



**National Headquarters**  
Fire and Emergency New Zealand  
National Headquarters  
Spark Central, Level 7  
42-52 Willis Street  
Wellington Central  
Wellington 6011  
  
Phone +64 4 496 3600

Ref: 14421

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Sommer Corrigan  
[fyi-request-26783-189f7bf8@requests.fyi.org.nz](mailto:fyi-request-26783-189f7bf8@requests.fyi.org.nz)

Tēnā koe Sommer

Thank you for your request of 14 May 2024, to Fire and Emergency New Zealand, requesting information relating to incidents in hoarded environments. Your request has been considered under the Official Information Act 1982 (OIA) and our response is below.

- 1. The number of fire callouts and incidents by region by year (5 years).*
- 2. The number of medical callouts and incidents by region by year (5 years).*

Please find attached, as **Appendix One** to this response, tables showing the number of fire and medical callouts in the last 5 years, broken down by region.

- 3. The number of fires nationally relating to Hoarded Environments (5 years).*
- 4. The number of medical events resulting in death due to Hoarding or Hoarded Environments preventing emergency services from getting access or providing treatment (5 years).*

Fire and Emergency New Zealand's incident reporting data does not categorise whether a fire is caused by or related to hoarded environments. The only data we may hold relating to hoarding and hoarded environments would be contained in the free text 'Comments' field or the 'Message Log' of individual SMS Incident Reports. The 'Message Log' is reported in real time as our crews and communication centres communicate with each other during incidents and the 'Comments' section contains observations entered by attending personnel. As such, any information we might hold will not necessarily be accurate or reliably reported.

This information can be extracted by searching keywords relating to hoarded environments in our incident database. However, as there are thousands of incidents each year, analysing it would require an extensive manual search through a large number of individual reports to confirm it does relate to hoarded environments.

In accordance with the OIA, we have considered whether affixing a charge, inviting you to refine your request or extending the timeframe would enable your request to be answered. However,

given the scale of the request we do not consider that this would be appropriate. For this reason, we are refusing your request pursuant to section 18(f) of the OIA, as the information cannot be made available without substantial collation or research.

5. *Please can you explain how FENZ records residences where hoarding is present so the responders are prepared when responding (this may be regional?)?*

Fire and Emergency records site-specific information against individual addresses. When responding to an incident, crews will search the address to identify any site-specific information to assist the response. Community Risk Managers may also record information about a property when undertaking site visits that may be used to assist incident responses.

6. *Please can you explain what initiatives are implemented by or with FENZ in collaboration with govt or NGO's relating to people at risk in their home due to hoarding behaviours in their home.*

Fire and Emergency has not initiated hoarding specific safety programmes in collaboration with other organisations. Therefore, this aspect of your request is refused pursuant to section 18(e) of the OIA, as the document alleged to contain the information requested does not exist.

However, we do have fire safety resources and House Fire Readiness specific guidance available on our website. This information includes escape plan advice, home fire hazard risks and tips on how to safely organise your home. You can find more information by following the link below.  
[www.fireandemergency.nz/home-fire-safety/](http://www.fireandemergency.nz/home-fire-safety/).

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

We trust that the information being provided is of assistance. If you require further information, please email [officialinformationrequests@fireandemergency.nz](mailto:officialinformationrequests@fireandemergency.nz).

Nāku noa nā



Aidan Saunders  
Manager Information Requests

