

# Hon Chris Bishop

Minister of Housing  
Minister for Infrastructure  
Minister Responsible for RMA Reform  
Minister for Sport and Recreation  
Leader of the House  
Associate Minister of Finance



OIA24-CB031

T Murray  
fyi-request-25764-7a0164d2@requests.fyi.org.nz

Dear T Murray

Thank you for your email of 17 February 2024 requesting the following information under the Official Information Act 1982 (the Act):

*“Can I please have a copy of the following briefings:*

- *Kianga Ora approach to sustaining tenancies (6 Dec 2023)*
- *Kainga ora weekly report of 8 December 2023*
- *HUD – Go for housing growth 8 December 2023*
- *Meeting with Rotorua Mayor 13 December 2023”*

One document is withheld in full, one is released in full, one is refused as it will soon be publicly available and the final document is released to you with some information withheld. The following sections of the Act have been applied:

Section of Act	Reason to withhold
9(2)(a)	To protect the privacy of natural persons.
9(2)(b)(ii)	Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information
9(2)(f)(iv)	To maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials.
18(d)	That the information requested will shortly be available

The documents are detailed in the attached document schedule.

In terms of section 9(1) of the Act, I am satisfied that, in the circumstances, the decision to withhold information under section 9 of the Act is not outweighed by other considerations that render it desirable to make the information available in the public interest.

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: <http://tinyurl.com/yckxn6bz>.

Yours sincerely

Hon Chris Bishop  
**Minister of Housing**

**Annex 1: Document schedule**

<b>Documents schedule – OIA24-CB031</b>			
	<b>Date</b>	<b>Document</b>	<b>Section of the Act applied</b>
1	06 December 2023	Kianga Ora approach to sustaining tenancies	Released in full
2	13 December 2023	HUD2023-003330 Meeting with Rotorua Mayor Tania Tapsell	9(2)(a) 9(b)(ii)
3	8 December 2023	HUD2023-003302– Go for housing growth	Withheld in full 9(2)(f)(iv)
4	13 December 2023	Kainga ora weekly report of 8 December 2023	18(d) Shortly available at: <a href="https://tinyurl.com/b9ecvhnu">https://tinyurl.com/b9ecvhnu</a>

AH 23 093

6 December 2023

Minister of Housing

Cc Board Chair, Vui Mark Gosche

## **Kāinga Ora Approach to Sustaining Tenancies**

### **Purpose**

1. This briefing responds to your request for information on the Kāinga Ora sustaining tenancies policy specifically around disruptive behaviour. While this briefing provides a high-level overview of this approach, a more detailed overview briefing of how Kāinga Ora approaches and responds to disruptive behaviour is available at your request.
2. The Kāinga Ora approach to sustaining tenancies was based on the concepts in a 2016 Cabinet paper<sup>1</sup>, recognising that there is a broader social cost incurred when a tenancy is ended and the household has nowhere else to live. In addition to the immediate increase in cost to government when a tenant moves from an Income Related Rent Subsidy (IRRS) and into Emergency Housing, research shows that a lack of housing stability also has flow-on effects on both time and cost pressures on the health system, education and employment outcomes, policing and the justice sector.

### **Background**

3. The 2017/18 Letter of Expectations also noted the redesign of the tenancy management activities in line with this approach and encouraged Housing New Zealand Corporation to continue this workstream and report back on development.
4. In 2019, the sustaining tenancies approach was specifically included in the Kāinga Ora – Homes and Communities Act 2019 (the Act) as an operating principle to support tenants to sustain their tenancies, and in successive letters of expectation.

### **Legal framework**

5. In summary, the Kāinga Ora - Homes and Communities Act 2019 sets out the objectives, functions and operating principles of Kāinga Ora. The organisation is required to act in a manner consistent with these operating principles and the Board must ensure Kāinga Ora acts in a manner consistent with the operating principles in the Kāinga Ora Act (s11(1)(a)).
6. The Residential Tenancies Act 1986 (RTA) sets out the obligations for both tenants and landlords, including in relation to disruptive behaviour. The RTA provides the legal framework for managing disruptive behaviour and gives Kāinga Ora, and other landlords, the legal tools and the institutional mechanisms for making decisions on tenancies. The RTA also has special provisions relating to terminating social housing tenancies (section 53B), which can be used for two very specific reasons:
  - a. Kāinga Ora has been notified by MSD that the tenant is no longer eligible for social housing.

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<sup>1</sup> CAB-16-MIN-0341 refers

- b. Kāinga Ora requires the tenants to transfer to different Kāinga Ora housing, the transfer is necessary/desirable, and the housing is appropriate for the tenant's housing needs as most recently assessed.
7. There are evidential thresholds for these provisions and a process that must be followed to ensure that the legislative criteria are met. The ultimate decision maker is the Tenancy Tribunal adjudicator who decides whether the evidence is sufficient and whether a tenancy can be ended.

