

17/03/2026

Bobby Neilson
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Tēnā koe Bobby Neilson

Amended decision under the Official Information Act

I am writing to you further to Kāinga Ora's decision of 31 October 2025, and in response to a complaint received from the Office of the Ombudsman on 1 December 2025.

On 18 September 2025, you submitted the following request for information to Kāinga Ora under the Official Information Act 1982 (the Act):

Please provide a copy of any documents, and emails from the CEO or their leadership team in relation to 'information leaks'. Please provide any documents, guidelines, or procedures/policies, that relate to dealing with these. Please also provide confirmation of any investigations that have taken place, formally or informally, in relation to this. If there have been any, please provide details.

Given the scope of the request, clarification was sought on 29 September 2025. You subsequently agreed to narrow the timeframe to October 2024–October 2025 and confirmed that your interest related to “wider information leaks.”

On 31 October 2025, Kāinga Ora responded by providing its Standards of Integrity and Conduct policy and procedures, and advised that no investigations relevant to your request had been undertaken. The request for emails from the Chief Executive or members of the leadership team was declined under section 9(2)(g)(i) of the Act.

Following consideration of your Ombudsman Act complaint, Kāinga Ora has reviewed this decision. Specifically, we confirm that no emails from the Chief Executive or members of the leadership team relating to information leaks were located or held within the timeframe of 1 October 2024 to 31 October 2025. Accordingly, this part of your request ought properly to have been refused under section 18(e) of the Act on the grounds that the information requested did not exist.

You have the right to seek an investigation and review by the Ombudsman of this decision. There is information about how to make a complaint at <https://www.ombudsman.parliament.nz> or by freephone on [0800 802 602](tel:0800802602).

Nāku iti noa, nā



Tracey Kaio
Chief People and Assurance Officer, Kāinga Ora – Homes and Communities