

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 January 2019

As at 31 January 2019, MBIE had received 7,377 WHRS claims lodged for 12,810 properties.

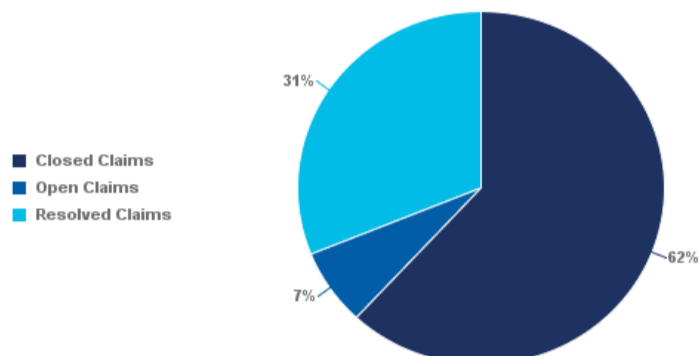
The Weathertight Service has completed 8,745 property assessments (some owners request more than one assessment).

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.

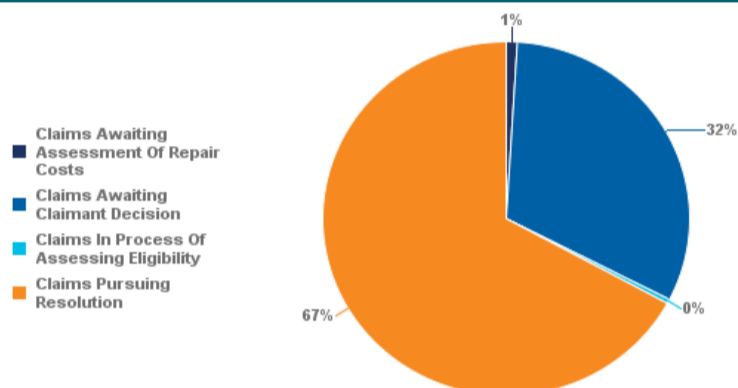
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



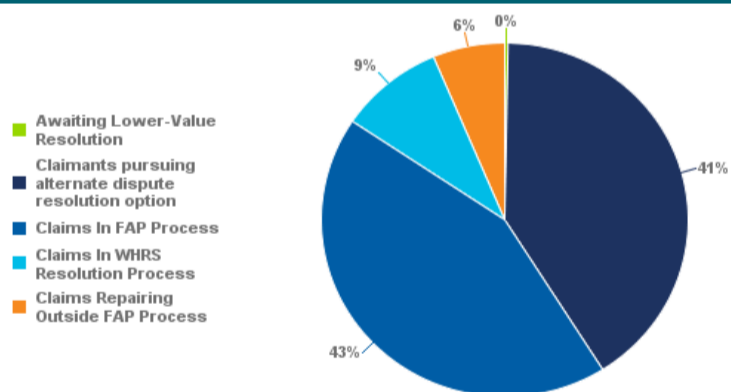
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4565	62.0%
Open Claims	516	7.0%
Resolved Claims	2296	31.0%
Total Count Of Claims:	7377	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	5	1.0%
Claims Awaiting Claimant Decision	163	32.0%
Claims In Process Of Assessing Eligibility	2	0.0%
Claims Pursuing Resolution	346	67.0%
Total Count Of Open Claims:	516	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0.0%
Claimants pursuing alternate dispute resolution option	141	41.0%
Claims In FAP Process	150	43.0%
Claims In WHRS Resolution Process	32	9.0%
Claims Repairing Outside FAP Process	22	6.0%
Total Count Of Claims Pursuing Resolution:	346	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claim discontinued by a claimant; claim ineligible under the WHRS Act 2006; change in property ownership; claim withdrawn under the WHRS 2006 Act; claim not progressing; claim transferred to another jurisdiction by the Weathertight Homes Tribunal (WHT) or claim terminated by the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 2019

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 2019	Number of open claims as at 31 January 2019
Auckland		
Auckland City Council	1743	263
Franklin District Council	6	6
Manukau City Council	43	10
North Shore City Council	231	35
Papakura District Council	1	1
Rodney District Council	8	8
Waitakere City Council	217	40
Totals For Auckland:	2249	363
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Gisborne District Council	23	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	3	3
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	2	2
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	28	5
Queenstown-Lakes District Council	161	9
Rotorua District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	197	17
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	234	33
Western Bay of Plenty District Council	6	6
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	760	153
Grand Totals:	3009	516

Weathertight Home Resolution Services (WHRS) Claims Statistics: 28 February 2019

As at 28 February 2019, MBIE had received 7,377 WHRS claims lodged for 12,810 properties.

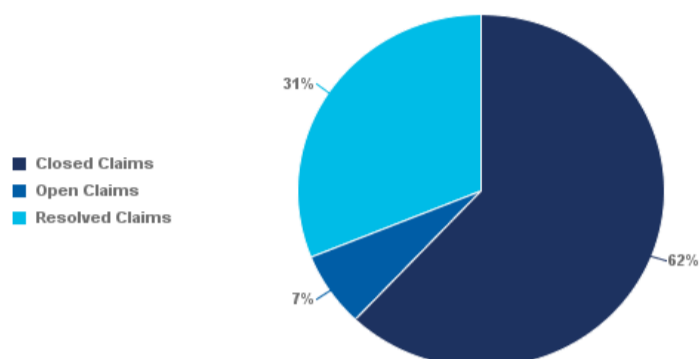
The Weathertight Service has completed 8,747 property assessments (some owners request more than one assessment).

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.

