

16 November 2022



Thank you for your request of 18 September 2022 to Kāinga Ora – Homes and Communities for the following information under the Official Information Act 1982 (the Act):

1. *Total number of incidents of anti - social behaviour committed by tenants or a person on the premises with the tenants permission reported to Kāinga Ora in Christchurch between 1 January 2022 - 18 September 2022.*
2. *Total number of written notices Kāinga Ora has issued to tenants for anti - social behaviour in Christchurch between 1 January 2022 - 18 September 2022.*
3. *Total number of written notices pertaining to the Residential Tenancy Act Kāinga Ora has issued to tenants for anti - social behaviour in Christchurch between 1 January 2022 - 18 September 2022.*
4. *Total number of times anti - social behaviour (Type C) in Christchurch has been escalated to a group review between 1 January 2022 - 18 September 2022.*

Please find our response to your questions below:

Due to the way our reporting systems operate, Kāinga Ora provides data for full month periods. As a result, we have provided the information you have requested for the period of 1 January 2022 to 30 September 2022 (inclusive) in Christchurch City.

1. **Total number of incidents of anti-social behaviour committed by tenants or a person on the premises with the tenant's permission reported to Kāinga Ora in Christchurch between 1 January 2022 - 18 September 2022.**

The vast majority of the nearly 200,000 people who live in Kāinga Ora homes are good neighbours and members of their communities. However, in a small number of cases, disruptive behaviour causes stressful and unacceptable conditions for neighbours.

Kāinga Ora takes complaints very seriously and works hard with the people and whānau involved to come to a positive outcome. Most of the complaints we receive are for minor grievances such as car noise, frequency of visitors or lawns not being mowed. It's important to keep in mind that these types of minor issues make up the significant majority of the complaints included in this response.

Kāinga Ora does not specifically record incidents of disruptive behaviour that have been committed with a customer's permission. However, we do hold information regarding the number of complaints we receive about customer behaviour, which is provided below.

From 1 January 2022 to 30 September 2022, Kāinga Ora received a total of 639 complaints about customer behaviour in Christchurch City. It's important to note that these figures show a complete picture of all complaints received about customer behaviour within the period, including minor grievances, duplicate entries and complaints that were later withdrawn or found to have no merit.

2. Total number of written notices Kāinga Ora has issued to tenants for anti-social behaviour in Christchurch between 1 January 2022 - 18 September 2022.

Kāinga Ora is committed to responding effectively to disruptive behaviour when it occurs and made changes earlier this year to support this. We have a range of tools in place to help respond to disruptive behaviour, including tools to support relocation through the Residential Tenancies Act (RTA) where appropriate, which are outlined below.

Section 55A

Issuing a notice under Section 55A of the RTA not only allows us to address severe or persistent disruptive behaviour, it also provides the customer with an opportunity to reflect on the situation and work on changing their behaviour. We have seen encouraging signs of this happening to date, with customers who have been issued notices positively changing their behaviour so that further notices have not been required at this point.

Between 1 January 2022 and 30 September 2022, Kāinga Ora has not issued any notices under Section 55A of the RTA in Christchurch City.

Section 53B

While our first approach is to support a change in behaviour, we can, and do, move people where necessary. What we typically find is that when relocated, the majority of customers take the opportunity to make a fresh start and we see positive results.

If the customer is willing to be relocated, Kāinga Ora can take steps to do this without requiring any notices to be issued. Between 1 January 2022 and 30 September 2022, 19 households in Christchurch City have been relocated for disruptive behaviour by agreement.

If the customer is not willing to work with us, Kāinga Ora can use Section 53B of the RTA to support relocation by ending a tenancy and transferring the customer to another home. Between 1 January 2022 and 30 September 2022, Kāinga Ora has not issued any Section 53B notices to customers in Christchurch City.

3. Total number of written notices pertaining to the Residential Tenancy Act Kāinga Ora has issued to tenants for anti - social behaviour in Christchurch between 1 January 2022 - 18 September 2022.

Kāinga Ora has the ability to issue notices under the RTA to customers in situations where their tenancy obligations have not been met. As outlined earlier in this response, issuing a notice allows Kāinga Ora to address the behaviour, while providing the customer with an opportunity to work on changing their behaviour.

One of the tools Kāinga Ora can use to do this is issuing a Section 40 notice where a customer has caused or permitted unreasonable disturbance to their neighbour's peace,

quiet and enjoyment of their home. Between 1 January 2022 and 30 September 2022, Kāinga Ora has issued five notices under Section 40 in Christchurch City.

In some situations, it may be possible for the customer to resolve the issue by taking action – for example, removing rubbish from the property. In these cases, a Section 56 notice can be issued to the customer. Between 1 January 2022 and 30 September 2022, Kāinga Ora has issued 20 notices to customers in Christchurch City under Section 56 of the RTA.

4. Total number of times anti - social behaviour (Type C) in Christchurch has been escalated to a group review between 1 January 2022 - 18 September 2022.

Category C disruptive behaviour relates to behaviour that is considered to be minor. The Kāinga Ora internal review group was established to provide advice and guidance on more complex tenancy issues, and to support or endorse action where needed.

Due to this, the Review Group does not consider cases of minor disruptive behaviour (Category C). As a result, no cases of Category C disruptive behaviour have been escalated to the Kāinga Ora review group between 1 January 2022 and 30 September 2022.

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

A handwritten signature in black ink, enclosed in a yellow rectangular border. The signature appears to be 'P. Commons'.

Paul Commons
Deputy Chief Executive - South Island