

10 MAR 2020



Thank you for your email of 11 February 2020 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

The number of current/former Housing New Zealand tenants eligible for financial compensation following methamphetamine testing of their homes?

How many of those have currently received compensation? How much money has been spent on this? What is the average sum of money received by each individual?

Please provide the above information to the date of response to this request.

What is the Ministry actively doing to seek those individuals who are entitled to compensation but have not yet come forward?

How many staff are dedicated to this particular work?

What formula and factors were taken into consideration in deciding the amount of compensation received by individuals?

Information about the number of current or former tenants eligible for the programme, the number that have received a discretionary grant, and the total and average grant amount paid is available on our website at <https://kaingaora.govt.nz/tenants-and-communities/our-tenants-health-and-safety/making-it-right/>. Therefore the first two parts of your request are declined under section 18(d) of the Act: *“that the information requested is or will soon be publicly available”*.

Kāinga Ora (formerly Housing New Zealand) made contact with eligible customers both through an outbound calling campaign based on data from tenant files, and by former tenants or advocates contacting us directly. In an effort to make contact with a number of people for whom we had either outdated or invalid contact information, we ran a two-week social media campaign using Facebook in June 2019. Information about how to contact Kāinga Ora was also prominently displayed on its website and a committed 0800 number set up.

A total of six staff worked in Kāinga Ora's Meth Assistance Programme. These staff considered cases and determined if the customers were eligible for some, or all of the

components of the assistance package, including the discretionary grant. Our approach to paying discretionary grants is based on the number of bedrooms in the home, and benchmarked against price points from major retailers.

In October 2019 the Meth Assistance Programme was formally disestablished. However, customers still have the ability to contact Kāinga Ora through the Customer Service Centre to have their cases reviewed, and if eligible, they can receive discretionary grants.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Yours sincerely



Rachel Kelly
Manager Government Relations