



November 2021

Tēnā koe

On 12 October 2021, you emailed the Ministry of Housing and Urban Development (HUD) requesting, under the Official Information Act 1982 (the Act), the following information:

- *names of Rotorua suburbs where transitional and/or emergency housing is, or has been, provided for a minimum duration of 6 months, anytime from 2017 to 2021.*
- *For the avoidance of doubt, we are seeking the following items of information within the parameters of our request above:*
 - *a list of Rotorua suburbs where emergency housing is, or has previously been, provided for a duration of 6 months;*
 - *a list of Rotorua suburbs where transitional housing is, or has previously been, provided for a duration of 6 months; and*
 - *for each suburb identified, we request:*
 - *the total number of transitional and/or emergency housing provision sites within that suburb;*
 - *the exact duration that each of the transitional and/or emergency housing provision sites were operative within that suburb; and*
 - *whether the provision site implemented a single, or mixed use, model to transitional and/or emergency housing.*

On 14 October 2021, your request was partially transferred to the Ministry of Social Development (the Ministry), in accordance with section 14 of the Act. This was because emergency housing is more closely connected to the functions of the Ministry. HUD will respond to the rest of your request independently.

On 18 October 2021, the Ministry contacted you to advise you that the Ministry does not centrally record the names of Rotorua suburbs where emergency housing is used, and that in order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, your request would be refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

However, the Ministry offered to provide you with a list of emergency housing suppliers for clients who are recorded in the Ministry systems as residing within the Rotorua Territorial local Authority (TLA) who received an Emergency Housing Special Needs Grant (EH SNG) between 1 January 2017 to 30 September 2021.

The 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 dependant on individual circumstances.

Please see attached in the Appendix, the following table:

- **Table One:** List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.

In the spirit of being helpful, we have also provided the following table which shows a further breakdown of information for the last two quarters in the Appendix:

- **Table Two:** List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.

Regarding the tables provided, please note that 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 also note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

Although we acknowledge that you specifically asked for the names of suppliers *provided for a minimum duration of 6 months*, I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

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. 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.

