



Dear

On 8 August 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information regarding emergency housing in Christchurch for the past five years:

- 1. How many people have MSD offered emergency accommodation to in the last year in Christchurch?*
- 2. How many rejected this offer, and for what given reasons?*
- 3. How many people requested emergency accommodation in the last year in Christchurch but were turned down, and for what given reasons?*
- 4. How many people accepted emergency accommodation but subsequently left the emergency accommodation without a new address to go to, and for what given reasons?*
- 5. What is the cost of emergency accommodation per person per night?*
- 6. Who are the providers of the emergency accommodation?*
- 7. If possible, please also give a break down by suburb of the address where the person seeking the accommodation lives/last lived.*

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 Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place or 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 year 2020 saw a significant increase in demand for emergency housing, as the Ministry supported people through the COVID-19 pandemic period with

accommodation where they could safely self-isolate. Due to 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 stay and higher costs.

Across government, there is a major programme of work underway aimed at increasing the supply of public housing and improving housing affordability and supply.

Regarding the tables provided, please note that the territorial local authority (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.

Please note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

For the sake of clarity, I will now respond to each question in turn.

- 1. How many people have MSD offered emergency accommodation to in the last year in Christchurch?*

Please see attached, in **Appendix A, Table One**, which shows the number of EH SNGs and clients in the Christchurch TLA between 1 January 2017 to 30 June 2021, broken down by year.

- 2. How many rejected this offer, and for what given reasons?*

The Ministry is unable to provide you with information regarding instances in which clients have declined emergency housing as it is held in notes on individual case files. In order to provide you with this information Ministry staff would have to manually review thousands of files. As such, this part of your request under section 18(f) of the Act. 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.

- 3. How many people requested emergency accommodation in the last year in Christchurch but were turned down, and for what given reasons?*

Please see attached, in **Appendix A, Table Two**, which shows the number of EH SNG declines and clients in the Christchurch in the TLA between 1 January 2017 to 30 June 2021, broken down by year and decline reason.

4. *How many people accepted emergency accommodation but subsequently left the emergency accommodation without a new address to go to, and for what given reasons?*

The Ministry is unable to provide with you information regarding how many people accepted emergency accommodation but subsequently left the emergency accommodation without a new address to go to, and for what given reasons, because if the Ministry held this information, it would be held on notes in individual case files. In order to provide you with this information Ministry staff would have to manually review thousands of files. As such, this part of your request under section 18(f) of the Act. 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.

5. *What is the cost of emergency accommodation per person per night?*

The Ministry pays EH SNGs on behalf of clients to suppliers of commercial accommodation. The cost of the accommodation is set by the supplier based on market rates influenced by a range of factors including demand, the size of the household requiring accommodation and the region it is located in.

Some emergency housing providers charge slightly more to the Ministry's clients than they would to others because clients may stay in the accommodation longer. Longer stays increase the wear and tear on facilities.

The Ministry endeavours to meet the emergency housing needs of vulnerable people in the most cost-effective manner possible. When faced with limited accommodation options, the Ministry's priority is ensuring clients have somewhere to stay in the short term while staff work with them to identify a suitable long-term home.

6. *Who are the providers of the emergency accommodation?*

Please see attached, in **Appendix A, Table Three**, which shows the list of emergency housing suppliers for clients living in Christchurch TLA who received an EH SNG between 1 January 2017 to 30 June 2021.

You will notice that the lists of registered emergency housing suppliers provided include suppliers from outside of the Christchurch 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, reference to I-Sites as suppliers may be reflective of payments in respect of council accommodation. Other suppliers may be listed due to a coding error when a client receives multiple assistance payments at one point in time, for example for petrol or groceries.

Some of the emergency housing suppliers may have received an incorrect payment which has been refunded. For example, in some of the tables, the Ministry is listed as receiving payment as a supplier. This is due to an incorrect payment being made to a supplier, and that payment being returned to the Ministry in order to correct this error.

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
- 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 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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding emergency housing in Christchurch, 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.

