

12 June 2018

Hon Phil Twyford
Minister of Housing and Urban Development
Private Bag 18041
Parliament Buildings
WELLINGTON 6160

Dear Minister

Thank you for discussing the report on Housing New Zealand's (HNZ) policies, processes and the outcome around methamphetamine (meth) contamination in its properties.

It is agreed that the report should be structured in three parts, which will cover:

1. HNZ policies and processes
2. the outcome for people living in contaminated homes and the outcome for the contaminated properties
3. redress and areas requiring action.

The first part of the report will cover facts about HNZ's policies and process. It will also address the external environment it operated in including the relevant available guidance available from the Ministry of Health, the Residential Tenancies Act, the Tenancy Tribunal's approach, test practices, and employer obligations to staff and contractors. We will also provide you with the key documents of these and any significant internal documentation.

As part of this section we would also include a chronology of how policies and processes have evolved to date. The outcome of this section will show why HNZ applied the processes it did and what mechanisms there were in place for HNZ to determine and review its policies.

The second part of the report would cover the outcomes for the people living in an HNZ property and the property itself. For the people this will include facts and analysis on the number of:

- the number of tenancies ended and the reason for this
- people evicted
- people suspended
- tenants that were taken to the Tenancy Tribunal and the outcome of this, including summary of evidence, copies of the decision and the case reference
- tenants who had to pay for the cost of remediation, the status of any costs (in any form) including the amount awarded, the amount repaid to date and the terms of any repayment plan.

Our intention will be to provide a detailed list of the individual tenancies but given the short timeframe for this work and the substantive amount of files that will need to be consulted this may not be possible. If a detailed list is not available we will provide as detailed a categorisation as possible.

For the property outcomes it will include details on:

- each property that was tested
- the level of contamination from the test results
- the date of test, cost of testing, test results (addresses and names redacted)

The outcome of the third section will show how tenants were treated, and therefore highlight areas to consider for potential redress.

The third section of the report will cover what redress or further steps may be appropriate for any unfairness that may have occurred to tenants. This information will also consider the legal and moral obligation to do so. This section will cover the following key points:

- lifting our suspension policy
- paying costs associated with moving or rehousing
- refunding damage costs.

However, this is not an exhaustive list and we will reflect if there are any systemic issues in how we implement operational policy and processes. Essentially, I anticipate that this section will provide a series of recommended actions for HNZ to undertake.

HNZ has established a project team to work on producing this report.

HNZ has identified possible options to have the report independently peer reviewed. I anticipate that the completion of the report will take approximately 6 weeks.

Kind regards



Adrienne Young-Cooper
Chair