

## **Supporting refugee resettlement**

### **What does Housing New Zealand do?**

Housing New Zealand helps New Zealand residents gain access to affordable housing. It allocates housing, on the basis of need, to people:

- on low incomes
- with disabilities
- in unsuitable housing
- who are discriminated against in the private market.

### **How can I access their services?**

People who arrive in New Zealand under the Refugee Quota Programme are automatically eligible for Housing New Zealand housing. A National Refugee Coordinator helps to find houses for these refugees.

The National Refugee Coordinator works with other agencies to make sure that quota refugees are resettled in places where support services are available, such as RMS Refugee Resettlement. If a Housing New Zealand home is not available in the resettlement area, private rental housing may be offered as an alternative.

### **What assistance is available to Housing New Zealand tenants?**

Housing New Zealand's Housing Assistance telephone service (0800 801 601) is available 24 hours a day, seven days a week and is free to call. This is an important number to use if you have urgent problems that affect your health and safety, such as:

- blocked drains, toilet or sewage problems
- gas leaks or bad water leaks
- no power or hot water
- electrical faults.

Problems are expected to be fixed within four hours.

### **Does Housing New Zealand provide emergency housing?**

Housing New Zealand does not provide emergency housing, but we can help you find it. You could also ask Citizens Advice Bureau, The Salvation Army, Women's Refuge, backpacker hostels, boarding houses or night shelters. Housing New Zealand's Community Group Housing service provides rental homes for government-funded groups that provide residential community services for people with special housing needs, including emergency housing.

## **Does Housing New Zealand provide language assistance?**

Housing New Zealand participates in Language Line - a free telephone interpreting service. You can use Language Line when visiting or telephoning Housing New Zealand.

## **What if I want to buy a home?**

Housing New Zealand helps low to moderate income earners to become homeowners. It does this by providing home ownership education programmes and Welcome Home Loans for New Zealand residents.

## **What are home ownership education workshops?**

Free education about buying a house is available in most locations around New Zealand. Home ownership education workshops cover all the things you need to think about when buying a home, including budgeting and getting a home loan. You do not need to be a New Zealand resident to attend these workshops.

## **What are Welcome Home Loans?**

Housing New Zealand supports Welcome Home Loans. With a Welcome Home Loan:

- you can borrow up to \$200,000 with no deposit
- you can borrow up to \$280,000 with a small deposit
- the deposit can be gifted
- three or more people who live together can buy a house together.

For more information see: [www.welcomehomeloan.co.nz](http://www.welcomehomeloan.co.nz)

## **What is Housing New Zealand doing to increase housing supply?**

- Housing Innovation Fund

Low interest loans, grants and support are offered to community-based groups that help households whose housing needs are not met by Housing New Zealand or the private housing market. Community-based groups can apply to buy, build or modify rental accommodation or to develop affordable home ownership opportunities.

- Other activities

Housing New Zealand is increasing the supply of rental homes and improving property use. This includes transferring some tenants from larger homes who want to move to smaller, more suitable accommodation, thus freeing up larger homes for families.

**For more information, please go to [www.hnzc.co.nz](http://www.hnzc.co.nz) or call 0800 801 601**