



Contracted Emergency Housing in Rotorua

Social Impact Assessment 2022 – 2024

Prepared for Ministry of Housing and Urban Development
Prepared by Beca Limited

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Revision History

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Executive Summary

This Social Impact Assessment (SIA) assesses the potential social impacts of extending existing resource consents for seven Contracted Emergency Housing (CEH) motels in Rotorua for one year. The previous consent was for 13 CEH motels granted in December 2022. Since then, three have been exited and another three are proposed to no longer be required by December 2024.

This SIA reviews the previous 18 months since the granting of the consent and then assesses the potential social impacts on the existing community of the continued operation of seven CEH sites for a further year. The SIA follows International Association of Impact Assessment guidelines. It commences with a desktop review of data pertaining to the proposal, the community and housing. This information shows that tourism is returning to Rotorua but that the international market is stronger than the domestic market. There is economic growth but, as is the case nationally, there are economic challenges and cost of living issues.

The number of emergency housing motels providing for those with special needs grants has decreased significantly. Some of these motels have returned to tourism accommodation, others appear to be catering for other forms of short term accommodation and others appear vacant. The overall number of households in emergency housing in Rotorua has decreased since December 2022. The number of households in CEH motels had been decreasing but have recently experienced an increase back up to numbers similar to February 2023. This in part will be to accommodate those from motels providing for emergency housing special needs grants. Other issues may be the growing cost of living crisis.

Following the desk top review active data collection was undertaken. This included three surveys which included local community, neighbours and CEH residents. In addition, 19 interviews and a site visit were also undertaken.

From observations and interviews there have been some general improvements and specifically the sites are tidier. Surveys and interviews of local community members note there has been an improvement from the “worst” it has been, but things have not improved to a level people are comfortable with and people continue to experience crime and anti-social behaviour. Whilst this still occurs in proximity to where CEH motels are located there is a concentration of this activity in the CBD and shops and city end of Victoria. Some of these incidents are specific to the CEH motels and occur onsite.

Surveys with residents of CEH motels show that, in general, the motels are suitable for short term accommodation and whilst generally accommodated for, cooking facilities are limited. Those surveyed reported that if they weren't living in contracted emergency housing they would be living in non-contracted motels, overcrowded or unsafe housing or living in their cars or on the street. The wellbeing consequences of this at least for some would be very damaging.

Following desktop and primary data collection, an assessment of potential social impacts was undertaken.

In terms of potential social impacts, proximity to the CEH motels increases the potential severity and likelihood of negative social impacts. Neighbours have experienced negative social impacts on way of life, health and wellbeing and amenity of living environment. Dependent on their experience and frequency this is very low to moderate negative impact. Whilst the activity of CEH does not cause the anti-social behaviour of residents it does increase the likelihood of this experience.

For the local and wider community, the main issues are associated with anti-social behaviour and crime. This is across the areas where CEH is located and beyond as mentioned above in particular the CBD. Whilst some community members who reside in CEH motels may contribute to these issues this is off site of the CEH motels and not a direct result of the activity. Rather, issues of behaviour that were likely pre-existing prior to residing in CEH motels and would also occur if residents were residing elsewhere in alternative accommodation or are transient. Where this is localised and on or directly off site this continues to be very

low to low negative social impacts. The broader issues are serious issues for the community but part of a wider and more complex set of social factors. It appears whilst these issues may move in location they have not fully dissipated rather relocated.

CEH motels as temporary accommodation are suitable for those who require them however are limited in their facilities. They have positive social impacts for many in terms of the support they provide and significant positive impacts comparative to the alternatives available for most when seeking this accommodation and before a suitable alternative is found.

We consider that if consent is granted, the conditions of consent are fit for purpose to manage these social issues with a review of the CLG to improve communications and collaboration. Further work needs to be more proactive in engaging neighbours and working together to find solutions that reduce the level of incidents they experience.

1 Introduction

1.1 Purpose of this report

In May 2022, Beca completed a Social Impact Assessment of 13 motels contracted by Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD) to primarily provide emergency housing for families with children (referred to in this report as **Contracted Emergency Housing** or **CEH**). Resource consents for Contracted Emergency Housing motels were granted on 15 December 2022 for a two year period.

HUD has seen a decline in the demand for emergency housing in Rotorua, however, it is not considered possible, based on reduced demand alone, that a full exit of motels can be achieved by December 2024 without significant impacts and disruption to those residing in Contracted Emergency Housing. Therefore, we understand that HUD intends to apply for resource consent for seven CEH motels for a further one-year period.

The purpose of this report is to complete a Social Impact Assessment on this updated resource consent application. Given that a Social Impact Assessment was completed in 2022, this assessment builds on the previous findings and will also assess the proposed operation extension of seven CEH. We have assessed the operational social impacts (positive or negative) of the Contracted Emergency Housing (as proposed to be extended) and the efficacy of the conditions implemented to target social impacts. In addition, recommendations of appropriate strategies to avoid, remedy or mitigate potential social impacts will be provided.

1.2 Proposed activity

HUD are seeking consent to continue to operate seven of the existing Contracted Emergency Housing motels for an additional one year period. The CEH motels which HUD are seeking consent for are listed in Table 1-1.

Table 1-1: CEH motels that HUD are seeking consent for

CEH Motel	Address	Max. number of Occupants
Lake Rotorua Hotel	131 Lake Road	105 (58 units)
Alpin Motel	16 Sala Street	120 (40 units)
Pohutu Lodge Motel	3 Meade Street	42 (14 units)
Ascot on Fenton	247 Fenton / 12 Toko Street	98 (39 units)
RotoVegas Motel	249 Fenton / 14 Toko Street	98 (39 units)
Geneva Motor Lodge	299 Fenton Street	41 (14 units)
Apollo Hotel	7 Tryon Street	98 (39 units)

The site management plans of each site have been reviewed and are publicly available here: <https://www.hud.govt.nz/our-work/rotorua-contracted-emergency-housing-community-liaison-group>.

Further details of the proposal including exit strategies have been reviewed and are provided in the AEE.

2 Methodology

This report builds on the previous Social Impact Assessment (2022) to understand whether the previously identified potential social impacts have changed, new ones have arisen and whether the implemented recommendations have been effective at mitigating these impacts and/or what further may need to be done. It also assesses the potential social impacts of the consent application in relation to the change in numbers operating, length of time proposed and closure strategy.

The methodology of this report follows the general approach taken in the previous Social Impact Assessment. This is described below.

2.1 Social Impact Assessment Framework

Social Impact Assessment (SIA) is the most common framework used in New Zealand and internationally to analyse, monitor and manage the potential social consequences of development. The methodology used for this report is based on the best practice guidelines: the International Association of Impact Assessment (IAIA) Social Impact Guidelines (IAIA, 2015). It draws from this framework and identifies the specific social context matters considered relevant to this assessment.

The IAIA defines a SIA as:

'...the process of analysing, monitoring, and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions.'

The IAIA describes social impacts as impacts on one or more of the following:

- **people's way of life** – how they live, work, play and interact with one another on a day-to-day basis.
- **their culture** – their shared beliefs, customs, values and language or dialect.
- **their community** – its cohesion, stability, character, services and facilities.
- **their political systems** – the extent of which people are able to participate in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose.
- **their environment** – the quality of the air and water people use; availability and quality of the food that they eat, the level of hazard of risk, dust and noise they are exposed to, the adequacy of sanitation, their physical safety, and their access to and control over resources.
- **their health and wellbeing** – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity.
- **their personal and property rights** – particularly whether people are economically affected or experience personal disadvantage which may include a violation of their civil liberties.
- **their fears and aspirations** – their perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.

2.2 Step one: Scoping and contextualisation

The aim of this step is to review what is proposed and confirm the Project's social area of influence in relation to the updated proposal.

For the updated SIA the following was undertaken:

- Review of proposal documentation including site details, activities on-site and operational procedures (in particular, any changes since December 2022).
- Review of housing and homelessness context and changes since December 2022; and

- Reconfirmation of the social area of influence.

2.2.1 Social area of influence

The proposal involves seven CEH sites and impacts are considered at the scales outlined in Figure 2-1.

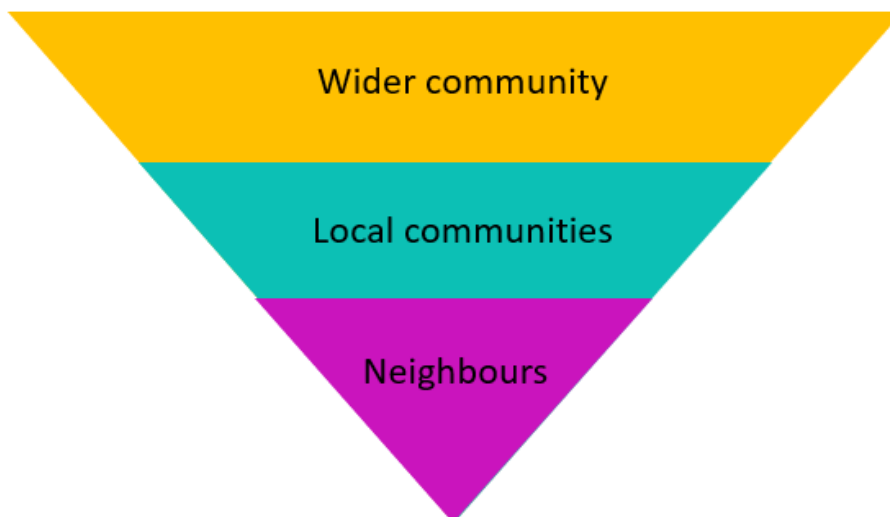


Figure 2-1: Spatial scales at which impacts are reviewed and assessed as part of this SIA

The “**wider community**” is Rotorua District.

The “**local communities**” are those communities where CEH are located; namely, Koutu, Victoria, Glenholme, Fenton Park and Whakarewarewa¹

The “**neighbours**” are those living directly adjacent to CEH sites.

The updated social areas of influence for this assessment are shown in Figure 2-2.

¹ Based on Stats NZ Statistical Area 2 boundaries. Glenholme includes Glenholme North and Glenholme South SA2 units.



Figure 2-2: Locations of the seven Contracted Emergency Housing motels that additional consents are being applied for and the local communities of Victoria, Glenholme, Fenton Park and Whakarewarewa they are located within.

2.3 Step two: Information gathering

The following data collection methods were undertaken to understand how the communities have changed since the previous SIA.

2.3.1 Secondary data

2.3.1.1 Community data

A desktop review of available community and demographic information was undertaken with a focus on what had changed in the last 2 years since the previous SIA was completed. Findings were used to form an

updated community profile (section 3 of this report) and CEH data and research is discussed in section 4 of this report. The following data was reviewed:

- Demographic information from Statistics NZ and Infometrics
- Tourist motel occupancy data & visitation numbers
- Crime data
- Tourism reports
- Rotorua Temporary Housing Dashboard

2.3.1.2 CEH site data and research

- Incident reports for the 7 CEH motels that HUD are seeking new consents for
- Compliance reports
- Community Liaison Group minutes
- 0800 number call register
- CEH occupancy data
- Evaluation of whānau experiences of living in contracted emergency housing in Rotorua report prepared by Te Paetawhiti Ltd & Associates – January 2023
- Te Hau ki te Kāinga Review report prepared by Te Paetawhiti Ltd & Associates – August 2023
- Te Hau ki te Kāinga Strategy document - 2021
- Te Pokapū referral process report
- New Zealand Human Rights Commission report on Emergency Housing - December 2022

2.3.2 Primary Data

A range of primary data collection methods were undertaken to understand experiences of different members in the local community. Findings are discussed in section 5 of this report.

Where possible, the same individuals or the same roles within organisations that were interviewed in 2022 were contacted again so that responses could be compared. Similarly, questions in the local community and neighbour surveys were intentionally similar to those asked in 2022 to enable comparison.

2.3.2.1 Site visit

A site visit was also undertaken on 26th and 27th March 2024 to observe the proposed CEH motels and the surrounding communities.

As per the methodology of the previous SIA each of the 10 existing CEH motels were visited three times (morning, afternoon, evening). These visits were to the block that each CEH site is located within. An onsite visit of each site was also conducted looking at the perimeters and internal space (we did not go inside any of the units).

2.3.2.2 Local community survey

A repeat² of the local community survey (including neighbours) was undertaken online to understand perspectives of community values, change, emergency housing observations and opinions. Refer to Appendix A for distribution methodology, a copy of the letter and questions.

2.3.2.3 CEH neighbour survey

An online survey specifically for residential neighbours³ was distributed to direct neighbours of CEH. The purpose of this survey was to understand the experiences of direct neighbours. Interviews have been conducted with some of the commercial neighbours as phone numbers were available and this was considered more likely to garner a response (this is ongoing).

Refer to Appendix B for distribution methodology, a copy of the letter and questions.

2.3.2.4 Contracted Emergency Housing residents survey

Following feedback from the previous hearing panel and discussions with the SIA peer reviewer (on behalf of the Council), we agreed that insight into the experience of being in CEH would help provide commentary on the counterfactual of use of CEH for these residents, experience of CEH and appropriateness of use of motels for this function⁴.

This was an online or paper survey with option for a phone interview if that was the method preferred by residents.

Te Paetawhiti Ltd & Associates completed an evaluation of whānau experiences of living in CEH in Rotorua. This included in-depth interviews with selected whānau and a survey of all households residing in CEH in Rotorua around the end of 2022. Since some time has passed since then, a repeat survey was agreed, with modifications for the purpose of this report.

Refer to Appendix C for the distributional methodology, copy of the letter and survey.

2.3.2.5 Interviews

Semi-structured interviews were held over the phone, online or via email (on interviewee's request). Where possible, the same people (or those holding similar roles) that were interviewed for the 2022 SIA were held again to reflect on changes.

A range of community stakeholders were contacted to request an interview (see Table 2-1). A total of **28** people were interviewed during **19** interviews.

² Previously (SIA 2022) the survey was undertaken by phone (randomised) by an independent company. Due to the diminishing use of landlines this was transferred to an online survey via distribution of flyers to the local communities of the CEH. The questions were as close as possible to the original survey for comparative purposes but were updated to meet the online format.

