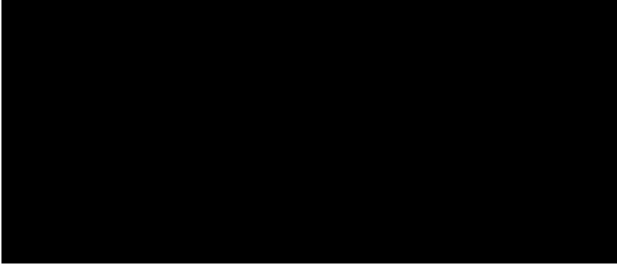


31 JUL 2018



Thank you for your email of 3 July 2018 requesting under the Official Information the following information:

- 1. Please provide a timeline showing the steps HNZ took to stop pursuing debt owed by tenants for meth contamination. Please include on the timeline when key decisions were made, when those decisions were conveyed to the media, and what actions were taken to stop payments, contact tenants, etc.*
- 2. How many tenants has HNZ contacted to tell them to stop debt payment arrangements since the release of the Sir Peter Gluckman report into meth contamination? And how many tenants has HNZ yet to contact?*

I am responding to your questions in the order raised.

- 1. Please provide a timeline showing the steps HNZ took to stop pursuing debt owed by tenants for meth contamination. Please include on the timeline when key decisions were made, when those decisions were conveyed to the media, and what actions were taken to stop payments, contact tenants, etc.***

The timeline attached shows when key decisions were made and conveyed.

The Minister of Housing and Urban Development has also asked Housing New Zealand to produce a comprehensive report on our policies, processes and the outcome of methamphetamine contamination in our properties. The Minister intends to release the report publicly.

- 2. How many tenants has HNZ contacted to tell them to stop debt payment arrangements since the release of the Sir Peter Gluckman report into meth contamination? And how many tenants has HNZ yet to contact?***

Housing New Zealand has identified 53 current tenants who were making payments toward their methamphetamine related damage debt. All have been written to and spoken to in person requesting that they stop making payments toward their meth related debt.

Should there be any other tenants identified in the future then the cessation of any payments will be addressed.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P Commons'.

**Paul Commons**  
**Chief Operating Officer**

Timeline				
2018 Date	Key Decision	Action	Steps taken	Communication
29 May – 6 June	<ul style="list-style-type: none"> <li>Debt recovery related to methamphetamine put on hold</li> <li>All pending Tenancy Tribunal action against affected tenants stopped</li> <li>Further payments from tenants on repayment arrangements not sought</li> </ul>	<ul style="list-style-type: none"> <li>Housing New Zealand immediately applies new standard based on Chief Science Advisor, Dr Gluckman report</li> <li>Reviewed all Tribunal hearings from 2016 to 2018</li> <li>Initial investigation begins into tenants who had Tribunal Orders granted for methamphetamine related damages</li> <li>Identify tenants impacted by debt repayments associated with methamphetamine</li> </ul>	<ul style="list-style-type: none"> <li>Findings and recommendations will be integrated into Housing New Zealand Operational Drugs Policy currently under review</li> <li>Discussed and agreed to stop any payments being made associated with methamphetamine</li> <li>Identify steps needed to stop payments and which agencies were involved</li> <li>To discuss with tenants the arrangement to stop repayments</li> </ul>	<ul style="list-style-type: none"> <li>Management meetings</li> <li>Internal staff notice</li> <li>Media releases</li> <li>Response to media query.</li> </ul>
7 – 19 June	<ul style="list-style-type: none"> <li>Stop Tribunal Orders for Methamphetamine related damages</li> </ul>	<ul style="list-style-type: none"> <li>Identify tenants who had Tribunal Orders granted between July 2016 and May 2018 for Methamphetamine related damages</li> <li>Line-by-line reviewing charge repayments, the amount and the arrangement amounts</li> <li>Review of approximately 1000 cases</li> <li>Commenced an investigation into all damages charged to customers from</li> </ul>	<ul style="list-style-type: none"> <li>To arrange stopping payments</li> <li>No new charges for methamphetamine damages or testing will be levied to tenant accounts.</li> <li>Housing New Zealand front line staff notified of the new processes and guidelines for management of methamphetamine</li> </ul>	<ul style="list-style-type: none"> <li>Internal staff updates</li> <li>Ministry of Social Development was advised to immediately cease repayments from a Redirection of Benefit for Tribunal awarded costs</li> <li>Internal business alert for all Area Manager, Regional Managers, Senior/Tenancy Managers and Customer Support Group</li> </ul>

## Timeline

2018 Date	Key Decision	Action	Steps taken	Communication
20 June – 2 July	<ul style="list-style-type: none"> <li>Stop all tenancy repayments from methamphetamine related damage</li> </ul>	<p>methamphetamine related costs from August 2012 to May 2018</p> <ul style="list-style-type: none"> <li>Completed an investigation to identify all customers who had been charged damage debt for methamphetamine related damage charges from. August 2012 to May 2018</li> <li>Identified cases where the methamphetamine related debt had been referred to Debt collection</li> <li>Reviewed Automatic Payments for methamphetamine related debt</li> </ul>	<ul style="list-style-type: none"> <li>To notify Ministry of Social Development</li> <li>Advise agencies to stop collecting debt payments</li> <li>Identified the steps that we would need to take to stop the payments</li> <li>Letter drafted to request customer cease Automatic Payments for methamphetamine debt</li> <li>Dedicated 0800 number and email set-up</li> <li>Notifying tenants in writing and verbally to cease payments</li> <li>Communication channels established to manage meth related phone enquiries from former and current tenants</li> <li>Housing New Zealand external website updated</li> </ul>	<ul style="list-style-type: none"> <li>Ministry of Social Development advised to immediately cease repayments from a Redirection of Benefit for methamphetamine related damage charges</li> <li>Housing New Zealand advised debt collecting agency to immediately cease collection on these repayment cases</li> <li>Internal staff updates</li> <li>Internal business alert for all People and Property team</li> <li>Housing New Zealand external website updated to include the contact details</li> </ul>