



Dear [REDACTED]

On 28 May 2019, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

1. *How much is spent paying community providers for Transitional Housing places by MSD each quarter? Please provide data for the last four quarters. Please provide a breakdown by provider and either region or TA; and the number of properties per provider.*
2. *How many complaints were made about the quality of Transitional Housing accommodation in the last 12 months? Please indicate whether the complaints were upheld.*
3. *If investigations were undertaken following complaints, please provide details of these investigations, such as a memo or report*
4. *If providers were sanctioned, please provide details of the sanction*
5. *How much is spent on Emergency Housing Special Needs Grant each quarter?*
6. *Please provide a breakdown by region with the number of grants and total paid out per quarter since the grant's introduction.*
 - a. *Please also provide a breakdown of the number and total paid to each motel/campground/hostel etc; with their registered name and provider name; since the grant's introduction*
7. *How many complaints were made about Emergency Housing Accommodation in the last 12 months? Please indicate whether the complaints were upheld.*
8. *If investigations were undertaken following complaints, please provide details of these investigations, such as a memo or report*
9. *If providers/motels etc were sanctioned, please provide details of the sanction*
10. *Please provide an up-to-date list of any motels/hostels etc purchased for Emergency or Transitional Housing since mid-2016; and their purchase price; by region*
11. *Please provide the number of motels MSD has exclusive use contracts with, the number of units per motel, the contract dates, and the value of each contract; by region, as of May 27, 2019*
12. *Please provide and up-to-date version of the table attached, as of May 27, 2019*

As you are aware your request was partially transferred to Housing and Urban Development to address seven of the questions listed above. Enclosed is the Ministry of Social Development's (the Ministry) response to the following questions:

- 1. How much is spent on Emergency Housing Special Needs Grant each quarter?*
- 2. Please provide a breakdown by region with the number of grants and total paid out per quarter since the grant's introduction.*
- 3. Please also provide a breakdown of the number and total paid to each motel/campground/hostel etc; with their registered name and provider name; since the grant's introduction EH by SNG provider*
- 4. How many complaints were made about Emergency Housing Accommodation in the last 12 months? Please indicate whether the complaints were upheld.*
- 5. If investigations were undertaken following complaints, please provide details of these investigations, such as a memo or report.*

On Tuesday 25 June 2019 question three was further refined to:

- a breakdown of the top 20 emergency accommodation providers and the total paid to each, broken down by region.*

The Ministry helps those with nowhere to stay. Anyone who urgently needs somewhere to stay tonight, or within the next seven days, can call 0800 559 009. The Ministry can help with rent arrears, with referrals to transitional housing providers, and with payments towards temporary accommodation.

The Emergency Housing Special Needs Grant (EH-SNG) was introduced on 1 July 2016 in order to fund temporary accommodation at places such as hostels and motels to meet people's immediate housing needs. This grant is paid to help meet the cost of short-term accommodation where no Transitional Housing is available.

The Ministry recognises that motels are not a long-term solution, particularly for vulnerable people with complex needs. They provide a short-term solution preferable to sleeping in a car, garage or overcrowded situation while the Ministry works with clients to help them find more permanent accommodation. It is important to note that while the Ministry encourages clients to explore alternative accommodation and provides options, advice and financial assistance to support their housing needs, the final decision over where they live remains with the client.

The Ministry pays EH-SNGs directly to the accommodation provider. This grant 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. Assistance is generally granted for up to seven nights but can be extended dependent on individual circumstances. In most cases, this does not need to be paid back, though this will depend on a household's circumstances.

Please find enclosed four tables that show Emergency Housing Special Needs Grants (EH-SNGs), for the period 1 October 2016 to 31 March 2019:

- **Table One:** The number of EH-SNGs and amount granted per quarter for the period 1 October 2016 to 31 March 2019;
- **Table Two:** The number of providers who have been paid one or more Emergency Housing Special Needs Grants, by Work and Income Region and by quarter for the period 1 October 2016 to 31 March 2019;
- **Table Three:** The number of grants and total amount granted for Emergency Housing Special Needs Grants, by Work and Income region and by quarter for the period 1 October 2016 to 31 March 2019;
- **Table Four:** The number of grants, total amount granted, and average amount granted for Emergency Housing Special Needs Grants by top 20 accommodation providers, for the period 1 October 2016 to 31 March 2019, broken down by Work and Income Region.

