



26 September 2024

Tēnā koe

Official Information Act request

Thank you for your email of 2 August 2024, requesting the following information:

- 1. Copies of any communications between the Taranaki Regional Public Service Commissioner, Gloria Campbell or members of her regional team and anyone from Housing and Urban Development relating to housing issues and/or opportunities in the Taranaki Region, over the past 24 months, including any meeting notes or minutes.*
- 2. Copies of any communications between the Taranaki Regional Public Service Commissioner, Gloria Campbell or members of her regional team and police or other government departments related to rough sleepers or homeless in Taranaki, over the past 24 months including, any meeting notes or minutes.*

On 8 August 2024, the Ministry contacted you asking you to refine your request due to the broad nature of your request. On 9 August 2024, the Ministry received an email from your Executive Assistant Lisa Lowe with a new request, which noted that your original request still stood.

The new request was:

- 3. Copies of any communications between the Taranaki Regional Public Service Commissioner, Gloria Campbell and anyone from Housing and Urban Development relating to housing issues and/or opportunities in the Taranaki Region, over the past 24 months, including any meeting notes or minutes.*
- 4. Copies of any communications between the Taranaki Regional Public Service Commissioner, Gloria Campbell and police or other government departments related to rough sleepers or homeless in Taranaki, over the past 24 months including, any meeting notes or minutes.*

I have considered your request under the Official Information Act 1982 (the Act).

I am refusing questions 1, 2 and 4 as your request for all information is very broad, and substantial manual collation would be required to locate and prepare all documents within scope of your request. As such, I refuse these questions 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.

I note that the scope of your request for question 3 is specifically communications between Gloria Campbell and anyone at the Ministry of Housing and Urban Development (HUD) relating to housing issues and/or opportunities in the Taranaki region over the last 24 months, including any meeting notes or minutes. There are no specific meeting notes or minutes between Gloria Campbell and HUD in this period, however I am releasing the following emails to you:

1. Re_EH System Review – Housing Supports (14 December 2022)
2. Re_HUD Response Transitional House for Roderique Hope Trust.msg (11 May 2023), plus attachment 'Inquiry Opportunity Template'
3. Rough Sleepers New Plymouth.msg (9 May 2024)
4. Rough sleeping on the rise in Waitara_Stuff.msg (20 May 2024)

Some information has been withheld from these emails under section 9(2)(a) of the Act in order to protect the privacy of natural persons.

Please note that there are agency or regional wide meetings and forums where both Gloria Campbell and HUD are present along with multiple other agencies, where housing is not the focus, however these meetings may include housing amongst multiple discussion topics.

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 nui



Magnus O'Neill
General Manager
Ministerial and Executive Services

From: [Malo Ah-You](#)
To: [Gloria Campbell](#); [Ed Ablett-Hampson](#)
Cc: [Karen Hocking](#); [Jericho Umaga](#)
Subject: Re: EH System Review - Housing Supports
Date: Wednesday, 14 December 2022 2:11:47 pm
Attachments: [image001.gif](#)
[image002.png](#)
[image003.jpg](#)

Kia Ora koutou,

Any queries regarding Māori housing initiative funding can be emailed to:
maihimaorihousing@hud.govt.nz

Thanks

Malo

Regards

Malo Ah-You
General Manager, Maori Housing Supply and Delivery

From: Ed Ablett-Hampson [s9\(2\)\(a\)](#) @msd.govt.nz>
Sent: Wednesday, December 14, 2022 1:54:20 PM
To: Gloria Campbell [s9\(2\)\(a\)](#) @msd.govt.nz>
Cc: Karen Hocking [s9\(2\)\(a\)](#) @msd.govt.nz>; Jericho Umaga [s9\(2\)\(a\)](#) @msd.govt.nz>; [s9\(2\)\(a\)](#) @msd.govt.nz>; [s9\(2\)\(a\)](#) @hud.govt.nz>
Subject: RE: EH System Review - Housing Supports

Kia ora Gloria,

Karen has asked me to respond to your message below.

We met with HUD leads following the announcement and will be developing an plan to guide sector / community engagement on implementation of the EH system review recommendations early in the new year – we will endeavour to come out jointly so stakeholders are having one consistent conversation. In the meanwhile, Jericho Umaga is the leading our EH work stream and would, I'm sure, appreciate receiving any expressions of interest from your contacts

In terms of Māori housing initiatives, while we'll be working closely with HUD to develop 'by info@hud.govt.nz for Māori' responses it is probably best to direct these to HUD in the first instance so they can be triaged to the right part of their business @ info@hud.govt.nz I have copied Malo Ah-You (GM Māori Supply, HUD) in case he would prefer to see those directed to another contact point – e.g. MAIHI or HAP?

