



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

OIA-2025-5433

3M July 2025

Dear [REDACTED]

I refer to your email of 5 June 2025 requesting, the following information:

- 1. any action or improvements taken after all the submissions* were given to you, and also how the register is getting on with all the data from the submissions?*
- 2. What improvements you may have made for:*
 - Processes for tenants logging jobs*
 - Maintenance management for properties and tenants*
 - Contract/contractor management to ensure there are not multiple contractor call out charges for one job for example.*
 - And any business improvement processes and consultation with the housing policy, maintenance teams and tenancy management services within NZDF.*

Your request has been considered under the Official Information Act 1982 (OIA). The New Zealand Defence Force (NZDF) identified that tenants did not fully understand how to lodge and/or follow up maintenance requests, or how to raise issues or concerns about the property they tenant. Accordingly, the NZDF has consolidated its maintenance request process into an information guide which has been distributed to tenants. This guide identifies the request process, work categorisation, timeframes, and follow-up/ escalation routes. The NZDF is also drafting updated housing maintenance standards and its approach to routine inspection of its housing assets. Finally, in the second half of 2026, the NZDF will be introducing new maintenance service arrangements that will incorporate revised maintenance requirements and updated maintenance request processes.

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