

9 March 2026

A Concerned New Zealander
fyi-request-33662-39e1b32c@requests.fyi.org.nz

Tēnā koe

Thank you for your emails of 9 February 2026 to Kāinga Ora – Homes and Communities requesting the following information under the Official Information Act 1982 (the Act):

- ‘1. The full names of all staff employed at the Papakura office during this period*
- 2. The position or job title held by each staff member*
- 3. The annual salary paid to each staff member, including any bonuses, incentives or additional remuneration received*
- 4. Details of any complaints made about the Papakura office or its staff during this period, including: the nature of the complaints, the dates the complaints were made, the outcome or resolution of each complaint’*

And

‘a list of official work email addresses for all current senior and decision-making staff, including those holding managerial, leadership, or executive roles.’

The Kāinga Ora office located at 30 Walters Road, Papakura is known internally as the Takanini office. The following staff are based in this office:

- Manager – Housing and Wellbeing Support x1
- Team Leader Housing Support x2
- Senior Housing Support Manager x9
- Housing Support Manager x6
- Administrator Housing Support x1
- Advisor Wellbeing Support x1

These staff member’s names and salaries are withheld under section 9(2)(a) of the Act *‘to protect the privacy of natural persons.’* I do not consider that there is a public interest in providing this information that would outweigh privacy concerns.

Details of complaints made about this office will be withheld under section 18(f) of the Act *‘the information cannot be made available without substantial collation or research.’* Complaints are not centrally recorded in a way that would make providing this information feasible. Providing this information would require searching through several hundred individual records of contacts to confirm whether or not each would be considered a complaint, and recording the details of each.

I am also withholding the email addresses of ‘all current senior and decision-making staff’ under section 9(2)(a). I do not consider there is a public interest in having these contact

details, which are not typically provided to the general public except in specific circumstances, published on the fyi website.

You have the right to ask an Ombudsman to review my decision. There is information about how to make a complaint at <https://www.ombudsman.parliament.nz> or by freephone on 0800 802 602.

Thank you again for writing.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly
Manager Ministerial Services