

Table of Contents

|          |  |          |
|----------|--|----------|
| <b>1</b> | <b>Business Process Overview</b> .....               | <b>2</b> |
| 1.1      | Context.....   | 2        |
| 1.2      | Purpose.....   | 2        |
| 1.3      | Triggers.....  | 2        |
| 1.4      | Inputs.....  | 2        |
| 1.5      | Outputs.....   | 3        |
| 1.6      | Roles and responsibilities.....                      | 3        |
| 1.7      | Process-related safety risks.....                    | 4        |
| <b>2</b> | <b>Policy and Legislation</b> .....                  | <b>6</b> |
| 2.1      | Related legislation.....                             | 6        |
| 2.2      | Policy context.....                                  | 6        |
| 2.3      | Business rules.....                                  | 6        |
| <b>3</b> | <b>Process Diagram</b> .....                         | <b>7</b> |
| <b>4</b> | <b>Procedures</b> .....                              | <b>8</b> |
| 4.1      | Prepare eviction proposal.....                       | 8        |
| 4.2      | Review and approve/decline eviction proposal.....    | 10       |
| 4.3      | Action decision not to proceed with eviction.....    | 13       |
| 4.4      | Action decision to proceed with the eviction.....    | 15       |
| 4.5      | Prepare for eviction.....                            | 17       |
| 4.6      | Attend eviction, communicate and record outcome..... | 19       |

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# 1 Business Process Overview

## 1.1 Context

This business process is one of the key activities within the Business Process Framework, as follows:

- Level 1 – Manage Tenancies
- Level 2 – Manage End of Tenancy
- Level 3 – Manage Void

### Relationship to other business processes

|   |                                    |                            |  |  |
|---|------------------------------------|----------------------------|--|--|
| <p>Manage Mediation or Tenancy Tribunal Application (CT-748)</p> <p>Anti-Social Behaviour Guideline (T-229)</p> | <p>leads into<br/>&gt;&gt;&gt;</p> | <p><b>Evict Tenant</b></p> | <p>which leads to<br/>&gt;&gt;&gt;</p> | <p>Manage tenant vacating (CT-749)</p> <p>Manage suspension (CT-746)</p> <p>Manage Appeal to District Court (CT-745)</p> <p>Manage vacant account (CT-755)</p> |
|---|------------------------------------|----------------------------|--|--|

## 1.2 Purpose

The purpose of this business process is to make sure Housing New Zealand follows the legal process for managing an eviction and the recovery of premises, making certain:

- Housing New Zealand acts as a fair and responsible landlord
- tenants have been advised of other emergency accommodation options
- the case must be able to stand up to public scrutiny.

## 1.3 Triggers

This business process is triggered when Housing New Zealand has a possession order from the Tenancy Tribunal and, either:

- the date specified in the order as the date on which possession is granted to Housing New Zealand is reached and the tenant has not vacated the property, or
- in the case of a conditional order, the date on which it takes effect as a final termination order has passed and the tenant has not vacated the property.

## 1.4 Inputs

The following inputs are used in the business process:

- Tenancy Tribunal possession order or conditional possession order (including sealed mediated order granting possession).

## 1.5 Outputs

The following outputs are produced:

- Proposal for the eviction of a tenant (T-314)
- Eviction memo

## 1.6 Roles and responsibilities

The following roles are involved in this process:

