

23 November 2020

Privacy



Thank you for your email of 9 November 2020 to Kāinga Ora–Homes and Communities requesting the following information under the Official Information Act 1982:

*I would like to request information regarding the upkeep of your properties. Specifically regarding how Kāinga Ora deals with home maintenance issues (such as harmful/noxious weeds). Who deals with these. Who can I contact. Do you have a guideline to deal with these issues where a property owned and managed by Kāinga Ora has a problem of growing noxious/harmful weeds like privet. What is a resolution.*

Kāinga Ora works with its maintenance partners to manage noxious weeds on its properties. While we have no internal policy on weed management, Kāinga Ora staff refer to Council guidelines on types of noxious plants that are identified at our homes, then arranges work orders to remove the plants according to this advice.

The standard timeframe for responding to a work order for removing noxious weeds is 10 days. The timeframe may be slightly longer for various reasons such as access issues, if a backyard needs to be cleared of rubbish or stored possessions before the weeds or plants can be removed, where removing noxious weeds is part of a bigger piece of work, or if there are other circumstances that prevent the work being undertaken.

To discuss the privet on your neighbour's property with Kāinga Ora, I invite you to contact the Customer Support Centre on 08000 801 601.

Yours sincerely



**Rachel Kelly**  
Manager Government Relations