

31 May 2023

David Dahya
fyi-request-22513-5fc99d0f@requests.fyi.org.nz

Dear Mr Dahya

Thank you for your email dated 12 May 2023 requesting further information under the Official Information Act 1982 (the Act) regarding outdoor security lighting. I will answer each of your questions in turn. Where we provided the information in our previous response of 11 May 2023, I will refer to this:

- 1. Why has Kainga Ora selected a unit (as a standard for Kainga Ora homes) that doesn't have the capability to connect to the porch light?*

As explained previously, the new light units don't have the ability to connect to other units such as a porch light because the components are designed around a much lower power consumption.

- 2. How have you resolved the problem of activating the porch light?*

I refer you to Question 1.

- 3. Do you agree that it is essential that the porch light be connected to the security light and if not, why not?*

I refer you to Question 1.

- 4. Was the product tested before it was chosen to be the standard security light unit for Kainga Ora homes?*

There was no prior testing of the units undertaken as this was not required. I refer you to our previous letter.

- 5. Was Kainga Ora aware of their standard unit not having the functionality to connect to the porch light?*

Kāinga Ora was aware that the lights would not connect to other units. I refer you to Question 1.

- 6. What was the criteria in selecting the Simx model unit as a standard for Kainga Ora Homes?*

I refer you to our previous response.

7. *Were tenants consulted before determining the standard Simx unit?*

No, tenants were not consulted. Kāinga Ora took advice from industry experts.

8. *What advantage does the Simx product have over the previous units ie How is it better than the previous unit?*

The units are cost-effective and are considered to meet the needs of our customers as well as our quality requirements.

9. *Is the new unit more cost effective than the previous units?*

Yes, the new unit is considered to be cost-effective taking into account both the purchase costs and ongoing running costs.

10. *Who, which department /business unit within Kainga Ora selected the Simx unit as the standard for its properties? Was it some staff member who never lived in/grew up in a social housing property and who's objective was to save Kainga Ora money in some way- disregarding the loss of quality, security, safety, deterrant in the hopes that it would contribute to that staff member's performance assessment because his/her actions wasn't for the sake of the tenants?*

The Simx unit was selected following a tender process in 2020. Representatives from the Quality Homes Advisory Team along with the Technical Manager - Maintenance Contracts were involved in the evaluation of this unit.

11. *What consideration was given to the tenants with this 95% reduction in brightness' and how was this shortfall compensated for in relation to the level of safety, security, deterrant the previous brighter units provided?*

I refer you to the previous response. There is no 95% reduction in brightness.

12. *Do you think 8w of illumination is sufficient for a yard?*

I refer you to the previous response. Kāinga Ora consider that the units meet our customer's needs. You can discuss your specific needs with your Housing Support Manager.

13. *Is the reason for selecting this particular unit as a standard for Kainga Ora homes due to eliminating the need to replace bulbs thereby removing the requirement for Kainga Ora to pay for bulb replacement (which over the course of a year would be very significant across their housing stock), and, instead, rely on the Simx manufacturers 3 year guarantee should the bulbs develop a fault?*

The Simx unit was determined a suitable sensor light for Kāinga Ora customers for a number of reasons, including cost-effectiveness. This was explained in our previous letter to you.

14. *Do you consider the effectiveness/level of security for the tenant has increased or decreased in choosing the current standard unit that no longer automatically activates the porch light?*

Please keep in mind the following scenario.

An intruder enters the property at night, activating the sensor while in the yard, the tenant noticing the security light activating goes to the front door, while porch is in complete darkness the intruder has had time to conceal himself somewhere in the porch, the tenant turns on porch light and sees nothing from within the house before stepping out into the porch.

The point of having the porch illuminated PRIOR to someone entering it with ill intent is to act as a deterrent. What deterrent is there while the porch light remains off?

I refer you to Question 1.

15. Also ,with visitors, isn't it safer to for them to approach the porch while it is illuminated ie what is the point of having any steps leading towards the house illuminated yet leaving the porch steps(and the entire porch) in darkness?

I refer you to Question 1.

16. Was there any notification, at the time the new units were introduced in 2016, to all tenants that the current standard security lights offered a reduced 'functionality' (did not offer same level of security) and did that notification outline that there was a disadvantage compared to the chosen current standard units?

We do not consider the lights to have reduced functionality. Kāinga Ora changed to LED light fittings in 2016 and tenants were not notified of changes to the standard lighting

17. Does the move away from incandescent bulbs also save Kainga Ora money in having to replace bulbs(as opposed to the fixed bulbs in the current standard unit)?

Yes.

18. Why has the maintenance call I logged over a month ago been listed under 'Cancelled' in MykaingaOra account and noted as "This maintenance request is now part of another request. You can check this on your current maintenance view " yet it does not appear under 'Current maintenance' or anywhere?

Your maintenance calls relating to security lighting were combined as they referred to the same job, and this job is considered complete. All that remains is to paint the weatherboard where the repair was done. I encourage you to provide a suitable day and time for this to be done.

19. Is it because it has been put in the too hard basket and is now 'cancelled' but is not recorded as such?

No. I refer to the answer to Question 18.

20. If it is still active (because it hasn't been actioned nor have I received an update on it) why am I wasting my time on it when you have paid staff specifically trained to address this?

I refer you to the answer to Question 18.

21. Lastly, do any of the industry experts you consulted with, in choosing this new standard, currently live in a Kainga Ora home (for more than 10 years) or have previously lived in one for over 10 years? Also, a landlords obligation is to ensure any change to security utilities should be equivilant or better but not lesser. This also relates to relative peace and comfort and welfare of tenants referenced in the Residential Tenancies act.

We do not hold information about where the industry experts live, therefore this part of your request is refused under section 18(g)(i) of the Act as the information is not held and do not consider that it would be held by another department.

22. Did you consult with anyone who has lived in a Kainga Ora home for a period of 10 years as well as those exceeding the lifespan of the previous security light units?

No, this was not necessary.

23. You advise your decision was measured against 'product performance requirements' - did these requirements involve consultation with Kainga Ora tenants?

No, this was not necessary.

24. If Incandescent lighting is no longer acceptable (and that is one reason for choosing the new units) -why doesn't Kainga Ora replace all of the old units now?

Kāinga Ora replaces old units as they reach the end of their life-span, or when upgrading homes. We consider this to be a cost-effective approach.

25. You have advised this 'feedback' has been passed to the Kainga Ora quality team- did they not quality test the product when it was introduced in 2016?

No quality testing was undertaken, as this was not required. The unit was evaluated against required standards.

I trust this information answers your questions. I encourage you to contact your Housing Support Manager Sene Rees-Temarama about the exterior lighting at your home and provide a suitable day and time for this to be assessed. You can also contact Sene via our customer support centre on 0800 801 601 if you have any further questions.

Yours sincerely



Rachel Kelly
pp Manager Government Relations