



The Right Honourable Sir Bill English  
Honourable Chris Bishop  
Honourable David Seymour  
26 Jan 2024

Re: Kāinga Ora in Parnell

## **Lack of on-site facility management needs inclusion in the Independent Review into Kāinga Ora.**

**Sir Bill English, Honourable Ministers Chris Bishop and David Seymour, I am writing to you as the General Manager of the Parnell Business Association to express my concern about the lack of on-site facility management at the Kāinga Ora apartments in Parnell, and the subsequent effect on our community.**

In December 2023 the Government announced an independent review into Kāinga Ora, with terms of reference including Kāinga Ora's financial situation, procurement, and asset management, with the review panel to be led by former Prime Minister Sir Bill English. Last week the media focus was on the number of vacant homes, (quoted as 5 per cent of the country's public housing stock, vacant as of October 31), while the list of households on the housing wait list groans at over 25,000 and a call to work with "utmost urgency" to fill them.

Undoubtedly the financial situation, procurement, and asset management need review. **But as important is a review of the facility management, or should we say management of tenants.**

Harrowing accounts in the media regularly surface of disruptive and disrespectful neighbours. This not only affects the immediate neighbours, but the community at large and Parnell is no exception. The lack of consequence metered out to a few unruly and troublesome tenants unfortunately results in the nimby-ism now expressed in several communities protesting the development of new housing facilities, and etches away the compassion we should be showing to deserving families in need.

In Parnell there are two blocks of Kāinga Ora apartments in addition to several other supported accommodation facilities. Over the past several years, by default, it has become the responsibility of business associations like ourselves to take on the remit of crime prevention. We have embarked on a comprehensive crime prevention programme, employed a security patrolman/ patrol company and heavily invested in CCTV. This enables us to have visibility of various perpetrators and track them down to their place of residence, but that is where our remit ends. While over time, certain emergency housing providers in our precinct have worked constructively with our security, and taken measures to evict individuals who are in contravention of their accommodation rules, at Kāinga Ora this does not take place.

Just in the past year we have been able to directly link numerous Parnell crime related incidents to people residing in the apartments in Craycroft and Bedford Streets, we have tracked several stolen vehicles to outside the premises and there have been frequent domestic violence incidents that spill onto the surrounding streets and then involve businesses and or residents.

We have tracked offenders to this property with stolen push bikes, stolen e-bikes and stolen motorbikes. Shoplifting, intimidating behaviour, begging and disorderly behaviour in the main street due to intoxication/substance abuse are quite common, as well as intentional damage to the property of Parnell businesses, drug deals and threatened robbery.



The current issues we have with this facility only seem to be growing. There are a number of good honest people that live there, however these are far outnumbered by others who are not. Over November and December alone, offenders who were directly tracked by ourselves, either to or from Craycroft/Bedford apartments numbered over 40 incidents, which excludes the regular occurrence of disorderly or anti-social behaviour.

Over Christmas a brazen robbery took place in one of our businesses, from which the offenders carried the stolen televisions and computers across the road to the apartments, and transported several other high value stolen items in wheelie bins. There have been two other Police incidents reported in the media in the past few days, not connected to any of our issues.

A few years back Kāinga Ora had a security person on site which provided valuable collaboration and intel, and during that period the number of incidents that affected our business community and retailers reduced significantly. When asked why they had terminated this service we were told it was that there were no longer issues – go figure!

The quagmire of housing issues, lack of support for mental health and addiction, lack of police resources and lack of consequence for crime is extremely complex and will take years to unravel, but as a country with a new government, we need to start somewhere, and an easy starting point would be the provision of site specific tenant management. This would also give Kāinga Ora valuable insight into recidivist behaviour, which right now is going unchecked.

We have some large problems to tackle in this country and a positive public sentiment is crucial to solving the housing crisis for those in need. Kāinga Ora must be held to account for the management of not only the assets, but the facilities and occupying residents, and the review should encompass this facet.

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Notes: Incidents Nov & Dec where offenders directly tracked to or from Craycroft/Bedford apartments.

Ignoring a trespass x 4

E-Scooter Theft x 2

Shoplifting x 3

Willful damage x 2

Stolen VOI approx. 20 visits

Threatening robbery

Police man hunt for resident

Luggage theft from lockers in a Parnell hotel

Interference with vehicles

Break & Entering x 2

Breaking into a private building where Vector assets were stored

Intimidating Behaviour – regularly

Disorderly behaviour – regularly

Begging - every day

The B&E over Christmas took place over a six hour period on the 23rd of Dec with the 2 x offenders returning to site no fewer than six times. Crossing back and forth across Parnell Rd to and from Craycroft. Estimate theft claim will be in excess of 50K. With TV's, computers, phones, kitchen appliances and Versace crockery some of the items stolen.