



13 May 2022

Tēnā koe

On 8 April 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *A list of all the emergency housing providers in Rotorua. Can the contracted accommodation please be specified.*
  - *Can the number of beds AND rooms provided at each facility please be specified beside each facility.*
  - *Can the number of bed AND rooms occupied at each facility please be specified at each facility.*
- *A list of all the emergency housing providers in Rotorua in the last five years, broken up by year.*
  - *Can the number of bed AND rooms occupied at each facility in each year please be specified.*
- *A list of all the accommodation facilities that have told MSD that it will not provide emergency housing in Rotorua.*
- *A list of all the towns and cities people from Rotorua have been moved to specifically for emergency housing when there is no emergency housing for them here in the last five years.*

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place or 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 here: [www.housing.msd.govt.nz/housing-options/emergency-housing.html](http://www.housing.msd.govt.nz/housing-options/emergency-housing.html).

Please find enclosed **Table One** in **Appendix A**, which provides the number of grants, clients and amount granted for emergency housing in the Rotorua District Territorial Local Authority (TLA) between 1 January 2017 and 31 December 2021, broken down by supplier and calendar year.

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.

You will 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.

You will also note that 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.

Please note that the Ministry does not record the number of beds, rooms provided or occupied at registered emergency housing suppliers, or whether an accommodation provider has declined to supply emergency housing. Therefore, this part of your request for this information is refused under section 18(g)(i) of the Information Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

The Ministry is also unable to provide you with the towns or cities that people from Rotorua have been moved to specifically for emergency housing. This information is held in the notes of individual case files and address data may

not be accurate at the time of application due to the client's housing insecurity. In order to provide this information, Ministry staff would have to manually review thousands of files. As such, this aspect of your request is refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

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

A handwritten signature in black ink, appearing to read 'PP. [unclear]', with a long horizontal line extending to the right.

Karen Hocking  
**Group General Manager  
Housing**