



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

20 NOV 2020

20 NOV 2020

Dear [REDACTED]

On 12 October 2020, the Ministry of Social Development (the Ministry) received a transfer of your request made under the Official Information Act 1982 from Kāinga Ora. You requested the following information:

- *The criteria used to decide if people are put on the waiting list for state houses, and how those criteria have changed, if at all, since 2016-17.*
- *Please provide the state house waiting list criteria that applied in 2017 under the previous government and the state house waiting list criteria that apply now.*
- *If there is a difference in the two sets of criteria, please provide all analysis, reports, file notes, correspondence, briefings and recommendations regarding the changes to those criteria.*

On 14 October 2020, a member of the Official and Parliamentary Information team contacted you and advised that the core eligibility criteria for public housing has remained unchanged since the Ministry took on responsibility for the public housing assessment function in April 2014, and therefore there would not be any documents held by the Ministry within the scope of your request.

You were asked if you wanted to change the scope of your request to be for something more specific in regard to the public housing assessment policy or process. On 17 October 2020, the Ministry received your rescoped request for the following information:

- *Copies of any operational manual or instructions to staff on how to implement the Public Housing Assessment that applied in 2016-2017, and*
- *Copies of any operational manual or instructions to staff on how to implement the Public Housing Assessment that apply now.*

The Ministry uses the Social Allocation System (SAS) to assess applications for public housing. This system ensures that public housing is available only to those in the highest need who do not have alternative housing options. SAS assesses an individual's need for public housing against five domains, which include the adequacy and suitability of their current accommodation, and the affordability, accessibility and sustainability of alternative, private accommodation.

This assessment results in the applicant being assigned a priority rating that, together with their housing requirements (e.g. the number of bedrooms, or location required), allows the Ministry and housing providers to ensure that those with the most serious needs are housed as a priority.

More information on the Public housing assessment process can be found on the Work and Income website at the following link: www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/introduction.html.

The Ministry's guidance for staff on the conduct of public housing assessment is available to staff through the Ministry's intranet. Please find enclosed the following intranet pages that have been identified as being within scope of your request.

- *Public housing assessment homepage*, dated 3 September 2019
- *Prior to starting the social housing application*, dated 4 November 2020
 - *Declining an offer of a suitable property*, dated 22 January 2016
 - *Good and sufficient reasons for declining offer of a property*
 - *Client is suspended by a housing provider*
- *Commencing a social housing application*, dated 4 November 2020
 - *Recording assessment information to support housing placements*
 - *Clients must choose three places where they need to live (letting areas)*
- *Updating evidence in the social housing application*, dated 24 June 2019
 - *Nominating and updating letting areas*, dated 22 January 2016
- *Finalising the social housing application*, dated 6 November 2020
- *Talking to clients about the assessment outcome, obligations, and going on the social housing register*, dated 6 November 2020
 - *Review and Appeals*
 - *Changing a client's initial priority rating*
 - *Fast-track provision*
- *Residency requirements for Social (also known as public housing) housing*, dated 4 November 2020
 - *Clients without permanent residence or citizenship*
- *Public housing supply information*, dated 24 June 2019
- *Fast-tracking for households at risk of rheumatic fever*, dated 9 April 2020
 - *Fast-track flow diagram*
 - *Social Housing (also known as public housing) Transfers*, dated 6 November 2020
- *Fast-tracking for households with a specified child or young person in custody under the Oranga Tamariki Act 1989*, dated 9 September 2019
 - *Specified child or young persons in custody under the Oranga Tamariki Act or approved permanent care*
 - *Specified child or young person*

- *Changing a priority rating*, dated 24 June 2019
- *Escalation process for addressing immediate need*, dated 6 November 2020
- *Clients in specific circumstances*, dated 5 November 2020
 - *Escalation process for addressing immediate need*, dated 6 November 2020

Please note that information contained within some links has not been provided. This is because the information within those links is either administrative in nature, and does not provide applicable or relevant information, or, the information is not specifically within scope of your request.

As the core eligibility of criteria for public housing has remained unchanged since 2014, the training materials that applied in 2016-2017 are the same as the materials that apply currently.

For further information in relation to public housing, you may be interested to read the Public Housing Plan 2018 – 2022, which is published on the Ministry's website at the following link: www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/housing/public-housing-plan/2018-public-housing-plan.pdf.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response or instructions to Ministry staff on how to assess and implement the Public Housing Assessment, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

HP. 

Karen Hocking
General Manager, Housing

Public housing assessment

A public housing (also known as social housing) assessment is a series of questions which determines eligibility for public housing against an agreed set of criteria, which is then used to assist the public housing provider in matching to the most appropriate property. Public housing assessments are completed in CMS and are referred to as 'Applications' in the system.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/starting-social-housing-application.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/starting-social-housing-application.html)

Prior to starting the public housing application

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/starting-social-housing-application.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/starting-social-housing-application.html)

This page outlines the number of factors you need to check before starting the assessment.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html)

Commencing a public housing application

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html)

This page provides information and tips to help you answer the questions in the assessment.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessing-evidence.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessing-evidence.html)

Updating evidence in the public housing application

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessing-evidence.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessing-evidence.html)

This page outlines the process on how to update evidence after completing the assessment.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html)

Finalising the public housing application

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html)

This page outlines the process to finalise the application, including the steps to move the client onto the register or close the application.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessment-outcome-obligations.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessment-outcome-obligations.html)

Talking to clients about assessment outcome, obligations, and going onto the social housing register

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessment-outcome-obligations.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/assessment-outcome-obligations.html)

How to talk to clients about their priority rating, what their obligations are, and what happens when they go onto the social housing register.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/residency-requirements.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/residency-requirements.html)

Residency requirements for public housing

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/residency-requirements.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/residency-requirements.html)

This page outlines the action to take when a client or partner does not meet the residency criteria for public housing and you are completing a public housing assessment or updating an existing service.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-supply-information.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-supply-information.html)

Public housing supply information [\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-supply-information.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-supply-information.html)

Information to assist staff in discussing appropriate letting areas with clients, based on where public housing currently exists.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html)

Households at risk of rheumatic fever

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html)

Outlines the processes to follow to fast track households at risk of rheumatic fever.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-oranga-tamariki.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-oranga-tamariki.html)

Households with a specified child or young person in custody under the Oranga Tamariki Act

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-oranga-tamariki.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-oranga-tamariki.html)

Outlines the process to fast-track Households with a specified child in custody under Oranga Tamariki Act



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/initial-priority-rating.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/initial-priority-rating.html)

Changing an initial priority rating [\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/initial-priority-rating.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/initial-priority-rating.html)

Inform about priority ratings and process for changing when a change in circumstance is notified.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/escalation-process.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/escalation-process.html)

Escalation process for addressing immediate need

[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/escalation-process.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/escalation-process.html)

Outlines the escalation process for frontline staff to address an immediate need such as domestic violence.



[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/vulnerable-at-risk-clients.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/vulnerable-at-risk-clients.html)

Clients in specific circumstances [\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/vulnerable-at-risk-clients.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/vulnerable-at-risk-clients.html)

This page describes different processes for specific vulnerable and at-risk client groups.

Content owner: [Service Delivery - Business Process Management](#) Last updated: 03 September 2019

About

Our Purpose and Values
Our Chief Executive
Our regions
Our leadership team

Help and support

MSD Service Desk
Helpline
IT Guide
IT tools and applications
Corporate templates

Contacts and directories

Family Services Directory
Contacts and websites in an emergency
Staff Directory - Global
Ministry websites

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Social housing procedures » Public housing screening and assessment » Prior to starting the social housing application

Prior to starting the social housing application

Social housing (also known as public housing) assessments are generally completed when all other housing options have been explored and where a housing need has been identified, or where they have requested an assessment. Before commencing the assessment there are several factors you must check.

On this Page:

Identify emergency housing need

People who do not have access to adequate accommodation tonight or within the next seven days may require immediate assistance.

[If you identify a person with an emergency housing need please follow the four-step emergency housing process. \[http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/four-step-emergency-housing-process.html\]](http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/four-step-emergency-housing-process.html)

CMS records

The client, partner and additional occupants must each have a full and up-to-date CMS record which reflects their current household before an application can be created (e.g. partners and children added/end-dated). This is because the application will pre-populate with the client's name, partner and children using information which exists in CMS.

Identification

An application for public housing is an application for on-going assistance; therefore the same [Identification Standards \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/identification/\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/identification/) apply as they do when applying for a benefit.

If the client is already in receipt of a benefit (or has been in the past), and has previously provided the correct identification, then the [Subsequent applications for on-going assistance \[http://doogle/resources/helping-clients/processing-standards/subsequent-applications-for-on-going-assistance-in-01.html\]](http://doogle/resources/helping-clients/processing-standards/subsequent-applications-for-on-going-assistance-in-01.html) identification standards apply.

Note: Where an applicant is already in receipt of a main benefit, 2 year identification does not need to be provided for public housing applications.

When completing a phone assessment, if the client does not have primary ID recorded they can still have a phone assessment, however they will need to take their ID into any Service Centre or Community Link, including Work and Income, Senior Services or StudyLink Outreach.

Existing application already exists

If an open application already exists, select 'resume'. Check if there has been any change of circumstances between when the application was started and you completing it now. If a change is identified you will need to update the evidence in the public housing application.

Clients already on the Social Housing Register can be identified in CMS by selecting either:

the Social Housing Services link on the right hand side of the Person Details banner
via the Person Details tab > Products & Services > Services

If an existing 'Waitlist' service already exists then the client is already included in an application that is on the Social Housing Register.

Transfer applications

If the reason for application is transfer, all of the current signatories must be requesting the transfer. If at least one of the signatories is remaining in the current property, the application for those leaving is considered a 'New Application' as not all signatories are transferring.

Note: If an existing Additional Occupant is applying in their own right, this is not a transfer. This is a 'New Application'.

There are three types of transfer requests:

general property management issues
client initiated transfer (due to change of circumstances)
housing concerns (overcrowding, underutilisation, cold, damp and/or mouldy)

For more information see:

[Social Housing Transfers \(http://doogle/resources/helping-clients/procedures-manuals/social-housing/transfers-and-join-ins/transfers-request-process.html\)](http://doogle/resources/helping-clients/procedures-manuals/social-housing/transfers-and-join-ins/transfers-request-process.html)

Removed from the Social Housing Register

People seeking housing support will have a serious or immediate housing need. If a client has been removed from the Social Housing Register in the last 13 weeks due to having declined an offer of a suitable property without a good and sufficient reason this may indicate they do not have a serious or immediate housing need and will be taken into account when we assess them for public housing.

Note that failing to accept an offer of a suitable property by not responding to a public housing provider can be treated as having declined the property offer.

