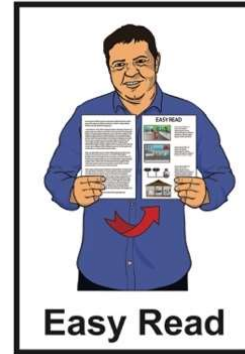




**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Support to get and stay in rental homes



Published: January 2024

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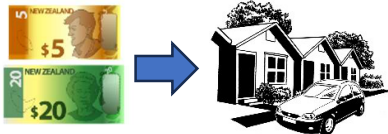


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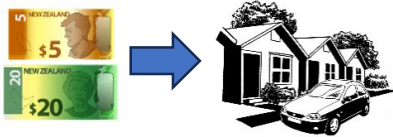


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What is this document about?



This Easy Read document is about getting support with the cost of **renting**.



Renting is when you pay money to live in a place that belongs to someone else.

The money you pay is called rent.



This information is from **Ministry of Social Development – Te Manatū Whakahiato Ora**.



In this Easy Read document **Ministry of Social Development – Te Manatū Whakahiato Ora** is called **MSD**.



MSD offers support so you can:

- get a **private rental** home
- stay in a private rental home.



A **private rental** is a type of place you live in where you pay rent.



The private rental could be:

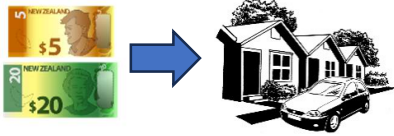
- a house
- an apartment
- a flat
- a townhouse.



What can MSD do?



You can talk with MSD if you need assistance / help with paying:



- rent
- housing costs like:
 - furniture
 - home appliances
 - moving.



You do not have to be on a benefit to get assistance.

You may be able to get assistance if you are on a **low income**.

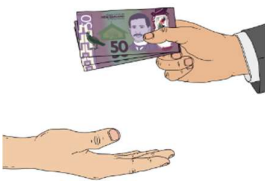


A **low income** means you do not get a lot of money to live on.



The assistance MSD can give you will depend on:

- things in your life like:
 - if you have a job
 - where you live
 - if you have children
 - your health
 - if you are disabled
- what money you get paid
- your **assets**.





Assets are things you own like:

- money in your bank account
- a bach / holiday home
- a caravan / campervan.



MSD can also give assistance to:

- students
- people over 65 years of age.



MSD includes:

WORK AND INCOME
TE HIRANGA TANGATA

- **Work and Income**

 **STUDYLINK**
Hoto Akoranga
A service of the Ministry of Social Development

- **StudyLink.**



Work and Income supports people:

- on low incomes
- who do not have a job.



You can find out more about Work and Income at this **website**:

www.workandincome.govt.nz



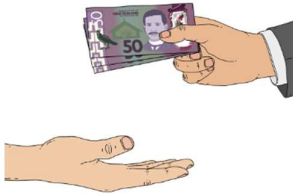
StudyLink is the service which supports students.



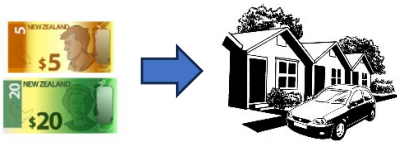
You can find out more about StudyLink at this **website**:

www.studylink.govt.nz

Getting assistance with rent



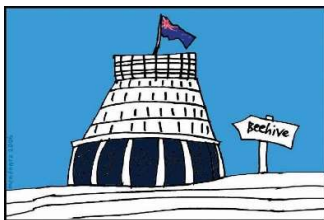
You may be able to get a regular payment called **Accommodation Supplement**.



The **Accommodation Supplement** can assist with your payment of rent.



Accommodation Supplement is not available to people who live in **public housing**.

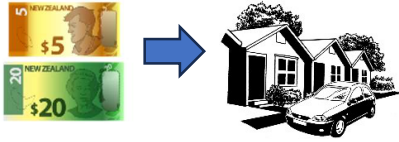


Public housing is houses for people where the Government pay part of the rent.



You can find more information about public housing at this **website**:

www.workandincome.govt.nz/housing/find-a-house



There is also a payment called **Temporary Additional Support** if you need more assistance with:

- rent

- other important living costs like:
 - childcare

 - furniture

 - home appliances.



Temporary Additional Support can be paid for up to 13 weeks at a time.



You can find out more about Temporary Additional Support at this **website**:

www.workandincome.govt.nz/tas

Getting assistance with overdue rent



There are things you can do if you are behind with paying your rent.

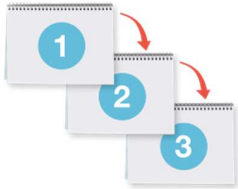
You can talk with your **landlord** or their **agent**.



Your **landlord** is the person who owns the home you are renting.



An **agent** is the person who manages the home you are renting on behalf of the landlord.



Your landlord or their agent may make a plan with you to pay back the rent you owe.



If your landlord or their agent says they cannot do this MSD may be able to assist you instead.



You may be able to get a **Rent Arrears Grant**.



Rent Arrears Grant is money MSD lets you borrow so you can pay the rent you owe.



You will have to pay this borrowed money back to MSD.



You can find out more about Rent Arrears Grant at this **website**:

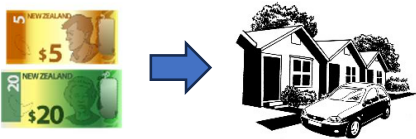
www.workandincome.govt.nz/rentarrears

Getting assistance with bond and rent in advance



When you find a home to rent there is money you pay to the landlord before you move in.

This money includes:



- bond
- rent.



