

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 January 2020

As at 31 January 2020, MBIE had received 7,382 WHRS claims lodged for 12,815 properties.

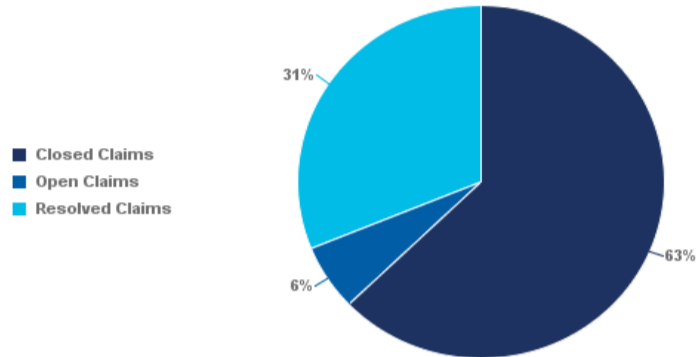
The Weathertight Service has completed 8,763 property assessments (some owners request more than one assessment).

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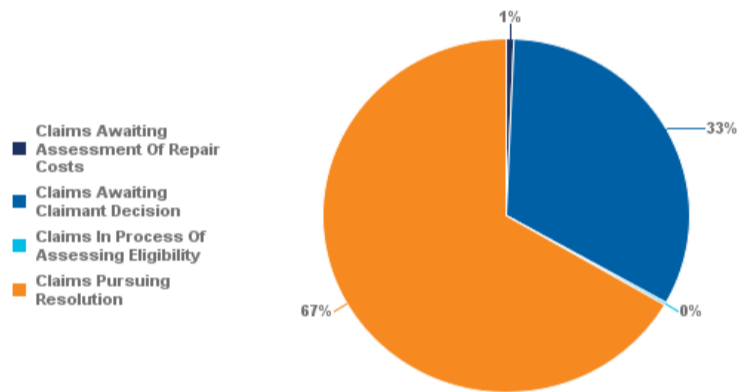
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



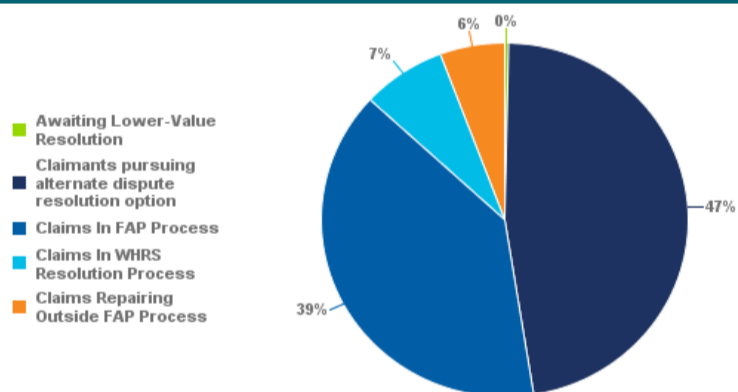
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4636	63%
Open Claims	446	6%
Resolved Claims	2300	31%
Total Count Of Claims:	7382	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	3	1%
Claims Awaiting Claimant Decision	145	33%
Claims In Process Of Assessing Eligibility	1	0%
Claims Pursuing Resolution	297	67%
Total Count Of Open Claims:	446	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	47%
Claims In FAP Process	117	39%
Claims In WHRS Resolution Process	22	7%
Claims Repairing Outside FAP Process	17	6%
Total Count Of Claims Pursuing Resolution:	297	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 January 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 31 January 2020	Number of open claims as at 31 January 2020
Auckland		
Auckland City Council	1464	239
Franklin District Council	5	5
Manukau City Council	23	6
North Shore City Council	200	31
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1884	321
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	38	33
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	2	2
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	156	8
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	126	14
Thames-Coromandel District Council	5	5
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	221	24
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	596	125
Grand Totals:	2480	446

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 29 February 2020

As at 29 February 2020, MBIE had received 7,382 WHRS claims lodged for 12,815 properties.

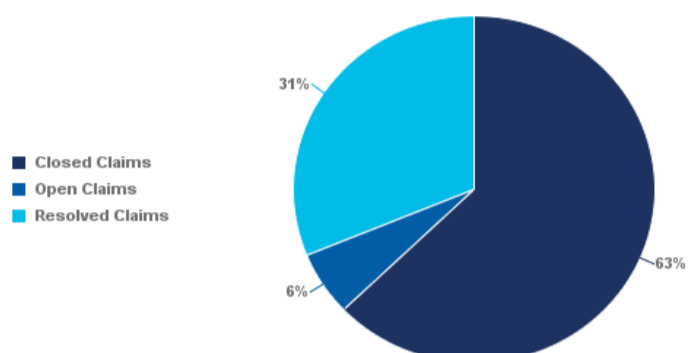
The Weathertight Service has completed 8,763 property assessments (some owners request more than one assessment).

The property assessment numbers may be potentially higher, however many multi-unit complexes have all encompassing reports undertaken. Therefore, the number of property assessments is independent of properties.

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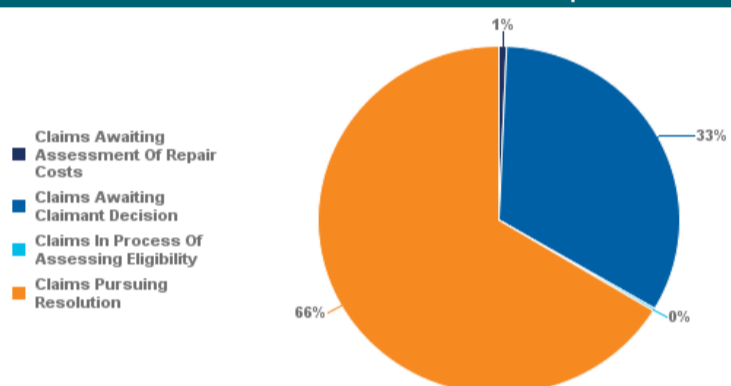
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



