

# CHA Tenancy Manager Induction Papakupu Glossary

The glossary below brings together key terms to help you quickly understand language used in the community and social housing sector.

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Term	Definition
Accommodation Supplement	Accommodation Supplement is a weekly payment which helps people with their rent, board or the cost of owning a home.. Accommodation supplement is different from IRRS – see IRRS definition for more information.
Abandonment (of tenancy)	When a tenant leaves the property without giving proper notice and stops meeting tenancy obligations, requiring the provider to follow legal processes before ending the tenancy.
ACC (Accident Compensation Corporation)	New Zealand's no-fault accident insurance scheme; may be involved where tenants have injuries affecting housing needs or income.
Affordable housing (AH)	Housing with rents or purchase prices set so that low- to moderate-income households can reasonably afford them.
Allocation	Process of matching an available home to an eligible applicant or household, based on defined criteria and priority levels.
Anti-social behaviour (ASB)	Behaviour by tenants or visitors that negatively affects neighbours or the community, such as noise, harassment, or damage.
Arrears	Amount of rent or other charges that are overdue and unpaid under the terms of the tenancy agreement. Home loan payments can also go into arrears.
Assisted home ownership	Housing programmes that help people buy their first home through measures such as shared ownership, rent-to-buy, or leasehold models, making home ownership more achievable.

<b>Term</b>	<b>Definition</b>
Assisted rental	Housing provided by Community Housing Providers (CHPs) at below-market rents for tenants who do not qualify for the Income-Related Rent Subsidy (IRRS) but still face affordability challenges. Operates on a non-profit basis.
Assignment (of tenancy)	Formal transfer of a tenancy from the current tenant to a new tenant with the landlord's consent, usually requiring a written agreement.
Bond	Money paid by the tenant at the beginning of a tenancy and held by Tenancy Services as security for the tenancy, refundable if obligations are met.
BOS (Business Online Services)	Business Online Services (BOS) is an application hosted by MSD used by registered Community Housing Providers to communicate with the Ministry of Social Development. It is designed to facilitate the efficient sharing of data while protecting the privacy of social housing applicants and tenants.
Breach (of tenancy agreement)	Failure by a landlord or tenant to meet an obligation under the tenancy agreement or the Residential Tenancies Act.
Breach notice	See Notice to remedy (NTR / 14-day notice)
Building Warrant of Fitness (BWOF)	Formal statement that certain specified systems in a building have been inspected and maintained, and comply with building code requirements; may affect maximum occupancy and safety in multi-unit housing.
Capital gains tax	A tax on the profit made from selling an asset such as a house.
CHA (Community Housing Aotearoa)	A national peak body for the community housing sector, representing members' interests, providing training and resources, and advocating to government for policies that improve access to affordable housing.
CHP (Community Housing Provider)	An organisation that provides affordable rental or ownership housing for people who cannot access suitable housing in the private market. To provide IRRS-funded housing, a CHP must be registered with the Community Housing Regulatory Authority (CHRA).
CHRA (Community Housing Regulatory Authority)	The regulatory body that registers and monitors Community Housing Providers to ensure they meet required standards, particularly for delivering IRRS-funded housing.

<b>Term</b>	<b>Definition</b>
Community housing	Affordable housing provided by non-government organisations, including CHPs, iwi and hapū-led entities, and other not-for-profits.
Condition report	Record of a property's condition at the start (and sometimes end) of a tenancy, used to compare any change or damage.
Consent (for information sharing)	Agreement from a tenant, occupant, whānau, or authorised support person to collect, use, or share their personal information for specified purposes.
Credit	In housing, refers to both the ability to borrow money (such as through a mortgage) and a person's history of repaying debts. Good credit can improve access to housing, while poor credit can limit it.
CRM (Customer relationship management system)	Information system used to record and manage tenant and property data, contact notes, and service interactions.
Decanting	A term used when a tenant and their whānau are being moved out of their current home so that the community housing provider can upgrade or repair the property. The tenant is provided with alternative accommodation until their usual home is ready for them to move back in.
Deposit	The upfront sum paid towards the purchase price of a home, usually expressed as a percentage of the total price. Larger deposits can improve mortgage approval chances and reduce borrowing costs.
Discretionary information sharing	Lawful authority to share information using professional judgement in defined circumstances (e.g., Family Violence Act 2018, Oranga Tamariki Act section 66C).
Emergency housing	Short-term housing for people in crisis, often delivered through motels or temporary arrangements and funded via the Emergency Housing Special Needs Grant from the Ministry of Social Development.
End of tenancy (EOT)	Period when a tenancy is formally ending, including final inspection, key return, and closing rent and bond processes.
Enforcement order	Order from the Tenancy Tribunal requiring a party to comply with a previous order or a specific action.

