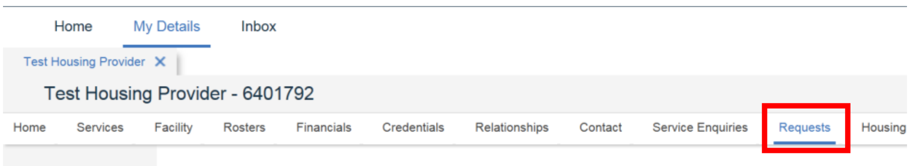
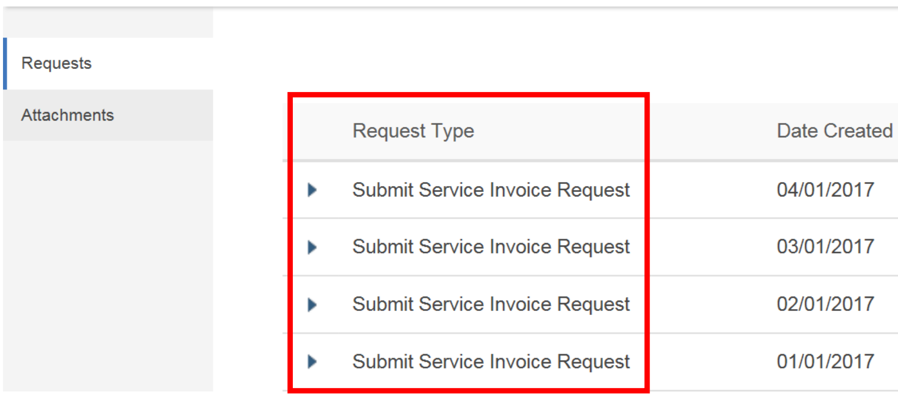
Part 5: Financial Management – FINANCIAL ADMINISTRATOR ONLY

View an IRRS fortnightly schedule

Every two weeks a new IRRS fortnightly schedule will be created in BOS – these are called Service Invoice Requests. You can view these if you have a financial administrator role. Schedules should be downloaded and reconciled before the financial period ends. If you identify any differences in IRRS between schedule and your information:

- if you identify that your information is incorrect, update your system
- if the information you have entered into BOS is incorrect, please edit the information or create a task to advise MSD of the correction.

Note: You should ensure that notifications (such as updating IRR amounts) that have an effective date within this financial period have been administered prior to reconciliation.

Description	Screenshot
Step one Log into BOS and select 'My Details'	
Step two Select the 'Requests' tab	
Step three Locate the 'Service Invoice Request' you want to view	

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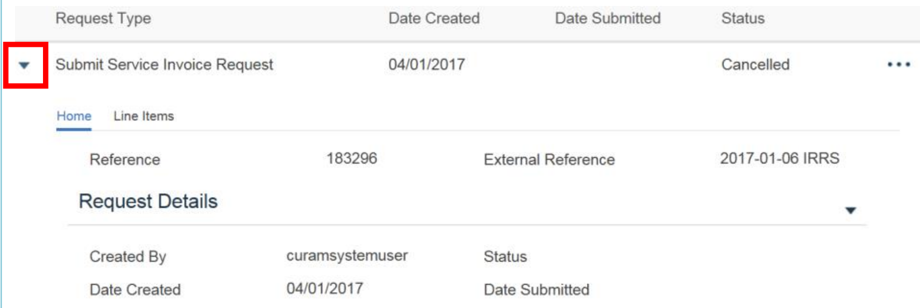
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step four

Expand it to view the home tab

</td><td>

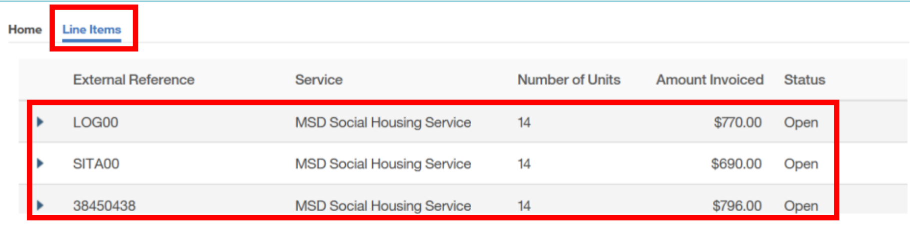


</td></tr>
<tr><td>

Step five

Navigate to the 'Line Items' tab to view the IRRS amounts for each tenancy

</td><td>



</td></tr>
<tr><td>

Step six

Expand to view the individual line item

Descriptions as bellow:

External Reference: Tenancy Reference

Service Date From: Start date of the invoice

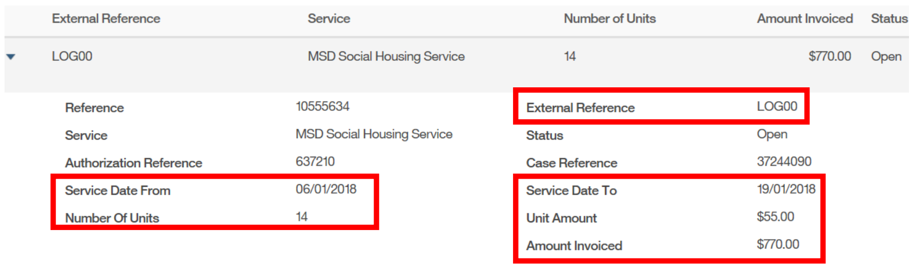
Service Date To: End date of the invoice

Number of Units: Number of days to be invoiced

Unit Amount: IRRS as a daily amount (e.g. Market Rent minus IRR divided by 7)

Amount Invoiced: Number of Units x Unit Amount (e.g. the IRRS amount the CHP can invoice)

