Housing New Zealand
Housing New Zealand Corporation

Placement of an applicant into a home CT-727

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1. Business Process Overview

1.1 Purpose

The purpose of this business process is to:

- match an applicant/tenant who has a housing need with an appropriate property
- offer a suitable matched property to an applicant/tenant
- record the outcome of any offer made
- prepare and sign-up an applicant/tenant if an offer is accepted.

1.2 Triggers

This business process is triggered by the following:

- a regular matching by searching for confirmed voids in Kotahi
- an applicant/tenant accepts/declines a property offered to them.

1.3 Inputs

The following inputs are used in the business process:

- Business Initiated Transfer (BIT) register
- Ministry of Social Development (MSD) waiting list
- vacant properties as identified in Kotahi
- proof of payment of rent paid.

1.4 Outputs

The following outputs are produced:

- offer accepted or declined in Kotahi.

Depending on the applicant's/tenant's situation the following may be produced:

- Tenant/lessor Property Condition Report (PCR) (T-307)
- Residential Tenancy Agreement (including body corporate rules where applicable) (T-319)
- Fixed term residential tenancy agreement (including body corporate rules where applicable) (T-321)
- Assignment of benefit money (T-328)
- Authority to make deductions from wages/salary (T-329)
- Automatic Payment to Housing New Zealand Corporation (T-330)
- Pet information form (T-399)
- Authority to make deductions from compensation (T-446)
- Annexure to Tenancy Agreement – Water tank (T-455)
- Tenant's fire safety and evacuation information (schemes) (10-100)

2. Roles and responsibilities

The following roles are involved in this process:

Role	Responsibilities
Placement Team	• Generates match list for a property • Contacts the tenancy manager to discuss suitable match • Selects the most appropriate match • Considers a veto from the tenancy manager and escalates as necessary • Informs senior/tenancy manager of any current tenants who are being offered another property • Offers the property to the applicant/tenant • Advises the applicant/tenant what information is required to accept the tenancy • Schedules viewing time for applicant/tenant • Manages vulnerable, at risk and set date placements where required • Manages Child Sex Offender (CSO) placements • Manages other probation affected placements • Manages quota refugee placements (where required) including provision of HNZ presentation at Mangere Refugee Resettlement Centre • Actions rent request from MSD • Responsible for monitoring of date property will be available and advise applicant tenant of any changes to dates • Generates documents for sign-up meeting • Completes letting action and any follow up requirements to MSD in Kotahi • Completes courtesy call to tenant two weeks after the tenancy start date to check there are no issues with the tenancy. (Note: this does not replace the Welcome visit)
Senior /tenancy manager	• Reviews, then approves or declines a proposed match • Shows the property to the applicant/tenant if required • Advises the applicant/tenant what information is required to accept the tenancy • Collates the sign-up paperwork and meets with the applicant/tenant to sign up the tenancy • Completes paperwork • Completes Welcome visit within six weeks of the tenancy commencing
Placement Manager	• Considers veto challenge made by senior/tenancy manager as required in discussion with area manager • Provides oversight of void days to make sure there is minimal days the property is vacant • Provides reporting on placement for operational and governance needs as required

Role	Responsibilities
	• Manages escalated issues with MSD
Area manager	• Considers veto challenges made by the senior/tenancy manager as required in discussion with Placement Manager
Housing advisor	• Receives applicant/tenant calls about the matching and sign-up process and passes information to an appropriate staff member
Tenancy liaison team	• Informs senior/tenancy manager of any current tenants who are being offered another property • Offers the property to the tenant • Schedules viewing time for tenant • Shows the property to the tenant, if required • Advises the tenant what information is required to accept the tenancy

2.1 Process-related safety risks

The general hazards faced by staff when working in the office or while out of the office are documented in 'Staying Safe and Secure' (HS-205) on OurSpace.

3. Policy and Legislation

3.1 Related legislation

Housing Restructuring and Tenancy Matters Act 1992

Residential Tenancies Act (RTA)1986

Minors' Contracts Act 1969

3.2 Policy context

Housing New Zealand's (HNZ) policy and procedures seek to balance the need to use its resources efficiently with HNZ's responsibilities to provide housing for New Zealanders in greatest housing need. HNZ will first monitor its vacant properties against the Business Initiated Transfer (BIT) register for suitable matches and where a suitable match cannot be found on this register, the vacant property will be considered against the Ministry of Social Development (MSD) wait list.

Applicants eligible for social housing assistance are placed on a segmented waiting list according to their level of priority, as determined by MSD.

For the purposes of this business process:

