

1 February 2018



Thank you for your email of 13 December 2017 to Housing New Zealand, requesting the following information:

"...how many Housing New Zealand tenants have been evicted in each of the last three years. Can you please provide a breakdown for the reasons why they were evicted including meth use. I would also like to know what gender they were, their age, and if children were staying or living at the property prior to eviction, including the number of children and their age."

Your request was considered under the Official Information Act 1982. I have attached the information you requested.

Note that evictions are rare and are used only as a last resort. These usually take place when a tenant refuses to engage with Housing New Zealand after a decision has been made to end their tenancy. An eviction occurs where a court bailiff is authorised to obtain possession of a property after a tenancy has been ended by the Tenancy Tribunal, the landlord has an order for possession of the property, and the tenant has not vacated it.

Housing New Zealand is revising its existing policies, and developing new policies, that align with its focus on sustaining tenancies. The objective for sustaining tenancies is to help tenants and their families who require support to live healthy lives in their homes. That includes people experiencing addiction and drug-related harm, ill health, financial pressures, insecurity, or in need of support. For those tenants stable housing is fundamental to better life outcomes. As part of this policy work Housing New Zealand has been talking with key stakeholders, including health and social service providers along with its staff who work in communities throughout New Zealand.

Housing New Zealand has already changed its policies regarding some sensitive situations, for example when a sole tenant passes away and there are other family members living in the house. We treat families suffering bereavements with empathy and sympathy, and work closely with them to address their specific needs. Housing New Zealand works with the Ministry of Social Development to make sure they are assessed for housing and know what the next steps for them are if they need to move to another property.

Housing New Zealand can also link tenants with services that can help them with budgeting and other financial advice if they fall behind on their rent. Housing New Zealand's tenancy managers help tenants stay on top of their rent payments, and

routinely follow up early with tenants who have missed a payment to help set up a repayment plan that they can afford. Keeping tenants up-to-date on their rent is something Housing New Zealand proactively does to help its tenants sustain their tenancies.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P Commons', written in a cursive style.

Paul Commons
Chief Operating Officer