

Guidelines for Managing Methamphetamine (Meth) in Community Group Housing properties CA-719

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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 guidelines.

Community Group Housing (CGH) Project Managers (PM) manage the relationship with the Group leasing a CGH property and the Group manages relationships with their tenants/residents living in or using the property. A Group may request at any time that their property be tested for meth where they have suspicion the property may be contaminated, however the Group may carry out the testing process themselves.

The nature of CGH Groups and their tenants require some variations to the standard Housing New Zealand meth process. As a result, these guidelines and related collateral have been developed to support CGH staff in their interactions with a Group when managing potential or confirmed meth contamination.

Consistent with any other communication between a Group and Housing New Zealand, communication about meth is expected to be open and honest. Housing New Zealand staff will work with Groups to identify and resolve any issues.

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 the CGH Team with a clear process to follow to safely manage situations involving meth contamination in CGH 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 a Group's staff and residents and to minimise, as far as is reasonably practicable, risks associated with potential and confirmed meth contamination in CGH properties
- These procedures must be followed in all cases without exception and apply to all CGH properties managed by Housing New Zealand where Housing New Zealand has responsibility for managing meth contamination.

1.3 Standards New Zealand NZS 8510:2017 – 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.

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1.4 Business rules

The following specific Business Rules and guiding principles have been developed to guide meth management in CGH 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	Prior to any new tenancy commencing, the CGH property must be baseline tested. The test report will be shared with the Group, who will be asked to sign an acknowledgement of the result.
2	Any decision about liability for meth-related costs will be made by the CGH Manager following discussions between the CGH PM and the Group about the source of the contamination and the Group's ability to pay.
3	When considering whether to test a tenanted CGH property for meth contamination, staff are to use the credible evidence guide (Appendix C in this document) to inform their decision.
4	CGH tenancy agreements / leases are not usually terminated as a result of a positive meth test. Staff will support the Group to determine the best resolution for any problem(s) identified during the meth-testing process.
5	Housing New Zealand will work with a Group to ensure suitable accommodation is identified for any residents / clients who need to be moved due to a test result above NZS 8510:2017 contamination levels standards. CGH staff will use the Alternative Accommodation Guide (Appendix D in this document) in discussions with the Group.
6	Where it is agreed between Housing New Zealand and a Group that Housing New Zealand will be responsible for the meth testing, the Group will make sure their service users are cared for appropriately while testing occurs.
7	All communications with the Group must be documented in Kotahi under property details and all reports are to be saved in Objective under the property folder in a new sub folder 'Meth'.
8	All requests, decisions and/or agreements with the Group must be provided to them in writing.

Note: CA-716 states that Housing New Zealand will use the appropriate legal channels to deal with any illegal activity in its homes, including the manufacture, use or sale of meth. While this is true for CGH properties, the current practice is that Housing New Zealand does not end a CGH tenancy and/or suspend a Group from holding a tenancy with Housing New Zealand for meth contamination, due to the circumstances associated with CGH Groups and their service user base. Any follow up actions required as a result of meth contamination at a CGH property will be managed by the project manager and the Manager CGH.

1.5 Triggers

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

- a complaint or feedback is received by any Housing New Zealand staff member, CGH Group or contractor
- suspicion is raised by any Housing New Zealand staff member, CGH Group or contractor
- advice is received from Police or a third party
- a baseline test is required prior to a new tenancy commencing
- health issues are raised by a current service user.

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1.6 Inputs

The following inputs are used in this business process:

- P-250 Policy for Managing Methamphetamine (Meth) in Housing New Zealand Managed Properties
- HS-305 Safe Work Plan and Corporate Care Request
- T-229 Anti Social Behaviour
- Meth test reports (Detailed Assessments and Screening Assessments)
- T-237 Abandoned Goods Guideline
- T-250 Guidelines for managing tenant belongings affected by methamphetamine (meth) contamination.

1.7 Outputs

- An 'A1' Customer Risk Indicator Profile (CRIP) rating applied to the Group where there are reasonable grounds to suspect meth contamination, indicating the use or manufacture of this drug at a property
- Updated comments and codes in eAM, Kotahi and the Asset Risk Register
- Clearance Report and Certificate
- Crush and Bury Certificate.