To see if the person has been removed from the social housing register, in CMS check:

client event notes 'Register – Household Composition'
if they have been sent a 'Removal from the register' letter in launch correspondence
housing service status history

Change in circumstances identified

Where a client has had a change in circumstances which is likely to increase their housing need you may exercise your discretion and assess the client as eligible for public housing during this 13 week period. You will need to complete an assessment, noting in the client event that they are being assessed within the 13 weeks due to a change in circumstances.

Change in circumstances not identified

Where a client has declined a suitable property within the last 13 weeks and there has not been any significant change in circumstances, you will advise the client that this has been considered as an indication they do not have a serious housing need. If the client insists on being assessed then continue with the assessment and if there is no significant change in circumstances consider downgrading the rating to reflect that they do not appear to have a serious housing need. Other housing options and advice should be provided to the client to assist with their existing housing need.

[Declining an offer of a suitable property \(http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/declining-an-offer-of-a-suitable-property.html\)](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/declining-an-offer-of-a-suitable-property.html)

[MAP - Good and sufficient reasons for declining offer of suitable property \(http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html\)](http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html)

Clients who are suspended by a social housing provider

A client can be suspended from a housing provider for damages to a property, rental debt or anti-social behaviour.

If a client has been suspended by a particular housing provider they can still:

apply and be assessed for public housing. The client can apply for a waiver if the housing provider has a waiver policy.
be referred to other public housing providers, for example, another housing provider may offer specialist support services that would help the person to sustain a social tenancy.

There is no visible information in CMS that indicates whether a client is suspended with a provider, so you will only know if a client advises that they are suspended.

Community Housing Providers manage their suspensions themselves (they keep a list of their suspended clients and disregard them if they come up in matching).

For Housing New Zealand (HNZ), clients who are suspended with HNZ are automatically not matched to their properties. When the suspension has ended, the client will be eligible for matching to HNZ properties.

For more information, see:

[Client is suspended by a housing provider \(http://doogle/map/social-housing/register-management-and-referrals/client-is-suspended-by-a-housing-provider-01.html\)](http://doogle/map/social-housing/register-management-and-referrals/client-is-suspended-by-a-housing-provider-01.html)

Family Violence Intervention Programme

During a public housing assessment, you may identify a client experiencing family violence. The Family Violence Intervention Programme (FVIP) enhances our ability to respond to people experiencing family violence.

These MSD staff are trained to identify and respond appropriately to clients who are living in or leaving violent family situations. By providing a skilled response, closely linked into local family violence service providers, MSD can make a significant contribution to reducing family violence and promoting the safety and wellbeing of clients and their families.

For more information, including information on identifying & recording family violence, please refer to:

Application from Quota Refugees, Protected persons and Asylum seekers, Christchurch Mosque Attack and Christchurch Response Visa

[Family Violence Intervention Programme](http://doogle/resources/helping-clients/products-services/work-and-income/family-violence-intervention/) (<http://doogle/resources/helping-clients/products-services/work-and-income/family-violence-intervention/>)

Social Housing assessments for 'quota' refugees are managed by the Housing Case Manager (HCM) linked to the Mangere Refugee Resettlement Centre.

Christchurch Response Visa or people getting Christchurch Mosque Attack payments are managed by the Christchurch response team.

Note: Migrants claiming refugee or protected person status and people getting SNG domestic violence programme payments generally live in the community and are managed by the HCM nearest to where they are living.

[Quota Refugees, Protected persons and Asylum seekers, Christchurch Mosque Attack and Christchurch Response Visa](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-for-quota-refugees-protected-persons-and-asylum-seekers-christchurch-mosque-attack-and-christchurch-response-visa.html) (<http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-for-quota-refugees-protected-persons-and-asylum-seekers-christchurch-mosque-attack-and-christchurch-response-visa.html>)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 04 November 2020

About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)

Help and support

[MSD Service Desk](#)

[Helpline](#)

[IT Guide](#)

[IT tools and applications](#)

[Corporate templates](#)

Contacts and directories

[Family Services Directory](#)

[Contacts and websites in an emergency](#)

[Staff Directory - Global](#)

[Ministry websites](#)

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Social housing procedures » Public housing screening and assessment » Declining an offer of a suitable property

Declining an offer of a suitable property

When a client declines a suitable property a decision is made as to whether the reason for decline is good and sufficient. If the client has not provided a good and sufficient reason they are removed from the social housing register. The client is told that their decision to decline a suitable property without a good and sufficient reason will be taken into account when assessing whether they have a serious housing need during the next 13 weeks. A letter is sent to the client informing them of this decision.

A client is still able to reapply for social housing at any time, but it is only during this 13 week period that their decision to decline a suitable property be taken into account. Currently there is no specific indicator in CMS that a client has declined a suitable property. Therefore before completing a social housing assessment, you should check client event notes to see if a client has been removed from the register for declining an offer of a suitable property within the last 13 weeks.

Note that failing to accept an offer of a suitable property, by not responding to a social housing provider is treated as having declined the property offer.

Screening and Assessment

You will need to establish the reason the client has been removed from the register in the last 13 weeks by:

looking in the client events updated in the last 13 weeks to establish if they were removed due to declining of a suitable property, this is under the client event 'Register – Household Composition'.

Where a client has a 'Decline reason reviewed – not good and sufficient' reason within the 13 week period you should talk with the client see if they have had a significant change in circumstances since their last social housing assessment.

If the client hasn't had a significant change in circumstances they should be told that their decision to decline a suitable property means they are unlikely to be eligible for social housing at this time. If the client insists on being assessed then continue with the assessment and if there is no significant change in circumstances consider downgrading the rating to reflect that they do not appear to have a serious housing need. Other housing options and advice should be provided to the client to assist with their existing housing need.

If the client has had a significant change in circumstances you should:

- complete a social housing assessment

- advise the client that their decision to decline a suitable property within the last 13 weeks will be taken into account
- determine from the assessment whether the change in circumstances is likely to increase their housing need.

If the client has had a significant change in circumstances and is eligible for social housing then discretion can be used to put them back on the social housing register.

The decision on whether a decline reason is good and sufficient is at the discretion of MSD and cannot be reviewed by clients. However, a decision on eligibility for social housing (i.e. removing a client from the social housing register or deciding they are not eligible if they reapply) can be reviewed by clients. Current business practices should be followed where a review of decision has been requested.

[MAP - Good and sufficient reasons for declining a suitable property \[http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html\]](http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html)

[MAP - Examples of good and sufficient reasons for declining a social housing property \[http://doogle/map/social-housing/register-management-and-referrals/examples-of-good-and-sufficient-reasons-for-declining.html\]](http://doogle/map/social-housing/register-management-and-referrals/examples-of-good-and-sufficient-reasons-for-declining.html)

[MAP - Client does not respond to offer from social housing provider \[http://doogle/map/social-housing/register-management-and-referrals/client-does-not-respond-to-offer-from-social-housing-provider.html\]](http://doogle/map/social-housing/register-management-and-referrals/client-does-not-respond-to-offer-from-social-housing-provider.html)

[Resetting Expectations FAQs \[http://doogle/whats-on/projects/social-housing/social-housing-reform-programme/information-for-staff/frequently-asked-questions/resetting-expectations.html\]](http://doogle/whats-on/projects/social-housing/social-housing-reform-programme/information-for-staff/frequently-asked-questions/resetting-expectations.html)

Content owner: [Work and Income National Office](#) Last updated: 22 January 2016

About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)



Map. The Guide to Social Development Policy

Home | Social housing | Register management and referrals | Referrals | Declining offer of a suitable property | Good and sufficient reasons for declining offer of a property

<http://doogle.ssi.govt.nz/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html>

Printed: 9/11/2020

Good and sufficient reasons for declining offer of a property

To decide if a client has a good and sufficient reason for declining the offer of a property, you need to consider the information provided by the housing provider and the client. Each case should be considered on its merits.

Where the information provided or reasons given for declining an offer conflict, or cannot be agreed, the client should generally be given the benefit of the doubt.

Good and sufficient reasons

You need to consider whether the client had a good and sufficient reason to decline the property offer (including any alternative or additional reasons given). You must consider the following:

- does the offered property meet the assessed needs (property requirements) of the client (or any other person included in the offer):
 - does the offered property have the correct number of bedrooms for the client?
 - does the design and layout cater for the needs of the client eg modified bathrooms, wide enough doorways, flat section, living area fit for purpose?
 - do the features of the property meet the client's disability needs, needs of children, or specific needs due to being elderly?
 - is the fencing appropriate to meet the needs of the client?
 - is the offered property within reasonable proximity and access to the client's essential services eg medical services, public transport, and where appropriate schools and early childhood centres?
 - is the offered property within reasonable proximity and access to the client's workplace either via private or public transport?
- will requiring the client to accept the offer (in your opinion) have an adverse effect on the health, well-being, or safety of the client?
- is the offered property unsuitable because of any court, bail, or release conditions which would prevent the client from living in the property
- was the client offered the opportunity to view the interior of the property before deciding whether to accept?
- are there any other reasons given by the client that you considered are a good reason to decline the offered property?

Note in the above list reference to client includes any other person included in the offer.

Definition of person included in the offer

Person included in the offer, means a person who, when the offer was made, the agency understood would be living in the offered property with the person to whom the offer was made. The person included in the offer would be:

- an applicable person
- a dependent child of the client or any person included in the offer
- an additional occupant of the offered property

Good and sufficient reason is acceptable

When you are satisfied that the client has a good and sufficient reason, the decline will be recorded as having a good and sufficient reason.

This means that the reason for decline does not count against the client.

For more information see:

- [Declining offer of a suitable property](#)
 - [Shared housing](#)
 - [Change in circumstances at point of referral](#)
 - [Change in circumstances](#)
 - [Referrals](#)
 - [Examples of good and sufficient reasons for declining a social housing property](#)
-



Map. The Guide to Social Development Policy

Home | Social housing | Register management and referrals | Clients in specific circumstances | Client is suspended by a housing provider

<http://doogle.ssi.govt.nz/map/social-housing/register-management-and-referrals/client-is-suspended-by-a-housing-provider-01.html>

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Client is suspended by a housing provider

A housing provider might suspend a tenant who has breached their tenancy agreement. Suspension means that the housing provider is not willing to accept the client as a tenant.

Note the decision to suspend a tenant is made solely by the housing provider, not by the Ministry of Social Development.

Some providers also have a waiver policy where the client can apply for the suspension to be lifted.

Housing New Zealand has a suspension policy with a waiver provision.

