

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 January 2018)  
 ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:31 January 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment'))

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 Feb 2018 07:56:14 AM |
| <b>Datamart Refreshed:</b> | 01 Feb 2018 03:49:26 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 January 2018

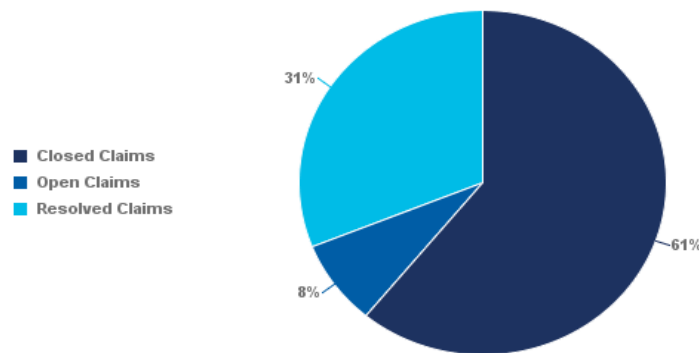
As at 31 January 2018, MBIE had received 7,362 WHRS claims lodged for 12,776 properties.

The Weathertight Service has completed 16,535 property assessments (some owners request more than one assessment).

For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

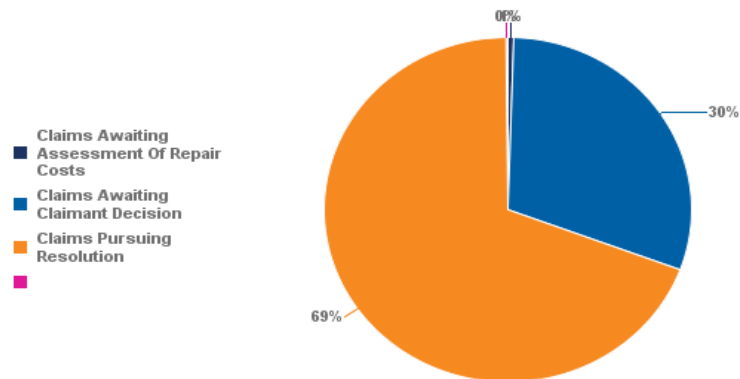
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



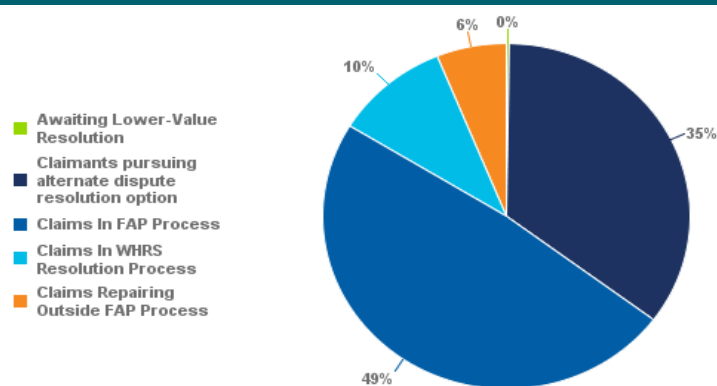
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4488            | 61.0%          |
| Open Claims                    | 587             | 8.0%           |
| Resolved Claims                | 2287            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7362</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 3               | 1.0%           |
| Claims Awaiting Claimant Decision          | 177             | 30.0%          |
| Claims Pursuing Resolution                 | 406             | 69.0%          |
|  | 1               | 0.0%           |
| <b>Total Count Of Open Claims:</b>         | <b>587</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 142             | 35.0%          |
| Claims In FAP Process                                  | 197             | 49.0%          |
| Claims In WHRS Resolution Process                      | 41              | 10.0%          |
| Claims Repairing Outside FAP Process                   | 25              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>406</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 January 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 31 January 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 01 Feb 2018 07:56:14 AM  
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## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 January 2018

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 2018 | Number of open claims as at 31 January 2018 |
|---|---|---|
| <b>Auckland</b>   |   |   |
| Auckland City Council                                       | 1984  | 282   |
| Franklin District Council                                   | 6   | 6   |
| Manukau City Council  | 50  | 17  |
| North Shore City Council                                    | 245   | 44  |
| Papakura District Council                                   | 1   | 1   |
| Rodney District Council                                     | 10  | 10  |
| Waitakere City Council                                      | 225   | 48  |
| <b>Totals For Auckland:</b>                                 | <b>2521</b>   | <b>408</b>                                  |
| <b>All Other Territorial Authorities</b>                    |   |   |
| Buller District Council                                     | 1   | 1   |
| Christchurch City Council                                   | 61  | 41  |
| Far North District Council                                  | 1   | 1   |
| Gisborne District Council                                   | 23  | 1   |
| Hamilton City Council                                       | 16  | 7   |
| Hastings District Council                                   | 1   | 1   |
| Hauraki District Council                                    | 1   | 1   |
| Horowhenua District Council                                 | 3   | 3   |
| Hutt City Council   | 3   | 3   |
| Kaipara District Council                                    | 1   | 1   |
| Kapiti Coast District Council                               | 3   | 3   |
| Manawatu District Council                                   | 2   | 2   |
| Nelson City Council   | 4   | 4   |
| New Plymouth District Council                               | 2   | 2   |
| Opotiki District Council                                    | 1   | 1   |
| Palmerston North City Council                               | 1   | 1   |
| Porirua City Council  | 28  | 5   |
| Queenstown-Lakes District Council                           | 151   | 9   |
| Rotorua District Council                                    | 1   | 1   |
| Selwyn District Council                                     | 1   | 1   |
| Tasman District Council                                     | 3   | 3   |
| Taupo District Council                                      | 1   | 1   |
| Tauranga City Council                                       | 193   | 19  |
| Thames-Coromandel District Council                          | 12  | 8   |
| Timaru District Council                                     | 1   | 1   |
| Upper Hutt City Council                                     | 2   | 2   |
| Waimakariri District Council                                | 1   | 1   |
| Wellington City Council                                     | 269   | 38  |
| Western Bay of Plenty District Council                      | 7   | 7   |
| Whakatane District Council                                  | 43  | 2   |
| Whanganui District Council                                  | 1   | 1   |
| Whangarei District Council                                  | 7   | 7   |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>845</b>  | <b>179</b>                                  |
| <b>Grand Totals:</b>  | <b>3366</b>   | <b>587</b>                                  |

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

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):**

'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 28 February 2018)  
 ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:28 February 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment'))

**MBIE Business Unit:**

Weathertight

**File Name:**

Website Statistics

**Report Version:**

v0.4

**Report Refreshed:**

01 Mar 2018 07:56:45 AM

**Datamart Refreshed:**

01 Mar 2018 05:34:01 AM

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 28 February 2018

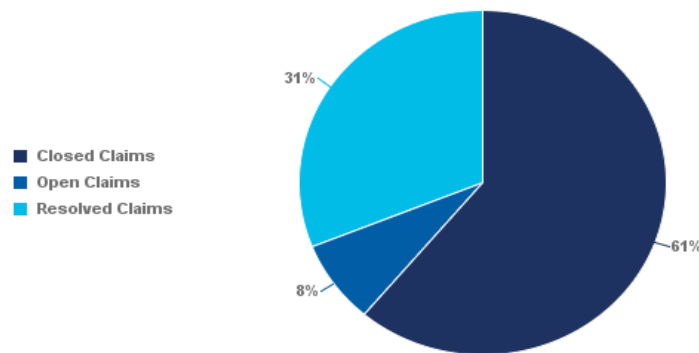
As at 28 February 2018, MBIE had received 7,362 WHRS claims lodged for 12,776 properties.

The Weathertight Service has completed 16,535 property assessments (some owners request more than one assessment).

