



# WEEKLY REPORT

Kāinga Ora – Homes and Communities

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For period ending 11 February 2022

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### 1. Updates

#### **New tools for managing disruptive behaviour**

Kāinga Ora – Homes and Communities is putting processes in place to further address disruptive behaviour by some of its customers. Recent amendments made to the Residential Tenancies Act (RTA), a dedicated wellbeing approach to tenancy management, and a specialised case review group, will allow Kāinga Ora to respond more effectively to challenging situations, including those involving any disruptive behaviour by its customers, ensuring that our customers and their neighbours, including other customers, can enjoy the places where they live.

More information about this is outlined in report AH 22 001 in your noting papers.

Nick Maling  
GM National Services

#### **Update on Kāinga Ora COVID-19 activities**

Kāinga Ora has activities underway to respond to COVID-19, including introducing a mandatory vaccination policy for Kāinga Ora employees on 8 February 2022. From 21 March 2022, all Kāinga Ora employees must be fully vaccinated. Information sessions are planned for this week to update our people on the policy and what it will mean for them.

A lot of our recent work has also been focussed on adapting our processes and guidance to respond to an environment with increasing Omicron infections. We are updating our business continuity plans to help us to identify the critical work we will need to continue to do. This planning will also help us identify where we may be able to redeploy people within each group across the business or, if needed, to support other government agencies' work.

We are also reviewing our internal Protection Framework to ensure the controls are appropriate to manage the Omicron variant.

More information about this is outlined in report AH 22 004 in your noting papers.

Nick Maling  
GM National Services

#### **More homes underway at Eponi Lower Hutt**

Construction is now underway on 106 warm, dry new homes at Hampton Court, Eponi. This is Stage 3 of a development that will deliver more than 160 homes to help meet the need for public housing in Lower Hutt.

Hampton Court, Epuni Stage 3 contains a mix of one, two and four-bedroom homes, across eight 3-storey apartment blocks, and seven 2-storey house blocks. It is the largest Kāinga Ora development in Lower Hutt to date.

Epuni Stage 3 will be delivered in three splits:

- S1 = 13 homes, due early 2023
- S2 = 48 homes, due Aug 2023
- S3 = 45 homes, due early 2024

Split one is on the eastern side of Hampton Court, and includes the larger family homes. Here, our build partner Trademark Construction has started main works, and concrete slabs are being poured. Civil works continue on the western side of Hampton Court, with around two months to go until completion.

Extensive engagement throughout the Epuni master-planning stages has provided the community with the opportunities to inform our thinking, and the development features a range of amenities that will enhance the lives of our residents and the wider community.

This includes working with the Ministry of Education to refurbish disused netball courts at neighbouring Epuni Primary School into two full-size basketball courts for use by the school and the community. This will be completed in early 2022.

A multi-use community space has been included, with a kitchen, office, storage facilities, and outdoor areas to support a wide range of activities.

Hampton Court, which intersects the development, will also be redesigned into a park and single two-way road to provide green open space for public use, and introduce traffic calming to areas near the local school and kindergarten. The plans take into account community consultation and we will shortly re-engage the community to share the final designs. The road layout of Hampton Court is expected to change during 2022. Final dates for this are subject to approval from Hutt City Council.

Kāinga Ora has been constructing our Epuni Precinct for the past two years to better use our land. Twenty-eight homes were delivered in Epuni Stage 1. Epuni Stage 2 is in the design phase.

Patrick Dougherty  
General Manager Construction and innovation

### **Flooding response, West Coast**

The place-based team and maintenance partners collaborated to be ready to respond to a significant weather event on the West Coast just before and over Waitangi weekend.

Some of the lessons learnt from last July's major flooding event in the same region ensured that a number of pre-emptive steps were taken. This included sending extra maintenance partners to Westport to scope properties and be on standby, if flooding occurred.

Accommodation for Kāinga Ora staff and contractors was booked early, and relevant trades and other partners were prepared well in advance of the predicted rainfall.

Mandatory evacuations were ordered in parts of the region which affected 36 Kāinga Ora customers. However, the rainfall did not damage or affect their homes and they were able to return to them later the same day.

Paul Commons  
DCE South Island

### **Select Committee hearing - 2020/21 Annual Review**

On 9 February 2022 Vui Mark Gosche, Board Chair, and Andrew McKenzie, Chief Executive, attended the annual review of Kāinga Ora at the Social Services and Community Select Committee. Items discussed included:

- the Kāinga Ora approach to disruptive behaviour, and new tools under the Residential Tenancies Act to enable us to relocate customers to other Kāinga Ora homes where this is appropriate
- the Public Housing Plan and building more homes in regional New Zealand, specifically Whangārei and Otaki
- Financing Framework
- Healthy Homes
- Accessibility
- Construction apprenticeships and programmes with schools, tertiary education providers and prisons.

We are likely to receive follow up questions from the Committee and will keep your office updated on developments and responses.

