

HOUSING NEW ZEALAND'S WAITING LIST

Talk to us. 0800 801 601



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

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

There is a waiting list for our homes. Priority is given to people who can't get and stay in housing they can afford, and housing that is safe and is big enough for them.

How long do I have to wait for a Housing New Zealand home?

It depends on your circumstances, current housing situation, and if we have the right home 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 is my priority on the waiting list worked out?

Everyone's situation is unique, so we need to talk with you to find out if you're eligible for a Housing New Zealand home, and what your particular housing needs are.

We will need to check that you and members of your household:

- are New Zealand Citizens or permanent residents
- have assets valued below a certain amount
- have an income that is less than one and half times the appropriate rate of New Zealand Superannuation

We will need to know about:

- your current living arrangements
- your housing needs
- your weekly household income
- how much you can afford to pay in rent
- your housing expenses.

How does the waiting list work?

The waiting list is divided into four groups – 'A' and 'B' applicants having greater priority for housing than 'C' and 'D' applicants. 'D' applicants, for example, are people who may already have a house they can afford.

If you are eligible, you will be prioritised in one of the groups, based on the information you provide.

Priority is given to those in greatest need, rather than those who have waited the longest, so 'A' and 'B' applicants are housed first.

It is unlikely that we will be able to offer 'C' and 'D' applicants housing, however we keep them on the waiting list just in case.

What happens once I'm on the waiting list?

We'll let you know where you are on the waiting list, and will stay in contact to check that you still want, or need, a Housing New Zealand home. You need to keep in contact with us. If you don't respond to our calls or letters within the required time, your application is cancelled and you will be removed from the waiting list.

If it's going to take a while to find you a suitable home, we may suggest you consider other housing options.

What if things change while I'm waiting for a house?

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

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.

T-435, Issue 1, May 2005

How will I know when you've found a house for me?

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

What are my other housing options?

You may want to contact rental housing suppliers. A list is available at your neighbourhood unit. 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, or find another home in the private rental market.

What if I disagree?

If you disagree with a Housing New Zealand decision about your eligibility or priority for housing, you can request a review. Talk with staff at your Housing New Zealand neighbourhood unit or call us on 0800 801 601 anytime. 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, see the factsheet: *Reviewing decisions and making complaints*.

Find out more

If you have any questions, or your circumstances have changed, 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:

- Need help finding a rental home?
- Reviewing decisions and making complaints



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