



Operational guidelines for providers of transitional housing

October 2026

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1. Purpose of the Transitional Housing Guidelines

These operational guidelines are for providers of transitional housing. They support you to deliver transitional housing and meet the requirements of your Services Agreement with The Ministry for Cities, Environment, Regions and Transport (MCERT).

These guidelines take effect on 1 October 2026, apply only to contracts renewed from that date, and replace all previous versions.

For contracts commencing before 1 October 2026, the previous version of the Operational Guidelines continues to apply until your contract is renewed.

In this document, "you" refers to you as a contracted provider of MCERT and "household" describes people residing in transitional housing. This is equivalent to the Ministry of Social Development (MSD) term "clients" or "applicant". "We", "us" and "our" refer to MCERT.

For the definition of relevant terms used in these guidelines, see Appendix 1.

2. Roles and responsibilities

As a contracted provider to MCERT, you are responsible for complying with and fulfilling your obligations under your Services Agreement and Relationship Agreement.

In the event of any inconsistency, conflict or ambiguity between the Services Agreement and these Operational Guidelines, the terms of the Services Agreement prevail. These guidelines support providers to meet their contractual obligations but do not replace or override the legal requirements set out in the Services Agreement or Relationship Agreement.

You must maintain a relationship with your Senior Advisor at MCERT and your Regional Manager at MSD.

Households are responsible for complying with and fulfilling their obligations under their Housing Agreement with you and any support service-related documentation they may sign.

Households are also responsible for notifying MSD of any changes in their circumstances that might affect the payments they receive from MSD, their housing register priority rating or their eligibility for social housing.

Government agency roles and responsibilities		
MSD	The Ministry for Cities, Environment, Regions and Transport	Kāinga Ora
- Assesses: - housing need - eligibility for transitional housing. - Refers clients to providers for placement. - Delivers welfare support for clients (for example, approves a security deposit for clients). - Manages welfare support payments on a client's behalf with providers, for example: - approves and pays security deposit claims - sets up redirections from a client's benefit for their transitional housing contribution.	- Funds providers. - Manages: - providers - provider contracts - payments - properties - reporting - performance. - Supports providers when issues arise. - Updates MSD on new provider supply. - Matches transitional housing supply to providers. - Funds motels and manages motel contracts.	- Sources transitional housing supply opportunities for providers - Kāinga Ora do not provide transitional housing support services.

3. Providing a transitional housing service

3.1. Vacancies and the Transitional Housing Vacancy Management Tool

Information about all approved transitional housing properties, including whether they are currently vacant, out of use or occupied, must be recorded in the Transitional Housing Vacancy Management Tool (THVM).

The THVM is operated and used by MSD to identify suitable vacant places for referral. Support MSD by updating the THVM as soon as possible.

You must update the THVM directly when a place becomes vacant, out of use or occupied, or when the makeup of the property changes (for example, additional beds). Follow the THVM provider user guide.

[THVM provider user guide](#)

[THVM Demo](#)

[THVM Provider FAQ](#)

When new properties need to be added or renamed, complete and send the relevant MSD form to TH_vacancy_management@msd.govt.nz.

When entering information into the THVM (for example, a new login, place change or other update), use the correct MSD form.

When your staff leave your organisation, you must cancel their access to the THVM within one Business Day of that person ceasing to be engaged by you.

Any THVM issues requiring direct communication with MSD (for example, sensitive household information that cannot be entered into the THVM) should be addressed with your MSD Regional Manager.

THVM data accuracy is a formal performance measure. Occupancy and exit data must be accurate and updated within three Business Days of any change in occupancy status.

3.2.Managing your property portfolio

Under your Services Agreement, your portfolio is defined by the portfolio specifications in your contract, rather than by a list of individual properties. Those specifications include the agreed geographic area, bedroom mix, contracted places, cohort requirements and applicable rent cap. You are responsible for managing your portfolio within those agreed parameters.

You do not need to obtain prior approval from MCERT before adding, removing or substituting an individual property, or before implementing a rent change for an individual property, provided the change remains within your agreed portfolio specifications. Instead, these are managed through a notification-only process.

When you add, remove or substitute a property, or when the rent for a property changes under a lease, you must notify MCERT within five Business Days using the Portfolio Change Notification template.

MCERT may reject a notified change within five Business Days if the property or rent change does not meet the requirements of the Services Agreement.

A formal contract variation is only required where you want to change the portfolio specifications themselves. This includes, for example, adding places in a new geographic area not covered by your contract or otherwise changing the agreed portfolio parameters.

You are responsible for managing rents with landlords within the applicable rent cap for your portfolio. The rent cap is set at town or suburb level and represents the maximum weekly rent MCERT will fund for each property type in each location without further approval.

For each individual property, the Rent declared to MCERT must not increase by more than 5% in any 12-month period, calculated from the date the previous rent took effect for that property. This limit applies even where the resulting rent would remain within the applicable rent cap.

If market conditions mean you cannot secure a suitable property within the rent cap for a particular location or property type, you may apply to MCERT for an exemption or a contract variation.

You must continue to keep the THVM accurate and up to date as properties become ready for use, occupied, vacant or out of use, and as relevant property details change.

3.3. Referrals to Your Service

MSD is the primary source of referrals to your transitional housing service. The THVM is designed to manage these referrals efficiently. Other referral sources include third-party agencies and self-referrals where households approach your service directly.

No more than 20% of Households in the provider's portfolio at any time may have been identified by the provider rather than referred by MSD, unless MCERT has given prior written approval.

Assessment process for MSD referrals

Contact the referred household and assess their suitability within two business days of making successful contact.

Assess whether the household composition is suitable for the available property and your service as set out in your Services Agreement.

Confirm the household is willing to commit to seeking alternative adequate accommodation and demonstrate they are taking reasonable steps to find housing, appropriate to their circumstances.

Update the record in the THVM with your decision within one business day of completing your assessment.

Valid reasons for declining MSD referrals

You must have a valid reason to decline an MSD referral. These include:

- safety concerns for staff, other households or other individuals associated with your service;
- domestic violence concerns;
- criminal convictions;
- drug and alcohol issues;
- gang affiliations;
- mental health concerns;
- unsuitable family size; or
- unsuitable location.

When declining a referral, you must select the specific reasons in the THVM and provide additional explanation if needed. Households declined by your service should be referred back to MSD for assistance with other housing services.

Managing referrals in the THVM

- Log on regularly to view current referrals.
- Complete your assessment within two business days of contact and update the THVM within one business day of your decision.
- To decline a referral, use the "cancel referral" function, select "declined" as the reason and choose the specific reasons from the options provided.