For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

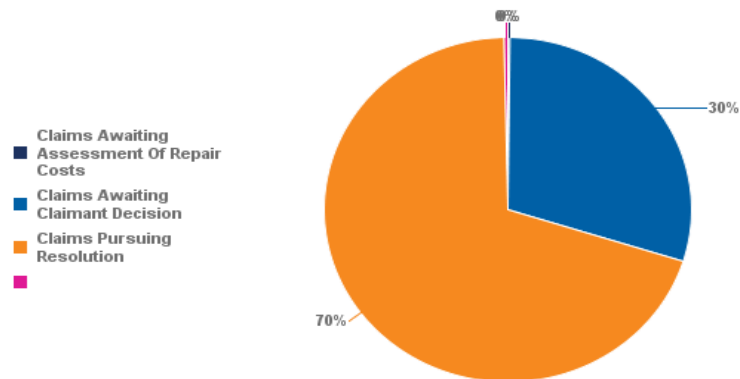
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



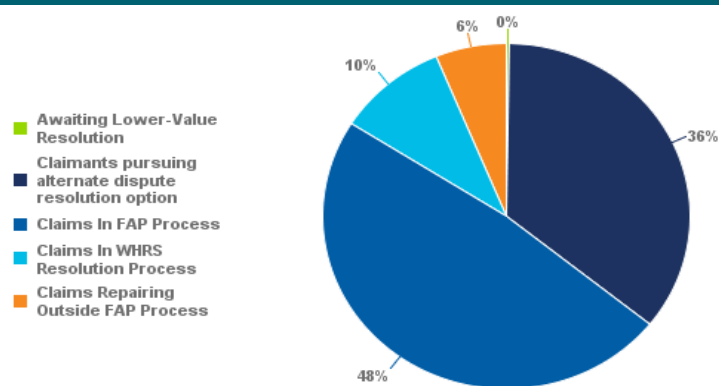
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4502            | 61.0%          |
| Open Claims                    | 573             | 8.0%           |
| Resolved Claims                | 2287            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7362</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 1               | 0.0%           |
| Claims Awaiting Claimant Decision          | 170             | 30.0%          |
| Claims Pursuing Resolution                 | 400             | 70.0%          |
|  | 2               | 0.0%           |
| <b>Total Count Of Open Claims:</b>         | <b>573</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 142             | 36.0%          |
| Claims In FAP Process                                  | 193             | 48.0%          |
| Claims In WHRS Resolution Process                      | 39              | 10.0%          |
| Claims Repairing Outside FAP Process                   | 25              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>400</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

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## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 28 February 2018

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 2018 | Number of open claims as at 28 February 2018 |
|---|--|--|
| <b>Auckland</b>   |  |  |
| Auckland City Council                                       | 1982   | 280  |
| Franklin District Council                                   | 6  | 6  |
| Manukau City Council  | 48   | 15   |
| North Shore City Council                                    | 243  | 42   |
| Papakura District Council                                   | 1  | 1  |
| Rodney District Council                                     | 10   | 10   |
| Waitakere City Council                                      | 223  | 46   |
| <b>Totals For Auckland:</b>                                 | <b>2513</b>  | <b>400</b>                                   |
| <b>All Other Territorial Authorities</b>                    |  |  |
| Buller District Council                                     | 1  | 1  |
| Christchurch City Council                                   | 59   | 39   |
| Far North District Council                                  | 1  | 1  |
| Gisborne District Council                                   | 23   | 1  |
| Hamilton City Council                                       | 16   | 7  |
| Hastings District Council                                   | 1  | 1  |
| Hauraki District Council                                    | 1  | 1  |
| Horowhenua District Council                                 | 3  | 3  |
| Hutt City Council   | 3  | 3  |
| Kaipara District Council                                    | 1  | 1  |
| Kapiti Coast District Council                               | 2  | 2  |
| Manawatu District Council                                   | 2  | 2  |
| Nelson City Council   | 4  | 4  |
| New Plymouth District Council                               | 2  | 2  |
| Opotiki District Council                                    | 1  | 1  |
| Palmerston North City Council                               | 1  | 1  |
| Porirua City Council  | 28   | 5  |
| Queenstown-Lakes District Council                           | 150  | 8  |
| Rotorua District Council                                    | 1  | 1  |
| Selwyn District Council                                     | 1  | 1  |
| Tasman District Council                                     | 3  | 3  |
| Taupo District Council                                      | 1  | 1  |
| Tauranga City Council                                       | 193  | 19   |
| Thames-Coromandel District Council                          | 12   | 8  |
| Timaru District Council                                     | 1  | 1  |
| Upper Hutt City Council                                     | 2  | 2  |
| Waimakariri District Council                                | 1  | 1  |
| Wellington City Council                                     | 268  | 37   |
| Western Bay of Plenty District Council                      | 7  | 7  |
| Whakatane District Council                                  | 42   | 1  |
| Whanganui District Council                                  | 1  | 1  |
| Whangarei District Council                                  | 7  | 7  |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>839</b>   | <b>173</b>                                   |
| <b>Grand Totals:</b>  | <b>3352</b>  | <b>573</b>                                   |

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

# WHRS Claims Statistics

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|                            |                         |
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| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 Apr 2018 07:56:38 AM |
| <b>Datamart Refreshed:</b> | 01 Apr 2018 02:46:51 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 March 2018

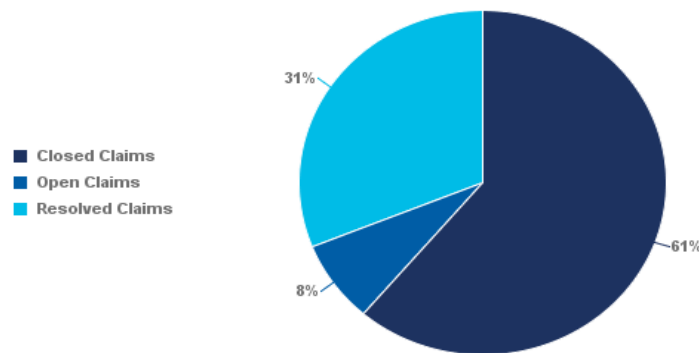
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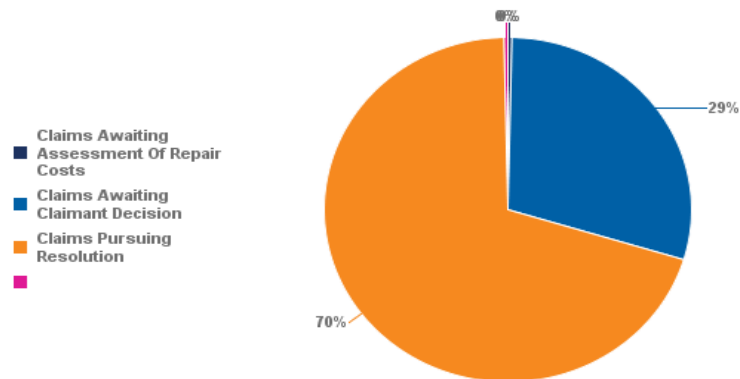
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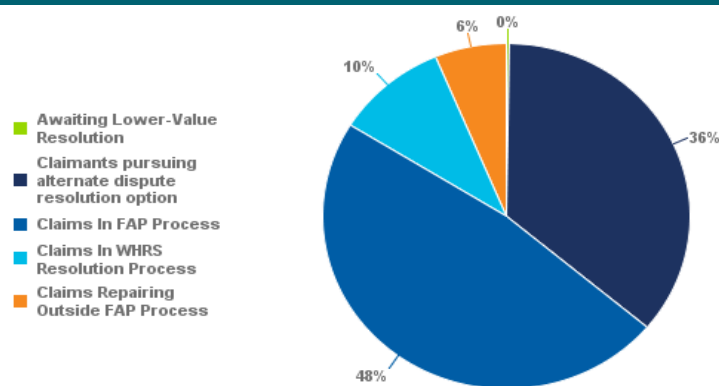
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4510            | 61.0%          |
| Open Claims                    | 566             | 8.0%           |
| Resolved Claims                | 2288            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7364</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 2               | 0.0%           |
| Claims Awaiting Claimant Decision          | 166             | 29.0%          |
| Claims Pursuing Resolution                 | 396             | 70.0%          |
| <b>Total Count Of Open Claims:</b>         | <b>566</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 142             | 36.0%          |
| Claims In FAP Process                                  | 189             | 48.0%          |
| Claims In WHRS Resolution Process                      | 39              | 10.0%          |
| Claims Repairing Outside FAP Process                   | 25              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>396</b>      | <b>100.00%</b> |

