

4 September 2024

Tēnā koe

Official Information Act request

Thank you for your email of 7 August 2024, requesting information about the housing register statistics in Gisborne reducing by 105 found on the Ministry of Housing and Urban Development Dashboard.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

1. Of the 105 How many went into social housing?

I can confirm that in the quarter ending June 2024, 120 primary applicants exited from the Public Housing register in the Gisborne District. 54 of these applicants who exited from the Public Housing register were housed in social housing.

2. Of the 105 How many went into private rentals?

I am unable to provide you with this information as the Ministry does not centrally record information on how many primary applicants move into private rentals.

In order to identify and provide you with any information that might be held on individual client files about moving into private rentals, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, requires substantial collation.

I have considered whether the Ministry would be able to respond to your requests given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Please note that moving into a private rental is not a primary reason to exit from the Public Housing register.

Clients are removed from the housing register when:

- They are no longer eligible to be allocated social housing.
- Their need for housing or their housing requirements cannot be confirmed.
- They have requested to be removed from the housing register.

- They have declined an offer of a suitable property without a good and sufficient reason.

The Ministry regularly contact clients who are on the Housing register to check their circumstances haven't changed, and to determine any on-going eligibility to public housing.

3. Of the 105 how many dropped off the register? If some dropped off the register what were the reasons? Where did these people go to?

Of the 120 Clients who exited from the Public Housing register, 66 are recorded as having exited for the following reasons:

- They are no longer eligible to be allocated social housing.
- They were unable to confirm eligibility.
- They no longer require social housing.
- The Ministry were unable to contact the client, or the client did not supply the requested documents.

The Ministry is constantly working to improve its ability to track the housing outcomes of those exiting emergency housing and the Housing register.

While the Ministry's understanding is improving daily, it is unlikely that the Ministry will ever achieve a complete view because individuals are not required to let the Ministry know where they live once they stop receiving assistance or exit the Housing Register.

The Ministry needs to balance the requirement to monitor the effectiveness of the interventions with the need to respect individuals' reasonable right to privacy.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, 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 or 0800 802 602.

Ngā mihi



Magnus O'Neill
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