



Worried about losing your home?

This guide will help you address problems with your landlord and get free advice about how to prevent eviction.

There are many community organisations that can help – **you are not alone.**

About us

The Nelson Tasman Vulnerable Housing Network is a community-led initiative. We are a network of members from more than 60 organisations that collaborate on ways to help.



Email us at: info@nthousingnetwork.org.nz



**Nelson Tasman
Vulnerable
Housing Network**

Supported with funding from:



Worried about eviction?

Serious issues with your landlord can sometimes threaten your tenancy.

Being evicted will make it very hard for you to get another rental. If you are ready to address issues and make changes, local organisations can help.

Reasons that people lose tenancy of their rental homes include:

- Missing rent payments
- Too many people living in the rental
- Having a pet when this is not allowed
- Bad behaviour – being disruptive and antisocial
- Property damage
- Being too untidy or hoarding behaviour

Who can help you work through issues with your landlord?

It's a good idea to talk to your landlord first. You might be able to resolve the issue.

You can have a support person with you when you meet with a landlord or talk to them on the phone. This can be a friend, family member or someone from a community organisation.

Sustaining Tenancies

This is a free service for tenants (renters) who are at risk of being evicted.

The Gateway Housing Trust in Nelson Tasman offers this service. Their housing support workers will work with you and your landlord to address problems that are putting your tenancy at risk.

You can refer yourself to this service by downloading, completing and returning the 'housing referral form' on the Gateway Housing Trust website:

www.ght.co.nz/housing-services

Tenancy Services

This government agency works with you and your landlord to address problems that are putting your tenancy at risk.

They have different ways of doing this, such as self-resolution, FastTrack Resolution and mediation.

Read about these options on the Tenancy Services website or talk to someone about which one might be best for you.

www.tenancy.govt.nz/disputes

Where can you get free advice?

Citizens Advice Bureau Nelson Tasman

A service that offers free advice to people who are having problems with their housing.

You can also look at their website for answers to many common questions people have about housing:

www.cab.org.nz/category/housing-land-and-environment

Nelson Bays Community Law

A service offering free one-on-one legal help for serious problems, like losing your housing, to people who:

- Don't have much money – for example, if you're on a benefit
- Have trouble reading
- Have a disability
- Are living with a mental illness

There are other the community organisations you can contact for advice, listed in this guide. →



Community organisations that can give you free advice

What information should I bring when meeting with a community organisation?

Which services can help you?

Category	Organisation	Phone	Email
General Housing Advice	Work and Income (Ministry of Social Development)	0800 559 009	Work and Income can: <ul style="list-style-type: none">• help with housing costs• help with urgent and unexpected costs so you can still pay your rent• check your eligibility for financial support
	Tenancy Services	0800 836 262 (0800 TENANCY)	
	Nelson Tasman Housing Trust	0800 266 325	info@ntht.org.nz
	The Salvation Army	03 548 4807	nelsontasmanbay.corps@salvationarmy.org.nz
	Citizens Advice Bureau Nelson Tasman	03 548 2117	coordinator.nelsontasman@cab.org.nz
	Nelson Bays Community Law	0800 246 146	admin@nbcl.org.nz
Women and Children	Nelson Women's Centre	03 546 7986	counselling@nelsonwc.org.nz
	Whakatū Refuge	0800 16 33 44	admin@whakaturefuge.org.nz
	Hapai Taumaha Hapūtanga – Pregnancy Support	0800 004 277	info@crisispregnancysupport.org.nz
Men	The Male Room	03 548 0403	info@maleroom.co.nz
Māori	Te Korowai Trust	03 547 5958	admin@tekorowaitrust.co.nz
	Te Kotahi o Te Tauīhu Charitable Trust	0800 514 358	admin@kotahitehoe.org.nz
	Te Piki Oranga	0800 672 642	admin@tpo.org.nz
	Whakatū Marae	03 546 9097	admin@whakatumarae.co.nz
Former refugees & migrants	Victory Community Centre	03 546 8389	norma@victorycommunity.org.nz

Please try to bring as many of the following things:

- ☐ **Friend or support person**
If you need one
- ☐ **Identification (ID)**
Passport, driver licence, or other document that has your name and photo
- ☐ **Recent payslips**
If you have a job, bring the last few payslips
- ☐ **Community Services Card**
If you have one
- ☐ **Bank statements**
From the last 1–2 months
- ☐ **Emergency contact**
The name and contact details for someone we can call if we need to
- ☐ **RealMe login**
If you have an account
- ☐ **IRD number**
For Work and Income or other financial help
- ☐ **MSD client number**
If you have one

Work and Income, Ministry of Social Development (MSD)

If you are falling behind on rent payments, talk to MSD. They can:

- **Help with housing costs**
- **Help with urgent and unexpected costs** so that you can still pay your rent
- Check your eligibility for financial support (such as a childcare subsidy or disability allowance) that will allow you to put more of your income towards paying rent

Check what financial support you might be able to apply for:

www.workandincome.govt.nz/online-services/eligibility

Home decluttering services and support

If you need help tidying your home by decluttering and sorting your belongings:

- Get in touch with your property manager, as they may be able to connect you with services that help with this
- Contact a paid service directly, such as ClutterFree www.clutterfreenz.com 0210 281 5598 kate.clutterfree@gmail.com
- Ask a charity shop (op shop) like the Salvation Army to pick up large items you have to donate. Salvation Army offers free pickup for clothing, household goods, furniture and whiteware