



## Housing for the Elderly Policy (2006)

Minute Number: 1087(A)/06

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MINUTE NO. CL/JUN/1087/06

That the under mentioned recommendations (Minute No. 1046/06) made at a meeting of the Strategic Directions Committee held on 20 June 2006 be adopted:

Minute No. 1046/06 REVIEW OF HOUSING FOR THE ELDERLY POLICY

1. That the revised Housing for the Elderly Policy (Appendix "C") be approved, effective from 1 July 2006.
2. That under clause 2.3 of the Policy, the target average occupancy rate during periods of refurbishment be a minimum of 85%.



Te Kaunihera o  
**MANUKAU**  
City Council

# **HOUSING FOR THE ELDERLY POLICY**

***Community Directorate***

***and***

***Property and Assets Group***

***May 2006***

***Council Minute No. CL/JUN/1087/06***

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## 1.0 INTRODUCTION

Manukau City has the third largest and one of the most ethnically diverse populations of all New Zealand cities. The city has a high rate of growth and is home for more than 320,000 people who represent over 160 different ethnic groups. Council has an obligation under the Local Government Act 2002 for the well-being of its tenants and the City's elderly and is also required to meet statutory obligations under the Residential Tenancies Act 1986.

**Manukau City Council's housing for the elderly presently caters for a small proportion of the City's elderly who meet the current eligibility criteria of receiving 60+ or National Superannuation, with applicants having a demonstrable need for the type of accommodation that Council has to offer. Applicants must be able to show that they can live independently in a confined space with a low level of outside support and their financial assets must be less than the bar set by Council. There is little or no direct public advertising of Council's housing for the elderly and it is likely that applicants are referred from agencies such as Aged Concern and Citizens Advice Bureaux.**

Council's 515 housing for the elderly units were built over approximately a 30 year period, with low interest and suspensory loans provided by central government. These loans were discontinued in the 1980's. Since then there have been changes in central government emphasis on direct provision of housing, and income related rents are now in place for Housing New Zealand Corporation residential units. The Housing Innovation, Local Government Fund, administered by Housing New Zealand Corporation, has recently been introduced by central government with the aim of encouraging local authorities to retain and add to their existing stock of social housing and also to protect the Crown's investment in local government social housing.

The Council's housing for the elderly policy was adopted in 1994 and reviewed in the year 2000, principally to align to Council's strategic goals then in place. A review of the policy, initiated in late 2005, has examined the range of options in relation to the provision of accommodation that can be provided and the operational aspects for managing tenancies and administering the service. This review includes examining the comprehensive report "Manukau City Council Housing for the Elderly 2005-2021" and the needs analysis report prepared for Council by the Centre for Social and Health Outcomes, Research and Evaluation (SHORE) at Massey University.

## 2.0 BACKGROUND

### 2.1 The Need for Housing for the Elderly in Manukau

In 2003 a needs analysis report was prepared for the Council by the Centre for Social and Health Outcomes, Research and Evaluation (SHORE) at Massey University. The main conclusions of that report were:

- The elderly population of Manukau City will continue to grow with the greatest increase occurring between 2016 and 2021;
- The proportions of Maori, Pacific and Asian people and those from other ethnicities in the Manukau 65+ population will increase, although there will still be a high proportion of elderly European people in the City;
- There will be an increasing need for the provision of housing for the elderly in Manukau for non-European people;
- There will be a continued decline in home ownership in Manurewa, Otara and Mangere requiring a greater number of rental units to be available for elderly people in these communities; and

- Many elderly people will also have a disability (e.g. stroke, diabetes, impaired sight) requiring accommodation that is suitable for their needs.

The SHORE report concluded that many elderly people of all ethnic groups appear to be living with families against their wishes, due to a lack of affordable and available alternatives. Elderly people generally prefer to be close to families, but not dependant on them. Common tenant preferences, as advised by staff involved in the provision of accommodation for the elderly, include:

- One or two bedroom units rather than bedsits;
- Flexible design features for varying levels of disability;
- To be near services, existing community networks and family;
- Elderly only complexes, although some favoured integrated group housing;
- A warden service that encourages good support for tenants; and
- Income related rents.

## 2.2 The Portfolio

The Council's housing for the elderly portfolio contains 515 units of which 402 are bedsits. Some people find bedsits sufficient, but increasingly bedsits are considered inappropriate because of the lack of privacy for the tenant. However, the portfolio of premises is consistently occupied at a level above 96%. In April 2006 a survey showed that 51% of the housing units were occupied by Europeans, with the balance of occupancy by NZ Maori 16%, Pacific Peoples 23%, Asian 5% and other nationalities 5%. The average age of the tenants was 73 years of whom 46% were male and 54% female. The percentage of European tenants has been reducing over recent years.

## 2.3 Council Policy

The housing for the elderly policy has been in place since 1994 and was reviewed in the year 2000, principally to align to Council's strategic goals at the time of providing leadership, advocacy and partnership opportunities, promoting community health, safety and well-being, working with tangata whenua and diverse communities and delivering Council performance. The policy goals were to provide affordable housing to elderly people with limited means, maintain good communications, contribute to the well-being of tenants and ensure the housing provided met standards acceptable to Council.

A review, culminating in a report "Manukau City Council Housing for the Elderly 2005-2021" of Council's housing for the elderly policy has been undertaken, examining the range of options in relation to the provision of accommodation that can be provided and the operational aspects for managing tenancies and administering the service. The report was used as background information for a Councillors workshop held on 21 September 2005. The outcomes of the workshop were reported to the Strategic Directions Committee on 18 October 2005, which resolved: (SD/OCT/1806/05)

1. *That officers enter into negotiations with Housing New Zealand Corporation and other parties to endeavour to source funding for the refurbishment and redevelopment of Council's Housing for the Elderly Portfolio.*
2. *That officers report back to the Strategic Directions Committee following these negotiations with a firm proposal or proposals for further consideration.*
3. *That a Councillor Sounding Board comprising Cr Dick Quax, Cr Alf Filipaina, Cr Peter Kelly, and Cr Colleen Brown be established and officers report back to the March 2006 meeting of the Strategic Directions Committee on potential changes to the Housing for the Elderly Policy.*

4. *That it be noted that Manukau City Council has no intention of selling its housing for the elderly portfolio.”*

This policy review builds on the wider review.

Tomorrow’s Manukau – Manukau Āpōpō, the 10 year city-wide Plan, which has recently been reviewed, describes the outcomes sought by Manukau residents and is a key driver of all Council activity in the Long-term Council Community Plan and other planning, policy and strategy documents.

The review of the housing for the elderly policy is aligned with the new Tomorrow’s Manukau and strengthens Council’s contribution to the community outcomes. There are a number of new community outcomes in Tomorrow’s Manukau that the housing for the elderly policy will contribute to:

Tomorrow’s Manukau Outcomes	Levels of Service	Actions	Targets 2006 - 2016
<p><b>Healthy People</b></p> <p><i>Outcome 3 - Healthy choices will be easy choices for all Manukau people:</i> “Support older people to remain independent, healthy and active”.</p> <p><b>Vibrant and Strong Communities</b></p> <p><i>Outcome 4 - Manukau people are engaged with their communities regardless of age, ability or ethnicity:</i> “Provide opportunities for a face-to-face (drop-in) service for all communities to discuss general enquiries with Council”.</p>	<p>To provide and manage affordable housing to elderly and special needs people with limited means and provide a tenancy service for the occupants.</p> <p>To provide premises for the purposes intended and compliant with legislative requirements.</p>	<p>Manage Housing for the Elderly efficiently and effectively, including informing and marketing of services, whilst meeting the tenants’ needs.</p> <p>Ensure the premises comply with Council and legislative requirements.</p>	<p>Achieve minimum 96% average occupancy rate in the units throughout the year, each year, excluding periods of refurbishment when target will be minimum 85% average occupancy rate.</p> <p>100 % management of tenancies, grounds care and social support services each year, to agreed specification and time schedules, with relevant tenant information on age, ethnicity and gender.</p> <p>Achieve minimum 80% level each year of tenant satisfaction with provision and availability of Council’s Housing for the Elderly services during 2006 – 2009, increasing to minimum 85% level each year during 2010 – 2016.</p> <p>100% compliance with legislative requirements each year.</p> <p>Renewal of half of Otara Court and all of Tadmor Village completed by 2010.</p> <p>15½ of 17 Housing for the Elderly complexes refurbished by 2012.</p>

These outcomes identify that all Manukau people want access to local services that meet their specific needs. They want to feel confident that they live in a healthy, caring and supportive city, committed to the lifelong well-being of all its residents. People want to be more active and engaged with their communities, but are concerned about safety in public spaces and older people want to be able to maintain independent lifestyles. The physical, social, economic and institutional barriers to well-being need to be reduced, making affordable, safe and quality housing available to all.

### 3.0 PURPOSE

The purpose of this policy is to:

- Clarify the community outcomes which Council is seeking in providing housing for the elderly in Manukau City (refer to clause 4.1);
- Assist in the provision and management of the housing premises accordingly (refer to sections 5.0, 6.0 and 9.0 to 13.0); and
- Work in partnership with Housing New Zealand Corporation and voluntary (third sector) groups in providing affordable housing for the City (refer to clauses 4.6 and 5.3).

Specifically this policy includes criteria and processes for:

- Management and administration of Council's Housing for the Elderly portfolio;
- Standards and conditions;
- Asset Management Plan and levels of service;
- Eligibility of applicants applying for housing;
- Allocation criteria;
- Tenancy and Bond;
- Rental levels;
- Tenants welfare; and
- Future improvements to premises.