³ Neighbours also received the local community survey. Many of the CEH motels neighbour commercial properties, most commonly other motels/hotels used for commercial/tourist use. These commercial neighbours were not included in this survey and were instead contacted directly for interview as this was deemed more likely to garner a response.

⁴ The team acknowledges that there may be bias in these results as residents may understand that this contributes to the decision of continuation of these facilities. In addition, there may be fears of consequences if operators/site are criticised. We have made this process anonymous for this purpose.

The content of these interviews was confidential between the interviewee and the research team to help interviewees feel comfortable to express their honest opinions and experiences. As such, findings are reported generally and based on themes arising from the interviews and surveys. These are not attributed to specific interviewees unless they have given their explicit permission.

Table 2-1: Interviewees contacted

	Organisation	Number of interviews	Number of people in interview	Interview completed
Operational	EMERGE Aotearoa Limited	1	1	Yes
	Visions of a Helping Hand	1	1	Yes
	Wera Aotearoa Charitable Trust (WACT)	1	1	Yes
	Te Pokapū & clinical response team ⁵	1	2	Yes
	Ministry of Social Development	1	4	Yes
Community services	Rotorua Lakes Council- Group Manager, Community and District Development	1	1	Yes
	Police – Area Commander	1	1	Yes
	Age Concern Rotorua - Manager	1	1	Yes
	Te Wāhi Whakaora Rotorua and District Women's Refuge	-	-	No response
	Rotorua Central Kahui Ako Community of Learning principals (Glenholme and Lynmore primary school)	1	2	Yes (written response)
	Seventh Day Adventist school	-	-	No response
Business and Community Groups	Rotorua Chamber of Commerce – Chair and other board members	1	4	Yes
	RotoruaNZ (previously called Rotorua Economic Development) - CEO	1	1	Yes
	Restore Rotorua	1	1	Yes
	Hotel operator	2	2	Yes
Community liaison group representatives	Restore Rotorua CLG Representative and additional member	1	2	Yes
	Community Liaison group community representatives	2	2	Yes
	Community Liaison group Residents and Ratepayers representative	1	1	Yes (written response)

⁵ The clinical response team respond to the health needs of the CEH residents, the Te Whatu Ora liaison role was not currently filled so health needs and use of services were asked of this team.

	Organisation	Number of interviews	Number of people in interview	Interview completed
	Community Liaison group – hotels/tourism representative	1	1	Yes
Total		19	28	

2.4 Step 3: Community Profile

The community profile is an update of the existing community profile provided in the SIA submitted in 2022.

2.5 Step 4: Impact identification

The impact categories of the 2022 SIA have been reviewed and those still relevant have been reassessed as per below. These are derived from the IAIA Social Impact Guidelines (2015), as introduced in section 2.1 of this report.

- **people’s way of life** – how they live, work, play and interact with one another on a day-to-day basis.
- **community character** – including tourist and residential character
- **community services** – impacts on provision of community services
- **community cohesion and stability** – how a community comes together and how stable it is
- **their environment** – amenity, noise and physical safety
- **their health and wellbeing** – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity.

In addition, for this updated SIA, we have also added:

- **their political systems** – the extent of which people are able to participate in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose.

2.6 Step 5: Assessment of Social impacts

When assessing the potential scale of impact, the following is considered:

- extent – within the geographical scales how many are potentially impacted - many, moderate number, few.
- likelihood of impact occurring – almost certain, certain, unlikely.
- severity/consequence – serious, minor, moderate.
- duration – permanent, medium term (years), temporary (months).
- frequency – constant, episodic, rare; and
- ease of mitigation (part of overall assessment).

2.7 Step five: Recommendations

The SIA report will outline methods to avoid, manage or mitigate identified social impacts resulting from the operation of CEH for a further year. It will also review existing conditions that sought to manage potential social impacts. Following this an assessment of residual impacts is considered in the conclusion.

2.8 Assumptions

Two potential scenarios are considered alongside the existing environment when assessing the potential social impacts of the proposed extension of CEH. Assumptions relating to these scenarios are outlined below.

If resource consent is not granted

- Likely use of site if CEH ceases (Motel/Vacant/Alternate accommodation)
- CEH residents (if not granted consent)
 - A small percentage placed in transition housing
 - A small percentage transitioned to social housing
 - A small percentage transitioned to private housing (more unlikely)
 - Remainder (majority) – seek alternate emergency housing (Rotorua – or elsewhere), return to unsuitable accommodation (places they left due to overcrowding or safety), live in vehicle or homeless

If resource consent is granted

- Likely use of site if CEH ceases (Motel/Vacant/Alternate accommodation)
- 7 CEH continue to operate for maximum of a year
- Residents of CEH will be exited to alternate accommodation (social housing/private housing/transitional housing) as this becomes available
- New referrals for emergency housing from June 2025 will be accommodated in either in transitional housing or non-contracted emergency housing motels
- Remainder (smaller percentage) of existing residents and new referrals - seek alternate emergency housing (Rotorua or elsewhere), return to unsuitable accommodation (places they left due to overcrowding or safety), live in vehicle or homeless

3 Community profile

A comprehensive community profile was provided as part of the 2022 SIA. To avoid replication, this SIA provides commentary on the changes in the community since 2022.

3.1 Population

According to the 2023 census, Rotorua has a population of 74,058 people (StatsNZ, 2023). Rotorua's total population has grown 3% from 2018 to 2023⁶. This is a slower growth rate when compared to Tauranga (11.5%) or Western Bay of Plenty (10.4%) over the same period. In the Bay of Plenty region, 1 in 3 people are of Māori descent, which is higher than the national average of 1 in 5. Approximately 45% (up from 40% in 2018) of Rotorua's population are of Māori descent, comparative to 12.5% nationally.

3.2 Household income & employment

Since 2022, New Zealand has experienced a cost of living crisis and softening of the economy. The average household income in the Rotorua District in 2024 was \$114,825, which is lower than the New Zealand average of \$132,458 (Infometrics, 2024). Per capita income in Rotorua in 2024 is \$43,508, which is again lower than the NZ average of \$50,823 (Infometrics, 2024).

⁶ Limited updated demographic data is available as of June 2024, as full results of the 2023 Census have not yet been released.

Following a reduction in 2021, the number of filled jobs⁷ in the Rotorua District continued to grow by 2.2% in 2022 and by 2.1% in 2023 (slightly lower than NZ at 2.4%). The average rate of employment growth in the last 10 years was 1.3% per annum (Infometrics, 2024).

The annual average unemployment rate in Rotorua District was 5.3% in the year to March 2023. This was down from 5.6% in the previous 12 months but still higher than the New Zealand average for the year to March 2023 (3.3%). For context, the unemployment rate in Rotorua District reached a peak of 8.7% in the year to March 2012 and a low of 4.1% in the year to March 2008 (Infometrics 2024).

In 2024 the unemployment rate nationally and in Rotorua District is rising and as of March 2024 it is 6.3% in Rotorua and 4.3% nationally (Infometrics 2024).

3.3 Tourism

Tourism spend in the Rotorua District increased by 40.4% from 2022 to 2023 (Infometrics, 2024).

International spend increased from a 5.2% contribution in 2022 to 27.8% in 2023, accounting for a large proportion of the growth in spend. Domestic tourism spend has increased but only marginally in comparison.

Motel and apartment occupancy has slightly improved since 2022 when the occupancy rate ranged between 23% and 72% (Accommodation Data Programme, 2022). According to the Accommodation Data Programme, motel and apartment occupancy varied from 38.2% to 79.7% throughout 2023 (see Figure 3-1 and Figure 3-2). The average occupancy of these short term rentals (e.g. holiday homes) has increased from 49% in 2020 to 64% in 2023.

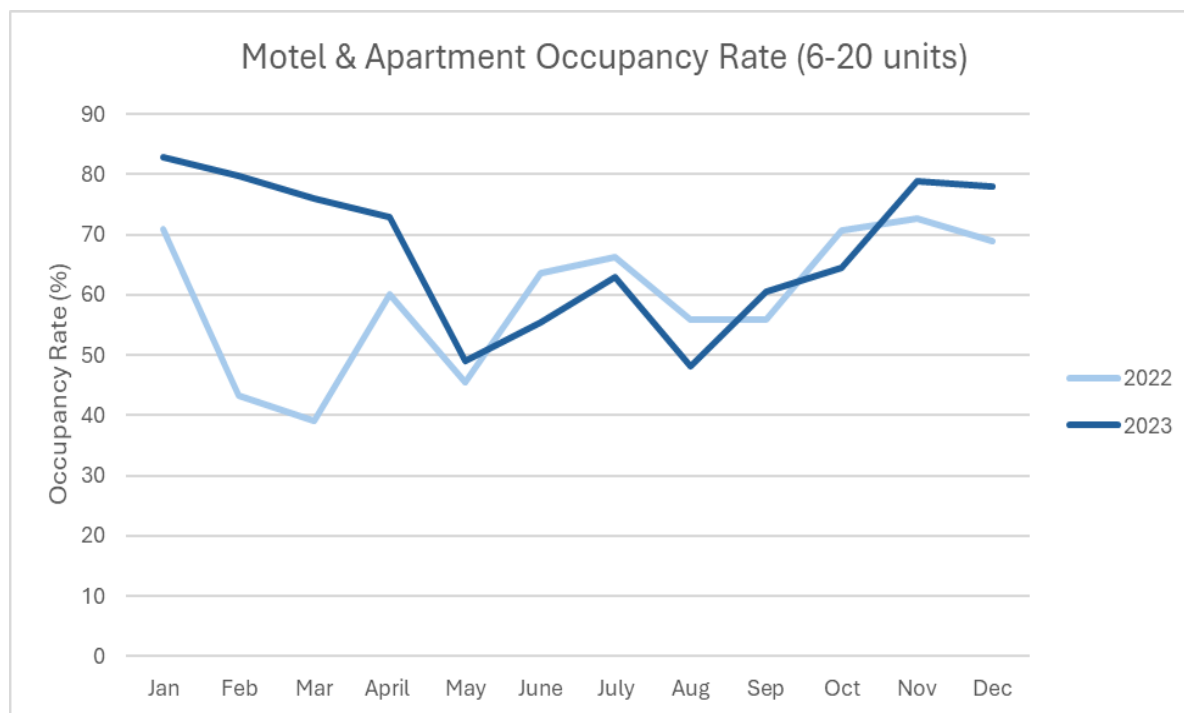


Figure 3-1: Occupancy rate of Motels and Apartments in Rotorua RTO (regional tourism organisation) with 6 to 20 units, comparing Jan - Dec 2022 and Jan - Dec 2023. Sourced from Accommodation Data Programme 2024.

⁷ Filled jobs are a measure of labour demand and represent the number of jobs in businesses that someone has been employed for. The number of filled jobs can differ from the number of people employed as some people may hold multiple jobs or jobs may be filled by people not within the usual resident population. Filled jobs do not include self-employed and unpaid family workers (Stats NZ, 2021).

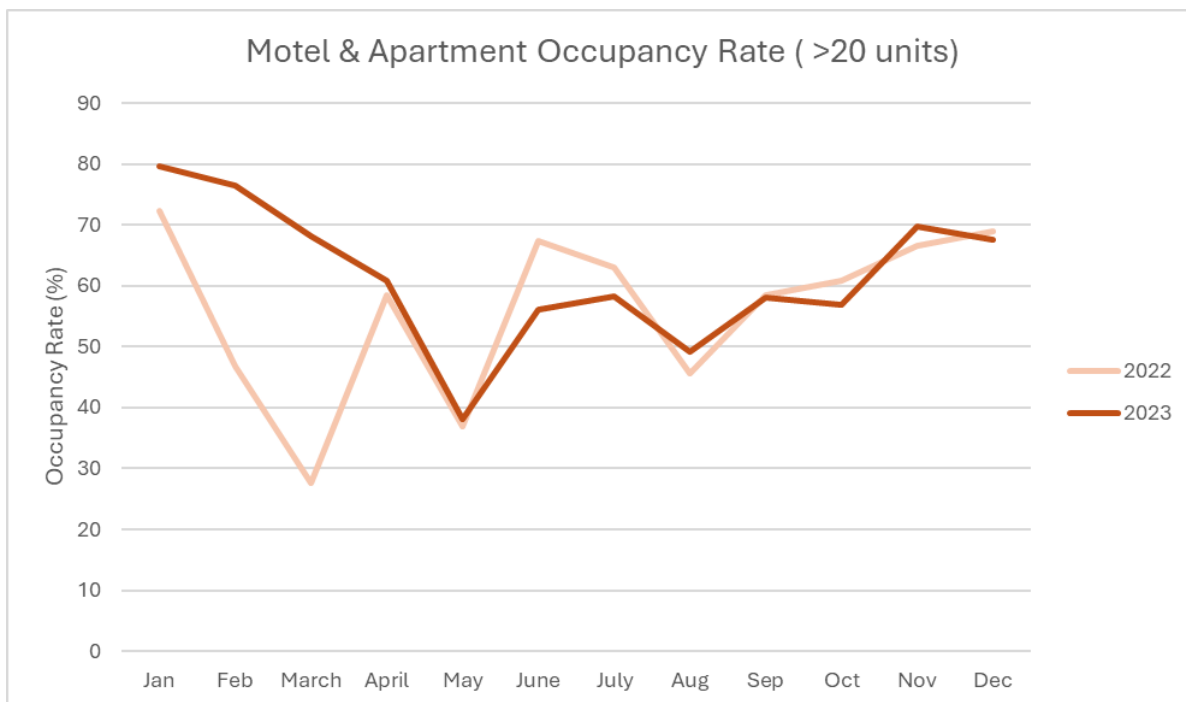


Figure 3-2: Occupancy rate of Motels and Apartments in Rotorua RTO (regional tourism organisation) with over 20 units, comparing Jan - Dec 2022 and Jan - Dec 2023. Sourced from Accommodation Data Programme 2024.

3.4 Housing

The average weekly rent in Rotorua accounted for 22.6% of the average household income in 2023, which is higher than the national average of 22% of the average income (Infometrics, 2024). In 2015, the rent prices increased by 85%, however this figure has now changed to 104% as of 2023 (Infometrics, 2024).

