

12 November 2021

s9(2)(a)

Thank you for your request of 19 October 2021 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

*In dollar value, how much damage that is not regular wear and tear is done to Kāinga Ora homes each year?*

*In dollars, how much does the agency seek to recoup from the person/people who do the damage each year? Can I please have this figure for 2021, 2020, 2019 and 2018?*

Kāinga Ora does not hold data on damage done by tenants to our homes that is not wear and tear. We do keep some data relating to charging tenants for damage they accept they have done. However, this data can include damage done by third parties, including vandalised vacant properties. The table below shows the total amount we have charged our tenants for damage they accept they have caused. I have provided this as an answer to your first question.

#### Amounts charged to tenants for property damage

Financial Year	Amount Charged to Tenant
2017	\$10,261,086
2018	\$ 6,631,915
2019	\$6,076,522
2020	\$6,549,921
2021	\$5,815,962
Grand Total	<b>\$35,335,406</b>

Regarding your second question, most of the money we recover is paid in weekly or fortnightly sums. To be able to provide you with this information would require an investigation into individual tenant files to find recovered amounts. Over the past few years, Kāinga Ora has written off historical damage debt that tenants have not paid back. In our systems this debt is marked as repaid which makes it difficult to determine the total amount of debt that has been paid. I am therefore declining your second question under section 18(g) of the Act as the information is not held by Kāinga Ora.

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.

Nāku noa, nā



Rachel Kelly  
Manager Government Relations