Please note that the Ministry publishes benefit fact sheets on the Ministry of Social Development website quarterly, where you can find information regarding Emergency Housing Special Needs Grants. The fact sheets are available here: www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/.

Should you be interested in the information in 'Table One' in the future, it is published quarterly in the National Level Data Table, in the 'Supplementary – last 5 years' tab, available at: www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/statistics/benefit/2019/quarterly-benefit-fact-sheets-national-benefit-tables-mar-2019.xlsx.

In regard to complaints made about Emergency Housing accommodation the local councils are responsible for compliance in the first instance. Work and Income regional housing teams pass on issues to the councils when they are identified.

Emergency accommodation providers contribute a vital service. We have an ongoing relationship with them to ensure clients receive an appropriate quality of service and standard of accommodation other paying guests would expect. We continue to monitor our clients' experience in the motels we checked and resolve issues as they arise.

With reference to your request regarding complaints made about Emergency Housing accommodation in the last twelve months, and whether the complaints were upheld, please note that the Ministry considers Emergency Housing complaints on a case by case basis. The complaints received regarding EH-SNG accommodation are addressed regionally, and the Ministry does not centrally report on this. As such, I refuse your request under section 18(f) of the Official Information Act as it would require substantial manual research and collation to locate and prepare this information. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

I am able to provide you with the findings of a point-in-time check of emergency housing accommodation completed by the Ministry, primarily focusing on emergency housing providers where high numbers of our clients had stayed.

All regions completed a quality and service stocktake of their EH-SNG motels between 28 February 2019 and 15 March 2019. The stocktake largely focused on the motels used for emergency housing where the Ministry had received complaints in relation to quality and/or service. The Ministry's Regional Housing Managers/Advisors addressed these issues directly with the motelier.

To ensure providers for emergency housing deliver accommodation to a suitable standard, the Ministry:

- checks in regularly with clients on issues or concerns with their accommodation when approving subsequent EH-SNGs
- escalates concerns or complaints to the housing team who follow up directly with the motelier
- monitors all ongoing issues or complaints received in relation to EH-SNG accommodation with moteliers.

Please see enclosed **Table Five** which contains the findings of the Ministry's stocktake as at 15 March 2019.

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 shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development'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 regarding Emergency Housing Special Needs Grants, 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.

Yours sincerely



Karen Hocking
General Manager Housing

Table One: The number of EH-SNGs and amount granted per quarter from the December 2016 quarter to the March quarter 2019.

Hardship assistance by reason granted in the quarter- last 5 years (all ages)										
Assistance reason	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18	Dec-18	Mar-19
Emergency Housing Grant	8,860	9,218	11,446	9,159	6,172	6,138	9,245	14,017	15,676	17,264
Hardship assistance amount by reason granted in the quarter- last 5 years (all ages)										
Assistance reason	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18	Dec-18	Mar-19
Emergency Housing Grant	\$7,735,788	\$8,835,087	\$12,609,686	\$8,964,440	\$6,566,960	\$6,574,733	\$10,414,939	\$15,931,192	\$19,494,969	\$23,079,536

Table Two: The number of providers who have been paid one or more Emergency Housing Special Needs Grants, by Work and Income Region and by quarter for the period 1 October 2016 to 31 March 2019.

