

# Helping Clients with Rent Arrears

## Background

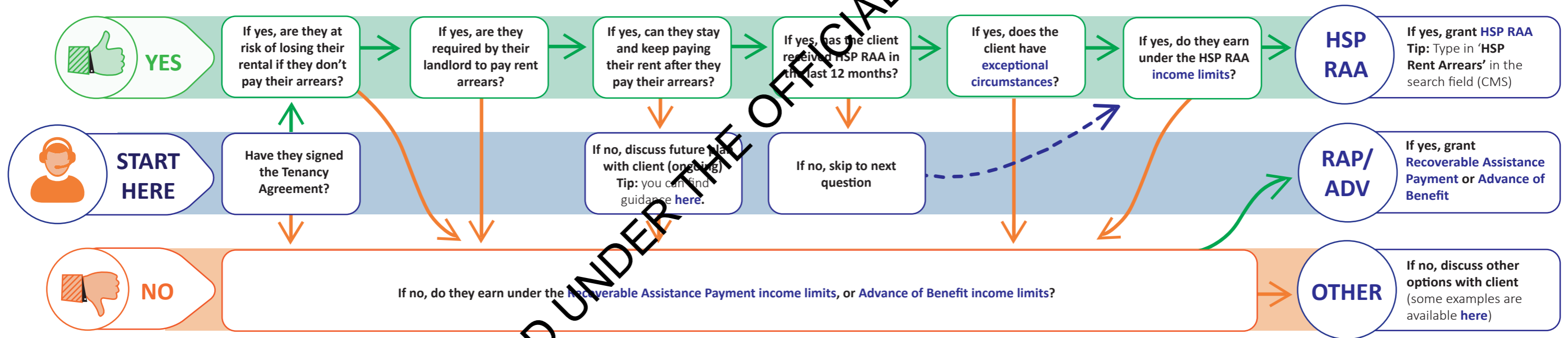
### Who is this for?

We have created this flowchart to help Case Managers with conversations about rent arrears. As there are several Housing Support Products to choose from, the guide is designed to prompt key questions that will help determine which assistance type is most suitable for the client's situation.

### When should this guide be used?

Please use this guide when talking with clients about rent arrears. Please keep in mind that it reflects the temporary changes we've made to HSP Rent Arrears Assistance from 6 July 2020 - 30 June 2021, so should only be used during this time. After 30 June 2021, we'll revert to the original HSP Rent Arrears Assistance settings, and update this guide. We'll let you know more details through our usual communication channels when this happens.

## Client contacts us, for help with Rent Arrears



## Extra Tips - Temporary Changes to HSP Rent Arrears Assistance (6 July 2020 - 30 June 2021)

- Remember, we can grant HSP RAA more than once in 52 weeks, however the client must meet exceptional circumstances
- More people can get this type of assistance, as there are higher income limits. A client does not have to be getting a benefit to qualify for HSP Rent Arrears Assistance.
- Refer to our HSP Rent Arrears Assistance Page for general information about this product, including who it's for and conversation guidelines
- Refer to our HSP Rent Arrears Assistance process page for more detail on how to grant a payment
- You can also find more info about the temporary changes we've made to HSP RAA on our Change Hub page for HSP Rent Arrears Assistance.

### KEY

- Green Arrow = YES
- Orange Arrow = NO