

18 NOV 2019



On 21 October 2019, you wrote to the Ministry of Business, Innovation & Employment to request information regarding Kāinga Ora – Homes and Communities' properties. This was transferred to Kāinga Ora on 21 October 2019 under section 14(b)(ii) of the Official Information Act 1982 (OIA). Due to this transfer, we will treat this as an OIA request. You requested:

1. *How big is the total housing portfolio?*
2. *How does it break up into size of house/# of bedrooms?*
3. *How much electricity each house uses (this should give us a better view of hardship)?*
4. *How is each house heated?*
5. *What is the current standard for housing NZ homes?*
6. *Are housing NZ homes insulated?*
7. *Do you install heat pumps?*
8. *What other energy saving devices available?*
9. *Are clients eligible for government grants around energy efficiency?*
10. *Are there any bulk electricity purchasing arrangements?*
11. *What's the rate of churn, i.e. how many customers leave/come in every year?*

I have considered your request under the OIA and can advise the following:

1) Kāinga Ora updates and publishes this information every quarter, which you can find here: <https://kaingaora.govt.nz/publications/housing-statistics>

2) See answer above.

3) The energy used by Kāinga Ora tenants is a matter for them and their electricity and/or gas providers. Therefore, I am refusing this part of your request under s18(g) of the OIA, as the information requested is not held.

4) Kāinga Ora provides a range of heating options for our properties, which depend on the size and location of the property. These can include heat pumps, electric panel, fan heaters, solid fuel burners, pellet fires or flued gas heaters.

5) The current standard for heating Kāinga Ora homes is a heating device in the main living area that complies with the Healthy Homes Regulations 2019, and a whole-of-house heating solution to achieve the World Health Organisation Guidelines for Indoor Air Temperature. This standard was approved in early 2019 and will be phased in over the next 4 – 6 years across our portfolio.

6) Yes. All Kāinga Ora properties meet the legislative standards for insulation. Our new builds and retrofitted properties will be insulated to reach a Homestar 6 standard.

7) Yes, but not in all circumstances. The decision to install heat pumps is dependent on factors such as location and house typology. If a heat pump is not appropriate for the property, other types of heating devices are installed.

8) Kāinga Ora provides a range of energy efficiency devices to our tenants, such as LED bulbs in our new builds and replacement bulbs in our older properties. Kāinga Ora has recently approved a programme to replace all of our lamps with LED bulbs. We also use Water Efficiency Labelling (WEL) rated tapware to reduce hot water use, exterior sensor lights and bathroom extractor fans on either a timer or humidity controller.

9) The Energy Efficiency and Conservation Authority (EECA) are responsible for delivering insulation and heating grants under the Warmer Kiwi Homes programme. You can find the criteria for these grants here: <https://www.energywise.govt.nz/funding-and-support/funding-for-heaters-and-insulation/>

10) Kāinga Ora does not currently administer any bulk electricity purchasing arrangements, but we are carrying out a small trial, known as 'Project Warm', to understand more about how our tenants' wellbeing could be improved by support with energy costs to help have a warm and dry home. The trial is running until March 2020 and includes a small number of randomly selected Kāinga Ora tenants. The insights we gain from this trial will help us to make better informed decisions around how those tenants who may face energy hardship can be assisted. This trial is still in the early stages, and we will look to share what we learn as we progress with the trial.

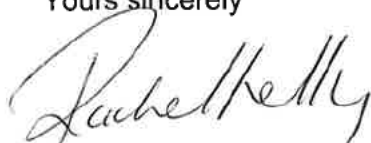
11) Rate of Churn by Financial Year:

Financial Year	Number of Tenancies Started	Number of Tenancies Ended	Total Number of Tenancies	Rate of Churn
2013/14	8,222	7,908	64,153	0.5%
2014/15	7,109	7,550	63,715	-0.7%
2015/16	7,333	8,080	60,374	-1.2%
2016/17	8,076	7,491	59,844	1.0%
2017/18	6,923	6,355	60,413	0.9%
2018/19	6,977	6,083	61,297	1.5%

Note: State housing only and excludes stock transfers.

I hope you have found my response helpful.

Yours sincerely



Rachel Kelly  
Manager Government Relations