1.8 Glossary

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

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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 CGH are listed here:

Role	Accountabilities/Responsibilities
CGH Project Manager	<p>Accountability</p> <ul style="list-style-type: none"> • Holds and manages the primary relationship with the Group, and maintains regular communication with them through all stages of the meth process. <p>Key responsibilities</p> <ul style="list-style-type: none"> • Discusses with CGH Manager credibility of evidence to suspect meth contamination in a CGH property • Discusses suspicion with the Group and explains the meth process Housing New Zealand will follow • Manages aspects of testing process - initiates test requests and Safe Work Plans; liaises with Group over testing arrangements; and explains test results to Group, including any further treatments required • Where decontamination is required, works with the Group to make sure any temporary and/or future housing needs of service users are arranged, including any associated rent changes and accommodation costs • Makes notes and updates records/codes in Kotahi.
CGH Manager	<p>Accountability</p> <ul style="list-style-type: none"> • Makes sure CGH staff follow agreed procedures for managing meth in CGH properties. • Provides support and approvals to the CGH Project Manager throughout the meth process • Makes sure issues are escalated, if necessary, to the regional manager responsible for CGH. <p>Key responsibilities</p> <ul style="list-style-type: none"> • Reviews credible evidence relied upon to establish reasonable grounds to suspect meth contamination in tenanted and void CGH properties • Discusses meth related issues with Groups if required • Reviews and approves test requests and Safe Work Plans • Approves temporary and/or future housing options, including related accommodation costs.

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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 (P) in Housing New Zealand-managed properties'.

3.3 Related documentation

- CA-716 'Managing Methamphetamine (Meth) in Housing New Zealand-managed properties'
- T-250 'Guidelines for managing tenant belongings with methamphetamine contamination'.

4. Process diagram

Refer to the standard process diagram in CA-716 'Managing Methamphetamine (Meth) in Housing New Zealand-managed properties'.

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5. Procedures

5.1 Complete a baseline test for a CGH property

Note: Baseline tests (non-suspicion) are always completed on a vacant CGH property prior to the new tenancy commencing.

The CGH PM will arrange this test when they are advised of the ECD in the void path or by the Portfolio Manager for new acquisitions.

Step	Action	Responsible Role
1	<p>Initiate test request</p> <ul style="list-style-type: none"> • Prepare PHO-061 including 'request for meth test' (pdf within template), and submit to CGH Manager for approval • Prepare SWP if required, and submit to CGH Manager for approval • Approved SWP is sent to HSS team as per CA-716 for approval and return • Email both approved documents to relevant Asset Manager responsible for CGH in region. <p>Note: a SWP is not normally required for baseline test requests. CGH PM is to evaluate the property location to determine if one is required.</p>	CGH PM
2	<p>Complete Request for Meth Test/Decontamination</p> <p>Endorse and forward 'request for meth test' form and (if applicable) SWP to PMS, who forward to Chemical Team.</p> <p>Email stakeholders to inform test is to occur (PHO-062).</p>	Asset Manager/PMS
3	<p>Arrange test</p> <ul style="list-style-type: none"> • Check meth test request to ensure all details required by the testing provider are included • Send request (PHO-063) to tester. 	Chemical Team
4	<p>Complete test</p> <ul style="list-style-type: none"> • Complete test of vacant property • Send report to Chemical Team. 	Tester

Next step

Continue processing the test report as per procedure 6.3, ignoring any comments relating to the Group / service user.

