

Alert Level 3 - Tenant Gives Notice to Placement Guideline

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1. Guideline overview

1.1 Purpose

This guideline has been developed in response to the threat posed by COVID-19. The document highlights operating at Alert Level 3 'Restrict' with regards to COVID-19 and summarises the processes to manage customers giving notice, the void process and placement of applicants safely into homes.

The Alert Level 4 processes focused on safeguarding all stakeholders' health and well-being in regards to COVID-19 which has not changed for Alert Level 3.

2. Definitions

STM – Senior Tenancy Manager

TM – Tenancy Manager

PSS – Placement Support Specialist

TLO – Tenancy Liaison Officer

MS – Maintenance Supervisor

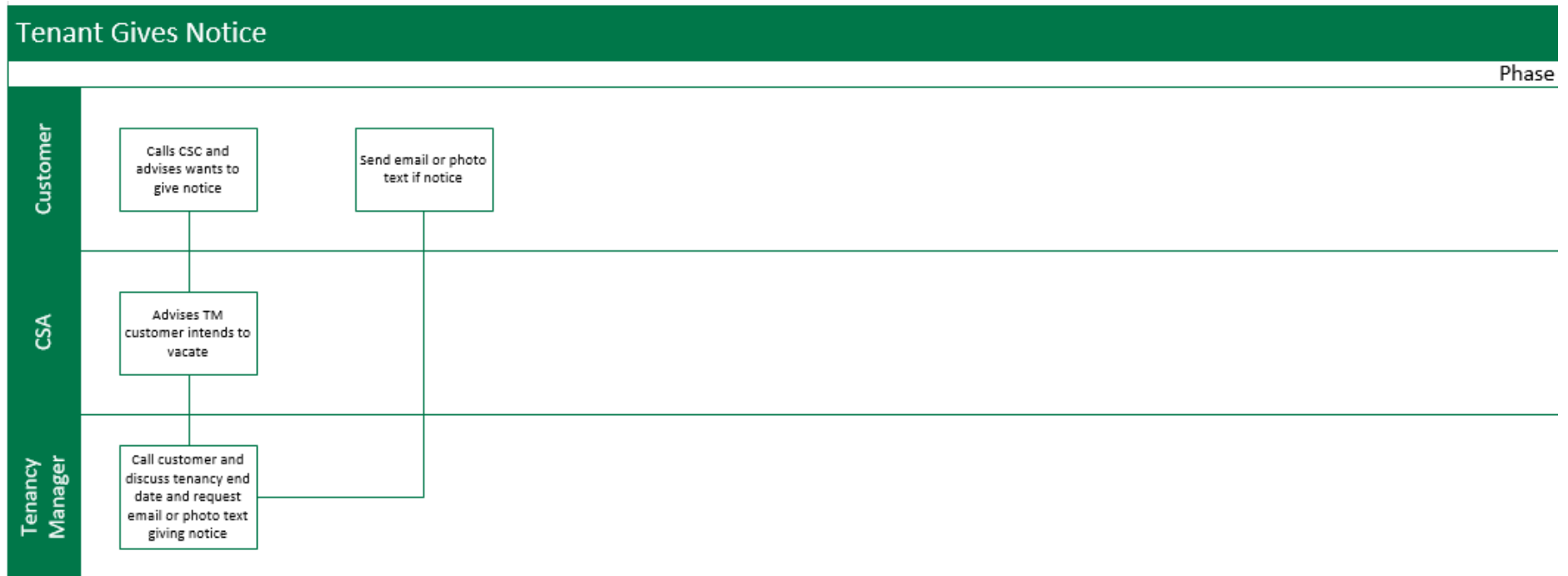
VS – Void Specialist

CSC – Customer Support Centre

MSD – Ministry of Social Development

If any other words or phrases are used and you are unsure of the meaning, check the [glossary](#) on Atamai.