### 4.0 FRAMEWORK FOR HOUSING FOR THE ELDERLY POLICY

#### 4.1 Policy Objectives and Outcomes

Outcome	Objective	Action	Target
Social Well-being	To provide safe, secure, accessible and affordable housing to elderly people in Manukau with limited means, as well as those with a disability.  To provide clear communication to applicants and tenants.	Premises comply with Council and legislative requirements and housing for the elderly managed efficiently and effectively.  Inform and market services.	Favourable results received in Council's annual survey regarding customer satisfaction and improved responsiveness by Council in provision and availability of housing for the elderly services.
Cultural Well-being	To contribute to an affordable housing programme that acknowledges the need for culturally appropriate housing responses.	Consultation with other key service providers on cultural needs in affordable housing.	Positive feedback received each year from tenants and community groups, and contact initiatives are progressed with key service providers such as Housing NZ Corp. and Age Concern.
Economic	To obtain funding assistance for short and long-term redevelopment and upgrading of Council's housing for the elderly.  To reduce property maintenance costs for housing for the elderly.	Secure assistance funding for building programme.  Design cost effective housing units.	External funding received to requested levels.  Achieve reduced property operating costs.

Environment	To improve the environment by consolidation of accommodation and use of “environmentally friendly” designs.	Specify required site utilisation and design standards.	Achieve improved design and utilisation of housing for the elderly sites for future developments.
Statutory Compliance	To meet requirements of the Building Act and compliance with the Act in redevelopment work.  To meet obligations under the Residential Tenancies Act 1986, particularly with regard to needs of tenants during changes.	Secure resource and building consents.  Adequate tenancy procedures in place for changing circumstances.	Achieve sign-off of statutory processes.  Positive comments received from tenants on the process of change with housing for the elderly accommodation and services during the redevelopment period 2006 – 2012.
Equity	To ensure assessment and allocation of housing for the elderly units is fair and equitable and targeted to those in most need of accommodation.	Conduct annual review of ‘points allocation’ procedures and applicants’ places on waiting lists for vacancies.	Achieve satisfactory review of procedures for allocation of housing units.
Tenant Well-being	To contribute to the well-being of tenants through the Housing for the Elderly Wardens service and support services provided by community-based organisations.	Wardens’ services provided to agreed levels.  Examine support services to tenants by other providers.	Achieve favourable results on the Wardens’ services in the annual survey of tenants and from individual tenants throughout the year.  Tenants receive the required attention and services from external providers such as meals on wheels and Home Health Care.
Address Need	To continue to address the community need for housing for the elderly in Manukau.	Link housing for the elderly levels of service in asset management plan to financial provisions contained in Long-term Council Community Plan.	Continue planning each year for future development of housing for the elderly facilities and services.

## 4.2 Scope

This policy relates to the housing premises that are:

- Outlined in Appendix 1 to this policy and referred to in clause 4.3;
- Owned and maintained by the Council; and
- Occupied under the provisions of the Residential Tenancies Act 1986 by elderly people with limited financial means who meet the eligibility criteria.

This policy does not include residential premises (such as housing on reserves) that are available for general rental at market rates.

The policy is intended to provide accommodation options for elderly people in Manukau:

- To give Council a degree of flexibility in design of housing for the elderly for changing demographic profiles and dealing with individual tenant needs;
- To allow a close link between other providers of affordable housing in Manukau such as Housing New Zealand Corporation and not for profit (third sector) groups; and
- To optimise the development and use of housing for the elderly land and facilities.

#### **4.3 Manukau City Council Housing for the Elderly Portfolio**

The premises that presently form the housing for the elderly portfolio are those listed in Appendix 1. Council has a current funding policy for housing for the elderly of 70% private good and 30% public good. This means that Council considers the main benefit of its housing for the elderly portfolio (70%) is to the individual tenants, with the balance (30%) being the benefit to the community as a whole in having a proportion of the elderly able to be accommodated this way. In 2000 Council assessed the private benefits and public benefits for housing for the elderly as follows:

Private (70%)

- Benefits to individual users (well maintained, secure units with Council services for tenants in place);
- Willingness to pay a user charge (weekly rental);
- Individual users can be excluded (not all applicants meet the acceptance criteria);
- Personal choice of tenants to reside in Council housing for the elderly units; and
- Others in the City are not able to secure a Council tenancy (limited vacancies).

Public (30%)

- Broad community wide benefits;
- Willingness to pay through rates;
- Valued by non-users; and
- Civic pride.

The 70/30 private/public split means the rental structure for the portfolio should meet 70% of current operational costs, including depreciation and the cost of capital improvements. The current rental structure does not do this, meeting only 70% of current operational costs including depreciation. Changing the ratio to 80/20 would mean that the rents received would cover some of the capital improvements as well.

The population of New Zealand as a whole is growing older. Manukau City has a relatively young population in comparison to the rest of the country and as a consequence the impact of an ageing population will be slightly delayed, with increased demand forecast for Manukau from 2016 onwards. Currently Council provides units that house 2.5% of the population aged over 65. The SHORE report suggests that if the current number of units is maintained, Council's provision will drop to approximately 0.6% of those aged over 65 by 2021. The report also indicates that to maintain provision at 2.5% approximately 800 additional units would be required by 2021 and that the highest areas for demand will be Manurewa, Otara and Mangere.

The range of options for the delivery and governance of Council's housing for the elderly portfolio are currently being considered. A number of building improvement proposals are being examined, which include working in partnership with Housing New Zealand Corporation and other parties to source project funding. The refurbishment and upgrading

programmes for the elderly complexes are included in the draft 2006-2016 Long-term Council Community Plan and if approved will commence in 2006.

The Council may need to increase rentals for those housing for the elderly complexes that are upgraded and provide improved service levels, higher standards and enlarged space, and a revised funding policy of 80% private good and 20% public good may be applied from 2007/08. Some housing for the elderly tenants may qualify for an accommodation supplement provided by Work and Income New Zealand.

#### **4.4 Standards and Conditions of Council's Housing for the Elderly Accommodation**

Council's housing for the elderly complexes are inspected on a regular basis and condition assessments for maintenance are made with renewal cycles monitored. There are a variety of designs and construction materials used on premises that were built over many years. To provide consistency and to maintain the portfolio to identifiable standards, specific levels of service will be developed for the portfolio. These will be contained in the Property and Assets Group Asset Management Plan.

#### **4.5 Asset Management Plan and Levels of Service**

The Property and Assets Group Asset Management Plan outlines the levels of service given and the costs of providing these services over a 20 years time span. The Asset Management Plan also reflects the increases and changes that need to be made to the buildings to meet anticipated demand.

#### **4.6 Central Government - Housing New Zealand Corporation (HNZC)**

HNZC is the main provider of social housing in New Zealand, supplying state rental housing to low income households, including the elderly. HNZC is concentrating on increasing New Zealand's social sector housing, including through local government, third (voluntary) sector and iwi providers. The key features of the HNZC current action plan are to ensure well-insulated modern homes are available to elderly tenants and to partner with other providers of housing such as local Councils. Income related rents are in place and older people have access on the basis of need to well-designed state housing.

Both HNZC and Manukau City Council target the same sector in providing accommodation for the elderly with limited means. The sector is large enough so that the two entities are not competing and therefore exploring opportunities to work together such as instituting shared waiting lists is very sensible. In November 2005 HNZC and Council signed a Memorandum of Agreement that set out guiding principles for a working relationship, which will include identifying and exploring joint initiatives for affordable housing in Manukau.

HNZC and Council have similar criteria for residency and eligibility, checking the financial assets of the applicant, visiting the current address of the applicant and assessing degree of need for alternative accommodation, consideration of health and personal needs, applicant's housing history, reassessment of applicant where home address has changed, matching applicant to a particular location, declining a tenancy for valid reasons.

#### **4.7 Ageing in Place**

Ageing in Place is a favoured concept of central government. In 1994 health and policy ministers of OECD countries agreed that wherever possible elderly people should be enabled to keep living in their own homes. Ageing in Place refers to remaining in the community, living independently with access to services and resources, family support and home care, with well-designed affordable housing available that is warm and safe. Most housing for the elderly tenants would like to remain in their unit for as long as possible until

their changing circumstances necessitate a move to an assisted care environment elsewhere. Their Council housing unit is their 'home' that represents a combination of personal and financial security, family memories and a sense of well-being.

Council's housing for the elderly can be improved to enable residents to age in place by providing well designed accommodation incorporating "universal design" features. For example, better access within the units for increased mobility of tenants who may need to use a walking frame or wheel chair, upgraded kitchen and storage facilities, walk-in shower and grab rails, well insulated walls without condensation problems and secure windows and entry doors.

#### **4.8 Contribution to Council's Strategic Outcomes**

Transactions within the scope of this policy align to:

- Council's strategic outcomes contained in the Long-term Council Community Plan and outlined in Appendix 2.

The values inherent in the housing for the elderly policy support community development principles:

- Reducing inequality    Ensuring elderly including those with a disability, of limited means, have equity of access to appropriate and affordable housing;
- Empathy    Understanding individual and community needs, assisting disadvantaged people and responding to particular issues in a fair and professional manner;
- Diversity    Respecting people's diverse backgrounds over a broad range of areas – ethnicity, culture, age, abilities and lifestyles;
- People's Rights    Respecting rights to privacy, confidentiality and dignity;
- Clarity    Using plain language, with tenancy agreements easily understood that set out rights and responsibilities of the tenant and council; and
- Inclusion    Providing opportunities for elderly people of all cultures to participate in community activities to maintain their social integration and to enhance community development in the city.

#### **4.9 Rentals**

The weekly rentals for Council's housing for the elderly are linked to 25% of the net New Zealand Superannuation per week for Single (living alone) and Married (both partners qualify). Refer to clause 11.2 for further information.

Rental charges will be reviewed each year in accordance with the provisions of the Residential Tenancies Act 1986. Rents will be increased in line with the cost of living adjustment that applies to New Zealand Superannuation from 1 April each year.

The Council may also apply increased rentals for those housing for the elderly units that are upgraded and provide improved service levels, higher standards and enlarged space. Refurbishment and upgrading of some of Council's housing for the elderly units is planned to commence in 2006 for completion by 2012. It is also proposed to progress renewal of half of Otaru Court and all of Tadmor Village in partnership with Housing New Zealand Corporation, for

completion by 2010. Increased rentals for all upgraded and improved housing for the elderly complexes may be applied by a Council approved scale of rents of up to 80% of the local private rental market for similar standards of accommodation.

