

Ministerial Services briefing

Rt Hon Jacinda Ardern Minister Responsible for Ministerial Services

Title: Ministerial Self-drive Vehicle Selection Policy and Standards

Date: 6 November 2020

Key issues

Under the Ministers' Travel Services within New Zealand Determination 2020, members of the Executive are entitled to one self-drive vehicle for use at the Minister's discretion.

This briefing seeks your endorsement on the current Ministerial Self-Drive Vehicle Selection Policy and Standards, which provides the standards and criteria for self-drive vehicles, including the requirement that all ministerial self-drive vehicles will be electric or hybrid electric vehicles unless there is a demonstrable need otherwise.

Action sought	Timeframe
Approve or provide feedback on the current Ministerial Self-drive Ve Selection Policy and Standards.	hicle By 11 November 2020

Contact for telephone discussions (if required)

Name	Position	Direct phone line	After hours phone	Suggested 1st contact
Morag Ingram	General Manager, Ministerial and Secretariat Services	027 886 4844	027 886 4844	✓
Steve Dyhrberg	Manager, VIP Transport	04 817 8916	027 537 0783	

Return electronic document to	Ministerial and Secretariat Services, Level 18 Bowen House
Cohesion reference	https://dia.cohesion.net.nz/Sites/SEG/OMAB/OperationalAdviceandBriefings2020
Ministerial database reference	MS202000091

Purpose

This briefing seeks your approval of the existing Ministerial Self-drive Vehicle Selection
Policy and Standards prior to Ministerial Services engaging with Ministers to access
their entitlement to a self-drive vehicle.

Ministers' entitlement to self-drive vehicles

- 2. Under the Members of Parliament (Remuneration and Services) Act 2013, the Minister Responsible for Ministerial Services is required to issue the Ministers' Travel Services within New Zealand Determination. This Determination sets the entitlements of members of the Executive to travel services that are additional or alternative to the entitlements for members of Parliament. The current Determination was issued by the previous Minister and came into effect on 18 October 2020.
- 3. Under clause 2.3 of this Determination:
 - a Minister is entitled to one self-drive car for use at the Minister's discretion; and
 - the self-drive vehicle will be provided up to a maximum value as agreed from time to time with the Minster Responsible for Ministerial Services and may be required to meet minimum standards for fuel economy, environmental sustainability, safety, and whole of life cost.
- 4. The Ministerial Services Group within the Department of Internal Affairs manages this entitlement for Ministers. Suitable self-drive vehicles are purchased under Vote Internal Affairs, and ownership of these vehicles is retained by the Department of Internal Affairs.

Current Ministerial Self-drive Vehicle Selection Policy and Standards

- 5. The current policy and standards for Ministerial self-drive vehicles is attached in **Appendix A** for your review and approval.
- 6. The current policy consists of key minimum criteria for Ministerial self-drive vehicles, including total cost of ownership and environmental standards. In accordance with the Government's goal for increasing the uptake of low emission vehicles, and our strategy for modernising the Crown fleet, the policy includes an expectation that Ministers will choose an electric capable vehicle. In recognition of the higher purchase price for electric capable vehicles, the policy provides for a higher maximum total cost of ownership for electric capable vehicles.
- 7. The current policy recognises that the options available for electric or hybrid-electric vehicles may not be suitable to meet all Ministers' needs. For example, there are currently limited electric or hybrid-electric options that can accommodate larger families, or off-road vehicles that may be more suitable for Ministers representing large rural electorates. As such, where there is a demonstrable need for a vehicle without an appropriate electric option, Ministers can request to be exempt from this expectation through a request to the Minister Responsible for Ministerial Services. We will work with Ministers' offices on any exemption requests and provide a briefing for your approval for each exemption sought.
- 8. We do not propose any changes to the existing policy or settings, and recommend you approve the existing policy prior to our engagement with Ministers to access this entitlement.

Allocation and reallocation of self-drive vehicles

- 9. We have already begun providing all Ministers with initial information regarding this entitlement, including providing Ministers with details of the vehicles available for selection and the selection process. Should you approve the policy, we will begin to engage directly with Ministers on their preferred self-drive vehicle.
- 10. To make it easier for Ministers to assess and select a suitable self-drive option, we have arranged for a range of models to be made available from the Beehive basement for a facilitated test drive over the next few weeks. A schedule of times has been made available to all SPSs.
- 11. Where possible we intend to reallocate suitable existing self-drive vehicles from outgoing Ministers to new users. We undertake assessments to ensure all vehicles are fit for purpose before being made available for reallocation. We have undertaken assessments on existing vehicles, and a list of self-drive vehicles currently available for reallocation is attached in **Appendix B**.

