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Dear [REDACTED]

On 5 June 2019 you emailed the Ministry requesting, under the Official Information Act 1982, the following information regarding Emergency Housing Special Needs Grant (EH SNG) payments over the last two years:

- *The number of accommodation providers who have received funds through the emergency grants.*
- *A list of names and locations of those accommodation providers.*
- *The amount of money each of those accommodation providers has received.*
- *The maximum amount of money given to an accommodation provider.*
- *The maximum that has been spent on any one client.*
- *The total sum given to accommodation provider in the last two years.*

On 14 June 2019, the request was clarified for the following information regarding EH SNGs granted over the last two years:

- *The number of accommodation providers who have received funds through the emergency grants broken down by region.*
- *The total sum given to accommodation provider in the last two years nationally.*
- *The maximum amount of money given to an accommodation provider.*
- *The maximum that has been spent on any one client.*
- *The 20 accommodation providers that have received the greatest amount of EHSNG grant funding for each region, including names of each provider, total amount paid and average amount granted.*

The Ministry assists those in urgent need of housing. Anyone who requires urgent accommodation can call 0800 559 009.

The Emergency Housing Special Needs Grant was introduced on 1 July 2016 in order to fund temporary accommodation at places such as hostels and motels to meet people's immediate housing needs. This grant is paid to help meet the cost of short-term accommodation where no transitional housing is available. The Ministry acknowledges that motels are not a long-term solution, particularly for vulnerable people with complex needs, but they provide a short-term solution while more sustainable options are progressed. It is important that those who would otherwise be homeless have somewhere warm and dry to stay.

The Ministry pays EH SNGs directly to the accommodation suppliers. This grant is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. Assistance is generally granted for up to seven nights but can be extended dependent on an individual's circumstances. In most cases, this does not need to be paid back, though this will depend on a household's situation.

A small number of people have exceptional circumstances that result in them receiving EH SNG support for an extended period of time. I can advise that the maximum amount granted to a single client within the period 1 July 2017 to 30 June 2019 is \$140,220. In this instance, the individual required a modified house due to a disability over an extended period of time. This client is now living in a private rental property that has been modified to support their needs.

The maximum amount of money granted to an accommodation supplier is \$5,269,936. Please note that the amount granted may not be the same as the amount spent. This was granted to Auckland Astro Residences Limited during the period between 1 July 2017 to 30 June 2019. Auckland Astro Residences Limited is no longer being used for emergency housing under the SNG as at the date of this response.

More information about EH SNGs is available here: www.housing.msd.govt.nz/housing-options/emergency-housing.html.

Please find enclosed three tables:

- Table One shows the number of Emergency Housing accommodation suppliers who have been paid one or more EH SNGs in each region for the period 1 July 2017 to 30 June 2019.
- Table Two shows the total amount granted for EH SNGs for the period 1 July 2017 to 30 June 2019 broken down by quarter.
- Table Three shows the average amount and total amount granted for EH SNG's for the top 20 accommodation suppliers in each region for the period 1 July 2017 to 30 June 2019.

Emergency accommodation suppliers contribute a vital service. The Ministry maintains an ongoing relationship with them to ensure clients receive an appropriate quality of service and standard of accommodation other paying guests would expect. The Ministry continues to monitor clients' experience in the motels and resolve issues as they arise. On occasion, the Ministry may cease to pay grants to particular suppliers for various reasons. Please note that some of the listed suppliers may no longer be current suppliers.

Please get in touch with the Ministry's media team if you have any further questions about a specific supplier. You can email the media team at: media@msd.govt.nz.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response regarding Emergency Housing with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

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Karen Hocking
General Manager Housing

Table One: Number of Emergency Housing accommodation suppliers who have been paid one or more EH SNG in each region for the period 1 July 2017 to 30 June 2019.

Region	Number of Emergency Housing accommodation suppliers
Northland	82
Auckland Metro	341
Waikato	161
Taranaki	88
Bay of Plenty	195
East Coast	100
Central	110
Wellington	113
Nelson	149
Canterbury	120
Southern	131
Other	422
National	1,310

Notes:

- The region of the Emergency Housing supplier is not stored in MSD systems. This data is the number of suppliers where a grant was granted in each region based on the Work and Income region where the recommending case manager for the application was based at the time of the grant. Clients can have grants for the same supplier from different regions, and as such some suppliers are counted more than once in the data. This is why the sum of the individual regions is not the same as the national total.
- A client may not necessarily reside in the same area as their Service Centre, as such their EH SNGs could be recorded in another region.
- The "Other" region includes suppliers who have been paid EH SNGs that have been approved by a Case Manager or Ministry staff member from non-regional service centres such as the Centralised Unit Housing Service Centre, Studylink Processing Centre, National Office and NZ Super Service Centres.

