

3 March 2023

s9(2)(a)



Thank you for your email of 18 January 2023 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

1. *What is the total cost of repairs to Kāinga Ora properties, broken down annually for the last five years by region?*
2. *What are the top 10 most expensive repair bills for individual properties during that period? In each case, please provide the year the work was done, the cost of the work, the location of the property, and any action taken against the tenant."*

On 16 February 2023 you were advised that we were extending the time-frame for a decision on your request to 3 March 2023. This extension was made under section 15A of the Act as the request is for a large quantity of information and meeting the original time limit would unreasonably interfere with our operations.

Your questions and our responses are set out below.

1. *What is the total cost of repairs to Kāinga Ora properties, broken down annually for the last five years by region?*

I am releasing a breakdown of repairs and maintenance spend by maintenance category and region for the 2018 to 2022 financial years (July to June) to you in full. This information is provided as Attachment 1.

Data has been sourced from work orders over this period and covers responsive repairs, vacant property repairs, routine maintenance, and planned maintenance programmes, including Healthy Homes. The data excludes purchase orders raised, maintenance partners' fees, overhead costs, accruals, reversals, communal property cost and any adjustments in between programmes. These figures may differ slightly from annual repair and maintenance figures that have been released previously due to the different data source and exclusions listed above.

Kāinga Ora is New Zealand's largest landlord with over 70,000 homes, comprising a range of property types from old and new stand-alone housing to modern multi-unit and multi-level apartment complexes. Accordingly, our national maintenance programme is significant, and reflects the size and relative age of our housing portfolio and the scope of work included to meet the requirements of the Residential Tenancies Act.

To give a sense of the scale of our maintenance programme, we complete more than 450,000 maintenance jobs every year, which equates to around 9,000 each week. Around 9000 trades across New Zealand operate 24 hours a day, 7 days a week. We receive over 500,000 general maintenance

requests per year from our customers, and this is work that we complete above and beyond our planned maintenance programmes.

Maintenance and repair costs have increased since 2018 due to a number of factors. This has included an increase in responsive and delayed non-urgent maintenance following COVID lockdown periods in which people spent more time in their homes, work undertaken in vacant homes between tenancies, the overall increase in stock numbers, and the impact of inflation and supply chain pressures. In addition, Kāinga Ora has an ageing public housing portfolio with around 45,000 of our state homes expected to reach end of economic life over the next 20 years. Maintenance needs are increasing for these older homes. We are working at pace to renew or redevelop these homes to provide more warm, dry homes that meet the changing needs of our customers.

2. *What are the top 10 most expensive repair bills for individual properties during that period? In each case, please provide the year the work was done, the cost of the work, the location of the property, and any action taken against the tenant.*

Information on the top ten most expensive repair bills for individual properties over the 2018 – 2022 financial years is provided as Attachment 2. For each property we have provided the ranking, the territorial local authority where the property is located, the cost of repairs, the work category, a description of the work, and the year the work was completed.

The exact address of each property is withheld under section 9(2)(a) of the Act to protect the privacy of natural persons. I consider the privacy of current and future customers residing at these properties outweighs the public interest in releasing this information.

I note that you have also requested details of any action taken against the tenants of these properties. This was not a relevant consideration in most cases. The work listed largely relates to significant infrastructure repairs (e.g. driveways, retaining walls) and / or repairs to large dwellings or housing complexes, rather than damage that might be attributed to tenants.

Kāinga Ora does incur costs from tenant damage. Every house will have wear and tear just by being lived in and we budget for that on an annual basis as part of our planned maintenance programmes. Where we believe our customers have caused intentional damage to properties we work through these situations on a case-by-case basis to understand the circumstances that may have led to this. It could be people experiencing domestic violence or other trauma-induced stresses, mental wellbeing challenges or issues with drugs or alcohol. These types of cases need careful consideration and fairness and reasonableness applied to any decision relating to financial penalties.

Identifying liability for damage is also not always straightforward. Under the Residential Tenancies Act 1986, a tenant is liable for damage if the damage was intentional or careless, rather than accidental. In practice, it is not always easy to determine whether damage is accidental, intentional or careless.