| Role  | Responsibilities   |
|---|--|
| Debt specialist/<br>tenancy tribunal specialist | <ul style="list-style-type: none"> <li>• Provides input to eviction proposal where required</li> </ul>   |
| Senior tenancy manager                          | <ul style="list-style-type: none"> <li>• Completes sections 1-4 of 'Proposal for the eviction of a tenant' ( T-314)</li> <li>• Creates a business action in Kotahi</li> <li>• Advises tenant of the upcoming eviction</li> </ul> <p>If the eviction is approved by the General Manager Tenancy Services and the Chief Executive:</p> <ul style="list-style-type: none"> <li>• prepares for the eviction, including liaising with the Police and contractors to arrange change of locks to secure the property</li> <li>• attends the eviction</li> <li>• if the area manager has not attended, notifies the area manager that the eviction has been carried out</li> </ul>   |
| Tenancy manager                                 | <ul style="list-style-type: none"> <li>• Provides input to eviction proposal where required</li> <li>• Prepares for the eviction</li> <li>• Attends the eviction (if required)</li> </ul>  |
| Area manager                                    | <ul style="list-style-type: none"> <li>• Reviews the eviction proposal and determines if the eviction should proceed</li> <li>• If does not agree it should proceed, returns proposal and reasons for declining to the senior tenancy manager</li> <li>• If agrees it should proceed, completes sections 5 and 6 of 'Proposal for eviction of a tenant' (T-314), prepares eviction memo and forwards all paperwork to regional manager for approval</li> </ul> <p>If the proposal is approved by the Chief Executive</p> <ul style="list-style-type: none"> <li>• files an 'Application for eviction warrant' at the district court in person, along with the filing fee of \$200</li> <li>• liaises with the Police and the district court to find a suitable time for the eviction</li> <li>• may need to provide an affidavit if evidence is required of a</li> </ul> |







|   |  |
|---|--|
|   | <p>breach of a conditional order</p> <ul style="list-style-type: none"> <li>• updates Kotahi with the vacation date</li> <li>• notifies relevant staff once the eviction has been carried out</li> </ul>   |
| Regional manager  | <ul style="list-style-type: none"> <li>• Reviews the eviction proposal and determines if it should proceed</li> <li>• If does not agree it should proceed, returns proposal and reasons for declining to the area manager</li> <li>• If agrees it should proceed, signs the eviction memo and forwards the proposal to the General Manager Tenancy Services</li> </ul>   |
| General Manager Tenancy Services and Personal Assistant to General Manager Tenancy Services | <p>General Manager Tenancy Services:</p> <ul style="list-style-type: none"> <li>• reviews the eviction memo and proposal T-314</li> <li>• if does not agree it should proceed, returns proposal and reasons to regional manager</li> <li>• if agrees it should proceed, signs the eviction memo and forwards the proposal (via Personal Assistant) to the General Manager Communication and Stakeholder Engagement to review the media strategy (in section 6 of 'Proposal for the eviction of a tenant' (T-314)) and approve/sign it off (in section 7).</li> <li>• on its return, forwards the full proposal (via Personal Assistant) to the Chief Executive for approval/decline.</li> </ul> <p>Personal Assistant:</p> <ul style="list-style-type: none"> <li>• sends email to region advising the proposal has been signed off and if approved, is now ready for the 'Application for eviction warrant' to be filed at the district court.</li> </ul> |
| Communication Team  | <ul style="list-style-type: none"> <li>• General Manager Communications and Stakeholder Engagement reviews and approves/signs off the communications strategy (section 7 of 'Proposal for the eviction of a tenant' (T-314) prior to the proposal going to the Chief Executive</li> <li>• Prepares reactive responses to any media requests for information regarding the eviction</li> </ul>  |
| Chief Executive   | <ul style="list-style-type: none"> <li>• Approves/declines the eviction proposal</li> <li>• Signs both the eviction memo and the proposal.</li> </ul>  |

## 1.7 Process-related safety risks

The general hazards faced by staff when working in the office or while out of the office are documented in the 'Staying Safe and Secure guidelines' (HS-205).