Table Two: The total amount granted for EH SNGs Nationally for the period 1 July 2017 to 30 June 2019 broken down by quarter.

Quarter ending	Number of grants	Total amount granted
30-Sep-17	9,159	\$8,964,440
31-Dec-17	6,172	\$6,566,960
31-Mar-18	6,138	\$6,574,733
30-Jun-18	9,245	\$10,414,939
30-Sep-18	14,017	\$15,931,192
31-Dec-18	15,676	\$19,494,969
31-Mar-19	17,264	\$23,079,536
30-Jun-19	23,574	\$34,338,613
Total	101,245	\$125,365,382

Notes:

- This includes clients of all ages and benefit types.
- Emergency housing assistance payments are granted as Special Needs Grants
- This is the amount granted. The total amount granted may not be the same as the amount spent.
- This is the number of grants, not the number of clients. Multiple grants may have been made to the same client.

Table Three: The average amount and total amount granted for EHSNG's for the top 20 accommodation suppliers in each region for the period 1 July 2017 to 30 June 2019.

Region	Supplier name	Average amount granted	Total amount granted in the region
Northland	The Northerner Motor Inn Ltd *	\$576	\$235,162
	M S Rim *	\$823	\$170,376
	Song & W Ltd	\$913	\$166,222
	Pinelodge	\$452	\$146,814
	Aaron Court Motel Ltd	\$788	\$96,080
	JK & HP Corp Ltd	\$1,032	\$91,834
	L A Perry	\$749	\$68,891
	Whangarei Falls (2015) Limited	\$834	\$65,015
	K & R Keshav Limited *	\$746	\$56,699
	Zan Investment Ltd	\$599	\$51,504
	Dentel Limited	\$651	\$46,256
	MRD Trading Limited	\$1,189	\$36,859
	Tracey Janine McCreddie	\$590	\$25,360
	The Beach 92 Limited *	\$455	\$20,001
	Noel & Diane Claydon	\$532	\$18,625
	Yamuka Holdings Ltd	\$514	\$18,505
	Te Arawa 1996 Limited	\$466	\$18,165
	Ngawha Springs Aged Widowed Invalids Beneficiaries Assn Inc *	\$742	\$17,800
	PWB Investments (Motels) Limited *	\$981	\$14,709
	Montim Investments Ltd	\$704	\$11,960
Auckland Metro	Auckland Astro Residences Limited *	\$1,823	\$5,243,322
	Silverfern Property Services Limited	\$1,986	\$4,595,662
	540 Motel Limited	\$2,050	\$3,230,329
	Grange NZ Limited	\$2,309	\$3,057,688
	Rockfield Motel-Jason Enterprise Ltd	\$1,799	\$2,579,424
	AKL Airport Motel Limited	\$1,825	\$2,060,475
	Jetwing Kiwi Management Ltd	\$1,816	\$1,838,112
	Caretaker Property Management Limited	\$2,519	\$1,675,458
	Lee & Baek Trinity Ltd	\$1,873	\$1,593,501
	Dub Dub Ventures Limited	\$1,844	\$1,558,114
	Sheltering Arms Limited	\$2,832	\$1,209,426
	Abella Ltd	\$1,549	\$1,188,214
	Keeland Joe Family Trust	\$1,355	\$1,180,595
	Q & J Trading (2018) Limited	\$796	\$1,090,216

