

8 May 2026

M Roberston  
[fyi-request-33662-39e1b32c@request.fyi.org.nz](mailto:fyi-request-33662-39e1b32c@request.fyi.org.nz)

Dear M Roberston

Thank you for your request of 9 April 2026 asking Kāinga Ora – Homes and Communities to reconsider some aspects of the response it provided to a request you made under the Official Information Act 1982 (the Act).

I have considered your email and the suggestions you have made and can provide the following response.

You can visit our website at <https://kaingaora.govt.nz/en-NZ/about-us/our-leadership-and-governance> for information on our senior leadership team. I have attached a table which provides information on most of the salary bands Kainga Ora uses, including for the roles of staff working from the Takanini office. Kāinga Ora does not use remuneration ranges or pay steps. Employees at Kāinga Ora are paid the same remuneration rate to perform the same job. This table does not specify which roles are in which band. It is the view of Kāinga Ora that listing this information would make it possible to identify the salary of individuals, particularly in cases where there is only one individual, or one in individual in a specific office, filling a role.

I am refusing your request for details of complaints about the Takanini office or its staff under section 18(f) of the Act, as *'the information cannot be made available without substantial collation or research.'* When records of all contacts recorded between 1 January 2024 and 6 March 2026 are filtered by the Papakura local board, which covers Takanini, there are almost 700 contacts recorded. In order to provide details of all complaints, or even to categorise them, each record would need to be looked at individually to determine whether it falls within the relevant area and whether it relates to a complaint about the office or its staff before recording the details. This method would also not necessarily capture all complaints received and an additional email search, requiring looking at individual emails to confirm and categorise, would also be required.

I can provide you with a list of our generic and publicly accessible contact channels. All communication with Kāinga Ora staff should begin through one of these channels, so queries can be referred to the appropriate person or team. While sometimes people are then provided with an individual's email or phone number, going through these public channels ensures requests or complaints are still followed up on when an individual staff member is away, has moved into a different role, or has left Kāinga Ora. These public contact channels include:

- Our Customer Support Centre: 0800 801 601 or [enquiries1@kaingaora.govt.nz](mailto:enquiries1@kaingaora.govt.nz) for general enquiries
- The enquiries and feedback form on our website at <https://kaingaora.govt.nz/en-NZ/contact-us/kainga-ora-feedback-form/>

- Email [sharedboundaries@kaingaora.govt.nz](mailto:sharedboundaries@kaingaora.govt.nz) for issues relating to a shared boundary, such as a request to build or make improvements to a shared fence
- Email [firsthome.enquiries@kaingaora.govt.nz](mailto:firsthome.enquiries@kaingaora.govt.nz) for help with our home ownership products
- Email [oiarequests@kaingaora.govt.nz](mailto:oiarequests@kaingaora.govt.nz) to make an Official Information Act request

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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Emma Atkins', is positioned above the typed name.

Emma Atkins  
**Manager Ministerial Services**