



10 August 2023

Tēnā koe

On 15 July 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *How many complaints has MSD received about Pacific motel Limited?*
- *Does MSD still use pacific motel limited to house clients?*
- *What is the average amount paid to pacific motel limited per MSD client?*
- *Did MSD suspend business with pacific motel limited or still doing business?*

Demand for housing across New Zealand is growing and many people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The Ministry does not contract motels to provide emergency housing in New Zealand. Emergency Housing Special Needs Grants are intended as a one-off grant. They are not able to be paid in advance of the need, or beyond what an individual is entitled to at the time of application. Given the high level of need many clients experience, subsequent grants are applied for in succession, and these are paid for up to 21 days at a time.

For the sake of clarity, I will answer each of your questions in turn.

- *How many complaints has MSD received about Pacific motel limited?*

The Ministry has not received any complaints about Pacific Motel Limited.

- *Does MSD still use pacific motel limited to house clients?*

The Ministry has not paid any EH SNGs to Pacific Motel Limited since it began trading under that name.

The Ministry does not 'house' clients. When clients are unable to stay in their usual place of residence and do not have access to other adequate accommodation, they may qualify an Emergency Housing Special Needs grant (EH SNG) from the Ministry for accommodation.

- *What is the average amount paid to Pacific Motel Limited per MSD client?*

The Ministry has not paid any EH SNGs to Pacific Motel Limited as they are not a supplier for emergency housing (EH). We have made other payment types on behalf of clients who are staying there privately.

- *Did MSD suspend business with Pacific Motel Limited or still doing business?*
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Pacific Motel are not an EH provider, therefore it has not been necessary or possible to suspend the business.

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'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 Pacific Motel Limited, 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

A handwritten signature in blue ink, appearing to read 'K. Hocking', with a long horizontal flourish extending to the right.

Karen Hocking
Group General Manager
Housing