## **Policy**

8. Kāinga Ora has a suite of operational policies in place to implement this approach and respond to the current operating context, within the bounds of the legal framework.
9. In 2022, Kāinga Ora introduced a new operating model to better support tenants to manage their tenancies successfully and live well in their home. The new operating model introduced a clearer and more robust referral system to support the integration of health and social services to assist the household to successfully manage the tenancy, where needed. The success of these referrals is dependent on the capacity and availability of other agencies and service providers to effectively support Kāinga Ora tenants with their specific needs.
10. Over time, this new operating model is expected to result in a reduction in disruptive behaviour, an increase in successful tenancies, and improved outcomes for tenants with reduced long-term costs to government.
11. To help manage complex tenancy issues, Kāinga Ora has established an internal Review Group. The group also helps ensure there is a consistent national approach and that issues can be addressed in timely manner.
12. Under the current legislative functions, Kāinga Ora is restricted to providing appropriate housing to tenants and does not extend to the provision of social/wellbeing services. If it was intended that Kāinga Ora should provide targeted support directly to tenants, legislative change may be required.

## **Options to strengthen our approach**

13. The tools available to Kāinga Ora, including through the RTA are outlined below. The threshold at which these are used is determined by Kāinga Ora.
- a. Agreed relocation – where a tenant is willing to work with Kāinga Ora to move to a new home, this can be done without the need for any RTA tools to be used.
  - b. s53b Notices (required relocation - Kāinga Ora can use Section 53B of the RTA to end a tenancy and transfer the tenant to another Kāinga Ora home. Kāinga Ora must provide at least 90 days' notice to the tenant.
  - c. s55a notices – where behaviour meets the definition in the RTA, a notice can be issued to address the behaviour and provide an opportunity for change. If there is another specific and separate incidence, Kāinga Ora can issue another notice. When three notices are issued within a 90-day period, Kāinga Ora can apply to the Tenancy Tribunal to end the tenancy.
  - d. s55 tenancy termination - where disruptive behaviour places neighbours, the community or Kāinga Ora staff at significant risk, an application can be made to the Tenancy Tribunal to seek termination of the tenancy.
14. Later this month the Kāinga Ora Board will be discussing options to strengthen our approach to disruptive behaviour. In particular, this will look at how we categorise behaviour and the use of tools we use to respond to it.



### **Options for changes to the sustaining tenancies approach**

15. If it was agreed that changes are required, a Minister can influence operational policy settings of a Crown agent through use of formal tools under the Crown Entities Act 2004. This includes a formal direction (but not in relation to individuals) or accountability documents such as the SPE, and by setting clear expectations for the Board through a Letter of Expectations. Kāinga Ora would still be required to adhere to all relevant legislation, unless legislative changes were also made.



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Nick Maling

**General Manager, National Services**



## Aide-memoire

<b>MEETING: Meeting with Rotorua Mayor Tania Tapsell</b>			
<b>Date</b>	13 December 2023	<b>Priority</b>	Medium
<b>Tracking number</b>	HUD2023-003330		
<b>INFORMATION FOR MINISTERS</b>			
Hon Chris Bishop <b>Minister of Housing</b>  Hon Tama Potaka <b>Associate Minister of Housing (Social Housing)</b>		<b>Note</b> this aide-memoire provides background and speaking notes to support your meeting with Mayor Tapsell on 15 December 2023.	
<b>CONTACT FOR DISCUSSION</b>			
<b>Name</b>	<b>Position</b>	<b>Telephone</b>	<b>1st contact</b>
Colleen Neville	Partnership Director, Place-based Strategy	s 9(2)(a)	✓
Claire Solon	GM, Place-based Strategy	s 9(2)(a)	
<b>OTHER AGENCIES CONSULTED</b>			
Kāinga Ora – Homes and Communities, Ministry of Social Development (MSD)			



## Aide-memoire

Meeting with Rotorua Mayor Tania Tapsell			
<b>Ministers</b>	Hon Chris Bishop, Minister of Housing Hon Tama Potaka, Associate Minister of Housing (Social Housing)		
<b>Date</b>	13 December 2023	<b>Priority</b>	Medium
<b>Tracking number</b>	HUD2023-003330		

### Purpose of Meeting

1. You are meeting with Her Worship Tania Tapsell, Mayor of Rotorua, to discuss housing in Rotorua.
2. Rotorua MP Hon Todd McClay will also be in attendance.
3. Details of other attendees and more detailed information on likely topics of conversation are included below.

DETAILS			
<b>Date</b>	15 December 2023	<b>Place</b>	Rotorua Lakes Council, 1061 Haupapa Street, Rotorua
<b>Time</b>	2.30pm - 3.15pm	<b>Key contact</b>	Jean-Paul Gaston, General Manager Community & District Development, Rotorua Lakes Council. s 9(2)(a)

### Expected attendees

4. The following people will also attend the meeting:
  - a. Sandra Kai Fong, Deputy Mayor Rotorua Lakes Council (RLC)
  - b. Gina Rangī, RLC acting Chief Executive
  - c. Jean-Paul Gaston, General Manager Community & District Development, RLC

### Media

5. No media will be invited to the meeting.
6. The mayor has not indicated that she will be speaking to media after the meeting.



