



13 October 2022

Tēnā koe

On 18 August 2022, the Ministry of Housing and Urban Development (HUD) transferred part of your Official Information Act request to the Ministry. The part of your request that we are responding to is below:

**(c)** *Confirmation of the number and names of emergency housing motels, hotels, backpackers and other accommodation facilities currently in operation in Rotorua, and any communications, reports or documentation regarding any further planned emergency housing operations in Rotorua;*

**(d)** *Confirmation of the number and names of 'mixed use' hotels, backpackers and other accommodation facilities where both emergency housing residents and paying visitors/tourists stay on any given night that are currently in operation in Rotorua;*

**(e)** *A breakdown of the number of people living in emergency housing in each region of New Zealand, and in each city or town broken down by year across the last six years;*

**(f)** *Confirmation of the average length of stay by individuals at the properties outlined at [2], broken down by year across the last six years;*

**(k)** *Confirmation of the number of people who have applied for public (social) housing who are living within emergency housing premises both nationally and broken down by region and the total number of people who are living within emergency housing premises, both nationally and broken down by region.*

On 15 September 2022, the Ministry emailed you to advise that we required more time to respond to your request and that a decision will be with you no later than 29 September 2022.

On 29 September 2022, the Ministry emailed you to advise that we had decided to grant your request in part, namely information which relates to part of question C, question E and question K. However, the Ministry needed more time to prepare the information for release and the information would be sent to you by 13 October 2022.

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 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 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](http://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.html)

For the sake of clarity, the Ministry will respond to your request in turn.

*(c) Confirmation of the number and names of emergency housing motels, hotels, backpackers and other accommodation facilities currently in operation in Rotorua, and any communications, reports or documentation regarding any further planned emergency housing operations in Rotorua;*

I refer you to the attached **Appendix** containing **Table One** outlining the list of suppliers used for clients living in Rotorua District Territorial Local Authority who received emergency housing during the quarter ending 30 June 2022. Please note, **Table One** contains providers outside the Rotorua District Territorial Local Authority (TLA). The Ministry's reporting of TLA is estimated based on the clients address at the time of the grant. As such, it may not be the same as the address of the emergency housing provider but will still be present in the data pulled for the TLA.

Regarding the second part of your question, the Ministry emailed you on 29 September 2022 and advised that this part of your request has been refused under section 9(2)(f)(iv) of the Act. However, since this email, the Ministry has given further consideration to this part of your request and relevant documents are currently being assessed for potential release. We will come back to you with our final response on this part of your request by no later than 21 October 2022.

*(d) Confirmation of the number and names of 'mixed use' hotels, backpackers and other accommodation facilities where both emergency housing residents and paying visitors/tourists stay on any given night that are currently in operation in Rotorua;*

The Ministry does not record information regarding the 'mixed use' of accommodation facilities. Your request for this information is refused under section 18(g)(i) of the Act as this information is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

*(e) A breakdown of the number of people living in emergency housing in each region of New Zealand, and in each city or town broken down by year across the last six years;*

I refer you to the attached **Appendix** containing **Table Two** outlining the number of clients who received Emergency Housing Special Needs Grants

during 1 January 2017 to 31 July 2022, by Territorial Local Authority and calendar year.

*(f) Confirmation of the average length of stay by individuals at the properties outlined at [2], broken down by year across the last six years;*

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, requires substantial collusion. 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 requests 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.

*(k) Confirmation of the number of people who have applied for public (social) housing who are living within emergency housing premises both nationally and broken down by region and the total number of people who are living within emergency housing premises, both nationally and broken down by region.*

I refer you to the attached **Appendix** containing **Table Three** outlining the number of clients receiving Emergency Housing Special Needs Grants and if they were also on the Public Housing register as at 31 July 2022, broken down by Territorial Local Authority.

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 and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry'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, 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

A handwritten signature in blue ink, appearing to read 'K. Hocking'.

