



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

OIA-2026-5815

22nd June 2026

Dear [REDACTED]

I refer to your email of 22 May 2026 requesting, under the Official Information Act 1982 (OIA), *facilities-management records relevant to the New Zealand Defence Force's explanation that hard-copy personnel records at Waiouru Military Camp were damaged beyond repair following water damage and subsequently destroyed in November 2021.* More specifically you have asked for the following:

Time period: 1 January 2021 to 31 December 2022. Please provide:

1. Contractor and facilities responsibility

Please identify the facilities maintenance contractor(s) responsible for Waiouru Military Camp during the above period, including:

- a) the contractor(s) responsible for facilities maintenance and emergency repairs;*
- b) the relevant contract name(s) or identifier(s);*
- c) whether Spotless Services (NZ) Ltd held responsibility for Waiouru Military Camp during this period;*
- d) any transition between contractors affecting Waiouru during this timeframe.*

2. Water damage / burst pipe / emergency repair records

Please provide all records held by NZDF, including Defence Shared Services Group (DSSG), Defence Estate & Infrastructure (DE&I), Waiouru facilities staff, and any facilities maintenance contractor(s), relating to:

- a) burst pipes;*
 - b) water leaks;*
 - c) water ingress or water damage;*
 - d) emergency repairs;*
 - e) remediation work;*
 - f) building or asset damage;*
- at Waiouru Military Camp during the above period.*

3. Records concerning administration, personnel, archive, storage, or document-holding areas

Please provide any records concerning water damage, remediation, or facilities work affecting:

- a) personnel file storage areas;*
- b) HR or administration areas;*
- c) archive or document-storage areas;*
- d) office or storage facilities containing employment, personnel, or administrative records.*

4. Facilities-management artefacts

Please provide any:

- a) emergency repair requests;*
 - b) work orders;*
 - c) job logs;*
 - d) contractor reports;*
 - e) maintenance or remediation reports;*
 - f) asset damage assessments;*
 - g) incident reports;*
 - h) facilities emails or internal correspondence;*
 - i) monthly KPI reports;*
 - j) quarterly relationship meeting records;*
- relevant to the above matters.*

5. Search adequacy clarification

Please confirm whether any records held by:

- DSSG;*
- Defence Estate & Infrastructure (DE&I);*
- local Waiouru facilities staff; and/or*
- the relevant facilities maintenance contractor(s)*

were searched before NZDF advised that hard-copy personnel records at Waiouru had been water damaged, damaged beyond repair, not maintained digitally, and destroyed in November 2021.

This response further addresses relevant information concerning the damage to files at Waiouru in 2021, rather than all information concerning all repairs/remediation work at Waiouru Military Camp for 2021 and 2022. Spotless Facility Services Ltd were responsible for Waiouru Military Camp during this timeframe, no contractor transitions occurred.

As noted in responses to you of 27 June and 29 July 2025, and 16 March 2026, documents held at the Waiouru Military Camp storage facility were damaged beyond repair and subsequently destroyed. That facility was building C220, it had been used as a file storage location for several years.

The damage was caused by a heating radiator split which sent pressurised hot water throughout the room in August 2021. When this was discovered, Spotless contractors were alerted via phone call, and subsequently isolated and repaired the damage under standard maintenance, which does not require the creation of written records. The units with documents held in the building were informed, they assessed the damage and disposed of water damaged files and boxes as noted in the responses you have previously received.

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