

19 September 2024

s 9(2)(a)

Tēnā koe s 9(2)(a)

Thank you for your request dated 22 August 2024 to Kāinga Ora – Homes and Communities for the following information under the Official Information Act 1982 (the Act):

- *How many social housing/emergency housing units are inside apartment buildings?*
- *How many people, as to Kainga Ora's knowledge, are living in social/emergency units in apartment buildings.*
- *Does Kainga Ora consider apartment buildings appropriate living conditions for people in need of social or emergency housing?*
- *Does Kainga Ora receive more complaints when clients are housed in apartment buildings than in other housing types?*

On 3 September 2024 the parts of your request relating to Emergency Housing were transferred to the Ministry of Social Development (MSD) as the information requested is more closely connected with the functions of MSD.

The information being provided in this response relates to public housing homes only, and is as at 31 August 2024.

- *How many social housing/emergency housing units are inside apartment buildings?*

Of our public housing homes, 6,267 homes are apartments and 64,346 are other types of homes.

- *How many people, as to Kainga Ora's knowledge, are living in social/emergency units in apartment buildings.*

There are 8,365 people living in Kainga Ora apartments, and 185,672 people living in Kainga Ora homes that are not apartments.

- *Does Kainga Ora consider apartment buildings appropriate living conditions for people in need of social or emergency housing?*

Apartments are a very common housing type in many parts of the world. We are focused on designing, operating and managing these sites in a way that enables people to live well in thriving, safe, and connected communities.

- *Does Kainga Ora receive more complaints when clients are housed in apartment buildings than in other housing types?*

We have interpreted this part of your request to refer to disruptive behaviour complaints.

Our data shows very little difference in the level of concerns raised about disruptive behaviour of customers living in apartments versus customers in other types of homes. In both situations we received disruptive behaviour concerns about fewer than three percent of all tenancies in 2023.

Most of the 190,000 New Zealanders who live in Kāinga Ora public homes are good neighbours and members of their community. We only receive concerns about a very small proportion of the people who live in our homes.

The issues people get in touch with us about are mostly minor things that are common sources of tension between neighbours across the country, such as noisy cars, or concerns about how often visitors are calling at a home.

Please note that Kāinga Ora proactively releases its 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.

Nāku noa, nā

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly
Manager Government Services