## Key topics

7. The mayor is likely to raise some or all of the following:
  - a. Rotorua's housing shortage – targets for and barriers to expanding Rotorua's housing supply, including infrastructure funding.
  - b. Plan changes and housing flexibility, including with the Medium Density Residential Standards.
  - c. Community concerns around Kāinga Ora tenants and housing density.
  - d. Growing the Community Housing sector.
  - e. The potential sale or lease of Council-owned pensioner housing to a Community Housing Provider (CHP).
  - f. The use of motels for emergency housing in Rotorua and impacts on community safety and tourism.
  - g. The use of some backpackers and hostels for long-term tenancies.
  - h. The future of the Rotorua Housing Accord.
8. More detailed context and potential responses for each point are included as Annex A.

## Next steps

9. Officials will take forward any actions arising from this meeting.

## Annexes

Annex A: Key topics and talking points for meeting with Mayor Tania Tapsell

Annex B: Biographies of attendees

Annex C: October 2023 Rotorua Temporary Housing Dashboard – attached separately

Annex D: 2023 Rotorua Housing Accord by the Numbers – attached separately



## Annex A: Key topics and talking points for meeting with Mayor Tania Tapsell

ISSUE	SUMMARY	TALKING POINTS
<p><b>Barriers to expanding Rotorua's housing supply</b></p>	<p>Expanding Rotorua's housing supply has been a key focus of HUD's work in Rotorua over the past 12 months. This has included directly funding housing development through Kāinga Ora and through HUD's various funds (details of which are included below and in Annex C), and through investigating how to increase private development.</p> <p>Mayor Tapsell is likely to raise the need for infrastructure investment to increase Rotorua's housing supply. This could include wastewater treatment, stormwater, and transport infrastructure. RLC have indicated that without government support their infrastructure programme will need to be phased over a longer period than would be needed to support housing development at pace.</p> <p>In 2022, Rotorua received \$84.6m in funding through the Infrastructure Acceleration Fund for stormwater infrastructure in the central and western city. RLC expect that this will enable 3000 homes through a mix of greenfield development, intensification, and infill.</p> <p>In 2020, \$55m was invested through the Shovel Ready Fund to enable stormwater and road upgrades in the eastern city.</p>	<p>You may wish to:</p> <ul style="list-style-type: none"> <li>Note the importance of new supply for ending Rotorua's housing crisis.</li> <li>Reiterate the Government's manifesto commitments on Going for Housing Growth, including through reforming the Infrastructure Funding and Financing Act to reduce barriers to developers funding infrastructure.</li> <li>Note that the government invested \$84.6m in Rotorua's infrastructure through the Infrastructure Acceleration Fund in 2022, and \$55m through the Shovel Ready Fund in 2020.</li> </ul> <p>You may also wish to ask the mayor what else RLC could do to better support housing development.</p>
<p><b>Plan changes and housing flexibility including the Medium Density</b></p>	<p>In March 2022, RLC requested that Rotorua be included among the major urban centres required to adopt the MDRS. Plan Change 9 'Housing for Everyone', the council's intensification plan change, was notified in August 2022. At that point MDRS took immediate legal effect except where qualifying matters such as natural</p>	<p>You may wish to note the Government's commitment to providing councils with flexibility to opt out of the MDRS.</p>

<p><b>Residential Standards (MDRS)</b></p>	<p>hazards applied. Plan Change 9 hearings are now complete and the Council is expected to vote on adopting the Plan Change in early 2024.</p> <p>While the mayor was strongly supportive of the move as a councillor in 2022, some RLC councillors are against the MDRS. RLC officials have indicated a preference for finishing the current process, then amending it in future plan changes. This would allow the Council to avoid sunk costs involved in restarting the plan change process and to provide greater certainty for developers.</p> <p>The mayor may wish to discuss whether Rotorua will be required to zone enough land to meet demand targets in order to have flexibility with the MDRS and what these targets may look like. The mayor is likely to have questions around what level of infrastructure provision, if any, setting aside land will entail.</p>	<p>You may wish to reiterate that the overarching goal of Going for Housing Growth is to expand supply.</p>
<p><b>Community concerns around Kāinga Ora</b></p>	<p>Expanding the supply of housing in Rotorua directly, through funding through Kāinga Ora and HUD, has been a key component of our strategy for addressing Rotorua's housing crisis.</p> <p>However, some Rotorua residents have expressed concern around the scale of Kāinga Ora's build pipeline and future Kāinga Ora tenants. Kāinga Ora tenants in Rotorua have not been notably problematic, but media reporting on issues nationally has caused concern.</p> <p>Since September 2022, the number of public housing tenancies in Rotorua has increased by 153. Ninety-one of these are managed by Kāinga Ora and the other 62 by CHPs. This brings the total to 1,030 (785 Kāinga Ora and 245 CHP). However, this remains a lower rate of public housing per capita than New Zealand as a whole, and significantly lower than some areas with similar levels of deprivation.</p> <p>Kāinga Ora has a significant pipeline of development to the end of 2026, with around 200 homes contracted or under construction and around a further 300 at earlier stages (including some redevelopment of existing properties). This makes up a large portion of the housing construction activity in Rotorua. In the short term, this pipeline is critical to reducing the need for emergency housing and exiting motels. In the medium to long term, other sources of housing supply could reduce reliance on Kāinga Ora's pipeline to fulfil this need. However, there is a risk that low incomes and</p>	<p>You may wish to note the Government's commitment to ensuring appropriate consequences for tenants who engage in repeated anti-social behaviour.</p>



