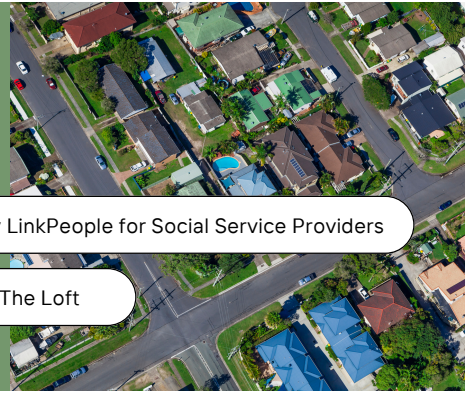


Date: 15/05/2023

Social Housing 101

Presentation by LinkPeople for Social Service Providers

Prepared by: The Loft



Dear Reader,

This document contains the invaluable discussion points exchanged during the Social Housing 101 presentation by LinkPeople and The Loft. The intention is to share the knowledge in the room to assist those supporting whaiora through the intricacies of social housing. We hope this empowers you to make a difference in the lives of those you guide. Please share this with whomever you think would benefit in their mahi.



Q&A Discussion Points

LinkPeople Specific Information

- They have a waitlist for housing, and it is quite significant. They don't have a high turnover, and once people are housed, they tend to stay there.
- They do not allow pets at their properties at the request of the landlords. LinkPeople don't own the properties; they manage them for other people. If you have a client with pets, talk to the social housing providers who own the homes to see if they can compromise on the situation.
- LinkPeople are happy to do internal transfers if they have the property; however, if they don't, the client will have to go through the process of going on the social housing register.
- Referrals can come from anyone. (See presentation slide 15.) However, LinkPeople generally only house those who are supported by a community mental health provider.
- When submitting a LinkPeople referral, have all consent and MSD forms completed to prevent delays. Speed of response after a referral depends on how quickly MSD gets back to LinkPeople - this can take up to three weeks.
- LinkPeople has been known to support those living in a private rental who, due to unforeseen circumstances, can no longer financially sustain the tenancy. They can make arrangements with the landlord to take over the lease, with the tenant supported on Income-Related Rent (IRR).
- LinkPeople will be rolling out Sustaining Tenancies.
- LinkPeople will assess if a person is appropriate for their service. If not, they may refer out.

Support Letters

- It is important to emphasise specific criteria point(s) in a housing support letter so that you can move the client along in the process more quickly. (See presentation slide 7 for criteria.)
- Supports and services linked to the client are needed to tell the client's full story and get a true reflection of what is happening. Letters from people who have a rapport with the client are valuable to understand the situation and assess the priority rating correctly.
- When writing a support letter, summarise succinctly.
- Clients may hesitate to include information that they feel reflects poorly on them. However, it is important that they are honest. This could include things like addiction, gang affiliations, mental health, etc. This information works in their favour to determine need and prioritisation.
- Addiction was noted as sitting in the "Sustainability" criteria category.
- [Community Housing Aotearoa](#) runs a series of online MSD trainings. Topics include emergency accommodation, private rental supports, and housing assessments.

General Discussion Points

- If someone is struggling to manage their private rental, even with an Accommodation Supplement, they can approach Work & Income about [housing support products](#).
- Housing Brokers assist individuals with good credit and no tenancy rulings who can afford housing but need assistance in finding private market homes. These brokers promote them to real estate agents, serving as a preventative step to being on the social housing register. There are only two Housing Brokers in Christchurch at this time.
- Kāinga Ora are looking for people prioritised as A17 and above. A20 is highest rating.
- Methodist Mission is building 11 new houses and housing appropriate for older people. They have some flexibility on criteria, and tenancy managers can determine the need.
- If someone does get put into social/public housing, it is important that the support continues so that they don't lose the tenancy. Contact a Kāinga Ora Housing Support Officer as soon as possible, as they have a range of supports available and work closely with clients.
- [Anglican Advocacy are working on putting together a service to replace TPA](#) (Tenants Protection Association) and offer one-on-one advocacy around tenants' rights.
- Kāinga Ora are doing a lot of new builds in Christchurch at the moment. These are usually building complexes, as that is the reality of having to build as many houses as possible.
- [Kāinga Ora have a range of home ownership products](#). You do not have to be on the social housing register to take advantage of these products.
- Housing register applications may be put on hold due to incomplete documentation. Encourage and support clients to make sure all supplied information is correct and up-to-date.
- If a client is on the social housing register and has been approved for an Accommodation Supplement, they may be removed from the register. If this happens, they will have to go through the process to get on the register again.
- There is no set timeframe for housing those on the register. Individuals will be contacted when a house matches their need and could potentially wait for years.

