



10 November 2025

Tēnā koe

Official Information Act request

Thank you for your email of 12 October 2025, requesting information about records of water leaks or plumbing-related maintenance from 1 January 2019 to 12 October 2025.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Most of the buildings the Ministry of Social Development (the Ministry) use are leased premises. Each lease is negotiated individually, and responsibilities for repairs vary depending on the agreement. Generally, landlords are responsible for maintaining the building infrastructure, while the Ministry may be responsible for specific internal assets such as hard fitout, kitchen facilities, water boilers, air conditioning units, and client toilet areas, depending on the lease terms.

Where the Ministry is not responsible for the asset, we still record and refer issues to the landlord for resolution. These landlord referrals and their costs are not included in the scope of this response.

We have included information and costs related to leaks relating to Ministry assets, including the Ministry's five owned and occupied properties.

The table below provides a summary for your reference:

	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026
R&M	40,308.39	38,938.44	33,490.05	18,765.18	97,649.36	89,165.01	80,491.67	12,738.57
# of jobs	188	173	130	61	153	134	104	27

Please find attached an **Appendix** providing the Ministry's maintenance records for financial year (FY) 2019 to FY 2026.

The Appendix includes the dataset that provides Ministry maintenance records from 1 July 2018 to 12 October 2025. It includes:

- The FY the issue was completed and invoiced
- A brief description of the problem (e.g., burst pipe, leaking ceiling, water ingress)

- The cost of each repair
- Total cost for each Financial Year
- Total number of jobs, related to 'leak' within each FY.

Financial data is collated across financial years from 1 July to 31 June, by FY. We have provided data from 1 July 2018 as invoice dates were unable to be further specified without additional staff research and time.

Please note that the financial data reflects repair and maintenance costs relate to 'leaks' only. Project-related work and Capital work is excluded.

The information has been compiled from two financial systems—an older system and the current one. The older system was replaced in mid-2022 and data transferred did not produce any returns for 'leaks' in the first 9 months of 2022 FY, hence the low 2022 FY figure.

Increased costs in 2022 and 2023 FY are explained due to the January 2023 floods across North Waikato, Auckland, Central, Bay of Plenty, Waitomo and Central regions, and Cyclone Hale and Cyclone Gabrielle in February 2023. Issues, works and invoicing, occurred over the following months and is spread across two financial years.

The data for FY 2026 includes data from 1 July 2025 and is therefore for only part of this financial year.

The part of your request for information relating to location, materials, labour, and specific date is refused under section 18(f) of the Act, as it would require the Ministry to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your requests given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

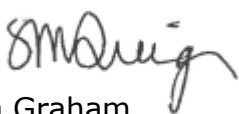
I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham
General Manager
Ministerial and Executive Services