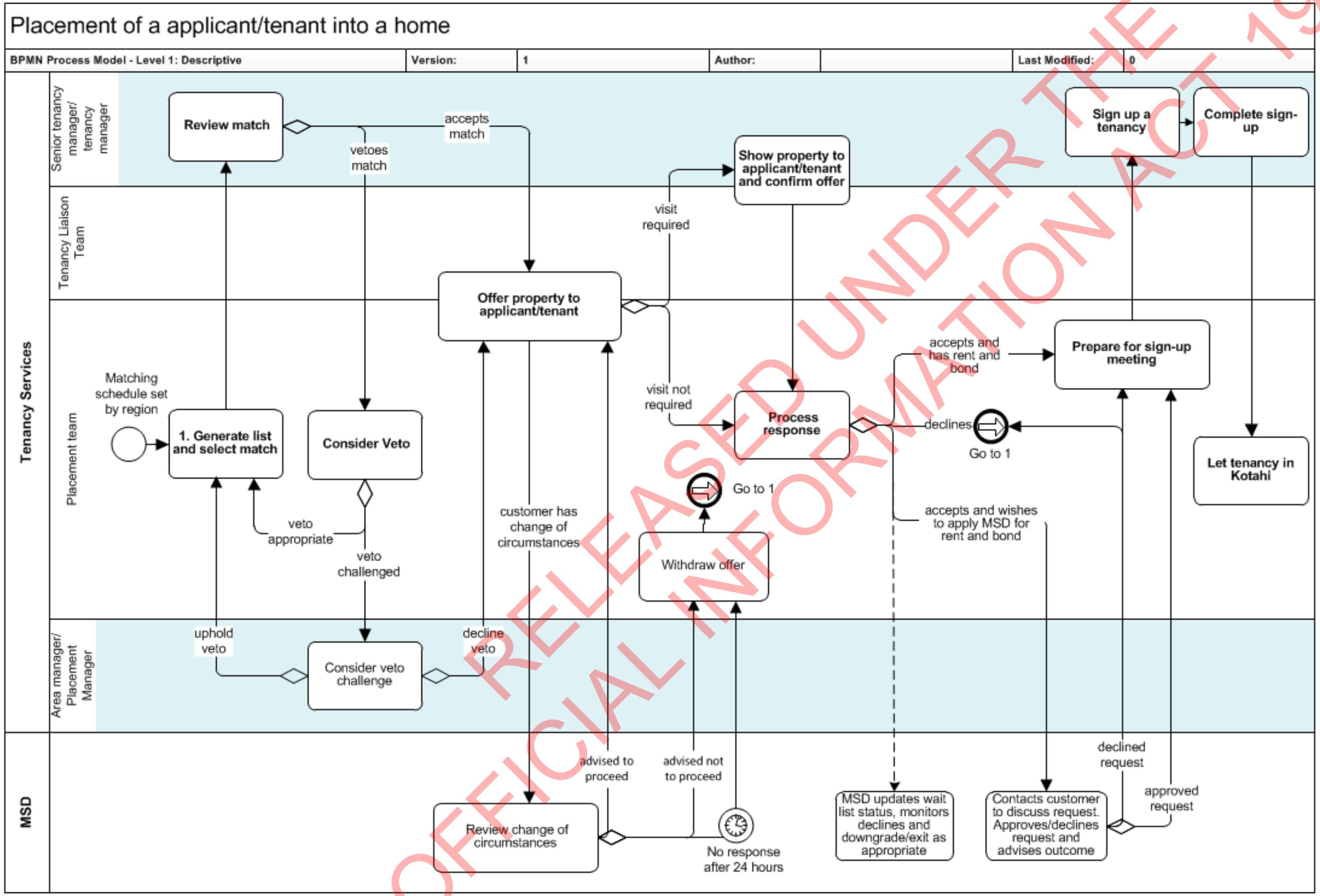
- a tenant is a person currently renting from HNZ and is required by HNZ to move out of the property they are renting and is placed on the HNZ Business Initiated Transfer Register (BIT).
- an applicant is a person who has applied with MSD, is eligible for social housing and is on the MSD wait list (this can include HNZ tenant's who have applied with MSD and are eligible for another home).

4. Business rules

ID	Rule
General	
1	Under no circumstances are changes to be made to or comments recorded against an applicant's application. The information held and stored in the application belongs to MSD and the application is only to be viewed by HNZ staff.
2	If HNZ is advised of a change to the applicant's circumstances, either by the applicant or MSD, the offer must be suspended. If HNZ is advised refer the application back to MSD. Once MSD has completed a review and advised HNZ, HNZ will make a decision on whether to continue with the offer or withdraw it.
3	Tenants are allowed to keep pets as long as they meet local council bylaws and Housing New Zealand's criteria. Approval must be obtained from the senior/tenancy manager. Refer to business process 'Managing pets' (CT-773). MSD will record any comments about pets they are informed of during the application.
Matching	
4	HNZ will monitor its vacant properties against the Business Initiated Transfer (BIT) register for suitable matches and where the property does not match any tenant on this register, the vacant property will then be considered against the MSD wait list. To understand who qualifies to be on the BIT register see business process 'Managing tenant transfers'.
5	If the vacant property is modified it must be offered to a tenant on the BIT list who requires modified housing. If there is no tenant on the BIT list requiring modified housing the property must be offered to an applicant on the MSD wait list that requires a property with modifications.
6	If for tenancy management or asset management reasons an applicant who is matched to a property is not a suitable match HNZ can bypass the applicant. When bypassing an applicant a reason for the bypass must be recorded. This then allows the user to proceed with the next match on the list. See: 'Placement guidelines'
7	Manual matches should only be undertaken in exceptional circumstances – these include emergency assessments, set place assessments (quota refugees) and relocatable properties.
8	If an applicant/tenant is subject to probation conditions, their probation officer may need to determine if the match is suitable and formally sign off any offer before placement can proceed.
9	If a Child Sex Offender (CSO) is matched to a property, see business process: 'Monitor/assess Child Sex Offender placement' (CT-752), and 'Placement guidelines'.
Veto	
10	The Placement Team must escalate a veto decision to management if they don't agree with a veto by a senior/tenancy manager.
11	The timeframe for a staff member to veto is 24 hours.
Offers	
12	An applicant or tenant with a disability must be offered modified properties ahead of other

ID	Rule
	applicants or tenants.
13	All offers to an applicant/tenant must be reasonable; meeting Housing New Zealand's standard – providing a suitable number of bedrooms and within reasonable proximity to the applicant's or tenant's desired location.
14	Rent will be charged one week in advance. Weekly rent charge day is based on the admin unit (property) charge day.
15	HNZ cannot enter into a tenancy agreement with minors under the age of 16 years. When HNZ enters into a tenancy agreement with a minor under 18 years, the agreement must be approved through the Tenancy Tribunal.
16	This rule relates to tenants on the Business Initiated Transfer (BIT) register who are required to move due to an asset decision. The need to move these tenants is a sensitive issue and tenants may be upset and anxious at having to be moved. Tenancy Liaison Team or the Placement Team in Christchurch will be responsible for making an offer and they must be mindful of this and within reason be accommodating to the tenant's needs, for example the tenant may not be able to view the property in the timeframe given so an extension may be required, may feel more comfortable talking to the senior/tenancy manager so it would be more appropriate for them to do the offer. If there is a problem contacting a tenant in this situation it is important to try as many avenues available to be able to make contact. This could include getting the senior/tenancy manager or Tenancy Liaison Team involved; or sending a letter advising of the offer of a property. Where the tenant does not have transport or the ability to view properties being offered to them the Tenancy Liaison Team are responsible for arranging transport and support for the tenant to view alternative homes. Vacation of the tenancy must still be managed by the senior/tenancy manager in line with 'Manage tenant vacating' business process
Sign up	
17	The Placement Team or other staff member should *consult with Legal if they believe that an applicant's disabilities mean that they may not be able to understand or sign a tenancy agreement.*
18	While the RTA allows landlords to charge a bond equivalent of up to four weeks rent, HNZ's policy is to not charge a bond. If a tenant is transferring and a bond is held at the property they are moving out of, the bond will be refunded as long as there is no rent or damage debt outstanding. If IRR debt is owed, it does not fall under the jurisdiction of the Tenancy Tribunal as it is Crown debt and not debt owed to Housing New Zealand. The bond cannot be used towards IRR debt unless the tenant agrees to it.
19	The tenancy agreement must be signed by all applicants or tenants and a delegated staff member. Each page must be initialled by all parties. Where there are multiple adults in a single household it is for the applicant to decide who will be a signatory. The disadvantages of not being a tenant (loss of security of tenure) must be explained.
20	If the property is a modified property and it is being let, a standard letter must be given to the applicant/tenant and signed by them (01-061*)*. The letter states that they may need to relinquish the property in the future if they no longer require the modifications. If the modified property is being let to an applicant or tenant who does not have a disability requirement, then a standard letter (01-060) must be signed by them. The letter states that they may need to relinquish the property in the future if it is needed by someone with a disability.
21	Where the property has been identified for redevelopment, and the tenant is being transferred temporarily using a fixed term tenancy, have the tenant sign 'Fixed term residential tenancy agreement' (T-321).