	<p>poor development economics in Rotorua mean that private development does not occur at the desired pace and scale.</p> <p>HUD is funding roughly 170 further homes of various tenures, primarily public homes and affordable rentals, for delivery in the next two years. These are being funded through multiple programmes, including Whai Kāinga Whai Oranga and the Affordable Housing Fund. In addition, HUD's Land for Housing project at 31 Ngongotahā Road could deliver 350 mixed tenure homes in the longer term. Further detail on these projects is included in the infographic attached as Annex C.</p> <p>HUD and RLC officials are currently working to understand how much private development is in the pipeline in Rotorua and when it is likely to be delivered.</p>	
<p><b>Growing the Community Housing sector</b></p>	<p>Supporting higher levels of housing delivery by CHPs or other housing organisations is a potential option for reducing reliance on Kāinga Ora to deliver the housing needed in Rotorua.</p> <p>While there are 245 CHP public housing places in the district, the CHP sector is relatively small, with few large players. While some organisations such as <b>s 9(2)(b)(ii)</b> have expressed a desire to become a CHP, this would require significant investment on their part (or on the part of government).</p>	<p>You may wish to refer to the Government's commitment to growing the CHP sector as a tool to increase housing supply.</p> <p>You may also wish to note that the CHP sector in Rotorua is relatively small and underdeveloped.</p>
<p><b>The potential sale or lease of council owned pensioner housing</b></p>	<p>RLC operates around 150 elder housing units and is considering options for selling or leasing them to a CHP. The mayor may raise the need for central government support with this.</p> <p>The Council attempted to sell these properties to a CHP in 2018, but purchase offers were lower than the value of the units on the Council's books. This was largely attributed to existing tenants not being able to receive the Income Related Rent Subsidy (IRRS) after the sale. In September 2023, Mayor Tapsell wrote to the then Minister of Housing to request a commitment to provide existing tenants with IRRS. This was unsuccessful.</p> <p>Some of the pensioner units are in poor condition and will need repairs, which may also have reduced CHP interest in purchasing them.</p>	<p>You may wish to note that there is a trade-off between funding existing tenancies through IRRS and funding future housing to increase supply.</p>

	<p>Council is intending to consult with the public on leasing the pensioner housing in the first half of 2024.</p> <p>There could be some merit in enabling the lease of a number of vacant units to a CHP for IRRS places, provided that the units are of suitable quality and are used to house people from emergency housing or CEH.</p>	
<p><b>The use of motels for emergency housing in Rotorua</b></p>	<p>HUD contracts 11 motels in Rotorua for contracted emergency housing (CEH), housing 168 households (October 2023). This has reduced from 13 motels and will further reduce to 10 in February 2024. The CEH model provides wraparound support services for families with children, young people, and people with disabilities.</p> <p>In addition to the CEH motels, 8 motels are currently being used by clients in receipt of an Emergency Housing Special Needs Grant (EHSNG). EHSNGs are issued by MSD to clients in urgent need of housing when all other accommodation options have been explored.</p> <p>The CEH motels are consented under the Resource Management Act 1991 to be used as emergency housing. These consents expire in December 2024. Legal advice received by RLC has confirmed that the resource consents cannot be amended (for example to allow single adults to be accommodated) without a full re consenting process. This would also require Cabinet approval.</p> <p>The mayor may wish to discuss community concerns around whether emergency housing clients have come from outside the district. This question was examined in detail in 2022. MSD concluded that a small number of those receiving an initial EHSNG had arrived within the previous month from outside of Rotorua and had no identified local connection. The vast majority were from Rotorua and its surrounding areas or were moving to be closer to whānau or employment.</p> <p>Further information on the use of emergency housing is included in the October 2023 Rotorua Temporary Housing Dashboard, attached as Annex B. This dashboard is published monthly on HUD's website and provided to RLC.</p> <p>HUD will provide you with advice in early 2024 on our strategy to reduce reliance on CEH motels in Rotorua.</p>	<p>You may wish to note that you are expecting further advice in early 2024 on reducing reliance on HUD contracted motels in Rotorua.</p>



