



16 April 2025

Tēnā koe

Official Information Act request

Thank you for your email requesting correspondence between the Ministry of Social Development (the Ministry) and other parties regarding Aon Hamilton.

I sincerely apologise for the delay in responding to your request. I acknowledge we have not met our obligations in your responding to your request in a timely manner. This is not the standard of service we endeavour to provide, and I apologise for any inconvenience the delay has caused to you.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out separately below. Some items are grouped together.

- *All correspondence in relation to the matter of Aon Hamilton, including its office address at 85 Tristram Street, Hamilton.*
- *Correspondence between MSD and Hamilton City Council, between the period 15 Oct 2024 and 12 Nov 2024.*
- *Correspondence between MSD and Waikato Police, between the period 1 Sept 2024 and 12 Nov 2024.*

The Ministry has identified 65 emails in scope of your request. Where I have decided to grant your request, I have summarised as making the information available would otherwise impair efficient administration (section 16(1)(e) and 16(2)(a) refers).

I have also summarised the information in scope to ensure the privacy of individuals remains protected, while also ensuring sufficient information is provided to address any transparency and accountability reasons favouring release of the information. This information would otherwise be withheld under section 9(2)(a) of the Act to protect the privacy of natural persons (section 16(2)(c) refers).

The emails within scope of your request are between May and September 2024. AON Hamilton had raised concerns with the Ministry around the safety of their staff when accessing their leased premises. These concerns focussed on the behaviour of people in nearby Emergency Housing (EH) accommodation. The Ministry

reached out to involved parties to hold a meeting on 6 June between AON, Police, and Ashwood Manor (a nearby EH provider on Thackery Street), to establish a way to resolve the concerns raised.

The Ministry advised AON that we would work to reduce the number of clients placed in EH near to their premises, working closely with other government agencies to transition clients from EH into other forms for accommodation, such as transitional housing, social housing provided by Kainga Ora, and the private rental market.

The Ministry also worked closely with EH providers to address any anti-social behaviour from guests and encouraged AON to escalate issues to the Ministry or the Police so that concerns could be managed.

Between May and September 2024, the Ministry kept AON updated on the progress of this work on a weekly basis. On 20 September 2024, AON advised the Ministry that they had decided not to return to the premises and that they planned to move to a new location.

- *Meeting invites, meeting minutes held by MSD as part of the correspondence with Hamilton City Council and Waikato Police.*

Please find attached the following appendices containing the meeting minutes for the following meetings between the Ministry:

- *Appendix One - 6 June 2024 – AON Insurance Meeting*
- *Appendix Two - 18 June 2024 – AON Discussion and Decisions*

You will note that the information regarding some individuals is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

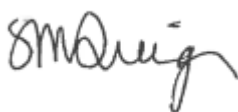
Some information is also marked as 'Out of Scope' as this information is not relevant to your request.

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

pp. 

Anna Graham
General Manager
Ministerial and Executive Services

AON insurance Meeting

Venue: Kirikiriroa Service Centre

Date: 06/06/2024

Time: 2:00pm – 3:30pm

Attendees: Tracey Smith, Joe Waterhouse, s9(2)(a)

Welcome and karakia – Joe Waterhouse

Introductions

3 key focus areas of meeting:

- Addressing government priorities.
- Addressing key issues amongst all businesses.
- Mitigating risks and solutions to address key issues.

Emergency Housing in Hamilton City presentation – Joe Waterhouse & Tracey Smith

- Providing insight for all parties to understand the Emergency Housing space across Hamilton City.
- Emergency Housing supplier standards – the responsibility of the motelier to ensure supplier standards are met. There is a requirement that all guests are aware of their responsibilities while they are in Emergency Housing. Question was raised regarding the consequences for guests who display anti-social behaviour and how the motel and MSD manage this.
- If MSD are made aware of any incidents we will have a discussion with the motelier around the incident, assess the risk and if it is deemed that the standards have been breached, they will be evicted from the motel and MSD will discuss next steps with the guest.
- Discussion held around the use of motels across Hamilton City. Information provided to all parties around the government's priorities and MSD's focus of reducing the number of motels utilised for Emergency Housing and reducing the use of Emergency Housing going forward.
- MSD are no longer using 7 motels across the Waikato region and have seen a decrease in households in Emergency Housing. Question was raised that if MSD are seeing a downward trend for the need of Emergency Housing and increase in supply if there is the possibility of spreading single clients across other Emergency Housing providers to help minimise the current concerns along Thackery Street? Currently there is no strategy to move single guests away from Thackery Street due to an overall lack of supply of 1-bedroom units. However, MSD are keen to understand the broader concerns surrounding Thackery Street as this was only recently raised to MSD and what the options are.