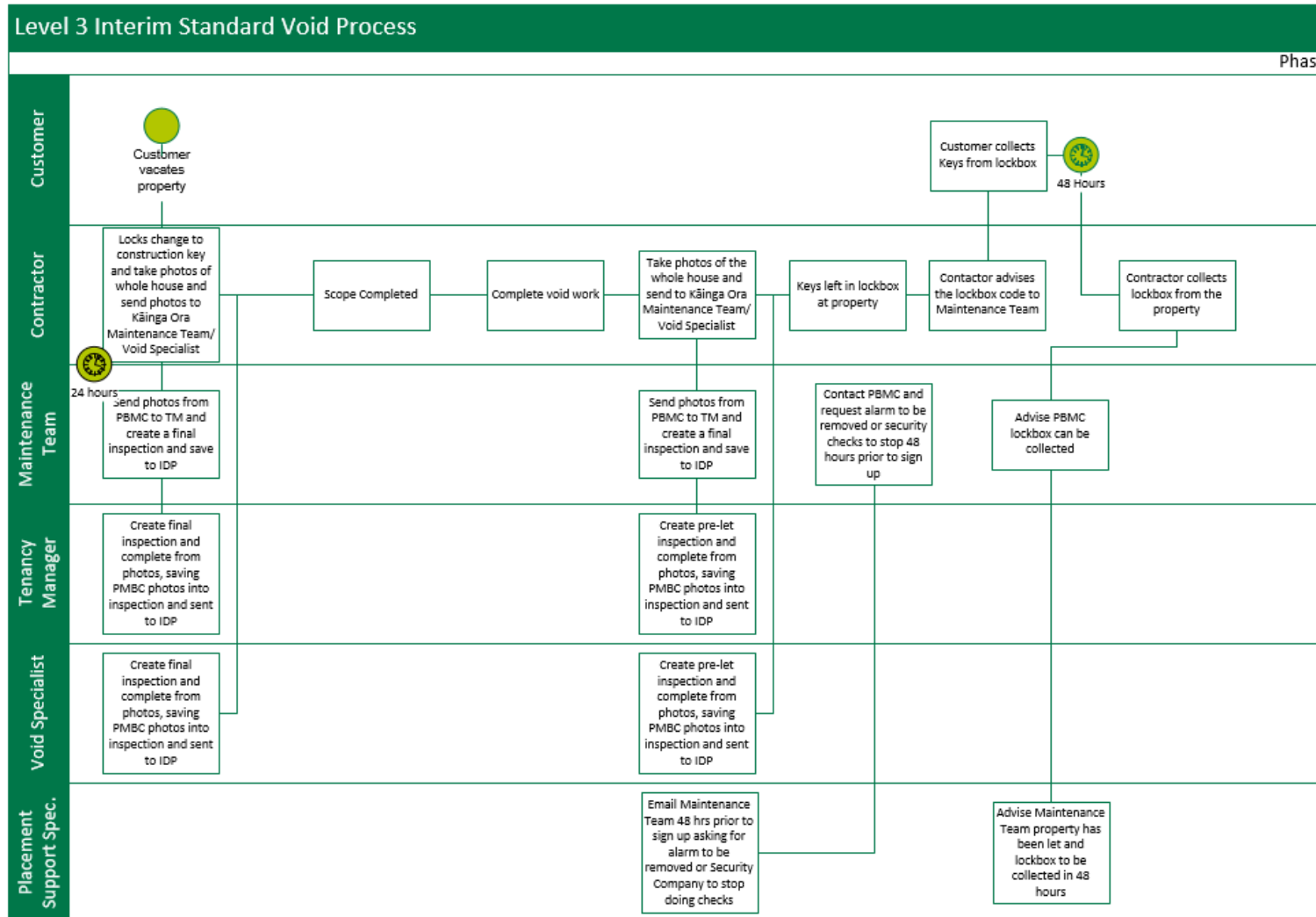
3. Customer Gives Notice



The purpose is to provide contactless ways for the customer to give notice. .

Step	Action	Responsibility
1	Customer contacts the Customer Support Centre and advises they intend to give notice	Customer
2	Send email to the Tenancy Manager advising of the customers intention to vacate	Customer Support Advisor
3	Call customer and discuss end of tenancy date. Request customer gives notice by either sending an email to you or taking a photo of signed written notice. Customer must include in notice: Name Address they intend to vacate Date they will be leaving Sign and date letter e.g I Jack Hill intend to leave 1 Leaky Pail Rd, Water on 24/05/20.	Tenancy Manager
4	Customer sends email or text photo of notice	Customer
5	Follow business as usual process from here	Tenancy Manager