	<p>The mayor is likely to raise the effect of emergency housing on community safety in Rotorua, and its effect on tourism. As a condition of the resource consents for CEH being granted, a Community Liaison Group has been established to give concerned residents a channel for feedback. While this group has raised a number of issues (for example around public littering), few are directly related to CEH motels.</p> <p>Rotorua's tourism industry has rebounded significantly from Covid-19 and was recently named among the top 10 globally trending destinations by major travel website Booking.com.</p>	
<p><b>The use of some backpackers and hostels for long term tenancies</b></p>	<p>The mayor may raise the issue of backpackers and hostels being used for long term tenancies.</p> <p>Over the past two years, many of Rotorua's backpackers and hostels have shifted towards offering longer-term tenancies. Council identified 17 such premises in mid-2023.</p> <p>The mayor has previously described these tenancies as 'government funded'. Some tenants living in backpackers or hostels are receiving government funding through the Accommodation Supplement. Provision of Accommodation Supplement does not give the government control over where people choose to live.</p> <p>Recently, one of these hostels (Spa Lodge) was issued with a dangerous building notice by RLC and residents were relocated. Three other premises have recently been inspected by Council and have been given direction to improve fire safety in minor ways but have not been judged unsafe. The Council has plans in place to inspect all remaining backpackers/hostels.</p> <p>Anecdotal evidence suggests that these premises have become 'hot spots' for antisocial behaviour and crime. This has been an ongoing concern for the mayor, who may suggest that a refreshed or reset Accord should explicitly put these premises 'in scope'. Working Group One under the Accord has given attention to these premises in their work programme for the past year, but the mayor may feel that work has been focused on motels.</p>	<p>You may wish to:</p> <ul style="list-style-type: none"> <li>• Emphasise the focus on expanding housing supply to provide other housing options.</li> <li>• Note the government's focus on law and order as a key area of concern and commitment to train an additional 500 front line police.</li> </ul>

	<p>Antisocial behaviour in hostels and backpackers is primarily a health, social services and police issue and is only tangentially related to housing. The Rotorua All of Government group, convened by the Regional Public Service Commissioner and including the responsible agencies, is working to assess the services available to those living in backpackers and hostels and to identify any gaps. Improved access to social services (including better utilisation of existing services) could alleviate some of the antisocial behaviour issues associated with backpackers and hostels.</p>	
<p><b>The future of the Rotorua Housing Accord</b></p>	<p>The Rotorua Housing Accord was signed on 9 December 2022 by the Minister of Housing and the Minister of Social Development (on behalf of the Crown), the Mayor and Deputy Mayor of Rotorua, and Te Arawa and Ngāti Whakaue representatives. It established a Steering Group and two Working Groups. The Steering Group meets monthly and is chaired by Andrew Crisp.</p> <p>The objectives of the Accord are to:</p> <ul style="list-style-type: none"> <li>• reduce the use of emergency housing in Rotorua to near zero as soon as possible</li> <li>• ensure appropriate emergency housing options are available for those with urgent housing need from Rotorua</li> <li>• ensure quality delivery of care and well-being services to individuals and whānau residing in emergency housing accommodation</li> <li>• mitigate the unintended adverse social, cultural, economic, and environmental impacts emergency housing has had on the Rotorua community</li> <li>• ensure the safe transition of individuals and whanau exiting emergency housing accommodation with appropriate support provisions to maintain independent living, and</li> <li>• address the chronic housing shortage in Rotorua by increasing the housing supply.</li> </ul>	<p>You may wish to emphasise the need for central and local government continuing to work in partnership in some form.</p>

	<p>The Accord also commits signatories to quarterly governance meetings. These have not taken place in recent months. The mayor has previously expressed a desire to see more frequent and consistent governance level meetings of the Accord.</p>	
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The mayor may also wish to discuss options for resetting or refocusing the Accord.



## Annex B: Biographies of attendees



**Tania Tapsell  
Mayor, Rotorua  
Lakes Council**

Tania Tapsell has served on the Rotorua Lakes District Council since 2013 and was elected mayor of Rotorua at the 2022 local elections.



**Sandra Kai Fong  
Deputy Mayor,  
Rotorua Lakes  
Council**

Sandra Kai Fong was elected to council in 2019 and was appointed deputy chair of the Strategy Policy and Finance committee. She became deputy mayor in 2022.



**Gina Rangi  
Acting Chief  
Executive, Rotorua  
Lakes Council**

Gina was appointed acting CE in early October. She was previously Group Manager - Māori, and DCE – Te Arawa partnerships, both at RLC.



**Jean-Paul Gaston  
General Manager  
Community & District  
Development,  
Rotorua Lakes  
Council**

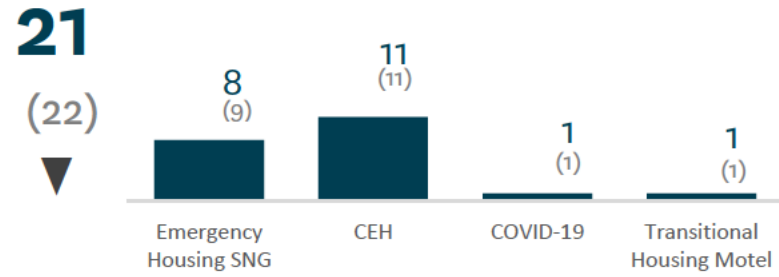
Jean-Paul (JP) has been a key figure in the Rotorua Housing Accord. He is a member of the Steering Group, co-chairs Working Group One (which deals with wellbeing and management of emergency housing) and is a member of Working Group Two (housing supply).

