

4 September 2023

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Thank you for your request under the Official Information Act 1982 (the Act) to Kāinga Ora – Homes and Communities, dated 19 June 2023, for the following information:

“Can you please provide me with an annual monthly breakdown (2017 - present) of how many complaints have been received relating to planned Kainga Ora housing developments in New Zealand?”

Can you also please provide an annual monthly breakdown (2017 - present) of how many consents have been issued for Kainga Ora housing developments in New Zealand?”

As Kāinga Ora does not centrally record complaint data for its developments, a prohibitive amount of manual collation would have been required to go through individual development records for more than 1,000 past and present developments to answer the request. On 19 June 2023, Kāinga Ora contacted you about refining your request.

Following a series of refinement emails and a phone call with you to discuss what information could potentially be provided via a manual search process within a reasonable timeframe, on 29 June 2023 you revised your request to the following:

“What are the most complained about Kainga Ora housing developments in New Zealand and what is the nature of those complaints?”

On 27 July 2023, Kāinga Ora extended the due date for response by 25 working days under section 15A(1)(a) of the Act, due to substantial collation associated with the preparation for the response.

During the refinement process to establish a request that could be responded to, you had asked for specific complaint information regarding *“property value”, “traffic”, “congestion” and “consultation”*. Where appropriate, Kāinga Ora in its response has tried to provide information in relation to those types of complaints.

Information was collated via a manual search process, involving multiple staff searching for records/information that may be applicable to your refined request, and what is provided may not be a complete record of the information sought. We have provided what could be found - noting that complaints about our developments come into Kāinga Ora through multiple pathways, including via public facing email addresses, phone calls, direct to staff verbally or in writing, and via our engagement processes. As previously noted, this information is not centrally recorded but is instead handled and dealt with in a tailor-made approach by each team involved with the site in question.

Development context

Kāinga Ora’s responsibilities include the provision of public homes for New Zealand households eligible for Income Related Rent Subsidy support. The Government directed Kāinga Ora through its 2018 and 2020 budgets to increase the number of homes it owns by a net 11,512 homes by 30 June 2024, while also renewing its aged stock of public homes.

The current construction programme is substantial. It has required the organisation to quickly grow its annual construction volumes. In the 2016/17 financial year, 466 public homes were delivered, while in 2023/24 more than 4,500 public and supported homes are expected to be completed.

As at 30 June 2023, Kāinga Ora had 2,418 Public, Supported, Market and Affordable Housing projects in evaluation or in progress. In evaluation includes projects in planning or feasibility, while in progress includes projects in procurement, contracted, or in construction. Kāinga Ora currently has about 600 active build sites across the country.

The vast majority of Kāinga Ora developments do not attract any complaints. In the comparatively small number of cases where we do get complaints, or concerns raised about new public housing developments, residents generally cite traffic impacts, our customers, or our engagement process as the primary source of their concerns. We look to address the concerns raised where possible.

Kāinga Ora is committed to engaging with local communities as soon as practicable about new public housing and we always look at opportunities to work with the community to ensure they are fully informed about a proposed development and any impacts arising from construction. How and when we engage with communities depends on the scale and size of a development, whether we are overseeing the build, or purchasing homes from a developer. The nature and timing of the engagement work varies from case to case.

Most new housing developments, whether initiated by us or a private developer, need to go through a resource consent process run by the relevant territorial local authority (council). That process takes into account factors such as whether there is enough infrastructure and services to support the proposed new development and how it aligns with the relevant District Plan.

It is the local council that decides whether there is a need for the public to be notified of the consent application. If a local council approves a non-notified resource consent for a new housing development, we have no additional obligation to engage or consult with the community about new public housing under the Resource Management Act.

However, Kāinga Ora wants to be a good neighbour and the level of engagement for our developments is tailored to the needs of the relevant local community.

Information released

Kāinga Ora is providing information to you in four sections, with three of these relating to geographical areas being Auckland/Northland, Central (remainder of the North Island), and the South Island.

Data for complaints about our Large Scale Projects (LSPs) is provided separately to the above.

It should be noted a significant amount of Kāinga Ora development activity is centred in the Auckland region because of its large population base and the high demand for public housing due to housing need. Kāinga Ora developments in Auckland tend to be larger in unit number, see an increase in housing intensity and scale, and involves more varied housing typologies than in other parts of the country, all of which increases the likelihood of issues and complaints arising. This should be considered when looking at the Auckland data provided.

When considering the effect of public and supported housing in New Zealand and assertions about impacts to property values, some research on this has been undertaken by Canterbury University. It suggests social housing tends to increase nearby surrounding house prices by between 9.1% and 14.7%. The research covering this can be found here: <https://ir.canterbury.ac.nz/items/c0068204-9645-49ca-96f9-6f10d66514ba>.