</td><td>

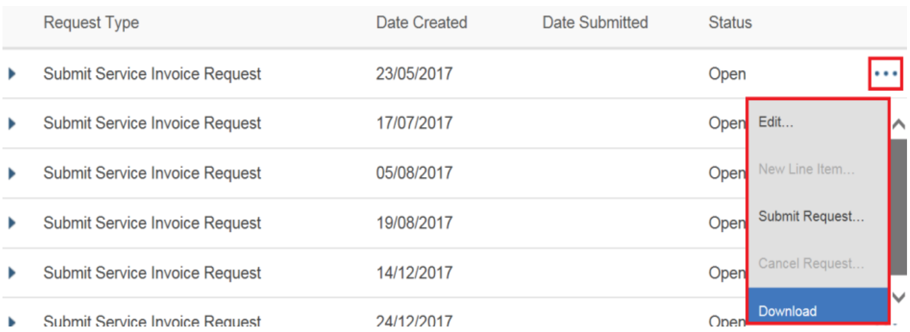


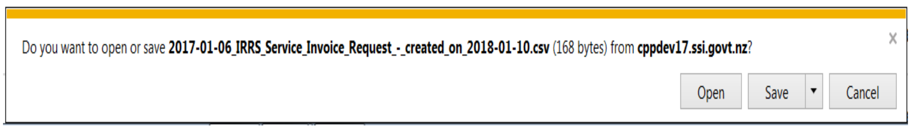
</td></tr>
</table>

Download an IRRS fortnightly schedule

If you have a financial administrator role you can also download Service Invoice Requests for analysis. You may review the schedule any time within the fortnightly invoicing period. If you notice any anomalies, contact your relationship manager at HUD.

Note: You must not include tenant information in any emails.

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one
Log into BOS and select ‘My Details’
Navigate to the ‘Requests’ tab, locate the ‘Service Invoice Request’ you want to view and select ‘Download’ from the action menu</td><td>


</td></tr>
<tr><td>Step two
Select ‘Open’ to view the invoice in Excel or select ‘Save’/’Save As’ to save the file in a secure location</td><td>The following options will display at the bottom of the screen


</td></tr>
</table>

Comment on an IRRS fortnightly schedule

If you have not identified and reconciled any differences to the schedule prior to the financial period, you can add notes on your confirmation. For example, if the system has an inaccurate record that you are unable to update, you will need to add a comment to the Service Invoice Request:

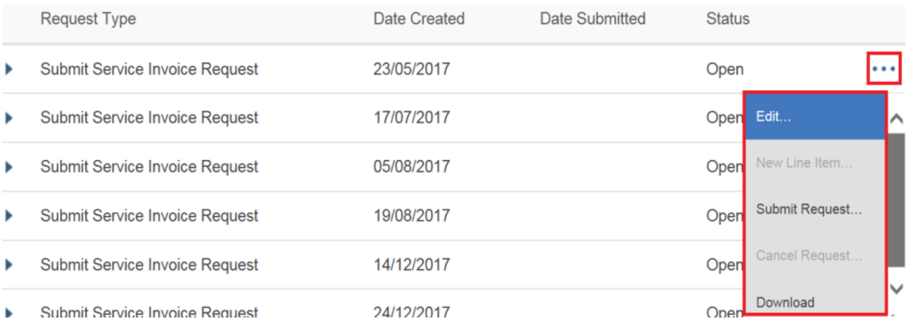
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step one

Log into BOS and select ‘My Details’

Navigate to the ‘Requests’ tab, locate the ‘Service Invoice Request’ you want to comment and select ‘Edit’ from the action menu

</td><td>

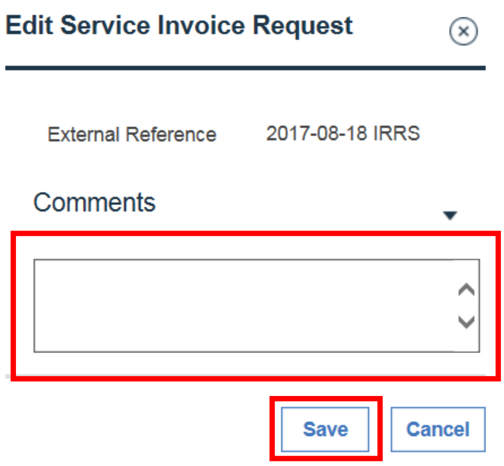


</td></tr>
<tr><td>

Step two

Add your comment in the ‘Comments’ field and select ‘Save’

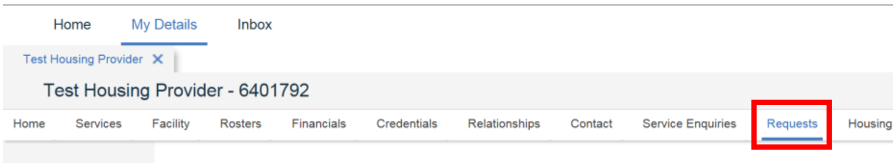
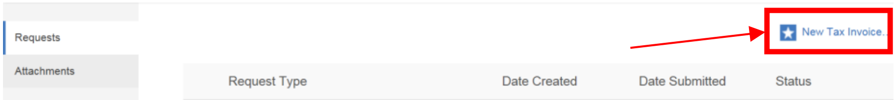
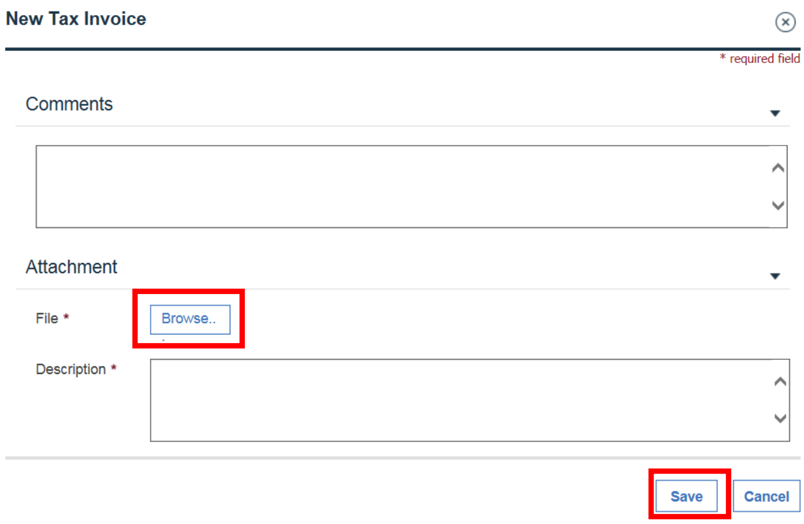
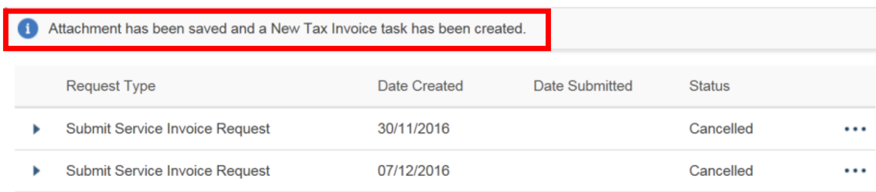
</td><td>

