



8 June 2026

Tēnā koe

Official Information Act request

Thank you for your email of 14 April 2026, requesting information about the issues affecting the delivery of Ministry data and how the issues are being remedied, for the period 13 March to 14 April 2026.

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.

We would like to note that the outstanding data affected by the IAP issue is now available on the Ministry's website.

- 1. Copies of all briefings, emails, correspondence, reports, aide-memoires and other documents advising Ministers about issues affecting the delivery of housing data held in MSD systems, MSD's ability to share that data or how these issues are being remedied.*

The Ministry has located 4 documents in scope of your request for briefings, communications and other documents advising Minister's about issues affecting the delivery of housing data.

Please see the below **Q1 document table** for the applicable withholding grounds relevant to documents 01 – 04.

Some information is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

- 2. Copies of all emails and reports written or received by MSD officials discussing issues affecting the delivery of housing data held in MSD systems, MSD's ability to share that data or how these issues are being remedied. I am seeking information on communications between MSD and officials in other government agencies.*

The Ministry has located 5 documents in scope of your request for any discussions between Ministry officials and other government agencies about the issues affecting the delivery of housing data.

Please see the below **Q2 document table** for the applicable withholding grounds relevant to documents 05 – 09.

Some information is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

A small amount of information is withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

Where information is not relevant to the IPV issue and the delivery of Ministry data or how the issues have been remedied, it has been marked as out of the scope of the request.

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.

A handwritten signature in black ink, appearing to read 'Anna Graham', written over a light blue horizontal line.

Anna Graham
General Manager
Ministerial and Executive Services

Document table – Question One:

Document number	Document title	Release?	Withholding grounds
01.	20260318 RE_ Website update for Benefit and Housing information	Release in part	9(2)(a)
02.	20260319 IAP Update for Minister 19 March	Release in part	9(2)(a)
03.	20260324 IAP Lines updated	Release in part	9(2)(a)
04.	20260330 IAP Incident update 30 March	Release in part	9(2)(a)

Document table – Question Two:

Document number	Document title	Release?	Withholding grounds
05.	Re_ HUD Housing Data.	Release in part	9(2)(a), out of scope, 9(2)(g)(i)
06.	20260327 Re_ Progress on HUD work	Release in part	9(2)(a)
07.	20260330 Dates for housing data	Release in full	N/A
08.	20260330 Re_ Dates for housing data	Release in part	9(2)(a)
09.	20260407 Re_ HUD Housing Data.	Release in part	9(2)(a), 9(2)(g)(i)

From: [Blair McCarthy](#)
To: s9(2)(a)
Cc: [Sacha O'Dea](#); [Michael Fisher](#); [Paul Merwood](#); [Fleur McLaren](#)
Subject: RE: Website update for Benefit and Housing information
Date: Wednesday, 18 March 2026 12:33:00 pm
Attachments: [Website update 18 March.docx](#)
[image001.png](#)

Thanks for the call Amy. Just closing the loop have updated both with:

“Unfortunately, because of system issues we have not **yet** been able to publish the full December and January monthly and December quarterly data and benefit factsheets”

Michael if we can use the attached

Thanks

Blair

From: Amy Dowdle <s9(2)(a)>
Sent: Wednesday, 18 March 2026 12:27 pm
To: Blair McCarthy s9(2)(a)@msd.govt.nz>
Cc: Sacha O'Dea s9(2)(a)@msd.govt.nz>; Michael Fisher s9(2)(a)@msd.govt.nz>; Paul Merwood s9(2)(a)@msd.govt.nz>; Fleur McLaren s9(2)(a)@msd.govt.nz>
Subject: RE: Website update for Benefit and Housing information

Hey Blair, I just have one question on this content – can you please give me a call when you have a moment?

From: Blair McCarthy s9(2)(a)@msd.govt.nz>
Sent: Wednesday, 18 March 2026 11:55 am
To: Amy Dowdle s9(2)(a)
Cc: Sacha O'Dea s9(2)(a)@msd.govt.nz>; Michael Fisher s9(2)(a)@msd.govt.nz>; Paul Merwood s9(2)(a)@msd.govt.nz>; Fleur McLaren s9(2)(a)@msd.govt.nz>
Subject: Website update for Benefit and Housing information

IN-CONFIDENCE

Hi Amy,

As an FYI here is the website information with the interim messages for both benefits and housing data. This will be put up today ahead of the February data updates. Paul/Michael will follow up today with the February report and related info

Ngā mihi,

Blair McCarthy – Principal Advisor, Office of DCE | Strategy and Insights

M: s9(2)(a) s9(2)(a) [@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)

Ministry of Social Development, 56 The Terrace | PO Box 1556 | Wellington | NZ



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Benefit data

We will be publishing the full February monthly benefit report this Friday 20 February. However, this will not include comparisons with January 2026, or December 2025 data.

Unfortunately, because of system issues we have not yet been able to publish the full December and January monthly and December quarterly data and benefit factsheets. We apologise for the delay. We will provide an update on timing as soon as it is available.