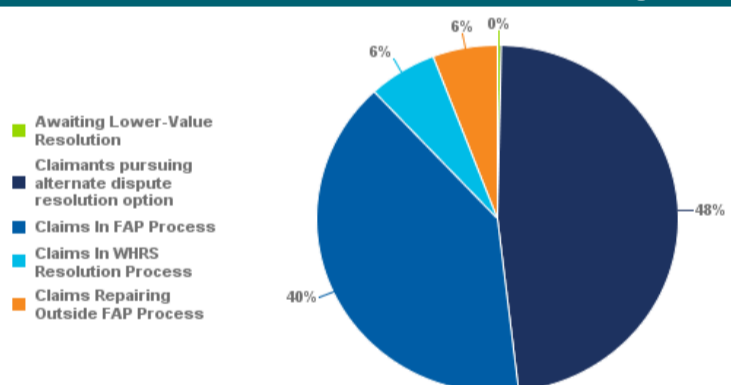
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4637	63%
Open Claims	442	6%
Resolved Claims	2303	31%
Total Count Of Claims:	7382	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	3	1%
Claims Awaiting Claimant Decision	145	33%
Claims In Process Of Assessing Eligibility	1	0%
Claims Pursuing Resolution	293	66%
Total Count Of Open Claims:	442	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	48%
Claims In FAP Process	117	40%
Claims In WHRS Resolution Process	18	6%
Claims Repairing Outside FAP Process	17	6%
Total Count Of Claims Pursuing Resolution:	293	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 29 February 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 29 February 2020	Number of open claims as at 29 February 2020
Auckland		
Auckland City Council	1446	238
Franklin District Council	5	5
Manukau City Council	23	6
North Shore City Council	180	28
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1846	317
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	38	33
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	2	2
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	156	8
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	126	14
Thames-Coromandel District Council	5	5
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	221	24
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	596	125
Grand Totals:	2442	442

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 March 2020

As at 31 March 2020, MBIE had received 7,383 WHRS claims lodged for 12,816 properties.

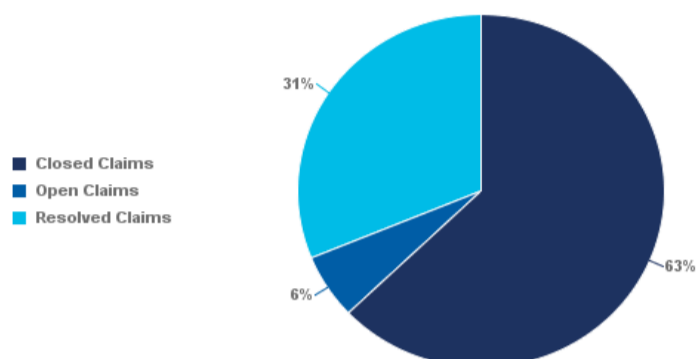
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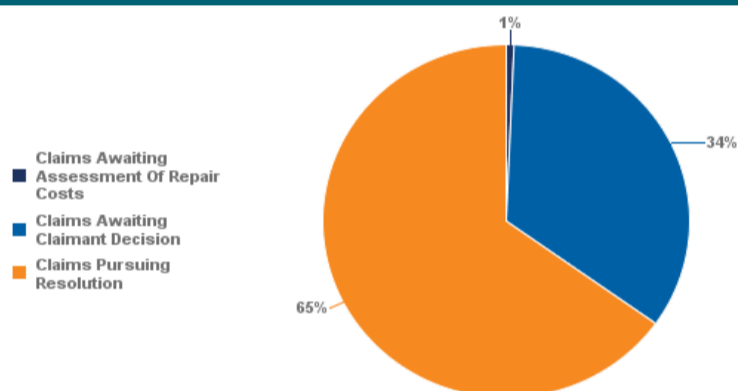
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Total Claims



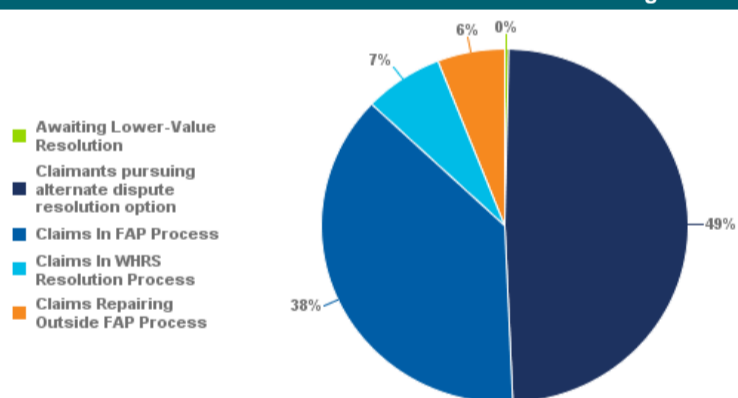
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4641	63%
Open Claims	439	6%
Resolved Claims	2303	31%
Total Count Of Claims:	7383	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	3	1%
Claims Awaiting Claimant Decision	150	34%
Claims Pursuing Resolution	286	65%
Total Count Of Open Claims:	439	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	49%
Claims In FAP Process	108	38%
Claims In WHRS Resolution Process	20	7%
Claims Repairing Outside FAP Process	17	6%
Total Count Of Claims Pursuing Resolution:	286	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 March 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 31 March 2020	Number of open claims as at 31 March 2020
Auckland		
Auckland City Council	1443	235
Franklin District Council	5	5
Manukau City Council	22	5
North Shore City Council	180	28
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1842	313
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	38	33
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	2	2
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	126	14
Thames-Coromandel District Council	5	5
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	221	24
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	597	126
Grand Totals:	2439	439

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 April 2020

As at 30 April 2020, MBIE had received 7,383 WHRS claims lodged for 12,816 properties.

