



12 September 2023

Tēnā koe

On 16 August 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), information about private rental properties and emergency housing, specifically in Dunedin, Otago and Southland.

We note that some parts of your original request have been responded to by the Ministry's Media team. As such, this response will only address the questions which were not addressed by the Media team and fall under the Act.

For the sake of clarity, your questions will be addressed in turn below.

- 1. Number of tenants' rents paid directly by W&I with the tenant's permission to landlords?*
- 2. Number of landlords (divided as follows: a) Kainga ora developments, b) other charity landlords (accommodation trusts and the like) and c) private (commercial) landlords*
- 3. Regarding 1 above and 2c), Is there a breakdown of rents paid by W&I to private landlords between:  
a) whole houses / flats or studio flats to families/individuals;  
b) rooms only, with shared facilities, in multi-occupancy buildings (i.e. tenants in boarding houses)?*

People in private accommodation make their own arrangements with landlords. Landlords are required to meet the standards set by relevant regulatory agencies and of the Residential Tenancies Act 1986. People make their own decisions about whether accommodation is suitable. The Ministry has no power to tell people where to live, or to inspect their living arrangement, nor does it have powers to carry out building inspections or monitor building regulatory compliance. When the Ministry are made aware that a person's accommodation may not be suitable, we can work with them to explore suitable alternatives.

In cases where clients live in private rentals, the Ministry may be able to help with rental advances, bond payments, Accommodation Supplement or Temporary Additional Support (TAS).

A redirection of benefit payment means part or all of a client's benefit payment is paid directly to another person or organisation instead of to a client. Redirection of benefit to private landlords can only be done at the request of the client where there is good cause, such as to ensure payment of essential services such as rent or electricity. You can read more about how the Ministry administers redirection of benefit payments at the following link: [www.workandincome.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/index.html](http://www.workandincome.govt.nz/map/income-support/core-policy/redirection-of-benefit-payment/index.html)

I can advise you that rent redirections to Kāinga Ora are paid to a single bank account.

I am unable to provide you with the information for questions 1-3 as information concerning rent redirections is not held centrally and is instead held in notes on individual client files. In order to provide you with this information, Ministry staff would have to manually review a substantial amount of information to identify each redirection which has been sent to a landlord for the purpose of rent. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

- 4. Is it possible to get a list of providers of emergency accommodation in Dunedin, Queenstown, and Invercargill that W & I refers homeless people into? If not, why not?*

*What we are seeking is 2 separate lists -*

- 4a) 'emergency' accommodation providers W&I achieve for people (which I now understand is - using your definition of emergency - for x7 nights' accommodation only and this is generally probably motels? correct?)*

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 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).

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.

Please refer to the attached **Appendix** which shows a list of suppliers which have been paid Emergency Housing Special Needs Grants in Southern Territorial Local Authorities (TLA) during the period 1 January 2023 to 31 July 2023.

There were no EH SNGs paid to clients residing in Queenstown during the specified period.

Regarding the tables provided, 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 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.

*4b) the list(s) of accommodation providers W&I give to homeless people in Otago and Southland, particularly Dunedin, to ring round themselves for easy entry accommodation if they have nowhere else to go. We understand these lists exist and that they list boarding houses and 'backpackers' and would like to know the ones that W&I are promoting to people, in this way*

The Dunedin Accommodation guide was a localised initiative to make it easier for people to work through a range of private rental accommodation options in the community, with providers that are known by us to work with clients. These are not lists of emergency housing suppliers, they are private rental accommodation providers.

Please find enclosed, the following working lists of accommodation providers in the Southern Region used by Case Managers:

- Invercargill and Gore – 16 August 2023
- Oamaru/Timaru – 16 August 2023
- Queenstown and Central Otago – 16 August 2023
- Mosgiel, Milton and Balclutha – 16 August 2023
- Dunedin – 16 August 2023
- Invercargill and Gore- 11 September 2023
- Oamaru/Timaru- 11 September 2023
- Queenstown and Central Otago- 11 September 2023
- Mosgiel, Milton and Balclutha- 11 September 2023
- Dunedin – 11 September 2023

I have provided you with the lists as at 16 August 2023 (date of your request), and as at 11 September 2023. Some accommodation providers have been removed within this timeframe following review.

These are guides of some of the places in the community that provide private rental accommodation. These options are subject to availability and change.

