

# Guide to understanding your Tenancy Agreement



## What is in a Tenancy Agreement?

Your Tenancy Agreement explains your rights and responsibilities, and ours as your housing provider. It is a legal document, and tells you what you can expect from us, and what we expect from you. It is important for you to read it and keep it somewhere handy so you can find it again if you need to.

Signing up to a new home is an exciting time but can also be overwhelming, especially if you don't understand what you are signing. We want you to feel confident that you have all the information you need to understand your Tenancy Agreement. This guide lists some of the things that will be in it. You can also watch the Welcome to Your Home video ([kaingaora.govt.nz/tenants-and-communities/our-tenants/tenancy-agreement](https://kaingaora.govt.nz/tenants-and-communities/our-tenants/tenancy-agreement)), which helps explain what's important for living in your new home.





## Move in costs

There are generally costs involved when moving into a new home and starting a new tenancy, including paying a bond and rent in advance.

The only move in cost you need to pay us when starting a new tenancy is two weeks' rent in advance.

You may be eligible for a Rent in Advance Grant from the Ministry of Social Development (MSD). You can read more information at [workandincome.govt.nz/housing/move-house/rent-in-advance](https://workandincome.govt.nz/housing/move-house/rent-in-advance)

If you:

- are eligible, MSD will pay rent in advance directly to us
- are not eligible or did not request for this grant, please arrange for the two weeks' rent in advance to be paid into our account, or get in touch to discuss your options and agree on the best way for you to pay it.



## Rent

Your rent payment is due every week (but can be paid fortnightly). We will talk this through with you and agree the best way for you to pay it.

When you applied for housing assistance with MSD they calculated a rent amount based on your income. This is called 'income related rent' (IRR). MSD will check that you are paying the correct amount every year.

However, if there are changes to your household or your income during the year, you need to let MSD know as it may change the rent you need to pay. Your IRR can be reviewed, and your rent adjusted, more than once a year if your circumstances change.

### What are the different ways to pay your rent?

You can pay your rent by:

- arranging for a redirection of your Work and Income benefits or superannuation payments
- setting up an automatic payment with your bank
- asking your employer to deduct your rent from your wages
- internet or mobile banking
- asking Accident Compensation Corporation (ACC) to deduct rent from your ACC payments.

If you are having trouble paying your rent, the best thing you can do is get in contact with us as soon as possible. We are here to help, and we will talk with you about how we can support you to get back on track if you need it.



## Your rights and responsibilities

You have the right to enjoy the peace, comfort and privacy of your home, just like your neighbours do, without being unreasonably disturbed by Kāinga Ora staff or Kāinga Ora tenants. If you feel that you are being disturbed, it is important to let us know.

As a tenant, you need to:

- pay your rent on time
- look after your new home and grounds by keeping them tidy
- let us know as soon as possible when maintenance is needed
- make sure your smoke alarms are working, and that there are no obstacles blocking the exits
- take responsibility for the behaviour of other people who live in or visit your home. You may be liable for any damage they cause
- respect your neighbours' peace, comfort and privacy.



## Our responsibilities

If we enter into a tenancy agreement with you, we will:

- make sure your home is in good condition and that the locks and fastenings are adequate
- make sure your home meets building codes and health and safety standards
- arrange for essential repairs to be done as quickly as possible
- give you 24 hours' notice before doing any planned maintenance work
- give you 48 hours' notice before an inspection
- give you the required notice before we enter your home for any other reason.

From 1 July 2024, we will meet the new Healthy Homes Standards for heating, insulation, ventilation, draft stopping, moisture entering, and drainage.



## Who can live in your home?

The assessment done by MSD confirmed who will be living in your home.

If this has changed, please call MSD on 0800 673 468 to let them know before you sign up. It is important that the property meets the needs of you and your whānau.

If other people are going to move into your home for longer than three months, let us know before they move in.



## Property insurance

Kāinga Ora has insurance that covers damage from natural events such as storms, floods, and earthquakes. You do not have to pay for damage from these things. Your Tenancy Agreement will tell you the insurance that is held on your home.

If there is careless or intentional damage caused by you, your whānau, or a visitor, you may have to pay the full cost of the damage caused.



## Items provided in the home (chattels) that belong to Kāinga Ora

Chattels are items that are provided with your home and are usually attached to it. Here are some examples:

- Oven
- Rangehood
- Heating source (e.g., heat pump)
- Curtains

If we provide any chattels in your property, we will give you a list of these in your Tenancy Agreement. These need to be left at the property when your tenancy ends.



## Keeping a pet

We support tenants being able to keep pets, but you'll need to get our consent first.

Getting consent helps us make sure your home is suitable for the pet you're planning to keep, and that it meets any council bylaws or building rules.

Once approved, there are a few conditions to follow to be a responsible pet owner. Pets must be well cared for, safely contained, and not cause damage or nuisance. Their wellbeing is your responsibility.

If you're unsure whether you have consent, or you're thinking about getting a pet, talk to your Housing Support Manager or call us on 0800 801 601 – we'll help you through the process.

For more information, please visit [www.kaingaora.govt.nz/pets](http://www.kaingaora.govt.nz/pets)





## Ending your tenancy

There are many reasons you may want to move to another home. If you want to move, call us to talk about your situation, your housing needs, and what other housing options you may have.

If your circumstances change and you need to move out, you need to give us 21 days' notice in writing.

We will do everything we can to work with you to help sustain your tenancy. There are some circumstances where we may apply to the Tenancy Tribunal to end your tenancy. You can see more information on our website at [kaingaora.govt.nz/tenants-and-communities/our-tenants/moving-out](https://kaingaora.govt.nz/tenants-and-communities/our-tenants/moving-out).

## Privacy Statement

### How does Kāinga Ora collect personal information about me and my household?

There are a few ways that we collect information. We may collect it from:

- you, or other members of your household
- MSD through the application process for public housing

- in some cases, from another family violence agency (e.g., Police, Oranga Tamariki, etc.)
- other central and local government agencies while we look after your tenancy

### Why does Kāinga Ora collect personal information about me and my household?

Simply put – we collect information to help us look after your tenancy, and support you and your whānau.

### Will Kāinga Ora give my personal information to anyone else?

We may share information about you with MSD so they can carry out their role as the social housing provider. We may also share information with other family violence agencies and child welfare protection agencies.

You can ask to see the personal information we hold about you at any stage, and ask us to correct anything that is wrong.

For more information, you can read our Copyright and Privacy Statement at [kaingaora.govt.nz/en\\_NZ/privacy-notice](https://kaingaora.govt.nz/en_NZ/privacy-notice).

[www.kaingaora.govt.nz](http://www.kaingaora.govt.nz)

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This booklet is also available at [kaingaora.govt.nz/tenants-and-communities/our-tenants/tenancy-agreement](http://kaingaora.govt.nz/tenants-and-communities/our-tenants/tenancy-agreement)