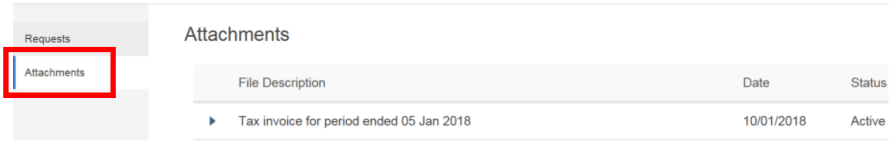
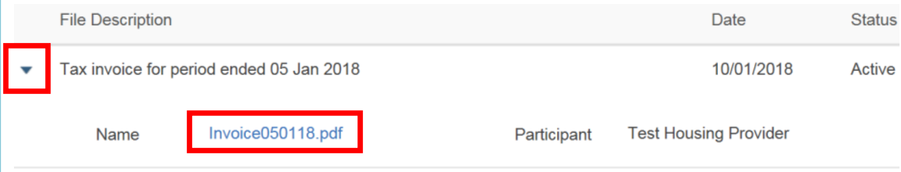


</td></tr>
</table>

Upload an IRRS schedule and tax invoice

Once you have confirmed the Service Invoice Request, upload your IRRS schedule and tax invoice as an attachment so that your organisation can get paid the IRRS by HUD. Please make sure your invoice conforms to HUD's minimum invoicing standards. If you are not sure, contact your relationship manager at HUD.

Description	Screenshot
Step one Log into BOS, select 'My Details' and navigate to the 'Requests' tab	
Step two Select 'New Tax Invoice'	
Step three Select 'Browse', find the invoice you want to attach within your computer's documents and follow the steps identified to upload this file (note: this filename will not display) Enter a description for the file e.g. invoice for period x to y and select 'Save' **Note**: When you are uploading a file to BOS, the filename must be alphanumeric. It must only contain alphabetic characters, A to Z, and numerals, 0 to 9, it must not contain any spaces, e.g. a valid filename is 150526Invoice	 **Note:** File name and description will display, please make them useful and meaningful to you.
A notification will display on screen to confirm that the attachment has been saved	

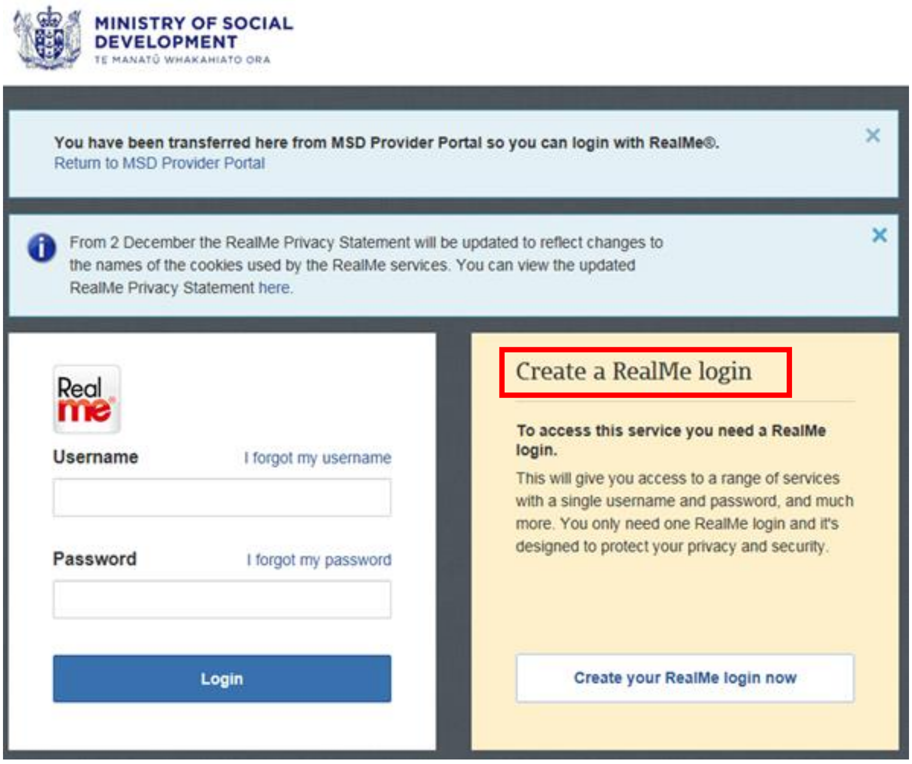
Description	Screenshot
To view the uploaded invoice, select the 'Attachments' tab	
Expand the file description to view the file name Select the name of the file to view what you have uploaded	

Appendix A ~ How to login

Setting up a RealMe account

For you to use BOS, you must have a RealMe account which you will need to use each time you login. If you don't have a RealMe account, you will be redirected to create one. The following system pathway shows the steps you will need to follow to set one of these up.

Note: You can use an existing RealMe account if you already have one.

<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>Step one
To create a RealMe account click on the 'Create your RealMe login now' link</td><td>
</td></tr>
</table>