Thanks
Ed

Ed Ablett-Hampson (he / him)

Principal Advisor to the Group General Manager | Housing | Ministry of Social Development
considered

so they can be

Mob: s9(2)(a) | email: s9(2)(a)@msd.govt.nz



From: Gloria Campbell s9(2)(a)@msd.govt.nz>

Sent: Wednesday, 14 December 2022 10:32 am

To: Karen Hocking s9(2)(a)@msd.govt.nz>

Subject: RE: EH System Review - Housing Supports

Kia ora Karen

Thanks for this email.

I have emailed key stakeholders in our region including Mayors and Iwi CEOs. If they come back to me with further queries on next steps where are we best to direct them to, particularly in relation to Māori housing initiatives? Can you please send me a link or contacts.

Ngā mihi

Gloria Campbell ([she/her](#))

Regional Commissioner for Social Development
Taranaki, King Country, Whanganui

☎ DD s9(2)(a) | 📠 DDI s9(2)(a) | 📞 Mobile s9(2)(a)

📍 Dawson House, 37 Dawson Street, New Plymouth 4310 | Private Bag 2005, New Plymouth 4342, New Zealand

Ministry of Social Development.



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From: Karen Hocking s9(2)(a)@msd.govt.nz>

Sent: Wednesday, 14 December 2022 9:14 AM

To: Blair McKenzie s9(2)(a)@msd.govt.nz>; Craig Churchill s9(2)(a)@msd.govt.nz>; Diane McDermott s9(2)(a)@msd.govt.nz>; Gagau Annandale-Stone s9(2)(a)@msd.govt.nz>; Gloria Campbell s9(2)(a)@msd.govt.nz>; Graham MacPherson s9(2)(a)@msd.govt.nz>; Jules Lynch s9(2)(a)@msd.govt.nz>; Karen Bartlett s9(2)(a)@msd.govt.nz>; Karl Oliveira s9(2)(a)@msd.govt.nz>; Lynda Smardon s9(2)(a)@msd.govt.nz>; Mark Goldsmith s9(2)(a)@msd.govt.nz>; Mike Bryant s9(2)(a)@msd.govt.nz>; Steph Voight s9(2)(a)@msd.govt.nz>; Te Rehia Papesch s9(2)(a)@msd.govt.nz>; Regional_Directors (MSD) s9(2)(a)@msd.govt.nz>; Graham Allpress s9(2)(a)@msd.govt.nz>

Subject: EH System Review - Housing Supports

Tēnā koutou,

Improvements to housing supports coming March 2023

Yesterday, when the Ministers announced changes following the Emergency Housing System Review, they also announced improvements to housing supports for the private rental market. We're really excited about the work we're doing on the new housing support programme.

The changes are aimed at improving how we better support low-to-middle income people to access and sustain housing in the private rental market.

We'll be simplifying the products and making it easier to understand what support is available. Improvements will include:

- increasing maximum payments and the frequency of those payments
- removing set limits on assistance, so people can receive support for their actual costs
- creating one set of eligibility criteria
- aligning our systems, so all payments will be in CMS
- we're simplifying and streamlining the processes and rules for staff.

We'll also be exploring new ways to support people where existing housing products cannot be used.

The improved supports will help us 'act early' and be able to provide more support to more people more often.

We'll be sharing this news with our people on In the Loop and externally on the MSD website.

The improvements are likely to be available within the next few months.

Over the coming months, we'll reach out to share more information and engage about the new programme.

Closer to the time, we'll also reach out to clients, advocate groups and other key stakeholders about these exciting changes.

We've had the opportunity to get early ideas from some of our regions on how we might improve existing housing support products. We'd love to hear any other ideas you have on this. Send us an email with the Subject line as HSP's to housing_portfolio@msd.govt.nz.