3.4.1 Regional context

Data relating to the Bay of Plenty region from the latest Public Housing Quarterly Report published by HUD in December 2023 is compared to December 2022 in Figure 3-3 and Figure 3-4 below. These show that numbers for applicants on the housing register are climbing, more people are in public and transitional housing and the number of Emergency Housing Special Needs Grants (EH SNG) approved and spend has declined.

Bay of Plenty



Applicants on the Housing Register

2,320 (2,538)

Applicants on the Transfer Register

187 (187)

Public Housing occupied homes

3,308 (3,105)

Transitional Housing places

401 (391)

Number of EH SNG approved

2,825 (3,405)

Amount of EH SNG approved

\$9,322,112 (\$10,490,392)

Figure 3-3: Excerpt from the **December 2022** Public Housing Quarterly report showing the regional overview for Bay of Plenty (Source: HUD, 2022). Numbers in brackets denote statistics from the previous quarter.


Bay of Plenty	Applicants on the Housing Register	Public Housing occupied homes	Number of EH SNG approved
	2,478 (2,431)	3,437 (3,380)	1,901 (2,265)
	Applicants on the Transfer Register	Transitional Housing places	Amount of EH SNG approved
	198 (196)	432 (424)	\$5,337,802 (\$6,611,803)

Figure 3-4: Excerpt from the **December 2023** Public Housing Quarterly report showing the regional overview for Bay of Plenty (Source: HUD, 2023). Numbers in brackets denote statistics from the previous quarter.

3.4.2 Rotorua

HUD and MSD also publish Rotorua Temporary Housing Dashboards. The most recent data to date (April 2024) is compared to April 2023 data in the two excerpts provided on the following pages.

The Rotorua Temporary Housing Dashboards show that the overall number of households in temporary housing in Rotorua (including CEH, emergency housing special needs grants, HUD contracted motels, transitional housing motels and Covid-19 motels) has been decreasing over time. In October 2022, there were 435 households across these forms of temporary housing, which reduced to 339 in April 2023 and 255 in April 2024.

The number of households in EH-SNG motels in Rotorua has decreased since December 2022 (138 households) to April 2024 (36 households). However, while the overall number of households living in temporary housing has reduced, the number of households living in CEH within Rotorua has increased with 174 households in December 2022, 186 in April 2023 and 192 in April 2024. The number of households in CEH was decreasing from July 2023 but has steadily increased back to previous February 2023 levels in April 2024 (see Figure 4-2 and Figure 4-3 below).

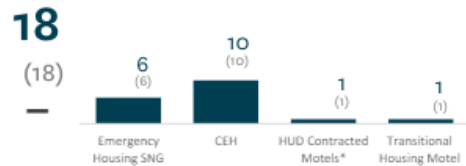
This in part will be to accommodate those from EH-SNG motels. Other issues may be the growing cost of living crisis.

Rotorua Temporary Housing Dashboard | Apr 2024

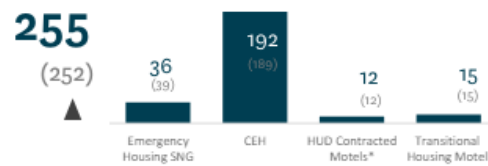
This dashboard provides monthly reporting on the use of temporary housing options in Rotorua. Last month's figures are provided in brackets.

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

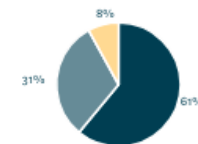


Household Composition

Adults in temporary housing in Rotorua

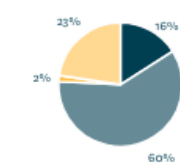
306
(306)

Emergency Housing SNG



Adults 39
(45)
Children 33
(15)

Contracted Emergency Housing

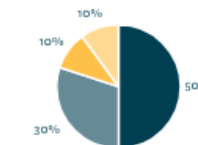


Adults 240
(234)
Children 300
(294)

Children in temporary housing in Rotorua

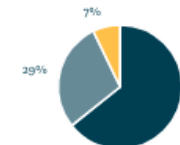
345
(327)

HUD Contracted Motels*



Adults 12
(12)
Children 6
(6)

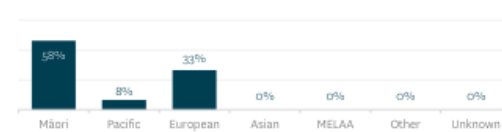
Transitional Housing Motel



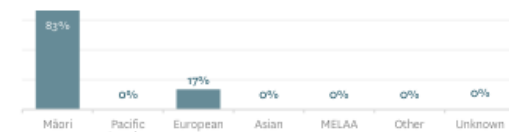
Adults 15
(15)
Children 6
(12)

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

Ethnicity of tenants in Emergency Housing SNG



Ethnicity of tenants in HUD Contracted Motels*



Trends

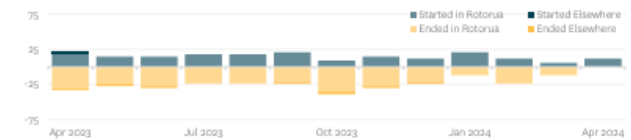
Households in HUD CEH / HUD Contracted Motels* / TH Motel



Households in MSD Emergency Housing SNG



EH SNG Start/End of Spell Location



Social Housing Register Applicants



Other Housing Support in Rotorua

Social Homes	Transitional Housing Places	Housing First - Housed	Housing First - Not Yet Housed
1,040 (1,042)	186 (198)	162 (165)	15 (9)

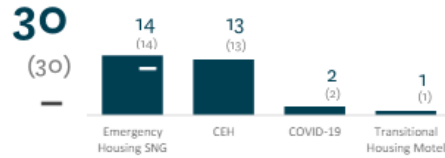
Rotorua Temporary Housing Dashboard | Apr 2023

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

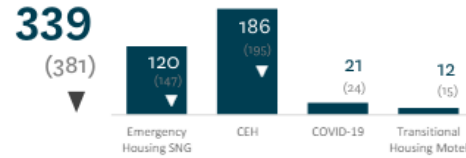


Summary of Temporary Housing Use in Rotorua

Number of motels in use as temporary housing in Rotorua



Number of households in temporary housing in Rotorua

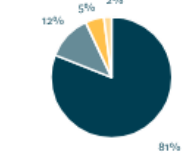


Household Composition

Adults in temporary housing in Rotorua

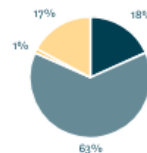
390
(450)

Emergency Housing SNG



Adults 129
(162)
Children 27
(48)

Contracted Emergency Housing

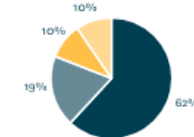


Adults 222
(240)
Children 264
(276)

Children in temporary housing in Rotorua

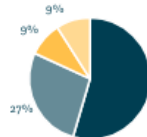
306
(345)

COVID-19 Response Motels



Adults 24
(27)
Children 9
(9)

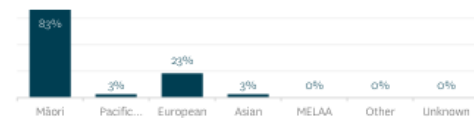
Transitional Housing Motel



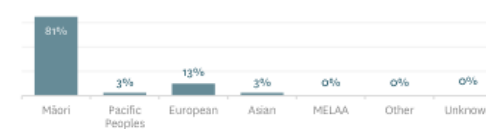
Adults 15
(21)
Children 6
(12)

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

Ethnicity of tenants in Emergency Housing SNG

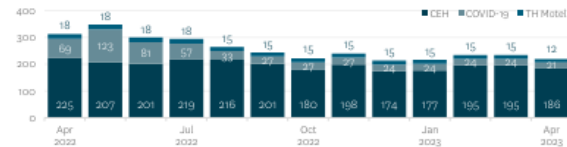


Ethnicity of tenants in Covid-19 Response Motels



Trends

Households in HUD CEH / COVID-19 / TH Motel



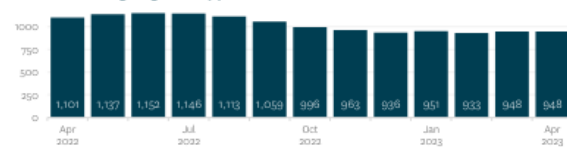
Households in MSD Emergency Housing SNG



EH SNG Start/End of Spell Location



Public Housing Register Applicants



Other Housing Support in Rotorua



- There have been efforts to move towards a solution to meet such needs and allow for housing to be accessible and affordable for everyone including the most vulnerable groups in society. At the end of 2022, Te Arawa signed the Rotorua Housing Accord with central and local government, aimed to increase housing supply within Rotorua and improve the housing situation for its people (HUD, 2024). The Accord focusses on care, wellbeing, and management of emergency housing and increasing housing supply. The Accord is currently under review (Potaka, 2024).

In March 2024, central government also established a Priority One category enabling families to receive a fast track preference to social housing after a 12 week consecutive period in emergency housing (including both CEH and EH-SNGs) (Beehive press release, 2024). This was part of the National party’s pledge in September 2023 to end emergency housing motels in Rotorua within 2 years if elected (Bishop, 2023).

3.5 Crime

New Zealand Police data has been analysed to understand the patterns of crime within Rotorua and the wider district.. Acts of victimization include assault, sexual assault, abduction, robbery, burglary, and theft. There has been consistent increase of crime across the Rotorua District since 2020 and all crime types have increased since the last recorded period in 2022 (New Zealand Police, 2024).

Error! Reference source not found. shows that for the Rotorua District, the number of victimisations from April to April each year since 2020 have increased, noting a jump post COVID and a slight flattening out from 2023 to 2024.

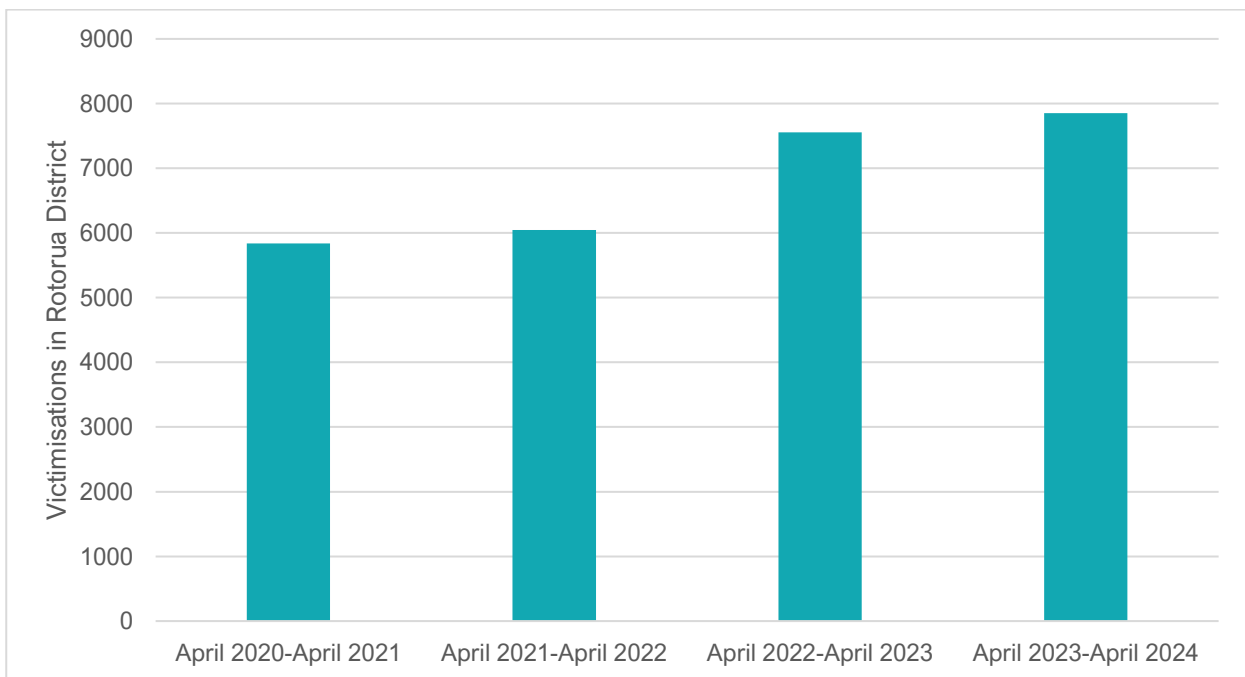


Figure 3-5: Number of total victimisations each year in Rotorua District from April to April (2020-2024). Data sourced from NZ Police, 2024.

To compare changes in the types of crimes occurring, the number of victimisations for the 12 month period between June 2022 and May 2023 and June 2023 to May 2024 are compared in Table 3.1. Assault, sexual assault, abduction, robbery and thefts reduced, and the number of burglaries increased.

Table 3-1: All crime types with total numbers for the Rotorua District from June 2022 to May 2023 and June 2023 to May 2024. Sourced from Police Data NZ, 2024.

Crime Type	June 2022 – May 2023	June 2023-May 2024
Assault	850	755
Sexual Assault	58	48
Abduction	9	4
Robbery	82	53
Burglary	1,298	1,444
Theft	5,243	5,024
TOTAL	7,540	7,328

As shown on Figure 3-6 below, the number of victimisations per month in each of the areas where CEH are located has varied between January 2022 to April 2024. Victoria has much higher number of victimisations than the other local communities. Victoria is located on the edge of the CBD and shopping centre areas. This high number of victimisations aligns with reports from the community, police and media of more issues around the shopping centre and with backpackers in the CBD.

