

Guidelines for Managing Methamphetamine (Meth) in Emergency Housing properties CA-718

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1. Business process overview

1.1 Background

Policy and process documents have been developed to guide staff through the process for identifying suspicion of meth contamination, testing, decontamination, reinstatement and re-letting of tenanted and void properties either owned or managed by Housing New Zealand. The primary document for all staff to use is CA-716 'Managing Methamphetamine (Meth) in Housing New Zealand managed properties'. This document should be referred to in cases where staff require more detail than what is held within these emergency housing guidelines.

Emergency housing properties are owned and maintained by Housing New Zealand. They are leased to Providers who contract with the Ministry of Social Development to provide temporary accommodation for people in emergency housing need. Lease Managers are responsible for managing the relationship with the Provider on behalf of Housing New Zealand, and oversee the maintenance of the properties.

Note: throughout these guidelines the primary document CA-716 'Managing Methamphetamine (Meth) in Housing New Zealand managed properties' will be referred to as CA-716.

1.2 Purpose

The purpose of this document is to provide Lease Managers with a clear process to follow to safely manage situations involving meth contamination or suspected meth contamination in emergency housing properties. This includes situations involving the suspected and confirmed use, manufacture, or sale of meth and any resulting contamination at the property.

The procedures in this document have been written to ensure the health, safety and security of staff, contractors and occupants and to minimise, as far as is reasonably practicable, risks associated with potential and confirmed meth contamination in Housing New Zealand managed properties.

1.3 Standards New Zealand NZS 8510:2017 – recommended meth contamination levels

For a detailed description of the contamination levels applied to Housing New Zealand properties throughout these guidelines, see section 1 of CA-716.

1.4 Business rules

The following specific Business Rules and guiding principles have been developed to guide meth management in Emergency Housing properties. For a list of the generic business rules applied to meth management in Housing New Zealand properties, see section 1 of CA-716.

ID	Rule
1	The Provider is required to notify Housing New Zealand as soon as they become aware of possible meth contamination in a Housing New Zealand property.
2	The Provider is responsible for arranging any tests for meth contamination and any associated costs.
3	If meth testing shows the Housing New Zealand property is contaminated above the levels in NZS8510:2017, the Provider is required to arrange and meet the costs of decontamination /

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ID	Rule
	reinstatement of the property back to standard during the lease term.
4	Any fire systems must be isolated and reinstated by Housing New Zealand's compliance contractor while meth work is carried out. All costs involved in this process will be on-charged to the Provider.
5	Prior to a lease ending, the Provider must arrange a meth test and submit a clearance report / certificate to show that the property is free from contaminants as per the lease agreement,

1.5 Triggers

This business process is triggered by the following meth related activity:

- a Provider informs Housing New Zealand of a suspicion or confirmation of meth contamination
- a Housing New Zealand contractor raises suspicion of meth contamination.

1.6 Inputs

See section 1 of CA-716 for a list of possible inputs into this process.

1.7 Outputs

See section 1 of CA-716 for a list of possible outputs resulting from this process.

1.8 Glossary

Abbreviation	Meaning
CC	Corporate Care
ECD	Estimated Completion Date
SWP	Safe Work Plan

2. Roles and responsibilities

For a detailed list of the roles involved in the process for managing meth contamination, and their associated responsibilities, see section 2 of CA-716. Additional roles and responsibilities for Emergency Housing are listed here:

Role	Accountabilities/Responsibilities
Lease Manager	<p>Accountability:</p> <ul style="list-style-type: none"> • holds and manages the primary relationship with the Provider, and maintains regular communication with them through all stages of the meth process. <p>Key responsibilities:</p> <ul style="list-style-type: none"> • informs Manager Lease and Asset Service of credible evidence (from Provider or Housing New Zealand contractor) to suspect meth contamination in properties.