<b>Term</b>	<b>Definition</b>
Equity	The difference between what a home is worth and the amount still owed on the mortgage. Equity can grow over time and be used as security for borrowing.
Family Violence Act information sharing	Legal framework outlined in Family Violence Act 2018 and Oranga Tamariki Act 1989 (section 66C) allowing agencies to share relevant information to support people experiencing or at risk of family violence.
Family violence agency	An organisation designated under the Family Violence Act 2018 that can share information with other specified agencies to protect victims and assess risk; registered CHPs are family violence agencies.
Fixed-term tenancy	Tenancy with a clearly defined start and end date; ending or renewing it must follow RTA requirements.
Head tenant	Main tenant who has signed the tenancy agreement and is legally responsible for rent and other obligations.
Health Information Privacy Code	Code under the Privacy Act that sets additional rules for collecting and using health information, relevant when tenancy provider holds health details.
Housing First	Service model that prioritises providing permanent housing quickly to people experiencing homelessness, then wrapping support around them without pre-conditions such as sobriety.
HUD / Ministry of Housing and Urban Development (HUD, MHUD)	The government department currently responsible for housing policy, funding allocation, and regulation of IRRS-funded community housing.
Income-related rent	Rent paid by the tenant in public or social housing. The amount of rent paid is calculated as a proportion of a household's income, with the government covering the difference between that amount and market rent through the IRRS.
Income-Related Rent Subsidy (IRRS)	A housing subsidy where tenants qualifying for public/social housing pay rent based on their income, with the government covering the difference between that amount and market rent, which they pay to the registered Community Housing Provider.
Investment property	Housing purchased primarily to generate income or profit through rent and/or resale, often influenced by tax and market settings.

<b>Term</b>	<b>Definition</b>
Kāinga Ora (KO)	The Crown agency responsible for providing public housing to eligible tenants and leading large-scale urban development projects, often in partnership with iwi, councils, and community organisations.
Landlord	The person or organisation who owns the property or is entitled to receive rent, and who has legal responsibilities under the Residential Tenancies Act and the tenancy agreement.
Maintenance	Work carried out to keep a property safe, warm, dry, and in good condition, including both reactive repairs and planned or preventative work.
Mandatory information sharing	Legal requirement to share information when formally requested under specific legislation (e.g., Oranga Tamariki Act section 66).
Market rent	Rent broadly in line with what a similar property would obtain in the open market in the same area.
Maximum occupancy	Maximum number of occupants allowed in a property, which may differ between Ministry of Social Development funding rules, provider policy, and building warrant of fitness limits.
MBIE (Ministry of Business, Innovation and Employment)	Government agency with responsibility for Tenancy Services and administration of the Residential Tenancies Act.
Mediation	A process provided by Tenancy Services where an independent mediator helps landlords and tenants resolve disputes and reach a binding agreement without a full Tenancy Tribunal hearing.
Ministry for Pacific Peoples (MPP)	The government department that works to improve housing and wellbeing outcomes for Pacific communities through policy advice, advocacy, and partnerships with housing providers.
Ministry of Social Development (MSD)	The government department that manages the Social Housing Register, assesses eligibility for public and IRRS-funded housing, and administers housing-related financial support such as the Accommodation Supplement.
Notice to remedy (NTR / 14-day notice)	Written notice from one party requiring the other to fix a breach within a specific timeframe, usually at least 14 days. A NTR is sometimes referred to as a breach notice.

<b>Term</b>	<b>Definition</b>
Notice to vacate (NTV)	Written notice ending the tenancy and requiring the tenant to move out, issued according to RTA rules.
Occupiers	Household members who live in the property but have not signed the tenancy agreement; they have fewer legal rights than the named tenant.
Oranga Tamariki Act information sharing	Legislative provisions allowing information sharing to promote the safety and wellbeing of tamariki involved with Oranga Tamariki.
Overcrowding	When the number of people living in a dwelling exceeds what is considered appropriate for the size and configuration of the property.
PACHMA (Public and Community Housing Management Act 1992)	The primary legislation setting the responsibilities and performance standards for registered Community Housing Providers.
Papakāinga	Housing on ancestral Māori land, typically involving multiple whānau and incorporating cultural values, communal spaces, and whānau-led governance.
Patch (tenancy patch)	A group of properties or a geographic area for which a particular tenancy manager or advisor is responsible.
Personal information	Any information about an identifiable individual, such as a tenant's contact details, income, health status, or support needs.
Planned / preventative maintenance	Scheduled work such as servicing heat pumps or clearing gutters to prevent problems and keep homes in good condition.
Portfolio (of tenancies)	Group of tenancies managed by a single tenancy manager or team.
Possession order	Tenancy Tribunal order giving the landlord the right to recover possession of the property, usually after a serious breach of a clause in the signed tenancy agreement.
Privacy Act 2020	Key privacy legislation in Aotearoa New Zealand that sets principles for collecting, using, storing, and disclosing personal information.