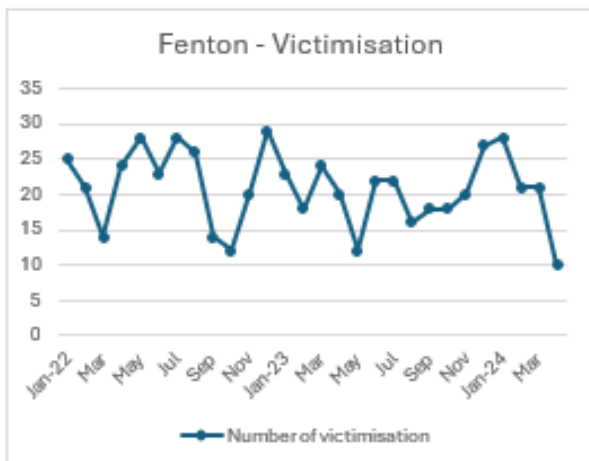
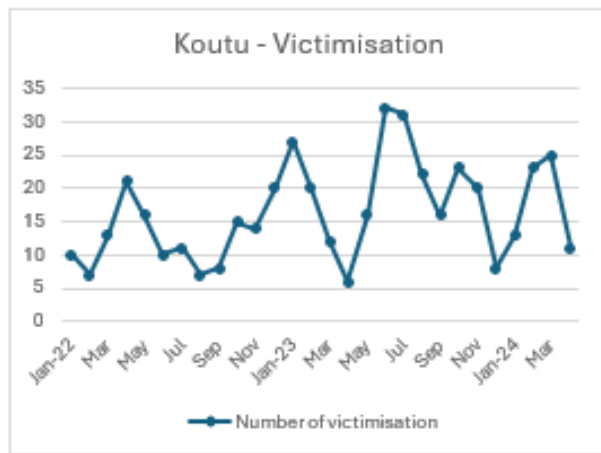


Figure 3-6: Number of victimisations per month in each neighbourhood from January 2022 to April 2024. Data sourced from NZ Police Data. Note that the scale on the vertical axis varies for each area.

4 Summary of secondary data – Contracted Emergency Housing

4.1 Numbers of emergency housing facilities operating since December 2022

In December 2022, 13 motels were granted resource consents to be used for Contracted Emergency Housing. As of May 2024, three of these motels that were in Glenholme, Fenton Park and Victoria have been exited (Newcastle, Ann’s Volcanic and Union Victoria). The 10 Contracted Emergency Housing motels granted resource consent currently in use are located on Figure 4-1 below.



Figure 4-1: Locations of the 10 Contracted Emergency Housing motels currently operating as of May 2024.

As discussed in section 3.43.2, there has also been a change in the number of motels used for other forms of emergency housing. The number of motels being used by MSD for emergency housing special needs grants (EH-SNGs) has also reduced from 35 motels in August 2022 to six motels in April 2024 (HUD, 2024). Interviewees also reported that there has been an increase in the number of people (particularly single people that may have complex needs who don’t meet the criteria for Contracted Emergency Housing) residing in backpackers within Rotorua’s Central Business District (data on the numbers of people in this category have not been reviewed for this report).

Te Pokapū (the housing hub) is currently operating in Rotorua and provide holistic support and place people in need of housing. It is led by Te Taumata o Ngāti Whakaue, supported by Ministry of Social Development and involves a number of different agencies and providers working collectively together. Te Pokapū manages referral and triage processes. Te Pokapū was a new initiative at the time of the last SIA

The consent conditions also required the establishment of a Community Liaison Group (CLG) including representatives from HUD, Rotorua Lakes Council, Te Hau ki te Kāinga, Restore Rotorua, Hotels/Tourism, local community and motel operators. At the time of this report, four CLG meetings had been held on 9th March 2023, 8 June 2023, 7 September 2023, and 28 February 2024.

4.2 Contracted Emergency Housing occupancy data

As discussed in section 3.4, the number of households living in CEH within Rotorua has increased from 174 households in December 2022, 186 in April 2023 and 192 in April 2024. The number of households in CEH was decreasing from July 2023 but has steadily increased back to previous February 2023 levels in April 2024 (see Figure 4-2 and Figure 4-3 below).

Households in HUD CEH / COVID-19 / TH Motel

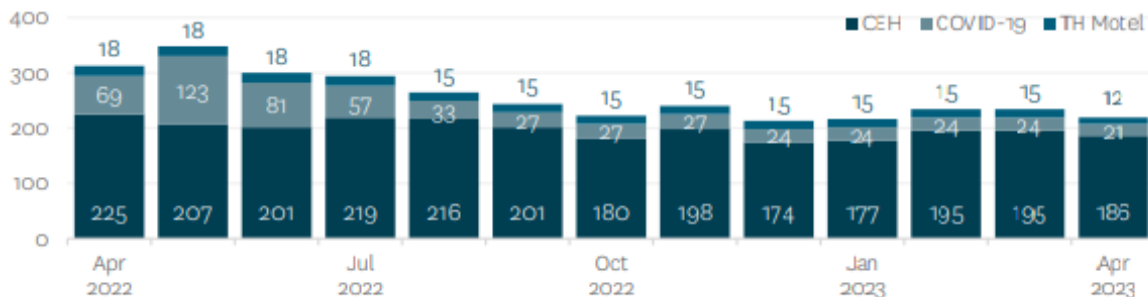


Figure 4-2: Excerpt from **April 2023** Rotorua Temporary Housing Dashboard showing the trend in number of households in CEH (HUD & MSD, 2023)

Households in HUD CEH / HUD Contracted Motels* / TH Motel

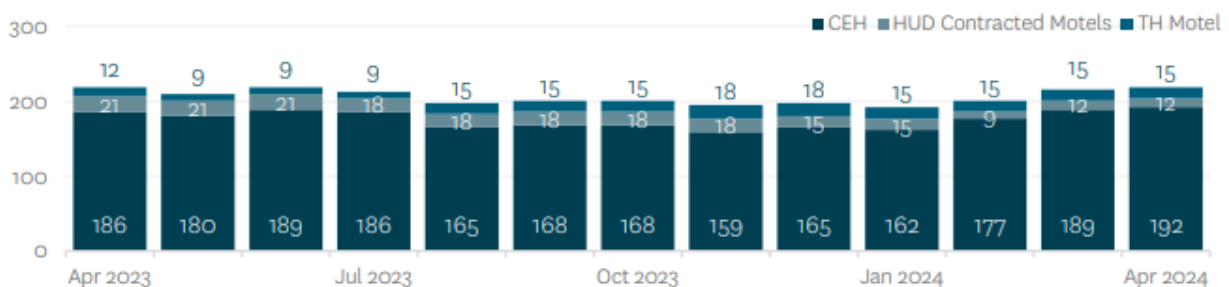


Figure 4-3: Excerpt from **April 2024** Rotorua Temporary Housing Dashboard showing the trend in number of households in CEH (HUD & MSD, 2024)

In April 2024, 240 adults and 300 children were living in CEH (Figure 4-4). 60% of households were single parent households with children, 23% couples with children and 16% singles without children. These proportions were similar to those reported in December 2022 and April 2023.

Contracted Emergency Housing



Figure 4-4: Excerpt from **April 2024** Rotorua Temporary Housing Dashboard showing the household composition of those living in CEH (HUD & MSD, 2024)

4.3 Experience of living in Contracted Emergency Housing

4.3.1 New Zealand Human Rights Commission Housing Inquiry

In September 2022, the New Zealand Human Rights Commission’s Housing Inquiry issued a public call asking people to share their experiences of the emergency housing system (NZ Human Rights Commission, 2022). The authors noted that the “*government cannot escape its human rights obligations by asserting that, despite the failures of the emergency housing system, the alternative would be worse because people have nowhere to stay*” and that the government is not meeting their obligation “*to provide decent emergency housing that meets fundamental human rights requirements*”. The resulting report primarily focussed on emergency accommodation funded by EH-SNGs and transitional housing delivered by contracted service providers but did include some commentary on Rotorua’s Contracted Emergency Housing pilot and referred to it as a positive sign of improvement.

One of the key recommendations from this report was to “*phase out the use of uncontracted commercial accommodation suppliers receiving EH-SNGs as soon as possible*”. They considered that short term use of contracted motels with wrap around support services was significantly better than uncontracted motels. Contracted emergency housing was considered to only be a short term solution “*until more appropriate transitional housing, public housing and sustainable private rental housing to meet demand*” and that it “*cannot like EH-SNGs continue to operate at a scale well beyond its original intention and become relied on as a major part of the emergency housing system overtime*”. But it was also acknowledged that it is unacceptable to leave people with nowhere to go if uncontracted emergency housing was phased out. They also expressed concern that the “*failures the emergency housing grant initiative jeopardise the reputation of transitional housing provided in contracted motels, as well as new motels providing contracted emergency housing*” noting that they “*appear to the public as just one flawed system*” and that the opposition to Contracted Emergency Housing consent applications in Rotorua and reputational damage “*may impact HUD’s ability to effectively deliver alternative forms of emergency housing which – although by no means perfect – are nevertheless already demonstrating better outcomes than emergency accommodation*”.

4.3.2 Evaluation of whānau experiences of living in Contracted Emergency Housing

Edwards and Smith of Te Paetawhiti Ltd & Associates undertook an evaluation of whānau experiences of living in contracted emergency housing in Rotorua on behalf of Ministry of Housing and Urban Development in January 2023. As part of this evaluation, they surveyed whānau living in CEH and also conducted in depth interviews with 11 whānau. This was part of a wider evaluation completed of Te Hau ki te Kāinga (collective including Te Pokapū, and the three service providers – Visions of a Helping Hand, Emerge Aotearoa and WERA Aotearoa Trust). One of the key findings from this was that Contracted Emergency Housing provided safe, secure and empowering environment for whānau. Survey respondents and interview participants

reported a positive sense of community, that security and rules provided a safe and secure environment for themselves and their children, and that support from service providers to help them identify and achieve their goals. It was acknowledged that while living in motels was not ideal and there were areas for improvement (e.g. laundry and cooking facilities), whānau appreciated a safe and secure place for them and their children and opportunity for rest and respite and to get back on their feet. It was noted that the motels are also not a suitable long term option and 75% of survey respondents had aspirations to move out of contracted emergency accommodation. It was also noted CEH is not suitable for everyone as not everyone is ready to make adjustments to meet the rules but there was acknowledgement that CEH motels were better for kids and these rules contributed to the safe and secure environment.

4.4 Contracted Emergency Housing Incident register

As per the conditions of consent, all CEH keep a register of all incidents that happen onsite. Incident registers from December 2022 to April 2024 for the seven CEH motels that HUD are seeking additional consents for were provided and reviewed.

A wide range of incidents were recorded on the registers over this 17 month period (including in some instances where incidents were noted for monitoring purposes but were closed). Many of the incidents including maintenance and operations, residents requiring medical assistance, or unsupervised children are considered to be internal to the site and part of their operation (as described further below). For the purposes of analysis, incident data was split into categories (devised by the social research team) as outlined in Table 4-1. This Table provides examples of incidents, and is not an exhaustive list.

Table 4-1: Description of categories used to analyse incident reports

Category	Examples of incidents
Internal operations	Maintenance Rule breaches – including alcohol onsite or unsupervised children onsite Returning or leaving after 10pm Medical events or assistance
Verbal abuse / argument	Verbal abuse towards other family members, other tenants, security, staff or visitors (one incident was reported of verbal abuse to passersby or members of the public and this is specifically commented on below). Also includes verbal disagreements or yelling between family members. Not all incidents required intervention from staff.
Physical altercation / aggression	Incidents of harm or threatening harm to (or from) family members, other residents, visitors or self (no incidents reported of physical abuse to passersby or members of the public). It was often noted that Police were called onsite to assist. Where domestic violence incidents were noted and did not specify whether this was verbal or physical these were included under this category.
Drugs / illegal substances	Drugs/illegal substances or drug paraphernalia found onsite. Also includes reports of security smelling drugs even if these weren't located.

Category	Examples of incidents
Unauthorised visitor	Unauthorised people found onsite or if they arrived and security denied them entry. Also includes visitors staying outside permitted times.
Neighbouring site	Incidents that involve the neighbouring sites or occurred around the outside of the sites such as people (residents or visitors) jumping over fences into neighbouring property. These are discussed further below in relation to each site.
Other	Other incidents including Police visits to speak to residents or do welfare checks and other specific events described in regard to each CEH site below.

Incident data for each of the 7 CEH sites is summarised in Figure 4-5 to Figure 4-11 below. Note that sometimes multiple entries relating to the same incident (either on the same day or over consecutive days) are logged as separate incidents.

Instances of police being onsite are also recorded however it is noted that not all of these are a result of calling the police and this includes welfare checks.

The majority of incidents are internal to the site. CEH motels have a number of onsite rules and conditions of stay which include restrictions of visitors and for residents entering and leaving the site after 10pm and before 6am and the consumption of alcohol onsite. For these reasons the movement of residents and visitors outside of these times is monitored and recorded on incident reports. These are categorised as 'internal operations', as even where they may result in a rule breach this is part of the operation of the site and is not considered to result in social impacts for neighbours or those in the local or wider community members.

Verbal abuse, arguments and yelling (between family members, with other CEH residents or visitors onsite) were frequently recorded across all of the sites and these may be heard and have an impact on other residents in CEH and neighbours in proximity. Only one incident of verbal abuse was recorded from a CEH resident towards passersby was recorded at RotoVegas (this is discussed further below). Incidents involving physical aggression or altercations also occurred (although less frequently). These did not involve passersby although did include some incidents where visitors or other unknown persons displayed aggression towards CEH residents or security.

Unauthorised visitors arriving at the site and requesting entrance and those found onsite without authorisation were also common across the majority of CEH.

Specific incidents that are external to the site and involve neighbouring properties or the road/street frontage (for example visitors or residents jumping fences or incidents outside the site) and other incidents of note for **each CEH site** are expanded on the incident graphs for each site, below.

