



Headquarters
New Zealand Defence Force
Defence House
Private Bag 39997
Wellington Mail Centre
Lower Hutt 5045
New Zealand

OIA-2025-5311


May 2025



Dear 

I refer to your email of 6 March 2025 requesting, under the Official Information Act 1982 (OIA), information on New Zealand Defence Force (NZDF) housing. A response to the various parts of your request is set out below.

- *Any monthly, quarterly, and annual reports, from the years 2023 and 2024, on housing provided to Regular Force members (not including barracks accommodation).*

In any given year, Defence Estate and Infrastructure produce a significant number of reports on the state of housing and compliance with the Healthy Homes regulations. It would require a substantial collation and research effort to provide all reports on Defence housing. This part of your request is therefore declined in accordance with section 18(f) of the OIA. If there is something more particular in relation to Defence housing that you are interested in and you were able to refine your request, it will be reconsidered accordingly.

- *Any internal policy documents guiding how NZDF navigates its dual role as employer and landlord, including but not limited to:*
 - *Setting rents*
 - *Managing tenancies*
 - *Employee choice over housing*

A copy of Defence Force Order 3, Part 8, Chapter 9 – NZDF Accommodation Assistance is at Enclosure 1. Tenants are also provided a copy of the Defence Housing Tenant Guide, which informs the tenant about all aspects of the tenancy. A copy of this guide is at Enclosure 2. Where indicated, addresses and contact details are withheld in accordance with section 9(2)(k) of the OIA to avoid the malicious or inappropriate use of staff information, such as phishing, scams or unsolicited advertising.

- *Purchasing and disposing of accommodation.*

The purchase and disposal of assets (whether it be accommodation or other assets) is controlled by Cabinet Office Order CO 23/9¹, by the Capability Management Framework² and by Defence Force Order 43. A copy of Defence Order 43 is at Enclosure 3.

¹ <https://www.dpmc.govt.nz/sites/default/files/2023-09/co-23-09-investment-management-asset-performance.pdf>

² The Capability Management Framework describes the themes, frameworks, processes, roles and responsibilities involved in the planning, procurement and management of defence capability. It is jointly owned by the NZDF and the Ministry of Defence.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

GA Motley
Brigadier
Chief of Staff HQNZDF

Enclosures:

1. Defence Force Order 3, Part 8, Chapter 9 – NZDF Accommodation Assistance
2. Defence Housing Tenant Guide
3. Defence Order 43, Estate and Infrastructure

Chapter 9: NZDF Accommodation Assistance

Overview

Introduction 8.9.1.

This Order prescribes the NZDF accommodation assistance policy.

Contents 8.9.2.

This Order contains the following sections.

Section	Page
Section A: Background to the Order	2
Section B: Operational Enabling Allowance Posting Readiness	9
Section C: Barrack Accommodation	12
Section D: Defence Housing	15
Section E: Vacant Defence Housing	22
Section F: Disposal of Defence Housing	23
Section G: Directed Tenancies	24
Section H: Review of NZDF Rent for Defence Housing and Barrack Accommodation	25
Section I: Review of Operational Enabling Allowance Posting Readiness	27
Section J: Review of Force Generation Criteria	28
Section K: Annexes	29

Section A: Background of the Order

Overview

Introduction 8.9.3.

This section provides the background components of this Order, comprising the scope, intent, principles, definitions and responsibilities.

Contents 8.9.4.

This section contains the following topics.

Topic	Page
Scope of the Order	3
Intent of the Order	4
Definitions	5
Responsibilities	8

Scope of the Order

Application
8.9.5. This Order applies to all members of the Regular Forces (RF), and where eligible, members of the Territorial Forces (including General Service Hands) and members of the Civil Staff.

Effective date
8.9.6. This Order is effective from 1 July 2017.

References
8.9.7. The following references apply to this Order:

- (1) Residential Tenancies Act 1986.
- (2) Local Government Act 2002.
- (3) [DM 69 \(2 ed\) Volume 1](#).

Review date
8.9.8. This Order is to be reviewed annually.

Point of contact
8.9.9. The Director Human Resources Policy, Remuneration and Benefits (DIR HRPRB), DHR, is the point of contact for this Order.

Intent of the Order

Intent 8.9.10.

The intent of this Order is that NZDF provides accommodation assistance to eligible members of the NZDF, to enable each Service to be highly effective in the delivery of its output.

The following impacts are sought by this Order:

- (1) members of the Armed Forces directed to live-in at NZDF camps and bases have access to suitable accommodation;
 - (2) members of the RF have access to barrack accommodation, subject to availability;
 - (3) members of the RF have access to Defence housing, subject to entitlement, posting region and availability of resources; and
 - (4) members of the RF have access to Operational Enabling Allowance Posting Readiness (OEAPR), subject to entitlement and posting region.
-

Principles to apply 8.9.11.

In addition to the overarching principles prescribed in DFO 3, Part 1e *Preface*, [Principles to Apply](#), the following principles apply specifically to this Order:

Principle	Description
Consistency	The accommodation assistance orders will be applied consistently across the NZDF.
Transparency	The accommodation assistance orders will be accessible by all members of the NZDF.
Fiscally responsible	The accommodation assistance orders will be reviewed and adjusted as required, to ensure that they are sustainable within NZDF resources.

Definitions

Definitions 8.9.12.

Term	Definition
Basic training	<p>Members of the Armed Forces attending the following courses are considered to be undertaking Basic Training:</p> <p>(1) RNZN:</p> <ul style="list-style-type: none"> (a) Basic Common Training (BCT). (b) Joint Officer Induction Course (JOIC). (c) Junior Officer Common Training (JOCT). <p>(2) NZ Army</p> <ul style="list-style-type: none"> (a) All Arms Recruit Course (AARC). (b) JOIC. (c) New Zealand Commissioning Course (NZCC). (d) Royal Military College (RMC). (e) Australian Defence Force Academy (ADFA), while attending JOIC and/or RMC. <p>(3) RNZAF:</p> <ul style="list-style-type: none"> (a) Recruit Course. (b) JOIC. (c) Initial Officer Training Course (IOTC).
Compulsory transfer	An eligible service tenant of a Defence house that is being disposed of receives a notice to quit that premise.
Defence housing	Any premises that are owned, managed or provided by the NZDF in New Zealand to accommodate service tenants and that are not categorised as barrack accommodation, transit housing or welfare housing.
Eligible applicant	<p>A member of the RF who:</p> <ul style="list-style-type: none"> (1) is not the service tenant of a Defence house, (2) is on the housing register waiting for the allocation of a Defence house, and (3) meets the eligibility criteria for Defence housing.
Eligible service tenant	<p>A member of the RF who:</p> <ul style="list-style-type: none"> (1) is the service tenant of a Defence house, and (2) meets the eligibility criteria for Defence housing.

Continued on next page

Definitions, Continued

Definitions
8.9.12.
Continued

Term	Definition
Financial interest in accommodation	Any form of ownership or part ownership of a property that is a residential premise. This includes, but is not limited to, individual ownership, partnerships, look-through companies and trusts.
Force generation criteria	Substantive ranks and/or branches, trades or corps and/or employment units that have been identified by each Service as being critical to enable operational effectiveness.
Full time duty	Member of the RF with an employment percent of 100%.
Ineligible applicant	A member of the RF who: (1) is not the service tenant of a Defence house, (2) is on the housing register waiting for allocation of a Defence house, and (3) does not meet the eligibility criteria for Defence housing.
Ineligible service tenant	A member of the RF who: (1) is the service tenant of a Defence house, and (2) does not meet the eligibility criteria for Defence housing.
NZDF barracks charge	The discounted barrack charge for barrack accommodation that has been agreed between the IRD Commissioner and CDF.
NZDF market barracks charge	The market value barracks charge for NZDF barrack accommodation.
NZDF national rent	NZDF national discounted rent according to property type as determined by the IRD Commissioner and CDF.
NZDF service accommodation	Any premises that are owned, managed or provided by the NZDF in New Zealand to accommodate members of the NZDF. This includes Defence housing, transit housing, welfare housing and barrack.
Overseas courses	An equivalent course to that prescribed in sub-paragraphs (1), (2) or (3) attended outside New Zealand.
Permanent posting overseas	As defined in DFO 3, Part 8, Chapter 4 .
Posting location	The location of the NZDF workplace, as recorded in SAP HCM.

Continued on next page

Definitions, Continued

Definitions
8.9.12.
Continued

Term	Definition
Position	A post of employment or engagement within the NZDF or other organisation as recorded in SAP HCM.
Posting region	<p>The region of the position NZDF workplace is recorded in SAP HCM. NZDF workplaces, camps and bases are classified into the following posting regions:</p> <ol style="list-style-type: none"> (1) Northland. (2) Auckland. (3) Waikato. (4) Bay of Plenty. (5) Gisborne. (6) Hawkes Bay. (7) Taranaki. (8) Manawatu-Wanganui. (9) Wellington. (10) Tasman. (11) Nelson. (12) Marlborough. (13) West Coast. (14) Canterbury. (15) Otago. (16) Southland. <p>The geographical boundaries of the posting regions are as defined in the Local Government Act 2002.</p>
Service tenant	A member of the NZDF who tenants Defence housing and is recorded as the tenant on the NZDF tenancy agreement.
Tour of duty overseas	As defined in DFO 3, part 1f: Definitions .
Transit housing	Housing provided by the NZDF during periods of posting transition, as the result of a permanent posting to or from overseas, or a permanent posting to or from another posting region within New Zealand. Transit housing is furnished and has self-catering facilities.
Welfare barracks	Barrack accommodation provided by the NZDF in response to a specific welfare situation.
Welfare housing	Housing provided by NZDF in response to a specific welfare situation. Welfare housing is furnished and has self-catering facilities.

Responsibilities

Responsibilities
8.9.13.

Position	Responsibility
Head of Estate and Infrastructure	<p>Head of Estate and Infrastructure is responsible for implementing all policy and strategic direction for NZDF defence accommodation. This includes, but is not limited to:</p> <ol style="list-style-type: none"> (1) determining the size and location of the service accommodation portfolio (e.g. the number of houses and barracks); (2) The provision of two welfare houses and two welfare barrack rooms at each camp/base, that are furnished and provide for self-catering; (3) The provision of transit housing at each camp/base, that is furnished and provides for self-catering; and (4) overall responsibility for the acquisition and disposal of NZDF service accommodation.
Director Defence Shared Services Group	<p>Director Defence Shared Services Group (Dir DSSG) is responsible for the day-to-day management of NZDF Service accommodation. This includes, but is not limited to:</p> <ol style="list-style-type: none"> (1) day-to-day allocation of NZDF service accommodation to tenants/occupants, (2) ensuring that NZDF service accommodation meets the required minimum standard as prescribed by DE&I, and (3) implementing the NZDF National Rent as agreed between CDF and the IRD Commissioner.
Camp/Base Commanders	<p>Camp/Base Commanders (or relevant Service Chief's delegate) are responsible for setting local accommodation policies in respect of:</p> <ol style="list-style-type: none"> (1) members of the Armed Forces directed to live-in, (2) designating certain barrack accommodation for use by a specific rank or gender, and (3) welfare housing and barrack accommodation.

Section B: Operational Enabling Allowance Posting Readiness

Introduction 8.9.14.

The Operational Enabling Allowance Posting Readiness (OEAPR) is payable in some regions to contribute towards the additional financial cost for eligible members of the RF who do not use NZDF accommodation. Entitlement to the allowance is determined by length of service, rank and posting region.

Eligibility criteria 8.9.15.

Members of the RF who have completed three years aggregate RF service are entitled to OEAPR, provided they meet the substantive rank criteria and are permanently posted to an NZDF position within a qualifying posting region. The qualifying substantive rank and posting regions are prescribed in Annex A.

Refer: [Annex A](#).

Rate of payment 8.9.16.

OEAPR is calculated as a gross daily rate and is subject to PAYE and KiwiSaver deductions. OEAPR is to be paid fortnightly in arrears.

Refer: [Annex A](#).

Periods payable 8.9.17.

Members of the RF who meet the eligibility criteria are entitled to be paid OEAPR during the following periods:

- (1) full time duty,
 - (2) approved periods of reduced hours,
 - (3) paid leave,
 - (4) parental leave,
 - (5) tours of duty within New Zealand,
 - (6) tours of duty overseas,
 - (7) when temporarily occupying barracks at a different posting location in conjunction with a tour of duty,
 - (8) when temporarily occupying barracks or transit housing in conjunction with a permanent posting to a new posting region, and
 - (9) operational deployments.
-

Section B: Operational Enabling Allowance Posting Readiness, Continued

Unaccompanied postings
8.9.18.

Members of the RF on an unaccompanied posting, who meet the eligibility criteria in this Order, are entitled to OEAPR.

Refer: DFO 3, Part 11, [Chapter 2](#).

Exclusions
8.9.19.

Members of the RF who are the service tenant of Defence housing or permanently occupying barracks are not entitled to OEAPR.

OEAPR is not payable concurrently with Non Operational Posting Allowances (NOPA) in respect of a permanent posting overseas or during any period of Leave Without Pay (LWOP).

Review of individual eligibility
8.9.20.

Eligibility to receive OEAPR is to be reviewed and adjusted, if applicable, when a member of the RF is:

- (1) permanently posted to a new posting region;
 - (2) promoted, reverted or reduced to a new substantive rank;
 - (3) approved to take a period of LWOP;
 - (4) a service tenant of Defence housing;
 - (5) permanently occupying NZDF barracks;
 - (6) approved to change posting status from accompanied to unaccompanied, and vice versa; or
 - (7) in receipt of OEAPR and the eligibility criteria or rate of payment is adjusted in accordance with these orders.
-

Review of qualifying criteria and value
8.9.21.

The eligibility criteria and rate of payment of OEAPR is to be reviewed and adjusted in accordance with [Section I](#) of this Order.

Section B: Operational Enabling Allowance Posting Readiness, Continued

Exceptional entitlement to OEAPR 8.9.22.

In exceptional circumstances, a member of the RF who does not meet the eligibility criteria for OEAPR may apply through their command chain, for an exceptional entitlement to OEAPR, provided they meet all of the following criteria:

- (1) has completed basic training,
- (2) has less than three years aggregate RF service,
- (3) is not on an unaccompanied posting,
- (4) is maintaining private accommodation at their posting location for a partner and/or dependants,
- (5) meets the substantive rank and permanent posting region criteria at [Annex A](#), and
- (6) is not the service tenant of Defence housing or occupying barrack accommodation.

Authority: Commander Camp/Base

Exceptional protection of OEAPR 8.9.22A

Members of the RF who are commissioned from the ranks, are entitled to a protected rate of OEAPR provided the member meets all of the following eligibility criteria:

- (1) qualifies for OEAPR;
- (2) has a current substantive rank of OCDT (E);
- (3) is undertaking:
 - a. Joint Officer Induction Course,
 - b. Junior Officer Common Training,
 - c. New Zealand Commissioning Course, or
 - d. Initial Officer Training Course.

The protected rate of OEAPR is to stop when the member ceases to meet the eligibility criteria.

A member who qualifies for a protected rate of OEAPR is to have their OEAPR calculated using the members substantive rank that applied immediately before they were promoted to OCDT (E).

Authority: Career Manager

Section C: Barrack Accommodation

Introduction 8.9.23.

NZDF provides barrack accommodation at camps and bases throughout New Zealand to accommodate eligible members of the NZDF.

Eligibility criteria 8.9.24.

All members of the RF are eligible to occupy barrack accommodation, subject to availability.

In exceptional circumstances barrack accommodation can be allocated to members of the Territorial Forces, members of the Civil Staff or non NZDF members.

Priority for allocation 8.9.25.

Barrack accommodation at each NZDF camp or base is to be allocated by DSSG in the following priority order:

- (1) members of the Armed Forces directed to live in barracks for operational or discipline reasons;
- (2) members of the Armed Forces undergoing basic training;
- (3) members of the RF who apply to occupy barrack accommodation at their posting location;
- (4) members of the NZDF on temporary duty from another region;
- (5) in exceptional circumstances, members of the Territorial Forces undertaking full time duties, who apply to occupy barrack accommodation at their Territorial Force full time duty location;

Authority: PHRA (MIL).

- (6) in exceptional circumstances, members of the Civil Staff who apply to occupy barrack accommodation at their employment location; and

Authority: PHRA (MIL).

- (7) in exceptional circumstances, non NZDF members.

Authority: Camp/base DSSG Service Delivery Manager or delegate.

Section C: Barrack Accommodation, Continued

Animals in barracks
8.9.26.

Members of the NZDF are not to keep or harbour pets or other animals in barrack accommodation.

Occupants to pay barracks charges
8.9.27.

Unless otherwise stated within these Orders, all occupants of barrack accommodation are to pay the applicable barracks charges, as follows:

- (1) members of the RF are to pay the NZDF barracks charge; and
 - (2) all other occupants of barrack accommodation are to pay the NZDF market barracks charge.
-

Non-cash benefit tax
8.9.28.

Where the barracks charge for a member of the RF is waived in relation to an unaccompanied posting or undertaking basic training, the value of the barracks charge waived is to be treated as income and is subject to PAYE at the member's appropriate marginal tax rate.

Leave without pay
8.9.29.

Members of the NZDF approved to take a period of LWOP of 92 days or more are not eligible to apply for or retain barrack accommodation. In such circumstances, members occupying NZDF barrack accommodation are to vacate and hand back the barrack room before proceeding on LWOP.