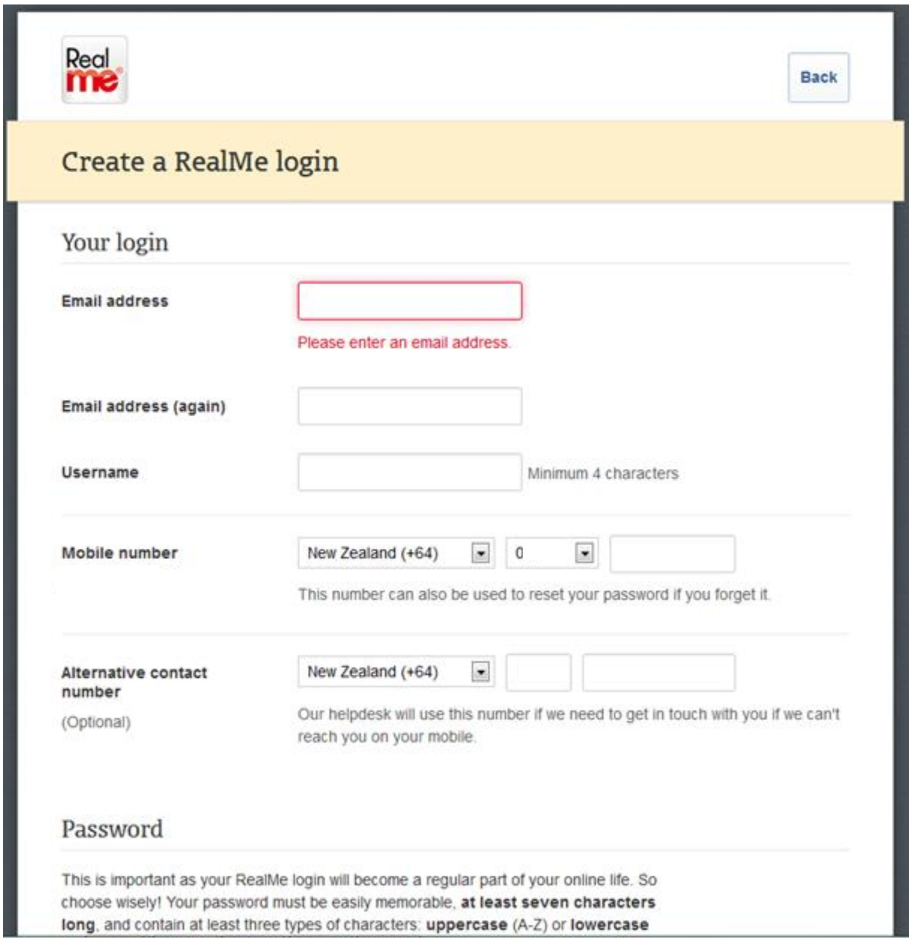
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step two

Follow the prompts to enter:

- ‘Email address’ – this will be the email address that is directly associated with your RealMe account
- ‘Username’ – this can be personalised. You will be prompted to change this if the username you enter is already in use
- ‘Mobile number’ – this is a mandatory field as it will be used as part of the 2-Factor authentication step completed each time you log in
- ‘Alternative contact number’

</td><td>



</td></tr>
</table>

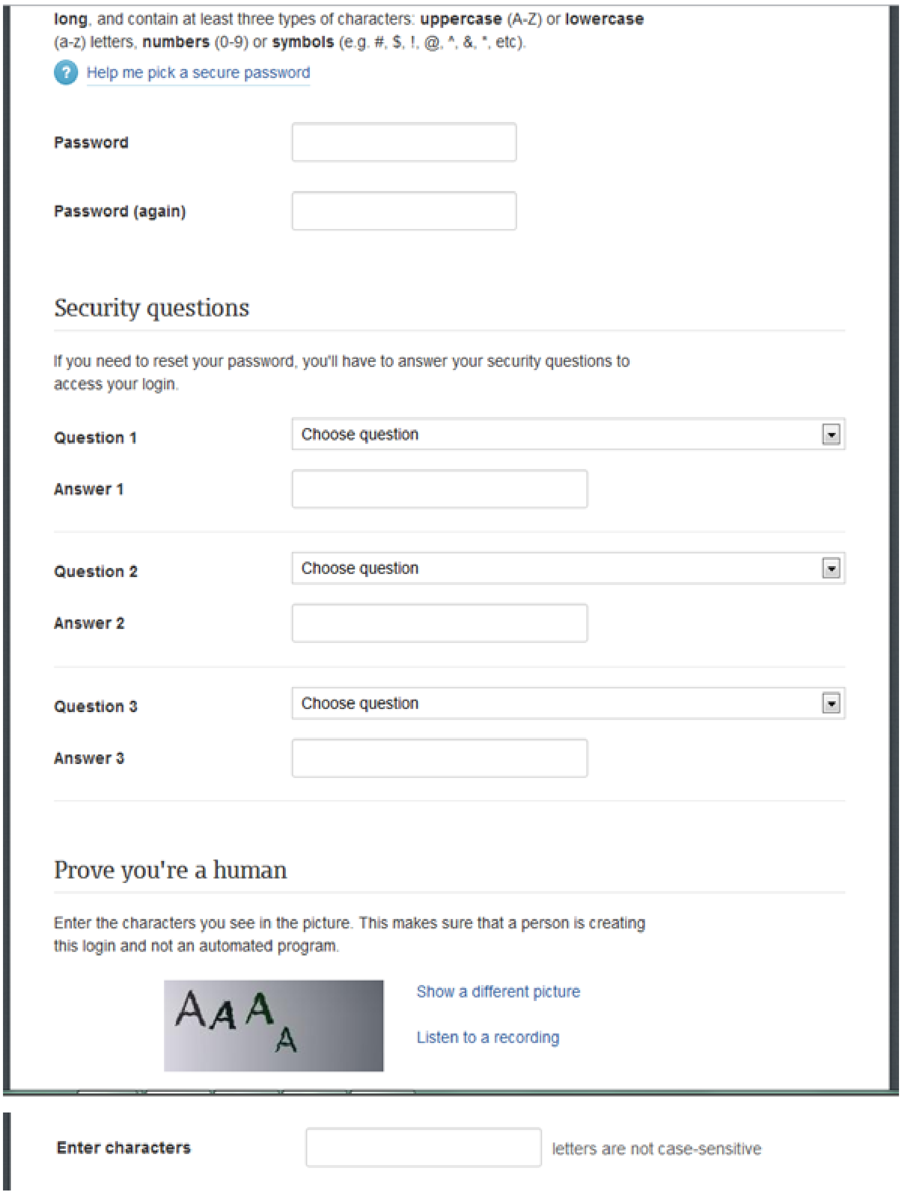
<table>
<tr><th>Description</th><th>Screenshot</th></tr>
<tr><td>

Step two, continued

Continue following the prompts to enter:

- password – guidelines are included
- security question details
- the characters shown in the picture

