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Julie Fairey
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Dear Julie

Thank you for your email of 29 May 2013 requesting information about maintenance requests logged for Housing New Zealand properties in the Puketāpapa Local Board area. You ask for

“information on how many requests for maintenance have been logged for HNZ properties in the Puketepapa Local Board area of Auckland Council, and a description of how each individual request for maintenance has been resolved. . . I would like this information for the period from 1st January 2012 to the 30 April 2013.”

I have considered your request under the Official Information Act 1982. I can advise that between 1 January 2012 and 30 April 2013, a total of 37,280 requests for maintenance were logged at 2,374 Housing New Zealand properties in the Puketāpapa Local Board area. This equates to 11.8 requests per property per year.

A breakdown by area of the properties where maintenance was requested is provided in the table below.

Table 1 Maintenance requests for Housing New Zealand properties in the Puketāpapa Community Board Area from 1 January 2012 – 30 April 2013

Area	Number of properties where maintenance was requested
Akarana	512
Hillsborough East	3
Hillsborough West	84
Lynfield North/Puketāpapa	36
Lynfield South	53
Mt Eden South/Puketāpapa	60
Royal Oak/Puketāpapa	31
Three Kings	466
Waikowhai East	311
Walmsley/Puketāpapa	485
Wesley	333
Total	2,374

It may be helpful if I explain that these figures are for responsive maintenance. Responsive maintenance is repairs or other work that responds to and rectifies a failure of a component or system on the property, or prevents its failure. It does not include work that enhances the condition of a property or its level of amenities. Housing New Zealand carries out these enhancements as planned programmes of work. The figures do include work carried out on vacant properties to bring them up to letting standard.

Housing New Zealand classifies responsive maintenance as either urgent health and safety work (requiring a 4-hour response), urgent responsive maintenance (requiring a response by the end of the next business day), or general responsive maintenance (requiring a response within 10 days).

It should also be noted that some maintenance and repair jobs are complex and that more than one job request may be required to effect a repair. The figures provided are for the total number of these requests. The figures equate to an annualised cost per property of \$1,318.

Unfortunately, the high number of requests prevents me from providing you with a description of how each individual request for maintenance was resolved. Housing New Zealand considered whether fixing a charge for providing the information or extending the timeframe for providing it might enable us to meet this part of your request, but deemed this not to be practical in this instance.

Therefore, I am declining this part of your request under section 18(f) of the Act. This provides for information to be withheld where "*the information requested cannot be made available without substantial collation or research.*"

It might be possible, however, to provide you with the information you require if you were to refine the scope of your request to a specific group of properties. I invite you to advise Housing New Zealand in writing if you would like to do this.

You have the right, under section 28(3) of the Official Information Act to ask an Ombudsman to review my decision to withhold part of the information you have requested.

Yours sincerely


Sharon Girvan
Manager Government Relations (Acting)