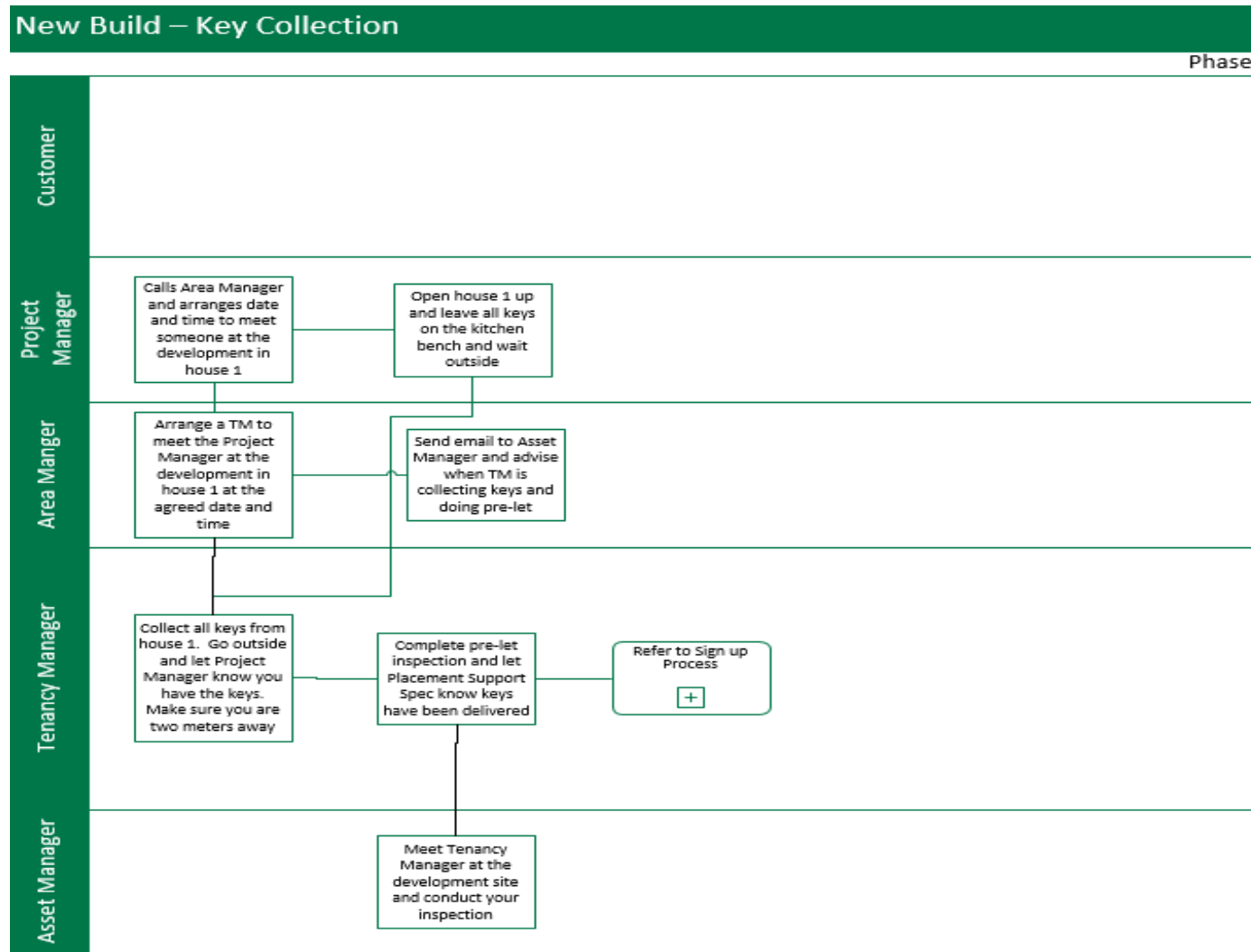
4. Void Process



Step	Action	Responsibility						
1	On the day the tenant has indicated they will leave their property, the Tenancy Manger must call tenant to confirm that they have moved out. Ask customer to dispose of keys as they are not needed.	Tenancy Manager						
2	A URG work order must be raised in Kotahi requesting the Maintenance Contractor to change the locks at the vacant property to a Construction key and request a void scope.	Tenancy Manager/Void Specialist						
3	Maintenance Contractors visit the vacant property and changes the locks to a Construction Key	Maintenance Contractors						
4	Maintenance Contractor visits the property, completes scope and takes photos of all rooms and sends to the Maintenance Team and Void Specialist if there is one in their area.	Maintenance Contractor						
5	Send photos to the Tenancy Manager responsible for the property	Maintenance Supervisor						
6	Complete the final inspection from the photos, adding photos taken by the contractor to the inspection. Save and send inspection to IDP	Tenancy Manager/Void Specialist						
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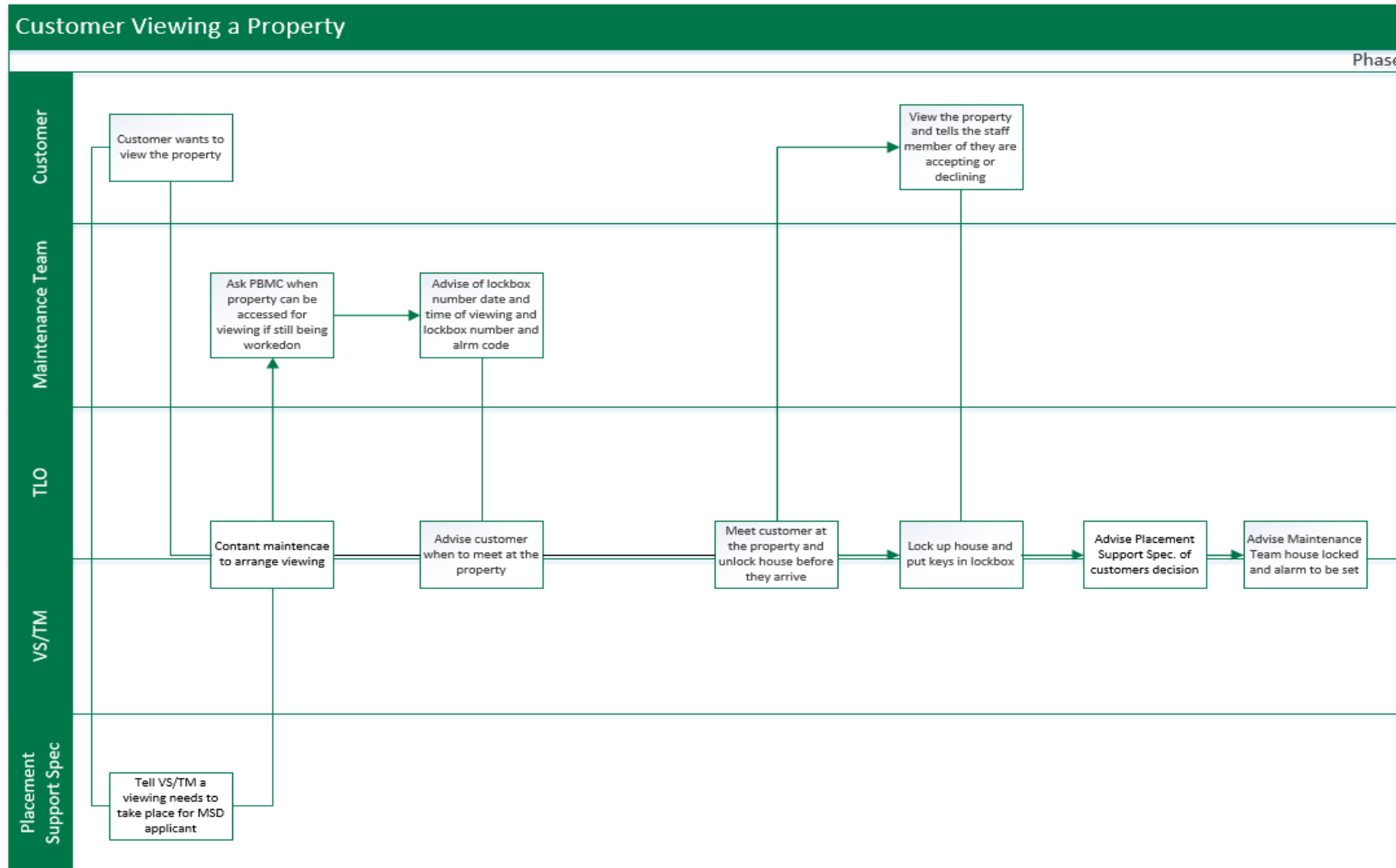
Step	Action	Responsibility	
	Maintenance Supervisor is advised	Maintenance Supervisor will need to email the Tenancy Manager/Void Specialist to advise of the lockbox code	Maintenance Supervisors
9	Tenancy Manager/Void Specialist to complete the pre-let inspection from the photos, adding photos to the inspection.		Tenancy Manager/Void Specialist
10	Email Maintenance Team 48 hours prior to tenancy starting and request alarm be removed from the property by 9am day of customer moving into the property or the roving security patrol to stop		Placement Support Specialist
11	Send request to Contractor and ask for alarm to be removed or security patrol to stop.		Maintenance Supervisor
12	On the Tenancy Start date, Customer will retrieve the keys to their new home from the Lockbox		Customer
13	Once the customer has the keys to their home, they will be advised the contractor will come and collect the lockbox from the property. This must be done within 48 hours of the tenancy start date		Customer
14	The lockbox will be collected from the letterbox by the Maintenance Contractors within 2 days (48 hours)		Maintenance Contractors