Tenants may make application to Work and Income New Zealand for consideration of an accommodation supplement to assist with payment of rents.

## **5.0 POLICY IMPLEMENTATION**

### **5.1 Council Delivery of the Policy**

The Property and Assets Group will prepare a detailed specification to develop and provide suitable and well designed Council housing for the elderly incorporating “universal design” features, targeting a service to Manukau elderly people most in need and partnering with other agencies providing similar services.

The Housing for the Elderly Co-ordinator, together with a Property Manager, will manage the housing for the elderly portfolio and they will be the contact people within Council for the tenants and people applying for a tenancy. The Co-ordinator will manage the daily work of the visiting wardens and also manage the hire of the two small halls at Acacia Court and Whitehaven.

The Community Directorate will continue to develop and monitor the social policy requirements for the well-being of housing for the elderly tenants and examine the community need for these housing services in Manukau.

### **5.2 Monitoring of Performance of Housing for the Elderly Portfolio**

Property and Assets Group will be responsible for planning and implementation of the approved building and improvement programme for the housing for the elderly portfolio together with building maintenance and tenancy services.

The Community Directorate will be responsible for management of housing for the elderly, wardens’ services and monitoring the contribution to social well-being by the provision of safe, secure, accessible and affordable housing for older people in Manukau with limited means and those with a disability. Also to examine the contribution of the housing for the elderly service to an affordable programme that acknowledges the need for culturally appropriate housing responses.

Reports on progress will be provided including information for reporting to the appropriate Council standing committees.

### **5.3 Implementation of Capital Improvement Works**

A team of Council officers will form to administer the planning and process of capital improvements at the housing for the elderly complexes. This team will have representation from all appropriate parts of Council including Community Directorate, Property and Assets Group and Financial Services. The options for improvements are:

- Make use of the Housing Innovation, Local Government Fund and partly refurbish some of the housing for the elderly units, based on need and with the primary goal of increasing the functionality of the units and providing for elderly people with a disability;
- Investigate partnerships with HNZA and the Counties Manukau District Health Board to redevelop half of Otara Court and all of Tadmor Village.

The refurbishment of Council's housing for the elderly portfolio will enable the tenants to continue to live in their units for a longer time. This will support central government's ageing in place strategy as well as benefiting the tenants by providing a more comfortable and secure environment. Council will consult Te Tiriti o Waitangi Committee, Pacific Island Advisory Committee, Community Boards, tenants and agencies such as Grey Power and Age Concern regarding any refurbishment programme.

#### **5.4 Funding for Housing for the Elderly**

Financial provision will be made in the Long-term Council Community Plan for housing for the elderly, based on the Asset Management Plan and other relevant information. This provision will be revised each year to the three following years.

In line with the Council Plan timetable in each year the Property and Assets Group will provide information on the housing for the elderly portfolio to enable a bid to be submitted for Council Plan funding to cover any variation to the Long-term Council Community Plan allocation for:

- Rental income (including reduction in income during building alterations and development projects);
- Construction, acquisition and major modification of premises identified under clause 5.3 of the policy, including provision for part or all of the funds necessary to achieve such an outcome, and
- Acquisition or exchange of land to facilitate improved provision of housing for elderly facilities.

### **6.0. GOVERNANCE**

Council manages and operates its housing for the elderly services. All alternative governance options are likely to increase the cost to Council due to the expense of setting up any new organisation. Currently Council's housing for the elderly portfolio is too small to justify the costs of an alternative governance structure. Instead a management board will be appointed to provide the strategic direction for the operation and development of the portfolio, with reports to Council as required.

### **7.0. DEFINITIONS/ROLES**

**Community Directorate** - responsible for management, wardens' services, social policy and monitoring of well-being and community needs for Council's housing for the elderly.

**Housing for the Elderly Co-ordinator** - the Council officer in Community Directorate who is the main point of contact for applicants seeking a housing unit and for on-going relationship management.

**Wardens** - the Council officers in Community Directorate who provide good neighbour support services at the housing for the elderly complexes and ensure the tenants receive support that will help to maintain their quality of life and encourage self help, mutual support and neighbourliness.

**Property and Assets Group** - responsible for planning and implementation of the approved building and improvement programme and maintaining the housing for the elderly portfolio and tenancy services.

**Property Manager** – the Council officer who manages the tenancies and building related aspects of the premises.

**Rent** – the rental payable by the tenant for occupation of the housing unit. It is based on the weekly rentals for Council’s Housing for the Elderly being linked to 25% of the net New Zealand Superannuation per week for Single (living alone) and Married (both partners qualify). Refer to clause 11.2 for details of Council’s housing for the elderly rentals for 2006/07. Council reviews its rental charges on an annual basis in accordance with the provisions of the Residential Tenancies Act 1986.

The Council may also apply increased rentals for those housing for the elderly units that are upgraded to provide improved service levels, higher standards and enlarged space. Tenants may make application to Work and Income New Zealand for consideration of assistance with their rents.

## 8.0 HOUSING FOR THE ELDERLY POLICY – ACCOUNTABILITY AND REVIEW

Links to Other Policies/Strategies	Te Tiriti o Waitangi/Treaty of Waitangi generic policy statement Community Development Framework Pacific Peoples Policy 2005 Disability Policy 2004 Community Facilities Strategic Plan 2004 Property Strategy 2003
Accountability	Director Community
Policy Adviser	Community Directorate
Date Adopted	29 June 2006 Council Minute No. CL/JUN/1087/06
Date Effective	1 July 2006
Review Date	1 July 2009
Supersedes Policies	Housing for the Elderly Reviewed Policy 971/00

## **9.0 ELIGIBILITY CRITERIA FOR MANUKAU CITY COUNCIL HOUSING FOR THE ELDERLY**

### **9.1 Eligibility Criteria**

- Individuals or Couples whose principal source of income is 60+ or New Zealand Superannuation or Invalidity Benefit may apply for a Manukau City Council Housing for the Elderly Unit.
- Applicants must also:
  - Have a demonstrable, long term need for the type of housing available; and
  - Demonstrate that they can live independently with a low level of outside support, such as Home Health Care, in the type of housing Council has available; and
  - Meet the residential status requirements outlined in Appendix 3; and
  - If applying from outside Manukau, explain their reasons for seeking Manukau residency such as having close family or personal connections with Manukau.
- Subject to meeting all other criteria priority will be given to:
  - Those aged over 65 years; and
  - Those who are already resident in Manukau.
- Applicants must not:
  - Have assets that exceed the limit set by Council; or
  - Continue in full time employment; or
  - Have intentionally broken the terms of any previous tenancy; or
  - Have a history of excessive drinking of alcohol, use of recreational drugs or continued domestic violence.

Tenancies may be offered to people who do not meet the above criteria only in exceptional circumstances where such tenancies are required for the efficient management of Council's Housing for the Elderly complexes.

### **9.2 Relatives of Council Employees and Councillors**

- To ensure accountable and fair allocations all applicants related to a Council employee or a Councillor will be required to declare that relationship
- Such applications will be assessed on the same basis as all other applications but will require the approval of the General Manager Property and Assets Group

### **9.3 Assets**

- An upper asset limit is set by Council and may be adjusted from time to time
- Current limits \$35,000 per single person, \$50,000 per couple
- Applicants exceeding that limit but needing to make essential purchases may be deemed eligible at council's discretion
- Those deliberately divesting themselves of assets may be eligible if five years has passed since divestment, provided legal proof is provided

## **10.0 APPLICATION FOR HOUSING AND ALLOCATION PROCESS**

### **10.1 Application for Council's housing for the elderly**

- All applicants will fill in an application form, substantially in accordance with the form attached as Appendix 4
- A doctor's letter will be required detailing any health problem or substance dependency that may affect the applicants ability to maintain a tenancy. In some circumstances, special conditions may be attached to a tenancy.

### **10.2 Home visit**

- Applicants will receive a home visit for the purpose of assessing their degree of housing need (unless there are adverse circumstances)
- If required, applicants living outside of the Auckland region will be interviewed by a local Council officer in that area
- Where there is doubt over information provided by an applicant they may be asked to supply documentary proof
- Applicants may expect a previous or current tenancy to be checked
- Each application will be pointed and ranked according to the applicant's priority of need for Council housing. The interview/assessment form and points allocation process is shown in Appendix 5

### **10.3 Refused Applications**

- Applicants will be advised in writing of the reasons for declining their application

### **10.4 False Information**

Where it becomes apparent that an applicant has knowingly given false information either on their application form or at the home visit they may:

- Have their application refused
- Have any offer of a tenancy withdrawn
- Lose any tenancy granted

### **10.5 Waiting Lists**

- Applicants may choose to go onto the waiting lists for all or any of Council's 17 Housing for the Elderly complexes.
- Applicants will be asked to renew their interest 6 monthly
- Cancelled applicants wishing to reapply and current applicants who move home will complete a new application form, be home visited and reassessed

### **10.6 Allocation of Units**

- Units will be offered to the applicant with the highest number of points whose need is best met by the unit on offer

- Housing complexes comprising all one-bedroom units will be let to single people or couples, with priority given to couples

### 10.7 Applicant Refusal of an Offer

- Applicants will be advised in writing whether another offer will be made by Council
- An unreasonable refusal may result in the application being cancelled

## 11.0 TENANCY PROCEDURES

### 11.1 Tenancy Agreement

- A tenancy agreement (refer to Appendix 6) will be signed. Couples will sign a joint tenancy agreement.
- At tenancy commencement a bond equal to four weeks rent is payable, to be lodged with the Tenancy Bond office. Two weeks rent in advance is also payable
- Thereafter rent will be payable fortnightly in advance
- The tenant/s will be required to pay their rent by direct debit from their bank account
- The tenant/s shall keep the premises clean and tidy and free of rubbish
- The tenant/s shall not be absent from the Unit for more than a total of ninety days in any year. With prior consent and at the discretion of Council the ninety day period may be extended
- Council will respect a tenant's right to privacy, confidentiality and dignity. However, if a tenant becomes unable to meet the terms of their tenancy agreement or they are imposing on other tenants rights, all reasonable steps will be taken to resolve the problem

### 11.2 Rental Structure

The weekly rentals for Council's housing for the elderly are linked to 25% of the net New Zealand Superannuation per week for Single (living alone) and Married (both partners qualify). The rentals per week for 2006/07 are:

Single in bedsit unit	\$66.00
Single living alone in one-bedroom unit	\$76.70
Couple in one-bedroom unit	\$101.50

Council will review its rental charges on an annual basis in accordance with the provisions of the Residential Tenancies Act 1986. Increases in rentals will also reflect the cost of living adjustment that central government applies to New Zealand Superannuation from 1 April each year.