- Encourage people to be open minded about where they live, as this will give them a wider pool of homes to choose from.
- There are no other options for emergency accommodation other than MSD, though some agencies can work with MSD to access that accommodation.
- People who have safety concerns and don't want to stay in their property can talk to the housing provider directly, who are generally helpful. If that doesn't work, access Sustaining Tenancies.
- If a client wants to know their priority rating, that information should be readily available via MSD.
- As a rule, MSD does not set appointments for housing assessment phone calls, and they stop calling after too many missed calls. In certain situations, MSD may make an appointment with someone if they have requested to have a support person on the call. Always ask!

For more information, contact The Loft

| Website | Phone | Email |
|--------------------------------|--------------|---------------------------------|
| www.theloftchristchurch.org.nz | 0800 863 658 | info@theloftchristchurch.org.nz |



*We Believe that everyone has
the right to a healthy home
and the potential to live well*

*Linking people to housing and
support*



LinkPeople

The Social Housing Reform Programme commenced in 2014/15.

- This saw Community Housing Providers (CHPs) being established alongside Housing New Zealand – now Kainga Ora.
- The Community Housing Regulatory Authority (CHRA) sits within the Ministry of Housing and Urban Development (HUD) and handles all applications of organisations wishing to become CHPs and manages our performance.
- As at December 2022, there were 76,271 public housing places. Consisting of 61,185 Kāinga Ora and 11,866 houses are provided by 51 registered Community Housing Provider properties.



MSD's role:

- Clients go to MSD...
- to determine their eligibility for Public housing
- to have their housing need formally assessed
- to manage their details while on the housing waitlist
- to have their income-related rent (IRR) calculated
- to be referred to approved Public housing providers
- for reviews of decisions (eligibility, assessment and IRR)
- for information on housing options.



IRR and IRRS

- Income-related rent (IRR) is subsidised rent based on financial and family circumstances.
- Income-related rent subsidy (IRRS) is the payment to a housing provider to cover the difference between the income related rent paid by a tenant and what rental the market would pay.
- Note – local authorities are excluded from receiving IRR



MSD - Applying for housing

- **Screening** – to determine potential eligibility (mainly over the phone, and some of this information may be already held by MSD).
- **Assessment** – requires an appointment. Tests eligibility and assesses the housing need based on the current SAS criteria.
- **Waitlist** – if eligible, a client is given a priority rating based on the SAS criteria and put on the waitlist for a house.



The Social Allocation System (SAS) criteria looks at a client's need to move and tests a client's ability to access, afford and sustain non-government subsidised housing:

- **Affordability** – of housing in private market.
- **Adequacy** – of current accommodation.
- **Suitability** – of current housing to meet the household's needs.
- **Accessibility** – to affordable private housing and financial support.
- **Sustainability** – ability to sustain non-social housing.



LinkPeople

Part of the Wise Group.

- **Christchurch District**
- **As at 31 March 2023 there were on the SH Register:**
- **People wanting a 1,2,3 plus house**

| | Total | 1 BDR | 2 BDR | 3plus BDR |
|-------------------|-------|-------|-------|-----------|
| Christchurch City | 1,887 | 1,140 | 501 | 249 |
| Selwyn | 69 | 45 | 18 | 6 |
| Waimakariri | 102 | 18 | 18 | 3 |
| Ashburton | 63 | 30 | 18 | 15 |