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 March 2018

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 2018 | Number of open claims as at 31 March 2018 |
|---|---|---|
| <b>Auckland</b>   |   |   |
| Auckland City Council                                       | 1922  | 278                                       |
| Franklin District Council                                   | 6   | 6   |
| Manukau City Council  | 48  | 15  |
| North Shore City Council                                    | 243   | 42  |
| Papakura District Council                                   | 1   | 1   |
| Rodney District Council                                     | 10  | 10  |
| Waitakere City Council                                      | 222   | 45  |
| <b>Totals For Auckland:</b>                                 | <b>2452</b>   | <b>397</b>                                |
| <b>All Other Territorial Authorities</b>                    |   |   |
| Buller District Council                                     | 1   | 1   |
| Christchurch City Council                                   | 58  | 38  |
| Far North District Council                                  | 1   | 1   |
| Gisborne District Council                                   | 23  | 1   |
| Grey District Council                                       | 1   | 1   |
| Hamilton City Council                                       | 16  | 7   |
| Hastings District Council                                   | 1   | 1   |
| Hauraki District Council                                    | 1   | 1   |
| Horowhenua District Council                                 | 3   | 3   |
| Hutt City Council   | 3   | 3   |
| Kaipara District Council                                    | 1   | 1   |
| Kapiti Coast District Council                               | 2   | 2   |
| Manawatu District Council                                   | 2   | 2   |
| Nelson City Council   | 4   | 4   |
| New Plymouth District Council                               | 2   | 2   |
| Opotiki District Council                                    | 1   | 1   |
| Palmerston North City Council                               | 1   | 1   |
| Porirua City Council  | 28  | 5   |
| Queenstown-Lakes District Council                           | 150   | 8   |
| Rotorua District Council                                    | 1   | 1   |
| Selwyn District Council                                     | 1   | 1   |
| Tasman District Council                                     | 3   | 3   |
| Taupo District Council                                      | 1   | 1   |
| Tauranga City Council                                       | 192   | 18  |
| Thames-Coromandel District Council                          | 12  | 8   |
| Timaru District Council                                     | 1   | 1   |
| Upper Hutt City Council                                     | 1   | 1   |
| Waimakariri District Council                                | 1   | 1   |
| Wellington City Council                                     | 267   | 36  |
| Western Bay of Plenty District Council                      | 6   | 6   |
| Whakatane District Council                                  | 42  | 1   |
| Whanganui District Council                                  | 1   | 1   |
| Whangarei District Council                                  | 7   | 7   |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>835</b>  | <b>169</b>                                |
| <b>Grand Totals:</b>  | <b>3287</b>   | <b>566</b>                                |

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

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):**

'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 April 2018)  
 ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:30 April 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment'))

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 May 2018 07:56:27 AM |
| <b>Datamart Refreshed:</b> | 01 May 2018 03:59:29 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 April 2018

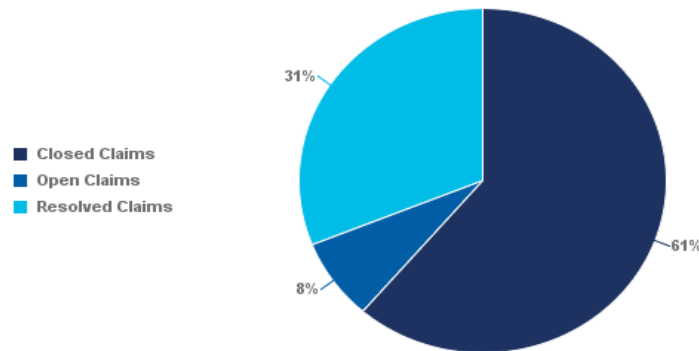
As at 30 April 2018, MBIE had received 7,366 WHRS claims lodged for 12,780 properties.

The Weathertight Service has completed 16,536 property assessments (some owners request more than one assessment).

For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

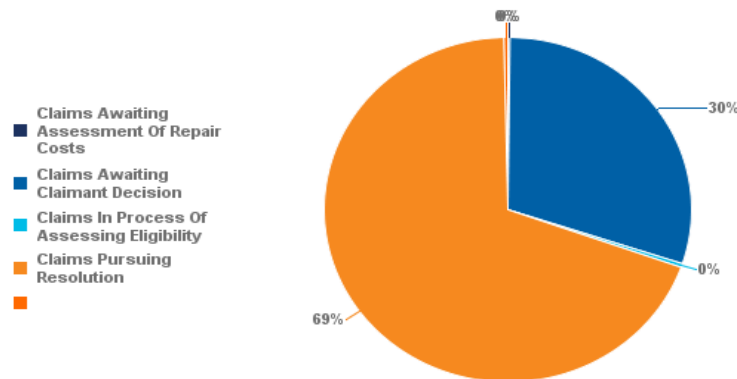
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



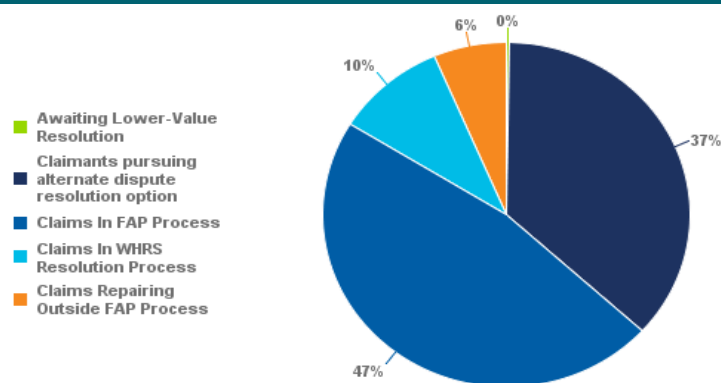
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4516            | 61.0%          |
| Open Claims                    | 562             | 8.0%           |
| Resolved Claims                | 2288            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7366</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 1               | 0.0%           |
| Claims Awaiting Claimant Decision          | 168             | 30.0%          |
| Claims In Process Of Assessing Eligibility | 2               | 0.0%           |
| Claims Pursuing Resolution                 | 389             | 69.0%          |
|  | 2               | 0.0%           |
| <b>Total Count Of Open Claims:</b>         | <b>562</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 142             | 37.0%          |
| Claims In FAP Process                                  | 183             | 47.0%          |
| Claims In WHRS Resolution Process                      | 38              | 10.0%          |
| Claims Repairing Outside FAP Process                   | 25              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>389</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 April 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 30 April 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 01 May 2018 07:56:27 AM  
**Datamart Refreshed:** 01 May 2018 03:59:29 AM

## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 30 April 2018

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 2018 | Number of open claims as at 30 April 2018 |
|---|---|---|
| <b>Auckland</b>   |   |   |
| Auckland City Council                                       | 1921  | 277                                       |
| Franklin District Council                                   | 6   | 6   |
| Manukau City Council  | 48  | 15  |
| North Shore City Council                                    | 243   | 42  |
| Papakura District Council                                   | 1   | 1   |
| Rodney District Council                                     | 9   | 9   |
| Waitakere City Council                                      | 222   | 45  |
| <b>Totals For Auckland:</b>                                 | <b>2450</b>   | <b>395</b>                                |
| <b>All Other Territorial Authorities</b>                    |   |   |
| Buller District Council                                     | 1   | 1   |
| Christchurch City Council                                   | 58  | 38  |
| Far North District Council                                  | 1   | 1   |
| Gisborne District Council                                   | 23  | 1   |
| Grey District Council                                       | 1   | 1   |
| Hamilton City Council                                       | 16  | 7   |
| Hauraki District Council                                    | 1   | 1   |
| Horowhenua District Council                                 | 3   | 3   |
| Hutt City Council   | 3   | 3   |
| Kaipara District Council                                    | 1   | 1   |
| Kapiti Coast District Council                               | 2   | 2   |
| Manawatu District Council                                   | 2   | 2   |
| Nelson City Council   | 4   | 4   |
| New Plymouth District Council                               | 2   | 2   |
| Opotiki District Council                                    | 1   | 1   |
| Palmerston North City Council                               | 1   | 1   |
| Porirua City Council  | 28  | 5   |
| Queenstown-Lakes District Council                           | 150   | 8   |
| Rotorua District Council                                    | 1   | 1   |
| Selwyn District Council                                     | 1   | 1   |
| Tasman District Council                                     | 3   | 3   |
| Taupo District Council                                      | 1   | 1   |
| Tauranga City Council                                       | 193   | 19  |
| Thames-Coromandel District Council                          | 12  | 8   |
| Timaru District Council                                     | 1   | 1   |
| Upper Hutt City Council                                     | 1   | 1   |
| Wellington City Council                                     | 266   | 35  |
| Western Bay of Plenty District Council                      | 6   | 6   |
| Whakatane District Council                                  | 42  | 1   |
| Whanganui District Council                                  | 1   | 1   |
| Whangarei District Council                                  | 7   | 7   |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>833</b>  | <b>167</b>                                |
| <b>Grand Totals:</b>  | <b>3283</b>   | <b>562</b>                                |

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



# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):**

'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 May 2018)  
 or  
 ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:31 May 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment'))

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 Jun 2018 07:56:16 AM |
| <b>Datamart Refreshed:</b> | 01 Jun 2018 04:13:23 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 May 2018

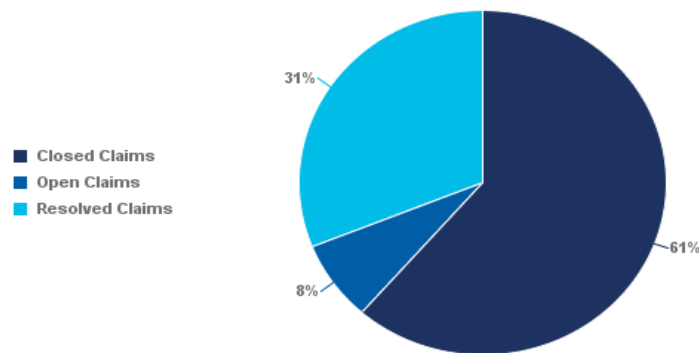
As at 31 May 2018, MBIE had received 7,368 WHRS claims lodged for 12,785 properties.