The Council may also apply increased rentals for those housing for the elderly units that are upgraded and provide improved service levels, higher standards and enlarged space. Some housing for the elderly tenants may qualify for an accommodation supplement provided by Work and Income New Zealand (WINZ). Tenants will need to make their own application to WINZ for consideration of assistance with their rents.

### 11.3 Smoking Inside the Units

Although smoking is not banned inside the rental units, tenants are asked to consider smoking outside to reduce staining the interior of the premises.

## 11.4 Transfers Between Units

### Tenant Initiated Transfers:

- Tenant requests to change Units will be considered only when the tenant is aged at least 65 years and:
  - The tenant has occupied their Unit for at least one year; and
  - A doctor's note is provided supporting their request; and
  - The tenant needs to be:
    - Nearer to family for support; or
    - Closer to essential services; or
    - On another complex more suited to their needs.
- Before a change of Units can occur:
  - The tenant's Unit will be inspected and the tenant advised in writing to remedy any breach of the tenancy agreement; and
  - The tenant will be required to pay a bond equal to four weeks rent if they have not already done so; and
  - The tenant must agree to any additional conditions, such as a requirement to have Home Health Care support.

### Landlord Initiated Transfers:

- Single tenants in double Units may be required to transfer to single Units, to release the double Unit for letting to a couple. At least three weeks notice will be given to tenants required to move and tenants alone because of the death of their partner will be entitled to remain in their Unit for six months from the partners' death.
- Tenants may be required to move into a different Unit (possibly in a different complex) to facilitate the refurbishment or redevelopment of their Unit. The Council will arrange and pay to move the tenants furniture and personal possessions and provide a minimum of three weeks notice to the tenant should a move be required.

## 11.5 Vacation of Units

- The full legal requirement of three weeks notice is required.
- Less than three weeks notice may be accepted, at Council's discretion, on the death of a tenant or on admittance to hospital on a long term basis. The termination date becoming the date of return of the unit key by relatives.
- Any damage beyond reasonable wear and tear will be recovered from the bond, and if it exceeds the bond additional costs will be claimed from the tenant.

## 11.6 Eviction of Tenants

The Residential Tenancies Act 1986 allows the Tenancy Tribunal to make an order terminating a tenancy when:

- The rent is more than 21 days in arrears; or
- The tenant has caused substantial damage to the premises; or
- The tenant has assaulted the landlord or other occupants of the premises or any neighbour.

Tenants may also be evicted where the anti-social behaviour of the tenant/s causes a nuisance to other tenants. This includes being drunk and disorderly, in possession of recreational drugs or threatening to assault the landlord or other occupants of the complex or neighbours. In addition, tenants may be evicted in exceptional circumstances where the tenants neglect to maintain the Unit in a reasonably clean and tidy condition and upon reasonable notice fail to bring the Unit up to a reasonable standard.

## 12.0 SERVICES PROVIDED BY COUNCIL

### 12.1 Building Services Provided

- Building maintenance will be provided by Council
- The tenant should direct all maintenance requests and reports of necessary repairs to the Council Call Centre. Levels of response time will be assessed on a priority basis
- All units will be inspected annually in accordance with the Residential Tenancies Act 1986. Signs of tenant neglect will be raised with tenants. Agreed remedial action e.g. input from community services and family help will be confirmed with the tenants in writing
- Requests and complaints will be processed in accordance with the Residential Tenancies Act 1986 and Tenancy Agreement
- Tenant complaints must be made in writing. Anonymous and/or verbal complaints will be acted on at Council's discretion
- Council will take all legitimate steps to prevent or stop breaches of the Tenancy Agreement or the Residential Tenancies Act 1986
- Council will provide regular security checks for the Units
- Council will refurbish Units in accordance with the Property and Assets Group Asset Management Plan

## **12.2 Parking of Vehicles in the Grounds**

- Tenant parking is on a "first come first served" basis
- The tenant may park one vehicle only in an authorised parking area within the complex. All vehicles must have a current registration and Warrant of Fitness
- Tenant parking has priority. Visitors will be required to move their vehicle if a tenant wishes to park. Council or emergency vehicles shall have free access
- Vehicles will not be driven across or parked on the grass

## **12.3 Tenant Welfare**

- Council will provide good neighbourhood support services to tenants at the housing for the elderly complexes through its visiting Wardens
- Advice will be offered by the Wardens to ensure tenants receive support services that will help maintain their quality of life
- The Wardens Handbook, detailing the responsibilities and obligations of the Wardens, (refer to Appendix 7) will be reviewed regularly and updated as required

## **12.4 Chattels**

Council will provide at least:

- an electric stove / rangette
- fixed carpets and vinyl floor covering

## **12.5 Halls on Housing for the Elderly Complexes (Acacia Court and Whitehaven)**

- The small halls at 25 and 146 Kolmar Road, Papatoetoe are primarily for the use of elderly people in Papatoetoe. Other groups may use the halls provided that this does not prevent elderly people using the premises and does not cause a disturbance to nearby tenants

- Bookings and approval for use of the halls are dealt with by Council through the Housing for the Elderly Co-ordinator
- Hall rental charges are set by Council and reviewed as necessary

## **13.0 KEEPING OF PETS AND MINOR ALTERATIONS**

### **13.1 Pets**

- Tenants may not keep a dog and will not feed stray animals
- Fish or a caged bird may be kept (provided the bird noise does not disturb neighbours)
- One spayed or neutered cat per unit is allowed. In the event of justified complaints that the cat is causing a nuisance to neighbours the tenant shall be responsible for removal of the animal
- The refurbishment, upgrading and replacement programme of the housing for the elderly may require some of the complexes to exclude tenants' pets. The General Manager Property and Assets Group has the authority to require a particular complex to be free of pets because of local requirements, including requests by all tenants in a complex that the premises exclude pets.

### **13.2 Alterations, Fixtures and Fittings**

- With Council's written approval tenants may, at their own expense, make minor changes to their units to make them more suitable to their needs
- The work will be carried out by Council approved contractors
- All improvements will be vested in Council or made good at the expiry of the tenancy

<b>APPENDIX 1 – SCHEDULE OF FACILITIES AS AT 1 MARCH 2006</b>
---

The following table summarises a stock take of Council's Housing for the Elderly portfolio:

Name	Address	Double units	Bedsit units	Total Units	Land area	Rating Value (2002)	Buildings	Location
Minerva Court	3R Gibraltar Street, Howick	3	24	27	4,398m <sup>2</sup>	\$620,000 (land) \$1,580,000 (buildings)	9 Blocks built 1965 & 1968 Brick veneer	1km to Howick Village
Bridge Court	7 Coronation Road, Mangere	4	64	68	1.3689ha	\$460,000 (land) \$6,240,000 (buildings)	19 Blocks built 1969 & 1979 Brick veneer	350m to Mangere Bridge Village
Court Town Close	23 Court Town Close, Mangere	12		12	1,800m <sup>2</sup>	\$99,000 (land) \$826,000 (buildings)	4 Blocks built 1988 Brick veneer	700m to Mangere Town Centre
Lambie Court	11 Yates Road, Mangere	2	20	22	3,675m <sup>2</sup>	\$215,000 (land) \$1,085,000 (buildings)	6 Blocks built 1979 Brick veneer	200m to local library and shops
Topping Court	13A Ashley Avenue, Mangere	7	42	49	9,549m <sup>2</sup>	\$310,000 (land) \$4,090,000 (buildings)	14 Blocks built 1975 Brick veneer	1km to local shops
Alfriston Court	33-37 Alfriston Road, Manurewa	2	15	17	2,457m <sup>2</sup>	\$197,000 (land) \$463,000 (buildings)	5 Blocks built 1973 Brick and fibrolite	500m to local shops
Inverell Court	18 Inverell Avenue, Manurewa	25		25	5,093m <sup>2</sup>	\$360,000 (land) \$1,740,000 (buildings)	9 Blocks built 1985 Brick veneer	2km to Manukau City Centre
Leabank Court	12 Kirton Crescent, Manurewa	10	54	64	9,243m <sup>2</sup>	\$287,000 (land) \$2,850,000 (buildings)	21 Blocks built 1962, 1966 and 1974 Brick veneer (timber joinery)	1.5km to local shopping
Percival Court	15 Percival Street, Manurewa	4		4	913m <sup>2</sup>	\$66,000 (land) \$244,000 (buildings)	2 Blocks built 1984 Brick veneer	1km to local shops
Tadmor Court	22 McAnnalley Street, Manurewa	4	12	16	2,380m <sup>2</sup>	\$185,000 (land) \$575,000 (buildings)	4 Blocks built during 1960s Concrete Block and fibrolite (timber joinery)	800m to local shops