<b>Term</b>	<b>Definition</b>
Privacy breach	Incident where personal information is accessed, disclosed, lost, or altered without proper authorisation or in a way that risks harm.
Privacy officer	Person within an organisation responsible for overseeing privacy practices, handling privacy queries, and managing privacy breaches.
Private housing	Homes that are privately owned and rented or sold on the open market, usually at market rates.
Private landlord	An individual or organisation renting properties at market rates, governed by the Residential Tenancies Act (RTA), with discretion in tenant selection within anti-discrimination laws.
Provider-initiated transfer	When the housing provider initiates moving a tenant to a more suitable home, for example because of demolition, redevelopment, or downsizing, following the correct legal and policy process.
Reactive maintenance	Unplanned repair work required when something breaks or fails, such as a leaking pipe or faulty toilet.
Ready to let (RTL)	Status indicating that a vacant property has been assessed, cleaned, and maintained so it is ready for a new tenant to move in.
Recoverable assistance payment (RAP / RAPS)	Loan-type assistance from MSD that must be repaid, used for certain urgent costs such as rent arrears or moving costs.
Recycling the property	The process of preparing a property for the next tenancy after one ends, including inspections, maintenance, cleaning, and updating records so the home is ready to let.
Rehousing	Moving tenants to another property, often due to redevelopment, major upgrades, or health and safety issues.
Rent arrears (RA)	Unpaid rent owed by the tenant under the tenancy agreement.
Rent in advance	Rent paid before the tenancy period it covers, usually one or two weeks in advance in the New Zealand context.
Rent relief	Temporary reduction or suspension of rent to support tenants experiencing hardship, often agreed as part of a tenancy sustainment plan.

<b>Term</b>	<b>Definition</b>
Residential Tenancies Act 1986 (RTA)	Principal legislation governing most residential tenancies in Aotearoa New Zealand, setting out rights and responsibilities of landlords and tenants.
Routine inspection	A regular inspection, carried out at lawful intervals, to check property condition, health and safety issues, and compliance with tenancy obligations.
Section 55 notice	A notice linked to section 55 of the Residential Tenancies Act, relating to serious breaches (such as substantial damage or assault) where a landlord may apply for termination without the usual notice periods.
Section 56 notice	A notice linked to section 56 of the Residential Tenancies Act, commonly used for rent arrears and other breaches, giving at least 14 days to remedy the breach before further action.
Security deposit (bond)	Another term for bond; money held as security against damage or unpaid rent.
Service level agreement (SLA)	Formal agreement that sets expected timeframes and quality standards for services, such as maintenance response times.
Social housing	Affordable rental housing receiving the Income Related Rent Subsidy provided by the government (public through Kāinga Ora) or CHPs (community housing) for qualifying people on low incomes.
Special needs grant (SNG)	Non-repayable or partly repayable grant from MSD to help with essential costs, including some housing-related expenses such as emergency housing or some damages.
Strengths-focused, motivational approach	Practice approach that emphasises tenants' strengths, goals, and motivation rather than deficits, to support positive change and sustain tenancies.
Succession (of tenancy)	When a tenant dies or leaves and another eligible household member is approved to take over the tenancy.
Supported Living Payment (SLP)	Income support payment for people with long-term health conditions or disabilities that may affect housing stability.
Support services	Additional non-housing services that assist tenants, such as budgeting advice, social work, legal support, or wellbeing programmes. For registered CHPs, housing provision must be kept separate from support services.

<b>Term</b>	<b>Definition</b>
TA (Tenancy Agreement)	Written or verbal agreement between landlord and tenant outlining the terms and conditions of the tenancy.
Tenant-initiated transfer	When a tenant asks to move to another property, for example due to changes in household size, health, or location needs, and is approved through the relevant assessment and allocation process.
Tenant selection	The process by which housing providers choose tenants. In IRRS housing, this must be based on assessed housing need; in assisted rentals and private housing, selection criteria may vary within the law.
Tenancy bond	See <b>Bond</b>
Tenancy data and feedback	Information collected about tenancies, property condition, and tenant experience, used to guide quality improvement and service innovation.
Tenancy manager (TM)	Staff member responsible for managing tenancies, relationships with tenants and whānau, and ensuring compliance with law and policy.
Tenancy Services	Government service (within MBIE) that provides information, bond services, mediation, and Tenancy Tribunal support.
Tenancy Tribunal (TT)	Independent body that hears and decides tenancy disputes between landlords and tenants under the Residential Tenancies Act.
Termination notice	Formal written notice to end a tenancy, issued according to the Residential Tenancies Act requirements.
Transitional housing	Temporary accommodation, typically for around 12 weeks, with wraparound support services to prepare people for sustaining a tenancy in longer-term housing.
Transfer (of tenant)	Approved move of a tenant from one property to another within the same provider or system, usually based on assessed need.
Void	Property that is currently vacant between tenancies and not yet allocated to a new household.
WAP (Weekly amount payable)	Total rent payable for a tenancy per week, after subsidies are applied.

<b>Term</b>	<b>Definition</b>
Wraparound services	Holistic support for tenants, such as health, budgeting, employment, and social services, coordinated around sustaining their housing.