Ngā mihi,

Karen Hocking

Group General Manager - Housing

Ministry of Social Development | Service Delivery

📞 DDI: s9(2)(a) | Internal Ext: s9(2) | Cell: s9(2)(a) | ✉️ s9(2)(a)@msd.govt.nz
📍 The Aurora Centre | Level 11 | 56 The Terrace | PO Box 1556 | Wellington | New Zealand

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From: [Peter Vaea](#)
To: [Gloria Campbell](#)
Cc: [Chris Feron](#); [Christina Scott](#)
Subject: RE: HUD Response for s9(2)(a) [redacted] as Transitional House for Roderique Hope Trust
Date: Thursday, 11 May 2023 3:20:42 pm
Attachments: [image001.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)
[image018.png](#)
[image008.png](#)
[image009.png](#)
[image011.png](#)
[image013.png](#)
[image015.png](#)
[image016.png](#)
[Inquiry opportunity Template v19_05_23.docx](#)

Kia Ora Gloria,

Could I please ask that the landlord completes the attached enquiry template for me so I can start entering this into the system and going through the process of trying to bring this property on.

Can I just confirm that what you are trying to say is that due to paid workers coming into the area, you have lost the use of the motels for EH?

Nga mihi,

Peter Vaea ([he/him](#))

Senior Commercial Advisor | Housing Supply
Service Delivery and Performance
s9(2)(a) [@hud.govt.nz](mailto:s9(2)(a)@hud.govt.nz) | Mobile: s9(2)(a) [redacted]
www.hud.govt.nz | Level 6, 7 Waterloo Quay, Wellington, 6011

From: Gloria Campbell [s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)
Sent: Wednesday, 10 May 2023 3:29 pm
To: Peter Vaea [s9\(2\)\(a\)@hud.govt.nz](mailto:s9(2)(a)@hud.govt.nz)
Cc: Chris Feron [s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz); Christina Scott [s9\(2\)\(a\)@msd.govt.nz](mailto:s9(2)(a)@msd.govt.nz)
Subject: RE: HUD Response for s9(2)(a) [redacted] as Transitional House for Roderique Hope Trust

Kia ora Peter

Suitable Housing to meet client needs here in New Plymouth is critical.

There are increasing numbers of immigrant workers coming into the region for construction projects such as: new Hospital build, Mt Messenger, Motunui Plant maintenance and other construction engineering. A consequence of this is that MSD has lost most of our previously used EH accommodations.

I request that you reconsider this Transitional property proposed.

Should you have any questions please do not hesitate to contact myself.

Ngā mihi

Gloria Campbell

Pou kōtui ā-rohe o Te Ratonga Tūmatanui

Regional Public Service Commissioner - Taranaki

Ph: s9(2)(a) **Mob:** s9(2)(a)



From: Chris Feron s9(2)(a) <@msd.govt.nz>

Sent: Wednesday, 10 May 2023 3:06 PM

To: Gloria Campbell s9(2)(a) <@msd.govt.nz>

Subject: HUD Response for s9(2)(a) as Transitional House for Roderique Hope Trust

Hi Gloria

Just forwarding HUD response from business case I put to them for s9(2)(a), this is a 5 bedroom house and located by several schools and amenities.

Given PIHMS and Hawera Studios situations and local motels inability to house more than 2x people per unit and family situation moving forwards we will have no options for.

Kia Ora Chris,

Thanks for your email.

Currently we are on track to achieve our Public Housing Plan 2021-2024 (PHP) intentions for transitional housing places in the Taranaki region. Te Tūāpapa Kura Kāinga Ministry of Housing and Urban Development acknowledges the significant work transitional housing providers have undertaken to meet these commitments and the valuable support they provide for communities and whānau.

As you may be aware, the government's intent is to deliver transitional housing in regions where PHP supply is limited in the Bay of Plenty and West Coast Tasman regions.

However, HUD will consider additional transitional housing supply where regional PHP ranges have been achieved in some circumstances. The three key areas for additional supply are:

- Supports exiting Covid response motels.
- New builds

- Where it meets public housing specifications
- Amount of supply is not excessive.
- Replacing old stock with new and better-quality properties
- Replacing properties where tenancies are ending, and the property is no longer used for transitional housing.

At this stage, unfortunately there is not too much we are able to do unless Roderique Hope Trust would like to swap this property out for an existing TH property within their portfolio.

Should this be something they would like to do, please have the trust complete the appropriate forms and provide these back to us here.

If there are any other questions, please do not hesitate to reach out.