4.4.1 Description of incidents at each CEH site

Lake Rotorua

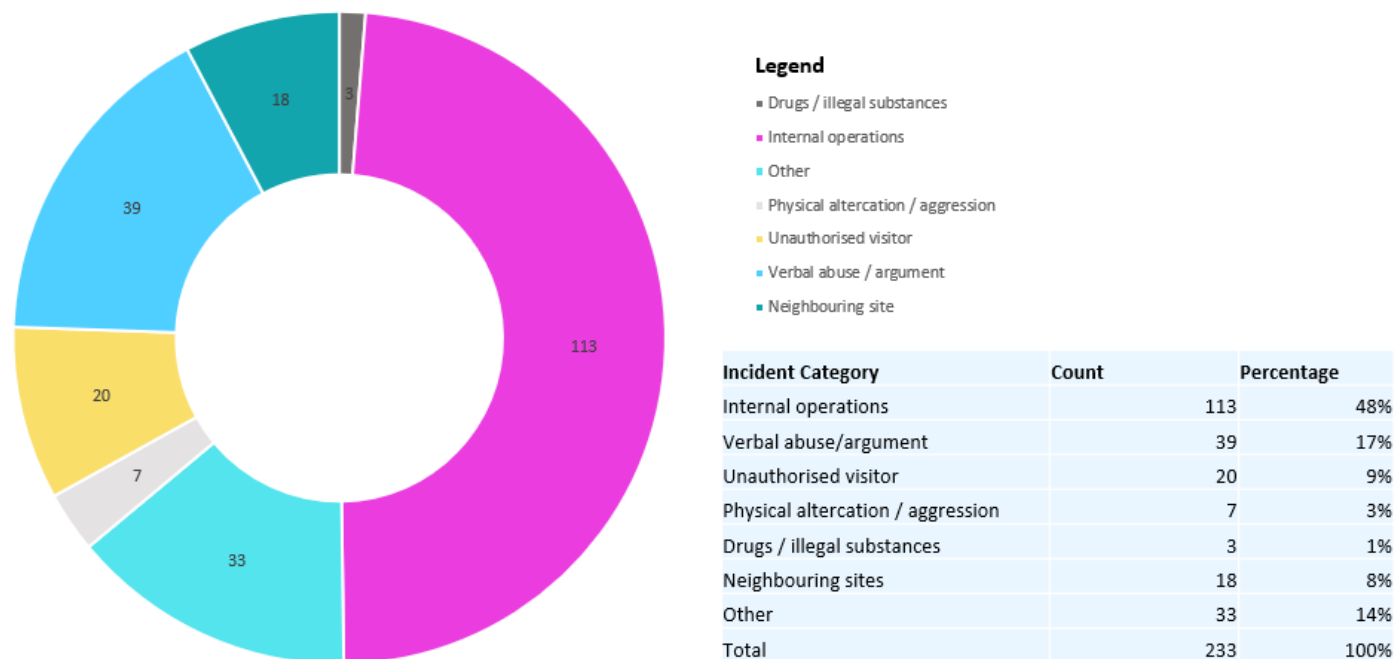


Figure 4-5: Lake Rotorua incidents between December 2022 and April 2024

Description of incidents that involve or are likely to impact neighbouring sites or local community: Of the ‘neighbouring sites’ incidents at Lake Rotorua, there were four incidents where clients or unauthorised visitors jumped the fence of the site. It was not clear if this was into neighbouring residential properties at the back of the site or if this was over the other perimeter fencing adjoining Lake and Bennetts Road. Four incidents of CEH residents passing and receiving items through the fence were also noted. Five incidents of visitors or CEH residents parking on the berm were also noted, which security intervening to ask them to be moved.

In June 2023, a community complaint was received that a young boy walking past the motel was stopped by a gang member (it was noted that an investigation was completed, and no camera evidence was found). In July 2023, a CEH resident stood in the middle of traffic in the road and was uncooperative after the bus didn’t stop for them. Two incidents of unsafe driving offsite and one of public disorderly behaviour which meant the person was denied entry to site were also noted across this period.

Ascot motel

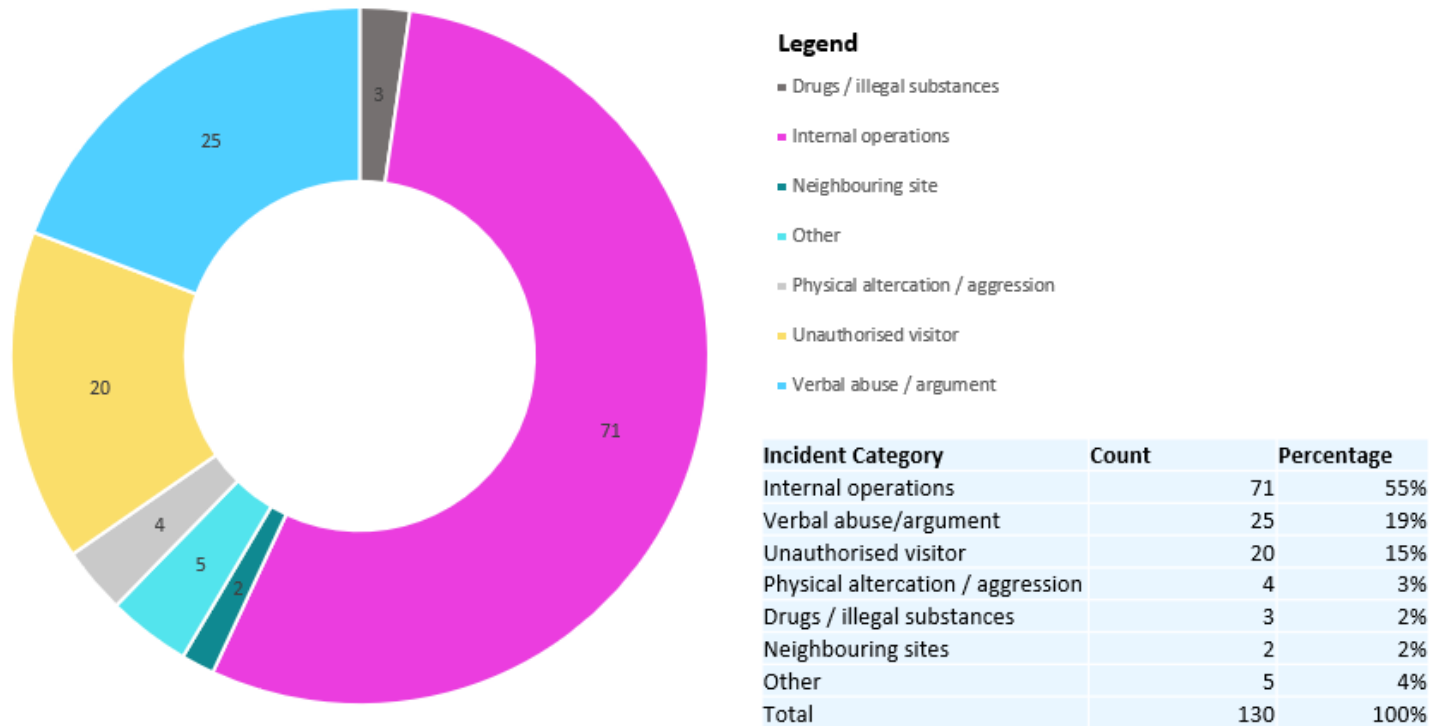


Figure 4-6: Ascot motel incidents between December 2022 and April 2024

Description of incidents that involve or are likely to impact neighbouring sites or local community: Of the ‘neighbouring sites incidents’ two incidents were noted of unauthorised visitors jumping the back gate or fence where security asked them to move on. Incidents under ‘other’ included disruptive/inappropriate behaviour from CEH residents or children residing at the site and one incident of Police executing a search warrant.

RotoVegas

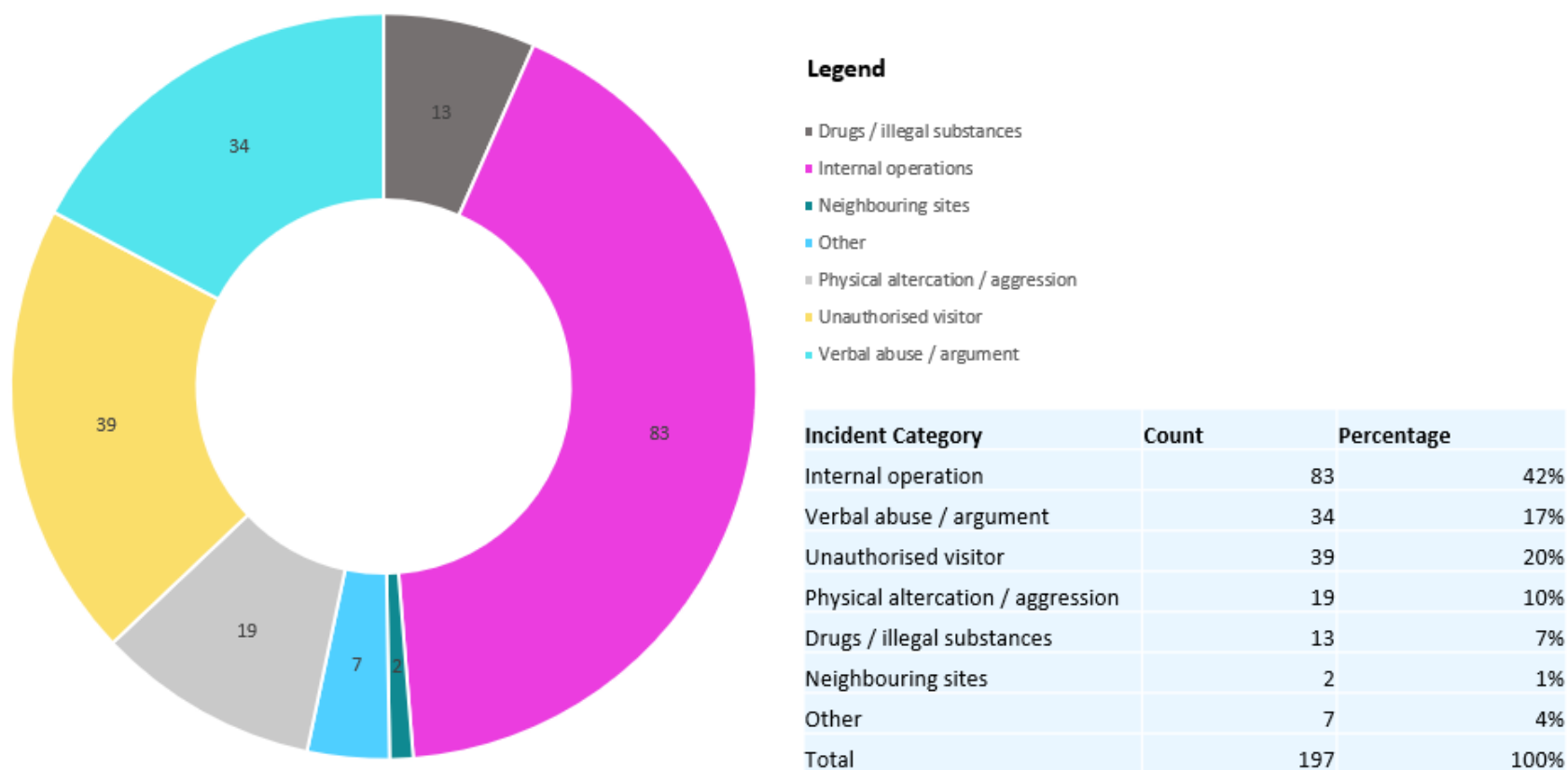


Figure 4-7: Rotovegas incidents between December 2022 and April 2024

Description of incidents that involve or are likely to impact neighbouring sites or local community: One incident where a passerby was verbally abused by a CEH resident occurred in August 2023 and it was noted that WERA support staff completed a follow up. Another incident was also recorded in regard to a community complaint about CEH resident and their children throwing stones at a passersby's dog. This is discussed further under section 4.5.

Of the 'neighbouring sites' incidents one incident of a visitor parking their car on the berm and one incident of a child jumping a fence was noted.

Geneva

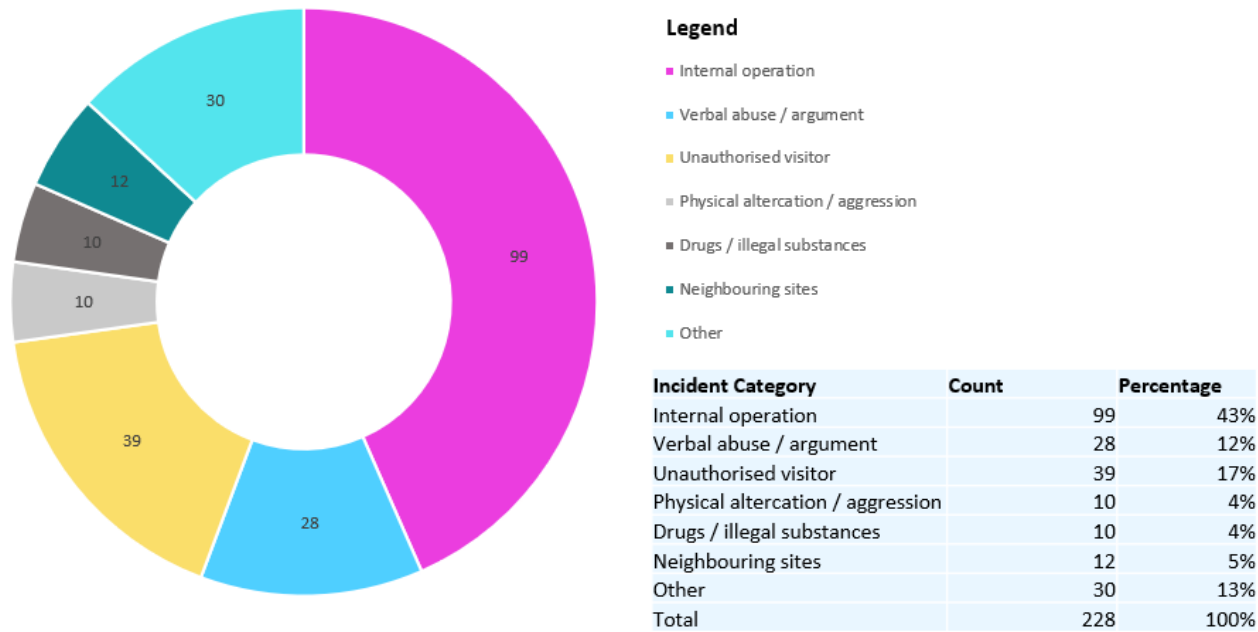


Figure 4-8: Geneva motel incidents between December 2022 and April 2024

Description of incidents that involve or are likely to impact neighbouring sites or local community: The 'neighbouring site incidents' included one CEH resident parking their car at Baden Lodge (neighbouring motel) and jumping over the fence into the site, a noise complaint from Baden Lodge, visitor's or other cars parked on the berm (on 4 occasions), visitor revving their car on a side street, noise disturbance on Robertson Rd, an intruder attempting to climb the fence by the spa area (which borders a residential property), and another two incidents of visitors jumping the back fence. Another incident occurred where a CEH resident approached a woman taking photos of signs outside the motel (as they thought she was taking photos of them) which security observed and intervened.