5. Process diagram



6. Procedures

6.1 Generate list and select match

When to use

Use this procedure to generate a list of vacant properties with potential matches and select the most appropriate matches.

Note:

In regions where there is high turnover, this will need to be completed daily. In regions where there is low turnover, this can be done less frequently, but should be done at least twice a week.

HNZ will monitor its vacant properties against the Business Initiated Transfer (BIT) register for suitable matches and where the property does not match any tenant on this register, the vacant property will be considered against the MSD wait list.

This process may be completed in discussion with the senior/tenancy manager. If it is done in conjunction with the senior/tenancy manager any unsuitable matches can be recorded as bypasses. Any differences of opinion on the suitability of a match will have to go through the formal veto process. If a senior/tenancy manager is not available then the Placement Team can use the formal veto process.

Role

- Placement Team

Systems and tools

This procedure uses:

- Business Initiated Transfer register
- MSD social housing wait list

Steps

Step	Action
1	Identify properties ready for matching in Kotahi and start with the first property that does not have a suitable match already identified. Allocations>Voids Available for Offer>enter search criteria
2	Generate a list of suitable tenants for the property in Kotahi Next to property address click on 'Please Select' in Actions column>Select Suitable Applicants>select 'SHR - Shortlist Housing Initiated Transfer' in the '*Shortlist List' field **Note:** Restrictions can be added to assist with narrowing down the potential wait list tenants to meet the specific requirements of the vacant property. (For example, search looking for tenants who require a modified property or tenants who are suitable for elderly accommodation)

Step	Action
	Restrictions region>click on 'Add Row'>click on search icon next to 'Question Ref'>enter 'Question Ref'> Search>select question>this returns the user to the 'Select Suitable Applicants' page>enter '=' in 'Opr' field, 'Y' in 'Answer' field' and click in the 'Select' box>Search Question ref number and question relates to are: 165 = Is the applicant eligible for elderly housing 169 = Is a modified property required.

If…	then…
the tenant is subject to probation conditions/child sex offender	• discuss the potential match with the senior/tenancy manager to determine if the property is suitable and follow process below depending on suitability
the tenant is a suitable match	• select this person in Kotahi under Actions column click on 'Please Select'>Create Short List Offer • Kotahi will send a task notification to the senior/tenancy manager responsible for the vacant property, to review the match. See procedure: 'Review match'. • If there has been a conversation with the TM on a suitable match and they agree, the TM is not required to complete the veto accept step – placement specialist will move straight to offer.
the tenant is not a suitable match (for example, the tenant requires special access and the house has stairs)	• bypass the match, and enter a reason why the match is not accepted in Kotahi • go to the next match on the list and repeat step 2.
there are no matches	• review other tenants that require one bedroom less than the property ready for letting Restrictions region>click on 'Add Row'>click on search icon next to 'Question Ref'>enter 331 in 'Question Ref' >Search>select question>this returns the user to the 'Select Suitable Applicants' page>enter '=' in 'Opr' field, number of bedrooms wish to review in 'Answer' field' and click in the 'Select' box>Search Repeat step 2.
there are no matches after additional search completed	• go to step 3

- Review selected tenants.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td></td></tr>
<tr><td>3</td><td>Select 'SCOM - Shortlist combined register' in the '*Shortlist List' field to obtain a list of applicants available to be matched from the MSD wait list

Note:
Restrictions can be added to assist with narrowing down the potential wait list applicants to meet the specific requirements of the vacant property (For example, search looking for applicants who require a modified property, or applicants who are suitable for elderly accommodation)
Restrictions region>click on 'Add Row'>click on search icon next to 'Question Ref'>enter 'Question Ref'>Search>select question>this returns the user to the 'Select Suitable Applicants' page>enter '=' in 'Opr' field, 'Y' in 'Answer' field' and click in the 'Select' box>Search

Question ref number and question relates to are:

165 = Is the applicant eligible for elderly housing

169 = Is a modified property required.
The MSD wait list ranks suitable matches in order of the applicant's priority rating, with the most suitable match first.</td></tr>
<tr><td>4</td><td>Review selected applicants. The applicant's information can be viewed by clicking on 'Maintain Application Details'.
<table>
<tr><th>If…</th><th>then…</th></tr>
<tr><td>the applicant is subject to probation conditions/child sex offender</td><td>discuss the potential match with the senior/tenancy manager to determine if the property is suitable.</td></tr>
<tr><td>the applicant is a suitable match</td><td>select this person in Kotahi
under Actions column click on 'Please Select'>Create Short List Offer
Kotahi will send a task manager notification to the senior/tenancy manager responsible for the vacant property, to review the match. See procedure: 'Review match'.
If there has been a conversation with the senior/tenancy manager on a suitable match and they agree, the senior/tenancy manager is not required to complete the veto accept step. The Placement Team will move straight to the offer stage.</td></tr>
<tr><td>the applicant is not a suitable match (for example, the applicant requires special access and the house has stairs)</td><td>bypass the match, and enter a reason why the match is not accepted in Kotahi
go to the next match on the list and repeat step 3.</td></tr>
<tr><td>there are no matches</td><td>review priority applicants that require one</td></tr>
</table></td></tr>
</table>

Step	Action	
		bedroom less than the property ready for letting. Restrictions region>click on 'Add Row'>click on search icon next to 'Question Ref'>enter 331 in 'Question Ref' >Search>select question>this returns the user to the 'Select Suitable Applicants' page>enter '=' in 'Opr' field, number of bedrooms wish to review in 'Answer' field' and click in the 'Select' box>Search • Repeat step 3.
	there are no matches after additional search completed	email the senior/tenancy manager who may need to discuss the future use of the property with an asset manager or discuss other options with their area manager

What happens next?

