

18 October 2023

Barry Murphy  
[fyi-request-24298-71a24e1c@requests.fyi.org.nz](mailto:fyi-request-24298-71a24e1c@requests.fyi.org.nz)

Dear Barry

Thank you for your 2 October 2023 email to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

- “1./ Please provide complaint numbers summarised by year for the last 3 years, if a project was in conjunction with a council partnership, please include the number of complaints lodged with those partners too.*
- 2./ Please provide a copy of all complaints or concerns, for the last 24 months, aggregated by location or project and state the location of the project.*

Complaints about our developments come into Kāinga Ora through multiple pathways, including via public facing email addresses, phone calls, direct to staff verbally or in writing, and via our engagement processes. This information is not centrally recorded; instead, the complaints are handled on a case-by-case basis by the team responsible for the site in question.

As of 30 June 2023, Kāinga Ora had 2,418 Public, Supported, Market and Affordable Housing projects under evaluation or in progress. In evaluation includes projects that are in the planning or feasibility stages, while in progress includes projects in procurement, contracted, or in construction. Kāinga Ora also currently has about 600 active build sites across the country; this is in addition to the hundreds of developments that have been completed in recent years. Some completed developments may have been the subject of complaints and be relevant to your request.

Providing the information sought would involve a prohibitive amount of manual collation, as staff would need to go through project records for each development Kāinga Ora has underway or that have been completed in the requested timeframe. This would remove staff from core duties for a substantial period of time and as a result, the greater public interest in the effective and efficient administration of the public service would not be served. Therefore, your request is refused under section 18(f) of the Act, that the information requested cannot be made available without substantial collation or research.

You may however be interested in a response recently provided under the Act that details some limited manually collated material about complaints about Kāinga Ora developments, <https://kaingaora.govt.nz/assets/Publications/OIAs-Official-Information-Requests/September-2023/OI-23-285-complaints-about-Kainga-Ora-developments-response-letter.pdf>.

Under section 28(3) 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 [kaingaora.govt.nz/publications/official-information-requests/](http://kaingaora.govt.nz/publications/official-information-requests/) with your personal information removed.

Yours sincerely



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Rachel Kelly  
**Manager, Government Relations**