Third-party and self-referrals

Third-party and self-referrals may only be accepted where there is no MSD referral in the THVM available for placement on the day the referral is made. MSD referrals remain the primary source of referrals and must be prioritised.

For households who are third-party referred or who self-refer, you must complete a provider-led assessment and be satisfied that the household:

- has an immediate housing need, meaning they do not have an adequate place to stay that night or within the next seven days;
- meets the applicable residency requirements;
 - [Residence criteria](http://workandincome.govt.nz) (workandincome.govt.nz)
- meets the applicable income and cash asset limits, unless exceptional circumstances apply;

- [Income limits \(current\)](https://workandincome.govt.nz) (workandincome.govt.nz)
- [Exceptional circumstances for income and cash asset limits](https://workandincome.govt.nz) (workandincome.govt.nz)
- [Cash asset limit](https://workandincome.govt.nz) (workandincome.govt.nz)
- [Types of cash assets](https://workandincome.govt.nz) (workandincome.govt.nz)
- and has a main applicant who is aged 18 years or over, or aged 16 or 17 and financially independent
 - [Youth payment](https://workandincome.govt.nz) (workandincome.govt.nz).

You must maintain evidence of the assessment process and record the placement appropriately in the THVM using the provider-assessed or non-MSD placement functions.

Note: The residency and age criteria considers all household members, including adults and children. If anyone in the household holds a community services card (for example, a child who qualifies by receiving the child disability allowance), the household will have automatic entitlement.

Additional information can be found on the Work and Income website.

[Immediate emergency housing need – map](https://workandincome.govt.nz) (workandincome.govt.nz)

3.4. At the Start of a Stay

When a household enters your transitional housing service, explain their responsibilities so they understand what is required during their stay. Arrange for the household to complete the following documents:

- Housing Agreement: see Appendix 2 for content requirements.
- Housing privacy consent form: this form authorises the sharing of household information between MSD, accommodation providers, housing support services and relevant government agencies. Submit this form in the THVM.
- Providers must comply with the Privacy Act 2020 when collecting, storing, using and sharing household information throughout the intake process. Information Privacy Principle 3A (IPP3A) requires that you clearly inform households, at the time of collection, of the purpose for which their information is being gathered and how it may be shared.

MSD will notify you via the THVM that the forms have been accepted and will determine the household's eligibility for assistance.

[Housing privacy consent form](#)

Household contribution for transitional housing services

Households must contribute the Household Contribution Rate (as published by MCERT on its website from time to time) of their total income toward accommodation costs, up to a maximum of the applicable market rent for the property. MCERT updates the published Household Contribution Rate with effect from 1 April each year. You must apply the rate published on the MCERT website at the time of calculation. The current Household Contribution Rate, the resulting contribution amounts for beneficiaries, and the Notional Household Contribution rates are published separately in the Contribution Amounts for Beneficiaries document, available on the MCERT website. That document is updated annually with effect from 1 April.

The contribution will be:

- calculated by the provider in accordance with these operational guidelines;
- recalculated if the household experiences a change in circumstances; and
- reduced in exceptional circumstances, at the provider's discretion.

When calculating contributions, child support (from Inland Revenue or private arrangements) is treated as income.

Households must self-declare child support income to providers; MSD cannot share this information due to privacy restrictions.

Instructions for calculating contributions are shown in Appendix 3. Worked examples using current rates and the contribution amounts table are in the Contribution Amounts for Beneficiaries document.

Utilities and additional charges

The provider must:

- maintain a clear policy on charging for utilities (electricity, gas, water, telephone, internet);
- communicate the policy to households and reference it in the Housing Agreement;
- explain any additional charges for services like telephone, internet or laundry use; and
- not charge fees to cover property rates, insurance premiums, body corporate levies or gas bottle hire.

4. Supporting a Transitional Housing Stay

You are expected to meet the responsibilities, standards and expectations set out in your Services Agreement with us and your Housing Agreement with the household.

4.1. Housing Agreements

The Residential Tenancies Act does not apply to transitional housing. Instead of a tenancy agreement, you must have a Housing Agreement with each household in your service, which complies with the requirements of your Services Agreement.

Housing Agreements must be signed within five Business Days of the household entering the service.

You can use our example Housing Agreement to develop an agreement suitable for your service and households.

[Example Housing Agreement](#)

Any programme or site-specific rules that you put in place must be able to be justified in accordance with the criteria set out in your Services Agreement.

4.2. Transition Plans

While a household is in your service, you must work with them to develop an Individual Transition Plan to help them and the members of their household to:

- find and secure appropriate sustainable housing;
- transition into and maintain sustainable housing; and
- access appropriate support services to address any health, social, employment and financial needs.

Individual Transition Plans must be developed within four weeks of a household entering your service. Each plan should:

- be tailored to the household's needs and circumstances;
- include clear, achievable actions with timeframes;
- identify barriers to sustainable housing and strategies to address them;
- specify the support services needed and how they will be accessed; and
- set measurable housing goals with defined steps.

Every household that has been in transitional housing for more than 150 continuous days must have its Individual Transition Plan revisited and updated.

A properly developed Transition Plan should include the following key components.

Household assessment

- Current housing situation and immediate needs
- Income and employment status
- Support needs (health, social, financial)
- Housing history and barriers

Housing goals

- Short-term accommodation plan
- Long-term housing preferences and requirements
- Affordability parameters

Action plan

- Specific tasks for the household
- Specific tasks for the provider
- Timeline for completion
- Required external agency referrals

Progress monitoring

- Regular review dates
- Success indicators
- Contingency plans

4.3.Safety and Wellbeing

Health and safety framework

Providers must have a health and safety framework that is compliant with all aspects of the Health and Safety at Work Act 2015.

[Health and Safety at Work Act 2015](https://www.legislation.govt.nz) ([legislation.govt.nz](https://www.legislation.govt.nz))

For transitional housing, this means identifying and understanding what health and safety risks may arise from the delivery of your service, and who those risks can affect (such as

staff, contractors, agents, households and on-site visitors). It then involves doing what is reasonable and practicable to eliminate or minimise those risks. This includes, but is not limited to:

- making accommodation safe, warm and dry;
- addressing antisocial behaviours before they escalate;
- police vetting for existing and new personnel;
- risk identification, prevention and management; or
- incident reporting and investigation processes.

Reporting requirements

Class 2 (high or extreme) incidents

You must notify MCERT as soon as practicable, and no later than two Business Days after becoming aware of any Class 2 (high or extreme) incident or event.

Class 2 incidents include, but are not limited to:

- death;
- serious harm or potential serious harm to households, staff, contractors, visitors or other persons;
- significant violence or significant threats of violence;
- staff misconduct that poses a risk to household safety or wellbeing;
- incidents requiring attendance by Police, Ambulance, Fire and Emergency New Zealand, WorkSafe, the Coroner, or any other regulator;
- incidents that may attract media attention, ministerial interest, or significant public concern; or
- any other incident that presents a significant operational, safety or reputational risk to the Transitional Housing Programme.

