

# Water Utility Consumer Assistance Trust

## Application for financial assistance

Ph: (09) 625 8176 / 0800 625 8176

Fax: (09) 625 8143

Email: [info@waterassistance.org.nz](mailto:info@waterassistance.org.nz)

The following information is strictly confidential to the Water Utility Consumer Assistance Trust and Watercare Services Limited.

P.O. Box 99-240

Newmarket

Auckland 1149

**Please complete Sections 1 – 4. A budget advisor is to complete Sections 5 – 7.**

SECTION 1: Applicant's details								
<b>Applicant</b>	Last Name				Mr	Mrs	Ms	Miss
First Name				Occupation			Age	
<b>Spouse/ Partner</b>	Last Name				Mr	Mrs	Ms	Miss
First Name				Occupation			Age	
Postal Address						Postcode		
Home Phone				Email				
Cell Phone				Work Phone				
Name/s on Watercare Account					Watercare Account No:			
Outstanding amount owed to Watercare	\$		As at (date of last account)			____ / ____ / ____		
Is this your first application to the Trust?	Yes	No	If no, when did you previously apply?			____ / ____ / ____		

SECTION 2: Property details						
How long have you lived at this address?	Years _____	Months _____	Are you the property owner?	Yes	No	
If less than two years, please provide previous address						
If you are not the property owner, please provide the property owner's/manager's details below (if known)						
Property owner's/ manager's name						
Postal Address						
Phone			Email			
The Trust/Watercare Services Ltd may need to disclose to your landlord that an application has been submitted to the Trust.						

SECTION 3: Household Information							
<b>I live:</b>	Alone		With my partner/spouse		With flatmates		With boarders
With my children	Ages of dependent children						
With others (please explain)							
How many people live in your household?				How many people in the household contribute financially to the household expenses?			
Do you own any other property?	Yes	No	Purpose of ownership (i.e. rental, investment, holiday home, etc)				
Address of additional property:							

## SECTION 4: Financial Situation

Describe your current circumstances:

“I am having difficulty paying my Watercare bill because .....

### **Saving water assistance**

The Water Utility Consumer Assistance Trust has initiatives to help with your water costs. Please tick if you are interested in receiving:

- Information sheet on testing for a water leak
- Information sheet on ways to save water
- A free water audit to assess water consumption in your home and advice/tools/ways to reduce water usage.

**SECTION 5: Information about your Income and Outgoings**

*Please have a budget advisor complete below, or attach a recent budget report*

<b>Number of adults in household:</b>		<b>Number of dependent children in household:</b>	
<b>The figures below are:</b>		<b>Monthly</b>	<b>Fortnightly</b>
		<b>Weekly</b>	
<b>Income</b>	<b>\$</b>	<b>Family Costs</b>	<b>\$</b>
My take home pay (after tax)		Child support payments	
My income support payments		School donations, fees, uniforms	
Partner/spouse take home pay		Child care	
Partner's income support payments		Medical / prescription / dental	
Board income		Clothing and shoes	
Rental property income		Pet registration / vet fees	
Other adult household contributions		Holidays	
Other Income (specify)		Gifts	
		Life / health insurance	
<b>TOTAL INCOME (Total A)</b>		Income protection insurance	
<b>Household Costs</b>		Superannuation / Kiwi Saver	
Mortgage		Bank fees	
Rent or board		Other (specify)	
Groceries			
Electricity		<b>TOTAL FAMILY COSTS (Total D)</b>	
Gas		<b>General Costs</b>	
Water & wastewater rates		Hire purchase repayments	
Land rates		Student loan repayments	
House maintenance		Other repayments	
Insurance – house/contents		Tuition fees	
Phone (landline/mobile/internet)		Sports fees / gym fees	
		Subscriptions (magazines, newspapers)	
		Personal (cigarettes, alcohol, gambling)	
<b>TOTAL HOUSEHOLD COSTS (Total B)</b>		Fines	
<b>Travel Costs</b>		Donations / Koha	
Fares (e.g. bus, train, ferry)		Other (specify)	
Petrol / fuel (own or borrowed vehicle)			
Car insurance			
Vehicle registration / warrant of fitness			
Vehicle maintenance / repairs			
Vehicle Road User charges			
Car loan repayments			
<b>TOTAL TRAVEL COSTS (Total C)</b>		<b>TOTAL GENERAL COSTS (Total E)</b>	

<b>Summary of Costs:</b>	
Household Costs (B)	
Travel Costs (C)	
Family Costs (D)	
General Costs (E)	

<b>TOTAL INCOME (A)</b>	<b>\$</b>
<b>TOTAL COSTS (B-E)</b>	<b>\$</b>
<b>SURPLUS / SHORTFALL</b>	

**SECTION 6: Information about your Assets & Liabilities**

<b>ASSETS: (What you own)</b>	<b>Value (approx.)</b>	<b>Total \$ debt owing</b>
Own home		
Motor vehicle/s		
Boat / caravan / campervan etc		
Investments / shares etc		
Other savings		
Other asset/s		
Other land/investment property/holiday home etc		
Address of other land/property/holiday home etc		

<b>LIABILITIES: (Type of Debt)</b> (eg HP, mortgage, loan etc)	<b>Who you owe</b> (eg WINZ, fines, finance company, etc)	<b>Amount owing</b>	<b>Repayments</b>	
			<b>\$ repayment</b>	<b>frequency</b>

**Declaration**

- I declare that the information I have given on this form is to the best of my knowledge correct.
- I have read the eligibility criteria and I believe I meet the criteria.
- I authorise the Water Utility Consumer Assistance Trust to contact Watercare, the property owner/manager and/or the referring budgeting service or relevant person, for clarification and/or confirmation of amounts owing which the Trustees consider relevant to my application.

