

24 MAR 2016

D Dahya  
fyi-request-3686-f404fe0d@requests.fyi.org.nz

Dear Mr Dahya

Thank you for your request of 27 February 2016 for information under the Official Information Act 1982 (the Act). You have asked for information in regard to activated smoke alarms in vacant properties, human resource decision making, and processes followed by the Housing New Zealand Customer Services Centre. I have considered your request under the Act and provide the following responses.

### **Smoke Alarms**

Housing New Zealand takes its responsibilities for fire safety and the welfare of our tenants very seriously. Housing New Zealand is advised of smoke alarms sounding on vacant properties when no fire has been reported. We are usually advised through our Customer Service Centre from neighbours, the fire service or police.

When these incidents occur, Housing New Zealand contractors are despatched with instructions to gain access to the vacant property and check that all smoke alarms are working correctly. Housing New Zealand contractors are well qualified and equipped to respond to these incidents and resolve any issues with faulty alarms immediately. In this way we continue to maintain the security and safety of the property, the neighbours and wider community.

### **Recruitment**

Housing New Zealand does not have a formal complaints process for external applicants. However, we do treat all complaints seriously and provide as much feedback as possible. I understand that you were provided with comprehensive feedback on your job application by email on 26 February 2016.

Housing New Zealand's recruitment process is clearly explained on our website through the following link: <http://www.hnzc.co.nz/careers>. Therefore I am refusing this part of your request under section 18(d) of the Act as the information is publicly available.

### **Customer Service Centre**

The Customer Services Centre records all calls for up to twelve months on one system. If a customer wishes to request recordings of calls this is usually provided within two weeks. The recordings are provided on disc and sent by standard post. There is no cost for this service. If you wish to request any recordings please contact the Customer Services Centre on 0800 801 601.

You have the right to request an ombudsman review of my decision to refuse part of your request.

I trust this information is useful.

Yours sincerely



Rachel Kelly  
**Manager Government Relations**