

7 October 2025

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Thank you for your email dated 20 August 2025, the following part of which was transferred to Kāinga Ora – Homes and Communities (Kāinga Ora):

- *how many Kainga Ora units are empty in both New Zealand and Wellington,*
- *how many homes have been empty for longer than one month, three months, and longer than a year, the reason for each homes vacancy categorised, e.g earthquake-prone, under repair, held for sale, planned renewal, tenancy transfer.*

On 16 September 2025 we extended the timeframe to respond to your request under section 15A(1)(a) of the Act to allow for additional time to collate and verify a substantial amount of information.

Please find included with this response, a table with the requested information. Please note that this information was accurate as at 31 August 2025 and that these numbers will have changed, with many in the 'ready-to-let' column now occupied. Kāinga Ora and the Ministry of Housing and Urban Development also publish more figures on our websites at:

- <https://kaingaora.govt.nz/en/NZ/publications/oia-and-proactive-releases/housing-statistics/>
- <https://www.hud.govt.nz/stats-and-insights/the-government-housing-dashboard/public-homes#tabset>.

Nationally, the occupancy rate for Kāinga Ora social housing for the financial year to date is 98.6 percent. With our housing portfolio of 78,000 properties, we will 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.

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.

We also take a careful approach to placing people into a Kāinga Ora home. This process typically includes a detailed pre-housing conversation to find out 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.

For existing properties, 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.

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 also situations where we need to keep ready to let homes vacant for a prolonged period of time because they are being held for a specific tenant. For example, in Auckland we have a property that has been vacant for an extended period because it is being held for an Auckland tenant who we need to relocate.

In recent years Kāinga Ora has also been delivering more large-scale housing developments, where the new homes are spread over multiple buildings. In such cases, we often stage the placement of customers into these types of developments.

At a practical level, moving people in gradually prevents disruption caused by a large number of vehicles, people and goods being moved in at one time, affecting those already living in the area. Staged placement also supports the building of neighbour relationships and a sense of community in large complexes.

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

Yours sincerely

A handwritten signature in blue ink, appearing to read 'D. Soughton', with a long horizontal flourish extending to the right.

Daniel Soughton  
**Deputy Chief Executive – Central**

**Vacant Kāinga Ora Properties and Homes Removed from Service as at 31 August 2025 across New Zealand and the Wellington City Territorial Local Authority**

Area	Property Void Days (Banded)	Vacant Homes				Vacant Homes Total	Homes removed from service					Homes removed from service Total
		Vacant homes - Being made available to let			Pending Decision		Homes under refurbishment		Redevelopment / Disposal			
		Coming Into Service	Ready to let	Under Repair			Major Repairs	Retrofit Process	Redevelopment process	Demolition Process	Sales & Lease expiry	
New Zealand	1. <90 days	10	232	309	20	571	93	56	26	17	315	507
	2. 91-180 days	-	45	22	7	74	62	35	17	4	219	337
	3. 181-360 days	-	18	5	5	28	65	33	50	7	77	232
	4. 361+ days	-	14	8	84	106	112	126	76	45	92	488
New Zealand Total		10	309	344	116	779	332	250	169	73	740	1,594
WLG City TLA	1. <90 days	-	6	12	-	18	5	1	-	-	4	10
	2. 91-180 days	-	7	2	1	10	9	-	-	-	7	16
	3. 181-360 days	-	5	-	3	8	14	9	-	-	6	29
	4. 361+ days	-	3	-	59	62	11	21	-	-	37	69
Wellington City TLA Total		-	21	14	63	98	39	31	-	-	54	124