Welfare barracks
8.9.30.

Welfare barrack accommodation may be provided for a period of up to 14 days to support members of the NZDF in response to a specific welfare situation which requires immediate accommodation assistance. NZDF barrack charges or NZDF market barrack charges do not apply to welfare barracks.

Authority: Camp/Base Commander.

In exceptional circumstances, the period of welfare barrack support may be extended. Any extension is to be reviewed every 14 days.

Authority: Camp/Base Commander.

Section C: Barrack Accommodation, Continued

Waiver of barrack charges 8.9.31.

Barracks charges are to be waived in the following circumstances:

- (1) **Duty absences.** Members of the NZDF who are on temporary duty at another posting region are to have the barracks charge at the temporary posting region waived.
- (2) **Members directed to live in.** Members of the Armed Forces directed to live in barracks for operational reasons, discipline reasons, or CFR Officer Training in New Zealand.
- (3) **Basic training.** Members of the Regular Forces undergoing basic training and non-cash benefit tax is to be applied.

Refer: DFO 3, Part 8, Chapter 9, paragraph [8.9.28](#) *Non-cash benefit tax*.

- (4) **Hospital treatment.** Members of the NZDF admitted to a Service hospital are not to be levied a barracks charge for their hospital accommodation;
- (5) **Permanent posting at public expense from one region to another.** Members of the RF may request a waiver of barrack charges for up to 91 days if they:
 - a. intend to live out in the new posting region, and
 - b. are awaiting the arrival of their partner or dependants, or
 - c. are arranging permanent living out accommodation.

Authority: Camp/Base DSSG Team Leader Customer Support.

- (6) **Terminal posting.** Members of the RF who, on terminal posting, choose to move their partner and/or dependants to their desired resettlement location and commence occupancy of NZDF barrack accommodation are to have the barracks charge waived for 91 days.

Refer: [DFO 5](#), Chapter 4, Section 14

- (7) **Prior to release.** Members of the RF who have qualified for resettlement assistance and choose to move their partner or dependants to their approved resettlement location, and commence occupancy of NZDF barrack accommodation are to have the barracks charge waived for 91 days.

Refer: DFO 3, Part 11, [Chapter 2](#).

- (8) **Unaccompanied posting.** Members of the RF who have been approved to receive unaccompanied posting entitlements and have been allocated barrack accommodation may have the barracks charged waived.

Refer: DFO 3, Part 11, [Chapter 2](#).

Section D: Defence Housing

Introduction
8.9.32.

The NZDF provides Defence housing, transit housing and welfare housing at camps and bases throughout New Zealand to accommodate eligible members of the NZDF and, where prescribed in this Order, members of the Civil Staff.

Intent
8.9.33.

NZDF housing is provided to meet the needs of the NZDF; in particular:

- (1) supporting members of the RF and their families when transitioning between camps and bases,
 - (2) supporting force generation,
 - (3) for safety and security reasons,
 - (4) providing housing in remote locations, or
 - (5) welfare reasons.
-

Eligibility to apply for Defence housing
8.9.34.

Members of the RF are eligible to apply for Defence housing at their posting location if they meet the following criteria:

- (1) The member, or their partner, or their dependants do not have a financial interest in accommodation within their posting region.
 - (2) The member is not on a period of LWOP of 92 days or more.
 - (3) The member, or their partner, or their dependants are not the service tenant of Defence housing.
 - (4) The member has not been a service tenant of Defence housing for six years or more.
-

Eligibility to apply for Defence housing – partner of ineligible applicant or ineligible service tenant
8.9.35.

A member of the RF who is in a recognised relationship, married or in a civil union, and occupying a Defence house for which their partner is the service tenant, may apply for a Defence house and be placed on the housing register, provided they meet the following criteria:

- (1) The member meets the eligibility criteria to apply for Defence housing in accordance with paragraph 8.9.34.(1), (2) and (4).
 - (2) Their partner, who is the service tenant, has received a notice to quit.
-

Continued on next page

Section D: Defence Housing, Continued

Transfer of service tenancy
8.9.36.

A service tenant who does not meet the eligibility criteria for Defence housing in accordance with paragraph 8.9.34 is not permitted to transfer their tenancy to another member of the NZDF.

Transfer of position on housing register
8.9.37.

A member of the NZDF who is on a housing register awaiting allocation of a Defence house, and is no longer eligible for Defence housing, is not permitted to transfer their position on the register to another member of the NZDF.

Priority for allocation of Defence housing
8.9.38.

DSSG is to maintain a housing register for the allocation of Defence housing at each camp or base. Only members who meet the eligibility to apply for Defence housing are to be included on the housing register. Allocation of Defence housing is to be applied in the following priority order:

Members of the RF with a partner and/or dependants, who have been permanently posted from another posting region within New Zealand or who are returning from a permanent posting overseas.

- (1) Members of the RF with a partner and/or dependants, and who meet the force generation criteria in [Annex B](#).
- (2) Members of the RF with a partner and/or dependants.
- (3) Other members of the RF.

Members of the RF that cease to be eligible to apply for Defence housing are to be removed from the housing register.

Exceptional priority allocation of Defence housing
8.9.38A.

In exceptional circumstances, a member of the RF who meets the eligibility criteria for Defence housing and is on a housing register awaiting allocation of a Defence house, may apply through their command chain for an exceptional priority allocation of Defence housing.

If approved, the member is to be allocated a priority order of one (1).

Refer: DFO 3, Part 8, Chapter 9, Paragraph 8.9.38.

Authority: DCN, DCAF, DCA, and cannot be sub delegated.

Declining a Defence house
8.9.39.

If a member of the NZDF declines a Defence house that meets their needs, they are to be removed from the housing register. In these circumstances, the member can re-apply for Defence housing if they meet the eligibility criteria.

Complaints
8.9.40.

Members of the RF who wish to complain in relation to matters pertaining to the housing register are to use the formal complaints process.

Refer: DFO 3, Part 13, [Chapter 2](#).

Continued on next page

Section D: Defence Housing, Continued

Tenants to pay defence rental charges
8.9.41.

Unless otherwise prescribed within this Order, the service tenant is to pay the NZDF national rent when occupying Defence housing, as prescribed by CDF.

Maximum occupancy of Defence housing
8.9.42.

The maximum period that a member of the RF can be a service tenant in Defence housing is six years. All periods of occupying Defence housing within New Zealand, at all posting locations are to be included, except for the following:

- (1) **Waiouru Military Camp.** When a member is permanently posted to Waiouru and is the tenant of a Defence house at Waiouru, the period of tenancy does not count towards the six year maximum period limit.
 - (2) **RNZAF Woodbourne.** When a member is permanently posted to an instructor position at RNZAF Woodbourne and is the tenant of a Defence house at RNZAF Woodbourne, the period of tenancy accrued:
 - (a) prior to 1 June 2023 counts towards the six year maximum period limit;
 - (b) from 1 June 2023, does not count towards the six year maximum period limit.
-

Exceptional approval to exceed the six year occupancy limit
8.9.43.

In exceptional circumstances, a member of the RF who has exceeded the maximum occupancy period for Defence housing may apply, through their command chain, for approval of an exceptional entitlement to Defence housing, provided they meet all of the following criteria:

- (1) the member of the RF meets the eligibility for Defence housing at paragraph 8.9.34,
- (2) transit housing is not available, and
- (3) welfare housing is not available,

If approved, the member is to be issued a fixed term tenancy agreement, for the period of the exceptional approval.

The total maximum exceptional approval period, taking into account all exceptional approvals, is not to exceed 24 months in total.

Authority:

Commander Camp/Base

0 to 12 months exceptional approval.

The maximum exceptional approval period, taking into account all previous exceptional approvals, is not to exceed 12 months in total.

DCN, DCAF, DCA and this cannot be sub-delegated.

12 to 24 months exceptional approval.

The maximum exceptional approval period, taking into account all previous exceptional approvals, is not to exceed 24 months in total.

Continued on next page

Section D: Defence Housing, Continued

Defence Housing occupied overseas 8.9.44.

Periods occupying NZDF provided housing overseas when a member of the RF has a housing and utilities overseas payment (HUOP) deduction or HUOP non-cash benefit deduction made, does not count towards the six year maximum period limit for Defence housing in New Zealand.

Review of individual eligibility to remain in Defence housing 8.9.45.

Members of the RF who are tenants of Defence housing, excluding transit, directed or welfare housing, are to have their eligibility for Defence housing reviewed in the following circumstances:

- (1) A posting notice is issued permanently posting them to a new posting region.
- (2) Permanently occupies NZDF barracks.
- (3) Six years as a service tenant of Defence housing is accrued.
- (4) There is a change in personal circumstances that results in the member of the RF ceasing to have a partner and/or dependants recognised by NZDF.
- (5) The member, or their partner, or their dependant has a financial interest in accommodation within their posting region.
- (6) The member begins a period of LWOP of 91 days or more.

Members of the RF who, after review, cease to be eligible for Defence housing are to be given 90 days' notice to quit Defence housing. For members permanently posted to a new posting region, the posting date specified on the posting notice is to be used to determine the 90-day notification period.

Responsibility of members of RF to report change in circumstances 8.9.46.

Members of the RF who have a change in their personal circumstances that will affect their eligibility to apply for Defence housing or remain a tenant of Defence housing are to advise DSSG within 14 days of the change.

Review of force generation criteria 8.9.47.

The force generation criteria are to be reviewed in accordance with [Section J](#) of this Order.

Exceptional entitlement to Defence housing – Waiouru Military Camp 8.9.48.

Due to the remote location and lack of a local rental market, members of the RF posted to Waiouru Military Camp:

- (1) who have accumulated six years or more occupancy of Defence housing; or
- (2) who, or their partner, or their dependants have a financial interest in accommodation within the Manawatu/Whanganui posting region;

can apply for Defence housing at Waiouru Military Camp.

Authority: Waiouru Military Camp DSSG Service Delivery Manager.

Continued on next page

Section D: Defence Housing, Continued

Exceptional entitlement to Defence housing Waiouru Military Camp – Members of the Civil Staff
8.9.49.

Due to the remote location and lack of a local rental market, members of the Civil Staff, subject to an employment agreement for a position in Waiouru, can apply for an exceptional approval to tenant Defence housing at Waiouru Military Camp.

Authority: Waiouru Military Camp DSSG Service Delivery Manager.

Termination of tenancy Waiouru Military Camp – Members of the Civil Staff
8.9.50.

Members of the Civil Staff who are granted an exceptional approval to tenant Defence housing at Waiouru Military Camp will receive 90 days' notice to quit the Defence house in the following circumstances:

- (1) To allow for the allocation of a Defence house to an eligible service tenant.
 - (2) To allow for the allocation of a Defence house to an eligible applicant.
- To allow for the disposal or sale of a Defence house.
-

Termination of tenancy – Members of the Civil Staff prior to 01 September 2010
8.9.51.

Members of the Civil Staff who are tenanting a Defence house and have a tenancy agreement for that tenancy prior to 01 September 2010 may continue as a tenant according to the conditions of that tenancy agreement, until the house is either:

- (1) required for an eligible applicant, or
- (2) required for disposal or sale.

Should the member of the Civil Staff be required to vacate that house, then 90 days' notice to quit will be given.

Waiver of Defence housing tenancy rental
8.9.52.

Members of the RF who have received approval to post as unaccompanied and have been allocated Defence housing at their permanent posting location are to have their NZDF national rent waived.

Continued on next page

Section D: Defence Housing, Continued

Non-cash benefit tax
8.9.53.

Where the NZDF national rent for a member of the RF is waived in relation to an unaccompanied posting, the value of the rent waived is to be treated as income and is subject to PAYE at the member's appropriate marginal tax rate.

Notification of eligibility for Defence housing
8.9.54.

All service tenants are to receive notification that they will no longer be eligible for Defence housing due to reaching six years as a tenant in Defence housing. This notification is to be provided no later than 180 days prior to the date that they will reach six years' tenancy.

Review of six year eligibility rule
8.9.55.

A service tenant in receipt of notification that they will cease to be eligible for Defence housing due to the six year maximum tenancy, have the opportunity to seek review, in writing, of their eligibility status.

A service tenant wanting to have their status reviewed is to submit the review no later than 30 days after the date of notification of eligibility via form MD1630 *Request for Review of Defence Housing Tenancy Duration*.

Service tenants who seek review will be advised by the Camp/Base DSSG Service Delivery Manager of the outcome of the investigation into their status.

Service tenants who, after the review is completed, are ineligible for Defence housing, will be given 90 days' notice to quit Defence housing in accordance with paragraph 8.9.45 *Review of individual eligibility to remain in Defence housing*.

Refer: [HR Toolkit](#).

Transit housing
8.9.56.

Members of the RF with a partner or dependants, who are in transit as the result of a permanent posting from overseas, or permanent posting from a different posting region within New Zealand, may be allocated transit housing, where available, for up to 30 days on request. NZDF national rent charges do not apply to transit housing.

Authority: Camp/Base DSSG Team Leader Customer Support.

In exceptional circumstances, a further period of up to 30 days additional transit housing, where available, may be approved.

Authority: Single Service Chief or delegate not below COL (E).

Continued on next page

Section D: Defence Housing, Continued

**Welfare
housing**
8.9.57.

Welfare housing may be provided for a period of up to 14 days to support members of the NZDF in response to a specific welfare situation, that requires immediate accommodation assistance. NZDF national rent charges do not apply to welfare housing.

Authority: Camp/Base Commander.

In exceptional circumstances, the period of welfare housing may be extended. Any extension is to be reviewed every 14 days.

Authority: Camp/Base Commander.

Section E: Vacant Defence Housing

Tenancy of vacant Defence houses
8.9.58.

Members of the RF are eligible to apply to tenant a vacant Defence house in accordance with the following conditions:

- (1) The house is not allocated to an eligible applicant.
- (2) The house is available for rent.
- (3) The member is not afforded priority for housing over eligible applicants.
- (4) The tenancy agreement is for a fixed term.

The length of the fixed-term tenancy agreement and the availability of the Defence house will be dictated by Defence Estate and Infrastructure's (DEI) requirement for the house in accordance with the Estate Strategic Regeneration Plan.

Termination of tenancy
8.9.59.

Members of the RF who are tenancing a vacant Defence house are to be given 63 days' notice to quit.

The priority for the issue of a notice to quit to tenants is to be managed by DSSG in consultation with the Base/Camp Commander.

Priority for tenancy of vacant Defence houses
8.9.60.

The priority for allocation of vacant Defence houses is:

- (1) eligible applicants with a partner and/or dependants,
- (2) ineligible applicants with a partner and/or dependants,
- (3) other members of the RF.

Where the number of applicants for vacant Defence housing exceeds the number of vacant houses available, allocation of vacant houses is to be managed by DSSG in consultation with the Base/Camp Commander.

Continued on next page

Section F: Disposal of Defence Housing

Disposal of Defence housing 8.9.61.

With the exception of Defence housing subject to lease agreements, disposal of Defence housing will occur in accordance with the Estate Strategic Regeneration Plan.

Compulsory transfer – eligible service tenants 8.9.62.

Eligible service tenants who are the tenant of a Defence house being disposed of will, unless they advise otherwise, be compulsory transferred to another Defence house.

Removal expenses 8.9.63.

Eligible service tenants who are compulsory transferred will be entitled to costs associated with the move in accordance with Annex C.

An eligible service tenant subject to a compulsory transfer may elect to have their household effects moved to another residential premise if they meet the following criteria:

- (1) At the date of the notice to quit, the tenant has had more than five years, but less than six years, as a service tenant in Defence housing.
- (2) The tenant requests to have their household effects moved to another residential premise that is not a Defence house.
- (3) The residential premise is in the same posting region as the Defence house that they are vacating.

Service tenants being compulsory transferred in accordance with the above criteria are entitled to costs associated with the move in accordance with [Annex C](#).

Ineligible service tenants are not entitled to removal expenses or reimbursement of costs incurred as a result of the move.

Section G: Directed Tenancies

Directed tenancies
8.9.64.

The NZDF owns and manages accommodation in some locations that are required to be occupied by a member of the NZDF in the performance of their duties.

Policy for directed tenancies
8.9.65.

Members of the NZDF who apply for a position, or undertake a directed posting to an appointment which requires them to live in a particular Defence house are to pay the applicable NZDF national rent or NZDF barracks charge.

Houses subject to directed tenancy
8.9.66.

The following Defence houses are classified as directed tenancy properties:

Location	Accommodation/NZDF House	Post No.
Glentunnel	R:S17001 R:S17002	Contractor 65102
Tekapo Camp	R:S8001 R:S8002	63007 63001
Great Barrier Island	R:639	88193
West Melton	R:S5001	63009
Whangaparoa	R:608 R:309	24861 24535
Auckland	R:B5768	00087810
Ohakea	R:6193	00087872
Woodbourne	R:7250	00087171
Waiouru	R:439	00053030

Review of directed tenancies
8.9.67.

The list of Defence houses classified as directed tenancies is to be reviewed and adjusted on an annual basis.

Authority: AC DHR.

Exceptional entitlement to directed tenancies
8.9.68.

Members of the RF who have accumulated six years or more as a service tenant of Defence housing can be appointed to a position that has a directed tenancy and occupy the directed tenancy defence accommodation in accordance with this section.