Hills Court	10-14 Hills Road, Otara	11	34	45	9,075m <sup>2</sup>	\$450,000 (land) \$1,900,000 (buildings)	14 Blocks built 1976 Brick veneer	1.3 to Otara Town Centre
Otara Court	163 East Tamaki Road, Otara	9	52	61	12,512m <sup>2</sup>	\$560,000 (land) \$2,390,000 (buildings)	20 Blocks built 1965 and 1970 Brick veneer	200m to Otara Town Centre
Dale Court	33 Dale Crescent, Pakuranga	2	24	26	4,606m <sup>2</sup>	\$400,000 (land) \$950,000 (buildings)	7 Blocks built 1973 Concrete brick and fibrolite	700m to Pakuranga shopping Centre
Marriott Court	3-5 Marriott Road, Pakuranga	8		8	1,472m <sup>2</sup>	\$234,000 (land) \$750,000 (buildings)	4 Blocks built 1985 Brick veneer	1km to Pakuranga shopping centre
Mattson Court	22 Mattson Road, Pakuranga		10	10	1,978m <sup>2</sup>	\$285,000 (land) \$475,000 (buildings)	3 Blocks built 1968 Brick veneer and weatherboards	700m to Pakuranga shopping centre
Acacia Court	21/23 Kolmar Road, Papatoetoe	6	31	37	6,631m <sup>2</sup>	\$740,000 (land) \$1,710,000 (buildings)	6 Blocks built 1958 & 1968 Concrete block and fibrolite	250m to local shops
Whitehaven Court	146 Kolmar Road, Papatoetoe	4	20	24	3,946m <sup>2</sup>	\$420,000 (land) \$1,000,000 (buildings)	6 Blocks built 1968 & 1974 Brick veneer (timber joinery)	300m to local shops
	Total	113	402	515	9.3417ha	\$5,888,000 (land) \$28,868,000 (buildings)	153 Blocks	Av 800m to local amenities

## APPENDIX 2 – RELATIONSHIP TO COUNCIL’S STRATEGIC OUTCOMES

### 1 Strategic Directions

*Tomorrow’s Manukau – Manukau Āpōpō*, the 10 year city-wide Plan, which has recently been reviewed, describes the outcomes sought by Manukau residents and is a key driver of all Council activity in the Long-term Council Community Plan and other planning, policy and strategy documents.

The review of the housing for the elderly policy is aligned with the new *Tomorrow’s Manukau*, thereby strengthening Council’s contribution to the community outcomes.

### 2 Manukau City Council Long-term Council Community Plan

**The Council provides the co-ordination and takes direction from the *Tomorrow’s Manukau* strategy to produce a Long-term Council Community Plan that includes a number of strategic outcomes for the city, of which the following are contributed to by the housing for the elderly policy:**

- **Healthy People**

**The health and well being of people and communities is dependant on a number of factors – environmental, physical, social, cultural and spiritual. This means having access to good health care, and nurturing environments that people feel part of. People need adequate incomes, good quality and affordable housing, strong families as well as access to goods and services. This is a Healthy City.**

- **Vibrant and Strong Communities**

**Communities will be vibrant and strong when people feel that they belong and can contribute to community life. Strong community, cultural and family ties underpin community cohesion and these contribute to people having a sense of health and well-being. The image and character of the city has a significant impact on this. The City’s design must cater for diverse lifestyles and cultures. It must be functional for business and have quality urban design that connects people and places, and goods and services.**

### 3 Community Facilities Strategic Plan 2004

**The vision for this adopted strategy is:**

- Timely provision of leisure, lifelong learning and social facilities that meet needs, are widely accessible, buzzing with activity and used to their capacity;
- Council moving to more creative and co-operative approaches with the community and other organisations in meeting requirements; and
- A wide range of sustainable opportunities in the community to meet people’s changing activity needs.

**The strategy has set a number of goals including the following which relate to the housing for the elderly policy:**

- The establishment of a sustainable network of managed facilities;

- Policy aligned and delivered to achieve sustainable community facility development;
- Sustainable community facility operational programme in place;
- Achievement of a sustainable community facility asset development programme; and
- Prioritisation of community facility developments.

#### **4 Pacific Peoples Policy**

The Pacific Peoples policy is a framework to enable Pacific Peoples to voice their aspirations, needs and priorities. It provides a platform and a process for:

- Council to develop policies and services to strengthen Pacific Peoples capacity to participate in all aspects of Manukau life;
- Enable action on key priority areas by providing an effective policy framework and achievable action plans; and
- Evaluation and monitoring progress.

The policy will be delivered through annual action plans, agreed between Council, the Pacific Island Advisory Committee and Pacific communities in Manukau City.

#### **5 Disability Policy**

In June 2004 Council adopted the Manukau City Council Disability Policy and Action Plan. The policy is about people with disabilities in Manukau, families/whanau, friends and people providing support and disabled people in the City having equal access to services and support to participate in the community.

#### **6 Property Strategy**

**In 2003 a property strategy for the Council was adopted entitled “Developing Tomorrow’s Manukau”. One of the objectives of the property strategy in relation to social and community infrastructure is to ensure provision of adequate and appropriate facilities for the delivery of an optimum level and range of social and community services for the needs of the city and its citizens, both in the present and for the future.**

**The strategy notes that Manukau City Council is committed to ensuring that affordable housing is available to most needy citizens. In the future the Council will also pursue opportunities to increase the quality, choice and efficiency of housing options for the elderly through alternative approaches such as partnerships with Housing New Zealand Corporation, community organisations and the private sector. Existing tenancies will not be negatively affected by any future changes in the way the service is delivered.**

**The Property Strategy will be reviewed in the near future and will include commitment to ensuring affordable housing is available to those elderly people in need.**

#### **7 Community Development Framework Strategies:**

- To build a sense of community by:
  - Celebrating who we are.
  - Building a sense of belonging through increased participation in community activities.
- Creating opportunities for:

- Access to knowledge, information and resources.
- Access to a safe and healthy lifestyle.

The Community Development Framework strategies will be re-examined shortly and will include the on going commitment to Council's housing for the elderly service.

## **8 Te Tiriti o Waitangi/ Treaty of Waitangi Generic Policy Statement**

Manukau City Council is committed to upholding Te Tiriti o Waitangi/Treaty of Waitangi. This commitment has taken the form of developing Te Tiriti/Treaty of Waitangi relationships with Mana Whenua and other Maori in Manukau, and establishing governance arrangements and organisational processes to meet Te Tiriti/Treaty based responsibilities.

Through the Treaty of Waitangi related provisions of the Local Government Act 2002, local authorities are required to facilitate the participation of Maori through consultation to promote decision-making processes which occur at both governance and organisational levels. This has relevance to all Council developed and driven policies, strategies and service delivery functions that impact on the social, economic, environmental and cultural well-being of Maori and all people in Manukau. The inclusion of Mana Whenua and other Maori in Manukau in these processes is a key means by which participation and understanding can be enhanced.

Council has also indicated in the Long Term Council Community Plan that long term planning will be improved by taking into account Te Tiriti/Treaty of Waitangi commitments of Council and developing the capacity of Maori to contribute to decision-making.

In practice this means the:

- preliminary and ongoing involvement of Mana Whenua and other Maori in Manukau in the development of Council led policies, strategies, and service delivery mechanisms;
- recognition of the values and views of both partners to Te Tiriti/Treaty of Waitangi and the use of Te Reo Maori, an official language of Council, where appropriate;
- provision of effective and appropriate consultation with Maori;
- participation by Maori in the delivery of relevant services to Maori; and
- development of strategies that seek to address the historic and contemporary factors that have contributed to socio-economic discrepancies between Maori and non-Maori in Manukau.

This policy/strategy addresses Council's commitment to Te Tiriti/Treaty of Waitangi.

## **9 Conflict of Interest Policy**

Elected members and Council employees should declare their interest and not be involved in the discussion or consideration of a housing allocation, tenancy or project that may benefit their immediate family.

**APPENDIX 3 – MANUKAU CITY COUNCIL HOUSING FOR THE ELDERLY RESIDENCY & ELIGIBILITY TABLE**

**Validation:**

Birth Certificate  
 New Zealand Passport  
 Certificate of Naturalisation  
 Residency Permit in passport  
 Residency Visa in passport  
 Letter from New Zealand Immigration Service confirming permanent status and date of entry to NZ  
 Australian citizens to provide current passport showing date of entry to NZ

	<b>Residency Status</b>	<b>Eligibility for consideration of tenancy</b>
1	New Zealand born	Always eligible
2	Tokelau Cook Islands Niue	Always eligible (automatically considered as New Zealand citizens)
3	Naturalised New Zealand citizens	Always eligible
4	Permanent resident	Eligible after two years residence in NZ
5	Australian citizens	Eligible after two years residence in NZ
6	Quota Refugee status	Ineligible. Refer applicants to Housing New Zealand Corporation
7	Family Reunification Category Quota Refugee	Ineligible. Refer applicants to Housing New Zealand Corporation
8	Family Reunification Category Family Assisted	Eligible after two years residence in NZ
9	Compelled to remain in NZ	Eligible only if in receipt of a Government benefit, emergency or statutory
10	Spontaneous Refugee/Asylum seeker	Ineligible. Refer applicants to Housing New Zealand Corporation
11	Well settled overstayer	Ineligible. Refer applicants to Housing New Zealand Corporation
12	Special Category temporary permit holder in receipt of National Superannuation	Eligible only whilst in receipt of the benefit
13	Visitors Permit	Always ineligible, unless circumstances in item 9 above apply
14	Unlawful (expired permit in passport)	Always ineligible
15	Applicants from outside of Manukau City	Refer to clause 9.1. Applications will be pointed and ranked according to the priority of need for Council housing

**APPENDIX 4 – APPLICATION FORM**



Te Kaunihera o  
**MANUKAU**  
City Council

# Application Housing *for* the Elderly

*When completed, please send this form back to Housing for the Elderly, Manukau City Council, Private Bag 76 917, Manukau. If you need help to fill in this form, please phone 263 7100 ext 8633.*

## YOUR DETAILS:

Mr  Mrs  Miss  Ms  (Please tick)

Full Name: .....

Current Address: .....

Telephone: ..... Date of Birth: .....

Where were you born? .....

## MARITAL STATUS:

Single  Married  Partner  Widow

Widower  Separated or Divorced  (Please tick)

## EXISTING ACCOMMODATION:

Are you Renting  Boarding  Living in own home  (Please tick)

How much rent/board do you pay? .....

How long have you lived there? .....