5. New Build – Key Collection



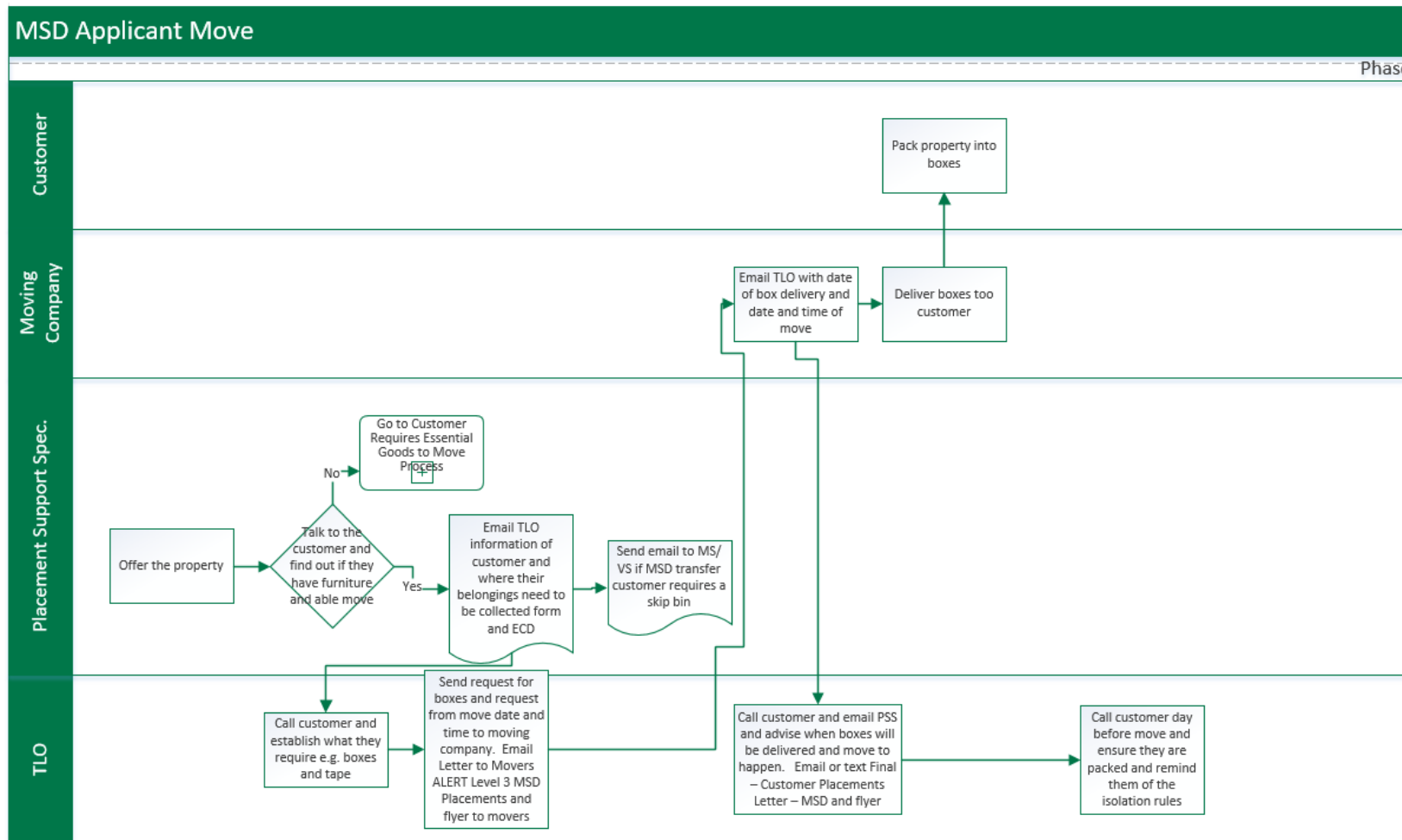
Step	Action	Responsibility
1	Contact Area Manager and arrange a date and time to meet a Tenancy Manager at the development to hand keys over	Project Manager
2	Arrange for Tenancy Manager(s) to meet Project Manager at the property in the first house on the agreed date and time. Also email your Asset Manager and advise of the date and time Tenancy Manager will be at the development site	Area Manager
3	Project Manager arrives 5 minutes prior to arranged time at the property and unlocks the first house and places keys for all houses on the kitchen bench. Leave the house and wait either inside your car or outside the house.	Project Manager
4	Tenancy Manager collects the keys form the first house and unlocks all houses in the development. Tenancy Manager conducts pre-let inspections	Tenancy Manager
5	Asset Manager arrives and completes their inspections on different houses to the Tenancy Manager	Asset Manager
6	Tenancy Manager locks each house and takes the keys to the area office and stores in a central location where they can be accessed.	Tenancy Manger

