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Social Housing (also known as public housing)Transfers

This page outlines the process when current tenants may need to move (transfer) to another social housing (also known as public housing) property.

On this Page:

Overview

A current social housing tenant may request to move (transfer) to another social housing property because they believe the property they are living in is unsuitable or unsafe. For example, if they've had a general change in circumstances or if they have a change in their circumstances that means they need at least two extra bedrooms.

All clients who wish to transfer to another social housing property will have to be screened. A conversation should be held up-front about the client's need for a transfer.

Generally the tenant will need to apply for a transfer and have their need to 'other' social housing assessed using the same criteria and process we use for new applications (book an appointment for an assessment to be completed).

If the client has concerns with the property they are living in e.g. cold, damp or mould, or the property is too large or too small, they will need to be referred to the Centralised Unit Housing (CUH). More information about the referral process is below.

[MAP - Transfers \[http://doogle/map/social-housing/assessment-of-eligibility/transfers-01.html\]](http://doogle/map/social-housing/assessment-of-eligibility/transfers-01.html)

[Booking an assessment appointment \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-screening.html#Bookinganassessmentappointment4\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-screening.html#Bookinganassessmentappointment4)

Current tenant requests to transfer

There are three types of transfer requests:

[General property management issue \[#general-property-issue\]](#)

[Client initiated transfer - change of circumstances \[#client-initiated-transfer\]](#)

[Housing concern - overcrowding, underutilising or cold, damp and/or mouldy \[#housing-concerns\]](#)

General property management issue

In these situations you should suggest the client speaks to their housing provider. The housing provider may be able to address the reason the tenant thinks they need to move, eg doing maintenance on the property, arranging the required modifications, or moving them to more suitable property within their own housing stock.

Housing providers are responsible for maintaining the property - refer to the MBIE website for advice on Tenancy Repairs.

Note: a housing provider can at any time ask the Ministry to assess a tenant's housing needs (requirements). The housing provider will contact CUH to request this.

Client initiated transfer – change of circumstances

Where the client has a significant change in circumstances that means they're at risk or have a serious housing need, they'll need to have an assessment to determine their eligibility to be allocated other social housing – this uses the same criteria and process we use for new applications (an appointment for an assessment to be completed).

Action required:

Load the request for a social housing needs assessments into the S2P queue called 'Housing Assessment', and a Case Manager will call the client back.

Record in the 'Reason for contact' section of the task that the client is a current tenant, the assessment is for a transfer and the reason for the transfer.

Let the client know it might take us a few weeks to get back to them. We will try phoning, and if we are not able to get hold of them, we will send them a message advising we will try calling them again soon.

If they're eligible (priority A or B) they'll be treated as current applicants and placed on the register. If they're ineligible, they will not be placed on the register.

No significant change in circumstances

When a client has requested a transfer you should determine whether the reason is good and sufficient. Where the client's need to move is not due to a significant change in circumstances, for example the client only needs one additional bedroom, you should explain that it is unlikely their housing need will get them on the register, eg rate as priority A or priority B at assessment.

In these situations, it's important you manage the client's expectations. Talk to the client about their circumstances and the fact that their need for 'other' housing is assessed in the same way that a new applicant for social housing is assessed. Discuss any options with them, eg their concerns or issues may be able to be addressed by other means, for example their housing provider, local council or Citizens Advice Bureau, etc.

Note: if a client insists on having an assessment, we can't refuse to complete this even if it's unlikely they will qualify. You should record this conversation into the Client Event Note eg advised client it is unlikely they will qualify for transfer, but client requested an assessment.

Housing concerns – overcrowding, underutilisation or cold, damp or mouldy (for HNZ tenants)

In situations where a client living in a HNZ property has concerns with cold, damp and/or mould, overcrowding or underutilisation, you will need to email CUH who will send a referral to HNZ on the client's behalf.

Examples are where the property:

- is too large or too small (eg they require two or more additional bedrooms or have at least two bedrooms more than they need)
- is cold, damp and/or mouldy
- requires maintenance to fix cold, damp and/or mould.

Examples of maintenance issues that can contribute to making a property's cold, damp or mouldy can include:

- rotten timbers or framing
- holes both internal and external
- leaks both internal and external
- no source of heating
- gas heating affecting health
- hot water tank insufficient for basic family needs
- asbestos ceiling damaged from repaired roof leak
- not enough space underneath the house to insulate
- on-going health problems verified by health professionals.

Note: general maintenance issues that do not contribute to cold, damp or mouldy properties still need to be referred to the tenant's landlord/housing provider.

