



Moving house

If you've found another place to live, you need to give us 21 days written notice.

There are many reasons you may want to move to another house:

- you may have a new job in a new area or your children have changed school
- your family may have increased and you no longer have space for everyone
- your family may have left home and you have more room than you need
- your house may no longer meet your needs due to a medical reason or disability.

If you want to move, talk to us – you can call us on **0800 801 601**. We'll talk with you about your situation, your housing needs and what housing options you may have. Your options might include moving to another Kāinga Ora house or a private rental property. We may be able to help you stay where you are or even buy your own home.

Moving to another Kāinga Ora house

When you moved into your house, you may have paid some money as a bond depending on when you started your tenancy.

If you paid a bond it will be refunded to you if you leave the property clean, tidy and in good condition and your payments are up to date.

You will not need to pay a new bond when you move to the other Kāinga Ora house.

We'll also arrange for any rent you've paid in advance to be transferred to your new house. You'll need to arrange your furniture removal and to have your telephone and power connected at your new house.

Found somewhere else to live?

If you've found another place to live, you need to give us 21 days written notice of your intention to move. The 21 days starts when we receive the notice, not when you write it. You can give notice by filling in a notice to end rental agreement form, available by calling the Customer Support Centre on **0800 801 601** or by writing a letter. Your notice must include your forwarding address.

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What happens after you've given notice?

Within 48 hours of getting your notice, we will send you a 'moving out' checklist and arrange to inspect the property. We will check the Property Condition Report that we completed when you moved in. If there is any damage, we will discuss arrangements for repairs and payment with you.

You need to arrange for us to collect the keys from you at the house by ringing **0800 801 601**. We'll do a final inspection, check any repairs and send you a final statement showing the rent you've paid and any money you owe.

Talk to us on **0800 801 601**

If you would like more details about any information in this fact sheet, or have any queries about Kāinga Ora, please call us free on **0800 801 601**, or visit our website **www.kaingaora.govt.nz**

If you have a hearing impairment, you can contact us using the NZ Relay Service on **www.nzrelay.co.nz**.