

Dan Hawke
fyi-request-4444-f1203681@requests.fyi.org.nz

Dear Mr Hawke

Thank you for your letter of 14 August 2016 to Housing New Zealand, requesting the following information under the Official Information Act 1982:

“a copy of your internal policies/procedures and staff guides that cover:

- How repairs are assessed, scheduled, and prioritised*
- Contractor requirements for repairs*
- Repairs to shared property*
- Improvements to property”*

On 5 September 2016, I emailed you asking if you would like to refine your request, as the amount of information would involve substantial research and collation. On 8 September 2016, you emailed that you were out of the country, and ‘in the meantime’, asked for:

‘key documents that cover these, or at least some of these points that may contain useful information”

I have attached the following key relevant documents:

- Schedule 2 Categories of Work of Performance based Maintenance Contract
- Schedule 3 Timeframes for response/scoping and completion of maintenance work of Performance based Maintenance Contract
- Maintenance and Programmed Work Specification
- Amenity Condition Manual 2016.

I hope you find this information useful.

Yours sincerely



Rachel Kelly
Manager Government Relations