

TEMPORARY
ACCOMMODATION
SERVICE

Temporary Accommodation Service Information Pack

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MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government



Ministry of Business, Innovation and Employment (MBIE) Hīkina Whakatutuki – Lifting to make successful

MBIE develops and delivers policy, services, advice and regulation to support economic growth and the prosperity and wellbeing of New Zealanders.

MORE INFORMATION

Information, examples and answers to your questions about the topics covered here can be found on our website: www.mbie.govt.nz or by calling us free on: **0800 20 90 20**.

The Temporary Accommodation Service website is www.tas.mbie.govt.nz
Calling us on **0508 754 163** is free within New Zealand, our Service Centre operates Monday to Friday - 8:30am to 5:00pm, Saturday and Sunday - 9:00am to 5:00pm.

DISCLAIMER

This document is a guide only. It should not be used as a substitute for legislation or legal advice. The Ministry of Business, Innovation and Employment is not responsible for the results of any actions taken on the basis of information in this document, or for any errors or omissions.

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Kia ora - Welcome

Nau mai, haere mai – welcome to the Temporary Accommodation Service (TAS), run by Hīkina Whakatutuki - the Ministry of Business, Innovation and Employment (MBIE).

We're here to help your whānau or household find a temporary home while you wait for yours to be rebuilt or repaired following the flooding which recently caused damage in Wairoa, or until the particular circumstances regarding your home have been clarified.

It's important to us you feel supported, so we've put together this guide to help you navigate the Temporary Accommodation Service – what you can expect from us, and what we need from you.

We know this is a tough time for you and your whānau as you have had to move away from your home unexpectedly. We are working with your communities, iwi, the private sector, and other government agencies to find accommodation solutions for you and help you during these tough times.

We want to work with you to find the best solution for your household. This could mean that as more accommodation options become available, we may come to you with a more suitable option for your household to move to if you need accommodation longer term. We want you to be as comfortable as possible – and that means presenting more suitable options if they arise.

We have links into other agencies and groups, who can help you with things, we may not be able to help with, and help you to contact them.

Your wellbeing is our priority - we are all committed to supporting you in this difficult time and making your stay as comfortable as possible. While staying in temporary accommodation, please remember to be kind to others at any shared accommodation you may be placed in, and follow their advice, guidance, and directions.

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Calling us on **0508 754 163** is free within New Zealand, our Service Centre operates Monday to Friday - 8:30am to 5:00pm, Saturday and Sunday - 9:00am to 5:00pm.

Noho mai rā

The Temporary Accommodation Service team

WHAT IS THE TEMPORARY ACCOMMODATION SERVICE?

The Temporary Accommodation Service (TAS) helps households find temporary accommodation following a natural disaster.

The service is available for anyone – renters, homeowners, the insured and the uninsured who require accommodation after their current home is damaged during a disaster.

TAS is different to the kind of accommodation provided by other agencies - for example, emergency accommodation offered by your local Civil Defence or the Ministry of Social Development.

We work across government, communities, the private sector, iwi and with individuals to find the best solution for your household's temporary home.

There are a lot of complexities involved in being displaced from your home. TAS aims to remove as many of the barriers as possible that you might face, however please be aware that TAS is only able to support households with finding temporary accommodation, TAS is unable to provide permanent long-term accommodation and is not able to help with covering costs such as food and travel.

There is a weekly cost for all temporary accommodation options, this cost is referred to as a “part-payment”, the part-payment amount you will be required to pay will vary depending on the accommodation type and amount of rooms that you need. Your weekly amount and the bank account to pay this to will be included in the agreement you are required to sign before you can enter the accommodation. Our team will work with you if you are concerned about making your part-payments. More information is available, here: [Financial Information and Support » Temporary Accommodation \(mbie.govt.nz\)](https://mbie.govt.nz/financial-information-and-support-temporary-accommodation)

YOUR MATCHING AND PLACEMENT CO-ORDINATOR

A TAS Matching and Placement Co-ordinator will be assigned to your whānau or household. They will be your point of contact and will be available to discuss with you:

- You and your whānau or household's needs through regular needs assessments
- Your payment options and what support services are available to you
- Manage your ongoing accommodation options while with TAS
- Other matters that may arise for you that this guide might not capture or give you answers to during your stay with TAS.

Your Matching and Placement Coordinator will be in touch with you regularly throughout your journey with TAS, they may contact you via phone call, text or email. For TAS to be able to provide a high standard of service to you, it's important that you are responsive when we try to contact you, so please let us know if your contact details change. At times TAS will require information from you or require you to sign licences to occupy or occupancy agreements. If we are unable to engage with you on these matters it may result in TAS being unable to provide your whānau or household ongoing temporary accommodation.

