



14 JUN 2021

Tēnā koe

On 17 May 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Request to know how many accommodation providers are being used by MSD clients in Hamilton and Waikato.*

Demand for housing across New Zealand is growing, and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The Emergency Housing Special Needs Grant (EH SNG) 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. The Ministry pays EH SNGs directly to the accommodation supplier, and assistance is generally granted for up to seven nights but can be extended depending on the individual's circumstances.

Across government, there is a major programme of work underway aimed at increasing the supply of public housing and improving housing affordability and supply.

Te Tūāpapa Kura Kāinga (The Ministry of Housing and Urban Development/HUD) and Kāinga Ora are responsible for increasing the supply of affordable and public housing. This includes planning, and with Kāinga Ora, delivering more public housing, transitional housing, and services to tackle homelessness. HUD is also working to improve housing affordability and supply for aspiring homeowners.

Please note, the lowest geographical boundary the Ministry reports on for clients receiving EH SNGs is Territorial Local Authority (TLA). The TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

Please see **Table One** enclosed at the end of this response as **Appendix A**, showing the number of distinct suppliers used in the Hamilton City, South Waikato District and Waikato District TLA, during the period 01 January to 31 March 2021.

In the spirit of being helpful, please also see **Table Two** enclosed within **Appendix A**, which includes a list of registered suppliers in the Hamilton City, South Waikato District and Waikato District TLA, that have received at least one Emergency Housing Special Needs Grants payment between 01 January to 31 March 2021.

You will notice that the lists of registered emergency housing suppliers provided include suppliers from outside of the requested TLA. This is likely to be for payments made in arrears for a previous period of accommodation, or payments for a future period. A number of clients may have recently moved, but their address details have not yet been updated.

Please note that the registered supplier name is the name of the parent company of the accommodation supplier, and not necessarily the name of the accommodation itself. One registered supplier may provide accommodation across multiple premises in different locations or trading names, receiving payment through the single supplier record.

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 available to the wider public. 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 with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding how many accommodation providers are being used by Ministry clients in Hamilton and Waikato, 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.

Ngā mihi nui



Karen Hocking
General Manager
Housing

Appendix A.

Table One: The number of distinct suppliers used in the Hamilton City, South Waikato District and Waikato District TLA, during the period 01 January to 31 March 2021.

Territorial Local Authority	Distinct Suppliers
Hamilton City	66
South Waikato District	15
Waikato District	29

Notes for Table One:

- Emergency Housing assistance payments are granted as Special Needs Grants.
- Territorial Local Authority (TLA) is estimated based on the clients address at the time of the grant. It may not be the same as the address of the emergency housing provider.
- One registered supplier may provide accommodation across multiple premises with different trading names receiving payment through the single supplier record.
- These suppliers may have also received payments from clients who are located outside the TLAs listed.

Table Two: A list of registered suppliers in the Hamilton City, South Waikato District and Waikato District TLA, that have received at least one Emergency Housing Special Needs Grants payment between 01 January to 31 March 2021.

Territorial local authority	Registered name
Hamilton City	ASURE Albert Park Motor Lodge
Hamilton City	Abbots Hamilton - Hotel & Conference Centre *Accommodation*
Hamilton City	Acacia Court Motel
Hamilton City	Alcamo Hotel
Hamilton City	Alpha Motel
Hamilton City	Anglesea Motel & Conference Centre
Hamilton City	Aquarius Motor Inn
Hamilton City	Aquarius Motor Inn -Tauranga
Hamilton City	Ascot Lodge Motel
Hamilton City	Ashwood Manor Motor Lodge
Hamilton City	Aspen Manor Motel
Hamilton City	Astra Motor Lodge
Hamilton City	BJ's Budget Motor Inn
Hamilton City	BK's Pioneer Motor Lodge
Hamilton City	BK's Settlers Motor Lodge
Hamilton City	Backpackers Central Hamilton
Hamilton City	Ballinor Motor Inn
Hamilton City	Barclay Motel
Hamilton City	Boulcott Suites *ACCOMMODATION*
Hamilton City	Boundary Court Motor Inn
Hamilton City	Caves Motor Inn

