

10 OCT 2019



Thank you for your email of 23 September 2019 to Kāinga Ora Homes and Communities (formally Housing New Zealand) asking the following:

*'Where tenants are identified as being involved with drug use and/or manufacture, what support services does Housing New Zealand require tenants to engage with?*

*What is the success rate of these support services when it comes to people stopping the use of drugs in Housing New Zealand property?*

*What steps does Housing New Zealand take to maintain the health and safety of employees and contractors who enter property where there is likely to be drug related behaviour occurring?'*

Like any alleged criminal matter, it is the role of the police and justice system to address any concerns around methamphetamine.

Our role is to provide a home for those people most in need. Where tenants face considerable life challenges such as drug misuse, Kāinga Ora facilitates access to support services. We have strong working relationships with support agencies, local Councils, and relevant community groups to help in achieving this. However, Kāinga Ora does not have jurisdiction to 'require' tenants to engage with services.

As Kāinga Ora is a housing provider, we do not manage the success rate of support services. It would be up to the addiction service provider to monitor this.

In terms of the health and safety of employees and contractors, the risk posed when a staff member or contractor enters a property where there is suspected drug use (as opposed to manufacture) is the risk of antisocial or aggressive behaviour. We teach our staff to remove themselves from the property should they suspect that drugs are being used, and ensure others are made aware of the address/tenant until an assessment of the risk can be made and a Safe Work Plan is created.

Further interactions with the tenant will be done in a planned way with the right safety processes in place. Sometimes this requires two tenancy managers to visit, or that security attends the property with the tenancy manager.

You have the right under section 28(3) of the Act to ask the Ombudsman to review my response to your request, which you can do at <http://www.ombudsman.parliament.nz/> or freephone 0800 802 602.

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Yours sincerely

A handwritten signature in black ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

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