

30 September 2024

s 9(2)(a)

Tēnā koe <sup>s 9(2)(a)</sup>

I write in response to your request dated 2 September 2024, for information under the Official Information Act (1982):

*I was having a look through Tenancy Tribunal orders just now and saw a couple that included tenants paying off debt to Kainga Ora over quite long periods of time.*

- *Do you have data on how much of this sort of rental debt is actually able to be recovered? How much would you have to write off?*

Kāinga Ora provisions for debt that is more than seven days old where the debt relates to a former tenant, and more than 30 days old where the debt relates to a current tenant. We continue to see repayment of that debt from our tenants through repayment arrangements. Most Kainga Ora tenants— around 85 percent – pay their rent every week on time and are up to date with their rent payments. However, a small number of tenants do fall behind on their rent – and most work hard to repay it.

As at 25 August 2024, \$18.6 million in rent debt was owed by approximately 8,100 tenants. Around 82 percent of these tenants have active repayment arrangements in place – this means they are both paying their regular rent on time and are making additional, sustainable payments to reduce their rent debt.

When a tenancy is ended due to rent debt, the amount continues to be held on our books and can continue to be repaid by the former tenant. However, this does not always happen. After seven years, we write-off any remaining debt owed by the former tenant. We are unable to provide you with an exact figure of rent debt that is written-off, as we do not separate this out from other debt held by former tenants. The total debt figures would include damages as well as rent debt. To answer this part of your request, each account would have to be manually reviewed to extract only the rent debt. As a result, we are declining this aspect of your request under Section 18(f) of the Act, in that the information requested cannot be made available without substantial collation or research.

In accordance with section 18A and 18B of the Act, we have considered whether extending the timeframe or charging for the information would remove the need to refuse your request.

However, we have determined that this would not mitigate the significant administrative impact on Kāinga Ora staff of completing the work needed to find the information.

You have the right to seek an investigation and review by the Ombudsman of this decision. There is information about how to make a complaint at <https://www.ombudsman.parliament.nz> or by freephone on [0800 802 602](tel:0800802602).

Nāku iti noa, nā



Nick Maling  
**General Manager – National Services**