Authority: DCN, DCAF, DCA.

Section H: Review of NZDF Rent for Defence Housing and Barrack Accommodation

Determination of NZDF national rent 8.9.69.

In accordance with tax legislation, the NZDF national rent is negotiated between the IRD Commissioner and CDF. The tax legislation requires the IRD Commissioner and CDF, in consultation with a registered valuer, to determine:

- (1) the number and location of benchmark properties,
- (2) the types of accommodation represented by the benchmark properties,
- (3) a market rental value for each type of accommodation in the benchmark properties, and
- (4) a discount applying to each type of accommodation in the benchmark properties.

The NZDF national rent is to be renegotiated by the IRD Commissioner and CDF triennially. It comes into effect on 01 April of the year it is determined.

The current NZDF national rents and barrack charges are prescribed in [Annex D](#).

Timetable for NZDF national rent determination 8.9.70.

The triennial review of the NZDF national rent may be initiated by either the IRD Commissioner or CDF.

If, by 1 July of the year preceding the rent review, the IRD Commissioner has not initiated a review, DHR is to seek CDF's guidance on whether the NZDF will initiate a review of the NZDF national rent with the IRD Commissioner.

If CDF decides to initiate the review, DHR is to liaise with Inland Revenue to ensure that the NZDF national rent is reviewed, determined and implemented in a timely manner and in compliance with legislative requirements.

Residential Tenancies Act – barrack accommodation 8.9.71.

The Residential Tenancies Act 1986 does not apply to barrack accommodation.

Notice period for tenants of Defence housing 8.9.72.

Dir DSSG (or delegate) is to inform all tenants in writing of their new NZDF national rent applicable to their Defence house or barrack room.

Written notice is to be provided to tenants of Defence housing in accordance with the provisions of the Residential Tenancies Act 1986.

Section H: Review of NZDF Rent for Defence Housing and Barrack Accommodation, Continued

Adjustment to NZDF national rent effective date
8.9.73.

Any adjustment to the NZDF national rent is to take effect from the later of:

- (1) first April in the year that the adjustment is determined; or
- (2) upon the expiry of the minimum notice requirement under the Residential Tenancies Act, after the first of April in the year that it is determined.

Notice period for occupants of barrack accommodation
8.9.74.

Although there is no legislative requirement to provide notice of an increase to occupants of barrack accommodation, DSSG is to provide as much notice as possible to occupants.

Rent review process
8.9.75.

DHR is responsible for ensuring that the NZDF national rent is determined in accordance with tax legislation and paragraphs [8.9.69](#)–[8.9.70](#).

Section I: Review of Operational Enabling Allowance Posting Readiness

**Review of
OEAPR**
8.9.76.

The Director of Remuneration and Benefits (DIR R&B) is to initiate an annual review of Operational Enabling Allowance Posting Readiness (OEAPR) as part of the NZDF remuneration review process.

Refer: DFO 3, Part 7, [Chapter 1](#).

**Effective date
for new rates of
OEAPR**
8.9.77.

The effective date for any changes to OEAPR criteria or values is to be at least 28 days after the date the changes are approved.

**Approving
authority**
8.9.78.

CDF is the approving authority for changes to OEAPR criteria or values.

Section J: Review of Force Generation Criteria

Review of force generation criteria
8.9.79.

AC DHR is to initiate a biennial review of the force generation criteria for consideration by the Outputs Committee.

Effective date for new force generation criteria
8.9.80.

The effective date for any changes to force generation criteria is to be at least 28 days after the date the changes are approved.

Approving authority
8.9.81.

CDF is the approving authority for changes to any force generation criteria.

Section K: Annexes

Overview

Introduction
8.9.82.

All annexes relevant to this Order are contained in this section.

Contents
8.9.83.

This section contains the following annexes.

Annex	Page
Annex A: Operational Enabling Allowance Posting Readiness Eligibility Criteria and Daily Values	30
Annex B: Force Generation Criteria	31
Annex C: Removal Expenses	32
Annex D: Fortnightly National Rent and Barrack Charges for Service Accommodation	35

Annex A: Operational Enabling Allowance Posting Readiness Eligibility Criteria and Daily Values

The following substantive rank and posting region criteria and daily values are effective from 28 July 2023:

Rank (E)	Auckland	Bay of Plenty	Gisborne	Hawkes Bay	Northland	Wellington
PTE (E)	\$18.24	\$10.81	\$6.08	\$6.75	\$2.70	\$14.86
LCPL (E)	\$18.53	\$10.99	\$6.18	\$6.86	\$2.75	\$15.10
CPL (E)	\$22.50	\$13.34	\$7.50	\$8.33	\$3.33	\$18.33
SGT (E)	\$23.09	\$13.69	\$7.69	\$8.55	\$3.42	\$18.82
SSGT (E)	\$21.32	\$12.64	\$7.10	\$7.89	\$3.16	\$17.37
W/O (E)	\$18.65	\$11.05	\$6.21	\$6.90	\$2.76	\$15.20
OCDT (E)	\$12.32	\$7.30	\$4.10	\$4.56	\$1.82	\$10.04
2LT (E)	\$18.53	\$10.99	\$6.18	\$6.86	\$2.75	\$15.10
LT (E)	\$21.32	\$12.64	\$7.10	\$7.89	\$3.16	\$17.37
CAPT (E)	\$21.91	\$12.99	\$7.30	\$8.11	\$3.24	\$17.85
MAJ (E)	\$18.65	\$11.05	\$6.21	\$6.90	\$2.76	\$15.20

Note: Rank equivalent is in accordance with [DM 69 \(2 ed\) Volume 1](#).

Annex B: Force Generation Criteria

The following Force Generation Criteria are effective from 1 July 2017:

Service	Substantive Rank	Branch, Trade or Corps	Employment Unit
RNZN	Nil	Nil	Nil
Army	Nil	Nil	Nil
RNZAF	Nil	Nil	Nil

Annex C: Removal Expenses – Compulsory Transfers

Definitions 8.9.C1

Term	Definition
Household Pet	A pet that most people would regularly admit or keep inside a home. This includes animals such as cats and dogs but does not include livestock (e.g. sheep, goats, horses etc.).

Delegation 8.9.C2

The authority to approve the costs associated with a compulsory transfer, as prescribed in this annex, is delegated to the local Camp or Base DSSG Service Delivery Manager.

Entitlements for Service Tenants who are compulsory transferred 8.9.C3

Eligible service tenants who are compulsory transferred in accordance with paragraphs 8.9.61 and 8.9.62 are entitled to costs at public expense in accordance with this annex.

No other financial assistance associated with the compulsory transfer, other than that provided in this annex, is to be provided.

Removal of furniture and effects 8.9.C4

Where an eligible service tenant is compulsory transferred to another Defence house in accordance with paragraph 8.9.61, or compulsory transferred to another residential premise in accordance with paragraph 8.9.62, the reasonable cost of conveyance of household effects (including household pets and contents of a freezer) may be met at public expense except that the cost of removal will not be met on the following:

- a. All articles not part of the Service member's household.
- b. Buildings, materials connected with buildings and structures generally, garden seats, large wireless poles and large television antennae except that small dismantled structures such as glass houses and garden sheds (but not garages) may be conveyed at public expense.
- c. Large workshop machinery, large engines, large cultivating machinery and garden rollers.
- d. Boats (other than those towed on trailers), caravans and trailers (other than those being towed).
- e. Wood, coal and fuel in excess of 250 kg per household.
- f. Beehives and livestock.
- g. Motor and towed vehicles.

Continued on next page

Annex C: Removal Expenses – Compulsory Transfers, Continued

Motor Vehicle Allowance (MVA) and Equivalent Surface Fare (ESF) 8.9.C5	MVA and ESF are not payable for eligible service tenants being compulsory transferred.
----------------------------------------------------------------------------------	----------------------------------------------------------------------------------------

Boarding of household pets 8.9.C6	Assistance with costs incurred for the boarding of household pets is not payable.
---------------------------------------------	-----------------------------------------------------------------------------------

Television antennae (Sky Television/Saturn) 8.9.C7	<p>The actual cost of dismantling and re-erecting a television antennae may be paid, subject to the following conditions, up to the maximum prescribed in paragraph 9 of this annex:</p> <ol style="list-style-type: none">The service tenant requires to have the antenna at the former residence dismantled or disconnected and then have a television antenna erected or connected at the residence in the new locality.An old antenna is unsuitable for a new location. <p>Receipts and a statement of expenses, sufficiently detailed to identify the on-site labour and travelling costs involved, are to be submitted with the claim for refund.</p>
--------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Television antennae costs 8.9.C8	The actual costs of dismantling and re-erecting, or the actual costs of erecting a new antenna, to a maximum of \$118.00 (including GST).
--------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------

Refund of household utility Charges 8.9.C9	<p>Disconnection and reconnection fees for household utility charges levied by local authorities for electricity, gas, water supply and waste disposal may be reimbursed in full subject to the following conditions:</p> <ol style="list-style-type: none">The charge is refunded once only for each compulsory transfer.The production of a receipted statement of account.No refund of the reconnection charge is given by the utility company.
------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Continued on next page

Annex C: Removal Expenses – Compulsory Transfers, Continued

**Telephone
installation and
reconnection
charges**
8.9.C10

The cost of installation or reconnection fees for private telephones may be claimed under the following conditions:

- a. To qualify for reimbursement the service tenant must certify that they had a private telephone installed at the Defence house they are vacating. The certificate contained in form [MD880](#) *Application for, and Certification of, Posting Expenses Within NZ* is to be signed and attached to the claim.
- b. Only one installation charge may be refunded per compulsory transfer.

**Storage of
household
effects**
8.9.C11

No storage of household effects at public expense is payable.

Annex D: Fortnightly National Rent and Barrack Charges for Service Accommodation

NZDF National Rent – Defence Housing as at 1 April 2024 (by number of bedrooms per fortnight)

No. of bedrooms	1	2	3	4	5 plus
NZDF market rate	\$660.00	\$760.00	\$900.00	\$1060.00	\$1190.00
NZDF national rent (excluding Waiouru)	\$545.00	\$625.00	\$740.00	\$875.00	\$980.00

Waiouru Rent – Defence Housing as at 1 April 2024 (by number of bedrooms per fortnight)

No. of bedrooms	1	2	3	4	5 plus
Waiouru rate (market)	\$355.00	\$405.00	\$465.00	\$545.00	\$605.00

NZDF Barrack Charges as at 1 April 2024 (by barrack style per fortnight)

Barrack style	Open	Small	Medium	Large	VIP
NZDF market rate	\$370.00	\$420.00	\$440.00	\$460.00	\$520.00
NZDF national barrack charge	\$185.00	\$252.00	\$264.00	\$276.00	\$312.00

Waiouru Barrack Charges as at 1 April 2024 (by barrack style per fortnight)

Barrack style	Open	Small	Medium	Large	VIP
Waiouru barrack charge	\$150.00	\$200.00	\$210.00	\$220.00	\$250.00



Defence Shared Services Group

Defence Housing Tenant Guide

June 2019

Table of Contents

Welcome.....	3
Chapter 1 - Your Tenancy Overview.....	1-1
Getting Started.....	1-2
Moving Into Your Defence House	1-4
Once the Tenancy Begins.....	1-5
Repairs and Maintenance	1-6
Routine Inspections	1-7
Maintaining Your Defence House	1-8
Pets	1-9
Breaches of Tenancy Agreement.....	1-10
Chapter 2 - Ending Your Tenancy	2-1
Your Obligations	2-2
Roles and Responsibilities	2-3
Complaints and Compliments	2-4
Key Contact Details	2-5

Welcome

Welcome to your Defence house

The Defence Shared Services Group (DSSG) is proud to deliver the Defence housing service on behalf of the NZDF and we would like to extend a very warm welcome to you as a tenant.

Introduction

The purpose of this guide is to ensure that you are informed about all aspects of your tenancy, including:

- DSSG's role as the Defence housing provider, and
- your responsibilities as a tenant.

The guide aligns with the [DFO 3, Part 8, Chapter 9 – NZDF Accommodation Assistance](#) and although it does not cover every aspect relating to Defence housing, it will give you a good working knowledge of your rights and responsibilities as a tenant.

Please take some time to familiarise yourself with this guide. It will come in handy throughout your tenancy.

Intended audience

Defence Housing Tenants (Members of the Regular Forces)

Any feedback?

If you have any feedback about this guide, please send comments to [DSSG Intranet Feedback@nzdf.mil.nz](mailto:DSSG.Intranet.Feedback@nzdf.mil.nz) and we will respond as quickly as we can.

Contents

This guide contains the following chapters.

Chapter	See Page
Chapter 1 - Your Tenancy Overview	1-1
Chapter 2 - Ending Your Tenancy	2-1

Chapter 1 - Your Tenancy Overview

Overview

Introduction Renting a Defence house requires you to understand your rights and obligations during the tenancy. This Chapter is designed to provide you with an overview of your responsibilities as tenant and provide an overview of the services offered by DSSG.

Contents This chapter contains the following topics.

Topic	See Page
Getting Started	1-2
Moving Into Your Defence House	1-4
Once the Tenancy Begins	1-5
Repairs and Maintenance	1-6
Routine Inspections	1-7
Maintaining Your Defence House	1-8
Pets	1-9
Breaches of Tenancy Agreement	1-10

Getting Started

Maximum occupancy

The maximum period that you can be a tenant of Defence housing is six years (excluding Waiouru).

All periods of Defence housing within New Zealand, at all posting locations excluding Waiouru and overseas, will be counted towards the six-year maximum period limit.

Exception

Due to the remote location and lack of a local rental market, members of the Regular Forces posted to Waiouru who have accumulated six years or more occupancy of Defence housing can apply for Defence housing at Waiouru.

When eligibility ceases

You will cease to be eligible for Defence housing if:

- you are approved to take a period of leave without pay (LWOP) of 92 days or more
- you permanently occupy NZDF barracks
- you accrue six years as a tenant of Defence housing (excluding Waiouru)
- there is a change to your personal circumstances which results in you ceasing to have a partner and/or dependants recognised by the NZDF
- you, your partner, or your dependants have a financial interest in accommodation within your posting region.

If you cease to be eligible for Defence housing you will be given 90 days' notice to quit Defence housing.

Further information on eligibility can be found in [DFO 3, Part 8, Chapter 9 – NZDF Accommodation Assistance](#).

Changes in circumstance

If you have a change in your personal circumstances (ie additional children/dependants, separation, custody issues) that affects your eligibility to remain a tenant of Defence housing, you must contact your local DSSG Service Centre within 14 days of any change.

Tenancy Agreement

The Tenancy Agreement you have entered into is a legally binding contract and it has terms and conditions that must be adhered to.

If for any reason you do not understand any aspect of your Tenancy Agreement, we recommend that you contact a DSSG Customer Support Agent. See the [Key Contact Details](#) topic on page 5.

Depending on your previous Defence housing history, you could be offered a fixed-term tenancy. A fixed-term tenancy agreement will specify a start and finish date, and the minimum length of time you agree to stay in the house.

Continued on next page

Getting Started, Continued

Request for review of tenancy duration

If you disagree with a decision made by the NZDF about the duration of your Defence housing tenancy(ices) which has changed your eligibility status under the NZDF Accommodation Assistance Order, you can ask for the decision to be reviewed.

You need to complete and submit a [Request for Review of Defence Housing Tenancy Duration \(MD1630\)](#) form.

Privacy and confidentiality

Information regarding your tenancy and personal circumstances held by DSSG will be kept confidential in accordance with our obligations under the Privacy Act 1993.

This means that we will:

- only disclose and share your information with your written consent
 - store all information in a secure location, and
 - use information only for lawful purposes as specified by legislation.
-

Moving Into Your Defence House

Changing your address

You need to inform organisations such as your bank and power company about your change of address. New Zealand Post can redirect your mail for a fee.

Keys

As soon as you move into your Defence house, please check that you have all the keys you need for all doors (and window locks if provided) and that they all fit correctly.

It is your responsibility to ensure that your keys work effectively right from the start of the tenancy.

Utility connections

Unless your electricity is invoiced every two months by DSSG (applies to Whenuapai and Ohakea on-base tenants only), it is your responsibility upon occupancy to arrange an electricity/gas supply.

You are also responsible for arranging and paying for any electricity, gas, telephone or internet accounts. It is also your responsibility to ensure that your electrical provider takes a final reading when you vacate a Defence house.

Contents insurance

It is your responsibility to take out contents insurance to insure your belongings. Your possessions are not covered by NZDF's insurance. If your goods are damaged or destroyed by circumstances affecting the Defence house (eg fire, power outages etc) your contents will not be covered by NZDF policies.

Once the Tenancy Begins

Minimising problems

The NZDF and you as a tenant, have a shared responsibility. Even with the best preparation, unforeseen situations can still arise.

If you experience a problem, please refer to the information contained within this guide or visit the [Defence Housing](#) topic on DSSG's intranet site for guidance.

Use of premises

Your Tenancy Agreement allows you to use the Defence house for residential purposes only. You are not permitted to operate a business from a Defence house.

Smoking

Smoking is prohibited within the house and/or associated buildings on the Defence house grounds.

Fire safety

Smoke detectors are fitted in all Defence houses. It is your responsibility to check the operation of smoke detectors and replace batteries when necessary.

If your Defence house has been fitted with a long life 10 year smoke alarm you are unable to replace the batteries. However, you should still test them regularly to make sure they're working correctly.