Region	Number of Emergency Housing accommodation providers by quarter end									
	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18	Dec-18	Mar-19
Auckland Metro	790	503	415	314	314	314	314	314	314	428
Bay of Plenty	268	375	238	268	154	154	268	468	154	154
Canterbury	529	215	215	101	101	101	101	101	101	101
Central	211	181	97	97	97	97	211	211	412	97
East Coast	207	207	93	93	93	93	207	93	93	93
Nelson	276	276	162	162	162	162	162	162	162	162
Northland	189	198	75	75	75	75	189	75	168	75
Other	428	383	114	114	114	207	361	114	114	268
Southern	551	382	123	237	123	237	237	123	123	123
Taranaki	174	60	60	60	60	60	60	60	60	60
Waikato	865	575	261	221	107	107	107	107	107	107
Wellington	198	84	84	84	84	398	84	84	84	84
Total	4,686	3,439	1,937	1,826	1,484	2,005	2,301	1,912	1,892	1,752

Notes:

- Geographic breakdowns are only available by the MSD Service Centre responsible for the client's case management. A client may not necessarily reside in the same area as their service centre;
- We have derived the location of providers from the MSD Service Centre region;
- The location of the MSD Service Centre where the maximum amount of grants was made, has been deemed to be the location of the provider;
- 'Other' represents those Service Centres that do not represent a geographical location such as Contact Centres, Centralised Units etc.

- **Table Three: The number of grants and total amount granted for Emergency Housing Special Needs Grants, by Work and Income region and by quarter for the period 1 October 2016 to 31 March 2019.**

Region	Dec-16		Mar-17		Jun-17		Sep-17		Dec-17	
	Number grants	Amount granted	Number grants	Amount granted	Number grants	Amount granted	Number grants	Amount granted	Number grants	Amount granted
Northland	597	\$478,973	477	\$377,344	323	\$261,476	332	\$230,542	284	\$190,771
Auckland Metro	3,969	\$4,065,970	4,276	\$4,702,576	5,015	\$6,954,088	4,233	\$5,002,239	3,133	\$4,198,278
Waikato	851	\$885,536	1,100	\$1,270,418	1,001	\$1,331,184	265	\$265,150	126	\$105,055
Bay of Plenty	343	\$252,405	241	\$210,321	611	\$549,226	735	\$627,337	474	\$406,348
East Coast	762	\$571,289	764	\$682,523	1,128	\$1,032,915	1,135	\$1,024,498	502	\$476,584
Taranaki	52	\$26,658	119	\$52,867	95	\$32,861	80	\$41,924	79	\$44,413
Central	447	\$278,404	592	\$393,459	774	\$566,290	525	\$353,540	333	\$214,076
Wellington	394	\$243,322	465	\$375,821	558	\$504,425	484	\$390,606	352	\$268,930
Nelson	495	\$394,505	393	\$319,090	664	\$530,851	478	\$362,917	212	\$163,600
Canterbury	428	\$247,461	275	\$143,405	586	\$326,498	294	\$148,034	219	\$105,607
Southern	94	\$51,790	153	\$79,528	228	\$159,839	191	\$137,237	134	\$72,819
Other	428	\$239,476	363	\$227,737	463	\$360,032	407	\$380,417	324	\$320,478
Total	8,860	\$7,735,788	9,218	\$8,835,087	11,446	\$12,609,686	9,159	\$8,964,440	6,172	\$6,566,960

Table continued overleaf.

Region	Mar-18		Jun-18		Sep-18		Dec-18		Mar-19	
	Number grants	Amount granted	Number grants	Amount granted	Number grants	Amount granted	Number grants	Amount granted	Number grants	Amount granted
Northland	273	\$187,506	393	\$280,771	335	\$226,605	280	\$164,450	157	\$88,613
Auckland Metro	3,096	\$4,053,528	4,001	\$5,855,346	5,725	\$7,910,254	5,839	\$8,584,067	6,464	\$10,134,133
Waikato	196	\$210,564	520	\$601,326	1,188	\$1,748,982	1,829	\$2,811,283	2,128	\$3,630,291
Bay of Plenty	217	\$169,430	575	\$469,347	1,635	\$1,388,802	2,210	\$2,388,128	2,738	\$3,163,545
East Coast	319	\$284,148	870	\$942,258	1,406	\$1,482,437	831	\$889,670	886	\$1,115,239
Taranaki	55	\$21,748	106	\$58,103	171	\$105,210	124	\$73,417	226	\$169,419
Central	311	\$202,744	485	\$352,826	658	\$524,141	820	\$704,013	773	\$690,163
Wellington	597	\$560,889	849	\$855,720	1,099	\$1,216,706	1,452	\$2,001,320	1,408	\$1,877,901
Nelson	236	\$212,908	258	\$190,753	304	\$237,634	472	\$388,549	428	\$345,731
Canterbury	292	\$154,111	594	\$296,082	719	\$382,058	906	\$549,951	1,041	\$744,817
Southern	190	\$124,109	266	\$170,729	324	\$198,353	296	\$199,322	236	\$176,046
Other	356	\$393,049	328	\$341,677	453	\$510,009	617	\$740,798	779	\$943,639
Total	6,138	\$6,574,733	9,245	\$10,414,939	14,017	\$15,931,192	15,676	\$19,494,969	17,264	\$23,079,536