- [Waiver of suspension](#)

Effect of a suspension on a client

If a client has been suspended by a particular housing provider they can still:

- apply and be assessed for social housing
The client can apply for a waiver if the housing provider has a waiver policy.
- be referred to other social housing providers
For example, another housing provider may offer specialist support services that would help the person to sustain a social tenancy.
- for clients who are suspended from Housing New Zealand, when the suspension has ended, the client will be eligible for matching to Housing New Zealand properties

Reasons for suspension

Housing providers can suspend a tenant in line with their own policies. In general policies will relate to serious or persistent breaches of their tenancy agreement. Reasons for suspension may include:

- anti-social behaviour
- fraud
- substantial and repeated rent arrears
- wilful damage

For more information see:

- [Waiver of suspension](#)
- Assessment of eligibility [Clients who are suspended from a housing provider](#)

Legislation

- Functions of agency section 101 Housing Restructuring and Tenancy Matters Act 1992
 - Agency to notify social housing providers of eligibility and housing needs section 103 Housing Restructuring and Tenancy Matters Act 1992
-

Released Under The Official Information Act 1982

Commencing a social housing application

This page provides information and tips to help you answer the questions in the assessment.

On this Page:

Roles and household units

Each individual in the housing application needs to be assigned to a specific role and household unit in CMS. Below will help you identify which role to assign to each individual.

Applicant: All people who are signing the tenancy agreement need to have 'Applicant' assigned as their role. When the household is placed into a property, the role of 'Applicant' automatically changes to 'Signatory' on activation of the tenancy in CMS.

Partner: When a couple exists and only one person is signing the tenancy agreement, the other person needs to have 'Partner' assigned as their role. Where both clients are signing the tenancy agreement, they both need to have 'Applicant' assigned as their role.

Additional Occupant: Individuals who are not on the tenancy agreement or not a partner of someone on the tenancy agreement and are financially independent, 16 years or over and have a specific and established on-going need to live with the household, will need to have the 'Additional Occupant' assigned as their role.

Child: Dependent individuals younger than 18 years old (or 18 years old and in their last year of secondary school) need to have 'Child' assigned as their role.

Household Units: Where there is only one applicant, all occupants in the household should have the household unit '1' assigned to them. Where there are applicants from multiple households, you will need to assign a household unit number to each household.

Note: Where there are multiple households there must be an applicant per household unit.

Assessment information visible to social housing providers

It is important to remember that providers do not have access to the client's full application or to any of the supporting verification we hold. Only the information in fields directly relevant to placement is shared. This means that where key information is recorded in the incorrect fields or without sufficient detail, clients may be matched to properties that don't meet their needs, or placements may be delayed unnecessarily. Please ensure all fields are filled in correctly and in full to avoid any confusion during placement.

Note: Scanned documents and client event notes are not visible to providers. When there is information relevant to the placement in a scanned document or client event note, you need to summarise the information in your comments in the assessment.

When entering comments, ensure that the comments are short, and only contain relevant information that is not already captured in the application.

Comments should be limited to 500 characters (including spaces), and not contain apostrophes ('), hyphens (-), or the ampersand (&) symbol. Otherwise, the public housing (also known as social housing) provider will not receive the comment, which means that the client may not be matched or placed into the most suitable property.

For more information on what information is shared with providers and guidance on where to record specific factors, see:

[Recording assessment information to support housing placement \(Word 88.3KB\)](http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/recording-information-to-support-placements.docx) [<http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/recording-information-to-support-placements.docx>]

Health and disability classifications

The following table will assist you when answering the health and disability questions for each person (including children) in the household:

Significant Mental Health	Mixed bipolar affective disorder, Schizophrenic disorders, Affective psychoses, Alcoholic psychoses, Drug psychoses, Chronic depression, Nonorganic psychosis NOS, Obsessional neurosis, Other specified mental disorders, Paranoid schizophrenia, Paranoid states, Reactive depressive psychosis, Recurrent depression, Recurrent major depressive episode, Unspecified bipolar affective disorder
Common Mental Health	Anger reaction, Attention deficit with hyperactivity, Personality disorders, Other post-traumatic stress disorder, Generalised anxiety disorder, Mental disorders, Panic disorder, Phobic disorders

Physical Disability	Ankylosing spondylitis, Rheumatoid arthritis, Morbid obesity, Obesity, Osteoporosis, Nerve and spinal cord injuries, Arthropathy NOS, Musculoskeletal and connective tissue diseases, Osteoarthritis and allied disorders, Osteoarthritis NOS of hip, Osteoarthritis NOS of knee, Congenital anomalies, Other specific learning difficulty, Multiple sclerosis, Internal derangement of knee, Intervertebral disc disorders, Lumbar disc displacement, Lumbar disc prolapse with radiculopathy, Spinal stenosis, excluding cervical region, Spondylosis and allied disorders, Cerebral arterial occlusion, Stroke and cerebrovascular accident unspecified, Hearing loss, Cataract, Blindness and low vision, Diabetic retinopathy
Intellectual Disability	Infantile autism, Mental retardation
Health	Gouty arthritis, Acute myocardial infarction, Angina pectoris, Aortic valve disorders, Atrial fibrillation, Atrial fibrillation and flutter, Cardiac dysrhythmias, Cardiomyopathy, Chronic rheumatic heart disease, Circulatory system diseases, Congestive heart failure, Heart failure, Ischaemic heart disease, Mitral valve incompetence, Other specified diseases of circulatory system, Chronic renal failure, Diabetes mellitus with renal manifestation, Renal impairment, Bronchiectasis, Chronic obstructive pulmonary disease, Emphysema, Other specified diseases of nervous system or sense organ, Disorders of eye and adnexa

Health and disability information

If the client is happy to be matched to a property with a support person, select "Yes" in the "Health Condition" section. The client will then be matched to both properties with and without a support person. The previous fault with this question has been resolved.

Income

Any main benefit paid to the client will automatically populate into the application. This does not include any income held in SWIFTT for the client. You will need to manually enter this. Remember the amount recorded in SWIFTT is gross and all public housing income needs to be net minus the ACC levy.

Use the 'IncomeWorksheet' in the NFIU calculator to calculate the client's net income.

[NFIU calculator \(Excel 8.07MB\)](http://doogle/documents/business-groups/helping-clients/service-delivery/centralised-services/centralised-services-ellerslie/knowledge-base/resources/nfiu-calculator.xlsm) [<http://doogle/documents/business-groups/helping-clients/service-delivery/centralised-services/centralised-services-ellerslie/knowledge-base/resources/nfiu-calculator.xlsm>]

Note: DREW cannot be used for public housing income assessments as it includes the ACC levy, which is included for benefit income purposes but not for public housing income purposes.

Note: where the client receives a reduced rate of benefit due to Section 192A deduction or sanction, you will need to manually adjust the benefit rate to the full rate through the benefit evidence item.

Letting areas

The applicant must nominate at least three letting areas (defined as individual post codes), unless they have a good and sufficient reason for selecting less than three areas. The more locations added into the application, the better chance the client has to be matched to a property.

Letting areas in CMS include neighbouring suburbs within postcodes. This means a postcode area may include some areas/suburbs that previously would have come under individual letting areas.

Because postcodes are used to match applications to vacancy, it's important the right postcodes are in the client's application.

Below are some tips for adding/editing letting areas:

Add letting areas at the highest level possible. For example, add North Shore if the client is able to live there rather than individual suburbs on the North Shore.

If end-dating the only letting area, you must add a new one. If the letting area(s) are end-dated, the client can't be matched to any properties.

Check the system has assigned a postcode when adding a new letting area (and follow your escalation process if CMS isn't assigning one).

Post codes can be edited (ie added or removed) without changing the selected area fields. The format must be 1234,1234,1234 (no spaces, commas only, no other characters).

Apply changes and check eligibility after adding or editing a letting area.

If a client advises they cannot live in a particular suburb (and they have good and sufficient reason):

Add the letting area at the highest level possible.

Remove the post code for the unwanted suburb.

Add a comment with the name of the suburb that has been removed.

Providers can see what areas the client is unable to live in if a comment has been added. This comment can also be used to indicate to a provider if there is a preferred letting area.

Other factors

These questions help with good matching, such as ensuring client is not offered a tenancy where a rival gang could be present, or informing the provider that the client has pets, or that there are parole conditions that need to be factored. The answers and comments will be shared with providers, so they are aware of these things when considering whether the client is suitable for a vacancy.

The following is an example of how you may approach this question "Is there anything you need to tell us to ensure you are matched to the most appropriate property"?

Adding just the name of a school or a medical centre does not give the provider enough information to understand why the client needs to be placed in a property close to the specific school or medical centre.

For example, you might say in the "School" comments: "Needs to be within zone for ABC School. Child is well established in the school and receives additional support for specific needs. It would be very disruptive to change schools."

There may be circumstances where a client is unable to nominate a minimum of three letting areas. Reasons could include:

Nominated letting area is already large (e.g. rural locations, postal codes that cover several suburbs already)

A good and sufficient reason - as covered in the declines process when a client does not accept a suitable property.

When discussing letting areas with a client, they may not want to nominate an area that you think is suitable (i.e. the client does not have a good reason for not selecting the area). If you identify a suitable area that the client does not want to nominate you can exercise discretion and add these to the client's record.

If the client nominates less than three letting areas you should always consider other potentially suitable letting areas:

If there are other suitable areas, discretion can be used to add the additional areas to the client's record. The client should be advised of this and the reasons why the areas have been added.

If there are no other suitable areas, clear notes must be recorded in the client event advising the reason why the client is unable to nominate three or more letting areas. The letting areas comments section of the letting area evidence should be updated with 'Exemption to have less than three letting areas' so that public housing staff member knows that they do not need to discuss nominating other letting areas with the client. These comments can be seen by the provider during the shortlist process so no personal information should be included.

[MAP - Clients must choose three places where they need to live \(letting areas\) \[http://doogle/map/social-housing/assessment-of-eligibility/clients-must-choose-three-places-where-they-need-to-live.html\]](http://doogle/map/social-housing/assessment-of-eligibility/clients-must-choose-three-places-where-they-need-to-live.html)

[Good and sufficient reasons for declining offer of suitable property \[http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html\]](http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html)

Lower Quartile Rent

When adding in affordability of alternative housing, CMS will check the data you have entered against MBIE data (this is held behind the scenes). An error message 'Lower Quartile Rent value does not exist for selected area' may display. This will happen if the area chosen, dwelling type and number of bedrooms do not have a lower quartile value in the MBIE data. If this happens, you will need to try another area, dwelling type or number of bedrooms and select 'Next'. This won't have an effect on the client.

You will also need to complete an assessment in DREW for accommodation supplement. This will determine how much Accommodation Supplement the client would be entitled to if they were renting alternative accommodation.

If you need to determine how many bedrooms are required you can use the below tool to help:

[Bedroom calculator \(Excel 27.11KB\) \[http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/bedroom-calculator.xlsm\]](http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/bedroom-calculator.xlsm)

Rent and Bond

During the assessment, you will need to ask clients if they will require financial assistance with rent and bond and record their response in the application.

