



27 March 2026

Tēnā koe

### **Official Information Act request**

I refer to your request for information about housing assistance, which was partially transferred from Kāinga Ora to the Ministry of Social Development (the Ministry) on 25 February 2026. Two questions were transferred to the Ministry, and I have considered them under the Official Information Act 1982 (the Act). Please find my decision set out below.

*4. For the period 1 June 2025 to 10 Feb 2026, how many requests for urgent housing assistance has Kāinga Ora received in Manurewa, and separately in Porirua, in total?*

*5. For the period 1 June 2025 to 10 Feb 2026, how many requests for urgent housing assistance has Kāinga Ora received in Manurewa, and separately in Porirua, disaggregated by ethnicity of the primary applicant?*

I have interpreted your request to be for data on the number of entries to the Social Housing Register. If this was not the intention of your request, please contact the Ministry.

Please also note, the details of a housing provider are not recorded at the time a client enters the Social Housing Register as this information is confirmed once a client is offered a place. As such, I am unable to provide you with this information.

The Ministry is currently unable to provide data from December 2025 onwards, due to system issues. We are currently working through these issues and will provide an update on our website in due course, and you are welcome to get back in touch with us with a further request, should you wish to receive that data, once the issue is resolved.

For the present time, the data for December 2025 – February 2026 is refused under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, this information would only be contained within individual client files, which currently would each require manual review to respond to your request. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request 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.

As such, we have provided you with the most up to date data that we have available.

Please refer to the attached **Appendix** which provides the number of entries to the Social Housing Register for Porirua City Territorial Local Authority and Manurewa Auckland City Board from 1 June 2025 to 30 November 2025 by month and ethnicity.

I have also provided you with some general information on housing support provided by the Ministry, for your information, below.

The Ministry supports clients to access and sustain suitable housing. Where people present with an immediate housing need staff will consider a range of options. Ensuring a client's wider needs are considered.

The Ministry has a range of supports which clients can be provided, include Housing support products which covers a group of financial and non-financial supports including Bond, moving costs, rent in advance, or Rent Arrears Grant.

Clients may also be referred to Transitional Housing. Information on Transitional Housing can be found here: [www.hud.govt.nz/our-work/transitional-housing](http://www.hud.govt.nz/our-work/transitional-housing).

The Ministry may assess client's eligibility for social housing. Clients must be "At risk" or in "Serious housing need" to be placed on the Housing Register. A detailed description can be found here: [www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/housing-need-priority-ratings-01.html](http://www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/housing-need-priority-ratings-01.html).

You can find the detailed Housing Register data at the following link: [housing-register-september-2025.xlsx](http://housing-register-september-2025.xlsx).

Clients may also apply for emergency housing. An Emergency Housing Grant is a last resort payment for clients with an immediate housing need where no alternative accommodation is available.

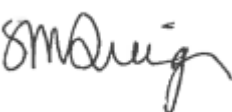
It can be used to pay for emergency accommodation when a client cannot remain where they are and don't have access to other accommodation adequate for their needs in the short-term. You can find more information on emergency housing at the following link: [www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/introduction.html](http://www.workandincome.govt.nz/map/income-support/extra-help/emergency-housing/introduction.html).

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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**