You can expect your Coordinator to discuss the following with you:

Your eligibility for the Temporary Accommodation Service

TAS is only legislated to provide temporary accommodation to households that have been displaced from their homes by a severe weather event. You may be asked to provide documents that show where you were living at the time of the event and that you are unable to live there at the moment due to the damage. If you are in temporary accommodation for a longer term, you may be asked from time to time to provide further information related to your circumstances and the repair plan

for your home. TAS recognises that circumstances can change over time so we will check in with you from time to time.

New agreements or extensions

We will send you an agreement that outlines the terms and conditions of your stay, this agreement must be signed and returned before you can enter the accommodation. These agreements are typically short in duration and if you need an extension, we will either issue a new agreement or extend you via email. If these agreements are not signed and returned to us, TAS will be unable to continue providing temporary accommodation.

Missed or late payments

TAS works with property management companies who collect payments on our behalf. The property managers provide us with payment records, and we check these regularly. If these records show missing or late payments, your Coordinator will contact you to resolve this. If you have missed or are late with a payment for 10 working days or more, this could lead to your household being asked to leave your accommodation. If you are having difficulties making your payments, please contact your Coordinator to discuss how we can help. More information is available, here: [Financial Information and Support » Temporary Accommodation \(mbie.govt.nz\)](#)

Your long-term plans

TAS is here to support your household by sourcing accommodation for you while your home is repaired or rebuilt, or until the particular circumstances regarding your home have been clarified. You will be asked for updates on how things are progressing with your repairs or your search for a new home. We understand that there are a lot of moving parts that may be out of your control which can be frustrating. Some of the reasons we ask for this information include:

- Ensuring we keep your accommodation booked at the right place for the right amount of time, avoiding relocations if you don't let us know you need to stay longer or additional fees if you haven't provided enough notice to us before you check out of your accommodation,
- To point you in the right direction for assistance if you are experiencing difficulties with other parties e.g. your builder, insurer, or landlord.

YOUR ACCOMMODATION

To help us make your stay comfortable, we ask you to please be mindful of others, and follow these guidelines:

Follow the TAS Accommodation Agreement that you signed on entry into our Service

This agreement outlines the terms and conditions for staying in TAS accommodation. You may be removed from your TAS accommodation if these terms and conditions aren't followed. If you have misplaced your agreement, please contact your Matching and Placement Co-ordinator for a new copy.

Follow the Accommodation Provider's Terms of Occupancy

- Please comply with the Accommodation Provider's terms of occupancy and any other directions of the Accommodation Provider during your stay.
- You are allowed to have friends or whānau visiting you for support during this time, but only people registered as staying at your accommodation may stay overnight.

- If you have queries about visitors, please speak with your accommodation provider on site, or contact your Matching and Placement Co-ordinator to discuss your accommodation needs.
- Please familiarise yourself with the accommodation provider's fire and earthquake procedures.

Treat your accommodation and the people there respectfully

- This is your home for now – please treat this home as if it were your own – with aroha and care and do your best not to damage anything. This will help us easily accommodate other families in similar situations after you've moved out.
- We understand staying in temporary accommodation can be a strange situation for some, especially when you are used to having your own space and schedule. Please be patient and understanding of the processes your accommodation may need to follow.
- Your provider will do their very best to help make your stay comfortable. If for some reason you are unable to cope or follow advice and it causes any discomfort for our people or other families using the accommodation, we may have to look at alternative options which includes moving you to different accommodation.
- It is your responsibility to look after your accommodation by keeping it clean and tidy. If you cause any damage, you may be liable to pay for any damages during your stay.
- Please do not take the hotel supplies when you leave this accommodation.
- If the rules of your accommodation provider are not followed, and there are breaches of their conditions, your stay at the accommodation venue may be reviewed. If a serious breach has occurred, you may be asked to leave the property. More information is available, here: [Anti-social behaviour policy » Temporary Accommodation \(mbie.govt.nz\)](#)

FREE SUPPORT FOR RESOLVING INSURANCE CLAIMS

The New Zealand Claims Resolution Service (NZCRS) supports homeowners to resolve residential property insurance claims following a natural disaster. The free service provides homeowners with advice, case management support, and access to legal, technical and wellbeing services tailored to individual and whānau needs.

NZCRS will support homeowners affected by adverse events such as earthquakes, flooding, and extreme weather events. It will also help homeowners affected by small-scale events – such as a localised landslip that damages one or two properties.

Homeowners who are impacted by any natural disasters should first talk to their insurer and, if they are unable to resolve their claim or require assistance, NZCRS can support.

The NZCRS is only able to help with residential property issues – they won't be able to support you with issues relating to contents, commercial property, vehicle and life insurance claims.

If you don't have house insurance but do have contents insurance, speak to your insurer about what is covered.



[Contact the New Zealand Claims Resolution Service](#) or www.nzcrs.govt.nz

FINANCIAL SUPPORT

There is financial support available if you need it.