Notes:

- This is a count of the number of grants. It does not equate to number of clients
- A client may receive multiple grants within or across time periods
- Region is the region for the Service Centre where the grant was granted, and not the region of the provider.

Table Four: The number of grants, total amount granted, trading name, and the average amount granted for Emergency Housing Special Needs Grants by top 20 accommodation providers, for the period 1 October 2016 to 31 March 2019, broken down by Work and Income Region.

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
Northland	M S Rim	499	\$900.79	\$449,496.00
	The Northerner Motor Inn Ltd	523	\$572.66	\$299,500.31
	Song & W Ltd	308	\$918.19	\$282,802.00
	JK & HP Corp Ltd	230	\$975.56	\$224,379.10
	Aaron Court Motel Ltd	232	\$845.24	\$196,095.00
	Pinelodge	287	\$430.50	\$123,552.07
	K & R Keshav Ltd	145	\$765.84	\$111,046.50
	Dentel Ltd	134	\$681.04	\$91,259.00
	Whangarei Falls (2015) Ltd	100	\$748.56	\$74,856.40
	L A Perry	98	\$687.66	\$67,390.68
	MRD Trading Ltd	45	\$1,084.24	\$48,791.00
	Montim Investments Ltd	57	\$853.93	\$48,674.00
	Zan Investment Ltd	74	\$629.51	\$46,583.87
	Ngawha Springs Aged Widowed Invalids Beneficiaries Assn Inc	60	\$654.75	\$39,285.00
	New Haven Motel Ltd	39	\$822.69	\$32,085.00
	Te Arawa 1996 Ltd	65	\$471.49	\$30,647.00
	Noel & Diane Claydon	55	\$524.81	\$28,864.48
	R K Robberts Ltd	35	\$590.29	\$20,660.00
	Capri Motel Ltd	26	\$655.19	\$17,035.00
	DC & JD Weatherall	20	\$841.15	\$16,823.00

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
Auckland Metro	Auckland Astro Residences Ltd	3,185	\$1,765.89	\$5,624,355.17
	540 Motel Ltd	1,724	\$1,967.52	\$3,392,012.70
	Silverfern Property Services Ltd	1,697	\$1,893.07	\$3,212,545.40
	Rockfield Motel-Jason Enterprise Ltd	1,663	\$1,811.78	\$3,012,992.55
	Grange NZ Ltd	1,309	\$2,126.27	\$2,783,286.00
	Knightsbridge Motor Lodge	1,867	\$1,159.71	\$2,165,170.00
	Dub Dub Ventures Ltd	857	\$1,988.37	\$1,704,030.50
	Jetwing Kiwi Management Ltd	959	\$1,720.34	\$1,649,804.00
	AKL Airport Motel Ltd	977	\$1,670.49	\$1,632,068.00
	Nautilus Family Trust	904	\$1,770.31	\$1,600,357.50
	Airport Travel Motel Ltd - Airport Travel Air Motel	770	\$1,919.43	\$1,477,961.15
	Lee & Baek Trinity Ltd	874	\$1,639.51	\$1,432,927.57
	Shri Vishnu Holdings Ltd	1,277	\$1,114.62	\$1,423,373.00
	Keeland Joe Family Trust	1,101	\$1,237.67	\$1,362,673.00
	Airport Hostel Ltd	552	\$2,105.33	\$1,162,141.50
	Dream Sky Ltd	643	\$1,636.32	\$1,052,156.00
	GN Holdings Ltd	594	\$1,641.88	\$975,275.49
	Ri & Jin Ltd	558	\$1,692.28	\$944,295.00
	Abella Ltd	653	\$1,401.47	\$915,159.00
	TAC Property Ltd	509	\$1,690.87	\$860,653.30
Waikato	Goldpoint Motel Ltd	1,293	\$1,876.28	\$2,426,035.00
	Sails Motor Inn Hamilton Ltd	1,107	\$1,438.55	\$1,592,476.36
	Fanfeiya International Ltd	824	\$1,916.10	\$1,578,870.39
	Silverpoint Motel Ltd	825	\$1,886.52	\$1,556,380.00
	BJ's Hamilton Ltd	788	\$1,203.26	\$948,167.00
	Hayat Hospitality Ltd	325	\$1,740.86	\$565,779.00