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Role	Accountabilities/Responsibilities
	<ul style="list-style-type: none"> discusses suspicion with the Provider and confirms the meth process to be followed. informs internal stakeholders of status of property through meth process. works with Provider at key points in testing, decontamination and reinstatement stages to ensure required Housing New Zealand approvals are provided makes notes and updates records/codes in eAM and Kotahi.
Manager Lease and Asset Services	<p>Accountability:</p> <ul style="list-style-type: none"> makes sure Lease Managers follow agreed procedures for managing meth in Emergency Housing properties provides support and approvals to the Lease Manager throughout the meth process makes sure issues are escalated, if necessary, to the General Manager responsible for Emergency Housing. <p>Key responsibilities:</p> <ul style="list-style-type: none"> reviews with Lease Manager the credible evidence for suspecting meth contamination in Emergency Housing properties discusses meth related issues with Providers if required reviews and approves test requests and Safe Work Plans where Housing New Zealand agrees to complete testing of an Emergency Housing property.
Compliance Team	<p>Key responsibilities:</p> <ul style="list-style-type: none"> monitors and reports on contaminated properties entered in the Asset Risk Register informs compliance contractors and inspectors about properties with potential or confirmed contamination.
Emergency Housing Provider	<p>Key responsibilities:</p> <ul style="list-style-type: none"> advises Housing New Zealand if they suspect meth contamination in the Emergency Housing property leased from Housing New Zealand carries out and meets the cost of meth testing, decontamination and reinstatement as per lease agreement keeps Housing New Zealand fully informed of progress at each stage of the meth process, ensuring required approvals from Housing New Zealand are confirmed before proceeding with work provides required meth reports and clearance documentation.
PBMC Contractor	<p>Key responsibilities:</p> <ul style="list-style-type: none"> informs Housing New Zealand, supported by credible evidence, if they suspect meth contamination at an Emergency Housing property undertakes repairs at Emergency Housing properties.

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3. Policy and legislation

3.1 Related legislation and guidelines

See section 3 of CA-716 for a list of related legislation and guideline documents.

Additional related legislation:

Property Law Act 2007

3.2 Policy context

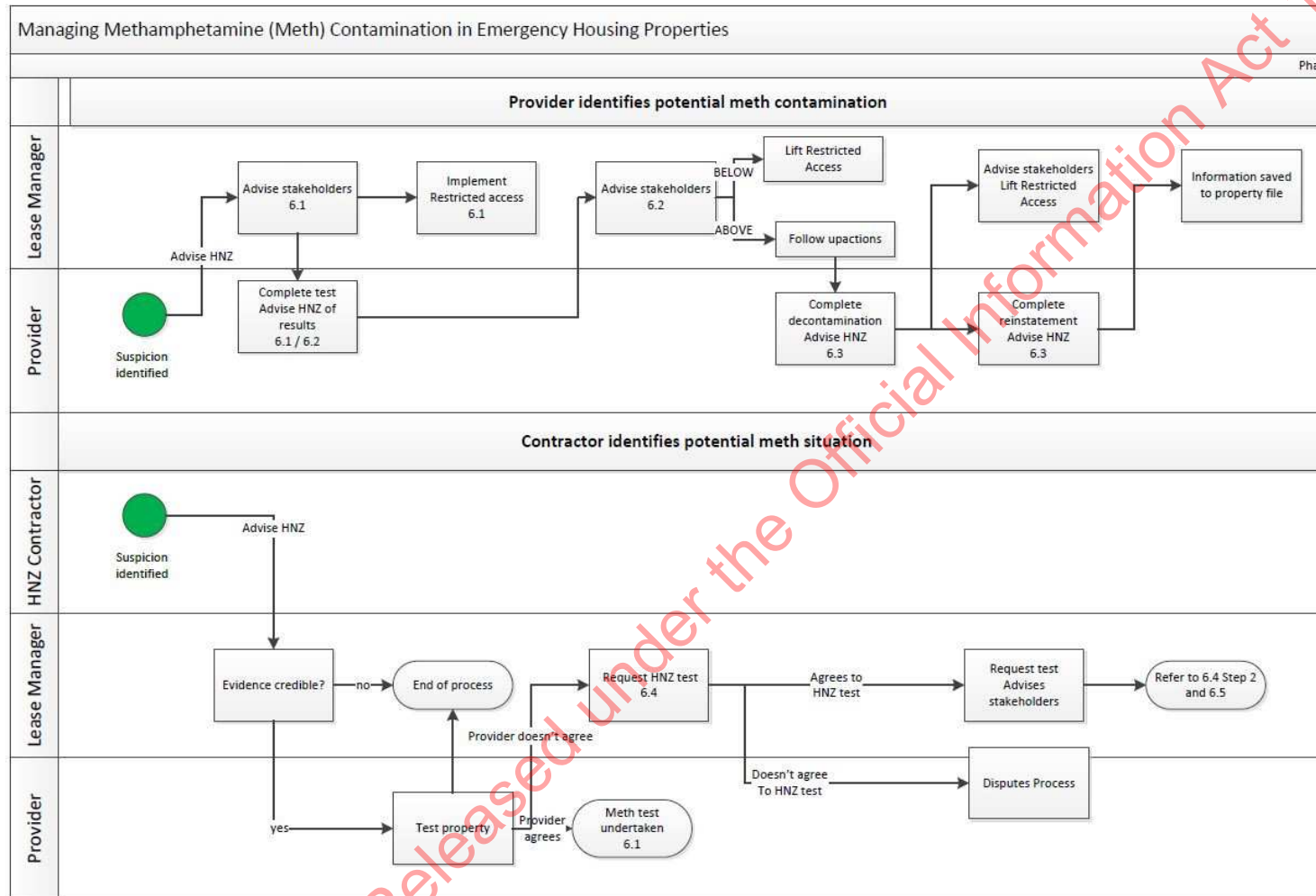
P-250 'Policy for Managing Methamphetamine (Meth) in Housing New Zealand-managed properties'

