

23 March 2020



Thank you for your email of 19 February 2020 to the Ministry of Social Development (MSD). As advised, the following part of your request was transferred to Kāinga Ora – Homes and Communities, for a response under the Official Information Act 1982 (the Act):

The number of modifications made to housing to make them appropriate for disabilities in 2015, 2016, 2017, 2018 and 2019.

Kāinga Ora works closely with its tenants, MSD, and funding providers such as the Ministry of Health and ACC, to make modifications to our homes across the country for tenants with specific needs.

When a Kāinga Ora tenant requires a modification to their home, they are advised to make a request to the Ministry of Health or ACC. An assessment is then made by an occupational therapist. Modifications can vary depending on the needs of the tenant and can range from installing handrails, widening entrance-ways and fitting ramps, installing fire alarms for the hearing impaired, through to providing wet area showers and modified kitchens.

While Kāinga Ora records whether a property has had an accessibility modification, it does not currently record the total number of modifications made to each individual property. I am therefore declining this part of your request under section 18(g) of the Act, that the “*information requested is not held by the department or Minister of the Crown or organisation*”.

However, I can advise you that the total number of Kāinga Ora properties at the end of each calendar year that were recorded as having received modifications were as follows:

Year	Total number of Kāinga Ora properties recorded as being modified
31/12/2015	3,896
31/12/2016	3,695
31/12/2017	3,630
31/12/2018	3,726
31/12/2019	3,964

Although Kāinga Ora holds data about the number of properties that have been modified in some way, we know that there are issues with the reliability of this data. Addressing this issue is one of the key elements of our Accessibility Policy: “improving the information about customer’s needs and the accessibility of our properties”. You can find a copy of this policy online at <https://kaingaora.govt.nz/news/new-kainga-ora-accessibility-policy/>.

There are significant changes to our housing portfolio underway, with a large proportion of homes earmarked for development or upgrade over the next 25 years. This represents the perfect opportunity to create significant change in our portfolio to better meet the needs of our customers as they change over time.

From the 2020/21 financial year, at least 15 percent of the homes built by Kāinga Ora will meet full universal design standards, and the rest will meet as many of the universal design standards as possible.

Thank you again for writing. 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 or Freephone 0800 802 602.

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