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
Bay of Plenty	CopperPoint Motel Ltd	227	\$2,354.49	\$534,470.00
	Little Pearl Ltd	223	\$2,314.88	\$516,218.00
	M 2 Motel Ltd	162	\$2,470.69	\$400,252.00
	VS Hospitality Ltd	304	\$1,223.03	\$371,801.00
	Solid Hospitality Ltd	305	\$1,204.30	\$367,310.00
	Svan Ltd	258	\$1,037.45	\$267,661.00
	T Li & P Cheng	204	\$1,078.41	\$219,996.50
	Sukhmani & Company Ltd	415	\$518.34	\$215,112.60
	Da Rong Trading Ltd	186	\$1,046.66	\$194,678.00
	Throne Ltd	181	\$860.06	\$155,670.80
	Pure Land Tour Group Ltd	160	\$917.22	\$146,754.80
	Overwater Investments Ltd	115	\$1,199.96	\$137,995.00
	Ikonik 4 Tune Ltd	144	\$835.63	\$120,331.00
	Hamilton Futures Ltd	117	\$961.38	\$112,482.00
	Ambassador Motor Inn	935	\$1,070.30	\$1,000,730.50
	Jedi 3000 Ltd	504	\$1,091.69	\$550,209.30
	MFZ Resort Ltd	499	\$1,027.83	\$512,889.25
	NZ BOP Investment & Development Ltd	529	\$925.00	\$489,323.90
	Cactus Jacks	628	\$756.12	\$474,845.28
	Truly Escape Travel & Accommodation Ltd	343	\$1,117.02	\$383,139.40
	The Grand Treasure Hotel Ltd	200	\$1,730.49	\$346,098.49
	I & J Trust	453	\$673.89	\$305,274.12
	Apple House Ltd	194	\$1,534.77	\$297,745.00
	A & S J Makai Partnership	357	\$748.81	\$267,326.67
	K M Premium Accommodation Ltd	225	\$1,071.32	\$241,046.63
	Taku Hospitality Ltd	222	\$1,043.80	\$231,722.70

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
East Coast	Sunny House NZ Ltd	238	\$952.61	\$226,720.00
	Jeonghan Co Ltd	212	\$1,011.72	\$214,483.70
	HAH Blenheim Ltd	199	\$990.11	\$197,032.71
	Kawerau Thermal Motel	226	\$767.08	\$173,360.00
	B & J Park Ltd	102	\$1,652.01	\$168,505.00
	Eco Hospitality & Tourism Services Ltd	130	\$1,236.58	\$160,755.26
	Aaryn Court Motel	127	\$1,089.43	\$138,358.00
	Greenview Hotels Ltd	118	\$1,090.28	\$128,653.00
	TMH Enterprises Ltd	721	\$1,216.43	\$877,047.61
	Anvil Court Motor Lodge Ltd	849	\$950.94	\$807,345.30
	AGW Ltd	597	\$962.66	\$574,705.95
	Soominn Ltd	290	\$1,643.58	\$476,638.00
	Lisa Rose Motel 2006 Ltd	394	\$1,134.41	\$446,956.00
	Bay Beauty Motel Ltd	564	\$721.30	\$406,810.54
	Ace High Motel (2013) Ltd	403	\$943.03	\$380,040.10
	A R Holding NZ Ltd	285	\$1,289.88	\$367,617.00
	Endeavour Lodge Motel Partnership	436	\$810.53	\$353,389.42
	Fern Motel Napier Ltd	413	\$838.91	\$346,468.00
	Westshore Holiday Park Ltd	344	\$923.19	\$317,576.51
	Blue Sea Ltd	313	\$854.74	\$267,532.50
	Travellers Inn Motel	151	\$1,232.09	\$186,045.00
	Fountain Court Motel Napier Ltd	140	\$1,275.79	\$178,610.00
	Cedar Court (2015) Ltd	172	\$1,031.27	\$177,379.00
	EC & GR Brickell Partnership	133	\$1,212.29	\$161,235.00
	AC & SP Jordin Investments Ltd	140	\$1,020.76	\$142,906.00
	David & John Rayner Partnership	133	\$848.20	\$112,810.00

