

# Assessing Eligibility to Public Housing - Module Four

## Nau Mai, Haere Mai and Welcome

Welcome to this fourth online learning module for staff who administer the Public Housing Assessment.

## Module Learning Objectives

Once completed you will be able to:

- Describe and apply the SAS criteria Suitability
- Assess and allocated risk ratings to client scenarios, and
- Explain using plain English the meanings of:
  - Medical and disability issues or personal issues that require a client to move
  - Family violence and other tensions within the household or in the neighbourhood

*Click on 'Start Course' (above) or 'Introduction' (below) to begin.*

**Note:** *please make sure that you have completed Assessing eligibility to social housing modules one to three before beginning this one.*

*Version 1.0, last updated January 2022*

**Introduction**

**SAS - Suitability**

**Risk Factor - Medical and Disability Needs**

**Risk Factor - Personal Needs**

**Risk Factor - Family Violence, Tensions or Other Violence**

**Assessing a Suitability Risk Rating for Kara, Lucia and Iosefa**

**Changes in Circumstance That Makes Current Accommodation Unsuitable**

**Next steps**

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# Introduction

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In this fourth module you'll learn about how we assess the Suitability of a clients current housing.

You'll apply the SAS - Suitability criteria to our Lucia and Iosefa, and Kara to determine their risk rating.

## Navigating the Learning

As you progress through the module you'll come across hyperlinks that will take you to source information in MAP and Doogle.

These links will open in a new tab. You will need to return to the tab that has the learning module in to continue.

You may wish to **bookmark these pages** as you go so you can easily return to them when you're interviewing.

Review your bookmarked pages frequently to make sure you've only got the ones you need.



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# SAS - Suitability

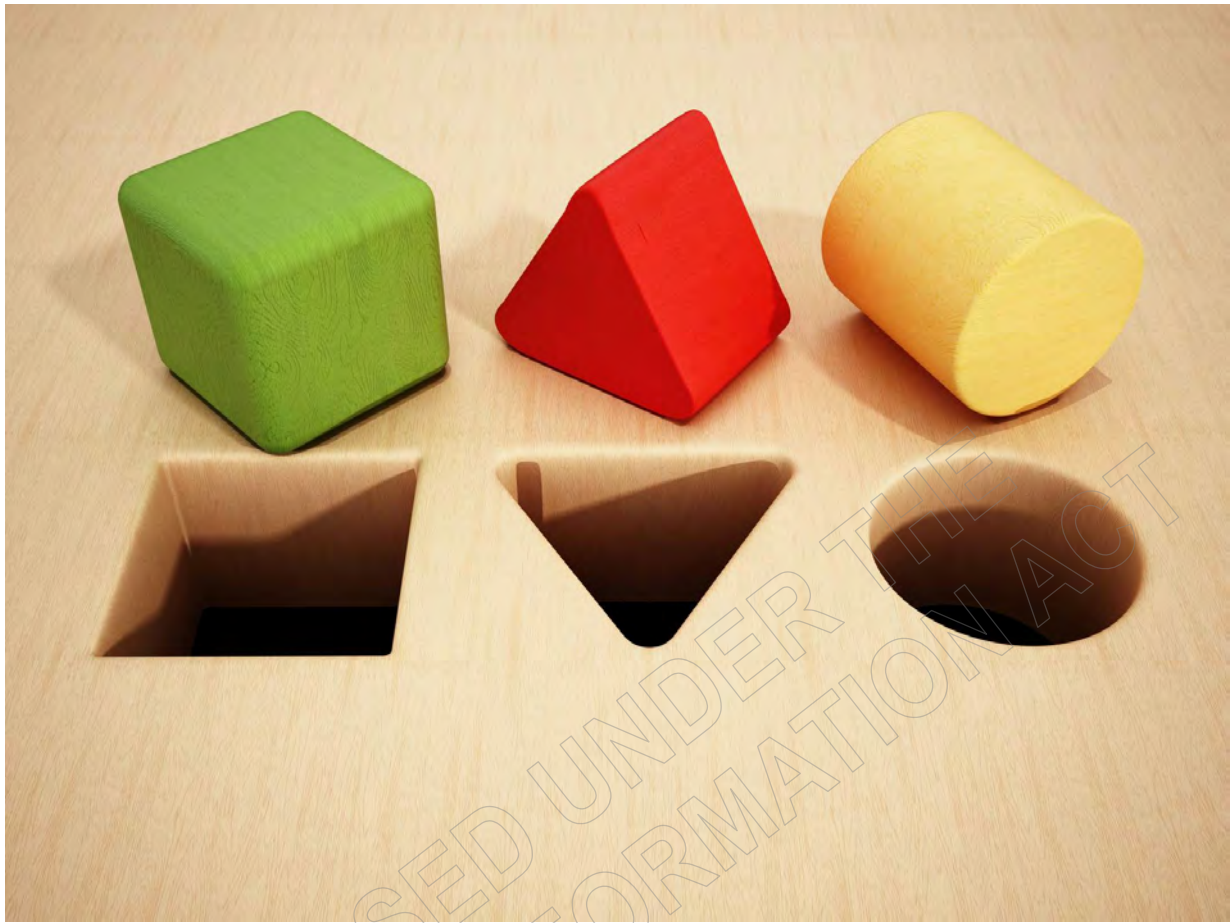
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To assess whether the client's current housing situation is suitable you need to consider whether the client 'needs to move' from where they are currently living.

A client may need to move because of:

- any medical, disability or personal needs of the client (or a member of their household)
- any threat to the health or safety of the client (or a member of their household) arising from family violence, other tension (either from within the household or in the neighbourhood) or other violence relating to the client's current living situation

The overall risk rating for suitability is the highest of the two categories.



Changes in the household's circumstances and the makeup of the household can also affect the suitability of the client's current accommodation.

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# Risk Factor - Medical and Disability Needs

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Clients may have health conditions and/or disabilities that impact their accommodation needs.

We use health and disability classifications to help us categorise these needs and then record them against each member of the household (including children).



The table of 'Health and Disability Classifications' can be found [here](#) in Doogie and groups conditions and disabilities as:

- significant mental health
- common mental health
- physical disability
- intellectual disability, or
- health.

## Medical and Disability Needs of the Household

Each member of the household will have any medical and disability needs identified and recorded against themselves in the assessment.

This information doesn't affect the suitability rating of the household itself.

It is used by placement co-ordinators to make sure that a property will meet any special requirements of a household. For example, mobility concerns and the household member can't manage stairs etc.





### Possible Assessment Outcomes

There are four outcomes relating to assessment of medical or disability needs. You will assess the client as **at risk (4)**, **serious housing need (3)**, **moderate need (2)** or having **low or no need (1)**.

### Show You Know ...

Drag the condition on the left, to its classification on the right.

☰ Infantile autism

Intellectual Disability

☰ Post-traumatic stress disorder

Common Mental Health


disorder	
Heart failure	Health
Schizophrenic disorders	Significant Mental Health
Hearing loss	Physical Disability
<b>SUBMIT</b>	

### Any Questions?

If you have any questions about how we assess the impact of health and disability on a client's housing need write them down - you can ask the experts in our next workshop.

