

YOUR PAYMENTS



Automatic payments are the easiest way to pay your rent.

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.

Payments you have to make

Housing New Zealand Corporation tenants are required to pay their rent on time. As a tenant you are also responsible for paying the bond and your telephone, power and gas bills.

Setting up rent payments

You need to pay your rent by automatic payment. We can arrange to have your rent paid directly to us from your bank, your employer or from Work and Income if you get a benefit. Call us free on 0800 801 601 for help with setting up an automatic payment or ask your bank for an automatic payment form.

Bond

Usually the bond is the same as two weeks' rent. You pay the bond before you move in. The Department of Building and Housing holds the bond and returns it to you if your home is in good condition when you leave, and there's no money owing.

If you can't pay your rent

Let us know if you can't pay your rent or you're having trouble paying off debts (for any debt you have, not just to us). We may be able to help. We may suggest you get budget advice or there may be subsidies you can get, such as income-related rent. For more information see the fact sheet: *Income-related rent*.

Regular rent reviews

We review your rent annually – around the time you first moved into your home. Once we've reviewed your rent we'll write to you to confirm if your rent is changing or not.

If your rent changes

If your rent drops, it will happen straight away. If your rent goes up, we will tell you at least 60 days before it changes.

If you pay income-related rent, you need to tell us immediately if there is any change to your income, your partner's income or the number of people living in your house, as this may affect the rent you pay.

If you disagree with a rent increase

We try to be fair in our decisions about your rent, but sometimes you may not agree with a decision we've made. If you disagree with a rent increase, let us know so we can explain why the decision was made.

If you're not satisfied with our response, you can ask us to review the decision. Call us any time on 0800 801 601 if you want us to do this. If you still disagree with our decision, you can take the matter to the State Housing Appeals Authority. For more information on reviewing decisions, see our Customer Feedback Form.

If you owe money

It's important you pay your rent or any other money you owe us on time. It's best to clear any debt immediately. If you continue to get behind with your payments, we will write to you reminding you what the debt was for and how you can make payment.

When you get the letter:

- Check the amount we say you owe and the reason for the debt.
- Let us know straight away if you've already paid the debt. We will check to see that we have received your payment since sending the letter.
- Pay the money you owe in cash or by cheque at any New Zealand Post 'Post Shop' within seven days of the date on the letter. You will need to take the letter with you or quote your customer reference number when you do this.
- Call us to let us know you've made the payment.

If you can't pay the full amount all at once, let us know. We can help you to set up repayments that fit your budget so you can pay the debt over time.

If there's a mistake about a debt

If we've written to you about a debt you don't think you owe, let us know immediately by calling us free on 0800 801 601 any time.

If you don't pay the debt

If you do not pay the money you owe, or contact us to arrange repayment, we will ask the Tenancy Tribunal for an Order to end your tenancy with us. If the Tribunal grants the Order, you will have to leave your home and pay the full amount that you owe immediately.

Find out more

If you have any questions or your circumstances have changed, call us free any time on 0800 801 601.

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.

Other people who can help you include Budget Advice Services – you'll find their details in the White Pages of the telephone book. The Department of Building and Housing may also be able to help. For more information call them on 0800 TENANCY (0800 83 62 62) or find them online at www.dbh.govt.nz



If you owe money, we can help you set up payments that fit your budget.