

Information sheet: Vacant homes

We are focused on minimising the time our homes are vacant in between tenancies and ensuring people are moved into newly constructed homes as quickly as possible.

On any given day we aim to have 98 percent of our lettable homes tenanted – and we're regularly exceeding that.

You can track the percentage of our lettable homes that are tenanted through our [Quarterly Performance Scorecard](#). Statistics on our managed housing stock and vacant properties (including a breakdown by Territorial Local Authority) are also published quarterly on our [Housing Statistics](#) webpage.

It is important to note that:

- With a portfolio of around 78,000 homes, we'll always have a small level of vacant properties – due to the turnover in our tenancies, newly constructed homes being delivered and becoming ready to occupy, and homes being held for a time for tenants with specific needs.
- When a home is vacant between tenancies, we look at any maintenance work that needs to be done before a new tenant moves in. We have improved our processes and worked closely with suppliers to ensure repairs are completed as quickly as possible to reduce the time a home is vacant between tenancies.
- We take a careful approach to placing people into a Kāinga Ora home. This process typically includes a detailed pre-housing conversation to ascertain their needs, reviewing available properties, liaising with support services and other agencies if required, and having prospective tenants view the property. This is a process that can take time, and it is one of the reasons why it can take longer to tenant homes.
- Sometimes there is not perfect alignment between when a new home becomes available and when a tenant can relocate or move in. We engage with tenants to enable them, as much as possible, to relocate at a time that suits them. That can include timing with the end of a school year or aligning with hospital stays.
- From time to time there are situations where we need to keep ready to let homes vacant for a prolonged period because they are being held for a specific tenant.
- For vacant properties awaiting a decision on their future use, many are located within a small number of large, complex sites that have presented significant redevelopment challenges. As part of the [Reset Plan](#), previous redevelopment proposals for these homes were paused and placed under review. This has contributed to a number of properties

remaining in a pending decision state for over a year. Kāinga Ora is working through these complexities, and decisions for many of these sites are expected in the near future.