The senior/tenancy manager receives a task manager notification and reviews the selected match to make sure it is appropriate. See procedure: 'Review match'.

If there has been a conversation with the senior/tenancy manager on a suitable match and they agree, the senior/tenancy manager is not required to complete the veto accept step. The Placement Team will move straight to offer stage. See procedure: 'Offer property to applicant/tenant'.

6.2 Review match

When to use

Use this procedure when a task manager notification is received to review the potential tenant(s) selected by the Placement Team.

This process may be completed in discussion with the senior/tenancy manager. If it is done in conjunction with senior/tenancy manager any unsuitable matches can be recorded as bypasses. Any differences of opinion on the suitability of a match will have to go through the formal veto process. If a senior/tenancy manager is not available then Placement Team will use the formal veto process.

Role

Senior/tenancy manager

Systems and tools

This procedure uses:

- Placement guidelines

Steps

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Review the applicant's or tenant's details in Kotahi, consider their needs, and consider whether the property is appropriate

Allocations>Offers>enter search criteria>In Actions column click on 'Please Select'>Offer Details

Refer to the 'Placement guidelines'

<table>
<tr><th>If the applicant/tenant…</th><th>then…</th></tr>
<tr><td>is not a suitable match, (for example, mobility needs, unsuitability of neighbours)</td><td>• veto the match in Kotahi and include the reason
Stages region>click on Create>Create Offer Stage>Select (TMRJ) for 'Offer Stage Code'>Save
• select 'withdraw offer' from the actions menu at the top of the page
• in offer details screen record reason for veto and then click next.
• In withdrawal reason screen select 'veto by TM' in reason code drop down box and repeat reason in comment field and then save
• if the match is vetoed, the Placement Team will receive a task manager notification and review the veto. See procedure: 'Consider veto'.</td></tr>
</table>
</td></tr>
</table>

Step	Action	
	is a suitable match	• accept the match in Kotahi Stages region>click on Create>Create Offer Stage>Select (TMAP) for 'Offer Stage Code'>Save • the Placement Team will receive a task manager notification to proceed with an offer. See procedure: 'Offer property to applicant/tenant'.

What happens next?

If the match is accepted the Placement Team will proceed with the offer see procedure: 'Offer property to applicant/tenant'.

If the match is vetoed, the Placement Team will consider the reasons for the veto and make a decision whether to accept or challenge the veto. See: procedure: 'Consider veto'.

If the match is not reviewed within 24 hours by the senior/tenancy manager, the Placement Team will proceed with the match. See procedure: 'Offer property to applicant/tenant'.

6.3 Consider veto

When to use

Use this procedure when a task manager notification is received stating that a match has been vetoed by a senior/tenancy manager.

This process may be completed in discussion with the senior/tenancy manager If it is done in conjunction with senior/tenancy manager any unsuitable matches can be recorded as bypasses. Any differences of opinion on the suitability of a match will have to go through the formal veto process. If a senior/tenancy manager is not available then Placement Team will use the formal veto process.

Role

- Placement Team
- Area manager

Systems and tools

This procedure uses:

- Placement guidelines

Steps

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Contact the senior/tenancy manager to discuss the reasons for vetoing the match.

Review the ‘Placement guidelines’ and make a decision about whether the property and applicant/tenant are a suitable match in accordance with the guidelines and the information provided by the senior/tenancy manager.
<table>
<tr><th>If the veto is…</th><th>then…</th></tr>
<tr><td>appropriate</td><td>the offer remains withdrawn and the applicant/tenant remains on the MSD wait list or BIT register
another match will need to be selected for the property. See procedure: ‘Generate list and select match’.</td></tr>
<tr><td>not appropriate but the senior/tenancy manager agrees to reverse veto after discussion</td><td>update the record in Kotahi. Allocations>Offers>enter search criteria> under Actions column click on ‘Please Select’>Offer Details>select ‘reverse offer’ under ‘Actions’ – in offer details screen record reason for acceptance of veto and then click save.
the original offer status should be reinstated and the offer can now</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
<table>
<tr><td></td><td>proceed
see procedure ‘Offer property to applicant/tenant’</td></tr>
<tr><td>not appropriate and senior/tenancy manager does not agree to reverse veto</td><td>contact the area manager (via email/phone) to outline the reasons for disputing the veto.
Note:
If necessary, discuss veto decision with the Placement Manager prior to contacting the area manager.</td></tr>
</table>
</td></tr>
<tr><td>2</td><td>The area manager will review the veto challenge and if necessary discuss the veto with the senior/tenancy manager. Once a decision is reached the area manager will advise the tenancy manager and the Placement Team (via email/phone) of the outcome.</td></tr>
<tr><td>3</td><td>The Placement Team will action the response received from the area manager.
<table>
<tr><th>If veto decision is …</th><th>then…</th></tr>
<tr><td>upheld and the Placement Team member agrees with decision</td><td>the offer remains withdrawn and the applicant/tenant remains on the waiting list
another match will need to be selected for the property. See procedure: ‘Generate list and select match’.</td></tr>
<tr><td>upheld and the Placement Team member disagrees with decision</td><td>the application is referred to the Placement Manager to carry out a discussion with the area manager
Once final decision is made – repeat step 3.</td></tr>
<tr><td>not upheld</td><td>update the record in Kotahi.
Allocations>Offers>enter search criteria> under Actions column click on ‘Please Select’>Offer Details>select ‘reverse offer’ under ‘Actions’ – in offer details screen record reason for acceptance of veto and then click save
the original offer status should be reinstated and the offer can now proceed
See procedure ‘Offer property to applicant/tenant’</td></tr>
</table>
</td></tr>
</table>

What happens next?

