

Letter to tenants

2 April 2014

«Tenant_Name»
«Street_Number» «Street»
«Suburb»
«TownCity» «Postcode»



You don't need to contact HNZ or MSD about changes to social housing now.

Dear «Tenant_Name»
Tenancy Reference: «Tenancy_Ref»

Social housing changes start 14 April 2014

We want to remind you about the changes to social housing. Social housing includes both housing provided by Housing New Zealand and by community housing organisations.

Some of the services delivered now by Housing New Zealand will be delivered by the Ministry of Social Development (MSD), the government department that includes Work and Income, Senior Services and StudyLink.

From 14 April 2014 MSD will be responsible for calculating your income-related rent rate and for assessing eligibility for social housing.

Here is what will change for you from 14 April:

- **Income-related rent (IRR) calculation and reviews will be done by MSD**
 - If your annual income-related rent review is done after 14 April, it will be done by MSD. You will be contacted about this when the time comes. Until then you do not need to do anything.
 - If you have a change of circumstances you'll need to let MSD know of this change so they can work out your income-related rent.
 - MSD will tell you if your income-related rent has changed. MSD will also tell Housing New Zealand.
 - Housing New Zealand will then let you know the rent you need to pay, and the date you will need to start paying it from.
 - Usually this will be 61 days after your change in circumstances. We will give you at least two weeks' notice of the change to your rent.
- **Working with an agent**
 - You can have an agent to act on your behalf with MSD. If you already have an agent or want an agent you'll need to complete an Appointment of Agent form for them to be able to act for you on housing matters with MSD.

Housing New Zealand is still your landlord

Housing New Zealand will still be your landlord and will continue to provide housing and manage tenancies. Call Housing New Zealand on 0800 801 601 if you have questions

about maintenance or repairs or want to talk about any other matter relating to your tenancy. You will still be visited by your Housing New Zealand tenancy manager.

What happens now?

If you have a rent review or transfer underway that won't be finished before 14 April then the information Housing New Zealand has will be given to MSD to complete it.

To report a change in circumstances after 14 April call Work and Income on 0800 559 009 or Senior Services on 0800 552 002.

You can find out more by visiting the websites www.msd.govt.nz or www.hnzc.co.nz or talking to your tenancy manager.

Yours sincerely



Kay Read
General Manager Tenancy Services
Housing New Zealand



Debbie Power
Deputy Chief Executive
Ministry of Social Development

Letter to applicants

2 April 2014

«Applicant's Name»
«Street_Number» «Street»
«Suburb»
«TownCity» «Postcode»

You don't
need to call unless
your
circumstances
change .

Dear «??_Name»
Reference: «??_Ref»

We want to let you know about changes to social housing because you are currently on the waitlist for housing with Housing New Zealand.

Social housing changes start 14 April 2014

Some of the services delivered now by Housing New Zealand will be delivered by the Ministry of Social Development (MSD), the government department that includes Work and Income, Senior Services and StudyLink.

Here is what will change and what it means for you from 14 April 2014:

- MSD will be responsible for taking new applications and assessing people's need for social housing.
- MSD will be responsible for managing the waitlist and referring you to a social housing provider.
- If you're not in a property by 14 April 2014 information about your eligibility and application will be given to MSD.
- You'll remain on the waitlist.
- From 14 April other community providers will be able to offer you a property. You may be contacted by Housing New Zealand, or a community housing provider when a suitable property comes up.

What happens now?

If your circumstances change before 14 April 2014, then contact Housing New Zealand.

To report a change in circumstances after 14 April call Work and Income on 0800 559 009 or Senior Services on 0800 552 002.

You can find out more by visiting websites www.hnzc.co.nz or www.msd.govt.nz.

Yours sincerely



Kay Read
General Manager Tenancy Services
Housing New Zealand



Debbie Power
Deputy Chief Executive
Ministry of Social Development