Nga mihi,

Peter Vaea ([he/him](#))

Senior Commercial Advisor | Housing Supply
Service Delivery and Performance
s9(2)(a) [@hud.govt.nz](mailto:s9(2)(a)@hud.govt.nz) | Mobile: s9(2)(a)
www.hud.govt.nz | Level 6, 7 Waterloo Quay, Wellington, 6011

Chris Feron ([he/him](#))

Regional Housing Advisor

Ministry of Social Development | Service Delivery | Taranaki, King Country, Whanganui

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From: [Gloria Campbell](#)
To: [Anne Shaw](#); [Karen Hocking](#); [Will Barris](#)
Cc: [Christina Scott](#)
Subject: Rough Sleepers New Plymouth
Date: Thursday, 9 May 2024 8:01:00 am
Attachments: [image001.png](#)

Morena

Talk more about this item shortly - fyi

<https://www.stuff.co.nz/nz-news/350271377/council-helping-fund-project-help-rough-sleepers>

Ngā mihi

Gloria Campbell

Regional Commissioner for Social Development

Ministry of Social Development | Service Delivery | Taranaki, King Country & Whanganui

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Diagram Description automatically generated



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From: [Gloria Campbell](#)
To: [Graeme Broderick](#) s9(2)(a) [@kaingaora.govt.nz](#); [Will Barris](#); [Christina Scott](#)
Cc: [Belinda Dewar](#)
Subject: Rough sleeping on the rise in Waitara | Stuff
Date: Monday, 20 May 2024 7:50:20 am

<https://www.stuff.co.nz/society/350280874/rough-sleeping-rise-waitara>

Media this morning in our local paper

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Transitional Housing – Inquiry Template

Transitional Housing, Inquiry Template	
Information required	Comment
Opportunity address (and name if applicable)	
Date notified of opportunity	
Lessor / Vendor name and contact details	
Opportunity providers relationship with property (owner, agent, lessee etc)	
Origin of Opportunity (HUD/Provider Name/KOHC)	
Property typology (standalone house/apartment/unit/flat/motel or other converted facility)	
No. and size of bedrooms (e.g. 1 x single bed, 2 x double beds)	
No. of bathrooms / toilets, including whether separate, ensuite or shared	
Individual kitchen / Cooking facilities, including appliances (gas stoves not preferred)	
Laundry facilities, including clothesline	
Are there shared facilities with other occupants onsite? If so, please describe	
Occupancy – occupied or vacant (if occupied, when vacant and was the notice to terminate issued before this enquiry?)	
Date opportunity potentially available	
Purchase or lease	
New build or existing	
Rent or purchase price (what is the rent/asking price based on?)	
Lease term and renewals desired, if applicable	
Furnished or unfurnished, chattels included	
What is the use according to the Resource Consent and Building Act? NB: a change of use Resource Consent or under the Building Act may be required to use the property as TH (i.e. from residential use). Particularly relevant to converted facilities.	



Size: building and land floor area (if known)	
<p>Compliance with Healthy Homes Standards:</p> <ul style="list-style-type: none"> • Insulation standard • Heating standard • Ventilation standard • Moisture ingress and drainage standard • Draught stopping standard. <p>https://www.hud.govt.nz/residential-housing/healthy-rental-homes/healthy-homes-standards/</p>	
Comment on condition, including any maintenance or asset management work required? Any non-consented works (additional rooms / decks)?	
Driveway and car park spaces information – own use or shared right of way, or off-street parking?	
Ownership structure information (e.g. sublease, cross-lease or freehold?)	
Accessible property or features (i.e. to enable independent living for persons with disabilities)	
Fire systems and Security systems information (e.g. smoke detectors confirmed working, any security cameras provided)	
Any fencing, gates etc?	
Is there any outdoor space?	
Location comment e.g. proximity to transport, schools, and services options	
Do you/the opportunity provider understand Transitional Housing programme? See https://www.hud.govt.nz/funding-and-support/providing-transitional-housing/ .	
Are the neighbours residential or commercial?	
Any known Health + Safety issues that will need to be addressed?	
Photos or links to listing	
General comments	
Anything else such as natural hazards i.e. flooding, liquefaction, hydrothermal and Pets assistance animals for the blind?	

Other information	
Construction: i.e. type of cladding and roof	

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Flooring	
Window treatment e.g. curtains or other	
Other structures on site e.g. shed	
Year built	
Any other works to be completed or recently completed	
Any 'Conflict of Interest' to declare? <ul style="list-style-type: none">• Private Interest• Personal Interest• Financial Interest	

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