



9 December 2024

Tēnā koe

Official Information Act request

Thank you for your email of 11 November 2024, requesting information about emergency housing and other housing support.

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

For the periods 1-July-2022 to 30-June-2023 and 1-July-2023 to 30-June-2024 please provide

1. *The number of individual persons housed through MSD (in emergency housing, boarding accommodation, and all other transient accommodation types, within the greater Auckland region)*
 - a. *The total cost in dollars, paid by MSD month-by-month relation to Q1.*

Housing Support Products

Housing Support Products (HSPs) were established in 2014 to support households to move out of public housing and into the private rental market. They were expanded in 2019 to more broadly support people to sustain their tenancies.

On 13 March 2023, we introduced improvements to HSPs to ensure the financial support better reflects actual housing costs. Three forms of housing assistance were merged into one programme to simplify the provision of assistance with a single set of eligibility criteria and payments. You can read more about those improvements here: <https://www.msd.govt.nz/documents/about-msd-and-our-work/work-programmes/social-housing/housing-support-products-factsheet-for-community-stakeholders.pdf>

On 1 July 2024, the suite of HSPs were expanded to include some accommodation arrangements the Residential Tenancies Act 1986 doesn't apply to (e.g. those in flatting or boarding situations).

Please see the attached **Appendix**, containing **Table One**: Number of grants and amount granted for emergency housing and selected Housing Support Products in the Auckland Super City Territorial Authority from 1 July 2022 to 30 June 2024, by financial year, month, and grant reason.

Please note that the Ministry of Social Development (the Ministry) can only provide a count of grants, not clients. A client can have more than one grant in each period.

Please also note that HSPs can be granted for all accommodation types, not only short-term accommodation. I am unable to provide you with this information broken down to transient accommodation types as it is held in notes on individual case files.

In order to provide you with this information, Ministry staff would have to manually review a substantial number of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

2. *The number of commercial operators, accommodation providers or business entities (i.e. registered companies) paid by MSD to house persons per Q1.*
 - a. *The total amount paid to commercial operators, accommodation providers or business entities in line with Q2.*

The Ministry does not place people in private accommodation such as boarding houses or hostels. Clients make their own decisions about whether accommodation is suitable.

As such, please see the attached **Appendix**, containing **Table Two**: Distinct number of suppliers used, and total amount granted for emergency housing in the Auckland Super City territorial authority for the 2022/23 and 2023/24 financial years.

3. *The total cost in dollars paid by MSD towards individuals'; bond payments, regular accommodation payments and emergency-housing payments (for all transient accommodation types, within the greater Auckland region, within the two-year periods)*

Please refer to **Table One** of the **Appendix** for Housing Support Products.

For Accommodation Supplement, please see **Table Three**: Number of clients receiving Accommodation Supplement and total amount paid in Auckland Super City Territorial Local Authority as at the end of July 2024 and July 2024, by financial year and type of accommodation.

4. *The total number of individual property addresses' (within the greater Auckland region) used by MSD clients within the two-year periods.*
5. *A list of all addresses (within the greater Auckland region) linked to MSD payments for temporary housing, including but not limited to; transient accommodation, emergency housing etcetera.*

In order to provide you with this information, Ministry staff would have to manually review a substantial number of files and pull together a list of addresses of clients over the past two years.

The Ministry is unable to provide a list of suppliers in a certain area as businesses may provide a registered address that is different to the physical address of their service (for example, a PO Box). As such, I refuse your request under section 18(f) of the Act. 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.

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 regarding housing support, 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. 

Magnus O'Neill
General Manager
Ministerial and Executive Services