These alarms provide up to 10 years smoke detection. Once they expire you can arrange for a replacement with your local maintenance contractor.

Electrical power mains

You should familiarise yourself with the electrical isolation switch which is located in the meter box (generally in the hallway of a house).

Refuse collections

Your local DSSG Service Centre will advise you of rubbish collection days in your area.

Repairs and Maintenance

Reporting maintenance issues

You must refer all Defence house maintenance requests to the local Defence Estate & Infrastructure (DE&I) Group or maintenance contractor. DE&I or the maintenance contractor will arrange for accredited contractors to carry out all maintenance work. Please do not arrange any maintenance to be carried out by non-accredited contractors.

See the [Key Contact Details](#) topic on page 2-5.

Note

All accredited contractors have identification cards which they must produce before they enter any of our Defence houses.

Emergency repairs

Emergency repairs include anything that needs to be repaired because it could cause injury to you as a tenant or damage to the Defence house.

Examples of situations where emergency repairs may be needed include:

- fire/flood/natural disaster (dial 111 to call emergency services if required)
- power outage (check switches and/or call your local power company)
- electrical spark/shocks
- gas leak
- burst water pipe
- major roof leak (water entering the house), and/or
- blocked or broken toilet.

If emergency maintenance is required after hours you will need to contact the local Duty Complex in the first instance. The Duty Complex will contact a call out person and arrange for the repairs to be undertaken.

Misplaced keys

If you have misplaced your keys it is your responsibility to replace the locks (if required) and keys. Some camps and bases hold a master key system and replacement keys can be arranged through DE&I. Costs for negligent use or loss will be at the tenant's cost. Please contact your DSSG Service Centre for more information.

Pest control

DSSG is responsible for ensuring that the Defence house is free from vermin and pests at the start of a new tenancy. As the tenant you are responsible for ensuring that the house remains vermin and pest-free throughout your tenancy.

Property damage

If property damage has occurred, you must let DSSG know immediately, or on the next business day if it happens on a weekend or public holiday.

Decorating and improvements

You must make a request to DE&I or the maintenance contractor in advance if you want to carry out any decorating or improvement work to your Defence house.

Routine Inspections

Exterior (drive by) inspection DSSG will carry out periodic drive-by inspections to check the exterior condition of Defence housing. Please note that the inspection may involve taking photographs of any repairs required and photos of the grounds.

Annual inspection The annual inspection is completed on a yearly basis. At the inspection, DSSG will check that you are maintaining the Defence house in good order and identify any repairs necessary for the upkeep of the house.

Final inspection At the end of your tenancy, a suitable time for a final inspection will be arranged. DSSG will inspect the property to ensure that it has been left in the same condition as it was at the beginning of your tenancy (except for fair wear and tear). An inspection usually occurs on the last day of your tenancy once all belongings have been moved out and all cleaning (both inside and out) has been completed.

Neglectful damage versus fair wear and tear The following table provides details of the differences between neglectful damage (which you are responsible for) and fair wear and tear, which DSSG is responsible for.

Neglectful damage includes:	Fair wear and tear includes:
stains or burns from things you dropped or placed on carpets including soiling by pets.	carpet wear in corridors or other frequently used areas.
broken locks or windows because you forgot your key and broke a lock or window to get in.	a lock that has broken due to being old and worn out.
mould/mildew that has formed because the house was not aired adequately.	painting that is flaking because it is old or not aired properly.
damage made by pets or children to walls or curtains etc.	curtains faded from years of sunlight.

Maintaining Your Defence House

Grounds	<p>As a tenant you are responsible for keeping the lawns mowed and grounds clean and tidy. If you are away on various duties it is up to you to make arrangements for the lawns and grounds to be maintained.</p> <p>For a list of contractors that could provide you with this service at a cost, please contact your local DSSG Service Centre. The erection of trellises to support plants is also a restricted activity requiring permission from DSSG.</p>
Parking on lawns	<p>The parking of cars, boats and trailers on lawns is strictly forbidden. You can park your vehicle(s) in the driveway or if there is insufficient room, on the road.</p>
Shrubs and trees	<p>You are responsible for trimming shrubs, hedges, bushes and trees (up to 1.8m height). If any shrubs or trees pose a safety hazard please contact your local DE&I office or the maintenance contractor.</p>
Disposal of green waste	<p>Stacking grass clippings around the house, gardens, garage or fence is prohibited. You must dispose of them appropriately.</p>
Mould and mildew	<p>The removal and containment of mould and mildew is your responsibility. A damp house is hard to heat because the damp air and furnishings steal the heat. A dry, well aired home is easier to heat and healthier for you and your family.</p>
Cleaning spouting	<p>The DE&I or maintenance contractors are responsible for the cleaning of Defence house spouting and they are also responsible for keeping them in a serviceable condition. Please ensure that you contact DE&I or the maintenance contractor when your spouting is getting full (except at Whenuapai where off-base tenants are responsible for the cleaning and maintaining of spouting).</p>
Cleaning chimneys	<p>Chimney cleaning is arranged on an annual basis by DSSG and DE&I maintenance contractors. You will be contacted at the appropriate time by DE&I to arrange an appointment for the chimney cleaning to be carried out.</p>

Pets

Dogs

You can only keep a dog that has been approved in your Tenancy Agreement (which you provided details for on the [Defence Housing Application \(MD1620\)](#) when you originally applied for a Defence house.

If you are given permission by the DSSG CSA to keep a dog, you must comply with all of the following obligations.

1. You must register any dog(s) you have with the local city/district council and you are responsible for providing DSSG with up-to-date registration information.
2. You must ensure that your dog(s) do(es) not cause any sort of nuisance or disturbance to neighbours at any time.
3. If there is more than one dog you must have a licence for two or more dogs (for any property that is under one hectare) from the local city/district council.
4. You must also take care to prevent your dog from causing damage to the house and garden and remove any faecal waste on a regular basis.
5. If you are already a Defence housing tenant and wish to apply to keep one or more dogs, you must complete an [Application to Keep a Dog\(s\) \(MD1622\)](#) form.

Failure to comply with the above obligations may result in the removal of the dog(s).

Further information on dogs can be found:

- on the [Defence Housing](#) topic on the DSSG intranet site, or
- by contacting the DSSG Service Centre.

Other pets

It is important that you specified the type and number of pets you have on the [Defence Housing Application \(MD1620\)](#) when you originally applied for a Defence house.

Should you wish to get a new pet during your tenancy, you should first check with DSSG, as approval may be needed.

Breaches of Tenancy Agreement

What constitutes a breach?

Examples of possible breaches of your Tenancy Agreement include:

- keeping a pet on the premises when this hasn't been agreed to
 - not keeping the house reasonably clean
 - causing damage to the Defence house
 - changing locks without approval, and
 - causing a nuisance to neighbours.
-

What happens if you breach your Tenancy Agreement?

If you breach the Tenancy Agreement, DSSG will give you an opportunity to rectify the situation by issuing a Notice of Breach of Agreement. If you don't put things right within the timeframe, a DSSG CSA can issue a Notice of Termination to end the tenancy.

Chapter 2 - Ending Your Tenancy

Overview

Introduction This chapter contains details of your obligations when ending a tenancy, a quick reference to the key roles and responsibilities and contains information on key DSSG and DE&I contact details.

Contents This chapter contains the following topics.

Topic	See Page
Your Obligations	2-2
Roles and Responsibilities	2-3
Complaints and Compliments	2-4
Key Contact Details	2-5

Your Obligations

Notice	When you intend to vacate your Defence house, you must advise DSSG in writing at least 21 days in advance.
Inspection cleaning check list	<p>Use the End of Tenancy Cleaning Check List (also available on the Forms/Resources tab of the on the Defence Housing topic) on the DSSG intranet site which you may find useful when vacating your Defence house.</p> <p>If you do not thoroughly complete the cleaning process, this can result in extra costs (for you) associated with remedying any cleaning issues. It will also delay the NZDF Base/Camp Clearance/Sign-Off form from being able to be completed if you are leaving the NZDF or being posted.</p>
Carpet cleaning	<p>You may contact the DSSG CSA for a list of commercial carpet cleaning companies if you feel that your carpets may not pass the clearance.</p> <p>Carpet cleaning is at your expense. Please check with your local DSSG Service Centre before using Rug Doctor carpet cleaning machine.</p>
Before you vacate	You must leave the Defence house clean and tidy (including gardens). You must also ensure that the property is returned to the same standard of cleanliness as at the commencement of your tenancy.
The final inspection	DSSG will inspect the Defence house to ensure that the property has been left in the same condition as it was at the beginning of your tenancy (except for fair wear and tear).
Keys	When you vacate the Defence house, you will be required to return all of the keys that were given to you at the start of a tenancy, as well as any extra copies that you have had created during your tenancy period.

Roles and Responsibilities

Overview This topic provides a quick reference to the key roles and responsibilities of you as a tenant, and NZDF as a Defence housing provider.

What you are responsible for You are responsible for:

- keeping the Defence house clean and tidy and handing it back in a similar condition to which it was at the start of the tenancy agreement
- completing basic household maintenance, for example replacing light bulbs and smoke alarm batteries
- completing general garden maintenance such as mowing lawns, weeding and hedge trimming of trees/shrubs under 1.8 metres
- rectifying any carpet stains and burns
- payment of all utilities (electricity, gas etc)
- rectifying pest infestations (for example fleas) caused by your pets
- putting rubbish bins out and arranging removal of any other rubbish, and
- replacing lost keys at your expense.

What NZDF is responsible for DE&I is responsible for:

- ensuring that the Defence house is in a habitable and reasonable state of cleanliness, function and repair and complies with building, health and safety laws (such as smoke alarms)
- arranging major repairs like plumbing and electrical work
- arranging major garden maintenance such as hedge trimming of trees/shrubs over 1.8 metres
- costs arising from fair wear and tear such as carpet wearing and paint flaking
- providing the infrastructure to supply electrical services
- payment of local rates, and
- minimum security measures (eg locks on doors or windows).

Complaints and Compliments

Overview

If you are not happy with any aspect of DSSG's service, we will deal with your concerns quickly and fairly.

Likewise if there are any aspects of our service that you are very happy about, please let us know.

It is just as useful to receive information about what we are doing right as it is to receive details about any concerns you may have.

If you wish to make a formal complaint about any matters pertaining to Defence housing, you need to follow the formal complaints process outlined in [DFO 3, Part 13, Chapter 2 - Complaints](#).

We look forward to assisting you throughout your tenancy.

Key Contact Details

DSSG Service Centres Contact details for DSSG Service Centres are provided below.

Location	Contact Details
Burnham	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Devonport	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Linton	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Ohakea	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Papakura	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Trentham	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Waiouru	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Whenuapai	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email
Woodbourne	Physical Address s. 9(2)(k)
	Phone (Internal)
	Email

Continued on next page

Key Contact Details, Continued

Maintenance contractors

Contact details for maintenance contractors are provided below.

Location	Maintenance Contractor	Contact Details						
Burnham	Spotless	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Devonport	PAE	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Linton	Spotless	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Ohakea	Spotless	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Papakura	PAE	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Trentham	PAE	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Waiouru	Spotless	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Whenuapai	Spotless	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								
Woodbourne	PAE	<table border="1"> <tr> <td>Physical Address</td> <td>s. 9(2)(k)</td> </tr> <tr> <td>Phone</td> <td></td> </tr> <tr> <td>Email</td> <td></td> </tr> </table>	Physical Address	s. 9(2)(k)	Phone		Email	
Physical Address	s. 9(2)(k)							
Phone								
Email								



**DEFENCE FORCE
ORDER 43
Estate and
Infrastructure**
Logistics and Estate Series

Releasable to the public.

©Crown Copyright 2022. This document is the property of the New Zealand Defence Force. The text in this document may be reproduced for use by members of the New Zealand Defence Force. Crown Copyright material must not be used or reproduced for any other purpose without prior permission of the Chief of Defence Force.

Chief of Defence Force
Headquarters New Zealand Defence Force
WELLINGTON

Authority Order

DFO 43 Estate and Infrastructure

Issued by the Chief of Defence Force

Authority

1. DFO 43 *Estate and Infrastructure* is issued and promulgated by the Chief of Defence Force pursuant to s 27 of the [Defence Act 1990](#).

Conflict

2. Nothing in this publication is to be construed as prevailing over any relevant Act of Parliament or secondary legislation made under it.
3. Any conflict between the mandatory requirements stated in this publication and any other policy, order, rule or procedure issued within the New Zealand Defence Force is to be reported to the Custodian without delay.

Signed on original

KR SHORT

Air Marshal

Chief of Defence Force

12 September 2022

Contents

Authority Order	ii
Authority.....	ii
Conflict	ii
Preliminary Provisions.....	1
Purpose of DFO 43.....	1
Application	1
Commencement date	1
Repeal	1
Approving Authority	2
Custodian	2
Meanings of terms.....	2
Authoritative version of DFO 43	2
Related legislation	2
Annex A – Meanings of Terms	3
PART 1 – STRATEGIC PLANNING.....	1-1
Chapter 1 – Estate Investment Framework	1-1
1.1.1 Estate investment framework	1-1
1.1.2 The investment strategy.....	1-1
1.1.3 Investment proposals	1-2
Chapter 2 – Sustainability Commitment and Principles	1-3
1.2.1 Sustainability commitment.....	1-3
1.2.2 Sustainability principles	1-3
Chapter 3 – Defence Force Spatial Plans	1-5
1.3.1 Development of camps and bases.....	1-5
1.3.2 Master plan development	1-5
1.3.3 Precinct block plan development.....	1-6
1.3.4 Infrastructure siting and development	1-6

Chapter 4 – Strategic Design and Planning Principles	1-7
1.4.1 Objectives of the strategic design and planning principles	1-7
1.4.2 Strategic design and planning principles	1-7
1.4.3 Application of strategic design and planning principles	1-8
Chapter 5 – Alternative Ways of Procuring Land and Buildings	1-9
1.5.1 Alternative ways of procuring land and buildings	1-9
1.5.2 New development proposals	1-9
1.5.3 Decision-making	1-9
PART 2 – DESIGN AND DEVELOP	2-1
Chapter 1 – Applying Protective Security Requirements to the Estate	2-1
2.1.1 Protective security requirements	2-1
Chapter 2 – Design Standards	2-2
2.2.1 Design Standards	2-2
2.2.2 Purpose of Design Standards	2-2
2.2.3 Infrastructure developments on the Defence Estate	2-2
PART 3 – OPERATE AND MAINTAIN	3-1
Chapter 1 – Estate Asset Management	3-1
3.1.1 Managing Estate assets	3-1
3.1.2 Principles of Estate asset management	3-1
3.1.3 The Estate asset management framework	3-2
3.1.4 Levels of service	3-2
3.1.5 Demand management	3-3
3.1.6 Asset management information	3-3
3.1.7 Reporting on asset performance	3-3
3.1.8 Relevant orders affecting asset management whole-of-life management	3-3
3.1.9 Managing resilience	3-4
3.1.10 Capital and operational planning	3-4
3.1.11 Improvement	3-4

Chapter 2 – Environmental Management	3-5
3.2.1 Environmental management	3-5
3.2.2 Principles of environmental management	3-5
3.2.3 Responsibilities	3-5
3.2.4 Military operations and training	3-5
3.2.5 Managing the environment	3-6
3.2.6 Engaging with the community	3-6
3.2.7 Engaging with Māori	3-6
Chapter 3 – Three Waters	3-7
3.3.1 Defence Force water services	3-7
3.3.2 Managing three waters services	3-7
3.3.3 Te Mana o te Wai	3-8
3.3.4 Health and safety	3-8
3.3.5 Drinking water	3-8
3.3.6 Firefighting and non-potable water supply	3-9
3.3.7 Wastewater	3-9
3.3.8 Stormwater	3-9
3.3.9 Environmental management	3-10
3.3.10 Responsible use of three waters services	3-10
3.3.11 Resilience of the three waters services	3-10
3.3.12 Efficiency and effectiveness	3-10
3.3.13 Provision of a water service to customers	3-11
3.3.14 Information management, monitoring and reporting	3-11
Chapter 4 – Energy Management	3-12
3.4.1 Principles of energy management	3-12
3.4.2 Defence Force energy policy	3-12
Chapter 5 – Housing Quality Standards	3-14
3.5.1 Housing Quality Standards	3-14
3.5.2 Applying the Housing Quality Standards	3-14

Chapter 6 – Estate Heritage	3-15
3.6.1 Heritage management on the Defence Estate	3-15
3.6.2 Identification and documentation of historic heritage	3-15
3.6.3 Removal of listed historic heritage	3-15
3.6.4 General management requirements	3-15
3.6.5 Disposal of land containing historic heritage	3-16
Chapter 7 – Golf Courses on Defence Force Land	3-17
3.7.1 Golf courses on Defence land	3-17
3.7.2 Primary military purpose of open space	3-17
3.7.3 Principles	3-17
3.7.4 Tenure for golf club land	3-17
3.7.5 Tenure for golf club buildings	3-18
3.7.6 Ownership of chattels, machinery and equipment	3-18
3.7.7 Land development for Service golf courses	3-18
3.7.8 Cost of ownership	3-18
3.7.9 Rental charge for clubhouses	3-19
Chapter 8 – Non-Defence Use of the Estate	3-20
3.8.1 Use of the Defence Estate	3-20
3.8.2 Non-Defence use of the Estate	3-20
3.8.3 Risk mitigation	3-20
3.8.4 Financial considerations	3-21
3.8.5 Te Tiriti o Waitangi obligations	3-21
Chapter 9 – Acquisition and Disposal of Land	3-22
3.9.1 The Defence Estate	3-22
3.9.2 Mandatory requirements relating to land disposal	3-22
3.9.3 Responsibility for disposal	3-23
Chapter 10 – Wayfinding and Signage	3-24
3.10.1 Wayfinding on the Defence Estate	3-24
3.10.2 Wayfinding plans	3-24

3.10.3	Application of wayfinding plans	3-25
3.10.4	Wayfinding signage standards principles	3-25
3.10.5	Main gate signage principles	3-26
3.10.6	Application of the wayfinding signage standards	3-26
3.10.7	Street address system	3-27
3.10.8	Application of the NZDF street address system	3-27
PART 4	– MANAGING HAZARDS	4-1
Chapter 1	– Sea Level Rise	4-1
4.1.1	Estate infrastructure subject to sea level rise	4-1
4.1.2	Principles to manage the effects of sea inundation	4-1
Chapter 2	– Earthquake Prone Buildings	4-3
4.2.1	Management of earthquake prone buildings	4-3
4.2.2	Earthquake prone buildings	4-3
4.2.3	Strengthening target	4-3
4.2.4	Remedial works prioritisation	4-3
4.2.5	Leased buildings	4-4
4.2.6	Management advice	4-4
4.2.7	Earthquake prone buildings - Importance Levels	4-4
Chapter 3	– Contamination Management	4-6
4.3.1	Contamination of the Defence Estate	4-6
4.3.2	Contamination principles	4-6
4.3.3	Application of the principles	4-7
4.3.4	Accountabilities	4-7
4.3.5	Strategic planning	4-8
End Matter	EM-1
Record of Change	EM-1

Preliminary Provisions

Purpose of DFO 43

1. These orders set out Defence Force policies and direction to ensure the efficient and effective management of the Defence Estate for the purpose of enabling the delivery of defence outputs.
2. DFO 43 *Estate and Infrastructure* must be read in conjunction with DFO 44 *Sustainability* once published.
3. The means of implementing these orders are promulgated in subordinate instructions (principally Defence Force Instructions) and other direction.

