

HRTMA Code of Conduct explained: Customer fact sheet

What is the HRTMA Code of Conduct?

The Housing Restructuring and Tenancy Matters Act (HRTMA) 1992 gives HNZ the right to ask you for information when you apply for or receive assistance from one of HNZ's Financial Products. The HRTMA Code of Conduct sets out the process and powers that HNZ complies with when it asks for that information.

What are HNZ's Financial Products?

Housing New Zealand (HNZ) provides different types of financial products to eligible first-home buyers, previous home owners and HNZ customers / tenants. At the moment these are: KiwiSaver HomeStart Grants, Welcome Home Loans, Tenant Home Ownership, First Home Ownership and KiwiSaver Savings withdrawal Determination for Previous Home Owners. Other financial products may be delivered in the future.

Why do we have a Code?

Any loan or grant we give out is funded from public money. Parliament felt it was important to make sure that those who receive public money follow the conditions that attach to the loan or grant of that money. Those conditions form part of the terms of the loan or grant. Parliament included information gathering provisions for HNZ so that those conditions or safeguards could be verified. It wanted HNZ to be careful and transparent in the use of those information gathering provisions, so it required HNZ to publish a Code of Conduct to ensure that.

Your privacy is important

Your privacy is important and we know that asking for information can feel intrusive. So we have prepared this Code to record when we can ask you for information, the process we will follow, and the limits to what information we can ask you for. We have consulted with the Privacy Commissioner when we prepared this Code.

Why do we need information from you?

If you have received one of our financial products HNZ may need to re-check your eligibility or your partner or spouse's eligibility to make sure the terms and conditions are being complied with.

HNZ may need some more information, or to re-check the information that you have given to us when you applied for or received a loan or grant from us. We can do this under section 80 (1) of the HRTMA 1992. When we gather any information relating to section 80(1) of the Act, we follow the process that is outlined in the HRTMA Code of Conduct. We have these processes in place to make sure that the conditions of your grant or loan are still being met; this can happen when we are doing an audit or when we need to look into your eligibility.

When will we ask for information?

We will always ask for that information by using the guidelines in the Code.