

5 March 2024

s9(2)(a)



Thank you for your email of 5 February 2024 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

The number of antisocial behaviour complaints by location in Hamilton based on Kaingā Ora tenants' records from 1 January 2022 to January 1 2024.

The concerns raised with us are mostly about relatively minor things that are common sources of tension between neighbours across the country, such as noisy cars, lawns not being mowed regularly, or how often visitors are calling at a home.

We also get concerns raised with us about more serious things which we consider disruptive behaviour. A range of things fall under this category, including behaviour that is aggressive, threatening or intimidating to neighbours, other customers or Kāinga Ora staff.

We have interpreted your question as relating to disruptive behaviour of this nature.

It is important to note that we used to group disruptive behaviour in our system in the same category as the relatively minor things people got in touch with us about. However, in order to provide greater visibility of disruptive behaviour concerns and how we are responding to them, we introduced a new way of recording disruptive behaviour concerns in November 2022.

This new recording system allows us to report more accurately on the number of concerns raised and provides us with a clearer picture of what is happening. The change in our reporting means that figures for disruptive behaviour concerns reported to us in 2023 cannot be compared with any previous years as it would not be a like-for-like comparison.

With that caveat, please see the below table, detailing the number of disruptive behaviour/ concerns in Hamilton City between 1 January 2022, and 31 December 2023. It's important to keep in mind that some of these concerns were later found to have no merit, did not require any action by us as a landlord, or were later withdrawn.

Calander year	Total concerns reported
2022	563
2023	234

It is important to reiterate the data provided for the 2022 calendar year includes the relatively minor concerns people get in touch with us about that are common sources of tension between neighbours. Without manually reading each of the 563 complaints, we cannot filter these types of concerns out.

The data provided for the 2023 calendar year is representative of our new way of recording disruptive behaviour and cannot be compared with any figures that may have been provided previously or exist in the public domain about disruptive behaviour concerns reported to us.

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', written in a cursive style.

Nick Maling
General Manager, National Services