

23 July 2025

Alex Olsen  
[fyi-request-31102-1c7ba129@requests.fyi.org.nz](mailto:fyi-request-31102-1c7ba129@requests.fyi.org.nz)

Dear Alex

Thank you for your request of 26 May 2025 to Kāinga Ora – Homes and Communities for the following information under the Official Information Act 1982 (the Act).

- 1. All emails and electronic messages between Tier Two Kāinga Ora managers and the General Manager, People, Governance, and Capability or her staff referencing potential or actual cost savings resulting from restructuring under Reset, Resize, Renew.***
- 2. All reports, presentations, workshop materials, board papers and SLT papers referencing the difference between Tier Two scores from the 2024 Organisational Health Index Survey and the scores of the rest of the teams surveyed.***

On 24 June 2025 we extended the timeframe of your request to 23 July 2025 to allow us time to consult with an external third party and the appropriate Kāinga Ora staff.

Concerning the first part of your request I can advise that Kāinga Ora completed three email searches for the period 1 March 2025 to 26 May 2025 using specific keywords. These searches produced the following results:

- Search 1: 2,154 emails and documents and 6,240 items
- Search 2: 1,550 emails and documents and 3,992 items
- Search 3: 657 emails and documents and 2,335 items

This would require opening 4,361 emails and documents (and with attachments 12,567 items) to determine what might be in scope of the request. It is likely that several of them will be double ups however the number is too large.

I therefore refuse part 1 of your request under section 18(f) of the Act as the information requested cannot be made available without substantial collation or research. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether Kāinga Ora would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the agency's ability to undertake its work would still be prejudiced.

Regarding part 2 of your request, we apologise for the delay in responding. Our response is taking longer than anticipated due to consultations with McKinsey & Company regarding the

information in the Organisation Health Index survey. We will send you a response to part 2 of your request as soon as we have finalised it.

In terms of section 9(1) of the Act, it is proposed that, in the circumstances, the withholding of information under section 9 is not outweighed by other considerations that render it desirable to make the information available in the public interest.

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 online at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phone on 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

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive style and is contained within a thin black rectangular border.

Rachel Kelly  
**Manager Ministerial Services**