

23 August 2023

s9(2)(a)



Thank you for your request under the Official Information Act 1982 (the Act) to Kāinga Ora – Homes and Communities, dated 4 July 2023, for the following information:

*“Please supply the following information under the Official Information Act (OIA).  
An annual break down since 2008 of the number of Kainga Ora houses/units/flats/properties where NZ wool products have been used (either new builds or refurbishments). Please include the location of property and the type of wool product (carpet, insulation etc).”*

On 1 August 2023, Kāinga Ora extended the due date for response by 15 working days under section 15A(1)(a) of the Act, due to the substantial collation associated with the preparation of this response.

Kāinga Ora’s predecessor Housing New Zealand stopped installing wool carpet in existing public housing in 2012. The decision to move to nylon carpet was based on price and the length of warranty available (10 years for nylon carpet compared to five years for wool carpet). The nylon carpet used is manufactured in New Zealand from imported materials.

The sourcing of products for use in public and supported housing in our maintenance and retrofit programmes is directed by product performance requirements, commercial and supply chain criteria. Suppliers must demonstrate they can supply materials that meet our product performance requirements, be able to meet required volumes, and have the materials easily and readily available across New Zealand at a competitive whole of life cost. Suppliers must also support and adopt broader outcome activities such as social, environmental and cultural initiatives in line with Government procurement requirements.

Kāinga Ora regularly reviews its product performance requirements and we are looking at extending the list of procured product options (what we buy) for installation in our existing homes to include wool carpet. The current review process is expected to be concluded by the end of the year.

For our new build delivery programme, the use of approved procured products (such as nylon carpet) is encouraged to enable ease of maintenance/replacement, however, use of these products is not mandatory. It is important to note the performance based measurable criteria set out in our design requirements does not preclude use of wool carpet, and wool carpet may have been installed in some recently built public housing, and those new homes Kāinga Ora has acquired for public housing and supported housing.

As it relates to your request for an annual breakdown since 2008 of wool products installed in Kāinga Ora homes, for much of this time wool carpet and other wool products have not been used/installed in existing public housing. A search of our database for information back to 2008 did not yield any search results specific to the installation of wool carpet (despite wool carpet being installed between 2008 and 2012). As a result, a manual search was done to find any in scope information.

A 2017 response to a request for official information about wool floor coverings showed 175,010m<sup>2</sup> of wool carpet was purchased for public housing use between 1 January 2011 and 30 June 2011.

For the years 2008 to 2010, as it relates to wool carpet being installed in public housing, your request is refused under section 18(e) of the Act, that the document alleged to contain the information requested (despite reasonable efforts to locate it) cannot be found.

In the process of searching for more potentially in scope information for this request, Kāinga Ora also investigated if insulation products installed in public homes contained wool. Our asset management system records there are 2,907 public homes where wool is recorded as being installed as part of the ceiling insulation.

As noted earlier in this response letter, some homes either built for Kāinga Ora as part of our new build programme or other homes acquired by Kāinga Ora may contain wool products. It is not possible to provide how much wool product has been installed in these homes as the information is not tracked. Private developers have a duty to meet Kāinga Ora design standards, which allow for wool products.

Under section 28(3) of the Act you have the right to seek an investigation and review by the Ombudsman of this response. Contact details for the Ombudsman can be found at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at [kaingaora.govt.nz/publications/official-information-requests/](http://kaingaora.govt.nz/publications/official-information-requests/) with your personal information removed.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'D. Badman', with a stylized flourish at the end.

Don Badman  
**Acting Manager, Government Relations**