Pohutu lodge

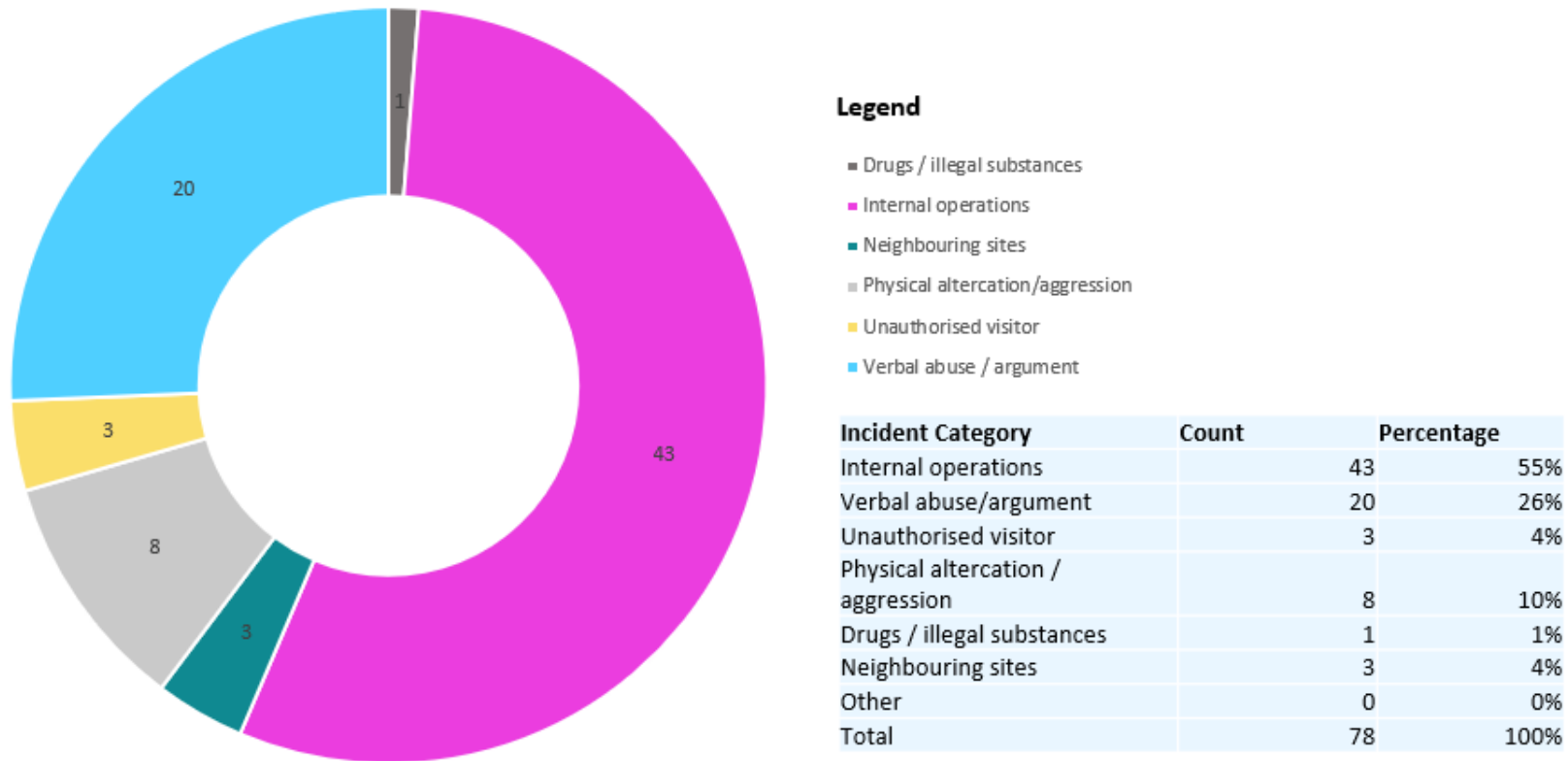


Figure 4-9: Pohutu lodge incidents between December 2022 and April 2024

Description of incidents that involve or are likely to impact neighbouring sites or local community: One of the neighbouring site incidents involved a CEH resident throwing bread into the neighbour’s swimming pool and that the onsite support service followed this up. The other incidents included two people seen jumping the back fence, children playing in out of bounds area out the back of the site. It was noted that a perimeter check was completed and roving security was called in regard to people jumping the fence but that no one was found.

Alpin

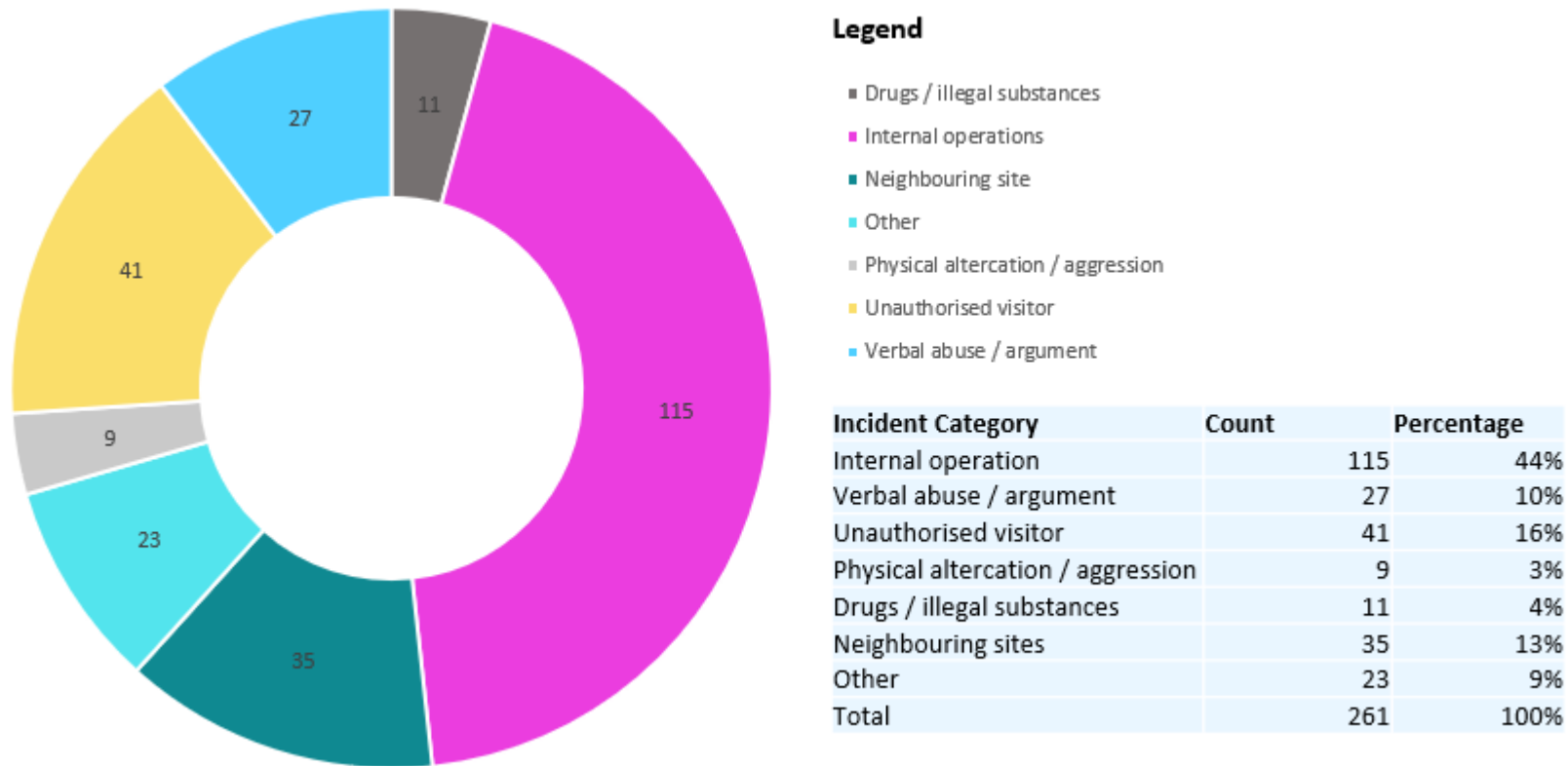


Figure 4-10: Alpin motel incidents between December 2022 and April 2024

Description of incidents that involve or are likely to impact neighbouring sites or local community: All of the ‘neighbouring sites’ incidents involved CEH residents, children, or visitors/unknown people entering or exiting around the perimeter of the site (over the fence or through bushes) or passing items through the fence/bushes. Alpin is a large site that borders residential properties to the west, a public walkway to the east and Sala St and McKee Ave to the north and south. Two of these incidents also included where CEH residents were attacked offsite and where an intoxicated member of the public abused security.

Apollo

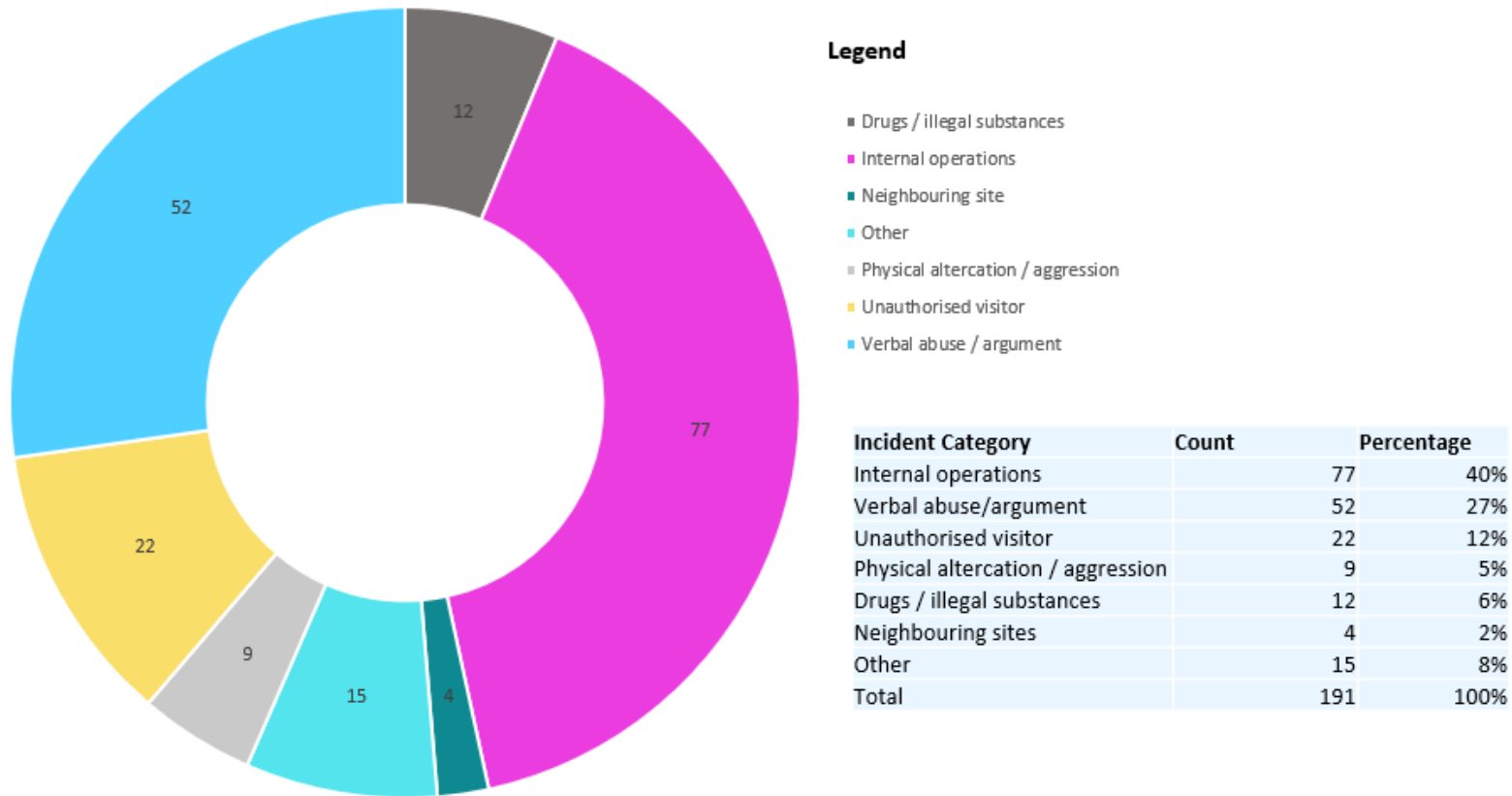


Figure 4-11: Apollo motel incidents between December 2022 and April 2024

Description of incidents that involve or are likely to impact neighbouring sites or local community: Four incidents of visitors or CEH residents jumping the back fence to enter/exit the site were recorded, this included a child leaving through gate by pool which borders private property. In addition, one incident occurred where a CEH resident was followed onto the site and a hit and run occurred between the two cars was noted

4.5 Complaints

Te Pokapū also respond to an 0800 number and receive queries and complaints from the community. 41 phone calls are recorded between 18th December 2023 and 24th April 2024 (the last call was received on 13th March 2024). The large majority of these calls were enquiries from those in need on how to seek emergency accommodation from residents both within Rotorua and those residing in other areas. Of the 41 phone calls, 4 related to complaints. Two of these were in relation to other non-contracted motels and were about people drinking alcohol outside and visits from drug dealers, and demolition noise. The two complaints recorded in relation to Contracted Emergency Housing are summarised in **Error! Reference source not found.** below.

