



20 APR 2021

Tēnā koe

On 1 March 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *A list of all the current places used by MSD Emergency Housing in Wellington CBD.*

On 15 March 2021, the Ministry emailed you advising that the Ministry does not record the location of Emergency Housing accommodation providers. As such, the Ministry further advised that your request would likely have been refused under section 18(g) of the Act, as the information requested is not held by the Ministry.

Upon revision of the email from 15 March 2021, the Ministry found that the refusal ground quoted to you was in fact incorrect. Instead, your original request for official information would have been refused under section 18(f) of the Act. The Ministry does not hold contracts with any emergency housing suppliers or record the locations of accommodation for emergency housing in a reportable way. It is held in individual client notes. To provide you with this information, Ministry staff would have to manually review thousands of files. We apologise for any confusion caused by this mistake.

On 18 March 2021, the Ministry emailed you to refine your request. On the same day, you responded to the email confirming that you would like the Ministry to provide you with a list of registered Emergency Housing suppliers that have received a payment from the Ministry, for clients whose addresses are recorded in the Ministry's systems as residing in the Wellington City Territorial Local Authority (TLA).

Demand for housing across New Zealand is growing, and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place of 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 depending on the individual's circumstances.

After these seven nights, Work and Income arrange another appointment with the client to discuss their housing situation, and whether 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 or 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 that we want to deliver for people who are potentially in a vulnerable situation. More information about EH SNGs is available at the following link:

[www.workandincome.govt.nz/%20map/income-support/extra-help/special-needs-grant/emergency-housing.html](http://www.workandincome.govt.nz/%20map/income-support/extra-help/special-needs-grant/emergency-housing.html).

Some people may struggle to access suitable housing due to a lack of available supply, or they simply may not be able to meet the high cost of housing which may result in them receiving EH SNG support for an extended period of time. As previously mentioned, the Ministry does not hold contracts with emergency housing suppliers.

There has been a growing demand nationally for emergency housing, as the shortage of affordable housing and rising rents continues to impact low-income whānau, particularly those who are beneficiaries. The year 2020 saw a significant increase in demand for emergency housing, as the Ministry supported people through the COVID-19 pandemic period with accommodation where they could safely self-isolate. Due to the COVID-19 lockdown restrictions, people also could not easily move out of emergency housing into long-term accommodation, which contributed to longer durations of stay and higher costs.

Across government, there is a major programme of work underway aimed at increasing the supply of public housing and improving housing affordability and supply.

Te Tūāpapa Kura Kāinga (The Ministry of Housing and Urban Development/HUD) and Kāinga Ora are responsible for increasing the supply of affordable and public housing. This includes planning, and with Kāinga Ora, delivering more public housing, transitional housing, and services to tackle homelessness. HUD is also working to improve housing affordability and supply for aspiring homeowners.

As discussed, the Ministry can provide you with a list of registered emergency housing suppliers, that have received at least one payment from the Ministry between 1 January 2017 to 31 December 2020, for grants granted to recipients whose address is recorded in the Ministry's system as residing in the Wellington City Territorial Local Authority (TLA). This information is provided in **Table One**, enclosed.

Please note, the TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, Emergency Housing Special Needs Grants (EH SNGs) and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

You will notice that the list of registered emergency housing suppliers provided include suppliers from outside of the Wellington region. This is likely to be for payments made in arrears for a previous period of accommodation, or payments for a future period. A number of clients may have recently moved, but their address details have not yet been updated.

Please note that the registered supplier name is the name of the parent company of the accommodation supplier, and not necessarily the name of the accommodation itself. One registered supplier may provide accommodation across multiple premises in different locations or trading names, receiving payment through the single supplier record.

Further, reference to I-Sites as suppliers may be reflective of payments in respect of council accommodation. Other suppliers may be listed due to a coding error when a client receives multiple assistance payments at one point in time, for example for petrol or groceries. For example, Caltex Porirua.

Some of the emergency housing suppliers may have received an incorrect payment which has been refunded. For example, in some of the tables, the Ministry of Social Development is listed as receiving payment as a supplier. This is due to an incorrect payment being made to a supplier, and that payment being returned to the Ministry in order to correct this error.