When damage occurs to Kāinga Ora properties, our priority is to repair the damage as quickly as possible, to ensure good living conditions for our customers and to maintain the number of properties available for those in need. We do seek to recover money for damage from customers where this is appropriate and where legislation allows for it.

I am withholding information on any specific actions taken against tenants of the ten properties in question under section 9(2)(a) of the Act to protect the privacy of natural persons. I consider our customers' right to privacy outweighs any public interest in this information.

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

Please note that Kāinga Ora proactively releases its 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 noa, nā

A handwritten signature in black ink, appearing to read 'Nick Maling', with a stylized flourish at the end.

Nick Maling
General Manager – National Services

Attachment 1: Repairs and maintenance spend (including GST) by maintenance category and region (2018 to 2022 financial years)

Repairs and maintenance spend 2018

Region	Planned maintenance (\$)	Responsive repairs (\$)	Routine maintenance (\$)	Unoccupied repairs (\$)	Total (\$)
Bay of Plenty	4,855,743.68	5,187,916.50	380,185.31	2,155,912.59	12,579,758.08
Canterbury	9,791,556.75	12,762,479.24	966,614.36	10,621,827.23	34,142,477.58
Central and East Auckland	16,515,121.99	15,510,386.03	1,913,845.11	7,362,427.13	41,301,780.26
Counties Manukau	26,976,721.32	29,965,941.36	1,169,835.42	16,030,355.24	74,142,853.34
East North Island	5,414,692.41	7,629,420.22	852,658.46	4,786,712.31	18,683,483.40
Greater Wellington	11,798,191.53	18,336,562.57	1,841,500.02	7,182,780.16	39,159,034.28
Nelson/Marlborough/West Coast	1,937,656.91	3,739,375.96	82,925.25	2,927,206.16	8,687,164.28
North and West Auckland	10,737,064.99	13,974,746.75	825,596.16	4,970,394.03	30,507,801.93
Northland	3,865,714.45	4,917,318.32	256,926.31	2,588,831.63	11,628,790.71
Otago/Southland	3,816,791.97	4,079,502.51	219,625.68	4,148,039.70	12,263,959.86
Taranaki/Whanganui/Manawatu	6,286,245.95	6,580,514.69	533,534.14	5,380,510.56	18,780,805.34
Waikato	5,172,394.77	9,388,556.90	600,111.78	5,350,931.49	20,511,994.94
Other	2,207,131.80	4,333,594.41	607,459.95	3,650,576.07	10,798,762.23
Total	109,375,028.50	136,406,315.50	10,250,817.95	77,156,504.30	333,188,666.20

Repairs and maintenance spend 2019

Region	Planned maintenance (\$)	Responsive repairs (\$)	Routine maintenance (\$)	Unoccupied repairs (\$)	Total (\$)
Bay of Plenty	4,908,394.44	6,019,557.17	296,179.75	2,144,357.58	13,368,488.94
Canterbury	12,465,183.68	16,186,191.99	1,034,900.63	10,554,886.65	40,241,162.95
Central and East Auckland	14,134,592.19	23,206,710.58	2,188,890.05	6,966,085.38	46,496,278.20
Counties Manukau	24,750,968.99	38,475,832.18	1,176,971.85	15,642,691.05	80,046,464.07
East North Island	5,432,303.67	8,812,632.03	570,753.78	4,309,095.97	19,124,785.45
Greater Wellington	17,984,440.26	19,257,771.23	1,844,295.38	7,357,217.95	46,443,724.82
Nelson/Marlborough/West Coast	3,310,454.70	5,147,603.32	112,910.10	2,016,399.47	10,587,367.59
North and West Auckland	7,985,124.16	21,575,969.81	1,231,562.35	5,977,176.73	36,769,833.05
Northland	5,266,138.88	6,187,203.52	365,891.82	3,490,189.58	15,309,423.80
Otago/Southland	5,377,510.08	5,429,868.70	209,688.47	3,567,611.40	14,584,678.65
Taranaki/Whanganui/Manawatu	8,455,318.97	7,590,769.42	734,038.04	4,090,819.08	20,870,945.51
Waikato	6,411,609.04	10,892,971.09	624,957.30	3,319,359.29	21,248,896.72
Other	1,140,510.99	3,327,858.15	512,204.45	1,977,201.19	6,957,774.78
Total	117,622,550.10	172,110,939.20	10,903,243.97	71,413,091.32	372,049,824.50

