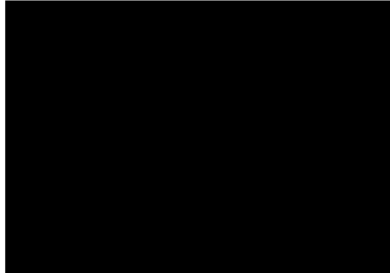


15 OCT 2018



Thank you for your email of 17 September 2018 requesting under the Official Information the following information:

Does HNZ measure how many complaints that come in regarding housing repairs?

Does HNZ record how many of these complaints have been fixed/outstanding and within a certain timeframe.

I guess I'm asking for KPI information from a data dashboard.

...it would be great to get from Jan 1, 2018. For example to say: This year out of 100 complaints, 50 per cent were completed within the response time, 50 per cent were referred.

But that data might be too big and illogical, depending on how many complaints there are? If that is the case take 6 months, or 3 months.

From 1 January 2018 to 31 August 2018 there were over 484,000 work orders created. The complaints raised by Housing New Zealand tenants concerning maintenance, repairs or contractors over the same timeframe was 14,218. Of these complaints 13,079 (92 percent) have either been completed, closed or cancelled. On average within this period it took 16.61 days to resolve the complaints.

Housing New Zealand does not have an internal measure for completing/resolving contractor or maintenance complaints within a given timeframe. However, we do monitor complaints on an ongoing basis to make sure that they are finalised. Should a complaint not be resolved within 35 days the matter is escalated to the responsible maintenance delivery team.

Housing New Zealand has a range of different levels of responsive maintenance depending on what work is required, each with its own target turnaround time as shown in the table below:

Type of maintenance	Target response time
Urgent health and safety maintenance responses	4 hours
Urgent responsive maintenance (not health and safety-related)	48 hours
General responsive maintenance (non-urgent maintenance)	10 days
Responsive scope (larger defects or follow on work after a temporary repair has been done)	30 days

Work is identified through many sources including tenants, tenancy managers, contractors and members of the public. The majority of work orders raised come through Housing New Zealand's Customer Support Centre.

As well as providing a suite of responsive, routine, repairs between tenancies and planned maintenance programmes, Housing New Zealand ensures tenants are well-informed about how they can maintain their homes to keep them warm, well-ventilated and as dry as possible.

If any tenant needs repairs we encourage them to contact us through the Customer Support Centre who will let them know what action will be taken and the timeframes.

Yours sincerely



Rachel Kelly
Manager Government Relations