

Who you gonna call?

There's been some changes to social housing.

What this means for you

From 14 April 2014 you will need to talk to both Housing New Zealand and the Ministry of Social Development (MSD) on housing issues.

We will continue to be your landlord, and MSD will be responsible for calculating your income-related rent and assessing your eligibility for housing.

Call MSD if you want to:

- Apply for a house
- Apply for income-related rent subsidy
- Tell us about a change in circumstances

Call Housing New Zealand if you want to:

- Request maintenance on your house

Contact Work and Income on
0800 559 009

Or Senior Services on
0800 552 002

Contact Housing New Zealand on
0800 801 601

ISSUE	CALL HNZ	CALL MSD
Change in contact details for example: <ul style="list-style-type: none"> • New phone number 	✓	✓
Change in the number of people living in the household for example: <ul style="list-style-type: none"> • New partner moving in • New baby • Other family members moving in • Absence from property 	✓	✓
Change of income for example: <ul style="list-style-type: none"> • If it goes up or down 	✗	✓
Need a repair done for example: <ul style="list-style-type: none"> • Leaky tap • Oven not working • Broken window latch • Fence problems 	✓	✗
Neighbourhood disputes	✓	✗
Rent: Income-related rent assessment	✗	✓
Rent: Problems paying your rent at this time	✓	✓ Yes, if you need assistance or wish to check your level of income related rent.
Tenancy reviews	✗	✓
Your tenancy agreement	✓	✗