



15 August 2022

Tēnā koe

On 18 July 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1) *How much money has been spent by the current Gov't to meet repairs and damages caused by tenants in temporary housing ie motels BnB's etc*
- 2) *How many tenants are currently being housed in temporary accommodation in BnB's*
- 3) *How many tenants are currently being housed in temporary accommodation in motels*
- 4) *How many motels have been purchased by the current Gov't for temporary accommodation 2021-2022*

Question 4 was transferred to Kāinga Ora – Homes and Communities on 1 August 2022 in accordance with section 14 of the Act, as this question is more closely aligned with their functions. You can expect a response from Kāinga Ora – Homes and Communities 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 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

The Ministry provides a security deposit to housing suppliers and providers that is designed to protect them when there are losses or damages caused by the Ministry's clients (or anyone else staying with them). Security deposits need to be agreed to by the clients and the supplier/provider of the accommodation, and approved by the Ministry, before a client can stay with a provider. More information on how security deposits work is available here: www.workandincome.govt.nz/providers/housing-providers/security-deposit.html

While most clients do not need a security deposit, the Ministry is aware that damage is sometimes caused in Emergency Housing, with the vast majority from normal things such as accidental breakages. When the Ministry is provided with evidence of any damages, the Ministry will, with agreement from the client, make payment (from the security deposit) on behalf of the client. Agreement from the client is not required if the client leaves the Emergency Housing without checking out. Clients are required to pay this back to the Ministry, at a rate that doesn't cause them hardship.

The Ministry provides information on its website to property owners, landlords and providers of emergency and public housing, here: www.workandincome.govt.nz/providers/housing-providers/index.html

I will answer your questions in order for the sake of clarity.

- 1. How much money has been spent by the current Gov't to meet repairs and damages caused by tenants in temporary housing ie motels BnB's etc*

Please find attached Table One, showing the number of Special Needs Grants and the amount granted for Security Deposits for the quarters ending December 2021 to June 2022.

- 2. How many tenants are currently being housed in temporary accommodation in BnB's*

The Ministry does not record a category for Bed and Breakfast Accommodation (BnBs). Your request for this information is therefore refused under section 18(e) of the Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

3. How many tenants are currently being housed in temporary accommodation in motels

Please find attached Table Two showing the number of clients who were granted an Emergency Housing Special Needs Grant in the quarter to 30 June 2022, broken down by accommodation type.

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.

If you are not satisfied with this response about money spent by the Government to meet repairs and damages caused by tenants in temporary housing, 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
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Housing**