

29 AUG 2018

Dear Mr Ineson

Thank you for your email of 25 July 2018 requesting under the Official Information Act 1982 (OIA) the following information:

*...broken down for each year dating back to 2013 (excluding the first two requests):*

1. *The total number of properties owned by HNZ for the purposes of social housing, as at July 25, 2018.*
2. *The total number of properties leased by HNZ for the purposes of social housing, as at July 25, 2018.*
3. *The total number of vacant HNZ-owned or leased social housing properties, for each year.*
4. *The total number of requests made to HNZ, by tenants, to have improvements/repairs made to their social housing property, divided into categories (eg heating, plumbing, electricity, cosmetic etc).*
5. *The total number approved by HNZ.*
6. *The total number of properties which have been assessed under HNZ's current insulation programme, and the time period over which these assessments took place.*
7. *The total number of properties deemed to be unable to be insulated following this process.*
8. *The total number of properties which received insulation upgrades following this process.*
9. *A breakdown of the demographics occupying HNZ-owned or leased social housing for each year (age, gender, ethnicity etc).*
10. *The total dollar amount paid out to the HNZ for insurance claims on its social housing properties, relating to the earthquakes of 2010 and 2011.*  
*\*\* The number of properties this figure applies to.*
11. *The total dollar amount spent on earthquake repairs (caused by the 2010 and 2011 earthquakes) to HNZ-owned social housing.*

I have responded to your questions in the order presented.

**1. The total number of properties owned by HNZ for the purposes of social housing, as at July 25, 2018.**

Housing New Zealand owns 61,481 properties which includes 1,460 Community Group Houses, 608 emergency houses and 27 transitional houses.

**2. The total number of properties leased by HNZ for the purposes of social housing, as at July 25, 2018.**

Housing New Zealand leased 2,498 properties which includes 34 Community Group Houses and 8 emergency houses.

**3. The total number of vacant HNZ-owned or leased social housing properties, for each year [broken down for each year dating back to 2013].**

The table below provides the figures requested as at the end of each financial year:

	2013/14	2014/15	2015/16	2016/17	2017/18
<b>Short term vacant</b>	<b>646</b>	<b>684</b>	<b>749</b>	<b>528</b>	<b>438</b>
- Housing New Zealand	606	649	732	513	393
- Leased	30	29	17	14	21
- Community Group Housing	10	6		1	24
<b>Long term vacant</b>	<b>1,951</b>	<b>1,373</b>	<b>1,741</b>	<b>886</b>	<b>890</b>
- Housing New Zealand	1,872	1,295	1,640	838	855
- Leased	41	30	62	19	21
- Community Group Housing	38	48	39	29	14
<b>SLED (Sale, Lease Expiry, Demolition)</b>				<b>178</b>	<b>157</b>
Housing New Zealand				143	136
Leased				35	21
<b>Total Vacant Stock (excludes emergency housing)</b>	<b>2,597</b>	<b>2,057</b>	<b>2,490</b>	<b>1,592</b>	<b>1,485</b>

Note:

1. The vacancy data does NOT include emergency or transitional housing.
2. SLED are properties on their way out of the portfolio. They can be lease expiries, pending sale, pending demolition for redevelopment or are earthquake prone or fire damaged requiring demolition.
3. SLED was not separated from long-term vacant until 2016/17.

**4. The total number of requests made to HNZ, by tenants, to have improvements/repairs made to their social housing property, divided into categories (eg heating, plumbing, electricity, cosmetic, etc) [broken down for each year dating back to 2013].**

Categories	2013/14	2014/15	2015/16	2016/17	2017/18	Total
Carpentry	73,020	74,852	81,590	72,116	73,498	375,076
Cleaning	3,368	2,881	2,459	2,425	2,731	13,864
Curtains, blinds and drapes	689	492	495	425	497	2598
Decontamination (e.g. pest control)	3,724	3,789	4,658	4,338	5,205	21,714
Decoration	2,161	3,104	3,764	2,616	2,067	13,712
Electrical	83,643	86,128	88,096	65,357	63,970	387,194
Flooring	2,306	2,487	2,966	2,460	2,598	12,817
Gas	3,732	2,650	3,577	3,406	3,143	16,508
Glazing	5,819	5,862	5,979	5,170	4,343	27,173
Heating	3,432	3,429	3,157	2,552	3,209	15,779
Multiple categories of work	53,176	47,164	50,868	47,262	50,648	249,118
Other	16,457	17,477	23,370	26,020	27,655	110,979
Plumbing	65,502	61,934	64,408	67,639	67,284	326,767
Roofing	11,775	11,319	14,554	5,043	5,241	47,932
Yard	15,140	16,871	22,591	18,865	20,332	93,799

Categories	2013/14	2014/15	2015/16	2016/17	2017/18	Total
<b>Total</b>	<b>343,944</b>	<b>340,439</b>	<b>372,532</b>	<b>325,694</b>	<b>332,421</b>	<b>1,715,030</b>

Note: Other includes brick and blockwork, administration, inspections, remedial work and power supply.

