

30 March 2023

s9(2)(a)



Thank you for your email of 1 March 2023 to Kāinga Ora - Homes and Communities, requesting the following information under the Official Information Act, 1982 (the Act):

1. *What mitigation plans have been prepared by KO for tenants with serious and potentially dangerous mental illness*
2. *Please provide any such mitigation plan for tenants in your social houses and/or transitional housing in motels.*
3. *We have been made aware that there is a person with serious mental illness and paranoia staying at Pillows motel Orewa. Can you advise via if Kāinga Ora are aware of such a person and are KO aware of posting made by said persons on their public social media / Facebook page*
4. *What mitigation is being made to keep the public, your tenants and other occupants of Pillows (mixed use accommodation including tourists / backpackers) safe.*

We confirm that as at March 2023 Kāinga Ora does not accommodate any public housing customers at Pillows Motel in Orewa. As a result, we are unable to respond to some of the questions in your request as the information does not exist. We have however partially transferred question two (*mitigation plan for transitional housing in motels*) and fully transferred questions three and four to the Ministry of Social Development (MSD) as the agency responsible for Emergency Housing. MSD may have information which addresses your questions. They will be in touch with you directly with their response.

You have asked for information about what mitigation plans have been prepared by Kāinga Ora for customers experiencing serious mental health challenges. Kāinga Ora provides public housing that provides people with the stability they need to remain in, or get back to, a state of wellbeing. We do everything we can as a landlord to achieve positive outcomes for the people living in our homes and their communities. Where there are customers who require specific help to live well in their home, we work with other services and responsible agencies to provide specialist assistance and develop support plans. That includes mental health services.

In your request, you have asked for copies of mitigation plans that have been prepared for Kāinga Ora customers. Our staff prepare a 'Safe Work Plan' to ensure a safe environment in instances where there are potential health and safety issues that might arise, including community events, and meeting with individuals with specific needs. These plans are prepared on a case by case basis dependent on specific situations. All information regarding any mitigations or a Safe Work Plan in place for specific customers is private information and as a result, is withheld under section 9(2)(a) of the Act, *to protect the privacy of natural persons*.

Under section 28(3) of the Act you have the right to seek an investigation and review by the Ombudsman of this response. Contact details for the Ombudsman can be found at www.ombudsman.parliament.nz.

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

Yours sincerely

Caroline Butterworth

Caroline Butterworth
Deputy Chief Executive, Auckland and Northland