3.3 Related documentation

CA-716 'Managing Methamphetamine (Meth) in Housing New Zealand-managed properties'.

Released under the Official Information Act 1982

4. Process diagram



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5. Procedures

5.1 Provider advises Housing New Zealand of suspicion of contamination

Reminder: If property has fire compliance requirements, check Appendix C.

Step	Action	Responsible Role												
1	<p>Acknowledge advice:</p> <ul style="list-style-type: none"> discuss the situation with the Provider, requesting them to have a comprehensive test completed by an accredited testing company advise Manager Lease and Assets Services of situation advise Provider to arrange testing and send test report either to confirm or clear suspicion once it's available – PHO-102 – Emergency Housing meth suspicion. 	Lease Manager												
2	<p>Receive advice:</p> <ul style="list-style-type: none"> advise stakeholders of suspected meth contamination and restricted access, using PHO-060 <ul style="list-style-type: none"> Maintenance Delivery Team (MtceDeliveryH&S<region>@hnzc.co.nz) Compliance Team Manager Lease and Assets Services Planned Programmes. 	Lease Manager												
3	<p>Update systems:</p> <ul style="list-style-type: none"> update systems <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>System</th> <th>Field</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Asset Risk Register</td> <td></td> <td>Record test request</td> </tr> <tr> <td>eAM</td> <td>Hazards Conditions and Risks</td> <td> Meth Contam Suspected/Testing being undertaken Or Meth Contam Suspected/Cleansing Order Issued </td> </tr> <tr> <td></td> <td>Meth Notes</td> <td>Relevant notes with information sent by Provider</td> </tr> </tbody> </table>	System	Field	Action	Asset Risk Register		Record test request	eAM	Hazards Conditions and Risks	Meth Contam Suspected/Testing being undertaken Or Meth Contam Suspected/Cleansing Order Issued		Meth Notes	Relevant notes with information sent by Provider	Lease Manager
System	Field	Action												
Asset Risk Register		Record test request												
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	Meth Notes	Relevant notes with information sent by Provider												

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5.2 Provider informs Housing New Zealand of test results

Note: If test report is not received, request Provider to send test report which will be sent to relevant stakeholders.

Reminder: If property has fire compliance requirements, check Appendix C.