# Risk Factor - Personal Needs

A client may have issues associated with their personal needs that mean they need to move from their existing accommodation.

 **Module four – Question one: Personal needs**

What kind of issues and events in a person's life could lead them to need to change their housing arrangements?

For example, a new relationship could form, or an existing one break down. A new job means that they could need to move.

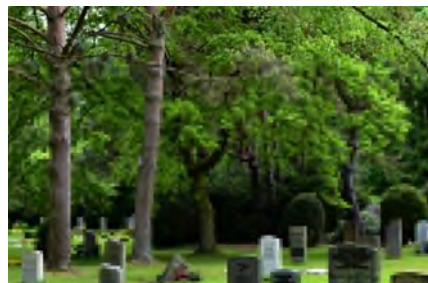
Think of at least three different personal situations that would impact their housing needs. Record your thoughts here ... you'll be asked to share them at the workshop

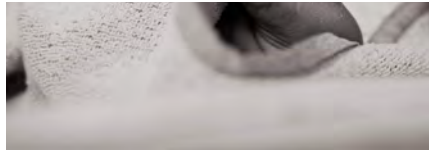
type your text here

Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.

**Print**

There are four outcomes relating to the assessment of [personal needs](#). You will assess the client as **at risk (4)**, **serious housing need (3)**, **moderate need (2)** or having **low or no need (1)**.





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# Risk Factor - Family Violence, Tensions or Other Violence

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A client may have issues relating to family violence, other tension (either within the household or in the neighbourhood), or other violence relating to the client's current living situation that requires them to move from their current accommodation.

Family violence covers a broad range of controlling behaviours, commonly of a physical, sexual, and/or psychological nature which typically involve fear, intimidation and emotional deprivation.

**FAMILY VIOLENCE IT'S NOT OK** | **IT IS**  **TO ASK FOR HELP**

## Possible Assessment Outcomes

There are four outcomes relating to [family violence, other tension \(either within the household or in the neighbourhood\), or other violence](#). You will assess the client as **at risk (4)**, **serious housing need (3)**, **moderate need (2)** or having **low or no need (1)**.

## Show You Know ...

Jenny is a new applicant. She is currently in Women's Refuge due to a recent family harm incident with her ex-partner. What would her risk rating be?

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- At risk (4)
- Serious housing need (3)
- Moderate housing need (2)
- Low or no need (1)

SUBMIT

Charli is applying for social housing. They have an ex partner who is currently in prison serving a 5 year sentence as a result of a family harm incident. What would their risk rating be?

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- At risk (4)
- Serious housing need (3)



Moderate housing need (2)

Low or no need (1)

SUBMIT

## Want to Know More About the Ministry's Response to Family Violence

To learn more about the Family Violence Intervention Programme (FVIP) click [here](#) to go to the FVIP landing page in Doogle.

## Any Questions

If you have any questions about how we assess the impact of Family Violence, or other forms of tension or violence on a client's housing need write them down - you can ask the experts in our next workshop.



# Assessing a Suitability Risk Rating for Kara, Lucia and Iosefa

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## Instructions

Now that you understand the criteria relating to Suitability you're going to apply that understanding to assess a risk rating for our clients.

You'll be asked to do this at the end of each of our SAS criteria modules.

Focus on the risk factors specific to Suitability.

Remember to print, or email your answers to yourself. We will discuss your assessments when we come together in our first webinar.

## Kara

Kara is a 28 year old single parent with three children Matiu (12), Tui (9) and Eruera (6) living in Hamilton.



Her landlord gave her notice and she was unable to secure alternative accommodation before the notice expired. She is currently in Transitional Housing with a MSD contracted service provider.

She has been screened for family violence and has advised that she has no issues with violence or tensions and neither she, or her children experience any medical or disability needs or other personal needs that have an impact on their housing.



### Assessing a Suitability risk rating for Kara

Risk rating for family violence, tension or other violence	<i>type your answer here</i>
Risk rating for medical or disability needs, or personal needs	<i>type your answer here</i>
<b>Overall risk rating for Suitability</b>	<i>type your answer</i>

Note: Print, or record this and have it available at your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.

[Print](#)

## Lucia and Iosefa



Lucia and her husband share their home with their children Theresa (18), Eli (16), Leilani (10), Sefina (5) and Lucia's parents Seth (68) and Penelope (63) with another baby on the way.

Lucia was screened for family violence when her Accommodation Supplement was granted and no issues or concerns were noted.

While Lucia, Iosefa and the children have no medical or disability needs but Lucia's father Seth had a significant stroke last year. He uses a wheelchair and is still receiving active weekly rehabilitation and physiotherapy.



### Assessing a Suitability risk rating for Lucia and Iosefa

Risk rating for family violence, tension or other violence	type your answer here
Risk rating for medical or disability needs, or personal needs	type your answer here
<b>Overall risk rating for Suitability</b>	type your answer here

*Note: Print, or record this and have it available at your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**

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# Changes in Circumstance That Makes Current Accommodation Unsuitable

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Changes in the household's circumstances and the makeup of the household can also affect the [suitability of the client's current accommodation](#).

For example, a new relationship could form, or an existing one dissolve that results in their accommodation being too big or too small.

Household members can move in and out of the household (think adult children) or the client or partner may experience poor health or disability which means they're unable to manage their current property. Alternately, an existing health condition could worsen and mean that the current housing isn't suitable any more.

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These changes in circumstances may have lead to the client's need for housing support, or may happen to a client who is a current tenant in which case we would reassess their housing needs and potentially initiate a transfer.

## Changing Health, Medical and Disability Needs

Health and medical needs of a member of any member of the household can change rapidly and without notice.

When talking to a client about changes consider the impacts of those changes on the suitability of the existing current accommodations.

Take a look at these examples.



Sam is a current tenant in a Kāinga Ora - Housing New Zealand property on the outskirts of town. His condition has worsened and his daily medications have been changed by his Doctor.

He is not allowed to drive on one of the new medications.

His existing home has become unsuitable as there is no easily accessible public transport available to enable Sam's access to essential services such as supermarkets and health providers.

Arnia and her mother Nadia live on the second floor flat in a three storey building. Arnia receives a Supported Living Payment as her mother's full time caregiver.

Nadia has recently experienced a decrease in her mobility and is no longer able to manage the stairs to the flat. The building doesn't have an elevator.





## Specific Location Requirements

Sometimes the location of a client's or household's existing housing may no longer be suitable due to another change in circumstances. A client or household may have reasons that they wish to live elsewhere in a particular areas or in specific locations.

Clients' need to demonstrate an 'urgent and compelling need' to be housed in such specific locations, because in practice, they may be limiting their own opportunities to be housed.

We need to weigh up the client's reasons for limiting the areas that they identify as being suitable for their household.



### Module four – Question two: Specific locations

What might happen to a client, or a household that would make their existing housing no longer suitable because of its location? What could happen that would mean that a client or household would need to move to a specific location?

Think of one reason why a client or household may need to move away from their current location, and another reason that would mean they needed to move to a specific location.

Record your thoughts here ... you'll be asked to share them at the second workshop.

type your text here

*Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternately copy and paste the module and question reference into an email and send it to yourself.*

Print

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# Next steps

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## Congratulations



You've completed the fourth module in the 'Assessing eligibility for public housing' programme.

