



2 March 2023

Tēnā koe

On 21 December 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*Are MSD able to provide an updated period on the following attached two tables? This information was previously provided in November 2021 by Ministry of Social Development.*

- *Table 1: List of suppliers in the Rotorua Territorial Local Authority between 1 October 2021 to 30 November 2022.*
- *Table 2: List of supplier for clients in the Rotorua Territorial Local Authority between 1 October 2021 to 30th November 2022.*
- *Please provide a list of the emergency accommodation providers who received Emergency Special Needs Grants in Rotorua as at 30th November 2022.*

On the same day, you also emailed the Ministry requesting, under the Act, the following information:

- *Could you please provide a list of all emergency housing suppliers in Rotorua that received a grant or payment direct from Ministry of Social Development as at 30th November 2022 under all classifications in categories Emergency Housing, Contracted Emergency Housing, Covid 19 response motels, Transitional Housing motels;*
  - *Special Needs Grant*
  - *Accommodation Supplement*
  - *Jobseeker support*

For the sake of clarity, both requests will be addressed in this response.

On 9 February 2023 the Ministry contacted you to advise more time was required to respond to your request. The reason for the extension was such that the consultations necessary to make a decision on your request could not reasonably be completed within the original time limit.

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.

Regarding your first request, please refer to **Table One** in the attached Excel spreadsheet, for the list of suppliers who have received at least one EH SNG paid on behalf of a client with a registered address in the Rotorua TLA, by number of grants and distinct clients. I have provided you with one table covering the period 1 October 2021 to 31 December 2022, by quarter ending.

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 some 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.

There is a high demand for housing – emergency, transitional and public housing – across the country, which is reflected in the enclosed data. The Ministry has strong relationships with local government, non-government and other community organisations working together to support people who present with housing needs, as well as offering other wrap-around services people may need.

Regarding your second request, we are unable to provide you with payment information from the Ministry to contracted Emergency Housing motels, transitional housing motels, or COVID-19 response motels as these accommodation providers are not managed by the Ministry.

Further, Jobseeker Support and Accommodation Supplement are paid directly to the client, not to the Emergency Housing supplier if the client is residing in Emergency Housing accommodation.

As such, I am refusing this part of your request under section 18(g) of the Act as this information is not held by the Ministry and I have no grounds to believe

that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

**Table two** provided in the **Appendix** will satisfy the remaining part of this request, for a list of suppliers in Rotorua who received at least one EH SNG paid on behalf of a client for the month ending 30 November 2022.

Please note, this table was compiled as a bespoke dataset specific to Rotorua to track progress on agreed actions. This information was collated through a combination of operational data and regional on the ground intelligence, meaning the EH SNGs recorded for this table are attributed to the Rotorua TLA based on where the supplier is located rather than the primary client's latest recorded address. As such, the data in **Table Two** will differ from the data in **Table One**.

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, 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

A handwritten signature in blue ink, appearing to read 'PP. E. Hocking', followed by a long horizontal line extending to the right.

Karen Hocking  
**Group General Manager**  
**Housing**

## Appendix

**Table Two:** List of suppliers in Rotorua who received at least one EH SNG paid on behalf of a client, for the month ending 30 November 2022.

<b>Motel Name</b>
The Grand Treasure Hotel Limited
Rose Court Motel
Fenton Court Motel
Victoria Lodge Rotorua
Accolade Lodge Motel
Birchwood Spa Motel
Apex on Fenton Motel
Cactus Jacks Backpackers
Kuirau Park Motor Lodge
B-K's Rotorua Motor Lodge
Red Rock Thermal Motel
Manhattan Motel
Kerry's Motel
Gateway International Motel
La Mirage Motel
Gibson Court Motel – Rotorua
Ace Motor Lodge
Brylin Motel
Coachman Spa Motel Rotorua
Six on Union Motel
Fernleaf Motel
Rotorua Hideaway Lodge
Malfroy Motor Lodge
Baden Lodge Motel
Holiday Rotorua Limited
Amber Lodge
Aaryn Court Motel
Astray Motel & Backpackers
Greenview Hotels
Pure Motel & Guesthouse