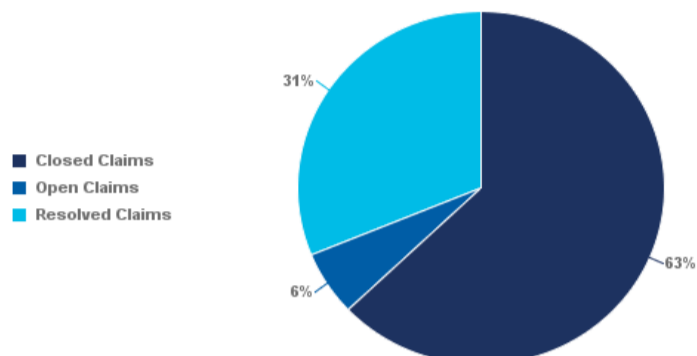
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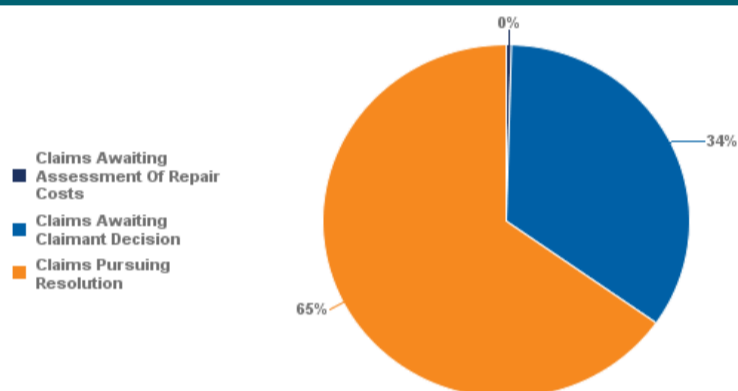
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Total Claims



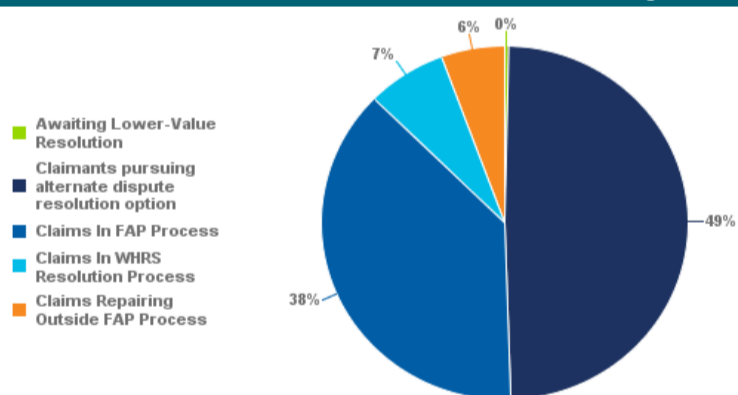
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4643	63%
Open Claims	437	6%
Resolved Claims	2303	31%
Total Count Of Claims:	7383	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	2	0%
Claims Awaiting Claimant Decision	150	34%
Claims Pursuing Resolution	285	65%
Total Count Of Open Claims:	437	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	49%
Claims In FAP Process	108	38%
Claims In WHRS Resolution Process	20	7%
Claims Repairing Outside FAP Process	16	6%
Total Count Of Claims Pursuing Resolution:	285	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

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Weatheright Home Resolution Services (WHRS) Open Claims by Territorial Authority: 30 April 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 30 April 2020	Number of open claims as at 30 April 2020
Auckland		
Auckland City Council	1443	235
Franklin District Council	5	5
Manukau City Council	22	5
North Shore City Council	180	28
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1842	313
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	38	33
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	2	2
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	126	14
Thames-Coromandel District Council	5	5
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	219	22
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	595	124
Grand Totals:	2437	437

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 May 2020

As at 31 May 2020, MBIE had received 7,383 WHRS claims lodged for 12,816 properties.

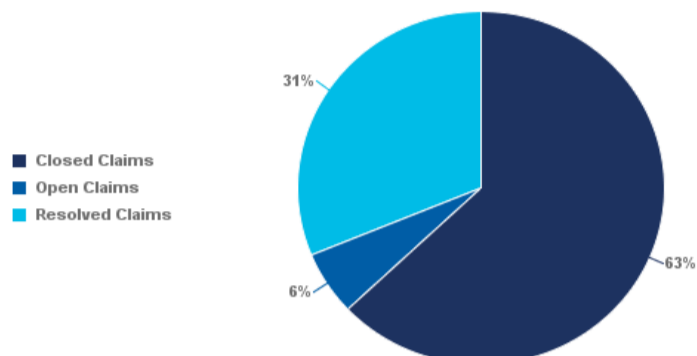
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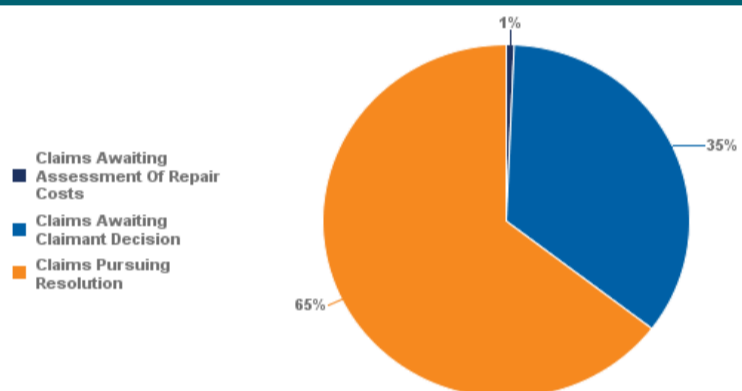
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Total Claims