Repairs and maintenance spend 2020

Region	Planned maintenance (\$)	Responsive repairs (\$)	Routine maintenance (\$)	Unoccupied repairs (\$)	Total (\$)
Bay of Plenty	3,914,035.56	5,412,844.57	162,569.86	2,351,968.28	11,841,418.27
Canterbury	12,111,686.21	14,985,745.13	2,239,478.60	11,326,998.03	40,663,907.97
Central and East Auckland	12,438,724.97	18,843,928.20	2,306,299.54	9,016,989.92	42,605,942.63
Counties Manukau	23,878,090.03	34,378,308.11	1,332,159.50	16,906,437.30	76,494,994.94
East North Island	5,252,097.36	9,814,516.80	721,977.32	3,889,467.89	19,678,059.37
Greater Wellington	19,220,232.65	18,778,352.31	2,964,071.35	6,891,467.33	47,854,123.64
Nelson/Marlborough/West Coast	2,984,557.12	5,425,915.14	422,991.04	1,968,776.78	10,802,240.08
North and West Auckland	6,794,210.80	18,696,276.92	1,388,621.98	7,735,610.63	34,614,720.33
Northland	4,983,224.71	8,155,519.15	435,521.92	3,311,420.66	16,885,686.44
Otago/Southland	4,834,058.84	5,427,702.29	329,378.14	3,165,906.41	13,757,045.68
Taranaki/Whanganui/Manawatu	8,321,716.12	8,296,585.28	645,968.92	3,703,057.53	20,967,327.85
Waikato	5,719,342.19	10,142,485.33	336,718.85	4,497,260.03	20,695,806.40
Other	350,164.43	1,206,987.58	301,080.63	1,561,835.14	3,420,067.78
Total	11,080,214.99	159,565,166.80	13,586,837.65	76,327,195.93	360,281,341.40

Repairs and maintenance spend 2021

Region	Planned maintenance (\$)	Responsive repairs (\$)	Routine maintenance (\$)	Unoccupied repairs (\$)	Total (\$)
Bay of Plenty	4,182,743.25	6,545,053.30	317,658.83	2,369,655.29	13,415,110.67
Canterbury	15,149,229.39	16,379,544.54	1,122,884.09	15,342,181.43	47,993,839.45
Central and East Auckland	19,383,640.35	22,230,646.49	2,831,550.67	11,385,352.29	55,831,189.80
Counties Manukau	26,634,072.53	33,940,478.57	1,459,668.51	20,086,830.22	82,121,049.83
East North Island	8,513,840.67	13,078,325.19	696,070.57	4,811,732.97	27,099,969.40
Greater Wellington	26,343,119.50	22,638,621.35	2,518,611.92	9,176,462.44	60,676,815.21
Nelson/Marlborough/West Coast	2,934,263.62	4,183,057.51	241,801.21	3,173,747.01	10,532,869.35
North and West Auckland	15,182,607.43	19,126,807.47	1,615,759.59	9,468,283.09	45,393,457.58
Northland	9,097,676.17	12,707,957.43	435,030.45	5,439,904.53	27,680,568.58
Otago/Southland	6,738,570.19	6,807,821.61	265,529.43	4,285,918.43	18,097,839.66
Taranaki/Whanganui/Manawatu	10,476,057.12	10,203,270.65	532,949.16	4,594,955.11	25,807,232.04
Waikato	11,225,701.47	13,088,625.45	530,085.30	6,740,836.79	31,585,249.01
Other	34,439.26	235,808.38	86,172.33	604,745.03	961,165
Total	155,895,960.95	181,166,017.94	12,653,772.06	97,480,604.63	447,196,355.58

