



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

1 August 2022

Tēnā koe

On 7 July 2022, you emailed the Ministry of Housing and Urban Development (HUD) and the Ministry of Social Development (the Ministry), under the Official Information Act 1982 (the Act), that asked for the following information:

- 1. How many hotels in Auckland have signalled to MSD or HUD that they would conclude or reduce their service providing emergency or transitional accommodation?*
- 2. How many hotel rooms in Auckland does MSD or HUD currently have people staying in?*
- 3. Which hotels in Auckland have been providing this service?*

You can expect to receive a response from HUD in regard to the Transitional Housing aspects of your request in due course.

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 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 or 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).

For the sake of clarity, the Ministry will address your questions as follows:

1. *How many hotels in Auckland have signalled to MSD or HUD that they would conclude or reduce their service providing emergency or transitional accommodation?*

The Ministry acknowledges that the market is fluid and emergency housing suppliers can come and go. We have responses to mitigate local supply changes and work closely with, and support, our regions where capacity becomes constrained.

Your request for this information is refused under section 18(e) of the Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

2. *How many hotel rooms in Auckland does MSD or HUD currently have people staying in?*

The Ministry works with clients to identify emergency housing options best suited to their individual circumstances. The client can indicate what their needs are, and we work to meet them within available supply of accommodation available.

There is no across the board formula for how many rooms are provided for each family configuration in emergency housing, as it depends on what the family is looking for and what is available.

As such the Ministry does not record the number of rooms and beds for each motel. As such, your request has been refused under section 18(g)(i) of the Act, as the information requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or interdepartmental Venture or Minister of the Crown or organisation, or by a local authority

3. *Which hotels in Auckland have been providing this service?*

Please see attached an Excel Spreadsheet table outlining a list of Emergency Housing suppliers for clients living in the Auckland Super City Territorial Local Authority (TLA), as at 30 June 2022.

Regarding the table 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.

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 and attachments 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, 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



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Housing**