## INCOME DETAILS:

Which of these benefits do you receive? (Please tick)

Superannuation  Invalid Benefit  Transitional

55+ Benefit  Widow's Benefit  Emergency Unemployment

Any other Benefit

How much benefit do you get in total?

You \$..... Partner \$..... Jointly \$.....

Weekly  Fortnightly  (Please tick)

Applicants are required to supply confirmation from Work and Income New Zealand.



### ASSETS:

What are your total savings? \$.....

If you have investments, shares, bonus bonds, list value. \$.....

Do you or your partner own or part own the home you live in now?

Yes  No  Value of property \$.....

Is there a mortgage on the property?

Yes  No  Amount owing \$.....

Have you sold property in the last 10 years? Yes  No

When was it sold? ..... What was the sale price? \$.....

### NEXT OF KIN:

Name: .....

Phone: Work: ..... Home: .....

Address: .....

Relationship: .....

### EMERGENCY CONTACT:

Name: .....

Phone: Work: ..... Home: .....

Address: .....

Relationship: .....

### MEDICAL HISTORY:

Name of Doctor: .....

Address: .....

Phone: .....

Does your present home make your health problems worse? Yes  No

If yes, please explain in what way.

.....  
.....  
.....

Do you receive assistance from a Support Agency? Yes  No

(eg Home care support, home help, psychiatric support, Meals on Wheels) If yes please give details.

.....  
.....  
.....

### CONSENT TO PRIVACY INFORMATION:

Please note that Housing Services may need to establish information prior to the commencement of a tenancy or during the ongoing tenancy. The information is collected to enable the Council to maintain its rental Housing records. (Pursuant to Principles 3 and 10 of the Privacy Act 1993).

### EQUAL OPPORTUNITIES:

No matter what your sex, race, ethnic or national origin, all applicants are treated equally. To be sure that our Equal Opportunities Policy works well, please tick the group that best describes you and your partner (if you have one):

- |                     |                       |            |                       |                  |                       |
|---------------------|-----------------------|------------|-----------------------|------------------|-----------------------|
| Maori               | <input type="radio"/> | Samoan     | <input type="radio"/> | Cook Island      | <input type="radio"/> |
| European            | <input type="radio"/> | Tongan     | <input type="radio"/> | Niuean           | <input type="radio"/> |
| Chinese             | <input type="radio"/> | Fijian     | <input type="radio"/> | Fijian/Indian    | <input type="radio"/> |
| Indian              | <input type="radio"/> | Vietnamese | <input type="radio"/> | Question refused | <input type="radio"/> |
| Other, eg Tokelauan | <input type="radio"/> | .....      |                       |                  |                       |

Have you a relative who is a Council employee or a Councillor?

Yes  No  If yes, please give name: .....

Where would you like to live in Manukau City? State complex or area. (See details in brochure).

.....

Do you have relatives or friends living in Manukau City?

Son  Daughter  Brother  Sister  Other  .....



# Application



## STATUTORY DECLARATION:

I/We (full names).....  
 Of (full address).....  
 (nature of occupations).....

do solemnly and sincerely declare that all statements made and all particulars contained in the foregoing application are, to the best of MY/OUR knowledge, information and belief, true and correct in each and every particular: and I/WE make this solemn declaration conscientiously believing the same to be true, and under and by virtue of the Oaths and Declarations Act 1957.

### SIGNATURE OF DECLARANT:

### SIGNATURE OF DECLARANT:

Declared at .....  
 This ..... day of .....  
 Year .....  
 before me .....

Declared at .....  
 This ..... day of .....  
 Year .....  
 before me .....

A solicitor of the High Court of New Zealand  
 A Justice of the Peace in and for New Zealand

A solicitor of the High Court of New Zealand  
 A Justice of the Peace in and for New Zealand



**APPENDIX 5 – INTERVIEW/ASSESSMENT FORM AND POINTS ALLOCATION PROCESS**

The Housing for the Elderly Co-ordinator explains to the applicant at the interview that details will be recorded, points allocated and the application ranked according to the priority of need for Council housing.

0

2. OVERCROWDING OR OTHER PUBLIC HEALTH PROBLEM

(i)	Lack of space	2		
(ii)	Applicant sharing room opposite sex i.e. male/female & female/male	2		
(iii)	Family - age and growth of children	5	TOTAL POINTS	

Visit 1 Visit 2

3. INADEQUATE HOUSEHOLD AMENITIES

(i)	Outside toilet	2		
(ii)	Lack of water facilities e.g. hot water	2		
(iii)	Lack of cooking facilities	3	TOTAL POINTS	

Visit 1 Visit 2

4. LENGTH OF TIME OF APPLICATION (as from date of application)

(i)	Up to 12	-		
(ii)	12 to 18	1		
(iii)	18 and over	2	TOTAL POINTS	

Visit 1 Visit 2

5. AGE

(i)	60 - 64	-		
(ii)	65 - 67	1		
(iii)	68 - 69	2		
(iv)	70 - 71	3		
(v)	72 and over	4	TOTAL POINTS	

Visit 1 Visit 2

6. ISOLATION FROM COMMUNITY AMENITIES  
(e.g. bus, shops, post office, church)

	MILES	KILOMETRES		
(i)	1	1.6	1	
(ii)	2	3.2	2	
(iii)	3	4.8	3	
(iv)	Over 3	Over 4.8	4	TOTAL POINTS

Visit 1 Visit 2

7. ISOLATION FROM RELATIVES

	MILES	KILOMETRES		
(i)	1 - 5	1.6 - 8.0	<input type="text" value="1"/>	
(ii)	5 - 10	8.0 - 16.0	<input type="text" value="2"/>	
(iii)	10 - 15	16.0 - 23	<input type="text" value="3"/>	
(iv)	15 & over	23 and over	<input type="text" value="4"/>	TOTAL POINTS

Visit 1 Visit 2

<input type="text"/>	<input type="text"/>
----------------------	----------------------

8. NOISE

(i)	Traffic	<input type="text" value="2"/>	
(ii)	Children	<input type="text" value="2"/>	
(iii)	Factory	<input type="text" value="2"/>	
(iv)	Others (please specify)	<input type="text" value="2"/>	TOTAL POINTS

Visit 1 Visit 2

<input type="text"/>	<input type="text"/>
----------------------	----------------------

9. TENSION BETWEEN OCCUPANTS

(i)	Little	<input type="text" value="2"/>	
(ii)	Great deal	<input type="text" value="3"/>	
(iii)	Intolerable) Unbearable )	<input type="text" value="4"/>	

Causes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TOTAL POINTS

Visit 1 Visit 2

<input type="text"/>	<input type="text"/>
----------------------	----------------------

10. LONELINESS

(i)	Little lonely	<input type="text" value="2"/>	
(ii)	Very lonely	<input type="text" value="3"/>	
(iii)	Extremely lonely	<input type="text" value="4"/>	

Causes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TOTAL POINTS

Visit 1 Visit 2

<input type="text"/>	<input type="text"/>
----------------------	----------------------

11.

INABILITY TO MAINTAIN PROPERTY  
(Physical disability or financial inability)

(i) Inside or interior of property

(ii) Outside or exterior of property

(iii) Lawn, garden

Reasons: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TOTAL POINTS

Visit 1	Visit 2
<input type="text"/>	<input type="text"/>

12.

DISABILITY  
Description: (relate to disabilities (type, degree, effect, requirements) of applicant).

*Give own points - up to 10*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

STEPS: Access

(i) 1 - 3

(ii) 3 - 6

(iii) 6 - 9

(iv) 9 & over

TOTAL POINTS

Visit 1	Visit 2
<input type="text"/>	<input type="text"/>

13.

INSECURITY (please describe)

*Give own points*

*ie. Tenure / physical fear / vandalism / safety*

*Up to 10 points*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TOTAL POINTS

Visit 1	Visit 2
<input type="text"/>	<input type="text"/>

14. SPECIAL CIRCUMSTANCES (not previously mentioned)

<p>Any other circumstances up to 10 points</p>
<p>TOTAL POINTS</p>

Visit 1	Visit 2

15. INTERVIEWER'S REPORT:

<p>Please continue overleaf if required</p>
---

INTERVIEWED BY: .....  
DATE: .....

TOTAL POINTS ALLOCATED		
	Visit 1	Visit 2

## APPENDIX 6 – TENANCY AGREEMENT



Te Kaunihera o  
MANUKAU  
City Council

### TENANCY AGREEMENT

**LANDLORD** Manukau City Council  
31-33 Wiri Station Road - Manukau City

**TENANT**

**ADDRESS OF UNIT** Flat No - Court -

The **LANDLORD** and the **TENANT** agree that:

1. The **TENANT** rents from the **LANDLORD** the Unit at:-

Flat No **x** of the housing for the elderly units situated at **street address only** ("the Unit").

Together with the following **chattels**:-

**Electric Stove**  
**Fixed electric wall heater**  
**All fixed carpets & linoleums**  
**Window blinds**

2. The **TENANCY** begins on **x** and continues until terminated in accordance with the Residential Tenancies Act 1986.

3. The **RENT** for the Unit is **\$x** per week or such other amount as is lawfully determined from time to time.

4. The **RENT** will be paid fortnightly in advance by direct debit from the **TENANT** to the **LANDLORD** into **Account No. 02 0191 0190002 04**. Bank **BNZ**. Branch **MANUKAU CITY**.

5. The **LANDLORD** will notify the **TENANT** in writing of any rent increase under the terms of the Residential Tenancies Act 1986.

6. Immediately after signing this agreement the **TENANT** will pay to the **LANDLORD** a **BOND** of **\$x** being the equivalent of four weeks rent. The bond to be held by the Tenancy Bond Office.

