

4 March 2024

s9(2)(a)

Thank you for your request dated 16 January 2024, under the Official Information Act 1982 (the Act) which was partially transferred from the Ministry of Social Development to Kāinga Ora – Homes and Communities on 25 January 2024:

- *How many motels in Rotorua are in use by Housing New Zealand?*
- *As of December 31, 2023 - How many rentals are unoccupied and available for over 65 year-olds? (referring to public housing)*

As of 31 December 2023, Kāinga Ora – Homes and Communities (formerly Housing New Zealand) did not have any motels in use in Rotorua. We only use motels for Kāinga Ora customers in very limited circumstances such as short-term accommodation when our customers need to move out of their home temporarily. Examples include where a home needs emergency/planned substantial maintenance (where the customer cannot safely live at the property while the work is carried out), or an emergency such as a house fire that means the home is deemed unsafe to stay in. Where it has been determined that customers need to move out of the property, we will work with them to find temporary short-term accommodation for the duration of the repairs, or a new permanent Kāinga Ora home where a house is deemed uninhabitable.

Kāinga Ora does not record unoccupied (or vacant) public homes based on the age (or age brackets) of a customer. I am therefore refusing this part of your request under section 18(g) of the Act as the information is not held, and not believed to be held by another agency.

When placing people off the Ministry of Social Development (MSD)'s housing register into an available and suitable home, we take into account various factors, including MSD's priority rating (based on the highest housing need), location, the number of bedrooms needed, and if there are any individual housing requirements, including accessibility.

Matching a person to an available and suitable home is therefore based on specific individual needs, and not based on the person's age. Consequently, we do not hold data that would indicate the number of Kāinga Ora public housing homes unoccupied and available for over 65-year-olds.

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

Please note that Kāinga Ora proactively releases its responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/>, with your personal information removed.

Nāku noa, nā



Nick Maling
General Manager – National Services