Please note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

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 increase the ability of the public to participate in the making and administration of our laws and policies and
- 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 available to the wider public. The Ministry will do this by publishing this letter 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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding all the current suppliers used by the Ministry for Emergency Housing in the Wellington CBD, 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



 Karen Hocking  
**General Manager  
Housing**

**Table One: A list of registered emergency housing suppliers, that have received at least one payment from the Ministry between 1 January 2017 to 31 December 2020, for grants granted to recipients whose address is recorded in the Ministry's system as residing in the Wellington City TLA.**

<b>Suppliers in the Wellington City TLA</b>	
Econ Lodge	River City Motel
Te Mahia Community Village	Dhillon Family Trust
Quinovic Vivian Street	Alcala Motel
Rowena's Lodge	Richmond Guest House
Bignell Street Motel & Caravan Park	Wellington City Mission (Anglican) Trust Board
YMCA Pilmuir Accommodation	Accommodation Central On Willis
Wellington Night Shelter	Kea Apartments
Hutt City i-SITE Visitor Centre	Sunset Lodge Motel
The Wellington People's Centre	Braemar Motor Inn
North Lodge	Camellia Court Family Motel
Wellington City Council-City Housing 1	Tapu Te Ranga Marae
Caltex Porirua	Elliotts Kapiti Coast Motor Lodge
The New Railway Hotel Accommodation	Wellington 747 Motel
St George Accommodation	Mercure Wellington
Belmont Consulting Ltd	Silverstream Retreat Limited
Mary's Guest House Ltd	Te Puni Village
Ministry of Social Development	Top 10 Holiday Park NP Ltd
Cactus Jacks	Point Break Backpackers (2016) Ltd
Wellington Womens' Boarding House	Kahungunu Whanau Services
Victoria University of Wellington	Wellington Homeless Womens Trust
Mihingare & Poneke	Vivienne Whibley
Salvation Army Family Store Newtown	Workotel Limited
The Red Cross	Wellington Top 10 Holiday Park
Parnell City Lodge	Microtel Lodge
Big Five Motel - Palmerston North	Southgate Motor Inn
Camp Elsdon Incorporated	Rayland Epsom Motel
Rockfield Motel	Grosvenor Motor Inn
Caravan Hire	Paraparaumu Motel Ltd
Harcourt Holiday Park	Ascot Motor Lodge
Trentham Motel on the Park	Rosemere Backpackers Lodge
DCM	Accommodation Gateway Motel
Elderslea Manor	Hawks Inn Motel
Bellevue Hotel	Halswell Lodge and Motel
Pukekohe Motel	Mt Eden Motel
Loafers Lodge	Tamara Lodge
540 Motel Limited	Aotea Motel

<b>Suppliers in the Wellington City TLA</b>	
AAA Northlands Motel	Takapuna Motor Lodge
Admiral Motel	Bristol Motel
Asure Kapiti Court Motel	A'La Vista Motel
Pioneer Motel	Emerge Aotearoa Limited
LinkPeople Limited	Ambassador Motel
The Setup on Dixon	Grove Park Motor Lodge
The Setup on Manners	Taihape Motel
Bella Vista Blenheim	Adelaide Motel
Midtown Motor Inn	Albany Rosedale Motel
Ascot Lodge Motel	Jade Court Motel
Tudor Motor Lodge	Ashwood Manor Motor Lodge
Abella Inn	Dupont Motel
Bealey Avenue Motel	Waikanae Beach Motel
Redoubt Motel	Apollo Motor Lodge
Astral Motel	Alexandra Rest Home
Penny's Accommodation	171 On High Motel
Midway Pacifica Lodge	Brentwood Hotel
Motel 22	Green Gables Motel
Marina Motor Lodge	Downtown Community Ministry
Airport Garden Inn	Eagles Nest Back Packers
Oceanic Hostel	Acorn Estate Motel
Aotea Lodge	Harbour City Motor Inn
Syed Family Limited	Kaitiaa Women's Refuge Whare Timatatanga Hou Ora Inc
Grange Motor Lodge	Adorian Motel (2016) Ltd
Always Inn Motel Limited	Otaki Motel
Quest Henderson	315 Motel Riccarton
Off Broadway Motel	Matthew Charles Barnett
Whanganui River Top 10 Holiday Park	Wellington 747 Motel
Aaron Court Motor Inn Hamilton	South Park Motel
Best Western Wellington	Albatross Motel
Alcamo Hotel	Art Hotel Westport
Champers Motor Inn	Wainuiomata Family and Youth Trust
Abbots Hamilton - Hotel & Conference Centre	Ocean Motel
Alpers Lodge Limited	Fernhill Motor Lodge
Redwood Lodge Motel	Ashleigh Court Motel
Monument Motor Lodge	Newlands Court Motel
Deco City Motor Lodge	Marion Motel
Palmerston North Motel	The Guest House Rivers
Parklands Motel	Laneway Backpackers Ltd
Mana Motel	Wrights by the Sea Motel

