

13 FEB 2019

D Dahya
fyi-request-9530-ef9d2830@requests.fyi.org.nz

Dear D Dahya

Thank you for your Official Information Act 1982 request for the following:

- 1. How is it that 3 keys were always provided in the past (20 years)?*
- 2. How can HNZ assure its tenants that they have received all keys when locks are replaced?"*

You can expect to be notified of the decision on your request by 7 March 2019, being 20 working days after the day on which the request was received in accordance with section 15(1) of the Act. If an extension of time is required to make a decision you will be notified prior to this date in accordance with section 15A of the Act.

If you would like to discuss any concerns you may have regarding your tenancy, we will be happy to help. You can contact us via the Customer Services Centre on 0800 801 601 and you will be put in touch with your tenancy manager who can answer any of your questions.

Yours sincerely



Alicia Long
Senior Advisor, Government Relations