



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

5 JUN 2019

[Redacted]

Dear [Redacted]

On 11 April 2019, you emailed the Ministry requesting, under the Official Information Act 1982, information regarding findings of the emergency housing stocktake.

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.

All regions completed a quality and service stocktake of their Emergency Housing Special Needs Grants (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.

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.

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.

Findings of the Ministry's stocktake as at 15 March 2019 are provided in the table overleaf.

Page 1 of 3

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

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 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 the emergency housing accommodation provider stocktake, 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



Kay Read
Group General Manager, Client Service Delivery