Application

4. This is a written order to all members of the Armed Forces pursuant to s 27 of the [Defence Act 1990](#) and instructions to members of the Civil Staff.
5. All members of the Defence Force must comply with the orders stipulated in this publication.
6. The instructions in DFO 43 apply equally to persons seconded to the NZDF from external employers, contractors, sub-contractors and their respective employees working in Defence areas. It is the responsibility of the member of the Defence Force engaging any contractor, consultant or other person not a member of the Defence Force to make them aware of this requirement and include such requirements in their contracts.
7. Non-compliance with these instructions may result in disciplinary action being taken in accordance with the [Armed Forces Discipline Act 1971](#) or may result in sanctions in accordance with the NZDF [Civil Staff Code of Conduct](#).
8. Non-compliance by a contractor, consultant or other person or organisation engaged by the Defence Force could lead to a contract being terminated.

Commencement date

9. The commencement date of DFO 43 is 12 September 2022.
10. Amendments to this publication are documented in the Record of Change in the end matter.

Repeal

11. The following orders have been repealed—
 - a. DFO 32 *Facilities and Property Management*; and
 - b. DFO 23/2007 *Sustainability Commitment and Principles*.

Approving Authority

12. The Approving Authority for DFO 43 is the Vice Chief of Defence Force.

Custodian

13. The Custodian for DFO 43 is the Head of Defence Estate and Infrastructure.

Meanings of terms

14. Terms used in DFO 43 and not explained or stated in the authorised references are defined in [Annex A](#) to these preliminary provisions.

Authoritative version of DFO 43

15. The online copy of DFO 43 *Estate and Infrastructure* promulgated in the defence information environment is the authoritative version. Any printed copy or otherwise digital copy is deemed uncontrolled and is to be used for guidance only.

Related legislation

- A. [Resource Management Act 1991](#)
- B. [Building Act 2004](#)
- C. [Health and Safety at Work Act 2015](#)
- D. [Public Works Act 1981](#)

Annex A

Meanings of Terms

1. Words and phrases are to be given their ordinary grammatical or military meaning promulgated in relevant legislation, military glossaries and authorised dictionaries.
2. Meanings of terms used in this publication and not explained in an authorised reference document or that are in common use are listed below. These meanings of terms are intended to be applied to this publication only, to aid understanding of Estate management requirements. Meanings may differ from other Defence Force or New Zealand legislative definitions.

Term	Meaning
AS/NZS 1170.0:2002 Structural Design Actions	An Australian/New Zealand standard that provides designers with general procedures and criteria for structural design. It outlines a design methodology consistent with established engineering principles.
Asset	An item, thing or entity that has potential or actual value to an organisation (for example, plant, machinery, buildings, etc). From an Estate perspective these assets may also be grouped in terms of the following sub-classes— <ul style="list-style-type: none"> • linear horizontal assets (for example, electrical networks, sewerage); • vertical assets (for example, buildings); and • environmental assets (for example, soil, air space, water, flora and fauna).
Asset management	The co-ordinated activities of an organisation to optimally deliver on its objectives through life-cycle management of assets.
Asset management information system	A combination of processes, data, software, and hardware applied to provide the essential outputs for effective asset management.
Asset register	A record of asset information which includes asset attribute and financial data.
Contamination	The condition of land, water or air where any chemical substance or waste has been added as a direct or indirect result of human activity at above background levels and presents, or potentially presents, an adverse health or environmental impact.
Defence Estate	Land, buildings, infrastructure (both horizontal and vertical), plant and equipment, and environmental assets, that enable the Defence Force to generate and maintain Defence outputs. It excludes specialist military equipment and off-shore activities.
Demand management	Actions taken to influence demand for services and assets, or to avoid or defer required asset investment.
Discharge	Discharge from Defence Force weapons or explosive system; AND Discharge to the environment as used in the Resource Management Act 1991 .

Importance Level (IL)	A methodology within AS/NZS 1170.0:2002 for differentiating a building based on the risk its failure would present to the safety of people as well as any social, economic and environmental consequences.
IL1	Structures presenting a low degree of hazard to life and other property.
IL2	Normal structures and structures not in other ILs.
IL3	Structures that as a whole may contain people in crowds or contents of high value to the community or pose risks to people in crowds.
IL4	Structures with special post-disaster functions.
IL5	Special structures.
Major camps and bases	Royal New Zealand Air Force Base Auckland, Devonport Naval Base, Papakura Military Camp, Waiouru Military Camp, Royal New Zealand Air Force Base Ohakea, Linton Military Camp, Trentham Military Camp, Royal New Zealand Air Force Base Woodbourne and Burnham Military Camp.
Supply-side demand management	Managing demand by improving asset utilisation, for example, smarter scheduling, water leakage management and electricity loss control.
Unreinforced masonry	Load bearing walls or other structures, such as chimneys, that are made of brick or other masonry material that is not braced by reinforcement.
%NBS (New Building Standard)	A building designed to the current design standards would have at least 100% New Building Standard. Existing buildings are assessed and given a %NBS.

PART 1 - STRATEGIC PLANNING

Chapter 1 - Estate Investment Framework

1.1.1 Estate investment framework

- a. The Defence Estate is a critical enabler of the delivery of Defence outputs. The Head of Defence Estate and Infrastructure must maintain an Estate investment framework that delivers a strategically aligned and coherent investment approach for the Defence Estate.
- b. Investment in the Defence Estate infrastructure must be determined through a controlled planning process which recognises a number of diverse but related elements, including but not limited to—
 - (1) the Government's direction to the Chief of Defence Force;
 - (2) the Defence Capability Plan;
 - (3) the Defence Estate and Infrastructure Strategy; and
 - (4) the Defence Asset Management Framework.

1.1.2 The investment strategy

Investment in the Defence Estate must adhere to the following principles—

- (1) the Defence Force will maintain a substantial presence in its current locations, including existing training areas at—
 - (a) Whangaparāoa;
 - (b) Devonport;
 - (c) Papakura;
 - (d) Whenuapai;
 - (e) Waiouru;
 - (f) Linton;
 - (g) Ohakea;
 - (h) Trentham;
 - (i) Woodbourne;
 - (j) Burnham;
 - (k) West Melton; and
 - (l) Tekapo;

- (2) operational units and support functions will be located or relocated to be in the best place for the Defence Force as a whole;
- (3) investment should primarily be in core operational locations where the Defence Force accommodates its deployable forces;
- (4) opportunities to rationalise or enhance the Estate to improve its efficiency and effectiveness will be pursued at all locations, for example, by co-locating military training schools alongside operational units;
- (5) infrastructure will be assessed for disposal if there is no longer a foreseeable need for it in the longer term, and obsolete and inefficient infrastructure will be replaced if necessary so that asset utilisation efficiencies and quality improvements will be generated over time;
- (6) management of the Estate will take full advantage of mandated All-of-Government capital expenditure processes; and
- (7) the funding allocated to the Estate Regeneration Programme, as set out in the Defence Capital Plan, will not be reallocated within Vote Defence Force without Cabinet's agreement.

1.1.3 Investment proposals

The Head of Defence Estate and Infrastructure must ensure that Estate investment proposals—

- (1) are aligned with the Government's direction;
- (2) support the requirements of the Defence Capability Plan;
- (3) are consistent with the Defence Estate and Infrastructure Strategy;
- (4) support a decision-making construct that appropriately responds to wider organisational change initiatives;
- (5) are informed by the Estate regeneration needs and that consistency, transparency and probity of Defence Force investment is upheld; and
- (6) manage ad hoc requests for funding which are not identified under the periodic Defence Estate Regeneration Portfolio Business Case strategic intent and investment strategy.

Chapter 2 - Sustainability Commitment and Principles

1.2.1 Sustainability commitment

- a. The Defence Force is committed to the long-term sustainable management of its Estate and Estate assets.
- b. Whole-of-life management that meets the reasonably foreseeable needs of future generations must be applied to Defence Force resources. These resources include—
 - (1) **Natural** – the land, water, air and maritime resources.
 - (2) **Financial** – the Defence Force’s financial assets or economic resources.
 - (3) **Manufactured** – Defence Force’s built and manufactured assets.
 - (4) **Intellectual** – the intellectual property, security and innovation.
 - (5) **Human** – the diverse Defence Force and support personnel.
 - (6) **Social** – the tangible and intangible support to communities.

1.2.2 Sustainability principles

The Head of Defence Estate and Infrastructure must implement a sustainability framework that incorporates these sustainability principles—

- (1) **Kotahitanga** (unity, consensus, participation)—
 - (a) Defence Force infrastructure must be fit for purpose and sustainable.
 - (b) The natural, built and cultural heritage of the Defence Force must be integrated within all Defence Force activities.
 - (c) All members of the Defence Force must be encouraged to apply an informed sustainability lens to their activities.
- (2) **Kaitiakitanga** (environmental stewardship)—
 - (a) Waste impacts must be understood and minimised.
 - (b) Climate change impacts on, and caused by, the Defence Force must be mitigated.
 - (c) Innovation to achieve sustainable outcomes must be considered.
 - (d) The protection and enhancement of the natural environment and its ecosystems must be a fundamental consideration in all Defence Force decision-making.
- (3) **Puawaitanga** (continual growth)—
 - (a) A continuous improvement approach to delivery processes for Estate assets must be applied.

- (b) Energy and water resources must be managed responsibly and efficiently.
 - (c) Environmental, lifeline and operational vulnerabilities must be identified and long-term management processes implemented to ensure effective resilience.
- (4) **Rangatiratanga** (leadership and community role model) —
- (a) Enduring partnerships to deliver sustainable outcomes must be developed.
 - (b) Implement sustainability goals into procurement and supply chain decisions.
 - (c) Safe and healthy transportation options for Defence Force activities and personnel must be supported.

Chapter 3 - Defence Force Spatial Plans

1.3.1 Development of camps and bases

- a. The Head of Defence Estate and Infrastructure must ensure that investment in the Defence Estate is undertaken in an efficient and consistent manner and that sites are planned to best accommodate current and future needs. This is achieved through master plans and precinct block plans, known collectively as Defence Force spatial plans.
- b. The Head of Defence Estate and Infrastructure must ensure that master plans are developed for each major camp and base, and they must guide future Estate investment. Master plans are conceptual representations of what a camp or base will look like in the future, based on an assessment of current and future requirements and on the Government's strategic direction to the Defence Force.
- c. The Head of Defence Estate and Infrastructure must ensure that supporting precinct block plans are prepared to provide greater precision to precincts within master plans and focus on a particular complex or area identified in a master plan. The precinct block plans are to provide comprehensive functional and dependency details that permit proposals to be tested in terms of size, bulk, mass and interdependencies of the buildings planned to be co-located within the precinct.
- d. Any proposal that does not align with the strategic intent of the Defence Force spatial plans must—
 - (1) be reasonable and justified;
 - (2) be evaluated against the strategic design and planning principles¹ potential risks and second-order effects;
 - (3) seek a recommendation through a siting board; and
 - (4) be approved by the Head of Defence Estate and Infrastructure.

1.3.2 Master plan development

- a. The Head of Defence Estate and Infrastructure must approve all master plans prior to implementation.
- b. Master plans must—
 - (1) be developed for all major camps and bases;
 - (2) undergo consultation with interested parties;
 - (3) be used to guide development decisions;
 - (4) support the Defence Force strategic intent;

¹ Detailed in Part 1, [Chapter 4](#) of this order.

- (5) be endorsed by the relevant Service Leadership Board or Commander Joint Forces New Zealand; and
- (6) be reviewed periodically² to ensure alignment with broader Defence Force strategic priorities.

1.3.3 Precinct block plan development

- a. The Head of Defence Estate and Infrastructure must approve all precinct block plans prior to implementation.
- b. Precinct block plans developed in support of master plans must—
 - (1) be developed in consultation with interested parties; and
 - (2) be endorsed by the relevant Service Leadership Board or Commander Joint Forces New Zealand.

1.3.4 Infrastructure siting and development

All infrastructure development decisions³ must consider—

- (1) the master plan design and planning principles as they apply to the infrastructure requirement;
- (2) the 'best spatial fit' for the infrastructure requirements placement in terms of precinct layout, within the master plan;
- (3) siting, compatibility of use with adjacent infrastructure, services capacity⁴, and functional interrelationships;
- (4) precinct block plan requirements (if applicable); and
- (5) other policy direction relevant to the infrastructure requirement (for example, All-of-Government support and design standards).

² Undertaken approximately every five years.

³ This includes, but is not limited to, user requirements, business cases, investment decisions and concept design drawings.

⁴ This refers primarily to horizontal infrastructure.

Chapter 4 - Strategic Design and Planning Principles

1.4.1 Objectives of the strategic design and planning principles

Strategic design and planning principles—

- (1) ensure Estate and infrastructure design supports Defence Force outputs and Defence Force strategy;
- (2) provide a clear and consistent framework to guide decision-making that can determine the optimal approach in accordance with predetermined considerations;
- (3) achieve high quality design and development;
- (4) incorporate and reinforce the importance of asset resilience, a future-focus, standardisation, Estate footprint optimisation and functional flexibility; and
- (5) embed all aspects of sustainability, when making investments in the Estate.

1.4.2 Strategic design and planning principles

The following principles must be applied to Estate and infrastructure design and planning—

- (1) **Operationally effective together.** Estate configuration will facilitate integration and co-location of compatible and/or synergistic activities, while optimising functional collaboration and effective delivery of operational capability and Defence Force outputs.
- (2) **Adaptable and resilient.** Investment will create an Estate that is adaptable, with enough robustness and capacity to accommodate fluctuations in use and capacity. This will be paired with the ability to respond to change and manage the impacts of hazards through functional flexibility, application of technology, standardisation, innovative ways of using space, and increased asset resilience.
- (3) **Smart and enhanced.** Estate development will produce quality infrastructure and places that are modern, fit for purpose, future-proofed, and where all camp and base elements are collectively planned to promote wayfinding, accessibility, connectivity and promotion of the Defence Force identity.
- (4) **Optimised investment.** The sustainability of the Estate will be improved including a focus on efficient and effective Estate investment within a pan-Defence Force context. Optimised investment means considering the Estate footprint, enhanced asset utilisation, standardisation, and whole-of-life decision-making.
- (5) **Safe and secure.** The Estate is a safe and secure place for our people in the way it is designed, planned and operated, including provision of controlled access to restricted operational areas and locating services and facilities appropriate to their access demands.

- (6) **Amenity values.** The Estate will include physical qualities and characteristics that contribute to people's appreciation of its pleasantness, aesthetic coherence and cultural and recreational attributes.

1.4.3 Application of strategic design and planning principles

The Head of Defence Estate and Infrastructure must ensure that Estate and infrastructure design and planning takes into account the strategic design and planning principles. Application of the principles may include, but is not limited to—

- (1) informing decision-making on future Estate development, including guiding urban design, spatial direction⁵ and design of individual development projects;
- (2) informing Defence Force policy and Estate and infrastructure planning;
- (3) supporting the introduction of new, and the maintenance of current, Defence Force capability;
- (4) informing assessment and project inclusion decisions; and
- (5) determining an approach to follow when alternative options are presented.

