

If your home was damaged by Cyclone Gabrielle or the Auckland Floods, and you need support to find temporary accommodation, we can help.

The Temporary Accommodation Service (TAS) can assist displaced households with temporary accommodation while your damaged home is being repaired or rebuilt.

TAS is taking registrations from households in these affected regions and districts:

- Tāmaki Makaurau (Auckland)
- Te Moana a Toi (Bay of Plenty)
- Te Matau-a-Māui (Hawke’s Bay)
- Te Tai Tokerau (Northland)
- Tairāwhiti (Gisborne)
- Tararua District
- Waikato

Once registered, a staff member will call you within a few working days to assess your specific needs and outline the next steps. This will mean we can quickly offer accommodation once it becomes available.

Our priority is to find your household warm, dry and safe accommodation. We’re also committed to working with you to find accommodation that caters to your household’s needs and keeps you within your community, as much as possible. In the short term, it may be difficult to meet all your needs, such as being close to work, or housing you and your pets, but different options may become available over time that better suit your household.

We encourage anyone needing support to register with TAS now. If you feel that you may have a future need, it is also a good idea to register with TAS now.

You should only register once per household. You can register by:

- Visiting www.tas.mbie.govt.nz and complete the easy-to-use online application form, or
- Calling 0508 754 163 toll free and one of our call centre team can assist you.

Generally, there is a cost for all temporary accommodation options. If you are concerned about the cost, TAS can provide guidance on how to access support services such as insurance advice and financial assistance.

There is also other support available

For households who need help with their insurance claims, contact NZ Claims Resolution Service on 0508 624 327. For those who don’t have insurance, contact MSD on 0800 559 009.

Tenants and landlords of rental properties can find information on their rights and obligations after a natural disaster at www.tenancy.govt.nz