

14 FEB 2019

D Dahya
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Dear D Dahya

Thank you for your email of 7 February 2019 to Housing New Zealand requesting information under the Official Information Act 1982. Regarding keys that were provided to a tenant after their locks were changed, you asked:

- 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?"*

Housing New Zealand currently asks its contractors to provide tenants with two keys when locks are changed on a property, and this has been standard practice for some time. Tenants have always been able to make additional copies of the keys themselves.

There is a possibility that this practice differed 20 years ago, however we are unable to confirm this. Housing New Zealand reviewed relevant tenancy documents, and surveyed several experienced Housing New Zealand staff members, and we could not find any information regarding possible changes in historical practices regarding keys.

I can assure you that Housing New Zealand has no reason to believe that contractors are not providing all keys to tenants. Unfortunately, without information about the tenancy you refer to, we are unable to investigate any specific concerns. You are welcome to contact Housing New Zealand on 0800 801 601 and speak with a tenancy manager who will be able to answer any questions you may have.

You have the right to seek an investigation and review by the Ombudsman of my response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Yours sincerely



Rachel Kelly
Manager Government Relations