



LinkPeople

# Bay of Plenty Sustaining Tenancies at Risk

*What to do if things go  
wrong with your tenancy*



## Who are we?

Linkpeople's Sustaining Tenancies at Risk (STAR) service provides support to individuals and whānau who are at risk of losing their tenancy.

We work in close partnership with other organisations to create connections and find solutions that support the wellbeing of people and help them to remain in their homes.

The Bay of Plenty STAR service provides support to people who are privately renting as well as those in social housing (such as Kāinga Ora, Accessible Properties) across the Rotorua and Tauranga areas.

**Our service is free.**

## What can we help with?

If you have a current tenancy agreement and are at risk of losing your home, we can help.

**Here are some common problems you may be facing:**

- falling behind with your rent payments
- visitors who stay too long or cause problems
- damage to the property
- violence or other antisocial behaviour in your home that is putting your tenancy at risk
- difficulties with understanding your responsibilities as a tenant.



## How can we help you?

We will discuss your situation with you to gain a better understanding of the challenges you are facing and will look at how we can help you to remain in your home.

We can:

- support you to find ways to clear your rent arrears. This may include seeking financial assistance from Work and Income (MSD) or arranging an affordable repayment plan
- support you to improve your financial situation, which may include linking you with a local budgeting service
- refer you to other services, including counselling, alcohol and drug services, and employment and education support services
- support you to communicate with and at times advocate on your behalf with other agencies, such as MSD and IRD, landlords or the Tenancy Tribunal
- provide support to connect you with places in your community such as marae, church, sports or recreational groups
- work with you to build resilience and achieve your goals.

## What can't we help with?

- We are unable to assist you with finding a new home.
- If you have received a 90 day notice already and have no possibility of retaining your tenancy, we are unable to assist you.

Please note, if you are already being supported to sustain your tenancy by another service provider, you may not be eligible for this service. If you have any questions about this or want to discuss further to check you are eligible, you are welcome to contact us.

### How can you contact us?

Contact us on  
**0800 932 432**

or email  
**BOPSTAR@linkpeople.co.nz**  
for more information.