

Weathertight OIAs and Ministerial Servicing Guidance

Timing and communication

- Communication with Weathertight needs to be regular – no surprises.
- Important to keep in mind people’s working arrangements:
 - Pete Hackshaw (Acting National Manager) is based in Auckland
 - Rachel Singers works Mondays, Tuesdays and Thursdays
 - All draft and final responses need to be reviewed and signed off by Rachel, before going to Katie Gordon (Weathertight and Building Systems Support Manager) and then Pete.
- Please send Mako links, not copies of documents.

Process step	Responsibility	Timeframe
Contact weathertight (erin.murphy@mbie.govt.nz) to advise OIA has been received and request information/advice as needed.	Writer	Same day OIA is received by writer.
Arrange to provide information.	Weathertight (Alby, Erin Murphy, or admin team – depends on query).	Response within 2 days, indicating timeframe for providing information.
Review information for redactions, etc	Writer	
Draft letter	Writer	
QA letter	Another Ministerial Services team member	
Draft response provided to Weathertight (email Mako link to Rachel)	Writer	Needs to be provided to Weathertight at least 7 working days before due date.
Draft response reviewed by Weathertight	Weathertight (Erin)	Within 2 days.
Final changes made	Writer	1 day.
Final response provided to Weathertight (Rachel), with sign-off sheet	Writer	Needs to be provided to Weathertight at least 4 working days before due date.
Sign-off	Weathertight (Alby, Erin, Pete)	Within 3 days.

Writing for Weathertight

- It’s important to keep in mind who the requestor is, and write the response accordingly. Are they a stakeholder? Claimant? Reporter? Have they made a previous request?
- Claim numbers are all five digits, and should be referred to (for example) as Claim 01234.
- Responses need to be specific and accurate; no ambiguity.
- Where the address of the property in question is not provided in the request, we should specify it in the response.
- In the letter, the way we refer to documents being requested and/or released should reflect the wording used in the documents themselves.
- We should aim to be helpful when referencing the information, providing titles and dates where appropriate.

Publicly available information

Statistics on weathertight claims are available on the Ministry's website here:

<http://www.mbie.govt.nz/info-services/building-construction/weathertight-services/weathertight-homes-resolution-service-claims-statistics/?searchterm=weathertight%20statistics>

They are updated monthly.

Some financial information is available through the annual reports, which are also available online.

BAU vs OIA requests

Requests from Territorial Authorities which cover information we would normally provide to them (such as whether or not a claim is eligible, or an assessor's report if the TA is contributing to FAP for the claim) can usually be dealt with as BAU. The reasoning for this is:

- it's often information we've already provided to the Council,
- the Council are key stakeholders and therefore we'd like to be as helpful as we reasonably can, and
- the information often only relates to one claim so isn't onerous or time consuming.

However, if a request such as this lands in your inbox, please confirm with Weathertight that it's ok to keep it BAU before proceeding.

Requests which are outside of the norm are generally OIAs. This allows us to follow the appropriate processes (including seeking legal advice or input from the Communications team where appropriate) and also means that requests are properly filed and recorded. Examples include:

- requests for 'all documentation related to a claim', or 'all correspondence related to a claim'
- requests for statistics, or information on more than one claim, such as 'all the claims for Rotorua Lakes Council'.

Where there is a bit of a grey area – please ask.