



16 February 2022

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 28 January 2022. You requested *the number of face-to-face meetings the IRD has had with taxpayers in Wellington over the last six months*.

To provide some background, Inland Revenue's Wellington front of house services have been offered in a variety of ways in the past four years, driven by building changes (earthquake strengthening work) and, in the past 18 months, COVID-19 lockdowns.

### **Building changes**

Our Hawkestone Street site was closed for strengthening after the Kaikoura earthquake. During this time, we opened a front of house facility in 34 Manners Street, Wellington. The lease for this site was for a year, from 1 June 2017 to 30 June 2018.

When the lease on the Hawkestone Street office expired, front of house services were relocated to our Asteron Centre building. However, Inland Revenue exited this building on 14 July 2021 for seismic assessment and remediation.

### **Other services available**

While there is currently no front of house facility open to the public in the Wellington region, we see customers by arrangement at our mobile offices and other suitable locations.

Our website explains how customers can request a business advisory or social policy visit, or a meeting regarding personal tax and entitlements. It also indicates that Inland Revenue staff can travel to other areas (dependant on COVID-19 Protection Framework levels). This information can be found here: [www.ird.govt.nz/contactus/business-advisory-social-policy](http://www.ird.govt.nz/contactus/business-advisory-social-policy).

### **Coming up**

We are currently setting up secure appointment-based customer meeting rooms at our temporary site – Freyberg Building, 20 Aitken Street. These rooms are due to be completed in the first quarter of 2022.

COVID-19 dependant, we held regular mobile office services across the Wellington region, in the past four years in the following areas:

1. Porirua
2. Kapiti
3. Taita
4. Ōrongomai Marae
5. Waiwhetu Marae
6. Wairarapa
7. Upper Hutt
8. Seaview - Lower Hutt
9. Petone
10. Newtown

11. The Ministry of Social Development Office on Willis Street

12. The Ministry of Business, Innovation and Employment Office on Stout Street.

Additionally, at the request of the customer, we may also meet at businesses, in tax agent offices (with their tax agent present), and other locations at the customer's convenience, provided it is safe for our staff to do so. Appointments are also dependent on the availability of staff trained in the specific tax type in which the appointment relates.

In response to your request, *the number of face-to-face meetings the IRD has had with taxpayers in Wellington over the last 6 months*, we do not hold a register that records the number of face-to-face meetings that we hold with taxpayers. Rather, dates, locations and times of these meetings are noted in each individual customers' records.

Accordingly, your request for this information is refused under section 18(f) of the OIA as the information requested cannot be made available without substantial collation.

### **Right of Review**

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: [CommissionersCorrespondence@ird.govt.nz](mailto:CommissionersCorrespondence@ird.govt.nz).

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

Finally, please note that, Inland Revenue regularly publishes, on its website, responses to requests that may be of interest to the wider public. Your personal details or any information that would identify, you will be removed prior to it being published.

Thank you again for your request.

Yours sincerely



Corey Sinclair  
**Community Compliance Leader**