**Name:**

**Signature:**

**Date:**

**SECTION 7: Budget Advisor Assessment**  
(This section is to be completed by the Budget Advisor).

Name of Budget Advisory service:

Postal address:

Name of Budget Advisor:

Work  
Phone

Cell phone

Email:

Based on a full assessment of the applicant's financial situation:

- I suggest that the Trust supports the applicant by arranging:**
- (i) A payment plan for the applicant to reduce his/her outstanding account balance to Watercare and meet current and future monthly charges, by regular payments of \$\_\_\_\_\_ each per  Week /  Fortnight /  Month
- AND**
- (ii) A write off of \$\_\_\_\_\_.
- OR**
- I do not wish to make any recommendation.**

Please include any other information you consider relevant

Signature:  
Budget Advisor

Date

Signature: Applicant

Date

**Information for the Budget Advisor:**

If you have any questions, please call (09) 625 8176 / 0800 625 8176 or email [info@waterassistance.org.nz](mailto:info@waterassistance.org.nz)

Once you have completed the form with your client, please return to:

Water Utility Consumer Assistance Trust  
P.O. Box 99-240  
Newmarket  
Auckland 1149

**or email to [info@waterassistance.org.nz](mailto:info@waterassistance.org.nz)**  
or fax to 09 625 8143



# Budget Advisors

## North

Steps Forward Family Services  
575 Whangaparaoa Road  
Whangaparaoa  
Phone: 09 424 4584

North Harbour Budget Service  
3 William Laurie Place  
Albany  
Phone: 0800 159 158 / 448 5655

North Shore Budget Service  
Mary Thomas Centre, 3 Gibbons Road  
Takapuna  
Phone: 486 6206

Salvation Army North Shore Community  
Ministries  
4 Kaipatiki Rd  
Glenfield  
Phone: 441 2554

Warkworth Wellsford Budget Service  
C/- Citizens Advice Bureau  
1 Mathieson Road  
Wellsford  
Phone: 09 423 7123

## South

Botany Budgeting Service  
480 Ti Rakau Drive  
Botany  
Phone: 274 4868

Christian Care Budget Service  
25 -27 Broadway  
Papakura  
Phone: 298 8536

Tamaki Budgeting  
18 Clifton Court  
Panmure  
Phone: 570 9023

Family Works  
10 Mahia Road  
Manurewa  
Phone: 269 1009

Franklin Family Support  
6A Roulston Street,  
Pukekohe, 2120  
Phone: 238 6233

Mangere Budget Service  
59b Mahunga Drive  
Mangere Bridge  
Phone: 275 2266

Otahuhu Home Budgeting Service  
1<sup>st</sup> Floor, Otahuhu Library  
12-16 High Street,  
Otahuhu  
Phone: 270 3546

Pakuranga & Howick Budgeting Service Inc  
Library Building, 7 Aylesbury Street  
Pakuranga  
Phone: 576 5222

Papakura Budgeting Service Inc  
Old Central School 57 Wood St  
Papakura  
Phone: 299 6881

Papatoetoe Community Budgeting Service  
35 St. George Street (Near Citizens Advice  
Bureau)  
Papatoetoe  
Phone- 279 0415

Society of St Vincent de Paul  
47 Station Road  
Otahuhu  
Phone: 270 4088

Salvation Army South Akld Community  
Ministries  
16B Bakerfield Place  
Manakau  
Phone: 262 2332

Vaiola PI Budgeting Service Trust  
Baptist Church, Bader Drive/Ashgrove Rd  
Mangere  
Phone: 256 9639

Waiuku Family Support  
56 Queen Street  
Waiuku  
Phone: 235 9099

## **West Auckland**

C.A.R.E. Waitakere Trust Budgeting  
64 Waipani Road  
Te Atatu Peninsula  
Phone: 834 6480

Christian Assist Budgeting Service  
306B Don Buck Road  
Massey  
Phone: 820 3220

Family Works  
3 Montel Avenue  
Henderson  
Phone: 835 1288

Helensville/Waimauku Family Budget Service  
Inc  
23 Commercial Road  
Helensville  
Phone: 09 420 7740

Henderson & Waitakere Budget Service Inc  
64D Bruce McLaren Road  
Henderson  
Phone: 836 4141

Henderson & Waitakere Budget Service Inc  
C/- Citizens Advice Bureau  
Glen Eden Library  
Glendale Road  
Glen Eden  
Phone: 818-8634

Care Ranui Budget Service  
464 Swanson Road  
Ranui  
Phone: 832 5961

Te Whanau O Waipareira Trust Budget Service  
Cnr Great North & Edmonton Rds  
Henderson  
Phone: 836 6683

Salvation Army Waitakere Community  
Ministries  
7-9 View Rd  
Henderson  
Phone: 837 4471

Vision West Budgeting Service  
97 Glendale Road  
Glen Eden  
Auckland  
Phone: 818 0714

West Auckland Budget Service Inc  
26 Belvedere Court  
West Harbour  
Phone: 416 4727

## **Central**

Auckland Central Budgeting Service  
Shop S  
14-18 Rocklands Road  
Balmoral  
Phone: 631 5572

Presbyterian Support Budget Service  
70 Khyber Pass  
Grafton  
Phone: 337 0533

Salvation Army Community Ministries  
691a Mt Albert Rd  
Royal Oak  
Phone: 639 1181