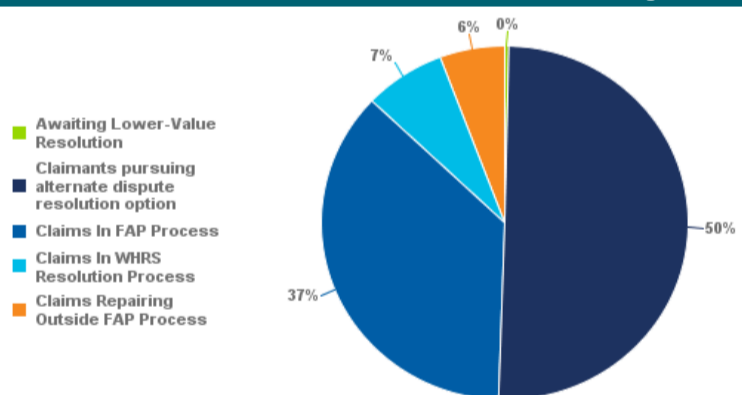
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4647	63.0%
Open Claims	432	6.0%
Resolved Claims	2304	31.0%
Total Count Of Claims:	7383	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	3	1.0%
Claims Awaiting Claimant Decision	150	35.0%
Claims Pursuing Resolution	279	65.0%
Total Count Of Open Claims:	432	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0.0%
Claimants pursuing alternate dispute resolution option	140	50.0%
Claims In FAP Process	102	37.0%
Claims In WHRS Resolution Process	20	7.0%
Claims Repairing Outside FAP Process	16	6.0%
Total Count Of Claims Pursuing Resolution:	279	100.00%

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Auckland		
Auckland City Council	1419	234
Franklin District Council	5	5
Manukau City Council	22	5
North Shore City Council	180	28
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1818	312
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	37	32
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	126	14
Thames-Coromandel District Council	5	5
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	218	21
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	591	120
Grand Totals:	2409	432

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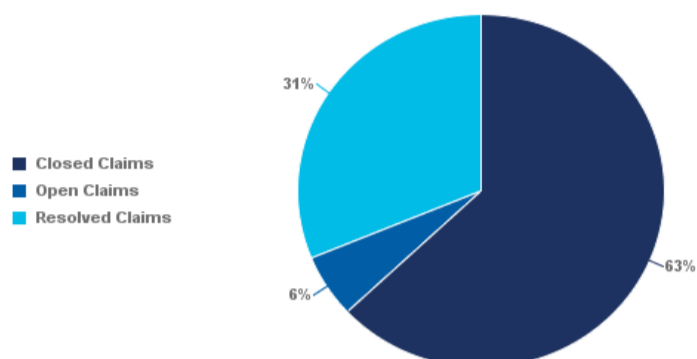
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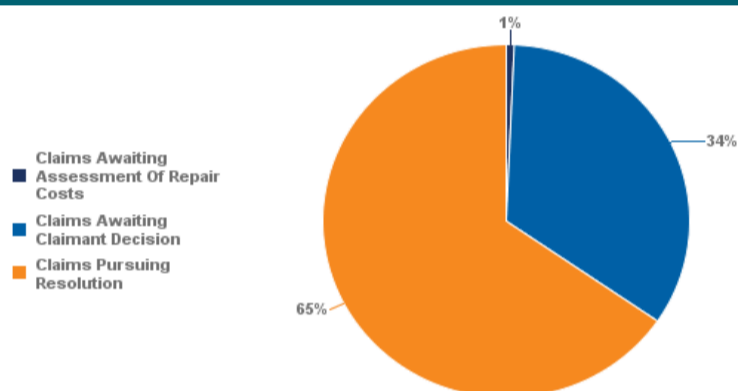
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Total Claims



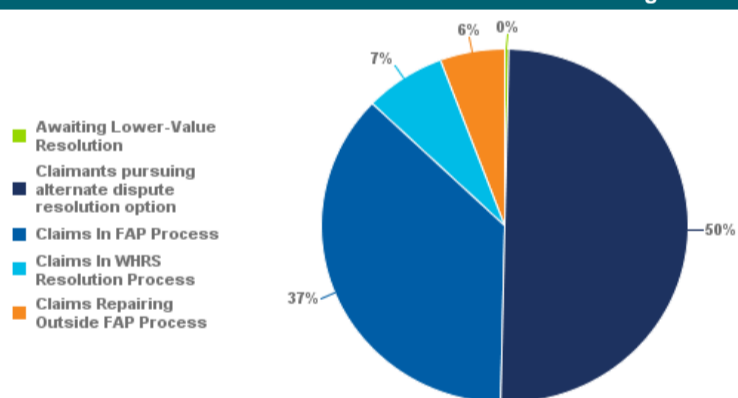
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4651	63.0%
Open Claims	428	6.0%
Resolved Claims	2304	31.0%
Total Count Of Claims:	7383	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	3	1.0%
Claims Awaiting Claimant Decision	145	34.0%
Claims Pursuing Resolution	280	65.0%
Total Count Of Open Claims:	428	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0.0%
Claimants pursuing alternate dispute resolution option	140	50.0%
Claims In FAP Process	103	37.0%
Claims In WHRS Resolution Process	20	7.0%
Claims Repairing Outside FAP Process	16	6.0%
Total Count Of Claims Pursuing Resolution:	280	100.00%

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Manukau City Council	21	4
North Shore City Council	180	28
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1789	310
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	36	31
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	125	13
Thames-Coromandel District Council	5	5
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	218	21
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	589	118
Grand Totals:	2378	428

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 July 2020

As at 31 July 2020, MBIE had received 7,383 WHRS claims lodged for 12,816 properties.

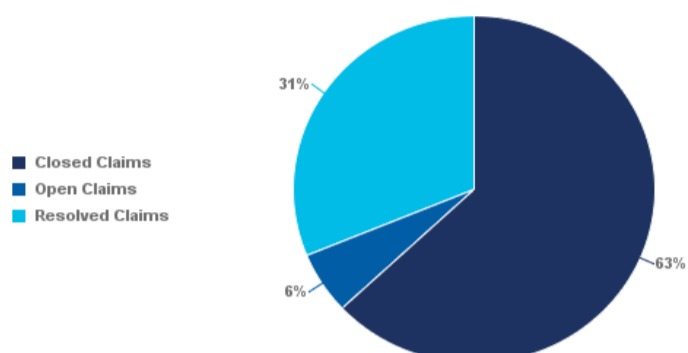
The Weathertight Service has completed 8,766 property assessments (some owners request more than one assessment).

