

Help with housing

Help to pay your rent, housing or moving costs, or when you have nowhere to live.



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

WORK AND INCOME
TE HIRANGA TANGATA

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Getting help

Talk with us now if you need support with your rent, housing costs or a place to live. We may also be able to help if you need to leave home because of family violence.

You don't have to be on a benefit to get help.

The support you get will depend on your situation, needs and income.

Our contact details are on the back cover.

You can also check what you can get online at **check.msd.govt.nz** or visit **workandincome.govt.nz/housing**



Ongoing help with rent, board or mortgage

If you need help to pay your ongoing rent, board or mortgage, you may be able to get a regular payment called Accommodation Supplement.

If you need further help to cover your rent or other essential living costs, you may also be able to get Temporary Additional Support. It can be paid for up to 13 weeks at a time.



One-off help with essential or urgent costs

If you can't pay all your bills as well as your rent, talk with us now.

We may be able to help with essential or urgent costs, like food, medical bills, repairs or power bills, so you can still pay your rent. The longer you leave it, the harder it is to catch up.

There are several one-off payments you may be able to get for essential or urgent costs which you can't pay any other way.

It may be an Advance Payment of Benefit, Recoverable Assistance Payment or a Special Needs Grant. In some cases, you may need to pay this money back.

Paying overdue rent

If you're behind with the rent, act early.

If you haven't been able to pay the rent, talk to your landlord about a plan to repay your rent arrears.

If this isn't possible, we may be able to help so you don't lose your home.

You may be able to get an Advance Payment of Benefit, Recoverable Assistance Payment or Rent Arrears Assistance. You'll need to pay this money back.

Help to secure a new tenancy

If you're looking for a house but it's hard to find a landlord who'll offer you a place, we may be able to help with Tenancy Costs Cover. This assures landlords that if they offer you a place and your tenancy lasts less than a year, we'll help pay costs at the end that your bond won't cover.

Moving house

If you need to move house, we may be able to help with moving costs or essential household items to set up your home.

If you're moving into a private rental or transferring from one public house to another, a Moving Assistance payment can help with things like trailer or truck hire or airfares.

We may also be able to help you buy whiteware, beds, bedding and other essential furniture.

You'll need to pay this money back.

Bond and rent in advance

If you're moving house, we may be able to help you pay bond and rent in advance.

Talk with us and we'll work out what support you can get. It may be a Recoverable Assistance Payment or Advance Payment of Benefit. If you don't qualify for these, we'll check if you can get a Housing Support Product Bond Grant or Rent in Advance payment.

In some cases, you may need to pay this money back.



Public housing

If you're in serious need of housing support, you may be able to live in public housing where you'll pay an affordable rent based on your income.

We can check if you qualify for public housing, assess your needs and help you apply. It depends on how much you earn, your current housing situation and need, and other circumstances.

If you qualify for public housing your application will go on the Public Housing Register.

Kāinga Ora (used to be Housing New Zealand) or another community housing provider will contact you if a suitable property becomes available.

You may need to wait for a while for a suitable property. It depends on your need and what housing is available – not how long you've been waiting.

You need to keep looking for other housing options while you're on the Public Housing Register.

You also need to tell us about changes such as your address, income or family situation.

Help when you've nowhere to live

If you have nowhere to stay now or in the next week, we may be able to help.

We'll look at the options you have, such as:

- staying with family or friends
- boarding houses or hostels
- help with overdue rent or costs to move house
- negotiating with landlords.

If none of these options work, we'll try to place you with a transitional housing provider in your area.

These providers offer short term accommodation and support services while you look for a longer-term place.

While you're there, you'll pay around 25% of your income towards your housing.

Emergency housing

If you have no other options and no transitional housing is available, we can help pay for short term emergency housing, like motels or hostels, with an Emergency Housing Special Needs Grant.

In most cases, we cover the full cost of emergency housing for the first 7 nights. If you need to stay longer than 7 nights, you'll then pay 25% of your income towards your housing costs.

Talk with us if you need extra support while you're in emergency housing, especially if you have children with you.

Family violence

If you need to leave home because of family violence and you have nowhere to go, we may be able to help with emergency housing. You can also call Women's Refuge on **0800 733 843**.



For more information

Go online

workandincome.govt.nz/housing

Call us

Work and Income: **0800 559 009**

Senior Services: **0800 552 002** if you get NZ Super or Veteran's Pension.

Visit a Service Centre

Search 'Find a Service Centre' at **workandincome.govt.nz**

If you're deaf, hearing-impaired or find it hard to communicate by phone:

Deaf Link free-fax: **0800 621 621**

Text: **029 286 7170**

Email: **MSD_Deaf_Services@msd.govt.nz**