

16 November 2023

Barry Murphy  
[fyi-request-24298-71a24e1c@requests.fyi.org.nz](mailto:fyi-request-24298-71a24e1c@requests.fyi.org.nz)

Dear Mr Murphy

I refer to your email of 18 October 2023 to Kāinga Ora - Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

*Please limit this to Teitei Drive, Ohakune then, received by either Kāinga Ora or Ruapehu District Council. Renee Regal should have copies of all of these, including RDC emails as all communications was responded to by KO. Please provide copies of them too.*

Kāinga Ora – Homes and Communities understands your request to relate to your earlier request of 2 October 2023 for the following information:

*“1./ Please provide complaint numbers summarised by year for the last 3 years, if a project was in conjunction with a council partnership, please include the number of complaints lodged with those partners too.*

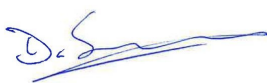
*2./ Please provide a copy of all complaints or concerns, for the last 24 months, aggregated by location or project and state the location of the project.*

Kāinga Ora – Homes and Communities has received a number of enquiries from the public about the proposed housing development at Teitei Drive, Ohakune, through a variety of avenues, including emails to shared inboxes, emails to individual staff members, phone calls and in person meetings. It is not possible to provide a breakdown of how many enquiries could be considered complaints, without manually reviewing each piece of correspondence. Your request is therefore refused under section 18(f) of the Act as the information requested cannot be made available without substantial collation and research.

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](http://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



Daniel Soughtton  
**Deputy Chief Executive - Central**