5.2 Confirm if a tenanted CGH property has meth contamination

Step	Action	Responsible Role									
1	<p>Evaluate need to test</p> <ul style="list-style-type: none"> Evaluate the grounds for suspecting meth contamination using the Levels of Evidence guide (Appendix C) to inform the decision. Refer to CA-716 5.1, Steps 1 and 2 Discuss situation with CGH Manager to ensure testing is appropriate Discuss situation with Group. <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>The Group is taking responsibility for the testing</td> <td>go to procedure 6.5 Testing and Decontamination completed by the Group.</td> </tr> <tr> <td>Housing New Zealand is taking responsibility for the testing</td> <td>go to step 2.</td> </tr> </tbody> </table>	If...	Then...	The Group is taking responsibility for the testing	go to procedure 6.5 Testing and Decontamination completed by the Group.	Housing New Zealand is taking responsibility for the testing	go to step 2.	CGH PM			
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Housing New Zealand is taking responsibility for the testing	go to step 2.										
2	<p>Request test</p> <ul style="list-style-type: none"> Prepare PHO-061 including 'request for meth test' (pdf within template), and submit to CGH Manager for approval Prepare SWP if required, and submit to CGH Manager for approval Approved SWP is sent to HSS team as per CA-716 for approval and return Email both documents to relevant Asset Manager responsible for CGH in region Discuss with CGH Manager applying A1 CRIP rating to the Group and assign if agreed. 	CGH PM									
3	<p>Complete Request for Meth Test Form</p> <ul style="list-style-type: none"> Endorse and forward 'request for meth test' and (if required) SWP to PMS. 	Asset Manager									
4	<p>Update systems</p> <ul style="list-style-type: none"> Advise stakeholders of suspected meth contamination using PHO-060 and restricted access now in place: <ul style="list-style-type: none"> CGH Portfolio Manager Maintenance Delivery Team (MtceDeliveryH&S<region>@hnzc.co.nz) Planned Programmes Team Compliance Team. <p>Update systems.</p> <table border="1"> <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 for suspected meth contamination</td> </tr> <tr> <td>eAM</td> <td>Asset Status / Reason</td> <td>Unavailable/Meth Contam Suspected</td> </tr> </tbody> </table>	System	Field	Action	Asset Risk Register		Record test request for suspected meth contamination	eAM	Asset Status / Reason	Unavailable/Meth Contam Suspected	PMS
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Step	Action	Responsible Role			
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 5px;">eAM</td> <td style="width: 30%; padding: 5px;">Hazards Conditions and Risks</td> <td style="width: 50%; padding: 5px;"> Meth Contam Suspected/Testing being undertaken Or Meth Contam Suspected/Cleansing Order Issued </td> </tr> </table> <ul style="list-style-type: none"> Forward request for meth test and SWP to Chemical Team. 	eAM	Hazards Conditions and Risks	Meth Contam Suspected/Testing being undertaken Or Meth Contam Suspected/Cleansing Order Issued	
eAM	Hazards Conditions and Risks	Meth Contam Suspected/Testing being undertaken Or Meth Contam Suspected/Cleansing Order Issued			
5	<p>Arrange test</p> <ul style="list-style-type: none"> Check meth test request to ensure all details required by the testing provider are included Send request to testing provider (PHO-063) Email CC if required (PHO-070), attaching SWP Liaise with testing provider, CC, CGH PM and Group to schedule test Advise internal stakeholders of test date/time (PHO-064). 	Chemical Team			
6	<p>Discuss test requirements with Group</p> <ul style="list-style-type: none"> Advise who will be attending to represent Housing New Zealand Confirm date and time of test Confirm if all service users and staff are able to be away from the property during the test Agree access arrangements Send email PHO-101 to confirm the arrangements. 	CGH PM			
7	<p>If present on day of testing, provide briefing to CGH PM, Group representative and tester if required</p>	CC			
8	<p>Support testing</p> <p>Note: if CGH PM cannot attend the property for the test, liaise with local Area Manager to arrange for a Senior Tenancy Manager to represent Housing New Zealand.</p> <p>On day of testing, act as landlord at property:</p> <ul style="list-style-type: none"> Hand the lead for the test to CC / tester as required Remain at property / be on call for the duration of test. <p>Note: It is expected the property is empty for the duration of the test. However, the CGH Group is responsible for managing any of their clients who have needed to remain at the property.</p>	CGH PM			
9	<p>Complete test</p> <ul style="list-style-type: none"> Attend briefing by Corporate Care (if present) Complete test of property Hand property back to Housing New Zealand rep Send report to Chemical Team. 	Tester			

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5.3 Action meth test result for a tenanted CGH property

