



SUSTAINING TENANCIES FACTSHEET

WHAT IS SUSTAINING TENANCIES?

Sustaining Tenancies is the Ministry of Housing and Urban Development's main homelessness prevention service.

It funds community-based providers to support individuals and whānau who need help to sustain their tenancy and address issues putting their tenancy at risk.

WHO IS SUSTAINING TENANCIES FOR?

Sustaining Tenancies is for tenants in private rentals or public housing who need practical support to help to sustain their tenancy and address any issues that are putting their tenancy at risk. It is for individuals, families and whānau requiring different levels of service including:

- tenants who need a low level of support to stay in their home
- tenants with complex life events and risk factors (may have problems with alcohol and drugs or require mental health support)
- vulnerable tenants experiencing multiple risk factors and adverse life events (may have been recently released from prison or have a history of family violence).

SUSTAINING TENANCIES PROGRAMMES IN NEW ZEALAND

In 2017 Sustaining Tenancies started as a trial to support 940 people in Auckland, Wellington and Christchurch who were at risk of losing their tenancy in public housing. The Ministry of Housing and Urban Development added 650 places from October 2019 to June 2020.

As part of the Aotearoa/New Zealand Homelessness Action Plan, Ministers approved the redesign and expansion of the Sustaining Tenancies programme to provide an additional 1,550 places per year for three years to June 2023.

Community-based providers around the country started delivering the redesigned Sustaining Tenancies around the country from July 2020.

HOW DOES SUSTAINING TENANCIES SUPPORT TENANTS?

Agencies or community organisations can refer tenants to a programme – or tenants can self-refer.

Providers carry out an assessment to find out the type and level of services the tenant needs. They will work with the tenant to develop a whānau-led plan then provide services to the individual, family or whānau based on their plan and the level of support they need.

Providers will deliver core services including life skills coaching, advocacy and support to navigate services, referral to budgeting advice and advocacy with landlords.

Where tenants need additional support, providers will refer them to specialist social and health services.

When tenants have finished their programme the provider will work with them to develop an exit plan.

REFERRAL TO SUSTAINING TENANCIES PROGRAMMES

Whānau may self-refer to Sustaining Tenancies providers.

Service providers also develop their own referral pathways. These could include:

- Government departments and agencies
- public and private landlords and tenancy services
- local Māori organisations and Iwi
- local GP's and health navigators
- local community organisations

Location of Sustaining Tenancies service providers

Northland	Area within Northland	Contact email	Contact phone
He Korowai Trust	Kaitaia	ceo@hkt.nz	021 447 795
Kāhui Tu Kāha	Wellsford / Whangārei / Dargaville	bonita.kiro@kahuitukaha.co.nz	
Ngāti Hine Health Trust	Whangārei / Kawakawa / Kaikohe / Kerikeri	kelly.matthews@nhht.co.nz	(09) 430 2386
One Double Five Whare Awhina	Whangārei	richard@155andtaitokeraulaw.org.nz	022 350 6572
Waitomo Papakāinga Development Society	Kaitaia	waitomo.papakainga@xtra.co.nz	(09) 408 0900

Auckland	Area within Auckland	Contact email	Contact phone
Auckland City Mission	Central	jacqui.d@aucklandcitymission.org.nz	027 567 2915
De Paul House	Central / North Shore / Warkworth	debbie@depaulhouse.org.nz	027 244 5692
Emerge Aotearoa	West Auckland / North Shore	toli.maka@emergeaotearoa.org.nz	027 700 9638
Kāhui Tu Kāha	East Auckland / North Shore	torise.aati@kahuitukaha.co.nz	027 706 4917
The Lifewise Trust	Central	lisar@lifewise.org.nz	021 668 706
Mental Health Solutions (LinkPeople)	South Auckland	tom.caukwell@linkpeople.co.nz	027 889 3264
Monte Cecilia Housing Trust	South Auckland / Papakura / Takanini	sharon@montececilia.org.nz	022 453 3440
MUMA Whānau Services	South Auckland	carmen@muma.co.nz	021 821 655

Auckland	Area within Auckland	Contact email	Contact phone
The Salvation Army	All	sue.ridgevell@salvationarmy.org.nz	021 426 497 or (09) 261 1071
Strive Community Trust	South Auckland	sisi.f@strive.org.nz	021 609 039
Te Whānau o Waipareira Trust	West Auckland	referrals@waiwhanau.com	0800 942 942
Turuki Healthcare	Central / South Auckland	awhi@thc.org.nz	
VisionWest Community Trust	West Auckland	chrissey.miller@visionwest.org.nz	027 251 4790
WALSH Trust	West / North Auckland	referrals@walsh.org.nz	021 751 272