Ngā mihi nui



Karen Hocking
General Manager
Housing



Appendix

Table One: List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Aaryn Court Motel	30	6	33	9	63	12
Abbey Court Motel - Lower Hutt	S	S	0	0	S	S
Accolade Motor Lodge	60	21	87	27	147	42
Ace Motor Lodge	60	15	69	18	129	27
Alpin Motel & Conference Centre Rotorua	S	S	S	S	183	51
Ambassador Thermal Motel	0	0	S	S	S	S
Ann's Volcanic Motel	S	S	S	S	57	12
Apex On Fenton Motel	90	24	111	30	201	42
Apollo Hotel Rotorua	S	S	S	S	57	15
Arthouse Accommodation	S	S	S	S	S	S
Ascot On Fenton	72	18	0	0	72	18
Ashlar Motel	0	0	S	S	S	S
Ashleigh Court Motel - Rotorua	69	18	90	18	159	24
Astray Motel & Backpackers	60	21	72	24	132	39
Asure Kapiti Court Motel	0	0	S	S	S	S
B-K's Rotorua Motor Lodge	42	15	63	15	105	24
Backpackers Central Hamilton	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Baden Lodge Motel	21	6	30	9	51	12
Bella Vista Motel - Rotorua	9	S	24	S	30	6
Birchwood Motel	S	S	0	0	S	S
Birchwood Spa Motel	57	9	45	18	99	21
Blenheim Bridges Holiday Park	S	S	0	0	S	S
Boulevard Hotel	0	0	S	S	S	S
Brylin Motel	72	21	84	21	153	33
Cactus Jacks	72	27	66	27	135	48
Cascades Lakefront Motel	S	S	0	0	S	S
Coachman Spa Motel Rotorua	33	9	45	9	81	15
Crash Palace Backpackers	S	S	0	0	S	S
Epsom Motor Inn	S	S	0	0	S	S
Fairy Springs Motel	S	S	S	S	9	S
Fenton Court Motel	96	30	138	42	234	63
Fernleaf Motel	45	12	39	12	84	15
Gateway International Motel	24	12	33	12	57	18
Geneva Motor Lodge	75	S	S	S	78	27
Gibson Court Motel	36	9	42	12	81	18
Golden Glow Motel	66	21	72	21	141	33
Greenview Hotels	21	S	21	S	42	12
Hastings Top 10 Holiday Park	0	0	S	S	S	S
Hine Ngakau	0	0	S	S	S	S
Holiday Rotorua Limited	51	15	66	12	117	21
Kaitaia Motor Lodge	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Kea Motels & Holiday Park	0	0	S	S	S	S
Kerry's Motel	12	S	36	S	48	9
Kuirau Park Motor Lodge	93	27	81	27	174	42
La Mirage Motel	18	6	54	12	72	15
Lava Lodge	0	0	S	S	S	S
Livingston Motel	0	0	S	S	S	S
Malfroy Motor Lodge	30	6	60	12	90	15
Malones Motel	S	S	S	S	84	24
Manhattan Motel	96	18	123	30	219	36
Masterton Motor Lodge	S	S	0	0	S	S
Meryl Y Crump	12	S	9	S	18	S
Midway Motel - Rotorua	42	12	0	0	42	12
Morning Calm Lodge	0	0	S	S	S	S
Motueka Top10 Holiday Park	0	0	S	S	S	S
New Castle Motor Lodge	78	S	S	S	81	21
Oasis Motel	S	S	0	0	S	S
Ohope Beach Top 10 Holiday Park	0	0	S	S	S	S
Planet Backpackers Rotorua	S	S	6	S	6	S
Pohutu Lodge Motel	54	S	S	S	54	12
Pure Motel & Guest House	72	18	90	30	162	36
Quest On The Terrace	S	S	0	0	S	S
Rainbow Motel	S	S	S	S	6	S
Rainbow Point Motel	S	S	0	0	S	S
Rayland Epsom Motel	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Red Rock Thermal Motel	42	12	48	15	90	21
Red Rose Motel	0	0	S	S	S	S
Rose Court Motel	0	0	39	15	39	15
Rotorua Downtown Backpackers	S	S	0	0	S	S
Rotorua Hideaway Lodge	S	S	S	S	9	S
Rotorua Motel	0	0	S	S	S	S
Rotovegas Motel	S	S	S	S	102	27
Shanton - Fenton Street	S	S	0	0	S	S
Spa Lodge	63	15	90	24	156	27
The Backyard Inn	S	S	S	S	15	S
The Grand Treasure Hotel Limited	237	57	237	72	474	99
The Warehouse Rotorua	S	S	0	0	S	S
Travel Soul Limited	24	6	24	9	48	9
Union Victoria Motel Rotorua	S	S	S	S	60	18
United Auckland	0	0	S	S	S	S
Victoria Lodge Rotorua	63	15	84	21	150	27

Notes:

- Emergency Housing is paid as a Special Needs Grant.
- Amount granted may not be the same as amount spent.
- A client may receive more than one grant in the period.
- TLA is estimated based on the client's address at the time of the grant. It may not be the same as the address of the emergency housing supplier.
- You will notice that the some of the suppliers are included from outside the Rotorua TLA. This is likely to be for payments made in arrears for 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.

- 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 with different trading names receiving payment through the single supplier record.
- Some suppliers may be listed due to a coding error when a client receives multiple assistance payments at one point in time, for example for petrol or groceries.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to zero or three. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts. In certain circumstances, low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated. Suppressed numbers have been replaced by an 'S'.



Table Two: List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.

