

5 April 2022

s9(2)(a)



Thank you for your email of 13 March 2022 requesting the following information from Kāinga Ora – Homes and Communities under the Official Information Act 1982 (the Act):

*I am requesting for Kainga Ora to release to me, by area the amount of accessible housing available to people with disabilities.*

The definition Kāinga Ora uses for ‘accessible’ includes housing that meets its universal design criteria, and has additional features for a particular customer’s needs, due to their physical or non-physical disability including moderate to severe mobility or sensory deprivation issues. ‘Universal design’ is the design of our homes so that they are more easily accessible to all people, regardless of age, disability or other factors.

I am refusing your request under section 18(e) of the Act as the information does not exist because accessible housing is specific to a particular customer and the information on accessibility is not centrally collected.

Kāinga Ora is committed to increasing the accessibility of public housing through our Accessibility Policy, first released in 2019. The policy sets a target that at least 15 percent of all Kāinga Ora public housing new builds meet our universal design standards, and the rest will meet as many of our universal design standards as possible. We will report on our progress to make homes more accessible using universal design at the end of 2021/22. You can find our Accessibility Policy on our website at: <https://kaingaora.govt.nz/about-us/accessibility-at-kainga-ora/> . The Policy will be reviewed during 2022.

A number of Kāinga Ora homes are modified to meet each individual customer’s needs. Currently, the Ministry of Health, via the District Health Boards or ACC and their respective occupational therapists, determine what modifications are required for a home to meet that customer’s needs. They may also fund this work and find the relevant people to carry out the modifications to the homes. These modifications can be anything from adding handrails or modified door latches to ramps, wet area bathrooms, lifts and widened doorways, to vibrating and visual smoke alarms for members of the deaf community. Kāinga Ora works closely with our customers and their families to understand their accessibility needs.

Kāinga Ora is committed to improving the information that it holds about the accessibility of our properties and will be exploring the method to do this as part of the Accessibility Policy review this year.

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](http://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.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly  
**Manager Government Relations**