



Monthly Housing Update

Technical Question and Answers

Emergency Housing Grants (EHGs)

Emergency housing is short-term accommodation (usually in motels) for individuals who have an urgent need because they are unable to remain in their usual place of residence. Clients can apply for a EHG when they cannot access accommodation and we've explored all the other options available to them. Grants can cover between 1 and 21 nights accommodation at a time.

1.1 How are households defined?

From 30 March 2020, MSD started to collate centrally the specific number of adults and children included in each Emergency Housing Grant, allowing reporting on household size from this date onwards. Household make up can change over the duration of an emergency housing stay, as children come in and out of care and relationships begin or end. This information had been held on individual client files but had not been collated for reporting purposes.

1.2 How do we classify people into regions for Emergency Housing?

Region reported is based on the Work and Income region where the recommending case manager that processed the application was assigned to at the time of the EH grant. The 'Other' region includes grants made by case managers located at Contact Centres and other centralised units such as Youth Services, Studylink Processing Centre and NZ Super service centres.

Social Housing Register

The Social Housing Register is a non-time bound list of all applicants eligible to be housed in Social Housing.

1.3 What does the Social Housing Register include?

This includes applications both on the Housing Register and the Transfer Register with a priority of A or B. The A and B priority applications reported are as at the end of the month and may have changed prior to this date.

1.4 What are priority ratings?

Applicants complete a social housing assessment which determines eligibility and priority for social housing against an agreed set of criteria, which is then used to assist the social housing provider in matching to the most appropriate property.

Eligibility to social housing is confirmed for applicants who are determined at risk (priority A) or in serious housing need (priority B). Housing need is determined as part of the Social Allocation System (SAS).

Info on the SAS criteria used to determine eligibility and priority can be found [here](#).

1.5 What is the Transfer Register?

People who already live in Social Housing and have applied and are eligible to transfer to another property are placed on the Transfer Register.

1.6 What are the different Register Statuses?

Social Housing Register applications can move between statuses as their application moves through the process. For example, an application can be placed 'on hold' while we await verification from the client or if we are unable to contact the client as part of outbound calling. 'Provisional Offer Approved' means that the application has been referred to a Social Housing vacancy as part of the matching process. 'Closure Pending' means the application is in the process of closing, usually because the client is no longer eligible or no longer required Social Housing.

1.7 How do we classify people into regions for Social Housing?

Region reported is based on the address of the main applicant at the date of the report. This does not necessarily indicate where the applicants have requested to live.

General

1.8 What is the reporting approach for ethnicity?

The Monthly Housing Update uses the Total Ethnicity Response approach. This means if a person identifies with more than one ethnic group, they are counted in each applicable group and the sum of responses for all ethnic groups may exceed 100%. Declaring ethnicity is voluntary and self-reported by clients.

This approach is used and endorsed by Statistics NZ and can be considered current best practice. For more information [click here](#).

1.9 What is random rounding?

All information in the Monthly Housing Update has been randomly rounded to base 3. The information has been rounded independently resulting in small differences in numbers between products, including HUDs published figures.

From 12 February 2021 the Ministry of Social Development (MSD) is applying a range of new confidentiality procedures to public data releases. These procedures will continue to protect client information, while making more data available. To find out how we have changed the way we work with client information [click here](#).

1.10 Are there any data limitations?

Households living in Contracted Emergency Housing in Rotorua are not included in this reporting. Reporting of the number of households in Contracted Emergency Housing is currently unavailable.

Contact details for further information: <https://www.msd.govt.nz/about-msd-and-our-work/contact-us/index.html>.