You are now able to describe and apply the SAS criterion of Suitability.

You can explain (using plain English) what we mean when we talk about:

- Medical and disability issues or personal issues that require a client to move

- Family violence and other tensions within the household or in the neighbourhood

In this module you have your further workshop questions. Make sure that you have these, and your answers available to you in the workshop.

In this module you've been asked to:

- Consider at least three different personal situations that could impact a client's housing needs.
- Identify a reason which would mean a client would need to move away from their current location, and another that would mean the needed to move to a specific location.
- Assess a Risk Rating for Suitability for Kara, and Lucia and Iosefa.

In the next module you'll continue to look at the specific Social Assessment System (SAS) criteria, this time focusing on Affordability.

You can close this window by closing the window or using the exit button.

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# Assessing Eligibility to Public Housing - Module Five

## Nau Mai, Haere Mai and Welcome

Welcome to this fifth online learning module for staff who administer the Public Housing Assessment.

## Module Learning Objectives

Once completed you will be able to:

- Describe and apply the SAS criteria Affordability
- Assess and allocated risk ratings to client scenarios
- Manually calculate the client's Affordability Risk Rating

*Click on 'Start Course' (above) or 'Introduction' (below) to begin.*

**Note:** please make sure that you have completed Assessing eligibility to social housing modules one to four before beginning this one.

*Version 1.0, last updated January 2022*

[Introduction](#)

[SAS - Affordability](#)

**How Is Affordability Calculated?**

**Assessing an Affordability Risk Rating for Lucia and Iosefa**

**Does the Risk Rating Reflect the Client's Situation?**

**Next steps**

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# Introduction

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In this fifth module you'll learn about how we assess Affordability of a clients current housing.

You'll apply the SAS - Affordability criteria to our clients Kara, Lucia and Iosefa to determine their risk rating.

## Navigating the Learning

As you progress through the module you'll come across hyperlinks that will take you to source information in MAP and Doogle.

These links will open in a new tab. You will need to return to the tab that has the learning module in to continue.

You may wish to **bookmark these pages** as you go so you can easily return to them when you're interviewing.

Review your bookmarked pages frequently to make sure you've only got the ones you need.





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# SAS - Affordability

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Affordability measures the client's ability to afford alternative, suitable housing in the private market.

We use a standardised calculation to determine 'affordability'.

This calculation takes into account a number of factors including:

- the client's/applicable person's income and Family Tax Credit
- 'lower quartile' rent in the area they live
- the maximum accommodation supplement that they would receive in that location
- the main benefit rates for that household type

CMS calculates this automatically based on the information that you enter.

In situations where you feel that the calculated outcome doesn't reflect the client's situation you are able to review it.

Unlike the other SAS criteria, there is only one Risk Rating assessed under affordability.



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# How Is Affordability Calculated?

Step	Description	Total \$
1	Calculate net weekly income (including family tax credit received)	Total A = income including family tax credit received
2	Calculate lower quartile weekly rent in the area the client needs to live minus the Accommodation Supplement the client may be able to receive	Total B = lower quartile rent minus calculated Accommodation Supplement
3	Subtract Total B from Total A	Total A - Total B = Total C
4	Divide Total C by unabated main benefit if they are receiving a main benefit or the benefit that they would receive for that household type (including family tax credit) x 100	Residual income %
5	Determine risk rating	Risk rating = X

*Click to enlarge*

The '[calculation of affordability formula](#)' is used to establish a client's income that is left after housing costs.

To complete the calculation manually you will need:

- the [property type](#) that the client requires
- the [number of bedrooms](#) required in that property
- the [lower quartile rent](#) in the area the client needs to live



- the accommodation supplement that a client would be eligible for (you can use DREW for this),
- and the [main benefit rates](#) for the household type.

Once you have the residual income, you can determine the client's [risk rating for affordability](#).

**Remember:** *income for housing is assessed differently than income for benefit purposes.*

## Completing a manual calculation

*Let's work through one ...*



**Kara**

Kara is a 28 year old single parent with three children Matiu (12 - male), Tui (9 - female) and Eruera (6 - male) living in Hamilton. She currently receives an unabated rate of Sole Parent Support (SPS) and Family Tax Credit (FTC).

She is currently in Transitional Housing with a MSD contracted service provider (The Salvation Army) in Dinsdale.

She would ideally stay in the Dinsdale area as this was where her rental was, and where her Transitional Housing is.

**Note:** You may want some scrap paper, or another window open to work through the steps.

<p><b>Step 1</b> <b>Calculate the net weekly income.</b></p>	<ul style="list-style-type: none"><li>• Kara is the only applicable person.</li><li>• Use <a href="#">Deskfile</a> to find the (net) rate of SPS and FTC that she receives.</li><li>• Enter this amount in the 'step one' box below</li><li>• This is total A</li></ul>
<p><b>Step 2</b> <b>Calculate lower quartile rent less the AS payable</b></p>	<ul style="list-style-type: none"><li>• Identify the <a href="#">property type</a> that Kara needs.</li><li>• Calculate the number of bedrooms needed using the <a href="#">bedroom allocation</a></li><li>• Determine the <a href="#">Lower Quartile rent</a> for the property type with the appropriate number of bedrooms in Dinsdale, Hamilton</li><li>• Calculate the Accommodation Supplement payable to Kara based on that rent - you can use DREW to calculate this.</li><li>• Subtract the AS payable from Lower Quartile rent.</li><li>• Enter this amount in the 'step two' box below</li><li>• This is total B</li></ul>

<p><b>Step 3</b> <b>Subtract</b> <b>Total B</b> <b>from Total</b> <b>A</b></p>	<ul style="list-style-type: none"><li>• Subtract Total B from Total A</li><li>• Enter this amount in the 'step three' box below.</li><li>• This is total C</li></ul>
<p><b>Step 4</b> <b>Calculate</b> <b>Residual</b> <b>Income</b></p>	<ul style="list-style-type: none"><li>• Divide Total C by the unabated main benefit they are receiving or the benefit that they would receive for that household type (including family tax credit).</li><li>• Multiply this number by 100</li><li>• Enter this number in the 'step four' box below</li></ul>
<p><b>Step 5</b> <b>Determine</b> <b>the Risk</b> <b>Rating</b></p>	<ul style="list-style-type: none"><li>• Determine the <a href="#">Risk Rating for Affordability</a></li><li>• Enter this in the 'step 5' box below</li><li>• This is the client's Risk Rating for Affordability</li></ul>



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# Assessing an Affordability Risk Rating for Lucia and Iosefa

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## Instructions

Now that you understand the criteria relating to Affordability you're going to apply that understanding to assess a risk rating for our clients.

We've already worked out a rating for Kara - now let's focus on Lucia and Iosefa

Remember to print, or email your answers to yourself. We will discuss your assessments when we come together in our first webinar.

## Lucia and Iosefa

Iosefa was recently made redundant so currently has no income, and Lucia works 15 hours per week at \$22.75 net per hour.

They receive Family Tax Credit for the 4 children Theresa (18), Eli (16), Leilani (10), Sefina (5). Theresa is still at school and dependent on them.

She had a phone appointment earlier in the week and was granted an Accommodation Supplement.