The property assessment numbers may be potentially higher, however many multi-unit complexes have all encompassing reports undertaken. Therefore, the number of property assessments is independent of properties.

For more information on Weathertight Services visit our website www.building.govt.nz.

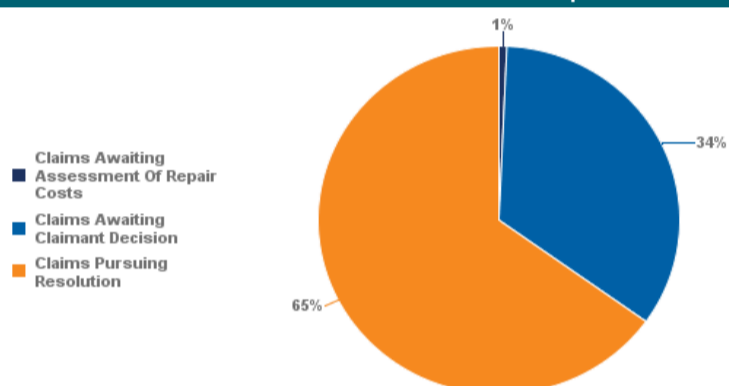
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



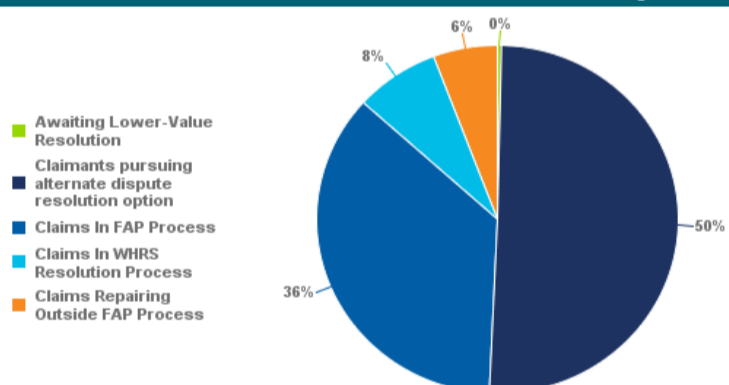
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4652	63.0%
Open Claims	427	6.0%
Resolved Claims	2304	31.0%
Total Count Of Claims:	7383	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	3	1.0%
Claims Awaiting Claimant Decision	146	34.0%
Claims Pursuing Resolution	278	65.0%
Total Count Of Open Claims:	427	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0.0%
Claimants pursuing alternate dispute resolution option	140	50.0%
Claims In FAP Process	100	36.0%
Claims In WHRS Resolution Process	21	8.0%
Claims Repairing Outside FAP Process	16	6.0%
Total Count Of Claims Pursuing Resolution:	278	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 July 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 31 July 2020	Number of open claims as at 31 July 2020
Auckland		
Auckland City Council	1391	233
Franklin District Council	5	5
Manukau City Council	21	4
North Shore City Council	180	28
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1789	310
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	36	31
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	125	13
Thames-Coromandel District Council	5	5
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	217	20
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	588	117
Grand Totals:	2377	427

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 August 2020

As at 31 August 2020, MBIE had received 7,384 WHRS claims lodged for 12,817 properties.

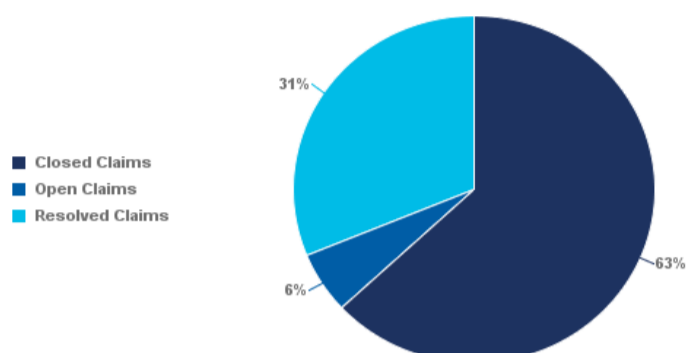
The Weathertight Service has completed 8,768 property assessments (some owners request more than one assessment).

The property assessment numbers may be potentially higher, however many multi-unit complexes have all encompassing reports undertaken. Therefore, the number of property assessments is independent of properties.

For more information on Weathertight Services visit our website www.building.govt.nz.

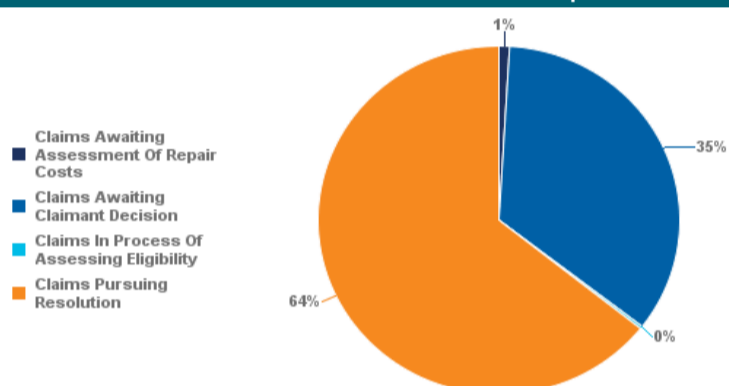
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



