



13 July 2023

Tēnā koe

On 15 June 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*What 10 Auckland emergency accommodation suppliers have the received the most money for client accommodation from MSD in 2021, 2022, and 2023 to date?*

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 depending on the individual's 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).

The Ministry expects our clients to get the same quality of service as any other guest, and that our clients observe the rules and conditions of the accommodation supplier. A security deposit is available to suppliers to contribute to any damage costs beyond normal wear and tear. Damages or

losses are charged to the client, and they are required to pay it back to the Ministry at an agreed rate.

Please see **Table One** which shows the top 10 suppliers used for Emergency Housing Special Needs Grants for clients in Auckland Super City Territorial Local Authority.

**Table One: The top 10 suppliers used for Emergency Housing Special Needs Grants for clients in Auckland Super City Territorial Local Authority during the period 1 January 2021 to 31 May 2023**

Year/Rank/ Supplier			Amount Granted	Distinct Clients	Number of Grants
2021	1	MCENTRAL APARTMENTS MANUKAU	\$6,632,734.38	264	1,812
	2	KERRS MOTEL AND HOMESTAY	\$5,888,435.17	648	2,739
	3	ALLENBY PARK HOTEL	\$3,986,560.65	252	1,782
	4	540 MOTEL LIMITED	\$3,378,441.90	180	990
	5	ELLERSLIE INTERNATIONAL HOTEL	\$3,343,219.23	372	1,164
	6	OAKWOOD MANOR MOTOR LODGE	\$3,072,142.51	183	1,230
	7	KNIGHTS INN	\$2,996,683.71	222	1,059
	8	GRANGE MOTOR LODGE	\$2,917,394.49	141	933
	9	AIRPORT GOLD STAR MOTEL	\$2,630,423.63	129	882
	10	ACADEMY AT BOTANY MOTOR INN	\$2,608,148.22	141	795
2022	1	MCENTRAL APARTMENTS MANUKAU	\$5,798,643.65	198	1,716
	2	KERRS MOTEL AND HOMESTAY	\$3,833,365.08	357	1,191
	3	ALLENBY PARK HOTEL	\$3,792,593.18	345	1,743
	4	GRANGE MOTOR LODGE	\$2,718,583.16	174	867
	5	QUEST HENDERSON	\$2,326,482.16	231	1,068
	6	540 MOTEL LIMITED	\$2,221,094.87	180	681
	7	ELLERSLIE INTERNATIONAL HOTEL	\$2,191,123.00	135	651
	8	KNIGHTS INN	\$2,157,795.00	144	666
	9	ESSEN LIVING	\$2,025,472.39	309	903
	10	QUEST ON EDEN	\$2,015,989.88	129	720
2023 (up to 31 May 2023)	1	MCENTRAL APARTMENTS MANUKAU	\$2,055,470.66	93	690
	2	ALLENBY PARK HOTEL	\$1,518,986.41	144	603
	3	WALLSON MOTEL UNITS	\$1,352,406.63	90	402
	4	BLISS ACCOMMODATION	\$1,270,146.00	69	342
	5	GRANGE MOTOR LODGE	\$1,231,725.99	69	387
	6	ESSEN LIVING	\$1,215,647.27	111	387
	7	ACADEMY AT BOTANY MOTOR INN	\$1,170,034.84	81	360
	8	AIRPORT GOLD STAR MOTEL	\$1,007,706.57	81	351
	9	540 MOTEL LIMITED	\$982,896.49	87	303
	10	KNIGHTS INN	\$975,620.30	60	288

**Notes:**

- The top 10 is based on amount granted to that supplier.
- One registered supplier may provide accommodation across multiple premises. These premises may be in different locations or operating trading names but are receiving payment through the single supplier record.
- The amount granted may not reflect the amount spent.
- Territorial Local Authority (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.

**Confidentiality:**

- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- The published counts will never differ by more than two counts.

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 regarding EH SNGs for Auckland TLA, 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 be 'KH', written over a circular stamp or mark.

Karen Hocking  
**Group General Manager  
Housing**