



17 February 2025

Tēnā koe

Official Information Act request

Thank you for your email of 17 January 2025, requesting information about policies or rules regarding removing clients from the Social Housing waitlist.

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

You have asked if there are specific policies or rules regarding the removal of a client from the housing waitlist. We have defined the term waitlist as referring to the Social Housing Register (the Register).

- Please refer to the *Removal from the register* publicly available link on the Work and Income Map website¹ which provides the policy for when a person can be removed from the Register: www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/removal-from-the-register-01.html.
- We have also identified the *Assessment of housing need* page from Map as relevant to your request, the link is provided here: www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/assessment-of-housing-need-01.html
- We have also identified the *Change in circumstances* page from Map as relevant to your request, the link is provided here: www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/change-in-circumstances.html

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

¹ The Map website provides operational policy guidelines to Ministry staff based on the legislation administered by the Ministry. Map includes a wide range of information from operational policy to benefit rates. The policy guidelines help our staff make accurate and sound decisions, so clients get their full and correct entitlement. Each section of information is provided as an online manual, which can be read as a manual, or as individual pages for specific information.

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