Rowan Macrae  
GM People Governance and Capability

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## 2. Upcoming events and opportunities

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### 3. Advice sent in the past week

Due date to Minister's Office	Title	Minister(s)	Contact person
4 February 2022	<b>Ah Hoc</b> New tools for managing disruptive behaviour AH 21 001	Hon Poto Williams	Nick Maling
4 February 2022	<b>Ad Hoc</b> Update on Kāinga Ora COVID-19 response plan AH 22 004	Hon Dr Megan Woods Hon Poto Williams	Nick Maling

### 4. Upcoming advice to be delivered in the next month

9(2)(f)(iv)

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## 5. Kāinga Ora OIA requests

Reference number	Requestor	Topic	Date due to Minister's Office	Date due to requestor
OI 21 526	Office of Nicola Willis	<i>LOE</i> Request for LOE from 2017 to 2021	14/12/2021 Hon Williams	21/12/2021
OI 21 522	Member of the public	<i>Accommodation</i> Request for information about the number of people in housing	01/02/2021 Hon Williams	08/02/2022 extended
OI 21 486	Office of Nicola Willis	<i>Infrastructure Acceleration Fund</i> Request for the evaluation against each of the evaluation criteria set out for the fund	7/02/2022 Hon Woods	12/02/2022 extended
OI 22 001	Member of the public FYI website	<i>Specified Development Projects</i> Request for information about Kāinga Ora specified development projects	n/a	14/02/2022
OI 22 002	Member of the public FYI website	<i>Average cost</i> Request for the average price of a Kāinga Ora house over a year	n/a	14/02/2022
OI 22 003	Member of the public FYI website	Managed tenancies Request for how many tenancies are managed outside of Kāinga Ora	n/a	14/02/2022
OI 22 004	Member of the public FYI website	Future of public housing Request for documents on the future of public housing	n/a	14/02/2022
OI 22 006	Member of the public	<i>Maintenance reports</i> Request for maintenance reports for tenants	n/a	14/02/2022
OI 22 007	Member of the public	<i>Properties over the past five years</i> Request for information about the properties Kāinga Ora has purchased	n/a	14/02/2022

OI 22 010	Member of the public	<i>Various projects</i> Request for information about various upcoming projects	n/a	14/02/2022
OI 22 011	Media	<i>Security cameras</i> Request for information about CCTV cameras	08/02/2022	14/02/2022
OI 22 014	Member of the public	<i>Highbury Development</i> Request for information about this development	n/a	14/02/2022
OI 22 015	Member of the public	<i>Development query</i> Request for information regarding a development in Auckland	n/a	15/02/2022
OI 22 016	Member of the public	<i>Lower Hutt Development</i> Request for documents relating to a development on Fergusson Street	n/a	15/02/2022
OI 22 017	Member of the public	<i>Porirua Development</i> Request for information about development in Porirua	n/a	15/02/2022
OI 22 018	Media	<i>First Home Partner</i> Request for information about the First Home Partner scheme	08/02/2022 Hon Woods	15/02/2022
OI 21 534	Member of the public	<i>Skip bins</i> Request for information on skip bins	n/a	15/02/2022 extension
OI 22 024	Member of the public	<i>Demolition in Rolleston</i> Request for information and correspondence about demolition	n/a	16/02/2022
OI 22 019	Member of the public	<i>Addresses</i> Request for addresses of Kāinga Ora properties	n/a	17/02/2022
OI 22 020	Media	<i>14 Bristol Street</i> Request for costs associated with 14 Bristol Street	11/02/2022 Hon Williams	18/02/2022
OI 22 021	Member of the public	<i>Homes in Gisborne</i> Request for information on homes in Gisborne	n/a	18/02/2022
OI 22 022	Member of the public	<i>Plans for development</i> Request for plans for a development	n/a	18/02/2022
OI 22 023	Member of the public	<i>Developments</i>	n/a	18/02/2022

		Request for information about two Kāinga Ora developments		
OI 22 025	Member of the public	<i>Building consent</i> Request for information about building consent package	n/a	21/02/2022
OI 22 026	Member of the public	<i>Star Block</i> Request for information on Star Block	n/a	22/02/2022
OI 22 027	Office of Nicola Willis	<i>Breaches of RTA</i> Request for correspondence on breaches of RTA	15/02/2022 Hon Williams	22/02/2021
OI 22 028	Office of Nicola Willis	<i>Customer Strategy</i> Request for Customer Strategy 2018	15/02/2022 Hon Williams	22/02/2022
OI 22 035	Media	<i>Correspondence</i> Request for correspondence involving Crime Scene Cleaners	15/02/2022 Hon Williams	22/02/2022
OI 21 545	Member of the public	<i>Properties in Thames</i> Request for information about properties owned in Thames	n/a	23/02/2022 extended
OI 21 030	Office of Nicola Willis	<i>Organisation structure</i> Request for a copy of the organisational structure of Kāinga Ora	17/02/2022 Hon Woods	24/02/2022
OI 21 031	Office of Nicola Willis	<i>Board minutes</i> Request for Board minutes for the past two years	17/02/2022 Hon Woods	24/02/2022
OI 21 549	Media	<i>Correspondence</i> Request for correspondence regarding companies EA Civil, Kamau Group and other companies	17/02/2022 Hon Woods	24/02/2022 extended
OI 22 032	Member of the public	<i>Properties in Gisborne</i> Request for information on properties in Gisborne	n/a	28/02/2022
OI 22 033	Member of the public	<i>Pictures of home</i> Request for pictures and information on a Kāinga Ora home	n/a	28/02/2022
OI 22 034	Member of the public	<i>Developments</i> Request for information about development on Peace Avenue	n/a	28/02/2022
OI 22 036	Office of Nicola Willis	<i>The Boulevard Motel</i>	n/a	02/03/2022

		Request for correspondence about the Boulevard Motel		
OI 22 037	Media	<i>Development</i> Request for reports and correspondence concerning the Wainuiomata North Development proposal	24/02/2022 Hon Woods	03/03/2022
OI 22 038	Member of the public	<i>Development plans</i> Request for documentation on future development plans for sites in Victoria Street, Onehunga	n/a	03/03/2022
OI 22 039	Member of the public	<i>Housing proposals</i> Request for information about Tamingi Street, Ruakaka	n/a	04/03/2022
OI 22 040	Member of the public	Biddle Crescent property Request for blueprint and survey information	n/a	02/03/2022
OI 22 041	Member of the public	<i>Maintenance contracts</i> Request for the annual cost for maintenance contracts	n/a	25/02/2022

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