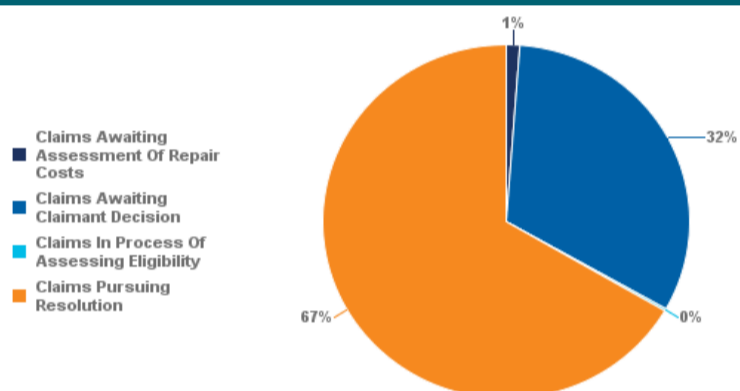
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



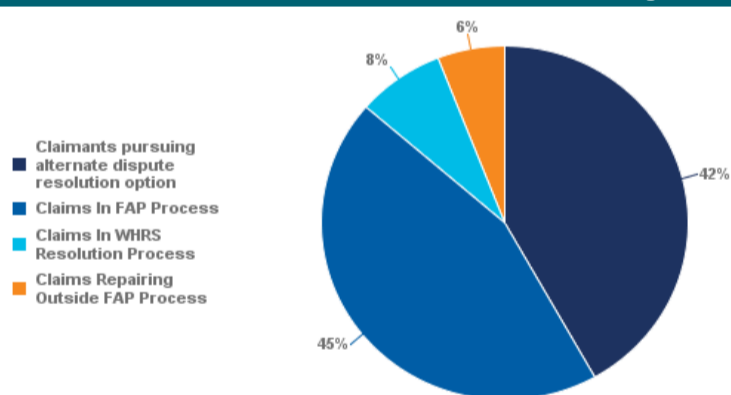
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4575	62%
Open Claims	506	7%
Resolved Claims	2296	31%
Total Count Of Claims:	7377	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	6	1%
Claims Awaiting Claimant Decision	162	32%
Claims In Process Of Assessing Eligibility	1	0%
Claims Pursuing Resolution	337	67%
Total Count Of Open Claims:	506	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Claimants pursuing alternate dispute resolution option	141	42%
Claims In FAP Process	150	45%
Claims In WHRS Resolution Process	26	8%
Claims Repairing Outside FAP Process	20	6%
Total Count Of Claims Pursuing Resolution:	337	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: 28 February 2019

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 28 February 2019	Number of open claims as at 28 February 2019
Auckland		
Auckland City Council	1726	261
Franklin District Council	5	5
Manukau City Council	43	10
North Shore City Council	203	34
Papakura District Council	1	1
Rodney District Council	7	7
Waitakere City Council	213	36
Totals For Auckland:	2198	354
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Gisborne District Council	23	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	3	3
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	2	2
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	28	5
Queenstown-Lakes District Council	161	9
Rotorua District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	197	17
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	233	32
Western Bay of Plenty District Council	6	6
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	759	152
Grand Totals:	2957	506

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 March 2019

As at 31 March 2019, MBIE had received 7,377 WHRS claims lodged for 12,810 properties.

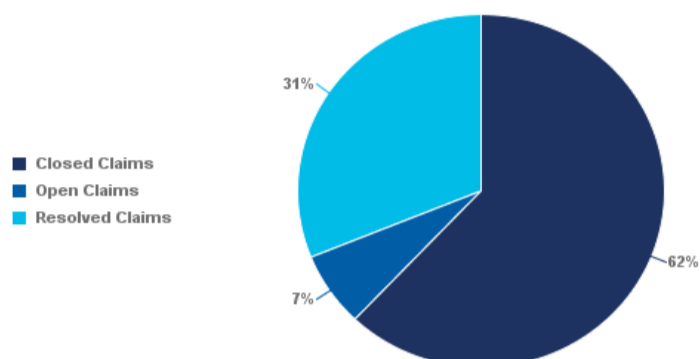
The Weathertight Service has completed 8,748 property assessments (some owners request more than one assessment).

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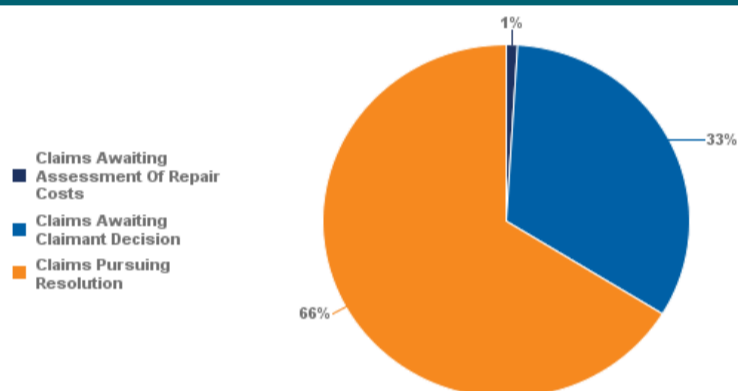
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



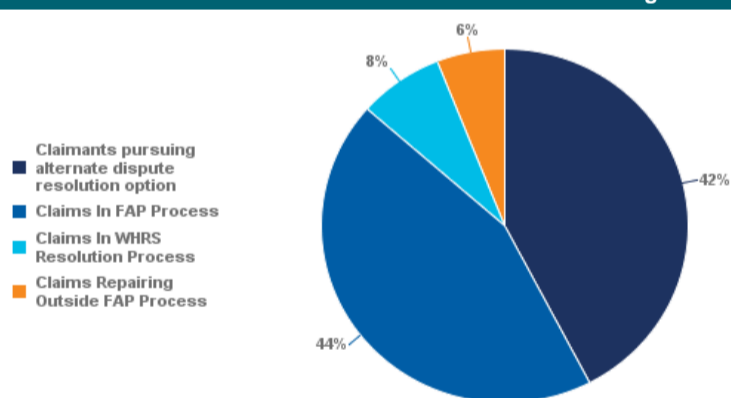
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4578	62%
Open Claims	503	7%
Resolved Claims	2296	31%
Total Count Of Claims:	7377	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	5	1%
Claims Awaiting Claimant Decision	165	33%
Claims Pursuing Resolution	333	66%
Total Count Of Open Claims:	503	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Claimants pursuing alternate dispute resolution option	141	42%
Claims In FAP Process	147	44%
Claims In WHRS Resolution Process	25	8%
Claims Repairing Outside FAP Process	20	6%
Total Count Of Claims Pursuing Resolution:	333	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 2019

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 2019	Number of open claims as at 31 March 2019
Auckland		
Auckland City Council	1725	260
Franklin District Council	5	5
Manukau City Council	43	10
North Shore City Council	203	34
Papakura District Council	1	1
Rodney District Council	7	7
Waitakere City Council	212	35
Totals For Auckland:	2196	352
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Gisborne District Council	23	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	3	3
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	2	2
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	28	5
Queenstown-Lakes District Council	161	9
Rotorua District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	197	17
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	233	32
Western Bay of Plenty District Council	6	6
Whanganui District Council	1	1
Whangarei District Council	6	6
Totals For All Other Territorial Authorities:	758	151
Grand Totals:	2954	503

Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 April 2019

As at 30 April 2019, MBIE had received 7,378 WHRS claims lodged for 12,811 properties.