</td><td>



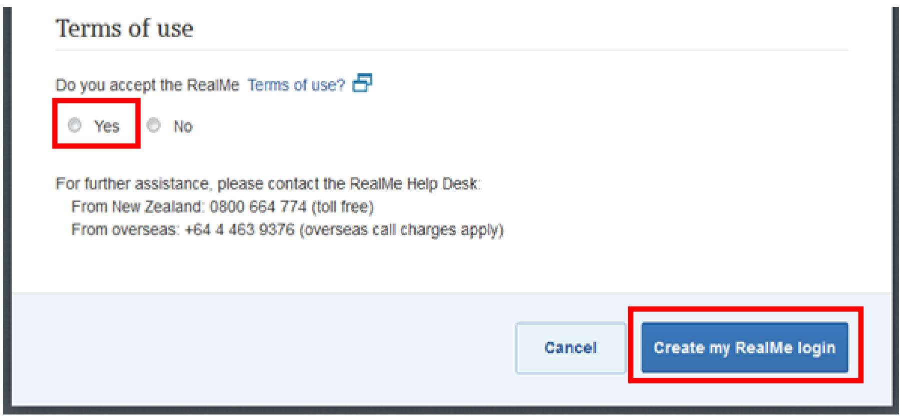
</td></tr>
<tr><td>

Step three

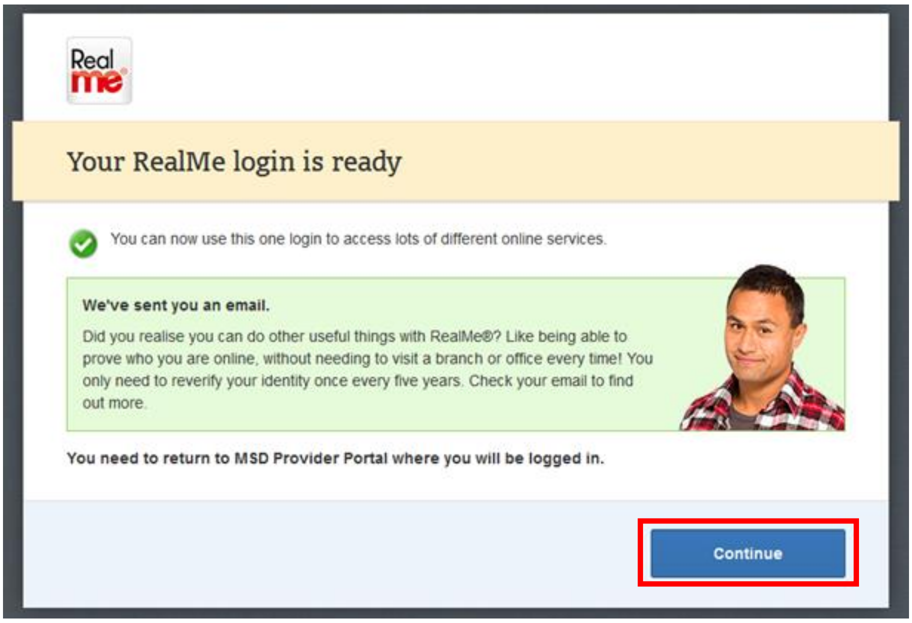
Accept the RealMe terms of use by selecting the 'Yes' radio button.

Once you have entered all of your information by answering each question, click 'Create my RealMe login'

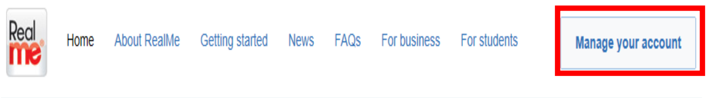
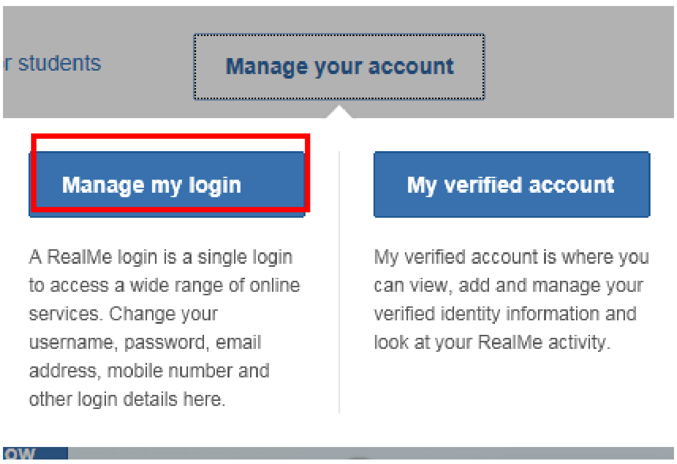
</td><td>

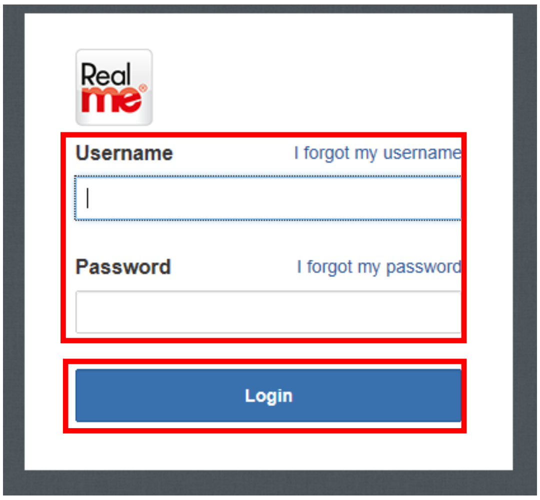
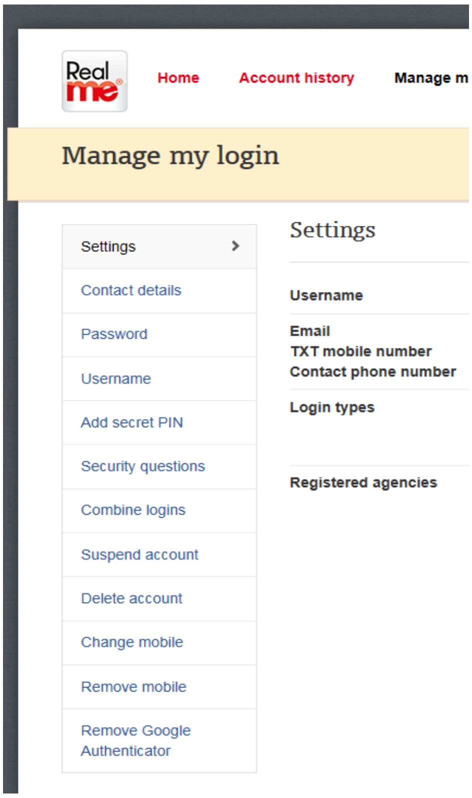


