

23 August 2021

s9(2)(a)

OI 21 329

Thank you for your email of 26 July 2021 requesting the following information under the Official Information Act 1982 (the Act):

...a breakdown of what falls into each category for maintenance response times please.

Urgent Health and Safety maintenance requests have a target response time of 4 hours.

Urgent responsive maintenance that is not health and safety related has a target response time of 48 hours.

General responsive maintenance that is non urgent has a target response time of 10 days

Responsive scope which are larger defects or follow on work after a temporary repair has been done has a target response time of 30 days.

Kāinga Ora – Homes and Communities has four sub-categories or priorities of work which are used when resolving maintenance matters in our tenant's houses. These are:

1. Urgent health and safety (URG)
2. Urgent responsive (URS)
3. General responsive (GNL)
4. Responsive scoping work (RSC)

Detailed definitions of these categories along with response times and a non-exhaustive list of examples can be found in the following table. Please note that each section shows a target response time and a separate completion time.

Urgent health and safety (URG)

Definition & Response time	Examples
<p>URG is used when a quick response is required to prevent harm to any person or further damage or risk to the property. URG repairs are carried out to:</p> <ul style="list-style-type: none"> • urgently protect the property if a new fault or failure immediately affects the health and safety of the customer 	<ul style="list-style-type: none"> • electricity supply, including restoring electricity to the property or communal features and the safe working of all features (fittings, outlets, appliances) • gas supply and correction of gas leaks and the safe working of all features (fittings, outlets, appliances)

Definition & Response time	Examples
<ul style="list-style-type: none"> • urgently reinstate an essential function of a component of the property which has failed, if it affects the health and safety of the customer • meet a requirement of the RTA or any other applicable laws or a regulatory body with respect to security, provision of essential services, or safety. <p>Response time:</p> <ul style="list-style-type: none"> • 4 hours to respond • 12 hours to complete job <p>Note:</p> <ul style="list-style-type: none"> • URG start time depends on whether the customer is available for the next four hours after the work request is raised. It may involve a delayed start time. 	<ul style="list-style-type: none"> • water supply (hot and cold) and the correction of major water supply leaks and moderate hot water leaks • correct working of the waste water drainage system and all sanitary appliances (toilets, sinks, hand basins, showers and baths) • provision of a means of cooking • security of a building exterior and restoring the ability to access property (exterior doors and windows and their closure hardware) • heating in situations of extreme cold and a vulnerable customer • fire safety features including: <ul style="list-style-type: none"> • maintaining clear means of egress from all rooms to the final exits (usually front and back doors) • the correct operation of smoke detectors - where there are fewer than two functioning smoke detectors in the property • the correct operation of speciality fire alarm systems such as Fire Denyer smoker alarm system • removing non-compliant door locks. <p>URG delayed start time example:</p> <p>If the customer is unable to be at home immediately after the URG work order request is raised, they are asked if they are able to be home for an entire four-hour period from within eight hours of receipt of call. If the answer is still 'no', a URS work order is created instead of a URG, unless the work required presents a clear health and safety risk to either the customer or the asset. In this case, the customer must be asked to ensure a responsible adult is home to arrange urgent access to make safe.</p>

Urgent responsive (URS)

Definition & Response time	Examples
<p>URS repairs:</p> <ul style="list-style-type: none"> are required to be responded to urgently (along with URG) to protect the property or restore a feature, but is not required to achieve protection from imminent danger or does not have adverse effect on the health and safety of any person may have an element of health and safety protection but is not an URG repair might also have a need for a level of timeliness that is not met by issuing repairs as a General responsive (GNL) work order. <p>Response time:</p> <ul style="list-style-type: none"> 24 hours to respond 48 hours to complete job 	<ul style="list-style-type: none"> correction of rainwater leaks into the building envelope (repairs to flashings around roof penetrations, repairs to windows and doors that are severely leaking but temporarily containable) correction of moderate cold water supply leaks and minor hot water supply leaks containing or isolating potential trip hazards in high traffic areas (pathways, floor linings) broken clotheslines, but depending on the number of people in the property, for example, a three-bedroom house with six people including young children in the household, could be a valid reason to issue the repair as a URS work order. smoke detectors, where two or more smoke detectors are still functioning

General responsive (GNL)

Definition & Response time	Examples
<p>GNL repairs are carried out to protect the customer and property features or to meet the requirements of the RTA or any other applicable laws or a regulatory body. There is no imminent urgency and no significant health and safety requirement for this work. GNL can include follow-on work after URG or URS repairs are undertaken.</p> <p>Response time:</p> <ul style="list-style-type: none"> 48 hours to respond 10 working days to complete job 	<ul style="list-style-type: none"> a cracked bathroom mirror internal doors that are not closing properly wall linings defects heating appliance repairs joinery repairs lighting repairs in non-essential rooms, for example, an unoccupied bedroom or second bathroom/toilet, where no risk is present repair of cooking appliances that are not fully functional, for instance one element is not functioning but the rest are replacement of pathway or carpets where no Health and Safety risk exists

Responsive scope (RSC)

Definition & Response time	Examples
<p>RSC repairs arise from a work request where it is not obvious what all the components are and/or the repairs may be significant in both time and cost. RSC repairs can include follow-on work resulting from URG or URS. RSC</p>	<ul style="list-style-type: none"> there has been a significant leak and significant structural damage at a property

Definition & Response time	Examples
<p>repairs may also require a repair plan to be completed prior to the work being issued. It requires the Maintenance Partner to attend the property and scope the work that is required by submission of appropriate job lines or Schedule of Rates (SOR) codes. These job lines are then reviewed and authorised by the Maintenance Supervisor (MS) as deemed appropriate for the Maintenance Partner to complete.</p> <p>Response time:</p> <ul style="list-style-type: none"> • Scope completed and submitted within 120 hours (counted on working days only) • Estimated Completion Date (ECD) submitted within 24 hours (on working days) from scope being approved • Work completed within timeframe agreed by Kāinga Ora, but not exceeding 90 working days. <p>Note: Timeframe exceptions may be agreed with the MS where the repair plan requires work to exceed the standard service levels due to customer requirements.</p>	<ul style="list-style-type: none"> • a scope would be requested to better understand the work to be done and the Trades people needed to complete the work, and the costs associated with doing this repair • garage replacements and roofing works (minor)

I trust this information is useful. If you do have further queries, please feel free to contact us via any of the mediums at the following link www.kaingaora.govt.nz/contact-us.

Yours sincerely



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