

5 June 2020



Thank you for your email of 23 April 2020 requesting the following information under the Official Information Act 1982 (OIA):

Kāinga Ora ran a pilot on smart homes last year, and has released a tender to extend that pilot. As of late last year, a number of OIA's were made to Kāinga Ora regarding the nature of the information collected by the sensors, the privacy measures implemented around the sensors and data sharing measures.

It was brought to my attention that the tender to extend the pilot, signified the probable application of sensors nationally across public housing being delivered by Kāinga Ora.

As such I am seeking information regarding two Kāinga Ora sites in Auckland: 139 Greys Ave and an older redevelopment section in Northcote which consists of properties 63-95 Tonar Street.

I am seeking information/clarification on the following:

For 139 Greys Ave

- 1. Any information on the environmental monitoring methods (sensors, security cameras, operational security, reception, access +) implemented in the designs for 139 Greys Ave/forecasted for incorporation into 139 Greys Ave*
- 2. Any impact assessments for any environmental monitoring methods forecasted for incorporation into 139 Greys Ave?*
- 3. Any information pertaining to the sharing, use, or potential use of data from the following sensor types: temperature, humidity, CO2, light, motion detectors, power use monitors*
- 4. Any privacy impact assessments for the pilot, or the extended rollout of the Smart Homes Project, or for the Smart Homes Project itself*
- 5. Site and location plans for 139 Greys Ave*

For 63-95 Tonar Street

- 6. Any information on the environmental monitoring methods (sensors, security cameras, operational security, reception, access +) implemented in 63-95 Tonar Street*
- 7. Any information pertaining to the sharing, use, or potential use of data from the following sensor types: temperature, humidity, CO2, light, motion detectors, power use monitors*
- 8. Any impact assessments for environmental monitoring methods (current & future) incorporated in 63-95 Tonar Street*
- 9. Any information pertaining to any forecasted plans to incorporate environmental monitoring methods into the properties at 63-95 Tonar Street in the future*
- 10. Site and location plans for sites 63 (to) 95 Tonar Street.*

On 28 April 2020 we asked if you could clarify your request in regards to

- Environmental monitoring methods: Please can you clarify/list all the methods you are enquiring about, rather than a '+'.
- Site and location plans: Do you mean the site and location of the building itself, or the site plans and location on any environmental monitoring methods?

The same day you advised that you meant

1. *Sensors, security cameras, security personnel, receptionist/reception area and restricted access*
2. *Site and location **of the building/buildings itself** including the building plans*

On 30 April 2020, we advised you that In order to assist refining this part of your request we asked the project lead to provide some idea of what parts of the overall plans may be most relevant to your request. They have suggested that, based on your other queries you may be looking for the base building plans which show the site and the location of the main areas/spaces (such as common areas), but would not include detail such as the specific fit-out/material used. We asked you to advise if the above suggested plans would satisfy this part of your request (for both sites), and if not, provide an alternative refined approach.

You confirmed the same day that:

Yes really only after the base building plans for both sites.

On 22 May 2020, we advised you that we needed to extend the timeframe for providing you with a response to 5 June 2020 as your request required a search through a large quantity of information and consultations necessary to make a decision on the request.

Greys Avenue

Kāinga Ora – Homes and Communities has a dedicated area on its website for the Greys Avenue development which can be viewed at: <https://kaingaora.govt.nz/developments-and-programmes/what-were-building/greys-ave/>. It includes an overview, frequently asked questions, plans and drawings, concept design plans submitted for resource consent, concept design plans submitted for resource consent amendment and concept landscape designs. I am therefore refusing that part of your request under section 18(d) as the information requested is publicly available.

Smart Homes

Making our homes warmer and drier is a key part of our renewal programme, which is providing better homes for our customers. To do this we undertook a pilot that involved installing Smart Homes sensor equipment in selected properties/homes in Palmerston North and Hutt Valley Retrofit Properties.

The Smart Homes project gathers in-home sensor data to help Kāinga Ora understand the factors that contribute to home performance, including the interaction between the occupant and the home. It provides the business intelligence needed to allow strategic decisions to be made to improve new and existing Kāinga Ora homes.

The sensors provide data on temperature, relative humidity, carbon dioxide levels, light, air pressure, and energy use. This information is encrypted and securely transmitted to a Kāinga Ora database.

The privacy of our customers is taken very seriously with processes in place to keep their personal information safe and secure and in accordance with the Privacy Act. All information captured must satisfy Government requirements relating to the security of information captured on behalf of Kāinga Ora, including transmission and storage.

Throughout the collection and transmission process, the data is anonymous, meaning it can only be associated with a home after it has been received and securely stored within the Kāinga Ora data warehouse, where it will be matched to other data such as tenancy and maintenance records.

Only aggregated or anonymised data will be shared with external researchers, to gain further insights for our evaluation. All data will be owned by Kāinga Ora, and no money sought or received by Kāinga Ora for anonymised data.

This is an opt-in project with participation completely voluntary. As part of an informed consent process customers were and will be approached and invited to take part in the programme.

Kāinga Ora is currently in the planning stage for the rollout of the project as COVID-19 impacted our initial plans and timeframes. The Smart Homes Project Electronic Sensors and Data Transmission RFP required that the vendor must detail approaches to data management which aligns with that of Kāinga Ora.

