

25 February 2021

Privacy



Thank you for your email of 20 January 2021 to Hon Dr Megan Woods, Minister of Housing, requesting information on heat pumps in Kāinga Ora – Homes and Communities' properties. I have considered your request under the Official Information Act 1982, and can provide the information below.

The following commentary is provided as context, to be read alongside the statistical information that Kāinga Ora is providing in response to your request.

Heating policy

Kāinga Ora heating policy is to have a fixed form of heating available in the living room. The specific appliance can vary from thermostatically controlled electric panels or fan heaters to heat pumps or wood burners in properties in colder climates or with vulnerable customers or Community Group Housing (CGH).

Kāinga Ora heating requirements not only comply with the Healthy Homes Guarantee Act of having a heating source capable of achieving 18 degrees celsius in the main living area. but extend to a whole of house requirement where the habitable areas of the property are capable of achieving 20 degrees celsius. Kāinga Ora has an active programme to upgrade our portfolio to these standards.

Heating can also include double glazing, carpeting and thermal curtains, all of which are now being provided in new build home, and through our retrofit programme (for our older homes).

In addition, dwellings designed as accessible or for CGH include electric fan heating in the bathroom. CGH housing has an additional fixed heating source in the hallway outside bedrooms.

Tenancy management

Our tenancy management staff work closely with our customers to provide advice on how to manage their homes so that they can be kept dry and easily heated when needed. For example, our customers are informed about the importance of ventilating homes regularly by opening windows, using extractor fans and range hoods appropriately, and the regular use of the heating source/s provided in our homes.

However, we are aware that some of our customers do not use all of these measures, and there are a variety of reasons for this, including financial concerns. To help mitigate financial concerns, our staff remind our customers who receive income support from the Ministry of Social Development, that they are entitled to an automatic Winter Energy Payment from 1 May to 1 October each year.

This benefit does not need to be applied for, and for those with children, the payment rate is just over \$60 a week.

I will now turn to answering the questions that you have asked, in the order that you have listed them in your request:

The total number of heat pumps that have been installed into Kāinga Ora and registered Community Housing in New Zealand

There have been 26,570 heat pumps installed in Kāinga Ora properties, which includes CGH. Please note that this data is for Kāinga Ora owned properties, it does not include all community housing, such as that owned by registered community housing providers and councils.

Of those numbers how many have been replaced?

It is not possible to say whether a heat pump work order is for a replacement heat pump or a new one due to the varying range of data that is used to record heat pump installation. Therefore, I am declining the parts of your request relating to the number of heat pumps replaced under section 18(g) of the Act as the information is not held.

How many heat pumps have been installed into Kāinga Ora and registered Community Housing in New Zealand in the last twelve months (all of 2020), and;

A total of 5,323 were installed in Kāinga Ora owned properties in the year January to December 2020.

Of those numbers under item 3, how many have been subsequently removed and replaced?

I am declining this part of the request under section 18(g) of the Act as the information is not held.

What is the breakdown for the reasons for replacing those heat pumps under item 3 in the last 12 months (all of 2020) if any have been replaced?

I am declining the parts of your request relating to the number of replacement heat pumps under section 18(g) as the information is not held.

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