



24 February 2023

Tēnā koe

On 10 February 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Would you please provide me a list of all emergency housing locations and providers in the Puketāpapa Local Board area of Auckland City.*

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 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 dependant on individual circumstances.

It is important to note that the Ministry does not contract directly with Emergency Housing suppliers. In order to receive an Emergency Housing Special Needs payment, an accommodation supplier must register with the Ministry as a supplier. The Ministry can only pay into the bank accounts of businesses who are registered as suppliers, and this registration does not create a contractual relationship between the Ministry and the accommodation supplier.

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. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link: www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html

You have requested a list of accommodation suppliers available in the Puketāpapa Local Board area of Auckland City. The Ministry is unable to provide a list of EH suppliers in a certain area as businesses may provide a registered address that is different to the physical address of their service (for example, a PO Box). The Ministry can instead provide a list of EH suppliers that have received an EH SNG on behalf of a client with a registered address in the Puketāpapa Local Board area of Auckland City.

Please refer to **Table One**, showing a list of suppliers receiving at least one Emergency Housing Special Needs Grant paid on behalf of a client with a registered address in the Puketāpapa Local Board area of Auckland for the period of 1 October to 31 December.

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.

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 Emergency Housing providers in the Puketāpapa Local Board area of Auckland, 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

Table One: Suppliers receiving at least one Emergency Housing Special Needs Grant paid on behalf of a client with a registered address in the Puketāpapa Local Board area of Auckland for the period of 1 October to 31 December.

MSD Registered name
Albany Executive Motor Inn
Bliss Accommodation
Boulevard Hotel
Dannemora Motor Inn
Essen Living
Golflands Motel
Haka Hotel Newmarket
Kaukapakapa Hotel
Knights Inn
Mount Roskill Motel
Parnell City Lodge
Quest Henderson
Uenuku Lodge
United Auckland

Notes:

- Puketapapa Local Board Auckland is 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.