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Tēnā kōrua Maddox Ahuja, Darryn Aitchison and Jessica Temm

Thank you for your email of 2 February 2015 requesting the following information:

“a full copy of your operational manual for our reference”

On 16 February 2015 this request was made more specific (email from Darryn Aitchison):

“the main area we are interested in are the policies and procedures that HNZN uses to manage its social housing tenants ... and

policies ... HNZN have to moderate it's processes when managing problems with social housing tenants, and of particular interest are the policies that underpin the issuing of 90-day notices, TT applications for possession, and TT applications for termination. We would like to see the procedures that support those processes (ie. who makes the decisions, how are the investigations conducted etc).

Attached to this email reply are 34 documents relevant to your request. These documents cover the procedures followed by Housing New Zealand from when tenants first move into a Housing New Zealand home and the management of tenant issues. It includes the roles and responsibility level for decision making.

Housing New Zealand also complies with legislation relevant to its role as a landlord. This includes the Residential Tenancies Act 1986 and the Housing Restructuring and Tenancy Matters Act 1992. These are publicly available documents.

Responsibility for some functions previously undertaken by Housing New Zealand has shifted to the Ministry of Social Development (MSD). MSD is now responsible for managing the social housing register and the calculation of income-related rent. You may wish to contact MSD regarding its procedures and guidelines.

Nāku noa, nā



Rachel Kelly
Manager, Government Relations