

The overall aim of Sustaining Tenancies is to support individuals, families and whānau in private or public housing to retain their tenancy, address needs/concerns that are putting their tenancy at risk and prevent homelessness.

SUSTAINING TENANCIES TENANTS:

1. must provide **written consent to receive the Sustaining Tenancies** service
2. **are assessed as being on a pathway to homelessness and/or at immediate or serious risk of eviction** as a result of vulnerability or adverse life event (risk) factors
3. are **living in adequate housing and have a tenancy agreement** (as defined under the Residential Tenancies Act (1986)), including community housing and private rental tenants.

There are different levels of support available from tenants who need a low level of support to stay in their home to tenants with complex needs and experiencing multiple risk factors.

If a supported tenant loses their tenancy, the sustaining tenancy worker may be able to help support the individual, family or whānau to secure other permanent private or public accommodation. If this is not possible, then they will be navigated to Transitional Housing and/or engage with MSD for Emergency Housing if required.

GUIDELINES FOR REFERRER:

- For a referral to be considered the tenant must have given consent to service and signed the referral form. Completion of the referral form acknowledges that the referral has been discussed with the tenant and they have given informed consent.
- The referral form must be complete, including details of children and/or others living in the home, any risks and/or hazards on the property.
- Referral must include risk to staff going to property, e.g., Known drug use, needles, animals.
- Tenants must have a valid housing issue which could include rent arrears, property upkeep concerns, property damage, breach notices, complaints from neighbours, safety issues.
- Referrals that indicate other social issues, but not a housing component will be declined with a suggested alternative referral pathway (e.g. CSW, whānau ora, AOD services, DV services etc.)