

Housing New Zealand Corporation can help in many ways.

Providing extra support

Our case managers provide extra help for people who have difficulty finding and keeping a home. Case managers consider private and council-owned homes as well as Housing New Zealand homes when helping people find a home to rent or own.

You don't have to be a Housing New Zealand tenant to get extra help and you don't need a referral.

We provide advice and support to people with disabilities who want to modify their home whether it's their own or a rental. For more information about this service for people with disabilities, see the fact sheet: *Modified housing – The Suitable Homes service*.

We can also help you identify any issues that may affect your household, and together we'll develop a plan to manage these issues before they become a problem. The plan may include putting you in contact with other support agencies.

Working with other agencies

We are involved in a number of projects where we work with agencies like the Ministry of Social Development, Child, Youth and Family, and the Department of Building and Housing.

This allows us to coordinate how we help you with housing, employment and financial issues. For example, putting you in contact with Work and Income may mean you're able to stay in your own home rather than having to move into a Housing New Zealand home.

Heartland Service Centres are a 'one-stop-shop' of government agencies in rural communities. If you live in a rural area, you'll find us there. Call us anytime on 0800 801 601 to find the location of your nearest Heartland Service Centre and the days Housing New Zealand staff are there. You don't need an appointment to visit the Heartland Service Centre. Just walk in.

Difficulty with English?

We use interpreters through the government-funded Language Line so we can help people even if they have little or no English. Ask a Housing New Zealand staff member for Language Line help.

Need emergency housing?

If you need emergency housing, call us. We don't provide emergency housing, but we can put you in contact with groups and agencies in your area that do. Otherwise talk with your Citizens Advice Bureau, Salvation Army or Women's Refuge. Other options could be backpacker hostels, boarding houses or night shelters.

Find out more

If you have any questions, or you want to explore home ownership opportunities, talk with us. Call anytime on 0800 801 601 or visit your neighbourhood unit. You'll find our details in the Blue Pages of the telephone book or online at www.hnzc.co.nz. If you have a hearing impairment, fax us on 0800 201 202.

Related fact sheets and brochures:

- Modified housing – the Suitable Homes service
- Housing New Zealanders – working with you



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If you would like more information about Housing New Zealand, please call our Housing Assistance Service anytime on call free **0800 801 601**, or visit our website www.hnzc.co.nz

Locations and contact details for all 43 Housing New Zealand neighbourhood units are listed in the Blue Pages of the telephone book.

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