

Frequently asked questions: Temporary Accommodation Service

The Temporary Accommodation Service (TAS) provides support to help people displaced by natural disasters find suitable temporary accommodation.

Temporary accommodation differs from 'shelter' and 'emergency accommodation', which is provided for a short period of time by civil defence and emergency management agencies. Temporary accommodation is used for a short to medium term, providing households with accommodation while repairs are undertaken following a natural disaster.

ELIGIBILITY AND PROCESS

Who is eligible for temporary accommodation?

If you can't live in your house due to the recent Marlborough flooding, and you require assistance to find temporary accommodation, you can register your need for temporary accommodation with the Temporary Accommodation Service.

Register online at www.tas.mbie.govt.nz or phone 0508 754 163.

Please use the West Coast Flooding button to register, as the Marlborough flooding is the result of the same weather event.

How does the Temporary Accommodation Service work?

TAS supports people displaced by natural disasters who need help finding suitable temporary accommodation.

After receiving your registration we will contact you to get a better understanding of your needs.

Our staff can also give you information on how to access financial or psychological assistance, if required.

Once we have a good idea of what temporary accommodation will be appropriate for you, our staff will present you with possible options. They will also advise you on how to secure these accommodation options, if you find them suitable.

What if I am not eligible but still require temporary accommodation?

If you require temporary accommodation, but have not been affected by an event currently covered by TAS, the Ministry of Social Development may be able to assist. You can contact the Ministry of Social Development by calling 0800 559 009.

How long after registering will I get placed in temporary accommodation?

How long it takes for you to move into temporary accommodation will depend on your needs and the accommodation available in the area. It is important to contact TAS as soon as you know you will need temporary accommodation.

How long will it take for someone to contact me from when I register?

We aim to contact people within two working days of registering with TAS. If you don't hear from someone, or aren't sure your registration has gone through, you can follow up by emailing westcoast.tempaccom@mbie.govt.nz or calling 0508 754 163.

How long can I stay in temporary accommodation?

This depends on the type of temporary accommodation you are in. Your TAS matching and placement coordinator will be able to give a clearer idea of your length of stay.

Who can I call if I need housing urgently?

If you have an urgent need for temporary accommodation and have not registered with TAS, register online at www.tas.mbie.govt.nz or phone 0508 754 163.

If you are registered with TAS and your need has become more urgent, please contact your matching and placement coordinator directly, or email westcoast.tempaccom@mbie.govt.nz

HOUSING OPTIONS

Will temporary accommodation be near my work, or my children's school?

We take into consideration where people in your household work and go to school when sourcing temporary accommodation solutions. However, some temporary accommodation options may require travel. Our team will discuss this with you if that is the case.

What if I don't like the accommodation options TAS offers me?

When you register with TAS, our staff will ask you a series of questions to understand what a good temporary accommodation solution will look like for you.

If the accommodation options offered to you are not suitable, please discuss this with our staff who will work with you to find the best available solution.

FINANCIAL

How much will it cost to access temporary accommodation?

Generally there is a cost for all temporary accommodation options. Temporary accommodation staff will discuss with you what you can afford to pay, and work with you to find a suitable option.

Is there financial assistance available to help me pay for temporary accommodation?

Check with your insurance provider to see if your policy will cover the rent for temporary accommodation.

If you are uninsured, or your insurance policy doesn't cover temporary accommodation, you may be eligible for financial assistance through MSD. You can contact MSD by calling 0800 559 009.

Do I keep paying my mortgage while in temporary accommodation?

Please contact your mortgage provider, particularly if you think you will have trouble meeting your mortgage repayments.

TENANCY

Do I keep paying rent while in temporary accommodation?

If the property you are renting is uninhabitable due to a natural disaster, the first step is to speak to your landlord.

It may be appropriate to ask your landlord for a rent reduction, but you should continue paying your rent as normal until you reach an agreement.

In other circumstances, the tenant and landlord may agree that ending the tenancy early is best for both parties. More information available at: www.tenancy.govt.nz

Can my landlord evict me? Can I leave my tenancy early?

Fixed term tenancies

The landlord or tenant can't give notice to end a fixed-term tenancy early. However, a few options are available if either party wants to end the fixed-term early. Tenancies can only be changed if the landlord and all the tenants (everyone named on the tenancy agreement) agree. So, if either party wants to end the fixed-term early, they can approach the others to see if they'll agree. Any agreement should be in writing, clearly stating what's been agreed to, and each party should keep a copy.

Periodic tenancies

A tenant must give at least 21 days written notice to end the tenancy, unless the landlord agrees to a shorter time (it's best for this agreement to be in writing). A landlord must give at least 90 days written notice to end the tenancy, but can give less time (at least 42 days notice) in certain circumstances.

Where the property is uninhabitable

If the property is destroyed or so seriously damaged as to be uninhabitable, the rent should decrease accordingly and either party may give notice to the other terminating the tenancy.

Where the property is partially destroyed

If the property is partially destroyed or partially uninhabitable, the rent should be decreased accordingly and either party may apply to the Tenancy Tribunal for an order terminating the tenancy.

More information on your rights and responsibilities as a tenant or landlord is available on the Tenancy Services website – www.tenancy.govt.nz or you can call 0800 TENANCY (0800 836 262) if you want to discuss your specific situation.

CONTACT

Website: www.tas.mbie.govt.nz

Phone: 0508 754 163

Email: westcoast.tempaccom@mbie.govt.nz (or contact your matching and placement coordinator directly).