



17 January 2023

Tēnā koe

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

- 1) *Can you please provide a list and locations of all emergency housing locations and providers in the Hamilton area as at December 2022?*
- 2) *Can you please provide a list and locations of all transitional housing locations and providers in the Hamilton area as at December 2022?*
- 3) *Can you please provide a list and locations of all social housing locations and providers in the Hamilton area as at December 2022?*
- 4) *Can you please provide a map or graphic showing all emergency housing locations in the Hamilton area as at December 2022?*
- 5) *Can you please provide a map or graphic showing all transitional housing locations in the Hamilton area as at December 2022?*
- 6) *Can you please provide a map or graphic showing all social housing locations in the Hamilton area as at December 2022?*

On 12 December 2022, the Ministry advised you that parts of your request were transferred to the Ministry of Housing and Urban Development (HUD) as the information requested is not held by the Ministry and is believed to be held by HUD. The parts of your request that were transferred were:

- 2) *Can you please provide a list and locations of all transitional housing locations and providers in the Hamilton area as at December 2022?*
- 3) *Can you please provide a list and locations of all social housing locations and providers in the Hamilton area as at December 2022?*
- 5) *Can you please provide a map or graphic showing all transitional housing locations in the Hamilton area as at December 2022?*

6) *Can you please provide a map or graphic showing all social housing locations in the Hamilton area as at December 2022?*

The Ministry contacted you on 13 December 2022, to advise that we could not provide you with the December 2022 data. At the time of your request the Ministry confirmed that *'a list and locations of all emergency housing locations and providers in the Hamilton area as at December 2022?'* did not yet exist.

However, the Ministry could provide you with the data ending September 2022, which you agreed to receive. Should you wish to receive data as at the end of December 2022, the Ministry invites you to resubmit your request for this data at the end of January.

For the sake of clarity, the Ministry will answer your questions in turn.

1) *Can you please provide a list and locations of all emergency housing locations and providers in the Hamilton area as at December 2022?*

Demand for housing across New Zealand is growing and many 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/index.html](http://www.workandincome.govt.nz/housing/nowhere-to-stay/index.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.

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.

Please find overleaf **Table One** which shows the suppliers used for Emergency Housing by clients living in Hamilton City Territorial Local Authority (TLA) during the period 1 July 2022 to 30 September 2022.

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 notice that the lists of registered emergency housing suppliers provided includes suppliers from outside the Hamilton City TLA. This is likely to be for payments made in arrears for a 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. Please 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.

- 4) *Can you please provide a map or graphic showing all emergency housing locations in the Hamilton area as at December 2022?*

As the Ministry advised you in our phone call of 13 December 2022, the Ministry does not hold this information in the format you have requested it.

For the Act to apply, the information must already be held by the agency concerned at the time of the request. With the exception of providing a response to a request for a statement of reasons about a decision that has affected the requester, there is no obligation on an agency to form an opinion or create information to answer a request.

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

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 a list of Emergency Housing in Hamilton, 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 blue ink, appearing to read 'K. Hocking', written in a cursive style.

Karen Hocking  
**Group General Manager  
Housing**

**Table One: Suppliers used for Emergency Housing by clients living in Hamilton City Territorial Local Authority during the period 1 July 2022 and 30 September 2022**

<b>MSD Registered Name</b>
136 ON BEALEY MOTEL
AARON COURT MOTOR INN HAMILTON
ABBEY MOTEL
ABBOTS HAMILTON HOTEL & CONFERENCE CENTRE
ALADDIN MOTEL
ALCAMO HOTEL
ALLENBY PARK HOTEL
ALPHA MOTEL
ANGLESEA MOTEL & CONFERENCE CENTRE
AQUARIUS MOTOR INN
ASCOT EPSOM HOTEL
ASCOT LODGE MOTEL
ASHWOOD MANOR MOTOR LODGE
ASPEN MANOR MOTEL
ASURE ALBERT PARK MOTOR LODGE
BACKPACKERS CENTRAL HAMILTON
BALLINOR MOTOR INN
BARCLAY MOTEL
BAVARIA MOTEL
BJ'S BUDGET MOTOR INN
BK'S SETTLERS MOTOR LODGE
BOUNDARY COURT MOTOR INN
BROOKLYN MOTOR LODGE
CAMELOT MOTEL
CEDAR LODGE MOTEL
CITY SUITES
CLASSIC MOTEL
COLONIAL CITY MOTEL
EAGLES NEST BACK PACKERS
ENERGY MOTOR LODGE
FOUNTAIN CITY MOTOR INN
GARDENA COURT MOTEL
GLENVIEW INN
GOLDEN CROSS HOTEL
GROSVENOR MOTOR INN

<b>MSD Registered Name</b>
HAKA HOTEL NEWMARKET
HAMILTON CAMPGROUND LIMITED
HAMILTON CHRISTIAN NIGHTSHELTER
HAMILTON CITY INN
HAMILTON HOLIDAY HOMES LTD
HEAPHY MANOR
HYGATE MOTOR LODGE
KATIKATI MOTEL
KERRS MOTEL AND HOMESTAY
LAKEPOINT MOTEL
LORNE APARTMENTS
MANHATTAN LODGE MOTEL
MANOR VIEWS
MATARIKI MOTOR LODGE
MICROTEL LODGE
MILL LODGE MOTEL
MORNING CALM LODGE
NO. 1 MOTELS ON VICTORIA
NORTH END MOTEL
O'REILLYS MOTEL
ORBIT TRAVELLIANCE LTD
PAEROA MOTEL
PARK LODGE MOTEL
QUEST ON EDEN
REGIS PARK BED & BREAKFAST
RIVER BED MOTEL
SAILS MOTOR INN HAMILTON LIMITED
SHORTLAND COURT MOTEL
THAMES VALLEY MOTEL
TIRAU MOTOR INN
UENUKU LODGE
UNI MOTEL
ZETA MOTEL

**Notes:**

- Emergency Housing is paid as a Special Needs Grant.
- TLA is based on the clients address at the time of the grant. It may not be the same as the address of the emergency housing provider.
- One registered supplier may provide accommodation across multiple premises with different trading names receiving payment through the single supplier record.