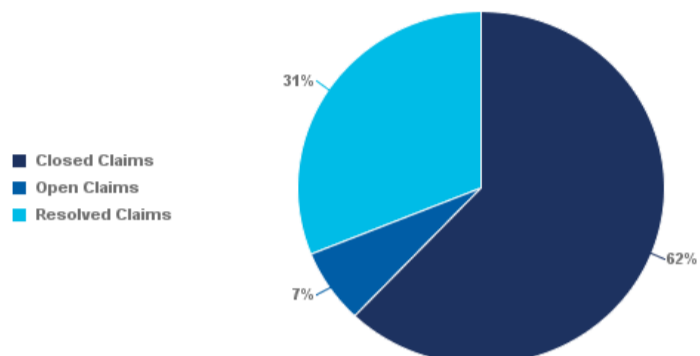
The Weathertight Service has completed 8,750 property assessments (some owners request more than one assessment).

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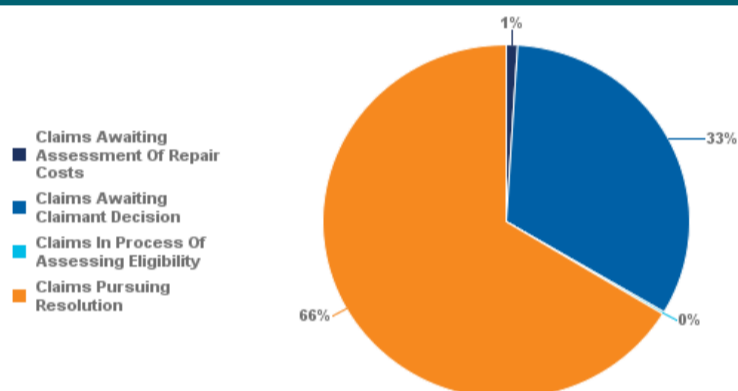
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Total Claims



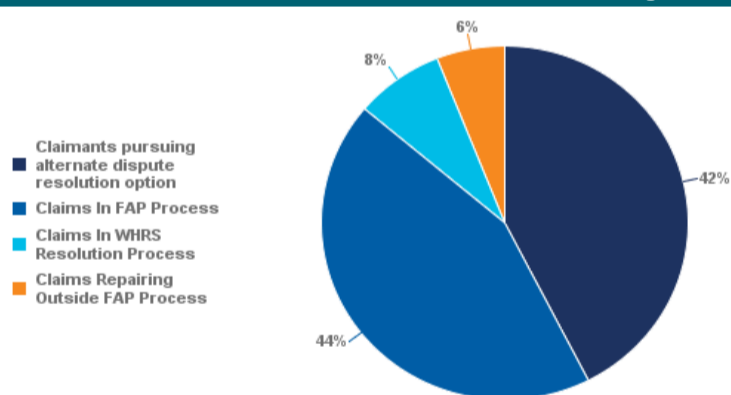
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4581	62%
Open Claims	501	7%
Resolved Claims	2296	31%
Total Count Of Claims:	7378	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	5	1%
Claims Awaiting Claimant Decision	163	33%
Claims In Process Of Assessing Eligibility	1	0%
Claims Pursuing Resolution	332	66%
Total Count Of Open Claims:	501	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Claimants pursuing alternate dispute resolution option	141	42%
Claims In FAP Process	145	44%
Claims In WHRS Resolution Process	26	8%
Claims Repairing Outside FAP Process	20	6%
Total Count Of Claims Pursuing Resolution:	332	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 April 2019

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 2019	Number of open claims as at 30 April 2019
Auckland		
Auckland City Council	1724	259
Franklin District Council	5	5
Manukau City Council	43	10
North Shore City Council	203	34
Papakura District Council	1	1
Rodney District Council	7	7
Waitakere City Council	212	35
Totals For Auckland:	2195	351
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Gisborne District Council	23	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	3	3
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	2	2
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	28	5
Queenstown-Lakes District Council	162	10
Rotorua District Council	1	1
Tasman District Council	1	1
Taupo District Council	1	1
Tauranga City Council	196	16
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	233	32
Western Bay of Plenty District Council	5	5
Whanganui District Council	1	1
Whangarei District Council	6	6
Totals For All Other Territorial Authorities:	757	150
Grand Totals:	2952	501

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 May 2019

As at 31 May 2019, MBIE had received 7,379 WHRS claims lodged for 12,812 properties.

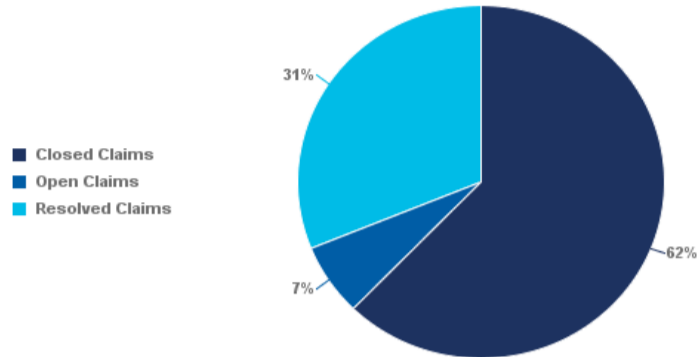
The Weathertight Service has completed 8,752 property assessments (some owners request more than one assessment).