Karen Hocking  
**Group General Manager**  
**Housing**

# Aide-mémoire



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

## Meeting

**Date:** 1 April 2022      **Security Level:** IN CONFIDENCE

**For:** Hon Carmel Sepuloni, Minister for Social Development and Employment

**File Reference:** REP/22/4/284

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## Meeting to discuss report on lessons learned from the Rotorua emergency housing pilot

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**Meeting details** Monday 4 April 2022, 4:45 - 5:15pm

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**Attendees** Hon Grant Robertson, Deputy Prime Minister  
Hon Dr Megan Woods, Minister of Housing

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**Purpose of meeting** To discuss the Implementation Unit's report - *Lessons Learned from Rotorua Emergency Housing Pilot*, with the Deputy Prime Minister and the Minister of Housing. The discussion is expected to cover how the Rotorua pilot aligns with the wider emergency housing review (EH Review) and how the recommendations of the report will be addressed.

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**Background** The Implementation Unit was commissioned to report on lessons that could be learned from the set-up and initial delivery of the Rotorua Emergency Housing Pilot. The report was provided to the Deputy Prime Minister on 11 March 2022.

It is intended that the findings of the report will feed into the first stage of the Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD) led evaluation of the pilot, as well as the wider joint HUD and MSD review of the emergency housing system.

MSD is continuing to work with HUD on the emergency housing system review as outlined in *REP/22/1/014*

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*Progressing the reset and redesign of the emergency housing system* (received 11 March 2022). MSD is leading work on resetting the EH SNG and reviewing and resetting social supports for people in emergency housing. For reference, the indicative actions from the report have been appended (Appendix One). Agencies are due to report back to Ministers in June 2022.

This is the second report by the Implementation Unit that focuses on emergency housing. Their November 2021 report *Emergency and Transitional Housing* considered the working arrangements between agencies who deliver the key initiatives within the emergency housing system in November 2021.

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**Key findings and MSD response**

The report outlines the outcomes of the Implementation Unit's lessons learned review, focusing on elements of the Rotorua Pilot that have either worked well or remain challenging.

MSD is broadly supportive of the findings and recommendations of the report and we consider these well aligned with the actions set out in *Progressing the reset and redesign of the emergency housing system*.

We agree that elements of the pilot show promise as part of an effective approach to emergency housing. s9(2)(f)(iv) OIA

[REDACTED]

The design and delivery of the pilot was a challenging and resource intensive experience for MSD that stretched capacity, as well as policy and legislative settings, to their limits. This has highlighted the need for clarity as to which elements of the emergency housing system should be consistent at the national level versus which should be tailored to local context. A focus on time and resource intensive place-based approaches may put the delivery of wider system change at risk.

We note initial provider feedback about challenges associated with delivering support services in non-contracted motels. MSD shares provider concern about the concentration of people with the highest and most complex needs in non-contracted motels. Current settings provide little opportunity to influence client take-up of social services.

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MSD will work with HUD to action the following recommendations as part of the EH Review:

- undertake a financial assessment to compare the costs of the pilot vs the operation of the EH SNG, including costs associated with social support services. Results could be used to assess the viability of expanding any aspects of the model
- consider how individual motel models operate as part of the housing system, which is complex for clients to navigate, and whether there remain benefits in moving clients from one motel model to another as opposed to a whānau-centred model where services follow people.

Many of the lessons learned set out in the report are most relevant to elements of the EH Review and the continued delivery of the pilot that are led by HUD. Lessons and recommendations with the most relevance to MSD are detailed below. Actions proposed as part of the EH Review are highlighted where appropriate.

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**What worked well**

*Systems design: Service alignment, contracting and 24/7 security*

MSD agrees that the combination of contracting, social supports and security shows promise in lifting the quality and safety of accommodation as well as better responding to the complex needs of people in emergency housing. As an income support payment, rather than a housing product or programme, the EH SNG is not intended to respond to persistent housing need and cannot achieve these outcomes.

s9(2)(f)(iv) OIA

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*Systems design: Triage to improve referral, assessment, and placement*

EH SNGs were introduced in 2016 as a stopgap for people with an acute emergency housing need while they secured appropriate permanent housing or moved into transitional housing. However, the supply of transitional housing has not kept pace with demand and there are growing constraints in the private rental market. This has led to an inability to triage



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effectively, and people with ongoing needs receiving EH SNGs for extended periods.