Action required: Please [email CUH \[mailto:GNL_CUH_Client_Query@msd.govt.nz\]](mailto:GNL_CUH_Client_Query@msd.govt.nz) using the following template.

Subject: Overcrowding, underutilisation or cold, damp or mouldy housing concern

Hi

The following client has [cold, damp or mould concerns /overcrowding/better utilisation]. Please review the client's application and make referral to HNZ if appropriate?

Client's name:

Client number (SWN):

Date of birth:

Contact number:

Address:

People in the household (include names):

Bedroom need:

Situation:

Comments: (include any information that HNZ should be made aware of e.g. health issues)

Please copy and paste the email template into a client event note using the short description: Utilisation and Housing Concerns Referral.

CUH will ensure the request is valid and refer directly to HNZ. If the client's concerns relate to overcrowding or underutilising and the client is undergoing a tenancy review, CUH won't refer to HNZ, they will email the case manager housing (CMH). The CMH will take the appropriate action as part of the tenancy review process.

When HNZ receive the referral, they will either contact the tenancy manager (for cold, damp or mould), or check business rules for overcrowding and underutilisation and respond to CUH (via original email) within 10 working days to advise us of the outcome and include any other identified issues.

Note: HNZ will contact the client to advise them of the outcome e.g. accepted onto HNZ's register (BIT), not accepted onto their register, property intervention or no other property intervention required.

Housing providers can move tenants within their own housing stock

In some situations, a housing provider may be able to accommodate the tenant's need to move by transferring them to a more suitable property.

Currently Housing New Zealand can require a tenant to move (transfer) to another suitable property for business reasons, eg a property requires major repairs or there has been earthquake damage.

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

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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.

[Refer here for further information on the fast-track for Oranga Tamariki \[http://doogle/map/social-housing/assessment-of-eligibility/specified-child-or-young-person-in-custody-under-the-oranga-tamariki-act-or-approved-permanent-care.html\]](http://doogle/map/social-housing/assessment-of-eligibility/specified-child-or-young-person-in-custody-under-the-oranga-tamariki-act-or-approved-permanent-care.html)

[Refer here for information on the fast-track process for rheumatic fever. \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/rheumatic-fever.html)

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.

[Refer to MAP for more information on the criteria \[http://doogle/map/social-housing/assessment-of-eligibility/specified-child-or-young-person-in-custody-under-the-oranga-tamariki-act-or-approved-permanent-care.html\]](http://doogle/map/social-housing/assessment-of-eligibility/specified-child-or-young-person-in-custody-under-the-oranga-tamariki-act-or-approved-permanent-care.html)

[Refer to MAP for more information on 'Specified Child or Young Person' \[http://doogle/map/social-housing/assessment-of-eligibility/specified-child-or-young-person.html\]](http://doogle/map/social-housing/assessment-of-eligibility/specified-child-or-young-person.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

[Refer to MAP for further information on the social services \[http://doogle/map/social-housing/assessment-of-eligibility/iwi-social-services-cultural-social-services-and-family-support-services.html\]](http://doogle/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.

[Click here to see information on the 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 policy ends. \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/when-fast-track-ends.html\]](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.

[Refer to MAP for more information on reviews and appeals \[http://doogle/map/social-housing/assessment-of-eligibility/fast-track-no-longer-applies.html\]](http://doogle/map/social-housing/assessment-of-eligibility/fast-track-no-longer-applies.html)

For More Information

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

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Map. The Guide to Social Development Policy

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<http://doogie.ssi.govt.nz/map/social-housing/assessment-of-eligibility/specified-child-or-young-person-in-custody-under-the-oranga-tamariki-act-or-approved-permanent-care.html>

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Specified child or young person in custody under the Oranga Tamariki Act or approved permanent care

Stable housing is a priority for children or young people in custody under the Oranga Tamariki Act 1989 or in an approved permanent care arrangement.

Households with these children or young people may be fast-tracked for social housing.

This applies when clients meet the following criteria:

- the household must be eligible for social housing
- the household must include a specified child or young person who is in custody under the Oranga Tamariki Act 1989 or in an approved permanent care arrangement
- the child's placement in the household is, or is intended to be for 12 months or longer, or is permanent **and**
- placing the household into social housing is needed to help meet the needs of the child, including stability of care

When is fast-track applied?

Generally, the criteria for fast-track will be automatically checked when a household applies for social housing. There is a different process for households on the register.

Currently preventing a child coming into care

An application can also be fast-tracked if the:

- household is eligible for social housing
- 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 is permanent

The client will generally provide a written statement to verify they meet the criteria for fast-track.