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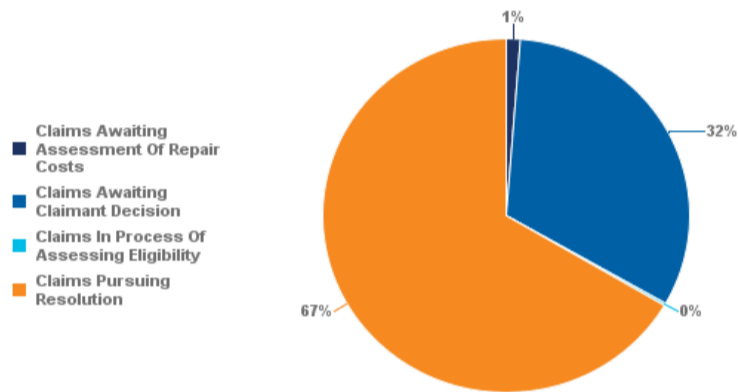
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



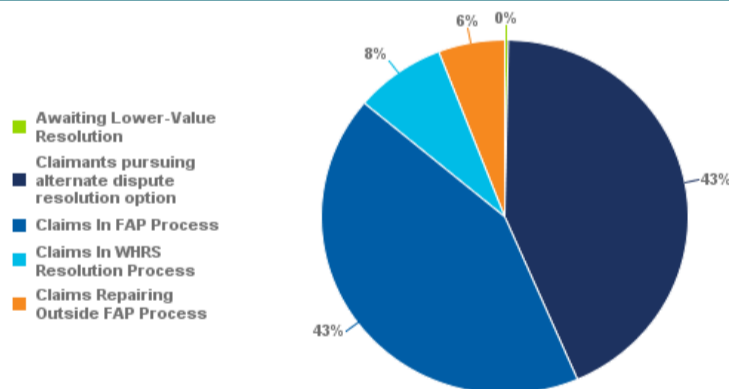
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4594	62.0%
Open Claims	487	7.0%
Resolved Claims	2298	31.0%
Total Count Of Claims:	7379	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	6	1.0%
Claims Awaiting Claimant Decision	156	32.0%
Claims In Process Of Assessing Eligibility	1	0.0%
Claims Pursuing Resolution	324	67.0%
Total Count Of Open Claims:	487	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	43.0%
Claims In FAP Process	138	43.0%
Claims In WHRS Resolution Process	26	8.0%
Claims Repairing Outside FAP Process	19	6.0%
Total Count Of Claims Pursuing Resolution:	324	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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Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 May 2019

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Territorial Authority where the building consent was issued	Number of properties with open claims as at 31 May 2019	Number of open claims as at 31 May 2019
Auckland		
Auckland City Council	1659	253
Franklin District Council	5	5
Manukau City Council	42	9
North Shore City Council	203	34
Papakura District Council	1	1
Rodney District Council	6	6
Waitakere City Council	186	34
Totals For Auckland:	2102	342
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Gisborne District Council	23	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	2	2
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	2	2
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	161	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	196	16
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	226	29
Western Bay of Plenty District Council	5	5
Whanganui District Council	1	1
Whangarei District Council	6	6
Totals For All Other Territorial Authorities:	725	145
Grand Totals:	2827	487

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

Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 June 2019

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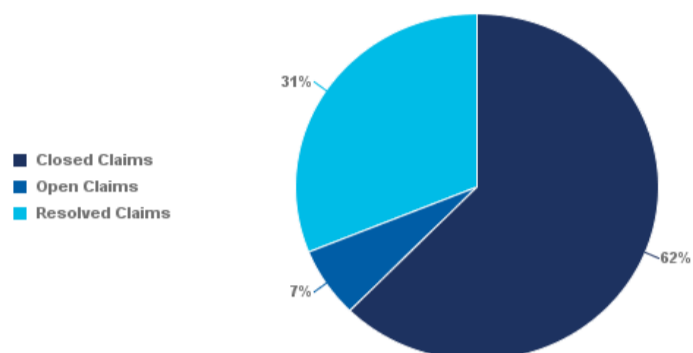
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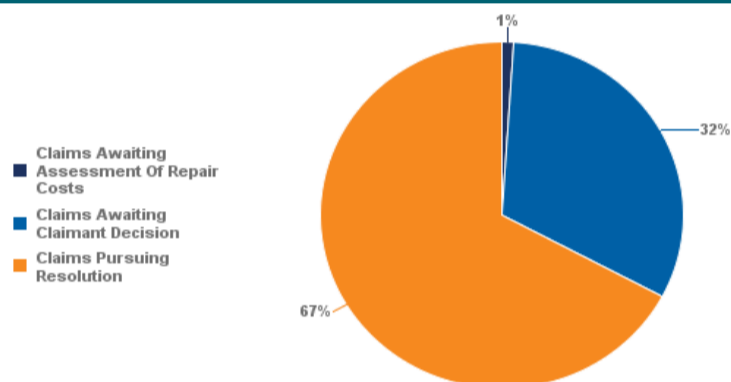
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Total Claims



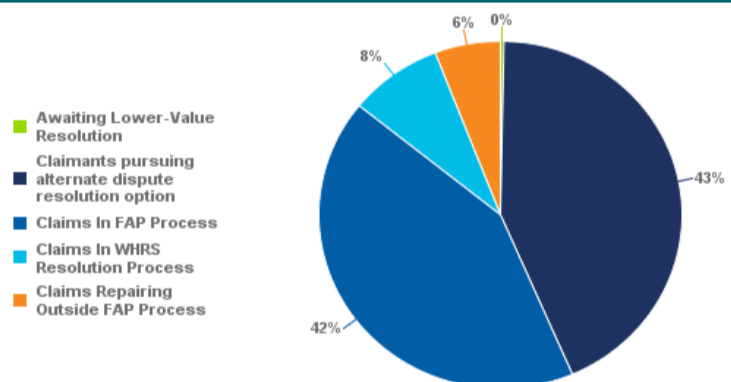
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4600	62.0%
Open Claims	482	7.0%
Resolved Claims	2297	31.0%
Total Count Of Claims:	7379	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	5	1.0%
Claims Awaiting Claimant Decision	153	32.0%
Claims Pursuing Resolution	324	67.0%
Total Count Of Open Claims:	482	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	43.0%
Claims In FAP Process	137	42.0%
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Auckland		
Auckland City Council	1618	252
Franklin District Council	5	5
Manukau City Council	24	7
North Shore City Council	203	34
Papakura District Council	1	1
Rodney District Council	6	6
Waitakere City Council	186	34
Totals For Auckland:	2043	339
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	2	2
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	161	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	196	16
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	226	29
Western Bay of Plenty District Council	5	5
Whanganui District Council	1	1
Whangarei District Council	6	6
Totals For All Other Territorial Authorities:	701	143
Grand Totals:	2744	482

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

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 July 2019

As at 31 July 2019, MBIE had received 7,379 WHRS claims lodged for 12,812 properties.

