

12 November 2021

s9(2)(a)

Thank you for your request of 20 October 2021 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

1. How many Kāinga Ora properties were tenant-damaged in 2020/21, 2019/20, 2018/19, 2017/18 and 2016/17? I would like this information broken down on a year-by-year basis.
2. What was the repair bill cost to tenant-damaged state homes in 2020/21, 2019/20, 2018/19, 2017/18 and 2016/17? I would like this information broken down on a year-by-year basis.
3. Of the repair bill cost, how much of the cost was recovered from tenants during the past five financial years? How much of the cost was requested but not recovered? I would like this broken down on a year-by-year basis.
4. How many Waikato Kāinga Ora properties were damaged in 2020/21, 2019/20, 2018/19, 2017/18 and 2016/17? I would like this information broken down on a year-by-year basis.
5. What was the repair bill cost to tenant-damaged Waikato state homes in 2020/21, 2019/20, 2018/19, 2017/18 and 2016/17?
6. Of the Waikato repair cost bill, how much of the cost was recovered from tenants during the past five financial years? How much of the cost was requested but not recovered? I would like this broken down on a year-by-year basis.
7. Please list the 10 costliest tenant-damage bills for Kāinga Ora properties during the 2020/21 financial year. For each bill, please identify the cause of the damage, i.e. fire, flooding, and the broad location of the property.

Kāinga Ora does not hold data on damage done by tenants to our homes. We do keep some data relating to charging tenants for damage they accept they have done. However, this data can include damage done by third parties, including vandalised vacant properties. The table below shows the total amount we have charged our tenants for damage they accept they have caused. I have provided this as an answer to question two.

**Amounts charged to tenants for property damage**

Financial Year	Amount Charged to Tenant
2017	\$10,261,086
2018	\$ 6,631,915
2019	\$6,076,522
2020	\$6,549,921
2021	\$5,815,962
<b>Grand Total</b>	<b>\$35,335,406</b>

We cannot break this data down by number of properties due to the way our data is stored. Therefore, I am declining questions one, four and five under section 18(g) of the Act as the information is not held.

Most of the money we recover is done in weekly or fortnightly sums. To be able to provide you with this information would require an investigation into individual tenant files to find recovered amounts. Over the past few years, Kāinga Ora has written off historical damage debt that tenants have not paid back. In our systems this debt is marked as repaid which makes it difficult to determine the total amount of debt that has been paid. I am therefore declining questions three, six and seven under section 18(g) of the Act.

You have the right to seek an investigation and review by the Ombudsman of this response. 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 Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> with your personal information removed.

Nāku noa, nā



Rachel Kelly  
**Manager Government Relations**