Critical process-related safety risks identified as relating to this business process are derived from the hazard register, which is accessible to staff via 'HR Hub' found under 'Me and my work'

on ourSpace along with related hazard controls to manage the safety risk to an acceptably low level.

| Risk Rating   | Risk Description   | Process Stage  |
|---|--|--|
|    | Personal safety:<br>On-site or off-site assaults, threats to kill/harm, verbal abuse and intimidation  | Attend eviction, communicate and record outcome  |
|    | Personal safety:<br>Drug manufacture at tenancy – risk of explosion, exposure to toxic chemicals, illicit drugs and threats to personal safety | Attend eviction, communicate and record outcome  |
|    | Slips, trips or falls on the same level or from height   | Attend eviction, communicate and record outcome  |
|    | High workloads or over-exertion, poor workplace/site layout or poor workstation set-up   | Prepare eviction proposal<br>Review and approve/decline eviction proposal<br>Action decision not to proceed with the eviction<br>Action decision to proceed with the eviction<br>Prepare for eviction<br>Attend eviction, communicate and record outcome |
|  | Motor vehicle accidents  | Attend eviction, communicate and record outcome  |
|  | Dog attacks on Housing New Zealand staff and contractors when visiting tenants   | Attend eviction, communicate and record outcome  |

 Major risk;  Moderate risk

**Note:**

Health, safety and security flags shown on the process diagram show the stage(s) with the highest health, safety and security risk. There may be lower levels of risk in the other stages.

## 2 Policy and Legislation

### 2.1 Related legislation

- Residential Tenancies Act (RTA) 1986
- District Courts Act 1947 and District Court Rules 2009

### 2.2 Policy context

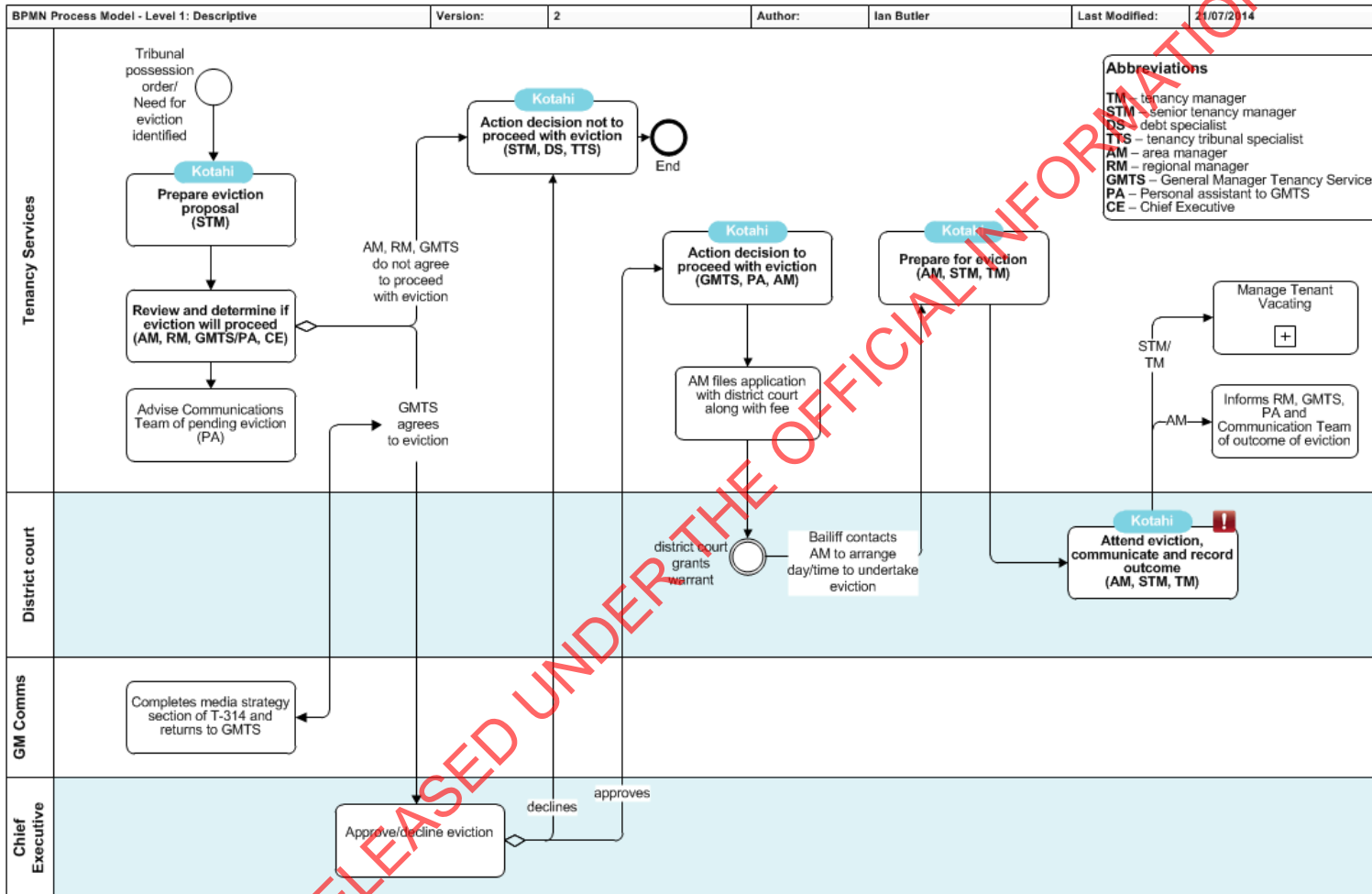
Housing New Zealand will only instigate the eviction of a tenant as a last resort. An eviction will only be initiated as a result of an inability to reach a satisfactory agreement with the tenant directly or through mediation and/or the Tenancy Tribunal. Tenants will be offered a final opportunity to pay the debt in full, resolve any outstanding tenancy issues or to leave voluntarily.

