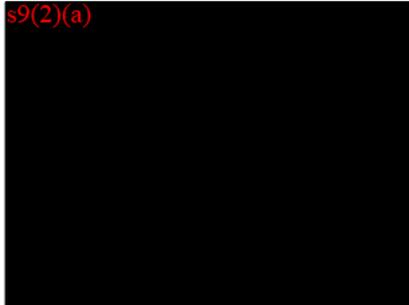


1 June 2021

s9(2)(a)



I write regarding your letter to Kāinga Ora – Homes and Communities, in which you raise a number of concerns about repairs to Kāinga Ora properties following the Christchurch earthquakes. You requested information about how project managers were appointed, how decisions about repair work were made, who made the decisions and what their qualifications were.

Most of the issues you raise are historic and I understand that you have discussed them with Kāinga Ora staff, who have apologised to you for any inconvenience that may have been caused during the repair work. Further, I understand that all repair work to your property has now been completed to a satisfactory standard.

With regard to how Kāinga Ora appoints people to roles, it is similar to that of any New Zealand employer. During the earthquake recovery programme, Kāinga Ora (then Housing New Zealand) followed approved procurement processes to appoint external project managers for earthquake repair work. The organisations which managed these projects were experienced, qualified and approved to carry out these repairs.

The work of the project managers was reviewed, assessed and approved by the Kāinga Ora team, who were appointed through standard market recruitment campaigns. Many of the Kāinga Ora team members working on the programme were internal appointments, but roles were advertised publicly and applications accepted from candidates both already working at, and external to, Kāinga Ora.

The project managers scoped Kāinga Ora properties to assess the damage and level of work required for remediation. Scoping work was also reviewed, assessed and approved by the Kāinga Ora team and monitored throughout the repair process. Often, the work at our homes went above and beyond what was required to repair earthquake damage, in order to improve the quality of the homes and ensure they remain warm, dry and safe for our customers.

With regard to your question about the people making these decisions and what qualifications they hold, we assume you are referring to the decision-makers for alterations, additions and improvements to existing homes, which you referenced in your previous questions.

Kāinga Ora was established in October 2019 and brings together the people, capability and resources of KiwiBuild, Housing New Zealand and its subsidiary HLC. Kāinga Ora has a strong focus on our regions, and many decisions are made at a regional level to best reflect the needs of our communities. A full list of the Kāinga Ora board and our leadership teams is available on our website. We have included this information on the following page.

With regard to your concerns that information on your file is incorrect, I can advise you that Principal 7 of the Privacy Act 1993 states that a person has a right to ask an organisation to correct information

they hold about them if they think it is wrong. This does not generally include deleting information, which can be difficult in electronic systems, but enabling you to request that your version of events is recorded alongside.

Thank you for writing. If you have any further concerns please talk to Alyssa McGaughey, your Tenancy Manager. She can be contacted through the Customer Services Centre on 0800 801 601.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive style with a large initial 'R'.

Rachel Kelly
Manager Government Relations

Kāinga Ora - Homes and Communities is a crown entity set up under the Kāinga Ora - Homes and Communities Act 2019. It is a Crown agency under the Crown Entities Act 2004. As at 31 May 2021:

Responsible Ministers

Hon Dr Megan Woods – Minister of Housing
Hon Grant Robertson – Minister of Finance

Associate Ministers

Hon Poto Williams – Associate Minister of Housing (Public Housing)
Hon Peeni Henare – Associate Minister of Housing (Māori Housing)
Hon Marama Davidson - Associate Minister of Housing (Homelessness)

Kāinga Ora Board

The Board has wide-ranging responsibilities, including setting the organisation's strategic direction and annual performance expectations (in conjunction with the Minister), managing risk and ensuring compliance, and maintaining appropriate relationships with key stakeholders.

Board members

Vui Mark Gosche (Chair) was a Member of Parliament from 1996 to 2008 and held several Cabinet posts, including Minister of Housing. He is the Chairperson of Counties Manukau DHB and an elected member of the Mt Wellington Licensing Trust. He was also the Chair of Housing New Zealand until 30 September 2019.

John Duncan (Deputy Chair) has extensive management experience and experience in global financial markets, including banking and risk management. He is a Deputy Chair of Public Trust and an advisor to Auckland City Council on funding, risk management, balance sheet and capital issues and the Executive Director for the Auckland Investment Office. He is a member of the DIA Governance Board overseeing the Three Waters Reform Programme, and a former Housing New Zealand Board member and Chair of HLC.