7. The **TENANT** will not remove any of the Landlord's chattels or any fixtures from the Unit.
8. The **TENANT** will not keep any pet dogs.
9. The **TENANT** may keep a fish and/or a caged bird *and/or a spayed or neutered cat [only to be included if the tenancy is for a "pet friendly" court]*.
10. The **TENANT** will not feed any stray animals or birds in the Unit or on the surrounding Council premises.
11. The **TENANT** will pay for all electricity and telephone charges.
12. The **TENANT** will pay for any metered water provided to the Unit at any time after a date to be nominated by the **LANDLORD**. The **LANDLORD** will give not less than 30 days notice of that date.
13. No more than **1 or 2 person or people** may live in the Unit.
14. The **TENANT** will not transfer or sublet the Unit to any one else.
15. The **TENANT** will live in and use the Unit as their home all the time. If the **TENANT** wishes to be away from the Unit for a period greater than 90 days over the course of a year, then the **LANDLORD** must be notified in writing and the **LANDLORD** may, at its discretion, extend this period.
16. The **TENANT** will keep the Unit clean and tidy and free of rubbish.
17. The **TENANT** may, on a first come, first served basis, park one vehicle only in an authorised parking area within the complex. All vehicles must have a current registration and Warrant of Fitness.
18. In the case of two-person flats the **TENANTS** agree that when one of the two occupants dies or leaves the Unit the remaining **TENANT** will transfer to a single unit if required to do so by the **LANDLORD**. The **LANDLORD** agrees to give at least three weeks notice of such a requirement.
19. The **TENANT** acknowledges that the tenancy has been granted to them on the basis of their housing need, as determined by the **LANDLORD** under the **LANDLORD'S** Housing for the Elderly allocation criteria. The **TENANT** further acknowledges that if the **TENANT** wilfully gives the **LANDLORD** false or misleading information relating to the nature or extent of the **TENANT'S** housing need, then the **LANDLORD** may (without limiting the **LANDLORD'S** other rights and remedies) terminate the tenancy under section 50 of the Residential Tenancies Act 1986.
20. The **LANDLORD** is undertaking a refurbishment and redevelopment programme for its Housing for the Elderly portfolio. The **TENANT** agrees to move into a different Unit (possibly on a different complex) if required to do so by the **LANDLORD** to facilitate the refurbishment or redevelopment of their Unit. The **LANDLORD** agrees to arrange and pay to move the **TENANT'S** furniture and personal possessions if such a move is required. The **LANDLORD** will give at least three weeks notice in writing should any move be required.



## **TENANT INFORMATION**

Under the Residential Tenancies Act 1986 and Manukau City Council's Housing for the Elderly Policy both you and the Manukau City Council (the Council) have rights and responsibilities. They are outlined here.

### **Forms**

- Both you and the Council are entitled to a copy of this Tenancy Agreement.
- The Council will require you to fill in and sign a Bond Payment Form. We will send this to the Bond Processing Centre of the Ministry of Housing with your bond, and they will hold it until your tenancy ends.

### **Bond**

- You are required to pay a bond that is the equivalent of four weeks rent.
- The bond is money you pay to go towards any damage you may cause, or towards any unpaid rent.
- If you have not caused any damage and your rent is up to date, your bond money will be refunded to you when your tenancy is over. To do this, you must contact the Bond Processing Centre of the Ministry of Housing.
- Both you and the Council must first agree that the bond is to be refunded. If we cannot agree, the Tenancy Tribunal will make the decision for us.
- If you have any queries about bonds or refunds, call the Bond Processing Centre on Freephone 0800 737 666

### **Rent**

- We cannot increase your rent without giving you 60 days notice in writing.
- We cannot increase your rent without your agreement within 180 days of: you moving in; or your last rent increase.

### **Manukau City Council's Responsibilities**

We must

- Ensure your Unit is reasonably clean when you move in.
- Ensure your unit meets required building standards.
- Make necessary repairs.
- Do all we reasonably can to stop other Housing for the Elderly tenants from interfering with your peace, comfort and privacy.
- Pay all general rates and building maintenance in respect of the Unit in accordance with the Act.

### **Your Responsibilities**

You must

- Pay the rent on time.
- Keep your unit tidy and not damage it, or let anyone else damage it.
- Call us when repairs are needed.
- Pay electricity, gas, telephone and water bills.
- Make sure you do not disturb your neighbours.
- Get written permission from the Council before making any alterations to the Unit.
- Take responsibility for the behaviour of other people in your unit and surrounds. You may have to pay for any damage they cause.
- Leave the Unit clean and tidy when you leave.

- Make sure you take all your possessions from the Unit with you when you leave and not remove any chattels of the landlord.
- Return all keys to the landlord when you leave.

### **Rights of Entry**

We can enter your unit:

- With your agreement at the time of entry; or
- In an emergency; or
- Between 8.00am and 7.00pm, after 24 hours notice, for repairs or maintenance; or
- Between 8.00am and 7.00pm, after 48 hours notice, for an inspection.

### **Subletting and Assignment**

- You cannot sublet to another person or transfer your tenancy to another person.

### **Locks**

- During the time you are the tenant, the locks on the property cannot be changed.
- You confirm that you have received **x** front door, **x** back door and **x** screen door keys.

### **Notice to End Your Tenancy**

- If Manukau City Council wishes to end your tenancy, we must give you 90 days notice in writing, unless your Unit is being sold and has to be vacant, in which case 42 days notice in writing will be given.
- If you wish to end your tenancy, you must give 21 days notice in writing to Manukau City Council.

### **Ending Your Tenancy by Tribunal**

The Council can apply to the Tenancy Tribunal to end your tenancy where:

- You owe more than 21 days rent
- You have caused or threatened to cause substantial damage to your Unit or the grounds around it;
- You have assaulted or threatened to assault a Manukau City Council staff member or any neighbour;
- You have been given at least 10 days notice to do something that you have to do under this agreement, but you have not done so;
- You have broken one or more of the terms of your Tenancy Agreement and the problem cannot be resolved.

### **Disputes**

If there is a dispute we cannot resolve between us, either the Council as the landlord or you as our tenant can approach Tenancy Services to have the dispute resolved by a Tenancy Mediator.

### **Customer Service**

The Council will:

- Be fair and professional in all our dealings with our tenants.
- Use and uphold letting practices that are fair and just.

- Use Tenancy Agreements that are clear and easily understood, and that plainly set out the rights and responsibilities of the tenant and of the Council as landlord.
- Make sure that Units are regularly inspected and maintained so that they provide clean, safe and hygienic accommodation.
- Respond promptly and efficiently when a Unit needs repair work to ensure the health and safety of our tenants.
- Resolve any tenancy disputes quickly and fairly. Where disputes cannot be settled by direct discussions between landlord and tenant, the Council will use the law as set out in the Act.

Use clear procedures for managing problems and (where necessary) for evicting tenants

## APPENDIX 7 – WARDENS HAND BOOK

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### 1. INTRODUCTION

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Council's elderly persons' complexes are intended to provide accommodation for people able to live independently, but who at some time may need outside support.

The Warden's role is one of a 'good neighbour' to their tenants. They will keep close watch on the tenants' welfare, encourage self help, mutual support and neighbourliness. The warden will also fulfil a liaison role between the Housing for the Elderly (HFE) Co-ordinator and the Property Manager of Property and Assets Group.

As part of the HFE team the warden is encouraged to contact the Co-ordinator over any need for assistance or advice.

### 2. ACCOUNTABILITY

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In case of an accident or death Council may be called upon to show that care was taken regarding the safety of the complex and the well-being of the tenants. Wardens will keep a record of times on duty on a particular day and record in their diaries the action taken over particular incidents. Such information may be needed in the event of an enquiry.

### 3. EMPTY UNITS

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*The warden will:*

1. Where there are people waiting for a unit, ensure it is available for letting as soon as possible. Units not needed on an immediate basis will be cleaned to a standard suitable for letting within two weeks of becoming empty.
2. Check to ensure that all maintenance work required on empty units is completed at the earliest opportunity.
3. Report any work outstanding to the Property Manager immediately.
4. Contact the Property Manager where work is not progressing and advise the Co-ordinator of ongoing delays in completing work.
5. Not leave keys in vacant units. Keys will be returned to the Property Manager to be available for new/prospective tenants.
6. Show prospective tenants the units as directed by the Co-ordinator.

### 4. NEW TENANT

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*The warden will:*

1. Introduce the tenant to their unit and the complex
2. Complete the Property Inspection Checklist form (#1) with the tenant and/or family, preferably before furniture is moved in. Ensure the tenant's signature is obtained. If possible, photograph the interior of the unit prior to the tenant moving in and retain the photographs with the tenancy documentation.
3. Send the form to the office, file the copy returned to you. This form and any photographs taken prior to the tenancy date will be used when the unit becomes vacant to compare its condition at termination against its state when the tenant moved in.
4. If outstanding maintenance problems need to be recorded on the property inspection checklist during the property inspection, report them urgently to the Manukau City Council Call Centre.

Once the work is completed ensure the form is amended, re-file.

*NB: This work should not be required if the wardens have adequately monitored the maintenance progress.*

5. The warden will explain to the tenant, and whenever possible also the family, why the form is being completed i.e.
  - To help ensure disputes do not arise at the end of a tenancy over damage or neglect
  - So that any damage/neglect not put right by the tenant, tenant's family or at the expense of the tenant's estate can be charged for
  - As evidence at any tenancy tribunal hearing called by either the tenant or Council disputing the state of the property or landlord's costs of making good
6. Explain to the tenant their responsibility over the use and care of their unit.

*After allowing the tenant time to settle in the warden will:*

1. Go through the HFE Complex help sheet (#2) with every tenant. If their English is poor ask family to interpret. If they cannot help, ask the Co-ordinator to source an interpreter.
2. Help the tenant to fill in an emergency contact/ next of kin form (#3) as soon as they have registered with a new doctor etc. (they may need to be encouraged to do so). Forward the original copy to the office and take a copy for the warden's files.

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## 5. TENANCY TERMINATIONS

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The full statutory notice of three weeks is required in writing from the tenant. Use the form letter (#4) if the tenant is worried about what to write. In the case of death, a tenant going into a rest home at short notice or into long-term hospital care, their rent will continue to be payable until their unit is clean, the furniture removed and the keys returned.