Large Scale Projects

In 2021, \$2.3 billion was allocated from the Housing Acceleration Fund for six LSPs to deliver infrastructure for build ready land, with it expected about 17,000 homes will be delivered in the next 10-15 years on that land from this initial funding. To date, more than 2600 homes have been delivered.

The six LSPs, which are neighbourhood scale developments, are Roskill, Oranga, Māngere, Tāmaki, Northcote and Eastern Porirua.

To deliver build ready land primarily involves delivering pipes, roads and other essential infrastructure. The work extends to implementing flood management mitigations/solutions. In areas being developed, this can see roadworks and earthworks being undertaken for prolonged periods as the required civil infrastructure is delivered.

For the Eastern Porirua LSP, 13 'negative sentiment' events (complaints) have been recorded since June 2019; construction (5), community impact (4), general (3) and other (1). The project team also advises there may have been other periodic complaints related to dust and noise that have been resolved onsite.

In Auckland, where five of the six LSPs are being developed at neighbourhood scale, Kāinga Ora works with an alliance of contractors to deliver build ready land for housing development. The LEAD Alliance, formerly known as Piritahi, tracks issues (some being complaints) raised by the community and others. The Alliance looks to resolve issues raised where possible.

From 2020 to July 2023, there were 2,382 issues recorded by the Alliance for the Auckland LSPs. Construction impacts account for 1,195 of the issues recorded, including 198 for access and parking, 64 for traffic management, 42 for construction fatigue, 58 for vibration and 93 for noise.

The bulk of the remaining 1,000 recorded issues relate to information requested (363), works update (167), property access and site investigation (95), community news (34), praise (38), rubbish and illegal dumping (44).

For more information on Kāinga Ora's six LSPs and other urban development work please visit: <https://kaingaora.govt.nz/urban-development-and-public-housing/urban-development/urban-development-large-scale-projects/>. For more information on the LEAD Alliance (which Kāinga Ora is part of) and the work it does, please visit: <https://www.leadalliance.nz/>.

Auckland/Northland

The scale of Kāinga Ora development in Auckland/Northland is considerable, with 1,233 developments currently either in evaluation or in progress. Ninety-two percent of those developments are in Auckland, where there are more than 8,000 individuals or families on the Ministry of Social Development's Housing Register.

The span of development in Auckland is varied, from demolishing older public homes and replacing them with new warm and dry homes, to developing housing to accommodate seniors and others with complex needs, to building apartment-style complexes with 50 or more units. When Kāinga Ora re-develops our existing sites we also look to increase density where appropriate – for example, replacing one home with three on the same section.

Kāinga Ora has just opened Te Mātāwai on Greys Avenue in central Auckland, which provides onsite wrap-around services for the people who will live in the 200 public homes in the complex. More information about Te Mātāwai can be found at <https://kaingaora.govt.nz/urban-development-and-public-housing/greys-ave-te-matawai/>.

Most complained about developments

Bonair Crescent, Millwater, Auckland

In relation to the most complained about developments in Auckland/Northland, 43 complaints have been identified by our Auckland team as having been made by email about a proposed development for Bonair Crescent. Twelve further complaints made by email, either direct to Kāinga Ora or forwarded to Kāinga Ora's for its response, have also been identified in our correspondence system following a manual review process.

Complaints on this development are primarily related to a lack of community engagement and opposition to public housing being built on the proposed site. Kāinga Ora had proposed to build 37 public homes at 153 Bonair Crescent before plans were paused in 2022. Kāinga Ora suspended any decision for the site so it could listen and understand the community's aspirations for the area. The engagement work was broader than Kāinga Ora would normally undertake and involved several different suburbs – with the site at Bonair included in these wider discussions. The Bonair site is currently an empty section, and will remain so until a decision is made regarding future development.

As part of the consultation work undertaken in 2022, Kāinga Ora also sought comments via a Social Pinpoint page on our website, with this specific consultation tool attracting hundreds of comments about the proposal for public housing in the area.

Marlowe Road and Bolton Street, Blockhouse Bay, Auckland

Kāinga Ora is proposing to redevelop 51 existing but older public homes at the Marlowe and Bolton site with 68 new public homes. Our Auckland team have identified 30 complaints about the proposed redevelopment that have been made by email and a further one complaint made via a phone call. Another seven further complaints made by email, either direct to Kāinga Ora or forwarded to Kāinga Ora for its response, have also been identified in our correspondence system following a manual review process.

