



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Tēnā koe

On 10 August 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1. What is the total value of invoices sent to MSD by emergency accommodation suppliers claiming costs for damage or loss in 2019, 2020 and 2021 to date?*
- 2. What is the total value MSD has paid to emergency accommodation suppliers claiming costs for damage or loss in 2019, 2020 and 2021 to date?*
- 3. What is the total value of security deposits claimed emergency accommodation suppliers claimed in 2019, 2020 and 2021 to date?*
- 4. What is the total value of security deposits MSD has paid to emergency accommodation suppliers in 2019, 2020 and 2021 to date?*
- 5. What 10 Auckland emergency accommodation suppliers have the received the most money for client accommodation from MSD in 2019, 2020, and 2021 to date?*

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 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 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. They provide a short-term solution while more sustainable options are progressed. More information about EH SNGs is available at the following link: www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html.

The Ministry expects our clients to get the same quality of service as any other guest, and that our clients observe the rules and conditions of the accommodation supplier. A security deposit is available to suppliers to contribute to any damage costs beyond normal wear and tear. Damages or losses are charged to the client and they are required to pay it back to the Ministry at an agreed rate.

For the sake of clarity, I will answer your questions in turn, some of which have been grouped as appropriate.

1. *What is the total value of invoices sent to MSD by emergency accommodation suppliers claiming costs for damage or loss in 2019, 2020 and 2021 to date?*
2. *What is the total value MSD has paid to emergency accommodation suppliers claiming costs for damage or loss in 2019, 2020 and 2021 to date?*

Regional Housing teams directly address concerns raised by the client or motelier as they arise. Damages to properties are classified and paid out as "other emergency grants".

The Ministry cannot disaggregate payments regarding property damage or loss from other types of assistance granted under the 'other emergency grants' category. Any invoices received from moteliers regarding emergency housing have been reported and addressed regionally. Costs charged to clients as a result of damages or losses to their Emergency Housing accommodation are recorded in note form on a client's file and to provide you with this information, Ministry staff would have to review thousands of individual files or email records. As such, this part of your request is refused 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.

To ensure providers for emergency housing are delivering accommodation to a suitable standard, the Ministry:

- checks in regularly with clients on issues or concerns with their accommodation when approving subsequent EH SNGs
- escalates concerns or complaints to the housing team who follow up directly at that time with the motelier
- monitors all ongoing issues or complaints received in relation to EH SNG accommodation with moteliers.

3. *What is the total value of security deposits claimed emergency accommodation suppliers claimed in 2019, 2020 and 2021 to date?*
4. *What is the total value of security deposits MSD has paid to emergency accommodation suppliers in 2019, 2020 and 2021 to date?*

When the Ministry is paying an EH SNG for accommodation, the Ministry may also facilitate the cost of a security deposit. The Ministry is aware of the potential for damages. However, the majority of clients do not require a payment under the security deposit to cover any damages incurred. The Ministry, if appropriate, can pay a claim made against the security deposit on behalf of the client. Clients are

required to pay back any costs to the Ministry, at a rate that does not create further hardship.

The Ministry is also unable to provide you with the value of security deposits claimed and/or paid to emergency housing properties as this information would be held on individual client files. As such, I am refusing this part of your request under section 18(f) of the Act as it would require substantial manual research and collation to locate and prepare this information. 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.

5. *What 10 Auckland emergency accommodation suppliers have the received the most money for client accommodation from MSD in 2019, 2020, and 2021 to date?*

Please refer to **Table One, Table Two, and Table Three below**, which shows the EH SNGs paid to the top 10 Suppliers in Auckland Territorial Local Authority (TLA) for the periods 1 January 2019 to 31 December 2019, 1 January 2020 to 31 December 2020, and 1 January 2021 to 30 June 2021.

Table One: EH SNGs paid to the top ten Suppliers in Auckland TLA between 1 January 2019 and 31 December 2019

Top 10 Provider Name in Auckland	2019		
	Amount Granted	Number of Grants	Distinct Clients
Silverfern Property Services Ltd	\$4,294,479.51	2,052	366
Sheltering Arms Limited	\$3,673,045.65	1,533	285
540 Motel Limited	\$2,695,226.23	1,290	405
Grange Motor Lodge	\$2,457,520.25	951	279
Silverfern Property Services Ltd	\$2,355,628.42	1,113	216
Caretaker Property Limited	\$2,250,425.09	972	213
Auckland Airport Motel	\$2,246,542.00	996	231
Academy At Botany Motor Inn	\$1,758,271.00	855	174
Bliss Accommodation	\$1,742,199.50	927	273
Mcentral Apartments Manukau	\$1,695,027.80	729	168

Table Two: EH SNGs paid to the top ten Suppliers in Auckland TLA between 1 January 2020 and 31 December 2020

Top 10 Provider Name in Auckland	2020		
	Amount Granted	Number of Grants	Distinct Clients
Mcentral Apartments Manukau	\$5,960,163.31	1,887	456
Silverfern Property Services Ltd	\$5,553,908.08	2,043	318
Oakwood Manor Motor Lodge	\$3,845,115.00	1,368	375
540 Motel Limited	\$3,621,814.92	1,308	339
Allenby Park Hotel	\$3,302,820.27	1,560	360
Kerrs Motel And Homestay	\$2,917,556.19	1,962	636

Top 10 Provider Name in Auckland	2020		
	Amount Granted	Number of Grants	Distinct Clients
Academy At Botany Motor Inn	\$2,849,700.07	1,218	216
Airport Gold Star Motel	\$2,716,653.99	939	201
Caretaker Property Limited	\$2,599,315.44	954	138
Grange Motor Lodge	\$2,550,683.18	894	246

Table Three: EH SNGs paid to the top ten Suppliers in Auckland TLA between 1 January 2021 and 30 June 2021

Top 10 Provider Name in Auckland	2021		
	Amount Granted	Number of Grants	Distinct Clients
Mcentral Apartments Manukau	\$3,529,194.98	1,059	186
Kerrs Motel And Homestay	\$2,915,901.69	1,638	450
Allenby Park Hotel	\$2,010,366.59	912	195
Oakwood Manor Motor Lodge	\$1,768,755.01	717	141
540 Motel Limited	\$1,659,632.46	483	129
Grange Motor Lodge	\$1,486,775.00	507	114
Knights Inn	\$1,410,091.00	540	141
Quest Henderson	\$1,308,035.15	720	198
Airport Gold Star Motel	\$1,303,007.63	459	102
Academy At Botany Motor Inn	\$1,297,438.00	387	99

Notes for tables:

- Emergency housing assistance payments are granted as Special Needs Grants.
- The number of grants is not the number of clients, a client may be counted more than once in a period if they have multiple grants.
- The number of distinct clients will only count a client once per provider in a period.
- Territorial Local Authority (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
- One registered supplier may provide accommodation across multiple premises with different trading names receiving payment through the single supplier record.
- The published counts will never differ by more than 2 counts.
- We establish the top 10 providers by the total money paid to them in the quarter.
- A particular provider may receive payments from clients in more than one TLA.
- Table Three contains a partial year data between 01 January 2021 and 30 June 2021.
- To protect confidentiality the Ministry uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- A value of one or two may be rounded to zero or three.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.

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
- 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. The Ministry will do this by publishing this letter and the attached document 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 emergency housing damages, security deposits and the top ten Auckland EH suppliers 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 black ink, appearing to read 'Magnus O'Neill', written in a cursive style.

p.p. Magnus O'Neill

Karen Hocking
General Manager
Housing