

4 August 2025

s 9(2)(a)

I write in response to your request dated 7 July 2025 for information under the Official Information Act 1982 (the Act):

*I request Information regarding how many houses were consented by Kainga Ora in the 2025/26 Financial year that meet the Universal Design Standards set by Kainga Ora. And has this increased or decreased relative to the number of houses consented which meet Universal Design Standards over the last 5 years?
Additionally, I request the total number of Kainga Ora customers who applied for modification for Accessible features to their existing Kainga Ora property in the 2024/25 Financial year,
And I would like to see evidence of what progress is being made to put in place these modifications?*

On 8 July 2025, you clarified that consented meant – “consented and constructed, that will capture both the consenting and the constructing phase”

Kāinga Ora Full Universal Design Standard

We have interpreted the first part of your request as being for completed built homes that meet the Kāinga Ora Universal Design Standards, and those that have consent to build, but are not yet completed. We can provide information from 1 October 2019, when Kāinga Ora was formed.

Between the financial year 2020/21 – 2024/25, Kāinga Ora have built 1,464 homes that meet our full universal design (FUD) standard. Our 2019 Accessibility Policy committed to ensuring that at least 15 per cent of the new homes we are building across the country meet universal design standards, and the rest meet as many of these universal design standards as possible.

For 2021/22 delivery, this was limited to projects briefed on or after 1 October 2019 and contracted on or after 1 July 2020 and delivered during the financial year. The full breakdown of homes meeting the FUD standard by year can be seen below:

Table 1: Built Kāinga Ora homes meeting our FUD standard

Financial year (1 July to 30 June)	Number of FUD homes
FY 2021/22	23
FY 2022/23	314
FY 2023/24	565
FY 2024/25	562
Total as at 30 June 2025	1,464

Table 2: Planned FUD homes to be delivered in Financial Year 2025/26, by project status

Project Status	Number of FUD homes
Construction	66
Contracted	27
Proceed to contract	4
Total	97

Please note that these figures are not guaranteed and are subject to change.

Building to FUD standard increases the typical build cost of a home. In early 2025, Kāinga Ora made a commitment to improving our financial sustainability and refocusing on our core mission of providing and managing state-owned social housing in a financially sustainable way.

This narrower focus means Kāinga Ora will build less new homes and from this financial year 2025/26, no longer has a Statement of Performance Expectations target for the delivery of FUD homes. Kāinga Ora will continue to deliver FUD homes when the location, typology and build costs allow. More information on our universal design requirements can be found on our website: Appendix B of the Kāinga Ora universal design requirements: <https://kainga.ora.govt.nz/assets/Publications/Design-Guidelines/Design-Requirements.pdf>.

Modifications:

Kāinga Ora works with funding agencies to allow its properties to be modified to meet the needs of our customers so they can live well in their homes. Modifications can be minor (non-structural, such as handrails, showerhead changes etc), or major (such as wet area showers, doorway widening etc). Minor modifications are undertaken by Kāinga Ora.

Major modifications are funded by the Accident Compensation Corporation (ACC) or the Ministry of Social Development (MSD) and are carried out by their modification providers. Any information Kāinga Ora holds on customers who have requested major modifications is located in individual tenancy files and is not centrally recorded. On 30 July 2025, we transferred this part of your request to the Ministry of Social Development (MSD) who advised that they hold information about the numbers of modification requests relating to MSD.

However, we can provide information on minor modifications that are funded and undertaken by Kāinga Ora. From 1 November 2024 to 30 June 2025, Kāinga Ora completed 473 work orders for minor modifications. Our tracking system was changed on 1 November 2024 allowing us to track the number of minor modification work orders undertaken, so we are unable to provide any data from before this time.

I am refusing the remaining information for this part of your request under section 18(f) as it would require substantial collation. This includes information relating to ACC major modifications, and information about the progress of modifications.

You have the right to seek an investigation and review by the Ombudsman of this decision. There is information about how to make a complaint at <https://www.ombudsman.parliament.nz> or by freephone on [0800 802 602](tel:0800802602).

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

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Nick Maling', with a stylized, flowing script.

Nick Maling
General Manager – National Services