The EH Review proposes that MSD will lead a review and reset of the provision of social support services in emergency motel accommodation. This will include the development of a consistent approach to assessment, triage and referral processes for people receiving EH SNGs (**Action 14**). MSD is also implementing a new tool to manage transitional housing referrals, placements, and vacancies (**Action 9**).

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**Practices that may be difficult to replicate**

*Programme design: Te Pokapū (the Rotorua Housing Hub)*

MSD agrees that the model would be resource intensive to replicate and is dependent on local conditions, particularly the strong provider partnerships. Noting that more time is needed before the impacts of Te Pokapū can be assessed, at present we would not recommend replicating the model. However, there are some elements that are worth further consideration through the EH Review. For MSD, Te Pokapū is an example of an innovation that honours the principle of genuine Crown partnership. This has been achieved through supporting Te Pokapū to determine aspects of the service which would have otherwise defaulted to the Government.

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**Aspects that remain challenging**

*Programme design: Lack of clearly defined agency roles, responsibilities, policy, and legislative settings*

We acknowledge the need for greater clarity of agency roles and responsibilities. You may want agencies to undertake a more thorough examination of current policy and legislative settings via the EH Review.

It is our view that gaps in understanding between agencies around the limitations (and flexibility) of respective policy, legislative and operational settings have created ongoing challenges in Rotorua and the delivery of emergency housing more generally. We recognise the challenge that a lack of clarity has presented for local partners.

*Programme planning: Defining the scale and complexity of the problem as well as proposed solution at the outset*

We are prioritising detailed cohort analysis (**Action 11**) and regional analysis (**Action 4**) to better understand the scale and complexity of the issues to be addressed through the EH Review.

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**Next steps** We will work with HUD to incorporate and address the recommendations and lessons learned in the ongoing work to review the emergency housing system.

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Author: s9(2)(a) OIA [REDACTED], Senior Policy Analyst, Housing Policy

Responsible manager: Samantha Fitch, Principal Policy Analyst, Employment and Housing Policy

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## Aide-memoire

<b>1B Meeting with Rotorua Lakes Council Mayor Steve Chadwick and Tamati Coffey</b>			
<b>Date</b>	12 September 2022	<b>Priority</b>	Medium
<b>Tracking number</b>	MSD REP/22/9/857	HUD2022-000758	

<b>INFORMATION FOR MINISTER(S)</b>	
Hon Megan Woods <b>Minister of Housing</b>	<b>Note</b> the contents of this aide-memoire.
Hon Carmel Sepuloni <b>Minister for Social Development</b>	<b>Note</b> the contents of this aide-memoire.

<b>CONTACT FOR DISCUSSION</b>			
<b>Name</b>	<b>Position</b>	<b>Telephone</b>	<b>1st contact</b>
Anne Shaw	DCE, Solutions Design and Implementation	s9(2)(a) OIA	✓
Nick McNabb	Chief Advisor, System Insights and Strategy		
Karen Hocking	Group General Manager Housing, MSD		

<b>OTHER AGENCIES CONSULTED</b>
Ministry of Social Development and Kāinga Ora



## Aide-memoire

0B1B Meeting with Rotorua Lakes Council Mayor Steve Chadwick and Tamati Coffey			
<b>Minister</b>	Hon Dr Megan Woods, Minister of Housing Hon Carmel Sepuloni, Minister for Social Development and Employment		
<b>Date</b>	12 September 2022	<b>Priority</b>	Medium
<b>Tracking number</b>	MSD REP/22/9/857	HUD2022-000758	

### Purpose of Meeting

1. You are meeting with Rotorua Lakes Council (RLC) Mayor Steve Chadwick, Chief Executive Geoff Williams and Tamati Coffey MP to discuss how to maintain the positive momentum with housing development in the region.
2. Upcoming resource consent hearings for Contracted Emergency Housing (CEH) in mid to late October and engagement with a new council will be key opportunities to communicate this plan.

