

Tenancy Management Framework

The framework outlines how Kāinga Ora approaches working with a customer, their household and community. It guides us when resolving issues that may impact a tenancy, while balancing our legal frameworks and commitments as a landlord. Individual policies outline our approach to making decisions.

Key Principles (what we hope for and influence)	Kāinga Ora seeks to understand its customer and their household's circumstances	Kāinga Ora is a fair and reasonable landlord	Kāinga Ora supports the customer and their household to be well connected to their communities, to lead lives with dignity and the greatest degree of independence possible	Kāinga Ora supports the customer and their household to take appropriate actions to maintain their tenancy	Kāinga Ora manages and maintains its properties responsibly	Kāinga Ora contributes to cohesive and safe communities, and the quiet enjoyment of neighbours	Our people are healthy, safe and supported at work	Kāinga Ora contributes to the wider housing system
Outputs (what we want to happen)	The customer and their household are placed in a home and community where they are most likely to thrive and supported to be independent		Kāinga Ora meets its obligations as a landlord under the RTA including managing and resolving issues in a timely and effective way		The customer meets their obligations under the RTA and takes steps to address issues that affect their tenancy or community		Kāinga Ora meets its obligations as an employer and Crown Entity	Kāinga Ora works with others to support the customer and their household with housing
Activities	We place the customer and their household into a suitable home, and support them to settle in	We seek to understand the customer and their household's needs and circumstances	We act promptly and work with the customer and their household to address any issues	We address the customer and their household's housing needs	We refer the customer and their household to support services with their consent	We use appropriate legislative provisions and dispute resolution pathways	We consider ending the tenancy and not rehousing the customer in another Kāinga Ora home where it may not be appropriate for us to continue the tenancy	We support the customer and their household to move on from a Kāinga Ora home
Inputs (Resources)	Building relationships and trust with the customer and their household	Tenancy and Asset management processes are clear and easy to use	Knowledge and networks to wider support	Tenancy Tribunal and Tenancy Services	Enforcement Services: e.g.; Police and Bailiffs	Networks with other housing providers	Support the customer and their household to connect with other agencies	
Examples of Issues:	Disruptive Behaviour	Rent Debt	Unable to gain access to a home	Abandonment and non-occupancy of a home		Pets	Tenancy Reviews	

Notes:

1. Our operating principles underpin the draft Framework therefore supporting Kāinga Ora to act consistently with those principles when managing tenancies.
2. Individual policies will outline the Kāinga Ora approach to making decisions on specific issues, including what conditions we need to satisfy, how natural justice principles apply and definitions.
3. **Housing needs** in general relate to the physical attributes of a home. These include allocating the customer and their household to a suitable home, inspections maintenance and repairs, modifications, upgrades and renovation, heating solutions, collection of rent, management of complaints, explaining tenancy policies and processes.
4. **Customer obligations** under the RTA includes responsibilities under the signed tenancy agreement e.g. pay rent on time, give access to the property, keep premises tidy and respect neighbour's quiet enjoyment.
5. **Ending the tenancy:** We consider ending the tenancy and not rehousing the customer in another Kāinga Ora home when it is not appropriate for us to continue the tenancy. This is when: (1) reasonable steps have been taken to address the issue and have not been successful, and then, either the customer is not engaging and/or is not taking steps to address the issue and meet their obligations under the Residential Tenancies Act, or (2) the behaviour of the customer or their household or any person who is in the premises with the customer's permission causes significant safety risk to others or (3) the customer is no longer eligible for social housing.
6. **Supporting the customer and their household to move on from a Kāinga Ora home:** We assess whether a customer or their household have any vulnerability factors, which are defined as where there are children or dependents in the household, or the customer or household is elderly, a victim of family violence, has accessibility needs, a mental illness or the customer or their household is medically dependent on electricity. We use the following case-by-case approach to support a customer and their household to move on from a Kāinga Ora home, when it is safe to do so. Where we identify a vulnerability factor for a customer or their household, we refer the customer to an appropriate provider(s). The customer does not have to secure alternative housing before we proceed to end the tenancy. If there is a high risk to life from homelessness (e.g. medically dependent on electricity) we work with the customer and their household and providers to assist the customer and their household to secure accommodation before ending the tenancy. Where there is no vulnerability factor or the customer is disengaged, at a minimum, we inform the customer and their household of potential accommodation options. The presence of vulnerability factors does not change the decision about whether to end the tenancy and not rehouse the customer in another Kāinga Ora home.
7. Customer means tenant under the tenancy agreement.