

12 August 2024

Brendon Mills

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Tēnā koe Brendon

Thank you for your request of 14 July 2024 to Hon Chris Bishop, Minister of Housing, for the following information under the Official Information Act 1982 (the Act):

“With regards to the new instructions for Kainga Ora to evict 'unruly' tenants, I would like to know what measures are going to be taken to stop people from being evicted due to false and vexatious allegations (ie talking to loud, etc).”

Your request was transferred to Kāinga Ora – Homes and Communities on 15 July 2024,

We apply the principles of natural justice when working to resolve issues. This involves taking an evidence-based approach when investigating a complaint and listening to all parties before determining an outcome. For more information about our approach to disruptive behaviour, please refer to our website - [Our approach to disruptive behaviour :: Kāinga Ora – Homes and Communities \(kaingaora.govt.nz\)](http://www.kaingaora.govt.nz).

When we receive a report of a disruptive behaviour incident, staff will acknowledge it was received. We will maintain contact and engage with those impacted by the disruptive behaviour where possible and safe to do so. Staff also engage with other agencies as appropriate, such as Police and local council for noise control.

When dealing with a disruptive behaviour incident:

- Kāinga Ora establishes the facts about the incident by consulting with parties involved and aims to develop a fair and balanced view of events, where possible to do so.
- We aim to ensure all parties have the opportunity to be heard, including providing multiple opportunities and different ways for customers to engage. In situations where this may not be possible or safe for staff to do so, and depending on the chosen approach to respond, the Tenancy Tribunal would serve as a forum for customers to be heard.

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kainga.ora.govt.nz/publications/official-information-requests/> with your personal information removed.

Nāku noa, nā



Nick Mailing
General Manager – National Services