



**Te Tari Taiwhenua
Internal Affairs**

8 April 2024

Ministerial Services
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Lional Jones
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Dear Lional

Official Information Act request (OIA 2324-0716)

I refer to your official information request dated 10 March 2024 for the following information:

I seek details of any formal or informal complaints from residents of Premier House regarding the state of the property condition or functionality between August 2016 and current. These should include text messages between the residents, and (but not limited to) the CE of DIA, DCE holding responsibility for Ministerial Services and the GM Ministerial Services.

I can confirm that there were no complaints about the condition of Premier House received by the Chief Executive, Deputy Chief Executive holding responsibility for Ministerial Services, nor myself in the specified timeframe. Therefore, this part of your request is declined under Section 18(e) of the Act because it does not exist or cannot be found.

Formal and informal complaints and/or maintenance issues regarding Premier House are overseen by dedicated operations staff employed by the Department. The Official Information Act requires that we advise you of our decision on your request on later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit in terms of this part of your request. Therefore, we are writing to notify you of an extension of time to make our decision, to 1 May 2024.

The extension is necessary under Section 15(A) of the Act as compiling the information regarding this engagement over a long period of time, and considering the necessary consultations means that a proper response cannot reasonably be made within the original time limit.

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

Yours sincerely

Briget Ridden
General Manager – Ministerial Services
Te Haumi – Enterprise Partnerships
Te Tari Taiwhenua – The Department of Internal Affairs