

17 March 2023

s9(2)(a)



Thank you for your email of 3 February 2023 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

*Can you please tell me if there is still a Healthy Homes Escalation policy for sick tenants in effect please and if so, can you please supply me with the details of that policy.*

I can confirm that Kāinga Ora has an escalation process whereby Housing Support Managers can request that customers with serious health needs receive the full suite of Healthy Homes improvements sooner than planned. The process takes a practical approach to customer health and wellbeing, and does not require customers to provide documentation as evidence of their need.

Where the home is not already compliant with the Healthy Homes Standards under the Healthy Homes Guarantee Act, and is not scheduled for redevelopment or divestment in the near future, we release work orders for our Maintenance Partners to prioritise Healthy Homes improvement works.

Separately from this process, Kāinga Ora also offers a Right at Home approach that is aligned to the Te Whatu Ora/Health New Zealand-funded service 'Healthy Homes Initiatives' (HHI). The HHI programme aims to increase the number of warm, dry, safe and healthy homes for low income families with children who are at risk of poor health outcomes. This service is available to families regardless of whether they live in public housing, private rentals, or own their own home. Through the Right At Home approach, Kāinga Ora prioritises maintenance work and improvements to our homes, including updates to meet Healthy Homes Standards.

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](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that Kāinga Ora proactively releases our 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.

Yours sincerely



Rachel Kelly  
**Manager Government Relations**