20 October 2025

Tēnā koe

Official Information Act request

Thank you for your email of 22 September, requesting information about policies, frameworks and training material related to Housing Needs Assessments.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Please see the following Doogle pages from the Ministry's intranet attached, used by staff during housing needs assessments:

- Social housing screening – Doogle
- Prior to starting the social housing application – Doogle
- Commencing a social housing application – Doogle
- Updating evidence in the social housing application – Doogle
- Finalising the social housing application – Doogle
- Talking to clients about the assessment outcome, obligations and going onto the social housing register – Doogle
- Residency requirements for Social (also known as public housing) housing – Doogle
- Public housing supply information – Doogle
- Fast-tracking for households at risk of rheumatic fever – Doogle
- Fast-tracking for households with a specified child or young person in custody under the Oranga Tamariki Act 1989 - Doogle
- Changing a priority rating – Doogle
- Clients in specific circumstances – Doogle

I am also providing you with some contextual information detailing housing needs assessments.

- *A copy of the Needs assessment test that is completed by an MSD agent.*

To determine if a household (or applicant) qualifies for social housing, they must meet the qualifications for age, residency, income and assets.

There is also set criterion used to determine the housing need of a household and is based on the household composition, housing circumstances and housing history – this is called a housing needs assessment.

The assessment includes testing a household's circumstances against the following criteria: household composition, bedroom allocation, adequacy of current housing, suitability of current housing, affordability of suitable alternative housing, accessibility to alternative housing, and sustainability of alternative housing.

Each criterion is assigned a risk-rating numbered 1 to 4 – with 4 being "at risk" and 1 being "low or no-need" in that criterion. Some criteria require more than one risk-rating assessment to provide a comprehensive assessment for that criterion.

In those instances, the risk-ratings are compared, and the highest risk-rating is used to determine the overall risk-rating for that criterion. The overall risk-rating of each criterion is used to calculate the overall priority rating for the assessment, which then determines a households housing need priority rating.

The priority rating is categorised as, A meaning "at risk", B meaning "serious housing need", C meaning "moderate need" and D meaning "low or no-need". A household must have a priority rating A or B to be placed on the social housing register.

Please see the Assessment of eligibility Manuals and Procedures (MAP) page in the Social Housing manual for further details, at the following link: www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/index.html.

- *Policy, framework or training material relating to the outcome of a housing needs assessment.*

The priority rating of the housing needs assessment will determine if a household is placed on the social housing register or not. Placement on the register allows the Ministry to refer households to social housing providers.

If placed on the register, a households priority rating, household requirements and selected 'letting areas' are considered when providers offer an available property.

The offer of a suitable house is not based on the sequence a household is placed on the register, but by priority of any household at any given time and availability of suitable properties in their 'letting areas'.

Households placed on the register have an obligation to advise the Ministry of any change in circumstance related to their housing situation.

If a household is not placed on the register, they have a right to review the outcome of a housing assessment or advise the Ministry of any changes to their housing situation.

I refer to you to two MAP pages for further details regarding this information: www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/index.html for register management and referrals, and www.workandincome.govt.nz/map/social-housing/duty-to-advise-of-changes-in-circumstances/index.html for the obligation to advise the Ministry of any change in circumstances.

- *Policy, framework or training material relating to the calculation of housing priority number.*

The housing priority number is calculated based on the outcome of the housing needs assessment. Please see the following MAP links for the calculations:

- www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/calculation-of-overall-priority-rating-01.html.
- www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/housing-need-priority-ratings-01.html.

- *Policy, framework or training material relating to the assigning of a Housing priority number.*

Households are assigned a housing priority number immediately upon completion of their housing needs assessment.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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.

Ngā mihi nui

pp.

Anna Graham
General Manager
Ministerial and Executive Services

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 tenantable 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]

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]

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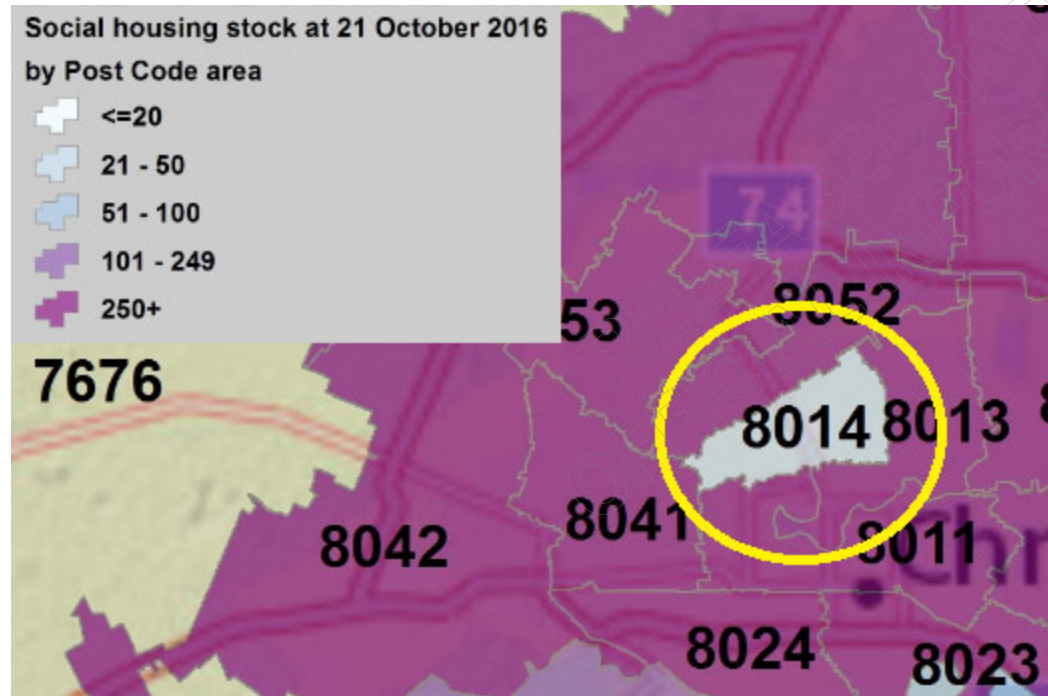
This would be an example of where the client has nominated a limited supply area, and you should advise the client that neighbouring areas will also be selected to increase the likelihood of the household being placed into public housing.

