

29 August 2023

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Tēnā koe Warren

Thank you for your email of 12 August to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

- 1. Number of Kainga Ora tenants who have been evicted from their houses between 11/7/22 and 10/7/23.*
- 2. Number of complaints that have been received against Kainga Ora tenants between 11/7/22 and 10/7/23 and the number of complaints that have been substantiated.*
- 3. Number of Kainga Ora houses that have been found to be contaminated with methamphetamine over the current guideline level of 1.5*
- 4. Number of people who are on the waiting list for a Kainga Ora houses in Ohakune.*

On 17 August 2023, Kāinga Ora transferred part 4 of the request to the Ministry of Social Development under section 14 of the Act.

Background information

The following commentary is provided as context and needs to be read in conjunction with the information provided.

Some 200,000 people build their lives in our homes. The vast majority of these people are good neighbours and members of their communities. However, in a small minority of cases disruptive behaviour causes highly stressful and unacceptable conditions for neighbours.

When problems arise, we respond promptly and seek positive outcomes for both the people we house and their communities.

Inevitably, this can involve a balancing act. No one wants to see homelessness, particularly where it affects children. But neither can people be expected to put up with intolerable situations.

Where there is illegal behaviour, we support the involvement of police. In other cases, we work with people and whānau, often alongside specialist agencies, to address what can be complex social needs.

The impact of eviction on whānau and tamariki, who make up half the people we house, can be traumatic and intergenerational, further impacting other aspects of their lives such as health and education. People still need housing, creating a revolving door where problems can compound and perpetuate.

We can and do move people if necessary. Any relocation has to take into account the implications for the person and their family/whānau, especially any children living in the home.

Ending a tenancy is always a last resort. Experience has shown it does not solve problems. We aim to avoid evictions and homelessness, and have adopted an approach to providing public housing that helps people remain in, or get back to, a state of wellbeing.

Responses to questions one to three of your request are below.

1. *Number of Kainga Ora tenants who have been evicted from their houses between 11/7/22 and 10/7/23.*

Between 11 July 2022 and 10 July 2022, one Kāinga Ora tenant has been evicted from their home.

2. *Number of complaints that have been received against Kainga Ora tenants between 11/7/22 and 10/7/23 and the number of complaints that have been substantiated.*

Between 11/7/22 and 10/7/23 there were 8,434 complaints recorded in the system. It is important to note that around 85 percent of complaints Kāinga Ora received are for minor things like car noise, frequency of visitors or lawns not being mowed.

Kāinga Ora does not record whether the complaint was subsequently substantiated. Therefore, this aspect of your request is refused under section 18(g)(i), in that the information requested is not held by the department, and the person dealing with the request has no grounds for believing that the information is either held by another department or connected more closely with the functions of another department.

3. *Number of Kainga Ora houses that have been found to be contaminated with methamphetamine over the current guideline level of 1.5*

Kāinga Ora has had 361 homes that exceeded the methamphetamine (meth) decontamination threshold and been decontaminated over the last five years. Of note, five years is the best timeframe that we can provide, as the testing thresholds, methods and data collection accuracy were different prior to that.

Kāinga Ora meth testing thresholds are based on the Sir Peter Gluckman ESR Report for Methamphetamine Contamination in Residential Properties of 2018 (15 µg/100cm²), and, where contractually required for the purposes of leasing a property from a private owner, the New Zealand Standard 8510:2017 (1.5 µg/100cm²).

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

Please note that Kāinga Ora proactively releases its responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/>, with your personal information removed.

Nāku noa, nā



Rachel Kelly
Manager, Government Relations