Next steps

- 12. To allow us to begin engaging with Ministers promptly on their preferred self-drive vehicles, we seek your approval of the existing policy or any proposed changes by Wednesday 11 November.
- 13. We will provide you with ongoing updates on the allocation process and notify you of any requests for exemptions.

Recommendations

- 14. We recommend that you:
 - a) note that, under the current Ministers' Travel Services within New Zealand Determination, Ministers are entitled to one selfdrive vehicle for use at their discretion:
 - note that as Minister Responsible for Ministerial Services, you have the discretion to review the current Ministerial Self-drive Vehicle Selection Policy and Standards at any time;
 - c) EITHER
 - approve the existing Ministerial Self-drive Vehicle Selection Policy and Standards as provided in Appendix A by 11 November 2020;

Yes/No

OR

ii. **provide feedback on** the existing Ministerial Self-drive Vehicle Selection Policy and Standards; and

Yes No

d) note we will work with you on any exemptions sought to the Ministerial Self-drive Vehicle Selection Policy and Standards.

Morag Ingram General Manager

Ministerial and Secretariat Services

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I'd like approval to be sought for hur reallocation of non

compliant self dives

Rt Hon Jacinda Ardern

Minister Responsible for Ministerial Services

8/11/20

Appendix A: Ministerial Self-drive Vehicle Selection Policy and Standards (as at 16 October 2020)

Key criteria	Ministerial self-drive vehicles will be:						
	fit for purpose						
	environmentally friendly						
	fuel efficient						
	cost effective						
LEST LESS	• safe						
Total cost of	The whole-of-life cost for self-drive vehicles is set at a maximum of:						
ownership	\$40,000 (ex GST) for dedicated petrol or diesel motor vehicles; and						
	\$45,000 (ex GST) for wholly electric or PHEV (hybrid) vehicles.						
	Whole-of-life costing includes elements such as the purchase price,						
	maintenance and running costs over a three-year period along with						
	residual/resale price of that vehicle.						
Vehicle safety	Ministerial self-drive vehicles will:						
	achieve a minimum 5-star ANCAP or Euro NCAP rating;						
	 have a minimum of four airbags, preferably six; 						
	have ABS or equivalent; and						
	have a vehicle stability programme or equivalent.						
Environmental	The minimum environmental standards for self-drive vehicles are:						
standards	CO₂ volume: Less than 80gm/km;						
	fuel economy: Less that 4lt/100 km; and						
	emissions standard: meet or exceed Euro V.						
	Note: emission and fuel economy standards reflect the requirement that a						
	self-drive vehicle should be either fully-electric, or plug-in hybrid electric. The settings for these standards reflect this requirement and do not						
	accommodate conventionally-powered vehicles.						
Selection	In selecting a new self-drive vehicle, Ministers are required to						
Criteria	selecting a new sen-drive vehicle, winnsters are required to select an electric or hybrid-electric vehicle option, in line with the						
	Government's goal for increasing the uptake of low emission vehicles,						
0	unless the Minister has a demonstrable need for a vehicle that is not						
	available in an appropriate electric or hybrid-electric option						
	select a vehicle from a supplied list of vehicles which meet the above						
	standards, as this provides the most cost-effective option for the						
	taxpayer.						

Appendix B: Ministerial self-drive vehicles available for re-allocation

Key

- PHEV: Plug-in Hybrid Electric Vehicle
- EV: (Battery) Electric Vehicle

Table one – Vehicles available for re-allocation: Compliant with self-drive vehicle selection policy and standards						
Make	Model	Year	Mileage range (Kilometres)	Fuel/Power type	Seats	
Toyota	Prius Prime	2018	11-13,000	PHEV	5	
Hyundai	Kona	2020	< 2,000	EV	5	

Make	Model	Year	Mileage range (Kilometres)	Fuel/Power type	Seat
Hyundai	Santa Fe	2018	19-21,000	Diesel	7
Ford	Ranger	2018	31-33,000	Diesel	5
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Ministerial Services briefing

Rt Hon Jacinda Ardern Minister Responsible for Ministerial Services

Title:

Updated Ministerial Self-drive Vehicle Selection Policy and Standards

Date:

11 November 2020

Key issues

On 6 November we provided you with a proposed Ministerial Self-drive Vehicle Selection Policy and Standards for your review. This briefing provides an updated policy incorporating your feedback on the draft and with additional information as requested regarding Ministers' entitlement to a self-drive vehicle.