Step	Action	Responsible Role																										
1	<p>Receive test report:</p> <ul style="list-style-type: none"> confirm if result is clear, at or below or above the meth contamination levels in NZS8510:2017. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #D3D3D3;"> <th style="width: 50%;">If...</th> <th style="width: 50%;">Then...</th> </tr> </thead> <tbody> <tr> <td>the test result is clear, at or below the meth contamination levels in NZS 8510:2017</td> <td>go to step 2.</td> </tr> <tr> <td>the test result is above the meth contamination levels in NZS 8510:2017</td> <td>go to step 3.</td> </tr> </tbody> </table>	If...	Then...	the test result is clear, at or below the meth contamination levels in NZS 8510:2017	go to step 2.	the test result is above the meth contamination levels in NZS 8510:2017	go to step 3.	Lease Manager																				
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the test result is clear, at or below the meth contamination levels in NZS 8510:2017	go to step 2.																											
the test result is above the meth contamination levels in NZS 8510:2017	go to step 3.																											
2	<p>Update systems to notify staff of test results – clear, at or below NZS8510</p> <ul style="list-style-type: none"> as required using guide: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #D3D3D3;"> <th style="width: 15%;">System</th> <th style="width: 20%;">Field</th> <th style="width: 20%;">Result</th> <th style="width: 45%;">Action</th> </tr> </thead> <tbody> <tr> <td>eAM</td> <td>Hazards Conditions and Risks status</td> <td>Clear or below</td> <td>No Meth Contam Identified/ Or Meth Contam Identified/Below Threshold</td> </tr> <tr> <td rowspan="4">eAM</td> <td rowspan="4">Hazards Conditions and Risks – meth test fields</td> <td>Meth Note Date</td> <td>Auto Dated (date the Note is created by the user)</td> </tr> <tr> <td>Meth Test Date</td> <td>Manual Date</td> </tr> <tr> <td>Meth Test Recording</td> <td>Numeric Character/Value (highest reading in test report)</td> </tr> <tr> <td>Meth Test Result Status</td> <td>Clear, Below Level or Above Level</td> </tr> <tr> <td>Asset Risk Register</td> <td></td> <td></td> <td>Close risk Or Update</td> </tr> <tr> <td></td> <td>Meth Notes</td> <td colspan="2">Relevant notes with information sent by Provider</td> </tr> </tbody> </table> <ul style="list-style-type: none"> advise stakeholders the results and likely next steps – PHO-066: <ul style="list-style-type: none"> Maintenance Delivery Team (MtceDeliveryH&S<region>@hnzc.co.nz) Compliance Team Manager Lease and Assets Services 	System	Field	Result	Action	eAM	Hazards Conditions and Risks status	Clear or below	No Meth Contam Identified/ Or Meth Contam Identified/Below Threshold	eAM	Hazards Conditions and Risks – meth test fields	Meth Note Date	Auto Dated (date the Note is created by the user)	Meth Test Date	Manual Date	Meth Test Recording	Numeric Character/Value (highest reading in test report)	Meth Test Result Status	Clear, Below Level or Above Level	Asset Risk Register			Close risk Or Update		Meth Notes	Relevant notes with information sent by Provider		Lease Manager
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Step	Action	Responsible Role																												
	<ul style="list-style-type: none"> ○ Planned Programmes ● save report into property folder in Objective / Shared Drive. 																													
3	<p>Update systems to notify staff of test results – above NZS8510</p> <ul style="list-style-type: none"> ● as required using guide: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #D3D3D3;"> <th>System</th> <th>Field</th> <th>Result</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td rowspan="2">eAM</td> <td rowspan="2">Hazards Conditions and Risks status</td> <td>Above</td> <td>Meth Contam Identified/Meth Use Contam Confirmd</td> </tr> <tr> <td>Above with manufacture evidence</td> <td>Meth Contam Identified/Meth Manufacture Confirmd</td> </tr> <tr> <td rowspan="4">eAM</td> <td rowspan="4">Hazards Conditions and Risks – meth test fields</td> <td>Meth Note Date</td> <td>Auto Dated (date the Note is created by the user)</td> </tr> <tr> <td>Meth Test Date</td> <td>Manual Date</td> </tr> <tr> <td>Meth Test Recording</td> <td>Numeric Character/Value (highest reading in test report)</td> </tr> <tr> <td>Meth Test Result Status</td> <td>Clear, Below Level or Above Level</td> </tr> <tr> <td>Asset Risk Register</td> <td></td> <td></td> <td>Update</td> </tr> <tr> <td></td> <td>Meth Notes</td> <td colspan="2">Relevant notes with information sent by Provider</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ● advise stakeholders the results and likely next steps – PHO-069: <ul style="list-style-type: none"> ○ Maintenance Delivery Team (MtceDeliveryH&S<region>@hnzc.co.nz) ○ Compliance Team ○ Manager Lease and Assets Services ○ Planned Programmes. ● save report into property folder in Objective / Shared Drive. 	System	Field	Result	Action	eAM	Hazards Conditions and Risks status	Above	Meth Contam Identified/Meth Use Contam Confirmd	Above with manufacture evidence	Meth Contam Identified/Meth Manufacture Confirmd	eAM	Hazards Conditions and Risks – meth test fields	Meth Note Date	Auto Dated (date the Note is created by the user)	Meth Test Date	Manual Date	Meth Test Recording	Numeric Character/Value (highest reading in test report)	Meth Test Result Status	Clear, Below Level or Above Level	Asset Risk Register			Update		Meth Notes	Relevant notes with information sent by Provider		Lease Manager
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		Above with manufacture evidence	Meth Contam Identified/Meth Manufacture Confirmd																											
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		Meth Test Recording	Numeric Character/Value (highest reading in test report)																											
		Meth Test Result Status	Clear, Below Level or Above Level																											
Asset Risk Register			Update																											
	Meth Notes	Relevant notes with information sent by Provider																												
4	<p>Confirm decontamination with Provider:</p> <ul style="list-style-type: none"> ● confirm that decontamination work is to be completed by an accredited contractor – PHO-103 Emergency Housing – confirm meth contamination. Refer to section 10.3 Appendix C for guidance with any fire compliance requirements ● request the Provider to arrange a test following decontamination to confirm contamination levels ● advise that a Clearance Report/Certificate must be provided to Housing New Zealand to confirm the contamination levels are below NZS 8510:2017. 	Lease Manager																												