The family have savings of \$11,783.00 which they are dipping into to top up their income while Iosefa looks for work.

They live in a lovely 3 bedroom home in New Brighton (Christchurch) which they pay \$450.00 rent for each week. Ideally they would like to stay in the area as it's close to work and the kid's schools.



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# Does the Risk Rating Reflect the Client's Situation?

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## Is the Risk Rate Determined by Formula Accurate?

Regardless of whether CMS has calculated it, or you have calculated it, before moving on you need to determine whether the [rating accurately reflects the client's level of need](#).

You need to consider whether the risk rating as determined by the formula represents the client's level of need and whether the client has a high affordability rating due to choice.

The affordability rating may need to be reviewed in some situations.

Consider the following:

- Does the client have a IR Child Support - Section 192 (previously S70a) Reduction of Benefit Requests in place
- Is the client not receiving their full entitlement of benefit or FTC by choice (have they taken the option for year-end assessment)?
- Is there a sanction in place for work obligations?



If you consider that a client's initial priority rating needs to be reviewed in any of these situations, you will need to do this by changing the client's initial priority rating. We'll talk about this in a future webinar.

## Next steps

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### Congratulations

You've completed the fifth module in the 'Assessing eligibility for public housing' programme.

Now you can describe and apply the SAS criterion Affordability.

You can manually calculate a client's affordability and then using that calculation identify the clients Affordability Risk Rating.

You can also assess whether the calculated rating is an accurate reflection of the client's situation, and you know how to proceed if it doesn't.



In this module you've been asked to:

- Manually calculate affordability for Kara, and Lucia and Iosefa.
- Use the outcome of that calculation to determine an Affordability Risk Rating, and
- Identify two situations where an affordability rating may not reflect the actual situation the client is experiencing.

Make sure you have these answers available to discuss with the group at the next workshop.

After that workshop you'll move into the next module where you'll continue to look at the specific Social Assessment System (SAS) criteria, this time focusing on Accessibility.

You can close this window by closing the window or using the exit button.

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# Assessing Eligibility to Public Housing - Module Six

## Nau Mai, Haere Mai and Welcome

Welcome to this sixth online learning module for staff who administer the Public Housing Assessment

## Module Learning Objectives

Once completed you will be able to:

- Describe and apply the SAS criteria Accessibility
- Assess and allocate risk ratings to client scenarios

*Click on 'Start Course' (above) or 'Introduction' (below) to begin.*

***Note:** please make sure that you have completed Assessing eligibility to public housing modules one to five before beginning this one.*

*Version 1.0, last updated January 2022*

Introduction

SAS - Accessibility

Risk Factor - Discrimination

**Risk Factor - Lack of Resources**

**Risk Factor - Availability of Suitable Alternative Housing**

**Assessing an Accessibility risk rating for Kara, Lucia and Iosefa**

**Next steps**

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# Introduction

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In this sixth module you'll learn about how we assess Accessibility - the measure of how able the client is to be able to access and maintain private housing.

You'll apply the SAS - Accessibility criteria to our clients Kara, Lucia and Iosefa to determine their risk rating.

## Navigating the Learning

As you progress through the module you'll come across hyperlinks that will take you to source information in MAP and Doogle.

These links will open in a new tab. You will need to return to the tab that has the learning module in to continue.

You may wish to **bookmark these pages** as you go so you can easily return to them when you're interviewing.

Review your bookmarked pages frequently to make sure you've only got the ones you need.



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# SAS - Accessibility

Accessibility measures the client's ability to solve their own housing need and considers whether it is impacted by:

- discrimination
- lack of cash resources for bond, rent and furniture
- availability of alternative housing in the area where the client currently lives or needs to live



## Reasonable Effort to Find Alternative Housing

In addition to the specific assessment of the risk factors is the expectation that a client must have made a [reasonable effort to find suitable alternative housing](#).



*Note: There is no specific number of houses a client must have applied for to meet this criteria as it will depend on the client's circumstances and the rental market in the area.*

### Risk Factors

There is one overall Risk Rating for Accessibility, but this is assessed considering three elements. We'll go through each of these in detail in this lesson.

- 1 Discrimination as a barrier to suitable housing
- 2 Lack of cash resources for bond, rent and furniture
- 3 Availability of suitable alternative housing in the area

### Possible Assessment Outcomes

The four outcomes from the assessment of Accessibility are **at risk (4)**, **serious housing need (3)**, **moderate need (2)** or having **low or no need (1)**.





# Risk Factor - Discrimination

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The Human Rights Act protects people in New Zealand from discrimination in many areas of their lives - including freedom from discrimination in accessing housing and accommodation.

However, we know and understand that our clients may receive unfavourable treatment based on a number of factors when they are trying to access alternative housing.

## How Might a Client Be Discriminated Against in the Housing Market?

The types of [discrimination](#) that clients face when trying to access housing are the same as they face in all other areas of life. They include age, race, ethnicity, sexual orientation and family status.

For example, a client may have a large family, or a multi-generational household. Their family may include same sex partners and children. Any of these aspects, and many more may provide grounds for a potential landlord to discriminate.

But there are other factors that landlords may discriminate on.





## **Proof of discrimination**

It's hard to prove or verify discrimination. Talk to your client and find out what their experience has been.

# Risk Factor - Lack of Resources

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Not having sufficient [resources](#) can impact on a client accessing suitable alternative housing.



Those resources include not only the actual cash that the client may have, but also take into account the furniture they have to furnish the house, their credit rating, personal financial situation and level of personal debt.

When we assess a client's resources we need to assess their eligibility to an [Advance Payment of Benefit \(Advance\)](#) or [Recoverable Assistance Payment \(RAP\)](#).

## Assessment of Funds Available

A client may have access to some money to get them started in a tenancy, but whether that is enough is difficult to determine.

The '[Assessment of funds available](#)' table allows us to calculate whether they have an additional need for cash to pay for a bond, rent or essential furnishings. It helps to determine the availability of any funds that the client may have.

To use the table, you'll need to establish the lower quartile rent for the area the client is currently, or wishing to live in. We need to know how much '75% of four week's [lower quartile rent](#)' in that area would be.

For example - lower quartile rent for a 3 bedroom house in Petone, Lower Hutt is \$600.00 per week, so the equation would be:

$$\$600.00 \text{ (LQR)} \times 4 = \$2400.00$$

$$75\% \times \$2400.00 = \$1800.$$

Or, you might find it easier to just multiply your LQR x 3 to get the same answer.

$$\$600.00 \text{ (LQR)} \times 3 = \$1800.00$$

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**Show You Know ...**

Lucia and Iosefa have a house full of furniture. They have savings of \$11,783.00 and expect to get their full bond of \$1350.00 back to be able to transfer to a new tenancy if they can find a house.

They live in New Brighton, Christchurch and would like to stay in the area. Using the lower quartile rent for New Brighton, and taking into account their savings how would we assess their available funds for bond, rent and furniture.