Action sought	Timeframe
Approve or provide feedback on the updated Ministerial Self-drive Vehicle	By 18 November 2020
Selection Policy and Standards.	·

Contact for telephone discussions (if required)

Name	Position	Direct phone line	After hours phone	Suggested 1st contact
Morag Ingram	General Manager, Ministerial and Secretariat Services	027 886 4844	027 886 4844	✓ 3
Steve Dyhrberg	Manager, VIP Transport	04 817 8916	027 537 0783	

Return electronic document to	Ministerial and Secretariat Services, Level 18 Bowen House
Cohesion reference	https://dia.cohesion.net.nz/Sites/SEG/OMAB/ layouts/15/DocldRedir.aspx?ID=D77ZW3VMNM6 1324714264-419
Ministerial database reference	MS202000096
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Purpose

1. This briefing seeks your approval of an updated Ministerial Self-drive Vehicle Selection Policy and Standards, and provides you with further information regarding Ministers' entitlement to a self-drive vehicle.

Background

2. On 6 November, we provided you with a briefing on Ministers' entitlement to a self-drive vehicle under the Members of Parliament (Remuneration and Services) Act 2013. This briefing included a copy for your review of the existing Ministerial Self-drive Vehicle Selection Policy and Standards. This policy sets the parameters for vehicles that can be selected by Ministers under this entitlement, and can be amended at any time by the Minister Responsible for Ministerial Services.

Updated Ministerial Self-drive Vehicle Selection Policy and Standards

- Following your review, you have requested the current policy be amended to require Ministers to seek approval for any Ministerial self-drive vehicle that is not fully electric.
- 4. Appendix A provides you with an updated Ministerial Self-drive Vehicle Selection Policy and Standards to reflect the requirement that Ministers should select a fully-electric self -drive vehicle unless there is a demonstrable need for a vehicle without an appropriate fully electric option. Approval of an exemption from the policy will be required for all hybrid-electric and conventionally powered vehicles.

Further information regarding Ministerial self-drive vehicles

- You also requested a copy of the approved list of vehicles available for selection by Ministers. The current Ministerial self-drive vehicle catalogue is provided in Appendix B. All vehicles considered for the Ministerial self-drive catalogue must be selected from the Ministry of Business, Innovation and Employment All-of-Government Motor Vehicle Catalogue, and go through an additional assessment and selection process by VIP Transport to ensure they meet environmental, value for money and safety standards.
- 6. Currently, there are three fully electric options and three hybrid options available for Ministers to select. Under the updated policy, Ministers will require an exemption to the hybrid options on the catalogue. As the market for electric vehicles matures, we expect that additional electric options will become available.
 We will keep you informed of proposed changes to the Ministerial self-drive catalogue.
 - As previously advised, we intend to reallocate suitable existing self-drive vehicles from outgoing Ministers to new users, where possible. **Appendix C** provides an updated summary of vehicles available for reallocation to incoming Ministers. As per your expectations, approval will be sought for the reallocation of any vehicle that does not comply with the updated policy.
- 8. Appendix C also provides you with a table of returning Ministers whose current self-drive vehicles are not compliant with the updated policy. We will engage with these Ministers to inform them of changes to the policy, and work with them to

either replace their existing vehicle with a suitable fully electric option or seek an exemption from you to retain the vehicle.

Next steps

- 9. Should you approve the updated self-drive policy, we will inform Ministers and Released under the Official Information Act voles. SPSs of the revised policy and expectations regarding self-drive vehicles, and continue working with Ministers to identify their preferred option.