The Weathertight Service has completed 16,538 property assessments (some owners request more than one assessment).

For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

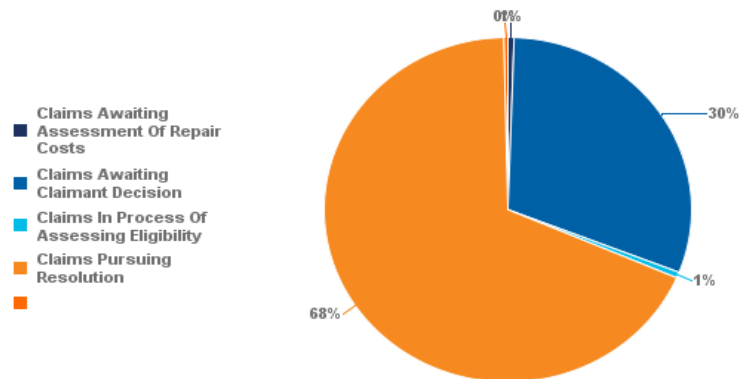
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



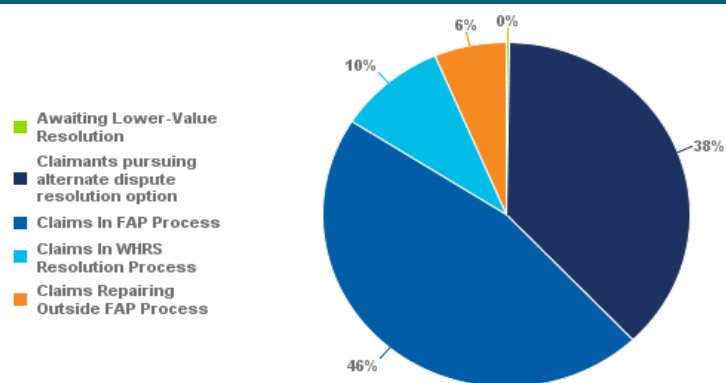
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4526            | 61.0%          |
| Open Claims                    | 553             | 8.0%           |
| Resolved Claims                | 2289            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7368</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 3               | 1.0%           |
| Claims Awaiting Claimant Decision          | 168             | 30.0%          |
| Claims In Process Of Assessing Eligibility | 3               | 1.0%           |
| Claims Pursuing Resolution                 | 377             | 68.0%          |
|  | 2               | 0.0%           |
| <b>Total Count Of Open Claims:</b>         | <b>553</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 142             | 38.0%          |
| Claims In FAP Process                                  | 174             | 46.0%          |
| Claims In WHRS Resolution Process                      | 36              | 10.0%          |
| Claims Repairing Outside FAP Process                   | 24              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>377</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 May 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 31 May 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 01 Jun 2018 07:56:16 AM  
**Datamart Refreshed:** 01 Jun 2018 04:13:23 AM

## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 May 2018

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 May 2018 | Number of open claims as at 31 May 2018 |
|---|---|---|
| <b>Auckland</b>   |   |   |
| Auckland City Council                                       | 1884  | 275                                     |
| Franklin District Council                                   | 6   | 6                                       |
| Manukau City Council  | 47  | 14                                      |
| North Shore City Council                                    | 236   | 40                                      |
| Papakura District Council                                   | 1   | 1                                       |
| Rodney District Council                                     | 9   | 9                                       |
| Waitakere City Council                                      | 222   | 45                                      |
| <b>Totals For Auckland:</b>                                 | <b>2405</b>   | <b>390</b>                              |
| <b>All Other Territorial Authorities</b>                    |   |   |
| Buller District Council                                     | 1   | 1                                       |
| Christchurch City Council                                   | 58  | 38                                      |
| Far North District Council                                  | 1   | 1                                       |
| Gisborne District Council                                   | 23  | 1                                       |
| Grey District Council                                       | 1   | 1                                       |
| Hamilton City Council                                       | 16  | 7                                       |
| Hauraki District Council                                    | 1   | 1                                       |
| Horowhenua District Council                                 | 3   | 3                                       |
| Hutt City Council   | 3   | 3                                       |
| Kaipara District Council                                    | 1   | 1                                       |
| Kapiti Coast District Council                               | 2   | 2                                       |
| Manawatu District Council                                   | 2   | 2                                       |
| Nelson City Council   | 4   | 4                                       |
| New Plymouth District Council                               | 2   | 2                                       |
| Opotiki District Council                                    | 1   | 1                                       |
| Palmerston North City Council                               | 1   | 1                                       |
| Porirua City Council  | 28  | 5                                       |
| Queenstown-Lakes District Council                           | 150   | 8                                       |
| Rotorua District Council                                    | 1   | 1                                       |
| Tasman District Council                                     | 2   | 2                                       |
| Taupo District Council                                      | 1   | 1                                       |
| Tauranga City Council                                       | 191   | 17                                      |
| Thames-Coromandel District Council                          | 12  | 8                                       |
| Timaru District Council                                     | 1   | 1                                       |
| Upper Hutt City Council                                     | 1   | 1                                       |
| Wellington City Council                                     | 269   | 35                                      |
| Western Bay of Plenty District Council                      | 7   | 7                                       |
| Whanganui District Council                                  | 1   | 1                                       |
| Whangarei District Council                                  | 7   | 7                                       |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>791</b>  | <b>163</b>                              |
| <b>Grand Totals:</b>  | <b>3196</b>   | <b>553</b>                              |

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

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 June 2018)  
 or ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:30 June 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment'))

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 Jul 2018 07:56:35 AM |
| <b>Datamart Refreshed:</b> | 01 Jul 2018 05:22:29 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 June 2018

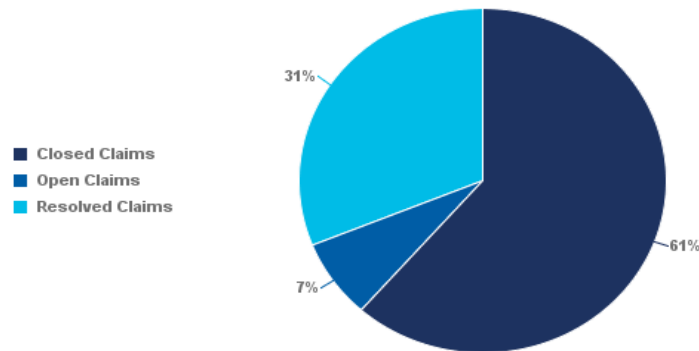
As at 30 June 2018, MBIE had received 7,368 WHRS claims lodged for 12,785 properties.

