



25 June 2025

Tēnā koe

**Official Information Act request**

Thank you for your email to the Ministry of Social Development (the Ministry) dated 27 May 2025 in which you requested the numbers of applicants who have exited emergency housing and received the Accommodation Supplement (AS) to enter the private rental market by month, by region, since 2017.

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

I am refusing your request 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 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.

The Ministry has completed modelling that is limited to those who have accessed further housing support after leaving emergency housing. Households have no obligation to inform government agencies, including the Ministry, where they move to after leaving emergency housing. For example, we are unable to identify those who have obtained a private rental tenancy without accessing an AS.

It is unlikely that the Ministry will ever achieve a complete view because people are not required to declare where they live once they stop receiving assistance. The Ministry needs to balance the requirement to monitor the effectiveness of interventions with the need to respect individuals' reasonable right to privacy.

The model is run quarterly and ascertains if people have accessed other housing related products and services that may offer an indication of their housing situation after exiting emergency housing. The Ministry can identify when someone who has received the Emergency Housing Grant later accesses AS, has attained a social housing tenancy, or has been placed with a transitional housing provider.

The Ministry's ability to track the housing outcomes of those exiting emergency housing has improved. The Ministry can now identify where approximately 85 percent of people go after exiting emergency housing.

Of the households that left emergency housing during December 2024:

- 37 percent left emergency housing to go into social housing (4 percent through community housing providers, 33 percent through Kāinga Ora – Homes and Communities)
- 29 percent moved into transitional housing
- 19 percent were receiving the AS for a private rental (this includes clients with mortgage, private rental or board costs)
- 14 percent did not access any of these housing-related services.

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 regarding calls to the general enquiry line, 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**