### 2.3 Business rules

| ID | Rule  |
|----|---|
| 1  | All evictions must be approved by the Regional Manager, General Manager Tenancy Services and the Chief Executive.   |
| 2  | Evictions can only be carried out by district court bailiffs following the issue of a Tenancy Tribunal possession order (this includes a sealed mediated order granting possession) or where there is evidence that a conditional order has been breached by the tenant granting possession to the landlord (which may require an affidavit).   |
| 3  | The senior tenancy manager/tenancy manager must make a final attempt to allow the tenant to either remedy the breach (for example, pay debt in full) or leave the tenancy of their own accord. In some cases Housing New Zealand may still continue to proceed with the eviction even if the breach is remedied (for example, in the case of recidivist debtors). This will be decided on a case-by-case basis. |
| 4  | No possession order can be filed in the district court more than 90 days after either the date of the order or, in the case of a conditional order under section 55(1A) or section 78(3) or section 88(2) of the RTA which states that it is an order to which section 64(4) of the RTA applies, the date on which the conditional order takes effect as a final termination order.                             |
| 5  | The suspension process may run in parallel with eviction, see business process 'Manage suspension' (CT-746).  |
| 6  | All evictions must be recorded in Kotahi  |

### 3 Process Diagram

#### Evict Tenant



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## 4 Procedures

### 4.1 Prepare eviction proposal

#### When to use

Use this procedure to prepare a 'Proposal for the eviction of a tenant' (T-314) when Housing New Zealand has been granted possession of the property by the Tenancy Tribunal, and the tenant has not vacated within the timeframe stipulated.

#### Role

- Senior tenancy manager

#### Systems and tools

This procedure uses:

- Staying Safe and Secure (HS-205)
- Customer Risk Register (CRR)
- Hazard Register
- Safe work plan (HS-305)
- Proposal for the eviction of a tenant (T-314)
- Kotahi

#### Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

#### Steps

| Step | Action   |
|------|--|
| 1    | <p>Check the tenant's risk profile in Kotahi. (MyPortal&gt;ClientView&gt;enter search criteria&gt;check 'Key Details' field).</p> <p>If the tenant has a Category A, B or C hazardous customer risk rating:</p> <ul style="list-style-type: none"> <li>• activate the procedural practices for Hazardous Customers before continuing with this procedure</li> <li>• discuss with the area manager and prepare a safe work plan. This is a requirement for a hazardous customer. The safe work plan will look at the variables and threat levels and determine how best to proceed</li> </ul> |



