

Briefing to the Associate Minister

Social Development and Employment: Housing responsibilities

23 February 2023



Contents

| | |
|--|----|
| The Ministry of Social Development’s role in Housing | 1 |
| Service delivery and policy advice | 1 |
| Service Delivery | 1 |
| Policy advice | 2 |
| Legislation | 2 |
| Appropriations | 2 |
| The Ministry of Social Development helps people with housing issues..... | 3 |
| Public Housing Register..... | 4 |
| Income Related Rent | 5 |
| Emergency Housing Special Needs Grants..... | 5 |
| Housing-related hardship assistance | 7 |
| Accommodation Supplement and Temporary Additional Support..... | 8 |
| The Ministry of Social Development is working to enhance its client-facing housing role..... | 10 |
| We are making improvements to the way we manage the public housing register | 10 |
| We are working regionally and with partners to support positive housing outcomes | 11 |
| We are implementing a new programme of housing-related financial assistance..... | 12 |
| Implementing actions from the Emergency Housing System Review | 12 |
| s18(d) | 13 |
| The Aotearoa Homelessness Action Plan 2020 – 2023 | 14 |
| Other work programme items connected to your delegations | 15 |
| Waitangi Tribunal Kaupapa Inquiry into Housing Policy and Services (WAI 2750)..... | 16 |
| Upcoming advice | 16 |
| Appendix 1: Key Agency Contacts | 17 |
| Appendix 2: Housing delegations | 18 |
| Appendix 3: Glossary of terms from across the housing system | 19 |
| Appendix 4: High-level process for entering the emergency housing system. | 20 |

The Ministry of Social Development's role in Housing

This briefing provides high-level information about the housing responsibilities that fall under your delegations as Associate Minister for Social Development and Employment.

The Ministry of Social Development (MSD) has a range of policy and service delivery housing-related roles that are outlined in this briefing.

MSD and Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD) work together on housing-related policy matters to ensure a systems perspective is undertaken. MSD also works closely with Kāinga Ora – Homes and Communities. At the regional level, MSD has strong networks with a wide range of housing stakeholders.

A list of key Ministry contacts to support you with your housing delegations are provided in **Appendix 1**. **Appendix 2** provides an overview of the housing delegations across both the Social Development and Employment, and Housing portfolios. **Appendix 3** provides a glossary of terms across the housing system.

Service delivery and policy advice

Service Delivery

MSD has responsibility for a range of client-facing housing-related functions including:

- assessing eligibility for public housing
- managing the Public Housing Register (waiting list)
- calculating and reviewing the Income-Related Rent for public housing tenants (HUD pays the Income-Related Rent Subsidy to public housing providers)
- managing Crown debt in relation to underpayment of Income-Related Rent
- referring prospective tenants to public housing providers
- reviewing public housing tenancies (currently paused)
- providing support to MSD clients through contracted navigator services, integrated services case management and housing brokers to assist people to access sustainable private accommodation
- assessing eligibility for financial assistance with the cost of emergency housing (non-contracted motels) including calculating and collecting the emergency housing contribution (25 percent of income).

MSD also currently operating as an agent for HUD in the delivery of its transitional housing contracts. However this function is currently scheduled to be transferred to HUD in December 2023.

MSD has additional housing-related responsibilities including:

- assessing and paying a range of housing-related financial assistance (Accommodation Supplement, Temporary Additional Support, Accommodation Benefit, and housing-related hardship assistance to support people in the private rental market)
- integrating housing support with industry partnerships, employment and income support, to help people to achieve stable housing as part of MSD's focus on improving the social and economic wellbeing of New Zealanders.

Policy advice

HUD is generally the lead policy agency on housing issues. MSD works jointly with HUD to develop policy advice on public housing, transitional housing and emergency housing. We also provide housing-related advice on matters impacting MSD clients and other vulnerable people and provide MSD Service Delivery with policy advice to support their housing-related service delivery functions.

MSD has lead responsibility for policy advice relating to the Accommodation Supplement, Temporary Additional Support, and housing-related hardship assistance (as these are key components of the social security system). The Minister for Social Development and Employment has retained policy responsibility for the Accommodation Supplement. The Minister of Education has responsibility for the Accommodation Benefit.

MSD also provides policy advice on the MSD-lead actions from the Aotearoa Homelessness Action Plan 2020 – 2023.

Legislation

MSD is responsible for administering Parts 6, 7, 8 and 9 of the Public and Community Housing Management Act 1992, including the Ministerial Direction on Eligibility for Social Housing, which contains the eligibility criteria for public housing, management of the Public Housing Register and the calculation mechanism for Income-Related Rent.