⁵ Spatial direction includes location, orientation and dependency.

Chapter 5 - Alternative Ways of Procuring Land and Buildings

1.5.1 Alternative ways of procuring land and buildings

- a. The Defence Force does not need to own all land and buildings used in the delivery of Defence Force outputs. Alternative procurement methods may be considered to support the provision of—
 - (1) Defence Force outputs; and
 - (2) new and changed military capabilities.
- b. Alternative options for delivery of outputs include—
 - (1) leases of land and buildings (or other forms of tenure);
 - (2) Public Private Partnerships;
 - (3) Private Funding Initiatives; or
 - (4) shared use of facilities.

1.5.2 New development proposals

Before a decision to proceed with a new development, consideration must be given to—

- (1) use of combined, shared or multi-functional facilities; and
- (2) aggregating to promote scale and opportunities for alternative modes of provision.

1.5.3 Decision-making

Any consideration of alternative ways of procuring land and buildings must take into account—

- (1) the ability to comply with any and all relevant legislative instruments and statutory regulations;
- (2) the ability to meet Defence Force security requirements;
- (3) the impact on, or from, other policies and initiatives;
- (4) if the transactional costs are proportionate to the benefits;
- (5) the ability to meet the requirement within the required timeframe;
- (6) the long term military capability requirements and Defence Force outputs;
- (7) the potential for constraints on use and ability to change use, including the flexibility of Estate design to incorporate changes in capability over time;

- (8) the capacity to enter into complex commercial arrangements;
- (9) environmental effects that may require extensive ongoing effort (for example, soil contamination, noise, water quality, asbestos, etc.);
- (10) encroachment pressures from third party competing land uses;
- (11) the Government's priorities including value for money;
- (12) the Government's regional social and economic development goals; and
- (13) public interest and public safety.

PART 2 - DESIGN AND DEVELOP

Chapter 1 - Applying Protective Security Requirements to the Estate

2.1.1 Protective security requirements

- a. The Head of Defence Estate and Infrastructure must comply with the Government's Protective Security Requirements for managing governance, personnel, physical and information security.
- b. The Head of Defence Estate and Infrastructure must ensure that all security polices prescribed in [DFO 20](#) *Defence Security* and subordinate instructions are applied to Defence Estate and Infrastructure activities unless exceptional circumstances demand a departure from the order and written approval has been sought from the Defence Force Chief Security Officer.
- c. Further direction is provided in [DFI 43.2](#) *Estate: Design and Develop*.

Chapter 2 - Design Standards

2.2.1 Design Standards

The Head of Defence Estate and Infrastructure must ensure that the design of infrastructure on the Defence Estate is fit for purpose and, where appropriate, Design Standards are in place and complied with.

2.2.2 Purpose of Design Standards

The purpose of Design Standards is to—

- (1) support operational requirements with fit for purpose infrastructure;
- (2) enable an efficient and cost effective approach to the design, development and operation of infrastructure; and
- (3) provide a consistent user experience for the same infrastructure types regardless of location.

2.2.3 Infrastructure developments on the Defence Estate

As well as complying with any and all relevant legislative instruments and statutory regulations, the following instructions must be applied to all infrastructure developments on the Defence Estate—

- (1) [DFI 43.2 Estate: Design and Develop](#), Chapter 2, *Infrastructure Design Requirements*; and
- (2) any relevant Design Standards in [DFI 43.2](#).

PART 3 - OPERATE AND MAINTAIN

Chapter 1 - Estate Asset Management

3.1.1 Managing Estate assets

- a. The Estate enables the delivery of Defence Force outputs through the provision of Estate assets. These assets enable the Defence Force to generate and maintain military capability to support Government requirements.
- b. The Defence Estate is a significant Crown asset maintained by the Defence Force on behalf of the Crown. Cabinet has specific expectations for the management of investments and the physical and intangible assets by agencies as defined under the [Public Finance Act 1989](#).⁶
- c. The Defence Force asset management framework provides clear direction as to the appropriate focus and level of asset management practice required. Improved asset management practice will assist the Defence Force to—
 - (1) improve cost efficiency and optimise costs;
 - (2) prioritise investment to achieve maximum value;
 - (3) have transparent decision-making;
 - (4) better manage risk;
 - (5) improve user satisfaction;
 - (6) be sustainable; and
 - (7) comply with any and all relevant legislative instruments and statutory regulations.

3.1.2 Principles of Estate asset management

Asset management within the Defence Estate is to be governed by the following principles—

- (1) All Estate asset investment decisions and actions must support the delivery of Defence capability and outputs.
- (2) Asset investment strategies must be based on maximising whole-of-life benefits and protecting the long-term value of assets.
- (3) Estate assets must be safe, reliable and sustainable both now and throughout the life of the asset.

⁶ [CO \(19\) 6: Investment Management and Asset Performance in the State Services.](#)

- (4) Asset management decisions must optimise the value generated from new and existing Estate asset investment.
- (5) Management decisions must be based on Estate asset information that is meaningful, accurate and timely.
- (6) The asset management service⁷ must be cost effective while balancing risk and performance.
- (7) The asset management plans must be based upon a commitment to continuous improvement and application of best practice asset management principles.
- (8) The Estate asset management system must incorporate advanced Estate and environmental stewardship as a core component.

3.1.3 The Estate asset management framework

- a. The Head of Defence Estate and Infrastructure must ensure that an asset management framework is in place that consists of the following plans—
 - (1) a strategic asset management plan;
 - (2) camp and base asset management plans;
 - (3) an asset maintenance programme/plan;⁸
 - (4) an environmental asset plan; and
 - (5) asset class specific plans where these are necessary to support Defence outputs.⁹
- b. Asset management decisions within the Defence Estate must—
 - (1) comply with all the requirements laid down in any and all relevant legislative instruments and statutory regulations affecting asset management at Defence Force camps and bases; and
 - (2) adhere to Cabinet's expectations for the management of investments and both physical and intangible assets.¹⁰

3.1.4 Levels of service

- a. Asset management levels of service must include attributes that—
 - (1) maintain legislative compliance;¹¹
 - (2) sustain fit for purpose and functional infrastructure;
 - (3) maintain necessary levels of safety and reliability;

7 'Service' means provision of functional Estate assets that meet defined levels of service.

8 To address compliance and scheduled related maintenance works.

9 Land, water, maritime, airfield or asset type focused asset plans.

10 [CO \(19\) 6: Investment Management and Asset Performance in the State Services](#).

11 This includes legislative instruments and statutory regulations.

- (4) optimise the resilience of Estate infrastructure; and
 - (5) achieve a high level of efficiency.
- b. Levels of service must be developed in consultation with people with a direct interest in the delivery of the capability.

3.1.5 Demand management

The Head of Defence Estate and Infrastructure must ensure that demand management is undertaken across key service areas¹² to—

- (1) maximise asset utilisation by supply-side demand management; and
- (2) manage user demand.

3.1.6 Asset management information

The Head of Defence Estate and Infrastructure must ensure that Estate asset management information capabilities are optimised by—

- (1) implementing remote access to select information and communications technology (ICT) systems to inform decision making;
- (2) configuring its ICT environment to engage with industry partners;
- (3) leveraging with wider Defence Force and All-of-Government resources;
- (4) enhancing integration of its asset management information systems;¹³ and
- (5) using authoritative asset management systems as the basis for informing and aggregating Estate assets into the fixed asset register.

3.1.7 Reporting on asset performance

The Head of Defence Estate and Infrastructure must report, including through the Investor Confidence Rating and Annual Report processes, on asset performance, and demonstrate that the Defence Force asset management performance is fit for purpose and appropriate to the scale of assets under management.

3.1.8 Relevant orders affecting asset management whole-of-life management

- a. The management of Estate assets must comply with [DFO 90 Financial Management](#).
- b. Estate risk management must comply with [DFO 081 Risk Management](#).
- c. Asset disposal must comply with [DFO 40 Defence Logistics](#).

¹² A 'service area' is a service provided from the Defence Estate, for example, accommodation, roading, water supply, electrical supply, wastewater management.

¹³ Utilising Building Information Modelling, aligning the Fixed Asset Register to the Integrated Land Facilities Management System.

3.1.9 Managing resilience

- a. The Head of Defence Estate and Infrastructure must ensure that a critical asset framework for those Estate assets critical to the sustainment of Defence outputs is developed and implemented.
- b. Critical asset definition must be informed by the local camp and base hazard environment and consider current infrastructure vulnerabilities.

3.1.10 Capital and operational planning

- a. Maintenance planning must be informed by strategy and targeted at sustaining levels of service.
- b. Capital investment planning must follow the Estate investment framework requirements.

3.1.11 Improvement

- a. The concept of 'continuous improvement' is to be applied to all asset management activities and the asset management system.
- b. Asset management systems and activities must be reviewed every 3-5 years and performance evaluated against the Defence Estate and Infrastructure Strategy goals and priorities.

Chapter 2 - Environmental Management

3.2.1 Environmental management

The Defence Force is committed to the sustainable management of natural and physical resources. Environmental management of the Defence Estate must be a core component of Defence Force activities.

3.2.2 Principles of environmental management

Defence Force activities are to be governed by the following environmental management principles—

- (1) all Defence Force activities must comply with all applicable environmental legislation, regulations, Government direction and local government statutory plans;
- (2) the Principles of *Te Tiriti o Waitangi* must be considered in all environmental management practices;
- (3) all necessary steps must be taken to ensure that adverse environmental effects are either avoided, remedied or mitigated;
- (4) environmental management must be integrated into all Defence Force decision-making;
- (5) the Defence Force must demonstrate environmental leadership and ensure that all members of the Defence Force develop and demonstrate commitment to environmental management, and provide training as required; and
- (6) the Defence Force must use best endeavours to achieve recognised standards of environmental management best practice.

3.2.3 Responsibilities

All members of the Defence Force have a duty of care for the Defence Estate and its natural and physical resources, and must adopt and demonstrate the principles of environmental management.

3.2.4 Military operations and training

- a. The Defence Force undertakes operations and training in a variety of environments.
- b. In applying the principles of environmental management to military operations and training—
 - (1) the principles of environmental management must be integrated into early planning of operational and training activities, including trials and Estate development or maintenance, seeking advice from Defence Estate and Infrastructure where appropriate; and

- (2) appropriate environmental authorisation must be sought in advance of a proposed activity, where it is required.

3.2.5 Managing the environment

The Head of Defence Estate and Infrastructure must integrate an appropriate means of managing the impact of Defence Force activities on the environment into work practices on the Defence Estate. Where a suitable system is developed that meets the needs of the Defence Force, that system may be considered for employment across the Defence Estate.

3.2.6 Engaging with the community

Kaitiakitanga (environmental stewardship) must be demonstrated to the community and engagement undertaken on environmental management matters—

- (1) where a proposed activity has, or may have, an adverse effect on another party, or where an environmental impact of a proposed activity will be of interest to a representative group; and
- (2) where required by legislative instruments, statutory regulations and Government direction.

3.2.7 Engaging with Māori

The Head of Defence Estate and Infrastructure must work in partnership with Māori on environmental management matters and ensure that the Defence Force meets its commitment to *Te Tiriti o Waitangi* Articles and Principles, and legal obligations under applicable Treaty settlement legislation.

Chapter 3 - Three Waters

3.3.1 Defence Force water services

- a. Water supply, wastewater and stormwater¹⁴ are essential services, critical to the functioning of the Defence Force and the health and safety of members of the Defence Force, their families and the wider community.
- b. In urban Defence Force facilities, three waters services are generally limited to the operation of reticulation networks connected to public systems. In more isolated Defence Force facilities, the Defence Force mostly supplies its own drinking water, and treats and disposes of its own wastewater and stormwater. In some locations the Defence Force also provides these services for neighbouring properties and the local community.
- c. Effective three waters management requires a whole-of-system approach. The water system is cyclical. Water from the environment is treated and used for water supply, and runoff from rainfall is managed as stormwater. Water that has become contaminated is treated before being returned to the environment. Poor management can have significant adverse effects on health and the environment.

3.3.2 Managing three waters services

- a. The Head of Defence Estate and Infrastructure must ensure the proper management of Defence water services. Proper management of three waters services, infrastructure and networks throughout the Defence Estate means legislative compliance, operational safety, effective functionality and system resilience.
- b. The management of three waters must comply with—
 - (1) legislative instruments and statutory regulations;
 - (2) district and regional plan requirements;
 - (3) industry standards; and
 - (4) all Defence Force requirements for managing three waters services.
- c. This *Three Waters Policy* must be applied in circumstances including, but not limited to, the following—
 - (1) when developing levels of service for the three waters, three waters management practices, performance measures and asset management plans;
 - (2) when considering decisions on Estate asset investment and capital projects relating to three waters;
 - (3) during redevelopment and new building developments and the preparation of master plans and precinct block plans;

¹⁴ Known collectively as 'three waters'. Water supply includes all water supplied, including drinking, non-potable and firefighting water supplies.

- (4) when considering and undertaking any land/asset disposal or acquisition;
- (5) during land alterations (earthworks) or activities within close proximity to a body of coastal or fresh water;
- (6) as part of contract administration and management with external three waters service suppliers and customers;¹⁵ and
- (7) day to day provision and management of three waters services.

Defence Force requirements for managing three waters services

3.3.3 Te Mana o te Wai¹⁶

The Head of Defence Estate and Infrastructure must ensure Te Mana o te Wai is upheld in the approach to the provision of three waters services. The mana and mauri of water must be recognised and protected, and mana whenua consulted where appropriate.

3.3.4 Health and safety

The Head of Defence Estate and Infrastructure must ensure that risks to health and safety associated with the three waters infrastructure are identified and eliminated or minimised, so far as is reasonably practicable.

3.3.5 Drinking water

- a. The Head of Defence Estate and Infrastructure must ensure the provision of drinking water on the Defence Estate and to any customer that is safe, aesthetically acceptable¹⁷ and in sufficient quantity to meet Defence Force requirements and the reasonable needs of customers.
- b. The Head of Defence Estate and Infrastructure must ensure the 'six fundamental principles of drinking water safety in New Zealand'¹⁸ are adopted and upheld—
 - (1) Principle 1 – A high standard of care must be embraced;
 - (2) Principle 2 – Protection of source water is of paramount importance;
 - (3) Principle 3 – Maintain multiple barriers against contamination;
 - (4) Principle 4 – Change precedes contamination;
 - (5) Principle 5 – Suppliers must own the safety of drinking water; and
 - (6) Principle 6 – Apply a preventive risk management approach.

¹⁵ Customer – a user of Defence three waters services, where those services are delivered by special arrangement to that user's exclusively occupied premises on the Defence Estate, or an external property owned or occupied by that user. Customer may include neighbours and licensees, but excludes occupants of Defence housing.

¹⁶ Te Mana o te Wai recognises the intrinsic value of water and water bodies, the role of mana whenua as kaitiaki, and the connection between water and the broader environment – Te Hauora o te Taiao (the health of the environment), Te Hauora o te Wai (the health of the water body) and Te Hauora o te Tangata (the health of the people).

¹⁷ Consistent with Drinking Water Aesthetic Values issued by Taumata Arowai. 'Aesthetically acceptable' relates to the appearance, taste and odour of the water.

¹⁸ [Department of Internal Affairs - Report of the Havelock North Drinking Water Inquiry: Stage 2, DIA, December 2017.](#)

- c. The Head of Defence Estate and Infrastructure must promote a culture where all people involved in the supply of water are dedicated to drinking water safety, as outlined in the [Defence Force's Commitment to Drinking Water Safety](#).
- d. The Head of Defence Estate and Infrastructure must comply with direction, and adopt guidance, from Taumata Arowai, the Ministry of Health and other relevant government agencies for the supply of drinking water.
- e. All Defence Force facilities must fully comply with the [Drinking-water Standards for New Zealand](#) in a non-crisis or business as usual operating environment.

3.3.6 Firefighting and non-potable water supply

- a. The Head of Defence Estate and Infrastructure must provide firefighting water on the Defence Estate and to any firefighting water customer in sufficient quantity and pressure to meet Defence Force's needs and the reasonable needs of customers.
- b. Non-potable water supplies, including untreated or recycled water, may be provided for uses other than drinking where it is safe to do so.

3.3.7 Wastewater

The Head of Defence Estate and Infrastructure must provide wastewater management services on the Defence Estate and to any customer that—

- (1) meet Defence Force requirements;
- (2) provide for the public health of their users; and
- (3) minimise adverse impacts on the environment.

3.3.8 Stormwater

- a. The Head of Defence Estate and Infrastructure must provide stormwater management services on the Defence Estate that—
 - (1) provide for the effective control of stormwater and minimise 'nuisance' flooding in moderate rainfall events; and
 - (2) protect Defence Force assets and prevent harm to personnel from flooding in severe rainfall events and that do not exacerbate flooding on neighbouring properties.
- b. All users of the Defence Estate must avoid contamination of stormwater, so far as is reasonably practicable.
- c. Where stormwater becomes significantly contaminated it must be treated prior to discharge to the environment. Treated stormwater must not adversely affect soil or water, including groundwater, surface water and coastal water.
- d. Stormwater ingress into the wastewater network must be minimised.

