

24 SEP 2018



Thank you for your email of 27 August 2018 to Housing New Zealand, requesting the following information under the Official Information Act 1982 (the Act):

- 1. If someone is eligible for and supported by HNZ to have a Business Initiated transfer, can it only in the same city/town that the tenant/s live within?*
- 2. If someone is eligible for and supported by HNZ to have a Business Initiated transfer, can it be to a different city/town than the tenant/s current residence if they would prefer this to be the case?*
- 3. Can I please be provided with HNZ's definition of what a Business Initiated transfer is?*
- 4. Am I correct in my understanding that it is a Tenancy Liaison Officer who is in charge of Business Initiated transfers? If not, what is the job description of the person who would be? - This was amended on 28 August 2018 to say job title instead of job description at your request*
- 5. Given focus to the definition provided by HNZ of a Business Initiated transfer; on rare occasions and under exceptional circumstances, can there sometimes be exceptions to this definition; where a tenant can be provided with a Business Initiated transfer if reviewed and agreed to by the Tenancy Liaison Officer who is in charge of Business Initiated transfers (or other more appropriate person)?*
- 6. If a tenant was eligible for a Business Initiated transfer and wished to move from Auckland to Wellington; what would the internal process look like as to how this would come into play? Such as who would be the person to approve that BIT? And who would be the person who would have the majority of involvement in this happening? For example would it be a tenants tenancy manager and/or branch manager that makes contact with a Tenancy Liaison Officer. Would it be a Tenancy Liaison Officer from Auckland or one from Wellington, or one from each that work and liaise with each other etc?*

I have considered your request under the Act. Please find my answers below.

- 1. If someone is eligible for and supported by HNZ to have a Business Initiated transfer, can it only in the same city/town that the tenant/s live within?*

Under a Business Initiated Transfer (BIT), Housing New Zealand tenants can remain in the same area, or ask to move to any location where Housing New Zealand has a presence.

- 2. If someone is eligible for and supported by HNZ to have a Business Initiated transfer, can it be to a different city/town than the tenant/s current residence if they would prefer this to be the case?*

Please see my response to question one.

- 3. Can I please be provided with HNZ's definition of what a Business Initiated transfer is?*

A BIT occurs where Housing New Zealand has made a decision to relocate a tenant from one of its properties to another. All tenant initiated moves (i.e. where the tenant wishes to move for their own reasons), are managed by the Ministry of Social Development (MSD).

- 4. Am I correct in my understanding that it is a Tenancy Liaison Officer who is in charge of Business Initiated transfers? If not, what is the job description of the person who would be? - This was amended on 28 August 2018 to say job title instead of job description at your request*

Housing New Zealand confirms this is correct. Housing New Zealand assigns a Tenancy Liaison Officer, as part of the transfer process, to assist the tenant and ensure the correct procedure is followed.

- 5. Given focus to the definition provided by HNZ of a Business Initiated transfer; on rare occasions and under exceptional circumstances, can there sometimes be exceptions to this definition; where a tenant can be provided with a Business Initiated transfer if reviewed and agreed to by the Tenancy Liaison Officer who is in charge of Business Initiated transfers (or other more appropriate person).*

Housing New Zealand has a new process where if a tenant doesn't quite fit the BIT criteria, approval can be sought from the Regional Manager. The approval process involves all Regional Managers coming to a consensus that it is the best outcome for the tenant.

- 6. If a tenant was eligible for a Business Initiated transfer and wished to move from Auckland to Wellington; what would the internal process look like as to how this would come into play? Such as who would be the person to approve that BIT? And who would be the person who would have the majority of involvement in this happening? For example would it be a tenant's tenancy manager and/or branch manager that make contact with a Tenancy Liaison Officer. Would it be a Tenancy Liaison Officer from Auckland or one from Wellington, or one from each that work and liaise with each other etc?*

Once a BIT is approved by a tenant's Area Manager, the transfer request is referred to the Tenancy Liaison Team, who is responsible for helping the tenant move. For example, if a tenant in Auckland was moved to Wellington as part of a BIT, their case would be sent to the Wellington Tenancy Liaison Team.

I trust this information is helpful.



Rachel Kelly
Manager, Government Relations