MSD is responsible for the administration of the Social Security Act 2018 and its associated legislative instruments, including the Housing Support Assistance Programme and the Special Needs Grants Programme.

Appropriations

The Minister of Housing has responsibility for a number of housing-related appropriations within Vote Social Development. These include:

- accommodation assistance (Accommodation Supplement and Emergency Housing Special Needs Grant)
- services to support people to access accommodation
- housing support assistance for those needing to access or retain housing solutions, through the Aotearoa New Zealand Homelessness Action Plan and through Housing Support Products
- reimbursement to tenants of Income-Related Rent overpayments.

In 2022/23, MSD received funding of \$75.959 million to provide services to support people to access accommodation.¹

Within Vote Social Development, expenditure on the Accommodation Supplement, Temporary Additional Support and the Emergency Housing Special Needs Grant is forecast to be \$2.741 billion in 2022/23, increasing to \$3.129 billion by 2026/27.²

The Ministry of Social Development helps people with housing issues

In recent years, housing in New Zealand has become increasingly unaffordable. At the time of the 2018 census, home ownership rates were at their lowest since the 1950s, and there is a growing demand for rental homes. One third of New Zealand households now rent, and the number of children living in rented accommodation has increased from 26 per cent to 43 per cent since the 1980s. Increasing demand for public housing and a growing reliance on emergency housing highlight the pressure on the private rental market and the lack of new supply, particularly affordable and secure rental housing for lower income households.

Increased competition for rental housing from a growing number of renters means that the most vulnerable renters (those on low incomes, those with complex needs, those with a poor rental history and those who potentially face discrimination in the rental market) are being increasingly excluded from the private rental market. Private sector rents are increasing, though the level of increase is not uniform across New Zealand.

A growing number of people are facing housing unaffordability and instability and are seeking assistance from MSD. This has been exacerbated by the impact of the COVID-19 pandemic and is creating pressure on the MSD 'front-line' – particularly the increase in demand for emergency housing and people wanting to be placed on the Public Housing Register.

¹ This includes assessing and reviewing eligibility for housing needs and Income-Related Rent, managing the public housing register, and supporting the needs of people and their families receiving housing-related case management support.

² Half Year Economic and Fiscal Update 2022 forecast.

The impacts from the Cyclone Gabrielle and the January flooding are likely to create additional pressure in the rental housing market, particularly in parts of Auckland, Tairāwhiti, Wairoa and the Hawkes' Bay. It is unclear at this stage how these events will impact EH SNG numbers.

MSD provides a number of key housing supports which are outlined below.

Public Housing Register

There are currently 77,707 public housing tenancies, of which Kāinga Ora provides 65,654, with the remainder (12,053) provided by Community Housing Providers.³ The Public Housing Plan outlines the Government's commitment to increasing the supply of public and transitional housing by an additional 8,000 places between 2021 and 2024.⁴ This will contribute to a total of 18,000 additional public housing places since 2017.

MSD manages the Public Housing Register. The Public Housing Register is made up of the Housing Register and the Transfer Register. The Housing Register is made up of applicants who have been assessed as eligible for public housing and are ready to be matched to a suitable property. The Transfer Register includes households who are already in public housing who need to be rehoused for reasons such as too few or too many bedrooms, or for health reasons.

At the end of January 2023, there were 23,590 applicants on the Housing Register. Of these, 21,832 (93 percent) were assessed by MSD as Priority A clients (at risk – a severe and persistent housing need that must be addressed immediately) and 1,758 (7 percent) were assessed as Priority B (serious housing need – a significant and persistent housing need).