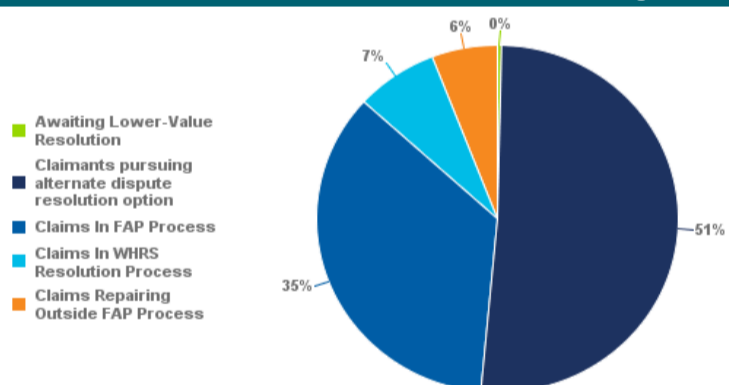
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4657	63%
Open Claims	423	6%
Resolved Claims	2304	31%
Total Count Of Claims:	7384	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	4	1%
Claims Awaiting Claimant Decision	146	35%
Claims In Process Of Assessing Eligibility	1	0%
Claims Pursuing Resolution	272	64%
Total Count Of Open Claims:	423	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	139	51%
Claims In FAP Process	96	35%
Claims In WHRS Resolution Process	20	7%
Claims Repairing Outside FAP Process	16	6%
Total Count Of Claims Pursuing Resolution:	272	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 August 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 31 August 2020	Number of open claims as at 31 August 2020
Auckland		
Auckland City Council	1389	231
Franklin District Council	5	5
Manukau City Council	21	4
North Shore City Council	160	26
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1767	306
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	35	30
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	125	13
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	217	20
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	588	117
Grand Totals:	2355	423

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 September 2020

As at 30 September 2020, MBIE had received 7,384 WHRS claims lodged for 12,817 properties.

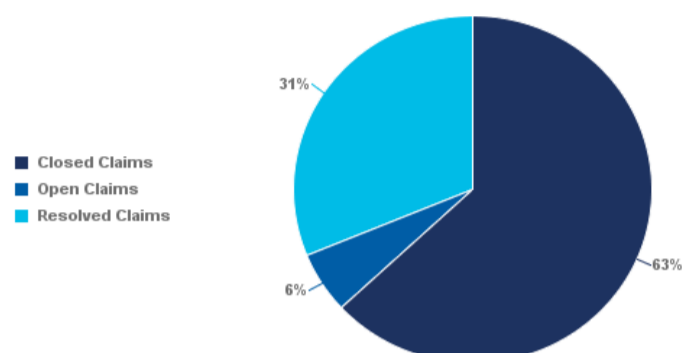
The Weathertight Service has completed 8,769 property assessments (some owners request more than one assessment).

The property assessment numbers may be potentially higher, however many multi-unit complexes have all encompassing reports undertaken. Therefore, the number of property assessments is independent of properties.

For more information on Weathertight Services visit our website www.building.govt.nz.

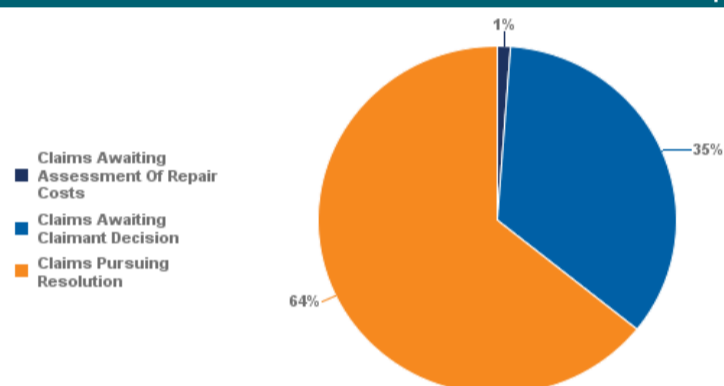
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



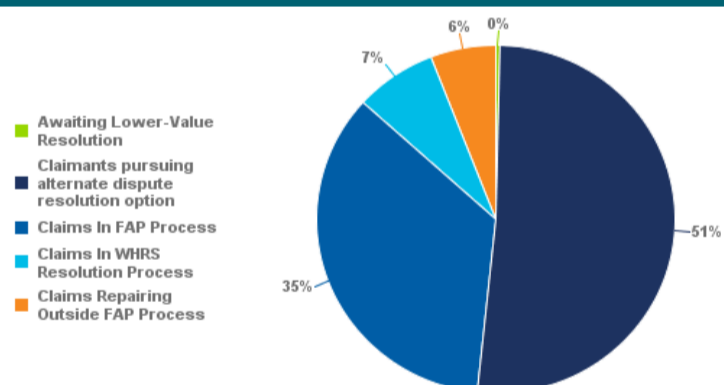
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4658	63%
Open Claims	422	6%
Resolved Claims	2304	31%
Total Count Of Claims:	7384	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	5	1%
Claims Awaiting Claimant Decision	146	35%
Claims Pursuing Resolution	271	64%
Total Count Of Open Claims:	422	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	139	51%
Claims In FAP Process	95	35%
Claims In WHRS Resolution Process	20	7%
Claims Repairing Outside FAP Process	16	6%
Total Count Of Claims Pursuing Resolution:	271	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 30 September 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 30 September 2020	Number of open claims as at 30 September 2020
Auckland		
Auckland City Council	1389	231
Franklin District Council	5	5
Manukau City Council	21	4
North Shore City Council	160	26
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1767	306
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	35	30
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	3	3
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	125	13
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	217	20
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	587	116
Grand Totals:	2354	422

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 October 2020

As at 31 October 2020, MBIE had received 7,384 WHRS claims lodged for 12,817 properties.

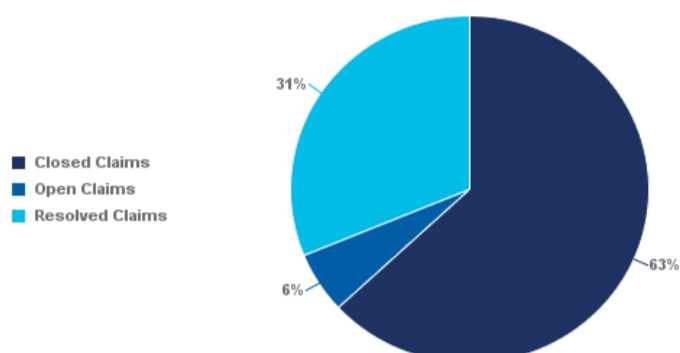
The Weathertight Service has completed 8,770 property assessments (some owners request more than one assessment).