Region	Supplier name	Average amount granted	Total amount granted in the region
Auckland Metro	Dream Sky Limited	\$1,684	\$1,057,713
	Knightsbridge Motor Lodge	\$1,168	\$1,047,547
	Airport Hostel Ltd	\$1,939	\$973,560
	Ri & Jin Limited	\$1,759	\$967,315
	GN Holdings Ltd	\$1,865	\$872,881
	Nautilus Family Trust	\$1,731	\$848,132
Waikato	Goldpoint Motel Ltd	\$2,096	\$2,556,667
	Silverpoint Motel Ltd	\$2,023	\$1,857,012
	Fanfeiya International Limited	\$2,096	\$1,299,363
	BJ's Hamilton Limited	\$1,288	\$1,263,267
	M 2 Motel Limited	\$2,694	\$1,093,725
	Sails Motor Inn Hamilton Limited	\$1,748	\$1,033,011
	CopperPoint Motel Limited	\$2,283	\$984,170
	Little Pearl Ltd	\$2,276	\$826,172
	Hayat Hospitality Limited	\$1,769	\$702,229
	Sukhmani & Company Ltd	\$555	\$271,278
	T Li & P Cheng	\$1,171	\$195,478
	Matamata Hotels Management Limited	\$930	\$167,328
	VS Hospitality Ltd	\$1,232	\$166,359
	Alpha Motel	\$1,394	\$154,683
	Da Rong Trading Limited	\$1,015	\$148,243
	Richrim Limited	\$1,363	\$145,835
	Ikonik 4 Tune Ltd	\$936	\$131,060
	Overwater Investments Ltd	\$1,235	\$128,440
	Throne Limited	\$839	\$114,152
	Tahal Limited	\$484	\$106,439
Taranaki	Braemar Motel Ltd	\$584	\$181,031
	Panorama Motels Ltd	\$1,044	\$70,963
	Top 10 Holiday Park (New Plymouth) Ltd	\$846	\$44,844
	A J & M E Jones	\$760	\$44,090
	Waitomo Motels (2016) Ltd	\$1,192	\$40,520
	John Russell Bowring- Central Park Motor Inn	\$746	\$34,295
	Kellys 2016 Ltd	\$547	\$31,200
	Secret Servant Enterprises Limited	\$1,375	\$26,120
	B & C Hausman	\$594	\$24,940
	Patton Motels Ltd *	\$1,106	\$19,915
	Tahu Limited *	\$869	\$16,510

Region	Supplier name	Average amount granted	Total amount granted in the region
Taranaki	Bignell Street Motels *	\$424	\$14,823
	Little Ace Ltd	\$369	\$10,712
	Anvil Court Motor Lodge Limited	\$1,008	\$10,080
	Works Best Limited	\$296	\$9,473
	Overwater Investments Ltd	\$1,159	\$9,275
	Carrington Motel 2018 Limited	\$885	\$8,849
	MJ Hospitality Ltd	\$252	\$6,560
	Ballyjames Ltd	\$702	\$6,314
	The Accomodation Gateway Motel Partnership	\$599	\$5,990
Bay of Plenty	Ambassador Motor Inn	\$1,225	\$997,427
	Jedi 3000 Limited	\$1,196	\$850,161
	The Grand Treasure Hotel Limited	\$1,494	\$796,198
	Cactus Jacks	\$841	\$677,758
	MFZ Resort Limited	\$1,093	\$607,671
	NZ BOP Investment & Development Ltd	\$968	\$588,485
	Truly Escape Travel & Accommodation Limited	\$1,218	\$524,760
	Apple House Limited	\$1,642	\$476,225
	K M Premium Accommodation Limited	\$1,155	\$406,389
	Sunny House NZ Ltd	\$1,068	\$386,680
	I & J Trust	\$699	\$332,775
	Jeonghan Co Limited	\$1,052	\$285,180
	B & J Park Limited	\$1,724	\$280,985
	A & S J Makai Partnership	\$770	\$269,572
	Taku Hospitality Limited	\$1,053	\$230,511
	Action Holiday Ltd	\$1,821	\$225,779
	Aaryn Court Motel	\$1,242	\$221,003
	AGWST Limited	\$1,466	\$212,530
	Deep Ocean Limited	\$1,325	\$189,430
	HAH Blenheim Limited	\$1,024	\$187,471
East Coast	TMH Enterprises Limited	\$1,252	\$1,044,136
	Soominn Limited	\$2,132	\$797,483
	Fountain Court Motel Napier Ltd	\$1,297	\$479,859
	AGW Limited	\$1,099	\$431,886
	Anvil Court Motor Lodge Limited *	\$968	\$401,897
	A R Holding NZ Limited	\$1,291	\$353,672
	Westshore Holiday Park Limited	\$960	\$336,872