Step	Action	Responsible Role																														
1	Receive test report <ul style="list-style-type: none"> Update records Advise Asset Manager and PMS results and next steps – PHO-065 / PHO-068. 	Chemical Team																														
2	Update systems to notify staff of test results <ul style="list-style-type: none"> As required using guide: <table border="1"> <thead> <tr> <th>System</th> <th>Field</th> <th>Result</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td rowspan="3">eAM</td> <td rowspan="3">Asset Status / Reason</td> <td>Clear or below</td> <td>Available/Letable</td> </tr> <tr> <td>Above</td> <td>Unavailable/Meth Use Contam</td> </tr> <tr> <td>Above with manufacture evidence</td> <td>Unavailable/Meth Manufacture Contam</td> </tr> <tr> <td rowspan="4">eAM</td> <td rowspan="4">Hazards Conditions and Risks status</td> <td>Clear or below</td> <td>No Meth Contam Identified/blank Or Meth Contam Identified/Below Threshold</td> </tr> <tr> <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>If cleansing order issued by local authority</td> <td>Meth Contam Identified/Cleansing Order Issued</td> </tr> <tr> <td rowspan="3">eAM</td> <td rowspan="3">Hazards Conditions and Risk</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</td> <td>Numeric</td> </tr> </tbody> </table>	System	Field	Result	Action	eAM	Asset Status / Reason	Clear or below	Available/Letable	Above	Unavailable/Meth Use Contam	Above with manufacture evidence	Unavailable/Meth Manufacture Contam	eAM	Hazards Conditions and Risks status	Clear or below	No Meth Contam Identified/blank Or Meth Contam Identified/Below Threshold	Above	Meth Contam Identified/Meth Use Contam Confirmd	Above with manufacture evidence	Meth Contam Identified/Meth Manufacture Confirmd	If cleansing order issued by local authority	Meth Contam Identified/Cleansing Order Issued	eAM	Hazards Conditions and Risk	Meth Note Date	Auto Dated (date the Note is created by the user)	Meth Test Date	Manual Date	Meth Test	Numeric	PMS
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Step	Action				Responsible Role						
			Recording	Character/Value (highest reading in test report)							
			Meth Test Result Status	Clear, Below Level or Above Level							
	Asset Risk Register			Close or Update							
	<ul style="list-style-type: none"> • Advise stakeholders the results and likely next steps – PHO-066 / PHO-069 <ul style="list-style-type: none"> ○ CGH PM and CGH Manager ○ CGH Portfolio Manager ○ Maintenance Delivery Team (MtceDeliveryH&S<region>@hnzc.co.nz) ○ Planned Programmes Team ○ Compliance Team • Save report into property folder in Objective. 										
3	<p>Discuss results with the Group</p> <p>Note: all conversations with the Group must be held in the area office, Group's office or by telephone.</p> <p>The content of the discussion will depend on the test results, and whether any service user is suspected of causing any contamination.</p> <table border="1" data-bbox="240 1205 1238 1458"> <thead> <tr> <th data-bbox="240 1205 743 1272">If...</th> <th data-bbox="743 1205 1238 1272">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 1272 743 1379">the test result is clear, at or below the meth contamination levels in NZS 8510:2017</td> <td data-bbox="743 1272 1238 1379">go to step 4.</td> </tr> <tr> <td data-bbox="240 1379 743 1458">the test result is above the meth contamination levels in NZS 8510:2017</td> <td data-bbox="743 1379 1238 1458">go to steps 5.</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 4.	the test result is above the meth contamination levels in NZS 8510:2017	go to steps 5.	CGH PM and/or CGH Manager
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4	<p>Discussion guide – test result is clear, at or below contamination levels</p> <ul style="list-style-type: none"> • Advise Group of results using template PHO-100; include a copy of test report if the Group requests this. Note – CGH PM, CGH Manager and Asset Manager need to agree on any personal information which needs to be redacted before the report is shared with the Group • Consider any follow up action required to manage the tenancy / lease • Discuss removal of A1 CRIP rating with CGH Manager and action as required. 				CGH PM						
5	<p>Discussion guide – test result is above contamination levels</p> <p>Note: it is expected the property will be vacated during the decontamination for health and safety reasons.</p> <p>If this can not happen for any reason, the CGH PM must discuss the situation with the Chemical Team.</p> <ul style="list-style-type: none"> • Verbally advise Group of results and that restricted access for Housing 				CGH PM						