Below are the high-level numbers as at the end of December 2025, including number of people on working age benefits, Jobseeker Support, Jobseeker Support – Work Ready and Jobseeker Support – Health Condition or Disability. These high-level numbers have not been affected by the system issues we are currently experiencing.

The high-level data as at the end of December 2025 is:

- There were 427,236 people (or 13.2% of the working-age population) on a main benefit.
- There were 223,512 people (or 6.9% of the working-age population) on a Jobseeker Support (JS) benefit.
This includes 124,875 people on Jobseeker – Work Ready and 98,637 people on Jobseeker – Health Condition or Disability.
- There were 7,104 people on a Jobseeker Support – Student Hardship benefit.
- There were 19,893 people who exited a main benefit into work in the quarter ending December 2025.
- There were 17,757 people who exited JS into work in the quarter ending December 2025.

Housing

We will be publishing the full February monthly housing report on Friday 27 March. However, this will not include comparisons with January 2026, or December 2025 data.

Unfortunately, because of system issues we have not yet been able to publish the full December and January monthly and December quarterly data and benefit factsheets. We apologise for the delay. We will provide an update on timing as soon as it is available.

From: [Blair McCarthy](#)
To: s9(2)(a)
Cc: [Sacha O'Dea](#); [Fleur McLaren](#); [Andrew Eckersley](#); [Jason Dwen](#); [David Meek](#)
Subject: IAP Update for Minister 19 March
Date: Thursday, 19 March 2026 12:35:00 pm
Attachments: [image001.png](#)

Kia ora Amy,

Here is the IAP update for the week. Happy for this to be passed on to Housing Minister's offices as usual. Any questions, just let me know

Update for Minister 19 March

Work has been progressing on the IAP fix, with the monthly benefit update for February due to be published on the MSD website on Friday this week, with the February housing update to be published next Friday 27 March. High level benefit data and trends, similar to what was published for December, will also be published for January.

On Wednesday 18 March, the DCE, Strategy and Insights agreed to the proposed approach to fixing the data between 18 December and 8 January. This involves merging over 700 restored tables into production, which we will do in a staged approach. Our priority for the first stage is to merge the restored data from December to enable MSD to produce the December monthly update and December Benefit Factsheets. This initial stage over the next week will also support us to understand any issues or risks, and to better estimate the time to complete the full merge. We will then be able to provide timeframes for producing different reporting products, sharing data with other agencies, and responding to data requests.

As the IAP supports a range of operational functions that extend beyond data and reporting, such as MSD frontline workflow tasks, careful consideration has been given to how this merge could be undertaken safely and effectively, especially given the age of the IAP. Careful testing will occur when beginning the merge to ensure it does not affect the wider MSD systems and be done in a staged process.

We will provide your office with updates on progress and proposed timeframes next week.

Ngā mihi,

Blair McCarthy – Principal Advisor, Office of DCE | Strategy and Insights

M: s9(2)(a) | s9(2)(a) [@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)

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From: [Blair McCarthy](#)
To: s9(2)(a)
Cc: [Fleur McLaren](#); [Sacha O'Dea](#)
Subject: IAP Lines updated
Date: Tuesday, 24 March 2026 9:04:00 am
Attachments: [image001.png](#)
[Lines for Minister's office IAP Incident 23 March.docx](#)
[Key messages IAP Incident - housing updated 23 March.docx](#)

Kia ora Amy,

We have updated the lines for the IAP should they be required. I have also updated the same messages focused on housing, if you want to pass this on should it be required to Euan.

Let me know if you have any questions

Ngā mihi,

Blair McCarthy – Principal Advisor, Office of DCE | Strategy and Insights

M: s9(2)(a) | s9(2)(a) [@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)

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Lines for Minister 23/3 on IAP Incident

High level messages

- The publication of MSD's quarterly benefit fact sheet for December and monthly data for December 2025 and January 2026 has been delayed due to an issue with the system used to collate the data.
- In the meantime, MSD published interim data with high-level numbers for December 2025 and January 2026, including working age benefits and Jobseeker Support. Rather than waiting for the full report, I asked the Ministry to go ahead and publish this data, which is critical for reporting on the Government's priorities and targets to get New Zealanders into work.
- As part of the work in fixing the issue, MSD has been able to publish the February monthly benefit report, and will be able to publish future monthly reports. The Housing report for February 2026 will be published on 27 March.
- I have been assured the issue has not affected benefit payments.
- I am happy for MSD officials to provide a briefing on the situation to members, should they wish to receive one they can contact my office.

What happened - why is there a delay to data?

- I have been advised that the delay is related to MSD's Information Analysis Platform (IAP) the tool MSD analysts use to collate New Zealand benefit data.
- The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.
- In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.
- The error did not affect the overall benefit numbers data, but it has affected some subsets of data within the IAP, such as ethnicity and sanctions data, and meant that the tables containing these data were incorrect.
- These data tables are linked to a range of reports such as our quarterly and monthly benefit reports MSD regularly produces. This is standard business for MSD.