Not available

Minimal

Earmarked

Available

SUBMIT

# How Can We Help?



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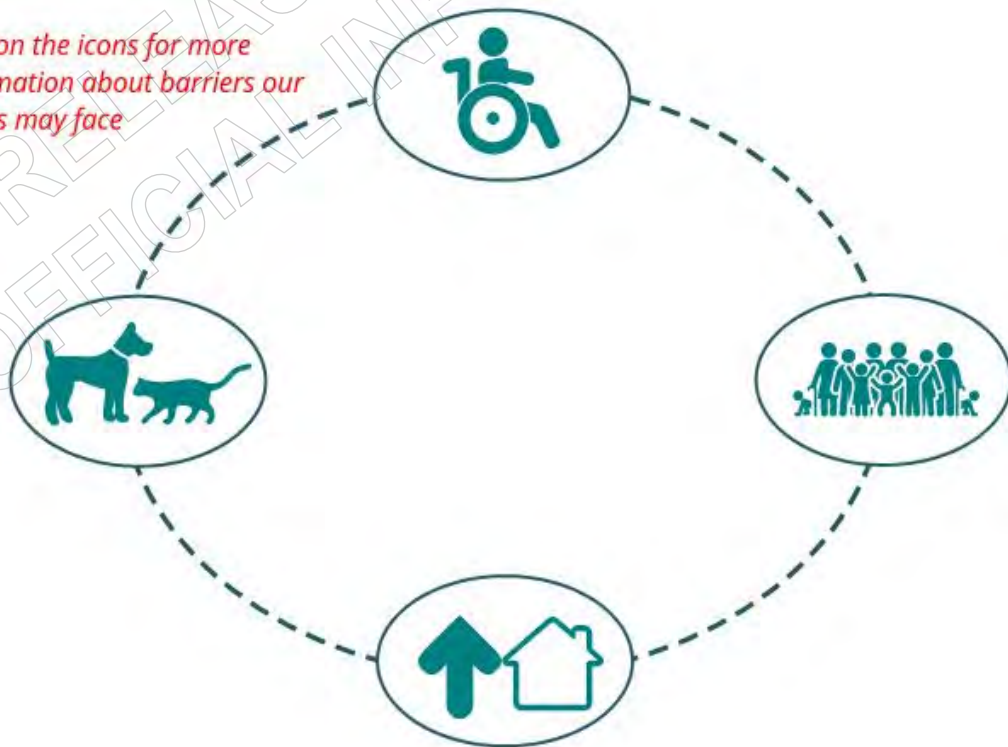
# Risk Factor - Availability of Suitable Alternative Housing

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In an environment of low supply and high demand availability of suitable housing is a real factor for our clients. And even in situations where housing is available, it may not be suitable.

## Barriers to Finding Suitable Alternative Housing

*Click on the icons for more information about barriers our clients may face*



## Public Housing Supply Information

The '[Public housing supply information](#)' page in Doogle has information about public housing supply for all public housing providers, which can help you in discussing the selection of appropriate letting areas with a client.

### How Can We Help?



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# Assessing an Accessibility risk rating for Kara, Lucia and Iosefa

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## Instructions

Now that you understand the risk factors relating to Accessibility you're going to apply that understanding to assess a risk rating for our clients.

Focus on the risk factors specific to Accessibility.

Remember to print, or email your answers to yourself. We will discuss your assessments when we come together in our next webinar.

## Kara

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Kara is a 28 year old single parent with three children Matiu (12), Tui (9) and Eruera (6) living in Hamilton.

While Kara originally thought finding a new place would be easy, after applying for more than 50 properties she is beginning to wonder if landlords and rental agencies are viewing her as undesirable because she is a beneficiary and sole parent.

Kara has \$1350.00 savings, which is her bond refund from her previous property. This is earmarked for her next bond, but she may need assistance to meet the whole cost of a bond.



**Lucia and Iosefa**



Lucia and her husband share their home with their children Theresa (18), Eli (16), Leilani (10), Sefina (5) and Lucia's parents Seth (68) and Penelope (63) with another baby on the way.



They have faced a few issues when looking for a new home. There are very few houses with more than four bedrooms - especially those with six bedrooms, which is what they need to accommodate everyone.

The new place also needs to be accessible by wheelchair, and single level so that Pop Seth can move around and maintain a level of personal independence.

They have access to their full RAP limit.





# Next steps

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## Congratulations

Great work. You've completed the sixth module in the 'Assessing eligibility for public housing' programme.

Now you can describe and apply the SAS criterion Accessibility, and the four risk factors relating to it.

You can explain what 'reasonable effort' means when talking to a client about the actions they've taken to find their own accommodation and have an understanding of how a client and their household may be discriminated against in the housing market.

In this module you've been asked to:

- What do you expect a client to do in terms of making a reasonable effort to find their own alternative accommodation – think of three steps.
- Identify two additional reasons that a client and their household could be discriminated against?
- Do we have any products or services that could support a client experiencing discrimination, lack of resources or lack of availability in the housing market?



Make sure you have these answers available to discuss with the group at the next workshop.

In the next module you'll continue to look at the specific Social Assessment System (SAS) criteria, this time focusing on Sustainability.

You can close this window by closing the window or using the exit button.

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# Assessing Eligibility to Public Housing - Module Seven

## Nau Mai, Haere Mai and Welcome

Welcome to this seventh and last online learning module for staff who administer the Public Housing Assessment

## Module Learning Objectives

Once completed you'll be able to:

- Describe and apply the SAS criteria Sustainability
- Assess and allocate risk ratings to client scenarios

*Click on 'Start Course' (above) or 'Introduction' (below) to begin.*

***Note:** please make sure that you have completed Assessing eligibility to social housing modules one to six before beginning this one.*

*Version 1.0, last updated January*

Introduction

SAS - Sustainability

Risk Factor - Client Has Difficulty in Managing Their Finances



**Risk Factor - Difficulty in Social Functioning, Lack of Social Skills or a History of Transience**

**Assessing a Sustainability risk rating for Kara, Lucia and Iosefa**

**Next steps**

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# Introduction

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In this seventh module you'll learn about how we assess Sustainability,

Sustainability focuses on a client's ability to manage their finances and difficulties in social interaction.

You'll apply the SAS - Sustainability criteria to our clients Kara, Lucia and Iosefa to determine their risk rating.

## Navigating the Learning

As you progress through the module you'll come across hyperlinks that will take you to source information in MAP and Doogle.

These links will open in a new tab. You will need to return to the tab that has the learning module in to continue.

You may wish to **bookmark these pages** as you go so you can easily return to them when you're interviewing.

Review your bookmarked pages frequently to make sure you've only got the ones you need.



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# SAS - Sustainability

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Sustainability considers a client's ability to access and sustain alternative housing.

It measures whether the client will be able to maintain alternative housing because of issues of either personal or household financial management issues, a lack of social skills, or a history of transience.

## Risk Factors

There are two risk factors associated with Sustainability. We'll look at each of these in detail in this lesson.

1

Client has difficulty managing their finances, and

2

Client has difficulty in social functioning, a lack of social skills **or** a history of transience.

## Possible Assessment Outcomes

The four outcomes from the assessment of Sustainability are **at risk (4)**, **serious housing need (3)**, **moderate need (2)** or having **low or no need (1)**.

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# Risk Factor - Client Has Difficulty in Managing Their Finances

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A client who with difficulties in managing their own or their household's finances may struggle to manage a private tenancy.

There are many reasons why a client may not have enough money to meet all of their financial commitments.