Table 4-2: 0800 Calls received relating to complaints about Contracted Emergency Housing

Date	Summary of Complaint	HUD response
18/09/2023	Caller raised concern about the lack of security present at Midway Motel and questioned why 24/7 security was not provided.	Site manager was contacted and advised that there has been security onsite 24/7. If caller contacts again site manager happy for them to pop over and they can show where the security sit (no contact details were provided by the caller). They are not visible from the street front but have full oversight of Midway motel.
12/06/2023	Caller raised concern that a lady and 3 young boys were throwing stones at their dog while walking by. Noted that this was not the first time this has happened.	Family was identified and spoken to. Caller was advised of this and that further incidents are not expected. Emerge Aotearoa and Tiger security contacted the caller and offered support in case of future incidents.

Some moteliers also mentioned that they are at times contacted by Council regarding shopping trolleys that may be left near the site. It was noted that moteliers were conscious of this and made concerted efforts to return these in a timely manner even though it is not necessarily residents living at CEH that are leaving these around.

One motelier/service provider was approached by a neighbour about someone jumping over the fence between Midway motel and the neighbour's property and that this was able to be resolved through discussion with them. More information on this incident is explained in section 4.45.5. Midway motel is not one of the motels HUD are seeking additional consent for.

4.6 Media coverage of emergency housing

Media reporting of emergency housing in Rotorua between January 2023 and March 2024 was reviewed. This time period was chosen to understand reporting during the regular operation of CEH outside of attention that was garnered during the resource consenting process (e.g this time period covers after the consents were granted in December 2022 and prior to HUD announcing that they were going to seek additional consent for some CEH in April 2024).

Compared to the media review between May 2020 and May 2022 undertaken for the 2022 SIA, media reporting related to emergency housing in Rotorua was notably less frequent. Articles were published in March 2023, two in July 2023, three in September 2023 and one in March 2024. These related to:

- Public release of the evaluation of Contracted Emergency Housing Pilot by Te Paetawhiti Ltd & Associates which found most residents of CEH motels had a positive experience (RadioNZ, March 2023)

- Extension of contracts for Tuscany Villas and Four Canoes (which were operating as Covid-19 motels) for one year and four weeks respectively (Rotorua Daily Post, July 2023)
- Release of police call out data showing an increase of 967% between 2016 and 2021. Rotorua Mayor Tania Tapsell was quoted criticising the slow release of data and called for more transparency but also that issues in Rotorua has significantly improved in 2022 and 2023 (Newshub, July 2023).
- National Party pledging to end emergency housing motels in Rotorua within two years if elected. Plans included increasing social housing places, tightening eligibility for emergency motels, and prioritising families in social housing queue. (RadioNZ and Otago Daily Times, September, 2023)

Compared to the previous May 2020 to May 2022 period, none of these articles reported on any specific incidents occurring regarding emergency housing during this time.

5 Summary of primary data – Contracted Emergency Housing

This section summarises data collected in interviews, surveys and site visit.

5.1 Site visit observations

The observations of the site visit are comparative to the visit undertaken in March 2022⁸ and the site visit in April 2024⁹. The same technique was used for both site visits.

Koutu

One Contracted Emergency Motel is operated in this area (Lake Rotorua Hotel). The main changes observed in this area were site improvements:

- Removal of security from front of site to within front office
- Back space was tidier and appropriately fenced off and gated
- Removal of signage and high level of property maintenance (noting property maintenance was evident before)

People were observed walking past and whilst it is obvious this is a motel it is well maintained and operations are contained within site. Whilst there are motels further down towards town on the main road there are no neighbouring motels. Of the residential neighbours the observation was the physical maintenance of this site was on par or more than that of residential properties nearby.

⁸ The social research team were in Rotorua for the hearing in October 2022 however it was noted by members of the community at that time that it was 'tidied up' for the purposes of the hearing. Therefore observations from this site visit were compared to March 2022 site visit.

⁹ Motel operators were advised of our visit a few days in advance, so that they could let us into CEH sites.



Figure 5-1 Lake Rotorua motel site visit photos

Fenton Street (Victoria and Glenholme)

Currently six consented CEH operate on Fenton Street, five on the western side (Rotovegas, Ascot, Geneva, Midway, Malones) and one on the eastern side (Emerald Spa).

Overall, our observations of the Fenton strip comparative to March 2022 is that it is noticeably tidier. Changes include:

- No cars were observed parked on berms
- Temporary fencing and cones had been removed from CEH sites
- Landscaping and fencing improvements on CEH sites

- All sites (CEH and other) in general were tidier – there were no piles of rubbish and litter in general on sites
- Some sites appear to be vacant or in transition (states of demo or some building activity)
- The use of properties for which purpose was less obvious – if you looked closely and knew what you were looking for you may be able to identify but there was less distinction between EH-SNG, CEH and general sites
- The presence of security was less obvious, whilst still visible at times they were definitely less prominent
- The area seemed quiet, but people were observed walking up and down and this included tourists (daytime) and there appeared to be more tourist activity (noting last time was coming out of Covid-19 restrictions).

Noting this is an outsider's/visitor's view where there is significant time between visits therefore changes are more obvious.

Last time there was only one incident of anti-social behaviour observed outside one site on Fenton Street, this was not observed this time. Anti-social issues noted in interviews and surveys below were not observed however we were only there for a short amount of time and therefore rely on other sources of data for this information.

The covering up of some of the motel signs required by the consent conditions also helped make the Contracted Emergency Housing motels more discreet. At first glance, at least to someone who was not familiar with Rotorua it would be difficult to notice which motels are being used for Contracted Emergency Housing or for commercial / tourist use. Fenton Street was also observed to be quieter with fewer people walking around and all of the Contracted Emergency Housing motels were observed to be quiet during the day and there didn't appear to be many people onsite.

As noted on previous visit there is a range of motel stock in this area, a large portion which are ageing, the east largely has the larger sites some of which have now put gates around the properties.



Figure 5-2 Ascot motel site visit photos



Figure 5-3: Rotovegas site visit photos



Figure 5-4: Signs at Rotovegas



Figure 5-5: Geneva motel site visit photos

Whakarewarewa (Fenton Park and Whakarewarewa)

Currently three CEH operate in Whakarewarewa. Apollo is located at the entrance to Whakarewarewa village, Pohutu Lodge is located on Meade Street (a short residential street above) and Alpin on the northern side of Sala Street (according to Statistical area boundaries Alpin is located in Fenton Park but many respondents referred to this area as part of Whakarewarewa).

The main changes noted compared to previous visits in 2022 were:

- No cars were observed parked on berms outside Apollo or Alpin. Outside Pohutu, one car and one truck were parked on the berm outside other properties down the street)
- Removal of signage
- Pohutu and Apollo were generally noted to be tidy previously and this was noted again
- The presence of security guards was less prominent and not visible from the street (inside offices)

The area seemed quiet (although Sala Street is a busy road with lots of traffic), no people were observed walking around the area.



Figure 5-6 Apollo motel site visit photos



Figure 5-7: Pohutu lodge site visit photos (photo on right is of vacant neighbouring site)



Figure 5-8 Alpin motel site visit photos

5.2 Local community – surveys and interviews

The sources for this summary come from the local community resident survey (78 responses) and interviews with stakeholders that also lived within the community (7 interviewees). Refer to Appendix A for a summary of the survey results¹⁰. Where someone identified within interviews or the local community survey that they were a neighbour to one of the CEH sites this is collated in the neighbour summary section 5.3 below.

Of the 78 responses received for the local community resident survey, 21 responses were from the survey invitation letters and 57 responses were generated from links shared by Restore Rotorua with their members (on their Facebook page and with their email list). The number of respondents was lower than desired despite incentives offered and that the survey invitation letters were distributed twice. The original methodology was changed with the specific inclusion of Restore Rotorua members as it does not generate the randomised participation of the original survey and there is a participation bias of the Restore Rotorua members and those focussed around Glenholme¹¹. In this methodology those who are motivated (likely to be those who are strongly opposed or in support) are more likely to respond and it doesn't capture those who have a more neutral view as well. However, the surveys still provide valuable information on views held and experiences had by individuals living in Rotorua in addition to interviews undertaken.

The majority of survey respondents lived in Glenholme (47 respondents) and also included those living in Victoria (7) and one respondent who noted that they own and maintain properties in Victoria and Fenton Park. The remaining 20 respondents lived in other Rotorua areas where CEH is not located (these included

¹⁰ Survey results included in Appendix A are of the raw data. These differ from the statistics and graphs included in this section as responses from the survey invitation letters and from Restore Rotorua members are presented separately in Appendix A.

Lynmore, Rotokawa, Kawha Point, Hamurana, Springfield, Ngongotaha, Owhata, Lake Okareka, Matipo Heights and Hillcrest).

Interviews with 11 representatives across Restore Rotorua, community and Ratepayers and residents group representatives on the Community Liaison Group, Rotorua Lakes Council, Police, local school principals and Age Concern are summarised in this section.

No survey responses were received from residents or neighbours living in Koutu and none of the interviewees were based in this area so information on this area is limited.

5.2.1 Changes within the local community

When asked about what they valued/liked about their local area, survey respondents living in Glenholme valued its close or walkable location to town and other amenities (42%) and that it was a quiet and safe neighbourhood (31%) with great friendly neighbours (24%) (some noted that there were lots of long term residents, older people and families). Survey respondents living in Victoria or that owned maintained properties in Victoria and Fenton Park, also valued similar aspects of close proximity to amenities, friendly neighbours and that it was (normally) quiet. For those living in Glenholme, Victoria and Fenton Park a range of concerns were noted about their local area. The most common concern was crime (mentioned by 60% of respondents), including burglaries, car theft and break-ins, and trespassing. 21% mentioned feeling less safe or unsafe. For example, one respondent wrote:

I feel unsafe most of the time, I hesitate to walk around after 4pm or early in the morning, extra homes around with many police sirens going on around us.

20% of respondents specifically noted emergency housing motels as a concern and 13% were concerned about Kāinga Ora housing and a trailer park¹². Others mentioned loud or speeding cars, dogs and flooding. This was not necessarily shared by everyone as 10% of those living in these communities responded that they had no or few concerns. Respondents who lived in other areas around Rotorua also noted similar range of values and concerns.

The majority of all survey respondents thought that their local area had changed a lot over the last 18 months (63%), with 25% thinking that their area had changed a lot, and 13% that there was no change. Of those that thought their area had changed, 75% thought it had gotten worse with only 6% citing an improvement over the last 18 months (Figure 5-9).

¹² Some respondents noted multiple things they value or were concerned about and these were counted under both categories.

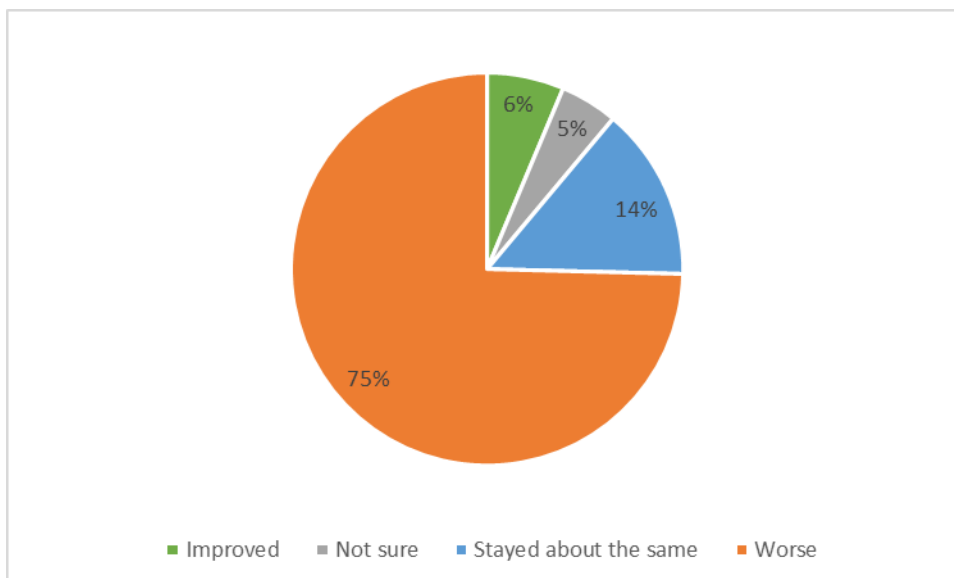


Figure 5-9: Percentage of local community survey respondents who thought their local area had changed in the last 18 months who thought that their area had improved, stayed the same or worsened

When asked what survey respondents felt had worsened in the local community common responses included crime, antisocial behaviour, noisy cars, begging, shopping trolleys left on verges, house burglaries, car break-ins, unattended dogs, shouting matches and groups of young people and kids walking around or “lounging” on footpaths. Multiple respondents said they no longer felt safe to walk (particularly at night) and one respondent mentioned “having to live with extra security cameras and extra measures for keeping property safe”. Other examples of responses are quoted in Table 5-1.

Table 5-1: Example quotes from community survey¹³

What do you feel has worsened in your local community in the last year?

Crime. It is not safe to walk in parts of our community. Our house is just waiting to be burgled

The unpredictability of people’s reactions to ‘you’ walking past, you may get hit, spat at, abused. More groups of young people moving around together - feels unsafe, cars are being stolen, ours was broken into to. More homes have gone up with a range of people in them, which is fine but these spaces have no space for young children or things to do for the rangatahi”

Everything surrounding Crime rates / emergency housing and Kāinga Ora - it is a horrible neighbourhood now - Ruined by the council and the allowance of out of towners being shipped here for Emergency housing. It is a joke. There is no pride and the council doesn't care and don't look after / clean up the streets anymore. Glenholme used to be an awesome area which is why I brought here, now it is being turned into the Projects and worse than Harlem in NYC etc”

Devaluing homes due to Rotorua's reputation now. Disreputable looking people now walking through what used to be a highly desirable street.

Not worsened but a way to go to make it completely safe to live in

More crime, more unsavoury behaviour, more police chases, more theft, more trespassing, catching burglars in the act

¹³ Some quotes have been edited to fix spelling errors

What do you feel has worsened in your local community in the last year?

