



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

11 AUG 2021

Tēnā koe

On 5 July 2021, you emailed Kainga Ora requesting, under the Official Information Act 1982 (the Act), the following information:

- *Hoping you might be able to help me with regard to Emergency Housing and motels. Michael has been asked by a constituent do we use Motels in Dunedin for Emergency Housing? And if so, are we able to ask which ones.*

On 14 July 2021, Kainga Ora transferred your request in full to the Ministry of Social Development (the Ministry) to answer your request.

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.

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.

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. More information about EH SNGs is available at the following link:
www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/emergency-housing.html

There has been a growing demand nationally for Emergency Housing, as the shortage of affordable housing and rising rents continues to impact low-income whānau, particularly those who are beneficiaries. The year 2020 saw a significant increase in demand for Emergency Housing, as the Ministry supported people through the COVID-19 lockdown restrictions, people also could not easily move out of Emergency Housing into long-term accommodation, which contributed to longer durations of stays and higher costs.

Please see enclosed an excel spreadsheet containing **Table One** showing the number of EH SNGs grant, the number of distinct clients and the amount granted in the Dunedin Territorial Local Authority (TLA) between 1 July 2020 and 30 June 2021 broken down by Emergency Housing suppliers.

Please note that TLA is estimated based on the clients' recorded address at the time of the grant. This TLA may not be the same as the address of the Emergency

Housing supplier. Where the clients 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 received mail on their behalf.

You will notice that the lists of registered Emergency Housing suppliers provided include suppliers from outside of the Dunedin region. 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.

Further information relating to Emergency Housing that you may find useful can be found at the following links:

- Amount of EH SNGs granted from 1 January 2017 to 31 December 2020 broken down by supplier: www.msd.govt.nz/documents/about-msd-and-our-work/publications_resources/official-information-responses/2021/april/20210412-request-to-know-the-total-amount-of-money-paid-in-ehsng-and-the-total-value-of-payments-made-by-msd-to-eha-suppliers.xlsx
- Quarterly information about EH SNGs in the Southern Region: www.hud.govt.nz/assets/News-and-Resources/Statistics-and-Research/Public-housing-reports/Regional-factsheets-March-2021/MHUD210501-Housing-regional-Factsheets-Mar21-Southern-v2.pdf

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 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 in regard to Emergency Housing suppliers in Dunedin, 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.

Ngā mihi nui



 Karen Hocking
General Manager
Housing