

16 October 2024

s 9(2)(a)

Dear s 9(2)(a)

Thank you for your email of 18 September 2024 to Kāinga Ora – Homes and Communities, requesting the following information:

Can you tell me how many [Kāinga Ora tenant cases] went to the Tribunal in the latest financial year, and what the complaints were and what the results were?

Your request was considered under the Official Information Act 1982 (the Act). Our response is below.

The Tenancy Tribunal provides both landlords and customers with an independent way to resolve challenges and formalise outcomes by applying for mediation or a Tribunal hearing. Wherever possible, we attempt mediation with customers before proceeding to a Tenancy Tribunal hearing. The information provided in this response only includes cases that required a Tribunal hearing, and excludes cases resolved via mediation.

There are some situations that can only be resolved with a Tenancy Tribunal hearing. For example, if a property has been abandoned, all landlords must seek resolution through the Tenancy Tribunal.

I have provided the number of applications Kāinga Ora has made to the Tenancy Tribunal during 2023/24, and the reasons for these. I have also provided the outcomes of Tribunal hearings completed during 2023/24.

Please note that due to the duration of the Tribunal process, some applications were still in progress at the end of the financial year, and did not yet have an outcome. This data is based on manual entry and there will be a margin of human error in the data provided.

Kāinga Ora applications to the Tenancy Tribunal – 1 July 2023 to 30 June 2024

Reason	Description	Number of applications
Abandonment and non-occupation	Applications made to terminate the tenancy and obtain possession due to the tenant no longer residing in the tenancy	169
Access	Applications seeking an order requiring the tenant to allow landlord access to the property, for reasons including completing inspections, checking for compliance, conducting maintenance	51
Damages	Applications seeking establishment of costs associated with damage repairs	200
Disposal of goods	Applications seeking authority from the Tribunal to dispose of former customers possessions following a tenancy ending	23

Disruptive behaviour	Applications seeking termination and possession of the tenancy due to the tenant engaging in disruptive behaviour	9
Pets	Applications seeking the removal of pets	9
Possession	Applications seeking possession of the property after the tenancy has been terminated, but an individual remains in the property.	62
Property condition and work orders	Applications seeking action be taken to address concerns with the condition of the property	31
Rent arrears	Applications to address nonpayment of rent	3,161
Other	Applications made for miscellaneous or multiple reasons, for example Financial Assessment Hearings at the District Council	90
Total		3,805

Note: The table shows the primary reason for the application. Any secondary reason(s) are not included.

Outcomes of Tenancy Tribunal applications – 1 July 2023 to 30 June 2024

Outcome	Description	Number of applications
Dismissed and notice set aside	The application was dismissed by the Tribunal or set aside due to the two parties coming to a mutual agreement not requiring an Order from the Adjudicator	164
Monetary award	Outcome awarding a calculated repayable debt figure to Kāinga Ora	2,348
Termination	An Order awarding the termination of the tenancy	238
Work order	An Order requiring remedial action to be taken	245
Total		2,995

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 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.

Yours sincerely



Nick Maling
General Manager – National Services