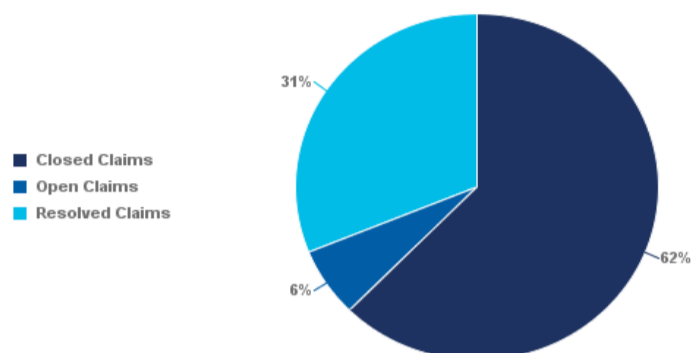
The Weathertight Service has completed 8,754 property assessments (some owners request more than one assessment).

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.

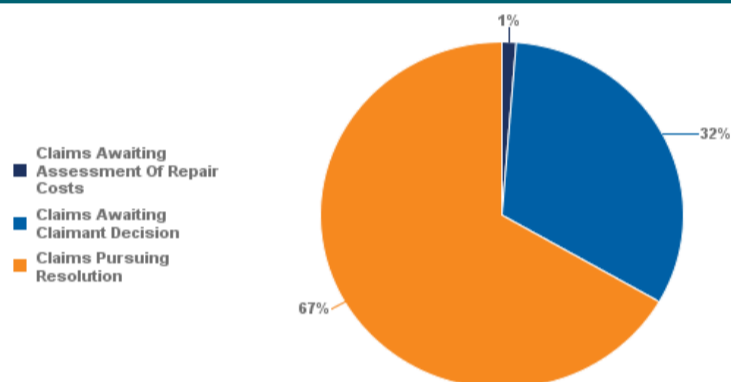
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



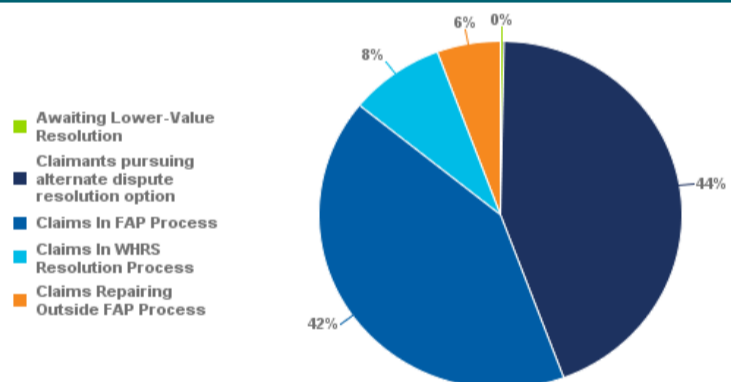
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4604	62%
Open Claims	477	6%
Resolved Claims	2298	31%
Total Count Of Claims:	7379	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	6	1%
Claims Awaiting Claimant Decision	153	32%
Claims Pursuing Resolution	318	67%
Total Count Of Open Claims:	477	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	44%
Claims In FAP Process	132	42%
Claims In WHRS Resolution Process	27	8%
Claims Repairing Outside FAP Process	18	6%
Total Count Of Claims Pursuing Resolution:	318	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 2019

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 2019	Number of open claims as at 31 July 2019
Auckland		
Auckland City Council	1618	252
Franklin District Council	5	5
Manukau City Council	24	7
North Shore City Council	203	34
Papakura District Council	1	1
Rodney District Council	6	6
Waitakere City Council	186	34
Totals For Auckland:	2043	339
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	2	2
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	161	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	196	16
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	226	29
Western Bay of Plenty District Council	5	5
Whanganui District Council	1	1
Whangarei District Council	6	6
Totals For All Other Territorial Authorities:	701	143
Grand Totals:	2744	482

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

Weatheright Home Resolution Services (WHRS) Claims Statistics: 31 August 2019

As at 31 August 2019, MBIE had received 7,380 WHRS claims lodged for 12,813 properties.

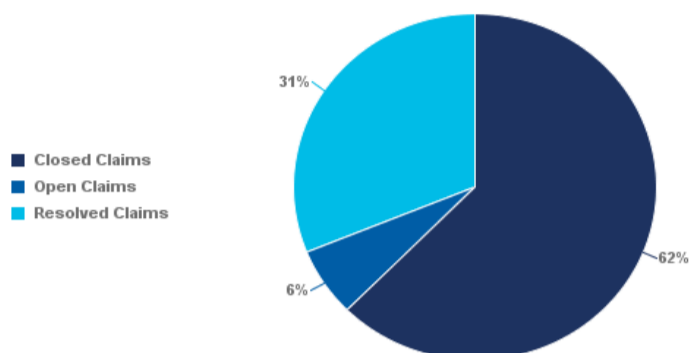
The Weatheright Service has completed 8,758 property assessments (some owners request more than one assessment).

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 Weatheright Services visit our website www.building.govt.nz.

