

# Part payment change application form

## About this form

The Temporary Accommodation Service (TAS) assists households affected by a Civil Defence emergency to find safe, secure, and accessible temporary accommodation while their home is repaired or rebuilt. Households staying in TAS accommodation are required to pay part of the cost.

Please use this form to apply for a change to TAS part payments because of financial hardship or exceptional circumstances.

## Using the form

This form is made up of five sections:

- › **Section 1** – Contact person
- › **Section 2** – Household circumstances
- › **Section 3** – Insurance cover for temporary accommodation
- › **Section 4** – Hardship circumstances
- › **Section 5** – Income and Statement of Financial Position

Once this form is complete, please send as an attachment along with supporting documents to **TemporaryAccommServ@mbie.govt.nz** and include your Matching and Placement Coordinator's name in the subject line.

If you have any questions about this form, or if you cannot complete this form electronically or return it via email, you can contact your Matching and Placement Coordinator to request a paper copy.

## How we will use your information

The information you provide in this form will be used to make decisions regarding your part payment amount. We may also use it to help us collect your payments, enforce any legal rights we may have, and improve the services that we provide.

The information you provide will be held by the Temporary Accommodation Service, which is part of the Ministry of Business, Innovation and Employment (MBIE). MBIE may disclose personal information to other agencies which may have responsibilities to provide assistance following an emergency event (e.g., Ministry of Social Development), and to third parties involved who assist MBIE in the administration of the Temporary Accommodation Service (e.g., property managers).

You are not required to answer any of our questions or provide information we request. However, if you choose not to answer or provide us with the information we need, we may not be able to fully assess your situation which could affect any decisions made regarding changes to your part payment amount, including a decision that no change is made.

You have the right to request access to and correction of any personal information we hold about you, including any information we have shared with other agencies. You can do this by contacting your Matching and Placement Coordinator or using the general TAS phonenumber and email (see above).

You can view the full privacy statement for the Temporary Accommodation Service on our website: **Privacy statement »**  
**Temporary Accommodation (mbie.govt.nz)**

## Section 1 – Contact person

This application form should be filled out by the primary contact of the household. This person will be our point of contact for any questions about the application.

First Name: \_\_\_\_\_

Middle Name(s): \_\_\_\_\_

Last Name: \_\_\_\_\_

Any other name you go by: \_\_\_\_\_

Preferred contact number: \_\_\_\_\_

Preferred email address: \_\_\_\_\_

Residential address at the time of the event: \_\_\_\_\_

Suburb

City

Country

Postcode

Current TAS supplied accommodation details (e.g., room number and accommodation provider name or address):

\_\_\_\_\_

Suburb

City

Country

Postcode

## Section 2 – Household circumstances

As part of your application to change your part-payment amount, we need to know some information about your household makeup.

How many adults (18 or over) are there in your household? \_\_\_\_\_

How many children (under 18) are there in your household? \_\_\_\_\_

Has there been a recent change to the number of people in your household? If so, please explain: \_\_\_\_\_

\_\_\_\_\_

Are you able to return to the affected property (your residential address at the time of the event) once repairs are complete?

Yes

No

If yes, what is the expected return date? \_\_\_\_\_

If no, what are your plans for future accommodation?

### Tenants:

You only need to fill in this section if you are/were a tenant at the affected property.

How much was your weekly rent at the time of the event? \_\_\_\_\_

Are you still paying rent for the affected property?

Yes

No

If yes, have you contacted your landlord to seek a reduction in rent? (please tick the most appropriate option)

Yes, and my weekly rent cost has reduced

Yes, and my weekly rent cost remains the same

No

For information about the rights and responsibilities of landlords and tenants following a Civil Defence emergency that has displaced you from your home, visit **What to do after a natural disaster » Tenancy Services**. Tenancy Services is a free service run by MBIE that can provide you with information and advice on the Residential Tenancies Act, you can contact them on **0800 836262**.

### Homeowners:

You only need to fill in this section if you (or a member of your household) are/were the owner of the affected property.

Is your household making mortgage payments on the affected property?

Yes

No, because I no longer have a mortgage (freehold)

No, because I am on a mortgage holiday (or similar). Length of holiday \_\_\_\_\_

If yes, have you/your household contacted your lender regarding reducing your payments on the affected property (e.g., a mortgage holiday or interest only payments)?

Yes, and the payments have reduced

Yes, and the payments remain the same

No

Is your household still paying rates/insurance on the affected property? (tick all that apply)

Yes, I/we am still paying rates

Yes, I/we am still paying insurance

No, I/we am not paying either

### Section 3 – Insurance cover for temporary accommodation

I declare that: *(select one)*

- I do not hold any insurance policy with cover for temporary accommodation **or**
- My insurance cover for temporary accommodation has run out **or**
- My insurance cover for temporary accommodation will run out within the next four weeks.

Provide details of any home or contents insurance policies you held for the affected property at the time of the event:

Type of policy:

- Home       Contents       Home and contents

Insurer: \_\_\_\_\_

- Home       Contents       Home and contents

Insurer: \_\_\_\_\_

If you are experiencing any issues regarding your insurance, you can contact New Zealand Claims Resolution Service (NZCRS). NZCRS is a free service run through MBIE – they can help you work out what you are entitled to. You can contact them on **0508 624 327**.