When will the reports be published?

- The monthly benefit report for February is now on the MSD website, and subsequent monthly reports will be published as usual.
- MSD is still working on the fix for the December and January reports. We will provide an update on timing for these reports when they are available.

What are you doing to fix this?

- MSD has been working to restore, recheck and review the December and January data in full.

- While this has taken longer than expected, it will ensure the accuracy of the data which is of high importance to other areas that use the data. MSD are working hard to ensure the fix is undertaken and the data is correct for use.

What reports are affected?

This will affect timeframes for publishing of:

- Quarterly Benefit fact sheets and Monthly reporting (December and January data)
- Housing Data monthly and quarterly (December and January data)

Why can the high-level data be published but not the full reports?

- These high-level numbers have not been affected by the system issues we are currently experiencing. The issue affected a subset of the data.

Has this affected how sanctions information is collected and processed?

- No. This is collected and processed in another part of the MSD system which is not affected. It is only the data from this that has been affected.

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Further background information

What is the issue, what happened?

MSD's Information Analysis Platform (IAP) is the tool our analysts use to collate New Zealand benefit data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.

The error did not affect the overall benefit numbers data, but it has affected some subsets of data within the IAP, such as ethnicity and sanctions data, and meant that the tables containing these data are incorrect. The data tables are linked to a range of reports such as our quarterly and monthly benefit reports MSD regularly produces.

Are individual benefit payments affected?

No. Our main priority was to ensure this did not affect benefit payments, which has not occurred.

Which datasets were affected?

The issue affected subsets of our benefits data, including sanctions and ethnicity datasets. The team are working to resolve the issue and make the sure the datasets available are correct.

Has this affected how sanctions information is collected and processed?

No. The main priority was to ensure this did not affect benefit payments, which we are confident has not occurred.

When will the reports be published?

The monthly benefit report for February is now on the MSD website, and subsequent monthly reports will be published as usual.

MSD is still working on the fix for the December and January reports. We will provide an update on timing for these reports when they are available.

Aren't you just hiding data?

No. This is purely a system issue which is causing the delays. We have looked at ways we can release data which will be unaffected from the issue so that there is as much information available. However, we do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

What are you doing to fix this?

We are currently working to restore, recheck and review the December data in full. While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. Our team is working hard to ensure the fix is undertaken to ensure the data is correct for use. We will provide an update on timing as soon as it is available.

Why is this taking so long to fix

In order to rectify the problem, MSD has had to go back and recreate tables and check weeks worth of data to ensure it is correct. This has taken longer than expected, especially because of the age of the IAP system. Work is now focused on connecting the unaffected data in December and January with the

Are any other publications – or future reporting deadlines – affected by the issue?

The issue has also affected the publishing of MSD's quarterly and monthly housing data report.

What caused the issue and how will MSD prevent further delays or errors on the future?

MSD reports on and processes a lot of data and occasionally there can be delays. MSD has been working with ageing systems including our IAP which now requires regular manual fixes. Once the reports are published, MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays in the future.

What reports are affected?

This will affect timeframes for publishing of:

- Quarterly Benefit fact sheets (December)
- December Monthly data and cheat sheet information for the Minister (internal only)
- Housing Data monthly and quarterly (December data)
- There will also be flow of affects for the publishing of future monthly reporting including January and February monthly housing and benefit data.

What data can you provide?

As part of the work in fixing the issue, MSD has been able to publish the February 2026 monthly benefit report.

We have provided the high-level benefit numbers as at the end of December 2025 and January 2026, including number of people on working age benefits, Jobseeker Support, Jobseeker Support – Work Ready and Jobseeker Support – Health Condition or Disability. These have been published on the MSD website.

These high-level numbers have not been affected by the system issues we are currently experiencing.

Is there any other data you can provide?

We are working as hard as we can to ensure as much data is available to the public as possible. We do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

Why can the high-level data be published but not the full reports?

These high-level numbers have not been affected by the system issues we are currently experiencing. The issue affected a subset of the data.

What does the IAP do?

MSDs Information Analysis Platform (IAP) is the tool our analysts use to collate New Zealand benefit data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

How is the Housing data affected

The Housing monthly report for February will be published on the MSD website on 27 March.

The publication of MSD's quarterly and monthly housing monthly data for December and January 2025 has also been delayed due to an issue with the system used to collate the data. Data prior to December was not affected.

The issue has affected some subsets of data within the IAP, including ethnicity and the number of people housed from the register. This meant that the tables containing these data were incorrect. The housing data informs regular advice to Ministers through their dashboards and is also publicly reported.

MSD is still working on the fix for the December and January reports. We will provide an update on timing for these reports when they are available.

