

Appointment of an agent/representative

What is an agent or a representative?

An agent/representative is someone who can act on your behalf in relation to your tenancy. You can choose either a person or organisation to be your agent/representative.

You are responsible for choosing your agent/representative and for anything they do on your behalf, so it is important that you take care when appointing an agent/representative.

You need to consider:

- how long you have known the person
- if you trust them to always act in your best interests
- if they will keep you informed about what they are doing for you.

If at any time you are not happy with your agent/representative, and wish to remove their right to act on your behalf, you must advise us in writing that the person is no longer authorised to act as your agent/representative.

What can your agent or representative do?

You may want your agent/representative to be able to:

- access your personal information
- receive your mail
- deal with Kāinga Ora – Homes and Communities on your behalf.

You can appoint an agent/representative to speak on your behalf for one specific issue or on all matters relating to your tenancy.

The information collected on this form will be used by staff of Kāinga Ora for the purposes of managing your tenancy or any other lawful purpose.

Kāinga Ora may contact anyone you agree may be contacted, for example a health professional, to verify any information you have provided or for the purposes of assisting your appointment of any agent/representative.

Kāinga Ora wants to act with your consent in all things. If:

- the things you say your agent/representative can do are not related to your tenancy; or,
- the agent/representative appears to Kāinga Ora to be acting outside of your authority,

we may not be able to accept the appointment. You may be asked to appoint a new agent/representative.

If you fail to provide any of the information requested, Kāinga Ora may not be able to accept the appointment of your agent/representative.

You have the right to have access to the information held on this form and the right to request any correction of that information in accordance with the Privacy Act 2020.

Please complete the following 'Appointment of agent/representative' and 'Agreement to act as agent/representative' sections if you wish to appoint an agent/representative.

Appointment of an agent/representative

Customer name	
Customer address	

I/We agree to the appointment of _____

currently living at _____

as my agent/representative in relation to the matters stated below.

Please tick the relevant boxes

- access my/our file to obtain personal information about me/us
- provide information about me to Kāinga Ora
- receive any communication from Kāinga Ora on my/our behalf

Speak on my/our behalf in relation to:

- all matters pertaining to my/our tenancy
- the following specific tenancy-related matters:

- I/We agree that Kāinga Ora will not be liable for any actions taken or failed to be taken by my/our agent/representative.
- I/We take full responsibility for the actions of my/our agent/representative.
- I/We agree that I/we will continue to have full responsibility for my/our tenancy.
- I/we acknowledge that the appointment of the above named person as my agent/representative does not give that person any rights to the tenancy as a tenant.
- My/Our agent/representative will act for me/us until I/we advise Kāinga Ora in writing that they are no longer authorised to act as my/our agent/representative.

Customer signature		/ /
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Customer signature		/ /
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Agreement to act as agent/representative

I/We agree to act as agent/representative for the person named in the 'Appointment of agent/representative' section.

- I/We have read and understood the terms and conditions of my appointment as agent/representative.
- I/We agree to act in good faith and in the best interests of the person named in the 'Appointment of agent/representative' section.
- I/We understand that in acting as agent/representative, it does not give me/us any rights to the tenancy as a tenant.
- If I/we wish to cease being the agent/representative, I/we must inform the person named in the 'Appointment of agent/representative' section and they will advise Kāinga Ora in writing.

As the agent/representative please supply the following:

Full name	
Contact address	
Contact phone numbers	
Relationship to the customer	

- two forms of identification, for example birth certificate, current passport, driver licence
- a business card or letter on official letterhead (if the agent/representative is an organisation).

Agent/representative signature		/	/
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Agent/representative signature		/	/
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Office use only:

Agent/representative to supply proof of who they are. They must supply the following:

- two forms of identification, for example birth certificate, current passport, driver licence
- a business card or letter on official letterhead (if the agent/representative is an organisation).

If the tenant(s) is unable to sign the 'Appointment of agent/representative' section

Copy of the Enduring Power of Attorney or a Court Order made under the Protection of Personal and Property Rights Act 1988 obtained	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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If the tenant(s) is temporarily incapacitated

Letter from a registered medical practitioner stating the tenant(s) is temporarily incapacitated obtained	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Has the agent/representative demonstrated that they have a close relationship with the tenant(s)?	<input type="checkbox"/> YES	<input type="checkbox"/> NO