5. *With regards to 1 - 3 questions above, can we see these figures also split into*
- a) i) emergency accommodation and ii) more permanent accommodation you define somehow (see 7).*
  - b) i) accommodation for released prisoners ii) accommodation for people released from mental hospital iii) other people*

As the Ministry does not pay rent redirections for emergency housing, your request for this information is refused under section 18(e) of the Act as this does not exist. If you are looking for information regarding EH SNGs, the Ministry invites you to make a further request.

As noted above for questions 1-3, I am unable to provide you with information about rent redirections to the other types of accommodation you have requested as this information is not centrally held and is instead recorded in notes on individual client files. In order to provide you with this information, Ministry staff would have to manually review a substantial amount of information to identify each redirection which has been sent to a landlord. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

*6. However, if there is a breakdown of ongoing accommodation payments that you make for permanent arrangements for unemployed people, by circumstance, eg. released prisoners and eg. released from mental hospital, that would be useful. I suspect you will not?*

If a client requiring housing has special circumstances (eg. Recently released prisoners), the Ministry works with the client on a case-by-case basis to accommodate for their needs in the best way they can. There are no specific contracts or arrangements with specific suppliers to tailor their services to such circumstances, though other agencies, such as the Department of Corrections, may separately provide that tailored support.

In turn, I am unable to provide you with information about services provided to clients who require specialised housing due to their particular special circumstances, as this information would be held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review a substantial number of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

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 housing occupancy in Dunedin, Otago and Southland, 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 'K. Hocking', followed by a long horizontal flourish line.

Karen Hocking  
**Group General Manager  
Housing**

# LONG TERM ACCOMMODATION GUIDE 2023

## INVERCARGILL

### BOARDING HOUSES, CAMPING GROUNDS, BACKPACKERS

Company	Address	Phone Number
The Grand	76 Dee Street	(03) 928 5750
Kelvin House Boarding	292 Kelvin Street, Invercargill	(03) 218 8558
Coachman's Inn	705 Tay Street, Invercargill	(03) 217 6046
Central City Camping Park	209 Tweed Street, Invercargill	(03) 214 2226

### RENTAL AGENCIES

Harcourts	182 Dee St	(03) 2144080
Propertyscouts	210 Spey Street, Invercargill 9810	(03) 217 3684
Professionals	283 Dee St, Invercargill	(03) 2144529
Ray White	231 Dee St, Invercargill	(03) 2186117
Southland Real Estate	147 Dee St, Invercargill	(03) 2174554
Inspire Property Management	Level 1/19 Yarrow Street, Invercargill 9810	(03) 929 6700
T And T Property Management	61 Leet Street, Invercargill 9810	027 247 8736
Todd & Co Realty	46 Don Street, Invercargill 9810	(03) 218 7124
Remax Pride Invercargill	41 Leet Street, Invercargill 9810	(03) 218 8474
Esteem Property management (Invercargill properties only)		0800 119 584

# GORE

## BOARDING HOUSES, CAMPING GROUNDS, BACKPACKERS

None at this point.

## RENTAL AGENCIES

Harcourts Gore - W Thompson & Co Ltd	183 Main Street, Gore 9710	(03) 208 1222
Ray White Gore	37 Main Street, West Gore, Gore 9710	(03) 208 9490
Remax Pride Gore	2 Irwell Street, Gore 9710	(03) 208 4637
KPK Property Management Ltd	47A Irk Street, Gore, 9710	027 593 4094

**This is a guide of places in the community that provide accommodation. These options are subject to availability and change. MSD do not endorse the options on this list. If none of them are suitable, please come back to us.**



# LONG TERM ACCOMMODATION GUIDE 2023

## INVERCARGILL

### BOARDING HOUSES, CAMPING GROUNDS, BACKPACKERS

Company	Address	Phone Number
The Grand	76 Dee Street	(03) 928 5750

### RENTAL AGENCIES

Harcourts	182 Dee St	(03) 2144080
Propertyscouts	210 Spey Street, Invercargill 9810	(03) 217 3684
Professionals	283 Dee St, Invercargill	(03) 2144529
Ray White	231 Dee St, Invercargill	(03) 2186117
Southland Real Estate	147 Dee St, Invercargill	(03) 2174554
Inspire Property Management	Level 1/19 Yarrow Street, Invercargill 9810	(03) 929 6700
T And T Property Management	61 Leet Street, Invercargill 9810	027 247 8736
Todd & Co Realty	46 Don Street, Invercargill 9810	(03) 218 7124
Remax Pride Invercargill	41 Leet Street, Invercargill 9810	(03) 218 8474
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## GORE

### RENTAL AGENCIES

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# MOSGIEL – MILTON - BALCLUTHA

