

Escalation process for addressing immediate need

Follow this process if you identify a client applying for social housing (also known as public housing) or on the social housing register has an immediate need that requires escalation. Immediate need requiring escalation may include (but are not limited to) domestic violence, children at risk, serious health need, police involvement etc.

In the first instance, talk to either your manager or the housing portfolio manager in your region. The manager will make the decision to escalate the client's social housing application to CUH using the Housing_escalations@msd.govt.nz

When escalating the application, please include the following information:

Client's name

SWN

Application/register status (are they on the register):

Priority rating

Description of household members (eg numbers, genders, age groups of children):

Number of bedrooms required:

Letting Areas:

Any specific property requirements:

Reason for escalation:

CUH will make contact with the housing providers.

This process does not replace the existing business as usual process for emergency situations. Where a client has nowhere to stay tonight or is in danger, an emergency appointment should still be booked in their nearest service centre or community link (or refer them directly to the office if there are no available appointments).

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Clients in specific circumstances

This page describes different housing processes for specific vulnerable and at-risk client groups.

On this Page:

Clients who have an immediate need

If a client applying for housing or is on the housing register and you have identified they have an immediate need that requires escalation you should discuss this with your manager. Immediate need requiring escalation may include (but are not limited to):

- domestic violence
- children at risk
- serious health need
- police involvement
- no adequate accommodation tonight, or within the next seven days

[Escalation process for addressing immediate need \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/escalation-process.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/escalation-process.html)

Youth clients engaged with a youth service provider

Youth Service clients are managed by the Ministry's contracted youth service providers.

Where a youth client is engaged with a youth service provider and wishes to test their potential eligibility for public housing (also known as social housing), the provider will do screening based on core eligibility guidelines provided by MSD. If a youth client is eligible the provider will contact the Youth Service Support Unit (YSSU) who will book a phone assessment with a Case Manager Housing.

[Social housing assessment process for a youth client \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/social-housing-process-for-youth-service-clients.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/social-housing-process-for-youth-service-clients.html)

Note: applicants under 18 years of age need permission from the Tenancy Tribunal before signing a tenancy agreement. This process is managed between the client and prospective landlord.

Quota Refugees, Protected persons and Asylum seekers, Christchurch Mosque Attack and Christchurch Response Visa

Social Housing assessments for 'quota' refugees are managed by the Housing Case Manager (HCM) linked to the Mangere Refugee Resettlement Centre.

Migrants claiming refugee or protected person status and people getting SNG domestic violence programme payments generally live in the community and are managed by the HCM nearest to where they are living.

People that hold a Christchurch Response Visa or people getting Christchurch Mosque Attack payments are managed by the Christchurch response team.

[Quota Refugees, Protected persons and Asylum seekers, Christchurch Mosque Attack and Christchurch Response Visa \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-for-quota-refugees-protected-persons-and-asylum-seekers-christchurch-mosque-attack-and-christchurch-response-visa.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-for-quota-refugees-protected-persons-and-asylum-seekers-christchurch-mosque-attack-and-christchurch-response-visa.html)

Remote Services clients, and clients who are Ministry employees

Remote Services provide case management via phone, email, fax and mail to clients who have been trespassed and pose a high risk to the safety of MSD staff. The Staff Assistance Unit provides services over the phone to staff who are also clients of the Ministry.

Both of these units will undertake screening and assessments over the phone for each of their client groups.

Child sex offenders and electronically monitored bail

Applicants identified as a child sex offender will have a 'Child sex offender' Special Caution added to their record in CMS. Applicants who are on electronically monitored bail are identified by a 'Home Detainee' Special Caution in CMS.

Special Cautions will be visible to providers when clients appear on the shortlist.

If a community housing provider requests a referral for a client with one of these risk flags, CMS will generate a task for Housing & Income Support Services to manually approve the referral, and contact the Department of Corrections, who will decide if the referral can be approved. If a referral is approved, CMS will give the provider access to additional information including the contact details.

Housing New Zealand manage seeking approval via the Department of Corrections independent of MSD.

[Information Sharing Agreement about Child Sex Offenders \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/child-sex-offenders/)

Households living in a property where the sole signatory had died

If a client phones to apply for public housing due to the death of a family member who is the sole signatory, do not go through the screening process.

In these cases, the following action is required:

Book the assessment appointment within the standard five working days (screening is not required).

Record in the ABT appointment and client event note that the application is the result of the death of a sole tenant, and the client is currently part of the household and needs to test their eligibility for public housing. You should also include who the provider is too.

If the client has received a letter from the provider confirming the agreed tenancy end date, ask them to provide this at their assessment appointment or when providing other verification (if the assessment is over the phone).

When the client has their assessment, the following action is required:

Scan and save the letter from the provider onto the client's CMS record

Let the provider know the progress of the client's application (eg what verification is required to complete their application) and the outcome (eg they are on the Social Housing Register, the priority rating, bedroom requirements) using the template below.

You will also need to email the template to the provider if the client/household member does not attend, reschedules or cancels their appointment.

If Housing New Zealand (HNZ) is the provider, email the template to Interagency@hnzc.co.nz [<mailto:HATAAdmin@hnzc.co.nz>].

If the provider is a community housing provider (e.g. Tamaki), you will need to email the Housing & Income Support Services CHP team (GNL_Provider_Support@msd.govt.nz [mailto:GNL_Provider_Support@msd.govt.nz]) and they will send the template to the provider through Business Online Services (BOS).

The provider will review the household's eligibility to remain in the property:

If the client/household is not eligible, the provider will issue the 21 day notice to vacate and advise Housing & Income Support Services (through the tenancy end process).

If the client/household is eligible to remain in the property, the placement will be completed.

Note: If the household is eligible, but there is a change in needs (e.g. current housing requirements do not match, such as when the property is four bedrooms and the household has been assessed as requiring two bedrooms), the provider will look for other options, up to the end of the 40 working day period. If the provider is unable to find other suitable property within this timeframe, they will sign the additional occupants up for the current property.

Email template:

To: Interagency@hnzc.co.nz [<mailto:HATAAdmin@hnzc.co.nz>] OR GNL_Provider_Support@msd.govt.nz [mailto:GNL_Provider_Support@msd.govt.nz]

Subject: Sole signatory death – Household information

Hi,

This email is to inform you of the application for [**enter household member's name and SWN**], this is in relation to [**enter the deceased signatory's name**] of [**enter street number, street name, suburb, town/city**]

[**Select the relevant statement from the list below**]

The client hasn't attended their assessment appointment

The client has cancelled their assessment appointment and has not rebooked

The client has rebooked their assessment appointment to [**enter date**]

The client has attended the assessment and is required to provide [**list information required**] by [**date**]

The client has completed the assessment process and has been found [**eligible/ineligible**] for public housing [If eligible, provide the information below]

Priority rating:

Bedroom requirements:
Modifications required (if applicable):
Thanks

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