



Thank you for your email of 17 May 2019 requesting the following information under the Official Information Act 1982 (the Act):

- 1) *How many reports of damage and theft at Housing New Zealand properties has Housing New Zealand received each year between 2010 and 2019, broken down by year, region, and type of damage (IE: Burglary)*
- 2) *The total cost to Housing New Zealand of repairs/insurance claims or similar due to damage and theft at Housing New Zealand properties between 2010 and 2019, broken down by year, region, and type of damage*
- 3) *What initiatives does Housing New Zealand provide for tenants to help prevent burglaries and property damage? (Does it provide grants for alarms, security lights etc, information for tenants?) How much do these initiatives cost?*
- 4) *Are there any plans to introduce any new initiatives to prevent burglary or property damage? If so, what initiatives are being considered?*

I have considered your request and can advise you of the following:

- 1) How many reports of damage and theft at Housing NZ properties has Housing NZ received each year between 2010 and 2019, broken down by year, region, and type of damage (IE: Burglary)

Housing New Zealand does not hold a central data base that records damages as a result of theft or burglary. When a tenant reports damages to Housing New Zealand, it is recorded on individual tenant files, along with work repair orders and liability information, in area offices around the country.

In some cases, free text fields may mention the cause(s) of damages, such as burglary, in Housing New Zealand tenancy management system, however, not in every instance. As damage resulting from burglaries is not centrally held, and cannot be obtained without dedicating significant resources, I am refusing this part of your request under section 18(f) that "... the information requested cannot be made available without substantial collation or research ..."

- 2) The total cost to Housing NZ of repairs/insurance claims or similar due to damage and theft at Housing NZ properties between 2010 and 2019, broken down by year, region, and type of damage

While Housing New Zealand insures its portfolio for natural disasters, as well as high value properties like apartment blocks, in most cases it will cover the cost of damages to its properties resulting from burglary or theft.

Unfortunately data relating to these costs is not centrally held, nor stored in a manner that allows it to be easily broken down. Determining the full costs of some repairs can also be further complicated by repair work being spread across multiple work orders.

This means that extracting the information you have requested would be a large undertaking, involving significant staff resources. I am therefore refusing this part of your request under section 18(f) that "... *the information requested cannot be made available without substantial collation or research ...*"

3) What initiatives does Housing New Zealand provide for tenants to help prevent burglaries and property damage? (Does it provide grants for alarms, security lights etc, information for tenants?) How much do these initiatives cost?

Aside from existing security features like window latches and door locks, Housing New Zealand installs additional security measures on its properties on a case by case basis, taking into account a property's layout, location, and the concerns of tenants. These items include motion sensor lights, cameras in complexes, extra or new fencing, and gates. The cost of installing these items, which is included within Housing New Zealand's maintenance expenditure, varies, and can be spread across multiple work orders.

Housing New Zealand also undertakes annual tenancy and health and safety inspections of its properties, which provides the opportunity for tenants to discuss their concerns and for staff to assess window latches and door locks. More information for tenants can be found online at <https://hnzc.co.nz/for-our-tenants-and-their-communities/our-tenants/>.

In addition to existing security measures, Housing New Zealand works to incorporate the CPTED (Crime Prevention Through Environmental Design) principles of surveillance, access management, territorial reinforcement and quality environment form at the design stage of its new developments. More information about these principles can be found at <https://www.mfe.govt.nz/publications/towns-and-cities/national-guidelines-crime-prevention-through-environmental-design-new>.

It is important to note that Housing New Zealand considers initiatives or measures that help improve security for its tenants to be business-as-usual and included within its operational and capital expenditure. As a result, separating and placing a dollar figure on them would be a complicated exercise requiring significant resources. I am therefore refusing this part of your request under section 18(f) that "... *the information requested cannot be made available without substantial collation or research ...*"

4) Are there any plans to introduce any new initiatives to prevent burglary or property damage? If so, what initiatives are being considered?

Housing New Zealand is open to discussing and assessing new initiatives to help prevent burglary or property damage. However, at this stage, Housing New Zealand is not currently considering any new initiatives.

Regarding the declined parts of your request, I considered fixing a charge and extending the timeframe further, but this would not enable us to make the information available. You have the right under section 28(3) of the Act to ask the Ombudsman to review my decision to refuse parts of your request. Information about how to make a complaint is available online at www.ombudsman.parliament.nz or by phone on 0800 802 602.

Yours sincerely



Rachel Kelly
Manager Government Relations