

Emergency housing

What you need to know

What you can expect from your accommodation:

When you check in, you can expect information about:

- the facilities and services available (for example, room cleaning, changing linen, laundry facilities)
- the 'rules of stay' for guests
- contacting the supplier about issues and concerns, during or outside of business hours
- how to check out.

You can expect your room to be:

- clean, warm, and dry
- suitable for you and your whānau, including being accessible and the right size
- safe and secure.

You can expect your emergency housing supplier to:

- treat you the same as any other paying guest, with fairness and respect
- allow you to use facilities other guests use, like the laundry if there is one
- have clear information available about what to do in an emergency
- repair or replace damaged or broken fixtures or fittings as soon as possible
- respond to any concerns you have as soon as possible
- tell us about any issues to do with your stay, or if their rules aren't being followed.

Work and Income expects you to:

- accept offers of housing if it meets the needs of you and your whānau, including temporary options like transitional housing
- make a good effort to look for housing and use services available to help you, like budgeting services and applying for public housing
- understand and follow the supplier's rules and not do anything that will result in being asked to leave
- be responsible for your actions and those of your guests. For example, if you or one of your guests has damaged the property, you'll need to pay for it
- pay your emergency housing contribution at the right time

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- let us know when things change, including:
 - if you leave your emergency housing
 - if your or your partner's income changes
 - if the make-up of your household changes (for example, if your relationship changes or the number of children in your care changes)
- do all you need to do to meet any benefit obligations you may have, such as searching for or getting ready to work.

If you're not meeting these expectations, it may mean you can't get further payments for emergency housing, or you may need to pay them back. We'll always make sure we understand your situation before we make a decision.

Work and Income will support you by:

- assigning you a case manager or youth coach while you're staying in emergency housing
- getting to know you, your situation and your needs and will:
 - make sure you get all the help you're eligible for, including financial help and other support services
 - help you find housing, including transitional and public housing
 - work with you to achieve your goals, such as finding work or training.
- respecting your privacy and being clear about how we use your information and who we share it with.

If you've got a security deposit in place, we may pay for loss or damage to the supplier on your behalf if you agreed or didn't check out.

Issues or concerns when staying in emergency housing

- You have the same rights as any person under the law, like rights as a customer, and the right not to be discriminated against.
- If you have issues or concerns about your accommodation, or feel you're being treated unfairly:
 - first, talk to your emergency housing supplier
 - if you feel the issue hasn't been sorted out in a reasonable time, talk to your Work and Income case manager or youth coach
 - if you still don't feel the problem has been resolved, you have the right to make a formal complaint. Call us on **0800 559 009** or visit **workandincome.govt.nz**
- You have the right to ask us to review a decision we've made. Find out how at **msd.govt.nz/reviews**

In an emergency phone 111 (Police, Fire and Ambulance)