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
Taranaki	Rowlandson & Co Ltd	124	\$831.27	\$103,078.00
	Theatrical Services Wanganui Ltd	113	\$824.96	\$93,220.00
	Braemar Motel Ltd	286	\$576.03	\$164,746.00
	Panorama Motels Ltd	62	\$923.44	\$57,253.30
	Waitomo Motels (2016) Ltd	41	\$1,171.51	\$48,032.00
	Patton Motels Ltd	36	\$923.75	\$33,255.00
	Top 10 Holiday Park (New Plymouth) Ltd	40	\$667.85	\$26,714.00
	A J & M E Jones	34	\$779.56	\$26,505.00
	Kellys 2016 Ltd	40	\$560.50	\$22,420.00
	B & C Hausman	40	\$532.75	\$21,310.00
	Secret Servant Enterprises Ltd	14	\$1,276.43	\$17,870.00
	Little Ace Ltd	35	\$463.99	\$16,239.80
	Bignell Street Motels	38	\$397.47	\$15,104.00
	John Russell Bowring- Central Park Motor Inn	19	\$665.53	\$12,645.00
	Works Best Ltd	43	\$285.77	\$12,288.00
	M7 Ltd	18	\$503.89	\$9,070.00
	Tahu Ltd	10	\$859.00	\$8,590.00
	Victoria Motor Inn Ltd	22	\$355.05	\$7,811.00
	Michaelle Karon Kaya	16	\$452.56	\$7,241.00
	KC Camp Ltd	19	\$317.68	\$6,036.00
	MJ Hospitality Ltd	23	\$252.83	\$5,815.00
Central	Clements Family Trust	23	\$243.48	\$5,600.00
	Biel Enterprises Ltd	476	\$673.84	\$320,750.00
	Pioneer Motel	523	\$589.57	\$308,345.85
	J D & S J Munn Partnership	309	\$950.56	\$293,722.31
	The Accomodation Gateway Motel Partnership	385	\$638.53	\$245,834.00

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
Wellington	Kapiti Court Motels (2008) Ltd	264	\$887.93	\$234,413.00
	A C F Baker	338	\$621.01	\$209,900.00
	Great Breaks (2016) Ltd	201	\$847.03	\$170,254.00
	Toledo Owners	174	\$876.53	\$152,516.00
	G R & C J Jones Ltd	139	\$1,080.68	\$150,215.00
	Epsom Management Ltd 25 ACC	167	\$889.00	\$148,463.00
	Motel Management Ltd	197	\$721.86	\$142,206.50
	B S & J F Arwidson	163	\$816.10	\$133,024.00
	Acacia Court Motel	131	\$965.97	\$126,542.00
	Big Five Motel 2009 Ltd	95	\$1,002.71	\$95,257.00
	Zachary's Motel Ltd	88	\$1,054.43	\$92,790.00
	Pangea Travel New Zealand Ltd	97	\$942.93	\$91,464.00
	Four Maxs Ltd	98	\$870.24	\$85,283.47
	Suisted Two Ltd	112	\$672.29	\$75,296.04
	G P S Enterprises 2001 Ltd	90	\$795.99	\$71,639.04
	Our Paragon Ltd	89	\$722.75	\$64,325.00
	Ark Hotels Ltd	1,769	\$1,384.17	\$2,448,591.05
	Motel 22	763	\$1,869.33	\$1,426,296.00
	Silverstream Retreat Ltd	422	\$1,519.71	\$641,317.50
	Anju Trust Ltd	253	\$1,098.80	\$277,996.00
Wellington	Management Support Services Ltd	378	\$721.28	\$272,644.42
	McGannon Motels Ltd	279	\$915.41	\$255,398.10
	Bakker Motels Ltd	259	\$971.17	\$251,533.00
	T Motel Ltd	143	\$1,618.71	\$231,476.00
	Harcourt Holiday Park	309	\$665.19	\$205,543.94
	Downtown Community Ministry	415	\$481.42	\$199,791.09