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Step	Action	Responsible Role
	<p>New Zealand staff and contractors will remain in place</p> <ul style="list-style-type: none"> • Advise Group of results formally by sending Template PHO-100; include a copy of test report if the Group requests this. Note – CGH PM, CGH Manager and Asset Manager need to agree on any personal information which needs to be redacted before the report is shared with the Group • Discuss, as required, the need for the property to be vacant while decontamination is undertaken • Work with the Group to ensure suitable alternative accommodation is available for service users considering the following options: <ul style="list-style-type: none"> ○ Can the Group absorb their clients into another one of their properties? ○ Can the Group absorb their clients into other accommodation the Group has available to it? ○ Does Housing New Zealand have any other vacancies available which would be suitable for the Group/clients? ○ Is there other accommodation which Housing New Zealand can provide for the Group/clients, e.g. motel? <p>Note: refer to Appendix D - Alternative Accommodation guide.</p> <ul style="list-style-type: none"> • Discuss removal of A1 CRIP rating with CGH Manager and action as required. 	
6	<p>Prepare property for decontamination once void</p> <ul style="list-style-type: none"> • Create work order to install a regional construction lock barrel to all exterior doors OR appropriate lock barrel, with keys to be delivered to the area office • Update Request for meth test form with current lock information and any change to risk information • Take photos of external grounds (from the street) in order for rubbish removal and lawn maintenance to be organised promptly. <p>Note: for further detail refer to CA-716, Section 5.4, Steps 10 and 11. If CGH PM can not attend the property to take the photos, liaise with local Area Manager to arrange for a Tenancy Manager to do this:</p> <ul style="list-style-type: none"> • Advise internal stakeholders – PHO-071 – property is ready for decontamination. Note: include photos, and either signed disposal of belongings (05-111) or Disposal order • If the Group will not return to the property after all remediation work, then end the tenancy in Kotahi putting the property status to Long Term Void (PLAB) • If the Group is to return to the property after all remediation work, refer to Appendix D - Alternative Accommodation guide. <p>Note: refer to T-250 - Guidelines for managing tenant belongings affected by methamphetamine (meth) contamination – and T-237 – Abandoned good guidelines - as required.</p>	CGH PM

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Step	Action	Responsible Role						
7	<p>Prepare property for decontamination once void:</p> <ul style="list-style-type: none"> Organise rubbish removal as soon as practicable Advise Maintenance Delivery to release routine ground maintenance work order. <p>Continue as per CA-716 5.6 Cleaning a meth contaminated property</p>	Chemical Team						
8	<p>Post decontamination</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Decontamination is successful and reinstatement is required</td> <td>Refer to CA-716 5.7 Reinstatement of a property after cleaning. Note: Appendix A in these Guidelines CA-719 provides a quick guide to reinstatement.</td> </tr> <tr> <td>Decontamination is not successful and demolition is required</td> <td>Refer to CA-716 5.8 Demolition of a property with meth contamination.</td> </tr> </tbody> </table>	If...	Then...	Decontamination is successful and reinstatement is required	Refer to CA-716 5.7 Reinstatement of a property after cleaning. Note: Appendix A in these Guidelines CA-719 provides a quick guide to reinstatement.	Decontamination is not successful and demolition is required	Refer to CA-716 5.8 Demolition of a property with meth contamination.	
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5.4 Letting a property where meth contamination has occurred

Note: Once all decontamination and reinstatement work is complete, Housing New Zealand has made a business decision to inform the next tenant/Group of the meth contamination history. There is no requirement to inform subsequent tenants.

Step	Action	Responsible Role
1	<p>Follow the CGH standard letting a property process, with the following additions:</p> <ul style="list-style-type: none"> Advise the new group of the meth contamination history of the property Provide a copy of the baseline test, completed following reinstatement work, with the lease / tenancy agreement Make sure the new Group signs letter 16-090 to acknowledge property has been baseline tested 	CGH PM

5.5 Testing and decontamination completed by the Group

On occasions, the Group will complete the testing and decontamination themselves. If this happens the CGH PM are to use CA-718 Guidelines for managing methamphetamine (meth) in emergency housing properties.

Relevant Steps:

- 6.1 – Provider advises Housing New Zealand of suspicion
- 6.2 – Provider informs Housing New Zealand of test results
- 6.3 – Provider advises property is cleared of contamination.

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6. Tools

6.1 Letters

- 16-090 - CGH Acknowledgement Moving Into Baseline Tested Property.

6.2 Email templates

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

PHO-100 Meth test results

Sent from CGH PM to Group

PHO-101 Meth test confirmation

Sent from CGH PM to Group

7. Records

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

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.