Deaths

All deaths connected to a transitional housing service must be assessed to determine whether notification to MCERT is required.

Notification is required where:

- the circumstances are suspicious, sudden, unexplained or unexpected;
- Police, the Coroner, WorkSafe or another regulator becomes involved;
- there is, or may be, a connection between the death and the accommodation, service delivery, or any act or omission of the Provider;

- there is actual or potential media, ministerial or public interest; or
- the death presents a significant operational, safety or reputational risk.

Determining Whether an Incident is Reportable

Incidents that occur within a transitional housing property, communal area, provider office, or other provider-managed location must be assessed for reporting.

Examples include:

- A household member is seriously injured at the property.
- Police attend an assault involving household members.
- Fire and Emergency New Zealand attend a fire or evacuation.
- Emergency services attend the property following a serious incident.

Incidents that occur away from a provider-managed location generally do not require notification where they are unrelated to the accommodation, service delivery, health and safety risks, or any act or omission of the Provider.

Incidents occurring away from the property must be reported where they have a direct connection to the service, household wellbeing, safety, or the Transitional Housing Programme. Examples include:

- events leading to the incident occurred at the property;
- a staff member was involved in the incident or was actively supporting the household member at the time;
- a household member returns to the property following an incident and emergency services subsequently attend the property;
- a household member is seriously injured during a provider-organised activity; or
- an incident may attract media, ministerial or public interest.

Class 1 (low or moderate) incidents

- These incidents should be recorded internally.
- Summary information about class 1 incidents should be included in your regular provider reports during relationship meetings.
- This should include the number of incidents by type and any emerging trends.

How to report incidents

Providers must submit an incident report using the template in Appendix 4 and send it to **incidents@hud.govt.nz**.

The report should include:

- what happened;
- the date and time;
- the location;
- who was involved, without including unnecessary personal information;
- any emergency service or regulatory involvement;
- immediate actions taken;
- the current status of the incident; and
- planned follow-up actions.

Important considerations:

- do not include incident details in the body of an email;
- do not include unnecessary personal information;
- contact emergency services immediately where there is an immediate threat to life or safety;
- check whether WorkSafe notification requirements apply;
- provide notification to MCERT as soon as practicable and within two Business Days of becoming aware of the incident; and
- if you are uncertain whether an incident meets the reporting threshold, contact MCERT for guidance.
- Notify WorkSafe (worksafe.govt.nz).

Child protection policy requirements

If you provide children's services in accordance with the Children's Act 2014 (including where MSD gives notice that in the opinion of the Chief Executive you are providing children's services), you must:

- as soon as practicable, adopt a child protection policy that complies with section 19 of the Children's Act 2014;
- review your policy in accordance with section 16(a)(iii) of the Children's Act 2014;
- make a copy of your child protection policy available to MSD, including any updates; and
- implement your child protection policy.

As a provider receiving funding from us, you must:

- Adopt a child protection policy that applies to the children's services your organisation provides, contains provisions for identifying and reporting child abuse and neglect in accordance with section 15 of the Oranga Tamariki Act 1989, and outlines clear processes for staff to follow when concerns arise.
- Make your policy accessible by publishing it on your organisation's website and making it available to staff, volunteers and families using your service.
- Regularly review your policy at least once every three years and as needed to reflect changes in legislation or best practice.
- Document how your organisation has implemented the policy and include this information in your regular reporting to us.

Your child protection policy does not create legal rules or rights enforceable in court, limit how statutory powers must be exercised, or affects the interpretation of any legislation. However, having a robust policy is a contractual requirement and an essential part of creating a safe environment for the children and families you serve.

Family violence and child protection guidelines

Family violence involves a range of controlling behaviours including physical, sexual, psychological or economic abuse. It can affect anyone regardless of gender, age, ethnicity or socioeconomic status. In transitional housing settings, providers play a critical role in identifying and responding to family violence concerns.

- Prioritise immediate safety. If there is an immediate safety risk, phone the Police on 111.
- Contact Oranga Tamariki on 0508 326 459 or email contact@ot.govt.nz if you have concerns about child abuse, neglect or exposure to family violence.
- Follow your organisation's child protection policy.

Support services and referral pathways:

- [Are You OK](#) website.
- [Help for family violence](https://police.govt.nz/help-for-family-violence) (police.govt.nz).
- [Family Violence Intervention Programme](https://workandincome.govt.nz/family-violence-intervention-programme) (workandincome.govt.nz).

Prevention strategies:

- Display information about family violence support services in common areas.
- Include information about support services in welcome packs.
- Create opportunities for safe disclosure through regular check-ins with households.

4.4.Complaints and Disputes

We will work with you to resolve any complaints about you or your transitional housing service. In some cases, the complaint may be shared with Te Kāhui Kāhu, MSD, the Community Housing Regulatory Authority or other relevant government agencies.

Where a complaint or dispute arises between you and a household in your service, this must be managed to resolution through your internal dispute resolution process. The Independent Dispute Resolution Service should only be used as an escalation option if your internal process does not resolve the issue.

Independent Dispute Resolution Service

The Independent Dispute Resolution (IDR) Service provides specialised resolution for disputes between households and providers where the provider's internal complaints handling process has not delivered a mutually acceptable solution.

The IDR Service can consider complaints about:

- alleged breaches of a Housing Agreement; and
- the validity of terms in a Housing Agreement when compared to the provider's Services Agreement.

To be eligible for consideration, complaints must:

- be made by a party to a Housing Agreement;
- relate to actions or inactions that occurred during the term of the Housing Agreement and after 1 December 2023;
- have first gone through the provider's dispute resolution process; and
- be lodged within 15 business days of the conclusion of the provider's complaint resolution process (extensions may be granted in exceptional circumstances).

The IDR Service cannot consider complaints about security deposits, household contributions, complaints that have no reasonable prospect of success, frivolous or vexatious complaints, or test cases (an actual instance of the issue must have occurred).

Supporting documents:

- [Scope of the IDR service.](#)
- [Frequently asked questions about the IDR service.](#)
- [Factsheet: support for whānau and transitional housing providers when disputes arise.](#)

How to access the service:

To escalate a dispute, a household or provider can contact Fair Way.

- Email: housing@fairwayresolution.com

- Online: [fill out the webform](https://fairwayresolution.com) (fairwayresolution.com)
- Freephone: 0800 77 44 08

4.5.Damage

When a household member or visitor causes damage to a property, there are funding sources available to cover the cost of remediation, outlined below.