## ACCOMMODATION GUIDE

### 2023

Lodges/Hostels/Boarding houses in Mosgiel		
Accommodation	Address	Phone number
Burns Lodge at Holy Cross	86 Church Street, Mosgiel	(03) 489 2600
Longbourne Lodge	100 School Rd South, Mosgiel	(03) 489 5701
Lodges/ Hostels/Boarding Houses in Milton		
Accommodation	Address	Phone number
ST Johns Court Motel	167 Union Street, Milton	(03) 417 7777
Lodges/ Hostels/Boarding Houses in Balclutha		
Accommodation	Address	Phone number
Balclutha Camping Ground Ltd	56 Charlotte Street, Balclutha	(03) 418 0088

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# MOSGIEL – MILTON - BALCLUTHA

## ACCOMMODATION GUIDE

### 2023

Lodges/Hostels/Boarding houses in Mosgiel		
Accommodation	Address	Phone number
Burns Lodge at Holy Cross (dorm rooms)	86 Church Street, Mosgiel	(03) 489 2600
Lodges/ Hostels/Boarding Houses in Milton		
Accommodation	Address	Phone number
None at the moment		
Lodges/ Hostels/Boarding Houses in Balclutha		
Accommodation	Address	Phone number
Balclutha Camping Ground Ltd	56 Charlotte Street, Balclutha	(03) 418 0088

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# OAMARU AND TIMARU ACCOMMODATION GUIDE 2023

Lodges/Hostels/Boarding houses in Oamaru		
Accommodation	Address	Phone number
Highway Motel <i>(Weekly rental options-shared facilities)</i>	14 York Street, RD8H, Oamaru	(03) 431 3899
Boarding houses in Timaru		
Accommodation	Address	Phone number
The City Boarding House	63 Stafford St, Timaru	(03) 684 3808
Backpackers/Lodges in Timaru		
Anchor Motel/Timaru Backpackers	42 Evans St, Timaru	(03) 684 5067 0508 227 654
Crown Hotel - Temuka	64 King St, Temuka	(03) 615 7504
Carlton Hotel	66 Stafford St, Timaru	(03) 688 8189

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# OAMARU AND TIMARU ACCOMMODATION GUIDE 2023

Lodges/Hostels/Boarding houses in Oamaru		
Accommodation	Address	Phone number
None at the moment		
Boarding houses in Timaru		
Accommodation	Address	Phone number
The City Boarding House	63 Stafford St, Timaru	(03) 684 3808
Backpackers/Lodges in Timaru		
Anchor Motel/Timaru Backpackers	42 Evans St, Timaru	(03) 684 5067 0508 227 654

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# LONG TERM ACCOMMODATION GUIDE 2021

## QUEENSTOWN

### BOARDING HOUSES, CAMPING GROUNDS, BACKPACKERS

Hippo Lodge Backpackers	4 Anderson Heights	(03) 442 5785
Jucy Snooze	47 Camp Street	0800 427 736
Lakeside Backpackers	18 Lake Esplanade	(03) 441 8800 or 0800 16 06 00
YHA Queenstown Lakefront	88-90 Lake Esplanade	(03) 442 8413
Nomads Queenstown Hostel	5/11 Church Street	(03) 441 3922
Melbourne Lodge	35 Melbourne Street	(03) 442 8431

### RENTAL AGENCIES

Queenstown Accommodation Centre	41 Shotover Street, Queenstown 9300	<a href="tel:(03)4427777">(03) 442 7777</a>
Pure Property Rentals	Top floor, 10 Athol Street, Queenstown 9300	<a href="tel:(03)4090480">(03) 409 0480</a>
Harcourts Property Management Queenstown	level 1/5 Duke Street, Queenstown 9300	<a href="tel:(03)4410793">(03) 441 0793</a>

## CENTRAL OTAGO

### RENTAL AGENCIES

LJ Hooker Alexandra	10 Centennial Avenue, Alexandra 9320	<a href="tel:(03)4488888">(03) 448 8888</a>
Harcourts Cromwell	Cromwell 9310	<a href="tel:(03)4451155">(03) 445 1155</a>
Harcourts Alexandra	2 Limerick Street, Alexandra 9320	<a href="tel:(03)4402088">(03) 440 2088</a>

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# LONG TERM ACCOMMODATION GUIDE 2021

## QUEENSTOWN

BOARDING HOUSES, CAMPING GROUNDS, BACKPACKERS

[Backpackers, Hostels & Budget Accommodation in Queenstown \(queenstownnz.co.nz\)](http://queenstownnz.co.nz)

