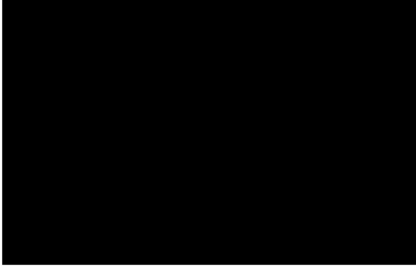


27 SEP 2018



I am writing to respond to your official information request dated 15 August 2018, which was addressed to the Department of the Prime Minister and Cabinet and was transferred to Housing New Zealand on 20 August 2018. You requested for the following information:

I would like to know the cost per annum for Housing New Zealand accommodation damages caused by tenants both intentionally and unintentionally from the period of July 2013-July 2018.

I understand that Housing New Zealand manages approximately 63,000 homes. Could you please tell me the average cost per house to fix the aforementioned damages?

Can you please provide a breakdown of what the top five most common damages to Housing New Zealand accommodation are? i.e. mould, physical damage, fires etc.

Finally, I would like to know a percentage figure of how many damages are paid for by the tenants rather than the Ministry of Housing.

Housing New Zealand's first priority is to repair damage as quickly as possible in order to maintain the stock of available properties and to ensure good living conditions for our tenants. The best way to achieve prompt repairs is to manage them at the local level.

Housing New Zealand's work order systems concentrate on remedying the damage rather than trying to attribute cause or liability. When damage repair is required for a property a work order is written which can cover a number of different jobs in different categories.

Work order details, damage causes and liability information is maintained by local offices and is held in individual files. It is not held centrally and therefore cannot be easily supplied from a central database. Therefore, most of your request is being refused under Section 18 (f) of the Official Information Act, because the information requested cannot be made available without substantial collation or research.

We are able to provide some information. If a tenant is known or believed to have caused damage or has permitted damage to occur to a Housing New Zealand property, the cost of the damage will be pursued against the tenant unless there are good business reasons not to do so.

When a tenant accepts or is found to be liable for damage at a Housing New Zealand property a record of that debt is entered on their individual file in the local area office. The table below provides the amount of tenant debt (not including rent arrears) attributed to tenants in the past five financial years. Only the total debt figure is recorded in core systems the details are held on individual files. Therefore, it may include debts not associated with what some would consider damage, for example the cost of skip bins provided to tenants.

Tenant damage debt from 2013/14 – 2017/18

Financial Year	Debt \$
2013/14	6,333,355
2014/15	6,888,484
2015/16	7,004,260
2016/17	10,191,275
2017/18	6,963,867

Please note that these figures represent the amount attributed and not the actual amount paid back in a given year.

We are also able to partially address your request for the five most common damages. While it is not possible to provide the cause of damage without a file by file search, we can tell you that the top categories of work contained in work orders written to remedy damage were: carpentry, glazing, decoration, electrical and plumbing.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Rachel Kelly
Manager, Government Relations