If there is more than one tenant, you will need to ask how much of the assistance will each tenant need and enter the percentage amount (eg if there are two signatories, and they will require half on the rent/bond, you would enter '50'). CMS will only accept numerical values.

You will need to advise the client that at the time they accept a property offer and sign the tenancy agreement, the bond and rent in advance will be paid directly to the provider (as long as they are still eligible) and the rate of recovery (repayment

amount) will also be set up. If the client wants to set up a negotiated arrangement earlier, this can be noted in the comments field with the question or Evidence Item.

Note: Bond is only paid to Community Housing Providers. HNZ no longer require a bond payment.

Quota Refugees, Protected persons and Asylum seekers, Christchurch Mosque Attack and Christchurch Response Visa

Social Housing assessments for 'quota' refugees are managed by the Housing Case Manager (HCM) linked to the Mangere Refugee Resettlement Centre.

Christchurch Response Visa or people getting Christchurch Mosque Attack payments are managed by the Christchurch response team.

Note: Migrants claiming refugee or protected person status and people getting SNG domestic violence programme payments generally live in the community and are managed by the HCM nearest to where they are living.

[Quota Refugees, Protected persons and Asylum seekers, Christchurch Mosque Attack and Christchurch Response Visa](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-for-quota-refugees-protected-persons-and-asylum-seekers-christchurch-mosque-attack-and-christchurch-response-visa.html)
[\[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-for-quota-refugees-protected-persons-and-asylum-seekers-christchurch-mosque-attack-and-christchurch-response-visa.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-for-quota-refugees-protected-persons-and-asylum-seekers-christchurch-mosque-attack-and-christchurch-response-visa.html)

Exceptions

The rent and bond questions should be no for:

Client Type	Reason
Low Trust clients	require a face-to-face appointment to apply
Youth Service clients	YSSU process all financial assistance applications
Remote Services clients	RCU process all financial assistance applications
clients who are over the income limit for a RAP	cannot pre-apply for rent and bond in advance as their eligibility for a RAP needs to be assessed

The housing provider will notify CUH if the client requires rent and bond assistance before the tenancy agreement is signed.

Client Event Note template – Assessment

Reason for assessment: new application / transfer / join-in request (non-partner)

Client eligible for social housing: Yes / No

Financial assistance required for bond and rent in advance: Yes / No

(If Yes and there is more than one tenant): How much of the assistance will each tenant need:

Additional verification required: Yes / No

(If Yes) What verification is required and due:

Application has been fast-tracked for Rheumatic Fever: Yes / No

Manager approval required for override of priority rating: Yes / No

(If Yes) Why does the client require an override:

Assessment Summary signed /or posted: Yes / No

Have 3 or more letting areas been recorded in the assessment: Yes / No

(If No) What reason is the client exempted from nominated 3 or more letting areas:

Comments:

Content owner: [Service Delivery - Business Process Management](#) Last updated: 04 November 2020

About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)

Recording assessment information to support housing placements

The housing assessment process is designed to both assess eligibility and collect information needed by housing providers to match clients to a property that best meets their needs.

Only a limited amount of information you record in the assessment is shared with the provider. This means that where key information is not recorded in the correct fields or with sufficient detail, clients may end up being matched to properties that don't meet their needs, or placements are delayed unnecessarily.

Level of information to be recorded

Only information that is directly relevant to the placement should be recorded within the assessment.

There is a need to balance the privacy of the client with the information needs of the provider. The provider needs to know what factors to consider, and how these impact the placement of the client.

Information visible to providers

It is important to remember that providers do not have access to the client's full application or to any of the supporting verification we hold. Only the information recorded in evidence fields directly relevant to placement is shared.

Scanned documents and client event notes are not visible to providers. When there is information relevant to the placement in a scanned document or client event note, you need to summarise the information and include this summary in your comments against the assessment. This includes not adding a comment to the effect "Refer to scanned documents" as this will not help the provider.

❖ Accessibility, Adequacy, Affordability, Suitability, Sustainability evidences

Information and comments under the "Current Housing Circumstances" and "Security of tenure" sections in Adequacy evidence is shared with providers.

For all other SAS evidences, the information captured has been obtained to determine the applicant's housing eligibility. As this is not relevant for placement, the housing providers do not have visibility of this information.

❖ Bedrooms Required evidence

Where an additional bedroom is required for medical equipment, it is helpful to record the type and amount of equipment as this will help the provider work out the size of the additional bedroom required.

❖ Housing Requirements evidence

Information and comments under the "Modifications" and "Other factors" sections is shared with providers.

"Modifications"

When a client requires a modified property, select the appropriate option and these clients will only be matched to modified or modifiable properties.

If a client advises they require modifications, you must only include those modifications that are necessary for the client or someone in the household – do not select the modification if the client advises they would prefer a modification but don't require it due to a health condition or disability. Make sure that the client understands that by selecting required modifications it may take longer for them to be matched to a suitable property.

"Other Factors"

Any factors that are relevant to the placement such as needs related to pets, school, employment, or parole should be flagged and comments included on why this information is important. Adding just the name of a school or a medical centre does not give the provider enough information to understand why the client needs to be placed in a property close to the specific facility.

Pets - Where there are pets in the household, providers need to know the number and types of pets. This is to ensure the property is suitable for those pets, but also any other neighbourhood factors that might make having pets on the property problematic, are avoided. Contrary to belief, HNZ do not have a blanket "no dogs" rule, they will accept dogs on a case-by-case basis, so they do want to know the breed, and in particular whether the dog is registered.

Gang Affiliations - Where a client, their partner, or immediate family has gang affiliations, relevant information such as the gang the client is affiliated with should be recorded in the comments against "Gang Affiliations" under "Housing Requirement" evidence. This helps the provider ensure that the client is not placed in a rival gang area. This includes information on affiliations with smaller or localised gangs.

Prisoner/Parole Conditions - Where a client has parole conditions that relate to the housing placement, it is important that these are noted in the "Other factors" section of "Housing Requirements" evidence. This needs to include relevant information from any parole letters provided, including the name and contact details of the Probation Officer that the housing provider will contact before making an offer to the client.

School - Generally schooling is not considered a sufficient reason for an applicant to limit their placement options, unless a child was receiving additional support due to a learning or behavioural issue. For example, you might say in the "School" comments: "Needs to be within zone for ABC School. Child is well established in the school and receives additional support for specific needs. It would be very disruptive to change schools."

Healthcare - If the client needs to be near a specific health provider or practice, include the name and location of the provider or practice, and the reason why the client needs to be near them.

❖ **Health and Disability Information evidence**

Information and comments recorded in the sections titled "Health Condition" and "Disability Information" are visible to the provider.

"Health Condition"

Any health or disability-related conditions that affect the client's housing needs should be flagged here and comments included on the specific impacts relevant to placements.

"Disability Information"

If the client is hearing impaired and/or visually impaired, this needs to be indicated by selecting the appropriate options. This enables the provider to match the client to an appropriate property.

Examples:

- Emphysema – this is a progressive condition that will generally impact on the client's housing need as it is exacerbated by cold and damp conditions
 - enter "Have a medical condition" = "Yes"
 - tick "Health" and add a comment to record the condition and that the client needs a warm and dry home. If there are any other impacts raised, such as the need for level access, this also needs to be recorded here
 - Remember: Do not record that the client needs level access in the "Modifications" section if that is the only modification they require or else they will be matched to modified properties

- Depression and anxiety where the client has –
 - some experience of depression and anxiety historically but no support required: In this case the condition does not impact the housing need and should not be recorded
 - some recent or current experience of moderate depression and/or anxiety, and the client would like to be referred to properties that include those with a support person on site: In this case the condition does impact on the housing need and therefore should be recorded
 - enter "Have a medical condition" = "Yes"
 - tick "Common Mental Health Issues" and add a comment to record that the client experiences moderate depression and anxiety and that they would like to be referred to properties that include those with a support person
 - enter "Are you willing to be matched to a property with a support person on site" = "Yes".
 - significant issues with depression and anxiety – eg unable to work for extended periods, hospitalisation, on-going support from the District Health Board mental health service, difficulties leaving the house: In this case the condition does impact on the housing need and therefore should be recorded
 - enter "Have a medical condition" = "Yes"
 - tick "Significant Mental Health Issues" and add a comment to record the client experiences significant depression and anxiety, and the impacts of this (eg client has difficulty leaving the house because of anxiety).

❖ Letting Area evidence

Where there is additional information on the client's preferred letting areas, this must be noted in the comments field under "Letting Area" Evidence.

For example you should record a comment if the client is ok with a particular suburb, but has a specific street they do not want to live on, or where the postal code covers a large area and the client has specific sub-areas they would like to live in.

❖ Future Change evidence

When you identify future changes that will affect the client's housing needs, these should be recorded under "Future change" evidence. This includes information on the due date of a pregnant client, or when the client needs to leave temporary accommodation, including Emergency Housing.

❖ Comment fields within evidence

Housing providers only have visibility of an application when it is shortlisted against a suitable vacant property that meets the households housing need. When an application is shortlisted, the provider will see limited information that MSD has determined as relevant for the housing provider to determine placement suitability. Included in the shortlist information are some (not all) of the comments entered in the assessment evidence, see the table below for more information:

Evidence Name	Question	Shared
Accessibility	Is discrimination preventing your from being able to access alternative housing? > Comments	No
Accessibility	Lack of cash resources for essential start-up costs > Is a lack of funds for essential start-up costs preventing your from being able to access alternative housing? > Comments	No
Accessibility	Lack of cash resources for essential start-up costs > Is suitable alternative housing available where you need to live? Comments	No
Additional Occupant	Additional Occupant Details > Reason for entering the household?	Yes
Adequacy	Are there people in your current accommodation that will not move with you? > Comments	No
Adequacy	Are there unsafe or missing facilities in your current housing? > Comments	No
Adequacy	Current Bedroom Allocation > Comments	No
Adequacy	Is the structure of your housing in a serious state of disrepair? > Comments	No