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.
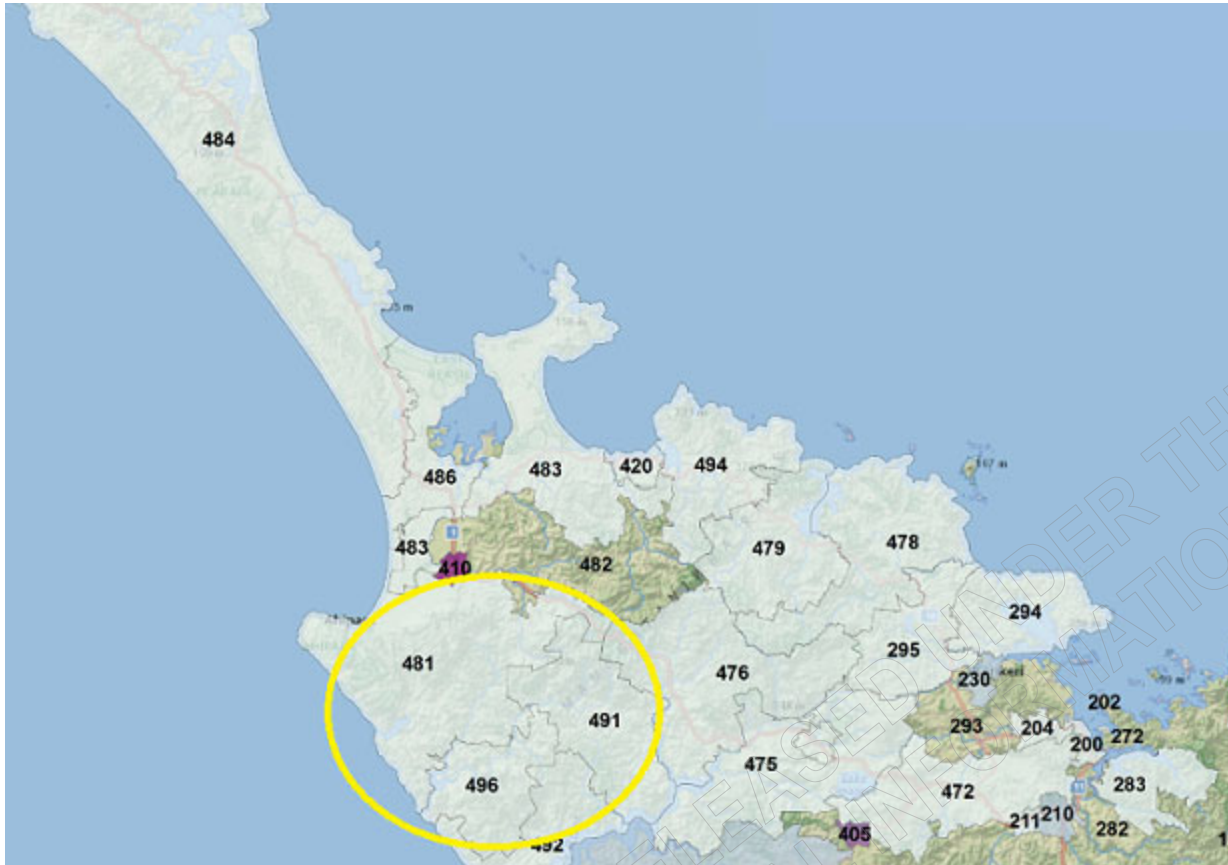
Example 3

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.