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Key messages on IAP Incident - Housing

High level messages

- The publication of MSD's quarterly and monthly housing monthly data for December 2025 and January 2026 has been delayed due to an issue with the system used to collate the data. Data prior to December was not affected. The issue has affected some subsets of data within the IAP, including ethnicity and the number of people housed from the register. This meant that the tables containing these data were incorrect.
- As part of the work in fixing the issue, MSD will publish the February monthly housing report for February 2026 will be published on 27 March.
- The housing data informs regular advice to Ministers through their dashboards and is also publicly reported. It is important to ensure that this data is correct, MSD is working on the fix to ensure this happens.
- We have been assured the issue has not affected benefit payments and services to clients.

What happened - why is there a delay to data?

- The delay is related to MSD's Information Analysis Platform (IAP) the tool MSD analysts use to collate New Zealand benefit and housing data.
- The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.
- In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.
- The error has affected some subsets of data within the IAP, such as ethnicity, and meant that the tables containing these data were incorrect.
- These data tables are linked to reports such as the housing quarterly and monthly housing reports.
- Data prior to December was not affected.

When will the reports be published?

- The monthly housing report for February will be published on the MSD website on 27 March, and subsequent monthly reports will be published as usual.
- MSD is still working on the fix for the December and January reports. We will provide an update on timing for these reports when they are available.

What are you doing to fix this?

- MSD has been working to restore, recheck and review the December and January data in full.
- While this will take longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. MSD are working hard to ensure the fix is undertaken and the data is correct for use.

What reports are affected?

- This has affected timeframes for publishing of a number of reports, including the Housing Data monthly and quarterly reports (December data). This has delayed the reporting of December and January data. The February monthly housing report, while delayed, is due to be published on 27 March.

Further background information***What is the issue, what happened?***

MSD's Information Analysis Platform (IAP) is the tool our analysts use to collate New Zealand benefit and some housing data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

In December there was a manual data fix put into the Individual Person View (IPV) area of the IAP. Unfortunately, this manual fix was incorrect, and the error was not detected until early January.

The data tables are linked to a range of reports such as our quarterly and monthly benefit and housing reports MSD regularly produces.

Which datasets were affected?

The issue affected subsets of housing data, including ethnicity and number of people housed from the register. The team are working to resolve the issue and make the sure the datasets available are correct.

When will the reports be published?

Unfortunately, at this stage we can't give a definite date when this information will be provided, our focus is ensuring the fix is undertaken to ensure the data is correct for use.

Aren't you just hiding data?

No. This is purely a system issue which is causing the delays. We have looked at ways we can release data which will be unaffected from the issue so that there is as much information available. However, we do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

What are you doing to fix this?

We are currently working to restore, recheck and review the December data in full. While this has taken longer it will ensure the accuracy of the data which is of high importance to other areas that use the data. Unfortunately, because of the age of the IAP system, undertaking a fix has taken longer than MSD first had anticipated. We will provide an update on timing as soon as it is available.

Why is this taking so long to fix

In order to rectify the problem, MSD must go back and recreate tables and check weeks worth of data to ensure it is correct. Because of the age of the IAP system and code used in it, undertaking a fix has taken longer than MSD had first anticipated.

The IAP supports a range of operational functions that extend beyond data and reporting, such as MSD frontline workflow tasks, which are highly complex that require careful consideration to minimise any further disruption.

What caused the issue and how will MSD prevent further delays or errors on the future?

MSD reports on and processes a lot of data and occasionally there can be delays. MSD has been working with ageing systems including our IAP which now requires regular manual fixes. Once the reports are published, MSD will review their processes and systems and take any necessary steps to reduce the likelihood of similar delays in the future.

Is there any other data you can provide?

As part of the work in fixing the issue, MSD will be publishing the February 2026 monthly housing report.

We are working as hard as we can to ensure as much data is available to the public as possible. We do need to balance this ensuring the data we release is correct, which is why we are taking the time to make sure this is the case.

What does the IAP do?

MSDs Information Analysis Platform (IAP) is the tool our analysts use to collate New Zealand benefit data. The IAP is an ageing system, and while we are in the process of developing a new platform, it requires some manual fixes to be done.

From: [Blair McCarthy](#)
To: s9(2)(a)
Cc: [Sacha O'Dea](#); [Fleur McLaren](#); [Jason Dwen](#); [Andrew Eckersley](#)
Subject: IAP Incident update 30 March
Date: Monday, 30 March 2026 1:21:00 pm
Attachments: [image001.png](#)

Kia ora Amy,

Here is the update for the Minister. Any questions, just let us know.

IAP Update for Minister 30 March

Work has been continuing on the IAP with good progress made on successfully merging the data for the affected December and January months. On 27 March a decision was made that the data merge fix was operating successful. With this decision made we are on track to return to BAU reporting and stand the incident down. We will therefore end the weekly updates to your office and will provide your office with relevant updates as appropriate.

The December Benefit fact sheets were provided to your office last week, and will be published on 31 March.

