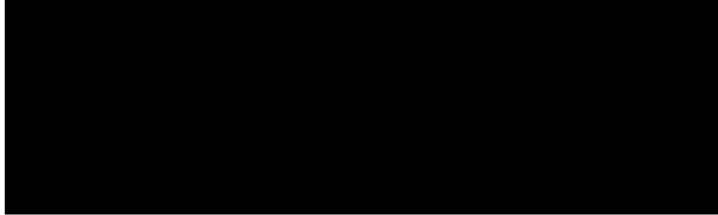


08 NOV 2018



Thank you for your information request dated 15 October 2018 asking for the following:

*'Of the 19,080 maintenance complaints received this financial year, how many were from homes made before 1960?'*

Housing New Zealand notes that your request is further to a previous one, in which we provided the number of maintenance complaints logged for the financial years from 2014 through to 2018 (Housing New Zealand response dated 24 August 2018).

Of the 19,080 maintenance complaints recorded for the 2018 financial year 5,224 related to homes that were built before 1960. Please note that the figures provided are the number of individual complaints recorded in Housing New Zealand's systems. As advised in our previous response to you dated 24 August 2018, the figures provided must be understood within the following context:

- the information provided represents the number of contacts recorded asking for maintenance/repair assistance
- there can be multiple complaints from the same tenant, and/or
- multiple complaints about the same job or issue.

The figure of 5,224 therefore, does not represent the actual number of properties where complaints were made, nor does it represent the number of jobs or issues about which the complaints were made.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly".

**Rachel Kelly**  
**Manager Government Relations**