

9(2)(a)

15 May 2026

Dear 9(2)(a)

## Re: Official Information Act Request: Warmer Kiwi Homes

Thank you for your email on 24<sup>th</sup> April 2026 in which you requested information under the Official Information Act 1982. In summary, you requested:

*“Information about how personal health and medical circumstances of an applicant are considered in the assessment of applications under the Warmer Kiwi Homes programme.*

*I request:*

*1) All policies, operational guidelines, and assessment criteria used to determine when an application may be approved, declined, or otherwise varied due to an applicant’s health, medical condition, disability, or vulnerability.*

*2) Any guidance, manuals, and decision-making frameworks used by staff or assessors when considering exception circumstances for the Warmer Kiwi Homes Programme relating to the:*

- 2a) health or medical conditions*
- 2b) the applicant’s living environment*
- 2c) household vulnerability or wellbeing*
- 2d) Information on categories or types of medical or personal circumstances that are generally accepted or declined, or Warmer Kiwi Home Programme/Grant outcomes are varied, including any documented reasons or rationale for such decisions.*
- 2e) Any procedures or policies relating to the review, reassessment, or appeal of decisions where health or medical circumstances are a factor.”*

In response to your request:

The Warmer Kiwi Homes programme was designed to assist low income homeowners who would ordinarily struggle financially to install insulation or heating. There are a number of factors which determine eligibility for the programme. Health was not considered as a determinant of eligibility.

EECA does not have a policy of approving applications under the Warmer Kiwi Homes Programme because someone is medically unfit.

Exceptions can be made if a provider advocates for a homeowner in the case that, during the home assessment, the provider can clearly see that a homeowner would struggle to use their current home heating setup based on the fact that, for example:

- The homeowner is elderly and frail
- The homeowner has mobility issues and uses a walker/walking stick/wheelchair
- The homeowner is an amputee

Examples of written material making reference to the health of an applicant under Warmer Kiwi Homes can be found in Appendix One. The content within these materials has been designed with our provider network as the target audience, rather than the general public.

As EECA does not have a process for assessing applications in circumstances where medical conditions are not visible or obvious to the provider, EECA is also not equipped to make exceptions based on these circumstances.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://www.eeca.govt.nz/about/news-and-corporate/official-information/> with your personal information removed.

Yours sincerely



Murray Bell  
Group Manager, Policy and Regulation

## Appendix One: Communication and Training Materials as part of the Warmer Kiwi Homes Programme

1. Pre-approval and preliminary claims slides that were used in a pre-approval workshop with providers.

### Heating – Existing heating that can't be used by the homeowner

- If the homeowner is physically unable to use their existing heating (typically wood burners) we rely on your assessor's observations.
- If during the assessment, your assessor doesn't observe anything that shows them that the homeowner wouldn't be able to use their wood burner, please do not apply for pre-approval. We can't accept pre-approvals for non-observable medical reason (e.g. Asthma)
- When providing observations, it's important that you phrase them in a way that shows us that it was observed, rather than a statement that could have come from the homeowner or someone else.

e.g. "The homeowner has mobility issues." – Statement

"The assessor observed that the homeowner struggled to move around and had to use a walking frame." – Observation

### Heating – Existing heating that can't be used by the homeowner

- Included in the observations:
  - Does the homeowner live alone?
  - What do they currently use for heating?
  - Does the wood burner look used?
  - What did the assessor observe that shows them that the homeowner wouldn't be able to use their wood burner?
- Based on what was observed, we need your recommendation. Please state in the chatter what your recommendation is.
- Additionally, as always, we need the assessment form.

2. Warmer Kiwi Homes Service Provider Heat Pump Programme Guidelines.

## Applying for an Exemption (Pre-Approval)

If you determine that a house meets the programme eligibility criteria but are unsure whether an Approved Heat Pump Product can be installed in accordance with the programme rules, and you believe the Customer's circumstances mean that they

should have a heat pump installed under the Programme, you can apply to EECA for an exemption for a Claim.

Examples of when an exemption MUST be sought for heat pumps are:

- the Customer has special circumstances i.e., because of health reasons, the Customer wishes for the Approved Heat Pump Product to be Installed in a bedroom and not a Living Room, or
- there are special health reasons that mean the occupant/s are not physically capable of using an existing heater e.g. an existing wood burner.
- The living area is too large for a single heat pump installation, and you recommend installing two heat pumps to adequately heat the room. Note: EECA may seek further information or clarification from you and/or the Customer before making a decision.