

19 SEP 2019

Shannon Wilkins
fyi-request-11204-f738610f@requests.fyi.org.nz

Dear Ms Wilkins

Thank you for your request of 13 September 2019, via the FYI.org.nz website, to the Ministry of Social Development (MSD) for the following information under the Official Information Act 1982:

'What processes /guidelines are used when matching an applicant on the social housing register with a suitable property that would result in an offer of tenancy?'

On 16 September 2019 your request was transferred to Housing New Zealand under section 14 of the Act.

Housing New Zealand's role, and that of other community housing providers, is to allocate homes for individuals and families with the highest priority on MSD's Public Housing register. We do this based on MSD's assessment of their housing needs, which includes where they need to live, number of bedrooms, and amenities and proximity to support services and schools. Housing New Zealand also carries out pre-placement interviews to help us place applicants into suitable homes.

I have attached three documents that outline the policies and procedures Housing New Zealand uses allocate state houses:

- Attachment 1: CT-727v4_ 'Placement of an applicant-tenant into a home'
- Attachment 2: T-245 'Placement Guidelines'
- Attachment 3: T-137 'Operational Policy for Pre-Placement Interview'.

An internal email address has been withheld from Attachment 3: T-137 'Operational Policy for Pre-Placement Interview' under section 9(2)(g)(ii) to maintain the effective conduct of public affairs through the protection of Housing New Zealand staff from 'improper pressure or harassment.'

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Yours sincerely



Rachel Kelly
Manager Government Relations