Here's some examples, but this isn't an exhaustive list...



Hire purchase debt from purchasing essential appliances. For example a washing machine, dryer, fridge or fridge freezer.







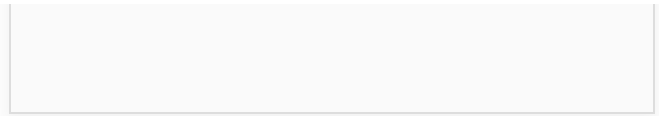
Community or cultural expectations of financial contributions. For example tithes and offerings to the church, or sending money to family at home overseas.



Substance abuse, addiction and/or gambling means that there is no money available for essential living costs.



Relationship breakdown where the client's partner has taken assets and/or cash leaving our client to start over.



The client may simply not have the skills to budget, or manage their income.



Something unexpected can happen to any of us, be it becoming unemployed, under-employed, a change in health status, a relationship breakdown.

### How Can We Help?



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# Risk Factor - Difficulty in Social Functioning, Lack of Social Skills or a History of Transience

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## Difficulties in Social Functioning or Interaction With Others

A client who has [difficulties in social functioning](#), finds social interaction difficult, or has poor social skills may face additional challenges when trying to access and sustain a tenancy.

Applying for properties through an agency or private landlord is a lot like applying for a job. Clients may have to make a formal application, fill out loads of forms, provide evidence of their tenancy history and more, and more, and more ...

Where an applicant makes it through those processes there can be an interview with an agent, or a meeting with the agent or landlord if viewing a property.



## Determining a history of transience

A client who is transient is one who has moved from place to place frequently.

When we look to determine a [client's history of transience](#) we consider two factors:

- 1 how frequently have they moved in the last two years, and
- 2 what were the reasons for moving.

A client may have moved a number of times, but in our assessment of transience we only count moves where the client was required to move, or had an acceptable reason for moving.

### ***Show You Know ...***

Grace is a sole parent with a pre-school aged child.

Grace's housing story starts a little under two years ago. Initially she was in Transitional Housing, but took up a Kāinga Ora tenancy that she stayed in for almost a year. She moved out with the support of her Housing Manager due to safety concerns with her neighbours.

She moved in with her father on a temporary basis which wasn't ideal as there were historic issues of abusive behaviour towards her and her daughter.



Grace's father moved out of his place, and Grace took over the tenancy.

Unfortunately, the property owner/landlord sold the property and gave Grace notice to move.

Grace and her daughter have moved back in with her father in another property.

It's not really suitable but a better option than Emergency Housing.

She really needs to find another place of her own.

How many 'acceptable' moves has Grace made in the last two years?

None



Two

Three

Four

SUBMIT

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# Assessing a Sustainability risk rating for Kara, Lucia and Iosefa

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## Instructions

Now that you understand the risk factors relating to Sustainability you're going to apply that understanding to assess a risk rating for our clients.

Focus on the risk factors specific to Sustainability.

Remember to print, or email your answers to yourself. We will discuss your assessments when we come together in our next webinar.

## Kara

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Kara is a 28 year old single parent with three children Matiu (12), Tui (9) and Eruera (6) living in Hamilton.

She and the kids are currently in Emergency Housing.

Her previous rental was a fixed term and the property owner and landlord didn't want to extend her tenancy. She has been unable to secure another property in time.

She had been in that property for 12 months and prior to that had been moving between her parents and her sister's places for about 6 months after her relationship ended.



## Lucia and Iosefa

Lucia and her husband share their home with their children Theresa (18), Eli (16), Leilani (10), Sefina (5) and Lucia's parents Seth (68) and Penelope (63) with another baby on the way.



Money's always tight but they manage week to week. They know things will get better when Iosefa gets another job.

They'll be sad to to leave their house - they've lived there for eleven years but they are looking forward to having a home that comfortably accommodates the whole family.



# Next steps

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## Congratulations



You've completed the seventh module in the 'Assessing eligibility for public housing' programme.

You can now describe the SAS criteria Sustainability, and explain the two risk factors relating to it. You can determine whether the client has a history of transience. And you can assess and allocate a Sustainability Risk Ratings to client scenarios.

In this module you've been asked to:



- Identify any products or services that we can offer a client experiencing difficulties managing their finances
- Identify how we can assess a client's social skills, and why clients may struggle to interact with people
- Assess a Sustainability Risk rating for Kara, Lucia and Iosefa.

Make sure you have these answers available to discuss with the group at the next workshop.

**This is the last module with online pre-work. Your remaining learning will be facilitated.**

You can close this window by closing the window or using the exit button.

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# Assessing eligibility to Public Housing

## Learning for Case Managers

*V0.1 December 2021*

**Manaaki tangata, manaaki whānau**

We help New Zealanders to be safe, strong and independent



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

# Nau mai, haere mai and welcome

- Karakia
- Kaupapa
- Introductions
- SAS criteria learning review
- Discussion - assessing the Adequacy risk rating for Kara, Lucia and Iosefa
- Next steps
- Closing karakia



# Kaupapa

We're here to enable and empower you to confidently assess eligibility to public housing

Ngā ture whanaungatanga – group guidelines

Teams – same rules and norms as a face to face learning environment



# Learning reflection

Now that you've finished your first online modules, what are your first thoughts about them? Are they mostly positive or negative?

If positive, what comes to mind specifically? Negative?

What were some of my most challenging moments and what made them so?

What were some of my most powerful learning moments and what made them so?



# Social Allocation System (SAS)

- a tool we use to assess public housing applications
- identifies who is eligible, who has the highest need and what kind of property a client needs
- used to assess new applications, and changes in circumstances for clients on the register or in a current tenancy
- eligible clients are given a priority rating that expresses their housing need



# SAS Criteria

Two parts

1. What is the client's housing need – why do they need to move?
2. What is the client's ability to access, afford and sustain a private tenancy

Housing need	Ability to engage with private market
Adequacy	Affordability
Suitability	Accessibility
	Sustainability





# SAS Adequacy criteria

Does the client need to move because of factors relating to their current accommodation including:

- Not having current accommodation, or living in emergency housing for the time-being
- the physical condition/structure or lack of basic facilities of the accommodation
- over-crowding or
- lack of security of tenure of their current accommodation



# SAS Adequacy criteria learning review



## Module three – Question one: Describe ‘adequate’ housing

Take a moment to consider how you would describe adequate housing. What does adequate housing look like? Does adequate mean different things for different clients? Is what’s adequate for a single person the same as what is adequate for a family?

Record your thoughts here ... you’ll be asked to share them at the first workshop

type your text here

*Note: Anything you’ve typed here may disappear once you move on and you won’t be able to get it back. Hit the print button to print your notes to have available in the workshop. Alternatively, copy and paste the question reference and your answer and send it to yourself in an e-mail.*

**Print**



# SAS Adequacy criteria learning review



## Module three – Question two: Conditions of the facilities

What would you consider to be the standard facilities that you would find in a house? Consider the whole house first, what facilities would you expect to find? Think about whether the facilities are safe to use?

For example, does the client currently have safe access to electricity, water, gas, light and heating, secure doors and windows.

