



5 April 2022

Tēnā koe

On 8 March 2022, you emailed the Ministry of Housing and Urban Development (HUD) requesting, under the Official Information Act 1982 (the Act), the following information:

- *How much money was paid in EH grants to the Adelphi Motel in Taupo in 2022, 2021, 2020 and 2019? Please give amounts for each year.*
- *How much money was paid in EH grants to the Rainbow Point Motel in Taupo in 2022, 2021, 2020 and 2019? Please give amounts for each year.*

On 8 March 2022, HUD transferred your request in full to the Ministry of Social Development (the Ministry), as the subject of Emergency Housing grants (EH SNGs) more closely aligns with the functions of the Ministry.

Please see **Table One** attached, which shows EH SNGs paid to the Adelphi Motel and the Rainbow Point Motel for the period 1 January 2019 to 28 February 2022.

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 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.

After these seven nights Work and Income arrange another appointment with the client to discuss their housing situation and if another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing and private rental

accommodation. Other options including transitional housing can also be explored as an option depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution or the solution that we want to deliver for people who are potentially in a vulnerable situation. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link: [www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html).

Some people may struggle to access suitable housing due to a lack of available supply or they simply may not be able to meet the high cost of housing which may result in them receiving EH SNG support for an extended period of time. Please note that the Ministry does not hold any contracts or official agreements or arrangements with any emergency housing provider outside of Rotorua.

There are also a distinct group of people that face a range of complex issues that are a barrier, such as mental health and addictions, criminal history, or family violence. There are still others that need to live in a specific area, due to the need to access specialist care or educational needs for them or their family.

For people with high and complex needs, it can sometimes be challenging to identify suitable long-term housing, which can lead to longer stays in emergency housing. Work and Income work closely with these people to see what can be done to ensure that once they have a home of their own, they have the skills to sustain it, and the support they need to keep it.

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'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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding EH SNG payments to the Adelphi Motel and the Rainbow Point Motel, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



Karen Hocking  
**Group General Manager  
Housing**



**Table One: Emergency Housing Special Needs grants to Adelphi Motel and Rainbow Point Motel during the period 1 January 2019 to 28 February 2022.**

Supplier Name	Year Granted			
	2019	2020	2021	2022
	Amount Granted	Amount Granted	Amount Granted	Amount Granted
Adelphi Motel	\$8,971.74	\$524,867.02	\$500,933.44	\$80,020.00
Rainbow Point Motel	\$0	\$175,023.05	\$699,655.55	\$81,527.00
<b>Total</b>	<b>\$8,971.74</b>	<b>\$699,890.07</b>	<b>\$1,200,588.99</b>	<b>\$161,547.00</b>

**Notes for Table One:**

- The 2022 year is a partial year, and data is provided from 1 January 2022 to 28 February 2022.
- This is the total amount granted and may not be the same as the amount spent.
- To protect confidentiality the Ministry uses processes to make it difficult to identify an individual person or entity from published data. This data table has had random rounding to base three applied to all cell counts in the table. The impact of 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.