9/10/2026

Jenny Ombler
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Tēnā koe Jenny,

I write in response to your request dated 31 July 2026, asking for information about tenancy terminations. Your request has been considered under the Official Information Act 1982 (the Act).

Kāinga Ora is the country's largest social housing landlord, managing about 78,000 properties providing homes for about 200,000 tenants. As a social housing landlord, we are fair but firm. We provide tenants with a stable home for as long as they need it. In return, we expect them to be good tenants and neighbours, which the vast majority are.

In July 2024, we introduced a new Tenancy Management Framework and strengthened our response to managing tenant behaviour. We're already seeing improvements that are making a real difference for tenants and their communities.

By setting clear expectations, acting early, and consistently using the tools available under the Residential Tenancies Act (RTA) we are resolving many tenancy issues much faster.

When issues arise, we encourage tenants to address them so they can remain in their home. This includes referring tenants to specialist social and health services, such as Whānau Ora service, or budgeting support service providers to address underlying issues if needed – and if the tenant agrees.

Sometimes these efforts are unsuccessful. If the situation does not change and issues continue despite our repeated efforts, we will apply to the Tenancy Tribunal to end the tenancy as a last resort. Kāinga Ora does not make the decision to end a tenancy lightly.

I have responded to each of your questions in turn.

1. Of all Kāinga Ora tenancies that were terminated between March 2024 and now, please supply an age breakdown, specifically including:

1. *the number of children under 18 in affected households;*
2. *the number of young people under 25 in affected households;*
3. *the number of young people under 25 who were the tenancy holder;*
4. *the number of people over 65 in affected households;*
5. *the number of people over 65 who were the tenancy holder.*

2) For each of the age brackets above, please also supply breakdowns according to:

1. *ethnicity;*
2. *reason for termination.*

There were 852 terminations between 1 March 2024 and 31 July 2026. The tables below breakdown the ethnicity and the reason for termination. Between March 2024 and 31 July 2026 there were a total of 852 tenancy terminations which potentially impacted a total of 1,774 individuals who were recorded as residing in these tenancies. Of these impacted individuals 784 were under the age of 25 (including 601 children under the age of 18) and 79 were over the age of 65. There were 39 main tenants under the age of 25 and 67 main tenants were over the age of 65.

In the tables with respect to ethnicity:

- MELAA refers to Middle Eastern, Latin American and African ethnicities
- Other is indicators that the person has recorded an ethnicity classified under Stats NZ Group 6 ("Other Ethnicity"), which includes general or custom responses (such as "New Zealander").
- Residual category primarily includes people who did not state an ethnicity.

In the tables with respect to reason for termination 'other' includes terminations for things such as property condition, pets, damage, required relocations and access issues.

It is also important to note that a significant proportion of tenancy terminations are not the result of disruptive behaviour or rent debt. More than half of the tenancy terminations involving households with children during this period related to non-occupation or abandonment. In these circumstances, ending the tenancy enables Kāinga Ora to reallocate the home to households on the social housing register who are in need of housing assistance.

Ethnicity of household members aged under 18 years (children) where there was a termination, by termination reason

Ethnicity of <18 Person	**Disruptive Behaviour**	**Nonoccupation & Abandonment**	**Rent debt**	**Other**	**Grand Total**
Asian	-	-	-	-	-
European	2	4	-	1	7
Māori	9	8	10	6	33
MELAA	-	1	-	-	1
Pacific People	4	15	17	5	41
Other	-	1	7	-	8
Residual	73	261	137	50	521
Person Count	**87**	**283**	**170**	**61**	**601**

Ethnicity and number household members aged 25 or under where there was a termination, by termination reason

Ethnicity of <25 Person	Disruptive Behaviour	Nonoccupation & Abandonment	Rent debt	Other	Grand Total
Asian	-	-	-	-	-
European	8	5	1	4	18
Māori	16	19	15	12	62
MELAA	-	3	-	-	3
Pacific People	6	23	23	7	59
Other	-	1	8	-	9
Residual	85	306	195	63	649
Person Count	**113**	**349**	**239**	**83**	**784**

