



27 February 2018

Ref: DOIA 1718-0946

Robert Whitaker
Email: fyi-request-7188-595890a5@requests.fyi.org.nz

Dear Robert

Thank you for your email of 29 January 2018 to the Ministry of Business, Innovation and Employment (MBIE) requesting the following information under the Official Information Act 1982 (the Act):

Can you please provide me with me the following statistics and regarding the usage of the tenancy mediation service:

- 1. The total number of cases lodged in each year where mediation was offered to the parties.*
- 2. The proportion and number of cases in each year where the parties agree to the use of mediation (i.e. a booked mediation session is attended by both parties).*
- 3. The proportion and number of cases in each year where the case is resolved at the mediation stage and therefore does not progress to the tribunal (including any information about how that determination is made by the service).*
- 4. Item 1, 2 and 3 broken down by whether the mediation offered is face-to-face or telephone.*
- 5. Item 1, 2, 3 and 4 broken down by whether the case was initiated by the landlord or tenant.*
- 6. Any reviews, assessments or reports that address the mediation service's usage and/or effectiveness.*

Please find our responses to your questions below. Figures for calendar years are based on the date of submission and not the date of mediation.

1. The total number of cases lodged in each year where mediation was offered to the parties.

Calendar Year	Distinct Count of applications where mediation was offered to the parties
2015 (30 Nov 2015 – 31 Dec 2015)	1,663
2016 (1 Jan 2016 – 31 Dec 2016)	19,147
2017 (1 Jan 2017 – 31 Dec 2017)	17,493

The data above was extracted from Housing and Tenancy Services new Case Management System that went live on 30 November 2015, and therefore the 2015 figure represents one month of data that was entered into the new system.

2. The proportion and number of cases in each year where the parties agree to the use of mediation (i.e. a booked mediation session is attended by both parties).

MBIE does not hold data which shows whether both parties attended mediation. Therefore, I am refusing this part of your request under section 18(d) of the Act as the information does not exist.

3. The proportion and number of cases in each year where the case is resolved at the mediation stage and therefore does not progress to the tribunal (including any information about how that determination is made by the service).

Please note that the figures below relate only to mediation cases which were 'settled'.

Calendar Year	Total number of cases
2015 (30 Nov 2015 – 31 Dec 2015)	981
2016 (1 Jan 2016 – 31 Dec 2016)	12,534
2017 (1 Jan 2017 – 31 Dec 2017)	11,798

Calendar Year	Proportion of settled mediation outcomes to all mediation outcomes
2015 (30 Nov 2015 – 31 Dec 2015)	55% (981/1,791)
2016 (1 Jan 2016 – 31 Dec 2016)	62% (12,534/20,353)
2017 (1 Jan 2017 – 31 Dec 2017)	63% (18,610/11,798)

4. Items 1, 2 and 3 broken down by whether the mediation offered is face-to-face or telephone.

Calendar Year	Face to Face	Phone
2015 (30 Nov 2015 – 31 Dec 2015)	121	1,670
2016 (1 Jan 2016 – 31 Dec 2016)	1,478	18,873
2017 (1 Jan 2017 – 31 Dec 2017)	1,307	17,303

5. Items 1, 2 and 3 broken down by whether the case was initiated by the landlord or tenant.

Calendar Year	Landlord Application	Tenant Application
2015 (30 Nov 2015 – 31 Dec 2015)	1,674	117
2016 (1 Jan 2016 – 31 Dec 2016)	19,280	1,073
2017 (1 Jan 2017 – 31 Dec 2017)	17,652	958

6. Any reviews, assessments or reports that address the mediation service's usage and/or effectiveness.

In response to this part of your request, please find attached a document titled:

Tenancy Services, Client Satisfaction Survey - High Level Results, June 2017.

I trust you find the information helpful. You have the right to seek an investigation and review by the Ombudsman of my response to your request. Information about how to contact the Ombudsman is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Allan Galloway
National Manager
Tenancy Services