Ngarimu Blair has strong Māori governance experience including leading the restructuring of the Ngāti Whātua Ōrākei Group into a modern post-settlement governance entity in 2012. He is presently a director on Ngāti Whātua Ōrākei Whai Rawa Ltd, a large property company responsible for the protection and growth of the tribe's commercial assets. He is the Co-Chair of the Tamaki Makaurau Mana Whenua Forum, a Director on Manaaki Whenua and the Blake Trust.

Robin Hapi CNZM is Chair of the Māori Economic Development Advisory Board and Chair of Te Wānanga-o-Raukawa. He has significant governance experience across not-for-profit organisations, commercial and tertiary entities. Robin has expertise in management, financial management, dispute resolution, and strategic planning and maintains a wide national network of Māori and non-Māori individuals and organisations.

Professor Philippa Howden-Chapman from Otago University Medical School, has a background in public health, with a focus on housing, energy, climate change and sustainable cities. She chaired the WHO Housing and Health Guidelines Group and was a member of the Independent Housing Stocktake Group. She joined the Housing New Zealand Board in July 2018.

Penelope (Penny) Hulse (MNZM) has significant experience in local government growth and planning including many years involved in developing the Auckland Unitary Plan. Penny has 27 years of governance experience, with much of her last nine years on Auckland Council including the role of Deputy Mayor from 2010 to 2016.

Victoria Kingi (nee Carroll) is the Managing Director of Papakainga Solutions Limited. She has a strong RMA legal background and strategic governance expertise with a good understanding of

regulatory frameworks. She has served on several governance boards and provided strategic advice to local, regional and central government on their planning, policy and strategic documents.

Helen O'Sullivan is a Chartered Accountant with strong financial skills and expertise in managing businesses through significant business change. She is currently Chief Executive of Crockers Property Group, an Auckland based provider of property services including property management, community living management, sales and valuation services. Ms O'Sullivan was previously Chief Executive of the Real Estate Institute of New Zealand during its transformation from a regulator to a customer focused industry body, and Executive Director of Ockham Residential, a leading Auckland property developer. She was also Head of Delivery – KiwiBuild for the Ministry of Housing and Urban Development in 2019. Ms O'Sullivan was formerly an independent member of the Kāinga Ora Investment and Development Subcommittee.

Major Campbell Roberts has been involved in numerous government initiatives involving housing, including the Housing Shareholding Ministers Advisory Group, Prime Ministerial Task Force on Housing Reform, the Ministry of Social Development Housing Reference Group, the Expert Advisory Group of the Children's Commissioner on child poverty, and the BRANZ working group on Medium Density Housing. Major Roberts is currently an independent member of the Tāmaki Regeneration Company Expert Advisory Group, former Chairperson of the KiwiBuy Coalition on progressive home ownership, and holds governance roles with the Mangere Community Housing Group Utility Disputes Ltd, Community Finance, and the New Zealand Parole Board. He was the Founder Director of the Salvation Army Social Policy and Parliamentary Unit and previously a Director of the New Zealand Housing Foundation between 2000 and 2018. Major Roberts was awarded a CNZM in the 2019 New Year Honours and was a finalist for the 2017 New Zealander of the Year.

Kāinga Ora Leadership Team

Chief Executive: Andrew McKenzie

Deputy Chief Executive Auckland & Northland: Caroline Butterworth

Regional Director Counties Manukau: Angela Pearce

Regional Director Central & East: John Tubberty

Regional Director Northland: Jeff Murray

Regional Director North & West: Taina Jones

Deputy Chief Executive Central: Daniel Soughtton

Regional Director Waikato: Mark Rawson

Regional Director Taranaki, Manawatu & Whanganui: Graeme Broderick

Regional Director Wellington & Kapiti: Greg Groufsky

Regional Director Bay of Plenty: Darren Toy

Deputy Chief Executive South Island: Paul Commons

Regional Director Nelson, Marlborough & West Coast: Julia Campbell

Regional Director Otago & Southland: Tim Blake

Regional Director Canterbury: Liz Krause

Ring Raupa DCE Māori: Te Ariki Pihama

General Manager Strategy, Finance & Policy: Gareth Stiven

General Manager National Services: Nick Maling

General Manager Urban Planning & Design: Katja Lietz

General Manager Urban Development & Delivery: Mark Fraser

General Manager Construction & Innovation: Patrick Dougherty

General Manager Commercial: Caroline McDowall

General Manager People, Governance & Capability: Rowan Macrae