Ethnicity and number of main tenants in the home aged 25 or under where there was a termination, by termination reason

Ethnicity of <25 Main Tenant	DB	Nonoccupation & Abandonment	Rent debt	Other	Grand Total
Asian	-	-	-	-	**-**
European	5	1	-	-	**6**
Maori	6	11	3	2	**22**
Melaa	-	1	-	-	**1**
Pacific People	2	4	-	-	**6**
Other	-	-	-	-	**-**
Residual	1	2	3	-	**6**
Person Count	**13**	**18**	**6**	**2**	**39**

Ethnicity and number of people in the home aged 65 or older where there was a termination, by termination reason

Ethnicity of >65 Person	Disruptive Behaviour	Nonoccupation & Abandonment	Rent debt	Other	Grand Total
Asian	-	2	-	-	2
European	3	4	1	16	24
Māori	4	8	3	6	21
MELAA	-	5	-	-	5
Pacific People	1	5	1	6	13
Other	-	1	1	1	3
Residual	2	8	-	2	12
Person Count	**9**	**33**	**6**	**31**	**79**

Ethnicity and number of main tenants in the home aged 65 or older where there was a termination, by termination reason

Ethnicity of >65 Main Tenant	Disruptive Behaviour	Nonoccupation & Abandonment	Rent debt	Other	Grand Total
Asian	-	1	-	-	1
European	2	4	-	16	22
Māori	4	8	3	5	20
MELAA	-	3	-	-	3
Pacific People	1	5	1	5	12
Other	-	1	-	1	2
Residual	2	4	-	2	8
Person Count	**8**	**26**	**4**	**29**	**67**

Tenants self-declare ethnicity. A person may identify themselves as having a particular ethnicity, either as their sole ethnicity or as one of several. Note that Kāinga Ora only requests information on the ethnicity of the main tenant, so information on the ethnicity of other household members is only available if it has been volunteered by the main tenant.

3) Please supply information regarding whether there was any referral support offered during the eviction process for the age groups specified. Please include any directives related to connection with supporting agencies or non-governmental organisations.

The Tenancy Management Framework, which guides our policy/process approach, requires us to consider what is in the best interest of children when making decisions and aligns with United Nations Conventions on the Rights of a Child. When a household is facing termination, particularly those including children, if they engage with us, we work closely with them to ensure they are aware of appropriate, alternative housing support. Any information about what, if any, referral support was offered during the termination process would be held on individual tenant files. As such, I am declining this part of your request under section 18(f) of the Act as it would require substantial collation.

4) Please supply any reports, correspondence, or briefings relating to evictions affecting the age groups specified above.

Eviction is a specific process involving the Tenancy Tribunal and the District Court, which only happens if a person refuses to leave the property after their tenancy has been terminated following an order from the tenancy tribunal. Evictions can also take place where required to remove individuals who are occupying a property unlawfully. As such we have interpreted this question as relating to terminations.

A review of the Tenancy Management Framework Tenancy-Management-Framework-POL-358.pdf was conducted in early 2026 and reported back to the Customer and Operations Executive Committee and a paper went to the Board in March 2026, which included reference to termination and children.

Copies of the following documents are attached:

Document	**Decision**
March 2026 – DRAFT Review of the Tenancy Management Framework and the settings in the Disruptive Behaviour and Rent Debt Policies	Some information withheld under section 9(2)(a), and 9(2)(h)
March 2026 - Tenancy Management Framework Review	Some info withheld under sections 9(2)(a), 9(2)(g)(i) and 9(2)(h)
Tenancy Management Framework Review – Attachment 2	Released in full

As required under section 9(1) of the Act, I have considered the public interest in releasing the information withheld. I do not consider the public interest considerations favouring the release of this information are sufficient to outweigh the need to withhold it at this time.

You have the right to seek an investigation and review by the Ombudsman of this decision. There is information about how to make a complaint at https://www.ombudsman.parliament.nz or by freephone on 0800 802 602.

Please note that Kāinga Ora proactively releases some 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 iti noa, nā



Juanita Ryan
Chief Customer and Operating Officer