- Majority of incidents that occur at our Emergency Housing providers is due to the anti-social behaviour displayed by the visitors of guests which makes it difficult to manage the risks involved. It is the expectation that any visitors adhere to the standards that apply to the guests.
- MSD have continuous engagements with all of our Emergency Housing providers and have been discussing the plan for the government to no longer have a use for Emergency Housing. Discussions involve what the business model looks like for current motels and what their next steps are if there was no longer a need for Emergency Housing.
- Kainga Ora supply has increased and are due to deliver a number of new homes over the coming months. With the Emergency Housing fast track and MSD and Kainga Ora partnership we are looking to exit those with children that have been in Emergency Housing for more than 12 weeks as a priority.
- Single guests are harder to move from Emergency Housing due to numerous barriers they face and the reality of the private rental market, and no supply for single affordable accommodation.
- MSD's role is to support all guests in Emergency Housing to address their income, employment and housing needs. MSD works closely with each household in Emergency Housing to ensure they can move from Emergency Housing to more sustainable housing.
- MSD indicated that there are around 20 households per motel along Thackery Street, however will confirm exact numbers following the meeting.

AON presentation – s9(2)(a)

- Displayed the reality of incidents that have occurred surrounding Ashwood Manor / AON building over the past 3-4 years.
- AON have reiterated that they want to remain at their office and come to a resolution with all parties to be able to provide a safe working environment for their staff.

Business impact to AON Out of scope :

- Health & safety requirements and responsibilities for businesses to ensure their staff are safe when going to and from work.
- Presence of violence, aggression, threatening behaviour, intimidation, and drugs and alcohol.
- Example of incidents; threats to burn buildings, stolen items, damages to business buildings, Out of scope
- Out of scope
- Financial impact for both businesses to repair any damages and replace stolen items.
- Corporate impact with staff requesting to work from home due to safety concerns.

- Administration burden to report any safety incidents – waiting on phone to police and managing the incident including liaising with Ashwood Manor to advise of any incidents that may involve Emergency Housing guests.
- Presence of police with guns outside of AON office making staff feel unsafe.

Current steps taken to address safety concerns:

- Police have been contacted on many occasions over the past 3-4 years by AON [Out of scene] due to the on-going incidents surrounding their business, however, business owners are frustrated with the lack of support provided by the police.
- AON and Ashwood Manor have built a fence each on either side of their land to help mitigate guest access between businesses.
- AON have allowed staff to work from home until there is a resolution.
- AON [Out of scene] have been raising safety incidents with Ashwood Manor.

Ashwood Manor:

- Currently all guests in Ashwood Manor are paid via Emergency Housing Special Needs Grant.
Ashwood Manor do not currently take corporate guests due to the complexities of providing Emergency Housing accommodation to both corporate and MSD clients.
- s9(2)(a) is the on-site manager and Ashwood Manor always have someone on site 24/7.
- s9(2)(a) have regular meetings with Joe Waterhouse and Oralee Hapi.
- Ashwood Manor have recently put a fence around the motel and between AON [Out of scene] buildings.
- s9(2)(a) has requested weekly meetings with AON [Out of scene] to discuss any incidents that impact all businesses.
- Ashwood Manor have undertaken renovations across their motel and have good security cameras in place.

Police – s9(2)(a) :

- Encouraged business owners to call police on 111 or 105 in case of any emergencies or incidents but advised that call-out and call-out time will depend on any current emergencies and level of risk. Businesses were advised not to call Hamilton City Police directly, the best way for a response is 111 or 105.

Risk Management:

- If any incidents occur in the area and there is an immediate safety risk, businesses are to call 111, or if it is not an immediate risk then call 105.
- Escalation process to MSD if any incidents occur that involve Emergency Housing guests – contact details for Oralee Hapi, Joe Waterhouse, and Case Manager aligned to motels to manage any risks directly with the guests. Details to be provided to AON [Out of scene].
- Ashwood Manor to report any incidents with police and MSD.

- MSD to gather data on all households currently accommodated across all 3 motels on Thackery Street and plan to support these households to exit Emergency Housing to reduce the footprint of Emergency Housing along Thackery Street.
- MSD Case Manager to continue to work closely with households in Emergency Housing to help address any anti-social behaviour and enable eviction where appropriate.
- Consideration to be given to MSD guards/police presence along Thackery Street.