Repairs and maintenance spend 2022

Region	Planned maintenance (\$)	Responsive repairs (\$)	Routine maintenance (\$)	Unoccupied repairs (\$)	Total (\$)
Bay Of Plenty	5,253,728.88	6,346,617.64	415,045.58	2,744,873.81	14,760,265.91
Canterbury	20,888,037.51	18,430,015.04	1,256,409.75	11,876,500.15	52,450,962.45
Central and East Auckland	29,145,603.10	23,268,464.78	5,081,726.95	10,110,518.80	67,606,313.63
Counties Manukau	41,716,377.16	42,539,760.98	1,638,629.41	21,633,571.38	107,528,338.90
East North Island	14,022,006.92	17,002,175.07	889,272.36	6,070,720.67	37,984,175.02
Greater Wellington	34,301,463.56	24,435,157.28	3,156,044.99	12,410,313.23	74,302,979.06
Nelson/Marlborough/West Coast	4,450,666.56	5,327,361.05	523,345.65	2,583,052.21	12,884,425.47
North and West Auckland	21,388,784.26	21,226,348.78	2,174,024.67	10,708,781.15	55,497,938.86
Northland	12,079,713.94	12,412,517.32	503,389.19	4,659,300.61	29,654,921.06
Otago/Southland	9,252,537.01	7,122,631.93	464,307.24	4,230,647.13	21,070,123.31
Taranaki/Whanganui/Manawatu	13,717,087.16	11,699,058.47	910,555.01	5,339,327.57	31,666,028.21
Waikato	13,098,572.39	11,337,967.86	593,481.24	5,471,961.68	30,501,983.17
Other	269.93	80,451.44	89,690.34	-	170,411.71
Total	219,314,848.38	201,228,527.64	17,695,922.38	97,839,568.39	536,078,866.79

Attachment 2: Ten most expensive repair bills for individual properties 2018 – 2022 (by financial year ending 30 June)

Ranking	Location	Year completed	Work category	Description	Total cost (incl. GST.)
1	Wellington City	2017	General responsive	<p>On the 14th of November 2016 an earthquake of magnitude 7.8 struck the Kaikōura region and was felt across the South Island and as far north as the central plateau. In Wellington the earthquake was followed by two days of torrential rain. On 15th of November this combination caused the collapse of a large retaining wall along the boundary of a Housing New Zealand owned complex in the city. The retaining wall collapse triggered a large slip of land from an adjacent private property.</p> <p>Work was undertaken at the property to mitigate urgent health and safety risks and implement a permanent solution to stabilise the land including:</p> <ul style="list-style-type: none"> - Removal of debris and earthworks, drainage and installation of a water proof liner to address immediate land stability issues - Construction of a new 15m by 6m retaining wall - Partial removal of an old garage along the boundary of the complex and construction of a second smaller retaining wall - Fencing and handrails - Consents and easements 	\$222,239.95
2	Far North District	2022	Responsive scope	<p>Remedial work and associated repairs following serious rodent infestation. Pest eradication and decontamination. Replacement of wires, electrical fittings and hot water cylinder, remove and replace ceilings, wall linings and floor coverings and complete redecoration. New curtains and replace ceiling and wall insulation. Repairs to cladding and rotten decking and both bathrooms. Asbestos testing & removal. Mould decontamination and associated repairs.</p>	\$102,468.85

3	Auckland	2017	Responsive scope	On-boarding costs relating to a 23 bed former rest home and two free standing houses brought in for use as transitional housing	\$96,294.90
4	Auckland	2019	Responsive scope	Resurfacing of an 80 m driveway on a steep slope shared by 8 Housing New Zealand properties.	\$89,557.57
5	Selwyn District	2021	Responsive scope	Installation of a new septic system, effluent field and fence along with consenting costs and removal of contaminated soil. Work was undertaken at a rural property leased to a community group housing provider.	\$87,437.68
6	Auckland	2018	Responsive scope	Reinstatement of damaged foundations for 3 bedroom standalone house.	\$85,990.15
7	Auckland	2018	General responsive	Meter box replacement / upgrade for 58 unit housing complex	\$77,635.31
8	Hamilton City	2020	Responsive scope	Repairs for a large 6 bedroom property that had received extensive damage across multiple tenancies. Kāinga Ora chose to repair the dwelling using alternative, more robust materials (e.g. non plasterboard wall linings), to protect the asset and reduce future damage, as well as working with customers and whānau to address behaviours.	\$74,618.27
9	Gisborne District	2022	Responsive scope	Replacement of a 60m gravel driveway and installation of traffic calming and safety features.	\$73,627.84
10	Upper Hutt City	2022	Responsive scope	Whole-of-house replacement of pipes and repair of damage caused by ongoing leaks. Asbestos removal.	\$73,097.84