|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• implement the agreed safe work plan</li> <li>• refer 'Customer Risk Register (CRR) policies and business process ' Manage Customer Risk Register' (CT-751).</li> </ul>  |
| 2 | <ul style="list-style-type: none"> <li>• Complete sections 1 to 4 of 'Proposal for the eviction of a tenant' (T-314) found on ourSpace.</li> <li>• Identify and note any confidential information in the proposal.</li> </ul> <p>Note: The proposal should be managed by the senior tenancy manager in consultation with the area manager and the appropriate specialist team.</p> |
| 3 | Forwards all documents to the area manager for review.   |
| 4 | Record the action in Kotahi, (Open 'Actions' region>Create>Create Action>select 'EVICTION' for '*Reason' field>complete fields and steps to create the business action path)   |

**What happens next?**

The area manager, regional manager, General Manager Tenancy Services and the Chief Executive each review the proposal and makes a decision about proceeding with the eviction. See procedure: Review and approve/decline eviction proposal.

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## 4.2 Review and approve/decline eviction proposal

### When to use

Use this procedure to:

- review the proposal for eviction
- make a decision whether or not to proceed with the eviction
- approve the eviction (Chief Executive).

### Role

- Area manager
- Regional manager
- General Manager Tenancy Services
- Personal Assistant to the General Manager Tenancy Services
- General Manager Communications and Stakeholder Engagement
- Chief Executive

### Systems and tools

This procedure uses:

- Proposal for the eviction of a tenant (T-314)
- Kotahi
- Excel spreadsheet for tracking evictions

### Steps

| Step | Action   |   |
|------|--|---|
| 1    | Review the proposal and all the supporting documentation supplied. Is the decision to proceed with the eviction? |   |
|      | If ...   | Then...   |
|      | yes and this is the area manager   | <ul style="list-style-type: none"> <li>• prepare the eviction memo (see section 5 of 'Proposal for the eviction of a tenant' (T-314) for what the eviction memo must contain)</li> <li>• make sure the proposal has been correctly completed and the appropriate documentation has been supplied</li> <li>• complete section 5 of 'Proposal for the eviction of a tenant' (T-314)</li> <li>• forward the proposal and all supporting documents to the regional manager</li> </ul> |

| Step  | Action   |
|---|--|
|   | <ul style="list-style-type: none"> <li>• this procedure ends.</li> </ul>   |
| yes and this is the regional manager  | <ul style="list-style-type: none"> <li>• sign and date the eviction memo</li> <li>• provide any additional comments to support the proposal</li> <li>• forward the proposal and all supporting documents to the General Manager, Tenancy Services</li> <li>• this procedure ends.</li> </ul>   |
| yes and this is the General Manager Tenancy Services/personal assistant to the General Manager Tenancy Services | <ul style="list-style-type: none"> <li>• sign and date the eviction memo</li> <li>• record any comments</li> <li>• forward the proposal and all supporting documents (via Personal Assistant) to the General Manager Communications and Stakeholder Engagement who will review the media strategy (section 6 of 'Proposal for the eviction of tenant' T-314) and approve/sign off in section 7.</li> <li>• on receiving the proposal back, forward it and all documentation (via Personal Assistant) to the Chief Executive for final approval</li> <li>• this procedure ends.</li> </ul> <p><b>Note:</b></p> <p>The Personal Assistant to the General Manager Tenancy Services will:</p> <ul style="list-style-type: none"> <li>• log and update the case in the Excel spreadsheet for tracking evictions</li> <li>• update the Parliamentary Questions Log if eviction approved</li> </ul> |
| yes and this is the Chief Executive   | <ul style="list-style-type: none"> <li>• sign and date the eviction memo</li> <li>• sign and date the 'Proposal for the eviction of a tenant' T-314</li> <li>• record any comments</li> <li>• return the proposal and all documentation to the General Manager Tenancy Services</li> <li>• this procedure ends.</li> </ul>   |
| No  | <ul style="list-style-type: none"> <li>• record the decision and the reason for not proceeding on the eviction memo</li> </ul>   |

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| Step | Action  |
|------|---|
|      | <ul style="list-style-type: none"> <li>• send all the paperwork back to the staff member who sent the proposal</li> <li>• this procedure ends.</li> </ul> |

**What happens next?**

If at any stage, and prior to the proposal going to the Chief Executive, the eviction is not to proceed, return all the paperwork to the staff member who sent the proposal. The decision and paperwork will be passed down the chain of staff that reviewed and recommended the proposal. The senior tenancy manager actions the outcome on being advised of the decision. See procedure: Action decision not to proceed with eviction.