Social housing stock at 21 October 2016 by Post Code area
- <=20
- 21 - 50
- 51 - 100
- 101 - 249
- 250+
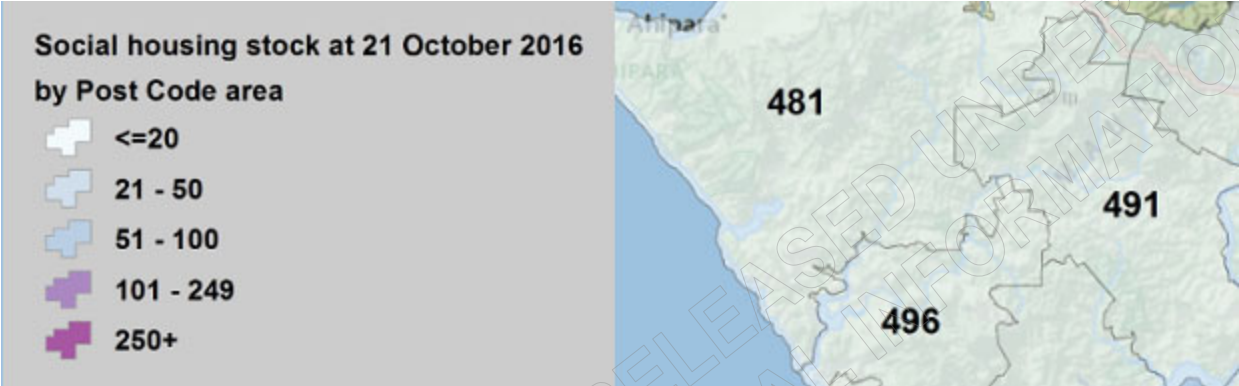
However, when looking at the entire region map, the majority of the map consists of the same level of supply, and so the client is genuinely limited in their options for selecting alternative areas.

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]

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]

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]

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

[Auckland Region - West Supply Map](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-west.jpg) (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](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/bayofplenty.jpg) (Image 9.36MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/bayofplenty.jpg]

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

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

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

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

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

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

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

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

[Wellington Region Supply Map](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/wellington.jpg) (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](http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-stock-information-as-at-03062016.xlsx) (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:** 29 November 2020

Residency requirements for Social (also known as public housing) housing

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

On this Page:

To qualify for social housing, the client must be ordinarily resident in New Zealand and:

be a New Zealand citizen or

hold a residence class visa under the Immigration Act 2009 and have resided continuously in New Zealand for a period of at least 2 years at any one time after becoming a resident, or

be recognised as a refugee or a protected person [http://doogle/map/social-housing/assessment-of-eligibility/client-recognised-as-a-refugee-or-a-protected-person-in-new-zealand.html] in New Zealand under the Immigration Act 2009, or

hold a residence class visa under the Immigration Act 2009 that is a Christchurch Response Visa [http://doogle/map/social-housing/assessment-of-eligibility/holds-a-christchurch-response-visa.html] , or

be eligible for and getting payments under the Special Needs Grant Domestic Violence Programme [http://doogle/map/income-support/extra-help/special-needs-grant/domestic-violence-programme-01.html] (for people who have come to New Zealand on a temporary visa with intention of applying for a residence visa under the spouse or de facto partner policy but the relationship has ended due to domestic violence and they are now living apart from their partner and have lost all financial support) or

qualifies for and getting a main benefit.

Deciding ordinarily resident [http://doogle/map/income-support/main-benefits/emergency-benefit/deciding-ordinarily-resident-01.html]

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

The following groups do not have to meet the 2 year continuous residence in New Zealand criteria and may qualify for social housing from the time they are granted a residence class visa (either resident visa or permanent resident visa):

quota refuges and protected persons

those with a Christchurch Response Visa,

people getting the Special Needs Grant Domestic Violence Programme

Quota Refugees, Protected persons and Asylum seekers and Christchurch Response Visa [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-screening.html#QuotaRefugeesProtectedpersonsandAsylumseekersChristchurchMosqueAttackandChristchurchResponseVisa11]

Clients with temporary visa

Clients who are in New Zealand because they hold a temporary entry visa or temporary permit (for example student visa, visitor visa, work visa) do not qualify for social housing.

Clients without permanent residence or citizenship [http://doogle/map/income-support/main-benefits/emergency-benefit/clients-without-permanent-residence-or-citizenship-01.html]

Residence priority override

If the client hasn't lived in New Zealand for two years but is receiving a main benefit, a residency override is required.

A priority rating may be overridden if the client's circumstances, or information that has been provided, suggests that their housing need is not as urgent as the priority rating that was automatically assigned as the outcome of their assessment.

You will need to add the 'Housing Override' Evidence item, and seek approval from your manager.

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

Note: Do not change the residency question 'Has the client lived in New Zealand for more than two years.' to Yes. This should remain No to reflect the client's actual residency.

Partner is overseas and doesn't meet the residency criteria

A partner, who is not living in New Zealand and has never lived here, does not meet the residency criteria for social housing as they are not Ordinarily Resident.

As the partner is not Ordinarily Resident and we have not sighted information relating to their personal details, nor are we able to confirm their identity, we cannot add the partner's details into the social housing assessment.

For benefit purposes, a non-resident partner may have been added to a client's CMS record via the relationship details tab, to determine the correct rate of benefit.