Record your thoughts here ... you'll be asked to share them at the first workshop

type your text here

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**Print**



# SAS Adequacy criteria learning review

Bedroom allocation calculation

## Lucia and Iosefa

Lucia and her extended family currently rent a three bedroom home which has a rumpus room and an (unlined) sleep-out.

Lucia and Iosefa's household is made up of the following people:

- Lucia and her husband Iosefa
- Theresa - female (18)
- Eli - male (16)
- Leilani - female (10)
- Sefina - female (5)
- Baby on the way
- Gran Penelope and Grandad Seth



How many bedrooms do Lucia and Iosefa require to adequately house their family.

- 3
- 4
- 5
- 6
- 7

Submit





# SAS Adequacy Risk Rating assessments



## Assessing an adequacy risk rating for Kara

Risk rating for clients not living in any housing (including EH):	<i>type your answer here</i>
Risk rating for the structural integrity of the house:	<i>type your answer here</i>
Risk rating for the condition of facilities:	<i>type your answer here</i>
Risk rating for overcrowding:	<i>type your answer here</i>
Risk rating for security of tenure:	<i>type your answer here</i>
<b>Overall risk rating for Adequacy</b>	<i>type your answer here</i>

Note: Print this and take it to your workshop

Print



## Assessing an adequacy risk rating for Lucia and Iosefa

Risk rating for clients not living in any housing (including EH):	<i>type your answer here</i>
Risk rating for the structural integrity of the house:	<i>type your answer here</i>
Risk rating for the condition of facilities:	<i>type your answer here</i>
Risk rating for overcrowding:	<i>type your answer here</i>
Risk rating for security of tenure:	<i>type your answer here</i>
<b>Overall risk rating for Adequacy</b>	<i>type your answer here</i>

Note: Print this and take it to your workshop

Print



# Tēnā koe anō – welcome back

- Karakia and welcome to our guests
- Kaupapa refresh
- SAS Suitability criteria learning review
- Discussion - assessing the Suitability risk rating for Kara, Lucia and Iosefa
- Next steps
- Closing karakia





# SAS Suitability criteria learning review

Does the client need to move because of:

- A medical, disability or personal need of their own, or a member of their household, or
- Any threat to the health or safety of the client, or a member of their household because of family violence, or other violence associated with the current living situation.



# SAS Suitability criteria learning review

- Guest speaker/s from the Regional Health & Disability team
- Topic: Assessing the medical and disability needs of a client for housing
- Q & A



# SAS Suitability criteria learning review



## Module four – Question one: Personal needs

What kind of issues and events in a person's life could lead them to need to change their housing arrangements?

For example, a new relationship could form, or an existing one break down. A new job means that they could need to move.

Think of at least three different personal situations that would impact their housing needs. Record your thoughts here ... you'll be asked to share them at the workshop

type your text here

*Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**



# SAS Suitability criteria learning review

- Guest speaker/s from the Family Violence Response team
- Topic: Assessing the needs of a client experiencing Family Violence.
- Q & A



# SAS Suitability Risk Rating assessments



## Assessing a Suitability risk rating for Kara

Risk rating for family violence, tension or other violence	type your answer
Risk rating for medical or disability needs, or personal needs	type your answer
<b>Overall risk rating for Suitability</b>	type your answer

Note: Print, or record this and have it available at your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.

[Print](#)



## Assessing a Suitability risk rating for Lucia and Iosefa

Risk rating for family violence, tension or other violence	type your answer
Risk rating for medical or disability needs, or personal needs	type your answer
<b>Overall risk rating for Suitability</b>	type your answer

Note: Print, or record this and have it available at your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.

[Print](#)





# SAS Suitability criteria learning review



## Module four – Question two: Specific locations

What might happen to a client, or a household that would make their existing housing no longer suitable because of its location? What could happen that would mean that a client or household would need to move to a specific location?

Think of one reason why a client or household may need to move away from their current location, and another reason that would mean they needed to move to a specific location.

Record your thoughts here ... you'll be asked to share them at the second workshop

type your text here

*Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternately copy and paste the module and question reference into an email and send it to yourself.*

**Print**





# Tēnā koe anō – welcome back

- Karakia and welcome to our guests
- Kaupapa refresh
- SAS Affordability criteria learning review
- Calculation walk-through – Kara's scenario
- Assessing the Affordability risk rating for Lucia and Iosefa
- Next steps
- Closing karakia



# SAS Affordability criteria

- Can our client afford to participate in the 'private' housing market?
- Standardised calculation
- Single risk factor



# SAS Affordability criterion – calculation

- Property type required by the household
- Number of bedrooms that the household needs
- The lower quartile rent of the property type (with the appropriate number of bedrooms) in the area the client wants/needs to live.
- The accommodation supplement that a client would be eligible to receive based on these costs, and
- The main benefit rates for the client's household type.



# SAS Affordability criterion – calculation walkthrough - Kara

## Kara

Kara is a 28 year old single parent with three children Matiu (12 - male), Tui (9 - female) and Eruera (6 - male) living in Hamilton. She currently receives an unabated rate of Sole Parent Support (SPS) and Family Tax Credit (FTC).

She is currently in Transitional Housing with a MSD contracted service provider (The Salvation Army) in Dinsdale.

She would ideally stay in the Dinsdale area as this was where her rental was, and where her Transitional Housing is.



# SAS Affordability criterion – calculation walkthrough - Kara

1	Calculate net weekly income (including Family Tax Credit) <b>Total A</b>	
2	Calculate lower quartile rent in the area the client wants/needs to live minus the Accommodation Supplement that the client may be able to receive <b>Total B</b>	
3	Total A – Total B = <b>Total C</b> <i>this is the household's residual income</i>	
4	Total C divided by the main benefit rate for the household (including FTC) x 100	
5	Determine the <a href="#">risk rating</a>	





# SAS Affordability criterion – calculation walkthrough – Lucia and Iosefa

## Lucia and Iosefa

Iosefa was recently made redundant so currently has no income, and Lucia works 15 hours per week at \$22.75 net per hour.

They receive Family Tax Credit for the 4 children: Theresa (18), Eli (16), Leilani (10), Sefina (5).

Theresa is still at school and dependent on them.

She had a phone appointment earlier in the week and was granted an Accommodation Supplement.

The family have savings of \$11,783.00 which they are dipping into to top up their income while Iosefa looks for work.

They live in a lovely 3 bedroom home in New Brighton

(Christchurch) which they pay \$450.00 rent for each week.

Ideally they would like to stay in the area as it's close to work and the kid's schools.





# SAS Affordability criterion – calculation walkthrough – Lucia and Iosefa

1	Calculate net weekly income (including Family Tax Credit) <b>Total A</b>	
2	Calculate lower quartile rent in the area the client wants/needs to live minus the Accommodation Supplement that the client may be able to receive <b>Total B</b>	
3	Total A – Total B = <b>Total C</b> <i>this is the household's residual income</i>	
4	Total C divided by the main benefit rate for the household (including FTC) x 100	
5	Determine the <a href="#">risk rating</a>	



# Affordability Risk Ratings Summary

## Kara

	<b>Determine risk rating</b>	<i>type your answer here</i>
--	------------------------------	------------------------------

## Lucia and Iosefa

	<b>Determine risk rating</b>	<i>type your answer here</i>
--	------------------------------	------------------------------



# SAS Affordability criteria learning review



## Module five – Question one

What other situations can you think of that would impact on the accuracy of the client's assessed Affordability rating?

