



14 October 2020

Aaron Packard

Sent via email to fyi-request-13809-6b8f35bd@requests.fyi.org.nz

Dear Aaron,

REQUEST FOR OFFICIAL INFORMATION – RELEASE OF INFORMATION

We refer to your official information request dated 16 September 2020. You requested the following information from the Queenstown Lakes District Council (QLDC):

1. In the past five years, how many times has the Council used their rights under the Public Health Act to inspect rental-housing properties?
2. In the past five years, how many times has the Council exercised its powers to issue a repair or closure notice to property owners whose properties do not meet the Housing Improvement Regulations?
3. How do you identify which rental housing properties to inspect under the Public Health Act?
4. What is the process for tenants to request the Council inspect their rental housing property under the Public Health Act and provide a written report on its condition?
5. What information is available on your website or in your publications on rental housing inspections provided by the Council?
6. What is your process for engaging with the Tenancy Tribunal to provide reports on the rental housing inspections you conduct?

QLDC response

1. *In the past five years, how many times has the Council used their rights under the Public Health Act to inspect rental-housing properties?*

Under the Health Act 1956, delegated Environmental Health Officers investigate complaints of housing issues such as dampness. Cases are referred to QLDC's Environmental Health team (the Health team) when complaints are received – a visit is then undertaken and followed up by an email or report detailing the findings.

The system to record this type of complaint does not allow accurate calculation of the exact number of complaints received. As an estimate, we receive two to three complaints every winter. Over the past five years, the Health team have not taken any legal action. To assess action taken, the Health team refers to the [Enforcement Strategy and Prosecution Policy](#).

Because the Health team includes officers who have specific training on advising on unhealthy housing, many complaints have been resolved by providing practical information to both the tenant and the property owner or Property Management Company.

Note that the Health team has also forged links with the Tenancy Compliance Team (within the Monitoring, Enforcement & Environmental Team). The two teams occasionally do joint visits.

2. *In the past five years, how many times has the Council exercised its powers to issue a repair or closure notice to property owners whose properties do not meet the Housing Improvement Regulations?*

Zero.

3. *How do you identify which rental housing properties to inspect under the Public Health Act?*

Via QLDC's 'Request for Service' process.

4. *What is the process for tenants to request the Council inspect their rental housing property under the Public Health Act and provide a written report on its condition?*

Requests made under QLDC's 'Request for Service' process.

5. *What information is available on your website or in your publications on rental housing inspections provided by the Council?*

Please see QLDC's [Enforcement Strategy and Prosecution Policy](#).

6. *What is your process for engaging with the Tenancy Tribunal to provide reports on the rental housing inspections you conduct?*

Our Tenancy Compliance Team liaises with the tribunal.

We trust this response satisfactorily answers your request.

Kind Regards,



Poonam Sethi
Governance and Official Information Advisor