Yours sincerely



P.P.  
Karen Hocking  
**General Manager  
Housing**

**Appendix A:**

**Table One: The number of Emergency Housing Special Needs Grants and clients in the Christchurch TLA between 1 January 2017 to 30 June 2021, broken down by year.**

<b>Year</b>	<b>Grants</b>	<b>Distinct Clients</b>
2017	1,425	549
2018	2,424	828
2019	4,995	1,317
2020	9,300	1,734
2021*	3,984	765

**Table Two: The number of Emergency Housing Special Needs Grant declines and clients in the Christchurch TLA between 1 January 2017 to 30 June 2021, broken down by year and decline reason.**

<b>Reason for Decline</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021*</b>
	<b>Declines</b>	<b>Declines</b>	<b>Declines</b>	<b>Declines</b>	<b>Declines</b>
Already received help for same/similar need in the past	3	0	3	3	3
Cash assets/Income exceed limit	3	3	9	12	9
Circumstances could have been reasonably foreseen	3	3	9	30	24
Does not meet all the criteria (rural sector S/down)	3	0	0	3	0
Lack of Representation	3	3	0	9	0
Need can be met in another way	24	15	45	234	264
Not Applicable	0	0	0	9	3
Not a qualifying need	3	6	6	45	60
Not an economic purchase	3	0	0	0	0
Not an emergency situation	12	3	6	81	42
Not an essential need	3	0	3	12	6

Reason for Decline	2017	2018	2019	2020	2021*
	Declines	Declines	Declines	Declines	Declines
Not at risk of losing the tenancy	0	0	0	0	3
Not supported by appropriate agency (e.g. Woman's Refuge)	0	0	0	3	0
Other	30	3	21	93	108
Outstanding balance exceeds 6-week limit	0	3	0	0	0
Qualifies for a non-recoverable SNG	0	0	0	3	0
Qualifies for an advance	0	0	0	3	0
Sufficient financial resource	0	0	0	0	0
<b>TOTAL</b>	<b>87</b>	<b>42</b>	<b>102</b>	<b>540</b>	<b>519</b>

**Notes for Table One and Two:**

- Year is 01 January to 31 December.
- The year 2021 only includes 01 January to 30 June.
- Emergency Housing is paid as a Special Needs Grant.
- Grants and declines are not the same as clients. A client can receive multiple grants or declines within a period.
- Amount Granted may not be the same as amount spent.
- Territorial Local Authority (TLA) is based on the client's residential address as at the time of grant or decline.
- 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.
- A value of one or two may be rounded to zero or three.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.

**Table Three: A list of emergency housing suppliers for clients living in Christchurch TLA who received an Emergency Housing Special Needs Grant between 1 January 2017 to 30 June 2021.**

<b>MSD Registered Name</b>
Harvest Lodge Motel
*DISABLE* Bella Vista Motel Christchurch
*DISABLED* Christchurch City Park Motel
101 Stars Motel
123 Motel
136 on Bealey Motel
166 Majestic Court Motel
2 on Whiteleigh Motel
219 On Johns Holiday Park
24 Seven Travellers Inn
252 Beachside Motel & Holiday Park
298 Westside Motor Lodge
311 Motel Riccarton
315 Motel Riccarton
540 Motel Limited
806 Motel
A1 Kaikoura Motel & Holiday Park
AAA Northlands Motel
Aalton Motel
Aarden Court Motel
Aarden Court Motel - CLI00528907
Aaron Court Motel
Abbella Lodge Motel
Abbey Motor Lodge
Abelia Motor Lodge
Abella Lodge Motel
Academy At Botany Motor Inn
Academy Lodge Motel
Accommodate - Easy Rental Property
Accommodation Gateway Motel
Addington City Motel
Addington Court Motel *ACCOMMODATION*
Addington Stadium Motel
Admiral Court Motel & Apartment
Admiral Motel
Admirals Motor Lodge
Adorian Motel