<b>Suppliers in the Wellington City TLA</b>	
Amethyst Court Motor Lodge	Soljessie Ltd
Fairmont Motor Lodge	Kerrs Motel and Homestay
Ferrylink Motel	Wild Zebra Backpackers
Brentwood Manor	Masterton Motor Lodge
Cranford Oak Motel	Matador Motel
Manukau City Lodge	140 Ghuznee Limited
Addington Court Motel	88 Wallace Court Motel
Trentham Motel	Belmont Motor Lodge
Halswell Lodge	Pacific Coast Motor Lodge
Bliss Accommodation	Raumati Sands Resort
Mana Marina (Paremata) Ltd	Central Park Motel Lodge
Moana Lodge Ltd	Rose City Motel
Zachary's Motel Ltd	The Post Hotel
Accommodation Gateway Motel	Quest on Queen
Byrons Resort	Victoria Court Motor Lodge
Ilam Motel	Fountain City Motor Inn
Sheltering Arms Limited	Quest Petone
Boxhill Lodge	Alpin Motel & Conference Centre Rotorua
Amble Inn Motel Levin	Quality Hotel The Angus
Courtesy Court Motel	Marksman Motor Inn
Matahari Bed and Breakfast	Quest Atrium
Settlers Motor Lodge	Quest on Thorndon
Whanganui Peoples Centre	Around the World Backpackers
Arista of Rotorua Motel	Airport Motel
Aston Norwood Ltd	Boulcott Suites
Junction Motel Sanson	DW Group Ltd
Camellia Court Motel	QT Wellington
All Stars Inn on Bealey	Quest on Johnston
Ploughman Motel	Teresa Mary Secker
Coachman Spa Motel Rotorua	Quest - New Plymouth
Archway Motels & Chalets	Airport Motor Lodge
Cambridge Top 10 Holiday Park	Quest on Lambton Serviced Apartments
Greenlane Lodge	Quest on The Terrace
Bentons Motel	Trinity Hotel
Stuart & Joanne Henderson	Base Taupo
Ocean Inn Motel	Adelaide Motel
Aotea Lodge	Bellevue Gardens Hotel
U Studios Paraparaumu Beach	Willis Wellington Hotel
Acacia Court Motel	Moore's Valley Homestay
Rise Hostel	

**Notes for Table One:**

- TLA is based on the main applicant's residential address as at the time of application, not the location of the supplier.
- One registered supplier may provide accommodation across multiple premises in different locations or trading names, receiving payment through the single supplier record.
- The registered name is the name of the parent company of the accommodation supplier, and not necessarily the name of the accommodation itself.
- The Ministry has supplied the full list of emergency housing suppliers from our centralised records. To expedite the information release, the Ministry has not investigated any recording anomalies within the data release.
- For context, some of these suppliers may have only received a small number of payments, other may have received a payment incorrectly and have subsequently been refunded or recoded.
- Although you have asked for clients who have an address based in Wellington, it is possible that a non-Wellington based supplier has received a grant in respect of the client. There are a number of reasons for this, including a transient client base, timing of the action to change a client's address in our systems, or administrative errors not to change the address.
- You may notice that in some of the tables, the Ministry of Social Development is listed as receiving payment as a supplier. This is due to an incorrect payment being made to a supplier, and that payment being returned to the Ministry in order to correct this error.