Closing Karakia – Joe Waterhouse

Released under the Official Information Act 1982



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Emergency housing in Hamilton City

Kirikiroa Service Centre,
820 Victoria Street



Housing agency roles



Kāinga Ora manages and maintains around 70,000 public houses.

It also places people from the Housing Register into their homes.

Kāinga Ora is charged with delivering more public, transitional and affordable housing to help meet supply and leading and coordinating urban development projects.



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

The Ministry of Social Development (MSD) works with people who need employment, housing and income support.

MSD assesses eligibility for and manages applications on the Public Housing Register and calculates Income-Related Rents for Public Housing Tenants.

MSD also provides financial assistance to help people access and sustain long-term accommodation and administers the Emergency Housing Special Needs Grant to help individuals and whanau meet the cost of short-term, emergency accommodation.



MINISTRY OF HOUSING AND URBAN DEVELOPMENT

The Ministry of Housing and Urban Development (HUD) is responsible for strategy, policy, funding, monitoring and regulation of New Zealand's housing and urban development system.

HUD works to deliver more public housing, transitional housing, and services to tackle homelessness in New Zealand. HUD also monitors community housing providers.

Released under the Official Information Act 1982



Emergency housing definition

'Emergency Housing is short-term stays at a motel funded by MSD's Emergency Housing Special Needs Grant (EH-SNG). Grants are given for one week (up to three weeks) at a time, MSD staff and clients regularly meet to explore alternative housing options and longer-term housing'.



Emergency housing

Emergency housing assistance is granted as a last resort when;

- People and families have no alternative housing options available to them
- There is no transitional housing places available
- Emergency housing assistance is granted for short term accommodation costs which is adequate to meet the person and families, immediate needs.
- People contribute 25% of their income towards their stay in emergency housing after the first seven nights.

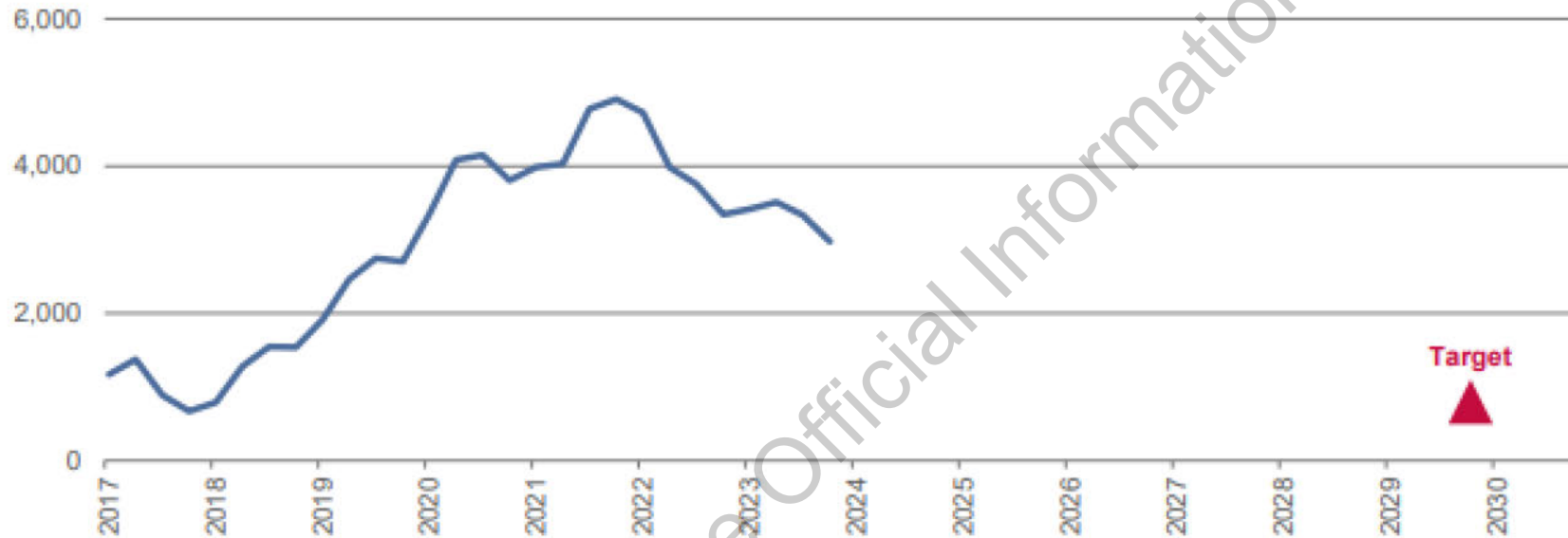


Emergency housing supplier standards

- The **supplier standards** set out MSD's expectations that people staying in emergency housing get the same level of service and are treated with the same care and respect as any other paying guest.
- People are expected to follow the supplier's rules and not do anything that will result in being asked to leave
- People are also responsible for their own actions and the actions of their guests, e.g., if a person or one of their guests, damage property, the person will need to pay for it.