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For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

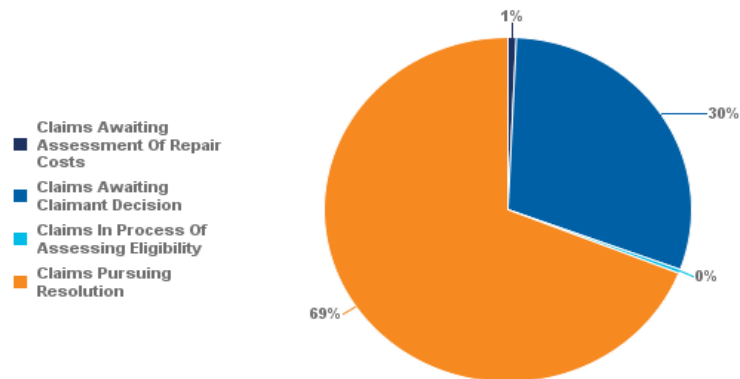
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



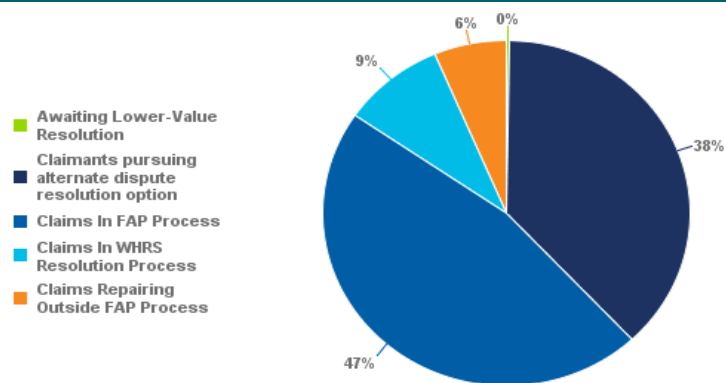
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4531            | 61.0%          |
| Open Claims                    | 545             | 7.4%           |
| Resolved Claims                | 2292            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7368</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 4               | 1.0%           |
| Claims Awaiting Claimant Decision          | 163             | 30.0%          |
| Claims In Process Of Assessing Eligibility | 2               | 0.0%           |
| Claims Pursuing Resolution                 | 376             | 69.0%          |
| <b>Total Count Of Open Claims:</b>         | <b>545</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 142             | 38.0%          |
| Claims In FAP Process                                  | 175             | 47.0%          |
| Claims In WHRS Resolution Process                      | 34              | 9.0%           |
| Claims Repairing Outside FAP Process                   | 24              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>376</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 June 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 30 June 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 01 Jul 2018 07:56:35 AM  
**Datamart Refreshed:** 01 Jul 2018 05:22:29 AM

## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 30 June 2018

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 June 2018 | Number of open claims as at 30 June 2018 |
|---|--|--|
| <b>Auckland</b>   |  |  |
| Auckland City Council                                       | 1825   | 271                                      |
| Franklin District Council                                   | 6  | 6  |
| Manukau City Council  | 47   | 14                                       |
| North Shore City Council                                    | 236  | 40                                       |
| Papakura District Council                                   | 1  | 1  |
| Rodney District Council                                     | 9  | 9  |
| Waitakere City Council                                      | 221  | 44                                       |
| <b>Totals For Auckland:</b>                                 | <b>2345</b>  | <b>385</b>                               |
| <b>All Other Territorial Authorities</b>                    |  |  |
| Buller District Council                                     | 1  | 1  |
| Christchurch City Council                                   | 58   | 38                                       |
| 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   | 3  | 3  |
| 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  |
| Opotiki District Council                                    | 1  | 1  |
| Palmerston North City Council                               | 1  | 1  |
| Porirua City Council  | 27   | 4  |
| Queenstown-Lakes District Council                           | 150  | 8  |
| Rotorua District Council                                    | 1  | 1  |
| Tasman District Council                                     | 2  | 2  |
| Taupo District Council                                      | 1  | 1  |
| Tauranga City Council                                       | 191  | 17                                       |
| Thames-Coromandel District Council                          | 12   | 8  |
| Timaru District Council                                     | 1  | 1  |
| Upper Hutt City Council                                     | 1  | 1  |
| Wellington City Council                                     | 253  | 35                                       |
| Western Bay of Plenty District Council                      | 7  | 7  |
| Whanganui District Council                                  | 1  | 1  |
| Whangarei District Council                                  | 7  | 7  |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>772</b>   | <b>160</b>                               |
| <b>Grand Totals:</b>  | <b>3117</b>  | <b>545</b>                               |

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

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 July 2018)  
 or ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:31 July 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment')

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 Aug 2018 07:56:32 AM |
| <b>Datamart Refreshed:</b> | 01 Aug 2018 04:56:44 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 July 2018

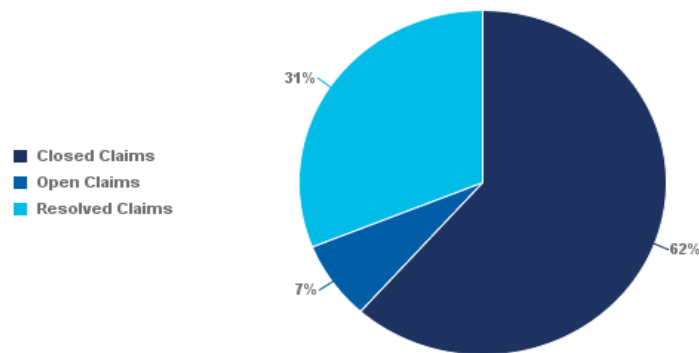
As at 31 July 2018, MBIE had received 7,371 WHRS claims lodged for 12,788 properties.

The Weathertight Service has completed 16,522 property assessments (some owners request more than one assessment).

For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

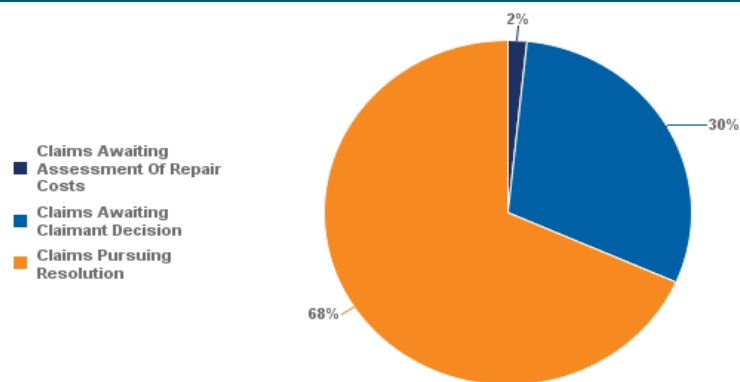
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



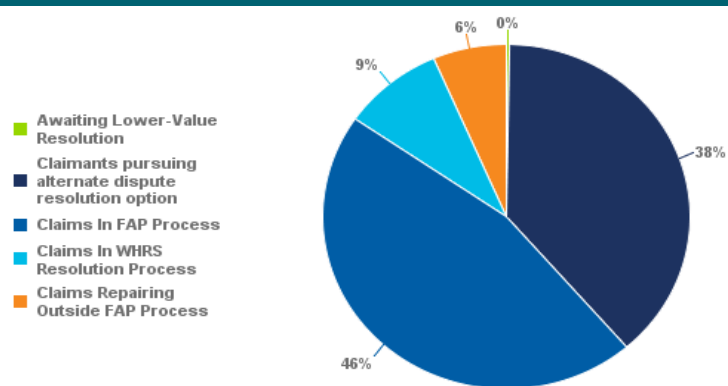
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4538            | 62.0%          |
| Open Claims                    | 541             | 7.3%           |
| Resolved Claims                | 2292            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7371</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 9               | 2.0%           |
| Claims Awaiting Claimant Decision          | 162             | 30.0%          |
| Claims Pursuing Resolution                 | 370             | 68.0%          |
| <b>Total Count Of Open Claims:</b>         | <b>541</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 142             | 38.0%          |
| Claims In FAP Process                                  | 170             | 46.0%          |
| Claims In WHRS Resolution Process                      | 33              | 9.0%           |
| Claims Repairing Outside FAP Process                   | 24              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>370</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 July 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 31 July 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 01 Aug 2018 07:56:32 AM  
**Datamart Refreshed:** 01 Aug 2018 04:56:44 AM

## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 July 2018

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 2018 | Number of open claims as at 31 July 2018 |
|---|--|--|
| <b>Auckland</b>   |  |  |
| Auckland City Council                                       | 1823   | 269                                      |
| Franklin District Council                                   | 6  | 6  |
| Manukau City Council  | 46   | 13                                       |
| North Shore City Council                                    | 235  | 39                                       |
| Papakura District Council                                   | 1  | 1  |
| Rodney District Council                                     | 9  | 9  |
| Waitakere City Council                                      | 221  | 44                                       |
| <b>Totals For Auckland:</b>                                 | <b>2341</b>  | <b>381</b>                               |
| <b>All Other Territorial Authorities</b>                    |  |  |
| Buller District Council                                     | 1  | 1  |
| Christchurch City Council                                   | 58   | 38                                       |
| 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   | 3  | 3  |
| 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  |
| Opotiki District Council                                    | 1  | 1  |
| Palmerston North City Council                               | 1  | 1  |
| Porirua City Council  | 28   | 5  |
| Queenstown-Lakes District Council                           | 149  | 7  |
| Rotorua District Council                                    | 1  | 1  |
| Tasman District Council                                     | 2  | 2  |
| Taupo District Council                                      | 1  | 1  |
| Tauranga City Council                                       | 190  | 16                                       |
| Thames-Coromandel District Council                          | 12   | 8  |
| Timaru District Council                                     | 1  | 1  |
| Upper Hutt City Council                                     | 1  | 1  |
| Wellington City Council                                     | 254  | 36                                       |
| Western Bay of Plenty District Council                      | 7  | 7  |
| Whanganui District Council                                  | 1  | 1  |
| Whangarei District Council                                  | 7  | 7  |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>772</b>   | <b>160</b>                               |
| <b>Grand Totals:</b>  | <b>3113</b>  | <b>541</b>                               |

