



27 November 2025

Tēnā koe

Official Information Act request

Thank you for your email of 13 November 2025 requesting information relating to emergency housing suppliers in the Whakatane District.

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.

- *The name of the emergency housing suppliers operating in the Whakatāne District.*

The Ministry is unable to provide a list of emergency housing suppliers in a certain area, as businesses may provide us with a registered address that is different to the physical address of their service.

However, the Ministry can instead provide a list of emergency housing suppliers that have received an Emergency Housing Grant (EHG) on behalf of a client who has a registered address in the Whakatane Territorial Local Authority (TLA) area. Please refer to **Table One** in **Appendix One** (attached) for a list of these suppliers from 1 January 2025 to 31 January 2025.

- *Any known upcoming closures / cessation of emergency housing supply in the Whakatāne District e.g. motel closing or choosing not to take on emergency housing clients in the future*
- *If MSD are aware of any new emergency housing suppliers starting in the Whakatāne District e.g. supplier applications received or granted this year.*

The Ministry does not contract Emergency Housing suppliers. The Ministry provides Emergency Housing Grants to our clients and pay these grants directly to the housing supplier.

The demand for the Emergency Housing Grant is decreasing. When someone approaches us with an urgent housing need, we consider all options to avoid homelessness including financial assistance to start a new tenancy or a referral to transitional housing provider. People need to exhaust all other options before they are eligible for emergency housing, including staying with family or friends,

viewing private rentals and applying for them, or accepting other supports the Ministry is able to offer.

The Ministry is not aware of any new or upcoming suppliers for emergency housing or closures pending for suppliers in the Whakatane District.

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

Appendix One

Table One: List of suppliers for Emergency Housing Grants within the Whakatane District TLA from 1 January 2025 to 31 October 2025.

Supplier name
AMBER COURT MOTEL
AWATEA PARK MOTEL
CORTEZ MOTOR INN
GRANGE MOTOR LODGE
KAWERAU MOTEL
RANUI MOTEL OPOTIKI

Notes:

- TLA is estimated based on the clients address at the time of the grant. It may not be the same as the address of the emergency housing provider.