Partner hasn't lived in New Zealand for two years and is not receiving a main benefit

A partner who has not lived in New Zealand for two years since becoming a permanent resident, and who is not on a main benefit, does not residentially qualify for social housing.

Partners who do not residentially qualify for social housing **must not** be included in the household type for a social housing assessment. Instead, the client should be assessed as a single or sole parent household type. Any income the partner earns must be used in the IRR calculation.

Social housing assessment

For a social housing assessment [http://doogle/map/social-housing/assessment-of-eligibility/index.html] , if a partner has been previously added to a client's CMS record via the relationship details tab, you will need to end date the relationship (using yesterday's date) under the relationship details tab before starting the assessment, so that the non-resident partner is not included in the social housing assessment. Once the social housing assessment is completed, you will need to re-include the partner by removing the end date in the relationship details tab so that the information is correct for benefit purposes.

Add the Primary Benefit for Affordability based on single or sole parent rates.

Assess Affordability by selecting the single or sole parent option when calculating the rate of accommodation supplement.

Check if the partner has income. If they do, you will need to record this against the client using 'other income'.

Add a client event note advising the client has a partner who is living overseas.

CMS will assess the household type [http://doogle/map/social-housing/income-related-rent/household-types-and-income-thresholds.html] as single or sole parent, and the applicable rate of IRR.

Income Related Rent: Household types and income thresholds for more information [http://doogle/map/social-housing/income-related-rent/formula-for-calculating-rate-of-income-related-ren.html]

Household type

For CMS to assess the household type correctly, you will need to take the following actions depending on the client's circumstances:

Search for the partner, or create a new CMS record for the partner if one does not exist, to assign a client number. Ensure you add all the relevant evidence the partner's record, such as:

residency details

New Zealand address details

date of birth

gender

marital status

Record the partner's role as "partner" in the application, so the assessment summary can be generated with the partner's details.

After the assessment summary has been generated, change the partner's role in 'Role in Household Unit' evidence to Additional Occupant.

Add Additional Occupant evidence item with a comment 'non-residentially qualified partner'.

Edit the Bedrooms Required evidence and change the answer to the question "How many couples exist in future household?" to 1.

Add a client event note recording the additional occupant is the non-residentially qualifying partner and that they have been recorded as an additional occupant to ensure that the correct household type is calculated.

Check if the partner has income, if they do, you will need to record this against the client using 'other income'.

Check eligibility to assess the household type.

Social Housing Register

Clients eligible for social housing are placed on a register according to their priority rating following an eligibility assessment for social housing.

The housing need priority ratings are:

at risk (priority A)

serious housing need (priority B)

moderate need (priority C)

low or no need (priority D)

Note only clients with a priority rating of A or B are eligible for social housing and will be placed on a register. To add someone to the social housing register you:

Create a CMS record for the partner to assign a client number. Ensure you add all the relevant evidence to the partner's CMS record, such as:

residency details

New Zealand address details

date of birth

gender

marital status.

If the partner is already recorded as a partner, follow the 'Remove participant' process.

Add the partner as an additional occupant, following the 'Add participant' process, and include the comment 'non-residentially qualified partner'.

Change the Bedrooms Required evidence question "How many couples exists in future household?" answer to 1.

Add a client event note recording the additional occupant is the non-residentially qualifying partner and that they have been recorded as an additional occupant to ensure that the correct household type is calculated.

Check if the partner has income, if they do, you will need to record this against the client using 'other income'.

Check eligibility to assess the household type.

Note: CMS will not allocate a bedroom for the additional occupant when the couples in future households is noted as one (1).

Social housing register [http://doogle/map/social-housing/register-management-and-referrals/index.html]

Active Tenancy

Where a couple are applying for social housing or there is an active tenancy and one partner does not meet the residency qualification, the partner can still be included in the application for social housing as they do not require a separate bedroom allocation. The non-residentially qualified partner cannot be the applicant and cannot be a signatory to the tenancy agreement.

Check the partner has a role of 'Partner' in the Role in Household Unit evidence. If yes, follow the 'Remove participant' process.

If the partner has not been added, search for the partner, or create a new CMS record for the partner if one does not exist, to assign a client number Ensure you add all the relevant evidence to the partner's CMS record, such as:

residency details

New Zealand address details

date of birth

gender

marital status.

Add the partner as an additional occupant, following the 'Add participant' process, and include the comment 'non-residentially qualified partner'.

Add a client event note to record the additional occupant is the non-residentially qualifying partner and that they have been recorded as an additional occupant to ensure that the correct household type is calculated.

Check if the partner has income, if they do, you will need to record this against the client using 'other income'.

CMS will assess the household as single or sole parent and the IRR will be correct.

Content owner: Service Delivery - Business Process Management   **Last updated:** 25 June 2024

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]

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]

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]

MAP - Changing a priority rating [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]

MAP - Register fast-track provision [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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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]).

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] . 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/updating-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/social-housing-assessment.html#closing-applications]

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]

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] .

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-intiated-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 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.

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]

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

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]

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]

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]

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 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.

People holding a Christchurch Response Visa are managed by the Housing Case Manager.

