



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

31 JAN 2017

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On 18 November 2016 you emailed the Ministry requesting, under the Official Information Act 1982, information about Keys Social Housing/Wise Group.

As previously advised by Hon Paula Bennett, former Minister for Social Housing, in her 11 November 2016 response to you, Keys Social Housing Limited, a member of the Wise Group, is a registered Community Housing Provider. Since 2014, the Ministry has held Income Related Rent Subsidy contracts with Keys.

Each of your questions is addressed in turn.

- *The number of Income Related Rent Subsidy places held with Keys Social Housing/Wise Group each quarter since it became a registered social housing provider in total.*

Information about the number of Income Related Rent Subsidy places held by Keys Social Housing is divided into two tables to differentiate between two sources of data. Table one is comprised of data for the quarters ending 30 June 2014 to 30 June 2015 sourced from a manual input database and table two contains data for the quarters ending 30 September 2015 to 30 September 2016 derived from the Ministry of Social Development's Client Management System.

**Table one: The number of Keys Social Housing tenancies for which an Income Related Rent Subsidy was paid as at the quarters ending 30 June 2014 to 30 June 2015.**

<b>Quarter ending</b>	<b>Number of Income Related Rent Subsidy tenancies</b>
30 June 2014	0
30 September 2014	9
31 December 2014	15
31 March 2015	24
30 June 2015	45

Prior to August 2015, information about Community Housing Provider (CHP) tenancies was sourced from a manual input database, which was updated as the information was received. This means the database was dynamic, and subject to retroactive changes. The Ministry has made improvements to the reporting of Social

Housing data and, as such, some figures may differ slightly from those previously published.

In August 2015, the Ministry transitioned from using Housing New Zealand's Northgate Kotahi system to its own Client Management System. This has enabled the Ministry to report on tenancies eligible for an Income Related Rent Subsidy using system generated data.

There is a time delay from when a change to a client's Income Related Rent affects their actual receipt of an Income Related Rent Subsidy. As such, numbers derived from Income Related Rent Subsidy invoices may differ from quarterly figures.

**Table two: The number of Keys Social Housing tenancies eligible for an Income Related Rent Subsidy as at the quarters ending 30 September 2015 to 30 September 2016.**

Quarter ending	Number of Income Related Rent Subsidy tenancies
30 September 2015	54
31 December 2015	63
31 March 2016	75
30 June 2016	104
30 September 2016	106

- *The number of Income Related Rent Subsidy places held with Keys Social Housing/Wise Group each quarter since it became a registered social housing provider broken down by:*
  - a. *Whether it is a property owned by Keys Social Housing/Wise Group.*
  - b. *Whether it is a property leased from Housing New Zealand.*
  - c. *Whether it is a property leased from a private landlord/other organisation than HNZ.*
  - d. *Any other form of ownership not covered by the above three.*

The Ministry, through the standard Income Related Rent Subsidy outcome agreement, contracts directly with registered Community Housing Providers who have accountability for the standards of the properties they rent to tenants. The Ministry does not routinely capture details of the ownership of the property as it is not relevant to the management of Income Related Rent Subsidies.

As such your request for a breakdown of the type of ownership of Keys Social Housing properties is refused under section 18(g) of the Official Information Act as property ownership details for Income Related Rent Subsidies is not routinely held by the Ministry and the Ministry has no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

- *The number of properties the Keys Social Housing/Wise Group have been given capital funding support for and how much funding has been given.*

As at 20 January 2017, Keys Social Housing had not received any capital funding from the Ministry.

- *The number of any details of any complaints received in relation to Keys Social Housing/Wise Group social housing provision.*

To date, the Ministry has not received any formal complaints in relation to Keys Social Housing.

The principles and purposes of the Official Information Act 1982 under which you made your request are:


- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response concerning Keys Social Housing Income Related Rent Subsidy tenancies with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



Scott Gallacher  
**Deputy Chief Executive, Social Housing**