# Rotorua Temporary Housing Dashboard | Oct 2023

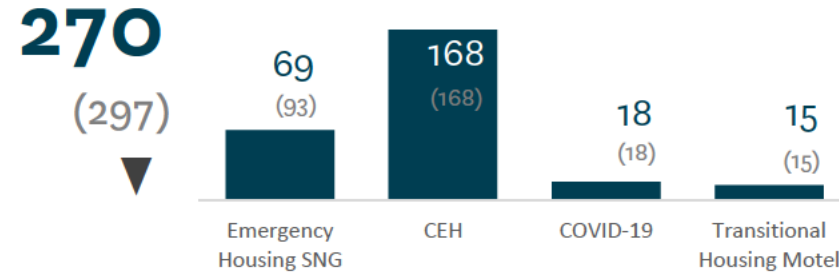
This dashboard provides monthly reporting on the use of temporary housing options in Rotorua. Last month's figures are provided in brackets.

## Summary of Temporary Housing Use in Rotorua

Number of motels in use as temporary housing in Rotorua



Number of households in temporary housing in Rotorua



## Household Composition

Adults in temporary housing in Rotorua

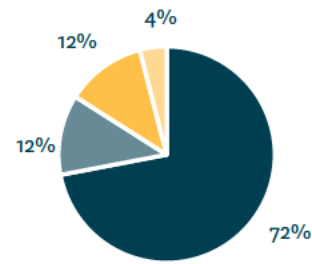
324  
(351)

Children in temporary housing in Rotorua

294  
(315)

- Single without Children
- Single with Children
- Couple without Children
- Couple with Children

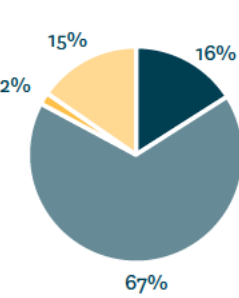
Emergency Housing SNG



Adults 78  
(102)

Children 12  
(39)

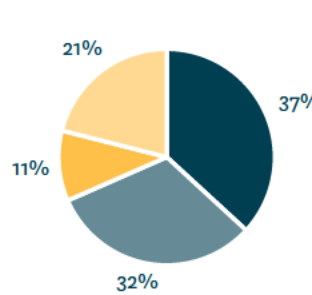
Contracted Emergency Housing



Adults 201  
(204)

Children 255  
(249)

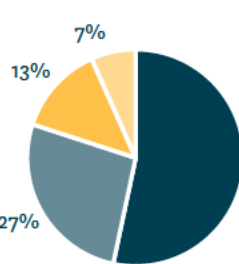
COVID-19 Response Motels



Adults 27  
(27)

Children 15  
(15)

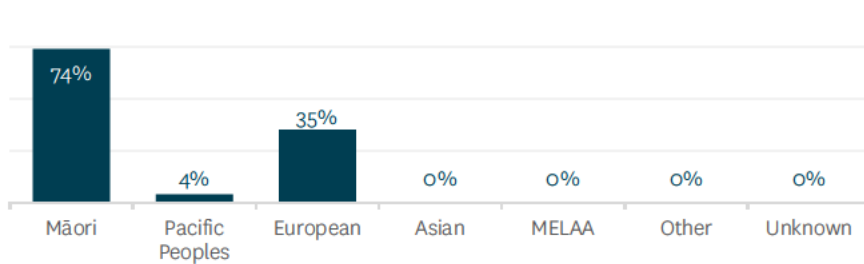
Transitional Housing Motel



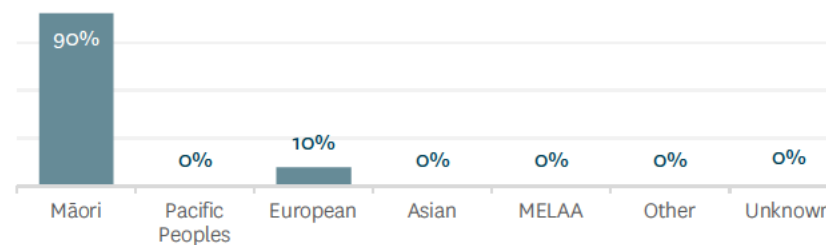
Adults 18  
(18)

Children 12  
(12)