</td></tr>
</table>

Description	Screenshot
Confirmation Once you have successfully created your RealMe account, the following message will display Select 'Continue' to return to Business Online Services	

Managing your RealMe account (including changing your password)

Description	Screenshot
Step one Go to the RealMe Manage My Login page by entering the following URL into the address bar of your browser: www.realme.govt.nz Select 'Manage your account' and when the pop-up box displays, select 'Manage my login'	 **Pop-up box will display:** 

Description	Screenshot
Step two Enter your username and password and select 'Login'	
Step three Use the menu options to manage your login	

Appendix B ~ Business Online Services Templates

We have provided you with some templates that you can use when contacting MSD via BOS. When contacting MSD via email, please ensure not to include any client details. These templates are only to be used in BOS.

Referrals

Change in circumstances identified

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

Client's name:
Client number:
Date of birth:
Contact number:
Details of the change in circumstances:
Comments:

General enquiry (manage referrals)

Client's name:
Client number:
Date of birth:
Contact number:
Enquiry:
Comments:

Request Financial Assistance

Client's name:
Client number:
Date of birth:

Contact number:

Rent in advance required ($):

Bond required ($):

Comments:

Tenancies

Change of Address *(property address has changed, e.g. from 5 Main Street to 5A Main Street, suburb boundary change etc)*

Tenant name:
Client number:
Date of birth:
Reason for change:

Client Change

Tenant name:
Client number:
Date of birth:
Contact number:
Type of change: [*select one; Personal or contact details, change to medical or disability information, absence from NZ, imprisonment and longer-term hospitalisation or residential care, death*]
Details of the change:
Comments:

Death of a Sole Signatory

Reason for notification – Sole signatory deceased
Deceased signatory name:
Client number:
Address:
Date of change of circumstances:
Current tenancy reference:

Current household IRR amount:

Redirection in place: Yes/No

Notifier's name:

Notifier's contact details:

Confirmation of who is in the household:

(Where the only remaining occupant(s) are under the age of 18 or require a caregiver)

Prospective tenant name:

Current Public Housing tenant: Yes/No

If yes, Tenancy Reference:

Date of birth:

Client number:

Contact number:

Relationship to signatory:

Comments:

General Enquiry

Tenant name:

Date of birth:

Contact number:

Enquiry:

Comments:

Household Change

Tenant name:

Date of birth:

Contact number:

Type of change*: [select one; Tenant or additional occupant has left the household, a person's role in the relationship has changed or client is now a tenant]*

Details of the change:

Date of change:

Comments:

<u>Household Change for a Domestic Violence Tenancy Order</u>

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

Name and client number of respondent to the Tenancy Order:

Name and client number of applicant of the Tenancy Order:

Details of any dependent children:

Date Tenancy Order actionable from:

Date applicant commenced as signatory:

New bond or rent in advance required:

Redirection payment reference:

<u>Join-in Assessment</u>

This is to confirm our conditional agreement to the join-in request made by the following signatory(s). Their prospective tenant's details are shown below.

Details of Current Signatory(s)

Tenant name:

Date of birth:

Client number:

Contact number:

Details of each Prospective Tenant

Full name:

Date of Birth:

Client number (if known):

Contact number:

Current Address:

Relationship to the current signatory:

Signatory to the tenancy agreement: Yes/No

Any other relevant information:

<u>Lack of Notice Period</u>

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)

Provider Initiated Transfer

Tenant name:

Client number:

Date of birth:

Contact number:

Tenancy reference:

Tenancy end date:

New tenancy address:

New tenancy reference:

Transfer date:

Payment reference (if known):

Comments:

Provider to Provider Transfer

Approval has been sought from HUD to transfer tenant to another provider's property:

Tenant name:

Client number:

Date of birth:

Contact number:

Tenancy reference:

Tenancy end date:

New tenancy address:

New tenancy reference:

Transfer date:

Payment reference (if known):

Comments:

Rent Redirection

Tenant name:
Rent amount per week:
Comments: Client is behind in rent. Please set up rent redirection

Rent Arrears Redirection

Tenant name:

Rent owed:

Rent redirection amount to be set-up per week/fortnight:

Risk *Please refer to 'Advise MSD of household risk and household member risk information' for examples*

Does the risk relate to a household **member**? If yes, who (name):

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

Does the risk relate to a household (**premises**)? If yes, what is the risk:

Other Risk:

Transfer Assessment

Please confirm the housing requirements for the following tenant:

Tenant name:
Client number:
Date of birth:
Contact number:
Comments: *(this may relate to the client's bedroom requirements or property modification needs)*

Appendix C ~ Public Housing matching rules

Public housing matching rules	
A public housing client will be matched to a property if:	
Letting area/locality	Is an exact match.
Bedroom requirements	Are a match, or there is one bedroom more, or one bedroom less.
Property modifications	If the property is not modifiable, clients requiring modifications will not be matched. If the property is modifiable, all clients will be matched. If the property is modified: • Clients requiring the exact modifications will be given first priority. • Clients requiring any modifications will be given second priority. • All other clients will be given third priority.
Wraparound Services	Will only match clients who have indicated that they are willing to be referred to a property which provides this support.
Mental Health / Intellectual Disability and Physical Disability Support	Will match clients who have a health condition in the specified category (mental health, physical disability, intellectual disability).
Gender	If the property is only suitable for a particular gender, only clients of that gender will be matched.
Not suitable for couple	Only single clients will be matched.
Not suitable for children	Only clients without children will be matched.
Minimum/Maximum age	Only clients meeting the age requirements will be matched (e.g. for elderly or youth accommodation).
Ethnicity	Only clients who have the selected ethnicity as one of their ethnicities will be matched.
Iwi	Only clients with the selected iwi as one of their iwi will be matched.

