22 May 2023

s9(2)(a)

Thank you for your email of 25 April 2023 requesting the following information:

> '. . . the guidelines and steps involved in the decision making process of whether dogs are allowed to live at a tenants property once a complaint about dogs barking has been made.'

Kāinga Ora has considered your request under the Official Information Act 1982 (OIA). We have identified the two documents as falling in scope of your request, as below:

POL-306	Kāinga Ora Policy for Pets	Last updated 22 September 2021
CT-PRO-202	Manage Pets	Last updated 19 September 2022

I have excerpted the parts of the Manage Pets document relevant to your request, and provide them as an attachment to this response.

I am withholding the Policy for Pets under section 18(d) of the OIA, *the information is publicly available*. You can view this document on our website at the following link: https://kaingaora.govt.nz/assets/Publications/OIAs-Official-Information-Requests/July-2021/Attachment-Policy-for-Pets.pdf

In addition, it may be helpful to note that all Kāinga Ora customers who wish to keep a pet are required to obtain permission. 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 and we will investigate.

There is also information about how to make a complaint about a dog on the websites of most Councils. You can find this information on the website of the Far North District Council here: https://www.fndc.govt.nz/Our-services/Dogs-and-cats

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

Please note that Kāinga Ora proactively releases its 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

Gabby Boag
Team Leader, Government Relations

Attachment 1: from CT-PRO-202: Manage Pets (last updated 19 September 2022)

3. Manage a complaint about a pet

Role: Senior/Housing Support Manager (S/HSM)

Step 1   Create a business action for complaint in Kotahi. Record source information in case we need further details about the complaint

Step 2   Check approval has been given for the pet in Objective. If customer:

- **has not applied to have the pet**,
    o   carry out actions in 1. Consider request to keep a pet
    o   alongside this, the complaint needs to be resolved, continue to Step 3
- **has approval to have the pet**, go to next step.

Step 3   Read the Guideline for managing pets (CT-GDL-023) to check that the customer is meeting the ongoing requirements to keep a pet. These include:

- the property is suitable for the type of pet
    o   Fencing
    o   Access to property
    o   Body corporate rules
- the pet does not contravene local council bylaws or is classified as exotic, feral, a protected species, or being used for illegal purposes such as breeding fighting dogs
- the pet is not classified as dangerous or menacing
- the owner is not disqualified from owning a pet
- there is no history of pet nuisances which range from barking to harming other people or animals
- the pet has not harmed or attacked a staff member, contractor, sub-contractor or other person.

Step 4   Contact the customer to discuss and verify important details about the complaint

Step 5   Consider if the customer meets compliance with the Guideline for manage pets (CT-GDL-023)

Step 6   Discuss the matter with the customer and find solutions, depending on the nature of the complaint

Step 7   Resolve the complaint.

- If the customer complies with the solutions, this process ends.
- If the only solution is to remove the pet because of the severity of the complaint, go to 4. Action request to remove the pet or abate pet nuisance.

Step 8   Create or update the event(s) in the business action in Kotahi

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4. Action request to remove the pet or abate pet nuisance

Role: Senior/Housing Support Manager (S/HSM)

Step 1   Send letter 21-090 to the customer advising them that a decision has been made to remove the pet or abate pet nuisance within 10 working days. The letter must include an appointment time to visit the property after the deadline

Step 2   Record appointment time and update your Outlook calendar

Step 3   Prepare to visit the customer's home by reading Customer visits guideline (T-242) and bring along relevant documents that relate to the pet removal

Step 4   Check that the pet has been removed or abated.

- If the pet has been removed or the customer has complied with the request to abate the nuisance:
  - thank the customer
  - create and update event(s) in business action in Kotahi
  - remove the pet warning flag if the pet has been removed
  - this process ends.
- If the pet has not been removed or the customer has not abated the pet nuisance:
  - discuss the issue with the customer to find out why
  - if you need to help them find a safe home for the pet, advise the customer that you will contact them with solutions, could include SPCA and animal charities
  - continue working with the customer till the pet has been removed or abated.

Step 5   Create or update the event(s) in the business action in Kotahi