

24 SEP 2018



Thank you for your email of 27 August 2018 requesting the following information:

I require all information regarding the procedure for terminating a tenancy for a Housing NZ property.

If you could send all relevant information this would be much appreciated

Your request has been treated under the Official Information Act 1982 (the Act).

The Residential Tenancies Act 1986 (RTA) clearly sets out the obligations of the tenant and provides the mechanisms for the landlord to address behaviours that are in breach of the Act. All tenants sign a tenancy agreement which requires that they abide by the RTA just like any other tenant in a private sector rental.

When a concern is raised about a tenant, Housing New Zealand takes the necessary steps to address the issue and ensure the tenant is aware of their obligations under the RTA. In the first instance this may include meeting with the tenant and issuing a notice requiring them to remedy a breach of their Tenancy Agreement or the Residential Tenancies Act. Housing New Zealand also works with the Police and local council to verify and address complaints about noise or illegal activity.

Housing New Zealand does not end tenancies, except in exceptional circumstances. As a social landlord, Housing New Zealand is focussed on supporting tenants so they can sustain their tenancies, while ensuring that the rights of the surrounding community are respected.

Ending tenancies places vulnerable people in an even more vulnerable situation. Without a home, families and children face greater insecurity. They are passed between agencies, adding to the already high waiting list for state and transitional housing, or face the prospect of staying in overcrowded homes, garages, and in the worst case scenario, cars.

By helping tenants to stay in their homes, Housing New Zealand provides them with a secure foundation from which it can get them the level of support they need to address the behavioural issues that are affecting their tenancy and their neighbours.

Over the past year Housing New Zealand has been working on strengthening its focus on the needs of tenants. This work includes reviewing and improving a number of operational policies to align with the approach to sustain tenancies, including procedures for ending a tenancy.

The working draft procedure for ending a tenancy is therefore being withheld under section 9(2)(g)(i) *the withholding of the information is necessary to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to Ministers of the Crown or members of an organisation or officers and employees of any department or organisation in the course of their duty.*

You have the right under section 28(3) to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Greg Groufsky
Acting Chief Operating Officer