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 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]

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:

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]

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/] 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] 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]

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]

> 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]

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]

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 and Christchurch Response Visa

Family Violence Intervention Programme [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 holders are managed by the Housing Case Manager.

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 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]

Content owner: Service Delivery - Business Process Management   **Last updated:** 25 June 2024

Social housing screening

This page gives you information on the processes for screening people applying for social (also known as public housing) housing.

On this Page:

Before Screening

People seeking housing support should first be provided with housing options and advice.

You need to discuss what they have already done to look for accommodation before testing their eligibility. Social housing is only for people with the most need and who are unable to find accommodation in the private market. At the end of the conversation you will be able to determine if they have a serious housing need and that social housing is the best way to meet this need. The next step is to make an appointment with a Housing Case Manager (HCM) so they can complete a full housing screening process.

Refer to Options and Advice for more information [http://teamsite.ssi.govt.nz/iw/cci/meta/no-injection/iw-mount/default/main/intranet-prod/msd-intranet/WORKAREA/content/resources/helping-clients/procedures-manuals/social-housing/options-and-advice/social-housing-options-and-advice.html]

Completing screening

Good screening is all about the quality of your conversation. Conversation guidelines:

"Tell me about your current housing situation?"

"What steps have you taken to find other accommodation?"

"Is there anything stopping you from finding somewhere to live?"

At the end of your conversation you will be able to decide if the client meets (or potentially meets) the social housing criteria. To be considered for social housing a client must:

have a serious housing need

be able to demonstrate that they have taken steps to find a place to live themselves, and

have not been able to find somewhere that will meet the needs of themselves and any dependent children or other household members.

Income

Generally, to qualify for social housing, a client must be earning under the net income limit for their household type. Assessable income covers a person applying for social housing with the intention of being a signatory on the tenancy agreement, and the partner of that person, if they have one and regardless of whether, or not, they will be on the tenancy agreement.

Income limits [http://doogle/map/social-housing/assessment-of-eligibility/income-limits-01.html]

Assessable income [http://doogle/map/social-housing/assessment-of-eligibility/assessable-income-01.html]

Income from assets [http://doogle/map/social-housing/income-related-rent/income-from-assets.html]

Not Eligible

If it's determined that someone is not eligible or unlikely to be eligible you need to explain the reason for this and discuss what their options are. We do have resources that

could help find suitable accommodation such as the MSD housing website, brochures and factsheets.

Note: A client can request to have an assessment appointment booked even if they are unlikely to be eligible for social housing as screening is not a reviewable decision.

Requesting a Housing Assessment

When referring someone for a social housing assessment you need to let them know what verification they need to have for their appointment

ID for all occupants (if not already scanned and saved). Not just the signatories so a CMS record can be created if required

Children's birth certificates

Full name and date of birth for everyone who will be in the household

Proof of residency (for the signatories only)

Income/asset details

Other verification confirming their housing situation, e.g. verification of their need to move, medical condition (if appropriate), verification from support agencies confirming their situation

They may also need to demonstrate the extra steps they have taken in finding alternative housing (such as applying for rental properties with real estate agencies), and they may be asked to provide verification of this.

Exception – demonstrating steps

If the client has an exceptional circumstance e.g. their safety is at risk and they are required to relocate immediately or prisoners with a release date, they don't have to demonstrate steps they have taken in finding alternative housing.

Telephone assessment

If the assessment is going to be completed over the phone, you will also need to confirm their contact phone number and advise them to:

be available and ready for the call at the time of appointment

have their phone charged if required

be prepared to provide details about income, family members full names and date of birth etc

More than one household

If more than one household wants to live together, all the people who have the intention of being signatories on the tenancy agreement will need a CMS record completed and will need their circumstances verified.

Removed from the register

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 social housing.

Note failing to accept an offer of a suitable property by not responding to a social 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

Removal from register [http://doogle/map/social-housing/register-management-and-referrals/declining-offer-of-a-suitable-property-01.html]

Declining a suitable property [http://doogle/map/social-housing/register-management-and-referrals/declining-offer-of-a-suitable-property-01.html]

Escalation- Family violence and immediate need

If a client applying for housing or is on the housing register and you have identified they have an immediate need that requires escalation you should discuss this with your manager. Immediate need requiring escalation may include (but are not limited to):

domestic violence
children at risk
serious health need
police involvement
no adequate accommodation tonight, or
within the next seven days

Escalation process for addressing immediate need [http://doogle/resources/helping-clients/procedures-manuals/social-housing/escalation-process.html]

Emergency housing [http://doogle/resources/helping-clients/procedures-manuals/emergency-housing/index.html]

Quota Refugees, Protected persons and Asylum seekers 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 holders.

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 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]

Screening exceptions - clients with specific circumstances

The following clients in specific circumstances have a different process for screening:

Youth clients engaged with a youth service provider
Remote Client Unit and Staff Assistance Unit-assigned clients
clients in exceptional circumstances
households (additional occupants) living in a property where the sole signatory has died.

Use this link to get more information about Clients in specific circumstances [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/vulnerable-at-risk-clients.html]

Screening for transfers

People in social housing may request to move (transfer) to another social housing property. It is important to establish if they have had a change in their circumstances and if there is a good and sufficient reason for the transfer.