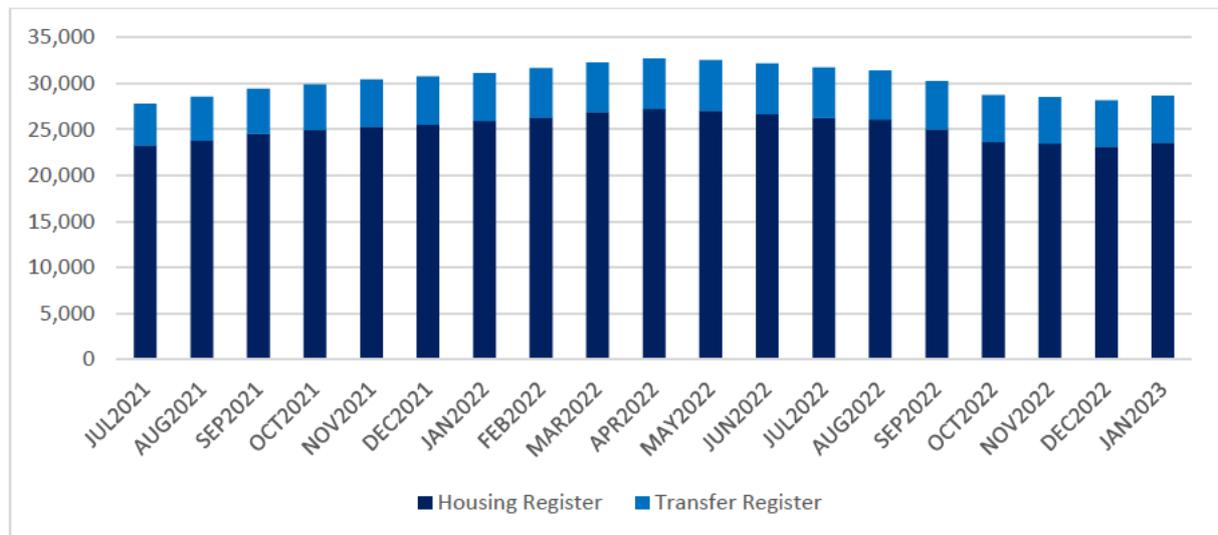
In addition to the Housing Register, there are 5,079 people on the Transfer Register, taking the total Public Housing Register to 28,668. The total Public Housing Register has decreased by 2,460 applicants or 7.9 percent over the 12 months to the end of January 2023.

Despite these decreases, demand for public housing remains high. Many lower income households are unable to access affordable and appropriate rental housing in the private rental market. Public housing offers affordability (access to an income-related rent) and security of tenure not currently available to many households in the private rental market.

³ At the end of December 2022. <https://www.hud.govt.nz/stats-and-insights/the-government-housing-dashboard/public-homes/#tabset>

⁴ Public Housing Plan 2021-2024 <https://www.hud.govt.nz/our-work/public-housing-plan/>

Monthly Public Housing Register end of July 2021 to end of January 2023⁵



Income Related Rent

Income Related Rent is a government-subsidised rent scheme for public housing tenants with low incomes. The majority of public housing tenants pay an income-related rent, with the amount generally set at 25 percent of their net income.

MSD is responsible for calculating a client's rate of Income Related Rent. Public housing providers (Kāinga Ora and Community Housing Providers) then charge this rate as rent to the client. Income Related Rent is calculated based on a client's assessable income and their household type.

Reviews of Income Related Rent occur annually, as well as when a client requests a review, or there has been a change in circumstances, for example, an increase in assessable income, or a change in number of children in the client's care.

Income-related rent subsidy

HUD pays the Income-related rent subsidy to public housing providers to cover the balance between the tenant's rental payment and the market rent for the property.

Emergency Housing Special Needs Grants

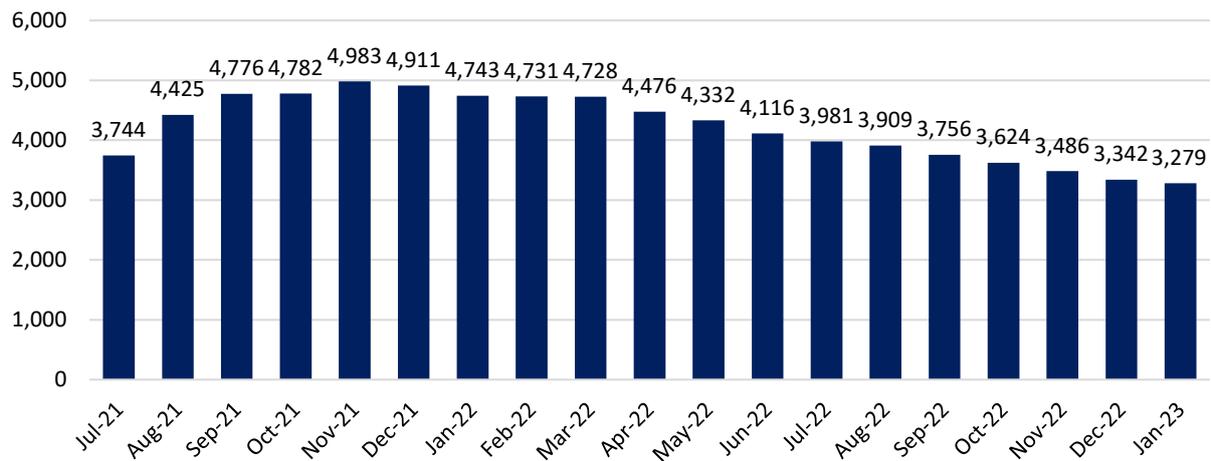
MSD administers Emergency Housing Special Needs Grants (EH SNGs) which provide financial assistance to eligible people (beneficiary and non-beneficiary households) to meet their emergency housing needs (generally to pay for emergency accommodation in a motel).