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

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 December 2018)  
 or ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:31 December 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment'))

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 Sep 2018 07:32:54 AM |
| <b>Datamart Refreshed:</b> | 01 Sep 2018 05:09:12 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 December 2018

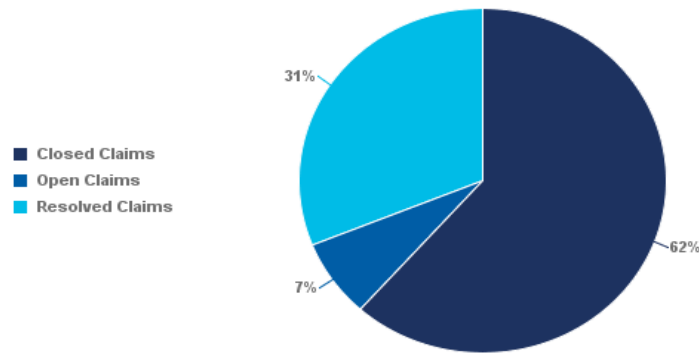
As at 31 December 2018, MBIE had received 7,374 WHRS claims lodged for 12,797 properties.

The Weathertight Service has completed 16,528 property assessments (some owners request more than one assessment).

For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

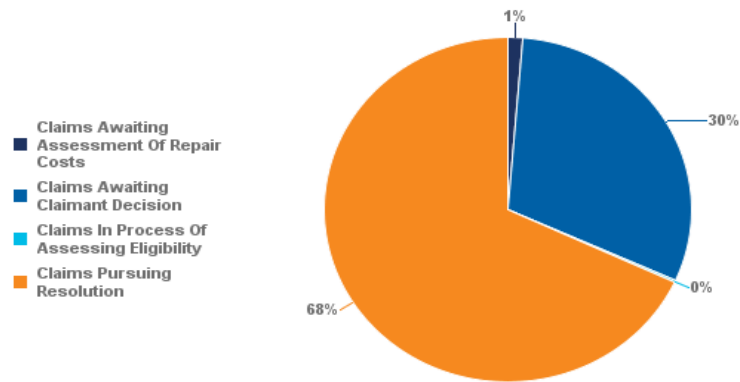
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



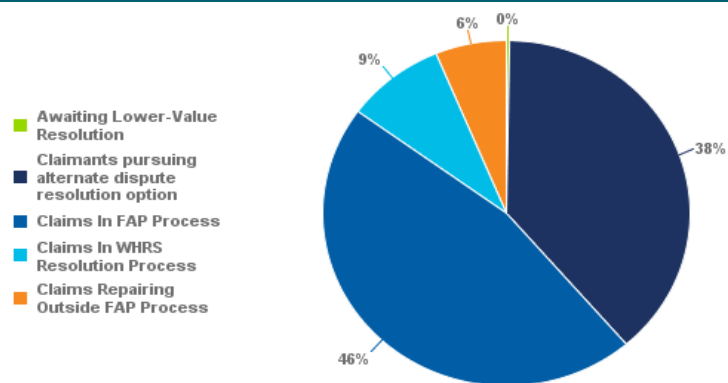
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4542            | 62.0%          |
| Open Claims                    | 539             | 7.3%           |
| Resolved Claims                | 2293            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7374</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 7               | 1.3%           |
| Claims Awaiting Claimant Decision          | 164             | 30.4%          |
| Claims In Process Of Assessing Eligibility | 1               | 0.2%           |
| Claims Pursuing Resolution                 | 367             | 68.1%          |
| <b>Total Count Of Open Claims:</b>         | <b>539</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.3%           |
| Claimants pursuing alternate dispute resolution option | 141             | 38.3%          |
| Claims In FAP Process                                  | 170             | 46.0%          |
| Claims In WHRS Resolution Process                      | 32              | 8.7%           |
| Claims Repairing Outside FAP Process                   | 23              | 6.2%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>367</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 December 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 31 December 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 01 Sep 2018 07:32:54 AM  
**Datamart Refreshed:** 01 Sep 2018 05:09:12 AM

## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 December 2018

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 2018 | Number of open claims as at 31 December 2018 |
|---|--|--|
| <b>Auckland</b>   |  |  |
| Auckland City Council                                       | 1803   | 269  |
| Franklin District Council                                   | 6  | 6  |
| Manukau City Council  | 46   | 13   |
| North Shore City Council                                    | 235  | 39   |
| Papakura District Council                                   | 1  | 1  |
| Rodney District Council                                     | 9  | 9  |
| Waitakere City Council                                      | 221  | 44   |
| <b>Totals For Auckland:</b>                                 | <b>2321</b>  | <b>381</b>                                   |
| <b>All Other Territorial Authorities</b>                    |  |  |
| Buller District Council                                     | 1  | 1  |
| Christchurch City Council                                   | 58   | 38   |
| 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   | 3  | 3  |
| 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  |
| Opotiki District Council                                    | 1  | 1  |
| Palmerston North City Council                               | 1  | 1  |
| Porirua City Council  | 28   | 5  |
| Queenstown-Lakes District Council                           | 149  | 7  |
| Rotorua District Council                                    | 1  | 1  |
| Tasman District Council                                     | 2  | 2  |
| Taupo District Council                                      | 1  | 1  |
| Tauranga City Council                                       | 197  | 17   |
| Thames-Coromandel District Council                          | 11   | 7  |
| Timaru District Council                                     | 1  | 1  |
| Upper Hutt City Council                                     | 1  | 1  |
| Wellington City Council                                     | 235  | 34   |
| Western Bay of Plenty District Council                      | 7  | 7  |
| Whanganui District Council                                  | 1  | 1  |
| Whangarei District Council                                  | 7  | 7  |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>759</b>   | <b>158</b>                                   |
| <b>Grand Totals:</b>  | <b>3080</b>  | <b>539</b>                                   |

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



# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

|                          |   |                            |                         |
|--------------------------|---|----------------------------|-------------------------|
| <b>Report Filter(s):</b> | 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 September 2018)<br>or<br>(('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month' (ie:30 September 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-Assessment', 'Profile Assessment')) | <b>MBIE Business Unit:</b> | Weathertight            |
|                          |   | <b>File Name:</b>          | Website Statistics      |
|                          |   | <b>Report Version:</b>     | v0.4                    |
|                          |   | <b>Report Refreshed:</b>   | 01 Oct 2018 07:56:57 AM |
|                          |   | <b>Datamart Refreshed:</b> | 01 Oct 2018 05:49:26 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 September 2018

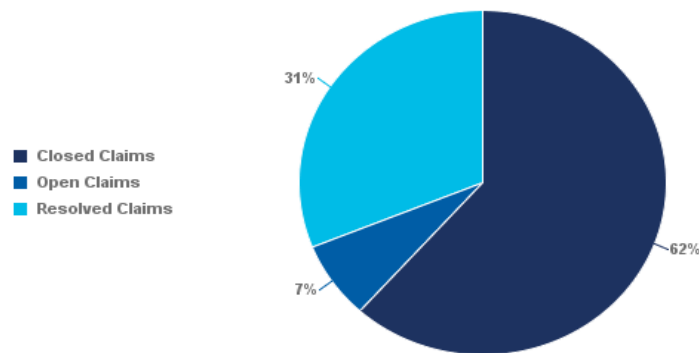
As at 30 September 2018, MBIE had received 7,375 WHRS claims lodged for 12,808 properties.

The Weathertight Service has completed 16,536 property assessments (some owners request more than one assessment).

For more information on Weathertight Services visit our website [www.building.govt.nz](http://www.building.govt.nz).