Child placed with a parent

Fast-track does not apply when a specified child or young person in custody under the Oranga Tamariki Act 1989 or in an approved permanent care arrangement is or will be placed with one or both parent(s).

For more information see:

- [Fast-track provision](#)
 - [Specified child or young person](#)
 - [Iwi social services, cultural social services and family support services](#)
 - [Priority order within fast-track](#)
 - [Households on the register](#)
 - [Fast-track no longer applies](#)
 - [Transitional arrangements](#)
 - [Reviews and Appeals for fast-track](#)
-

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Map. The Guide to Social Development Policy

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<http://doogle.ssi.govt.nz/map/social-housing/assessment-of-eligibility/specified-child-or-young-person.html>

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Specified child or young person

A specified child or young person is under 18 years old and is in custody under the Oranga Tamariki Act or in an approved permanent care arrangement.

This is a child or young person who is:

- in custody under the Oranga Tamariki Act 1989 (including sole guardianship) of:
 - the Chief Executive of Oranga Tamariki
 - an Iwi social service
 - a cultural social service **or**
 - a child and family support service

or

- is in the care of a person getting Orphan's Benefit or Unsupported Child's Benefit for them and was previously in custody under the Oranga Tamariki Act 1989 (including sole guardianship) of:
 - the Chief Executive of Oranga Tamariki
 - an Iwi social service
 - a cultural social service **or**
 - a child and family support service

This includes a child or young person being cared for by someone who is an applicant for social housing, or a tenant or an additional occupant in the household.

Young person over 18 years

A specified child or young person also includes a person after they turn 18 years old until the end of the school year in which they turned 18 when:

- the carer continues to get an Orphan's Benefit or Unsupported Child's Benefit for the child or young person
- the child or young person is financially dependent on the carer **and**
- the child or young person is attending school or tertiary study (including by correspondence)

For more information see:

- [Fast-track provision](#)

- Specified child or young person in custody under the Oranga Tamariki Act or approved permanent care
- Iwi social services, cultural social services and family support services

Legislation

- Custody of child or young person pending determination of proceedings or in urgent cases section 78 Oranga Tamariki Act 1989
 - Custody orders section 101 Oranga Tamariki Act 1989
 - Guardianship orders section 110(2)(a) Oranga Tamariki Act 1989
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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 \[http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html\]](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 \[http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.htm\]](http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.htm)

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.

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Escalation process for addressing immediate need

Follow this process if you identify a client applying for social housing (also known as public housing) or on the social housing register has an immediate need that requires escalation. Immediate need requiring escalation may include (but are not limited to) domestic violence, children at risk, serious health need, police involvement etc.

In the first instance, talk to either your manager or the housing portfolio manager in your region. The manager will make the decision to escalate the client's social housing application to CUH using the Housing_escalations@msd.govt.nz

When escalating the application, please include the following information:

Client's name

SWN

Application/register status (are they on the register):

Priority rating

Description of household members (eg numbers, genders, age groups of children):

Number of bedrooms required:

Letting Areas:

Any specific property requirements:

Reason for escalation:

CUH will make contact with the housing providers.

This process does not replace the existing business as usual process for emergency situations. Where a client has nowhere to stay tonight or is in danger, an emergency appointment should still be booked in their nearest service centre or community link (or refer them directly to the office if there are no available appointments).

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Clients in specific circumstances

This page describes different housing processes for specific 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 \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/escalation-process.html\]](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 \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/social-housing-process-for-youth-service-clients.html\]](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, Christchurch Mosque Attack and Christchurch Response Visa

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

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

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

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/) [<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**]

[**Select 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

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Escalation process for addressing immediate need

Follow this process if you identify a client applying for social housing (also known as public housing) or on the social housing register has an immediate need that requires escalation. Immediate need requiring escalation may include (but are not limited to) domestic violence, children at risk, serious health need, police involvement etc.

In the first instance, talk to either your manager or the housing portfolio manager in your region. The manager will make the decision to escalate the client's social housing application to CUH using the Housing_escalations@msd.govt.nz

When escalating the application, please include the following information:

Client's name

SWN

Application/register status (are they on the register):

Priority rating

Description of household members (eg numbers, genders, age groups of children):

Number of bedrooms required:

Letting Areas:

Any specific property requirements:

Reason for escalation:

CUH will make contact with the housing providers.

This process does not replace the existing business as usual process for emergency situations. Where a client has nowhere to stay tonight or is in danger, an emergency appointment should still be booked in their nearest service centre or community link (or refer them directly to the office if there are no available appointments).

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