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9. Appendices

Appendix A - Reinstatement guide

< \$25K	>\$25K - <\$50K	>\$50K - <\$250K
Business case not required Work recommended by Maintenance based on void scope Asset Manager approves	Asset Manager prepares business case email template National Assets Manager approves	Asset Manager prepares High Value Business Case template National Assets Manager approves
<p>Notes:</p> <ul style="list-style-type: none"> Delegated Financial Authority levels are based on financial decisions only. Decisions about reinstating a property must also consider the location and value of the property It is recommended that the person preparing the business case is not the person approving the expenditure It is recommended that the approver is one tier higher than the preparer of the business case. 		
Reinstatement Decision - Advise groups as below :		
<p><\$50K – PBMC completes work; Maintenance Delivery manages. The original scope (VSC) submitted by the PMBC can be authorised, or a new work order created for the needed repairs.</p> <p>>\$50K - <\$100K – Chemical Team manage closed tender RFP to 3 chosen companies (PBMC can be one). Legal Team advice for contract. Work order for chosen contractor created and managed by Chemical Team.</p> <p>>\$100K – Procurement Team manages open market RFP tender. Legal Team advice for contract. Work order for chosen contractor created and managed by Chemical Team.</p>		
<p>Risk Register with controls, task analysis with controls, emergency response plan and site management plan to be submitted for approval by HSS team before work is started.</p> <p>>\$50K – also SSSP to be submitted for approval by HSS team before work is started.</p> <p>Approved health and safety management agreement to be signed by both parties (PCBU1 and PCBU2).</p>		

People / Teams to advise:









- CGH Project Manager
- Portfolio Manager
- Maintenance Delivery Team (MtceDeliveryH&S@hnzc.co.nz)
- Planned Programmes Team
- Compliance Team
- Chemical Team – if above \$50K.

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Appendix B – 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 in Noggin, along with related hazard controls to manage the safety risk to an acceptably low level.

Risk Rating	Risk Description
	Personal safety: On-site or off-site assaults, threats to kill/harm, verbal abuse and intimidation.
	Personal safety: 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: Sub-standard/unsafe acts or sub-standard/unsafe conditions.
	Contractors suffering serious harm while undertaking construction, maintenance or servicing work: Exposure to asbestos, lead-based paint or other job-related hazardous substances/materials.
	Motor vehicle accidents.
	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.

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Appendix C – Levels of evidence guide

- Credible evidence – required by Housing New Zealand for requesting a meth suspicion 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.

Appendix D - Alternative accommodation guide

Options to be considered – in order of consideration:

- Can the Group absorb their clients into another one of their Housing New Zealand properties?
- Can the Group absorb their clients into other accommodation the Group has available to it?
- Does Housing New Zealand have any other vacancies available which would be suitable for the Group/clients?
- Is there other accommodation which Housing New Zealand can be provided for the Group/clients, e.g. motel?

Rent options / Kotahi updates

If...	Then...
Group absorb their clients into another one of their properties; and the Group is returning to the original property	Rent: no rent is charged for the original property. CGH Manager initiates an adjustment. System: original property tenancy = CUR
Group absorb their clients into another one of their properties; and the Group is not returning to the original property	Rent: no rent is charged from when the tenancy is ended. System: Original tenancy is ended.
Group absorb their clients into other accommodation the Group has available to it; and the Group pays for this; and the Group is returning to the original property	Rent: for Housing New Zealand property is adjusted. Note: CGH Manager has discretion which can be applied based on the Group's situation – see below. System: tenancy = CUR
Housing New Zealand has a vacancy available; and the Group is returning to the original property	Rent: is paid for the new property at the same level as the original property. System: Original property – tenancy is ended. Temporary property – tenancy = CUR
Housing New Zealand has a vacancy available;	Rent: no rent is charged from when the tenancy

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If...	Then...
and the Group is not returning to the original property	is ended. System: Original tenancy is ended.
Housing New Zealand provides other accommodation and the Group is to return to the original property	Rent: is paid for the original property only. Housing New Zealand pays for the alternative accommodation. Note: CGH Manager has discretion which can be applied based on the Group's situation – see below. System: tenancy = CUR

Note: Any additional accommodation costs over and above a Group's normal weekly rent charge may be considered for payment by Housing New Zealand at the discretion of the Manager CGH. Considerations may be made where a Group can evidence significant hardship and/ or when a baseline test was not completed prior to the start of the affected tenancy.

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