### Section 4 – Hardship circumstances

I am applying due to: *(select one)*

- Exceptional circumstances or
- Undue financial hardship

**Exceptional circumstances** mean a situation that is unexpected and has a significant effect on the life of your household and your ability to make payments. This could include situations such as bereavement, or physical or mental health deterioration.

**Undue financial hardship** means financial difficulty which makes it difficult or impossible to pay the standard part payment amount while also meeting basic living expenses.

If you have selected 'exceptional circumstances,' please complete Section 4A below.

If you have selected 'undue financial hardship,' please complete Section 4B below.

If you do not provide the evidence required as well as additional information below, this may delay a decision and/or your application may be declined.

#### Section 4A – Exceptional circumstances

To apply under exceptional circumstances, you need to:

- outline your circumstances and
- provide us with supporting evidence.

If you are unable to complete these steps because of the exceptional circumstances you are facing, please contact your Matching and Placement Coordinator.

Please outline your circumstances below.

Please see the following examples of exceptional circumstances along with the associated supporting evidence required:

Examples of exceptional circumstances	Examples of supporting evidence to be included with your application
<b>Mental or physical health</b>	A letter from your doctor, hospital or other registered health professional that briefly outlines how it affects your ability to make payments and the expected duration that this may occur for
<b>Bereavement</b>	A copy of the death certificate, a death notice, or a letter from a funeral director
<b>Miscommunication or inaction by TAS or another government agency</b>	A copy of any relevant communications with the government agency

I have provided evidence of the exceptional circumstances.

### Section 4B – Undue financial hardship

To apply under undue financial hardship, you must:

- I have applied with MSD and I am already receiving all support I am eligible for
- I have applied with MSD and have received additional support, but I am still experiencing financial hardship
- I have applied with MSD and I am not eligible for any support. The reason for this is:

Next, you will need to:

- › Describe the financial hardship you are experiencing.
- › Complete the Statement of Financial Position at the end of this form.

Please describe the financial hardship you are experiencing, and how this hardship has occurred. Please include any changes to your financial position that have occurred as a direct result of the severe weather event that displaced you from your home (e.g., additional travel costs, changes to work) Please outline whether the circumstances causing financial hardship are ongoing or temporary in nature:

If you are receiving financial assistance from MSD (Ministry of Social Development), please provide evidence of the assistance you receive. This can be obtained from the 'My financial information' tab on the 'MyMSD' app or from an MSD letter showing the different types of assistance you receive. You will also need to provide evidence of any other additional income (e.g., payslips).

If you are not receiving financial assistance from MSD, please provide payslips and documents showing any other additional income (including Working for Families payments).

## Section 5 - Income and Statement of Financial Position

Please fill in the tables below outlining your financial position, we require this as part of our assessment. If you are receiving any financial assistance from MSD, **you will need to provide us with a document or screenshot of the breakdown of assistance to support your application.**

### Income details *(only for those unable to provide MSD Assessment Summary)*

List the names of all income earners in your household, including those who receive a benefit or allowance from MSD:

1. \_\_\_\_\_ 3. \_\_\_\_\_  
 2. \_\_\_\_\_ 4. \_\_\_\_\_

I have supplied TAS with *(choose one)*:

- payslips that accurately represent these individuals' average weekly earnings (preferred); or  
 some other evidence that accurately represents their average weekly earnings

How much is coming in? <i>(after tax)</i>	Yours <i>(after tax)</i>	Household member #2 <i>(after tax)</i>	Household Member #3 <i>(after tax)</i>	Household Member #4 <i>(after tax)</i>	Weekly	Fortnightly	Monthly
Salary/Wages					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-employed income					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Superannuation/ Pension					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Tax Credits/ Working for Families (including the in-work tax credit)					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSD Financial Assistance (excluding Accommodation Supplement)					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodation Supplement					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child support (caregiver/ custodial parent)					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rental Income					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (ACC payments, dividends etc.)					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Declaration

I declare that:

- The standard part payment for my TAS accommodation would subject my household to undue financial hardship or I am experiencing exceptional circumstances that affects my ability to contribute to my weekly part payment amount.
- To the best of my knowledge, the information and statements in this application are true, complete and correct, and there have been no misleading or omission of any relevant facts, nor any misrepresentation made.
- I am authorised to provide all of the personal information on this application and in supporting documents to TAS.
- I understand that TAS may undertake due diligence checks to assess my eligibility for a reduction to my part payments.
- I understand that if I provide false or misleading information, I may be liable to repay TAS any and all partial payments due.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

DD/MM/YYYY

## Next steps

Once you have completed and signed this form, please return it to your Matching and Placement Coordinator, you can send it to: **TemporaryAccommServ@mbie.govt.nz**

If you have any questions about this form, you can call your Matching and Placement Coordinator.

We will be in contact shortly if we require any additional information or evidence from you as part of this application.

Our final decision on your eligibility will be communicated to you via the email address provided within ten working days from us receiving your application and all supporting documents.