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Step	Action	Responsible Role
	Note: if the test results following decontamination are above NZS levels, further decontamination will be required.	

5.3 Provider advises property is cleared of contamination

Reminder: If property has fire compliance requirements, check Appendix C.

Step	Action	Responsible Role									
1	<p>Clearance advice received and supported by documentation</p> <ul style="list-style-type: none"> update systems: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #D3D3D3;">System</th> <th style="background-color: #D3D3D3;">Field</th> <th style="background-color: #D3D3D3;">Action</th> </tr> </thead> <tbody> <tr> <td>eAM</td> <td>Hazards Conditions and Risks</td> <td>Meth Contam Identified/Property Cleansed.</td> </tr> <tr> <td>Asset Risk Register</td> <td></td> <td>Close off.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> advise stakeholders (PHO-077) of decontamination result, which includes the advice that restricted access is now lifted. 	System	Field	Action	eAM	Hazards Conditions and Risks	Meth Contam Identified/Property Cleansed.	Asset Risk Register		Close off.	Lease Manager
System	Field	Action									
eAM	Hazards Conditions and Risks	Meth Contam Identified/Property Cleansed.									
Asset Risk Register		Close off.									
2	<p>Discuss reinstatement with Provider:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #D3D3D3;">If...</th> <th style="background-color: #D3D3D3;">Then...</th> </tr> </thead> <tbody> <tr> <td>Reinstatement is not required</td> <td>NFA</td> </tr> <tr> <td>Reinstatement is required</td> <td>Continue.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> discuss requirements – Scope of works to be provided to Housing New Zealand for approval before work commences confirm by email – PHO-104. Refer to section 10.3 Appendix C for guidance with any fire compliance requirements save SOW into property folder in Objective / Shared Drive confirm approval of SOW by email, and save into the property folder in Objective / Shared Drive 	If...	Then...	Reinstatement is not required	NFA	Reinstatement is required	Continue.				
If...	Then...										
Reinstatement is not required	NFA										
Reinstatement is required	Continue.										
3	<p>Completion of work advised:</p> <ul style="list-style-type: none"> receive notification from Provider that reinstatement work has been completed. (If there are fire compliance systems to be reconnected, check in GSN that this work has been completed). save into property folder in Objective / Shared Drive. 										

