



9 March 2026



Dear 

Thank you for your request made under the Official Information Act 1982 (OIA), received on 26 February 2026. You requested the following:

...I request the following information in relation to all properties occupied, owned, or leased by your organisation, where cleaning, security, and/or catering services are provided.

For each such property, please provide:

1. *The physical address of the property and the total leased or occupied floor area (in square meters)*
2. *Where cleaning services, security services (including guarding or concierge services), or catering services are delivered by an external contractor:*
 - a. *The name of the contract provider;*
 - b. *The contract start and expiry dates; and*
 - c. *The total NZD value of the contract and the period to which that value relates (e.g. annual or total contract value).*
 - d. *The headcount of staff assigned to perform the work**
3. *Where cleaning services, security services, or catering services are delivered by staff directly employed by the agency the headcount of staff* and their employment arrangement (e.g. permanent, fixed-term, casual).*

**Where staff headcount cannot be provided at a property level, please provide the total headcount for those services across the organisation (Where possible).*

Question 1

The following table outlines the address of each property occupied by Inland Revenue and the total leased area for each site.

City	Property Name	Property Street	Total square area M ²
Whangarei	Ascot House	70 - 82 Bank Street	2,125.58
Takapuna	Smales Farm	68-76 and 78-94 Taharoto Road	3,395.98
Manukau	Osterley Way	5 Osterley Way	6,615.34
Tauranga	Cameron Road	306 Cameron Road	3,117.53
Hamilton	Home Straight	19 - 21 Home Straight	5,087.00
Hamilton	Garnett Avenue	101 Garnett Avenue	4,897.00

City	Property Name	Property Street	Total square area M ²
Rotorua	Pukaki Street	1144 Pukaki Street	514.80
Gisborne	Grey Street	42 Grey St, Gisborne	313.61
New Plymouth	Devon Street	315 Devon Street East	415.00
Napier	202 Hastings Street	202-204 Hastings Street	1,246.90
Palmerston North	17 Victoria Avenue	17-23 Victoria Avenue	2,637.20
Upper Hutt	Jepsen Grove	11 Jepsen Grove	4,993.68
Nelson	5 Wakatu Lane	51 Bridge Street	730.98
Wellington	Featherston Street	55 Featherston Street	13,935.29
Greymouth	Blanchfield House	23 Guinness Street	620.30
Christchurch	Russley Road	92 Russley Road	5,125.60
Christchurch	Mid City Centre	663 Colombo Street	3,163.90
Timaru	Aoraki House	7 - 15 Beswick Street	237.60
Dunedin	Great King Street	52 Great King Street	1,363.00
Invercargill	Oterewa House	45 Yarrow Street	854.80
Total			61,391.09

Questions 2 & 3

All cleaning and security services are outsourced to the providers detailed in the following table. Inland Revenue does not hold any contracts for catering services.

The contracts cover all Inland Revenue sites and cannot be broken down further.

As these services are managed by external providers, Inland Revenue does not hold information on the number of staff each company assigns to the work. Therefore, I have decided to refuse Question 2(d) under section 18(g) of the OIA, as this information is not held by Inland Revenue.

No Inland Revenue staff are allocated to provide any of the requested services.

	Contract Provider	Date of contract	Value of contract (NZD)
Cleaning	OCS Limited	Start: 13/07/2015	\$19.5m (total contract)
		End: 31/05/2028	
Security	Aotea Security Limited	Start: 31/03/2022	\$2.1m
		End: 31/03/2027	
		Start: 14/05/2024	\$101k
		End: 31/05/2027	

Right of review

If you disagree with my decision on your OIA request, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the OIA. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Juliet Glass

Service Leader, Commercial Services and Strategic Property