



Thank you for your email of 2 August 2018 to Housing New Zealand, requesting the following information under the Official Information Act 1982 (the Act):

From 1 January 2017 to 30 June 2018:

Figures for Housing NZ clients who have threatened to commit suicide in their dealings with Housing NZ and when this threat has been officially reported.

Figures for Housing NZ staff who have been verbally and/or physically abused. Please break these figures down by what incidents were physical, what were verbal, what were both, and how many resulted in injury to staff

Figures of when police have been called to Housing NZ offices to deal with irate or unhappy clients

Figures for numbers of clients trespassed from Housing NZ offices for aggressive behaviour

Figures for Housing NZ clients who have officially congratulated Housing NZ for services.

I have considered your request under the Act. Please find my answers below.

Figures for Housing NZ clients who have threatened to commit suicide in their dealings with Housing NZ and when this threat has been officially reported.

Any time Housing New Zealand receives a call from a customer to say they are going to harm themselves, or are thinking about it, staff are trained to act very quickly.

The Customer Support Advisor (CSA) will check the number and their location, keep the caller on the line to reduce the risk of immediate action, and alert a Team Leader immediately for support.

The Team Leader will call 111, preferably from their cell phone, while beside the CSA, follow the instructions of the Police, or if the customer has hung up, pass the phone to the CSA to allow for questions from the Police. The Team Leader will then assist the CSA to complete the required form and log the incident.

Housing New Zealand takes any calls of this nature very seriously and all calls are logged with Police. Under no circumstances do staff decide if a threat of harm is genuine or not, this is determined by the Police.

From 1 January 2017 to 30 June 2017, Housing New Zealand received 13 phone calls from tenants threatening suicide, and from 1 July 2017 to 30 June 2018, Housing New Zealand received 43 phone calls, to get a total of 56 calls during your requested time period.

In regards to injury, no staff member suffered a physical injury in these reported cases.

Figures of when police have been called to Housing NZ offices to deal with irate or unhappy clients

The health and safety of our staff and our tenants is paramount and at any time there is a physical risk or threat to either staff/or tenants, on our premises, Housing New Zealand will call the Police for intervention.

From 1 January 2017 to 30 June 2018, there were 40 incidents involving anti-social behaviour at our offices that have required Police involvement.

Figures for numbers of clients trespassed from Housing NZ offices for aggressive behaviour

A client – not necessarily a tenant – behaving in an aggressive way and/or posing a personal threat to staff safety, will not be tolerated by Housing New Zealand staff and will be asked or assisted to leave the premises.

From 1 January 2017 to 30 June 2018, there were 13 incidents of clients that were tenants trespassed from Housing New Zealand offices for aggressive behaviour.

Figures for Housing NZ clients who have officially congratulated Housing NZ for services.

From 1 January 2017 to 30 June 2018, 597 customers were recorded to have congratulated Housing New Zealand for their services. However, this is only from the information recorded, and there may have been other examples that were not entered into our system.

I trust this information is helpful.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Greg Groufsky', written in a cursive style.

Greg Groufsky
Acting Chief Operating Officer