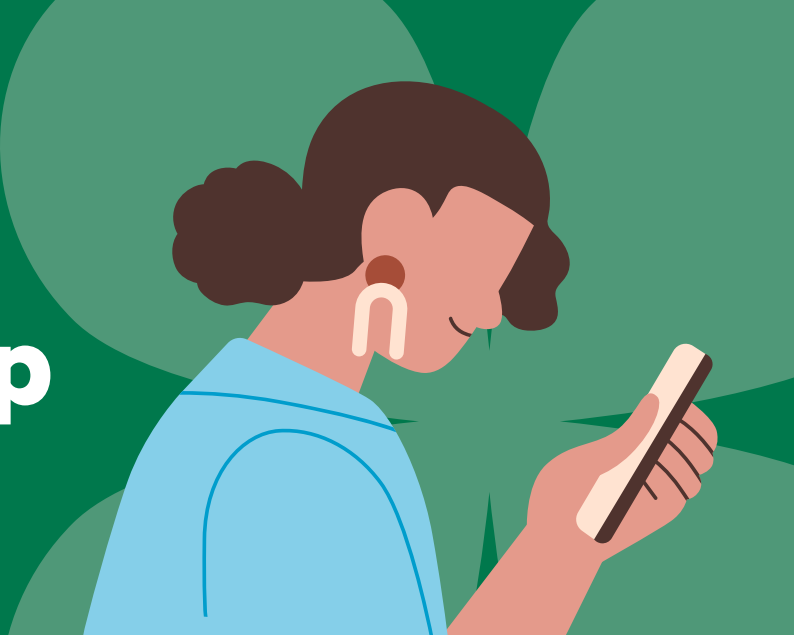# Kāinga Ora
Homes and Communities

Staying on top of your *rent*

Kāinga Ora – Homes and Communities provides people with stable homes for as long as they need them. In return, we expect our tenants to pay their rent on time and in full.

Your rent is charged weekly and must be paid in advance. If you don't pay your rent on time, you are breaching your tenancy agreement, and your tenancy may be at risk.

Setting up rent payments

- Rent must be paid weekly.
- If you don't pay your rent, you're breaching your Tenancy Agreement.

Your rent is charged weekly and must be paid in advance.

If you can't pay your rent or miss a payment

We understand that unexpected things can happen. We support households experiencing financial difficulty but are making genuine attempts to get back on track.

If you are having trouble paying your rent, contact your Housing Support Manager as soon as possible to avoid putting your tenancy at risk. If you do miss a rent payment:

- We'll work with you as swiftly as possible to understand why you're behind and help you get back on track. This can include taking all reasonable steps to ensure you have the right support in place, for example budgeting advice.

- If you can't repay the debt in a single payment, we will work with you to put a reasonable repayment plan in place.

If rent issues continue

We take a firm but fair approach where rent payments are missed repeatedly, or where tenants do not engage with us to fix their rent debt.

If you don't pay your debt or work with us to arrange a repayment plan, we may apply to the Tenancy Tribunal to end your tenancy. This could mean you have to leave your Kāinga ora home and repay your rent debt in full immediately.

We don't want to end tenancies, but we will take action if tenancy obligations aren't met.

Need help?

If you have any questions about your rent payments, call us on 0800 801 601 between 8am and 6.30pm, Monday to Friday.

Scan the QR code to learn more about budgeting tips, savings advice, and information to help you prepare for unexpected costs.

Scan me

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