

12 September 2024

9(2)(a)

Thank you for your email of 25 July 2024 to Kāinga Ora – Homes and Communities, requesting the following information under the Official Information Act 1982 (the Act):

Since the implementation of the Accessibility Policy in 2020, how many new homes has Kāinga Ora built to date which meet full universal design standards? How many of those homes which meet the full universal design standards were built in Mount Roskill?

Under our Accessibility Policy, we have committed to ensuring at least 15 percent of the new homes we are building across New Zealand meet the Kāinga Ora Full Universal Design (FUD) standard.

Universal design delivers housing that is more liveable for the entire population, including young and growing families, people of all ages who experience temporary injury or illness, those with mobility, visual or cognitive impairments, and the growing aging population.

Where homes do not meet FUD standard, we aim to ensure they include as many universal design features as possible. Examples of universal design features include wider corridors, spacious kitchens, non-slip flooring in bathrooms, kitchens and laundries, appropriately positioned light switches and electrical sockets, easy-to-grip lever taps and handles, and well-designed stairs with no winders.

The below table shows the number of FUD homes delivered since the Accessibility Policy was introduced in 2020. You may like to know that in 2023/24, approximately half of the FUD homes delivered were in the Auckland region.

Financial year	Full Universal Design homes delivered	Full Universal Design homes delivered in Mt Roskill
2020/21	0	0
2021/22	23	0
2022/23	314	0
2023/24	564	2
Total delivered	901	2

More accessible homes

Universal design is just one way Kāinga Ora is meeting its customers' changing needs. Universal design features have been incorporated into standard Housing New Zealand and Kāinga Ora dwellings for the past 10 years. Approximately 70 per cent of FUD requirements are currently reflected in our standard build designs.

Together with our FUD homes, this approach is increasing the supply of housing that meets the broad and dynamic needs of people with disabilities.

Modifying existing homes

Kāinga Ora has also carried out modifications at 13,660 properties across New Zealand to meet the needs of individual customers, such as installing ramps and handrails. These include modifications at properties rented or leased to Community Group Housing Providers. These providers are funded to deliver support services to people with specific needs, such as those with physical or intellectual disabilities. For providers to deliver support services at these properties, some degree of modification or alterations to the properties are required, such as wheelchair ramps and wet area showers.

Kāinga Ora is also building properties for customer cohorts that may include bespoke features or provide access to support services that can be managed by a supported housing provider.

A recent example is Te Mātāwai, a new mixed tenure building in Central Auckland that is run under a single site supportive housing model that combines permanent housing with 24/7 on-site support services for all public housing customers. The new homes include a mixture of accessible and universally designed units with 165 of the 276 achieving provisional Lifemark 3 or 4 star certification. The inclusion of these units supports a broad range of customer needs.

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.

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-requests/> with your personal information removed.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nick Maling', written in a cursive style.

Nick Maling
General Manager National Services