

24 NOV 2017

Ms Hilton-Ellis
fyi-request-6806-06cf9529@requests.fyi.org.nz

Dear Ms Hilton-Ellis

Thank you for your email of 6 November 2017 requesting information about 84 Montgomery Avenue, Dargaville, a Housing New Zealand property. You ask for:

“any correspondence regarding the complaints made to the department by neighbours in the bordering properties including any police correspondence when called to the premises at 84 Montgomery Avenue Dargaville in the last 7 years of the current tenants residing in this state house.

Also we request department dates and times of visitations by the case managers for this house and its occupants.”

I have considered your request under the Official information Act 1982 (the Act). Housing New Zealand has an obligation to protect the private information of its tenants. Therefore, I am declining your request under section 9(2)(a) of the Act, which allows for information to be withheld to *“protect the privacy of natural persons”*.

Housing New Zealand is a responsible landlord and takes complaints about tenant behaviour seriously. All tenants are required to meet the terms and conditions of their tenancy agreement. This agreement says that the tenants must not interfere with the reasonable peace, comfort, or the privacy of any person residing in the neighbourhood. Tenants are also responsible for the behaviour of their family and visitors.

Housing New Zealand is committed to helping our tenants to sustain their tenancies where possible. We take a firm line on tenants who disturb their neighbours, and when issues arise we work closely with tenants to help them change their behaviour.

You have the right under section 28(3) of the Act to ask an Ombudsman to review my decision to decline your request.

Yours sincerely



Rachel Kelly
Manager Government Relations