

31 JAN 2018

Thank you for your email of 13 January 2018 requesting information under the Official Information Act. You asked for:

*“a list showing for each Housing New Zealand owned or managed property in the Auckland Areas of Orakei, Mission Bay, Kohimarama and St Heliers the number of complaints about each property from 1 January 2013 to now. Please summarise the numbers by type of complaint – eg. rubbish, noise, tenant behaviour, etc.”*

Housing New Zealand records complaints against tenants. The administrative system does not record or report on complaints by property. To compile information on an individual property basis would require accessing and compiling the information from individual property files over the five year period between January 2013 and January 2018. I am therefore refusing your request under section 18(f) of the Act, as the information requested cannot be made available without substantial collation or research.

I can, however, provide you with a summary of complaints of anti-social behaviour by location, based on tenants' records. The table below provides information from Housing New Zealand records of anti-social behaviour in the categories that most closely reflect complaints received, based on Census Area Units, for the period 1 January 2013 to 13 January 2018.

Anti-social behaviour type	Orakei North	Orakei South	Total
Dog nuisance	33		33
General behaviour	198		198
Illegal activity	17		17
Property condition and damage	40	5	45
Threaten, harass, intimidate	34		34
<b>Total</b>	<b>322</b>	<b>5</b>	<b>327</b>

Please note that there were no complaints recorded for the Kohimarama, Mission Bay and St Heliers areas. For context, Housing New Zealand has the following number of homes (as at 13 January 2018) in the areas covered by your request:

Location	Homes
Orakei North	312
Orakei South	12
Mission Bay	7
Kohimarama	7
St Heliers	6
<b>Total</b>	<b>344</b>

Housing New Zealand takes all complaints of anti-social behaviour seriously. Our tenants are required to meet the terms of their tenancy agreement, which states that they must not interfere with the reasonable peace, comfort, or privacy of any person residing in the neighbourhood. This provision also applies to their family and visitors.

When Housing New Zealand is able to substantiate complaints of anti-social or illegal activity against its tenants, it will take action to resolve the complaints, which can ultimately result in a tenancy being ended.

You have the right to make a complaint to the Ombudsman about my decision to refuse your request.

Yours sincerely

A handwritten signature in black ink, appearing to read 'PP' followed by a stylized 'R' and 'K'.

**Rachel Kelly**  
**Manager, Government Relations**