Registered name
140 Ghuznee Limited
2 Lakes Holiday Rentals
219 On Johns Holiday Park
540 Motel Limited
Aarangī Motel
Aaron Court Motor Inn Hamilton
Aaryn Court Motel
Abbey Court Motel - Lower Hutt
Abella Inn
Academy At Botany Motor Inn
Accolade Motor Lodge
Ace Caravans Rentals 2006 Ltd
Ace Motor Lodge
Acorn Estate Motel
Adelphi Motel
Affordable Willowhaven Holiday Park
Airport Manor Inn
Aladdin Motel
Aldan Lodge Motel
All Seasons Holiday Park
Alpha Motel
Alpin Motel & Conference Centre Rotorua
Ambassador Motor Inn
Ambassador Thermal Motel
Amber Court Motel
Anchor Lodge
Anglesea Motel & Conference Centre
Ann's Volcanic Motel
Ann's Volcanic Rotorua Motel
Anzac Court Motel
Apex On Fenton Motel
Apollo Hotel Rotorua
Appletree Backpackers
Aqua Beachfront Motel

Registered name
Aquarius Motel
Aquarius Motor Inn
Aquarius Motor Inn -Tauranga
Aquastar Holdings Limited
Ariki Backpackers
Arista Of Rotorua Motel
Arthouse Accommodation
Ascot Motor Lodge
Ascot On Fenton
Ashlar Motel
Ashleigh Court Motel
Ashleigh Court Motel - Rotorua
Ashwood Manor Motor Lodge
Astor Motor Inn
Astray Motel & Backpackers
Asure Kapiti Court Motel
Asure Macys Motor Inn
Atlantis Backpackers
Atlas Suites And Apartments
Auckland Airport Kiwi Motel
Auckland Airport Motel
Auckland Astro Residence
Aveda Motor Lodge
Aywon Motel
B-K's Rotorua Motor Lodge
Backpackers Central Hamilton
Baden Lodge Motel
Barclay Motel
Barclay Suites Auckland
Base Backpackers Rotorua
Base Rotorua
Beachcomber Lodge & Backpacker
Bella Vista Motel - Rotorua
Berkenhoff Lodge
Birchwood Motel
Birchwood Spa Motel
Bk's Pioneer Motor Lodge
Blenheim Bridges Holiday Park
Blenheim Spa Motor Lodge
Blewater Hotel Ltd

Registered name
BOP Accommodations Limited
Botany Motor Inn
Boulevard Hotel
Boundary Court Motor Inn
Braemar Motor Inn
Broadway Lodge Motel
Brylin Motel
Bucklands Beach Waterfront Motel
Cactus Jacks
Camellia Court Family Motel
Capri On Fenton
Caretaker Property Limited
Casa Blanca Motel
Cascades Lakefront Motel
Castles Motels Limited
Central Park Motor Inn
Centre Court Motel
Chelmswood Motel Taupo
Christchurch Motel
City Suites
Classic Motel
Cleveland Thermal Motel
Coachman Spa Motel Rotorua
Coachmans Inn
Coleraine Suites & Apartments
Colonial On Gladstone Motel
Commodore Court Motel
Cortez Motel
Cosy Cottage Thermal Holiday Park
Countdown - Ashburton
Crash Palace Backpackers
Criterion Artdeco Backpackers
Dannemora Motor Inn
Deco City Motor Lodge
Deer Pine Lodge Trust
Dipak Prasad Upreti
Dupont Motel
Eagles Nest Back Packers
Emerge Aotearoa Limited
Endeavour Lodge Motel

Registered name
Epsom Motor Inn
Fairmont Motor Lodge
Fairy Springs Motel
Fenton Court Motel
Fern Motel Napier Ltd
Fernleaf Motel
Flight Centre Rotorua
Fountain City Motor Inn
Fountain Court Motel
Four Canoes Backpackers Rotorua
Garden Court Motel
Gardena Court Motel
Gateway International Motel
Gateway Motor Inn
Geneva Motor Lodge
Geyserland Limited
Gibson Court Motel
Golden Glow Motel
Golden Glow Motel Rotorua
Golden Springs Motel And Holiday Park
Goodview Apartment Hotel
Grange Motor Lodge
Greenview Hotels
Greerton Lodge Motel
Grosvenor Motor Inn
Hah Blenheim Limited-Summit Motor Lodge
Harbour City Motor Inn
Harbour City Motor Inn - Tauranga
Hastings Top 10 Holiday Park
Hine Ngakau
Holdens Bay Holiday Park
Holiday Inn Auckland Airport
Holiday Rotorua Limited
Horse & Jockey Inn
Hotel Clevedon
Hugo & Carter's Backpackers & Motel
Hygate Motor Lodge
James Liston Hostel
Kaitaia Motor Lodge
Kapiti Coast Physiotherapy Ltd

