



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

21 JAN 2021

On 11 December 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *A copy of the WINZ branches who have a housing broker. In a presentation I attended there are some branches who have brokers that can support families into affordable rentals.*

The Ministry's Housing Brokerage service provides support to clients in Emergency Housing, or on the housing register to secure and maintain a home in the private rental market.

The role of a housing broker is to work within the Ministry's regional housing teams to:

- build and maintain relationships with landlords and property managers, and understand their needs;
- understand our clients, their needs, skills and readiness to sustain a tenancy;
- help landlords and property managers see the benefits of clients as tenants, raise awareness of the Ministry's products to support tenants, and build trust in the Ministry's housing broker service;
- understand the local housing market and identify opportunities for clients; and
- promote and match our clients with private rental housing opportunities.

The Ministry is aware that it is often difficult for people on low incomes or in Emergency Housing to be chosen as tenants in the private rental market, and this is where the Ministry's housing brokers will help. The housing brokers work with clients in order to overcome these barriers by increasing connections and confidence with landlords, property managers, and the private rental market.

The Ministry currently has a total of 20 full-time housing brokers. Please find **Table One** attached in Appendix A, showing the number of full-time housing brokers, working for the Ministry, broken down by the Work and Income regions.

Housing brokers are based at service centres within each region, depending on that region's suitability. Although the housing broker may be based at a particular service centre in that region, these roles support the entire geographical region.

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
- 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 and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments 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 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 regarding the Ministry's Housing Brokers, 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



Karen Hocking  
**General Manager**  
**Housing**

**Appendix A:**

**Table One: The number of full-time housing Brokers broken down by Work and Income region and Service Centre.**

<b>Housing broker FTE and Location</b>		
<b>Work and Income Region</b>	<b>FTE</b>	<b>Service Centre</b>
Auckland	6	Waitakere
		Highland Park
		Manukau
		Papakura
		Otahuhu
		Manurewa
Waikato	2	Waikato Regional Office
Bay of Plenty	2	Tauranga
		Rotorua
East Coast	1	Napier
Taranaki	1	New Plymouth
Central	1	Central Regional Office
Wellington	2	Wellington Regional Office
Nelson	2	Nelson Regional Office
Canterbury	1	Canterbury Regional Office
Southern	2	Invercargill
		Dunedin Central
<b>Total</b>	<b>20</b>	

**Notes:**

- FTE is full-time equivalent