Adequacy	Security of tenure > When do you have to leave your current accommodation?	Only when accommodation type is Private Rental, Boarding, Own Home, Social Housing
Affordability	Social Housing Affordability > Comments	No
Agent	Agent Details > Comments	Yes
Bedrooms Required	Comments	Yes
Child or Young Person at Risk	Child or Young Person at Risk > Comments	No
Health and Disability Information	Health Condition > Common Mental Health Issues > Comments	Yes
Health and Disability Information	Health Condition > Health > Comments	Yes
Health and Disability Information	Health Condition > Intellectual Disability > Comments	Yes
Health and Disability Information	Health Condition > Physical Disability > Comments	Yes
Health and Disability Information	Health Condition > Significant Mental Health Issues > Comments	Yes
Household Member Risk Information	The client has a history of violent, or aggressive or threatening behaviour > Comments	Yes
Household Member Risk Information	The client has intimidated a staff member to the extent ... racist or sexist comments or behaviour > Comments	Yes
Household Member Risk Information	The client has known convictions for violence > Comments	Yes
Household Member Risk Information	The client is physically violent, or aggressive or threatening > Comments	Yes
Household Member Risk Information	There is an extreme danger to staff safety > Comments	Yes
Household Risk Information	The premises are known as a place where gang members gather > Comments	HNZ Only
Household Risk Information	There is a suspicion that drugs are being manufactured or sold on the premises > Comments	HNZ Only
Housing Overrides	Assets Threshold > Comments	No
Housing Overrides	Fast Track reason comments	Yes
Housing Overrides	Income Threshold > Comments	No
Housing Overrides	Residency Criteria > Comments	No
Housing Overrides	Select Priority Rating > Comments	No
Housing Requirements	Other Factors > Employment > Comments	Yes
Housing Requirements	Other Factors > Gang Affiliations > Comments	Yes
Housing Requirements	Other Factors > Healthcare > Comments	Yes
Housing Requirements	Other Factors > Pets > Comments	Yes
Housing Requirements	Other Factors > Released prisoner/parole condition > Comments	Yes
Housing Requirements	Other Factors > School > Comments	Yes
Letting Area	Letting Area > Comments	Yes
Reason For Housing Enquiry	What steps have you taken to find suitable alternative housing? > Comments	No
Suitability	Do you need to move because of cultural issues? > Comments	No
Suitability	Do you need to move because of isolation? > Comments	No
Suitability	Do you need to move due to increased living costs? > Comments	No
Suitability	Do you need to move for employment reasons? > Comments	No
Suitability	Do you need to move for family reunification? > Comments	No
Suitability	Do you need to move for personal reasons? > Comments	No
Suitability	Is your need to move due to medical or disability reasons? > Comments	No
Sustainability	Do difficulties in social functioning or lack of social skills make it hard for you to find or keep alternative housing? > Comments	No
Sustainability	Do difficulties with financial management make it hard for you to find or keep alternative housing? > Comments	No
Sustainability	Experienced issues with transience over the past two years > Comments	No



Map. The Guide to Social Development Policy

Home | Social housing | Assessment of eligibility | Qualifications | Clients must choose three places where they need to live (letting areas)

<http://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/clients-must-choose-three-places-where-they-need-to-live.html>

Printed: 9/11/2020

Clients must choose three places where they need to live (letting areas)

MSD is responsible for confirming a client's eligibility for social housing and determining their housing needs (housing requirements). Property requirements also include consideration of the specific location that is required by the household.

In order to increase the chances of matching them with a suitable property that meets their housing needs, prospective tenants are required to nominate a minimum of three areas where they need to live.

If the prospective tenant cannot nominate three areas, and they do not have a good reason for doing so, MSD can use its discretion to add additional suitable letting areas that the client has not nominated.

Good reasons for not nominating suitable letting areas

Good and sufficient reasons for not selecting three letting areas could include:

- similar good and sufficient reasons outlined for declining a social housing property
- nominated letting area is already large (eg rural locations, postal codes that cover several suburbs already)

Decline policy applies

If a prospective tenant is offered a property in the additional nominated letting areas, the declines policy applies and they will be removed from the register if they do not have a good and sufficient reason for declining the property.

More information

For more information, see:

- [Good and sufficient reasons for declining offer of a property](#)
 - [Nominating and updating letting areas](#)
-

Updating evidence in the social housing application

This page outlines the process on how to update evidence after completing the assessment.

Once the application has been completed, all updates will need to be managed via Evidence. You will update the relevant information or question by either adding new or updating existing information stored in the relevant evidence item.

Note: If you add or update any evidence you should always re-check eligibility. This determines whether the applicants are eligible for public housing (also known as social housing), and reassesses the Priority Rating and indicative IRR, if eligible.

Removing a household participant

If you are notified that a participant (applicants/partners/additional occupants and children) needs to be removed from the housing application, you should process this change prior to the application going on the Social Housing Register.

To remove a household participant, navigate to the 'Clients tab', and select 'Remove Client' for the relevant household participant, and 'Confirm' the removal. Ensure you complete 'Check Eligibility' once you have removed the participant.

Change in a client's circumstances or nominated letting areas

If a client has a change in circumstances this may require a review of their letting areas, eg a client moved to another city/town. When reviewing an application CUH will ensure the client has at least three letting areas nominated. If a letting area is removed due to a change of circumstances, another area may also need to be added to meet the minimum requirements.

[Nominating and updating letting areas \(http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/letting-areas.html\)](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/letting-areas.html)

Content owner: [Service Delivery - Business Process Management](#) Last updated: 24 June 2019

About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)

Help and support

[MSD Service Desk](#)

[Helpline](#)

[IT Guide](#)

[IT tools and applications](#)

[Corporate templates](#)

Contacts and directories

[Family Services Directory](#)

[Contacts and websites in an emergency](#)

[Staff Directory - Global](#)

[Ministry websites](#)

Nominating and updating letting areas

From 25 January 2016, clients are required to nominate a minimum of three letting areas in their social housing assessment, unless they have a good and sufficient reason for selecting less than three areas. This will provide clients with a better opportunity to be matched to a suitable property.

On this Page:

Adding letting areas

When discussing which areas would be suitable for a client requiring social housing you must discuss the requirement for them to name at least three areas. Clients should be encouraged to nominate as many areas as possible as it increases their chances of being matched to a suitable property.

Letting areas may be added during the client's initial assessment or while they are on the social housing register.

What is a letting area?

A letting area in CMS is defined as a postal code. An example of three letting areas could include, 5014 (Wainuiomata), 5011 (Naenae) and 5019 (Stokes Valley).

The links below provide additional information on postal codes and current demand.

[Postcode maps - New Zealand Post](https://www.nzpost.co.nz/personal/sending-within-nz/how-to-address-mail/postcodes/postcode-maps) (<https://www.nzpost.co.nz/personal/sending-within-nz/how-to-address-mail/postcodes/postcode-maps>)

[Overview of current demand for social housing - Housing Assessment](http://www.housing.msd.govt.nz/information-for-housing-providers/register/index.html#Overviewofcurrentdemand1) (<http://www.housing.msd.govt.nz/information-for-housing-providers/register/index.html#Overviewofcurrentdemand1>)

Discretion when adding letting areas

When discussing letting areas with a client they may not want to nominate an area that you think is suitable (ie the client does not have a good reason for not selecting the area). If you identify a suitable area that the client does not want to nominate you can exercise discretion and add these to the client's record.

If the client nominates less than three letting areas you should always consider other potentially suitable letting areas:

If there are other suitable areas, discretion can be used to add the additional areas to the client's record. The client should be advised of this and the reasons why the areas have been added.

If there are no other suitable areas, clear notes must be recorded in the client event advising the reason why the client is unable to nominate three or more letting areas. The letting areas comments section of the letting area evidence should be updated with 'Exemption to have less than three letting areas' so that social housing staff member knows that they do not need to discuss nominating other letting areas with the client. These comments can be seen by the provider during the shortlist process so no personal information should be included.

What happens if a client cannot nominate a minimum of three letting areas?

There may be circumstances where a client is unable to nominate a minimum of three letting areas. Reasons could include:

Nominated letting area is already large (eg rural locations, postal codes that cover several suburbs already)

A good and sufficient reason - as covered in the declines process when a client does not accept a suitable property

[MAP - Good and sufficient reasons for declining a property](http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-Q1.html) (<http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-Q1.html>)

Change in a client's circumstances or nominated letting areas

If a client has a change in circumstances this may require a review of their letting areas, eg a client moved to another city/town. When reviewing an application the Centralised Housing Unit will ensure the client has at least three letting areas nominated. If a letting area is removed due to a change of circumstances, another area may also need to be added to meet the minimum requirements.

Content owner: [Work and Income National Office](#) Last updated: 22 January 2016

About

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Social housing procedures » Public housing screening and assessment » This page outlines the process to finalise the application, including the steps to move the client onto the register or close the application.

Finalising the social housing application

This page outlines the process to finalise the application, including the steps to move the client onto the register or close the application.

On this Page:

There are actions which need to be completed once the application has been created. The actions are as follows:

Add 'Primary benefit of Household' Evidence (this is currently not captured during the assessment and needs to be assigned for each household unit to ensure the affordability rating is correct).

Check eligibility to assign priority rating and indicative IRR.

Consider whether the priority rating accurately reflects the client's entire circumstances. If not, can you update evidence, or is an override required ([click here for more information about changing a priority rating \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html)).

Print the Assessment Summary. If the assessment was completed over the phone, this will need to be sent to the client for them to sign and return, with a covering letter and a return envelope. Ensure that you send 2 copies of the assessment, one for the client to keep, and one to send back to you.

Ready for Determination and authorising the application.

If the client is not eligible or does not want to continue, you will need to [close the application in CMS \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html#Closingapplications7\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html#Closingapplications7). When the application is closed, CMS will generate a letter advising the client of the outcome.

Note: Every time you add or update evidence you must check eligibility to determine if the evidence changed impacts eligibility, priority rating or indicative IRR. Refer to:

[Updating evidence in the social housing application \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/updates-evidence.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/updates-evidence.html)

Viewing the eligibility, priority rating and indicative IRR

You can view the eligibility, priority rating and indicative IRR in the 'Eligibility Check' tab:

If one of the applicants is not eligible, this detail will be displayed in the Eligibility tab. If they are not eligible, you will need to determine why and consider other options for the client.

The priority tab will display the priority rating and a breakdown of the score for each SAS criteria.

The Income Related Rent tab displays the indicative IRR and details of how it was calculated.

Assessment Summary

The assessment summary is based on the questions completed during the application. Any updates made to Evidence (once the application has been completed) will not update the assessment summary and there will be no ability to generate an updated one with any new information.

The assessment summary has both a declaration section for the applicant/partner and additional occupants. The declaration section for additional occupants gives permission for clients to provide identification on their behalf (if required). After every assessment, the client must be provided with the assessment summary. This can either be provided to the client at the end of their interview or sent by post (if completing a phone assessment, you will need to post it to the client).

If the client does not sign and/or return their assessment summary, or provide their verification within 20 working days you will need to [close their application. \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html#Closingapplications7\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/finalising-application.html#Closingapplications7)

What to do with the assessment summaries

As part of the assessment process, you only need to scan the signed obligations page into CMS (Scanned Documents). You don't need to scan or batch the full assessment summary.

