

22 August 2024

Troy McClure
fyi-request-27812-b3062726@requests.fyi.org.nz

Dear Troy

Thank you for your request of 25 July 2024 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act (the Act):

Can I please get all of the emails/text messages between contractors and Kainga Ora involving 31 Bates Street Papakura between 01/06/2024 and 25/07/2024.

Can I please get all invoices involving 31 Bates Street Papakura between 01/06/2024 and 25/07/2024.

I have discussed your request with relevant Kāinga Ora staff and they have conducted a thorough search of our records.

One email was identified as being relevant to your request however we are unable to locate it. We have a record of the email on our system which is limited to the subject line and the purpose of the communication ("Attachment 1"). The only other communication regarding this property during the specified time period was an unrecorded phone call to arrange a joint scoping visit. Therefore, I am refusing part of this request under section 18(e) of the Act, *as the document(s) alleged to contain the information requested does not exist or cannot be found.*

Kāinga Ora operates on a self-billing process which differs from the traditional invoicing system. This means that Kāinga Ora issues a work order (which is the basis for the payment) to the contractor for a specific task to be completed at the property. The contractors complete the work and once approved by Kāinga Ora, the work order is authorized, and payment is made directly to the contractor. Hence, no invoices are available for the requested period, and I am refusing your request under section 18(e) of the Act, *as the document(s) alleged to contain the information requested does not exist or cannot be found.*

I am withholding some information from the request under 9(2)(a) of the Act, *to protect the privacy of the natural persons.*

In making my decisions, I have considered the public interest considerations in section 9(1) of the Act, however, I do not consider the withholding of the information from this response is outweighed by public interest considerations in making that information available.

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 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



James Kennelly
Team Leader, Government Services