DETAILS			
<b>Date</b>	13 September 2022	<b>Place</b>	7.4 EW
<b>Time</b>	4:15 pm	<b>Key contact</b>	N/A

### Expected attendees

3. Mayor Chadwick will be accompanied by RLC Chief Executive Geoff Williams and Tamati Coffey MP
4. Anne Shaw DCE, Solutions Design and Implementation, and Nick McNabb Chief Advisor, System Insights and Strategy, will attend from Te Tūāpapa Kura Kāinga.
5. Viv Rickard, Deputy Chief Executive, Service Delivery will attend from the Ministry of Social Development

### Media

6. Your meeting with Mayor Chadwick provides an opportunity to discuss how to communicate the progress being made and how to maintain momentum.





## Background

7. Rotorua's housing market is under pressure due to:
  - 7.1. an increase in population by more than 9000 people since mid 2013 which has not been matched by increased housing supply, as only around 1600 homes have been consented.
  - 7.2. ongoing reliance on motels for emergency housing which has been exacerbated by rising rents, a shortage of rentals, COVID-19 impacts, and lack of alternatives.

### *Emergency housing in Rotorua*

8. The use of motels for emergency housing in Rotorua was already high prior to COVID-19. The contracting of COVID-motels and increased demand for emergency housing during both nation-wide lockdowns alongside changing economic conditions increased the number motels used for emergency housing. Due to the location of motels this has seen further concentration of emergency housing on Fenton Street, and local residents have seen a change in their local community.
9. For several years RLC has considered there to be an oversupply of lower end motels. RLC believe this has kept the cost of accommodation low and limited investment in new higher end accommodation. An unintended consequence is that emergency housing has provided a model for many motel owners who might otherwise have exited or redeveloped their property, particularly during the COVID-19 period.
10. Pressure in the rental market and a lack of commercial accommodation in neighbouring territorial authorities has also contributed to demand for emergency housing in Rotorua.

### *While the context remains challenging, we have a renewed set of short-term priorities*

11. Although significant progress has been made to address underlying barriers to the supply of housing, to increase investment in public housing, and to improve the quality of emergency accommodation and support for whānau with children, many in the local community do not see tangible progress.
12. Accordingly, the context for the Council and Government agencies remains challenging:
  - 12.1. RLC's reserve proposal attracted significant local opposition
  - 12.2. RLC enforcement action under RMA and Building Act creates a risk for agencies ability to provide emergency housing, and
  - 12.3. Te Tūāpapa Kura Kāinga's resource consent applications for the 13 Contracted Emergency Housing motels have also received strong opposition. The upcoming resource consent hearings in late October will provide a further public forum for these concerns to be expressed.





13. In late August 2022, Te Tūāpapa Kura Kāinga and RLC leadership, in consultation with other agencies including the Ministry of Social Development, agreed to a number of short-term priorities:
  - 13.1. Reporting on households in emergency housing and managing inflow from outside the region
  - 13.2. Joined-up approach to the consent hearings for the 13 CEH motels including the broader housing plan, and
  - 13.3. Ensuring emergency housing is appropriate (covering mixed use, location and alignment with regulatory requirements)
14. Putting in place appropriate governance arrangements was also a priority by the end of the year.
15. Through these actions our intention is to bring together a collective plan that can show how we are responding to the significant growth pressures. A key part of the plan would be to show how a managed exit of motels in Fenton Street could be achieved over time, with a goal of minimal use of motels for emergency housing in five years time (the length of time that has been sought for resource consent for the CEH motels and consistent with the EH review objectives).
16. The short term priorities are set out further below and could be framed as a “stage two” for the Housing Taskforce and Partnership building on the investments and progress to date.

#### **Points for discussion**

17. In the context of the priorities and joined up approach, you might want to discuss the following points:
  - 17.1. How government can best support the council and other local stakeholders to re-establish community ownership over the plan – this is fundamentally about how Rotorua wants to respond to the growth pressures it is facing
  - 17.2. What actions are needed in the near term to demonstrate progress. Also who in the community can best talk to this progress.
  - 17.3. How best to engage with a new council in October – noting that Council needs to play a strong leadership role.