Registered name
Katikati Motel
Kawerau Hotel
Kawerau Motel
Kawerau Thermal Motel
Kea Motels & Holiday Park
Kerrs Motel And Homestay
Kerry Lane Motel
Kerry's Motel
Knightsbridge Motor Lodge
Kuirau Dental
Kuirau Park Motor Lodge
La Mirage Motel
Lake Front Lodge Taupo
Lake Point Motel
Lake Rotoiti Holiday Park
Lake Side Paint & Panel Ltd
Lakes District Health Board
Laneway Backpackers
Lava Lodge
Leviathan Hotel Company Ltd
Lincoln Court Motel
Livingston Motel
Mag & Turbo Warehouse - Whangarei
Mahia Beach Motels And Holiday Park
Makemytrip Motel
Makoha Rest Home
Malfroy Motor Lodge
Malfroy School
Malones Motel
Manhattan Lodge Motel
Manhattan Motel
Manukau Gateway Motel
Masterton Motor Lodge
Mayfair Court Motel
Mcentral Apartments Manukau
Melrose Lifestyle Care & Village
Meryl Y Crump
Microtel Lodge
Middlemore Motel
Midway Motel - Rotorua

Registered name
Mobil Reid & Mills
Montana Lodge Motel
Morning Calm Lodge
Motueka Top10 Holiday Park
Mt Eden Motel
Mt Wellington Motel
Murupara Motor Camp
New Castle Motor Lodge
Novotel Rotorua Lakeside
Nzl Property Management
O'reillys Motel
Oakwood Manor Motor Lodge
Oasis Motel
Off Broadway Motel
Ohope Beach Top 10 Holiday Park
Paeroa Motel
Palmerston North Motel
Palms On George Limited
Papakura Motor Lodge & Motel
Parklane Motor Lodge - Epsom
Pars Inc
Pillows Travellers Lodge Orewa
Pioneer Motor Lodge And Motel
Planet Backpackers Rotorua
Pohutu Lodge Motel
Professionals Mcdowell Real Estate Rotorua
Pure Motel & Guest House
Quest - New Plymouth
Quest Henderson
Quest On Durham
Quest On Eden
Quest On Queen
Quest On The Terrace
Racecourse Motel
Raewyn Joyce Day
Rainbow Motel
Rainbow Point Motel
Ranui Motel
Ratapu House
Rayland Epsom Motel

Registered name
Rayland Motel
Red Rock Thermal Motel
Red Rose Motel
Redwood Lodge
Rockfield Motel
Rose Court Motel
Rose Court Motel - Rotorua
Roselands Motel
Rotorua Downtown Backpackers
Rotorua Family Holiday Park
Rotorua Hideaway Lodge
Rotorua International Motor Inn
Rotorua Motel
Rotovegas Motel
Sails Motor Inn Hamilton Limited
Santa Maria Motel (2006) Limited
Shanton - Fenton Street
Sheltering Arms Limited
Shortland Court Motel
Silver Birch Holiday Park
Silverfern Property Services Ltd
Silverstream Retreat Limited
Spa Lodge
St George Accommodation
Sylvia Park Motel
Takanini Park Motor Lodge
Tarawera River Lodge
Tarawera River Lodge Motel
Te Aroha Holiday Park
Te Puke Hotel
The Backyard Inn
The Grand Hotel Rotorua
The Grand Treasure Hotel Limited
The Setup On Manners
The Warehouse Rotorua
Tourist Court Motel
Travel Soul Limited
Tudor Motor Lodge
Union Victoria Motel Rotorua
United Auckland

Registered name
Utuhina Hot Springs Lodge
Victoria Lodge Rotorua
Visions Of A Helping Hand
Waiariki House
Waiariki Womens Refuge - Rotorua
Waingaro Hot Springs
Waiteti Trout Stream Holiday Park
Wellington Night Shelter
Whangarei Top 10 Holiday Park
Young Lodge

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