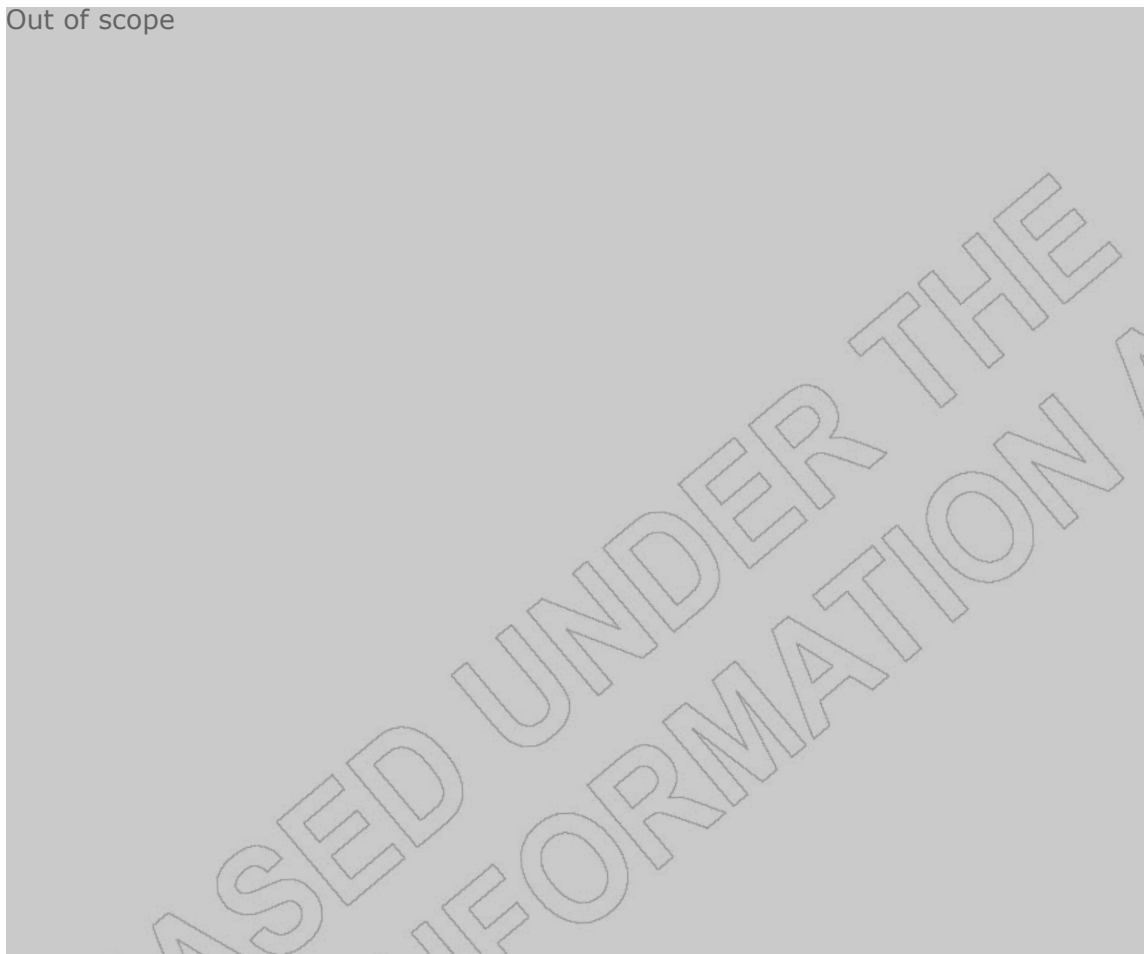


Operational updates

Out of scope



Temporary changes to Rent Arrears Assistance Housing Support Product extended to 30 June 2021

In July 2020, we made temporary changes to Rent Arrears Assistance Housing Support Product (RAA HSP), offering more support because of COVID-19. These changes were due to end soon but have been extended to 30 June 2021.

This means:

- you should continue to offer RAA HSP as a first option, rather than first checking people’s eligibility for a Recoverable Assistance Payment or Advance Benefit.
- the maximum payable continues to be \$4,000
- eligibility criteria and application process will remain the same – you don’t have to do anything differently. Remember, RAA HSP is recoverable so the client will need to pay us back.

