

s 9(2)(a)

Tēnā koe s 9(2)(a)

I write in response to your request dated 6 June 2025, for information under the Official Information Act 1982 (the Act):

- 1. For the period 1 January 2023 to 31 May 2025, what is the total Kāinga Ora tenants in Manurewa, and separately in Porirua, disaggregated by ethnicity of the primary tenant?*
- 2. For the period 1 January 2023 to 31 May 2025, please provide the number of Kāinga Ora tenants in Manurewa, and separately in Porirua who have been: a. Issued a notice to end their tenancy due to rent arrears; b. Taken to the Tenancy Tribunal ('Tribunal') for rent-related matters; c. Evicted as a result of Tribunal orders specifically relating to non-payment of rent;*
- 3. Of the households in Manurewa and Porirua referred to in questions 2a–2c, please provide: a. Number of households with children & children per household, if recorded; b. The number of households identified as Pacific households, Māori households, or other ethnicity, where recorded.*
- 4. Please confirm whether Kāinga Ora has any internal policies or guidance that distinguish between enforcement action for non-payment of rent and enforcement action for antisocial or criminal behaviour. If so, please provide copies of those policies or guidelines.*
- 5. Please provide any correspondence or internal documentation, such as emails or briefing notes, in the last 12 months discussing the tenants being taken to the Tribunal for rent related matters in Manurewa or Porirua.*
- 6. Please provide copies of any Kāinga Ora internal reviews or evaluations about the impact of its tenancy enforcement actions on Pacific communities in Manurewa or Porirua?*

The information requested in parts one to three is provided in tables as an appendix to this letter. Please note that the data provided does not include the tenancies for approximately 900 homes in Eastern Porirua that Kāinga Ora leases to Te Āhuru Mōwai Limited Partnership. Kāinga Ora does not manage these tenancies and therefore this information is out of scope of your request.

Kāinga Ora does not make the decision to end a tenancy lightly – especially when there are children or young people within the home. We are a firm but fair landlord, with a new approach in place that provides clear consequences for the small number of tenants that don't pay their rent or are not good neighbours. Kāinga Ora does everything it can to encourage tenants to address tenancy issues so they can remain in their home, including referring tenants to specialist social and health services to address underlying issues if needed – and if the tenant agrees. But if the situation does not change and issues continue despite our repeated efforts, we will apply to end the tenancy as a last resort.

If this happens and there are children or young people in the home, Kāinga Ora makes every effort to connect the tenant with appropriate housing providers and services that may be able to help them with their housing needs.

I am refusing part four of your request under section 18(d) of the Act as the information is publicly available. We have interpreted your reference to enforcement actions as relating to issuing notices, Tenancy Tribunal, terminations and evictions. I refer you to the following pages on our website which includes our approach and policy documents relating to rent debt, and to disruptive behaviour:

[Our approach to rent debt :: Kāinga Ora – Homes and Communities](#)

[Our approach to disruptive behaviour :: Kāinga Ora – Homes and Communities](#)

These pages include links to the following policy documents:

- Rent Debt Policy (POL 399)
- Disruptive Behaviour Policy (POL 355)

I am refusing part 5 of your request for internal correspondence, including emails and briefing notes under section 18(f) of the Act as this would require substantial collation. This part of your request is administratively challenging, with an estimated minimum of 300 documents across multiple business groups. Fulfilling this part of your request would be expected to have an unreasonable impact on our organisation's resources.

Kāinga Ora has not undertaken any reviews or evaluations about the impact of its tenancy enforcement actions on Pacific communities in either of the two specified areas. As a result, I am refusing part 6 of your request under section 18(e) of the Act as the documents do not exist.

Kāinga Ora provides practical cultural advice to our housing support staff to support conversations with tenants and their whānau about addressing their rent debt and helping them get back on track with their rent.

You have the right to seek an investigation and review by the Ombudsman of this decision. There is information about how to make a complaint at <https://www.ombudsman.parliament.nz> or by freephone on [0800 802 602](tel:0800802602).

Please note that Kāinga Ora proactively releases some responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/>, with your personal information removed.

Nāku iti noa, nā



Nick Maling  
**General Manager National Services**

## Appendix

### Part 1

Table 1: Total number of tenancies in Manurewa and Porirua, by ethnicity of primary tenant over the period 1 January 2023 to 31 May 2025

	Manurewa	Porirua	Total
Total tenancies	4,509	2,311	6,820
Asian	110	89	199
European	439	415	854
Māori	1,739	711	2,450
MELAA	116	55	171
Pacific People	2,077	1,069	3,146
Other	51	39	90
Residual	425	205	630

Notes: People have been asked to identify their own ethnicity. Those who identify with more than one ethnicity are counted once in each group they identify with. Therefore, the sum of the responses for all ethnic groups will be greater than the number of people responding.

“MELAA” is Middle Eastern/Latin American/African.

The “Residual” category contains mostly people who did not state an ethnicity

### Part 2

Table 2: Rent-related actions in Manurewa and Porirua, 1 January 2023 to 31 May 2025

	Manurewa	Porirua	Total
Issued a notice to end their tenancy due to rent arrears (2a)	32	13	45
Taken to the tenancy tribunal for rent-related matters (2b)	30	13	43
Terminated as a result of Tribunal orders specifically relating to non-payment of rent (2c)	2	6	8

Notes: Eviction is a very specific process that happens after a termination has been granted and the tenant does not leave the home after a tenancy has ended. - We have interpreted these questions as terminations and not evictions.

### Part 3

Table 3a: Number of tenancies with children in Manurewa or Porirua, with rent-related actions during the period 1 January 2023 to 31 May 2025.

	Number of tenancies with children Manurewa	Number of tenancies with children Porirua	Total
Issued a notice to end their tenancy due to rent arrears	27	9	36
Taken to the tenancy tribunal for rent-related matters	26	9	35
Terminated as a result of Tribunal orders specifically relating to non-payment of rent	2	5	7

Table 3b: Number of children in tenancies in Manurewa or Porirua, with rent-related actions, during the period 1 January 2023 to 31 May 2025

	Number of children Manurewa	Number of children Porirua	Total
Issued a notice to end their tenancy due to rent arrears	53	24	77
Taken to the tenancy tribunal for rent-related matters	51	24	75
Terminated as a result of Tribunal orders specifically relating to non-payment of rent	5	15	20

Table 3c: Number of tenancies identified in Part 2, by ethnicity.

Manurewa	2a	2b	2c
Asian	1	1	0
Maori	7	5	0
European	1	1	0
MELAA	0	0	0
Pacific People	24	24	1
Residual	1	1	1
Other	0	0	0
Total	34	32	2

<b>Porirua</b>	<b>2a</b>	<b>2b</b>	<b>2c</b>
Asian	0	0	0
Maori	3	3	2
European	0	0	0
MELAA Ind	0	0	0
Pacific People	8	8	4
Residual	2	2	0
Other	0	0	0
Total	13	13	6

Notes: People have been asked to identify their own ethnicity. Those who identify with more than one ethnicity are counted once in each group they identify with. Therefore, the sum of the responses for all ethnic groups will be greater than the number of people responding.

“MELAA” is Middle Eastern/Latin American/African.

The “Residual” category contains mostly people who did not state an ethnicity