Insurance

Insurance requirements are outlined in your Services Agreement. You are required to hold insurance which has both housing and service components. At a minimum, you should consider holding (but not limited to) public liability, material damage, directors' and officers', business interruption and vehicle, asset and property insurance (for those owned by the provider).

In the first instance, when damage has occurred and the household agrees they are responsible, you should make a claim through the security deposit claim process. Where the amount exceeds the security deposit, you should make an insurance claim. If neither option covers the damage, you can make a Maintenance claim from us through your Services Agreement.

Security deposit

A security deposit safeguards you in the event of losses or damage caused by the household, guests or visitors. If the household has been granted a security deposit by MSD, the amount can be claimed, if required, during or at the end of the household's stay, provided the household agrees. It cannot be used for any other purpose.

You can make a claim against the security deposit only if the forms were completed and submitted on the THVM at the beginning of the household's stay. This includes identifying the amount of the security deposit in the "comments" field in the THVM when making a placement (see Appendix 6).

For contracts from 1 October 2026: Where you have not secured a security deposit for a Household - whether by not lodging the application with MSD within the required timeframe or by not obtaining a deposit directly - MCERT will reduce any Maintenance claim relating to damage caused by that Household by the expected deposit amount.

MSD must approve security deposit grant amount

MSD will decide whether to approve the security deposit, generally before the household starts its stay. Before doing so, MSD must be satisfied that the amount of security deposit required by you is reasonable.

Security deposit must be a reasonable amount (Work and Income)

You must advise MSD through the THVM of the security deposit amount agreed with the household. This is done in the comments section when making a placement. If the required security deposit exceeds the maximum amount in MSD's guidelines, you must provide reasons. For a screenshot, see Appendix 6.

Claiming for loss or damage under the security deposit

If a household member or visitor has caused loss or damage, you must discuss it with them. A household is responsible for the damage of a visitor. If the household member agrees there has been damage, you must complete a security deposit claim form and submit it to a local Work and Income office, along with an invoice for MSD to pay.

Work and Income has more information on the security deposit on their website.

If the household fails to formally "check out" of the property, you are not required to discuss the costs of any damage with the household. You can submit the declaration and invoice in person at the local Work and Income office or upload it through the THVM.

You must lodge a claim with MSD within three months of the household's exit.

[Security deposits](https://workandincome.govt.nz) (workandincome.govt.nz)

[Security deposit claim form](#)

Costs covered by the security deposit

The security deposit can cover actual and reasonable costs such as, but not limited to, any breakage or damage caused by the household (or their visitors) to the property, whether intentional or accidental, such as damage to walls, doors, curtains or furnishings. This does not include deterioration from general wear and tears, which is usually a property owner's responsibility.

You must check for any loss or damage against photographs taken when the transitional housing service started and discuss these with the household before they leave the property.

If there are losses from failure of the household member to meet their obligations under the Housing Agreement, the security deposit can cover these too. Examples include:

- cost of replacement of items (furnishings or fittings) that the household has removed from the property
- excessive cleaning charges from the property being left in an unacceptable state (over and above normal cleaning)
- household contribution arrears (unpaid accommodation costs)
- insurance excess for a claim for damages or loss
- cost of replacement property keys.

If MSD pays any of the security deposit on the household's behalf and the household does not agree with the amount charged, this is a dispute between you and the household, not MSD. The IDR Service cannot be used to resolve disputes about the security deposit or household contributions.

The security deposit cannot be used to cover:

- telephone, internet or pay-television charges;
- mini bar;
- laundry charges;
- meal charges;
- storage of additional goods (for example, car parts, recreational equipment);
- car parking;
- power charges;
- methamphetamine testing; or
- water charges.

Costs you cannot invoice MSD for under the security deposit include:

- more than the agreed amount of the security deposit;
- loss or damage identified after a household has moved out if you inspected the property with them before they left;
- cost of loss or damage where the household disagrees with the amount or responsibility;
- damage or loss older than three months;
- costs that are not actual and reasonable; or
- costs for fair wear and tear.

Where a security deposit does not cover damage costs, you may be able to request Maintenance costs from us. You cannot claim unpaid household contributions from Maintenance costs.

4.6.Maintenance Claims

For contracts from 1 October 2026: Maintenance claims below \$1,500 (GST exclusive) are not accepted. Costs below this threshold are managed within the Property Operating Cost. The following process applies to claims of \$1,500 or more.

If the security deposit is insufficient to cover damages, you may be able to claim Maintenance costs from us.

For claims between \$1,500 and \$3,000 (GST exclusive):

- provide a brief statement of the incident;
- confirm the security deposit was accessed or attempted;

- include photos of the damage and photos taken when the household moved in to show the condition before damage;
- provide verification of costs (invoice or quote); and
- submit a valid tax invoice to us.

For claims over \$3,000 (GST exclusive):

- get pre-approval from us before work begins;
- provide a brief statement of the incident;
- confirm the security deposit was accessed or attempted;
- submit two quotes from different suppliers;
- include photos of the damage and photos taken when the household moved in;
- indicate your preferred supplier; and
- after approval and work completion, submit the invoice and tax invoice.

Important notes:

- Photos showing the property's condition at the start of the tenancy are mandatory for all claims.
- Invoices for Maintenance must be received by MCERT within three months of the damage or loss occurring. Where you have lodged a claim against the Household's security deposit with MSD, the three-month period commences from the date you receive MSD's decision on that claim. MCERT has no liability beyond the applicable period unless approved as prior expenditure.

4.7.Methamphetamine Testing and Decontamination

The Residential Tenancies Act 1986 does not apply to transitional housing, however the Services Agreement adopts the same thresholds and standards as the Residential Tenancies (Managing Methamphetamine Contamination) Regulations 2026.

Contamination thresholds

There are two thresholds:

- Above 15µg/100cm²: the property is contaminated and must be decontaminated.
- Above 30µg/100cm²: the property is uninhabitable and the household must be relocated immediately.

Contamination is assessed room by room. Decontamination will only be approved for rooms or areas with readings above 15µg/100cm². Remediation for rooms or areas with readings at or below this threshold, will not be approved as part of a methamphetamine claim.

Funding

Routine screening and testing costs are managed within the Property Operating Cost. Maintenance claims for detailed testing and decontamination may only be submitted where contamination levels exceed 15µg/100cm², subject to the standard Maintenance claim requirements in your Services Agreement.

Independence of testing and decontamination

Methamphetamine testing and decontamination must not be carried out by the same company or organisation unless MCERT provides written approval before the work begins. Any request for approval must include a valid rationale for using the same provider for both services.