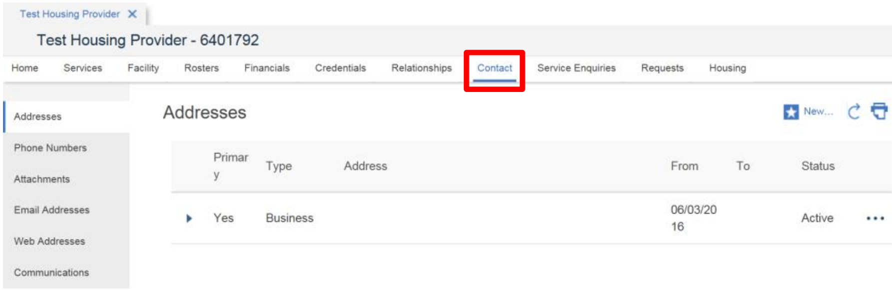
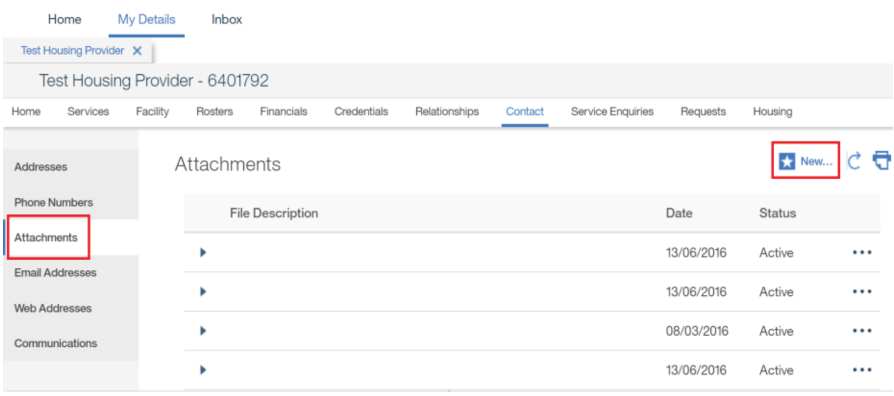
Appendix D ~ Reasons for declining or withdrawing an offer

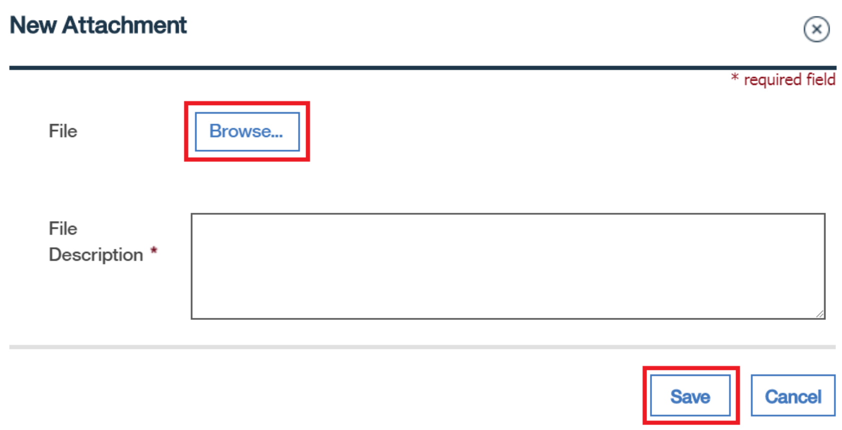
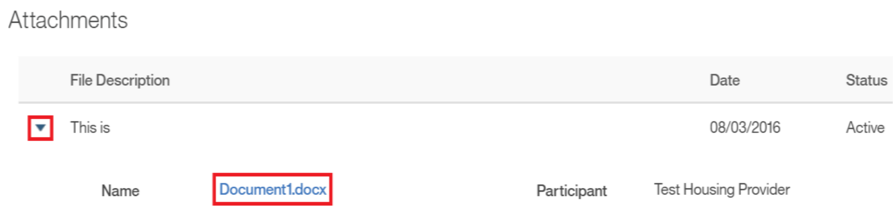
Reasons for declining or withdrawing an offer	
Reasons for a **client declining** a provider's offer are:	Reasons for a **provider withdrawing** an offer to a client are:
• Bedroom is too small • Property history • Unsafe community • Property has stairs • Parking is inadequate • Does not meet disability needs • Distance from public transport • Unsafe physical environment • Poor interior condition • Poor exterior condition • House is too small • Section is too big • Not suitable for cultural reasons • Customer no longer requires housing • Access is poor • Busy road • Offer outside required lettable area • Distance from essential services • Fencing is not suitable • Other + Free text field • Unavailable for contact within 48 hours	• Customer no longer requires housing • Unable to contact client(s) • Property no longer available (e.g. fire damage) • Client(s) temporarily unable to accept the offer (e.g. medical, prison) • Client(s) not a good match to neighbourhood • Property not suitable for client(s) (e.g. mobility) • Property offered to another client(s) • Created in error • Incorrect property description • Not on register • Property no longer available – Cleansing order P-House • Other + Free text field

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

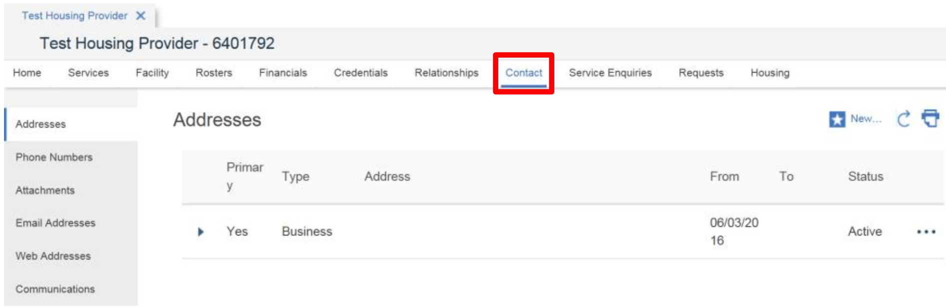
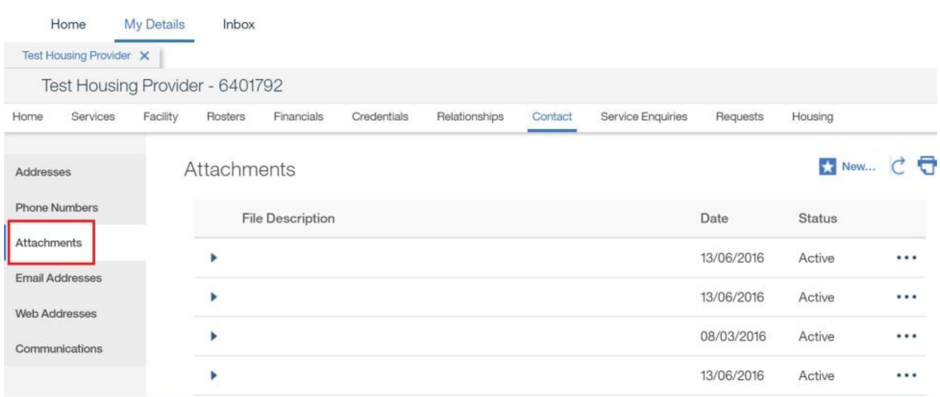
MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Appendix E ~ Uploading documents for MSD and HUD