Recommendations

- 11. We recommend that you:
 - note that, following your feedback, the Ministerial Self-drive Vehicle Selection Policy and Standards has been updated to incorporate the requirement that Ministers should select a fully electric vehicle as a Ministerial self-drive;
 - b) EITHER
 - approve the updated Ministerial Self-drive Vehicle
 Selection Policy and Standards as provided in Appendix A;

Yes/No

OR

 provide feedback on the updated Ministerial Self-drive Vehicle Selection Policy and Standards;

Yes/No

- note the current approved Ministerial self-drive vehicles catalogue, provided in Appendix B;
- note the updated summary of returned self-drive vehicles available for reallocation to incoming Ministers, provided in Appendix C;
- e) note that your approval will be sought for the reallocation of any returned self-drive vehicle that is non-compliant with the updated Ministerial Self-drive Vehicle Selection Policy and Standards; and
- f) note Ministerial Services will engage with returning Ministers whose current self-drive vehicles do not comply with the updated policy, and work with them to either replace or seek exemption for their Ministerial self-drive vehicle.

Morag Ingram General Manager

Ministerial and Secretariat Services

Rt Hon Jacinda Ardern

Minister Responsible for Ministerial Services

13/11/20

Appendix A: Ministerial Self-drive Vehicle Selection Policy and Standards (11 November 2020)

Overarching selection	In selecting a self-drive vehicle, Ministers are required to:						
policy	 select a fully-electric vehicle, in line with the Government's goal for increasing the uptake of zero-emission vehicles 						
	 obtain approval from the Minister Responsible for Ministerial Services for any exemption to the requirement to select a fully electric option (i.e. for any hybrid-electric or conventionally-powered vehicle), based on a demonstrable need for a vehicle that is not available in an appropriate fully-electric option 						
	 select a vehicle from an approved list of vehicles taken from the MBIE All-of-Government Motor Vehicle Catalogue, as this provides the most cost-effective option for the taxpayer. Vehicles provided for selection will be: 						
	 consistent with the updated self-drive vehicle selection policy and standards 						
	o fit for purpose						
	o zero or low emissions						
	o cost effective o safe						
Total cost of	The whole-of-life cost for self-drive vehicles is set at a maximum of:						
ownership	\$45,000 (ex GST) for electric vehicles						
policy	 \$40,000 (ex GST) for non-electric vehicles (subject to approval by the Minister Responsible for Ministerial Services). 						
	Whole-of-life costing includes elements such as the purchase price, maintenance and running costs over a three-year period along with residual/resale price of that vehicle.						
Vehicle safety	Ministerial self-drive vehicles will:						
standards	 achieve a minimum 5-star ANCAP or Euro NCAP rating; 						
	have a minimum of four airbags, preferably six;						
0	have ABS or equivalent; and						
250	 have a vehicle stability programme or equivalent. 						

Appendix B: Approved catalogue of Ministerial self-drive vehicles as at 10 November 2020

Illustration	Vehicle Information
	CO2 emissions - 0 Battery Range - 449km Seating capacity - 5
A R THE	CO2 emissions - 0 Battery Range – 311km Seating capacity - 5
	CO2 emissions - 0 Battery Range - 270 km Seating capacity – 5
	CO2 emissions – 26g/km Fuel efficiency – 1.1 L/100km Battery Range – 52km Fuel tank capacity – 43L Seating capacity - 5
Sed Jin All	CO2 emissions – 34.9g/km Fuel efficiency – 1.5 L/100km Battery Range – 51.9km Fuel tank capacity – 43 L Seating capacity – 5
	CO2 emissions – 44g/km Fuel efficiency – 1.9 L/100km Battery Range – 55km Fuel tank capacity – 45L Seating capacity - 5

Appendix C: Ministerial self-drive vehicles available for re-allocation

Key

PHEV: Plug-in Hybrid Electric Vehicle

EV: (Battery) Electric Vehicle

Table one policy and		icles available	for re-allocation: Co	empliant with updated	l self-drive	vehicle selection
Make	Model	Year	Mileage range (Kilometres)	Fuel/Power type	Seats	Current User
Hyundai	Kona	2020	< 2,000	EV	5	Unallocated

Table two – Returned vehicles available for re-allocation: Non-compliant with updated self-drive vehicle selection policy and standards; requiring exemption approval							
Make	Model	Year	Mileage range (Kilometres)	Fuel/Power type	Seats	Current User	
Toyota	Prius Prime	2018	11-13,000	PHEV	5	Unallocated	
Ford	Ranger	2018	31-33,000	Diesel	5	Unallocated	