If it is established that they have had a significant change in their circumstances then screening should be completed to see if the client is potentially eligible for a transfer.

Read more about clients requesting a transfer [http://doogle/map/social-housing/assessment-of-eligibility/client-requests-a-transfer-01.html]

Content owner: Service Delivery - Business Process Management   **Last updated:** 25 June 2024

Clients in specific circumstances

This page describes different housing processes for clients in specific circumstances and vulnerable and at-risk client groups.

On this Page:

Clients who have an immediate need

If a client applying for housing or is on the housing register and you have identified they have an immediate need that requires escalation you should discuss this with your manager. Immediate need requiring escalation may include (but are not limited to):

domestic violence

children at risk

serious health need

police involvement

no adequate accommodation tonight, or

within the next seven days

Escalation process for addressing immediate need [http://doogle/resources/helping-clients/procedures-manuals/social-housing/escalation-process.html]

Youth clients engaged with a youth service provider

Youth Service clients are managed by the Ministry's contracted youth service providers.

Where a youth client is engaged with a youth service provider and wishes to test their potential eligibility for public housing (also known as social housing), the provider will do screening based on core eligibility guidelines provided by MSD. If a youth client is eligible the provider will contact the Youth Service Support Unit (YSSU) who will book a phone assessment with a Case Manager Housing.

Social housing assessment process for a youth client [http://doogle/resources/helping-clients/procedures-manuals/social-housing/social-housing-process-for-youth-service-clients.html]

Note: applicants under 18 years of age need permission from the Tenancy Tribunal before signing a tenancy agreement. This process is managed between the client and prospective landlord.

Quota Refugees, Protected persons and Asylum seekers 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.

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.

People that hold a Christchurch Response Visa are managed by the Housing Case Manager.

Quota Refugees, Protected persons and Asylum seekers 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]

Remote Services clients, and clients who are Ministry employees

Remote Services provide case management via phone, email, fax and mail to clients who have been trespassed and pose a high risk to the safety of MSD staff. The Staff Assistance Unit provides services over the phone to staff who are also clients of the Ministry.

Both of these units will undertake screening and assessments over the phone for each of their client groups.

Child sex offenders and electronically monitored bail

Applicants identified as a child sex offender will have a 'Child sex offender' Special Caution added to their record in CMS. Applicants who are on electronically monitored bail are identified by a 'Home Detainee' Special Caution in CMS.

Special Cautions will be visible to providers when clients appear on the shortlist.

If a community housing provider requests a referral for a client with one of these risk flags, CMS will generate a task for Housing & Income Support Services to manually approve the referral, and contact the Department of Corrections, who will decide if the referral can be approved. If a referral is approved, CMS will give the provider access to additional information including the contact details.

Housing New Zealand manage seeking approval via the Department of Corrections independent of MSD.

Information Sharing Agreement about Child Sex Offenders [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/]

Households living in a property where the sole signatory had died

If a client phones to apply for public housing due to the death of a family member who is the sole signatory, do not go through the screening process.

In these cases, the following action is required:

Book the assessment appointment within the standard five working days (screening is not required).

Record in the ABT appointment and client event note that the application is the result of the death of a sole tenant, and the client is currently part of the household and needs to test their eligibility for public housing. You should also include who the provider is too.

If the client has received a letter from the provider confirming the agreed tenancy end date, ask them to provide this at their assessment appointment or when providing other verification (if the assessment is over the phone).

When the client has their assessment, the following action is required:

Scan and save the letter from the provider onto the client's CMS record

Let the provider know the progress of the client's application (eg what verification is required to complete their application) and the outcome (eg they are on the Social Housing Register, the priority rating, bedroom requirements) using the template below.

You will also need to email the template to the provider if the client/household member does not attend, reschedules or cancels their appointment.

If Housing New Zealand (HNZ) is the provider, email the template to Interagency@hnzc.co.nz [mailto:HATAdmin@hnzc.co.nz] .

If the provider is a community housing provider (e.g. Tamaki), you will need to email the Housing & Income Support Services CHP team (GNL_Provider_Support@msd.govt.nz [mailto:GNL_Provider_Support@msd.govt.nz]) and they will send the template to the provider through Business Online Services (BOS).

The provider will review the household's eligibility to remain in the property:

If the client/household is not eligible, the provider will issue the 21 day notice to vacate and advise Housing & Income Support Services (through the tenancy end process).

If the client/household is eligible to remain in the property, the placement will be completed.

Note: If the household is eligible, but there is a change in needs (e.g. current housing requirements do not match, such as when the property is four bedrooms and the household has been assessed as requiring two bedrooms), the provider will look for other options, up to the end of the 40 working day period. If the provider is unable to find

other suitable property within this timeframe, they will sign the additional occupants up for the current property.