A **bond** is money you pay the landlord as a promise that you will not damage the home.



Your landlord can keep the bond if you do not pay your rent.



MSD may be able to assist you to pay these things.



There is the:

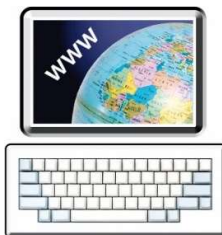
- **Bond Grant**
- **Rent in Advance Grant.**



This is money MSD lets you borrow.



You will have to pay the borrowed money back to MSD.



You can find out more about the Bond Grant at this **website**:

www.workandincome.govt.nz/bond



You can find out more about the Rent
in Advance Grant at this **website**:

www.workandincome.govt.nz/rentgrant

Getting assistance with moving house



MSD may be able to give you a **Moving Costs Grant**.



Moving Costs Grant is for things like the cost of hiring a:

- trailer
- truck.



The Moving Costs Grant can also be used to hire people to help you move house if you cannot do it yourself.



This is money MSD lets you borrow.



You will have to pay the borrowed money back to MSD.



You can find out more about the Moving Costs Grant at this **website**:

www.workandincome.govt.nz/movingcosts

Assistance getting a rental property



MSD knows it can be hard to find a place to live because of things like:

- the language you speak
- you have done **crime** in the past
- you have had problems with money
- something else.



Crimes are things people do that:

- break the law
- you can be arrested for.



A crime can be things like:

- hitting someone
- stealing something.

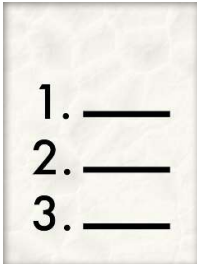


MSD may be able to assist by giving you a **Tenancy Costs Cover** letter.



A **Tenancy Costs Cover** letter is for your landlord to show you have support from MSD to rent a property.

Getting the right documents together



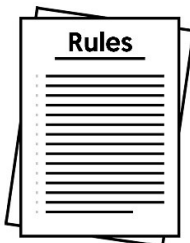
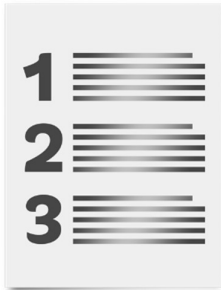
Get together your important documents before you apply for assistance.



These documents include:

- proof of who you are like your:
 - birth certificate
 - driver licence
 - passport
- information about:
 - how much money you get paid
 - how much money you have in the bank.





Other documents you will need are:

- information about what you need assistance for like:
 - overdue rent
 - moving costs
- your **tenancy agreement**.

A **tenancy agreement** is the document signed when you start renting a property.

It is signed by:

- you
- the landlord.

A tenancy agreement sets out the rules for renting the property.

How to apply for assistance

You can apply for assistance:



- in person
- by phone.

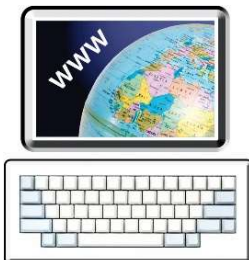
Apply in person



You can visit the Work and Income centre which is closest to where you live.



It is best to make an appointment before you go.



You can find the Work and Income centre closest to you on this **website**:

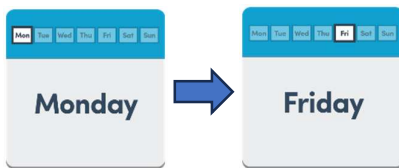
www.workandincome.govt.nz/findus



Apply over the phone

You can apply for assistance over the phone.

You can call MSD at these times:

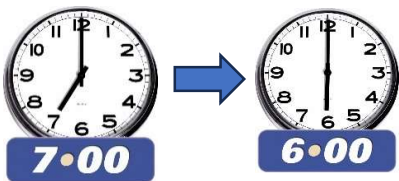


- Monday to Friday from:

- 7am

to

- 6pm

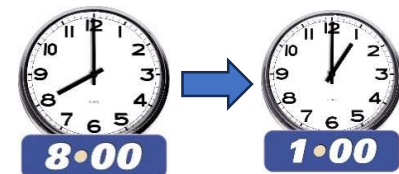
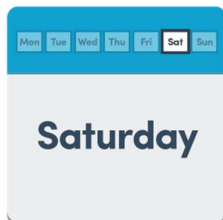


- Saturday from:

- 8am

to

- 1pm.





If you are **working age** call:

0800 559 009



Working age means you are a person aged between:

- 18 years
- and
- 65 years.



If you are a student call:

0800 88 99 00



If you are a **senior citizen** call:

0800 552 002



A **senior citizen** is a person aged over 65.



If you have a Youth Coach talk to them instead.



A person with a Youth Coach gets the:

- Youth Payment

or

- Young Parent Payment.





If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:



www.nzrelay.co.nz



You can also text MSD on:

029 286 7170



You can also email MSD at:

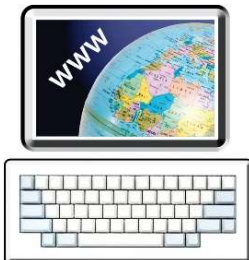
MSD_Deaf_Services@msd.govt.nz

Where to get more information



You can find out more about assistance for renting from Work and Income at this **website**:

www.workandincome.govt.nz/housing



You can find out what other assistance you can get from MSD at this **website**:

www.check.msd.govt.nz



WORK AND INCOME
TE HIRANGA TANGATA

Make it Easy 
Kia Māmā Mai

People First NZ 
Ngā Tāngata Tuatahi



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It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

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