

The social housing application process:

from Ministry of Social Development to Kāinga Ora - Homes and Communities

Since 2014, Ministry of Social Development has been responsible for managing eligibility for social housing, and managing the Social Housing Register. Below is an overview of this process.

Social housing applicant:

MSD

1. Applies to **Ministry of Social Development (MSD)** via local Work and Income office.
2. **MSD** assesses need and deems applicant eligible or not.
3. If eligible, applicant's level of need is assessed and they are given a priority rating based on circumstances.
4. Applicant placed on **MSD's** Social Housing Register at assessed priority rating.

MSD / HNZ / OTHER SOCIAL HOUSING PROVIDER

5. **MSD** updates Social Housing Register.

KĀINGA ORA

6. Kāinga Ora matches people on Social Housing Register with suitable houses, according to:
 - Availability of suitable house in Kāinga Ora current vacant stock, considering:
 - Preferred area of the applicant
 - Number of bedrooms required by the applicant
 - Requirements for specific modifications
 - Priority level
7. As soon as a suitable and available home is identified, applicant signs Tenancy Agreement and moves into home once inter-tenancy maintenance work is completed.