

23 March 2021

Ben Schmidt
fyi-request-14783-0483b80d@requests.fyi.org.nz

Dear Mr Schmidt

Thank you for your email of 27 February 2021 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

In accordance with the Official Information Act I request, in PDF format, the current policy, process, and/or guidance document/s used to assess;

- 1) The process for a Kāinga-Ora (KO) tenant to apply for a Business Initiated Transfer (BIT),*
- 2) The criteria to determine eligibility for a BIT, and*
- 3) The process to manage and execute a BIT request.*

I have considered your request under the Act and have attached extracts from our documents in response to your second and third questions T-244v3 Tenant Transfer Guideline and T-245 Placement Guidelines.

I am declining your first request for the process a Kāinga Ora tenant uses to apply for a BIT under section 18(e) of the Act as this information does not exist. There is not a process whereby a customer can apply for a BIT, as the reason for needing a transfer is determined by Kāinga Ora, rather than by a customer.

You have the right to seek an investigation and review of my decision to decline your request, by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website www.ombudsman.parliament.nz or by calling 0800 802 602.

I trust this information is helpful.

Yours sincerely



Rachel Kelly
Manager Government Relations