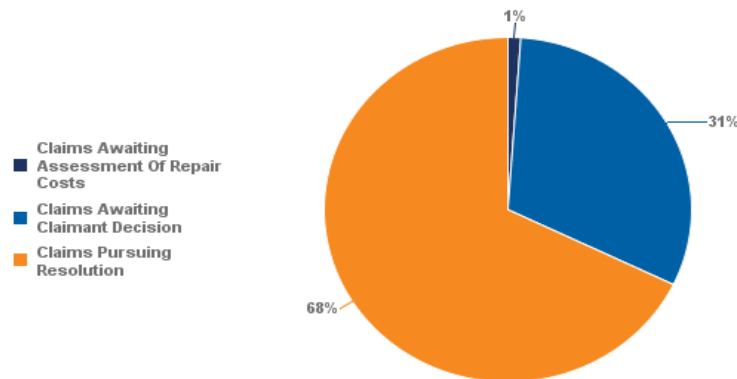
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



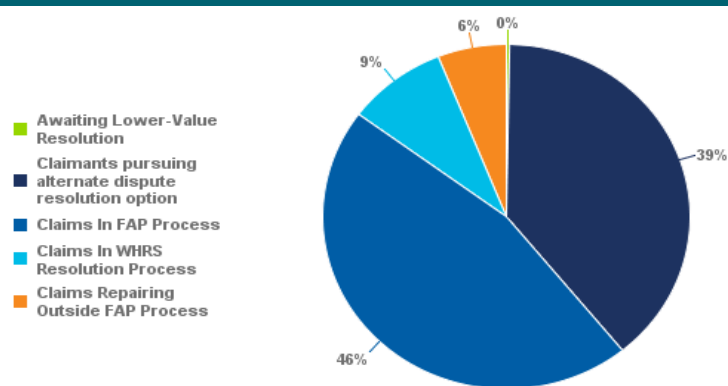
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4546            | 62.0%          |
| Open Claims                    | 535             | 7.3%           |
| Resolved Claims                | 2294            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7375</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 6               | 1.1%           |
| Claims Awaiting Claimant Decision          | 166             | 31.0%          |
| Claims Pursuing Resolution                 | 363             | 68.0%          |
| <b>Total Count Of Open Claims:</b>         | <b>535</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 141             | 39.0%          |
| Claims In FAP Process                                  | 167             | 46.0%          |
| Claims In WHRS Resolution Process                      | 32              | 9.0%           |
| Claims Repairing Outside FAP Process                   | 22              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>363</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 September 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 30 September 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 01 Oct 2018 07:56:57 AM  
**Datamart Refreshed:** 01 Oct 2018 05:49:26 AM

## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 30 September 2018

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 2018 | Number of open claims as at 30 September 2018 |
|---|---|---|
| <b>Auckland</b>   |   |   |
| Auckland City Council                                       | 1803  | 269   |
| Franklin District Council                                   | 6   | 6   |
| Manukau City Council  | 46  | 13  |
| North Shore City Council                                    | 234   | 38  |
| Papakura District Council                                   | 1   | 1   |
| Rodney District Council                                     | 9   | 9   |
| Waitakere City Council                                      | 219   | 42  |
| <b>Totals For Auckland:</b>                                 | <b>2318</b>   | <b>378</b>                                    |
| <b>All Other Territorial Authorities</b>                    |   |   |
| Buller District Council                                     | 1   | 1   |
| Christchurch City Council                                   | 58  | 38  |
| 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   | 3   | 3   |
| 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   |
| Opotiki District Council                                    | 1   | 1   |
| Palmerston North City Council                               | 1   | 1   |
| Porirua City Council  | 28  | 5   |
| Queenstown-Lakes District Council                           | 160   | 8   |
| Rotorua District Council                                    | 1   | 1   |
| Tasman District Council                                     | 2   | 2   |
| 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                                     | 235   | 34  |
| Western Bay of Plenty District Council                      | 6   | 6   |
| Whanganui District Council                                  | 1   | 1   |
| Whangarei District Council                                  | 7   | 7   |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>764</b>  | <b>157</b>                                    |
| <b>Grand Totals:</b>  | <b>3082</b>   | <b>535</b>                                    |

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

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):**

'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 November 2018)  
 ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month'  
 or (ie:30 November 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-  
 Assessment', 'Profile Assessment')

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 12 Dec 2018 16:57:49 PM |
| <b>Datamart Refreshed:</b> | 12 Dec 2018 04:41:40 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 30 November 2018

As at 30 November 2018, MBIE had received 7,376 WHRS claims lodged for 12,809 properties.

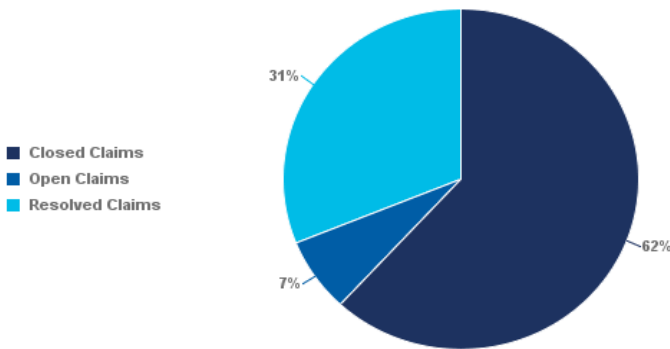
The Weathertight Service has completed 8,743 property assessments (some owners request more than one assessment).

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](http://www.building.govt.nz).

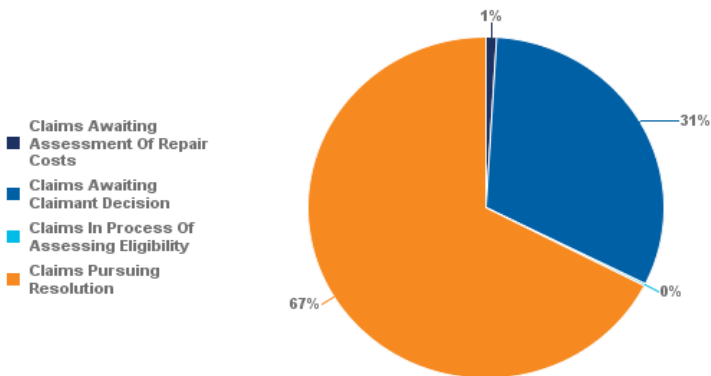
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



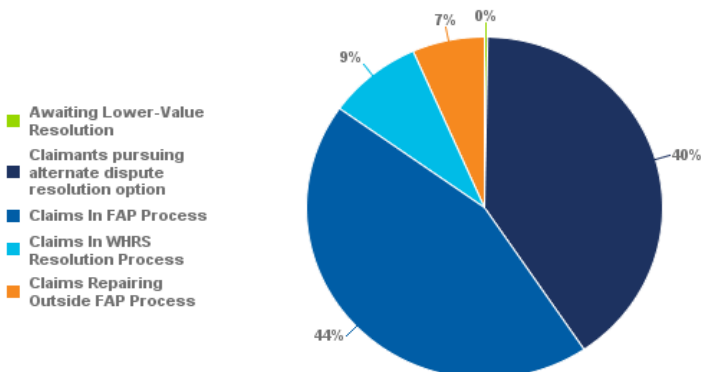
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4562            | 62.0%          |
| Open Claims                    | 519             | 7.0%           |
| Resolved Claims                | 2295            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7376</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 5               | 1.0%           |
| Claims Awaiting Claimant Decision          | 163             | 31.0%          |
| Claims In Process Of Assessing Eligibility | 1               | 0.0%           |
| Claims Pursuing Resolution                 | 350             | 67.0%          |
| <b>Total Count Of Open Claims:</b>         | <b>519</b>      | <b>100.00%</b> |

### Claims Pursuing Resolution



| Resolution Status                                      | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Awaiting Lower-Value Resolution                        | 1               | 0.0%           |
| Claimants pursuing alternate dispute resolution option | 141             | 40.0%          |
| Claims In FAP Process                                  | 155             | 44.0%          |
| Claims In WHRS Resolution Process                      | 30              | 9.0%           |
| Claims Repairing Outside FAP Process                   | 23              | 7.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>350</b>      | <b>100.00%</b> |

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.

# WHRS Active Claims By Territorial Authority

**Report Purpose:** This report will summarise open claims by Territorial Authority (with Auckland grouped together) for loading onto the DBH website. The report is filtered automatically for any claim that was open up to and including the previous full month.