Waikato	Area within Waikato	Contact email	Contact phone
Emerge Aotearoa	Hamilton	wendy.beck@emergeaotearoa.org.nz	027 602 7776
Mental Health Solutions (LinkPeople)	Hamilton	jo.smythe@linkpeople.co.nz and tyron.pini@linkpeople.co.nz	
Taumarunui Community Kōkiri Trust	Taumarunui / Te Kuiti	lucretia.goodwin@kokiritrust.org.nz	(07) 895 5919
Waiuku Family Support	Hamilton	manager@waiukufamilysupport.co.nz	027 308 6265

Bay of Plenty	Area within Bay of Plenty	Contact email	Contact phone
Mental Health Solutions (LinkPeople)	Rotorua / Tauranga	pollyanne.taare@linkpeople.co.nz michelle.tiriana-bishop@linkpeople.co.nz	
The Salvation Army	Whakatāne / Ōpōtiki / Rotorua	nikki.mellsop@salvationarmy.org.nz	(07) 308 6923
WERA Aotearoa Community Trust	Tokoroa / Rotorua	rawiri@wact.org.nz	027 321 5080

East Coast / Hawkes Bay	Area within East Coast / Hawkes Bay	Contact email	Contact phone
Te Rūnanga o Ngāti Porou	Gisborne and surrounding	ahuriwai@tronp.org.nz	027 248 3305
Emerge Aotearoa	Napier / Hastings	moana.paul@emergeaotearoa.org.nz	027 700 5478
The Salvation Army	Napier / Hastings	nikki.mellsop@salvationarmy.org.nz	(07) 308 6923

Central	Area within Central region	Contact email	Contact phone
Emerge Aotearoa	Masterton / Palmerston North	shelley.roodt@emergeaotearoa.org.nz	027 700 7429
Tuatahi Centre	Palmerston North / Feilding	mara@tuatahicentre.com	

Wellington	Area within Wellington	Contact email	Contact phone
Emerge Aotearoa	Lower Hutt / Porirua	shelley.roodt@emergeaotearoa.org.nz paula.wells@emergeaotearoa.org.nz	027 700 7429 (Shelley) 027 700 5641 (Paula)
Kahungunu Whānau Services	Central / Lower Hutt	rayleen@nkkp.org.nz	022 019 3363
Schizophrenia Fellowship (Atareira)	Upper Hutt	chrisc@atareira.org.nz dkapene@gmail.com	
Tākiri Mai te Ata Trust	Lower Hutt	lynda@kokiri-hauora.org.nz	029 774 6849
Tuatahi Centre	Wainuiomata	adriana@tuatahicentre.com	
DCM	Central	sia@dcm.org.nz	022 348 0743
Wesley Community Action	Porirua	lmakalio@wesleyca.org.nz	021 739 196

Marlborough / Tasman / West Coast	Area within West Coast	Contact email	Contact phone
Christchurch Methodist Mission	Nelson / Blenheim / West Coast	vanessam@mmsi.org.nz	027 886 2328 <i>(Blenheim only at this stage)</i>
Gateway Housing Trust	Nelson / Tasman	vicki.barton@ght.org.nz	027 376 6600

Canterbury	Area within Canterbury	Contact email	Contact phone
Christchurch Methodist Mission	Christchurch	annies@mmsi.org.nz	027 818 7112
Comcare Charitable Trust	Christchurch	a.sutherland@comcare.org.nz	
Emerge Aotearoa	Christchurch	gemma.bateman@emergeaotearoa.org.nz bruce.burnett@emergeaotearoa.org.nz	027 505 1751 (Gemma) 027 584 3580 (Bruce)
VisionWest Community Trust	Christchurch	housing.canterbury@visionwest.org.nz	0800 664 464 option 2 for Christchurch Housing

Otago / Southland	Area within Otago / Southland	Contact email	Contact phone
Methodist Mission Southern	Southland	christinet@mmsouth.org.nz	(03) 487 7963
Roman Catholic Diocese of Dunedin	Dunedin	alice@cathsocialservices.org.nz	(03) 455 3838 or 027 643 1554
Emerge Aotearoa	Southland	pailate.fili@emergeaotearoa.org.nz joanne.morris@emergeaotearoa.org.nz	027 700 2484 027 839 1562