

# Rental and Other Payments Policy (New Zealand)

## 1. Purpose

To define the ways in which rental and other payments will be managed.

## 2. Scope

This Policy applies to HOME in PLACE (New Zealand) Limited (HOME in PLACE NZ) and its directors, Governance Committee and Advisory members and Employees (or Workers) engaged to carry out business activities on behalf of HOME in PLACE.

All directors and workers of HOME in PLACE NZ have some control over the continued protection of our reputation, and it is critical to our continued success that we all conduct ourselves in accordance with this and other related policies.

## 3. Policy Statement

Tenants will be provided with a range of rental payment method options.

Tenants may have their rent directly deposited into a specific bank account provided by HOME in PLACE NZ or alternatively set up a WINZ redirection for rent and non-rent payments. HOME in PLACE NZ will provide at least one means for which the tenant does not incur a cost (other than bank fees or account fees usually payable for tenants' transactions) and that is reasonably available to the tenant.

### Procedure

At the beginning of a tenancy, the options for rent payments will be explained to the tenant. The tenant will be advised that rent is to be paid either weekly or fortnightly. Tenants will be informed that rent should be paid at least two (2) weeks in advance at all times.

Irrespective of which option is chosen for rent payment all tenants will be asked to pay the equivalent of two (2) weeks rent in advance on entering an agreement with HOME in PLACE NZ. An operations Manager may approve the acceptance of one (1) week's rent in advance.

Tenants will be able to make rental payments by direct deposit system and or WINZ redirections. The payment must be banked and recorded on the banking spread sheet and forwarded to finance each day along with a copy of the receipt.

Where tenants are also making non-rent payments, e.g. water usage, a separate deposit must be lodged to that of the rent payment. In circumstances where the tenant has consolidated rent and non-rent payments

in the one deposit, the total amount must be appropriated to the tenant's rental account. Such consolidated deposits may only be appropriated to a non-rent account where HOME in PLACE NZ is in a receipt of a clear, signed agreement by the tenant of such appropriation. Tenant statements will be issued and mailed to each tenant every six (6) months.

#### *Income- related rent subsidy (IRRS)*

Income-related rent is a government subsidised rent scheme for social housing tenants with low incomes. The rate of income-related rent is calculated based on a household's assessable income and their household type.

MSD is responsible for calculating the rate of income-related rent and HOME in PLACE NZ will be responsible for charging this rate as rent to the tenant.

If a tenant's calculated rate of income-related rent is a rate that is equal to or higher than the market rent rate, HOME in PLACE NZ must charge the market rent rate for the property, in which case no IRRS payment is received.

## 4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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