



1 October 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 22 August 2024, requesting information about emergency housing in apartment buildings. Three of your requests were transferred by Kainga Ora – Housing New Zealand to the Ministry of Social Development (the Ministry) in part, as we can respond to questions about emergency housing.

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

- 1. How many people are in emergency units in apartment buildings?*
- 2. Does the Ministry consider apartment buildings appropriate living conditions for people in need of social or emergency housing?*
- 3. Does the Ministry receive more complaints when clients are housed in apartment buildings than in other housing types?*

The Ministry pays Emergency Housing Grants (EHGs) on behalf of clients to suppliers of commercial accommodation. The Ministry endeavours to meet the emergency housing needs of vulnerable people in the most cost-effective manner possible. When faced with limited accommodation options, guidance to staff is that the priority is ensuring clients have somewhere to stay in the short term, however private rental accommodation, including apartments, is not to be funded by EHG.

For your information, the types of accommodation the Ministry pays EHG on behalf of clients are categorised under: Motel/Hotel, Hostel, Holiday Park/Campground, Marae, Shelter.

You may find the following links useful about who can get emergency housing, housing support, and clients' rights and responsibilities, on the Ministry's website here:

[www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing/index.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing/index.html).

<https://www.workandincome.govt.nz/housing/move-house/index.html>.

<https://www.workandincome.govt.nz/housing/live-in-home/housing-costs/index.html>.

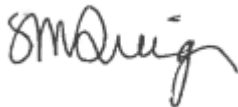
I am refusing questions 1-3 of your request for information related to apartment buildings under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

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. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**