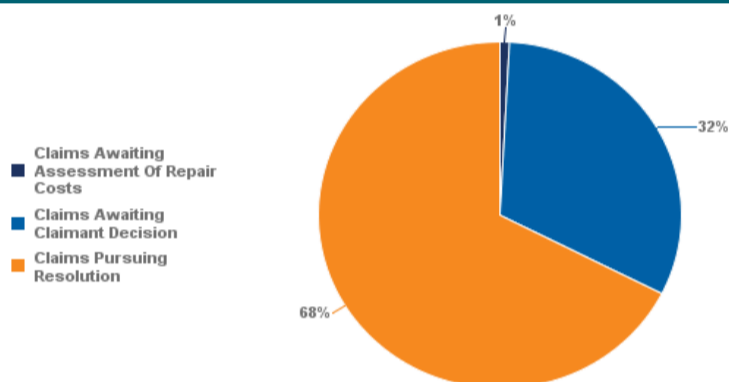
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



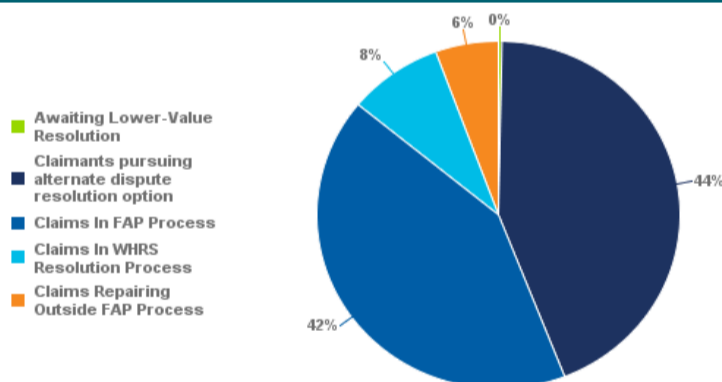
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4608	62%
Open Claims	474	6%
Resolved Claims	2298	31%
Total Count Of Claims:	7380	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	4	1%
Claims Awaiting Claimant Decision	150	32%
Claims Pursuing Resolution	320	68%
Total Count Of Open Claims:	474	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	44%
Claims In FAP Process	134	42%
Claims In WHRS Resolution Process	27	8%
Claims Repairing Outside FAP Process	18	6%
Total Count Of Claims Pursuing Resolution:	320	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 Weatheright 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 2019

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 2019	Number of open claims as at 31 August 2019
Auckland		
Auckland City Council	1613	247
Franklin District Council	5	5
Manukau City Council	24	7
North Shore City Council	202	33
Papakura District Council	1	1
Rodney District Council	6	6
Waitakere City Council	186	34
Totals For Auckland:	2037	333
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	2	2
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	2	2
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	161	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	196	16
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	225	28
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	6	6
Totals For All Other Territorial Authorities:	699	141
Grand Totals:	2736	474

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

Weatheright Home Resolution Services (WHRS) Claims Statistics: 30 September 2019

As at 30 September 2019, MBIE had received 7,380 WHRS claims lodged for 12,813 properties.

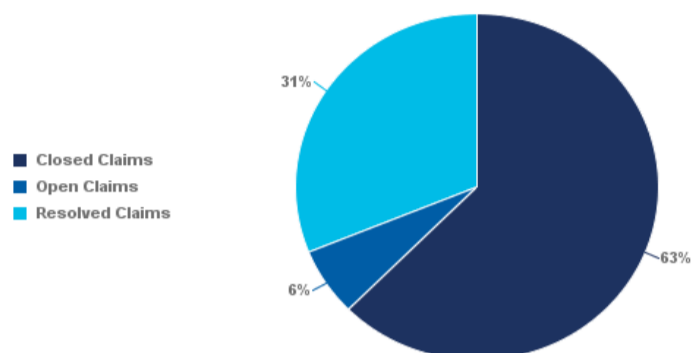
The Weatheright Service has completed 8,759 property assessments (some owners request more than one assessment).

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 Weatheright Services visit our website www.building.govt.nz.

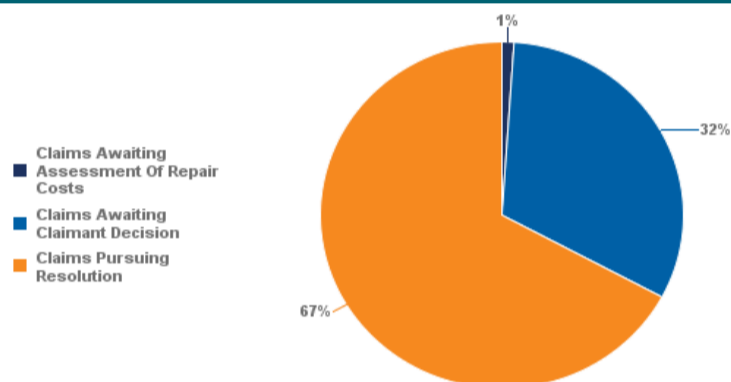
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



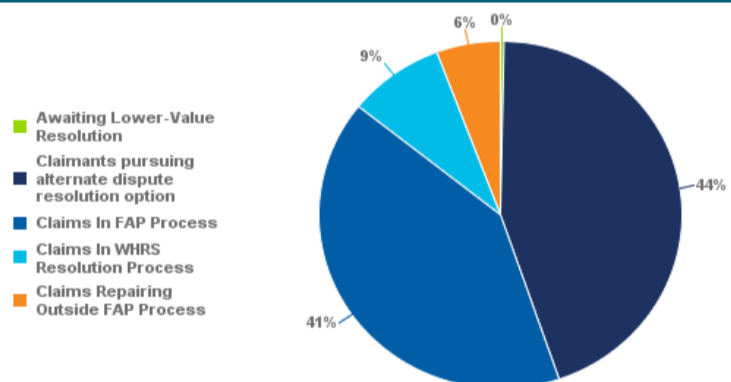
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4613	63%
Open Claims	469	6%
Resolved Claims	2298	31%
Total Count Of Claims:	7380	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	5	1%
Claims Awaiting Claimant Decision	149	32%
Claims Pursuing Resolution	315	67%
Total Count Of Open Claims:	469	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	44%
Claims In FAP Process	129	41%
Claims In WHRS Resolution Process	27	9%
Claims Repairing Outside FAP Process	18	6%
Total Count Of Claims Pursuing Resolution:	315	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 Weatheright 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 2019

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 2019	Number of open claims as at 30 September 2019
Auckland		
Auckland City Council	1552	246
Franklin District Council	5	5
Manukau City Council	24	7
North Shore City Council	202	33
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1975	331
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	56	36
Far North District Council	1	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	2	2
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	3	3
New Plymouth District Council	1	1
Palmerston North City Council	2	2
Porirua City Council	4	4
Queenstown-Lakes District Council	161	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	127	15
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	224	27
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	6	6
Totals For All Other Territorial Authorities:	628	138
Grand Totals:	2603	469

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 October 2019

As at 31 October 2019, MBIE had received 7,382 WHRS claims lodged for 12,815 properties.

