

30 JAN 2019



I write regarding your email of 21 November 2018 requesting the following information under the Official Information Act 1982 (the Act):

- 1) *A breakdown of the demographics occupying HNZ-owned or leased social housing for each year (age, gender, ethnicity, household composition etc) from 1990 to 2014.*
- 2) *A breakdown of referrals for tenancy applications by agency, dating from 1990 to 2018 (eg Govt ministries, Age Concern, Corrections, Probation, and so on)*
- 3) *The mean wait time for prospective tenants to move into social housing from first applications, broken down for each year from 1990 to 2018.*
- 4) *A breakdown of the type of employment tenants have had (including unemployment as a type) for each year from 1990 to 2018.*
- 5) *The total number of complaints made to HNZ about tenant crime or antisocial behaviour (this could be from other tenants or private residents) for each year from 1990 to 2018, broken down by region.*

The information is provided in the order requested.

I have attached tables providing demographic data from 30 June 2009 to 30 June 2018 by age, gender, ethnicity and household composition. Unfortunately Housing New Zealand cannot provide the requested demographics prior to 2009 because the relevant data is stored on a now replaced computer system and it would require significant programming to extract it. I am therefore declining to provide the data prior to 2009 under section 18 (f) of the Act, *'that the information requested cannot be made available without substantial collation or research'*

Housing New Zealand does not keep any information on referrals for tenancy applications from other Government Agencies other than on individual tenant files. I am declining this aspect of your request under section 18 (f) of the Act, *'that the information requested cannot be made available without substantial collation or research'*.

I have provided the mean waiting time for applicants for Housing New Zealand homes from 30 June 2001 to 30 June 2014. The social allocation system for state housing commenced in 2001 and the data provided covers that period. I have not been able to locate waiting time statistics prior to 2001 and decline this aspect of your request under section 18 (g) of the Act, *'that the information requested is not held'*. From 2014 the Ministry of Social Development has managed the waiting list and they have provided the data from 30 June 2015 to 30 June 2018.

Housing New Zealand does not record the type of employment its tenants have undertaken. I therefore decline this aspect of your request under section 18 (g) of the Act *'that the information requested is not held'*.

I have attached a table with the total number of anti-social behaviour complaints received by Housing New Zealand broken down by Territorial Local Authority from 30 June 2013 to 30 June 2018. Please note that the statistics provided represent the total number of complaints received, regardless of whether they were either justified or substantiated. Please also note that the issues raised range from unkempt sections, rubbish, noise issues, parking issues, behavioural issues (such as harassment, intimidation or verbal abuse), and illegal activities. When an issue is substantiated, Housing New Zealand works with its tenants and the appropriate agencies to address the issue. The number of complaints received equate to about one complaint per tenancy every 6 years.

Prior to 30 June 2012, Housing New Zealand did not record this information in a manner that can be extracted without undue collation and research. I am therefore declining this part of your request under section 18 (f) of the Act, *'that the information requested 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. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by calling freephone 0800 802 602.

Yours sincerely



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