



3 July 2023

Tēnā koe

On 6 June 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*A current list of the non-contracted Emergency Housing providers in Rotorua.*

Emergency Housing Special Needs Grants (EH SNG) are 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 arranges another appointment with the client to discuss their housing situation and whether 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 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](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html).

Please see **Table One** within the **Appendix**, which outlines the list of Suppliers used for Emergency Housing Special Needs Grants for clients in Rotorua City Territorial Local Authority from 1 January 2023 to 31 March 2023. Please note, this list represents all EH suppliers that have been used between the dates listed, not a list of EH suppliers that are currently being used.

The Ministry acknowledges that there is a shortage of housing throughout the country. The increased demand for emergency housing in Rotorua is a symptom of an ongoing shortage of affordable housing in the region, and New Zealand in general. Rotorua is recognised as one of nine key areas of severe housing deprivation under the Public Housing Plan initiative, announced in January 2021 with the goal of increasing housing supply in areas of greatest need. More information on the Public Housing Plan is available at the following link:

<https://www.hud.govt.nz/community-and-public-housing/increasing-public-housing/public-housing-plan/>.

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

If you are not satisfied with this response regarding non-contracted Emergency Housing providers in Rotorua, 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



Karen Hocking  
**Group General Manager  
Housing**

## Appendix

**Table One: A list of Suppliers used for Emergency Housing Special Needs Grants for clients in Rotorua City Territorial Local Authority from 1 January 2023 to 31 March 2023**

MSD Supplier Name
ACCOLADE LODGE MOTEL
ACE MOTOR LODGE
APEX ON FENTON MOTEL
B-K'S ROTORUA MOTOR LODGE
BIRCHWOOD SPA MOTEL
BRYLIN MOTEL
CACTUS JACKS BACKPACKERS
FENTON COURT MOTEL
GATEWAY INTERNATIONAL MOTEL
GIBSON COURT MOTEL - ROTORUA
KERRY'S MOTEL
LA MIRAGE MOTEL
MANHATTAN LODGE MOTEL
RED ROCK THERMAL MOTEL
ROSE COURT MOTEL
SPA LODGE
THE GRAND TREASURE HOTEL LIMITED
VICTORIA LODGE ROTORUA

### Notes:

- One registered supplier may provide accommodation across multiple premises. These premises may be in different locations or operating trading names but are receiving payment through the single supplier record.