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
Nelson	Wellington Motel 747 Ltd	253	\$752.27	\$190,325.35
	Moana Lodge Ltd	202	\$835.46	\$168,762.00
	P & P Chinnery Partnership	160	\$958.63	\$153,380.00
	Aqua Pi Holdings Ltd	147	\$1,019.00	\$149,793.00
	Harbour City Motor Inn	149	\$918.05	\$136,788.87
	Stratford Enterprises Ltd	96	\$1,168.96	\$112,220.00
	Parklands Motel	143	\$701.91	\$100,373.00
	Win Holdings Ltd	141	\$683.56	\$96,381.45
	Brentwood Hotel Ltd	99	\$861.05	\$85,244.00
	Du Pont Motels Ltd	83	\$929.97	\$77,187.50
	Bings Motel Ltd	758	\$736.28	\$558,099.92
	Eight Paws Ltd	435	\$863.59	\$375,663.00
	Margaret Valerie Barnes	180	\$886.41	\$159,553.57
	JR & DJ Rayner Partnership	136	\$961.99	\$130,830.00
	Harris Sound Ltd	146	\$876.22	\$127,928.00
	Jupakatlis Ltd	110	\$938.95	\$103,285.00
	Waikawa Bay Holiday Park	172	\$557.62	\$95,910.50
	L&M Santarosa Investments Ltd	158	\$569.07	\$89,913.00
	Phoenix Motor Inn	90	\$895.33	\$80,580.00
	S P Enterprises Ltd	75	\$1,027.53	\$77,064.50
	Munro Hotels On Waimea Ltd	61	\$1,164.52	\$71,036.00
	Cresswell McLean Ltd	80	\$827.30	\$66,184.00
	Wei Investments Ltd	81	\$795.06	\$64,400.00
	Greenwood Appleyway Ltd	79	\$793.65	\$62,698.00
	Westport Holiday Park	60	\$932.99	\$55,979.20
	Milton Chalet Motel	63	\$806.60	\$50,815.72

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
Canterbury	Greymouth Seaside Holiday Park	67	\$702.68	\$47,079.88
	Abelia Motor Lodge Ltd	36	\$1,257.00	\$45,252.00
	Abel Tasman Motel	47	\$880.40	\$41,379.00
	KNY Holdings Ltd	38	\$980.28	\$37,250.80
	Ferry Motel and Travel Ltd	864	\$543.46	\$469,551.03
	K H L Corporation Ltd	570	\$625.35	\$356,450.00
	Pacilo Investments Group Ltd	385	\$631.75	\$243,225.00
	Sandridge Hotel Ltd	398	\$456.73	\$181,779.00
	Blenheim Motor Lodge	228	\$722.22	\$164,667.00
	Leisure Island Ltd	294	\$531.16	\$156,161.30
	Cherry Tree Resort Ltd	155	\$917.32	\$142,185.00
	Triple AAA Ltd	140	\$880.81	\$123,314.00
	DDSM Motels Ltd	204	\$585.37	\$119,416.00
	Workotel Ltd	309	\$314.13	\$97,064.78
	Stom Holdings	147	\$641.36	\$94,280.00
	Public Trust - Southern Service Centre	116	\$667.81	\$77,466.00
	Point Break Backpackers & Cafe 2016 Ltd	250	\$290.01	\$72,501.90
	QR & YX Ltd	94	\$705.81	\$66,346.00
	Coronation Park Motor Camp	92	\$552.82	\$50,859.80
	Country Hospitality Management (NZ) Ltd	126	\$395.28	\$49,805.20
Southern	Christchurch Motel Partnership	63	\$754.46	\$47,531.00
	Cashel Court Investment Ltd	59	\$805.03	\$47,497.00
	L A BREACH HOLDINGS LTD	61	\$645.82	\$39,395.00
	Ji Chi Ltd	55	\$712.71	\$39,199.00
	Leviathan Hotel Co Ltd	248	\$586.88	\$145,545.00
	McGaw Queenstown Family Trust	296	\$384.75	\$113,885.15