Think of at least two different personal situations that would impact their Affordability rating. Record your thoughts here ... you'll be asked to share them at the workshop

type your text here

*Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**



# Tēnā koe anō – welcome back

- Karakia and welcome to our guests
- Kaupapa refresh
- SAS Accessibility criteria learning review
- Assessing the Accessibility risk rating for Kara, Lucia and Iosefa
- Next steps
- Closing karakia



# SAS Accessibility criteria

Accessibility measures the client's ability to access alternative housing taking into account:

- discrimination,
- lack of cash resources for bond, rent and furniture,
- and the availability of suitable housing in the private market.



# SAS Accessibility criteria learning review



## Module six– Reasonable effort

What steps would a client have taken to meet your expectations of making a reasonable effort to find their own alternative accommodation.

Think of at least three steps that you would think are reasonable. Record your thoughts here ... you'll be asked to share them at the workshop

type your text here

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**Print**





# SAS Accessibility criteria learning review



## Module six– Discrimination

We've identified some common grounds that our clients may experience. But there are more ...

Think of at least two more reasons that a client and their household could be discriminated against. Record your thoughts here ... you'll be asked to share them at the workshop.

type your text here

*Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**



# SAS Accessibility criteria learning review



## Module six– Lack of resources – how can we help?

Do we have any products or services that could support our client who doesn't have the resources they need to take up a tenancy? What advice could we give, or resources we could share?

Record your thoughts here ... you'll be asked to share them at the workshop

type your text here

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**Print**



# SAS Accessibility criteria learning review



## Module six– Availability of suitable alternative housing – how can we help?

Do we have any products or services that could support our client who is struggling to find alternative housing that is suitable to their needs? What advice could we give, or resources we could share?

Record your thoughts here ... you'll be asked to share them at the workshop

type your text here

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**Print**



**MINISTRY OF SOCIAL  
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# SAS Accessibility Risk Rating assessment - Kara

Kara is a 28 year old single parent with three children Matiu (12), Tui (9) and Eruera (6) living in Hamilton.

While Kara originally thought finding a new place would be easy, after applying for more than 50 properties she is beginning to wonder if landlords and rental agencies are viewing her as undesirable because she is a beneficiary and sole parent.

Kara has \$1350.00 savings, which is her bond refund from her previous property. This is earmarked for her next bond, but she may need assistance to meet the whole cost of a bond.

## Assessing an Accessibility risk rating for Kara

Client experiencing discrimination in the housing market	<input type="text"/>
Client has no or limited cash resources for bond, rent and furniture	<input type="text"/>
Client is impacted by availability of suitable alternative housing.	<input type="text"/>
<b>Overall risk rating for accessibility</b>	<input type="text"/>

Note: Print this and take it to your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.

**Print**





# SAS Accessibility Risk Rating assessment – Lucia and Iosefa

Lucia and her husband share their home with their children Theresa (18), Eli (16), Leilani (10), Sefina (5) and Lucia's parents Seth (68) and Penelope (63) with another baby on the way.

They have faced a few issues when looking at housing options. The size of the family, and the size of available houses don't match. There are very few houses with more than four bedrooms - especially those with six bedrooms, which is what they need to accommodate everyone.

The new place also needs to be accessible by wheelchair, and single level so that Pop Seth can move around and maintain a level of personal independence.

They have access to their full RAP limit.



## Assessing an Accessibility risk rating for Lucia and Iosefa

Client experiencing discrimination in the housing market	<input type="text" value="type your answer here"/>
Client has no or limited cash resources for bond, rent and furniture	<input type="text" value="type your answer here"/>
Client is impacted by availability of suitable alternative housing.	<input type="text" value="type your answer here"/>
<b>Overall risk rating for accessibility</b>	<input type="text" value="type your answer here"/>

*Note: Print this and take it to your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**



# Tēnā koe anō – welcome back

- Karakia and welcome to our guests
- Kaupapa refresh
- SAS Sustainability criteria learning review
- Discussion - assessing the Sustainability risk rating for Kara, Lucia and Iosefa
- Next steps
- Closing karakia





# SAS Sustainability criteria

Sustainability considers a client's ability to access and sustain alternative housing – if they were to get a private tenancy, could they keep it up?

When we assess Sustainability we consider two risk factors:

- difficulties in financial management, and
- Difficulties in social function and a lack of social skills, **or** a history of transience.



# SAS Sustainability criteria learning review



## Module seven – Clients who have difficulties managing their finances – how can we help?

Do we have any products or services that could support our client who experiencing difficulties in managing their finance?  
What advice could we give, or resources we could share? Are there other services available in our community?

Record your thoughts here ... you'll be asked to share them at the workshop

type your text here

*Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**



# SAS Sustainability criteria learning review



## Module seven – Lack of social skills or difficulty in social functioning – how could it impact?

What opportunities do we have to assess a client's social skills? What are some reasons that our clients may struggle with interactions with others?

Record your thoughts here ... you'll be asked to share them at the workshop

type your text here

*Note: Anything you've typed here may disappear once you move on and you won't be able to get it back. Hit the print button to print your notes, or record them elsewhere to have available in the workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**



# SAS Sustainability Risk Rating assessment – Kara

Kara is a 28 year old single parent with three children Matiu (12), Tui (9) and Eruera (6) living in Hamilton.

She and the kids are currently in Emergency Housing.

Her previous rental was a fixed term and the owner, her landlord didn't want to extend her tenancy and she was unable to secure another property in time.

She had been in that property for 12 months and prior to that had been moving between her parents and her sister's places for about 6 months after her relationship ended.



## Assessing a Sustainability risk rating for Kara

Risk rating for financial management	<i>type your answer</i>
Risk rating for social functioning and transience	<i>type your answer</i>
<b>Overall risk rating for Sustainability</b>	<i>type your answer</i>

*Note: Print, or record this and have it available at your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**



# SAS Sustainability Risk Rating assessment – Lucia and Iosefa

Lucia and her husband share their home with their children Theresa (18), Eli (16), Leilani (10), Sefina (5) and Lucia's parents Seth (68) and Penelope (63) with another baby on the way.

Money's always tight but they manage week to week. They know things will get better when Iosefa gets another job.

They'll be sad to to leave their house - they've lived there for eleven years but they are looking forward to having a home that comfortably accommodates the whole family.



## Assessing a Sustainability risk rating for Lucia and Iosefa

Risk rating for financial management	<input type="text"/>
Risk rating for social functioning and transience	<input type="text"/>
<b>Overall risk rating for Sustainability</b>	<input type="text"/>

*Note: Print, or record this and have it available at your workshop. Alternatively, copy and paste the table into an e-mail and send it to yourself.*

**Print**





# Tēnā koe anō – welcome back

- Karakia and welcome to our guests
- Kaupapa refresh
- Assessment – system walkthrough
- Assessment - system practice
- Closing karakia





# Tēnā koe anō – welcome back

- Karakia and welcome to our guests
- Kaupapa refresh
- Finalising an application
- Changing an initial priority rating, fast-tracking a household
- Local processes
- Closing karakia