If the Chief Executive declines the eviction, the personal assistant to the General Manager Tenancy Services will notify the area manager who then advises the appropriate staff member(s). The senior tenancy manager actions the outcome on being advised of the decision. See procedure: Action decision not to proceed with the eviction.

If the Chief Executive approves the eviction, see procedure: Action decision to proceed with eviction.

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## 4.3 Action decision not to proceed with eviction

### When to use

Use this procedure to:

- update the business action in Kotahi
- decide on the next steps to be taken
- notify the tenancy manager.

### Role

- Senior tenancy manager
- Debt specialist
- Tenancy Tribunal specialist

### Systems and tools

This procedure uses:

- Staying Safe and Secure (HS-205)
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Kotahi
- Proposal for the eviction of a tenant (T-314)

### Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

### Steps

| Step | Action   |
|------|--|
| 1    | The senior tenancy manager records the decision in Kotahi.<br>(MyPortal>ClientView>enter search criteria>open 'Actions' region>click on 'Please Select' next to the action>Action Details>create and complete the relevant Events) |
| 2    | The senior tenancy manager will return to the process that lead to the tenant being considered for eviction and decide the next steps to be taken to resolve the issue.  |

| Step | Action  |
|------|---|
|      | <p>For example, this may involve:</p> <ul style="list-style-type: none"><li>• discussion with the Debt team to recover the debt</li><li>• discussion with the Tenancy Tribunal team to obtain compliance with the Tenancy Tribunal order</li><li>• continuing the Anti-Social Behaviour Guideline process</li><li>• reviewing and updating the household action plan.</li></ul> |
| 3    | The senior tenancy manager will advise the tenancy manager of the decision and the next steps to be taken.  |

**What happens next?**

The relevant staff member(s) continue(s) carrying out the action(s) under the agreed process. This process ends.

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## 4.4 Action decision to proceed with the eviction

### When to use

Use this procedure to:

- advise the area manager of the outcome
- prepare and file the 'Application for eviction warrant' at the district court.

### Role

- General Manager Tenancy Services
- Personal assistant to General Manager Tenancy Services
- Area manager

### Systems and tools

This procedure uses:

- Application for eviction warrant (Ministry of Justice)
- Affidavit with rent payment summary ([http://www.justice.govt.nz/fines/documents/TT\\_01A.pdf/view](http://www.justice.govt.nz/fines/documents/TT_01A.pdf/view))
- Staying Safe and Secure (HS-205)
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Kotahi

### Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

### Steps

| Step | Action  |
|------|---|
| 1    | <p>On receiving the proposal and documentation from the Chief Executive to proceed with the eviction, the General Manager Tenancy Services/Personal assistant to the General Manager Tenancy Services will:</p> <ul style="list-style-type: none"> <li>• email the area manager to advise the eviction has been approved and the area manager can now proceed to file the 'Application for eviction warrant' at the district</li> </ul> |

