

Change of landlord to Te Toi Mahana (Community Housing Provider) Tenant Information Sheet (July 2023)

From 1 August 2023 Te Toi Mahana, the new Community Housing Provider, will become your landlord. Here is some important information about this change.

Will my tenancy agreement change?

No. Your tenancy agreement will transfer from Wellington City Council to Te Toi Mahana. You will have the same rent and the same rental terms. You will not need to sign a new tenancy agreement. Your tenancy is secure.

Who do I pay my rent to after 1 August?

After 1 August you need to pay your rent to Te Toi Mahana. You will need to update the bank account number that you pay rent into. Make sure your rent payments after 1 August go to:

Te Toi Mahana account: **01 - 1839 - 0947157 - 02**

What will happen to my tenancy bond?

Your bond will be transferred from City Housing to Te Toi Mahana. You don't need to do anything. All bonds will continue to be held by Tenancy Services.

Will there be a rent increase?

The current rent freeze will stay in place until September 2023. Any rent change after that will be the decision of Te Toi Mahana. If your rent changes, you will be given at least three months' notice.

Will the 80+ rent freeze and other rent settings remain?

Yes. The Affordable Rent Limit subsidy, rent caps, and the 80+rent freeze will transfer to Te Toi Mahana.

How do I contact Te Toi Mahana?

From 1 August you can contact Te Toi Mahana at:

Phone 0800 248 944

Email info@tetoimahana.org.nz

Website www.tetoimahana.org.nz

Post Te Toi Mahana, DX Mail SP2550, Wellington, 6011

Will Work and Income Accommodation Supplements be affected by the change to Te Toi Mahana?

No. You will need to keep Work and Income/MSD updated to ensure you are receiving the correct level of support for your housing costs.

Will I still be able to use the Wellington City Council Service Centre on Manners Street?

Yes, until further notice. You will be able to pay your rent to Te Toi Mahana, arrange a parking permit, or make an enquiry at the Wellington City Council Service Centre.

How do I log a maintenance job?

Until 31 July 2023

- Phone the Council on 04 499 4444, or
- Use the Wellington City Council Fixit form at wellington.govt.nz/report-a-problem, or
- Log a job in the FIXiT app

From 1 August 2023

- Email info@tetoimahana.org.nz, or
- Phone Te Toi Mahana on 0800 248 944, or
- Raise the maintenance job with your tenancy advisor.

Who will be my tenancy advisor?

Most City Housing staff will take-up similar roles with Te Toi Mahana, including tenancy advisors, the community development team, and the facilities maintenance team. Te Toi Mahana will confirm and introduce your tenancy advisor when it takes over in August.

How will Te Toi Mahana select new tenants?

Te Toi Mahana will get new tenants, as vacancies arise, from the MSD Public Housing Register.

Will you update signage?

Yes, we will update signage at housing complexes to reflect Te Toi Mahana. We will remove Wellington City Council branding. This will take some time to complete so you may notice changes over time. Some of the contractors that do work at your home may continue to have Council-branded vehicles and uniforms in the meantime.

What support is there for tenants who don't speak English?

If you need help in your language, please:

- Call the Council on 04 499 4444 or Te Toi Mahana on 0800 248 944 (from 1 August) and ask for a translator. More than 60 languages are available
- Speak to your tenancy advisor, they can arrange language support and a translator
- This Information Sheet is available in Te Reo Māori, Simplified Chinese, Spanish, Arabic, Farsi, Samoan, Tamil, Hindi, Khmer, Russian, Somali, and Burmese. It is available on wellington.govt.nz/community-housing-provider and from tenancy advisors.

Large print

This Information Sheet is available in large print. Ask your tenancy advisor for a copy.

Where can I get more information?

You can find more information:

- Online at wellington.govt.nz/community-housing-provider
- From your tenancy advisor
- In our letters to you
- In the tenant newsletter.