

24 July 2025

File Ref: OIA 50474

Tēnā koe [REDACTED]

### **Official Information Act request**

Thank you for your information request dated 1 July 2025, which has been considered in accordance with the Official Information Act 1982 (the Act). Your questions and our answers are as follows:

- 1) *“How many complaints has Te Puni Kōkiri received about the quality of whenua Māori housing support services (such as housing repair grants) provided by Te Whāriki Manawāhine o Hauraki during the period 1 January 2020 and December 2025”.*

We have interpreted this question to mean official complaints received between 1 January 2020 and December 2025. Te Puni Kōkiri has received one official complaint during this period about the quality of whenua Māori housing support services provided by Te Whāriki Manawāhine o Hauraki.

- 2) *“Has Te Puni Kōkiri reviewed the performance of Te Whāriki Manawāhine o Hauraki as a supplier of whenua Māori housing support services such as infrastructure and/or housing repair grants during the last 5 years”.*
- 3) *“What were the key findings of any review and what actions has Te Puni Kōkiri taken to address the concerns about the performance of Te Whāriki Manawāhine o Hauraki as a supplier of whenua Māori housing supports”.*

Te Puni Kōkiri maintained regular oversight and monitoring to ensure Te Whāriki Manawāhine o Hauraki met the obligations and requirements set out in the funding agreements. The ongoing oversight allowed Te Puni Kōkiri to maintain confidence in the delivery of services and ensure alignment with agreed outcomes and standards.

- 4) *“Does Te Puni Kōkiri currently contract Te Whāriki Manawāhine o Hauraki to deliver whenua Māori housing support services? If so, what is the duration of the contract and what are the contract deliverables”?*

No, Te Puni Kōkiri has no current housing contracts with Te Whāriki Manawāhine o Hauraki.

I trust my response satisfies your request.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that Te Puni Kōkiri publishes some of its OIA responses on its website, after the response is sent to the requester. The responses published are those that are considered to have a high level of public interest. We will not publish your name, address or contact details.

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact us at [oiatpk@govt.nz](mailto:oiatpk@govt.nz).

Ngā mihi

A handwritten signature in black ink, appearing to read 'Grace Smit', written in a cursive style.

Grace Smit  
Hautū, Te Puni Rohe | Deputy Secretary, Regions