6. Customer Views the Property



Step	Action	Responsibility								
1	Customer requests viewing	Placement Support Specialist/Tenancy Manager/Void Specialist/Tenancy Liaison Officer								
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Property is a new build	Contact Tenancy Manager and confirm keys are in the office									
2	Contact customer and advise when you can meet them at the property	Tenancy Manager/Void Specialist/Tenancy Liaison Officer								
3	Meet customer at the property and unlock and turn alarm off prior to customer arriving. If a new build property, collect keys. Wait at the property until customer has viewed the property.	Tenancy Manager/Void Specialist/Tenancy Liaison Officer								
4	View the property	Customer								
5	Ask the customer if they are going to accept the property. Advise Placement Support Specialist of their decision. If the customer wants to take time to think about their decision, ask them to contact the Placement Support Specialist	Tenancy Manager/Void Specialist/Tenancy Liaison Officer								
6	Lock house up and set alarm if house has one.	Tenancy Manager/Void Specialist/Tenancy Liaison Officer								
7	Advise Maintenance Team property has been secured.	Tenancy Manager/Void Specialist/Tenancy Liaison Officer								

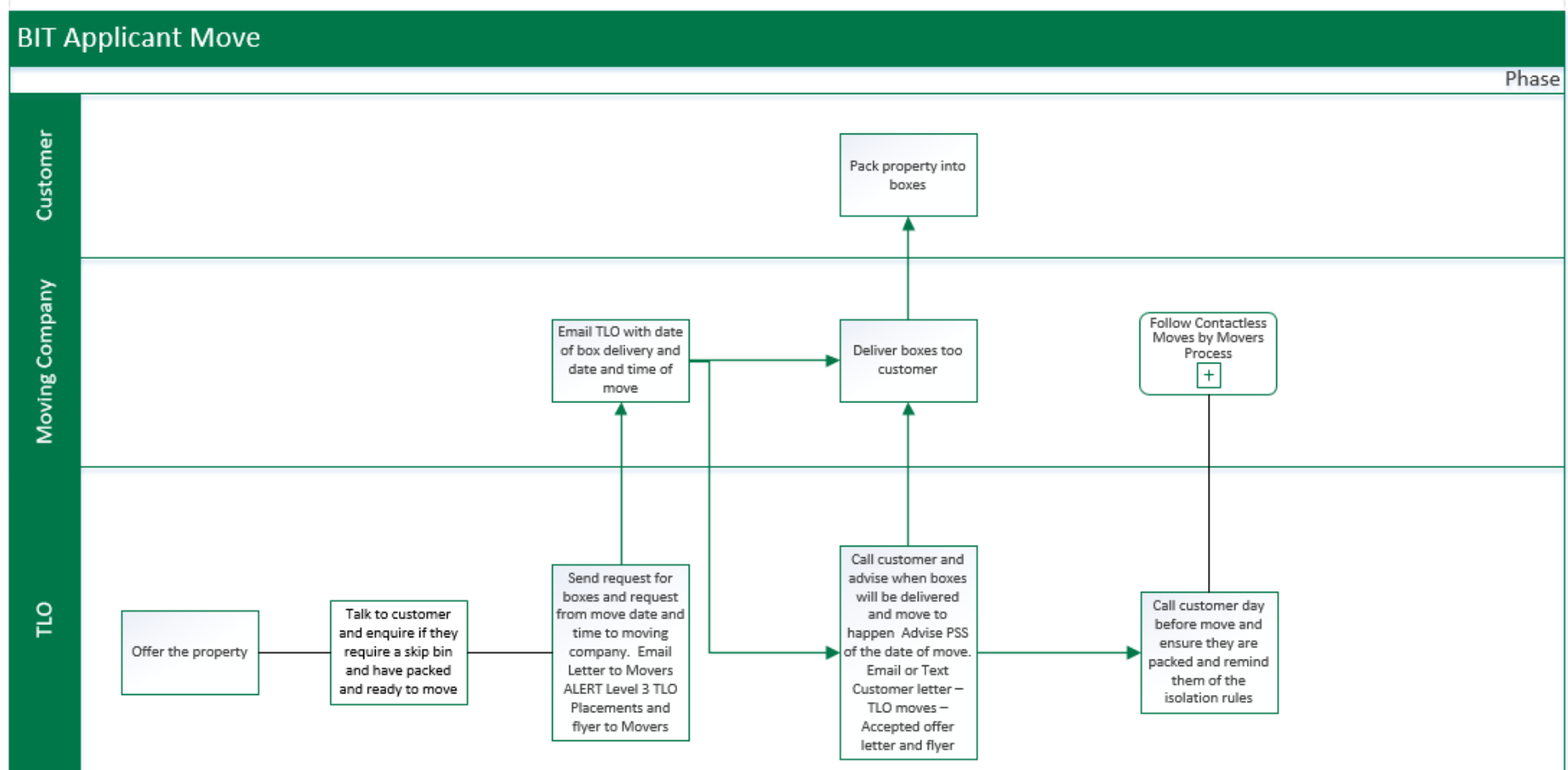
7. MSD Applicant Accepts Property



Step	Action	Responsibility						
1	Customer accepts property	Customer						
2	<p>Talk to the customer and find out if they have essential furniture and white ware to enable them to move. Advise them we will move them using a moving company at Kāinga Ora cost.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">If...</th> <th style="background-color: #cccccc;">Then...</th> </tr> </thead> <tbody> <tr> <td>Customer has essential items to move</td> <td> <p>Email TLO customer contact details and ECD. Template in Appendix 1</p> <p>Gather addresses of where furniture will be collected from. Movers can pick goods up from two separate locations.</p> </td> </tr> <tr> <td>Customer does not have essential items to move</td> <td>Go to Customer Requires Essential Goods to Move Process</td> </tr> </tbody> </table> <p>If the move is for MSD transfer, ask customer if they require a skip bin. If they require a skip bin, send request through to your Maintenance Team rep.</p>	If...	Then...	Customer has essential items to move	<p>Email TLO customer contact details and ECD. Template in Appendix 1</p> <p>Gather addresses of where furniture will be collected from. Movers can pick goods up from two separate locations.</p>	Customer does not have essential items to move	Go to Customer Requires Essential Goods to Move Process	Placement Support Specialist
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3	<p>Call customer and establish how many boxes and packing tape they require. Enquire regarding the about of personal belongings they have to move and if the belongings are in one location or do they require picking up from a second location.</p> <p>Can customer move quickly? Customers belongings are already packed and can move quickly</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">If...</th> <th style="background-color: #cccccc;">Then...</th> </tr> </thead> <tbody> <tr> <td>Customer has belongings packed or are in a storage unit</td> <td>Advise Moving Company and request an early date</td> </tr> <tr> <td>Customer has not packed belongings</td> <td> <p>Ask customer how long it will take them to pack their belongings.</p> <p>Request a date and time allowing customer time to pack</p> </td> </tr> </tbody> </table> <p>Send email template PHO-Removal Company Request and send to the required moving company.</p> <p>Appendix 2 – List of areas Allied Pickford covers</p>	If...	Then...	Customer has belongings packed or are in a storage unit	Advise Moving Company and request an early date	Customer has not packed belongings	<p>Ask customer how long it will take them to pack their belongings.</p> <p>Request a date and time allowing customer time to pack</p>	Tenancy Liaison Officer
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Customer has not packed belongings	<p>Ask customer how long it will take them to pack their belongings.</p> <p>Request a date and time allowing customer time to pack</p>							
4	<p>Respond advising date and time of move and when boxes will be delivered to the customer.</p> <p>Deliver boxes and packing tape to address provided within 24 hours of receiving the request</p>	Moving Company						