75% fewer households in emergency housing (less than 800) by 2029



Households in emergency housing at the end of each month (national)



The number of Waikato households in emergency housing

Number of Households in Emergency Housing: Waikato

At the end of the month



Emergency housing targets for Waikato

516

There are currently **516** households in emergency housing in the Waikato region.

160

Our target is for only **160** households to be in emergency housing by June 2029.

356

This is a reduction of **356** households.

Figures as of Dec-23



Emergency housing targets for Hamilton City



Figures as of Dec-23



Exploring alternative housing options

- help to stay in their current place e.g. help with rent arrears, rent redirection and sustaining tenancies
- help to move to a new place e.g. tenancy bond, rent in advance, whiteware, removal costs, furniture
- Transitional Housing
- are hostels, boarding houses and communal living suitable options?
- Safe housing and residential care



Hamilton City Emergency Housing Report | Apr 2024

Emergency housing is short-term accommodation (usually in motels) for individuals who have an urgent need because they are unable to remain in their usual place of residence. It is funded through Emergency Housing Special Needs Grants (EH-SNGs) that clients apply for when they cannot access accommodation and all the other options available to them have been explored. EH-SNGs can cover between 1 and 21 nights accommodation at a time.



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATU WHAKAHIAHO ORA

As at the end of the month

Households in
emergency housing as at
30 Apr 2024

474

9 more than last month

Adults in emergency
housing as at 30 Apr 2024

573

no change since last month

Children in emergency
housing as at 30 Apr 2024

552

9 more than last month

Across the month

Total grants issued
in Apr 2024

993

18 fewer than last month

Households granted
EH-SNGs* in Apr 2024

516

21 fewer than last month

*"Households granted EH-SNGs" refers to the unique number of applicants issued a Special Needs Grant for emergency housing

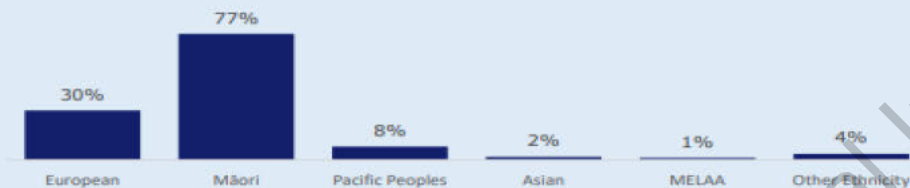
1 Number of motels in use for emergency housing— as at the end of each month

Motels in use for emergency
housing as at 30 Apr 2024

35

no change since last month

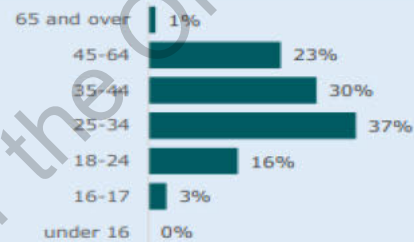
4 Ethnicity** of primary applicant in emergency housing – as at end of the month



5 Household composition – as at end of the month



6 Age group – as at end of the month



8 Caveats

*"Households granted EH-SNGs" refers to the unique number of applicants issued a Special Needs Grant for emergency housing purposes within the month.

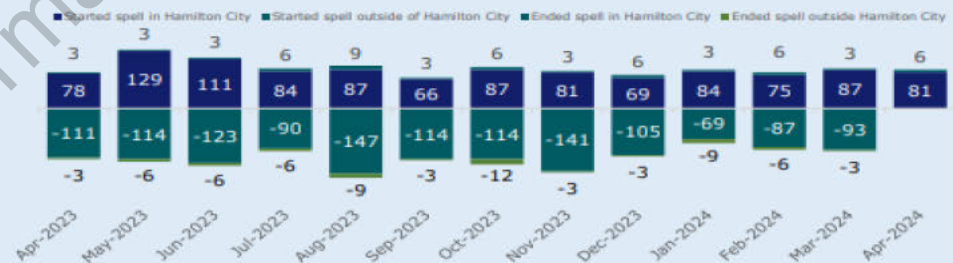
**MSD reports total response ethnicity. This means if a person identifies with more than one ethnic group, they are counted in each applicable group and the sum of responses for all ethnic groups may exceed 100%.