**Report Parameter(s):** 'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 30 November 2018)  
'Claim Closed Date' Is Null (ie: the claim has not been closed) Or 'Claim Closed Date' Was Open As At and End Of 'Previous Month' (ie: 30 November 2018)

**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
**Report Version:** v0.4  
**Report Refreshed:** 12 Dec 2018 16:57:49 PM  
**Datamart Refreshed:** 12 Dec 2018 04:41:40 AM

## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 30 November 2018

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 2018 | Number of open claims as at 30 November 2018 |
|---|--|--|
| <b>Auckland</b>   |  |  |
| Auckland City Council                                       | 1745   | 265  |
| Franklin District Council                                   | 6  | 6  |
| Manukau City Council  | 43   | 10   |
| North Shore City Council                                    | 233  | 37   |
| Papakura District Council                                   | 1  | 1  |
| Rodney District Council                                     | 9  | 9  |
| Waitakere City Council                                      | 218  | 41   |
| <b>Totals For Auckland:</b>                                 | <b>2255</b>  | <b>369</b>                                   |
| <b>All Other Territorial Authorities</b>                    |  |  |
| 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                           | 160  | 8  |
| 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  |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>759</b>   | <b>152</b>                                   |
| <b>Grand Totals:</b>  | <b>3014</b>  | <b>521</b>                                   |

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

# WHRS Claims Statistics

This report will summarise 'Total Claims', 'Active Claims' and 'Claims Pursuing Resolution' for loading onto the DBH website. \* for 'Received WHRS Claims', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'WHRS Claims Lodged for Properties', the report is filtered automatically for any 'Application Form Received Date' that is up to and including the previous full month. \* for 'Completed Property Assessments', the report is filtered automatically for any 'Assessment Status' = 'Completed' and the 'Assessment Report Sign-Off Date' is used to filter for the any assessments completed up to and including the previous full month (if there is no 'Assessment Report Sign-Off Date' but the 'Assessment Status' = 'Assessment Complete', then these assessments are also included). Any 'Resolution Status' in ('Awaiting Resolution', 'Resolution Process Completed') gets recategorised as an 'Open Claim Status Category' of 'Claims Awaiting Claimant Decision'. This means these claims are not going to appear in the 'Claims Pursuing Resolution' section.

**Report Purpose:**

**Report Filter(s):**

'Application Form Received Date' is up to and including end of 'Previous Month' (ie: 31 December 2018)  
 ('Assessment Status' = 'Assessment Complete' And ('Assessment Report Sign-Off Date' is up to and including end of 'Previous Month'  
 or (ie:31 December 2018) or 'Assessment Report Sign-Off Date' is Null) And 'Assessment Type' Not In ('Approval of Existing Report', 'Pre-  
 Assessment', 'Profile Assessment')

|                            |                         |
|----------------------------|-------------------------|
| <b>MBIE Business Unit:</b> | Weathertight            |
| <b>File Name:</b>          | Website Statistics      |
| <b>Report Version:</b>     | v0.4                    |
| <b>Report Refreshed:</b>   | 01 Jan 2019 06:35:59 AM |
| <b>Datamart Refreshed:</b> | 01 Jan 2019 04:23:26 AM |

## Weathertight Home Resolution Services (WHRS) Claims Statistics: 31 December 2018

As at 31 December 2018, MBIE had received 7,376 WHRS claims lodged for 12,809 properties.

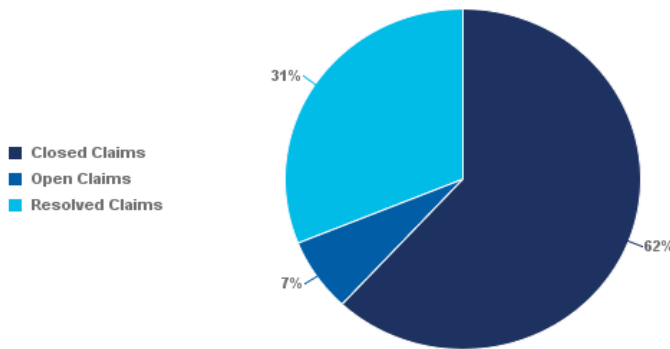
The Weathertight Service has completed 8,744 property assessments (some owners request more than one assessment).

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](http://www.building.govt.nz).

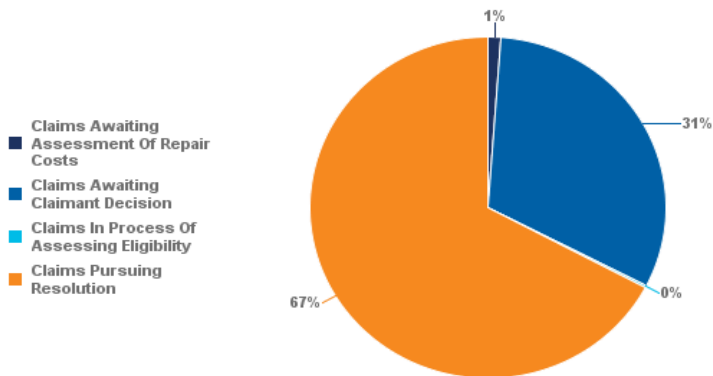
Under the WHRS Act 2006, we accept applications for multi-unit properties as single claims.

### Total Claims



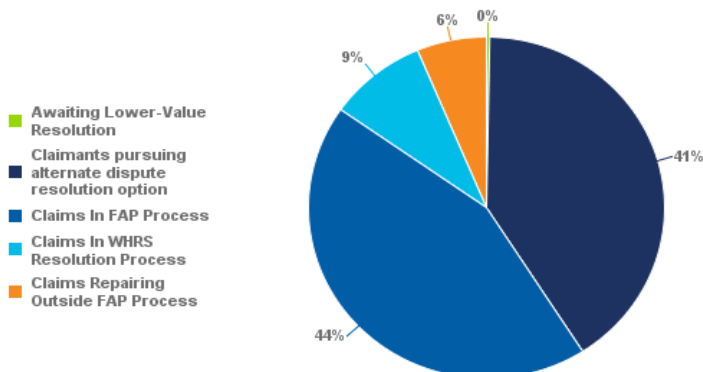
| Claim Closed, Open or Resolved | Count of Claims | Percentage     |
|--------------------------------|-----------------|----------------|
| Closed Claims                  | 4564            | 62.0%          |
| Open Claims                    | 516             | 7.0%           |
| Resolved Claims                | 2296            | 31.0%          |
| <b>Total Count Of Claims:</b>  | <b>7376</b>     | <b>100.00%</b> |

### Open Claims



| Open Claim Status Category                 | Count of Claims | Percentage     |
|--|-----------------|----------------|
| Claims Awaiting Assessment Of Repair Costs | 6               | 1.0%           |
| Claims Awaiting Claimant Decision          | 162             | 31.0%          |
| Claims In Process Of Assessing Eligibility | 1               | 0.0%           |
| Claims Pursuing Resolution                 | 347             | 67.0%          |
| <b>Total Count Of Open Claims:</b>         | <b>516</b>      | <b>100.00%</b> |

### 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                                  | 152             | 44.0%          |
| Claims In WHRS Resolution Process                      | 31              | 9.0%           |
| Claims Repairing Outside FAP Process                   | 22              | 6.0%           |
| <b>Total Count Of Claims Pursuing Resolution:</b>      | <b>347</b>      | <b>100.00%</b> |

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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**MBIE Business Unit:** Weathertight  
**File Name:** Website Statistics  
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## Weathertight Home Resolution Services (WHRS) Open Claims by Territorial Authority: 31 December 2018

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| Territorial Authority where the building consent was issued | Number of properties with open claims as at 31 December 2018 | Number of open claims as at 31 December 2018 |
|---|--|--|
| <b>Auckland</b>   |  |  |
| Auckland City Council                                       | 1744   | 264  |
| 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   |
| <b>Totals For Auckland:</b>                                 | <b>2250</b>  | <b>364</b>                                   |
| <b>All Other Territorial Authorities</b>                    |  |  |
| 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                           | 160  | 8  |
| Rotorua District Council                                    | 1  | 1  |
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| Thames-Coromandel District Council                          | 6  | 6  |
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| Western Bay of Plenty District Council                      | 6  | 6  |
| Whanganui District Council                                  | 1  | 1  |
| Whangarei District Council                                  | 7  | 7  |
| <b>Totals For All Other Territorial Authorities:</b>        | <b>759</b>   | <b>152</b>                                   |
| <b>Grand Totals:</b>  | <b>3009</b>  | <b>516</b>                                   |

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