



27 February 2026

Tēnā koe

### **Official Information Act request**

Thank you for your email of 9 February 2026, requesting information about internal procedures and guidelines for accepting Social Housing properties.

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

Please find the following links to the Ministry's MAP page, detailing the relevant internal guidelines for accepting and declining Social Housing properties:

- [www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/declining-offer-of-a-suitable-property-01.html](http://www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/declining-offer-of-a-suitable-property-01.html)
- [www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html](http://www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/good-and-sufficient-reasons-for-declining-offer-of-01.html)
- [www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/examples-of-good-and-sufficient-reasons-for-declining.html](http://www.workandincome.govt.nz/map/social-housing/register-management-and-referrals/examples-of-good-and-sufficient-reasons-for-declining.html)

There are no Ministry guidelines on how long someone has to accept an offer of a tenancy. This is up to the housing provider to decide what timeframe is reasonable.

The time a tenant must occupy a property or commence a tenancy is up to the housing provider and potential tenant to agree.

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**