

Timeline				
2018 Date	Key Decision	Action	Steps taken	Communication
29 May – 6 June	<ul style="list-style-type: none"> Debt recovery related to methamphetamine put on hold All pending Tenancy Tribunal action against affected tenants stopped Further payments from tenants on repayment arrangements not sought 	<ul style="list-style-type: none"> Housing New Zealand immediately applies new standard based on Chief Science Advisor, Dr Gluckman report Reviewed all Tribunal hearings from 2016 to 2018 Initial investigation begins into tenants who had Tribunal Orders granted for methamphetamine related damages Identify tenants impacted by debt repayments associated with methamphetamine 	<ul style="list-style-type: none"> Findings and recommendations will be integrated into Housing New Zealand Operational Drugs Policy currently under review Discussed and agreed to stop any payments being made associated with methamphetamine Identify steps needed to stop payments and which agencies were involved To discuss with tenants the arrangement to stop repayments 	<ul style="list-style-type: none"> Management meetings Internal staff notice Media releases Response to media query.
7 – 19 June	<ul style="list-style-type: none"> Stop Tribunal Orders for Methamphetamine related damages 	<ul style="list-style-type: none"> Identify tenants who had Tribunal Orders granted between July 2016 and May 2018 for Methamphetamine related damages Line-by-line reviewing charge repayments, the amount and the arrangement amounts Review of approximately 1000 cases Commenced an investigation into all damages charged to customers from 	<ul style="list-style-type: none"> To arrange stopping payments No new charges for methamphetamine damages or testing will be levied to tenant accounts. Housing New Zealand front line staff notified of the new processes and guidelines for management of methamphetamine 	<ul style="list-style-type: none"> Internal staff updates Ministry of Social Development was advised to immediately cease repayments from a Redirection of Benefit for Tribunal awarded costs Internal business alert for all Area Manager, Regional Managers, Senior/Tenancy Managers and Customer Support Group

Timeline				
2018 Date	Key Decision	Action	Steps taken	Communication
		methamphetamine related costs from August 2012 to May 2018	<ul style="list-style-type: none"> To notify Ministry of Social Development 	
20 June – 2 July	<ul style="list-style-type: none"> Stop all tenancy repayments from methamphetamine related damage 	<ul style="list-style-type: none"> Completed an investigation to identify all customers who had been charged damage debt for methamphetamine related damage charges from August 2012 to May 2018 Identified cases where the methamphetamine related debt had been referred to Debt collection Reviewed Automatic Payments for methamphetamine related debt 	<ul style="list-style-type: none"> Advise agencies to stop collecting debt payments Identified the steps that we would need to take to stop the payments Letter drafted to request customer cease Automatic Payments for methamphetamine debt Dedicated 0800 number and email set-up Notifying tenants in writing and verbally to cease payments Communication channels established to manage meth related phone enquiries from former and current tenants Housing New Zealand external website updated 	<ul style="list-style-type: none"> Ministry of Social Development advised to immediately cease repayments from a Redirection of Benefit for methamphetamine related damage charges Housing New Zealand advised debt collecting agency to immediately cease collection on these repayment cases Internal staff updates Internal business alert for all People and Property team Housing New Zealand external website updated to include the contact details