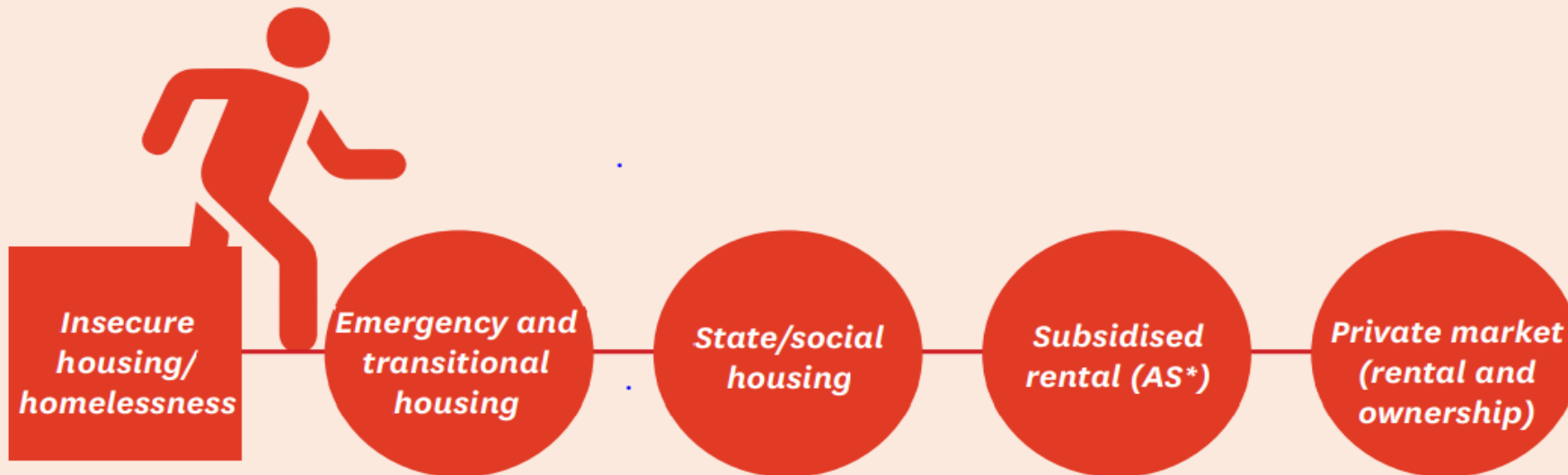


LinkPeople

Part of the Wise Group.

Housing Continuum

Housing Continuum



* Accommodation Supplement



LinkPeople

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Linkpeople

- In 2016, Keys Social Housing and Linkage teamed up to become Linkpeople a name that describes what we do.
- Today Linkpeople is a registered community housing provider. We have housing that we support people to live in, and we also navigate people to access other social housing providers.
- Linkpeople is part of Wise Group, one of the largest providers of mental health and wellbeing services in New Zealand.



LinkPeople

Part of the Wise Group.

Linkpeople Deliver Housing Services in a number of locations throughout New Zealand

- Auckland
- Tokoroa
- Hamilton
- Whanganui
- Taranaki
- New Plymouth
- Rotorua
- Wellington
- Christchurch



LinkPeople

Part of the Wise Group.

Linkpeople Properties By Region

LinkPeople properties by region LinkPeople

01-Jan-23 to 31-Mar-23



LinkPeople

Part of the Wise Group.

Services in Christchurch

In Christchurch, we do:-

- Housing placement Income Related Rent (IRR)
- Housing advice
- Tenancy Management



LinkPeople

Part of the Wise Group.

Linkpeople Criteria (Christchurch)

- Supported by Community Mental Health Providers
- Transitioning from Supported Living
- Transitioning from Inpatient Mental Health Services



LinkPeople

Part of the Wise Group.

Who can refer to Linkpeople

- Community Health Professionals
- Hospital Inpatient/Outpatient
- NGO's
- Corrections
- Ministry of Social Development – Housing Unit/Work and Income
- Whanau/family
- Self



LinkPeople

Part of the Wise Group.

How to refer to Linkpeople

- Contact us at The Loft
- Call us on 0800932432
- Email us on central.southern.info@linkpeople.co.nz



LinkPeople

Part of the Wise Group.

Want to know more ??