Territorial local authority	Registered name
Hamilton City	Cedar Lodge Motel
Hamilton City	Classic Motel
Hamilton City	Colonial City Motel
Hamilton City	Dhillon Family Trust
Hamilton City	Eagles Nest Back Packers
Hamilton City	Fountain City Motor Inn
Hamilton City	Grosvenor Motor Inn
Hamilton City	Harbour City Motor Inn - Tauranga
Hamilton City	Hygate Motor Lodge
Hamilton City	Ibis Budget Auckland Central
Hamilton City	Kerrs Motel and Homestay
Hamilton City	Koromatua Homestead *ACCOMMODATION*
Hamilton City	Lake Point Motel
Hamilton City	Leith Valley Touring Park Limited
Hamilton City	Lorne Apartments
Hamilton City	Manhattan Lodge Motel *ACCOMMODATION*
Hamilton City	Maple Lodge Motel
Hamilton City	Microtel Lodge
Hamilton City	Morning Calm Lodge
Hamilton City	Mt Eden Motel
Hamilton City	North End Motel
Hamilton City	O'Reillys Motel
Hamilton City	Oakwood Manor Motor Lodge
Hamilton City	Omokoroa Kiwi Holiday Park
Hamilton City	Park Lodge Motel
Hamilton City	Parklane Motor Inn
Hamilton City	Pukekohe Motel
Hamilton City	Pupuke Manor Motel
Hamilton City	Quest Atrium *Apartments*
Hamilton City	Quest on Eden
Hamilton City	Quest on Lambton Serviced Apartments
Hamilton City	Rayland Motel
Hamilton City	River Bed Motel
Hamilton City	Rockfield Motel
Hamilton City	Rosetown Motel
Hamilton City	Sails Motor Inn Hamilton Limited
Hamilton City	Silverstream Retreat Limited *ACCOMMODATION*
Hamilton City	Singh Is King Real Estate & Rentals Sikrar Limited
Hamilton City	Te Runanga O Kirikiriroa Charitable Trust
Hamilton City	Tirau Motor Inn
Hamilton City	Uni Motel
Hamilton City	Waihi Motel
Hamilton City	Wairoa Motel

Territorial local authority	Registered name
Hamilton City	Yates Park Motel
Hamilton City	Zest OK Auckland *ACCOMMODATION - NO EH*
South Waikato District	540 Motel Limited
South Waikato District	Ace Motor Lodge
South Waikato District	Alpin Motel & Conference Centre Rotorua
South Waikato District	Amisfield Motel
South Waikato District	Cactus Jacks
South Waikato District	Kea Motels & Holiday Park
South Waikato District	Malones Motel
South Waikato District	Mayfair Court Motel
South Waikato District	New Castle Motor Lodge
South Waikato District	Putaruru Arms Motor Inn
South Waikato District	Putaruru Hotel
South Waikato District	Redwood Lodge
South Waikato District	Spa Lodge
South Waikato District	The Backyard Inn *ACCOMMODATION*
South Waikato District	Tirau Motor Inn
Waikato District	Uenuku Lodge
Waikato District	Accommodation Gateway Motel
Waikato District	Alcamo Hotel
Waikato District	Anglesea Motel & Conference Centre
Waikato District	Ashwood Manor Motor Lodge
Waikato District	Aspen Manor Motel
Waikato District	Auckland Airport Motel
Waikato District	Backpackers Central Hamilton
Waikato District	Colonial City Motel
Waikato District	Epsom Motor Inn
Waikato District	Essex Arms Huntly *ACCOMMODATION*
Waikato District	Fountain City Motor Inn
Waikato District	Gateway Motor Inn
Waikato District	Grosvenor Motor Inn
Waikato District	Hygate Motor Lodge
Waikato District	Kerrs Motel and Homestay
Waikato District	Kudos Airport Apartments
Waikato District	MCentral Apartments Manukau *Emergency Housing*
Waikato District	MakeMyTrip Motel
Waikato District	Monument Motor Lodge
Waikato District	Morning Calm Lodge
Waikato District	North End Motel
Waikato District	Off Broadway Motel
Waikato District	Regis Park Bed & Breakfast
Waikato District	River Bed Motel
Waikato District	Taupo Motels -Karaka Tree Motel

Territorial local authority	Registered name
Waikato District	Uni Motel
Waikato District	WAIUKU MOTEL
Waikato District	Waiuku Lodge Motel Ltd

Notes for Table Two:

- Emergency Housing assistance payments are granted as Special Needs Grants.
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- One registered supplier may provide accommodation across multiple premises with different trading names receiving payment through the single supplier record.
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