<b>MSD Registered Name</b>
Adorian Motel (2016) Ltd
Adorian Motels Limited
Airport Delight Motel
Airport Garden Inn
Airport Gateway Motor Lodge
Airport Gold Star Motel
Airport Lodge Motel
Airport Motor Lodge
Airport Travel Motel Ltd
A'La Vista Motel
Aladdin Motel
Albany Rosedale Motel
Alcala Motel
Alcala Motor Lodge
Alcamo Hotel
Aldan Lodge Motel
All Seasons Holiday Park
All Stars Inn on Bealey
Allan Court Motel
Allenby Park Hotel
Alpha Motel
Alpin Motel & Conference Centre Rotorua
Alpine Motel
Alpine View Holiday Park
Ambassador Motor Inn
Amore Motor Lodge
Anchor Inn Kaikoura
Anchor Motel/Timaru Backpackers
Angela Trust *ACCOMMODATION*
Annabelle Court Motel
Aotea Lodge
Aotea Motel
Apollo Motel
Arcadia Motel
Arcadia Motel Christchurch
Archway Motels & Chalets
Around the World Backpackers
Arthurs Court Motor Lodge
Ascot Park Hotel
Ashford Motor Lodge



<b>MSD Registered Name</b>
Ashlar Motel
Ashleigh Court Motel
Astra Motor Lodge
Astray Motel & Backpackers
Asure 306 On Riccarton *ACCOMMODATION*
Asure 306 On Riccarton Motel
Asure Bush Inn Court Motel
Asure Kapiti Court Motel
At The Right Place
Athena Auto Services
Athena Motel & Apartments
Atlantis Backpackers
Auckland Airport Motel
Auckland City Hotel
Audingly Motel
Aura Hotel
AVALON MOTEL
Avenue Motor Lodge
Aviva
Avon City Backpackers
Avon City Motel
Avondale Motor Inn
Avondale Motor Park
Backpackers Central Hamilton
Balmoral Motel
Bay Beauty Motel Limited
Beachlife Apartments
Bealey Avenue Motel
Bealey Plaza Motel
Bella Vista Blenheim
Bella Vista Christchurch *ACCOMMODATION*
Bella Vista Motel - Rotorua
Bella Vista Motel Christchurch
Bella Vista Queenstown
Belle Bonne Motel
Bignell Street Motel & Caravan Park
BJ's Budget Motor Inn
Blenheim Road Motor Lodge
Blenheim Top 10 Holiday Park
Boarding on Dee

<b>MSD Registered Name</b>
Botany Motor Inn
Bottle Lake Forest Lodge
Boulcott Suites *ACCOMMODATION*
Boulevard Hotel
Boutique Motel
Boxhill Lodge
Braemar House *ACCOMMODATION*
Braemar Motor Inn
Breakfree on Cashel
Breeze Motel
Brentwood Hotel
Budget Caravan Rentals
Budget Travellers Inn
Bush Inn Court Motel
Caltex Riccarton
Camelot Motor Lodge
Caravans2Rent
Carmore Hagley Park *HOTEL*
Cashel Court Accommodation
Centennial Court Motor Inn
Central City Camping Park
Central Court Motel
Central Park Motel Lodge
Central Park Motor Lodge
Chardonnay Motor Lodge
Charles Court Motel
Charlton Motel
Chemist Warehouse Henderson
Cherry Tree Lodge
Cherrytree Motel
Christchurch City Mission
Christchurch City Park Motel
Christchurch I-Site Vistor Centre
Christchurch Motel
Christchurch Rental Accommodation
Christchurch Top 10 Holiday Park
City Central Motel Apartment - Lunax Ltd
City Central Motel Apartments
City Worcester Motel
Classique Lodge Motel