- <https://chra.hud.govt.nz/> this is a link to CHRA- this is Community Housing Regulatory Authority which was under MBIE and is now contained within HUD. Look her for what a social landlord is and who are CHP's.
- [Public-Housing-Plan-2021-2024-web.pdf \(hud.govt.nz\).](#) Govts intention as to how many and where new places
- <https://www.hud.govt.nz/community-and-public-housing/> HUD's website that also lists regional factsheets for each region.
- [Homelessness Action Plan \(hud.govt.nz\)](#) The Govts homelessness Action plan
- <https://www.tenancy.govt.nz/> Tenancy Services website – all you need to know !
- [Housing Register - Ministry of Social Development \(msd.govt.nz\)](#) MSD's SH register stats





Housing Concerns & Supports



Level 1, Eastgate
Shopping Centre,
Linwood, CHCH



www.theloftchristchurch.org.nz



0800 863 658



info@theloftchristchurch.org.nz



ABOUT THIS DOCUMENT

Consider this a living document encapsulating how Loft kaimahi navigate housing support pathways for our tāngata whaiora/clients.

We are still learning and are open to – *and eager for* – any corrections or revisions.

We hope you find the information contained in this

guide to be valuable in supporting your whaiora to navigate the social housing environment. Feel free to share this with your networks.

Please note that to keep this guide brief, it does not cover family violence and youth housing concerns.

HOUSING CONCERNS & SUPPORTS

Emergency accommodation - no fixed abode and seeking immediate shelter

- City Mission men or women's night shelter (no children)
- Salvation Army men's shelter (no children)
- Work & Income Emergency Housing Special Needs Grant (i.e., motel, YWCA)
 - Usually not for single people but for family/whānau with children.
 - After 7 nights, clients may pay for accommodation, up to 25% of income.
 - Expected to seek longer-term housing options while there.
- Low-cost accommodation via backpackers and housing villages offering both shared and individual units. Sadly, we are facing current village closures.

Transitional housing

- Accessible through social housing providers for those on Housing Register.
- Three-month stays can be extended if permanent housing does not materialise. Staying in transitional housing for years is not unheard of.

Social / public / community housing

- What is it? Rental housing subsidised by the government.
- MSD maintains the Housing Register for all social housing providers - even Kāinga Ora.
- MSD sets income criteria to get on the register, completes assessments, and determines priority ratings - A20 is the highest.
- Wait times for housing vary greatly, with some waiting for years. *Encourage your whaiora to look on the private market even if they are on the register!*
- Details about the transitional / social housing providers that we know of in Christchurch are noted on accompanying chart.





Work & Income Housing Brokers

- This service is for those on the social housing register at an A14 or lower – other criteria apply to access this service.
- The Housing Broker role is to connect whaiora directly to private property owners.

Subsidised rentals

- An Accommodation Supplement through Work & Income is a weekly payment that helps people with their rent, board, or homeowner costs.

Support to stay in current housing

- Sustaining Tenancies supports vulnerable tenants to retain their tenancies and address the concerns putting their tenancies at risk. Comcare, Emerge, VisionWest, and Christchurch Methodist Mission have a single point of entry referral service. LinkPeople offers its own Sustaining Tenancies service.
- Tamaiti Healthy Homes is a service for low income aiga/whānau with tamariki who live in cold, damp, and unhealthy homes.
- Those in danger of losing housing can apply for a Rent Arrears Grant through Work & Income (must be repaid).

Private rentals

- The Loft is not aware of a social service agency in Christchurch that supports people to find private rentals. Tell us if you know of one!
- Sustaining Tenancies is not just for those in social housing and can support vulnerable whaiora in private rentals to stay in their homes.
- If turned down from a private rental due to a personal situation (i.e., criminal record, bad credit), ask WINZ for a Tenancy Costs Cover letter, which assures landlords that they will help to pay for any costs incurred.