**5. The total number approved by HNZ [broken down for each year dating back to 2013].**

The table below shows all work orders approved and categorised by who reported them:

Reported by:	2013/14	2014/15	2015/16	2016/17	2017/18	Total
Contractor	8,217	484	12,736	50,932	22,000	94,369
Neighbour	13	24	37	36	92	202
Other	540	48	160	280	383	1,411
Planned programmes	26,412	25,261	38,919	75,243	74,186	240,021
Staff	22,911	2,348	7,446	7,701	9,382	49,788
Tenant	366,603	384,136	443,264	369,051	386,455	1,949,509
<b>Total</b>	<b>424,696</b>	<b>412,301</b>	<b>502,562</b>	<b>503,243</b>	<b>492,498</b>	<b>2,335,300</b>

Note:

1. Other includes Police and public.
2. Multiple work orders can arise from a tenant's request. For example, a broken window can result in an after hours boarding up until the replacement glass is installed during work hours.

**6. The total number of properties which have been assessed under HNZ's current insulation programme, and the time period over which these assessments took place [broken down for each year dating back to 2013].**

Housing New Zealand has actively run programmes to insulate its properties since 2001. It records the ceiling, underfloor and wall insulation for its housing stock. To ensure Housing New Zealand is meeting the requirements of the Residential Tenancies Act (RTA) 1986, when a tenancy ends, the ceiling and underfloor insulation is inspected by a maintenance contractor. If the insulation does not meet the required standard, work is carried out to bring the insulation up to the required standard.

The number of properties that were insulated as a result of the insulation programmes since 2013 can be found under the response to question eight.

**7. The total number of properties deemed to be unable to be insulated following this process [broken down for each year dating back to 2013].**

From July 2016, to meet the RTA requirements, Housing New Zealand has captured this information and the figures for 2016 to 2018 are shown below:

- As at June 2018, Housing New Zealand had 6,737 properties captured under the RTA insulation requirements where insulation could not be installed in either the ceiling and/or underfloor and is therefore exempt from the regulations. There were a further 646 properties not covered by the RTA insulation requirements where insulation could not be installed.
- June 2017, Housing New Zealand had 5,798 properties captured under the RTA insulation requirements where insulation could not be installed in either the ceiling and/or underfloor and is therefore exempt from the regulations. There were a further 2,035 properties not covered by the RTA insulation requirements where insulation could not be installed.
- June 2016, Housing New Zealand had 5,618 properties captured under the RTA insulation requirements where insulation could not be installed in either the ceiling and/or underfloor and is therefore exempt from the regulations. There were a further 889 properties not covered by the RTA insulation requirements where insulation could not be installed.

Prior to 2016 the earlier year's figures were not captured.

**8. The total number of properties which received insulation upgrades following this process [broken down for each year dating back to 2013].**

The table below shows that between the financial years 2012/13 to 2017/18 there were 20,510 properties that underwent floor or ceiling insulation upgrades.

Financial Year	Number
2012/13	7,157
2013/14	1,234
2014/15	1,732
2015/16	7,579
2016/17	2,158
2017/18	650
<b>Total</b>	<b>20,510</b>

**9. A breakdown of the demographics occupying HNZ-owned or leased social housing for each year (age, gender, ethnicity, etc) [broken down for each year dating back to 2013]**

The tables below provide the breakdown requested:

Main tenant age band	30/06/2014	30/06/2015	30/06/2016	30/06/2017	30/06/2018
0 to 24	2,183	2,109	1,896	1,911	1,785
25 to 34	8,424	8,491	8,234	8,718	9,064
35 to 44	12,571	11,927	10,958	10,644	10,658
45 to 54	15,888	15,744	14,779	14,182	13,982
55 to 64	11,997	12,224	11,697	11,729	12,138
65+	13,090	13,219	12,808	12,659	12,785
Unknown		1	2	1	1
<b>Total</b>	<b>64,153</b>	<b>63,715</b>	<b>60,374</b>	<b>59,844</b>	<b>60,413</b>

