



15 May 2024

Tēnā koe

### **Official Information Act Request**

Thank you for your email of 16 April 2024, requesting information about emergency housing. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

- 1. Please confirm if the property at 200 Ulster Street serves as an emergency housing provider. Confirm if Little Pearl Limited is indeed the contracted owner for emergency housing at this address. If not, provide details of the current contractor.*

BK Settlers Ledge, located at 200 Ulster Street, Hamilton has been used as an emergency housing supplier. We can confirm that Little Pearl Limited is the name of the supplier.

- 2. Provide the total payments made to Little Pearl Limited or the named emergency housing provider at this address since 3 April 2023.*

Please find the below **Appendix**, containing **Table One**: Emergency Housing Special Needs Grants (EH SNGs) paid to BK Settlers Motel from 1 April 2023 to 31 March 2024, by quarter.

- 3. When did Little Pearl Limited start its emergency housing provider role? To whom were the payments addressed? Is Little Pearl Limited still contracted for housing provision, and when will the contract be reviewed or terminated?*

The Ministry of Social Development (the Ministry) registers hardship suppliers for the purpose of facilitating payments on behalf of eligible clients. Registered supplier status does not indicate a contractual relationship between the Ministry and a supplier, or an endorsement of the services provided. The contractual relationship is between the client receiving the EH SNG and the emergency housing supplier. The Ministry's role is to grant EH SNGs for the cost of emergency housing.

The Emergency Housing Supplier Standards set out the Ministry's expectations that people staying in emergency housing receive the same level of service and are treated with the same care and respect as any other paying customer. While suppliers have the option to choose to opt in, the Ministry expects that all suppliers providing emergency housing should meet minimum standards of suitability, and safety standards set by regulatory agencies.

From 6 November 2023, the Ministry have only granted EH SNGs for clients to stay with opted-in suppliers, except in some limited circumstances (such as a lack of vacancies with opted-in suppliers in a particular location). The Ministry is therefore encouraging suppliers to opt-in, provided they meet the standards required.

Where the Ministry is made aware of any concerns with suppliers meeting the standards, these concerns will be discussed with the suppliers directly. Failure to address any concerns in a reasonable timeframe can result in the removal of the supplier's opt-in status. As the Ministry is not a party to the contract, we cannot require any supplier to opt-in to the standards.

The first grant paid to this supplier was in December 2016. The payment was made to Little Pearl Limited. Currently, Little Pearl Limited, and therefore BK Settlers Lodge, is an opted-in supplier of emergency housing.

As the Ministry registers suppliers for the purpose of facilitating payments on behalf of eligible clients, and registered supplier status does not indicate a contractual relationship between the Ministry and a supplier, we cannot comment on when a contract will be reviewed or terminated. A registered supplier can choose to discontinue providing services such as emergency housing.

I will be publishing this decision letter, with your personal details removed, 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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

## Appendix

**Table One:** Emergency Housing Special Needs Grants (EHSNG's) paid to BK Settlers Motel from 1 April 2023 to 31 March 2024, by quarter.

Registered name / Supplier name	Quarter ending				Total
	June 2023	September 2023	December 2023	March 2024	
<b>BK'S SETTLERS MOTOR LODGE</b>	\$649,953.10	\$687,504.92	\$568,310.02	\$622,075.64	<b>\$2,527,843.68</b>

### Notes:

- The amount granted may not be the amount spent.
- Emergency housing assistance payments are granted as Special Needs Grants.
- There were no other payment types paid to this supplier other than SNG's.
- Grants paid directly to clients are not included in this table.