Earlier responses to OIA requests about the Smart Homes sensors and the pilot have been published on our website and can be viewed at <https://kaingaora.govt.nz/publications/official-information-requests/> (there have been three - June 2019, November 2019 and December 2019).

I now turn to the rest of your request and will respond in the order presented.

139 Greys Avenue, Auckland

1. *Any information on the environmental monitoring methods (sensors, security cameras, security personnel, receptionist/reception area and restricted access) implemented, or forecast to be incorporated, in the designs for 139 Greys Avenue.*

The new building at 139 Greys Avenue has been designed to be a single site supported housing building meaning there will be 24/7 support services on site. There are two reception areas (one for building A and one for buildings B and C) which will be manned by a concierge service 24/7.

The building security functions shall be operated and monitored via a central security management system which provides connectivity to the building perimeter and individual apartment access control together with a wide range of CCTV security cameras throughout the building including within the shared spaces of the building. A central building management system (BMS) provides automatic lighting control of common area and exterior lighting, together with automatic control and operation of commercial and common area HVAC systems. The BMS provides monitoring and metering of each apartments water and electricity consumption, together with consumption monitoring of the different types of space use within the building.

Apartments are equipped with balanced heat recovery ventilation systems with temperature sensors independent to each unit. The building has been designed to meet 7 Homestar which ensures auditing of energy efficiency, water usage and building performance.

2. *Any impact assessments for any environmental monitoring methods forecasted for incorporation into 139 Greys Avenue.*

NABERSNZ rating of the office spaces within the podium will be undertaken; otherwise as above – apartments are geared for 7 HomeStar rating which ensures auditing of energy efficiency, water usage and building performance. Homestar is a comprehensive, independent national rating tool, run by the not-for-profit New Zealand Green Building Council, which measures the health, warmth and efficiency of New Zealand houses. More information on Homestar ratings can be found at <https://www.nzgbc.org.nz/homestar>.

NABERSNZ is an independent tool, backed by the Government for rating the energy efficiency of office buildings. Further information on the NABERSNZ Certified Rating can be found at <https://www.nabersnz.govt.nz>.

- 3. Any information pertaining to the sharing, use, or potential use of data from the following sensor types: temperature, humidity, CO2, light, motion detectors, power use monitors.**

Kāinga Ora is not sharing or using the information from sensors and motion detectors within the residential units within 139 Greys Avenue other than for the efficient running of the building and to reduce power consumption. NABERs rating for the commercial office spaces will require data sharing and monitoring of things such as power consumption for certification.

- 4. Any privacy impact assessments for the pilot, or the extended rollout of the Smart Homes Project, or for the Smart Homes Project itself.**

Privacy of information is a high priority. Participation will be completely voluntary. Tenants will be approached and invited to take part in the programme and if they agree will have the sensors installed in their homes.

As part of the informed consent process all participants will be given information outlining the programme with a full explanation of how the data will be treated and be asked to sign a consent form. The information provided as part of the consenting process clearly outlines how the data will be used, kept safe and how it will be shared, if they agree to be a part of the project.

Tenants are free to leave the programme at any time, for any reason.

- 5. A copy of the building plan which show the site and location of the main areas/spaces.**

As advised above this part of your request is refused under section 18(d) as the information requested is publicly available.

63-95 Tonar Street, Northcote, Auckland

- 6. Any information on the environmental monitoring methods (sensors, security cameras, security personnel, receptionist/reception area and restricted access) implemented in 63-95 Tonar Street.**
- 7. Any information pertaining to the sharing, use, or potential use of data from the following sensor types: temperature, humidity, CO2, light, motion detectors, power use monitors.**
- 8. Any impact assessments for environmental monitoring methods (current and future) incorporated in 63-95 Tonar Street.**
- 9. Any information pertaining to any forecasted plans to incorporate environmental monitoring methods into the properties at 63-95 Tonar Street in the future.**
- 10. A copy of the building plan which show the site and location of the main areas/spaces.**

In response to your five questions above please see attachment one a map showing Tonar Street. On this map you will see that N27 (all odd numbered properties) is an existing Kāinga Ora development completed in 2010. The other side of Tonar Street (even numbered properties) is in various stages of redevelopment refer to N32 and N33.

55-65 Tonar Street, Northcote, Auckland

Kāinga Ora is developing the site at 55-65 Tonar Street which comprises 12 four and five-bedroom stand-alone houses. No environmental monitoring methods have been implemented, and consequently no impact assessments have been carried out for the use of such methods. There are no current plans to implement any environmental monitoring methods and no intention to collect data from these homes.

Should you have any other questions please contact us on Freephone 0800 801 601 or email enquiries1@kaingaora.govt.nz.

You have the right under section 28(3) to seek an investigation by the Ombudsman about our response. Information about how to make a complaint is available on the Ombudsman's website www.ombudsman.parliament.nz or by Freephone 0800 802 602.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive style with a large initial "R" and "K".

Rachel Kelly
Manager Government Relations

Attachment 1 Tonar Street

N27 (all odd numbered properties) is an existing Kāinga Ora development completed in 2010. The other side of Tonar Street, N32 and N33, (even numbered properties) is in various stages of redevelopment