#### **Three renewed priorities to build on progress already made**

##### *Monthly reporting on households and children in Emergency Housing*

18. We will report monthly on the number of households and children supported by an EH SNG and in other motels used for emergency housing. Notably, since December 2021 we have seen a fall in the number emergency housing special needs grants (EH SNGs) in Rotorua by over 20 percent. It is not yet clear whether this will stabilise or continue to decline.





19. As part of MSD's continued commitment to the work of the taskforce:
  - 19.1. People in housing distress are able to be supported by Te Pokapū. They work to find the best housing solution for that whānau or individual, whether it be support to stay in their current accommodation or with whānau, access private rentals, support to stay in transitional housing or contracted emergency housing or, as a last resort referred to MSD Case Managers where they are assessed for an EH SNG
  - 19.2. MSD will ask for a valid and clear reason before any emergency housing support is provided for people to relocate from outside of their region. MSD does not proactively move clients around New Zealand or relocate them to Rotorua.
20. Acknowledging the recent interest in the placement of people exiting from Corrections in Rotorua emergency housing we note:
  - 20.1. MSD has a process, in conjunction with Ara Poutama, to support people with emergency housing who have been released from prison and would otherwise be homeless. Rotorua is no different than any other part of the country in this respect.
  - 20.2. Ara Poutama are responsible for completing a risk assessment for people who have been released from prison and approving the emergency housing supplier location prior to an EH SNG being granted. MSD has little control over this process with the parole board or corrections determining whether particular location is suitable and the degree of risk to the community.
  - 20.3. Ara Poutama/Corrections have stated that prisoners are not being relocated to Rotorua. The vast majority of people released from prison nationally return to their previous address or to an area with familial links or support structures.
21. The Regional Public Service Commissioner for the Bay of Plenty will meet with public service agencies on Tuesday 13 September 2022 and will impress the importance of agencies not making placements into emergency housing in Rotorua without a valid and clear reason for doing so.

#### *Housing plan and joint narrative for Consent hearings*

22. Ultimately reducing the use of motels is dependent on increasing the supply of homes – public, supported, affordable and rental market housing. To date:
  - 22.1. Building consents have increased significantly, with 412 consents issued in the year to July 2022 (compared with 70 in the year to July 2014).
  - 22.2. Currently there are around 330 public homes under construction or planned for delivery by June 2024 by Kāinga Ora, CHPs and iwi. A number of iwi partnerships have been progressed, with funding being considered under different HUD programmes.





- 22.3. Significant investment is underway to remove infrastructure constraints and the Medium Density Residential Standards are notwoperative.
- 23. Te Tūāpapa Kura Kāinga is working with RLC and Kāinga Ora to improve oversight of the public and private development pipeline:
  - 23.1. To better understand the development underway and how to sustain and grow residential investment so that our reliance on motels is minimal within five years.
  - 23.2. This oversight will include understanding the impact of market headwinds and where government support (and council action) may be required to ensure projects can be completed.
- 24. Our understanding of the total pipeline, and how this supports declining use of motels, will support respective evidence to the upcoming resource consenting hearing. RLC’s officer report is due 23 September 2022, and Te Tūāpapa Kura Kāinga’s evidence as applicant is due 5 October. Other submissions are due 12 October 2022.
- 25. Mayor Chadwick may ask about Kāinga Ora delivery beyond June 2024. s 9(2)(f)(iv)

*Ensuring that emergency Housing is appropriate.*

- 26. While new housing is being delivered, agencies and RLC acknowledge that motels will have to continue to be used for emergency housing. There are presently around 35 motels being used to support people receiving an EH SNGs in Rotorua (Te Tūāpapa Kura Kāinga contracts a further 16 motels).
- 27. MSD is currently discussing with RLC specific elements of quality and suitability of properties used for emergency housing. The focus of these discussions is to build a greater understanding of what RLC would look for in “good” and “poor” motels.
- 28. Some initial steps may be possible over the coming weeks towards RLC’s objective to end mixed use and reduce the number of motels and concentration along Fenton Street. However, the outcome of the Emergency Housing System Review (EH Review) will provide the key mechanisms to meet RLC’s objectives and improve access to suitable accommodation and improve wellbeing.

