



12 December 2025

Tēnā koe

Official Information Act request

Thank you for your email of 14 November 2025, requesting information about Emergency Housing (EH) applications.

I have considered your request under the Official Information Act 1982 (the Act).

Please see **Appendix One** attached, which provides the number of EH applications granted and declined during the period 1 September – 31 October 2025, broken down by month and region.

A new rules-based system related to EH was introduced on 26 August 2024, to ensure EH grants are targeted to people in genuine need and who have met their responsibilities.

When someone requests emergency housing assistance, the Ministry of Social Development's (the Ministry's) first move is to look at all their options to avoid homelessness. Staff will test the availability of alternative accommodation options first before they determine the person's eligibility for the EH Grant.

The most common reason for declining a person's EH application is because their need can be met in another way. This could include providing the person with financial assistance, such as a Housing Support Product, to help them sustain their existing tenancy, help with identifying and meeting the cost of a new rental property, or a referral to a transitional housing provider.

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 nui

pp. 

Anna Graham
General Manager
Ministerial and Executive Services