



27 February 2023

Tēnā koe

On 7 February 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *I would like to request a list of properties that the Ministry of Social Development use for emergency housing within the Tauranga area.*

The Ministry has interpreted the time period of your request to be the period 1 January 2022 to 31 January 2023. Please contact the Ministry if this was not the intent of your request for information and would like a different period of time.

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.

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 and private rental accommodation. Other options including transitional housing can also be explored as an option depending on availability and the individual's circumstances.

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

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.

For people with high and complex needs, it can sometimes be challenging to identify suitable long-term housing, which can lead to longer stays in emergency housing. Work and Income work closely with these people to see what can be done to ensure that once they have a home of their own, they have the skills to sustain it, and the support they need to keep it.

You have requested a list of properties used for emergency housing within the Tauranga area. 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 suppliers that have received at least one EH SNG on behalf of a client with a registered address in the Tauranga area.

Please refer to **Table One** in the attached **Appendix**, which shows the list of suppliers that have received at least one EH SNG paid on behalf of a client with a registered address in the Tauranga City Territorial Local Authority (TLA) in the period 1 January 2022 to 31 January 2023.

Please note that the 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.

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 and attachment 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 the Emergency Housing Suppliers in Tauranga, 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**

APPENDIX

Table One: List of suppliers that have received at least one Emergency Housing Special Needs Grant paid on behalf of a client with a registered address in the Tauranga City Territorial Local Authority for the period 1 January 2022 to 31 January 2023

Notes: Territorial Local Authority is estimated based on the client's address at the time of the grant. It may not be the same as the address of the emergency housing provider.

Registered name
Edgumbe House Ltd
Greerton Lodge Motel
Loft 109 Backpackers Hostel
Appletree Backpackers
Rainbow Motel
Silver Birch Holiday Park
Ambassador Motor Inn
Fountain Court Motel
Dipak Prasad Upreti
Roselands Motel
City Suites
Cobblestone Court Motel
Energy Motor Lodge
ASURE Macy's Motor Inn
Jazzysheep Limited
Hine Ngakau
Hugo & Carter's Backpackers & Motel
Pacific Motor Inn
Botany Motor Inn
Summit Motor Lodge
Gateway Motor Inn
Bennett's Tauranga Motor Inn
Aquarius Motor Inn -Tauranga
Quest on Durham
The Eng Family Trust
ArtHouse Accommodation
Daena Koroi-Ngawhau

Harbour City Motor Inn - Tauranga
Minden Backpackers
Blue Haven Motel
Pacific Motor Inn
Mount Backpackers