

13 August 2021

s9(2)(a)

OI 21 316

Thank you for your email of 18 July 2021 requesting the following information under the Official Information Act 1982 (the Act).

'...what the policy is when Kāinga Ora are made aware a tenant has a serious illness please? How is this noted on tenants file's and are supporting documents required to make sure the correct information is entered into the system?

Kāinga Ora does not have a specific policy when notified of a serious illnesses or health issue affecting our tenants. I am therefore refusing your request under section 18(e) of the Act as the information requested does not exist.

These matters tend to be managed on a case by case basis and if Kāinga Ora is made aware that a tenant has a serious illness or health issue, this would normally be noted on the tenant's file notes.

Kāinga Ora staff may ask for proof of supporting medical documents or request an Occupational Therapist assessment report to be provided by the tenant in order to confirm the nature of any serious illness or health issue and also to determine whether any modifications are required at the property.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

Yours sincerely



Rachel Kelly
Manager – Government Relations