Email template:

To: Interagency.hnzc.co.nz [mailto:HATAdmin@hnzc.co.nz] OR GNL_Provider_Support@msd.govt.nz [mailto:GNL_Provider_Support@msd.govt.nz]

Subject: Sole signatory death – Household information

Hi,

This email is to inform you of the application for [***enter household member's name and SWN***], this is in relation to [***enter the deceased signatory's name***] of [***enter street number, street name, suburb, town/city***]

[S***elect the relevant statement from the list below***]

The client hasn't attended their assessment appointment

The client has cancelled their assessment appointment and has not rebooked

The client has rebooked their assessment appointment to [enter ***date***]

The client has attended the assessment and is required to provide [list information required] by [date]

The client has completed the assessment process and has been found [eligible/ineligible] for public housing [If eligible, provide the information below]

Priority rating:
Bedroom requirements:
Modifications required (if applicable):

Thanks

Content owner: Service Delivery - Business Process Management   **Last updated:** 25 June 2024

Changing a priority rating

This page describes how to change the priority ratings assigned as an outcome of public housing assessment.

On this Page:

Changing an initial priority rating

There are exceptions that allow you to progress a client's application for public housing where:

The client's income or assets exceeds the limits **or**
Residency criteria is not met **and**
They have an urgent public housing (also known as social housing) need **and**
That housing need can be met by the provision of public housing.

An override can be applied to the priority rating in exceptional circumstances within the above situations should you decide that, after taking a holistic view of the client's circumstances, it is appropriate.

For example, a client may disclose that they are a victim of family violence and have severe safety issues. An override can be applied to reflect their high housing need.

A priority rating may be overridden if the client's circumstances, or information that has been provided, suggests that their housing need is not as urgent as the priority rating that was automatically assigned as the outcome of their assessment.

You will need to add the 'Housing Override' Evidence item, and seek approval from your manager.

Refer to MAP for the housing need priority ratings criteria:

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

Upgrading an initial priority rating

Following is an example of upgrading a priority rating.

Client	Initial Priority Rating	Circumstances	Reviewed Priority Rating
Wendy	C	Wendy is a victim of family violence whose safety is at risk. Wendy has a high income which has contributed towards a C priority. The staff member looks at Wendy's circumstances and determines that she should be upgraded as she has scored a 4 under suitability due to her safety being at risk and as a result of this she is currently unable to work.	A

Downgrading a priority rating

A priority rating can be downgraded if it is deemed appropriate based on the client's circumstances, or information has been provided that suggests the client's housing need is not as urgent as the priority rating they have been assigned.

Following is an example of downgrading a priority rating.

Client	Initial Priority Rating	Circumstances	Reviewed Priority Rating
Duncan	A	Duncan is staying in his friends garage and has advised the case manager (housing) that he hasn't looked for other accommodation and does not intend to as he is able to stay in his current accommodation. Duncan only wants to live in the North Shore and will not consider other areas. In this instance it may be appropriate to downgrade Duncan's priority rating to a B as he is not taking steps to find alternative housing.	B

When a client reapplies for public housing within 13 weeks of declining a property without a good and sufficient reason and the staff member completing the assessment does not consider the client to have a genuine housing need they will follow the existing process of downgrading the application so that the client is not eligible to be allocated public housing.

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

Changing a priority rating process

You will need to seek approval from your manager for an override/fast-track to be applied.

Before you seek approval, you will need to add the housing override evidence. To add, either select 'New Evidence' from the arrow icon or if the evidence item already exists, select the evidence item to edit. Select the reason for the override and add comments. If you are adding the override due to fast-track, you must select the reason for making application fast track i.e. Rheumatic Fever.

Once this has been added, your manager will need to approve the override. (Then you will need to go back into the client's service and complete apply changes and check eligibility.

Manager process

Once you have received the request, you will need to consider the client's individual circumstances:

Does the client have a serious housing need?

Does their situation require the upgrade/downgrade, override or fast-track?

Once you have determined whether approval should be given, you will need to action it in CMS.

If the override is for a fast-track, ensure the staff member has entered the reason for the fast track (Rheumatic Fever) **before** you approve the request.

To approve the override, navigate to the applicable Client Event note and record your approval in the note. Once completed notify the staff member.

Content owner: Service Delivery - Business Process Management   **Last updated:** 29 November 2020

Fast-tracking for households with a specified child or young person in custody under the Oranga Tamariki Act 1989

This page outlines the qualifying criteria and process to follow for manually fast-tracking households whose current accommodation is preventing a child who is in custody under the Oranga Tamariki Act from coming into their care.

On this Page:

Overview

In 2018 the Cabinet Social Wellbeing Committee agreed to introduce a new pathway to the existing public housing fast-track to include households with a specified child or young person in custody under the Oranga Tamariki Act 1989.

Whether the fast-track policy should be applied will generally be checked automatically when a household applies for and is eligible to social housing.

If households have a child or children that meet the criteria outlined below, they will be fast-tracked either by the MSD system or manually.

As with the fast-track for rheumatic fever, if the household meets all criteria they will be fast-tracked for the next available suitable property, regardless of their priority rating.