Submitting a decontamination claim

To submit a methamphetamine decontamination claim, complete the Methamphetamine Decontamination Request Form (Appendix 7) and include the following:

- laboratory test results for each room or area tested;
- a detailed assessment report identifying rooms or areas above 15µg/100cm²;
- invoices or estimates for testing and decontamination;
- the total cost for testing and decontamination;
- evidence that an insurance claim has been lodged, or an explanation of why insurance does not apply;
- evidence of regular property inspections; and
- next steps for the household, including any temporary relocation arrangements.

To improve efficiency and avoid delays, providers should submit a single claim per contamination event that includes all costs related to the testing and decontamination. Where possible, MCERT will process the claim as a single approval. Claims submitted in parts may experience delays or may not be accepted where an earlier claim for the same event has already been approved.

5. Ending a Transitional Housing Stay

You must update the THVM when a household leaves your accommodation service. This allows MSD to stop the redirection of any benefit from the appropriate date.

The following information is useful for the update:

- the date the household left the service;
- the reason why they left;
- what type of accommodation the household has found (if known); and
- the new address of the household (if known).

Where possible you should conduct an exit interview with the household.

Once the household has exited the property it will automatically become vacant in the THVM and will be available for new referrals.

If the property is not available for a new household, you need to update the status of the property to "out of use" and provide the reason.

When the property becomes available, you need to update the property by marking it "for use".

Properties needing cleaning only must be made available for the next Household within five Business Days. Properties needing remediation work must be made available within 20 Business Days (or such longer period as MCERT approves).

5.1. Transitioning Households from Your Service

Households should be encouraged, where possible, to move into accommodation that is considered, or will lead to, longer-term sustainable private accommodation (rental, boarding or home ownership).

In your work with the household (and MSD) you may be able to identify if the household needs products and services to help sustain private accommodation, for example, financial and household support. You may not sell or provide provider-owned furniture from your service to the household.

There are a range of products and services that can support households into private accommodation. These include support for moving house (for example, bond and relocation) and for ongoing housing costs (for example, repairs, maintenance, keeping the home warm).

[Moving house](https://workandincome.govt.nz/moving-house) (workandincome.govt.nz)

[Housing costs](https://workandincome.govt.nz/housing-costs) (workandincome.govt.nz)

[Changes to housing support](https://workandincome.govt.nz/changes-to-housing-support) (workandincome.govt.nz)

5.2. Post-Exit Support Services

When a household moves out of transitional housing, you must offer continued Support and Social Services for a further 12 weeks following their departure. This support is designed to help households successfully maintain their new housing arrangements.

You must:

- offer continued Support and Social Services to all households leaving your transitional housing;
- meet with the household regularly during the 12-week period after they leave;
- focus on identifying and addressing issues that might threaten the sustainability of their new housing situation; and
- tailor support to each household's specific needs in their new housing environment.

The household can accept or decline this support. If accepted, your support should be proactive in helping them adjust to their new circumstances for a smooth transition.

Transitioning a household into social housing

For some households, it may be appropriate to transition into social housing. In these cases, you must support them to apply and be assessed.

If they are already on the housing register, you must make sure their application is up to date. If you are the appointed agent for the household, or the household has completed the housing privacy consent form, you can contact MSD to update their circumstances.

[Housing privacy consent form](#)

5.3. Early Exits

Security of tenure is important for households. Any early exits¹ that you initiate should only happen where necessary and as a last resort.

Before early exiting a household, assess whether alternative options could improve the situation:

- Assign a different social worker or navigator, for example, where a household ceases engagement with their current support worker.
- Connect the household with support that helps address complex needs (for example, addiction or mental health services).

¹ When a household has moved to alternative housing, the household or a household member has died, the property has been abandoned or there has been a breach or breaches of the housing agreement.

- Transfer the household to another property in your stock, for example, where the household's behaviour is related to their environment.
- Transfer the household to another provider within your network who can better meet their needs.
- Explore all other internal solutions.

If no alternatives are suitable and an early exit is necessary, you must inform your Senior Advisor at MCERT and MSD Regional Manager where possible before issuing the exit notice. You must also confirm that you have thoroughly considered the steps above before making your decision.

Unless there are exceptional circumstances such as immediate safety concerns, you must exit households as close to 10am as possible and must not exit households on weekends or public holidays, so the household has time to engage with MSD.

6. Administrative Information and Requirements

This section outlines administrative systems and requirements for providers around information management, privacy, monitoring, reporting and business continuity.

6.1. Managing Household Information

You must comply with the Privacy Act 2020 when collecting, sharing, storing, using and disclosing household information.

Personal Information relating to Households may only be exchanged between MCERT, MSD and Providers through the THVM, ShareFile, or any other system approved for transitional housing purposes and in accordance with the applicable privacy and security requirements for those systems. Personal Information must not be disclosed or transmitted by any other method, including email, post, courier or in person, except where:

- it is necessary to disclose Personal Information by telephone, in which case reasonable steps must be taken to verify the identity and authority of the person receiving the information before any disclosure is made;
- these Operational Guidelines expressly provide otherwise; or
- MCERT expressly agrees otherwise in writing.

Privacy breaches

A privacy breach occurs when personal information is lost, accessed, used, modified or disclosed without authorisation, or accidentally destroyed. This includes breaches of information held by third parties on your behalf.

Legal obligations

If a privacy breach causes, or is likely to cause, serious harm to any individual, you must notify the individual and the Office of the Privacy Commissioner as soon as practicable. A privacy breach notification form is available on the Office of the Privacy Commissioner's website.

Reporting requirements

You must report all privacy breaches to your Senior Advisor at MCERT as soon as practicable.

Correcting inaccurate household information

If a household believes information held about them is inaccurate, they can request a correction. You must correct the information or, if you decide not to, attach a statement of the correction sought.

Providing household information

If a household requests access to information held about them, you must provide it unless there is a valid reason under the Privacy Act 2020 to withhold it.

Storage and security of household information

If you need to store a household's personal information, including information provided by MSD, you must safeguard the information against loss, unauthorised access, use, modification or disclosure and other misuse.

Electronic storage

All electronic systems used to store, process or transmit Personal Information relating to Households must comply with the NZISM. Providers must:

- assign each user an individual account with unique login credentials. Shared or generic accounts must not be used;
- ensure all passwords meet the standards specified in the current version of the NZISM;
- prohibit users from sharing passwords or login credentials; and

- remove a user's access to the THVM, shared file platforms and all other systems holding Personal Information within one Business Day of the user ceasing to be engaged by the Provider.

Physical storage

Hard copies of household information must be stored securely in a lockable cabinet or room with controlled access.

Disposing of information

Hard copies must be disposed of in a secure destruction or shredding bin (not a regular bin) or through a document destruction agency. Electronic documents must be deleted permanently.