Make	Model	Year	Mileage range (Kilometres)	Fuel/Power type	Seats	Current User	Estimate Replacem Date
Mitsubishi	Outlander	2018	41- 42,000	PHEV	5	Hon. Jackson	Q1 21/2
Mitsubishi	Outlander	2020	< 1,000	PHEV	5	Hon. Robertson	Q4 22/2
Audi	A3 Sportback	2018	27- 28,000	PHEV	5	Hon. Twyford	Q4 21/2
Hyundai	Santa Fe	2018	19- 20,000	Diesel	7	Hon. Hipkins	Q1 22/2
S	edund						



Ministerial Services briefing

Rt Hon Jacinda Ardern Minister Responsible for Ministerial Services

Title:

Allocation of Crown-owned Ministerial residences

Date:

6 November 2020

Key issues

The Department of Internal Affairs manages two Crown-owned properties as Ministerial residences, Premier House and a residence on Bolton Street, Wellington. Premier House is the official Wellington residence of the Prime Minister, while the Minister Responsible for Ministerial Services has discretion to allocate the remaining property.

Action sought	Timeframe
Confirm with officials your preference for allocating the Bolton Street	At your convenience
property as a Ministerial residence.	

Contact for telephone discussions (if required)

Name	Position	Direct phone line	After hours phone	Suggested 1 st contact
Morag Ingram	General Manager, Ministerial and Secretariat Services	027 886 4844	027 886 4844	V
s9(2)(a)	Manager, Ministerial Entitlements and Assurance	s9(2)(a)	s9(2)(a)	

Return electronic document to:	Ministerial and Secretariat Services, Level 18 Bowen House
Cohesion reference	https://dia.cohesion.net.nz/Sites/SEG/OMAB/OperationalAdviceandBriefings2020
Ministerial database reference	MS202000092

Purpose

 This briefing seeks your direction on the allocation of the Crown-owned Ministerial residence at Bolton Street, Wellington.

Background

Determinations setting out accommodation support for Ministers of the Executive

- The Members of Parliament (Accommodation Services for Members and Travel Services for Family Members) Determination 2020¹ (the Determination) provides for accommodation support for Ministers.
- Under Clause 16 (2) of the Determination, Premier House Te Whare Pirimia is the
 official Wellington residence of the Prime Minister. Under Clause 26 (1) of the
 Determination, the Minister Responsible for Ministerial Services has discretion to
 allocate any other available Ministerial residences.
- 4. In the past, the Department managed a number of official residences on behalf of the Crown. In 2009, Ministers decided to move away from the provision of Ministerial residences in favour of an accommodation payment to cover the cost of housing in Wellington. The majority of Ministers moved onto the accommodation payment and the Department disposed of most of the properties it held as Ministerial residences.
- 5. The Department now manages and maintains two Crown-owned properties in Wellington as Ministerial residences. These are:
 - Premier House, which includes the Prime Minister's private apartment on the first floor and Premier Cottage in the grounds, and
 - a residence at ^{6(d)} Bolton Street, Wellington.

Premier House Te Whare Pirimia - the Prime Minister's official residence

- 6. The property in Tinakori Road, now known as Premier House, was acquired by the Crown in 1865 with a view that it would be suitable as the official residence of the Premier. Premier House is listed as a Category 1 on the New Zealand Heritage List which is applied to historic places of special or outstanding historical or cultural significance or value.
- 7. As the Prime Minister's official residence, Premier House serves two functions:
 - private accommodation for the Prime Minister and their immediate family;
 - a secure venue for meetings, functions and official engagements at the discretion of the Prime Minister.
- 8. The Department has a small number of staff working on site at Premier House. These staff include an Operations Manager who manages the daily operations across the Crown-owned Ministerial properties portfolio; a Household and Functions Advisor who provides domestic and hospitality services to the Prime Minister (as per the entitlement in the Determination); and rostered security guards based at the gatehouse.

¹ This Determination is made under the Members of Parliament (Remuneration and Services) Act 2013.

Premier Cottage

- Premier Cottage is an ancillary residence on the Premier House property. It is a threebedroom, two-storey dwelling which was purpose built as a Ministerial residence in 1935.
- 10. It is not currently available to be allocated as it does not meet suitable standards for long-term accommodation. However, it is used from time to time on an ad hoc basis, for example to house New Zealand Police Protective Services staff (who provide close protection services to the Prime Minister). Our intention is to undertake necessary repairs to the property in 2021 to make it more suitable for continuous occupation and potential allocation as a Ministerial residence.

