

Minutes/Notes from the Christchurch Housing Forum - Wednesday 16th August.

Presenter: Alan Johnson – Salvation Army Social Policy and Parliamentary Unit.

Rather than reiterating what is already in the report we have attached a copy of the report for forum members to read.

The link is

<http://www.salvationarmy.org.nz/sites/default/files/uploads/20170814spputakingstockreport.pdf>

Also from the meeting we were asked by MSD to include the following information for forum members:

The recent demand for housing assessments has been high. The impact of winter has been the major contributor to this.

Our goal is to provide assessments to people as quickly as possible to ensure they are in the best place they can be to secure suitable housing and to access the products and services MSD offers to achieve that.

To get through this busy time we have revised our work programme to increase the availability of appointments. This revision has provided over 50 more appointments weekly.

Also from Monday 14 August we will be offering a phone appointment for all social housing assessments in Canterbury.

Feedback from stakeholders and clients is telling us that this works well for the majority of people who don't have the resources to travel, or to cover the unnecessary cost to them in time and money.

It also means for those clients working closely with an agent or advocate, they can complete the social housing assessment appointment from that agencies office where appropriate. Client's will be able to sign-off the obligation page of their Assessment Summary by either going into one of our local offices, or the Summary can be sent to them by post and returned to us using a postage-paid envelope that will be provided.

The exception will be in some urgent or special circumstances. Where a client requires a face-to-face appointment, this can still be arranged at a local site when booking the assessment appointment.

The next forum will be on Wednesday 20th September at the Oxford Tce Baptist Church Hall between 12noon and 2pm.