⁵ This is point in time data

In January 2023, 7,221 EH SNGs were granted to clients to stay in emergency housing, with the average grant being \$3,295 (which can cover a period of 1-21 nights in emergency housing). Total expenditure for the month was \$23.79 million.

The graph below shows the number of individuals (estimated households) who are living in emergency housing at the end of each month between July 2021 and January 2023.

Estimated number of households in Emergency Housing at the end of the month, July 2021 to January 2023⁶



Over the past year the number of EH SNGs granted and the number of households in emergency housing has decreased, with 10,419 grants in January 2022 and 7,221 in January 2023. The number of clients who received one or more EH SNGs in a month, decreased from 5,634 in January 2022 to 3,867 in January 2023 – a decrease of 31.4 percent. Expenditure on EH SNGs has also decreased, with \$172 million in the last six months to January 2023 – a decrease of \$27.7 million (14 percent) over the same six months the previous year.

Transitional housing

When a person presents at MSD with an emergency housing need, we seek to understand the household’s immediate needs and check if there is alternative housing available, including private rental or transitional housing places, before granting an EH SNG.

Transitional housing differs to EH SNG accommodation, where accommodation and support services are delivered by a contracted provider. Transitional housing will often have 24/7 on-site support available.

The provider's role is to refer clients to agencies to make sure they are getting the appropriate support, eg a budgeting service or referral to health services.

⁶ This is point in time data.

Transitional housing is intended for 12-week stays (though can often be longer), and generally providers are contracted to support a household after they enter permanent housing.

The Minister of Housing has sole policy responsibility for Transitional Housing. At the moment, MSD administers Transitional Housing contracts on behalf of HUD, however this function is due to be transferred to HUD in December 2023.

MSD is responsible for understanding a person's immediate housing needs and referring their information to transitional housing providers. Whether a client enters transitional housing depends on availability of places and the provider assessment process.

Appendix Four sets out the high-level process for entering the emergency housing system across EH SNG, Contracted Emergency Housing and Transitional Housing.

Connection to public housing

Clients in emergency housing will generally qualify for placement on the Public Housing Register with a high priority rating. MSD may assess them for public housing eligibility when granting an EH SNG, or the client may already be on the Register. A person does not have to be in emergency housing to qualify for placement on the Public Housing Register and the majority of the 21,832 Priority A applicants on the Housing Register at the end of January 2023 are not in emergency housing.

Housing-related hardship assistance

s18(d)

The sections below reflect the current state as at February 2023.

Housing-related hardship grants

People who are receiving a main social security benefit (including New Zealand Superannuation or a Veteran's Pension) and who require assistance to meet a particular immediate need for an essential item, may be eligible for an advance payment of their benefit (an advance) of generally up to six weeks of their benefit entitlement. To be eligible, they must also meet an income and asset test. The advance is recovered from future benefit payments. Advances can be paid by MSD for a number of housing-related costs including:

- tenancy bonds
- rent arrears
- rent in advance
- urgent house repairs and maintenance (for homeowners).

In the 2022 calendar year, just over 100,500 housing-related advances were made, with a total value of around \$86.62 million. Over half (51 percent) the total value of these advances were for tenancy bonds.

For people not receiving a main social security benefit (ie low income working households), a similar level of means-tested recoverable assistance is available to meet immediate needs, including housing-related costs. In the 2022 calendar year, around 22,400 recoverable grants were made to non-beneficiaries for housing-related costs, with a total value of just under \$21.63 million.

Housing Support Products

Housing Support Products (HSPs) provide targeted financial support to people who come to MSD with a housing need (for example, rent arrears) or need financial help to transition from public housing to a private rental. Some HSP grants are recoverable and some are non-recoverable. While subject to a means-test, HSPs are available to people who would not generally qualify for MSD's standard housing-related hardship grants due to their income or assets being too high.

In January 2023, 570 grants were made, with the majority being for tenancy bonds and rent in advance.

Accommodation Supplement and Temporary Additional Support

Responsibility for the Accommodation Supplement has been retained by the Minister for Social Development and Employment. However, as Accommodation Supplement plays a key role across both the housing and income support systems, high-level information is provided below.

