

Emergency and Social Housing Pathways

Client identifies needs → ensure they are linked up with Work & Income / MSD →
phone call or visit to case worker (do not have to be on a benefit to qualify)

Emergency Housing (Transitional)

Client informs you they cannot stay where they are or they don't have suitable accommodation with the next 7 days

Establish Need
Understand what has led to this situation

Explore other options
Do they have family / friends they can stay with?

Give the client a list of other providers/real estate agencies and ask them to explore those options

Determine the outcome of those enquiries

Refer them to an MSD Contracted Provider if there is a suitable property vacant and look for other options if there isn't.

Social Housing

Client presents or calls the office

Social housing assessment completed to determine eligibility
Meets the income & asset test
If client is eligible then a phone assessment is booked

Phone assessment completed
Priority rating calculated and position on register determined
Client has 20 days to provide verification
Client goes on waitlist

Centralised Housing Unit (CUH) and Housing NZ (HNZ) work together to find an appropriate house
Clients are added to Social Housing register
When a house becomes vacant they look for possible matches

HNZ contact client directly
Assistance is provided to ensure the client is supported to keep their tenancy sustainable