

# Methamphetamine Contamination indicator in Kotahi and in Work Orders

- Page published: 19 Jun 2015 — expired
- Page updated: 20 Jul 2017

Business Alert for Senior/Tenancy Managers, Area Managers, Housing Advisors, Placement Team, Asset Managers, Maintenance Delivery staff and Contract Managers

With an increase in positive tests for methamphetamine ('P') contamination in our properties, we need this information more visible in Kotahi for staff and contractors.

When P is suspected as an issue at a property, the Asset Managers are responsible for updating the P contamination status code in eAM. The information is brought across into Kotahi and was previously 'view only' in the Property record. Changes were needed to show the P status in other Kotahi screens.

CRIP ratings are attached to tenancy records and not property records in Kotahi. This presented an issue for contractors when a property was vacated by tenants who had been given a CRIP rating of A1 to indicate the presence of P at the property. When the tenant vacated, the tenant/property relationship ended meaning the contractor had no current information about P risks associated with the property on any work orders.

To resolve these two gaps, system enhancements have been delivered to complement existing notifications and further reduce the health and safety risk to staff and contractors through potential exposure to P.

The following changes were made recently in Kotahi:

1. A Key detail now displays the P contamination status against the property (at all times), and against tenancy and person (current tenants only), repairs, customer services, offers (in allocations) and My Portal.

The Key detail displays the words 'P contamination' followed by a brief description of the current P status – either 'testing', 'confirmed', or 'property has been cleansed'.

The status 'Property has been cleansed' will only display on the property record, MyPortal, Property view and offer screens.

Note: We are aware of a system issue with the code wording not being displayed in full in all screens – this is currently being investigated. The full wording is visible in the Property screen.

2. Work orders sent to contractors now inform them where there is a P contamination status of 'testing', 'confirmed', or 'property cleansed'.

All adults recorded as household members in a tenancy must continue to be given a Customer Risk Rating of A1 if anyone in the household is suspected of selling or manufacturing drugs from the tenancy or if any use of P is suspected. This rating displays on MyPortal, tenancy, person, repair and customer services record pages. The risk rating will continue to be provided in work order messages sent to PBMC Contractors as long at the property remains tenanted.

The system changes above will resolve the current gaps we have identified. Further system changes may occur in the future as part of a larger Project which is reviewing all of our policies, processes and systems relating to methamphetamine contamination. If more system changes occur, we will keep you fully informed.

This business alert has been authorised by Graeme Broderick.

If you have any questions, please contact your manager. To access this or any other business alerts, go to the OurSpace homepage or visit the A-Z reference and view by topic .

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  - Tags: Contamination, Indicator, Kotahi, Methamphetamine, Work Orders
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