

19 January 2023

s9(2)(a)

Thank you for your request dated 17 November 2022 under the Official Information Act 1992 (the Act) for the following information:

1. *How much has Kainga Ora (KO) spent on maintenance for its properties in Nelson Tasman in the last year?*
2. *Does KO keep records on damage done by tenants to its homes? And are tenants charged if they damage a property?*
3. *How much has KO charged tenants in the past year in Nelson Tasman and how much has been paid back? If there is not a breakdown of this the national figures are fine.*
4. *How many properties does KO have in Nelson Tasman and how many are currently vacant?*

I will answer each of your questions in turn.

1. *How much has Kainga Ora (KO) spent on maintenance for its properties in Nelson Tasman in the last year?*

Kāinga Ora – Homes and Communities spent \$7,207,422 (\$5,192,911 in Nelson and \$2,014,511 in Tasman) on maintenance for the financial year ending 30 June 2022. This is for responsive repairs, vacant property repairs, routine maintenance, and planned maintenance programmes, including Healthy Homes.

2. *Does KO keep records on damage done by tenants to its homes? And are tenants charged if they damage a property?*

Kāinga Ora does not centrally record information about 'who' is liable for damages to its properties.

Identifying liability for damage is not always straightforward. Under the Residential Tenancies Act 1986, a tenant is liable for damage if the damage was intentional or careless, rather than accidental. In practice, it is not always easy to determine whether damage is accidental or due to carelessness. Under our wellbeing approach to tenancy services, there are some situations where it may not be appropriate to pass the cost of damages to the tenant – for example, the provision of skip bins for community clean ups to maintain health and safety, or where there are social issues like family violence or other severe stresses within the household.

3. *How much has KO charged tenants in the past year in Nelson Tasman and how much has been paid back? If there is not a breakdown of this the national figures are fine.*

There was \$24,906 (\$20,679 in Nelson and \$4,227 in Tasman) charged to tenants for damage in the financial year ending 30 June 2022.

A total of \$7,120 (\$3,570 in Nelson and \$3,550 in Tasman) has been paid back by tenants in the financial year ending 30 June 2022. Please note that this amount includes payments made against charges for previous years.

4. How many properties does KO have in Nelson Tasman and how many are currently vacant?

Kāinga Ora properties in Nelson and Tasman as at 31 October 2022

TLA	Property status	Public Homes	Supported Homes	Property Count
Nelson City	Occupied	662	48	710
	Vacant	46	1	47
Nelson City Total		708	49	757
Tasman District	Occupied	157	13	170
	Vacant	8	1	9
Tasman District Total		165	14	179
Grand Total		873	63	936

Each quarter, Kāinga Ora publishes information on our managed stock and vacant properties, so this information can be found at:

<https://kaingaora.govt.nz/publications/housing-statistics/> Kāinga Ora often has properties that are vacant between the end of one tenancy and the start of another. During this time, we undertake any maintenance that needs to be done in preparation for a new customer moving in.

Some properties are also vacant because they are due to undergo major repairs or upgrades as part of our retrofit programme. However, we aim to get homes re-occupied as quickly as possible whenever we carry out this work.

Some of our homes are also vacant because they are older and no longer fit-for-purpose. We are planning to redevelop the sites they are on and replace them with more warm, dry homes for people in need.

Please note that Kāinga Ora proactively releases its responses to official information requests where possible, and our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> with your personal information removed.

Yours sincerely



Nick Maling
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