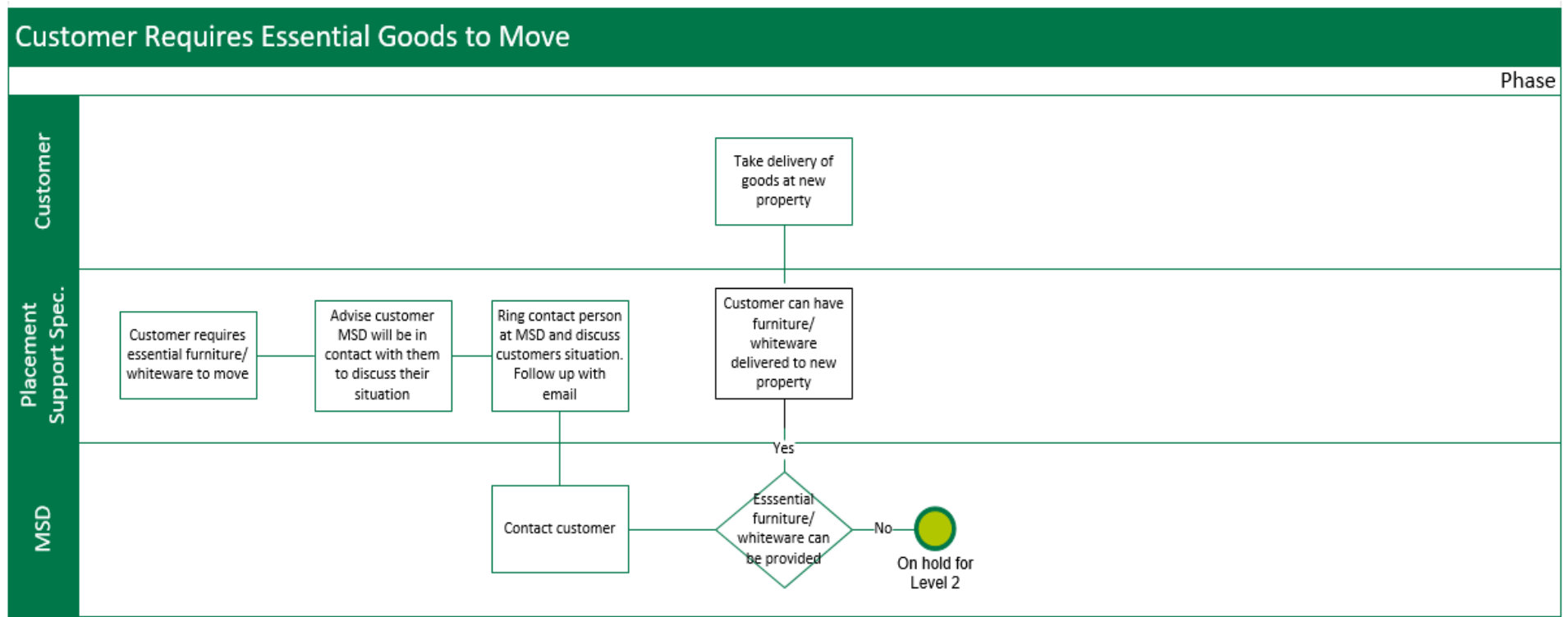
Step	Action	Responsibility								
5	<p>Call customer and advise when boxes will be delivered and give the date and time of the move.</p> <p>Explain the contactless process and advise customer we are sending them a confirmation letter of the move with Moving Companies details and information regarding the contactless move.</p> <p>Email Placement Support Specialist and tell them when the move is happening.</p> <p>Send customer:</p> <p>Letter : Level 3 – Customer Placements Letter – MSD only 24 April 2020 and flyer</p> <p>Email Mover :</p> <p>Letter: Letter to Movers ALERT Level 3 MSD Placement and flyer</p> <table border="1" data-bbox="316 810 1126 1258"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Customer has email</td> <td>Email letter and flyer to customer</td> </tr> <tr> <td>Customer doesn't have email but has a smart phone</td> <td>Take photos of each page and flyer and text these to the customer</td> </tr> <tr> <td>Customer has no email or smart phone</td> <td>Email letter and flyer to Tenancy Manager and ask they deliver to the customer at their current address</td> </tr> </tbody> </table>	If...	Then...	Customer has email	Email letter and flyer to customer	Customer doesn't have email but has a smart phone	Take photos of each page and flyer and text these to the customer	Customer has no email or smart phone	Email letter and flyer to Tenancy Manager and ask they deliver to the customer at their current address	Tenancy Liaison Officer
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6	Pack boxes and get ready for move	Customer								
7	<p>Call customer day before the move date and ensure customer is packed and ready to move. Go over the flyer and ensure they have an isolation plan.</p> <p>If there are any changes email moving company and advise them of the changes</p>	Tenancy Liaison Officer								

8. BIT Applicant Accepts Property



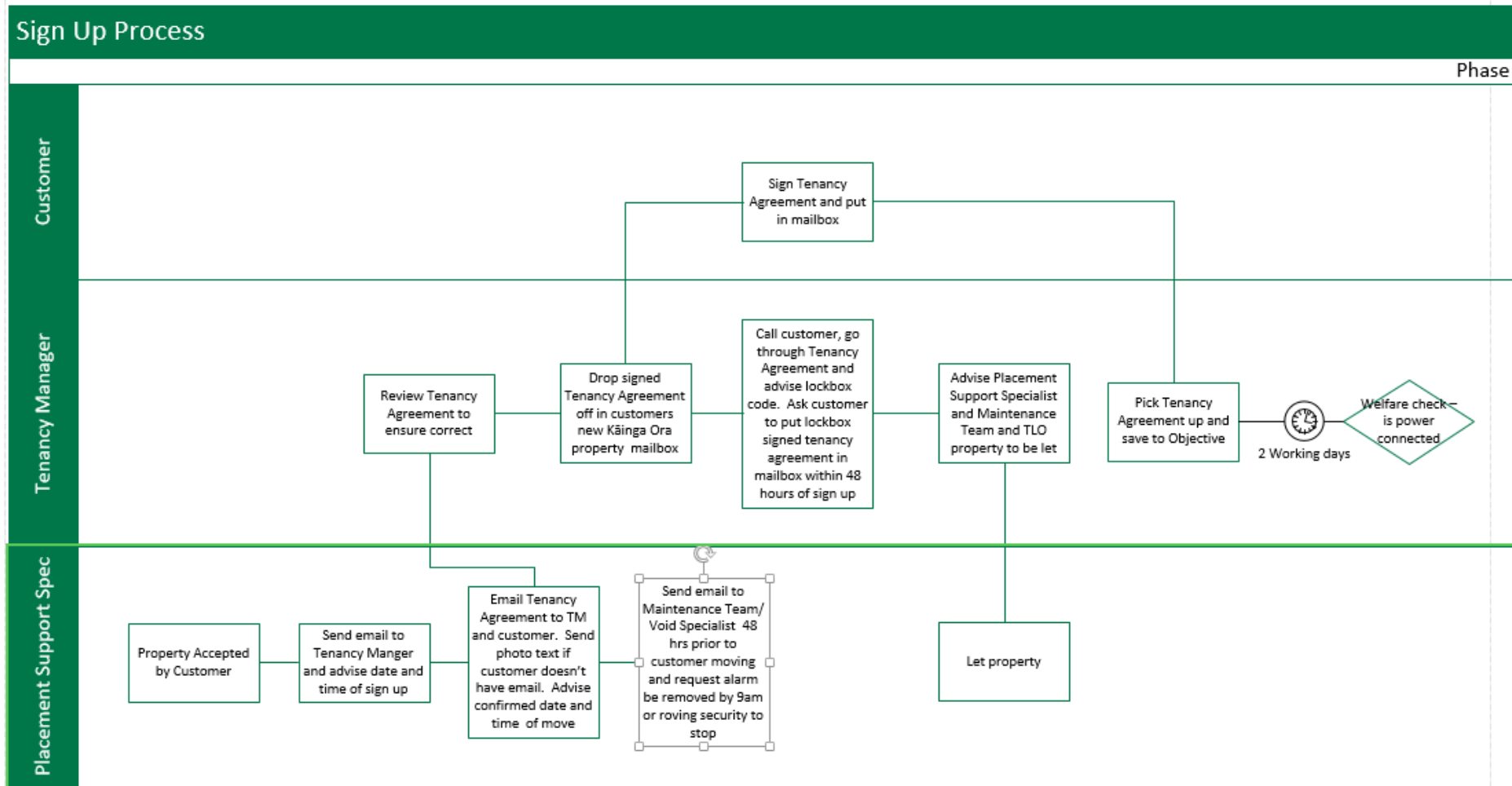
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5	Pack boxes and get ready for move	Customer						
6	<p>Call customer day before the move date and ensure customer is packed and ready to move. Go over the flyer and ensure they have an isolation plan.</p> <p>If there are any changes email moving company and advise them of the changes</p>	Tenancy Liaison Officer						