Region	Supplier name	Average amount granted	Total amount granted in the region
East Coast	Bay Beauty Motel Limited	\$756	\$323,613
	Endeavour Lodge Motel Partnership	\$840	\$320,869
	Blue Sea Limited	\$872	\$201,506
	Cedar Court (2015) Limited *	\$1,016	\$198,160
	AC & SP Jordin Investments Limited	\$1,215	\$196,755
	Ace High Motel (2013) Limited *	\$1,004	\$181,803
	EC & GR Brickell Partnership	\$1,212	\$161,235
	Fern Motel Napier Ltd *	\$857	\$153,481
	Amici Holdings Limited	\$968	\$146,215
	Bluewater Hotel Ltd	\$1,356	\$135,622
	Travellers Inn Motel	\$1,218	\$134,000
	Toc Mei Limited	\$1,636	\$114,490
	David & John Rayner Partnership	\$861	\$101,605
	Central	Biel Enterprises Limited	\$722
J D & S J Munn Partnership		\$1,026	\$230,845
Kapiti Court Motels (2008) Ltd		\$905	\$223,436
Four Maxs Limited		\$948	\$199,018
G R & C J Jones Ltd		\$1,105	\$191,200
Zachary's Motel Ltd		\$1,110	\$184,305
Great Breaks (2016) Ltd		\$891	\$183,451
Acacia Court Motel		\$1,018	\$182,211
A C F Baker		\$627	\$156,782
Pioneer Motel		\$621	\$139,756
Toledo Owners		\$896	\$133,456
B S & J F Arwidson		\$921	\$123,419
Pangea Travel New Zealand Limited		\$999	\$113,892
Big Five Motel 2009 Limited		\$1,124	\$111,245
The Accommodation Gateway Motel Partnership		\$616	\$104,170
Motel Management Limited		\$715	\$103,737
Epsom Management Ltd 25 ACC		\$923	\$97,826
Tirzah Motel Management Limited		\$1,015	\$82,211
G P S Enterprises 2001 Limited		\$835	\$66,809
Cornwall Park Motel Ltd		\$734	\$64,559
Wellington	Ark Hotels Limited	\$1,508	\$2,685,169
	Motel 22	\$2,043	\$1,789,636
	Silverstream Retreat Limited	\$1,791	\$933,120
	Anju Trust Limited *	\$1,119	\$324,621

Region	Supplier name	Average amount granted	Total amount granted in the region
Wellington	Harbour City Motor Inn *	\$1,099	\$307,709
	Moana Lodge Ltd	\$968	\$279,748
	T Motel Ltd *	\$1,710	\$256,536
	Bakker Motels Ltd *	\$1,018	\$251,376
	Wellington Motel 747 Limited	\$760	\$242,353
	Blue Origin Hotels Ltd	\$1,319	\$217,577
	Management Support Services Limited *	\$1,010	\$215,068
	Downtown Community Ministry	\$508	\$210,243
	Harcourt Holiday Park	\$762	\$188,952
	Brentwood Hotel Limited	\$915	\$149,989
	Aqua Pi Holdings Ltd *	\$1,184	\$137,292
	P & P Chinnery Partnership *	\$970	\$112,515
	Stratford Enterprises Ltd *	\$1,195	\$111,110
	McGannon Motels Ltd *	\$892	\$105,271
	Parklands Motel	\$810	\$100,481
	Helbar Holdings Limited *	\$1,124	\$96,625
Nelson	Bings Motel Limited	\$731	\$248,426
	Eight Paws Limited	\$854	\$206,785
	Harris Sound Limited	\$911	\$178,647
	Phoenix Motor Inn	\$888	\$110,140
	Wei Investments Limited	\$814	\$96,030
	Margaret Valerie Barnes	\$878	\$88,635
	Milton Chalet Motel	\$792	\$74,476
	S P Enterprises Limited	\$994	\$70,595
	JR & DJ Rayner Partnership	\$1,031	\$64,975
	Westport Holiday Park	\$921	\$64,451
	Jupakatlis Limited	\$969	\$62,960
	Greymouth Seaside Holiday Park	\$814	\$62,695
	MJ & HG Pink	\$726	\$60,987
	Greenwood Appleway Ltd	\$786	\$57,358
	Waikawa Bay Holiday Park	\$590	\$54,255
	Cresswell McLean Ltd	\$870	\$48,695
	L&M Santarosa Investments Limited	\$520	\$48,369
	P R & R M Cooper	\$885	\$46,893
	Lido Beachside Operation Limited	\$824	\$46,169
	Munro Hotels On Waimea Limited	\$1,030	\$42,242
Canterbury	Ferry Motel and Travel Ltd	\$575	\$356,565
	K H L Corporation Ltd	\$629	\$316,935