Where households have the same fast-track status, the application with a higher priority rating is ranked higher. In cases where applications have either fast-tracks, the same housing need, and identical priority ratings, the application that has been on the register the longest is ranked highest

MAP

Specified child or young person in the custody of Oranga Tamariki or approved permanent care [https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/specified-child-or-young-person-in-the-custody-of-oranga-tamariki-or-approved-permanent-care.html]

Criteria

Generally, for an application to be fast-tracked, applicants must be eligible for social housing and the household must:

include a specified child or young person in custody under the Oranga Tamariki Act 1989 where the child's placement is, or is intended to be for 12 months or longer or permanent; or,

include a specified child or young person who they receive an Orphan's or Unsupported Child's Benefit for or who they have indicated they receive a Foster Carer's Allowance from Oranga Tamariki for.

Households meeting the above criteria will be identified through information sharing with Oranga Tamariki and the fast-track will be added using automated processes.

An application can also be fast-tracked for applicants eligible for social housing if:

the household's current accommodation is preventing a specified child or young person in custody under the Oranga Tamariki Act 1989 from coming into their care; and

the care arrangement is intended to be for 12 months or longer or permanent. These clients will self-identify to MSD by supplying a letter from Oranga Tamariki or other social services agency that confirms that they want to place the child with the client and the care arrangement is intended to be for 12 months or longer. Where all the criteria are met, staff will need to manually add the fast-track indicator in these cases.

MAP

Specified child or young person [https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/specified-child-or-young-person.html]

[Examples of fast track for a specified child or young person in the custody of Oranga Tamariki or in approved permanent care - Map](https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/examples-of-fast-track-for-child-or-young-person-under-oranga-tamariki-or-approved-permanent-care.html) [https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/examples-of-fast-track-for-child-or-young-person-under-oranga-tamariki-or-approved-permanent-care.html]

These clients will self-identify to MSD by supplying a letter from Oranga Tamariki or other social services agency that confirms that they want to place the child with the client and the care arrangement is intended to be for 12 months or longer. Where all the criteria are met, staff will need to manually add the fast-track indicator in these cases.

These social services are:

Open Home Foundation

Barnardos

Dingwall Trust

MAP

[Iwi social services, cultural social services and family support services](https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/iwi-social-services-cultural-social-services-and-family-support-services.html) [https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/iwi-social-services-cultural-social-services-and-family-support-services.html]

Automated Process

Generally, the fast-track criteria is automatically checked when a household applies for social housing. Information is exchanged between MSD and Oranga Tamariki who will confirm if the fast-track policy should apply.

However, manual actions are required when:

the system cannot automatically complete fast-track actions, or

a client presents a written statement for a specified child or young person in custody under the Oranga Tamariki Act 1989.

Actions relating to housing fast-tracks are now detailed in a new Fast-track History' screen.

[Fast-track History screen.](http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-history.png) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-history.png]

Manual Processes

[When a client provides a fast-track letter during their housing assessment.](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-letter-provided-at-housing-assessment.html) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-letter-provided-at-housing-assessment.html]

[When a client on the social housing registers provides their fast-track letter.](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-letter-provided-while-on-register.html) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-letter-provided-while-on-register.html]

[When the fast-track no longer applies.](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/when-fast-track-ends.html) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/when-fast-track-ends.html]

[Where a household is fast-tracked and the only child in the household that is in receipt of UCB/OB leaves care unexpectedly.](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/obucb-for-an-only-child-who-leaves-care-unexpectedly.html) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/obucb-for-an-only-child-who-leaves-care-unexpectedly.html]

[Fast-track policy ends when a FCA child turns 18.](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-policy-ends-when-a-fca-child-turns-18.html) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-policy-ends-when-a-fca-child-turns-18.html]

[When the fast-track for Oranga Tamariki cannot be applied due to 'in edit' Housing Override evidence.](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-for-oranga-tamariki-cannot-be-applied.html) [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-for-oranga-tamariki-cannot-be-applied.html]

Fast-track reviews and appeals

An applicant has the right to ask MSD for a review if they disagree with a decision relating to the assessment of their eligibility for social housing.

However, there is no right to appeal a decision relating to the application of fast-track.

In these cases, we need to understand why the client disagrees and should reconsider the original decision.

Where the client disagrees with the information from Oranga Tamariki, iwi social service, a cultural social service, or a child and family support, the client should be directed to discuss this information with the agency that provided the information.

There is no right to review to a Benefit Review Committee or the Social Security Appeal Authority for fast-tracking.

MAP

Reviews and Appeals for fast-track [https://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/reviews-and-appeals-for-fast-track.html]

For More Information

Fast-track provision [http://doogle/map/social-housing/assessment-of-eligibility/fast-track-provision.html]

Content owner: Housing   **Last updated:** 15 April 2025

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 to cover 11 designated DHB areas in the North Island that were considered to be at high risk for rheumatic fever. In 2022, this was further expanded to include all of New Zealand.

Households (on the Social Housing Register or applying for public housing(also known as social housing)) who are at risk of rheumatic fever 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] .

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]

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 Te Whatu Ora 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 Te Whatu Ora, 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 (PDF 88.03KB) [http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/fast-track-flow-diagram.pdf]

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]

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