<b>MSD Registered Name</b>
Client First Ltd
Coachman Motel
Coachmans Inn
Colonial Inn Motel
Colonial Motel
Colonial on Gladstone Motel
Comcare Trust
Comfort Inn Riccarton
Commodore Motor Lodge
Coronation Park Motor Camp
Country Glen Motor Lodge
Courtesy Court Motel
Courtesy Court Motel *ACCOMMODATION*
Cranford Cottages and Motel
Cranford Oak Motel
Cross Country Rentals Ltd
Cumberland Motel
Dannemora Motor Inn
Dash Motel
DCM
Deans Bush Motel
Delhaven Motel
Denton Park Motel
Destiny On Fitzherbert *Accommodation*
Diplomat Motel
Downtown Backpackers - The Jail House
Dream Homes Property Management *Accommodation*
Duke Hostel
Dupont Motel
Earnslaw Motel
Econolodge Canterbury Court Motel
Egmont Eco Leisure Park
Ekadantaya Investment Limited *ACCOMMODATION*
Emerald Inn on Takapuna Beach
Endeavour Lodge Motel
Epsom Motor Inn
Equestrian Hotel
Family Accommodation Limited
Fernleaf Motel
Fernwood Holiday Park

<b>MSD Registered Name</b>
Ferry Motel
Ferry Motel: Taikyoku Star Travel Service & Motel Development
Flamingo Motel
Frankton Motor Camp
Garden City Motel
Garden Hotel Limited
Geeky Gecko Backpackers
Golden Glow Motel
Goodview Apartment Hotel
Gore Motor Camp
Gothic Heights Motel
Grandeur Thermal Spa Resort
Grange Motor Lodge
Green Gables Motel
Greenlane Lodge
Greens Motel
Greerton Lodge Motel
Greymouth Seaside Top 10 Holiday Park
Grosvenor Motor Inn
Ha O Te Ora O Wharekauri Trust *ACCOMMODATION*
Hagley Park Motel
HAH Blenheim Limited-Summit Motor Lodge
Haka Hotel Newmarket
Haka Lodge
Harbour City Motor Inn
Harrison Motel
Hawks Inn Motel
Helensborough Motor Inn
Heritage Court Motor Lodge
High Street Living Motel
Highway Lodge Motel
Holly House
Ibis Budget Auckland Central
Ilam Motel
Imperial Hotel Thames
Integrity Property Management Ltd- 02 SUFFIX
Jade Court Motor Lodge
Joanna Birchfield
Kaiapoi On Williams Motel
Kaikoura Top 10 Holiday Park

<b>MSD Registered Name</b>
Kauri Motel
Kawai Purapura
Kerrs Motel and Homestay
Kings Gate Motel
Knightsbridge Motor Lodge
Laneway Backpackers
Larchwood Motel
Leviathan Hotel Company Ltd
Lilybrook Motel
Lincoln Motel
Lip Soong Wong (Raymond)
Lobster Inn Motor Lodge
Mackenzie Bar & Accommodation *ACCOMMODATION ONLY*
Mackenzies Hotel Backpackers *Backpackers Accommodati only*
Mackenzies Hotel Units * Units Accommodation only*
Mackenzies Hotel/Backpackers
Mag & Turbo Warehouse - Whangarei
Mana Motel
Manukau City Lodge *ACCOMMODATION*
Marina Motor Lodge
Marksman Motor Inn
Marton Motel
Masterton Motor Lodge
Mawley Park Motor Camp
MCentral Apartments Manukau *Emergency Housing*
McManus Hotel
Methven Motels & Apartments
Microtel Backpackers
Midcity Motor Lodge
Middlemore Motel
Middlepark Motel
Middlepark Properties Ltd
Milton Chalet Motel
Montana Lodge Motel
Motel 22
Motel 80
Mountain Jade Backpackers
Mt Eden Motel
Murray Lawrence Hill - 1
New City Hotel - Christchurch

