

## Information sheet: Looking after our homes

### What is Kāinga Ora's approach to maintaining its homes

- Our portfolio of nearly 75,000 properties, and a commitment to ensuring homes are warm, dry, healthy and safe for tenants and their families, demands a significant maintenance programme and budget.
- Across all our maintenance programmes our budget for the financial year ending 30 June 2025 is \$651m, and we expect to complete around 550,000 work orders. That's more than one work order for every minute of every day of the year.
- The maintenance work we do falls into two sub programmes – planned maintenance, which includes proactive scheduled maintenance and upgrades such as painting, roof replacement and other routine work, and responsive maintenance generated by requests directly from our tenants.
- Our national maintenance contract includes five main maintenance partners, each covering a designated region, and around 10,000 trades across New Zealand operating 24 hours a day, seven days a week to take care of our homes.
- Kāinga Ora is currently looking at ways to transform all aspects of our maintenance delivery model to ensure we maintain our homes in the most cost-effective and efficient way possible. This is a key component of the Kāinga Ora Reset Plan.

### Are vacant properties maintained?

- Yes. A home may be vacant between the end of one tenancy and the start of another, or for a longer period if the site is earmarked for redevelopment or the home is due to undergo major repairs or upgrades through our retrofit programme. During this time, we ensure the lawns are mowed and any rubbish is cleared away. We inspect and remedy any damage to the property or home, and we complete any necessary maintenance before a new customer moves in.

### What is Kāinga Ora's approach to lawn mowing and rubbish removal?

- Both activities are a tenant's responsibility, and we make this clear when a tenancy is signed up, and in the tenancy agreements we use.
- We may assist with lawn mowing and rubbish collection where customers fall ill, are hospitalised, or have mobility or other challenges.
- From time to time, we pay for rubbish collection as part of community development initiatives, for example working with our neighbours and improving the look and feel of a street.

### **How do you manage mould in Kāinga Ora homes?**

- We live in a climate with high levels of moisture, making us particularly susceptible to mould. It's something that many landlords are faced with, and Kāinga Ora is no exception.
- The health and wellbeing of our people and whānau living in our homes is top of mind for us, and we know that serious cases of mould can have detrimental impacts on a person's health. We take action when mould is identified, and we encourage our tenants to report any cases of mould to us, regardless of the cause or how much mould there is.
- A lack of proper ventilation is the most common cause of mould, and we encourage our tenants to open curtains and windows for short periods each day to let moisture-laden air out and fresh air in.

### **How often do you carry out property inspections?**

- All tenanted Kāinga Ora homes are inspected at least once a year to check the general condition of the home and property, ensure smoke alarms are functioning, and that everything works as it should.