9. Customer Requires Essential Goods



Step	Action	Responsibility
1	Customer requires essential furniture/white ware or household goods to be able to move into property	Customer
2	Advise customer MSD will be in contact with them to discuss their situation	Placement Support Specialist
3	Ring MSD allocated contact person for your area and discuss the customer's situation. Follow conversation with a follow up email	Placement Support Specialist
4	Contact customer	MSD
5	Can essential household goods be provided	
	If...	Then...
	Essential goods can be provided	MSD will order the goods for the customer and arrange delivery
	Essential goods can't be provided	Property held for customer until level 2
6	Customer takes possession of the goods at the new property	Customer

10. Sign Customer Up



Step	Action	Responsibility						
1	Create a shortlist of applicants that match to vacant property. Follow existing matching process including the Tenancy Management Veto process	Placement Support Specialist						
2	Once a Customer is matched to the property, complete a Pre Placement Interview via phone using existing process	Placement Support Specialist						
3	Once the Pre placement interview is completed and the match is accepted, phone Customer to make offer of the property. (Record the offer in Kotahi as per current process)	Placement Support Specialist						
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7	48 hours prior to customer moving in, email Void Specialist/Maintenance Team contact for area and request alarm to be removed from the property by 9am day customer moves. If no	Placement Support Specialist						

Step	Action	Responsibility								
	alarm and roving security patrols looking after property, advise them customer is moving in and no longer required.									
8	<p>Call customer and go through Tenancy Agreement. Remind them of the need to self-isolate.</p> <p>Ask customer to place one signed copy of the tenancy agreement in the mailbox and call Tenancy Manager to advise ready to be collected.</p> <p>If the customer is a current tenant, ask them if they are going to leave anything behind which needs to be disposed of. If the customer is leaving goods behind, ask them to put in writing (text message ok) that we can dispose of goods left behind.</p> <p>Provide customer with lockbox code</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Customer moving in the morning</td> <td>Provide customer with lockbox code by 9am day of move.</td> </tr> <tr> <td>Customer moving in the afternoon</td> <td>Give customer lockbox code at time of sign up</td> </tr> <tr> <td>Customer is moving into a new build property</td> <td> <p>Tenancy Manager meets customer at agreed time at the property</p> <p>Keys are exchanged through contactless process</p> <p>Collect signed Tenancy Agreement from customer while at the property</p> </td> </tr> </tbody> </table> <p>Request customer place lockbox in mailbox within 48 hours of moving into the property.</p>	If...	Then...	Customer moving in the morning	Provide customer with lockbox code by 9am day of move.	Customer moving in the afternoon	Give customer lockbox code at time of sign up	Customer is moving into a new build property	<p>Tenancy Manager meets customer at agreed time at the property</p> <p>Keys are exchanged through contactless process</p> <p>Collect signed Tenancy Agreement from customer while at the property</p>	Tenancy Manager
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9	Print Tenancy Agreement and initial and sign two copies. Place tenancy agreements in mailbox of new Kāinga Ora property.	Tenancy Manager								
10	Advise Placement Support Specialist, Tenancy Liaison Officer and Maintenance Team customer has been signed up and property can be let.	Tenancy Manager								
11	Let property in Kotahi once Tenancy Manager advises to do so	Placement Support Specialist								
12	<p>Within 48 hours of the new tenant moving into the property, call the tenant to undertake a Welfare check.</p> <p>Please remind the tenant to put the lockbox into the letterbox for collection by the Contractors if they haven't already</p>	Tenancy Manager								

Step	Action	Responsibility
	Ensure that you check that the tenant has contacted a power company and has power connected in their name - (If the Customer is having problems with having the power connected in their name, we can leave the power in the name of the Contractors for up to 4 weeks)	