Ethnicity of tenants in Emergency Housing SNG

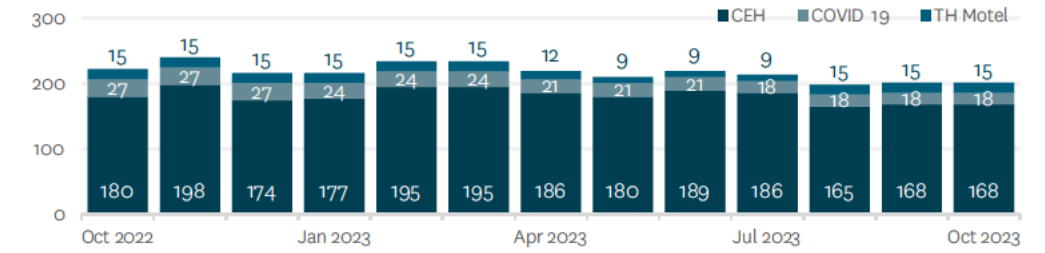


Ethnicity of tenants in Covid-19 Response Motels

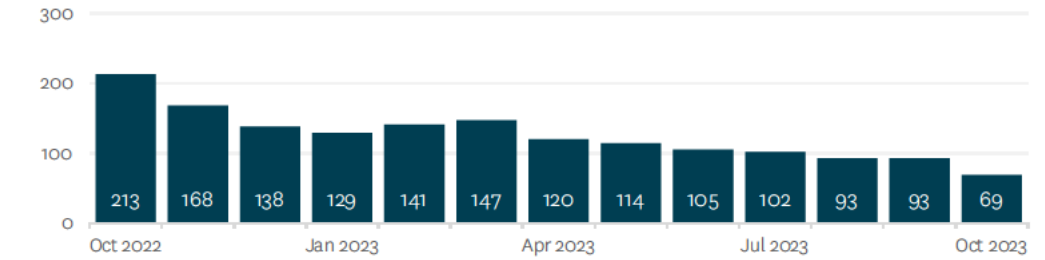


## Trends

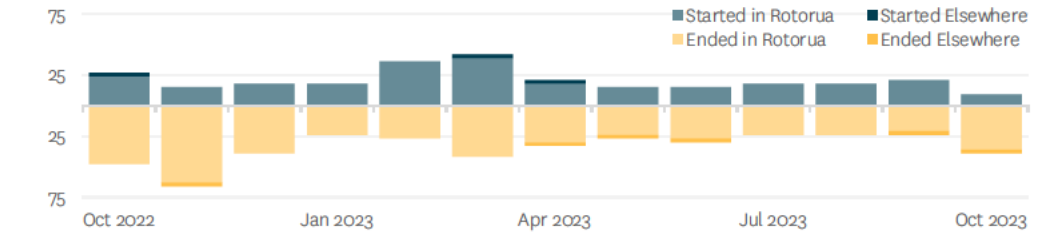
Households in HUD CEH / COVID-19 / TH Motel



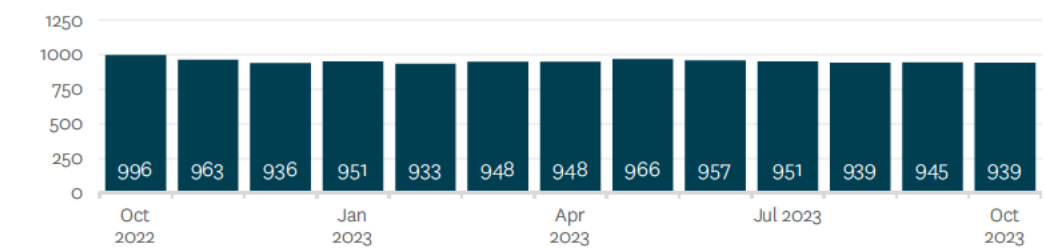
Households in MSD Emergency Housing SNG



EH SNG Start/End of Spell Location



Public Housing Register Applicants



## Other Housing Support in Rotorua

Public Homes

1,030  
(1,014)

Transitional Housing Places

186  
(186)

Housing First - Housed

153  
(153)

Housing First - Not Yet Housed

12  
(12)

# Technical Notes



\* Due to delay in the data process, Housing First data has been carried over from last month.

## Emergency Housing Special Needs Grants (EH SNGs)

These are available to people who cannot remain in their usual residence, if any, and will not have access to other accommodation that is adequate for their or their family's needs.

## Contracted Emergency Housing (CEH)

In June 2021, Cabinet agreed to fund a series of actions to improve the provision of emergency housing in Rotorua, including contracting specific motels for the use of families with children, providing wraparound support and establishment of a housing hub with local iwi.

## COVID-19 Response Motels (COVID-19)

In April 2021, funding for additional housing places was secured to provide suitable accommodation for rough sleepers, reduce occupancy in high density accommodations such as night shelters and hostels, and meet other immediate housing needs to reduce the impact of COVID 19.

## Transitional Housing (TH)

Transitional Housing is temporary accommodation and support for individuals or families who are in urgent need of housing. It provides warm, dry, short term housing for people and families who urgently need a place to stay. Some of the Transitional Housing places are units in Motels.

## EH SNG Start/End of Spell Location Chart

This chart represents a number of clients starting and ending emergency housing spells in Rotorua. It is not an official measure and is to be used only as an indicator for monitoring flow.

