



10 April 2024

Tēnā koe

Official Information Act request

Thank you for your letter dated 27 February 2024, requesting full details of any accommodation arrangements including a copy of any contracts, payment schedules and occupancy rates for Golden Glow Motel while under lease by Action Holidays Ltd.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

The Ministry does not contract motels to provide emergency housing in New Zealand. Emergency Housing Special Needs Grants are intended as a one-off grant. They are not able to be paid in advance of the need, or beyond what an individual is entitled to at the time of application.

In August 2023, the Ministry introduced Supplier Standards, these set out our minimum expectations of emergency housing suppliers around safety and suitability, including that people staying in emergency housing get the same level of service as any other paying customer. We've published the standards, and as of November 2023, we can only grant Emergency Housing Special Needs Grants for suppliers who have opted into them (except for some limited circumstances, and there will be guidance on this).

Also, as part of our registration process, suppliers must register as a Work and Income hardship supplier then apply to become an Emergency Housing Supplier by opting into our Supplier Standards.

Suppliers must comply with applicable fire safety regulations and hold a valid Building Warrant of Fitness.

We also accept leaseholders that hold a current lease of the premises to operate a motel as confirmation they have capacity to act in respect of the property. The Ministry's publicly available website provides more information for suppliers who are working with or wanting to help clients in need of emergency housing: www.workandincome.govt.nz/providers/housing-providers/emergency-housing/index.html.

Regarding payment schedules and occupancy rates, please refer to the **Appendix** which provides the number and amount of Emergency Housing Special Needs Grants, Security Deposit Claims and Other Emergency Grants granted to Action Holiday Ltd while they have been leasing Golden Glow Motel anytime between 1 October 2016 to 29 February 2024.

To protect confidentiality, the Ministry uses processes to make it difficult to identify an individual person or entity from published data. Some values in the **Appendix** are suppressed and are represented by 'S'. The Ministry is unable to provide you with the exact number as releasing this information is likely to risk identifying the individuals concerned. As such, this information is withheld under Section 9(2)(a) of the Act.

Security deposit claims are a security deposit that helps safeguard the provider against loss or damage caused by the client or anyone staying with the client. Before a security deposit payment can be made to the supplier on the client's behalf, the supplier must first discuss these costs with the client. If the client does not agree, we will not pay the security deposit on the client's behalf. Security deposits need to be agreed to by the clients and the supplier of the accommodation, and approved by the Ministry, before a client can stay with a supplier.

The security deposit is generally the equivalent of seven nights' accommodation for emergency housing suppliers. The security deposit is recoverable, and clients are required to pay this back to the Ministry at a rate that does not cause them hardship.

The security deposit represents an amount able to be claimed by the emergency housing provider to reimburse loss or damage. The security deposit can only be used to cover costs such as:

- any breakages or damages caused by the client or anyone staying with them (such as any breakages or damage to the property whether intentional or accidental)
- losses relating to failure of the client not meeting their obligations to the supplier/provider under their agreement for stay
- any loss of accommodation costs that the client fails to pay.

The security deposit does not cover the cost of refurbishing units when tenants move out or the property ceases provision of emergency accommodation or general wear and tear.

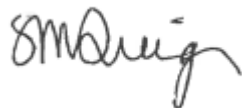
In order to provide you with any supplier registration form or other relevant information in scope of your request that we may hold, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request for this information is refused under section 18(f) of the Act, as it requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services