Complaints primarily relate to the need to retain senior housing at the site, community engagement, pressure on infrastructure, and concerns around increased traffic and congestion.

In August 2023, Kāinga Ora withdrew its resource consent application for the proposed development at Marlowe Road and Bolton Street after getting advice from Auckland Council that an independent duty commissioner considered the effects on the immediate neighbourhood may be more significant than anticipated, and that public notification of the development would be required if we were to pursue the development in its intended form. We decided the best course of action was to withdraw the existing consent and review our plans.

The suggestion that our development will have more than minor effects on the neighbourhood was not expected. We have a track record in creating successful developments that meet the outcomes of the Auckland Unitary Plan and we want to continue to consistently meet these expectations.

We will carefully review our plans for the Blockhouse Bay site in order to make sure our development achieves the best outcome for the whole community. This will also provide an opportunity to consider incorporating design changes that we were already planning to make.

In the meantime Kāinga Ora is progressing plans to clear the Marlowe and Bolton site of homes that are no longer fit for purpose.

Central (remainder of North Island)

In the remainder of the North Island, a significant amount of Kāinga Ora development activity is underway and there are 840 developments currently either in evaluation or in progress.

A lot of the activity is centred on redeveloping existing sites to have more homes on them (higher density) and new build related activity - including new homes Kāinga Ora acquires direct from developers for public and supported housing.

The number of what could be deemed complaints made to Kāinga Ora is low overall (often being one or two for certain developments). Kāinga Ora has looked for complaint data and issues/feedback raised directly with us (as opposed to general comments made in public). Some of these match the criteria you raised, being "property value", "traffic", "congestion" and "consultation".

The following are some development examples to note:

- Devon Street, Rotorua (new build). Main items raised:
 - density (number of homes on site)
 - property values
 - consultation
 - customers (regarding the tenants who might live there)

Two complaints made by email (from the same person) about the above development were also identified in our correspondence system following a manual review process.

- Ada Street, Hastings (land acquired for redevelopment). Main items raised:
 - density (number of homes on site)
 - general community opposition
- Huxley Rd, Gisborne (redevelopment). Main items raised:
 - negative impact on light
 - privacy
 - noise
 - drainage
- Endeavour Avenue, Hamilton (new build). Main items raised:
 - density and building height
 - traffic and congestion (including parking impacts)
 - property values
 - rubbish collection and infrastructure concerns

Since your request for information was made in late June 2023, there has also been community opposition raised in relation to a proposed development that Ruapehu District Council is leading in Ohakune (Teitei Drive), and that Kāinga Ora is involved in.

Further information on this proposed development can be found at, <https://kaingaora.govt.nz/urban-development-and-public-housing/public-housing/public-housing-developments/manawatu-whanganui-region/teitei-drive/>.

South Island

In the South Island, a significant amount of Kāinga Ora development activity is underway, with 345 developments currently either in evaluation or in progress.

A lot of the activity is centred on redeveloping existing sites to have more homes on them (higher density) and new build related activity - including new homes Kāinga Ora acquires direct from developers for public and supported housing.

As the number of what could be deemed complaints made to Kāinga Ora is low overall, often being one or two for certain developments, Kāinga Ora has looked for complaint data and issues/feedback

raised directly with us (as opposed to general comments made in public) which matched the criteria "property value", "traffic", "congestion" and "consultation".

In Christchurch, there are a few development examples to note:

- Main South Road, Sockburn/Upper Riccarton (redevelopment). Main items raised:
 - traffic
 - density (number of homes on site)
 - property values
 - customers (regarding the tenants who might live there)
- Halswell Junction Road, Halswell (acquisition). Main items raised:
 - traffic
 - density
 - property values
 - consultation
 - customers (regarding the tenants who might live there)
- Main North Road, Northwood/Belfast (acquisition). Main items raised:
 - traffic
 - density
 - timing of information shared about the development
 - customers (regarding the tenants who might live there).

In Nelson, a Waimea Road development has attracted feedback or complaints in relation to traffic, consultation, property values and density, with similar complaints made about another Nelson development in Examiner Street.

Elsewhere examples of complaints, which can vary greatly from development to development, include consultation concerns raised for the Allenby Avenue development in Dunedin, a boundary fence being taken down without the neighbour's permission at a Rintoul Street redevelopment in Westport, and potential traffic issues and loss of sunlight from increased density from a proposed Muller Road redevelopment in Blenheim.

Under section 28(3) of the Act you have the right to seek an investigation and review by the Ombudsman of this response. Contact details for the Ombudsman can be found at www.ombudsman.parliament.nz.

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at kaingaora.govt.nz/publications/official-information-requests/ with your personal information removed.

Yours sincerely



Nick Maling
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