|   |  |
|---|--|
|   | <p>court along with the filing fee of \$200</p> <ul style="list-style-type: none"><li>• send the signed proposal and relevant documents to the area manager</li><li>• record the decision in an Excel spreadsheet for tracking evictions</li></ul> <p>this procedure ends.</p>   |
| 2 | <p>The area manager, on being advised the eviction is to proceed, will:</p> <ul style="list-style-type: none"><li>• prepare the 'Application for eviction warrant' (<a href="#">Ministry of Justice</a>) by completing sections A and B and file the application in person at the district court along with the filing fee of \$200, paid using Housing New Zealand's BNZ purchasing card</li><li>• swear an Affidavit (<a href="http://www.justice.govt.nz/fines/documents/TT_01A.pdf/view">http://www.justice.govt.nz/fines/documents/TT_01A.pdf/view</a>) and attach a rent payment statement to the Affidavit if the eviction relates to a breach of a conditional order. The Affidavit with an attached rent payment summary must be sworn before a lawyer or registrar/deputy registrar of the district court. Affidavits are available at the district court and should contain the following statements: "the conditional order dated XX was not complied with"; "the tenant was required to pay XX dollars on ZZ dates but did not make the payments as required"; "possession is immediately granted to Housing New Zealand Corporation".</li><li>• update the business actions in Kotahi. (Open 'Actions' region&gt;click on 'Please Select' next to the action&gt;Action Details&gt;complete the relevant Events).</li></ul> |

### What happens next?

The district court grants the warrant and the bailiff:

- notifies the tenant(s) of the date and time they must vacate the premises
- contacts the local Housing New Zealand office to arrange a time to undertake the eviction. See procedure: Prepare for eviction.

The senior tenancy manager/tenancy manager and the area manager prepare for the eviction. See procedure: Prepare for eviction.



## 4.5 Prepare for eviction

### When to use

Use this procedure to schedule:

- the day and time to meet the district court representative (bailiff) to enforce the warrant
- any other attendees who can support Housing New Zealand during the eviction, for instance Housing New Zealand staff or Police.

Note:

If the tenant has a risk rating, make sure all parties involved in carrying out the eviction are advised of the reasons for the rating.

### Role

- Area manager
- Senior tenancy manager/tenancy manager

### Systems and tools

This procedure uses:

- Staying Safe and Secure (HS-205)
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Kotahi

### Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

### Steps

| Step | Action  |
|------|---|
| 1    | <p>Check the tenant's risk profile in Kotahi. (MyPortal&gt;ClientView&gt;enter search criteria&gt; check 'Key Details' field)</p> <p>If the tenant has a Category A, B or C hazardous customer risk rating:</p> <ul style="list-style-type: none"> <li>• activate the procedural practices for Hazardous Customers before continuing with this procedure</li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• discuss with the senior tenancy manager/area manager and prepare a safe work plan. This is a requirement for a hazardous customer. The safe work plan will look at the variables and threat levels and determine how best to proceed</li> <li>• implement the agreed safe work plan.</li> <li>• Refer 'Customer Risk Register (CRR) policies and business process 'CT-751 Manage Customer Risk Register'</li> </ul>  |
| 2 | Following the filing of the 'Application for eviction warrant', the bailiff will contact the area manager to arrange a date and time for the eviction   |
| 3 | <p>The area manager will:</p> <ul style="list-style-type: none"> <li>• advise the senior tenancy manager/tenancy manager and agree on who should attend the eviction, and whether the situation is so severe that the Police or other external parties should be present during the eviction</li> <li>• schedule the day and time for the eviction in their Outlook calendar</li> <li>• email the following with confirming details of when the eviction will take place and who will be attending: <ul style="list-style-type: none"> <li>– General Manager Tenancy Services</li> <li>– regional manager</li> <li>– General Manager Communications and Stakeholder Engagement</li> <li>– Government Relations Unit.</li> </ul> </li> </ul>   |
| 4 | <p>The senior tenancy manager/tenancy manager will:</p> <ul style="list-style-type: none"> <li>• schedule the day and time for the eviction in their Outlook calendars</li> <li>• contact the agreed external parties and advise them of the need for support and when and where to meet on the eviction day</li> <li>• let a job in Kotahi for a contractor to change the locks during the eviction so the property can be secured – see business process: 'CA-780 Responsive repairs process guidelines'</li> <li>• phone maintenance delivery staff to organise for a contractor to meet at the agreed time and place</li> <li>• record the eviction time and date in Kotahi along with the work order reference number for the lock change work order (Open 'Actions' region&gt;click on 'Please Select' next to the action&gt;Action Details&gt;complete the relevant Events)</li> </ul> |

### What happens next?

The senior tenancy manager/tenancy manager and the area manager attend the eviction. See procedure: Attend eviction, communicate and record outcome.