If the veto is appropriate, the applicant/tenant remains on the MSD wait list or BIT register, and another applicant/tenant will need to be selected. See procedure: 'Generate list and select match'.

If the veto is inappropriate, the applicant/tenant is contacted to make an offer. See procedure: 'Offer property to applicant/tenant'.

6.4 Offer property to applicant/tenant

When to use

Use this procedure to formally offer the applicant or tenancy a property.

Note:

If HNZ are advised by the applicant of a change in circumstances prior to the tenancy sign up, HNZ will inform the applicant that the offer is suspended and will immediately notify MSD via email. MSD will advise HNZ via email whether the offer should continue or be withdrawn.

Role

- Placement Team
- Tenancy Liaison Team (if a business initiated transfer)

Systems and tools

This procedure uses:

- Staying Safe and Secure booklet
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Offer worksheet

Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

Steps

Step	Action
1	Access the applicant's or tenant's record in Kotahi, and check their risk profile MyPortal>ClientView>search on client (enter search criteria)>check 'Key Details' under 'Customer Profile'. If the applicant/tenant is abusive, aggressive or threatening, and/or has a Category A, B or C hazardous customer risk rating, or when it is suspected that a new applicant may be potentially hazardous but has not yet been rated in CRR, then:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

activate the procedural practices for Hazardous Customers before continuing with this procedure
discuss with Placement Manager and prepare a safe work plan. This is a requirement for a hazardous customer. The safe work plan will look at the variables and threat levels and determine how best to proceed
implement the agreed safe work plan
refer to 'Customer Risk Register (CRR) policies' and business process 'Manage Customer Risk Register'.

</td></tr>
<tr><td>2</td><td>
If required contact the senior/tenancy manager to discuss suitable times for them to show the applicant/tenant through the property. Ring the applicant/tenant. Does the applicant/tenant answer the phone?
<table>
<tr><th>If…</th><th>then…</th></tr>
<tr><td>No</td><td>

attempt to leave a message giving the appl cant/tenant a time frame to respond in. This can be a text, message left on answer phone, in exceptional circumstances a visit by the senior/tenancy manager or Tenancy Liaison Team.

If:

a message can be left - go to step 5
after a couple of attempts and no message can be left, record the offer as withdraw in Kotahi
Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Withdraw Offer'
this procedure ends.

</td></tr>
<tr><td>Yes</td><td>

go to step 3.

</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>
Does the applicant still require housing?
<table>
<tr><th>If…</th><th>then…</th></tr>
<tr><td>No</td><td>

record the outcome in Kotahi
Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Withdraw Offer'
and record comment that applicant no longer requires housing
Send an email to the centralised mailbox for MSD to advise applicant no longer requires housing
this procedure ends.

</td></tr>
<tr><td>Yes</td><td>

go to step 4.

</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td></td></tr>
<tr><td>4</td><td>
Placement Team or Tenancy Liaison Team will:

check if the applicant/tenant has pets prior to offer and manage this response in line with Managing pets (CT-773)
inform the applicant/tenant a suitable property match has been identified
outline the features and location of the property
advise the applicant/tenant of the weekly rent (auto populates in the ‘Key Details’ field in Kotahi)
Advise the next steps. They can either chose to:

accept the property match now, or
undertake a drive by of the property, or
meet the senior/tenancy manager or Tenancy Liaison Team at the property to view the inside.

<table>
<tr><th>If the applicant/tenant…</th><th>then…</th></tr>
<tr><td>chooses to accept the property now</td><td>carry out step 5 and proceed to procedure ‘Process response’.</td></tr>
<tr><td>chooses to drive past the property</td><td>provide the address, and arrange a time to ring them back to check their response.
go to step 5.
Note:
The recommended time to call back is within 24 hours.</td></tr>
<tr><td>wants to meet the senior/tenancy manager at the property to view inside</td><td>arrange a suitable time, that fits in with the senior/tenancy manager and the applicant/tenant, to meet at the property
record the appointment time in the senior/tenancy manager’s Outlook calendar</td></tr>
</table>
</td></tr>
<tr><td>5</td><td>
Update the offer stage in Kotahi

Allocations>Offers>enter search criteria>in Actions column click on ‘Please Select’>Offer Details>Stages region>Create>Create Offer Stage>Offer Stage Code (FULL)>Save

Note:

This updates the MSD wait list entry status to ‘HNOF’ and makes sure that no other offers can be made whilst this applicant is under offer for this property.

For tenants on the BIT register completion of Step 5 will also update offer status however this information will not be available to MSD as BIT register does not form part of the MSD wait list.
</td></tr>
</table>

Step	If…	then…
6	the applicant/tenant is responding to a message to contact us regarding an offer	• go to step 3.
	the applicant/tenant has not responded within the timeframe to a message to contact HNZ regarding an offer	• attempt to ring the applicant/tenant If: • unable to contact record the offer as withdraw in Kotahi Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Withdraw Offer' • able to contact go to step 3.
	the applicant/tenant has been offered a property and was given a timeframe for a response	• at the agreed time contact the applicant/tenant for their response If: • able to contact the applicant/tenant, record the outcome – see procedure 'Process response' • unable to contact the applicant/tenant after two attempts, decline the offer in Kotahi Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Refuse Offer'
	the senior/tenancy manager has emailed to advise the applicant/tenant has not shown up to view the property and they have been unable to make contact with the applicant/tenant	• if required contact the senior/tenancy manager and arrange another suitable day and time If the applicant/tenant • can be contacted: – advise them of the time the senior/tenancy manager can show them through the property – record the appointment time in the senior/tenancy manager's Outlook calendar making sure the calculated 'Offer worksheet' is attached to the Outlook appointment. **Note:** If the applicant/tenant has not shown up for the second appointment time and they can be contacted, they must decide whether to take the property or not without viewing it. • can not be contacted decline the offer in

Step	Action	
		Kotahi Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Refuse Offer'

What happens next?

- If the applicant/tenant has made a decision, see procedure: 'Process response'.
- If the applicant/tenant wishes to view the property the senior/tenancy manager and/or Tenancy Liaison Team will meet the applicant/tenant at the agreed time to show them through - see procedure: 'Show property to applicant/tenant and confirm offer'.
- If the offer is withdrawn or declined, another match will be selected for the property, see procedure: 'Generate list and select match'.