Region	Supplier Name	Number Grants	Average grant amount	Total amount granted
	Ambleonin Ltd	149	\$728.72	\$108,580.00
	The Coachman Inn Ltd	95	\$810.98	\$77,043.00
	Hall Family Ltd	80	\$838.75	\$67,100.00
	Bayfield Travel Ltd	84	\$765.89	\$64,335.00
	Whelan Motels Ltd	74	\$734.31	\$54,338.57
	Avenue Motels	68	\$768.24	\$52,240.00
	Commodore Motels Ltd	33	\$1,350.97	\$44,582.00
	D R Familton	53	\$692.83	\$36,720.00
	DJ Management Ltd	33	\$1,005.61	\$33,185.00
	Ashlar Motels	26	\$1,038.08	\$26,990.00
	Perreau Holdings Ltd	39	\$684.23	\$26,685.00
	Morrowlee Holdings Ltd	23	\$1,095.78	\$25,203.00
	DJ & LS Greig Ltd	26	\$966.35	\$25,125.00
	Hashe Ltd	34	\$710.59	\$24,160.00
	Aaron Court Motel	38	\$582.37	\$22,130.00
	Anchor Motel/Timaru Backpackers	47	\$456.72	\$21,466.00
	Oamaru Top 10 Holiday Park	41	\$484.24	\$19,854.00
	Candandco Ltd	20	\$807.00	\$16,140.00

Notes:

- Names of Accommodation providers are manually entered, and there may be different names for a single provider, and or multiple provider identifiers. The supplier name may be the name of the companies or individuals that own or provide the accommodation, and not necessarily the name of the accommodation. It is therefore possible that rankings of total amounts paid might not reflect all payments to a given provider.
- Non-regional service centres have not been reported on. These include Studylink Processing Centre, National Office and NZ Super service centres.
- Grants paid directly to clients have not been included.

Table Five: Findings of the Emergency Housing Special Needs Grant (EH-SNG) Stocktake, from 28 February 2019 to 15 March 2019.

Region	Number of EH-SNG Providers	Number of Complaints	Complaint Themes
Auckland	128	5	<ul style="list-style-type: none"> • Lack of basic in-room kitchen items; lack of in-room furniture • Anti-social behaviour
Bay of Plenty	84	9	<ul style="list-style-type: none"> • Rooms not regularly serviced • Lack of access to washing machines • Lack of access to all of motel amenities (pool, spa, games room)
Canterbury	48	10	<ul style="list-style-type: none"> • Anti-social behaviour/gang activity • Dirty and old facilities • Lack of smoke alarms
Central	48	4	<ul style="list-style-type: none"> • Anti-social behaviour • Motel owner over familiar with guests
East Coast	29	1	<ul style="list-style-type: none"> • Anti-social behaviour/gang activity
Nelson	52	1	<ul style="list-style-type: none"> • Old facilities with ventilation issues
Northland	24	0	
Southern	34	1	<ul style="list-style-type: none"> • Anti-social behaviour
Taranaki	17	3	<ul style="list-style-type: none"> • Anti-social behaviour/sex workers • Dirty and old facilities • Motel owner's interactions with vulnerable guests
Waikato	52	0	
Wellington	43	5	<ul style="list-style-type: none"> • Anti-social behaviour/gang activity • Cleaning/servicing cycles • Motel manager's interactions with EH SNG clients