29. s 9(2)(f)(iv) [Redacted text block]



30.

s 9(2)(f)(iv)



### **Governance**

31. The Mayor has previously discussed with Hon. Woods establishing governance for housing and wider economic and wellbeing initiatives for Rotorua that includes RLC, Te Arawa and Ministerial representation. In October 2032 Hon. Woods suggested RLC work with Hon. Jan Tinetti. Little progress has been made to date.

32.

s 9(2)(g)(i)



33. In addition, the Regional Public Service Lead for the Bay of Plenty is working with the Manatū Hauora – Ministry of Health, Ara Poutama, the Ministry of Justice and Oranga Tamariki to ensure appropriate support is available.

### **Risks and sensitivities**

34. There may be high expectations from the Mayor and Council and local MP that the renewed priorities, or “stage two” plan, will address local concerns. Key opportunities in the near term to communicate this plan will come through the consenting process and engagement with a new council.

### **Next steps**

35. Officials are working closely with RLC on the renewed priorities ahead of evidence being submitted to commissioners for the CEH resource consents and engagement with a new council.

36. You have signalled your intent to meet with the new Mayor and/or Council once they take office.

### **Annexes**

37. Annex A: Talking points

# Annex A: Talking Points for 0B1B Meeting with Rotorua Lakes Council Mayor Steve Chadwick and Tamati Coffey

## Introduction

- Looking back to February 2020 when I announced the place based partnership with Rotorua, I think we would all agree that significant changes have been made.
- Consents have doubled, we have changed zoning, infrastructure constraints are being addressed and government is set to deliver over 330 further public homes by June 2024.
- By contracting motels, standing up new services and Te Pokapu we have improved the lives of whanau. The government is not doing this anywhere else.
- But the full effect of these changes will take time.

## Renewing the partnership

- We need to renew the partnership and taskforce. This is not about starting again, but about building on these significant gains. We can think of it as a Taskforce Stage Two. I think the areas identified by our officials are the right ones and will reinforce the work underway.
- **Reporting on households in emergency housing and managing inflow** from outside the region.
  - EHSNGs in Rotorua for July 2022 were down 20% from December 2021 – we need to show this positive momentum.
  - We need to accept that there will still be good reasons for people to come into EH from outside the district, for example having your family or support networks in Rotorua, or when someone is a victim of domestic violence and only way to place them is somewhere they feel safe.
- We need to be **joined-up around our plan and its impact** both generally and for the upcoming consent hearings.
  - We need to show how the supply of public, affordable and market housing will reduce the need for motels over time. Rents are fairly flat in Auckland because of all the supply (EHSNGs are falling too).
- **Ensuring emergency housing is appropriate** around mixed use, location and alignment with regulatory requirements:
  - But this wont be immediate. Some initial steps may be possible over the coming weeks but the Emergency Housing System Review (EH Review) will provide the key mechanisms to achieve the shifts you want to see.
  - We also need to be realistic, most motels are in the Fenton Street area.



## **What is needed to demonstrate the progress we are making?**

- How can we support the council and other local stakeholders to re-establish community ownership over the plan – this is fundamentally about how Rotorua wants to respond to the growth pressures it is facing?
- How do we demonstrate progress in the near term? Who in the community can best talk to this progress?
- How might we best engage with a new council in October – noting that Council needs to play a strong leadership role?

## **Conclusion**

- Together we need to be more confident about the impact of the work underway.
- This will make significant impact in reducing the need for motels and improving affordability over the coming years.
- The renewed priorities we will ensure the momentum is complemented by improved transparency around our progress.
- We will work with to reduce the visible and real impact on the community from the continued need to use motels in the near term.

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