### RENTAL AGENCIES

Queenstown Accommodation Centre	41 Shotover Street, Queenstown 9300	<a href="tel:(03)4427777">(03) 442 7777</a>
Pure Property Rentals	Top floor, 10 Athol Street, Queenstown 9300	<a href="tel:(03)4090480">(03) 409 0480</a>
Harcourts Property Management Queenstown	level 1/5 Duke Street, Queenstown 9300	<a href="tel:(03)4410793">(03) 441 0793</a>

## CENTRAL OTAGO

### RENTAL AGENCIES

LJ Hooker Alexandra	10 Centennial Avenue, Alexandra 9320	<a href="tel:(03)4488888">(03) 448 8888</a>
Harcourts Cromwell	Cromwell 9310	<a href="tel:(03)4451155">(03) 445 1155</a>
Harcourts Alexandra	2 Limerick Street, Alexandra 9320	<a href="tel:(03)4402088">(03) 440 2088</a>

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# DUNEDIN ACCOMMODATION GUIDE

This is a guide of some of the places in the community that who know provide accommodation.  
These options are subject to availability and change.

MSD do not endorse the options on this list. If none of them are suitable, please come back to us.

Most rentals are advertised local Facebook pages or online at TradeMe [www.trademe.co.nz/property](http://www.trademe.co.nz/property) or on [www.realestate.co.nz](http://www.realestate.co.nz)

## **DUNEDIN REAL ESTATE AGENTS & PROPERTY MANAGEMENT COMPANIES**

COMPANY	ADDRESS	PHONE NUMBER
Bayley's Metro	308 Highgate	(03) 477 6838
Click Property	15 Nairn St, Kaikorai Valley	0800 125 425
Cutlers	709 Great King St, Dunedin North	(03) 467 7277
Darling Realty	21 North Road, North East Valley	(03) 473 1721
Dunedin City Council Community Housing	DCC in the Octagon	(03) 477 4000
Edinburgh Realty	578 George Street, Dunedin	(03) 474 0444
Harcourts	16 Queens Gardens, Central City	(03) 477 5334
LJ Hooker	63 Musselburgh Rise, Dunedin	(03) 455 9471
Mana Property	Level 1/365 Princes St, Dunedin,	(03) 487 8351
NIDD Realty Ltd	544 Great King St, Dunedin	(03) 477 4430
One Agency Dunedin	307 Highgate	(03) 474 0526
The Rent Shop	119 Eglinton Road, Mornington	(03) 470 1330
Property Scouts	300 King Edward St, South Dunedin	(03) 477 9228

### **Emergency Housing**

Night Shelter Trust	18 Less Street (6pm onwards)	03 477 0546
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### **Boarding Houses**

Beaumont House	5 Beaumont Road	021 146 9516
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### **Backpackers, Hotels and Hostels**

Beach Street Motel	156 Beach Street, Waikouaiti	03 456 7432
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# DUNEDIN ACCOMMODATION GUIDE

This is a guide of places in the community that provide accommodation. These options are subject to availability and change. MSD do not endorse the options on this list. If none of them are suitable, please come back to us.

## EMERGENCY HOUSING

<b>Dunedin Women's Refuge</b>	PO Box 2267	(03) 477 1229
<b>Night Shelter Trust</b>	18 Lees Street (6pm onwards)	(03) 477 05466

## BOARDING HOUSES/HOUSES

<b>Beaumont House</b>	5 Beaumont Road, Belleknowes	021 146 9516
<b>Campbell Hancock's Boarding Houses</b>	Hope and High Streets	021 063 7136
<b>East Coast Holdings Ltd</b>	Various address's	021 663 433
<b>Peter Borehams Houses</b>	Several bed-sits and flats	(03) 477 8348 027 408 9805
<b>Ted Ottrey's Houses and Flats</b>	Maitland Street Graham Street Cannongate	027 536 5822
<b>B Read Boarding House</b>	High Street	027 318 3059

## BACKPACKERS, HOTELS AND HOSTELS

<b>Stafford Gables Hostel</b>	71 Stafford Street Try this number first	03 6690333 021 0830 5535
<b>On Top Backpackers</b>	12 Filleul Street	(03) 477 6121
<b>Beach Street Motel</b>	156 Beach Street Waikouaiti	(03) 465 7340



## DUNEDIN REAL ESTATE AGENTS AND PROPERTY MANAGEMENT COMPANIES

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Harcourts	16 Queens Gardens, Central City	(03) 477 5334
LJ Hooker	63 Musselburgh Rise, Dunedin	(03) 455 9471
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