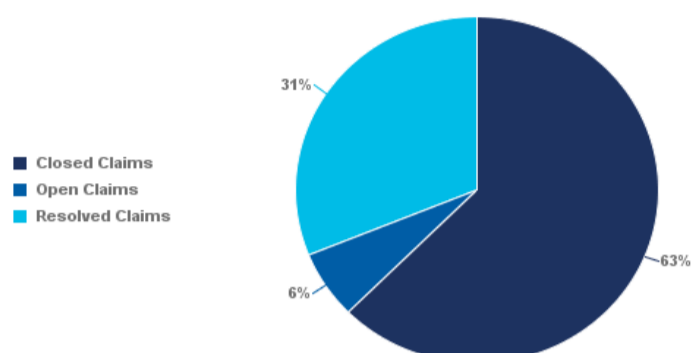
The Weathertight Service has completed 8,761 property assessments (some owners request more than one assessment).

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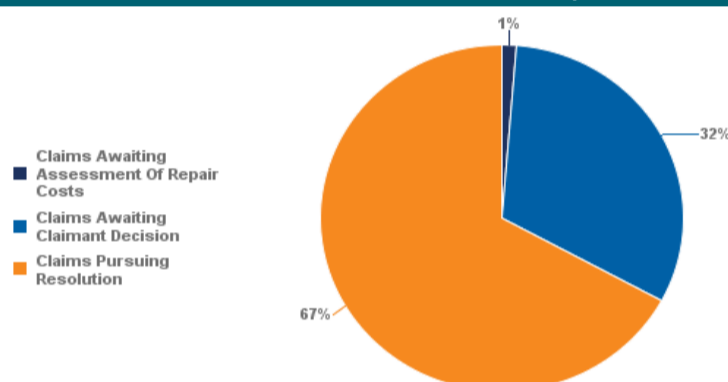
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



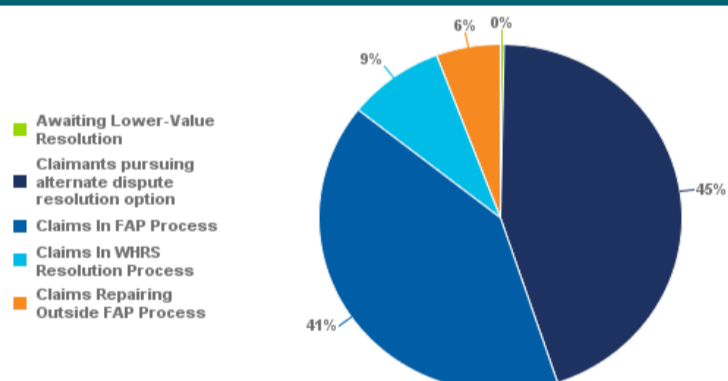
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4616	63%
Open Claims	468	6%
Resolved Claims	2298	31%
Total Count Of Claims:	7382	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	6	1%
Claims Awaiting Claimant Decision	148	32%
Claims Pursuing Resolution	314	67%
Total Count Of Open Claims:	468	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	45%
Claims In FAP Process	128	41%
Claims In WHRS Resolution Process	27	9%
Claims Repairing Outside FAP Process	18	6%
Total Count Of Claims Pursuing Resolution:	314	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 2019

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 2019	Number of open claims as at 31 October 2019
Auckland		
Auckland City Council	1552	246
Franklin District Council	5	5
Manukau City Council	24	7
North Shore City Council	202	33
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1975	331
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	41	36
Far North District Council	1	1
Grey District Council	1	1
Hamilton City Council	15	6
Hauraki District Council	1	1
Horowhenua District Council	2	2
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	3	3
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	127	15
Thames-Coromandel District Council	6	6
Timaru District Council	1	1
Upper Hutt City Council	1	1
Wellington City Council	223	26
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	608	137
Grand Totals:	2583	468

Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 November 2019

As at 30 November 2019, MBIE had received 7,382 WHRS claims lodged for 12,815 properties.

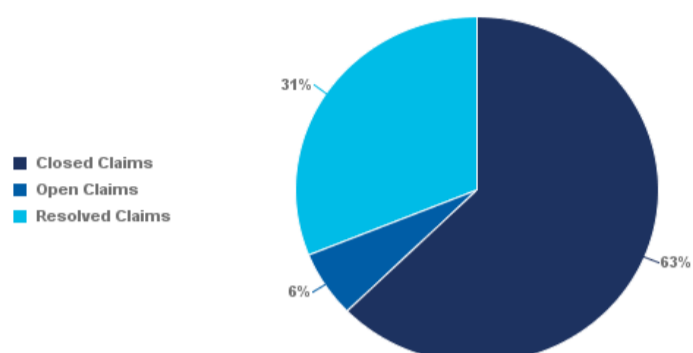
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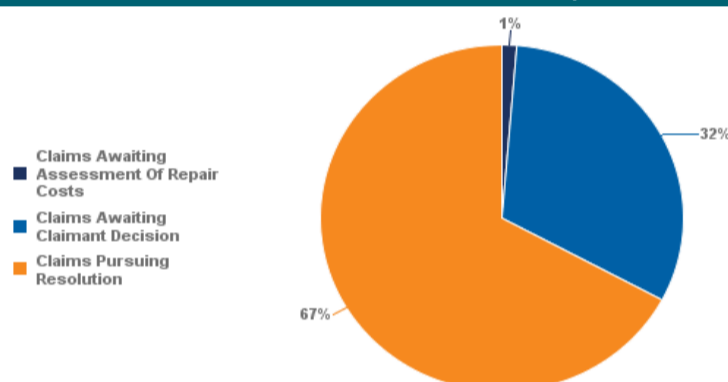
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



