



Jessica Amber

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Tēnā koe Jessica

Thank you for your email of 6 February 2024 requesting the following information under the Official Information Act 1982 (the Act):

All docs reg visions of a helping hand charitable trust and will barris HUD regarding property maintenance during 2021-2022 for peoperties managed and funded by HUD that are located in Tokoroa

Prior to 1 July 2023, there was not a clear set of rules, standards and responsibilities to govern the relationship between the organisations that provide and manage transitional housing accommodation under the Transitional Housing Programme (Providers) and the people who stay in that housing (Households).

On 1 July 2023, the Transitional Housing Code of Practice came into effect, setting out standards for accommodation and expectations of all Providers and households in Transitional Housing. These include clear expectations around healthy and safe housing and appropriate processes and expectations regarding maintenance. You can learn more about the Code of Practice at www.hud.govt.nz/news/household-and-providers-rights-and-responsibilities-outlined-in-new-transitional-housing-code-of-practice/.

As no information has been found in scope of your request, I am refusing your request under section 18(g)(i) of the Act, because the information requested is not held by the department and the person dealing with the request has no grounds for believing that the information is held by another department.

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: www.ombudsman.parliament.nz.

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Nāku noa, nā

Kate Goodman

Head of Government Services

Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development