

15 October 2020

Privacy



Thank you for your email of 20 August 2020 requesting the following information from Kāinga Ora – Homes and Communities, under the Official Information Act 1982 (the Act). I have consulted the relevant staff within Kāinga Ora regarding your request and provided responses to your questions below.

- 1) *How many Kāinga Ora properties have been found to have unsanitary living conditions during the past five years? I would like this information broken down on a year-by-year basis.*
- 2) *Of the Kāinga Ora properties found to have unsanitary living conditions, please identify how many of these dwellings were in Hamilton and Waikato. I would like this broken down on a year-by-year basis.*
- 3) *For each case, please detail how Kāinga Ora learnt of the unsanitary living conditions and what action the agency took. For clarity, please identify which homes, deemed to have unsanitary living conditions, were caused by hoarding.*
- 4) *Please detail how much money Kāinga Ora has spent nationwide on remediating homes deemed to have unsanitary living conditions. I would like this broken down on a year-by-year basis.*
- 5) *Please detail how much money Kāinga Ora has spent in Hamilton and Waikato remediating homes deemed to have unsanitary living conditions. I would like this broken down on a year-by-year basis.*

For questions one to three of your request, Kāinga Ora does not centrally record if it has received notices from local councils under the Health Act 1956, nor does it centrally record whether its properties have been flagged as either unsanitary or affected by of hoarding.

Such instances may be recorded on the individual files of over 66,000 properties. To conduct a search of these files would require significant resources, with no guarantee of an accurate result. I am therefore declining these parts of your request under section 18(f) of the Act as, *'the information requested cannot be made available without substantial collation or research.'*

When Kāinga Ora is notified of a property requiring attention, it has targeted response timeframes where it will aim to resolve the issues raised. Urgent jobs, such as the loss of power or water, have a four-hour response timeframe, urgent responsive maintenance jobs have a 48-hour time response timeframe, and up to 10 working days for general, non-urgent maintenance.

More information about our response times can be found on our website at <https://kaingaora.govt.nz/tenants-and-communities/our-tenants/repairs-to-my-property/>.

I am also declining questions four and five of your request, for the total spent remediating such cases under section 18(f) of the Act. However, I can advise you of the total spent by Kāinga Ora on maintenance, repairs, and upgrades, based on figures in our annual reports:

Financial Year	2015/16	2016/17	2017/18	2018/19	2019/20
(\$ million)	496	474	474	497	Soon to be published

For your information, I also have provided copies of available annual reports with this response, back to the 2015/16 financial year.

6) Please detail how Kāinga Ora works with tenants to ensure their homes stay healthy, warm and dry.

7) For homes made unsanitary due to hoarding, what specific help is offered in these situations?

Local Kāinga Ora staff work with tenants through visits, calls, and annual inspections to provide advice and information to help keep their homes healthy, warm, dry. Kāinga Ora also produces welcome home brochures for new tenants, and places information for tenants on our website at:

- <https://kaingaora.govt.nz/tenants-and-communities/our-tenants-health-and-safety/>
- <https://kaingaora.govt.nz/publications/close-to-home-tenant-newsletter/>.

Kāinga Ora is committed to making it easier for tenants to keep their homes warm by building its new homes to the 6 Homestar standard. Kāinga Ora is also expanding its retrofit programme and from this year, these homes will be retrofitted to 6 Homestar standards as well. For more information about these initiatives, please see the copy of a recent media release from Kāinga Ora that I have provided with this response.

Kāinga Ora local area offices work with local councils and take action to resolve issues they raise, which may for example include instances of rubbish in and around Kāinga Ora properties. If such instances are confirmed, Kāinga Ora will take all reasonable steps to work with tenants to address the problem(s) and sustain their tenancies by linking them to appropriate support organisations, and if necessary, its intensive tenancy management service, Te Waka Urungi.

You have the right under section 28(3) of the Act to ask the Ombudsman to review my decision on your request. You can contact the Ombudsman by phone on 0800 802 602 or online at www.ombudsman.parliament.nz.

Yours sincerely


Rachel Kelly
Manager Government Relations