



**Te Tari Taiwhenua  
Internal Affairs**

24 April 2024

Ministerial Services  
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Dear Lional

**Request for information (OIA2324-0716)**

Thank you for your request for information dated 10 March 2024 made under the Official Information Act 1982 (the Act) to the Department of Internal Affairs (the Department). You requested the following information:

*I seek details of any formal or informal complaints from residents of Premier House regarding the state of the property condition or functionality between August 2016 and current. These should include text messages between the residents, and (but not limited to) the CE of DIA, DCE holding responsibility for Ministerial Services and the GM Ministerial Services.*

**Response to your request**

On 8 April 2024, the Department advised that an extension of time was required to make a decision on your request until 1 May 2024. In that letter, I confirmed that neither I, the Chief Executive or the Deputy Chief Executive who holds responsibility for the Ministerial Services Portfolio had received any complaints from residents regarding the condition or functionality of Premier House. The Department has now undertaken the necessary search and consultation to respond to the remaining part of your request.

We have interpreted the request as relating to residents who lived at the property on a regular basis for the period August 2016 to March 2024. In providing accommodation support to the Prime Minister of the day and their family, dedicated operations staff from the Department of Internal Affairs regularly engage with the residents. This engagement includes detail about how services are provided, and the reporting of any issues or maintenance that need to be attended to. These matters are actioned and resolved as they are identified, with any remediation activity required being scheduled at a time which does not interfere with the residents' private use of the site.

While there has been engagement regarding maintenance of the property, I can now confirm that no formal or informal complaints were received by the Department's operations staff in relation to the condition or the functionality of Premier House. Therefore, the request is refused under Section 18(e) of the Act on the basis that the information does not exist or cannot be found.

You may, however, be interested in a report produce by the Te Pou Awe Te Whare Pirimia - Premier House Board titled '*Long-term Stewardship of Te Whare Pirimia – Premier House*'. The Premier House Board report provides in depth detail about the condition of Premier House and the upgrades and maintenance required. The report also provides options, timeframes, and indicative costs for the proposed upgrades. The Premier House Board has been published on the Department's website and can be viewed here: [www.dia.govt.nz/Proactive-Releases#MS](http://www.dia.govt.nz/Proactive-Releases#MS).

We may publish this OIA response on [www.dia.govt.nz](http://www.dia.govt.nz) (with your personal details having been removed). Publishing responses to OIA requests increases the availability of information to the public and is consistent with the purpose of the Act to enable effective participation in the making and administration of laws and policies, and to promote the accountability of Ministers and officials.

If you have any concerns with the information in this response, you have a right to request an investigation and review by the Ombudsman under section 28(3) of the Act. Information on how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely



**Briget Ridden**

General Manager – Ministerial Services

Te Haumi – Enterprise Partnerships

Te Tari Taiwhenua – The Department of Internal Affairs