The housing monthly report was published on the MSD website on Friday 27 March. March monthly housing data will be published on 10 April and will include data for January and February. When the March monthly data has been published MSD will retrospectively build December and January versions of the monthly housing update and we anticipate they will be completed by the second half of April. Note: that the housing information contains more complexities for analysis and reporting so has taken longer than the benefit data to publish. MSD has also worked with HUD officials to provide outstanding data for their reporting, the December and January data will be provided next week to HUD. MSD Officials have also agreed to attend the Agency meetings for Ministers Bishop and Potaka next week to provide an update.

Here is a list of all published products and their expected publication dates (these will be provided to your office prior to publishing):

Report	Date to be published
February Monthly Benefits Update (published)	20 th March 2026
February Monthly Housing Update (published)	27 th March 2026
December Benefit Fact Sheets	31 st March 2026
December Monthly Benefits Update	31 st March 2026
March Monthly Benefits Update	10 th April 2026
March Monthly Housing Update	10 th April 2026
March Benefit Fact Sheets	16 th April 2026
March Quarterly Emergency Housing	16 th April 2026
December Monthly Housing Update	24 th April 2026
January Monthly Benefits Update	24 th April 2026
January Monthly Housing Update	24 th April 2026

Ngā mihi,

Blair McCarthy – Principal Advisor, Office of DCE | Strategy and Insights

M: s9(2)(a) | s9(2)(a) [@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)

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From: [Joseph Winton](#)
To: [Leah Asmus](#); [David Arrow](#); [Ruth Holness](#)
Cc: [Michelle Parsons](#); [Helen Cox](#); [Carl Robinson](#)
Subject: Re: HUD Housing Data.
Date: Wednesday, 25 March 2026 5:00:44 pm
Attachments: Out of scope

Kia ora Leah and team,

Sorry it has taken so long to come back to you, my team have done some work to assist with moving these pieces of work forward.

As I wrote in my previous email, the short-term goal is to restore HUD's access to critical data but in the medium term we also want to improve efficiency, quality, and reduce risk. My more immediate goal is to understand when HUD will start to receive the data we need, so that I can communicate to my stakeholders.

Sticking with the work categories I have been using, here is some more context and resources that should be helpful in proceeding with this work. Please let me or the team know how this lands with you and whether we need to sit down and have a deeper discussion.

1. Unit Record Tenancy File.

- As stated previously, this file is critical for our operational and reporting needs. The current process is to run a SAS script on our MSD laptops each month to pull the necessary extract.
- The ideal solution would be a rewrite of our script by MSD to ensure it is pulling from the most applicable sources and is of good data quality and correctness, which can then be shared with us each month in the same way as our usual reporting (SharePoint or ShareFile). We would then no longer require our MSD laptops.
- A description of the current script is attached in the [CHP Tenancies File Review.docx](#) document along with a list of tables used and descriptions of the columns in the result. The current SAS script file is also attached in [Tenancies Final 2025 Edits.sas](#).
- We hope that this will be enough to work with for David to proceed with the rewrite.

2. Restoring HUD access to housing data

- To support David in rebuilding our regular reports HUD has reconfirmed the requirements previously set out and attached a priority ranking in the "Stats per Sheet" tab of the attached [New Format MSD Datasets.xlsx](#) file. This is the same file shared with Michelle and team a while ago, but with the addition of some prioritisation fields. [@Ruth Holness](#) is very happy to chat to David to answer any Questions.

- Please note that this is not an exhaustive list of requirements for MSD -> HUD reporting as it does not include the following:
 - CHP Tenancies file (see 1. above)
 - THVMT reporting
 - THVMT Occupancy Report
 - THVMT Place Status Report
 - THVMT Referral data (Please note that HUD is still waiting for DMAID to be commissioned to complete the necessary work in the back-end data structures to get this report to where it needs to be for reporting. This remains a high priority for HUD)

3. What HUD needs to bridge the gap.

- The following prioritised list, covers the data we would need to resume our regular reporting
 1. Social housing tenancies file (for CHPs process) [see 1. above]
 2. CHP social housing tenancies by TLA, breakdowns by:
 - IRRS/Market Rent
 3. Social housing register applicants by housing/transfer register, priority A/B, and TLA
 - TLA and register type is highest priority
 4. National social housing register flows by register type, priority, and housing provider (CHP/KO).
 - Register entries
 - Applicants housed
 - Register exits
 - Median time to house
 5. National AS/TAS/HSP recipients
 6. Emergency housing grants by TLA
 - Grants approved and distinct clients
- Please let me know what a timeframe for providing these stats might look like? I am happy to meet up to discuss.

4. MSD/HUD MoU and Data sharing agreement.

- I agree that this is needed. A wider conversation, with input from our delivery and legal/privacy colleagues, is required to progress this. Let me know if you get some traction your end.

Let's find some time to discuss this and the possible timeframes for each category of work. I'm looking forward to working with you to get our reporting back up and running.