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5.4 Housing New Zealand Contractor raises suspicion of meth contamination

Note: Maintenance team informs Lease Manager when Housing New Zealand contractor raises suspicion of contamination. Check that the contractor has provided credible evidence to suspect contamination before informing Provider; otherwise go back to maintenance team to provide more information. Refer to section 10.3 Appendix B – Levels of evidence guide.

Reminder: If property has fire compliance requirements, check Appendix C

Step	Action	Responsible Role						
1	<p>Advise Provider:</p> <ul style="list-style-type: none"> email Provider of the suspicion raised by Housing New Zealand Contractor providing reasons for suspicion – PHO-102 – Emergency Housing – meth suspicion request Provider to complete meth testing. <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Provider agrees to undertake the testing</td> <td>Follow section 6.1.</td> </tr> <tr> <td>Provider does not agree to undertake the testing</td> <td>Go to step 2.</td> </tr> </tbody> </table>	If...	Then...	Provider agrees to undertake the testing	Follow section 6.1.	Provider does not agree to undertake the testing	Go to step 2.	Lease Manager
If...	Then...							
Provider agrees to undertake the testing	Follow section 6.1.							
Provider does not agree to undertake the testing	Go to step 2.							
2	<p>Confirm if Provider agrees to Housing New Zealand undertaking the meth test</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Provider agrees</td> <td> <ol style="list-style-type: none"> Follow section 6.1 for system changes and advising stakeholders. Email Chemical requests inbox using template PHO-061 to request a suspicion test. Find out if there are any risks associated with tenants from the Provider. If there are, a Safe Work Plan and Corporate Care request may be required. This needs to be completed by the Lease Manager, approved by the Manager Lease and Asset Services and HSS Advisor, then emailed with the PHO-061 to the Chemical Team. Inform Provider that if the test result is above NZS levels, they will be charged with testing costs. </td> </tr> </tbody> </table>	If...	Then...	Provider agrees	<ol style="list-style-type: none"> Follow section 6.1 for system changes and advising stakeholders. Email Chemical requests inbox using template PHO-061 to request a suspicion test. Find out if there are any risks associated with tenants from the Provider. If there are, a Safe Work Plan and Corporate Care request may be required. This needs to be completed by the Lease Manager, approved by the Manager Lease and Asset Services and HSS Advisor, then emailed with the PHO-061 to the Chemical Team. Inform Provider that if the test result is above NZS levels, they will be charged with testing costs. 	Lease Manager		
If...	Then...							
Provider agrees	<ol style="list-style-type: none"> Follow section 6.1 for system changes and advising stakeholders. Email Chemical requests inbox using template PHO-061 to request a suspicion test. Find out if there are any risks associated with tenants from the Provider. If there are, a Safe Work Plan and Corporate Care request may be required. This needs to be completed by the Lease Manager, approved by the Manager Lease and Asset Services and HSS Advisor, then emailed with the PHO-061 to the Chemical Team. Inform Provider that if the test result is above NZS levels, they will be charged with testing costs. 							

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Step	Action		Responsible Role
	Provider does not agree	Follow disputes process in lease.	

5.5 Housing New Zealand suspicion test results received

Reminder: If property has fire compliance requirements, check Appendix C

Step	Action		Responsible Role
1	Receive results of test undertaken by Housing New Zealand		Lease Manager
	If...	Then...	
	the test result is clear, at or below the meth contamination levels in NZS 8510:2017	<ol style="list-style-type: none"> 1. Follow section 6.2 step 2. 2. Inform Provider of results. 3. No further action required. 	
	the test result is above the meth contamination levels in NZS 8510:2017	<ol style="list-style-type: none"> 1. Follow section 6.2 step 3 onwards. 2. Charge the Provider the cost of the suspicion test. 	