## 4.6 Attend eviction, communicate and record outcome

### When to use

Use this procedure to:

- provide general support during the eviction for the tenant and the district court representative (bailiff). This may include making sure the eviction is carried out in a calm and controlled manner. The eviction will be led by the bailiff
- communicate the outcome of the eviction to relevant staff
- record the outcome of the eviction in Kotahi.

### Role

- Area manager
- Senior tenancy manager/tenancy manager

### Systems and tools

This procedure uses:

- Staying Safe and Secure (HS-205)
- Customer Risk Register (CRR)
- Hazard Register
- Safe Work Plan (HS-305)
- Kotahi

### Before beginning

Before starting this procedure, make sure preparation has been carried out from a health, safety and security perspective to actively manage risks by:

- being familiar with workplace hazards and hazard controls
- practising situational awareness
- participating in safety briefings and by planning workload
- following safe work practices both in the office and when mobile
- getting out if in doubt – personal safety comes first.

### Steps

| Step | Action   |
|------|--|
| 1    | <p>Check the tenant's risk profile in Kotahi. (MyPortal&gt;ClientView&gt;enter search criteria&gt; check 'Key Details' field)</p> <p>If the tenant has a Category A, B or C hazardous customer risk rating:</p> <ul style="list-style-type: none"><li>• activate the procedural practices for Hazardous Customers before continuing with this procedure</li><li>• discuss with the senior tenancy manager/area manager and prepare a safe work</li></ul> |

|   |   |
|---|---|
|   | <p>plan. This is a requirement for a hazardous customer. The safe work plan will look at the variables and threat levels and determine how best to proceed</p> <ul style="list-style-type: none"> <li>• implement the agreed safe work plan</li> <li>• refer 'Customer Risk Register (CRR) policies' and business process 'CT-751 Manage Customer Risk Register'.</li> </ul>  |
| 2 | <p>Arrive at the agreed meeting place on time and walk through the upcoming eviction with the bailiff and other parties if applicable. Proceed from there and arrive at the property together with the bailiff.</p> <p>It is imperative that staff remain cool and calm during the eviction. Be prepared to:</p> <ul style="list-style-type: none"> <li>• judge a potentially heated situation</li> <li>• cooperate with the bailiff and Police where necessary</li> <li>• make immediate decisions in response to immediate situations.</li> </ul> <p>If the media appears at the eviction, refer them to Housing New Zealand's Communications Team by direct line call to 04 4393590 or email <a href="mailto:media@hnzc.co.nz">media@hnzc.co.nz</a>.</p> |
| 3 | <p>Carry out the final inspection of the property by completing Tenant/lessor property condition report (T-307), including any photo evidence of damages and condition of property.</p>   |
| 4 | <p>The outcome of the eviction must be communicated immediately to the relevant staff in Housing New Zealand.</p> <p>The area manager is responsible for advising the following of the outcome:</p> <ul style="list-style-type: none"> <li>• regional manager</li> <li>• General Manager Tenancy Services</li> <li>• Personal Assistant to General Manager Tenancy Services</li> <li>• General Manager Communications and Stakeholder Engagement.</li> </ul>  |
| 5 | <p>The senior tenancy manager/tenancy manager must record the outcome of the eviction in Kotahi. (Open 'Actions' region&gt;click on 'Please Select' next to the action&gt;Action Details&gt;complete the relevant Events)</p>   |

### What happens next?

The tenancy manager will carry out the vacant process as set out in business process 'Manage tenant vacating' (CT-749).

The Personal Assistant to General Manager Tenancy Services will log the completed eviction in an Excel spreadsheet, update the Parliamentary Questions Log and (if required) notify the Manager, Government Relations Unit.