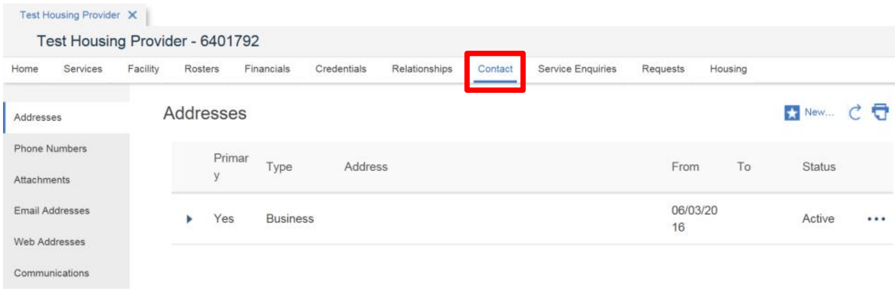
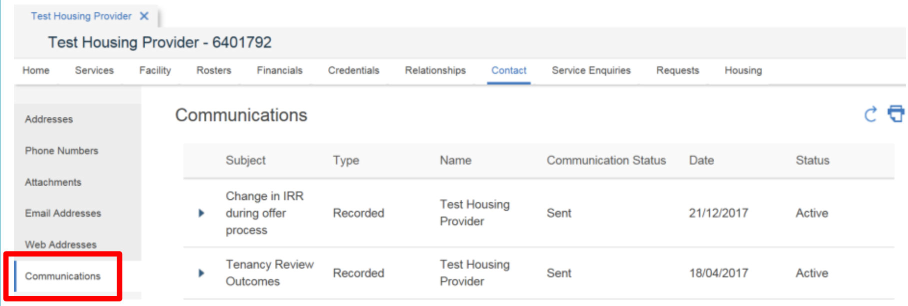
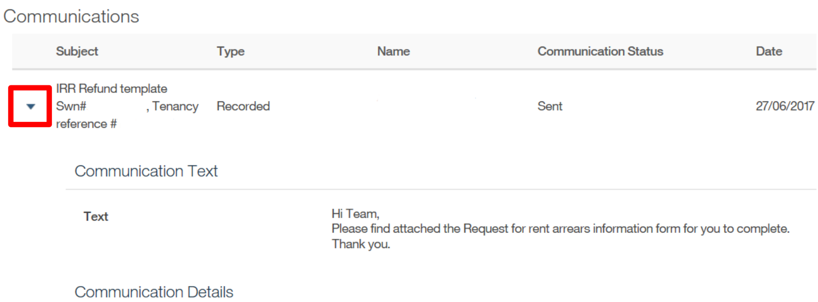
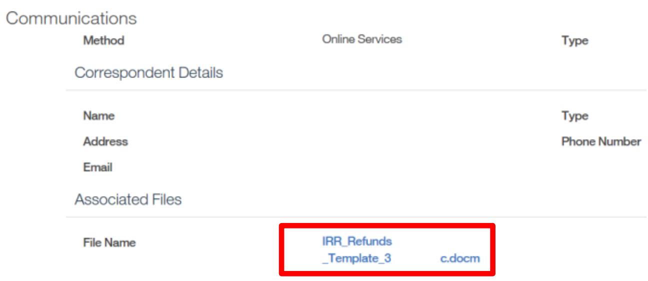
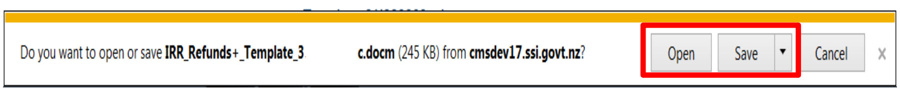
Description	Screenshot
Step one Log in to BOS and navigate to the 'Contact' tab from within 'My Details'	
Step two Select the 'Attachments' tab and click 'New'	

Description	Screenshot
Step three Select ‘Browse’, find a file you want to attach within your computer’s documents and click open (Note: the filename will display) Enter a description for the file and select ‘Save’ **Note**: When you are uploading a file to BOS the filename must be alphanumeric. It must only contain alphabetic characters, A to Z, and numerals, 0 to 9, it must not contain any spaces, e.g. a valid filename is 150526Report	
Step four Advise MSD or HUD via phone or email that you have uploaded a file through BOS	**Note:** It is important to advise MSD or HUD that you have uploaded a file through BOS via phone or email because there is no notification to MSD or HUD of your file upload in BOS.
To view the uploaded file, expand the file description to view the file name and select the name of the file to view what you have uploaded	

Appendix F ~ Downloading documents sent by MSD and HUD Part 1

Description	Screenshot
Step one Log in to BOS and navigate to the 'Contact' tab from within 'My Details'	
Step two Select the 'Attachments' tab	
Step three Select the triangle which will expand the notification	
Step four Select the Hyperlink with the document name	
Step five Click either Save or Open on the below	

Appendix F ~ Downloading documents sent by MSD and HUD Part 2

Description	Screenshot
Step one Log in to BOS and navigate to the 'Contact' tab from within 'My Details'	
Step two Select the 'Communications' tab	
Step three Select the triangle which will expand the notification	
Step four Select the Hyperlink with the document name	
Step five Click either Save or Open on the below	

Appendix G ~ Join-In Assessment Process