

25 August 2025

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I write in response to your request dated 28 July 2025, for information under the Official Information Act (1982):

May I please request the following:

- *How many right to returns have been cancelled due to cancelled projects?*
- *A breakdown of the number of returns given for each project and the number cancelled*

When a tenant is required to move from a property as the property is needed for redevelopment, a suitable alternative property is found for the tenant.

This is an opportunity to better understand the needs of the tenant and to ensure that any alternative property offered is appropriate, including location, number of bedrooms, health or disability needs. Considerable care is taken to ensure that the new home meets the needs of the tenant.

While we provide the choice to return on a case-by-case basis, this is not something that is commonly offered or required. It's important to note that in most cases the new homes may differ in typology and not meet the tenant's specific needs. Instead, when we need tenants to move out of one of our properties our focus is on ensuring we move tenants into another home, in the right location, that meets their specific needs.

Records of commitments to rehouse tenants in redeveloped properties are held within individual tenancy files. Extracting and compiling this information would require substantial manual review of each file. Accordingly, I am refusing your request under section 18(f) of the Act, as the information cannot be made available without substantial collation or research.

You have the right to seek an investigation and review by the Ombudsman of this decision. There is Information about how to make a complaint at <https://www.ombudsman.parliament.nz> or by freephone on [0800 802 602](tel:0800802602).

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at

<https://kaingaora.govt.nz/en/NZ/publications/oia-and-proactive-releases/responses-to-oia-requests/> with your personal information removed.

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'Rachel Kelly'.

Rachel Kelly
Manager Ministerial Services