

6 November 2020

Privacy



Thank you for your official information request dated 12 October 2020 in which you ask a series of questions related to Kāinga Ora – Homes and Communities developments in Christchurch. I have addressed your questions below in the order that they were provided to me:

- ***how many consents have been applied for and granted for Kainga Ora developments in Christchurch in the past year?***

Kāinga Ora applies for a variety of consents in the process of our developments. For example, we apply to local councils for land use and sub division consents under the Resource Management Act 1991 (RMA). We also apply to local councils for building consents.

As at the end of October 2020, Kāinga Ora had 35 land use and subdivision consents covering the past 12 months, these include 175 dwellings. These consents are made up of:

- 4 subdivision consents of which 3 are granted and 1 is still in process
- 31 land use consents (these typically also include subdivision consents) of which 30 have been granted and 1 is still in process.

There are also potentially additional minor consents, under section 127 of the RMA, such as variation approvals or secondary subdivision approvals.

For new build developments, Kāinga Ora has applied for 64 building consents, 47 of which have been approved in the year to the end of October 2020.

- ***Of those, how many has Kainga Ora received written complaints or expressions of concern about? What are the main issues of concern?***

Kāinga Ora doesn't generally receive complaints on Resource Consent applications, as these are run by local councils. However, people can raise their concerns as part of the standard consenting process. We are aware of three Christchurch applications that went to a Council hearing where neighbours spoke at the hearing. These were:

- Idris Road
- Conway St and Sullivan Ave
- Gresford St, 27-31

- ***In the past six months how many complaints have been received by Kainga Ora about Christchurch properties/tenants?***

Most complaints about Kāinga Ora properties and/or tenants are received via the Kāinga Ora Customer Support Centre (CSC). The information provided below is taken from CSC records. Kāinga Ora runs its reports at the end of each calendar month. The information provided is for the six months from 1 April to 30 September 2020 and concerns properties and tenants of Kāinga Ora in the

Christchurch City Territorial Local Authority (TLA). The figures provided do not include emergency or community housing.

**Complaints about Kāinga Ora properties/tenants in Christchurch TLA
from 1 April to 30 September 2020**

Major Reason	Closed	Complete	Current	Total
Dog nuisance	1	18	8	27
Anti-Social Behaviour	24	201	107	332
Illegal activity	1	17	7	25
Property condition and damage	6	33	19	58
Total	32	269	141	442

• ***What are the problems complained about?***

Please see the table above for the main reasons noted in the CSC systems. Complaints are made for a variety of reasons and can be difficult to categorise, for example anti-social behaviour may include such things as car noise and frequency of visitors. Kāinga Ora has a portfolio of 6,227 properties in the Christchurch TLA, in which most of our tenants live well in their homes without issues or concerns from their community. I also note that while all complaints to the CSC are recorded many are found to have no substance.

• ***Of the complaints received, how many have been investigated and found to warrant a response/action by Kainga Ora?***

Complaints and feedback are important to Kāinga Ora as they provide insight into the experiences of our customers and non-customers and knowing what is working well and not so well can help us to continually improve. For this reason, Kāinga Ora aims to investigate all complaints. As noted above, in the six-month period recorded there were 442 complaints raised, of which:

- 269 have been logged, investigated, actioned and resolved.
- 141 have been logged and are currently in the process of investigation and action to resolve the complaint.
- 32 have been logged and then closed. A complaint may be closed because of withdrawal of the complaint, administrative error or customer leaving their tenancy. A complaint which has been closed has not had the opportunity to be investigated through to resolution.

• ***What action has been taken in response to those complaints found to be warranted?***

Given the variety of complaints that may be raised, there is no single response to this question. Our social objectives mean we must have regard for the community we operate in and treat our tenants and neighbours with respect, integrity and honesty. Our tenancy agreements outline how to act as a good neighbour and our expectation that tenants be responsible, considerate and law-abiding.

However, Kāinga Ora does not have the mandate to deal with illegal or criminal behaviour, nor are we the appropriate agency to deal with reported infringements of local by-laws. The justice system sets the threshold for illegal activity and the Police enforce this. Local authorities have the ability to set by-laws, such as managing excessive noise and rubbish. Our tenants, like everyone else, are subject to these laws, which are enforced by the appropriate agencies.

• ***What is Kainga Ora's complaints process?***

In 2017, Kāinga Ora introduced a Complaints and Feedback framework to ensure a consistent approach to complaint resolution across the business to effectively track complaints/feedback and to help us identify improvement opportunities. We have revised our complaints and feedback policy and

processes to align with best practice and made them more efficient, creating a consistent three-level escalation approach across the business.

The guiding principles for this framework are customer focus; consistency; objectivity and fairness; and ongoing improvement. These guiding principles are underpinned by the principle of natural justice, which allows for the approach and timeframes to be adjusted as required to ensure a fair outcome for customers. For more information and access to the complaints process visit:

<https://kaingaora.govt.nz/tenants-and-communities/our-neighbours/provide-feedback-or-a-complaint/>

Yours sincerely

A handwritten signature in blue ink, appearing to be 'R Kelly', is positioned above the printed name.

Rachel Kelly
Manager Government Relations