



17 September 2025

Tēnā koe

Official Information Act request

Thank you for your email of 20 August 2025, requesting information about people receiving the annual circumstances letters and annual circumstances reminder letters.

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

Please provide me the details of the people receiving the annual circumstances letters and annual circumstances reminder letters every year we send to the msd clients who are in social housing.

The below table provides you with the count of annual review circumstances letters sent during 1 July 2024 to 30 June 2025 to clients who are current in social housing tenancies as at 30 June 2025.

Letter Type	Number of letters
Annual circumstances letter	85,464
Annual circumstances letter - reminder	45,156
Annual review letter	354
Annual review letter - reminder	294
Non return of annual review letter	87
Non-return of annual circumstance letter	2,451
Total	133,812

Notes:

- This is the number of letters not clients and the same client may have received more than one letter during the period.
- MSD cannot guarantee that the clients were in Social Housing for the whole period and may not have been in social housing when they received the letters.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.

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
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