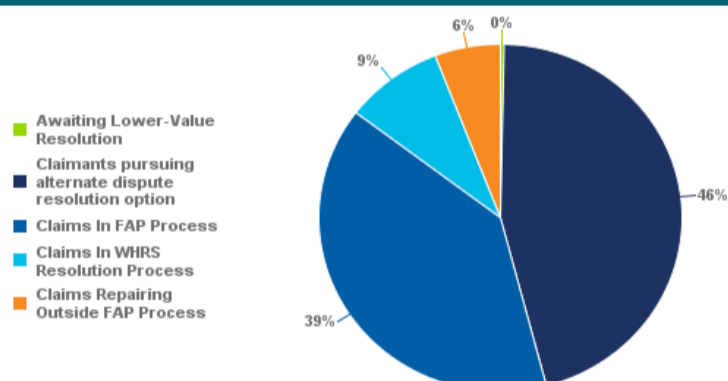
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4627	63%
Open Claims	457	6%
Resolved Claims	2298	31%
Total Count Of Claims:	7382	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	6	1%
Claims Awaiting Claimant Decision	144	32%
Claims Pursuing Resolution	307	67%
Total Count Of Open Claims:	457	100.00%

Claims Pursuing Resolution



Resolution Status	Count of Claims	Percentage
Awaiting Lower-Value Resolution	1	0%
Claimants pursuing alternate dispute resolution option	140	46%
Claims In FAP Process	121	39%
Claims In WHRS Resolution Process	27	9%
Claims Repairing Outside FAP Process	18	6%
Total Count Of Claims Pursuing Resolution:	307	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 November 2019

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 2019	Number of open claims as at 30 November 2019
Auckland		
Auckland City Council	1467	242
Franklin District Council	5	5
Manukau City Council	24	7
North Shore City Council	200	31
Papakura District Council	1	1
Rodney District Council	5	5
Waitakere City Council	186	34
Totals For Auckland:	1888	325
All Other Territorial Authorities		
Buller District Council	1	1
Christchurch City Council	39	34
Far North District Council	1	1
Grey District Council	1	1
Hamilton City Council	14	5
Hauraki District Council	1	1
Horowhenua District Council	2	2
Hutt City Council	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	3	3
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	223	26
Western Bay of Plenty District Council	4	4
Whanganui District Council	1	1
Whangarei District Council	7	7
Totals For All Other Territorial Authorities:	603	132
Grand Totals:	2491	457

Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 December 2019

As at 31 December 2019, MBIE had received 7,382 WHRS claims lodged for 12,815 properties.

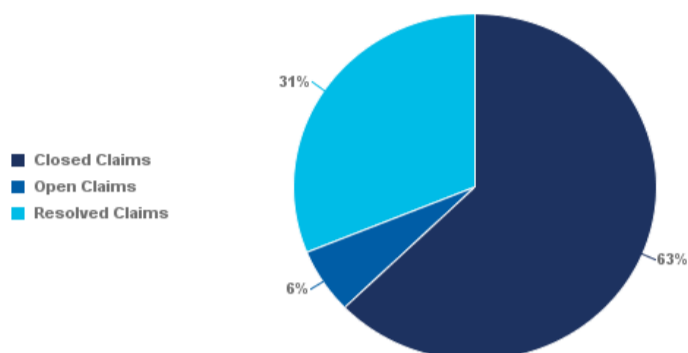
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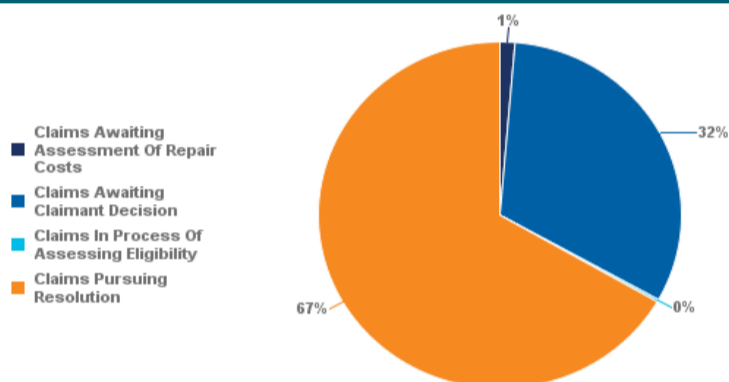
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

Total Claims



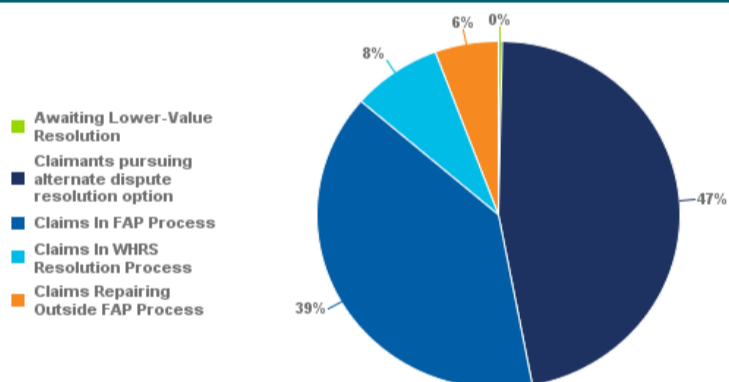
Claim Closed, Open or Resolved	Count of Claims	Percentage
Closed Claims	4632	63%
Open Claims	450	6%
Resolved Claims	2300	31%
Total Count Of Claims:	7382	100.00%

Open Claims



Open Claim Status Category	Count of Claims	Percentage
Claims Awaiting Assessment Of Repair Costs	6	1%
Claims Awaiting Claimant Decision	143	32%
Claims In Process Of Assessing Eligibility	1	0%
Claims Pursuing Resolution	300	67%
Total Count Of Open Claims:	450	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	118	39%
Claims In WHRS Resolution Process	24	8%
Claims Repairing Outside FAP Process	17	6%
Total Count Of Claims Pursuing Resolution:	300	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 December 2019

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 2019	Number of open claims as at 31 December 2019
Auckland		
Auckland City Council	1466	241
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:	1886	323
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	2	2
Kaipara District Council	1	1
Kapiti Coast District Council	1	1
Manawatu District Council	2	2
Nelson City Council	3	3
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:	598	127
Grand Totals:	2484	450

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