If you have been storing assessment summaries, these can be destroyed as long as the signed obligations page has been scanned into CMS.

Verification

In line with processing standards, clients applying for public housing (also known as social housing) are required to provide identification (including identification for any dependent children).

Details of verification required needs to be clear in the letter (prepared via CMS) and in the Client Event Note. The client has 20 working days from the date of their assessment to return the assessment summary and any verification required (an additional 20 working days can be given if the client has a change in circumstances during this time). To keep track on this, you will need to assign the Client Event Note to your regional Housing work on hold queue. CMS doesn't automatically close the application after 20 working days.

The client does not need to provide their verification again if we already have it unless there have been changes to their circumstances. Following is a table outlining where the verification will be held if they are a Ministry client.

Verification	Location
Identification	Scanned in to CMS
Children's details	SCHI screen in SWIFTT or CMS
Residency	Residency details in CMS
Ordinarily resident	Residency details in CMS
Income	INCMH screen in SWIFTT or in CMS
Assets	INCMH screen in SWIFTT or in CMS

If you are using existing verification, you should record this in the Client Event Note.

If a client is receiving assistance from StudyLink and you need to verify information held in SAL, this information can be obtained from Q-Manager, via the StudyLink tab. Any information obtained through Q-Manager is considered verification as it is taken direct from SAL information.

Verification Received

When the client provides verification, you will need to check that the verification supports the circumstances and go through the same process of collecting information from the client, scanning and saving the required Evidence, and linking this to a client event note. For phone assessments, the client must either drop this information into their nearest service centre or send it directly to CUH.

When all verification has been received and recorded in the system, you will need to check and confirm that the application can be moved to the Social Housing Register e.g. all verification has been scanned, notes have been made etc.

Note: Remember to ensure that you have captured all information within the public housing application that the client has provided to support the application.

[Information shared with social housing providers](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html#Assessmentinformationvisibletosocialhousingproviders2) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html#Assessmentinformationvisibletosocialhousingproviders2]

Verification not received

If the client does not provide their verification within the timeframe you will need to [close their application](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html#closing-applications) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-assessment.html#closing-applications].

Ready for determination and authorising applications

To place the application on the Social Housing Register the application needs to be authorised.

However, before authorising the application, you will need to generate the outcome letter which advises the client they are on the Social Housing Register.

From the Actions button select Authorise, save and close (do not add any comments in the box that appears).

The authorising of the application can fail for any of the following reasons:

one or more of the applicants are ineligible

priority rating is a 'C' or 'D'

applicant or partner is linked to an application which is already on the Social Housing Register

authorisation time out (if this happens, you will need to try to authorise the application again).

an 'Awaiting Resolution' [http://doogle/whats-on/projects/social-housing/transition-issues-and-solutions.html#StatusofldquoAwaitingResolutionrdquoappearswhenattemptingtocompleteasocialhousingapplication3] message

an 'Authorisation Failed' (<http://doogle/whats-on/projects/social-housing/transition-issues-and-solutions.html#StatusofldquoAuthorisationFailedrdquoappearswhenattemptingtocompleteasocialhousingapplication2>) message

Once authorised, CMS will automatically assign the application to the Social Housing Register and display a 'Waitlist' status.

Client-initiated transfers

When authorising an application for a client-initiated transfer, a pop-up box will display (<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/client-initiated-transfer-authorise.png>). In this pop box you will need to check that the names that appear in the existing case match all of the adults (people with a client number) in the application. Once you are happy that all of the adults match, you select the existing case and save. Please do not select 'Create New Social Housing Case'.

Remember that for an application to be considered a 'client-initiated transfer', the expectation is all the signatories and partner(s) (if any) in the tenancy must be moving. If they are not all requesting the transfer, then the application is not a transfer – it is a new application. If it is an additional occupant who is not moving that displays in the pop up box, ignore the pop-up box.

If the authorisation fails, and you are unsure why, first check your notifications. If you are still unsure contact MSD Service Desk.

Closing applications

If the client has not provided verification (including signing their assessment summary) within 20 working days, you will need to manually close the application. From the Actions button select Ready for Determinations. This will close the application and cannot be re-opened.

To check the application was closed select the Program tab to show any pending applications. From there, click on the arrow icon and select 'Deny'.

Once the application has closed, CMS will generate a letter advising the client of the outcome.

Content owner: [Service Delivery - Business Process Management](#) Last updated: 06 November 2020

About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)

Help and support

[MSD Service Desk](#)

[Helpline](#)

[IT Guide](#)

[IT tools and applications](#)

[Corporate templates](#)

Contacts and directories

[Family Services Directory](#)

[Contacts and websites in an emergency](#)

[Staff Directory - Global](#)

[Ministry websites](#)

Talking to clients about the assessment outcome, obligations, and going onto the social housing register

This page outlines the priority ratings assigned as an outcome of public housing (also known as social housing) assessment, including what their obligations are, and what happens when they go onto the Social Housing Register.

On this Page:

Talking to clients about the outcome of their assessment

A client should be advised whether they are eligible or not eligible for public housing, and can be informed of their priority rating. You should also let them know what the outcome of the assessment means for them.

It is important to understand that the priority rating does not give people a priority 'place' on the Social Housing Register as another person with a higher priority may come in at any time. The length of time the client has to wait for a house depends on how quickly a suitable house becomes available and the number of people waiting with similar or more urgent needs. This is always changing; as it is dependent on the needs of other applicants on the Social Housing Register. When a suitable house becomes available the housing provider will make contact directly with the client.

At this point you could also discuss resources and other options that are available, such as the MSD housing website or brochures that could help the client find suitable accommodation while they are on the Social Housing Register.

Following are examples of conversations you could have with a client depending on their priority rating.

A Priority

"We have assessed you as being eligible for public housing and established that you have a serious housing need. You will need to wait for a suitable property to become available and the housing provider will contact you at the time. However in the meantime you should keep looking for other accommodation. Because your rating is an A priority, we will contact you regularly to confirm that you haven't had any changes in your circumstances. If we are unable to make contact with you this could mean that you will no longer be considered for public housing. If you turn down a suitable property offer from a public housing provider without a good and sufficient reason you will be taken off the Social Housing Register. Your decision to turn down a suitable property without a good reason will be taken into account if you reapply for public housing within 13 weeks of the decline."

B Priority

"We have assessed you as being eligible for public housing and established that you have a serious housing need. You will need to wait for a suitable property to become available and the housing provider will contact you at the time. However in the meantime you should keep looking for other accommodation. Because your rating is a B priority, if we haven't had any contact with you for 30 days we will contact you to confirm that you haven't had any changes in your circumstances. If we are unable to make contact with you this could mean that you will no longer be considered for public housing. If you turn down a suitable property offer from a public housing provider without a good and sufficient reason you will be taken off the Social Housing Register. Your decision to turn down a suitable property without a good reason will be taken into account if you reapply for public housing within 13 weeks of the decline."

[MAP - Good and sufficient reasons for turning down a property \[http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html\]](http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html)

C or D Priority

"We have completed the assessment and determined that you are not eligible for public housing due to [explain reason for not being eligible]. We do have resources that could help you find suitable accommodation such as the MSD housing website, brochures."

A client can apply for a Review of Decision when they do not agree with the outcome of the public housing assessment.

[MAP - Reviews and Appeals \[http://doogle/map/social-housing/assessment-of-eligibility/changes-and-reviews-assessment-of-eligibility/reviews-and-appeals-01.html\]](http://doogle/map/social-housing/assessment-of-eligibility/changes-and-reviews-assessment-of-eligibility/reviews-and-appeals-01.html)

Client makes contact about the outcome of their assessment

The assessment outcome letter explains whether they are eligible for public housing or not, and how to contact us if they have a query. The letter also includes their Review Rights, should they not agree with the decision.

Changing an initial priority rating

For guidance on upgrading or downgrading a priority rating, click on changing a priority rating below.

[Changing a priority rating](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html) (<http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html>)

[MAP - Changing a priority rating](http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html) (<http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html>)

Fast-tracking for households at risk of rheumatic fever

Where a household is at risk of rheumatic fever and they meet the criteria they may be fast-tracked. This means they will get pushed to the top of the Social Housing Register for the next available property, even if there are people with a higher priority rating than them. Click on the link below to find out about identifying and fast-tracking these households.

[Rheumatic fever](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html) (<http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html>)

[MAP - Register fast-track provision](http://doogle/map/social-housing/assessment-of-eligibility/fast-track-provision.html) (<http://doogle/map/social-housing/assessment-of-eligibility/fast-track-provision.html>)

Talking to clients about going onto the register

Before the client is moved onto the Social Housing Register, you need to advise them of the following:

you must tell us straight away about any changes in your circumstances, or the circumstances of your spouse or partner, that may affect your eligibility for public housing or the type of property you need.

the management of your on-going eligibility to public housing will be managed by our Housing & Income Support Services team, who will contact you regularly to talk about your circumstances.

There are two important phone numbers that you should save to your phone:

0800 559 009 – this is the MSD Contact Centre phone number, and this will show when we are ringing you to review your housing circumstances.

0800 801 601 – this is the Housing New Zealand phone number, who will ring you if you are matched to a suitable property. Other housing providers may ring you as well.

if you decline a suitable property offer without a good and sufficient reason, you will be removed from the Social Housing Register for 13 weeks (this also includes failing to accept an offer of a suitable property, by not responding to a public housing provider).

if you have pre-applied for bond and rent, this means, when you accept a property, we can pay bond and rent in advance immediately to the provider without having to contact you (as long as you are eligible for the financial assistance at the time)

your IRR will be paid out of your benefit or pension by way of redirection to the housing provider when you are placed into public housing.

Note: Once the client is on the Social Housing Register, Housing & Income Support Services, and Contact Centre Services, are responsible for updating change in circumstances for the client. These updates are managed via Services.

