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Public housing supply information

This page outlines information on public housing supply for all public housing providers, which is intended to assist you in discussing the selection of appropriate letting areas with a client, and to support the intent of Resetting Expectations.

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Information to note

This information is for internal MSD use only as a guide. It should not be printed or provided to clients or any external parties, including agents, agencies, or advocates.

It includes information for Housing New Zealand and Community Housing Providers.

Supply means all short-term tenantable properties, including both tenanted and vacant public housing (also known as social housing) properties.

Sometimes the postcode information may not always directly align, as often overlapping boundaries mean multiple postcodes can cover the same area.

Further clarification on postcodes is available at NZ Post – Postcode Finder. [https://www.nzpost.co.nz/tools/address-postcode-finder]

Supply information guidelines

Having access to public housing supply information allows us to better support our clients in making informed decisions when they are nominating letting areas.

This can be either during the public housing assessment, or during register management.

The more letting areas a client nominates where there is supply located, the better their chances are of being matched to an available public housing property.

During a public housing assessment or register management, a client will often state specific areas or suburbs that they consider appropriate for their circumstances.

When adding or updating letting areas, you should always refer to this supply information to check where the supply is located, against the letting areas being nominated by the client.

If the client nominates a letting area where there is no supply, you must inform the client that as there is no available supply in that area, that they instead need to choose another area with available supply.

Clients who refuse to select another area are intentionally limiting their likelihood of being placed into public housing, and so should not be added to the Social Housing Register, with the application for public housing being declined.

If the client nominates a letting area where there is limited supply, you must advise the client that they are unlikely to be matched to any properties in that area, and that they need to also select other areas to enhance their likelihood of being placed into public housing.

Note: Clients are still required to nominate a minimum of three letting areas in their public housing assessment. See here for more information:

Nominating and updating letting areas [http://doogle/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/letting-areas.html]

Defining 'no supply'

'No supply' is defined as there being no public housing supply available in the nominated letting area, or no properties within the supply area that match the bedroom requirements for the household.

If the client nominates a letting area where there is no supply, you must inform the client that as there is no available supply in that area, that they instead need to choose another area with available supply.

Clients who refuse to select another area are intentionally limiting their likelihood of being placed into public housing, and so should not be added to the Social Housing Register, with the application for public housing being declined.

Defining 'limited supply'

There is no set definition for 'limited supply'. Common sense should be applied in order to determine whether the nominated letting area will enable the client to be matched to an available public housing property.

In viewing the regional map, consideration should be given based on the 'legend' key to whether there is limited supply in that area, and also whether the available supply will meet the bedroom requirements of the household as well.

Example 1

Through your conversation, a client nominates the letting area 'Merivale' in the Canterbury Region, and in viewing the Excel table format, you identify that 'Merivale' equates to postcode 8014 only.

When reviewing the Christchurch City Supply Map, postcode 8014 clearly has less supply than neighbouring postcodes:
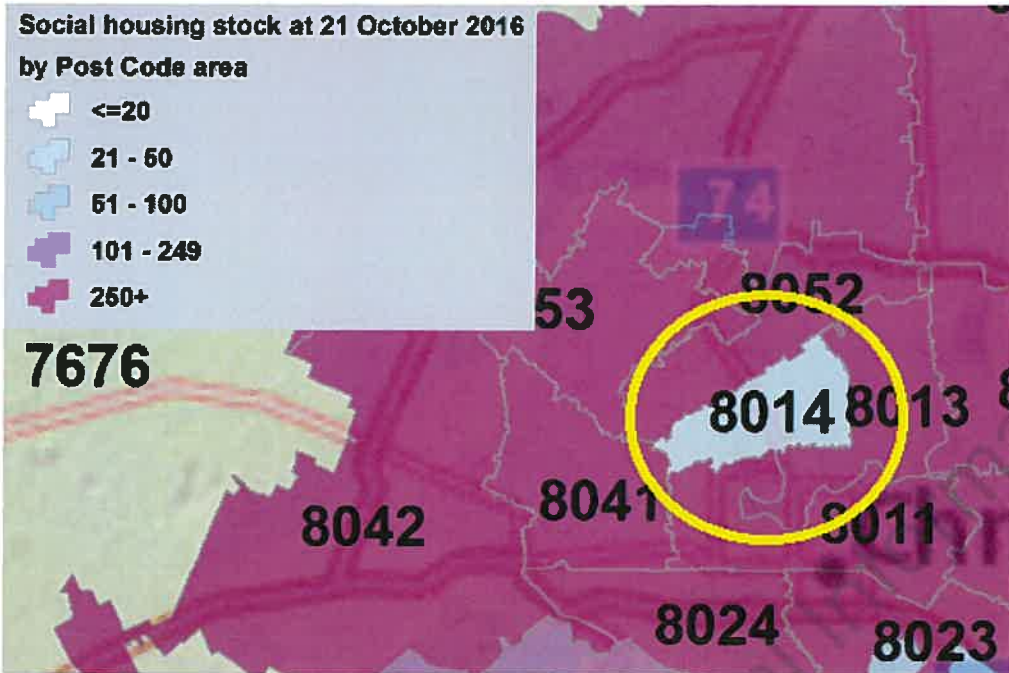
This would be an example of where the client has nominated a limited supply area, and you should advise the client that neighbouring areas will also be selected to increase the likelihood of the household being placed into public housing.

