

HOUSING NEW ZEALAND'S WAITING LIST



Rental houses are allocated to people on the basis of need.

Housing New Zealand Corporation's rental houses are allocated to people on the basis of need, rather than how long you've been on the waiting list.

Priority is given to people who can't get into and stay in housing they can afford, and housing that is safe and big enough for them.

The length of time you have to wait depends on your circumstances, current housing situation, and if we have the right house available for you.

If your need is not as great as others, it may take a while, so we may suggest you consider other housing options.

How will I be assessed for a state house?

To be considered for a state house you will need to have:

- New Zealand residency through citizenship or permanent resident status
- a low income
- few assets (things of high value you own)
- a high housing need.

We assess housing need for everyone in the same way, using five criteria.

This ensures we have a fair and equal system for deciding who is eligible for state housing.

See our "Need help finding a house?" factsheet for more information on the application process.

How the waiting list works

If you are eligible, you will be placed on the waiting list.

Once you're on the waiting list we'll let you know what priority your housing

need has been assessed as. We will stay in contact to check that you still want, or need, a house.

You also need to keep in touch with us. This is really important. If you don't respond to our calls or letters within the required time, your application will be cancelled and you will be removed from the waiting list.

We'll let you know when we find you a suitable house, and will invite you to come and see it.

If your circumstances change

If your situation changes, such as your income, family situation or housing arrangements, we need to know as it could affect your priority on the waiting list.

Other housing options

While you are waiting for us to find the right house for you, you may want to contact rental housing suppliers, such as letting agencies or you could talk with Work and Income. They will let you know what benefits you may be entitled to, which could allow you to stay where you are or find another house in the private rental market.

Querying your place on the list

If you disagree with our decision about your eligibility or priority for housing, you can request a review. Call us free on 0800 801 601 any time. If you're not satisfied with the outcome of our review, you can take the matter to the State Housing Appeals Authority.

For more information on reviewing our decisions, see our Customer Feedback Form.

Talk to us on 0800 801 601

If you would like more details about any information in this fact sheet, or have any queries about Housing New Zealand, please call our Customer Services Centre free, any time on **0800 801 601** or visit our website www.hnzc.co.nz

If you have a hearing impairment, you can contact us using the NZ Relay Service on www.nzrelay.co.nz, or you can fax 0800 201 202.

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