Mayoral Relief Fund

The Wairoa Mayoral Relief Fund has been established in response to the heavy rainfall and flooding on 26th June 2024. The Government has provided a total of \$600k to the Wairoa Mayoral Relief Fund to support the community's immediate needs, such as section clean ups, replacing clothes and bedding, and the hire and purchase of drying and dehumidifying equipment. For more information and to submit an application, visit: [Flood related information | Wairoa District Council \(wairoadc.govt.nz\)](#)

Work and Income Support

There are lots of ways Work and Income can help, or they could point you in the right direction. Go to the Work and Income website for welfare assistance information, here: [Benefits and payments - Work and Income](#) This information is also translated in multiple languages (factsheets are available at the bottom of the website).

Ministry of Social Development Community Support

The Ministry of Social Development (MSD) has a directory of community services that may be able to help.

Go to the MSD website for information, here: [Family Services Directory](#)

Inland Revenue

There are ways Inland Revenue can help if you have been affected by the recent adverse weather and are worried about not being able to file or pay your taxes on time. You do not need to call Inland Revenue right now - take the time to focus on the clean-up. When you are able to, please contact Inland Revenue.

For more information and contact details visit: [Tax relief for adverse and emergency events \(ird.govt.nz\)](#)

WELLBEING AND HEALTH

Mental Health and Wellbeing Support - 1737

The current and recent weather events are distressing. If you're feeling stressed or maybe overwhelmed - you might want to think about talking with a 1737 counsellor for support, advice, and ideas to help right now.

Call or text 1737 anytime.

There's also some great advice on managing stress in an emergency here: www.health.govt.nz/your-health/healthy-living/emergency-management/managing-stress-emergency



Lifeline

Call 0800 543 354 or text HELP (4357) to talk to a counsellor or trained volunteers.

Healthline - 0800 611 116

For trusted health advice and information. If you've got questions about your medication, you're away from home, you're not sure about something, you can't access a GP, or you don't currently have a GP, Healthline can help, including arranging a virtual GP consultation.

You can choose to speak with a Māori clinician (if you're calling 8am-8pm). The Healthline team are all committed to culturally safe practice and are there for you 24/7. If you are seriously unwell and need emergency care, please call 111.

Asian Family Services

Call 0800 862 342 to access help in eight languages, including Mandarin, Cantonese, Korean, Vietnamese, Thai, Japanese, Hindi, and English.

The helpline provides nationwide free and confidential counselling, public health education and support for all Asians in New Zealand. The helpline is available from Monday to Friday between 9am-8pm.



LOOKING AFTER YOUR MENTAL HEALTH AND WELLBEING

Allright.org.nz

It is normal to not feel right all the time. In challenging times, we can go through a range of emotions, and at our own pace.

These are difficult and challenging times. Everyone will respond differently: some may find it harder than others. So, it's important to look after your mental health, as well as your physical health.

To help you get through in the best possible way, we've come up with a few simple tips.

- Share a cuppa and a kōrero
- Remember the little things that make you feel good
- Stick to your routines if you can
- Rest. Time out helps
- Head outside, nature is good for us

Tough times affect each of us differently. Building these simple actions into our everyday lives can really help and can make a big difference to our friends and whānau.



SERVICE DIRECTORY

We're in this together and we are committed to making your stay as comfortable as possible. If you have a query or need assistance, please contact your Matching and Placement Coordinator. If you have feedback on the TAS service, please email TASFeedback@mbie.govt.nz

There are other places you can go for information:

What you're looking for	Who to contact and how
For information on what government support is available and where you can access help	www.civildefence.govt.nz
For information on your rights and obligations if you are the tenant or landlord of a rental property	0800 836 262 www.tenancy.govt.nz
For support with residential insurance claims	0508 624 327 www.nzcrs.govt.nz
For guidance and support on employment related concerns	0800 20 90 20 www.employment.govt.nz
For information on immigration-related matters	0508 558 855 www.immigration.govt.nz
For information on financial and other services	0800 559 009 www.msd.govt.nz
Schools and early childhood education centres (Ministry of Education)	0800 622 222 www.education.govt.nz
For information on support if you are experiencing family or sexual violence	<p>If you're in immediate danger call the Police on 111. If you're unable to talk, listen for the option to dial 55 – this will put you directly through to the Police.</p> <p>It's not OK Family Violence helpline 0800 456 450</p> <p>Safe to Talk national sexual harm helpline 0800 044 334</p> <p>Women's Refuge Call 0800 733 843 or www.womensrefuge.org.nz</p>
For legal advice and assistance	<p>Community Law Centres Community law centres offer free legal information and advice to people who cannot afford to see a lawyer. www.communitylaw.org.nz</p> <p>Citizens Advice Bureaus Free advice about just about anything — in your local area and in your own language.</p>

	<p>Email admin@cab.org.nz or calling 0800 367 222</p> <p>Youth Law Provides free legal services for all children and young people under 25. Call 0800 884 529</p>
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