



Tēnā koe

On 3 August 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *What standards do emergency housing providers have to meet to be qualified to supply emergency accommodation as contracted (or not) to the Ministry?*
- *Is the Healthy Homes standards used, if not why not?*
- *How are standards checked/verified or enforced by the Ministry?*
- *Who checks this for the South Waikato District?*
- *Has Glenview Holiday Park (GHP) been checked in the last three years, if so please detail who, what, where and when the checks were carried out.*
- *Has GHP ever failed and inspection?*
- *What contracts/agreements does the Ministry have with GHP in regards to ANY accommodation services? Please supply copies as appropriate.*
- *How much money has been paid to GHP in the last financial year? Gross excluding GST.*
- *Have any restrictions or penalties been imposed on GHP at any time, if so when and what for.*
- *What is the legal entity the ministry deals with in regards to GHP? If more than one please detail the relationship with each one.*

For the sake of clarity, I will answer your questions in turn. Some answers have been combined due to their similarity in nature.

- *What standards do emergency housing providers have to meet to be qualified to supply emergency accommodation as contracted (or not) to the Ministry?*
- *What contracts/agreements does the Ministry have with Glenview Holiday Park (GHP) in regards to ANY accommodation services? Please supply copies as appropriate.*

The current model of providing emergency accommodation uses Special Needs Grants (EH SNG) to pay for commercial accommodation options for people who are in urgent need of somewhere to stay. The Ministry does not contract motels or other suppliers of accommodation to provide emergency housing. It should be noted that the Ministry of Housing and Urban Development does currently hold contracts with motels in Rotorua for the purpose of Contracted Emergency Housing (CEH) to address the urgent need in the area. This is the only location which CEH exists for any government agency. As the Ministry does not hold any contracts with Glenview Holiday Park, this part of your request is refused under section 18(e) of the Act as this information does not exist.

Our priority is to ensure individuals and whānau who have nowhere to stay have safe and secure accommodation as soon as it is required. We work hard to ensure emergency accommodation is appropriate for these people in their unique circumstances. We expect suppliers of emergency accommodation, to meet all the relevant housing and service standards set by local or regional regulatory authorities. The Ministry's Regional Housing team liaise with moteliers to resolve any issues regarding quality or service as they arise.

The suppliers we use are commercial businesses and therefore should meet all relevant standards imposed by the regulatory authorities of that industry. We expect our clients to receive the same quality of service as any other paying guest staying at the motel. Likewise, we expect our clients to respect the rules that any of those moteliers have in place to ensure equal consideration to other guests. We regularly check in with clients and moteliers to ensure that their stay in their emergency accommodation is suitable when renewing an EH SNG.

- *Has GHP been checked in the last three years, if so please detail who, what, where and when the checks were carried out.*

Businesses register as suppliers with the Ministry for the sole purpose that the Ministry can pay the businesses directly. This allows the Ministry to facilitate making payments directly into their bank accounts. Registering as a supplier does not create a contractual relationship between the Ministry and the supplier.

Suppliers are free to cease providing services to the Ministry at their request. Clients are also free to reject an accommodation option provided by the Ministry should they wish to.

Preliminary checks are performed by the Ministry when establishing a supplier of emergency accommodation to ensure the supplier's legitimacy and suitability for Ministry clients. This could include checking the New Zealand Companies Register, completing an insolvency check or running an internet search to confirm they are an established accommodation provider, as well as a phone call with the motelier to establish how suitable the supplier will be for Ministry clients.

Suppliers are required to provide general information such as trading name, address, phone number, bank account details, IRD number, GST number, and anything further they can provide to show the legitimacy of their business.

The Ministry also checks [infoLog.co.nz](http://infoLog.co.nz) for details of property ownership or may request a written contract for the authority to ask on behalf of the landlord.

The accommodation supplier used is chosen on the basis of the client's household needs, and the availability of options in the area.

- *How are standards checked/verified or enforced by the Ministry?*
- *Is the Healthy Homes standards used, if not why not?*
- *Who checks this for the South Waikato District?*
- *Has GHP ever failed and inspection?*

As explained above, setting and enforcing appropriate building standards are the responsibility of the local and regional regulatory authorities. This is typically a local or regional council, or other local governance group. Therefore, the Ministry does not perform inspections, nor does not hold any information regarding inspections performed by local and regional regulatory authorities.

As the emergency accommodation used are typically commercial properties, the Healthy Homes standards are not applicable to these properties as they are not private rentals. The application and enforcement of the Healthy Homes Standards is not the responsibility of the Ministry and falls within the portfolio of the Ministry of Business, Innovation and Employment.

- *How much money has been paid to GHP in the last financial year? Gross excluding GST.*

From 1 July 2020 to 30 June 2021, Glenview Holiday Park has been paid \$240.00 in hardship payments. Please note that the Ministry is unable to provide gross values excluding GST.

- *Have any restrictions or penalties been imposed on GHP at any time, if so when and what for.*

The Ministry has not placed any restrictions or penalties on Glenview Holiday Park at any time and does not have any information to suggest any restrictions or penalties have been placed on Glenview Holiday Park by other agencies at any time.

- *What is the legal entity the ministry deals with in regards to GHP? If more than one please detail the relationship with each one.*

The supplier name which uses the registered business name Glenview Holiday Park is known to the Ministry as PNL Alliance Limited. PNL Alliance Limited is a registered supplier with the Ministry for accommodation purposes.

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 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, 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

P.P. 

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