



17 September 2025

Tēnā koe

Official Information Act request

Thank you for your email dated 30 August 2025 to the Ministry of Social Development (the Ministry) regarding tenancy transfers initiated by Kāinga Ora – Homes and Communities (KO).

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

The Ministry transferred parts of your request to KO on 9 September 2025, under Section 14, as the agency best placed to respond.

Please find my decision on each part of your request set out separately below.

2. MSD Eligibility Criteria and Recent Amendments:

Please provide all current MSD guidelines, policies, and assessment criteria used to determine eligibility for placement in a Kāinga Ora property, including:

- a. Income thresholds*
- b. Priority rating systems*
- c. Household composition requirements*

The eligibility criteria for social housing is prescribed within the Ministerial Direction on Eligibility for Social Housing (the Ministerial Direction), which is available here: www.workandincome.govt.nz/map/legislation/ministerial-directions/eligibility-for-social-housing-direction/index.html.

The information you requested is also outlined on the webpages below:

- Qualifications - www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/qualifications.html
- Social housing limits and thresholds (current) - www.workandincome.govt.nz/map/deskfile/social-housing-tables/limits-and-thresholds-current.html
- Housing need priority ratings - www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/housing-need-priority-ratings-01.html

- Calculation of overall priority rating - www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/calculation-of-overall-priority-rating-01.html
- Assessment of housing need - www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/assessment-of-housing-need-01.html
- Bedroom allocation - www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/bedroom-allocation-01.html.

d. Any amendments or changes to these criteria since 1 January 2022

You will find all amendments made to the eligibility criteria for social housing since 1 July 2014, as outlined in the Ministerial Direction, here:

www.workandincome.govt.nz/map/legislation/ministerial-directions/eligibility-for-social-housing-direction/list-of-amendments.html.

3. Interagency Protocols and Safeguards:

- a. Any internal documents, memoranda of understanding, or operational protocols between MSD and Kāinga Ora that outlines how tenancy transfer applications are managed, particularly where a Kainga Ora tenant has signed a declaration of "voluntary relinquishment" of their current tenancy prior to MSD confirming eligibility for placement into another Kainga Ora property*

I am refusing this part of your request under section 18(g) of the Act as the information you had requested is not held by the Ministry. I have no grounds to believe that the information is either held by, or more closely connected to the functions of, another department, Minister of the Crown or organisation.

I will publish 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