Joe

Joseph Winton ([he/him](#))
GM System Insights and Strategy
s9(2)(a)

[UNCLASSIFIED]

From: Leah Asmus <s9(2)(a)@msd.govt.nz>
Sent: Friday, 20 March 2026 16:33
To: Joseph Winton s9(2)(a) >; David Arrow (Guest) s9(2)(a)@msd.govt.nz>
Cc: Michelle Parsons (Guest) s9(2)(a)@msd.govt.nz>; Helen Cox s9(2)(a); Carl Robinson s9(2)(a) >; Ruth Holness s9(2)(a)
Subject: RE: HUD Housing Data.

IN-CONFIDENCE

Kia ora Joe,

Thanks for the clear email and apologies for the late response.

Have added some thoughts below in red.

Will wait to hear from you then let's make a time.

Thanks
Leah

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To: David Arrow s9(2)(a)@msd.govt.nz>; Leah Asmus s9(2)(a)@msd.govt.nz>
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Subject: Re: HUD Housing Data.

Hi Leah and team

Thanks to you and David for your time yesterday.

The short term goal is to restore HUD's access to critical data. In the medium term, we also want to create efficiency and quality improvements as well as risk reduction through your new platform. So I understand that any short term fixes should have the medium term goal in mind. An immediate goal for me is to understand when HUD will start to receive the data we need so that I can communicate to my stakeholders.

I see this work in a number of categories. Please let me know your thoughts and I am very happy to sit down with you or anyone else at MSD to discuss, I have tried to add a little bit of context or background to each stream. Helen. Carl and Ruth will be able to lead the work from HUD's side.

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 - HUD to provide current code and detailed requirements.
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- This solution will have the added benefit of removing my teams need for MSD laptops!

We are working through approvals here and will be back in touch soon I hope.

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- HUD currently receives a large selection of aggregate statistics every month. MSD and HUD have had a long term plan to improve this process - which is now waiting for the new platform at MSD.
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 - HUD will reconfirm the requirements we have provided for reporting from the new platform- including some prioritisation.

This would be helpful, thank you.

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- Rebuilding the regular reports is likely to take longer than HUD can wait for the data.
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Yes – please share this and I suggest we convene a time to discuss the timeframes.

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- All of the data we are requesting through these processes is data that has been shared between MSD and HUD since HUD's creation.

- s9(2)(g)(i)

I am very

keen to reestablish this work and finish what we started.

- This is likely a wider conversation than this group as it needs input from our delivery and legal/privacy colleagues.

We think this is worth pursuing and we're making some internal inquiries.

Looking forward to chatting further

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Cc: Leah Asmus s9(2)(a) @msd.govt.nz>; Michelle Parsons (Guest)
s9(2)(a) @msd.govt.nz>
Subject: HUD Housing Data.

IN-CONFIDENCE

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Just summarising further actions as we discussed. Let me know if I got anything wrong.

- Auckland CHP tenancies for FEB2026. - We will provide you this output shortly.
- Tenancy level with addresses - We will wait to hear back from you with regards to HUD-legal team getting in touch with our privacy team. Once we have the green light to be able to share this data, we will commence development of this dataset for you. It is likely that we will first develop it using IAP datasets and then transition to our new platform when ready.

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Let me know if I missed anything out.

David Arrow

Principal Analyst | Evidence and Effectiveness | Strategy and Insights

Ministry of Social Development

Phone: DDI: s9(2)(a) | D2D: s9(2)(a) | M: s9(2)(a)

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RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Leah Asmus](#)
To: [Joseph Winton](#)
Cc: [Sacha O'Dea](#); [Fleur McLaren](#); [David Arrow](#); [Blair McCarthy](#)
Subject: Dates for housing data
Date: Monday, 30 March 2026 1:26:00 pm
Attachments: [HUD Dates.docx](#)

Hi Joe,

Please find attached your table with dates filled in (thanks to David!). Sacha has a copy of this for the meeting this afternoon as well.

Thanks
Leah

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Outline of what metrics in the Housing Dashboard will be updated and when

Data Series	Jan/Dec data*	Feb data	Mar data	Apr Data
SH stock (CHP and total) • Including IRRS/market split		Ad hoc delivery. Monday 30 March		Will this continue to be an ad hoc process, or will a regular process have been established? We aim to establish new HUD transfer process for the End of April reporting. (Which would be early to Mid May transfer)
Net Change in SH (CHP and total)				
SH delivery (New Build Redirect split)		Source data provided, release date TBC.	Ad hoc delivery. Published on usual timetable Wednesday 29 April	
Social Housing Register • Number on the register (excluding transfer) • Regional breakdown (excluding transfer). • Register entries and exits (register and transfer) • Housed from the register (national total, no breakdowns)		Ad hoc delivery. Monday 30 March		
Social Housing Register • Transfer Register (including regional breakdown) • Register applicants split by register type and priority • Median time to house slit by register type, priority, and provider (KO/CHP) • Housed from the register split by priority, register type, and CHP/KO	TBC 7 th April (assuming merge successful)	TBC 7 th of April	TBC 7 th of April (Publish on Wednesday 29 April)	
Emergency Housing Grants • Grants approved • Number of distinct clients		Available publicly since the 27 th of March	TBC 7 th of April (Publish on Wednesday 29 April)	
AS/TAS		Available publicly since the 27 th of March	TBC 7 th of April (Publish on Wednesday 29 April)	
HSP		These are currently blank in The HUD Dashboard.		