For more information, see:

[MAP: Duty to advise of changes in circumstances](http://doogle/map/social-housing/duty-to-advise-of-changes-in-circumstances/index.html) (<http://doogle/map/social-housing/duty-to-advise-of-changes-in-circumstances/index.html>)

[Referrals and placement](http://doogle/resources/helping-clients/procedures-manuals/social-housing/referrals-and-placement.html) (<http://doogle/resources/helping-clients/procedures-manuals/social-housing/referrals-and-placement.html>)

[Register management](http://doogle/resources/helping-clients/procedures-manuals/social-housing/waitlist-management/index.html) (<http://doogle/resources/helping-clients/procedures-manuals/social-housing/waitlist-management/index.html>)

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About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)

Help and support

[MSD Service Desk](#)

[Helpline](#)

[IT Guide](#)

[IT tools and applications](#)



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

Map. The Guide to Social Development Policy

[Home](#) | [Social housing](#) | [Assessment of eligibility](#) | [Changes and Reviews assessment of eligibility](#) | [Reviews and Appeals](#)

<http://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/changes-and-reviews-assessment-of-eligibility/reviews-and-appeals-01.html>

Printed: 9/11/2020

Reviews and Appeals

A client can apply for a Review of Decision when they have received formal notification of and disagree with a decision, including decisions relating to:

- the assessment or re-assessment of:
 - their eligibility or continued eligibility for social housing
 - their housing needs
- the calculation of the rate of Income Related Rent
- the establishment and recovery of Income Related Rent debt

A client can appeal to the Social Security Appeal Authority where they do not agree with a decision, which was upheld or upheld in part by the Benefits Review Committee under an application for Review of Decision

Exceptions

A client has no right of appeal to the Social Security Appeal Authority (and therefore no right to apply for a Review of Decision) if they disagree with:

- a decision not to review their housing need

However you will need to ensure that there is a good reason not to undertake a review of their housing needs.

- any decision made by a housing provider regarding tenancy-related matters, such as:
 - the determination of a market rent rate
 - rent arrears
 - damages debt or
 - whether someone can join into a tenancy agreement

The client has the right to apply for a Review of Decision at any time within 3 months of the original decision being advised. When a client has applied for a hearing outside the 3 month time limit the Benefits Review Committee must decide whether or not to accept the application before it considers the decision under review.

A client has the right to have their decision reviewed once. If they wish to have the same decision reviewed again refer the case to Legal Services.

For more information see:

- Core policy [Reviews and Appeals](#)

Legislation

- Rights of appeal section 132 Housing Restructuring and Tenancy Matters Act 1992
 - Tenant may appeal section 133 Housing Restructuring and Tenancy Matters Act 1992
 - Regulations relating to appeals and other matters section 136 Housing Restructuring and Tenancy Matters Act 1992
-

Released Under The Official Information Act 1982



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

Map. The Guide to Social Development Policy

Home | Social housing | Assessment of eligibility | Qualifications | Assessment of housing need | Changing a client's initial priority rating

<http://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html>

Printed: 9/11/2020

Changing a client's initial priority rating

Before confirming the client's priority rating you need to consider if the Social Allocation System (SAS) generated rating reflects the client's entire circumstances.

Initial priority rating

The client's priority rating is calculated in SAS. There is discretion to change this priority rating where the overall housing need of the client suggests a different priority rating.

Factors to consider before confirming a client's priority rating

Factors to consider may include (but are not limited to):

- Has the client limited the area they want live, to high cost areas?
- Has the client reasonably looked for alternative accommodation?
- Has the client limited their income by choice, for example due to work obligations sanctions, or failure to assist child support reduction or not accessing all assistance available to them?
- Has the initial priority rating reflected the client's need to move correctly when taking into account their whole situation?
- Has the client declined a social housing property (or failed to accept a property offer by not responding to the offer) in the last 13 weeks? When looking at their overall situation and considering their housing need, does it suggest that the client's housing need is not as urgent as the initial property rating they have been assigned under the SAS criteria?
- Are there any other relevant factors that have impacted on a change required to the client's initial priority rating?

Note in the system the changing of a client's initial priority rating up or down is referred to as an over-ride of the priority rating and is undertaken using the over-ride function.

For more information see:

- [Assessment of housing need](#)
- [Fast-track provision](#)
- [Assessing housing need after declining a social housing property](#)



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

Map. The Guide to Social Development Policy

Home | Social housing | Assessment of eligibility | Qualifications | Fast-track provision

<http://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/fast-track-provision.html>

Printed: 9/11/2020

Fast-track provision

Fast-track recognises that certain households applying for social housing are at risk of experiencing negative outcomes. Helping them get into social housing quicker will help improve their long-term outcomes.

If the household meets all the criteria, they will be fast-tracked for the next available (suitable) social housing property based on matching, by the social housing provider, even if there are other people with a higher priority rating.

Who can be fast-tracked?

The fast-track policy applies to households in the following circumstances:

- the household has children at risk of rheumatic fever (designated North Island District Health Board areas only)
- the household has a specified child or young person who is in custody under the Oranga Tamariki Act 1989 or is in an approved permanent care arrangement

For more information see:

- At risk of rheumatic fever - designated North Island District Health Board areas only
 - Specified child or young person in custody under the Oranga Tamariki Act or approved permanent care
 - Priority order within fast-track
 - Social housing Register management and referrals
-

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Social housing procedures » Public housing screening and assessment » Public housing supply information

Public housing supply information

This page outlines information on public housing supply for all public housing providers, which is intended to assist you in discussing the selection of appropriate letting areas with a client, and to support the intent of Resetting Expectations.

On this Page:

Information to note

This information is for internal MSD use only as a guide. It should not be printed or provided to clients or any external parties, including agents, agencies, or advocates.

It includes information for Housing New Zealand and Community Housing Providers.

Supply means all short-term tenable properties, including both tenanted and vacant public housing (also known as social housing) properties.

Sometimes the postcode information may not always directly align, as often overlapping boundaries mean multiple postcodes can cover the same area.

Further clarification on postcodes is available at [NZ Post – Postcode Finder](https://www.nzpost.co.nz/tools/address-postcode-finder). [<https://www.nzpost.co.nz/tools/address-postcode-finder>]

Supply information guidelines

Having access to public housing supply information allows us to better support our clients in making informed decisions when they are nominating letting areas.

This can be either during the public housing assessment, or during register management.

The more letting areas a client nominates where there is supply located, the better their chances are of being matched to an available public housing property.

During a public housing assessment or register management, a client will often state specific areas or suburbs that they consider appropriate for their circumstances.

When adding or updating letting areas, you should always refer to this supply information to check where the supply is located, against the letting areas being nominated by the client.

If the client nominates a letting area where there is no supply, you must inform the client that as there is no available supply in that area, that they instead need to choose another area with available supply.

Clients who refuse to select another area are intentionally limiting their likelihood of being placed into public housing, and so should not be added to the Social Housing Register, with the application for public housing being declined.

If the client nominates a letting area where there is limited supply, you must advise the client that they are unlikely to be matched to any properties in that area, and that they need to also select other areas to enhance their likelihood of being placed into public housing.

Note: Clients are still required to nominate a minimum of three letting areas in their public housing assessment. See here for more information:

[Nominating and updating letting areas](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/letting-areas.html) [<http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/letting-areas.html>]

Defining 'no supply'

'No supply' is defined as there being no public housing supply available in the nominated letting area, or no properties within the supply area that match the bedroom requirements for the household.

If the client nominates a letting area where there is no supply, you must inform the client that as there is no available supply in that area, that they instead need to choose another area with available supply.

Clients who refuse to select another area are intentionally limiting their likelihood of being placed into public housing, and so should not be added to the Social Housing Register, with the application for public housing being declined.

Defining 'limited supply'

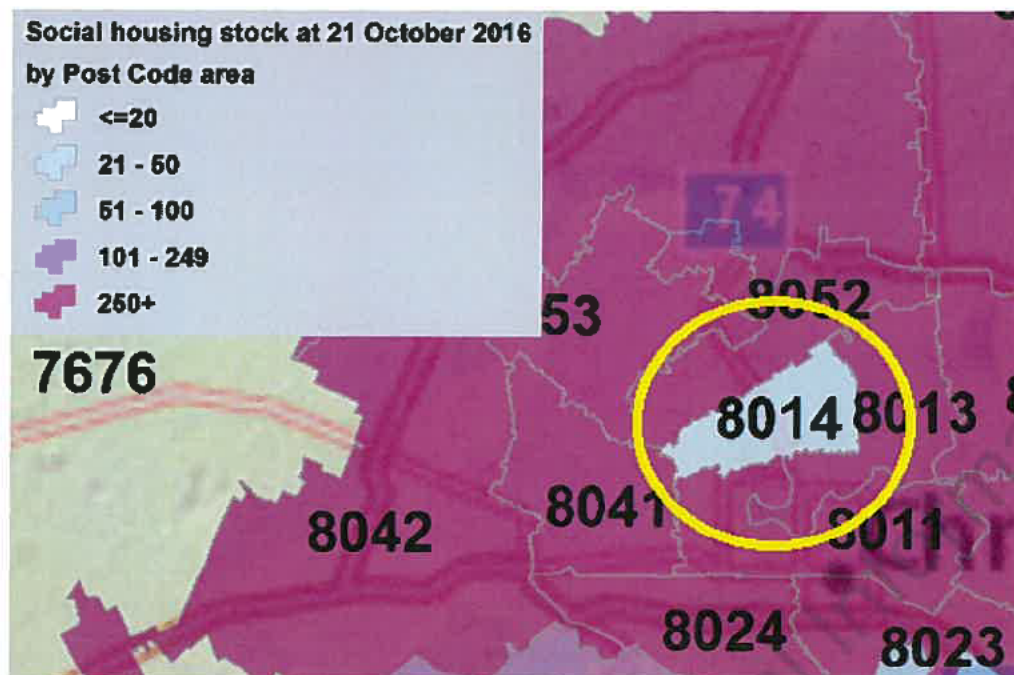
There is no set definition for 'limited supply'. Common sense should be applied in order to determine whether the nominated letting area will enable the client to be matched to an available public housing property.

In viewing the regional map, consideration should be given based on the 'legend' key to whether there is limited supply in that area, and also whether the available supply will meet the bedroom requirements of the household as well.

Example 1

Through your conversation, a client nominates the letting area 'Merivale' in the Canterbury Region, and in viewing the Excel table format, you identify that 'Merivale' equates to postcode 8014 only.

When reviewing the Christchurch City Supply Map, postcode 8014 clearly has less supply than neighbouring postcodes:



This would be an example of where the client has nominated a limited supply area, and you should advise the client that neighbouring areas will also be selected to increase the likelihood of the household being placed into public housing.

Example 2

Through your conversation, a client nominates the letting area 'Grafton' in the Auckland Region, and that they require a 4 bedroom property.

In viewing the Excel table format, you identify that although there is available supply within 'Grafton', there is limited supply for a 4 bedroom property:

Filter by Region, City/Town or Suburb				Properties by Number Of Bedrooms							
W&I REGION	CITY/TOWN	SUBURB	POSTCODE	1	2	3	4	5	6	7	Total
Auckland	AUCKLAND	GRAFTON	1010	138	228	3					369
Auckland	AUCKLAND	GRAFTON	1021	185	109	82	10				386
Auckland	AUCKLAND	GRAFTON	1023	35	18	4	3	1			61

This would be an example of where the client has nominated a limited supply area based on bedroom requirements, and you should advise the client that neighbouring areas will also be selected to increase the likelihood of the household being placed into public housing.

