



13 May 2025

Tēnā koe

### **Official Information Act Request**

Thank you for your email of 10 April 2025, requesting policies and procedures for assessing Housing Register priority ratings, including families, parolees and recently released prisoners.

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.

- 1. Please may I have the relevant information as to how placement from the Housing Register is actioned when determining who and how people are selected?*

Please note this question has also been transferred to the Ministry of Housing and Urban Development (HUD) and you should expect a response from them in due course.

The following links include information on how social housing applicants are prioritised on the social housing register. However, it is important to note that the Ministry of Social Development (the Ministry) does not place applicants into social housing but only provides social housing providers with short-lists of applicants or an individual referral.

- [www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/introduction.html](http://www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/introduction.html)
- [www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/referrals.html](http://www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/referrals.html)

- 2. In what basis or criteria do families get priority, (or single parents with one or more children)?*

The Ministry administers the Social Housing Register under the Public and Community Housing Management Act 1992 (PACHMA) and ministerial directions made under PACHMA.

An applicant social housing's priority rating on the social housing register is based on their housing need. The Ministerial Direction on Eligibility for Social Housing sets out the criteria the Ministry uses to determine an applicant's housing need can be found here: [www.workandincome.govt.nz/map/legislation/ministerial-](http://www.workandincome.govt.nz/map/legislation/ministerial-)

[directions/eligibility-for-social-housing-direction/ministerial-direction-on-eligibility-for-social-ho.html](#)).

There is no priority on the social housing register for applicants due solely to the fact that they have children, priority is assessed according to the applicant's household's housing need. However, there are three fast-track provisions for applicants with children in specific situations:

- The household has a child at risk of rheumatic fever.
- The household has a specified child or young person in the custody of Oranga Tamariki or is in an approved permanent care arrangement.
- The household has at least 1 dependent child and has been staying in emergency housing for 12 consecutive weeks or more.

If a household meets the qualifications, they will be fast-tracked for the next available and suitable social housing property based on matching, by the social housing provider, even if there are other people with a higher priority rating.

More information can be found through the following links:

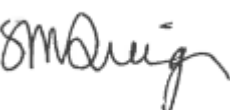
- [www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/assessment-of-housing-need-01.html](http://www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/assessment-of-housing-need-01.html)
- [www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/fast-track-provision.html](http://www.workandincome.govt.nz/map/social-housing/assessment-of-eligibility/fast-track-provision.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**