



23 JAN 2020



Dear 

On 9 December 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information about the Pupuke Manor Motel in Takapuna since it became a registered Emergency Housing provider in December 2018:

- *How many people have used the motel as emergency accommodation?*
- *What is the total cost to the taxpayer?*
- *Has MSD received any complaints from members of the public, Auckland Council and police about the conduct of MSD clients at the motel and the motel's operation?*
- *If so, how many complaints have been received since it has been a provider?*

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place or residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

After these seven nights Work and Income arrange another appointment with the client to discuss their housing situation and if another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing and private rental accommodation. Other options including transitional housing can also be explored as an option depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution or the solution for people who are potentially in a vulnerable situation. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available here: www.housing.msd.govt.nz/housing-options/emergency-housing.html.

Pupuke Manor Motel in Takapuna began offering Emergency Housing options at the end of 2018, with its first grant from the Ministry going out in December of that year. With 18 rooms available – five of which can accommodate families with a shared kitchen accommodation – the Pupuke Manor Motel is frequently filled.

Table One, attached below, outlines the distinct count, number of grants, and amount granted broken down by quarter from December 2018. The distinct count represents the number of people who have used the motel as an emergency accommodation during that quarter.

Number of Emergency Housing grants paid to Pupuke Manor Inn/Motel during the period of 01 December 2018 to 30 September 2019 broken down by quarter

Quarter ending	Distinct count	Number of grants	Amount granted
December 2018	11	33	\$30,890
March 2019	52	178	\$206,040
June 2019	61	229	\$256,617
September 2019	70	242	\$254,277
Total	**	682	\$747,823

Notes:

** The total Distinct Count for the quarters December 2018 through September 2019 is 156. Some individuals received grants in multiple quarters.

Please note that the 'Amount granted' is not the amount spent, and clients may have multiple grants in a period.

In regard to complaints made about Emergency Housing accommodation, the local councils are responsible for compliance in the first instance. Work and Income regional housing teams pass on issues to the councils when they are identified.

With reference to your request regarding complaints made about Emergency Housing accommodation, specifically about Pupuke Manor Motel, please note that the Ministry considers Emergency Housing complaints on a case by case basis. The complaints received regarding EH-SNG accommodation are addressed regionally or locally, and the Ministry does not centrally report on this. As such, I refuse your request under section 18(f) of the Official Information Act as it would require substantial manual research to locate and prepare this information. The greater public interest is in the effective and efficient administration of the public service.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

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 this response regarding the Pupuke Manor Motel in Takapuna, 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.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Karen Hocking', with a long horizontal stroke extending to the right and a large loop at the end.

Karen Hocking
General Manager Housing