Region	Supplier name	Average amount granted	Total amount granted in the region
Canterbury	Pacilo Investments Group Limited	\$662	\$279,190
	Triple AAA Limited	\$902	\$219,134
	Sandridge Hotel Limited	\$463	\$201,969
	DDSM Motels Ltd	\$635	\$183,491
	Cherry Tree Resort Limited	\$909	\$161,735
	Blenheim Motor Lodge	\$737	\$157,066
	Leisure Island Ltd	\$527	\$149,601
	Athena Motels Group Limited	\$1,088	\$105,525
	Stom Holdings	\$654	\$104,650
	Christchurch Motel Partnership	\$775	\$69,706
	Point Break Backpackers & Cafe 2016 Ltd	\$323	\$65,803
	Public Trust - Southern Service Centre	\$666	\$52,590
	Workotel Limited	\$300	\$51,595
	Country Hospitality Management (NZ) Ltd	\$488	\$47,360
	Ji Chi Ltd	\$763	\$41,948
	Coronation Park Motor Camp	\$654	\$41,183
	GIS 2016 Limited	\$1,206	\$41,005
	Cashel Court Investment Ltd	\$854	\$36,717
	Southern	Amble On Inn Limited	\$729
McGaw Queenstown Family Trust		\$391	\$109,445
Whelan Motels Ltd		\$756	\$94,509
Avenue Motels		\$856	\$80,465
The Coachman Inn Ltd		\$827	\$77,781
Leviathan Hotel Co Ltd *		\$573	\$60,181
Bayfield Travel Ltd		\$819	\$58,955
DJ Management Limited		\$1,079	\$58,255
Ashlar Motels		\$1,097	\$54,864
Hall Family Ltd		\$916	\$46,710
Strathvale Investments		\$431	\$38,395
Perreau Holdings Limited		\$716	\$31,514
D R FAMILTON		\$712	\$31,325
Anchor Motel/Timaru Backpackers		\$515	\$28,850
DJ & LS Greig Limited		\$966	\$25,125
Candandco Limited		\$823	\$23,860
Hashe Limited		\$879	\$21,090
Morrowlee Holdings Ltd		\$1,195	\$19,123
Aaron Court Motel		\$627	\$18,180

Region	Supplier name	Average amount granted	Total amount granted in the region
Southern	Commodore Motels Limited	\$1,256	\$17,591
Other	Goldpoint Motel Ltd	\$1,640	\$490,290
	Fountain Court Motel Napier Ltd	\$1,510	\$317,000
	Ark Hotels Limited	\$1,264	\$304,572
	Ri & Jin Limited	\$1,616	\$231,060
	Airport Manor Inn	\$2,265	\$201,594
	540 Motel Limited	\$1,569	\$180,455
	Amici Holdings Limited	\$1,104	\$166,717
	Y H Motel Ltd	\$1,057	\$165,960
	GN Holdings Ltd	\$1,575	\$133,891
	Silverpoint Motel Ltd	\$1,579	\$110,535
	Grange NZ Limited	\$1,519	\$86,582
	TMH Enterprises Limited	\$1,498	\$83,900
	Silverstream Retreat Limited	\$1,523	\$76,165
	AGW Limited	\$1,102	\$70,520
	Sumitra NZ Limited	\$1,106	\$69,688
	DNZ Global Limited	\$2,108	\$69,566
	McGannon Motels Ltd	\$877	\$66,666
	Trevelmond Accommodation	\$1,313	\$63,030
JK & SK Moomi Ltd	\$1,582	\$60,110	
VI Dhriti Ma Ltd	\$1,106	\$57,495	

Notes:

- The region of the Emergency Housing supplier is not stored in MSD systems. Region is based on the Work and Income region where the recommending case manager for the application was based at the time of the grant.
- A provider may be included in more than one Region in the above table if they had grants granted in more than one region. As such, the total amounts granted are only for grants made in the corresponding region.
- The "Other" region includes suppliers who have been paid EH SNGs that have been approved by a Case Manager or Ministry staff member from non-regional service centres such as the Centralised Unit Housing Service Centre, Studylink Processing Centre, National Office and NZ Super Service Centres.
- Names of accommodation suppliers are manually entered, and there may be different names for a single supplier, and or multiple supplier identifiers.
- The supplier name is the name of the company or individuals that own or provide the accommodation, and not necessarily the name of the accommodation.
- Some suppliers may have more than one identifier (supplier ID) and this may result in their amount being recorded in parts. It is possible (but unlikely) that this process has correctly identified the suppliers who are in the top 20 suppliers for a region.
- Grants paid directly to clients have not been included.
- (*) refers to accommodation suppliers that are no longer providing emergency housing under the SNG, as at the date of this response. This information has not been noted for Canterbury and "Other" regions.