



20 APR 2021

Tēnā koe

On 18 February 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*For each of the MSD offices that have **no toilet facilities for MSD clients**, I request the following information:*

- 1. The name of the MSD office with no toilets*
- 2. The name of the company/organization that owns the MSD office*
- 3. The number of years that MSD has been renting the office*
- 4. The distance to the nearest public toilet to the office that MSD clients need to walk to get access to a toilet*
- 5. The annual rent paid to the owner for every year that MSD has been a tenant*
- 6. The total amount of money MSD has paid to the owner of the building over time*

On 12 March 2021, the Ministry contacted you advising that more time was required to prepare the response as consultations were still being undertaken. The Ministry advised that a response will be with you on or before 13 April 2021.

On 13 April 2021, the Ministry contacted you again advising that your request was being granted in part and you would receive a response on or before 6 May 2021.

The Ministry works to create a warm and welcoming environment in Service Centres and make it easy for people to get the services and information they are looking for. We deliver our services from over 120 Service Centres nationwide. The Ministry has been working with clients, staff and community groups to hear what is important to them, and how we can make changes for the better. More information about the changes in the Ministry's Service Centres can be found at the following link: www.msd.govt.nz/about-msd-and-our-work/work-programmes/service-culture/index.html. For those Service Centres without dedicated client toilet facilities, there are staff bathroom facilities that clients may utilise upon request.

The Ministry leases the majority of its service centres. Where the Ministry moves or leases new sites, client toilet facilities are a design requirement and are installed where possible.

For sake of clarity, your questions will be answered in turn.

- 1. Names of the MSD offices with no toilet facilities for MSD clients*
- 2. The name of the company/organization that owns the MSD office*

Please refer to the following table for the details requested. It is important to note that the landlords mentioned below are as at the time the request was made, and they may not be the current landlord.

You may note that some names have been replaced with 9(2)(a). These names have been withheld under 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 providing the information.

Site Name	Landlord
Albany	Cdrive Terra Ltd Partnership
Alexandra	Celtic South Ltd
Avondale	9(2)(a)
Balclutha	9(2)(a)
Cambridge	9(2)(a)
Clendon	Palmer Road Properties Ltd
Dannevirke	Yates Yee Investments Ltd
Dargaville	Group Developments Dargaville Ltd
Dinsdale	Box Family Trust and Rogers Trust Partnership
Dunedin South	Joyce Family Trust
Five Cross Roads	9(2)(a) and Collingwood Trustees Ltd
Flaxmere	9(2)(a) and 9(2)(a)
Foxton	Property-Options (PN) Ltd
Glenfield	9(2)(a), 9(2)(a), 9(2)(a), 9(2)(a) and FFT Trustees Ltd
Glenmall	PNL Trustee Services Ltd
Glenview	Tomin-Urlich Holdings Ltd
Greerton	Templar Trust
Hamilton East	9(2)(a) and 9(2)(a)
Helensville	Brenda Southernwood Trust
Highland Park	Antaeus Ltd
Hornby	MKB Properties Ltd
Hunters Corner	Silverbell Ltd & VJP Investment Ltd
Johnsonville	Bulleen Investments Ltd
Kapiti Coastlands	Coastlands Shoppingtown Ltd
Kawakawa	9(2)(a)
Kawerau	Sunset Sam Ltd
Kerikeri	Kericrest Properties Ltd
Lower Hutt / Lower Hutt Super	Steamboat Nominees Ltd
Manukau	Faith City Trust Board
Marton	Otaiaoa Holdings Ltd
Matamata	Les and Kay Storer Family Trust
Morrinsville	9(2)(a)
Mosgiel	Basil North Ltd
Motueka	Nelson Holdings Ltd
Mount Eden	Trusts Ltd and 9(2)(a)
Mount Maunganui	Tukairangi Investments Ltd
Murupara	Fells Hotels Ltd
Napier	276 Lambton Ltd
Nelson City	Ministry of Social Development
New Brighton	Canterbury Property Investments Ltd

Site Name	Landlord
Ngaruawahia	NZ Police
Opotiki	CJP Holdings Ltd
Orewa	Murphy Property Trust Ltd
Otahuhu	Kaka Investments Ltd
Otaki	John and Juliet Mills Family Trust
Paeroa	Nielsen Investments Ltd
Palmerston North Main Street	Millennium Property Investments Ltd
Papakura	Sentinel Holdings Ltd
Papatoetoe	Sandhu Family Trust
Pukekohe	Young Assets Ltd / Young Group of Companies
Queen Street	Maungaiti Ltd
Richmond	Dalgety Syndicate
Ruatoria	Gisborne District Council / Gisborne Holdings Ltd
Shirley	9(2)(a) and 9(2)(a)
Stratford	Charteris Family No. 1 Trust
Taihape	9(2)(a), 9(2)(a) and 9(2)(a)
Takapuna	Beachlands Investment Group
Taradale	Leyland Hills Trust
Taumarunui	Riverview Development Trust
Tauranga	Ross Group Trust
Te Kuiti	Ministry of Social Development
Te Puke	Ross Herbert List and Edmonds Marshall Trustee Services No.4 Ltd
Thames	KML Company Ltd
Three Kings	S & G Three Kings Ltd
Timaru	Ministry of Social Development
Tokoroa	Nilleb Investors No 2 Ltd
Turangi	Ngati Turangitukua Charitable Trust
Upper Hutt / Upper Hutt Super	Totara Trust
Waiheke Island	9(2)(a) and Vulcan Technologies Ltd
Waihi	9(2)(a) and Peter Barker Trustee Ltd
Wainuiomata	Progressive Enterprises
Waipukurau	via NZ Police
Wairarapa/ Masterton	Wairarapa Property Investments Ltd
Waitakere Outreach	Te Whanau O Waipareira Trust
Waitara	The Proprietors of Parininihi Ki Waitotara Block
Waiuku	9(2)(a)
Warkworth	Winscombe Holdings Ltd
Wellington / Wellington Super	Middlewards Ltd
Westgate	Cabernet Crescent LP
Whangarei	Walton Plaza Investments Ltd

3. The number of years that MSD has been renting the office

The Ministry's property portfolio does evolve over time, and for some property spaces the Ministry has undertaken numerous lease negotiations. Historical and legacy leases are not readily available and would require significant effort to source and collate the information, therefore we are refusing this part of your request under section 18(f) of the Act, as substantial manual collation would be required, and the Ministry would need to take staff off their core duties. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

4. The distance to the nearest public toilet to the office that MSD clients need to walk to get access to a toilet

The Ministry does not record information on the distance from a Service Centre to the nearest public toilet. As such, this part of your request is refused under section 18(g)(i) of the Act, as the Ministry does not hold this information and has no grounds to believe that this information is held by another department or Minister of the Crown or organisation.

- 5. The annual rent paid to the owner for every year that MSD has been a tenant*
6. The total amount of money MSD has paid to the owner of the building over time

In regard to questions 5 and 6, the Ministry is unable to provide you with the annual rent paid to an owner for every year that the Ministry has been a tenant, nor the total amount of money the Ministry has paid to the building owner over time for the same reason as provided in our response to question 3. As such this part of your request is refused under section 18(f) of the Act, as substantial manual collation would be required, and the Ministry would need to take staff off their core duties.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

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, 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.

If you are not satisfied with this response, in relation to the Service Centres without dedicated client toilet facilities, 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

A handwritten signature in blue ink, appearing to read 'VC', with a long horizontal flourish extending to the right.

Vaughan Crouch
General Manager
Property and Facilities