The Emergency Housing Special Needs Grant is hardship assistance and paid in advance; because of this, MSD is unable to identify when a client exits emergency housing. We are able to make an assumption of a client no longer being in an emergency housing accommodation when they do not apply for an additional grant within 4 weeks of their previous one. This means that this measure will always be one month behind.

A spell in emergency housing typically ends when a client has not been in emergency housing for four weeks or more. The graph in section 4 indicates the number of spells that started and ended in the past 12 months specific to the motel clients is staying.

The chart also identifies where a spell started outside Rotorua and continues outside of Rotorua.

## Programme Provider Reporting

Some of the data used in this report are based on Programme Provider reporting, which can be incomplete and may be revised in future. The quality and completeness of provider reporting can vary from month to month. When a report is missing in a given month, the previous month's report has been carried over.

## Ethnicity Reporting

Transitional Housing and Contracted Emergency Housing programmes do not collect information on ethnicity.

COVID 19 Response Motels programme collects only the primary ethnicity of an individual as reported.

MSD reports total response ethnicity for Emergency Housing SNG primary clients. This means if a person identifies with more than one ethnic group, they are counted in each applicable group, and the sum of responses for all ethnic groups may exceed 100%.

Note: MELAA refers to Middle Eastern, Latin American, and African.

## Households

Household counts are as at the end of the month. There may be some movement in the numbers month to month due to occupancy levels at different times of the month.

Emergency Housing Special Needs Grants and Contracted Emergency Housing programme collect data at the household level, and demographic information is of the primary client.

Transitional Housing and COVID 19 Response Motels programme collects data at the individual level for all occupants. If more than one occupant shares the same unit and the same starting date, they are considered a household.

Housing First programme collects data for the primary applicant of the household.

## Random Rounding

Random rounding to base 3 is applied to all publicly released figures, ensuring there is little or no chance a figure could be identifying individuals. Zeroes, in this case, are not rounded to 3. Random rounding is applied to totals and components separately, which can lead to rounded totals not equaling the sum of their rounded components.

This report was developed by Te Tūāpapa Kura Kāinga and MSD. This report aims to track progress on agreed actions in Rotorua. Please contact Te Tūāpapa Kura Kāinga (HUD.Insights@hud.govt.nz) if you have any enquiries.



# Building a better housing and urban future for Rotorua

Since the Rotorua Housing Accord was signed in December 2022 there has been good progress in several areas

## Infrastructure Development

### Infrastructure Investment

**\$84.6 million**  
**3000 homes**

3000 homes [on existing greenfield, infill and intensification].

Stormwater central and western city – housing enablement and resilience.

**\$55 million**

\$55 million – stormwater and Te Ngae Rd upgrades eastern city – housing enablement.

### Planning for Housing

Housing & Business Capacity Assessment (HBA) completed Dec 2022.

Future Development Strategy (FDS completed Nov 2023).

Intensification Plan Change (PC9) – ‘Housing Choice’ awaiting Commissioners’ recommendations.

Accord partners will continue working together to build a better and more sustainable housing and urban future for the people of Rotorua.

### Accord Partners



## Housing Supply

● Completed

● In Progress

**17**

**Ngāti Uenukūpako**  
17 public homes. Completed 2023. Supported by Ministry of Housing and Urban Development (HUD) (\$4.83 million)

**42**

**Quartz Ave**  
42 public homes. Completed 2023 by Kāinga Ora

**37**

**Ranolf St/Malfroy Rd**  
25 public homes delivered 2023 and a further 12 public homes to be delivered 2024 by Kāinga Ora

**93**

**Ōwhata Kōhanga Rākau Housing Development**  
93 home of mixed tenures to be delivered in 2025. Supported by HUD (\$24.2 million).

**80**

**Ngāti Whakaue Tribal Lands**  
80 Affordable Rentals. Supported by HUD (\$46 million)

**28**

**Home in Place**  
28 Affordable Rentals. Supported by HUD (up to \$11.2 million)

**10**

**Tauhara North Kāinga**  
10 Affordable Rentals. Supported by HUD (up to \$3.6 million)

**200**

**31 Ngongotahā Rd**  
200 homes mixed tenure underway by HUD (Land for Housing Programme \$8 million)

**49**

**Mansfield Rd**  
49 public homes contracted and under construction to be delivered 2026 by Kāinga Ora

**~500**

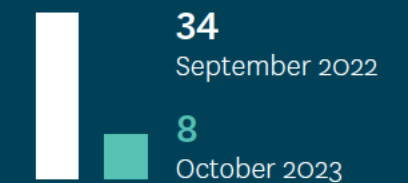
~200 contracted or under construction delivery for 2024 - 2025. ~300 in the pipeline for estimated delivery in 2026 by Kāinga Ora

## Emergency Housing

### Households receiving the Emergency Housing Special Needs Grant (EHSNG)



### Motels being used for EHSNGs



### Households in Contracted Emergency Housing (CEH)



### CEH motels