Gender	30/06/2014	30/06/2015	30/06/2016	30/06/2017	30/06/2018
Female	43,566	43,460	41,436	41,462	42,166
Male	20,586	20,253	18,926	18,374	18,236
N/A, Unknown, Blank	1	2	12	8	11
<b>Total</b>	<b>64,153</b>	<b>63,715</b>	<b>60,374</b>	<b>59,844</b>	<b>60,413</b>

Ethnicity	30/06/2014	30/06/2015	30/06/2016	30/06/2017	30/06/2018
Asian	3,135	3,278	3,060	3,094	3,090
European	24,125	23,665	22,338	21,505	21,129
Maori	22,022	21,893	21,101	21,082	21,556
MELAA	1,720	1,761	1,807	1,911	1,923
Pacific People	17,382	17,224	15,894	15,959	15,846
Other	1,334	1,291	1,340	1,464	1,637
Undeclared	59	55	170	401	1,012
<b>Total</b>	<b>69,777</b>	<b>69,167</b>	<b>65,710</b>	<b>65,416</b>	<b>66,193</b>

\*Note:

1. Ethnicity is for the main tenant only and not the entire household.

2. People have been asked to identify their own ethnicity. Those who identify with more than one ethnicity are counted once in each group they identify with. The sum of the responses for all ethnic groups will be greater than the number of people responding.
3. When calculating percentages, the number of total respondents is to be used as the denominator. This means that the proportion of people with for example Maori ethnicity is calculated as a percentage of those people who specified at least one ethnicity. In other words this calculation excludes people who did not state an ethnicity. Due to multiple responses, percentages will add up to more than 100 percent.
4. When interpreting this data it would be incorrect to say that a certain number or percentage of people are for example "Maori" because some Maori may also identify with another ethnic group. Instead the more correct way to word this data is to say that a certain number or percentage of people "identified themselves as having Maori ethnicity, either as their only ethnicity or as one of several ethnicities".
5. "MELAA" is Middle Eastern/Latin American/African.
6. The "Undeclared" category contains mostly people who did not state an ethnicity.

Household composition	30/06/2014	30/06/2015	30/06/2016	30/06/2017	30/06/2018
Couple only	3,686	3,540	3,305	3,085	2,919
Couple only and other person(s)	218	212	350	699	756
Couple with child(ren)	10,544	10,124	8,838	7,687	7,742
Couple with child(ren) and other person(s)	1,251	1,259	1,565	2,097	2,259
Household of related and unrelated people	454	479	689	875	860
Household of related people	4,117	4,496	3,166	1,535	1,239
Household of unrelated people	814	794	1,172	2,273	2,581
One parent with child(ren)	20,970	20,915	19,609	18,361	18,744
One parent with child(ren) and other person(s)	3,347	3,332	3,544	4,665	4,899
One-person household	18,530	18,394	17,819	17,970	17,670
Other multi-person household	222	170	317	597	744
<b>Total</b>	<b>64,153</b>	<b>63,715</b>	<b>60,374</b>	<b>59,844</b>	<b>60,413</b>

**10. The total dollar amount paid out to the HNZ for insurance claims on its social housing properties, relating to the earthquakes of 2010 and 2011**

Housing New Zealand settled its Material Damage and Business Interruption insurance claims, caused by the three Canterbury earthquakes, with its commercial insurers in May 2013. The total settlement received by Housing New Zealand was \$320 million from its commercial insurers plus \$4 million from EQC.

**\*\* The number of properties this figure applies to.**

Housing New Zealand owned over 5,700 state houses in Canterbury at the time of the earthquakes, of which approximately 97 percent were damaged to varying degrees in the 2010 and 2011 earthquakes.

**11. The total dollar amount spent on earthquake repairs (caused by the 2010 and 2011 earthquakes) to HNZ-owned social housing**

The \$0.4 billion budget (GST inclusive) encompassed the employment of more than 1,000 contractors and trades personnel to repair 5,000 quake damaged homes and to build 700 new ones. See [www.hnzc.co.nz/news/news-archive/housing-new-zealands-post-quake-mission-accomplished/](http://www.hnzc.co.nz/news/news-archive/housing-new-zealands-post-quake-mission-accomplished/)

Please note that Housing New Zealand regularly publishes the statistical information you have requested. When acknowledging your request the links were provided to some of the financial statistical data.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P Commons', written in a cursive style.

Paul Commons  
**Chief Operating Officer**