

10 December 2020

Jack S
fyi-request-14144-b05c8c55@requests.fyi.org.nz

Dear Jack S

Thank you for your request to Kāinga Ora – Homes and Communities of 17 November 2020 for the following information under the Official Information Act 1982 (the Act):

I have a question concerning the way which a client is match to a suitable property by Kainga Ora. I am aware other CHP use Business Online services to see which clients are most suitable to a particular property but I wanted to know what is used at Kainga Ora. Is it the same system, if not how is it a better indicator or the most suitable client?

Management of public housing is shared between the Ministry of Social Development (MSD) and Kainga Ora – Homes and Communities. MSD identifies an applicant's housing requirements as part of their needs assessment, and manages the public housing register. Kāinga Ora matches applicants from the public housing register to available properties, manages tenants, and maintains the stock of state houses.

Matching applicants to properties is done through the Kāinga Ora tenancy management system (Kotahi) which is integrated with MSD's public housing register. The Placement Support Specialists within Kāinga Ora make matches and offers to prospective tenants using the information sent through by MSD. Kainga Ora also maintains the Business Initiated Transfer (BIT) register - an internal list of tenants requiring alternative housing due to Kāinga Ora business decisions. Tenants on the BIT register are usually considered for vacant properties before applicants on the MSD register.

Placement of applicants into Kāinga Ora properties is based on location, bedrooms required and other property characteristics. Applicants with the highest need are matched first, except in exceptional circumstances.

With regard to whether the system we use is better than those used by other social housing providers, Kāinga Ora has been using this system since 2014 and does not have information about the systems other providers use. I refuse that part of your request under section 18(g) of the Act, that information is not held.

You have the right to seek an investigation and review by the Ombudsman of this decision. 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