<b>MSD Registered Name</b>
North Lodge
North South Holiday Park
Northcote Motor Lodge
Oakwood Manor Motor Lodge
Oamaru Top 10 Holiday Park
Ocean Inn Motel
Oceanic Hostel
Off Broadway Motel
Palmerston North Motel
Panorama Motel
Panorama Motor Inn
Papanui Court Motel
Park Ave Residence
Parklands Motor Lodge Timaru
Parklane Motor Lodge *DIRECT CREDIT ONLY*
Pascoe Park Camp Ground
Pegasus Gateway Motels & Apartments
Phoenix Motor Inn
Picton Top 10 Holiday Park
Pineacres Holiday Park
Pinelodge Bay of Islands
Point Break Backpackers & Cafe *ACCOMMODATION*
Point Break Backpackers (2016) Ltd
Prisoners Aid and Rehabilitation Society of the Auckland
Pukekohe Motel
Pupuke Manor Motel
Quality Hotel The Angus
Quality Inn Nelson
Quality Suites Ashburton
Quest Atrium *Apartments*
Quest Christchurch
Quest Henderson
Quest on Eden
Quest on Johnston
Quest on Thorndon
Racecourse Backpackers Hostel Limited
Racecourse Hotel Motor Lodge
Raceway Motel - Christchurch
Railway Hotel Greymouth
Rainbow Motel

<b>MSD Registered Name</b>
Rakaia River Holiday Park
Rangiora Eco Holiday Park
Rangiora Lilybrook Motel
Rangiora Lodge Motel
Rayland Epsom Motel
Rayland Motel
Redwood Hotel
Resicare Trust *Accommodation*
Riccarton Motor Lodge
Richmond Motel & Holiday Park *ACCOMMODATION*
Riverlands Holiday Park
Rockfield Motel
Rolleston Highway Motel
Rose City Motel
Rotherham Hotel Limited
Rotorua Hideaway Lodge
Rotovegas Motel
Ruby Housing
Sai Motel
Sandridge Hotel
Sandridge Hotel Limited
Sandy Feet Hotel
SHEPHERDS REST TRUST
Sherborne Motor Lodge
Silverstream Retreat Limited *ACCOMMODATION*
Skyway Lodge
Southern Comfort Motel
Southwark Apartments
Spencer Beach Holiday Park
Spring Creek Motels
Stafford Gables Hostel
Stillwater Motor Camp
Strathern Motor Lodge
Strathvale Investments
Sunfair International
Sunflower Lodge
Surrey Court Motel
Syed Family Limited *ACCOMMODATION*
Takapuna International Motor Lodge
Takapuna Motor Lodge

<b>MSD Registered Name</b>
Tamara Lodge
Tatum Park
Taylor's Motel - Netherby
Te Puke Hotel
Te Runanga O Nga Maata Waka
Te Whare Hauora
The Bug Backpackers
The Grand Treasure Hotel Limited
The Grosvenor
The Hotel Nelson
The Old Countryhouse *ACCOMMODATION*
The Post Hotel
The Salvation Army Hostel Addington SSC
The Sandridge Hotel
The Victoria Hotel
The Warehouse Eastgate
The Yaldhurst Hotel 2000
Timaru Motor Lodge
Timaru Motor Lodge Ltd
Townhouse Motel
Trentham Motel
Tudor Lodge Motel
Tui Lodge Motel
Unknown/Other
Urbanz
Urbanz *ACCOMMODATION*
Utuhina Hot Springs Lodge *ACCOMMODATION*
Vagabond Backpackers
Victoria Court Motor Lodge
Waihi Beach Top 10 Holiday Resort
Waikuku Beach Holiday Park
Waitaki Waters Holiday Park *ACCOMMODATION*
WAIUKU MOTEL
Waldorf St Martins Apartments Hotel Ltd
Walmsley Lodge Motel
Wayside Motel
Wellington 747 Motel
Wellington Night Shelter
Westport Holiday Park
Westport Motels



<b>MSD Registered Name</b>
Wigram Lodge Ltd
Willowbank Motel
Wise Guys The Mens Group Ltd
Woodend Beach Holiday Park Limited
Workotel Limited
Workotel Limited *Accommodation*
YMCA Christchurch
YMCA Pilmuir Accommodation
YWCA Christchurch Inc
Z Linwood
Zachary's Motel Ltd

**Notes:**

- TLA is estimated 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.
- 'Disabled' means that the Ministry has chosen to stop using the supplier for emergency housing purposes or the supplier has indicated they no longer wish to accept our clients.