

15 February 2024

s9(2)(a)

Thank you for your email of 18 December 2023 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

*“Please provide a copy of the Anti-Social Behaviour Escalation Pathway as originally requested - and as identified as a separate document within the Disruptive Behavior Policy provided.”*

The escalation pathway for disruptive behaviour is not a stand-alone document. The pathway referenced in our policies and guidance describes the process we use when addressing instances of disruptive behaviour. We will amend the policy to make it clear that this is not a standalone document.

As the document you requested does not exist, your request is therefore declined under section 18(e) of the Act, that “the document alleged to contain the information requested does not exist”.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

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

Yours sincerely

Pp 

Rachel Kelly  
**Manager, Government Relations**