For more information: www.msd.govt.nz/about-msd-and-our-work/tools/how-we-report-ethnicity.html.
Note, MELAA refers to Middle Eastern, Latin American, and African.

2 Number of households in emergency housing – as at the end of each month



3 Number of clients starting and ending emergency housing spells in region



7 Applications live on the Public Housing Register – as at end of the month (inc. transfers)



Ngaa mihi

Released under the Official Information Act 1982



105

NON-EMERGENCY
Ohotata Kore

Call 105 or go online to
105.police.govt.nz

**IF IT'S
HAPPENING
NOW
CALL 111**

**IF IT'S
ALREADY
HAPPENED
USE 105**



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

105 is the non-emergency number for Police

To help keep New Zealand as safe as possible, we've introduced the 105 number for non-emergency situations.

Call 105 or go to 105.police.govt.nz

Report anything or find advice online at 105.police.govt.nz

- ❖ Report any situation that doesn't require immediate Police or Emergency Services attendance.
- ❖ Request an update on a report already made or add to an existing report.

People used to have to visit their local Police station or call 111 if they wanted to get hold of Police. Quite often people called 111 just because they wanted to talk to someone even if the matter wasn't urgent.

So we've introduced 105 so people know how to contact us for those non-urgent situations as well.

If it's already happened and you don't need urgent Police assistance, use 105.

In an emergency, always call 111.

You can report any incident at 105.police.govt.nz or call 105 from both mobile and landline phones.

105 is a free nationwide service available day and night for New Zealanders and overseas visitors.

Call 111 when:

- ❖ A crime is happening now – and the offenders are still there or just left
- ❖ Someone's in danger or badly injured
- ❖ There's a serious risk to human life or property
- ❖ You see a major public hazard, like trees blocking a road
- ❖ Any of these things are happening now or have just happened

111 is also the number for Fire and Emergency or Ambulance.

Need to talk to a friendly face?

You can also report anything in person at your local station – we'll always be here to help you.

NON-EMERGENCY
Ohotata Kore



105



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Agenda

AON

Date: Tuesday 18th June 2024

Time: 12pm – 1pm

Venue: MS Teams

Invites: Tracey Smith (MSD), Joe Waterhouse (MSD), s9(2)(a)
(Police), s9(2)(a) (AON), s9(2)(a) (AON)

Items for discussion

- Item 1 Whakawhanaungatanga - Introductions
- Item 2 Risk and Security Update from AON – details on incidents and event.
- Item 3 Updates from last meeting
 - MSD
 - Police
 - AON
- Item 4 Discussion regarding return to the Business District for AON
- Item 5 Next meeting – Action Points

Key discussion items

Decision
<ul style="list-style-type: none"> • AON would like to move back into the building but would need assurance that the risk is suitable controlled. • AON have had static guards in place try and manage the issues but due to the level of activity a decision was made to exit the city and staff to work from home. • There have been a range of safety issues and AON have data and images to support this. Got worse April/May. • Police have had calls to the motel and their role is to hold people accountable for criminal activity.

- Prevention is better than enforcement. Risk is controlled or mitigated.
- All incidents reported via 111 or 105 are recorded on Police systems. If there is an immediate risk dial 111, if in doubt dial 111. Scott did advise that rather than using 105 and waiting on the phone contact could be made via the online portal as this is also captured and assigned a case number.
- Police response times cannot be certain – depends on demand, resourcing and what's happening on the day. Police have great risk assessment practices with experienced staff having oversight.
- MSD met with the Motellier to discuss concerns raised and government/MSD priority to significantly reduce the number of households using emergency housing. Ashwood Manor are aware they need to escalate any issues that do not comply with our standards.
- MSD have already transitioned some households out of Ashwood Manor and will continue to do so as part of our overall reduction strategy.
- MSD have decided not to put any more clients into Ashwood manor and will look for more appropriate housing solutions for our clients.
- MSD has a dedicated Case Manager assigned to Ashwood Manor – they will be more proactive in their engagement with both the motel owner and all clients currently residing there.
- Ashwood Manor have indicated they are keen to transition back to being a corporate provide and upgrade their motel. They really want to be a good neighbour.

Actions Register

Action	Status	Responsible
AON to share details of incidents captured	Done	s9(2)(a)
Police to review data from AON and then assist with a further risk assessment	In progress	s9(2)(a)
All incidents to be reported through 111/105 or the online portal going forward.	In Progress	AON, Ashwood Manor
All MSD related incidents to be raised with Joe. Joe's details to be shared.	In Progress/Done	All