- e. Redevelopment and new building developments on the Defence Estate must—
 - (1) include an assessment of potential changes to stormwater run-off rates and volumes as part of the design process;
 - (2) incorporate harvesting of rainwater or other non-potable water re-use options where viable; and
 - (3) wherever practicable apply Water Sensitive Design principles.¹⁹

3.3.9 Environmental management

In delivering three waters services the Head of Defence Estate and Infrastructure must avoid, remedy or mitigate adverse effects on the environment in accordance with Part 3, [Chapter 2](#) of this order.

3.3.10 Responsible use of three waters services

- a. All users of Defence Force three waters infrastructure must ensure it is used efficiently and in accordance with its intended purpose. Users must—
 - (1) use water efficiently, avoid waste and report leaks to Defence Estate and Infrastructure; and
 - (2) restrict discharges to the stormwater or wastewater networks to wastes appropriate to those networks.
- b. The Head of Defence Estate and Infrastructure must develop and implement an education programme to promote responsible use of three waters services.

3.3.11 Resilience of the three waters services

- a. Three waters infrastructure must be resilient and provide continuity of supply and service during and after adverse events, emergencies and changing environmental circumstances. A reduced level of service may be necessary during an emergency situation.
- b. Parts of the three waters networks that are critical to operational outputs must be identified, designed, constructed and maintained in a way that achieves an appropriate level of resilience.
- c. All Defence Force camp or base continuity plans must include plans for maintaining continuity of three waters services.

3.3.12 Efficiency and effectiveness

- a. The Head of Defence Estate and Infrastructure must maximise the efficiency and effectiveness of three waters services.

¹⁹ Water Sensitive Design – a best practice stormwater design approach mimicking natural processes to achieve environmental, economic, cultural and social benefits, as described in the [New Zealand Defence Force Landscape Guidelines](#) November 18.

- b. The Defence Force may work with potential delivery partners on options to provide and support three waters services for the Defence Force.
- c. Any alternative delivery arrangement for three waters services must include compliance with this *Three Waters Policy*.

3.3.13 Provision of a water service to customers

- a. Where the Defence Force provides any three waters service to a customer, a service agreement must be in place.
- b. A three waters service agreement between the Defence Force and any customer must specify—
 - (1) the service to be provided;
 - (2) the point of supply;
 - (3) backflow prevention requirements for water supply;
 - (4) cost regime or charging agreement;
 - (5) access requirements;
 - (6) the process for disputes and communication;
 - (7) agreed monitoring and reporting requirements; and
 - (8) customer responsibilities.

3.3.14 Information management, monitoring and reporting

- a. The Head of Defence Estate and Infrastructure must collect and manage all data necessary for compliance reporting and information that supports the effective operation and management of the three waters services.
- b. The Head of Defence Estate and Infrastructure must make compliance information accessible to users and customers of Defence Force three waters services.
- c. The Head of Defence Estate and Infrastructure must implement monitoring programmes that assure compliance, environmental protection and enable planning for future demand. Monitoring programmes are to include—
 - (1) raw water quality monitoring programme;
 - (2) water leak detection programme;
 - (3) inflow and infiltration monitoring programme;
 - (4) water demand management programme; and
 - (5) water usage and wastewater generation monitoring programme.
- d. The Head of Defence Estate and Infrastructure must monitor and report on three waters asset performance through the Defence Force asset management framework.

Chapter 4 - Energy Management

3.4.1 Principles of energy management

The Head of Defence Estate and Infrastructure must ensure energy management within the Defence Estate complies with the following principles—

- (1) all energy related decisions, including procurement and infrastructure decisions,²⁰ and actions must support the delivery of defence capability and outputs;
- (2) a long term view, based on whole-of-life costs is taken;
- (3) a coordinated approach to energy management is undertaken throughout the Defence Force;
- (4) energy management decisions are based on accurate and reliable information; and
- (5) decision-making is based on environmentally sound principles which prevent environmental degradation and enhance protection of ecosystems.

3.4.2 Defence Force energy policy

- a. The Head of Defence Estate and Infrastructure must ensure energy management decisions affecting the Defence Estate—
 - (1) comply with any and all relevant legislative instruments, statutory regulations, and Government policy, for energy management;
 - (2) provide for a secure energy supply;
 - (3) provide for a resilient energy supply;
 - (4) ensure safety in energy system design and ensure safe access for maintenance and replacement;
 - (5) avoid unnecessary cost and resource waste;
 - (6) minimise and/or mitigate environmental and climate change impacts;
 - (7) adopt renewable energy sources wherever possible; and
 - (8) reduce greenhouse gas emissions.
- b. Local energy plans must be developed for each major camp and base that—
 - (1) comply with any and all relevant legislative instruments and statutory regulations;
 - (2) support Defence Force energy policy;
 - (3) maximise camp/base network effectiveness and efficiencies;

²⁰ Decisions to renew, replace or remove capital/physical assets.

- (4) consider future energy supply and demand;
 - (5) track and monitor energy usage; and
 - (6) identify opportunities for improvement in the management of energy.
- c. All new standard works briefs must give effect to the energy requirements issued in [DFI 43.3 Estate: Operate and Maintain](#).

Chapter 5 - Housing Quality Standards

3.5.1 Housing Quality Standards

- a. The Head of Defence Estate and Infrastructure must ensure that Defence Force housing is safe, healthy and fit for purpose. This is to be achieved through—
 - (1) a Core Accommodation Standard that ensures Defence Force housing—
 - (a) meets any and all relevant legislative instruments and statutory regulations; and
 - (b) is in a reasonable state of repair, with building components maintained to an acceptable standard.
 - (2) a Living Standard that delivers housing that is—
 - (a) functional;
 - (b) accessible;
 - (c) comfortable;
 - (d) safe; and
 - (e) suitably located.
- b. Further direction on the requirements of the Core Accommodation Standard and the Living Standard are provided in [DFI 43.3](#) *Estate: Operate and Maintain*.

3.5.2 Applying the Housing Quality Standards

- a. The Housing Quality Standards apply to all Defence housing, including transit and welfare housing. They do not apply to barracks.
- b. The Core Accommodation Standard must be applied to all current and future Defence Force housing.
- c. The Living Standard must be applied to all current and future Defence Force housing where practicable.

Chapter 6 - Estate Heritage

3.6.1 Heritage management on the Defence Estate

- a. Included within the Defence Estate are a number of historic buildings, artefacts, sites and areas (historic heritage²¹), some of which have been identified for their significance by outside agencies such as territorial authorities and Heritage New Zealand Pouhere Taonga, or have been identified through Treaty settlement legislation.
- b. The Defence Estate includes known archaeological sites and offers potential for new archaeological sites to be identified as a result of specific investigation or accidental discovery.
- c. The Head of Defence Estate and Infrastructure must ensure that Defence management of historic heritage is consistent with the [Policy for Government departments' management of historic heritage](#).

3.6.2 Identification and documentation of historic heritage

- a. When places of historic heritage value are identified on land managed by the Defence Force are identified they must be included on the NZDF Heritage Register.
- b. The NZDF Heritage Register must list all historic heritage in Defence Areas that are identified on the New Zealand Heritage List (Rārangi Kōrero), relevant local authority registers and the New Zealand Archaeological Association Site Recording Scheme.
- c. Listing of historic heritage on the NZDF Heritage Register must be based on the heritage assessment criteria contained within [DFI 43.3 Estate: Operate and Maintain](#).

3.6.3 Removal of listed historic heritage

- a. The consent of the Chief of Defence Force must be obtained for the significant modification, removal or demolition of any and all listed historic heritage.
- b. A comprehensive assessment of heritage values and management options must be prepared by a properly qualified practitioner(s) to support any proposal for significant modification, removal or demolition.
- c. Where historic sites are contained in Treaty settlement legislation, the relevant iwi authority must be engaged with prior to making a proposal for significant modification, removal or demolition.

3.6.4 General management requirements

- a. When applying heritage management requirements, the direction in [DFI 43.3 Estate: Operate and Maintain](#), specifying the process to be followed in relation to heritage management, must be followed.

²¹ As defined in the [Policy for Government departments' management of historic heritage](#).

- b. Wherever possible, heritage places must be used, and in a way that respects the values the place has been identified for.
- c. Appropriately qualified heritage practitioners must be involved in aspects of the management of significant historic heritage on the Estate where deemed necessary.
- d. Initiatives to publicly recognise historic heritage within the Defence Estate must be supported wherever possible.
- e. The request for public access to Defence Force historic heritage must be facilitated wherever possible, but must be subject to Defence Force security and safety requirements.
- f. The Head of Defence Estate and Infrastructure must work in partnership with Māori (the Post Settlement Governance Entity),²² engaging early to identify, assess and manage sites on the Estate which may be of significance to Māori.

3.6.5 Disposal of land containing historic heritage

When undertaking the disposal of properties containing places of historic heritage value—

- (1) early engagement with the Post Settlement Governance Entity must be undertaken to demonstrate good faith and to maintain a healthy Crown (Defence Force) Māori relationship;
- (2) the appropriate Treaty settlement legislation must be referred to prior to the commencement of a disposal process; and
- (3) the Crown land disposal process must be followed, and consultation undertaken with Heritage New Zealand Pouhere Taonga.

²² As identified in the relevant Treaty settlement legislation.

Chapter 7 - Golf Courses on Defence Force Land

3.7.1 Golf courses on Defence land

Some areas of Defence land may be used for golf courses.

3.7.2 Primary military purpose of open space

Areas of open space on camps and bases are required for a variety of operational functions including parade grounds, exercise areas, airfield margins, safety templates and fire barriers. These uses may be compatible with the development of golf courses however golf must remain secondary to all operational uses.

3.7.3 Principles

The Head of Defence Estate and Infrastructure must ensure that—

- (1) retention of the land used as a golf course is justified by a current or future Defence Force operational requirement;
- (2) land must not be retained if its sole purpose is for a golf course;
- (3) the primary operational/military purpose use of the land is unaffected by the presence of a golf course; and
- (4) there is accountability for the use of the land.

3.7.4 Tenure for golf club land

- a. Golf clubs may be established as 'Service clubs' or 'non-Defence incorporated societies'.
- b. Service golf club use of Defence Force land must be authorised by a standard Memorandum of Understanding form, approved by Defence Estate and Infrastructure.
- c. Non-Defence incorporated society use must be authorised by a standard licence.
- d. Defence Force land must not be licensed or leased to Service golf clubs.²³
- e. Security of tenure must not be offered to clubs.²⁴
- f. The limitations on land tenure mean that Service golf clubs cannot own improvements to the land that are part of, and inseparable from, the land (for example, landscaping, bunkers, greens or irrigation systems).

²³ Service golf clubs constituted under Service rules for clubs using public and non-public funds have no legal identity and the Defence Force must maintain control over the land.

²⁴ The only reassurance of continued availability is advice from time to time by Defence Estate and Infrastructure about the likely future operational requirements for the area.

3.7.5 Tenure for golf club buildings

- a. Service golf clubs may require the use of a clubhouse and various minor sheds. The allocation of surplus buildings for this purpose must only be approved by Defence Estate and Infrastructure. Any approval must consider the sale value of the building, ongoing availability of the building to other camp and base groups and ability of these groups to maintain the asset.
- b. Service golf clubs that become incorporated societies to rent a building (for example, a clubhouse) and manage their affairs must apply for, and be granted, a licence, using the Defence Force standard tenancy agreement in order to do so. Any changes to this standard licence requires approval by Defence Estate and Infrastructure.

3.7.6 Ownership of chattels, machinery and equipment

Ownership of chattels, machinery and equipment (for example, water pumps, mowing machinery, clubhouse furniture and removable fittings), must be managed through golf club rules.

3.7.7 Land development for Service golf courses

- a. Where golf course development is authorised on a camp or base, the nature and extent of development must not limit future options for Defence Force use or for the disposal of surplus land.
- b. For the purpose of managing development, a 'Golf Course Plan' for each Defence Force Service golf club must be provided by the golf club and retained by Defence Estate and Infrastructure.
- c. Any proposed development to golf courses (for example, landscaping, bunkers, greens or irrigation systems) must be agreed and approved by the General Manager Estate Delivery. If the golf course development is approved then the Golf Course Plan must be updated and provided to Defence Estate and Infrastructure.
- d. The principles set out in this order must be applied when considering approval for the development of greens, bunkers, shelter planting, irrigation systems, drains and other improvements to the land.
- e. Buildings used by golf clubs must be capable of being moved off the land if operational requirements demand.
- f. Public funds must not to be expended in the construction of any improvements for golf clubs on Defence Force land.

3.7.8 Cost of ownership

- a. The cost of ownership of Defence Force land has four main elements. These are the utilities, local authority rates, maintenance and capital charge. These elements are to be applied to golf courses as follows—
- (1) utility costs incurred by golf clubs must be paid by the golf club. Use should be separately metered to demonstrate transparency (for example, include energy, water and phones);
 - (2) half of the local authority rating charges must be met by the golf club;²⁵
 - (3) golf courses must be maintained at the golf club's expense; and
 - (4) the capital charge is a Defence Force expense and must not to be recovered from the golf club.
- b. Defence Force assets used or occupied by a golf club must be identified in the Defence Estate and Infrastructure Asset Management Information System for the purposes of recording any related expenditure and revenue.

3.7.9 Rental charge for clubhouses

Where a golf club has exclusive use of a building or more than 50% civilian membership, current market rent must be charged by the Defence Force to the golf club for any clubhouse building provided by the Defence Force.

²⁵ Note: land held under the [Defence Act 1990](#) is rated on land value or adjusted to equate land value.

Chapter 8 - Non-Defence Use of the Estate

3.8.1 Use of the Defence Estate

The Defence Force maintains and operates an extensive Defence Estate to support the delivery of military outputs. There are occasions when the Defence Force can obtain benefits by permitting non-Defence use of the Estate by other State sector agencies or private entities. Any such arrangements must always be subservient to the primary purpose for which the land is held – for Defence purposes.²⁶

3.8.2 Non-Defence use of the Estate

- a. The Head of Defence Estate and Infrastructure must ensure that non-Defence use of the Estate is managed in a manner that does not compromise the delivery of military capability and operations, or the Crown's Treaty obligations, and is legislatively compliant.
- b. Non-Defence use of the Estate may be considered where any of the following outcomes are demonstrated—
 - (1) direct and indirect support to Defence Force outputs;
 - (2) reputational enhancement;
 - (3) good neighbour relations;
 - (4) more efficient asset utilisation;
 - (5) all of government support;²⁷ or
 - (6) public interest.
- c. Approval for non-Defence use of the Estate must be in accordance with [DFI 43.3 Estate: Operate and Maintain](#).

3.8.3 Risk mitigation

A request for non-Defence use of the Estate may only be approved if—

- (1) military operational activity is not compromised;
- (2) the security of Defence Force assets and personnel is not compromised;
- (3) the use will not adversely affect the Defence Force's reputation; and
- (4) suitable management arrangements, including for health and safety, are put in place.

²⁶ 'Defence purposes' are those purposes stated in Section 5 of the [Defence Act 1990](#).

²⁷ Providing support to operational partners, for example, the Department of Conservation and New Zealand Customs Service.

3.8.4 Financial considerations

Cost recovery for non-Defence use of the Estate must comply with [DFO 90](#) *Financial Management*.

3.8.5 *Te Tiriti o Waitangi* obligations

When permitting non-Defence use of the Estate the Head of Defence Estate and Infrastructure must ensure that the Defence Force's obligations under *Te Tiriti o Waitangi* deeds of settlement and legislation are fulfilled.

Chapter 9 - Acquisition and Disposal of Land

3.9.1 The Defence Estate

- a. The Defence Force maintains and operates an extensive land holding throughout New Zealand from which it generates military outputs. The majority of this land is set apart for Defence purposes under the [Public Works Act 1981](#). Additional land is also held for Defence use under the [Land Act 1948](#), various Reserves acts and related legislation.
- b. The Chief of Defence Force has authority and may purchase land on the open market by voluntary agreement.²⁸ Where an area of land is not freely available on the open market the proposed purchase must follow the procedure described in the [Public Works Act 1981](#) or [Land Information New Zealand \(LINZ\) Standards](#).
- c. If there is no primary military purpose for retaining land in the Defence Estate it must be considered for disposal.
- d. In general the Government's requirements for disposing of land held for a public work are set out in the [Public Works Act 1981](#). This Act ensures that those who have a recognised interest in the land, such as the former owner or their successors, are given consideration when the land is proposed for disposal.
- e. This legislation is augmented by [LINZ Standards](#) which set out the procedures to be followed and the minimum level of information to be provided on disposal. The Standards also ensure the Crown's Treaty obligations are considered and met when the Crown disposes of land.²⁹

3.9.2 Mandatory requirements relating to land disposal

When land held under the [Public Works Act 1981](#) for Defence purposes is declared surplus the Head of Defence Estate and Infrastructure must—

- (1) follow mandatory [Public Works Act 1981](#) disposal requirements;
- (2) comply with [LINZ Standards](#) that apply to land being disposed of under the [Public Works Act 1981](#);
- (3) comply with the [Policy for Government departments' management of historic heritage](#);
- (4) acknowledge and give effect to any obligations contained in Relationship Agreements entered into between the Defence Force and Māori;

²⁸ Section 25(5) of the [Defence Act 1990](#).

²⁹ The Crown's obligations arising from Treaty settlements are contained in legislation, deeds of settlement, protocols and Government policy.