Bolton Street residence

- 11. The Bolton Street property is an eight-bedroom, three-storey dwelling constructed in the early 1900s. This property was gifted to the Crown for use as a Ministerial residence by the Tripe family in 1950, although unlike Premier House it does not have a heritage listing.
- 12. This property has been occupied by a series of long-term residents (Ministers) for the past 20 years, and since late 2017 has been occupied by the former Deputy Prime Minister and members of his family.
- 13. The property is available for you to allocate, and will be available for occupancy from 30 November 2020. This timeframe is based on the departing resident's entitlement to the property for 14 days following his departure from the Executive, and the further week the Department will need to prepare the property for new occupants. We have prepared a separate handbook for the residents which provides further detail regarding the services available.
- 14. We are currently undertaking work to bring this property up to recently introduced healthy homes standards, however, condition assessments indicate that a range of work is required at the property to remediate other structural issues and facilities which are at or near the end of their life. It is likely that these further works will be required on the property in the near future. Although we anticipate the majority of the works will be able to be carried out while the residents remain in the property, we will engage with the residents as our planning for this work progresses.

The Department's role and responsibilities in managing the Crown-owned Ministerial residences

- 15. The Department has obligations to ensure these properties are maintained to reasonable standards, including the healthy homes standards introduced under the Residential Tenancies Act 2019, and Determinations made under the Members of Parliament (Remuneration and Services) Act 2013, including security requirements.
- 16. The Department is guided by a set of principles for the management and oversight of Crown-owned Ministerial properties which are outlined further in Appendix A.
- 17. The Department is funded annually for the maintenance, rates, insurance, and upkeep costs of the properties. However, it does not receive capital funding for improvements and structural upgrades. As such, to undertake any large scale works at the Ministerial residences, the Department is reliant on securing additional capital funding through Cabinet or Budget processes.

18. As noted in the *Briefing to the Incoming Minister Responsible for Ministerial Services* 2020, further investment will be required over the medium to long-term to enhance the condition and functionality of these properties as residences and, for Premier House, as a venue for public and official functions. As this work progresses, we will discuss our intentions with you further.

Next steps

19. Following confirmation of your preference for allocating the Bolton Street property, we will work with the relevant Ministerial offices on the timing and process for moving in, and that there is potential for work to be carried out on the property.

Recommendations

- 20. We recommend that you:
 - a) note that, under the Members of Parliament (Accommodation Services for Members and Travel Services for Family Members)
 Determination 2020 you have discretion to allocate official residences;
 - b) **note** the Determination provides that Premier House is the official Wellington residence of the Prime Minister;
 - note that the Bolton Street property is available for allocation as a Ministerial residence, and will be available for occupation from 30 November 2020;
 - d) **confirm** with officials your preference to allocate the Bolton Street property as a Ministerial residence; and

res/No

e) **note** officials will discuss with you intentions for long term investment in Crown-owned Ministerial residences as this work progresses.

Morag Ingram General Manager

Ministerial and Secretariat Services

Rt Hon Jacinda Ardern

Minister Responsible for Ministerial Services

8/11/20

Appendix A: Principles for managing Crown-owned Ministerial residences

Long-term stewardship of national assets

Premier House Te Whare Pirimia is listed as an Historic Place and contains significant Crownowned furniture and artworks. The Bolton Street residence was gifted to the nation for specific use as an official Ministerial residence.

In discharging its stewardship responsibilities for these assets, the Department of Internal Affairs recognises the historic and heritage importance of these properties and the importance of maintaining public confidence in the long term, cost effective management of national assets.

The Department also recognises the role and interest of mana whenua under the Treaty of Waitangi in the long-term management of historically significant properties.

Alongside this, the Department has a responsibility to ensure the properties are fit for purpose to support successive governments of the day.

Legislative and regulatory compliance

The Department must ensure that it fulfils all relevant legal and regulatory requirements and obligations relating to the management of Ministerial properties, including under the:

- Residential Tenancies Act 1986;
- Building Act 2004;
- Members of Parliament (Remuneration and Services) Act 2013, and relevant directions and determinations under the Act; and
- Health and Safety at Work Act 2015

Meeting the needs of the resident of the day

The Department seeks to act as a model landlord and aims to cater to the preferences of residents of the properties during their occupancy. This includes undertaking consultation with residents on how their entitlements to specified services are delivered and any maintenance and renovation activity during their occupancy.