Example 3

Through your conversation, a client nominates the letting area 'Broadwood' in the Northland Region, and in viewing the Excel table format, you identify that 'Broadwood' equates to postcodes 481, 491, and 496.

When reviewing the Northland Region Supply Map, postcodes 481, 491, and 496 all show that there is limited supply in those areas.



However, when looking at the entire region map, the majority of the map consists of the same level of supply, and so the client is genuinely limited in their options for selecting alternative areas.



This would be an example of where the client has not selected an area with limited supply, as the neighbouring areas are all similar in relation to supply.

You should encourage the client to nominate other areas as well, to increase the likelihood of the household being placed into public housing.

How to use the supply information

The supply information is available in two formats that should be used together, in order to provide a detailed view of what supply is available for the client.

Staff should first identify the nominated area utilising the regional map format, which shows the physical boundaries of postcodes by regional maps. A detailed city version is also available for Auckland City & Christchurch City.

[Auckland Region - Central Supply Map \(Image 7.65MB\)](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-central.jpg) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-central.jpg>]

[Auckland Region - East Supply Map \(Image 7.09MB\)](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-east.jpg) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-east.jpg>]

[Auckland Region - North Supply Map \(Image 6.97MB\)](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-north.jpg) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-north.jpg>]

[Auckland Region - South Supply Map \(Image 8.04MB\)](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-south.jpg) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-south.jpg>]

[Auckland Region - West Supply Map](#) (Image 6.36MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-west.jpg>]

[Bay of Plenty Region Supply Map](#) (Image 9.36MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/bayofplenty.jpg>]

[Canterbury Region Supply Map](#) (Image 8.83MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/canterbury.jpg>]

[Central Region Supply Map](#) (Image 8.96MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/central.jpg>]

[East Coast Region Supply Map](#) (Image 7.97MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/eastcoast.jpg>]

[Nelson Region Supply Map](#) (Image 9.09MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/nelson.jpg>]

[Northland Region Supply Map](#) (Image 4.86MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/northland.jpg>]

[Southern Region Supply Map](#) (Image 9.48MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/southern-region.jpg>]

[Taranaki Region Supply Map](#) (Image 7.65MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/taranaki.jpg>]

[Waikato Region Supply Map](#) (Image 9.39MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/waikato.jpg>]

[Wellington Region Supply Map](#) (Image 7.72MB) [<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/wellington.jpg>]

Once an area with supply has been identified, the Excel table format should be used to check the availability of supply based on the bedroom requirements of the client.

In the Excel table format, staff can filter down to the relevant region, city/town, suburb, or postcode, to check that there is supply available that meets the household need.

[Supply Information Excel Table format](#) (Excel 134.38KB) [<http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-stock-information-as-at-03062016.xlsx>]

Content owner: [Service Delivery - Business Process Management](#) Last updated: 24 June 2019

About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)

Help and support

[MSD Service Desk](#)

[Helpline](#)

[IT Guide](#)

[IT tools and applications](#)

[Corporate templates](#)

Contacts and directories

[Family Services Directory](#)

[Contacts and websites in an emergency](#)

[Staff Directory - Global](#)

[Ministry websites](#)

Fast-tracking for households at risk of rheumatic fever

This page outlines the qualifying criteria and process to follow when fast-tracking households at risk of rheumatic fever.

On this Page:

Overview

The rheumatic fever fast-track was first introduced by Cabinet in 2014. It was initially established in Auckland. In 2015 it was extended and is now available in 11 designated DHB areas in the North Island that are considered to be at high risk for rheumatic fever.

Households (on the Social Housing Register or applying for public housing(also known as social housing)) who are at risk of rheumatic fever and living in designated [North Island DHB areas](http://doogle/map/social-housing/assessment-of-eligibility/designated-north-island-district-health-board-area-01.html) (<http://doogle/map/social-housing/assessment-of-eligibility/designated-north-island-district-health-board-area-01.html>) may be fast-tracked if they meet the criteria.

Fast-tracked means they will get pushed to the top of the Social Housing Register for the next available suitable property.

For a quick reference, refer to [this table \(Word document\)](http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/rheumatic-fever-criteria-table.docx) (<http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/rheumatic-fever-criteria-table.docx>).

For more information on rheumatic fever and the fast-track provision refer to:

[MAP - Fast-track provision](http://doogle/map/social-housing/assessment-of-eligibility/fast-track-provision.html) (<http://doogle/map/social-housing/assessment-of-eligibility/fast-track-provision.html>)

What is rheumatic fever?

Children and young people are most likely to be affected by rheumatic fever. It occurs after a 'strep throat'. Strep throat is a throat infection caused by a group A streptococcus (GAS) bacteria.

In a small number of cases, an untreated strep throat develops into rheumatic fever where a person's heart, joints, brain and skin become inflamed and swollen. While the symptoms of rheumatic fever may disappear on their own, the inflammation can cause heart disease where there is scarring of the heart valves.

Fast-tracking households at risk of rheumatic fever

In most cases referrals for the rheumatic fever fast-track will come from a Healthy Home Provider (HHP).

A HHP is a DHB contracted service whose focus is to support families identified by the DHB as being at risk of rheumatic fever due to their current housing environment. A HHP may call on behalf of the client to arrange an appointment and may attend appointments with the family to provide support.

You also may meet with a client who has a referral letter from a DHB, other medical practitioner or you may identify a family at risk during a client appointment.

Note: The client may already be on the Social Housing Register.

The fast-track process is available here:

[Fast-track flow diagram](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-flow-diagram.png) (Image 97.56KB) (<http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-flow-diagram.png>)

Request the client's application be fast-tracked following the instructions here:

[Changing a priority rating](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html#Changingapriorityratingprocessflow4) (<http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html#Changingapriorityratingprocessflow4>)

Households outside designated DHB areas

If a family presents with a rheumatic fever medical condition or may be at risk of rheumatic fever and is outside the designated DHB area, you should:

- check whether the client is moving to a designated area - they may qualify for the fast-track

- assess the full range of financial assistance available to a client

- make sure the client brings verification of the medical condition to their public housing assessment interview because rheumatic fever is considered when assessing eligibility and priority for public housing

- use the referral process on doogle, if the client is in a cold, damp or mouldy HNZ property and wants to move to another one

[Public housing Transfers \(http://doogle/resources/helping-clients/procedures-manuals/social-housing/transfers-and-join-ins/transfers-request-process.html\)](http://doogle/resources/helping-clients/procedures-manuals/social-housing/transfers-and-join-ins/transfers-request-process.html)

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About

[Our Purpose and Values](#)

[Our Chief Executive](#)

[Our regions](#)

[Our leadership team](#)

Help and support

[MSD Service Desk](#)

[Helpline](#)

[IT Guide](#)

[IT tools and applications](#)

[Corporate templates](#)

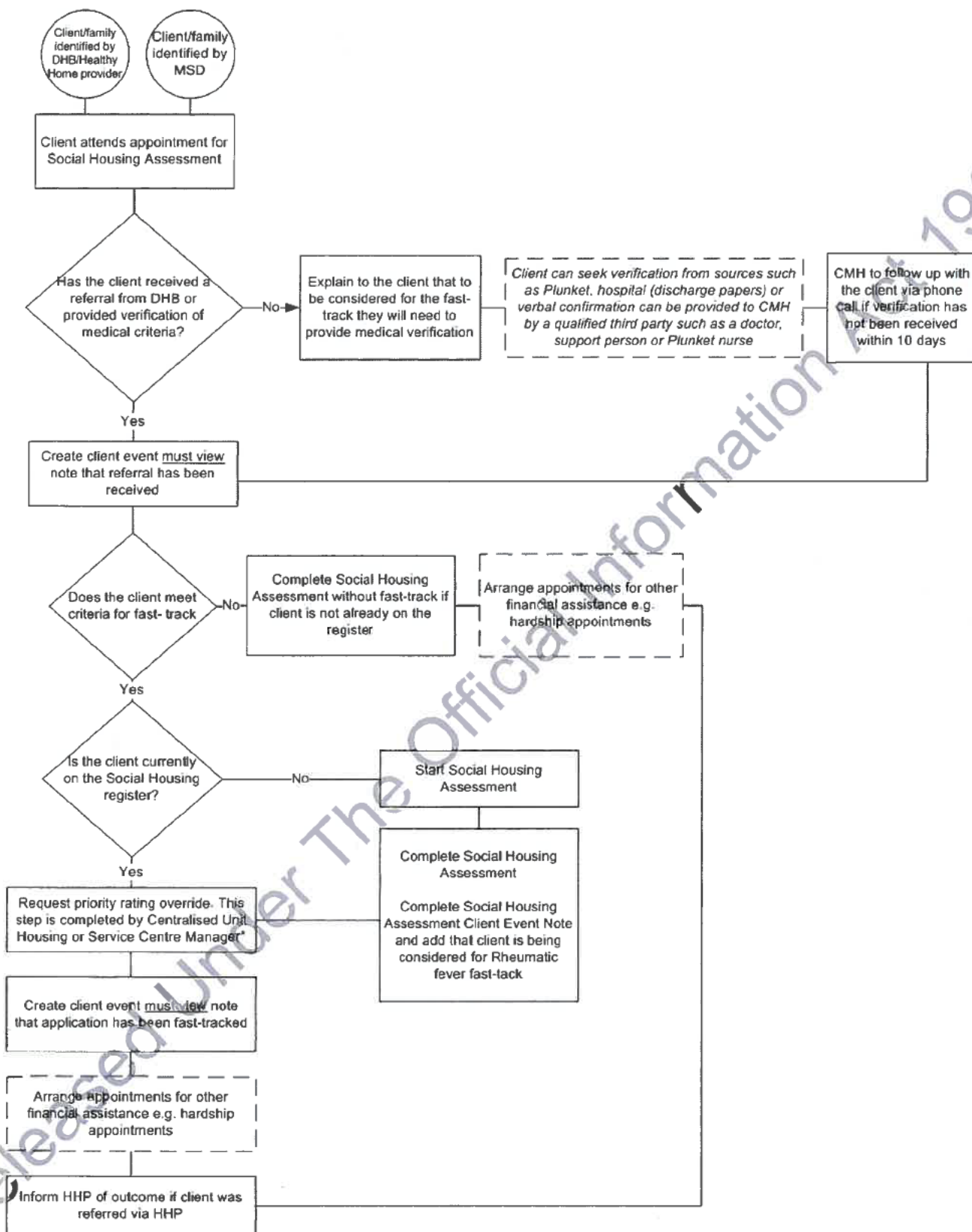
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[Ministry websites](#)



*Request the client's application be fast-tracked following the instructions here:

Doogee: Changing a priority rating (<http://doogee.ssi.govt.nz/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/changing-a-priority-rating.html#Changingapriorityratingprocessflow4>)