

Fact sheet: Social housing eligibility and our placement process

How is eligibility for social housing determined?

- Eligibility and priority for social housing is determined by the Social Allocation System administered by the [Ministry of Social Development](#) (MSD) based on need.
- MSD's role is to assess and prioritise housing need and share the details of suitable applicants with social housing providers as homes become available.

What role does Kāinga Ora play?

- As a social housing landlord, the role of Kāinga Ora is to provide housing to those determined by the Social Allocation System to have the greatest housing need.
- When a Kāinga Ora home becomes available, MSD provides Kāinga Ora with the details of individuals and whānau from the Housing Register* whose housing and location needs match the property.
- Kāinga Ora then assesses this information, alongside any additional information gathered through conversations with applicants, to select the individual or whānau that is best suited to the home and community.
- Our placement process typically includes a detailed pre-housing conversation with the applicant to ascertain their needs, reviewing available properties, liaising with support services and other agencies if required, and having prospective tenants view the property.

**Media queries about the Housing Register should be directed to media@msd.govt.nz.*

How much rent do Kāinga Ora tenants pay?

- Most of our tenants pay an income-related rent determined by the Ministry of Social Development, with the amount generally set at 25 percent of their net income.
- The Ministry of Housing and Urban Development pays the income-related rent subsidy to Kāinga Ora to cover the balance between the tenant's rental payment and the market rent for the property.
- The market rent is set according to comparable rent charged for other properties of a similar type, size, and location.