The Accommodation Supplement is a cash benefit paid to people who have high housing costs, relative to their income and cash assets. It provides a 70 percent subsidy on housing costs up to a regionally-based maximum, once housing costs exceed a proportion of income (25 percent for renters and boarders and 30 percent for homeowners).

Temporary Additional Support is a cash benefit paid as a last resort to help people with their regular essential living costs that cannot be met from their chargeable income and other resources. While housing costs are a key driver, other costs (eg health and disability-related costs) also influence take-up. Temporary Additional Support is meant to be a temporary payment, but it is increasingly becoming a more permanent payment as it helps people to meet their on-going housing costs.

Over time, there has been increasing reliance on housing-related social assistance, with over 350,000 households receiving the Accommodation Supplement and over 90,000 receiving Temporary Additional Support. The key policy settings for the Accommodation Supplement (maximum amounts and area boundaries) were last adjusted as part of the 2018 Families Package, though

these adjustments were based on 2016 rent data. The table below contains a summary of current recipients of the Accommodation Supplement.

Accommodation Supplement by tenure type (27 January 2023)

| Tenure Type | Number | Average weekly housing costs | Average weekly AS payment |
|--------------------|----------------|-------------------------------------|----------------------------------|
| Renting | 251,660 | \$357.93 | \$123.73 |
| Boarding | 64,231 | \$244.41 | \$41.52 |
| Homeowners | 36,787 | \$415.76 | \$113.58 |
| TOTAL | 352,678 | \$343.29 | \$107.70 |

Of current recipients of the Accommodation Supplement, 234,000 (66 percent) are receiving a main social security benefit, 47,700 (14 percent) are superannuitants and 70,900 (20 percent) are not supported by a working-age benefit.

Between January 2018 and January 2023, there was an increase of nearly 62,700 households receiving the Accommodation Supplement. Annual expenditure on the Accommodation Supplement is forecast to reach \$2.011 billion in 2022/23, increasing to \$2.233 billion by 2026/27.

The Ministry of Social Development is working to enhance its client-facing housing role

Our focus on housing recognises that affordable and appropriate housing is a cornerstone to wellbeing and reducing child poverty. Stable housing is associated with a range of positive social and economic outcomes.

In 2014, the transfer of housing-related assessment functions from the then Housing New Zealand Corporation allowed MSD to take an integrated approach to the housing, income support and employment needs of clients. For example, working with clients, including clients in emergency housing, to achieve stable housing, whether in public housing or the private rental market, can be undertaken in conjunction with a focus on obtaining paid work. From a client-perspective, MSD can leverage off its existing relationship with the majority of people on the Public Housing Register – around 90 percent of people on the register are receiving a main social security benefit or New Zealand Superannuation.

The rapid growth in demand for housing support since 2014 has seen MSD invest in more specialist staff, with many client-facing staff working across housing, income support and employment.⁷ MSD's housing role recognises the desirability of providing clients with a single point of contact for assistance and support to meet their housing and wider welfare needs.

We are making improvements to the way we manage the public housing register

An accurate understanding of client circumstances is critical to ensuring that clients with the most urgent needs are placed in public housing as a priority. MSD uses a range of approaches to ensure that it has an up-to-date understanding of clients' housing needs. Where possible this information is gathered in the course of regular client appointments, but more often we update our understanding of a client's circumstances through MSD's out-bound calling regime.

MSD has implemented the first phase of its Public Housing Register management strategy. This is supporting a more efficient and effective management of the register. Monthly housing data has been made available on the MSD website.⁸

s9(2)(f)(iv), s18(d)

⁷ The Public Housing Register has increased from 5,840 applicants in June 2014 to 28,668 applicants in January 2023.

⁸ <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/monthly-housing-reporting.html>

In Budget 2022, MSD received additional funding of \$11.725 million to more effectively manage the Public Housing Register and better support clients with a serious housing need. This is allowing MSD to recruit and train an additional 38 frontline staff to bring the total workforce dedicated to proactive contact to around 60 staff. MSD is focused on contacting applicants with whom the Ministry has not had recent face to face or other phone contact, ensuring information about their housing needs is up to date and discussing alternative housing options and support (eg assistance to obtain and maintain a private rental tenancy).

MSD is developing the housing component of the MyMSD digital channel so that clients can easily communicate any changes in their circumstances or housing needs.

s9(2)(f)(iv) [Redacted]

[Redacted]

[Redacted]

We are working regionally and with partners to support positive housing outcomes

MSD works with key housing partners in the regions to support those experiencing housing distress and looking to move into or sustain suitable housing.

