



21 March 2025

Tēnā koe

Official Information Act request

Thank you for your email of 26 February 2025, requesting information about on registered suppliers and Ministry of Social Development (the Ministry) policies.

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.

- *What is the expectation on a registered supplier, in regard to their code of conduct, in representation to work and income. Ie, my landlord are registered suppliers and I just want to know their obligations to me*
- *Yes, all the policies*

I have interpreted your request to refer to the policies and expectations set by the Ministry for registered suppliers.

When people apply for housing assistance, Ministry staff assess their eligibility for housing-related financial assistance and provide them with advice about their options. People can determine for themselves if the accommodation is suitable.

The Ministry's role is to provide income support for those unable to work, financial assistance if people are eligible for it, and support and services to help people who are able secure employment.

It is important to note that when an accommodation supplier registers with the Ministry as a supplier, it does not create a contractual relationship between the Ministry and the accommodation supplier. The Ministry provides financial assistance to clients and pays to suppliers on their behalf. The contractual relationship is therefore, between the accommodation supplier and the client to manage if they enter into a private tenancy agreement. As such, the Ministry does not have a code of conduct for landlords outlining their obligations to their tenants. This is a private matter between the landlord and the tenant. Disputes between a tenant and landlord are matters for the Tenancy Tribunal.

Landlord's and tenant's rights and obligations can be found on this website [Tenancy Services](#) or you can phone for advice on 0800 836 262 (0800 TENANCY).

I am therefore, refusing this part of your request under section 18(e) of the Act as the information you have requested does not exist.

There is a range of information available on the Ministry's Manual and Procedures (MAP) website. MAP provides operational policy guidelines to Ministry staff based

on the legislation. You can read more about these policy guidelines at the following link: www.workandincome.govt.nz/map/about/index.html.

If there is a specific policy you are interested in, please contact the Ministry and we will process it as a new request. However, please note you would need to specify the information you are seeking.

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, 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