

24 AUG 2018

Grace Stanton
fyi-request-8497-3bec7d85@requests.fyi.org.nz

Dear Ms Stanton

I am writing to respond to your official information request dated 14 August 2018 for the following:

“how many complaints have been made to Housing New Zealand about the maintenance of the homes over a year of when the most recent information has been gathered.

Also statistics as to whether that has dropped or risen since Labour came into power.”

In response, I have answered your questions below:

1) How many complaints have been made to Housing New Zealand about the maintenance of the homes over a year of when the most recent information has been gathered?

In the most recent 2018 financial year from 1 July 2017 to 30 June 2018, there were 19,080 complaints recorded from Housing New Zealand tenants concerning maintenance, repair decisions or contractors.

2) Also statistics as to whether that has dropped or risen since Labour came into power.

The current Government has not been in place for a full year which makes a meaningful comparison between years difficult. The new Government was formed on 26 October 2017. The 19,080 complaints recorded in the 2018 financial year span the terms of two governments, the previous Government from 1 July 2017 to 25 October 2017 and the current Government from 26 October 2017 to 30 June 2018.

While the figure is not completely comparable for the purposes of your question, in the 2017 financial year, the last full year of the previous Government, there were 18,333 complaints from Housing New Zealand tenants recorded concerning maintenance, repair decisions or contractors.

Please note that the figures provided are the number of individual complaints recorded in our systems. There can be multiple complaints from the same tenant and multiple complaints

about the same job or issue. As a result, the figures provided do not represent the number of properties where complaints were made nor do they represent the number of jobs or issues about which complaints were made.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive style with a large initial 'R'.

Rachel Kelly
Manager, Government Relations