Through our Industry Partnerships team, MSD is working to help align the need for sustainable employment with the opportunity to support the delivery of safe and secure housing in regional New Zealand.

s9(2)(f)(iv) [Redacted]

In December 2022, Cabinet agreed to proceed with 10 actions over the next 12-18 months to enable a better functioning emergency housing system in the short-term while significant sustained investment in a range of affordable housing options is increased. MSD is responsible for delivering the following actions with corresponding funding allocations from Budget 2022:

- introducing quality standards for EH SNG suppliers: \$0.950 million
- extending the continuation of EH SNG support services to people in emergency housing to 30 June 2024: \$38.608 million
- implementing system improvements for assessment and referral pathway: \$6.000 million.

Over the next 12-18 months, MSD is also progressing the following actions:

- designing a new support services model for people across the emergency housing system
- providing EH SNG clients with a handbook that sets out their rights and obligations while residing in emergency housing
- developing a resolution framework to help mitigate poor behaviour and support mutual accountabilities of the client, EH SNG supplier and MSD
- working alongside HUD to identify further cross-government prevention and support actions for the emergency housing system.

s9(2)(f)(iv) [Redacted text block]

[Redacted text block]

[Redacted text block]

s9(2)(f)(iv)

The Aotearoa Homelessness Action Plan 2020 – 2023

The Aotearoa Homelessness Action Plan 2020-23 (HAP) launched in February 2020 and sets out a cross-government and multi-year approach to deliver on the vision that 'homelessness is prevented where possible, or is rare, brief and non-recurring'. All immediate actions were funded with an investment package of over \$300 million. Ministerial responsibility for the HAP sits with the Associate Minister of Housing (Homelessness), Hon Marama Davidson.

The support pillar of HAP focused on providing more support for people to move quickly into stable accommodation and access wider supports to address needs. MSD has delivered the following actions under HAP:

- **established Housing Brokers:** to support MSD clients in emergency housing or on the Public Housing Register into private rental accommodation.
- **embedded Ready to Rent courses:** to support people in emergency housing and increase access to private rentals. Ready to Rent programmes are now being run across all 13 MSD regions.
- **established Flexible Funding package for whānau with children in emergency housing:** to provide the flexibility for families with dependent children in emergency housing with a range of needs where other government support is not available.
- **expanded supports to more people in emergency housing:** MSD has implemented all new roles (Intensive Case Managers, Navigators, and contracted Support Services) to support people in emergency housing.

s9(2)(f)(iv)

s9(2)(f)(iv) [Redacted]

[Redacted]

Other work programme items connected to your delegations

s9(2)(f)(iv) [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

s9(2)(f)(iv) [Redacted]

[Redacted]

Waitangi Tribunal Kaupapa Inquiry into Housing Policy and Services (WAI 2750)

The Minister of Housing and the Associate Minister of Housing (Māori Housing) are the co-lead Ministers for the Inquiry. HUD is the lead agency for the Crown’s response and coordinates input from other agencies, including MSD.

s9(2)(f)(iv) [Redacted]

Upcoming advice

In your role as Associate Minister of Social Development and Employment, you can expect to receive advice from MSD and HUD.

The current State of Emergency has required MSD to pivot significant resource from business-as-usual activity to support the welfare response to Cyclone Gabrielle. Given the on-going nature of recovery efforts and the impact on MSD resources, it is likely that MSD will need to engage with Ministers on the existing housing work programme to reflect the current circumstances and any new priorities for Government.

s9(2)(f)(iv) [Redacted]

- | [Redacted]
 - | [Redacted]
 - | [Redacted]
 - | [Redacted]
 - | [Redacted]
 - | [Redacted]
- [Redacted]

Appendix 1: Key Agency Contacts

The table below provides contact details for MSD senior housing officials.

| Name | Role | Contact phone number and email |
|-------------------------|---|--|
| Debbie Power | Chief Executive | s9(2)(a) [REDACTED] s9(2)(a) [REDACTED]@msd.govt.nz |
| Simon MacPherson | Deputy Chief Executive – Policy | s9(2)(a) [REDACTED] s9(2)(a) [REDACTED]@msd.govt.nz |
| Viv Rickard | Deputy Chief Executive – Service Delivery | s9(2)(a) [REDACTED] s9(2)(a) [REDACTED]@msd.govt.nz |
| Hayley Hamilton | General Manager Housing, Employment and Climate Change Policy | s9(2)(a) [REDACTED] s9(2)(a) [REDACTED]@msd.govt.nz |
| Karen Hocking | Group General Manager, Housing Service Delivery | s9(2)(a) [REDACTED] s9(2)(a) [REDACTED]@msd.govt.nz |