Example 2

Through your conversation, a client nominates the letting area 'Grafton' in the Auckland Region, and that they require a 4 bedroom property.

In viewing the Excel table format, you identify that although there is available supply within 'Grafton', there is limited supply for a 4 bedroom property:

| Filter by Region, City/Town or Suburb				Properties by Number Of Bedrooms							
W&I REGION	CITY/TOWN	SUBURB	POSTCODE	1	2	3	4	5	6	7	Total
Auckland	AUCKLAND	GRAFTON	1010	138	228	3					369
Auckland	AUCKLAND	GRAFTON	1021	185	109	82	10				386
Auckland	AUCKLAND	GRAFTON	1023	35	18	4	3	1			61

This would be an example of where the client has nominated a limited supply area based on bedroom requirements, and you should advise the client that neighbouring areas will also be selected to increase the likelihood of the household being placed into public housing.

Example 3

Through your conversation, a client nominates the letting area 'Broadwood' in the Northland Region, and in viewing the Excel table format, you identify that 'Broadwood' equates to postcodes 481, 491, and 496.

When reviewing the Northland Region Supply Map, postcodes 481, 491, and 496 all show that there is limited supply in those areas.

Social housing stock at 21 October 2016 by Post Code area

- <=20
- 21 - 50
- 51 - 100
- 101 - 249
- 250+
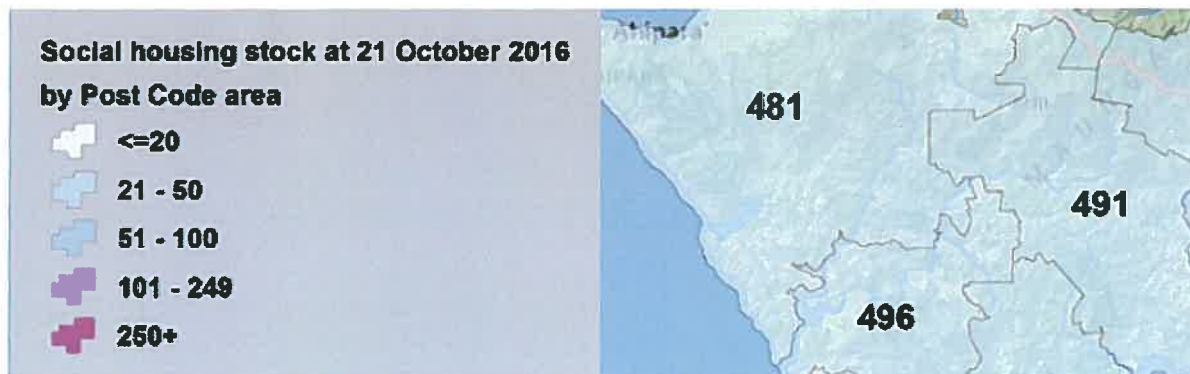
However, when looking at the entire region map, the majority of the map consists of the same level of supply, and so the client is genuinely limited in their options for selecting alternative areas.

This would be an example of where the client has not selected an area with limited supply, as the neighbouring areas are all similar in relation to supply.

You should encourage the client to nominate other areas as well, to increase the likelihood of the household being placed into public housing.

How to use the supply information

The supply information is available in two formats that should be used together, in order to provide a detailed view of what supply is available for the client.

Staff should first identify the nominated area utilising the regional map format, which shows the physical boundaries of postcodes by regional maps. A detailed city version is also available for Auckland City & Christchurch City.

Auckland Region - Central Supply Map (Image 7.65MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-central.jpg]

Auckland Region - East Supply Map (Image 7.09MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-east.jpg]

Auckland Region - North Supply Map (Image 6.97MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-north.jpg]

Auckland Regoin - South Supply Map (Image 8.04MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-south.jpg]

Auckland Region - West Supply Map (Image 6.36MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/auckland-region-west.jpg]

Bay of Plenty Region Supply Map (Image 9.36MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/bayofplenty.jpg]

Canterbury Region Supply Map (Image 8.83MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/canterbury.jpg]

Central Region Supply Map (Image 8.96MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/central.jpg]

East Coast Region Supply Map (Image 7.97MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/eastcoast.jpg]

Nelson Region Supply Map (Image 9.09MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/nelson.jpg]

Northland Region Supply Map (Image 4.86MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/northland.jpg]

Southern Region Supply Map (Image 9.48MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/southern-region.jpg]

Taranaki Region Supply Map (Image 7.65MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/taranaki.jpg]

Waikato Region Supply Map (Image 9.39MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/waikato.jpg]

Wellington Region Supply Map (Image 7.72MB) [http://doogle/images/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/wellington.jpg]

Once an area with supply has been identified, the Excel table format should be used to check the availability of supply based on the bedroom requirements of the client.

In the Excel table format, staff can filter down to the relevant region, city/town, suburb, or postcode, to check that there is supply available that meets the household need.

Supply Information Excel Table format (Excel 134.38KB) [http://doogle/documents/resources/helping-clients/procedures-manuals/social-housing/screening-and-assessment/social-housing-stock-information-as-at-03062016.xlsx]

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