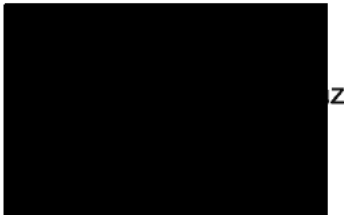


20 FEB 2020



On 29 November 2019, you requested the following information from Kāinga Ora – Homes and Communities under the Official Information Act (the Act):

1. *How many Kāinga Ora homes do you have in Rotorua and many people are living in them?*
2. *How many are being planned to be built next year?*
3. *Where are they going and what is the cost of these homes and what type of homes will they be?*
4. *Does Kāinga Ora also plan to buy any homes and what is the budget for this?*
5. *How many complaints have you received in Rotorua about Kāinga Ora tenants this year and in 2018?*
6. *What were these complaints regarding and can you break it into incidences and how many incidences for each category?*
7. *Where any for anti-social behaviour and what type of behaviour has been complained about?*
8. *Out of these complaints have there been any evictions and how many?*
9. *What procedures does Kāinga Ora have in place when neighbours make complaints about your tenants?*
10. *In 2018 and 2019 how much did Kāinga Ora spend on maintenance in Rotorua and what was the money spent on?*
11. *How much of this spend was spent on damages done by tenants?*
12. *What caused these damages?*

Due a system problem with our media enquiries inbox, we did not realise the request had been received until you enquired about it. I apologise for this delay in our response.

On 17 January 2020, you requested that we amend the first sentence of your request to include:

*...at the moment and add how many houses and about how many tenants did HNZ have in rotorua in 2015, 2016, 2017, 2018 and 2019.*

First, it is important to note that the vast majority of the over 185,000 people living in our homes are good neighbours who respect their neighbours and the communities they live in. It is inappropriate to stereotype people by their living circumstances just as it would be to do so by ethnicity or gender.

I will now answer your questions grouped by topic.

### State Housing Stock and Tenancies

The information you requested about our state housing stock and tenancies is provided in the following table.

#### State Housing Stock and Tenants in Rotorua TLA

Financial Years 2015 to 2019 (at 30 June) and at 31 December 2019

Year	Property Count	Number of Tenancies	Number of People *
2015	661	646	1,753
2016	652	631	1,736
2017	647	627	1,744
2018	645	630	1,807
2019	652	637	1,838
31-Dec-2019	649	631	1,807

\* Note: Number of people included is approximate only

The table below sets out new build state houses planned for Rotorua during the 2019/20 financial year.

#### New state house builds in Rotorua planned for 2019/20 by suburb and number of bedrooms

Project Location	Total	1 bed	2 bed	3 bed	4 bed	5 bed	6+ bed	Total Cost
								(excl GST)
Fordlands	16	4	10	2	-	-	-	\$4,520,000
Hillcrest	5	3	2	-	-	-	-	\$1,320,000
Kuirau	5	3		2	-	-	-	\$1,210,000
Pomare	4		2	-	-	-	2	\$1,570,000
Pukehangi	6	4	2	-	-	-	-	\$1,590,000
<b>Total</b>	<b>36</b>	<b>14</b>	<b>16</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>\$10,210,000</b>

We do buy existing homes for state housing use in Rotorua under the Ministry of Housing and Urban Development's "place based approach" as needs arise. These purchases are not planned and the budget for this is not location-specific. Therefore, the specific data you have requested is not available.

#### Complaints against Kāinga Ora tenants in Rotorua

All complaints recorded against tenants are recorded as Anti-Social Behaviour (ASB). The table below provides the number and breakdown of these complaints in Rotorua for the 2017/18 and 2018/19 financial years (1 July in one year to 30 June in the following year).

It should be noted that these figures may include multiple complaints about the same incident and that a complaint recorded may later be found to be unfounded or without merit. Reports of general behaviour issues can include such things as noise, frequency of visitors and parking issues.

**Anti-Social Behaviour Complaints Recorded in Rotorua  
In 2017/18 and 2018/19**

Major Reason for Complaint	Number of Complaints Recorded	
	2017/18	2018/19
Dog nuisance, e.g. barking	11	10
General behaviour issues	106	108
Illegal activity	21	12
Property condition or damage	19	18
Threats, harassment, intimidation	12	11
<b>Grand Total</b>	<b>169</b>	<b>159</b>

None of these complaints resulted in an eviction. 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. As a result, evictions are rare. Normally, issues arising from ASB can be resolved without the need for a formal eviction process.

**Kāinga Ora complaints process**

The vast majority of the over 185,000 people living in our homes are good neighbours who respect their neighbours and the communities they live in.

As a housing provider managing over 65,000 tenancies, Kāinga Ora does receive complaints about some tenants. This will be the case for any other housing provider or landlord managing multiple properties.

When complaints do occur, Kāinga Ora has a formal complaints policy which covers complaints and feedback received from anyone, including neighbours of Kāinga Ora tenancies. In the first instance, complaints by neighbours about tenants would be handled by the staff at the local Kāinga Ora area office.

Staff would investigate the complaint by talking to neighbours and the tenant of the property involved. If the complaint involves noise or illegal activity staff will contact the local council authorities and Police for information they may hold or actions they have taken.

Most complaints are resolved at this level. On occasions where complaints are not resolved, there is a process that allows complainants to seek a review by Kāinga Ora's Office of the Complaints Commissioner.

**Kāinga Ora maintenance and damages spend**

In the 2017/18 financial year, about \$456.4 million was spent on the maintenance of Kāinga Ora properties and in the 2018/19 financial year approximately \$480.5 million was spent.

We record maintenance as planned, responsive and routine. Responsive maintenance can include storm damage, fire, tenant damage, plumbing or other non-planned maintenance. The maintenance spent for work in Rotorua is as follows:

**Rotorua breakdown of maintenance spend**

Maintenance Category	2017/18	2018/19
Planned	\$ 4,246,623	\$ 2,134,170
Responsive	\$ 2,349,064	\$ 2,684,289
Routine	\$ 170,032	\$ 111,188
<b>Totals</b>	<b>\$ 6,765,720</b>	<b>\$ 4,929,647</b>

The cost of 'damage' attributed to our tenants around the country was \$37.9 million in 2017/18 and \$32.5 million in 2018/19. In Rotorua damage costs were \$410,600 in 2017/18 and \$595,500 in 2018/19. Please note that we do not differentiate between actual damage and tenant liability for other issues. For example, we do not hold duplicate keys for properties. If a tenant loses their keys, we would have to change the locks and this cost would be charged back to the tenant and included in these figures.

Your final request was for the causes of damage attributed to tenants. There are a wide range of possible causes which may be accidental or intentional. The details about damage are held on individual files. A file-by-file search of these individual files held in our offices throughout New Zealand would be required to accurately answer this part of your request. Therefore, I am withholding this information under Section 18(f) of the Act because the information cannot be provided without substantial collation or research.

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

Yours sincerely



Rachel Kelly

**Manager – Government Relations**