

NEED HELP FINDING A HOUSE?



We can talk with you about your housing needs and what housing options you may have.

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.

Housing New Zealand Corporation supplies houses to New Zealanders who have the highest need for state housing, for the time of their need. So when you apply for a state house, we need to find out all the options available to you, and whether you are in urgent need of a state house. To do this we will ask you questions about your income and current situation. We will also advise you of the different housing options available so you have all the right options to consider for your particular situation.

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

You will need to complete a pre-assessment over the phone.

This will tell us one of two things:

- You are eligible – we will then ask you to complete a full needs assessment which determines your

level of need and how urgently you need a state house.

- You are not eligible – this means your need isn't high enough for a state house; however, we may be able to help you access other housing options such as renting from a private landlord or helping you stay where you are.

These two situations are explained in more detail below.

We will ask you to sign a privacy statement to allow us to collect and hold information about you, so that we and other agencies can help you with your housing and related needs.

If I am eligible for a state house

If you are eligible for a state house, we will need to understand and confirm your situation and housing need. We have a waiting list of people wanting to move into our homes, so we need to understand more about you to assess your housing need and your priority for state housing. This assessment may take up to an hour.

Some important points to note:

- You can bring someone with you when you come to talk with us about your housing need.
- If you cannot speak English you can bring someone to interpret for you, or we can find someone for you, but please allow us time to organise this.

Once in a state house

When you move into one of our houses, your tenancy will be based on your ongoing need for a state house, which means we will review your circumstances regularly. We will do this at least every three years, or sooner, if your circumstances change. This will help us make sure your current house is still suitable for you, or identify if you no longer need one of our houses.

We also recommend that together we develop a Household Action Plan when you first move in. This will help you to figure out what housing goals you want and how you can go about reaching them, such as saving to buy a house, or moving into private rental. This is an important step as if you are able to eventually manage your own housing then we would like to help you achieve that.

If I am not eligible for a state house

If you are not eligible for one of our houses, we can talk to you about other housing options.

Private rental

We explain what support is available for you to rent privately.

We will provide you with information about the private rental market and how you can access information about properties available in your area.

Home ownership

If you are interested in home ownership, we can talk about solutions that may be right for you. Or you can call us on 0508 935 266 to talk about home ownership options.

Staying where you are

If you choose to stay where you are, we will link you with services that can help make it easier. These may include Work and Income, Department of Building and Housing, budgeting services or other support services.

City council and community housing

We can refer you to appropriate city council or community housing providers in your area who also have houses for rent.



It is important to remember that you can come back to us any time for help.