6.5 Show property to applicant/tenant and confirm offer

When to use

Use this procedure to show the applicant/tenant an available property to help them decide if they wish to accept the offer.

Role

- Senior/tenancy manager
- Tenancy Liaison Team

Systems and tools

This procedure uses:

- Staying Safe and Secure booklet
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)

Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

Steps

Step	Action
1	Re-check the applicant/tenant's risk profile in Kotahi MyPortal>ClientView>search on client (enter search criteria)>check 'Key Details' under Customer Profile' If the applicant/tenant is abusive, aggressive or threatening, and/or has a Category A, B or C hazardous customer risk rating, or when it is suspected that a new applicant may be potentially hazardous but has not yet been rated in CRR, then: • activate the procedural practices for Hazardous Customers before continuing with this procedure • discuss with area manager and prepare a safe work plan. This is a requirement for a hazardous customer. The safe work plan will look at the variables and threat levels and determine how best to proceed

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

implement the agreed safe work plan
refer to ‘Customer Risk Register (CRR) policies’ and business process ‘Manage Customer Risk Register’.

</td></tr>
<tr><td>2</td><td>
Meet the applicant/tenant at the property. Does the applicant/tenant show up?
<table>
<tr><th>If…</th><th>then…</th></tr>
<tr><td>No</td><td>attempt to contact the applicant/tenant by phone
if unsuccessful email the Placement Team and advise them of the outcome.</td></tr>
<tr><td>Yes</td><td>show them through the house pointing out the features as required.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>
Ask the applicant/tenant for a decision.
<table>
<tr><th>If the applicant/tenant…</th><th>then…</th></tr>
<tr><td>has made a decision</td><td>go to step 4.</td></tr>
<tr><td>would like some more time to make a decision</td><td>arrange a time for the Placement Team to ring the applicant/tenant back
Note:
The recommended time to call back is within 24 hours.
email the Placement Team and advise them of the outcome</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>
Has the applicant/tenant accepted the offer?
<table>
<tr><th>If…</th><th>then …</th></tr>
<tr><td>Yes</td><td>provide applicant/tenant with details of rent required
if the applicant/tenant is not entitled to an advance through MSD then:
provide payment reference number
advise the applicant/tenant can pay by:
online or telephone banking. If an applicant/tenant is unsure of how to do this refer them to the Housing New Zealand website www.hnzc.co.nz. The section on ‘Easier ways to pay your rent’ covers how to set up the payment for each bank.</td></tr>
</table>
</td></tr>
</table>

Step	Action	
		- taking the payment to a Bank of New Zealand branch, quote the payment reference number and ask the teller to deposit the payment in HNZ account using the deposit slip supplied - advise them that they will need to notify HNZ once they have completed payment (this can be done by phone) and they will need to bring the receipt to the sign-up meeting as verification of payment. • email the Placement Team to inform them of the outcome
	No	• discuss with the applicant/tenant the reasons for declining • advise the applicant/tenant that if MSD consider the offer as a decline they will be subject to MSD decline policy (which may result in heir application being exited from the MSD waitlist) • email the Placement Team and advise them of the outcome, outlining the reasons for the applicant/tenant declining.

What happens next?

- If the applicant/tenant has declined or accepted the property the Placement Team will process the outcome. See procedure: 'Process response'.
- If the applicant/tenant has been given 24 hours to make a decision, the Placement Team will ring the applicant/tenant at the agreed time. See procedure 'Offer property to applicant/tenant', step 6
- If the applicant/tenant does not show up to view the property the senior/tenancy manager will email the Placement Team. See procedure 'Offer property to applicant/tenant' step 6.

6.6 Process response

When to use

Use this procedure to update an applicant/tenant's record once they have made a decision to accept or decline a property.

Role

Placement Team

Systems and tools

This procedure uses:

- Placement guidelines

Steps

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>The decision to accept or decline the offer can be received via email from the senior/tenancy manager, Tenancy Liaison Team or the housing advisor or by talking to the applicant/tenant on the phone.
<table>
<tr><th>If notified via....</th><th>then...</th></tr>
<tr><td>email</td><td>go to step 2.</td></tr>
<tr><td>phone</td><td>go to step 3.</td></tr>
</table></td></tr>
<tr><td>2</td><td>Action the response as follows
<table>
<tr><th>If the applicant/tenant...</th><th>then...</th></tr>
<tr><td>is declining the offer</td><td>

review the reason for turning the property down and determine if the offer should be recorded as withdrawn or declined
record the offer outcome in Kotahi. Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Refuse Offer' or 'Withdraw Offer'

Note:

If the reason for declining is not provided or unclear contact the applicant/tenant to discuss their reasons for declining.
Entering 'Refuse Offer' will update the application list entry to 'HNOD' (Housing New Zealand offer declined), this will send a task manager notification to MSD who will determine the appropriate action based on their policies.

this procedure ends.
</td></tr>
<tr><td>has advised the</td><td>

update the offer stage in Kotahi
</td></tr>
</table></td></tr>
</table>

Step	Action	
	senior/tenancy manager they are accepting the offer	Allocations>Offers>enter search criteria> under Actions column click on 'Please Select'>Offer Details> Stages region>Create>Create Offer Stage>Select 'Full Offer Accepted' for 'Offer Stage Code'>Save **Note:** • This will update the application list entry to 'HNOA' (Housing New Zealand offer accepted) this will exclude them from the matching process for all housing providers • If the applicant/tenant is a child sex offender, Communications and senior management must be informed of the offer. See 'Placement guidelines'. • go to step 4.
	has advised the CSC they are accepting the offer	• contact the applicant/tenant • go to step 3.
3	Action the response as follows:	
	If the applicant/tenant...	**then...**
	is declining the offer	• advise the applicant/tenant that if it is considered a decline they will be subject to MSD decline policy (which may result in their application being exited from the waitlist) • review the reason for turning the property down and determine if the offer should be recorded as withdrawn or declined • record the offer outcome in Kotahi Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Refuse Offer' or 'Withdraw Offer' For MSD wait list applicants, entering 'Refuse Offer' will update the application list entry to 'HNOD' (HNZ offer declined), this will send a task manager notification to MSD (for applicants on the MSD wait list). MSD will determine the appropriate action based on their policies • send letter 'Customer declines property – all declines' (01-210) • this procedure ends.
	is accepting the offer	• advise the applicant/tenant how much rent they will need to pay and they must confirm it has been paid before HNZ can arrange a meeting time for the sign up of the paperwork **Note:** If a tenant is on the Business Initiated Transfer (BIT) register and they accept an offer, refer to 'Placement guidelines' for the rules around rent to be charged. • if the applicant/tenant is not entitled to an advance through MSD then: - provide payment reference number - the applicant/tenant can pay by:

Step	Action
	- online or telephone banking. If an applicant/tenant is unsure of how to this refer them to the HNZ website www.hnzc.co.nz. The section on 'Easier ways to pay your rent' covers how to set up the payment for each bank. - taking the payment to a Bank of New Zealand branch, quote the payment reference number and ask the teller to deposit the payment in Housing New Zealand's account - advise them that they will need to notify HNZ once they have completed payment (this can be done by phone) and they will need to bring the receipt to the sign up meeting as verification of payment • update the offer stage in Kotahi Allocations>Offers>enter search criteria> under Actions column click on 'Please Select'>Offer Details>Stages region>Create>Create Offer Stage>Select 'Full Offer Accepted' for 'Offer Stage Code'>Save **Note:** This will update the applicant/tenant's application list entry to 'HNOA' (Housing New Zealand offer accepted). This will exclude the applicant/tenant from the matching process for all housing providers. • go to step 4. **Note:** If the applicant/tenant is a child sex offender, Communications and senior management must be informed of the offer. See 'Placement guidelines'.
4	Once the task manager notification is received advising the IRR subsidy record has been activated, if required contact the senior/tenancy manager and arrange a suitable day and time for the sign up to take place. Contact the applicant/tenant and • arrange a suitable time, which fits in with the senior/tenancy manager, to sign the tenancy papers • record the appointment time in the senior/tenancy manager's Outlook calendar • if the applicant/tenant has paid their rent, remind the applicant/tenant to bring proof of their first rent payment to the sign-up meeting, and advise that the sign-up will not be able to be completed without this proof • advise the applicant/tenant HNZ will need to obtain proof of their bank account details at the sign up, in case of future refunds. This must be either: – a pre-printed deposit slip, or – a bank statement showing both account name and number, or – a letter from the applicant/tenant's bank stating the applicant/tenant's name and bank account number.

What happens next?

If the applicant has declined the property, the decline and reason is recorded in Kotahi and a report is sent to MSD (for declines only) who will:

- update the applicant's wait list status to record a valid decline
- monitor the number of declines and advise the applicant of the consequences according to their policy.

Another match will need to be selected for the property, see procedure: 'Generate list and select match'.

If payment of rent has been confirmed by MSD or the applicant/tenant, and the appointment to sign the paperwork has been made – see procedure: 'Prepare for sign-up meeting'.

6.7 Prepare for sign-up meeting

When to use

Use this procedure to prepare the sign-up paperwork.

Note:

- For sign-up of minors see ‘Tenancy management guidelines’.
- The sign up paperwork cannot be printed until the applicant/tenant has confirmed the rent has been paid or it is approved by MSD. Once this is confirmed and the appropriate actions are carried out in Kotahi and by MSD to activate the IRR subsidy record, then the sign-up papers can be printed.
- If a tenant is on the Business Initiated Transfer (BIT) register and they accept an offer, refer to ‘Placement guidelines’ for the rules around rent to be charged

Role

Placement Team

Systems and tools

This procedure uses:

- Staying Safe and Secure booklet
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Placement team checklist – accepted offers (T-380).
- Tenancy management guidelines

Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

Steps

Step	Action
1	Update the offer stage in Kotahi Allocations>Offers>enter search criteria>in Actions column click on 'Please Select'>Offer Details>under Actions click on 'Accept Organisation Offer'
2	If required, update the tenancy start date in Kotahi Estates>Offers>Update Organisational Offer
3	Generate the forms required for sign up based on the 'Placement team checklist – accepted offers' (T-380).
4	Email the senior/tenancy manager advising the relevant documentation has been generated and is available in Kotahi to be printed out. If proof of payment for rent has been received by the Placement Team, include transaction reference number in the email.

What happens next?

On receipt of the email the senior/tenancy manager will print out the relevant documentation and meet with the applicant/tenant to sign the tenancy papers. See procedure: 'Sign up a tenancy'.

6.8 Sign up a tenancy

When to use

Use this procedure to collate the relevant paperwork and meet with the applicant/tenant to sign up the tenancy.

Note:

- For sign up of minors see ‘Tenancy management guidelines’.
- If a tenant is on the Business Initiated Transfer (BIT) register and they accept an offer, refer to ‘Placement guidelines’ for the rules around rent to be charged.

Role

Senior/tenancy manager

Systems and tools

This procedure uses:

- Staying Safe and Secure booklet
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Sign up checklist (T-453)
- Tenancy Manager Checklist - offer, sign up and letting checklist (T-381).
- Confirmation of payment of rent
- Tenancy papers generated by Placement Team

Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

Steps

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
On receipt of the email from the Placement Team print out the documentation generated in Kotahi by the Placement Team
Allocations>Applications>enter search criteria>Offers>Letters region
Print out the remaining documentation as required for sign up based on the ‘Tenancy Manager Checklist - offer, sign up and letting checklist’ (T-381).
Note:
Where applicant/tenant copies are required, make sure multiple copies of these forms are ready for sign up.
</td></tr>
<tr><td>2</td><td>
Has it been identified there is a need for a Household Action Plan (HAP) due to previous tenancy issues? For example, high debt, ASB history. This may not have been discussed previously and/or identified during offer process so make sure these are discussed at sign up.
<table>
<tr><th>If…</th><th>then…</th></tr>
<tr><td>yes and actions have been agreed</td><td>generate agreed HAP actions in Kotahi.</td></tr>
<tr><td>yes but has not yet agreed on specific actions</td><td>generate HAP form for completion during sign up</td></tr>
<tr><td>no</td><td>generate HAP form for discussion during sign up.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>
Prior to meeting with the applicant/tenant re-check the applicant/tenant’s risk profile in Kotahi
MyPortal>Client View>search on client (enter search criteria)>check ‘Key Details’ under ‘Customer Profile’
If the applicant/tenant is abusive, aggressive or threatening, and/or has a Category A, B or C hazardous customer risk rating, or when it is suspected that a new applicant may be potentially hazardous but has not yet been rated in CRR, then:

activate the procedural practices for Hazardous Customers before continuing with this procedure
discuss with area manager and prepare a safe work plan. This is a requirement for a hazardous customer. The safe work plan will look at the variables and threat levels and determine how best to proceed
implement the agreed safe work plan
refer to ‘Customer Risk Register (CRR) policies’ and business process ‘Manage Customer Risk Register’.

