

23 June 2023

s9(2)(a)



Thank you for your email of 29 April 2023 to Kāinga Ora – Homes and Communities requesting information under the Official Information Act 1982 (the Act) about dogs at Kāinga Ora properties. I have responded to your individual questions below.

- 1. Has Kāinga Ora undertaken any audits of compliance with the policy allowing tenants to keep dogs since it was enacted? If so, please provide me with copies of any audit reports.**
- 2. In addition to the above, has Kāinga Ora undertaken any review or analysis of this policy since it was implemented? If so, please provide any reports, briefings, memos or other information setting out the policy review / analysis.**

Kāinga Ora has not undertaken any audits of compliance or reviews of the pets policy since it was enacted. However, we intend to review the policy later this year.

- 3. How many complaints has Kāinga Ora received about dogs on its properties since this policy was implemented? Please provide a breakdown by year.**

Below is a breakdown of complaints we have received about dogs, nationally, by financial year:

Financial year	Complaints
2019	604
2020	570
2021	586
2022	533
2023*	526

\*as at 3 May 2023

- 4. Does Kāinga Ora have an information sharing agreement or protocol with Auckland Council regarding dog management? If so, please provide me with a copy of any such agreement, protocol, or other information where that is recorded.**

There is no formal agreement in place between Auckland Council and Kāinga Ora relating to dog management. Therefore, this part of your request is declined under section 18(e) of the Act as “the document alleged to contain the information requested does not exist...”.

**5. How many times since the change of policy in 2017 has Kāinga Ora sought or received information from Auckland Council about dogs kept by its tenants?**

When required, Kāinga Ora will request information from Council in order to help it resolve complaints. This information, if held, would be noted on individual customer files. As Kāinga Ora currently manages nearly 29,000 tenancies in Auckland, it will be a substantial undertaking for our staff to assess every customer file in order to respond to your request. Therefore, this part of your request is declined under section 18(f) of the Act as *“the information cannot be made available without substantial collation or research”*. I have considered whether Kāinga Ora would be able to respond to the request if given extra time, the ability to charge for the information requested, or if the request was refined; however, these options are unlikely to assist in this instance.

**6. For each of the following streets in Auckland, how many of your properties have tenants who are approved to keep a dog (or dogs) at their address?**

- **McCullough Avenue, Mount Roskill**
- **Smallfield Avenue, Mount Roskill**
- **Fyvie Avenue, Mount Roskill**
- **Henshaw Avenue, Mount Roskill**
- **Garrison Avenue, Mount Roskill**
- **Barrister Avenue, Mount Roskill**

For the streets listed above, there are seven tenancies with approval for dogs. I am declining your request to provide a breakdown of properties by street under section 9(2)(a) of the Act to protect our customers' privacy. With respect to section 9(1) of the Act, I consider that the public interest does not outweigh our obligations to protect our customers' privacy.

**7. Since the change in policy in 2017, how many times has Kāinga Ora taken any action against any tenants of the above streets for keeping dogs in a way that is inconsistent with Kāinga Ora's policy?**

Since 2017, Kāinga Ora has received 10 complaints about dogs in its properties at the above streets. Each complaint was followed up and appropriate actions were taken in line with the pets policy.

It may be helpful to note that Kāinga Ora may withdraw its permission for a customer to keep a pet under the following circumstances:

- a tenant persistently fails to secure their pet when requested (this also includes any visiting pets)
- a pet causes a persistent and serious nuisance to the neighbours and communities
- a pet causes serious damage to the property.

If you or someone you know has an issue with a dog at a Kāinga Ora property, you can let us know by calling our Customer Support Centre at 0800 801 601. Alternatively, you can email us at [enquiries1@kaingaora.govt.nz](mailto:enquiries1@kaingaora.govt.nz) and we will investigate.

There is also information about how to make a complaint about a dog on the Council's website here: <https://www.aucklandcouncil.govt.nz/dogs-animals/problems-dogs/Pages/make-complaint-about-dog.aspx>.

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.

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

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly  
**Manager Government Relations**