

28 March 2024

Barry Murphy
fyi-request-24419-78d14a46@requests.fyi.org.nz

Tēnā koe Mr Murphy

Thank you for your request to Kāinga Ora – Homes and Communities, dated 12 October 2023, requesting the following information under the Official Information Act 1982 (the Act):

“Since 1st June 2023, for Teitei Drive development:

1./ Please provide a count of total complaints (including concerns) received via any source, email, website, survey monkey, social media, etc; including count via same forms mentioned to RDC, your partner in this project.

2./ If you are unable to provide the above within 10 working days, then I ask that you also provide a copy of all the complaints as a secondary question, the sources name can be redacted, but provide a copy of all the concerns or complaints.”

This is the third response that relates to your 13 requests for official information made under the Act within a two-day period between 11 and 13 October 2023.

You have previously been provided with multiple responses to the same or similar requests for official information after this 12 October 2023 request was made (OI 23 562, OI 23 630 and OI 23 703 refers).

In one of these responses provided on 16 November 2023 (OI 23 630) Kāinga Ora explained:

Kāinga Ora – Homes and Communities has received a number of enquiries from the public about the proposed housing development at Teitei Drive, Ohakune, through a variety of avenues, including emails to shared inboxes, emails to individual staff members, phone calls and in person meetings. It is not possible to provide a breakdown of how many enquiries could be considered complaints, without manually reviewing each piece of correspondence.

It was noted in another response provided on 18 October 2023 (OI 23 562) that the administrative impact of attempting to collate information not centrally held would be significant:

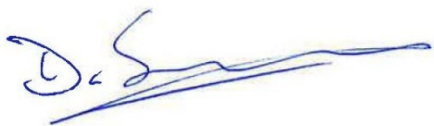
Providing the information sought would involve a prohibitive amount of manual collation, as staff would need to go through project records for each development Kāinga Ora has underway or that have been completed in the requested timeframe. This would remove staff from core duties for a substantial period of time and as a result, the greater public interest in the effective and efficient administration of the public service would not be served.

Kāinga Ora has considered your 12 October 2023 request and our position remains that trying to collate, assess and prepare for release any in scope information would involve a prohibitive amount of collation. Your request is therefore refused under section 18(f) of the Act, as the information requested cannot be made available without substantial collation and research.

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.

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/ with your personal information removed.

Nāku noa, nā

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

Daniel Soughtton
Deputy Chief Executive - Central