Ethnicity • SH tenants, Register		N/A quarterly only	7 th of April Insert MSD Date (Publish on Wednesday 29 April)
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From: [Joseph Winton](#)
To: [Leah Asmus](#)
Cc: [Sacha O'Dea](#); [Fleur McLaren](#); [David Arrow](#); [Blair McCarthy](#)
Subject: Re: Dates for housing data
Date: Monday, 30 March 2026 2:01:25 pm
Attachments: [HUD dashboard data dates.docx](#)

Hi Leah

A slightly updated version to reflect that we have included the publicly available data in our dashboard now.

I have split out what is and isn't available publicly.

Thanks

Joe

Joseph Winton ([he/him](#))
GM System Insights and Strategy
s9(2)(a)

[UNCLASSIFIED]

From: Leah Asmus s9(2)(a) @msd.govt.nz>
Sent: Monday, 30 March 2026 13:26
To: Joseph Winton s9(2)(a)
Cc: Sacha O'Dea s9(2)(a) @msd.govt.nz>; Fleur McLaren s9(2)(a) @msd.govt.nz>; David Arrow (Guest) s9(2)(a) @msd.govt.nz>; Blair McCarthy s9(2)(a) @msd.govt.nz>
Subject: Dates for housing data

IN-CONFIDENCE

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Thanks
Leah

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Data Series	Jan/Dec data*	Feb data	Mar data	Apr Data
SH stock (CHP and total) • Including IRRS/market split	Data planned to be delivered to HUD on 7 th April (assuming merge successful)	Ad hoc delivery. Updated Monday 30 March		MSD aim to establish new HUD transfer process for the End of April reporting. (Which would be early to Mid May transfer)
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SH delivery (New Build Redirect split)		Source data provided, release date TBC.	Ad hoc delivery. Published on usual timetable	
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Social Housing Register • Transfer Register (including regional breakdown) • Register applicants split by register type and priority • Median time to house slit by register type, priority, and provider (KO/CHP) • Housed from the register split by priority, register type, and CHP/KO		Data planned to be delivered to HUD on 7 th April HUD publication witing 2 working days of data delivery	Ad hoc delivery. Published on usual timetable	
Emergency Housing Grants • Grants approved • Number of distinct clients		Available publicly since 27 March Updated Monday 30 March	Wednesday 29 April	
Emergency Housing Grants • Regional breakdown	Data planned to be delivered to HUD on 7 th April			
AS		Available publicly since 27 March		

		Updated Monday 30 March	
TAS		Data planned to be delivered to HUD on 7 th April	
HSP		N/A quarterly only	
Ethnicity		N/A quarterly only	
• SH tenants, Register			

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Joseph Winton](#)
To: [David Arrow](#)
Cc: [Michelle Parsons](#); [Helen Cox](#); [Carl Robinson](#); [Ruth Holness](#); [Leah Asmus](#)
Subject: Re: HUD Housing Data.
Date: Tuesday, 7 April 2026 3:59:07 pm

Thanks David

This is great.

The team will go through the files tomorrow and get back to you

Thanks

Joe

Joseph Winton ([he/him](#))
GM System Insights and Strategy
s9(2)(a)

From: David Arrow s9(2)(a) @msd.govt.nz>
Sent: Tuesday, April 7, 2026 15:56
To: Joseph Winton s9(2)(a)
Cc: Michelle Parsons (Guest) s9(2)(a) @msd.govt.nz>; Helen Cox s9(2)(a); Carl Robinson s9(2)(a)>; Ruth Holness s9(2)(a); Leah Asmus s9(2)(a) @msd.govt.nz>
Subject: Re: HUD Housing Data.

IN-CONFIDENCE

Good afternoon Joe,

Data file containing data requested for HUD dashboard reporting has now been transferred [here](#).

This includes:

- Aggregated statistics for Accommodation Supplement, Temporary Additional Support and Housing Support Products
- Aggregated statistics for Register Entries and Exits (excl. 'housed' exits)
- Aggregated statistics for Social Housing Register (Housing & Transfer)

- Aggregated statistics for Emergency Housing Grants
- Aggregated statistics for Social Housing Tenancies
- Aggregated statistics for Social Housing applications housed and median time to house
- Tenancy level data for 30 Sep 2025
- Tenancy level data for 31 Dec 2025
- Tenancy level data for 31 Jan 2026
- Tenancy level data for 31 Mar 2026

The level of breakdown for aggregated statistics are based on what was outlined in the 'HUD Dashboard data dates' document and the measures specified as 'priority' in the New_Format_MSD_datasets document.

I have formatted this data close to what the new format is expected to be by the end of April run.

