



Your payments

Payments you have to make

Kāinga Ora - Homes and Communities tenants are required to pay their rent on time. As a tenant you are also responsible for paying the bond and your telephone, power and gas bills.

Setting up rent payments

You must pay your rent each week. If you do not pay your rent you are in breach of your Tenancy Agreement.

If you receive income from:

- a benefit or superannuation - you can pay by arranging a redirection on your benefit
- an employer - you can ask them to deduct your rent from your wages
- ACC - you can get your rent deducted from your weekly compensation
- another income - you can pay by automatic payment, telephone banking or internet bill payment.

We can offer advice on or help you to set up any of these options. Call us on 0800 801 601 between 8am and 6pm, Monday to Friday.

Your rent is charged weekly and it must be paid in advance.

Bond

Usually the bond is the same as two weeks' rent. You pay the bond before you move in. The Ministry of Business, Innovation and Employment holds the bond and returns it to you if your home is in good condition when you leave, and there's no money owing.

If you can't pay your rent

Let us know if you can't pay your rent or you're having trouble paying off debts (for any debt you have, not just to us). We may be able to help. We may suggest you get budget advice or there may be subsidies you can get, such as income-related rent from the Ministry of Social Development.

If you owe money

It's important you pay your rent or any other money you owe us on time. It's best to clear any debt immediately. If you continue to get behind with your payments, we will write to you reminding you what the debt was for and how you can make payment.

When you get the letter:

- Check the amount we say you owe and the reason for the debt.
- Let us know straight away if you've already paid the debt. We will check to see that we have received your payment since sending the letter.
- Pay the money you owe in cash or by cheque at any Bank of New Zealand branch within seven days of the date on the letter. You will need to take the letter with you or quote your customer reference number when you do this.
- Call us to let us know you've made the payment.

If you can't pay the full amount all at once, let us know. We can help you to set up repayments that fit your budget so you can pay the debt over time.



Your payments

If there's a mistake about a debt

If we've written to you about a debt you don't think you owe, let us know immediately by calling us free on 0800 801 601 between 8am and 8pm.

If you don't pay the debt

If you do not pay the money you owe, or contact us to arrange repayment, we will ask the Tenancy Tribunal for an Order to end your tenancy with us.

If the Tribunal grants the Order, you will have to leave your state rental property and pay the full amount that you owe immediately.

Find out more?

Talk to us on **0800 801 601**

If you would like more details about any information in this fact sheet, or have any queries about Kāinga Ora, please call us free on **0800 801 601**, or visit our website **www.kaingaora.govt.nz**

If you have a hearing impairment, you can contact us using the NZ Relay Service on **www.nzrelay.co.nz**.

For information on income-related rents call **The Ministry of Social Development** on **0800 559 009** (Work and Income), or if you are over 65, call **0800 552 002** (Senior Services).

Other people who can help you include **Budget Advice Services** – you'll find their details in the White Pages of the telephone book. The Ministry of Business, Innovation and Employment may also be able to help. For more information call them on **0800 TENANCY (0800 83 62 62)** or find them online at www.dbh.govt.nz