Appendix 2: Housing delegations

| Housing assistance | Agency responsibilities and reporting lines | | | Ministerial responsibilities | | |
|--|--|--------------------|------------------|---|--|--|
| | Policy Advice (lead) | Operational policy | Delivery | Policy settings | Legislation ¹⁰ | Funding |
| Accommodation Supplement | MSD, in consultation with HUD | MSD | MSD | Joint: Minister for Social Development and Employment and Minister of Housing | Social Security Act 2018 | Minister of Housing, under Vote Social Development |
| Temporary Additional Support (where paid for housing purposes) | MSD, in consultation with HUD | MSD | MSD | Joint: Minister for Social Development and Employment and Minister of Housing | Social Security Act 2018 | Minister for Social Development and Employment, under Vote Social Development |
| Emergency Housing Special Needs Grants | HUD, in consultation with MSD | MSD | MSD | Minister of Housing in consultation with the Associate Minister of Social Development and Employment | Social Security Act 2018 | Minister of Housing, under Vote Social Development |
| Support services for people in emergency housing SNGs | HUD (overall lead for the Homelessness Action Plan) in consultation with MSD | MSD | MSD | Associate Minister of Housing (Homelessness) Associate Minister for Social Development and Employment is responsible for the MSD lead actions under the Homelessness Action Plan | n/a | Minister of Housing, under Vote Social Development |
| Housing Support Products - s18(d) | HUD, in consultation with MSD | MSD | MSD | Minister of Housing in consultation with the Associate Minister of Social Development and Employment | Social Security Act 2018 | Minister of Housing, under Vote Social Development |
| Hardship payments for housing purposes (eg Rent in Advance) – s18(d) | MSD, in consultation with HUD | MSD | MSD | Associate Minister for Social Development and Employment | Social Security Act 2018 | Minister for Social Development and Employment, under Vote Social Development: |
| New programme of housing-related hardship assistance – s18(d) | MSD, in consultation with HUD | MSD | MSD | Associate Minister for Social Development and Employment in consultation with the Minister of Housing | Social Security Act 2018 | Minister of Housing, under Vote Social Development |
| Income Related Rent and Income Related Rent Subsidy | HUD, in consultation with MSD | MSD (IRR) | MSD (IRR) | Minister of Housing, in consultation with the Associate Minister for Social Development and Employment | Public and Community Housing Management Act 1992 | Minister of Housing under Vote Housing and Urban Development |
| | | HUD (IRRS) | HUD (IRRS) | Minister of Housing, in consultation with the Associate Minister for Social Development and Employment | | |
| Management of the public housing register | | MSD | MSD | Minister of Housing, in consultation with the Associate Minister for Social Development and Employment | Public and Community Housing Management Act 1992 | Minister of Housing, under Vote Social Development |
| Purchasing and contracting of public housing and transitional housing | HUD | HUD | HUD | Minister of Housing | Public and Community Housing Management Act 1992 | Minister of Housing under Vote Housing and Urban Development |

¹⁰ The Social Security Act 2018 is administered by MSD. The Public and Community Housing Management Act 1992 is administered by the Minister and Housing and Urban Development and the Ministry of Social Development.

Appendix 3: Glossary of terms from across the housing system

| | Type of assistance | Agency ¹¹ | Purpose | Role of accommodation supplier (if any) | Support services linked to this assistance (if any) |
|--|---|----------------------|--|---|--|
| Income support for accommodation costs | Accommodation Supplement | MSD | Income support payment to client to pay for rent, board, or costs of homeownership | N/A | No support services |
| | Housing Support Products | MSD | Income support payment to client to help clients obtain or retain housing in the private market (eg, assistance for bond, rent in advance, rent arrears) | N/A | No support services |
| | Emergency Housing Special Needs Grants (EH SNG) | MSD | Income support payment to commercial accommodation suppliers | Functions as a commercial accommodation supplier (eg, a motelier) No responsibility to provide tailored support, or any service beyond their commercial practice | Clients may be assisted by Intensive Case Managers, Navigators, Housing Brokers, Ready to Rent programmes, and Flexible Funding Not all EH SNG clients receive support services |
| Accommodation | Contracted emergency housing | HUD | Contracted emergency accommodation and client support services | Social service providers are contracted to manage the properties and connect households with the necessary supports | Wraparound support ¹² |
| | COVID-19 motels | HUD | Contracted emergency accommodation and client support services | Social service providers are contracted to manage the properties and connect households with the necessary supports | Wraparound support for people who were rough sleeping / in unsuitable housing during COVID-19 isolation periods |
| | Transitional housing | HUD | Contracted emergency accommodation and client support services | Social service providers are contracted to manage the properties and connect households with the necessary supports | Wraparound support Clients receive an additional 12 weeks of support once they are in permanent housing |
| | Supported housing | HUD / KO | Contracted short, medium and long-term housing options, and cohort-specific support services | Social service providers (eg, Housing First) are contracted to manage the properties and connect households with the necessary supports | Support services for specific needs, such as mental health and addiction, exiting prison, or intellectual disabilities |
| | Public housing | KO | Provision of long-term housing and subsidised rent | Kāinga Ora and Community Housing Providers own the properties and function as landlords | Housing Support Managers |

¹¹ Policy and operational delegations are detailed on page 18.