6.2. Protecting Household Privacy

The referral you receive in the THVM will show whether household members referred by MSD have given consent to share their information. You will not receive a referral if the household has not given their consent.

In the case of a self-referral or third-party referral, households should complete the housing privacy consent form. MSD will not disclose any information to you until the household has completed and signed a housing privacy consent form.

Once signed by the household, the forms should be sent to MSD via THVM.

[Housing privacy consent form](#)

Disclosure of personal information to The Ministry for Cities, Environment, Regions and Transport

You must include the following statement in your existing privacy statements, consent forms, or application forms:

“As part of delivering housing and support services, we may be required to disclose some personal information about you to the Ministry of Social Development (MSD). The personal information we disclose to MSD may include your name, gender, date of birth, ethnicity, number of dependents and information about your use of services.

MSD may provide your personal information to the Ministry for Cities, Regions, Environment and Transport (MCERT) for monitoring and evaluation purposes. MCERT's Housing Services Privacy Statement is available on Privacy - Ministry for Cities, Environment, Regions and Transport (formerly Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development). [Privacy statement – housing services](#)

You have the right to ask for a copy of any personal information MCERT holds about you, and to ask for it to be corrected if you think it is wrong, by contacting ProviderEnquiries@hud.govt.nz ".

6.3.Conflict of interest

A conflict of interest arises where a provider's personal, financial, professional or organisational interests, or those of its officers, employees, agents, contractors or sub-contractors, could conflict with its obligations as a provider of transitional housing services and could compromise, or reasonably be perceived as compromising, independence, objectivity or impartiality. Conflicts of interest may be actual, potential or perceived.

As a provider, you must take proactive steps to identify, avoid and manage conflicts of interest in the delivery of your service. This includes conflicts relating to:

- decisions about referrals, placements, exits or transfers;
- relationships between staff and households;
- relationships with landlords, contractors or sub-contractors;
- access to or use of household personal information; and
- any financial or personal interest that could affect impartial decision-making.

You must notify MCERT as soon as practicable of any actual, potential or perceived conflict of interest that may affect the delivery of the services. Where a conflict is identified, you must work with MCERT to agree how the conflict will be managed, reduced or removed, and keep a written record of the agreed approach.

Your organisation must maintain internal processes for identifying and managing conflicts of interest as they arise. These processes should include appropriate declarations, assessment of the conflict, escalation where required, records of actions taken, and review of any access to household information where relevant.

Managing conflicts of interest appropriately helps ensure that household information is used properly, decisions remain impartial, and confidence in the integrity of the service is maintained.

6.4.Reporting and Monitoring

MCERT monitoring is conducted quarterly with a standardised scope covering portfolio performance, utilisation, housing outcomes, Transition Plan compliance, THVM accuracy, and household feedback.

Other monitoring requirements

Consistent monitoring of the household's contributions is required so they do not fall behind with their payments. Providers are expected to work closely with households to prevent this happening. For example, after two consecutive weeks of unpaid contributions, you should contact MSD for help to support the household.

6.5. Business Continuity

Business continuity plans must be in place for exchanging information when business-as-usual processes are unavailable.

Provider business continuity plan

You must have a current business continuity plan that clearly details your capacity and capability to deliver services when your IT system is unavailable, or in the event of an emergency.

Your plan should include:

- resource gaps and plans to cover these;
- any support you require to cover the period of emergency management;
- agreement on who will contact households and how they will contact them; and
- agreement on how your households will be managed through a delay or emergency.

THVM business continuity plan

If the THVM is unavailable, the exchange of household information will occur via an encrypted flash drive, referred to as the iron key process, described in Appendix 5.

MCERT or MSD will notify you if you need to use this process.

Appendix 1: Definitions

The table below outlines the commonly used terms and their definitions used throughout these guidelines.

Term	Definition
Agent	A nominated person or organisation that can act on behalf of an MSD client.
Assessment	Assessment of eligibility and suitability to enter a service supplied by a provider.
Beneficiary	A recipient of a main benefit, New Zealand Superannuation (NZ Super) or veteran's pension – excludes student allowance.
Change in circumstance	Change to a person's financial or family situation that may affect their application for social housing; their entitlement to financial assistance from MSD or their contribution (including people that are not MSD clients).
Contracted provider	A transitional housing provider who is contracted by The Ministry for Cities, Environment, Regions and Transport to provide services for people who need immediate housing.
Contribution for transitional housing services	The Household Contribution Rate of a client's net income paid on a weekly basis as a contribution to receiving transitional housing services. The current rate and resulting contribution amounts are set out in the Contribution Amounts for Beneficiaries document.
Household	People who stay in transitional housing.
Household Contribution Rate	The percentage of a client's net income used to calculate their contribution to transitional housing costs, as published by The Ministry for Cities, Environment, Regions and Transport on its website from time to time. The rate is updated with effect from 1 April each year. The current rate is set out in the Contribution Amounts for Beneficiaries document.

Housing manager	The liaison between providers and MSD who deals with client administration.
Iron key	Is a secure portable USB flash drive to collect and exchange information between MSD and contracted providers. This applies only when MSD's business continuity plan has been activated.
Longer-term housing	An accommodation solution which is longer than three months and is sustainable for the client. It may include alternative housing (for example, rental, flatting or boarding in private market, home ownership) or social housing.
Maintenance costs	Funds that can be applied for (to The Ministry for Cities, Environment, Regions and Transport) by the provider as a last resort for damages (that cannot be met by other means). Further details are in the services agreement.
Non-beneficiary	A person not receiving a main benefit, NZ Super or veteran's pension but who may be receiving ongoing financial support (for example, student allowance, childcare assistance etc).
Portfolio Change Notification	The template notification issued by The Ministry for Cities, Environment, Regions and Transport from time to time for the purpose of notifying changes to your portfolio.
Provider	Housing provider who has signed a service agreement with The Ministry for Cities, Environment, Regions and Transport.
Redirection of benefit	Where part of a client's benefit is paid directly to an organisation, or to a provider for a client contribution.
Referral	A client referred to a contracted provider for assistance with a housing need.
Security Deposit grant	A conditional payment approved by MSD to help individual and families access emergency or transitional housing. MSD can pay the security deposit grant to the provider for loss or damage caused either by the individual or a member of their whānau during their stay.