The warden will ensure vacant units are ready to re-let as soon as possible by:

1. Advising the Co-ordinator as soon as they are aware a unit might become vacant.
2. Going through the property inspection checklist again with the tenant comparing the state of the unit with its condition at letting. If the tenant is incapable of making this check or is deceased, this check should be done with a relative.
3. Agreeing with the tenant and/or the family what work/cleaning need to be done by them, e.g. neglect or damage to the unit, before the tenancy can be finally terminated.

NB: The property inspection checklist must not be signed off by the Warden or the tenant or tenant's relative/friend until the work and cleaning that is required has been completed by them.

4. Completing, in as much detail as possible, the change of tenancy form (#5) and sending it at the earliest opportunity to the Property Manager. Phone through any missing details as soon as they are available.

*NB: A forwarding address is essential*

5. Continuing to contact the tenant or family to return where they have not completed the agreed work. The tenant/tenant's family should be told that there will be a charge against the tenancy if they do not carry out the work needed and the Council has to cover the cost of any cleaning or maintenance because of damage/neglect to the unit.
6. Carrying out additional work only after the tenant/family know they may be recharged. Record time taken and materials used so that total cost can be calculated against the Bond.
7. Advising the Co-ordinator and Property Manager immediately if a unit is in a very bad state and these officers will check the situation before any work is carried out.
8. Cleaning, as necessary, a unit left in a reasonable condition and leaving it tidy for the next tenant to move in.
9. Holding onto unit keys, including the back door key, and not leaving them in the unit until all work has been done.
10. Prior to occupancy, clean the unit exterior as needed – woodwork, windows etc.

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## 6. TENANCY TRANSFERS

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The Warden will advise tenants in regard to transfers to other units as follows:

**Tenant Initiated Transfers:**

- Tenant requests to change Units will be considered only when the tenant is aged at least 65 years and:
  - The tenant has occupied their Unit for at least one year; and
  - A doctor's note is provided supporting their request; and
  - The tenant needs to be:
    - Nearer to family for support; or
    - Closer to essential services; or
    - On another complex more suited to their needs.
- Before a change of Units can occur:
  - The tenant's Unit will be inspected and the tenant advised in writing to remedy any breach of the tenancy agreement; and
  - The tenant will be required to pay a bond equal to four weeks rent if they have not already done so; and
  - The tenant must agree to any additional conditions, such as a requirement to have Home Health Care support.

The warden will:

- Be asked to check the state of the unit of any tenant wishing to transfer.
- Advise the office if there is any neglect or damage that must be rectified by the tenant, their unit should be fit for a new tenant to move straight into, unless cyclical redecoration is due.
- Be consulted at wardens meetings over transfer requests.
- Ensure the tenant knows that they must accept the unit they transfer to as seen, only essential maintenance work will be undertaken.

#### **Landlord Initiated Transfers:**

- Single tenants in double Units may be required to transfer to single Units, to release the double Unit for letting to a couple. At least three weeks notice will be given to tenants required to move and tenants alone because of the death of their partner will be entitled to remain in their Unit for six months from the partners' death.
- Tenants may be required to move into a different Unit (possibly in a different complex) to facilitate the refurbishment or redevelopment of their Unit. The Council will arrange and pay to move the tenant's furniture and personal possessions and provide a minimum of three weeks notice to the tenant should a move be required.

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## **7. SOCIAL ISSUES - SUPPORT**

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Regrettably family support can sometimes be forgotten when a warden is present. Wardens must ensure tenants' families are fully aware that they are expected to take the major role in providing care and support for an ageing parent or relative.

Wardens must not provide a high level of personal attention. This is beyond the scope of the job and can result in a large amount of time being devoted to a minority of tenants. It can also result in increasing dependence on the warden's presence and lead to raised expectations by others, particularly relatives.

*The warden will:*

1. Keep within their day file an up to date record of local statutory and voluntary support agencies so they may be able to offer accurate advice to their tenants.
2. Establish a regular timetable of visits to the complexes under their care so that the tenants can know approximately when the warden will be available. Tenants should be aware that they can ring the Co-ordinator in an emergency.
3. Action non-urgent tenant requests when next visiting a complex. Unnecessary additional visits should be avoided as they raise tenant's expectations of the services the Wardens are able to offer. **Diary**
4. Encourage mutual support amongst tenants, but discourage people from becoming over dependent on others. It may be inappropriate.
5. Try to be aware of who is away from the complex i.e. on holiday, in hospital, with family etc. **Diary**
6. Where a tenant might reasonably be expected to be at home and does not respond, contact relatives. If appropriate, enter the unit and investigate. **Diary**
7. If a tenant is ill contact their doctor and family. If there is any doubt about the seriousness of a situation send for an ambulance. **Diary**

*The warden will:*

1. Not clean up a tenant or their unit after a personal hygiene accident; contact family first. If in doubt send for an ambulance and make sure the tenant is warm and as comfortable as possible.

You are not responsible for resolving this type of problem, even if there is no family to contact, as your job does not call upon you to become so involved. Wardens dealing with sick tenants leave themselves open to charges of misconduct (mischievous or otherwise), especially with tenants of the opposite sex. **Diary incidents**

2. Not move a tenant who has fallen and is not able to move easily. Make them as warm as possible, contact the family, their doctor and, if in any doubt, call an ambulance.  
Write an incident report and keep on the tenant's file.
3. Not collect prescriptions for tenants unless they are very urgent and no family member or other person is available to do so.
4. Not under any circumstances personally administer drugs (even if collected by the Warden). Advise the tenant's doctor if they are unable to take their drugs as appropriate, so that arrangements can be made for a nurse or carer to call as necessary.
5. Not try to resolve tenancy matters, e.g. problems over long term guests, rent arrears etc. These should be referred to the Co-ordinator or the Property Manager, who may then ask the warden to assist in solving the problem.

6. Never use the master key to enter a unit unless the tenant is at home or has given express permission. It should only be used to gain access if the warden considers that there is an emergency. Family members should not be given access if they do not hold their own key unless the tenant has agreed with the Warden that they may have access. **Diary**

*The warden will:*

1. Act only as a 'good neighbour' to all tenants and where failure to cope is identified, try to establish why the tenant is not coping. **Diary**
2. Encourage the tenant to resolve their problem for themselves by offering advice over seeing their doctor or seeking outside support. The Warden will be familiar with the services available to their tenants. **Diary**
3. If help is refused and there is no improvement, alert family and the Co-ordinator by memo, detailing previous episodes of concern, the current situation and any contact with the family, help agencies etc. **Diary**
4. If the family do not respond, advise the Co-ordinator who will request a family conference. The warden will participate. **Diary**

If the situation does not improve the Co-ordinator will take all appropriate steps to resolve the problem.

5. Encourage improved practices by capable tenants who are deliberately neglecting themselves and/or their units, making sure they understand that they are jeopardising their tenancies. Ongoing problems will be reported to the Co-ordinator. **Diary**
6. Refer tenants who are becoming too demanding on the Warden or other tenants to the Co-ordinator. **Diary**
7. Only pay rent on behalf of a tenant in an emergency and always give the receipt for the money to the tenant (take a copy of the receipt for the warden's file).  
On no other occasion will Wardens handle tenants' money; tenants having money problems will be referred to the Co-ordinator. **Diary**
8. Report all security incidents by completing a pink security incident report form (#6) giving all the details requested and forwarding to the Co-ordinator.

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## 8. PERSONAL ACCIDENTS

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If a personal accident occurs fill in the accident/incident form (#7) and return to the Co-ordinator. Note the information on procedures for pain and discomfort, accidents, incidents and rehabilitation in this folder.

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## 9. PERSONAL GIFTS

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Personal gifts should not be accepted. Elderly people can often become confused and may accuse people of stealing items given freely and accepted in good faith. Relatives may also resent gifts being given. Wardens should avoid any situation likely to give rise to difficulties.

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## 10. MAINTENANCE– day-to-day

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*The warden will:*

1. Ensure tenants know that they must contact the Manukau City Council Call Centre regarding repairs and maintenance problems.
2. Contact the Property Manager where work is not progressing.
3. Refer unsatisfactory work or lack of action to the Co-ordinator so that it can be discussed at the monthly meeting.

Not give keys to units to contractors.

4. Clean exterior of units as appropriate when units are vacated.

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## 11. COMMUNAL AREAS

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*The warden will:*

1. Clean sanitary ware, mop or vacuum floors and wipe down woodwork, remove cobwebs as necessary in halls.
2. Sweep out and mop floors and wipe down paintwork as necessary in laundries. Note: Washing machines and driers should be kept clean by the tenants.
3. Order the cleaning materials and consumables through the Co-ordinator and collect from the suppliers.

4. Monitor the overall appearance of the grounds; advise the Property Manager of poor contract work and failure to comply with safety standards.

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## 12. ADMINISTRATION

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*The warden will:*

1. Be familiar with the HFE policy and be able to give correct advice over policy queries (see copy in folder).
2. Be able to offer appropriate advice over agencies that tenants may contact for help.
3. Ensure they have adequate supplies of all necessary forms and forward them as quickly as possible to the appropriate office.
4. Up date tenant next of kin and emergency details regularly. Enter details on the next of kin summary sheet and give a copy to the other wardens so that the weekend duty warden has a complete list of contacts for all complexes.
5. Notify the office as soon as they are aware that one partner of a couple has died or moved to a rest home or hospital permanently. The Property Manager will arrange for the appropriate reduction in rent.
6. Update warden tenant record details as appropriate e.g. concerns over whether a tenant is coping, tenant becoming disruptive etc.
7. Make appropriate arrangements to hand over keys, tenant details etc to another warden when going on leave.

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## 13. PRIVACY ACT

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Information given by tenants and held by Housing for the Elderly and its Wardens is confidential.

It will NEVER be discussed with any other party, including relatives (unless in a formal review situation) and especially with other tenants.

People asking personal questions about a tenant should be referred to the office. Records must be kept secure. Wardens will only carry their day files and a diary with them when out on a court. Other detailed records must be kept secure.

Wardens will not pass on the address or phone number of a tenant or tenant's family. They can offer to pass on a message. Insistent enquirers should be referred to the office.