Tenancy-level data set focuses on the variables marked as 'priority' in the 'CHP tenancies file review' document.

As discussed with Ruth, I've replaced swi and caseid with hash surrogate keys that should serve the same function.

Will reach out to look at refining the requirements for regular data transfer in the next couple of weeks.

This contains data for the end of March 2026. Can we please make sure that HUD publishes this data at the same time or after MSD publishes them? Happy to chat about this further and coordinate with Raymond's team who does the wider MSD published reporting if needed.

Please let me know if you spot any anomalies, if there is anything missing or any general questions about the output.

Thanks

David

David Arrow

Principal Analyst | Evidence and Effectiveness | [Strategy and Insights](#)

Ministry of Social Development

Phone: DDI: s9(2)(a) | D2D s9(2)(a) | M: s9(2)(a)

MSD's Purpose:

We help New Zealanders to be safe, strong and independent

Manaaki tangata, manaaki whānau

From: Joseph Winton s9(2)(a)
Sent: Wednesday, March 25, 2026 4:59 PM
To: Leah Asmus s9(2)(a) @msd.govt.nz>; David Arrow s9(2)(a) @msd.govt.nz>; Ruth Holness s9(2)(a)
Cc: Michelle Parsons s9(2)(a) @msd.govt.nz>; Helen Cox s9(2)(a) >; Carl Robinson s9(2)(a)
Subject: Re: HUD Housing Data.

Kia ora Leah and team,

Sorry it has taken so long to come back to you, my team have done some work to assist with moving these pieces of work forward.

As I wrote in my previous email, the short-term goal is to restore HUD's access to critical data but in the medium term we also want to improve efficiency, quality, and reduce risk. My more immediate goal is to understand when HUD will start to receive the data we need, so that I can communicate to my stakeholders.

Sticking with the work categories I have been using, here is some more context and resources that should be helpful in proceeding with this work. Please let me or the team know how this lands with you and whether we need to sit down and have a deeper discussion.

1. Unit Record Tenancy File.

- As stated previously, this file is critical for our operational and reporting needs. The current process is to run a SAS script on our MSD laptops each month to pull the necessary extract.
- The ideal solution would be a rewrite of our script by MSD to ensure it is pulling from the most applicable sources and is of good data quality and correctness, which can then be shared with us each month in the same way as our usual reporting (SharePoint or ShareFile). We would then no longer require our MSD laptops.
- A description of the current script is attached in the [CHP Tenancies File Review.docx](#) document along with a list of tables used and descriptions of the columns in the result. The current SAS script file is also attached in [Tenancies Final 2025 Edits.sas](#).
- We hope that this will be enough to work with for David to proceed with the rewrite.

2. Restoring HUD access to housing data

- To support David in rebuilding our regular reports HUD has reconfirmed the requirements previously set out and attached a priority ranking in the "Stats per

Sheet” tab of the attached [New Format MSD Datasets.xlsx](#) file. This is the same file shared with Michelle and team a while ago, but with the addition of some prioritisation fields. [@Ruth Holness](#) is very happy to chat to David to answer any Questions.

- Please note that this is not an exhaustive list of requirements for MSD -> HUD reporting as it does not include the following:
 - CHP Tenancies file (see 1. above)
 - THVMT reporting
 - THVMT Occupancy Report
 - THVMT Place Status Report
 - THVMT Referral data (Please note that HUD is still waiting for DMAID to be commissioned to complete the necessary work in the back-end data structures to get this report to where it needs to be for reporting. This remains a high priority for HUD)

3. What HUD needs to bridge the gap.

- The following prioritised list, covers the data we would need to resume our regular reporting
 1. Social housing tenancies file (for CHPs process) [see 1. above]
 2. CHP social housing tenancies by TLA, breakdowns by:
 - IRRS/Market Rent
 3. Social housing register applicants by housing/transfer register, priority A/B, and TLA
 - TLA and register type is highest priority
 4. National social housing register flows by register type, priority, and housing provider (CHP/KO).
 - Register entries
 - Applicants housed
 - Register exits
 - Median time to house
 5. National AS/TAS/HSP recipients
 6. Emergency housing grants by TLA
 - Grants approved and distinct clients
- Please let me know what a timeframe for providing these stats might look like? I am happy to meet up to discuss.

4. MSD/HUD MoU and Data sharing agreement.

- I agree that this is needed. A wider conversation, with input from our delivery and legal/privacy colleagues, is required to progress this. Let me know if you get some traction your end.

Let's find some time to discuss this and the possible timeframes for each category of work. I'm looking forward to working with you to get our reporting back up and running.

Joe

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GM System Insights and Strategy
s9(2)(a)

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Yes – please share this and I suggest we convene a time to discuss the timeframes.

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- s9(2)(b)(ii) [REDACTED]
[REDACTED]
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Subject: HUD Housing Data.

IN-CONFIDENCE

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Let me know if I missed anything out.

David Arrow

Principal Analyst | Evidence and Effectiveness | [Strategy and Insights](#)

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