The property assessment numbers may be potentially higher, however many multi-unit complexes have all encompassing reports undertaken. Therefore, the number of property assessments is independent of properties.

For more information on Weathertight Services visit our website www.building.govt.nz.

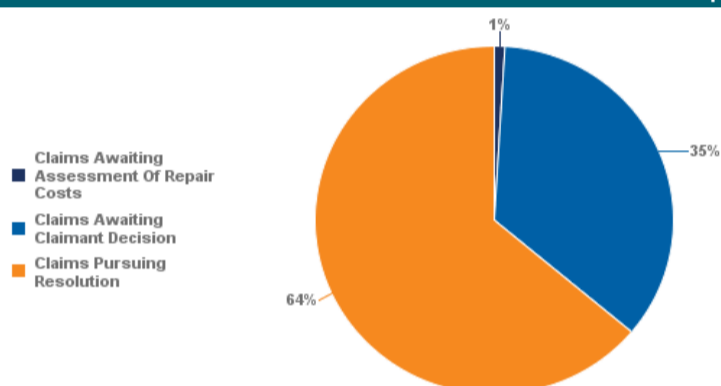
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



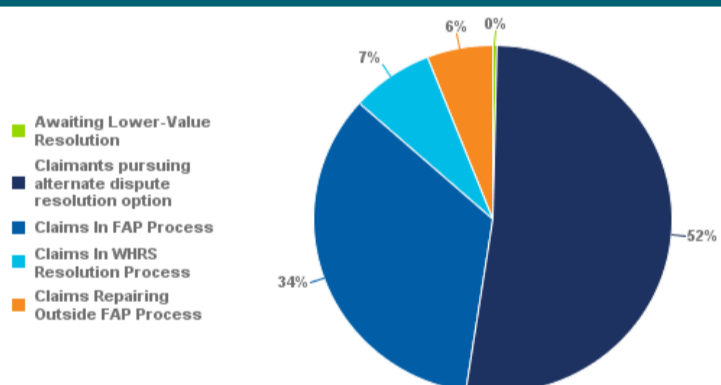
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4658	63%
Open Claims	421	6%
Resolved Claims	2305	31%
Total Count Of Claims:	7384	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	4	1%
Claims Awaiting Claimant Decision	148	35%
Claims Pursuing Resolution	269	64%
Total Count Of Open Claims:	421	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	52%
Claims In FAP Process	92	34%
Claims In WHRS Resolution Process	20	7%
Claims Repairing Outside FAP Process	16	6%
Total Count Of Claims Pursuing Resolution:	269	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 October 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 31 October 2020	Number of open claims as at 31 October 2020
Auckland		
Auckland City Council	1389	231
Franklin District Council	5	5
Manukau City Council	20	3
North Shore City Council	160	26
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1766	305
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	35	30
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	3	3
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	125	13
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	217	20
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	587	116
Grand Totals:	2353	421

Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 November 2020

As at 30 November 2020, MBIE had received 7,384 WHRS claims lodged for 12,821 properties.

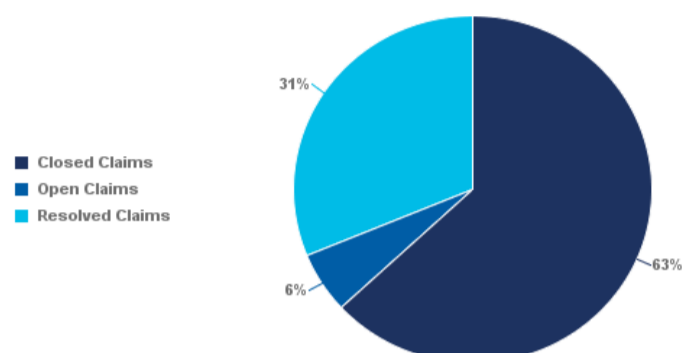
The Weathertight Service has completed 8,771 property assessments (some owners request more than one assessment).

The property assessment numbers may be potentially higher, however many multi-unit complexes have all encompassing reports undertaken. Therefore, the number of property assessments is independent of properties.

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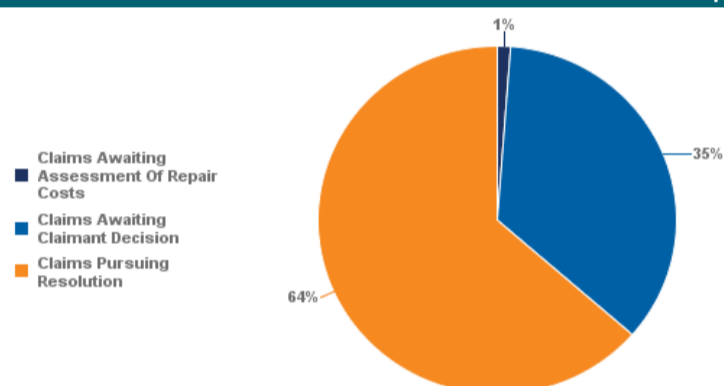
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