ShareFile	The secure portal used for transfer of client information between the MSD, The Ministry for Cities, Environment, Regions and Transport and providers.
Short-term housing	Temporary accommodation that provides a stable place for the individual or family with an immediate housing need to stay while their needs can be understood and addressed and until a longer-term accommodation solution can be found. Tailored support services can also be provided to eligible individuals and whānau.
Temporary housing vacancy management tool	A database that allows MSD frontline staff to search for vacant contracted places with providers that are available to address a client's housing need.
Transitional housing	Transitional housing (including contracted motels) provides warm, dry, short-term accommodation for people and families who don't have anywhere to live. This includes support services which are tailored to the household's needs.
Vacant contracted place	A vacant contracted place can be for an individual or whānau. A vacant contracted place for an individual will only require one bed, while a place for whānau will obviously need more than one bed.

Appendix 2: Content Requirements for Housing Agreements

Each Housing Agreement must, at a minimum, cover the following matters in a manner consistent with the provider's Services Agreement with us.

1. General

- Full name and contact details (including a mobile telephone number and email address, if any) of the provider and the household.
- The housing address.
- Date of the Housing Agreement, and if different, the date the household started using the housing.
- Provider's address for service.
- Household's address for service.
- Date on which the household's stay will end unless the Housing Agreement is renewed (being the later of 12 weeks from the date of the Housing Agreement or 12 weeks from the date of the last renewal) or an early exit occurs.
- Maximum number of occupants.
- Whether any signatory to the Housing Agreement is under the age of 18.
- How much the household will contribute per week, the timing and frequency of the payment, and whether it is via direct payment or via the redirection of a Work and Income benefit from MSD.
- Provider and household's bank account details (if relevant).
- A note that the household's contribution may change if the household has a change in circumstances.
- The household's responsibility (if any) for utility charges.
- Reference to the relevant security deposit for the housing.
- A list of all chattels in the housing (for example, furniture, whiteware, appliances, kitchen utensils, cookware and lightbulbs).
- Photos, agreed by the household, of the condition of the housing at the start of the household's stay.
- A statement requiring all parties to take reasonable steps to reduce the damage or harm caused in the event of a breach.

- A statement that any changes are to be recorded in writing and signed by the provider and the household.
- A statement that the provider (and their staff and contractors) and the household will treat each other with respect.

2. Household responsibilities

Details of the household's responsibilities to:

- pay the household contribution on time;
- keep the housing reasonably clean and tidy, and in a condition that does not create a health and safety hazard;
- not interfere with the reasonable peace, comfort or privacy of neighbours;
- only use the housing for residential and lawful purposes;
- pay all bills for utilities on time;
- not damage or permit damage to the housing and inform the provider of any damage - and similarly for contamination;
- pay to repair any damage caused by the household or any visitor, up to the value of the relevant security deposit;
- not alter the housing without the provider's consent;
- observe the programme and site-specific rules notified in writing by the provider;
- be willing to commit to looking for alternative adequate accommodation and demonstrate reasonable steps to find accommodation;
- comply with valid provider notices regarding entry for property inspections, contaminant testing, maintenance or repairs, and allow emergency work without notice;
- allow motel operator staff to enter (if applicable) for light cleaning and linen replacement;
- leave the housing clean and tidy and clear the property of all rubbish and Personal Belongings at the end of the stay;
- return the keys to the provider at the end of stay and leave any chattels supplied by the provider;
- act in accordance with any mediated outcome or decision of the IDR Service; and
- not seek to assign or transfer the household's right to occupy to anyone else, or add members without the provider's consent.

3. Provider responsibilities

Details of the provider's responsibilities:

- ensure housing is warm, with heating available at a minimum in the main living area;
- no open fire or unflued combustion heater as a heating source;
- draught-stopping in place;
- clean, tidy and dry, with no evidence of mould at the start of a household's stay;
- pest free, with measures in place to deter external infestation; and
- all relevant consents and compliance with all relevant laws.

Provide access to:

- safe drinking water, sanitation, washing facilities and refuse disposal;
- lighting, cooking facilities and laundry facilities (on site or nearby);
- sufficient furniture, whiteware, kitchen utensils, cookware, linen and towels for temporary residential use;
- maintain the housing in a good state of repair having regard to its age and character;
- a 24/7 notification point for households to notify of any damage or need for repairs;
- respond to repairs for serious damage with urgency; in all other cases respond within two business days with a plan and remediation response time;
- suitable audible smoke alarms meeting or exceeding the Residential Tenancies (Smoke Alarms and Insulation) Regulations 2016;
- decontamination for methamphetamine residue exceeding 15µg/100cm² and otherwise comply with contamination management requirements; and
- temporary changes to ensure physical accessibility and safety.

The provider must also:

- not undertake property inspections more frequently than once in any two-week period;
- not give written notice for contaminant testing or sampling more than 14 days before entry;
- take all reasonable steps to ensure no other household causes or permits interference with the reasonable peace, comfort or privacy of the household;
- conduct inspections, testing, and maintenance or repair work between 8am and 7pm, having given two days prior written notice (emergency work may occur outside these times without notice);

- store any Household's Personal Belongings for 21 days to allow collection by next of kin if a household member dies during their stay or a household abandons the property;
- set out details about the raising and resolution of any issues, and escalation to the IDR Service when required; and
- comply with any mediated outcome or decision of the IDR Service.

Appendix 3: Instructions and Examples for Calculating Contributions

1. How to calculate the rate

When you have confirmed a household's suitability to your service, you will need to calculate their contribution amount based on the household's income and family circumstances (refer to the Contribution Amounts for Beneficiaries document).

After you have advised the household of their contribution amount, you will need to let MSD know by completing and submitting the redirection of benefit payment form. These forms are required as soon as possible via the THVM.

[Redirection of benefit form](#)

Households receiving benefits with no other income

For households whose sole source of income is MSD Work and Income benefits, NZ Super, or veteran's pension and family tax credits, the contribution amount is shown in the table in the Contribution Amounts for Beneficiaries document.

The rates are calculated using the Household Contribution Rate of the most applicable main benefit, NZ Super or veteran's pension rate, rounded down to the nearest dollar value. The current rate is set out in the Contribution Amounts for Beneficiaries document.

MSD will review these benefit and pension rates every year in line with annual general adjustments, or when benefits are adjusted for other reasons.

[Benefit rates](#) (workandincome.govt.nz)

Households who are working or receiving benefits with other income

For households who are working or receiving benefits and other income (such as family tax credits or wages), you can calculate the rate using their actual or estimated income.

The rate of their contribution will be the Household Contribution Rate of their total net income. The current rate is set out in the Contribution Amounts for Beneficiaries document.

Family tax credits

Family tax credits (FTC) are also considered income for the purposes of the contribution amount. The amount of the contribution is based on the Household Contribution Rate of the family tax category "first or only child, regardless of the number of children".

Households with a shared custody arrangement may also be receiving FTC for the time that they have custody of their children. To calculate the contribution amount you will need to use the daily FTC contribution rate.

