



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

21 APR 2021

Tēnā koe

On 22 March 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *A list of all the emergency housing providers in the Wairarapa region.*

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.

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. In order to provide you with this information, Ministry staff would have to manually review thousands of files, as such, the Ministry refuses your request under section 18(f) of the Act. 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.

In the spirit of being helpful, please find **Table One** enclosed as **Appendix A** showing a full list of emergency housing suppliers from our records for EH SNGs granted to recipients whose address is recorded in the Ministry's system as residing in a specific Territorial Local Authority (TLA). The lowest geographical boundary the Ministry reports on for clients receiving EH SNGs is TLA. As you are interested in the Wairarapa region, the Ministry has provided emergency housing suppliers for the TLAs of South Wairarapa, Masterton District and Carterton District.

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, 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 lists of registered emergency housing suppliers provided include suppliers from outside of the Wairarapa 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.

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 to your request for a list of emergency housing suppliers in the Wairarapa region, 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**

## Appendix A

**Table One: List of suppliers for Emergency Special Need Grants in Territorial Local Authorities of South Wairarapa, Masterton District and Carterton District for the period 01 October 2020 to 31 December 2020**

Registered Supplier Name
A'La Vista Motel
Acorn Estate Motel
Amble Inn Motel Masterton
Aura Hotel
Big Five Motel
Carterton Holiday Park 2018
Chanel Court Motel
Club Hotel Pahiatua
Cornwall Rest Home
Hacienda Motor Lodge
Laneway Backpackers
Masterton Motor Lodge
Matador Motel
Mawley Park Motor Camp
North Lodge
Ocean Motel
Quality Hotel The Angus
South Park Motel
The Setup on Dixon
The Setup on Manners
Tuki Tuki Motel
U Studios Paraparaumu Beach

### Notes:

- The suppliers displayed are for South Wairarapa District, Masterton District and Carterton District Territorial Local Authorities.
- The boundaries of Work and Income offices do not correspond exactly to those of Territorial Local Authority areas, and because the boundaries of both can change overtime, exact comparisons over time are not possible.
- One registered supplier may provide accommodation across multiple premises with different trading names receiving payment through the single supplier record.
- One registered supplier may provide accommodation across multiple premises. These premises may be in different locations or operating trading names but are receiving payment through the single supplier record.
- 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. Where the client address is not present the location of the Ministry's service centre case managing the client has been used to approximate which TLA clients reside in.
- These suppliers might also operate in other Territorial Local Authorities.