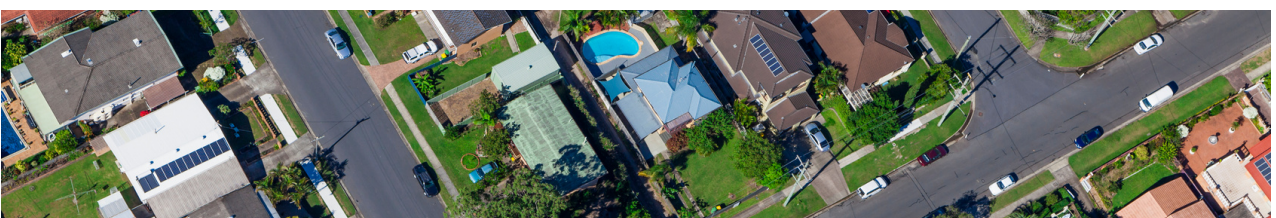
MISCELLANEOUS NOTES

- Housing priority ratings are not static - they can change in either direction depending on circumstance of the whaiora, who can request a reassessment.
- Those who rent from government, council, and charitable trust housing providers have the same rights as private renters and can take housing concerns to mediation and the Tenancy Tribunal.
- There is no "housing transfer list." If someone wants to vacate a particular home and get back on the register, they will be assessed and put in the regular queue.
- Whether on the Housing Register or not, MSD may be able to assist with a range of Housing Support Products (HSP) - *encourage your whaiora to ask questions about HSP!*
- Support from WINZ may be recoverable (paid back) or non-recoverable (no payback). Clients should ask to assure they aren't amassing too much debt.
- Any type of tenant can request a Healthy Housing Report through the Environmental Health Team at Christchurch City Council.

SPECTRUM OF SUPPORT



There is hope! Loft kaimahi regularly see our whaiora and their whānau get their short- and long-term housing needs met.





The Loft's Kaitūhono Hapori (Community Connectors) can assist with navigating housing concerns through advocacy, guidance, collaboration, and referrals.

Share our details with your whaiora or visit us with them.



Level 1, Eastgate Shopping Centre,
Linwood, CHCH



www.theloftchristchurch.org.nz



0800 865 638



info@theloftchristchurch.org.nz

SOCIAL HOUSING AT A GLANCE

| AGENCY | EMERGENCY ACCOMMODATION | TRANSITIONAL HOUSING (3 MONTHS) | SOCIAL HOUSING (LONG TERM) | NON-MSD REFERRAL PATHWAY | NOTES |
|----------------------------------|-------------------------|---------------------------------|----------------------------|--------------------------|--|
| Kāinga Ora | ✗ | ✗ | ✓ | ✗ | Formerly Housing NZ; government-owned housing; general for all household situations |
| Comcare | ✗ | ✓ | ✓ | ✓ | Specialises in single people; primary diagnosis of mental illness and/or addiction or homelessness; no set timeframe for leaving transitional housing |
| Emerge | ✗ | ✓ | ✓ | ✗ | General for all household situations; people can call directly for support, though referrals come via MSD |
| Housing First | ✗ | ✗ | ✓ | ✓ | Single people and couples who have been homeless for 12 months or more or 4 episodes of homelessness over a 3-year period with mental health and/or addiction issues |
| LinkPeople | ✗ | ✗ | ✓ | ✓ | Families/whānau; mental health or addiction diagnosis |
| Methodist Mission | ✗ | ✓ | ✓ | ✓ | General for all household situations; referrals are for social housing only - transitional housing referrals come through MSD |
| Ōtautahi Community Housing Trust | ✗ | ✗ | ✓ | ✗ | Largest community housing provider in the South Island; manages tenancies in 2450 + homes; one bed homes with a small stock of family homes |
| VisionWest | ✗ | ✓ | ✓ | ✗ | General for all household situations |
| City Mission | ✓ | ✓ | ✗ | ✗ | Single men and women only; do not need a referral for shelter (beds can fill quickly) |
| Salvation Army* | ✓ | ✓ | ✓ | ✗ | Single men only for shelter; do not need a referral for shelter (beds can fill quickly) |
| Project Esther* | ✓ | ✓ | ✗ | ✓ | Two homes available for single women with children; up to 6 months; rent is charged; social worker support provided |

All the above agencies, aside from LinkPeople Christchurch, offer additional wellbeing support services.

Asterisk (*) indicates information not confirmed by the agency, with information obtained via Web site; all other information agency-approved May 2023.

Some agencies offer support with accessing emergency accommodation via partnership with MSD - i.e. Emerge, Methodist Mission.