



1 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 2 June 2025, made to the Ministry of Social Development (the Ministry), requesting information about Pavilion Motel.

Please note, based on Ministry records, I have found two supplier records for Pavilion Motel, first registered as Pavilion Motel & Conference Centre and later registered as Pavilion Motel. For completeness, I have provided you with information on both of these motels.

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

- 1. When did the Pavilion Motel in Palmerston North become a registered supplier for emergency housing?*

Pavilion Motel & Conference Centre was approved as an Emergency Housing supplier on 9 September 2016 while Pavilion Hotel was approved on 20 August 2021.

- 2. How much money has the motel received in emergency housing grants since then? Could you break down this figure per year? And could you break it down into advance payment of benefits and special needs grant as well?*
- 4. How many requests for emergency housing payments has the motel made since becoming a supplier? And for how much money? How many of these requests were granted? How many weren't?*
- 5. How many people have used the motel as an emergency housing provider since it became a supplier?*

Please refer to **Table 1** in the attached **Appendix** which provides the number of Emergency Housing grants, households and amount granted to Pavilion Motel from 2016 to 2024 by year and supplier name.

I am refusing your request for the number of Emergency Housing application declines to Pavilion Motel under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

3. *Is the motel still providing emergency housing? If not, when did it stop being a supplier?*

Pavilion Motel has not been used as an emergency housing supplier since August 2024.

6. *How many emergency housing suppliers were operating in the same area while the Pavilion Motel was a registered supplier? Could you provide the same data for each provider in the area?*

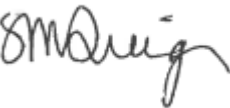
Please refer to **Table 2** in the attached **Appendix** which provides the number of Emergency Housing grants, households and amount granted to each Emergency Housing supplier in Palmerston North City Territorial Local Authority (TLA) from 2016 to 24, by year.

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](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. 

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**