There’s more information available here:

- [General information about Rent Arrears Assistance HSP](#)
- [Information about the temporary changes being extended](#)
- [Process for granting Rent Arrears Assistance HSP](#)

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Operational updates

- Changes to Housing Support Product Rent Arrears Assistance (HSP RAA)

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Operational updates

Changes to Housing Support Product Rent Arrears Assistance (HSP RAA)

Last year, the temporary changes to Housing Support Product Rent Arrears Assistance (HSP RAA) were extended from 31 December 2020 to 30 June 2021.

This is good news as it means we can provide extra support to people who have rent arrears and are at risk of losing their tenancy or becoming homeless.

Here's a recap of what the changes are:

- The maximum amount payable is \$4,000 instead of \$2,000.
- You can offer it as a first option before considering other

products, such as Recoverable Assistance Payments or Advance Benefit Payment.

Remember, HSP RAA is recoverable so the client will need to pay us back. And keep in mind the [income thresholds](#) that clients must meet are higher.

There's a helpful video with important information on HSP RAA and process reminders. [Watch it here.](#)

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Deciding Rent Arrears Assistance Housing Support Product

There's some new guidance in MAP to help you decide who can and can't get Rent Arrears Assistance Housing Support Product (HSP RAA).

Remember, we can't grant HSP RAA for tenancies that are ending anyway (eg, where an order has been made by the Tenancy Tribunal terminating the tenancy, or notice has been given by the landlord or tenant to terminate the tenancy, Rent Arrears Assistance can't be granted).

MAP: [Clients who can't get Rent Arrears Assistance](#)

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Handy links

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Changes to Housing Support Product – Rent Arrears Assistance

A wee reminder about the temporary changes to Housing Support Product – Rent Arrears Assistance (HSP RAA):

- The maximum amount payable is \$4,000 instead of \$2,000
- You can offer it as a first option, before considering other products such as Recoverable Assistance Payments or Advance Benefit Payments
- The temporary changes have been extended to 30 June 2021.

This is good news as it means we can provide extra support to people who have rent arrears and are at risk of losing their tenancy or becoming homeless.

Having clear discussions with clients to understand their situation and work out what their needs are is very important. Once you have determined Rent Arrears is the right product for them and that they meet the eligibility criteria, [follow the process guide and best practices here](#). There's also a handy video to remind you of what Rent Arrears is and what the temporary changes are.

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For everyone

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Operational updates

Make yourself a cuppa – it's a good read today!

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Changes to Housing Support Product, Rent Arrears Assistance

Last year, we made some temporary changes to the Housing Support Product Rent Arrears Assistance (HSP-RAA), as part of the Government's response to COVID-19.

On 1 July, HSP-RAA will go back to its original settings. This means:

- the maximum amount payable will be \$2,000 (instead of \$4,000).
- it can only be used after considering other products, such as

Recoverable Assistance Payments or Advance Payment of Benefit.

In-flight applications

If you have any in-flight HSP-RAA applications, you'll need to process these as soon as possible, or before 6:59pm on 30 June.

If an application was lodged or representation made before 1 July but you're processing it on or after this date, you can still grant a higher amount (up to \$4000). However, to work around the system change, you'll need to lodge and process two separate applications for \$2,000 (and explain this in your notes).

You can find more information on [Doogle](#).

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Operational updates

Reminder: Changes to Housing Support Product Rent Arrears Assistance

On Thursday 1 July, Housing Support Product Rent Arrears Assistance (HSP-RAA) will revert to its original settings. That means:

- The maximum amount payable is \$2,000 instead of \$4,000.
- It can only be used after considering other products, such as Recoverable Assistance Payments or Advance Payment of Benefit.

In-flight applications

If you have any in-flight Rent Arrears applications, try to process them as soon as possible, or before 6:59pm on 30 June.

If an application was lodged (or representation was made) before 1 July and you're processing it on or after this date, you can still grant the higher amount (up to \$4,000). However, you'll need to

lodge and process two separate applications for \$2,000 to work around the system change, and explain this in your notes.

You can find more information on [Doogle](#)


Processing a change of bank account

When a client has filled out a change of bank account form, and they receive multiple benefit types, please make sure you update the account for each benefit they've indicated on the form.

If the client is receiving other benefit types they haven't indicated on the form, it's also a good idea to talk with them to see if they'd like the bank details updated for these as well.

This will help reduce re-work and make sure clients are getting paid into their correct account.

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