

17 May 2022

Chris Nelson  
fyi-request-19138-9d7dd296@requests.fyi.org.nz

Dear Chris

I refer to your official information request dated 15 April 2022, under the Official Information Act 1992 (the Act) for the following information:

- *The number of incidents attended by Fire and Emergency NZ staff at the Dixon Street flats (134 Dixon Street) in the months of March 2022 and April 2022*
- *The reasons for these incidents*
- *The cumulative OPEX costs to Kāinga Ora relating to these incidents.*

The following parts of your request were transferred on 21 April 2022 to Fire and Emergency New Zealand (FENZ):

- *The number of incidents attended by Fire and Emergency NZ staff at the Dixon Street flats (134 Dixon Street) in the months of March 2022 and April 2022*
- *The reasons for these incidents*

I am now responding to the remaining part of your request for the cumulative OPEX costs to Kāinga Ora relating to these incidents.

I have interpreted your request as costs relating to the callouts. Kāinga Ora is not charged by Fire and Emergency NZ (FENZ) for callouts to specific properties.

The following costs were incurred as a result of the call outs. The table does not include costs that have not yet been invoiced to Kāinga Ora.

<b>Fault</b>	<b>Date In</b>	<b>Cost</b>
Manual call point	8-Mar-22	\$146.90
Fire alarm panel	8-Mar-22	\$564.40
Fire alarm	20-Mar-22	\$438.36
Fire alarm	22-Mar-22	\$146.90
Heat detector	1-Apr-22	\$564.40
Heat detector	1-Apr-22	\$625.61
Manual call point	3-Apr-22	\$564.40

When FENZ responds to a fire call out, our Kāinga Ora service provider is notified and responds. They are there to reset the fire alarm panel and to identify the cause of the fire alarm activation. This could involve repair or replacement of any defects devices, such as damaged manual call points, replacements of smoke alarms and heat detectors. The service provider is on call 24/7 with a different call out rate for normal business hours and after hours.

Under section 28 of the Act you have the right to seek an investigation and review by the Ombudsman of this response. Contact details for the Ombudsman can be found at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests> with your personal information removed.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'R Kelly', with a long horizontal flourish extending to the right.

pp Rachel Kelly  
**Manager Government Relations**