

7 September 2020

Privacy



Thank you for your emails of 10 August 2020 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982:

*“Do hcnz tenancy managers no longer have the authority to evict tenants (90 day notice to stop anti social behaviour by people including family at said property are abusive threatening, unless they have committed a arrestable offense.”*

*“Is it kainga ora policy that verbal abuse towards hcnz tenant neighbours , and said in a derogatory context whether it be homophobic racists or religious . Does not consist as needing serious clear and present resolution by kainga ora ,and respective tenancy managers.”*

Kāinga Ora can bring a matter to the Tenancy Tribunal and ask for an eviction, like any other landlord under the Residential Tenancies Act 1986 (RTA). However, Kāinga Ora is committed to helping its customers sustain their tenancies, and only considers termination of a tenancy or eviction if circumstances place staff, contractors or the public at serious risk. Some behaviours may result in Police charges and/or conviction. For example, illegal or alleged illegal activity at the property such as drug production or supply, or acts of violence against other tenants, neighbours or Kāinga Ora people or contractors.

We expect our customers to respect the values and lifestyles of others within their community and to act reasonably and with consideration for others. At the start of every tenancy Kāinga Ora discusses its expectations and responsibilities that are part of our Tenancy Agreement. There are a number of steps that are taken when a customer breaches this agreement.

In the first instance we may meet with the customer and issue a notice requiring them to remedy a breach of their Tenancy Agreement or the RTA. We may also set up a Household Action Plan. These plans are created to support the planned management of any issues, establish support frameworks and to help our customers manage their circumstances. Household Action Plans are a joint agreement between our customers and Kāinga Ora.

In some cases, a customer can be referred to our Te Waka Urungi service, which provides tailored support to our customers with high and complex needs. They work alongside and connect our customers to other support services in the community. This may be assistance from other government agencies such as health services and welfare support or non-government organisations that can help with budgeting and household management.

If you have concerns regarding a specific tenant, I encourage you to contact Kāinga Ora via our Customer Services Centre on 0800 801 601.

Yours sincerely



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