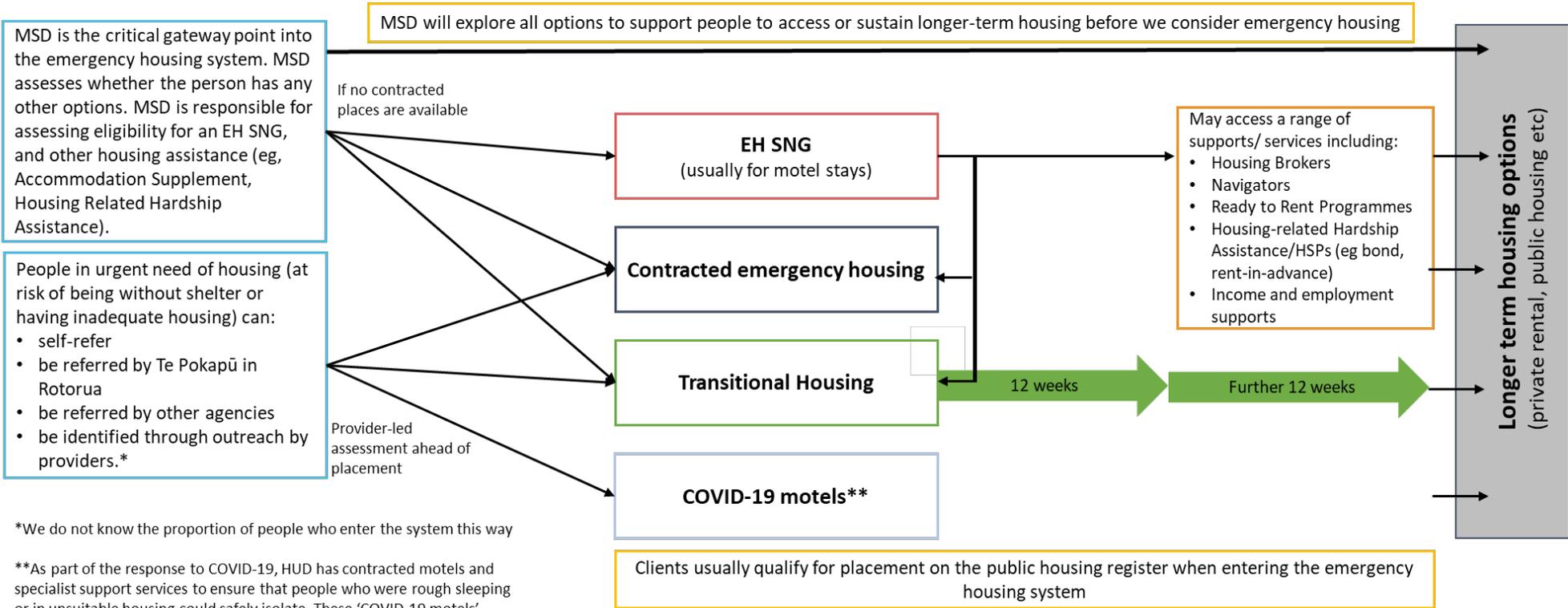
¹² Wraparound support includes:

- connecting clients with health services
- providing financial literacy and household skills sessions
- social work
- case management support
- assisting clients to find more permanent accommodation.

Appendix 4: High-level process for entering the emergency housing system

Current state of the emergency housing system

Due to the availability of places and provider assessment processes, people are not always being referred to the kind of housing and support most suitable to their needs. Action 1 from the Emergency Housing System Review will collect data on gateways into the system, and ensure people are housed appropriately and receiving support that best matches their needs.



*We do not know the proportion of people who enter the system this way

**As part of the response to COVID-19, HUD has contracted motels and specialist support services to ensure that people who were rough sleeping or in unsuitable housing could safely isolate. These 'COVID-19 motels' continue to be managed by HUD but will be phased out as people transition to more suitable accommodation.

