

23 NOV 2018

Mick Hall  
Digital Journalist  
RNZ National  
[fyi-request-8940-e99148c9@requests.fyi.org.nz](mailto:fyi-request-8940-e99148c9@requests.fyi.org.nz)

Dear Mr Hall

I am writing to respond to your Official Information Act (OIA) request dated 5 November 2018, in which you requested the following information:

*How many Housing NZ tenants have been transferred to another property, have requested a transfer or have complained because they believe the property is "haunted" and they have been disturbed by inexplicable and frightening activity over the past 5 years.*

Housing New Zealand has 32 universal codes used to record the reason for a Business Initiated Transfer in our central records system. However, 'Hauntings' or similar words are not one of these codes.

Cases as you describe may be recorded on tenants' individual files using free text. However, individual files are held at area offices around the country. An accurate response to your request would require a file by file search across all Housing New Zealand offices.

Therefore, we are declining your request under Section 18 (f) of the OIA, because the information requested cannot be made available without substantial collation or research.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely



**Rachel Kelly**  
Manager, Government Relations