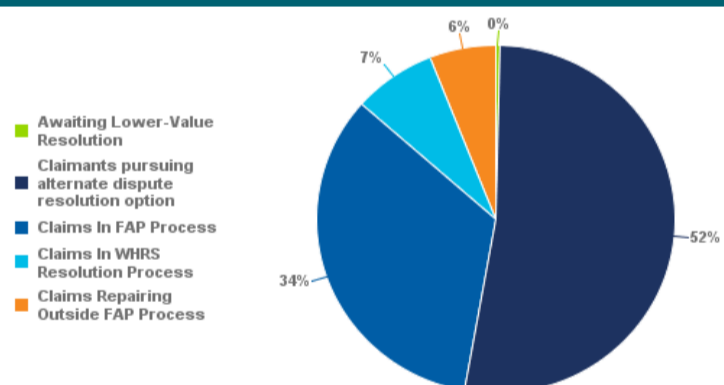
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4659	63%
Open Claims	420	6%
Resolved Claims	2305	31%
Total Count Of Claims:	7384	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	5	1%
Claims Awaiting Claimant Decision	148	35%
Claims Pursuing Resolution	267	64%
Total Count Of Open Claims:	420	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	52%
Claims In FAP Process	90	34%
Claims In WHRS Resolution Process	20	7%
Claims Repairing Outside FAP Process	16	6%
Total Count Of Claims Pursuing Resolution:	267	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weatheright Home Resolution Services (WHRS) Open Claims by Territorial Authority: 30 November 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 30 November 2020	Number of open claims as at 30 November 2020
Auckland		
Auckland City Council	1392	230
Franklin District Council	5	5
Manukau City Council	20	3
North Shore City Council	160	26
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1769	304
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	35	30
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	3	3
Queenstown-Lakes District Council	157	9
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	125	13
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	217	20
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	587	116
Grand Totals:	2356	420

1. Territorial Authorities not shown in the table above do not have any open claims.

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 December 2020

As at 31 December 2020, MBIE had received 7,385 WHRS claims lodged for 12,822 properties.

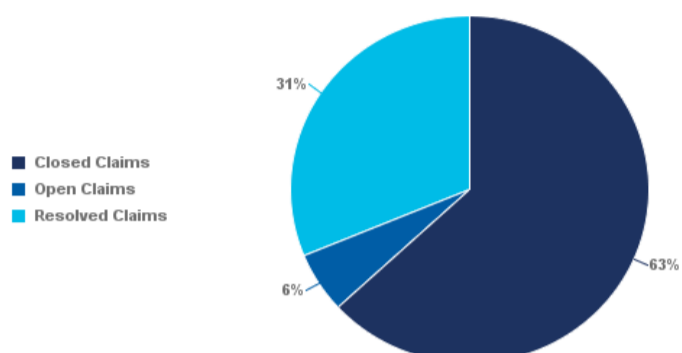
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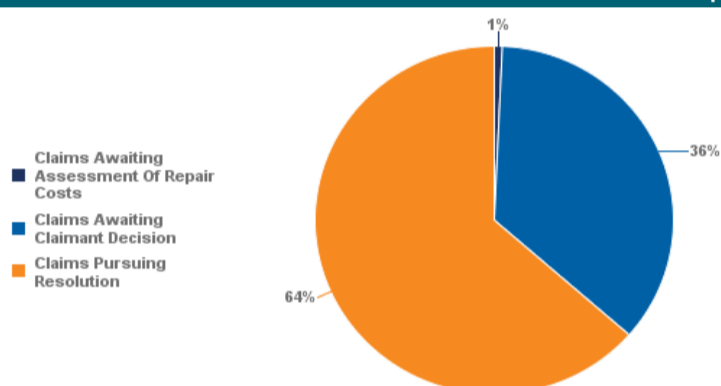
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



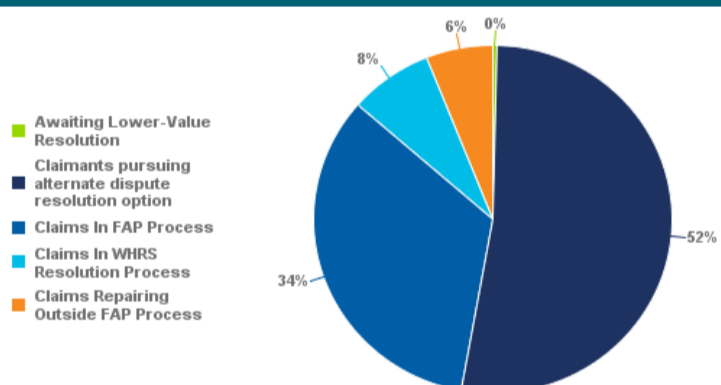
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4662	63%
Open Claims	417	6%
Resolved Claims	2306	31%
Total Count Of Claims:	7385	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	3	1%
Claims Awaiting Claimant Decision	149	36%
Claims Pursuing Resolution	265	64%
Total Count Of Open Claims:	417	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	139	52%
Claims In FAP Process	89	34%
Claims In WHRS Resolution Process	20	8%
Claims Repairing Outside FAP Process	16	6%
Total Count Of Claims Pursuing Resolution:	265	100.00%

1. Claims can be closed for a number of reasons, including the following: claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the WHT.

2. After a claim has been found eligible under the WHRS 2006 Act, claimants can decide to proceed with assisted repairs via the Financial Assistance Package (FAP) (if they are eligible for FAP), repair on their own and then seek to resolve their claim, or resolve first and then proceed with repairs.

3. Claims which are working towards repairs via the FAP are also able to proceed with other resolution options at the same time. This number includes claims that are proceeding with resolution via the FAP, as well as claims that are proceeding with the FAP and one other resolution option.

Weatheright Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 December 2020

Please note: 'Number of properties' is the total number of homes (which may be a house, apartment, flat or unit) that are part of an open claim under the WHRS Act 2006. Some claims cover more than one property.

Territorial Authority where the building consent was issued	Number of properties with open claims as at 31 December 2020	Number of open claims as at 31 December 2020
Auckland		
Auckland City Council	1392	230
Franklin District Council	5	5
Manukau City Council	20	3
North Shore City Council	160	26
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1769	304
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	35	30
Grey District Council	1	1
Hamilton City Council	13	4
Hauraki District Council	1	1
Horowhenua District Council	1	1
Hutt City Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	1	1
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	3	3
Queenstown-Lakes District Council	140	8
Rotorua District Council	1	1
South Wairarapa District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	69	12
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	217	20
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	513	113
Grand Totals:	2282	417

1. Territorial Authorities not shown in the table above do not have any open claims.