

9 December 2020

Privacy

Thank you for your email of 22 November 2020 under the Official Information Act 1982 (the Act), requesting information on Kāinga Ora – Homes and Communities tenancy agreements, and the responsibilities of Kāinga Ora tenants to keep their properties tidy. I have interpreted your request as asking the following:

1. *Are all Kāinga Ora tenancy agreements the same?*
2. *Do all tenancy agreements require tenants to keep their properties tidy?*
3. *Who is responsible for checking Kāinga Ora properties?*

The wording of Kāinga Ora tenancy agreements may differ slightly, depending on when they were entered into. This is because Kāinga Ora updates its standard tenancy agreement from time to time. However, most although not all tenancy agreements require the tenant to keep their property tidy.

Tenancy Managers are responsible, in the first instance, for checking Kāinga Ora properties and conducting annual property inspections. They also conduct any ad hoc inspections required, and work with the customer to check on their well-being, and resolve any issues that may arise during their tenancy.

Kāinga Ora also engages a contractor to carry out annual property checks as part of its Health and Safety inspection programme. In New Plymouth, SPM Assets are the contractors for the Health and Safety inspection programme, whose purpose is to identify any health and safety risks in Kāinga Ora properties.

Kāinga Ora recognises that it may be difficult for some tenants to keep their sections tidy, for a variety of reasons. Kāinga Ora takes a tailored approach to tenancy management, and is committed to working with our tenants to help them meet their tenancy obligations. This may include putting a tenant in touch with other support agencies, or arranging for our own contractors to do section work, with the cost charged back to the tenant. In the case of properties with communal garden or lawn areas, Kāinga Ora generally takes responsibility for arranging for a contractor to maintain these shared areas.

Yours sincerely



**Rachel Kelly**  
Manager Government Relations