- (5) ensure that any decisions made to dispose of land held for Defence purposes are informed by an environmental due diligence assessment for any contaminants existing in, or on, the land that may have the potential to cause adverse effects to future owners or users of the land; and
- (6) ensure that any known information on contamination of the land or buildings is disclosed to any potential purchaser of the site.

3.9.3 Responsibility for disposal

The Chief of Defence Force may dispose of land under the control of the Defence Force³⁰ and may delegate³¹ the authority to dispose of parts of the Estate to a named member of the Defence Force.

30 Section 25(5)(c) of the [Defence Act 1990](#).

31 Section 30(2) of the [Defence Act 1990](#).

Chapter 10 - Wayfinding and Signage

3.10.1 Wayfinding on the Defence Estate

- a. Wayfinding encompasses all of the ways in which people orient themselves in physical space and navigate from place to place. Wayfinding is intuitive and goes unnoticed until it is poorly designed, when the effects are frustration, confusion and inefficiency.
- b. The four stages of wayfinding are—
 - (1) **Orientation.** The attempt to determine one's location, in relation to landmarks that may be nearby and the desired destination;
 - (2) **Route decision.** The selection of a course of direction to the destination;
 - (3) **Route monitoring.** Checking to make sure that the selected route is heading towards the direction; and
 - (4) **Destination recognition.** When the destination is recognised.
- c. Effective wayfinding on the Defence Estate will be achieved through—
 - (1) wayfinding plans;
 - (2) wayfinding signage standards; and
 - (3) a street address system.

NZDF Wayfinding Plans

3.10.2 Wayfinding plans

- a. Wayfinding plans outline the signage placement and landscape requirements necessary to help people navigate to their destination.
- b. The Head of Defence Estate and Infrastructure must ensure that wayfinding plans are in place at each of the nine major camps and bases. Wayfinding plans may also be developed for other parts of the Estate where appropriate.
- c. Wayfinding plans must incorporate the following wayfinding principles—
 - (1) **Create an identity at each location.** Give every location a perceptual identity and identify key decision points, so the navigator can associate their immediate surroundings with a location in the larger space and understand the journey in a way that feels organised and logical.
 - (2) **Use landmarks to provide orientation cues.** If the navigator knows where a landmark is in relation to their position, they can identify where they are. These may be in the form of local features (built or natural) and communal facilities.

- (3) **Create well-structured, intuitive routes.** A well-structured route maintains a navigator's orientation with respect to the next landmark and keeps them moving towards their destination.
 - (4) **Create areas of differing visual character.** Areas may not have sharply defined boundaries, or their extent may be in some part subjective. A minimal requirement is that there is a generally agreed space said to be within the area, and a surrounding area said to be outside it.
 - (5) **Limit navigational choices.** Limit route options and decision points so that the navigator is not overloaded with choices.
- d. Wayfinding plans must consider the relevant spatial plan, [NZDF Crime Prevention Through Environmental Design Challenges in the Military Environment Guidelines](#) and [NZDF Landscape Guidelines](#).
 - e. Wayfinding plans must consider security and health and safety.
 - f. The relevant single Service must be engaged through the development of a Wayfinding plan and consulted on the final version prior to approval.
 - g. Wayfinding plans must be approved by the Director Estate Strategic Planning and referenced in the relevant spatial plan.
 - h. Wayfinding plans are to be reviewed when the relevant spatial plan is renewed.

3.10.3 Application of wayfinding plans

- a. All Defence Force projects must follow the wayfinding plan for the camp or base.
- b. Any deviation from a wayfinding plan must be approved by the Director Estate Strategic Planning.
- c. Routine maintenance or repair must take into account the wayfinding plan where practicable.

NZDF Wayfinding Signage Standards

3.10.4 Wayfinding signage standards principles

The Head of Defence Estate and Infrastructure must implement wayfinding signage standards that achieve the following principles—

- (1) **Signage is consistent.** The signage standards provide consistent style and branding, and are applied at all camps and bases. It complies with the [NZDF Visual Identity Standards](#).
- (2) **Signage is enduring.** Signs are made from durable materials.

- (3) **Signage is inclusive.** It complies with the [Te Puni Kōkiri Māori-English Bilingual Signage Guidelines](#) and incorporates the [Blind Foundation Accessible Signage Guidelines](#).
- (4) **Signage enables easy navigation around the Estate.** Signs are designed to maximise legibility.

3.10.5 Main gate signage principles

The following principles must be applied to the main gate sign design—

- (1) Clear identity and storytelling approach—
 - (a) signage to be single Service led, supported by the Defence Force; and
 - (b) signage will follow the [NZDF Visual Identity Standards](#).
- (2) The Defence Force is a bicultural organisation—
 - (a) signage will follow [Te Puni Kōkiri Māori-English Bilingual Signage Guidelines](#) and use Māori place names that support that which is valued by NZDF Treaty Partners and demonstrate the Treaty principle of protection; and
 - (b) signage will include visual cultural elements in the design.
- (3) Information is clear and accessible—
 - (a) signage is appropriately sized for the location and approach;
 - (b) signage is simple and relevant;
 - (c) signage is illuminated and visible at night; and
 - (d) signage should be usable for people with low vision by reflecting good practice guidelines for colour contrast and print.
- (4) Consistency is applied—
 - (a) visual elements are applied consistently across all camps/bases.
- (5) Design and material decisions are sustainable and practical—
 - (a) choice of materials are long-lasting and take into account environmental factors;
 - (b) modular design which allows for easy updates; and
 - (c) value for money is taken into consideration.

3.10.6 Application of the wayfinding signage standards

- a. The wayfinding signage standards must be applied to all new signage on the Defence Estate. They should also be applied to signs on land/property leased by the Defence Force, subject to landlord approval.

- b. Signs must comply with territorial authority statutory regulations.
- c. Any proposal to deviate from the wayfinding signage standards must be approved in accordance with the prescribed deviation process.

NZDF Street Address System

3.10.7 Street address system

- a. The Head of Defence Estate and Infrastructure must implement a street address system. The street address system must include—
 - (1) a policy and process for naming streets, as well as naming and numbering buildings; and
 - (2) the approval mechanism for creating new building and street names.
- b. The relevant single Service must be engaged through the development of the Street Address System.

3.10.8 Application of the NZDF street address system

The NZDF street address system must be applied at all of the major camps and bases.

PART 4 - MANAGING HAZARDS

Chapter 1 - Sea Level Rise

4.1.1 Estate infrastructure subject to sea level rise

The Head of Defence Estate and Infrastructure must maintain a framework for managing Estate infrastructure and physical assets on low-lying Defence land that may have the potential to be adversely affected by sea level rise through inundation events.^{32, 33}

4.1.2 Principles to manage the effects of sea inundation

- a. The Head of Defence Estate and Infrastructure must apply the following principles when making decisions to regenerate, refurbish or maintain Estate infrastructure assets within areas likely to be affected by sea inundation events. The principles must be applied unless the Head of Defence Estate and Infrastructure is satisfied practical long-term defensive works are available and are cost effective to do so—
- (1) The Head of Defence Estate and Infrastructure must respond to and, where practicable, adopt relevant guidance provided by the Ministry for the Environment in adapting to the impacts of sea level rise on coastal sites.
 - (2) The Head of Defence Estate and Infrastructure must not regenerate Estate infrastructure within areas at significant risk of,³⁴ and subject to, increasing frequency of sea inundation.
 - (3) The Head of Defence Estate and Infrastructure must consider alternative locations for infrastructure requiring regeneration that lies within areas at significant risk of and subject to increasing frequency of sea inundation.
 - (4) Cost effective solutions must be pursued when undertaking approved mitigation or adaptive infrastructure protection works.
 - (5) Investment must be minimised within areas that cannot be adequately protected and that are within areas at significant risk and subject to increasing frequency of sea inundation.
 - (6) Where possible, The Head of Defence Estate and Infrastructure must manage the timeframe of occupation of at-risk areas.

³² The results of flooding or water deluge brought about by a rise in the sea level or waterways and rivers that impact on low-lying land and infrastructure. This may also be as a result of a tsunami or similar event.

³³ Historic observations and the predictive work of the Intergovernmental Panel on Climate Change indicate that sea levels will continue to rise over the next century to such an extent that mitigation works, or actions must be undertaken at Defence Force sites. This will mainly affect sites within the Auckland region.

³⁴ Where the area is below Ministry for the Environment guidance on minimum height above sea level for new development.

- b. The Head of Defence Estate and Infrastructure must ensure that sea level rise management decisions within the Defence Estate consider and have regard to the Defence Force's capacity to—
- (1) comply with local government policy;
 - (2) accept repetitive damage to infrastructure with the associated repair and replacement costs;
 - (3) adapt land use to cope with inundation;
 - (4) implement practical mitigation measures;
 - (5) implement durable and cost effective defensive works; and
 - (6) withdraw or relocate to alternative land holdings.

Chapter 2 - Earthquake Prone Buildings

4.2.1 Management of earthquake prone buildings

The Head of Defence Estate and Infrastructure must maintain a management framework for buildings that are either earthquake prone³⁵ or contain structural elements which heighten safety risk in the event of an earthquake.³⁶

4.2.2 Earthquake prone buildings

- a. The Head of Defence Estate and Infrastructure must take action where a building is—
 - (1) below 34% New Building Standard (NBS); or
 - (2) greater than 33% NBS but has identified critical structural weakness elements (for example, potential stairwell failure); or
 - (3) greater than 33% NBS but has elements of unreinforced masonry.
- b. Where action is required, the Head of Defence Estate and Infrastructure must, based on the risk profile and value for money, either—
 - (1) replace the building; or
 - (2) strengthen the building, or;
 - (3) take management action to mitigate risk to the safety of life.

4.2.3 Strengthening target

- a. Where strengthening works are to be undertaken, the relevant building elements must be strengthened to as near as is reasonably practical to 80% NBS but not less than 67% NBS.
- b. Options for strengthening work that will increase the structure above 67% NBS must be subject to a cost/benefit analysis to identify the optimum value for money for strengthening the facility.

4.2.4 Remedial works prioritisation

The following matters must be considered when prioritising any programme of remedial strengthening works—

- (1) per cent NBS score from the detailed engineering evaluation;
- (2) any obligations to, or by, third parties;
- (3) strategic requirement for the location of the function;

³⁵ S 133AB of the [Building Act 2004](#).

³⁶ The Defence Force Earthquake Prone Buildings Policy is informed by New Zealand Society for Earthquake Engineering Guidance.

- (4) the criticality of the building to the capability or delivery of outputs or function;
- (5) potential changes to the building's function and usage;
- (6) the cost of strengthening works compared to new build;
- (7) the regeneration programme's impact on the building;
- (8) construction form (for example, unreinforced masonry is likely to pose a higher risk than timber framed);
- (9) the deadline for completing seismic work under the [Building \(Earthquake-prone Buildings\) Amendment Act 2016](#),³⁷
- (10) heritage constraints; and
- (11) availability of funding.

4.2.5 Leased buildings

- a. Any additional leased building that is less than 67% NBS must not be tenanted.
- b. If a building leased by the Defence Force is below 67% NBS, the building must be vacated when the lease expires (or earlier, if the lease contains a suitable mechanism for early exit).
- c. The Chief of Defence Force may authorise exceptions to this requirement if—
 - (1) the landlord has undertaken to strengthen the building to 67% NBS or greater within an acceptable time frame; or
 - (2) there are no suitable alternative buildings in the region available for lease.

4.2.6 Management advice

Management advice concerning earthquake prone buildings is only to be provided upon completion of a detailed engineering evaluation of the respective building.

4.2.7 Earthquake prone buildings - Importance Levels

- a. The Head of Defence Estate and Infrastructure must use AS/NZS 1170.0:2002, Table 3.2 *Importance Levels for Building Types* to assess %NBS scores for Defence Force buildings.
- b. For the purposes of safety of life, Importance Levels (IL) must be applied to Defence Force buildings on the following basis—
 - (1) IL2 for normal structures (most Defence Force buildings); and
 - (2) IL3 for structures that can accommodate 250 people or more (living or working).
- c. IL4 is only to be applied to buildings that have been approved as necessary to be operational post an earthquake.

37 S 133AM of the [Building \(Earthquake-prone Buildings\) Amendment Act 2016](#).

- d. Assignment of IL4 must only be made by the Head of Estate and Infrastructure.

Chapter 3 - Contamination Management

4.3.1 Contamination of the Defence Estate

- a. The Defence Force is responsible for a large and complex property Estate that contains contamination resulting from both past and present activities and practices on the Defence Estate. Aged infrastructure across the Defence Estate also presents contamination issues, particularly buildings constructed pre-2000.
- b. The appropriate management of this contamination reduces the potential risk to human health and the natural environment, and addresses the Defence Force's legal liability and associated reputational impacts.
- c. The Defence Force must comply with—
 - (1) all relevant legislation;³⁸ and
 - (2) [DFI 43.3 Estate: Operate and Maintain](#) for individual contaminants and assets, and any associated management plans.
- d. There are three categories of contamination that need to be managed differently—
 - (1) **Legacy contamination** is contamination that occurred before the [Resource Management Act 1991](#) as a result of historical military activities and Estate management practices, such as landfills;
 - (2) **Modern-era contamination** is contamination that has occurred since the enactment of the [Resource Management Act 1991](#); and
 - (3) **Future-ongoing contamination** is accidental or unavoidable contamination that will result from military activities, training, and the supporting infrastructure required to enable Defence outputs.
- e. Modern-era and future-ongoing contamination can result from either authorised or unauthorised discharges into the environment.

4.3.2 Contamination principles

The following principles must be applied to the management of contamination—

- (1) **Prevention.** The Defence Force must prevent future contamination as far as practicable.
- (2) **Minimise.** The Defence Force must minimise future contamination through the awareness and use of engineering controls and technologies, and management approaches such as substitution.
- (3) **Containment.** The Defence Force must prevent or mitigate the spread of contamination from buildings, sites and the Defence Estate as far as practicable.

³⁸ Includes the [Resource Management Act 1991](#) and regulations such as the [Resource Management \(National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health\) Regulations 2011](#), and the [Resource Management \(National Environmental Standards for Air Quality\) Regulations 2004](#).

- (4) **Mitigate.** The Defence Force must anticipate, identify and appropriately manage unacceptable risks to human health, safety and the receiving environment as far as reasonably practicable.

4.3.3 Application of the principles

The Head of Defence Estate and Infrastructure must ensure that contaminated sites and infrastructure across the Defence Estate are managed on behalf of the Defence Force using a risk-based approach that will—

- (1) identify and record the presence of contamination on the Defence Estate;
- (2) prioritise the management of contaminated sites based on human health and environmental risks in compliance with legislative requirements, relevant assessment criteria and best practice;
- (3) seek to ensure contaminated land is made suitable for its current or intended land use;
- (4) develop and integrate applicable standards, tolerances and contamination management strategies into Defence Force Instructions and Contamination Management Plans;
- (5) ensure that infrastructure projects that require the management of contamination have a funding provision made within the project's budget. This will apply to all capital and operational projects;
- (6) in determining a budget, any party undertaking construction works on the Defence Estate must consult with Environmental Services to determine the costs required to manage the contamination including investigations, monitoring, laboratory costs, consultancy fees, and landfill costs;
- (7) report to Defence Force leadership when significant contamination risks arise to detail the proposed management response;
- (8) ensure that cost burdens faced by the Defence Force as a whole, are proportionate, manageable, and economically sustainable as far as practicable; and
- (9) work with regulatory authorities to ensure measures to manage contamination are proportionate, manageable, and cost effective as far as practicable.

4.3.4 Accountabilities

a. The Head of Defence Estate and Infrastructure must ensure that—

- (1) the Defence Estate is operated and maintained in such a way as to minimise as far as practicable the health, safety and environmental effects of contamination; and
- (2) there are management systems and processes in place to anticipate, identify and manage risks posed by contaminants across the Defence Estate.

- b. Unit Commanders and Managers at all levels are responsible for ensuring that personnel, including contractors, involved in the management, supervision, and conduct of Defence activities know and understand the potential contamination created by their unit's activities on the Defence Estate. They must be aware of their environmental responsibilities, and take all practicable steps to minimise their impact by adopting management approaches such as substitution.
- c. Unit Commanders and Managers at all levels must undertake due diligence to assess contamination risks while planning Defence activities including property acquisition and divestment, development, redevelopment, Estate maintenance, and operational activities.

4.3.5 Strategic planning

All future planning on the Defence Estate including Business Cases, Master Plans, and Precinct Block Plans must include consideration of possible contamination based on the Ministry for the Environment's Hazardous Activities Industries List (HAIL). The Defence Force's HAIL information can be found at [ArcGIS online](#).

End Matter

Record of Change

Amendment Number	Commencement Date	Reference	Details of Change	Approving Authority
Version 1.00	12 September 2022	CMMS WO 70130605	On Issue	KR Short Air Marshal Chief of Defence Force
Version 1.01	15 December 2022	CMMS WO 70131800	Minor amendments to— Authority Order; Meanings of Terms; Part 1, Chapter 1 <i>Estate Investment Framework</i> ; and Part 3, Chapter 7 <i>Golf Courses on Defence Land</i> .	T Davies Air Vice-Marshal Vice Chief of Defence Force
Version 1.02	09 May 2024	CMMS WO 70138203	Amendments to Part 2, Chapter 2 <i>Design Standards</i> , paragraphs 2.2.1—2.2.3. Paragraph 2.2.4 deleted.	VCDF