</td></tr>
<tr><td>4</td><td>
Meet the applicant/tenant as agreed to sign-up tenancy papers.
<table>
<tr><th>If the applicant/tenant…</th><th>then…</th></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td><table><tr><td>shows up</td><td>go to step 5.</td></tr><tr><td>does not show up</td><td>• phone or visit the applicant/tenant at their current address, to reschedule the meeting for another time</td></tr></table></td></tr>
<tr><td>5</td><td>Ask the applicant/tenant, if paying their own rent, for proof that they have paid their first rent payment.<table><tr><th>If…</th><th>then…</th></tr><tr><td>the applicant/tenant has their confirmation of payment</td><td>go to step 6.</td></tr><tr><td>the applicant/tenant does not have proof</td><td>• advise the applicant/tenant that the sign up cannot be completed without this and reschedule the meeting for another time</td></tr></table></td></tr>
<tr><td>6</td><td>Provide the applicant/tenant with the Welcome Pack, and refer to it during the meeting.

Use 'Sign up checklist' (T-453) to discuss the necessary requirements for the sign up.</td></tr>
<tr><td>7</td><td>Go through each clause in the 'Residential Tenancy Agreement' (T-319) or 'Fixed term residential tenancy agreement' (T-321) and any attachments to make sure the applicant/tenant understands the meaning – refer to 'Guide ines for understanding the tenancy agreement' (T-223).

Both the senior/tenancy manager and all applicants/tenants who are to be tenants must sign the agreement and initial every page

If body co porate rules apply – both the senior/tenancy manager and all applicant/tenants who are to be tenants must sign the rules and initial every page.</td></tr>
<tr><td>8</td><td>Explain the importance of the Property Condition Report and ask them to sign.</td></tr>
<tr><td>9</td><td>Show the applicant/tenant where important equipment is located and how to operate it (such as gas, hot water cylinder, gas main, power main, emergency exits and smoke alarms).</td></tr>
<tr><td>10</td><td>Make sure all the applicant/tenant's questions are answered.</td></tr>
<tr><td>11</td><td>Ask the applicant/tenant to sign the completed 'Sign-up checklist' (T-453).</td></tr>
<tr><td>12</td><td>Provide the applicant/tenant with the appropriate documents, as required. See 'Tenancy Manager Checklist - offer, sign up and letting checklist' (T-381).</td></tr>
</table>

What happens next?

The senior/tenancy manager completes the paperwork. See procedure: 'Complete sign-up'.

6.9 Complete sign-up

When to use

Use this procedure to complete the sign-up process following the meeting with the applicant/tenant to sign-up the tenancy.

Note: For sign-up of minors see 'Tenancy management guidelines'.

Role

Senior/tenancy manager

Systems and tools

This procedure uses:

- Staying Safe and Secure booklet
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Tenancy Manager Checklist - offer, sign up and letting checklist (T-381).
- Welcome letter (01-050)

Steps

Step	Action
1	File all the completed paperwork on the tenant's file including saving a copy of the tenancy agreement, in-going PCR and bank account details to Objective. Email the Property Quality Team if this is a long term vacant property that has been re-let, to advise them to cancel any on-going maintenance jobs (for example, mowing of lawns).
2	Email the Placement Team to confirm the tenancy has been signed up. **Note:** If a tenant is on the Business Initiated Transfer (BIT) register as they are required to move due to redevelopment email the Tenancy Liaison Team to advise the tenancy has been signed up.
3	Once the tenancy is let generate in Kotahi the 'Welcome letter' (01-050) and sendEstates>Tenancies>enter search criteria>Tenancy Details>click on 'Context reports' under 'Actions'>select letter The senior/tenancy manager will need to monitor this or diary for sending.
4	Record the time and date of the welcome visit, as agreed with the applicant/tenant at the sign-up meeting, in Outlook. Create and schedule welcome visit in Kotahi MyPortal>ClientView>Actions region>Create>Create Action>for '*Reason' use (TENVISIT) and complete steps If the tenant's risk profile warrants a second person attending the inspection, then:

Step	Action
	• decide on the appropriate person to assist on a case by case basis. This would normally be a senior/tenancy manager for a tenant with a Category B risk rating, and possibly another role for a tenant with a Category A rating. • contact them via phone and ask them to attend the inspection, providing the date and time. Agree to meet away from the property and arrive at the property together. • send them a meeting request using Outlook.

What happens next?

- The Placement Team on notification that the tenancy has been signed up will let the tenancy . See procedure 'Let tenancy in Kotahi'.
- The senior/tenancy manager completes a welcome visit within six weeks of the tenant being in their new home. See business process: 'Conduct welcome visit'.
- If a minor has been housed make sure the sealed mediated order is retained on file.

6.10 Let tenancy in Kotahi

When to use

Use this procedure to let the tenancy, create the revenue accounts in Kotahi and inform MSD of the tenancy start date.

Role

Placement Team

Systems and tools

This procedure uses:

- Placement team checklist – Accepted offers (T-380)

Steps

Step	Action
1	On receipt of the email from the senior/tenancy manager let the tenancy and update the applicants/tenant's record in Kotahi, as per the Placement team checklist – accepted offers' (T-380).

What happens next?

A report will be generated to advise MSD of a new tenancy start date. MSD will:

- set up the redirection (if requested)
- update the applicant/tenant's address with MSD
- review the applicant/tenant's entitlements
- notify the applicant/tenant of the changes made.

The Placement Team should also check that MSD payments have been credited to the tenant's account and that payments have started on time. If there are any issues these should be discussed with the tenant and if necessary followed up with MSD.

7. Records

Retain all records within Housing New Zealand's records system - refer 'Records retention and disposal' (R-105).

8. Version control

Details of previous versions are stored in Housing New Zealand's document management system (Objective). Refer to header and footer information for reference document elements or for any queries contact s 9(2)(g)(ii) [redacted]