6. Tools

6.1 Email templates

Methamphetamine email templates are stored in Add-Ins in Outlook. Refer to CA-716 section 6 for a full list of templates and distribution lists. Specific Emergency Housing templates are:

PHO-102 Emergency Housing – meth suspicion

Sent by lease manager to the Provider.

PHO-103 Emergency Housing – confirm meth contamination

Sent by lease manager to the Provider.

PHO-104 Emergency Housing – confirm meth reinstatement

Sent by lease manager to the Provider.

7. Records

Retain all records within Housing New Zealand's records system – refer to R-105 Records retention and disposal.

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8. Version control

Details of previous versions are stored in Housing New Zealand's document management system (Objective). Refer to header and footer information for reference document elements or for any queries contact OurSpace@hnzc.co.nz.

9. Appendices

Appendix A – Health and Safety

The general hazards faced by staff when working in the office or while out of the office are documented in HS-205 Staying Safe and Secure.

Critical process-related safety risks that have been identified as relating to this process are derived from the hazard register, which is accessible to staff on Noggin, along with related hazard controls to manage the safety risk to an acceptably low level.

Risk Rating	Risk Description
	Personal safety: <ul style="list-style-type: none"> on-site or off-site assaults, threats to kill/harm, verbal abuse and intimidation.
	Personal safety: <ul style="list-style-type: none"> drug manufacture or use at tenancy – risk of explosion, exposure to toxic chemicals, illicit drugs and threats to personal safety.
	Slips, trips or falls on the same level or from height.
	High workloads or over-exertion, poor workplace/site layout or poor workstation set-up.
	Contractors suffering serious harm while undertaking construction, maintenance or servicing work: <ul style="list-style-type: none"> sub-standard/unsafe acts or sub-standard/unsafe conditions.
	Contractors suffering serious harm while undertaking construction, maintenance or servicing work: <ul style="list-style-type: none"> exposure to asbestos, lead-based paint or other job-related hazardous substances/materials.
	Motor vehicle accidents.

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Dog attacks on Housing New Zealand staff and contractors when visiting tenants.

 Major risk;  Moderate risk

Note: Health, safety and security flags shown on the process diagram show the stage(s) with the highest health, safety and security risk(s). There may be lower levels of risk in the other stages.

Appendix B – Levels of evidence guide

- Credible evidence – required by Housing New Zealand for requesting a meth test or suspecting the tenant caused contamination.
- Balance of probabilities – required by the Tenancy Tribunal for its decisions such as terminating the tenancy or ordering a tenant to pay for the cost of remediation. Staff will need to consult with a senior tribunal specialist to discuss/review the level of evidence before lodging, or responding to, a Tribunal application.
- ‘Beyond all reasonable doubt’ is not applicable since it is only relevant to criminal proceedings.

For further information refer to CA-716 5.1 Step 2.

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Appendix C – Fire compliance guide

Process for isolation, removal and reconnection of specialised fire alarm and sprinkler systems

Methamphetamine – decontamination and reinstatement phases

Fire compliance systems and devices are located mostly in our complexes, buildings with BWOFs and in CGH and Emergency Housing properties. These systems are maintained by Housing New Zealand's Compliance contractors:

- when meth contamination occurs in a unit, isolation of specialised fire prevention systems needs to take place before any work is carried out (this isolation is done by the Compliance contractor)
- those parts of the specialised fire system(s) which are identified as contaminated are to be cleansed or removed (this work is done by the Decontamination contractor)
- the property is then reinstated and at the end of that phase, the system(s) will be reconnected or a new system(s) installed (this work is done by the Compliance contractor)
- for work to be done efficiently at each phase, good communication is needed between the various contractors and Housing New Zealand.

