

## Updating evidence in the social housing application

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This page outlines the process on how to update evidence after completing the assessment.

Once the application has been completed, all updates will need to be managed via Evidence. You will update the relevant information or question by either adding new or updating existing information stored in the relevant evidence item.

**Note:** If you add or update any evidence you should always re-check eligibility. This determines whether the applicants are eligible for public housing (also known as social housing), and reassesses the Priority Rating and indicative IRR, if eligible.

### Removing a household participant

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If you are notified that a participant (applicants/partners/additional occupants and children) needs to be removed from the housing application, you should process this change prior to the application going on the Social Housing Register.

To remove a household participant, navigate to the 'Clients tab', and select 'Remove Client' for the relevant household participant, and 'Confirm' the removal. Ensure you complete 'Check Eligibility' once you have removed the participant.

### Change in a client's circumstances or nominated letting areas

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If a client has a change in circumstances this may require a review of their letting areas, eg a client moved to another city/town. When reviewing an application CUH will ensure the client has at least three letting areas nominated. If a letting area is removed due to a change of circumstances, another area may also need to be added to meet the minimum requirements.

[Nominating and updating letting areas \(http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/letting-areas.html\)](http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/letting-areas.html)

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## Nominating and updating letting areas

From 25 January 2016, clients are required to nominate a minimum of three letting areas in their social housing assessment, unless they have a good and sufficient reason for selecting less than three areas. This will provide clients with a better opportunity to be matched to a suitable property.

On this Page:

### Adding letting areas

When discussing which areas would be suitable for a client requiring social housing you must discuss the requirement for them to name at least three areas. Clients should be encouraged to nominate as many areas as possible as it increases their chances of being matched to a suitable property.

Letting areas may be added during the client's initial assessment or while they are on the social housing register.

### What is a letting area?

A letting area in CMS is defined as a postal code. An example of three letting areas could include, 5014 (Wainuiomata), 5011 (Naenae) and 5019 (Stokes Valley).

The links below provide additional information on postal codes and current demand.

[Postcode maps - New Zealand Post](https://www.nzpost.co.nz/personal/sending-within-nz/how-to-address-mail/postcodes/postcode-maps) (<https://www.nzpost.co.nz/personal/sending-within-nz/how-to-address-mail/postcodes/postcode-maps>)

[Overview of current demand for social housing - Housing Assessment](http://www.housing.msdc.govt.nz/information-for-housing-providers/register/index.html#Overviewofcurrentdemand1) (<http://www.housing.msdc.govt.nz/information-for-housing-providers/register/index.html#Overviewofcurrentdemand1>)

### Discretion when adding letting areas

When discussing letting areas with a client they may not want to nominate an area that you think is suitable (ie the client does not have a good reason for not selecting the area). If you identify a suitable area that the client does not want to nominate you can exercise discretion and add these to the client's record.

If the client nominates less than three letting areas you should always consider other potentially suitable letting areas:

If there are other suitable areas, discretion can be used to add the additional areas to the client's record. The client should be advised of this and the reasons why the areas have been added.

If there are no other suitable areas, clear notes must be recorded in the client event advising the reason why the client is unable to nominate three or more letting areas. The letting areas comments section of the letting area evidence should be updated with 'Exemption to have less than three letting areas' so that social housing staff member knows that they do not need to discuss nominating other letting areas with the client. These comments can be seen by the provider during the shortlist process so no personal information should be included.

### What happens if a client cannot nominate a minimum of three letting areas?

There may be circumstances where a client is unable to nominate a minimum of three letting areas. Reasons could include:

Nominated letting area is already large (eg rural locations, postal codes that cover several suburbs already)

A good and sufficient reason - as covered in the declines process when a client does not accept a suitable property

[MAP - Good and sufficient reasons for declining a property](http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html) (<http://doogle/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html>)

### Change in a client's circumstances or nominated letting areas

If a client has a change in circumstances this may require a review of their letting areas, eg a client moved to another city/town. When reviewing an application the Centralised Housing Unit will ensure the client has at least three letting areas nominated. If a letting area is removed due to a change of circumstances, another area may also need to be added to meet the minimum requirements.

Content owner: [Work and Income National Office](#) Last updated: 22 January 2016

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