Charging less than the calculated rate

There are some discretions to charge less in exceptional circumstances, such as where:

- you consider the household does not have sufficient income to cover the contribution due to bankruptcy; or
- the household has no income as they are waiting for MSD to grant their benefit.

In both situations, once the household can pay the full contribution, you should change the amount to the correct rate.

Paying the contribution: redirections from MSD Work and Income

If the household is on a main benefit, NZ Super or veteran's pension, MSD can redirect the household's contribution amount to you, provided you have registered with Work and Income as a supplier.

[Register with Work and Income as a supplier](https://workandincome.govt.nz) (workandincome.govt.nz)

Note: Student allowances cannot be redirected.

Discuss with the household their contribution amount and present the option to redirect a portion of their benefit. Benefit payments are paid one week in arrears. The start date of a redirection will be set up to reflect this.

[Redirection of benefit payment form](#)

If a household's benefit stops, redirections cannot be made, and you will have to request payment directly from the household.

Paying the contribution: households who are working

You will need to make your own payment arrangements for households who are working and not receiving a benefit, or where the household does not want a redirection in place.

Household contribution arrears

Consistently monitor the household's payments so they do not fall behind. When dealing with unpaid contributions, first check with the household about the missed payment and discuss how they plan to bring their contributions up to date.

Record any payment agreements in writing. If an agreement cannot be reached, providers can send a notice to remedy (if less than 21 days' contribution is owed), consider dispute

resolution options, or inform the household about the accommodation supplement support from Work and Income that may be available.

Utilities charges - transitional housing properties

If your service has separate charges for utilities (power, gas, internet), these can be charged separately.

Households entering your service must be advised of the amount and nature of any charges before they begin their stay.

A utilities charge can typically cover:

- electricity and gas, including refilling gas bottles;
- telephone and internet; and
- water consumption charges if the water supplier charges based on usage.

You cannot charge a utilities fee to cover:

- property rates paid to the council;
- insurance premiums for insuring the house (not the contents);
- body corporate levies if the property is part of a unit title; and
- hire charges for gas bottles, if the property has gas supplied by bottles as the main form of water heating and cooking.

If your service charges a utility fee you must indicate the amount in the comments section in the THVM placement screen, separately from the household's contribution amount.

Utilities charges - contracted motels

Contracted motels must provide business-as-usual services for contracted units. Some contracted motels may have additional charges for services such as telephone, internet and laundry. If these charges apply, households are required to pay them directly to the motel.

Appendix 4: Incident and Event Template and Guidance

The following template must be used to notify your Senior Advisor at The Ministry for Cities, Environment, Regions and Transport of class 2 (high or extreme) incidents or events. Send completed forms to [incidents@the Ministry for Cities, Environment, Regions and Transport.govt.nz](mailto:incidents@the.ministryforcities.govt.nz).

Provider report for class 2 (high or extreme) incident and event	
Provider reference number:	The incident reference number generated by the provider
Date of incident or event:	Date incident or event occurred
Date The Ministry for Cities, Environment, Regions and Transport was first notified of the issue:	This date should ideally match the date of occurrence. If not, include details of the reason for the delay
Address of place and region:	Address applicable if incident occurred in a contracted transitional housing property or transitional housing motel
Name of provider organisation:	Your organisation name
Service type:	For example, transitional housing property or transitional housing motel
Incident details	
Background and cause of the incident:	Household composition (for example, single male, couple with three children) without names General circumstances leading to the incident

Details of the incident:	Emergency services involvement (Police, ambulance, etc) and their actions Current status of affected parties (medical treatment required or received) Type of wrap-around services provided to those involved
Current status of involved parties:	• Whether they remain in the service • If an exit occurred, reasons and alternative accommodation arrangements • For health-related issues (including mental health or addiction), current support from health providers
Risk mitigation measures:	• Steps taken to address the immediate situation • Measures implemented to prevent recurrence • Follow-up safety plan details
Next steps and follow-up:	• Actions required from the provider, The Ministry for Cities, Environment, Regions and Transport, or other parties • Timeframes for completion

Appendix 5: MSD Business Continuity Plan

This section details MSD's business continuity plan if the THVM is unavailable. MSD will advise you when the business continuity plan is activated.

1. Business continuity process

The process outlines the method of exchanging information, not the information to be exchanged.

If the THVM is unavailable for an extended period, we may request monthly occupancy reporting from you. Your Relationship Manager will provide you with access to a secure file sharing portal known as Kahu.

2. Iron key process

If MSD notifies you that the business continuity process has been activated and the iron key process will be used, they will advise you of the name and contact details of your local "iron key runner".

The nominated person will come to you to download and upload all forms related to:

- successful referrals to your service; and
- any monthly reporting that may be due.

Under no circumstances can any household information, forms or templates be emailed. When you have information ready to be collected, telephone your MSD nominated person and arrange a time for collection.

This process will continue only until the THVM issue is resolved. MSD will advise you when to return to business-as-usual.

Appendix 6: Comments Field in the THVM

You must state the security deposit amount (that you have discussed with the household) in the THVM comments field. If the amount exceeds the maximum in MSD's guidelines, you must provide an explanation in the comments field.

Confirm Placement

Placement Details

Property

TH Test Place001-20Aug

From Date

20/08/2024

Location

20 Kemp Street, Kilbirnie, Wellington, 6022, New Zealand

Place

TH Test Place001-20Aug

Household Details

Client name

TH Test Client-one

20/08/1992

Other Household Members

TH Test Client-One-Member-One

20/08/1994

Have all the household members been placed *

Yes

(If No, please provide additional comments)

Other Details

Referral Source

Work & Income (MSD)

Primary Reason for Referral

Homelessness - Temporary accommodation

Weekly Contribution Amount *

\$1

Additional Comments (500 max character limit)

Back

Cancel

Confirm

Appendix 7: Methamphetamine Decontamination Form

Property & Provider Details	
Property Address	
Region	
Agreement / Property ID	
Provider Name	
Provider Contact Person	
Contact Email	
Contact Phone	
Service Type	Transitional Housing
Incident & Notification Details	
Date of Incident / Issue Identified	
Date of notification to MCERT	
Household Details	• Household Composition (for example, single male, couple with three children) without names. • Whether they remain in the service. • If an exit occurred, reasons and alternative accommodation arrangements.

Background and cause of the incident	General circumstances leading to the incident (How was contamination identified).
Risk mitigation measures:	Measures implemented to prevent recurrence.
Next steps and follow-up	- Actions required from the provider, The Ministry for Cities, Environment, Regions and Transport, or other parties. - Timeframes for completion.
Testing Information	
Type of Testing Completed	
Testing Company Name	
Date of Testing	
Summary of Results	
Do results exceed 15µg/100cm²	☐ Yes ☐ No