Emergency Housing Process

Decontamination Phase

1. The lease manager identifies that a specialised fire system is present using data held in GSN.
2. The lease manager, using template PHO-103, informs the Provider that a specialised fire prevention system is in place and that the system will need to be isolated before work can begin.
3. When ready and before work commences, the Provider contacts the lease manager and confirms the contact details of their decontamination contractor. The lease manager then requests the Chemical Team to issue an eAM work order to formally instruct the Compliance contractor to isolate any fire/sprinkler devices in the unit, and gives the Chemical Team the decontamination contractor's contact details. The eAM work order must contain the following information:
 - *Compliance contractor must be given a **minimum 48hrs notice** of the requested isolation. This work order cannot be created as a URG priority.*
 - *the Description field must clearly indicate:*
 - ***what systems*** are to be isolated (i.e. fire alarm, sprinkler system **or both**, as different technicians are required)
 - the ***date and time*** the isolation is required
 - the ***name and contact phone number*** for the Contractor managing the decontamination work.
 - *in addition, use the following details when creating the eAM work order:*
 - Contractor code = WORMLD_ALL

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- *Status - RELEASED*
 - *Work order type = Maintenance*
 - *Priority = Planned*
 - *Project Code = AU101661*
 - *Task = 1 Decon - Asset and Lease Properties*
 - *First approver = the creator of the work order*
 - *SOR = ABS200.*
- *Work orders must be issued at RELEASED status, to ensure the Compliance Contractor (which is not a BCTI contractor) receives the work order via email.*
4. Once the work order has been received by the Compliance contractor, they send a Fire Protection System Shutdown form to the Chemical Team to complete and return to them. The Chemical Team advises the lease manager when this has occurred and attaches a copy of the completed form. The lease manager places this copy on the property file.
 5. The Compliance contractor undertakes the isolation of all systems and confirms the isolation to the Decontamination contractor's representative named on the work order.
 6. In addition at this time, the Compliance contractor enters their action in GSN (Fire Compliance database) and adds this action to their weekly risk report which is sent to the Housing New Zealand Compliance team.
 7. Once all decontamination work is complete, and a re-test of the property shows it is now at or below the meth contamination levels in NZS 8510:2017, the system(s) will remain isolated.
 8. The Provider is required to inform the lease manager the status of the fire system components in the unit – whether they have been cleansed or removed. This information will be passed on to the Compliance contractor in the reinstatement work order, so the Compliance contractor is clear about their scope of work (to reinstall components or to simply reconnect and test) and are assured of the safety of their staff working in the unit now and in the future. It is important that the Decontamination contractor can provide this level of assurance to the Compliance contractor.

Reinstatement Phase

The Provider will advise the lease manager when reinstatement work is to be started.

9. The lease manager, using email template PHO-104, advises the Provider to ensure their Reinstatement contractor is fully aware of the status of the specialised fire prevention system – and whether any new components need to be installed. This will allow the Reinstatement contractor to understand the work the Compliance contractor will need to be on site to do and that it is safe to do so.
10. The lease manager requests the Chemical Team to create a work order in eAM for the Compliance contractor to do all the required work – reinstall (if required) or reconnect, and test the specialised fire prevention system. The lease manager diarises to check this work has been carried out at the completion of reinstatement work. The following information required on the eAM work order.
 - *the unit address which needs an install or reconnection (usually more than one unit might be isolated, so we need to be clear which unit needs to be reconnected).*

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- *the Description field must clearly indicate:*
 - a. **what systems and components** are to be installed or if only reconnection and testing is needed, (must note if a sprinkler system is involved, as a different technician is required)
 - b. the **date** installation/reconnection should start
 - c. the **name and contact phone number** for the Contractor managing the reinstatement work, to coordinate access.

 - *in addition, use the following details when creating the eAM work order*
 - d. Contractor code = WORMLD_ALL
 - e. Status = RELEASED
 - f. Work order type = Maintenance
 - g. Priority = GNL
 - h. Project Code = AU100979
 - i. Task = 1 Chemical Reinstatement for Reinstatement properties
 - j. First approver = the creator of the work order
 - k. SOR = ABS200.

 - *Work orders must be issued at RELEASED status, to ensure the Compliance Contractor (which is not a BCTI contractor) receives the work order via email.*
11. The Compliance contractor receives the work order and completes the required work, working closely with the Reinstatement contractor to stage the work appropriately.
12. Once the system is installed (if needed), fully reconnected and tested, the Compliance contractor enters their action in GSN (Fire Compliance database) and updates this action to their weekly risk report which is sent to the Housing New Zealand Compliance team.

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