Still feel unsafe around Fenton St and Rotorua. Have been accosted and intimidated. Still see people being brought in to uncontracted motels

When asked what has improved in their local community over the last 18 months, 34% of community survey respondents said nothing or not a lot had improved. Others noted that there had been small improvements noting that there was were “*less rubbish and trolleys at the corner of Fenton St*” but that issues still remained, with survey respondents noting that “*Fenton street is still unsafe but it is tidier*” or that there is “*less criminality and nuisance but it’s still too high*”. One respondent also specifically mentioned Contracted Emergency housing motels stating that:

“Contracted motels have stepped up their security presence so don’t have brawls or fights on Fenton St anymore. So there has been a small improvement but don’t believe it has removed the problem, just contained it or has been dissipated into other areas.”

Other examples of responses are quoted in Table 5-2.

Table 5-2: Example quotes from community survey

What do you feel has improved in your local community in the last year?

Fenton street got better once the recent housing accord was signed but got worse again

Tourism starting to return and a slightly happier more positive vibe

The reduced number of emergency housing hotels has also improved the visible degree of emergency housing

Less litter, less people sitting on the streets, less beggars

All but one of the interviewees acknowledged that there had been some improvements since 2022 in the areas around Fenton Street and Whakarewarewa with the areas looking tidier and with fewer people hanging around causing issues. Interviewees’ views on the degree of this improvement varied from significant improvements to only slight. Some interviewees also thought that things had started to slide backwards again (though not as bad as in 2022) and many reported that there continues to be incidents of trespassing, people jumping neighbours’ fences, burglaries and car breaks ins and that the areas don’t feel safe. Whakarewarewa was also noted to be busier with more tourists coming and going. Some also noted that while Fenton St had improved, there was a worsening in the CBD with an increase in begging, crime and shoplifting and this was attributed to increase of people (particularly single men) living in backpackers.

5.2.2 Impacts from Contracted Emergency Housing

88% of respondents said they had noticed the use of motels for emergency housing in the last 18 months (this was 96% for those living in Glenholme, Victoria and Fenton Park) and 94% of all respondents said they had noticed contracted emergency housing specifically. While some knew the specific names and locations of CEH motels, when asked if they knew the name or location of contracted emergency housing, many respondents also noted other motels that do not operate as CEH. Therefore, some of the answers to the following questions may be linked to other sites, for example those that may be used as other forms of emergency accommodation.

As shown in Figure 5-10, the majority of local community survey respondents said that CEH has negatively impacted them or their family, however 22% of respondents said that CEH had not impacted them and 8% reported a positive impact.

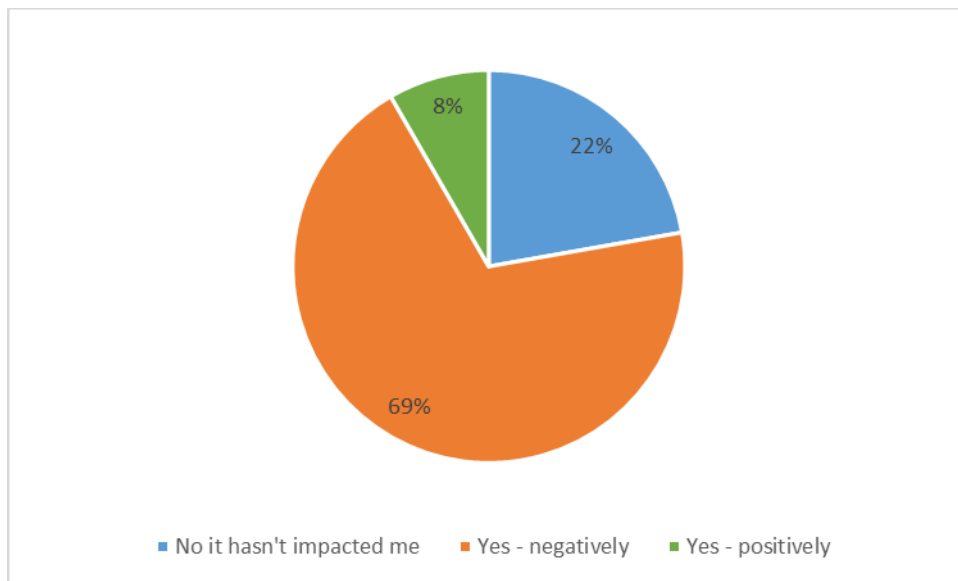


Figure 5-10: Has contracted emergency housing impacted you personally or your family?

Negative impacts cited by respondents included:

- Change in walking patterns (due to feeling unsafe)
- Avoiding the CBD and going past the motels
- Feeling unsafe, fearful or anxious (at home or out and about) due to crime, own or friend's experiences of intimidation or the appearance of the area e.g. presence of shopping trolleys
- Witnessing drunken and antisocial behaviour
- Increased crime rates such as burglaries and car break ins
- Extra demand on teachers due to children being enrolled from challenging circumstances
- Increased vigilance and money on home security improvements (fences and cameras)
- Being hassled or shouted at by beggars, threatened and chased by thieves
- Trespassing and strangers on private property
- Unsafe to let children play in the yard without an adult present or walk the streets
- Loss of house value
- "Hooligans", "interesting people", "random people", "undesirables" and gang members out roaming the street
- Increase in fighting, violence, drug users/deals
- Moving house to a safer street or wanting leave Rotorua
- Experiencing intimidation
- Hearing domestic arguments
- Attacks on vehicles while they were in their car on Fenton St or by the lake

Where locations were given these negative impacts were centred around the CBD and/or Fenton St. Examples of responses are quoted in Table 5-3.

Table 5-3: Example quotes from community survey

How has Contracted Emergency Housing impacted you/your family?

The complete lack of feeling safe.

We manage where we walk and when, have a heightened awareness of our surroundings and have increased security around our home due to the increase in crime.

Have caught trespassers on my property, have caught people stealing from my neighbours, have called police and been chased and threatened by the thief, have had my letterbox destroyed. We have had to put up cameras, keep our gate shut constantly, keep all doors locked when at home, and don't let my children play outside in their own yard without an adult as not safe. It has caused anxiety and a sense of desperation as no one seems to care or listen.

Unwanted people jumping our fence, scared children, not feeling safe in our home, crime has increased and having to listen to domestics.

I used to go walking with my dog and young daughter down Fenton Street but no longer feel safe doing this since EH motels in use.

We have been attacked in our car in Fenton street, a group smashed our car windows while we were in the car, an extremely stressful event.

Only one specific positive impact was noted, which the respondent stating that “a house two down from me used to have a lovely family in it. The landlord turned it into an Airbnb and kicked the family out. The family had to live in emergency housing for a while, it was good they had somewhere to go before finding a rental”.

88% of respondents thought that these impacts had stayed the same or gotten worse over the last 18 months. Of the improvements that were noted, one respondent noted that “Fenton Street looks better, there aren't drunk people in the bus shelters, Fenton Street looks cleaner, graffiti is still an issue and cars are still being stolen or broken into. Better security services in hotels” and another that cited worsening in the CBD “Maybe 18 months ago the CBD was a little better, but the antisocial behaviour in and around the CBD area has increased dramatically in the last 6-7 months. Also increased gang presence.”

Those interviewed shared similar concerns and negative impacts arising from CEH to survey respondents including ongoing issues with crime, antisocial behaviour, trespassing, people walking through Glenholme at night, witnessing suspected drug deals in the Whakarewarewa village car park. The introduction of night security in Whakarewarewa village was noted as a positive improvement.

There were also a mix of opinions on whether CEH sites and the consent conditions had made an improvement. While some noted that security at CEH helped to manage issues and make them feel safer, others noted that this made the environment feel less friendly. Similarly, some interviewees thought that covering up of signs helped to make CEH more discreet and less confusing for tourists while others noted this doesn't help the fact CEH still look like motels. Some also raised questions on the effectiveness of wrap around support provided.

Two local school principals spoken to within the Rotorua Central Community of Learning identified that children living in CEH motels present with behaviour, social and academic challenges and that additional teacher aides were needed to support them (behaviour challenges were also linked to lack of sleep the students are getting at the motels). Another local school principal noted that a lot of time is spent by learning support coordinators and classroom teachers on attendance issues. It was noted that whānau were often transient and by the time schools get the students settled, started on learning intervention programmes and support for behaviour issues they move on. Some support was provided from the Rotorua Schools Whānau connectors who provide transport, enrolment support, kai, uniforms and links to school support but concerned that this funding was looking unlikely to continue into Term 3 of 2023 and beyond.

5.2.3 Community liaison group and fatigue of local community

Some interviewees also spoke to increase in fatigue, frustration and alienation among the local community that issues were continuing, that they do not feel that their concerns or issues are listened to and lack of transparency, accountability and action from government agencies.

Interviewees who represented community groups as part of the Community Liaison Group also reported that this was frustrating experience and was described by some as “lip service”. Community representatives felt outnumbered by those representing government agencies and moteliere and that their concerns were not genuinely listened to, were dismissed and that no or only minimal action had been made to respond to their requests for information or concerns raised.

5.3 Residential neighbours – surveys

Four responses were received to the survey invitation that was distributed to residential homes one or two houses away from all of the currently operating CEH sites. Refer to Appendix B for a summary of the survey results¹⁴. Another six people who responded to the local community survey noted that they were a direct neighbour to one of the CEH motels and their responses have also been summarised in this section. Again, this number was lower than desired, despite the fact that support provider staff visiting neighbour’s properties twice to knock on their door and attempt to personally give them survey invitation to increase uptake. The survey responses still provide valuable information on views and experiences of neighbours who live close to CEH.

Respondents lived in Glenholme, Fenton Park and Whakarewarewa and motels noted included Midway¹⁵, Geneva, Pohutu and Alpin. No responses were received from neighbours living in Koutu next to Lake Rotorua.

Respondents included those of a range of ages and household composition (those living along, couples, and families with children). 6 respondents had lived at their property for more than five years, two had recently moved, living at the property for two months and 2 between one to two years.

Given the small number of respondents and to avoid identifying respondents, comments in the summary below are not attributed to specific CEH sites.

¹⁴ Survey results included in Appendix B are summaries of the raw data. These will differ from the statistics and graphs included in this section which also include the six respondents to the local community survey who were direct neighbours.

¹⁵ The most responses received from neighbours were in relation to Midway motel. Midway motel is not one of the CEH that HUD are seeking additional consent for.

5.3.1 Impacts from Contracted Emergency Housing

The majority of respondents stated that contracted emergency housing had negatively impacted them or their family (see Figure 5-1).

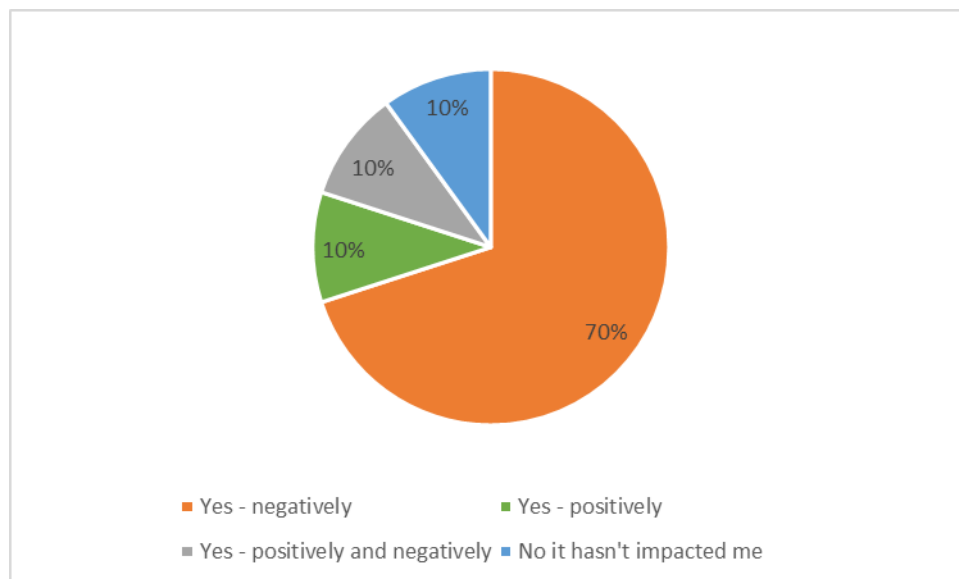


Figure 5-11: Has contracted emergency housing impacted you or your family?

Specific incidents occurring over the last 18 months noted by neighbours included:

- Hearing regular loud domestic arguments / profanities / yelling and shouting
- Soiled nappies and food thrown over fence into pool
- Burglary which “shattered our sense of safety” and led to getting a dog, building a fences, installing cameras
- Frequent trespassing and unwanted people jumping fence into motel
- People coming up driveway and accosting family members
- Witnessing/hearing child and domestic abuse

These incidents were noted to have made it unpleasant to use outside areas of their property (due to hearing arguments), families not feeling safe in their home (for example that house burglary “shattered our sense of safety”), witnessing abuse was stressful, and that there was less community participation and contribution due to families insulating themselves. One respondent also noted that there was a lot more begging at shopping centres and in the streets, and that when she asked those people said they live in motels.

5.4 Commercial - interviews

This section summarises key themes heard during interviews with representatives from RotoruaNZ, Chamber of Commerce, other hotel and motel providers (in commercial use) along Fenton Street and in Whakarewarewa.

5.4.1 Rotorua’s reputation

A key theme that was raised was the impact to Rotorua’s reputation and perceived safety especially for domestic visitors. Damage to Rotorua’s reputation was linked to lower domestic visitors compared to other

New Zealand regional centres and flow on effects of this to other trade and business (given tourism is one of the largest economic sectors).

Although international tourism has returned after travel restrictions from the COVID-19 pandemic have been removed, it was reported that domestic visitor numbers have not returned to the same rate as other towns such as Tauranga or Queenstown and that surveys undertaken found that some domestic visitors decided not to visit Rotorua because they saw it as unsafe. While tourists may still come to visit Rotorua's attractions, one interviewee noted that they choose to seek accommodation in other centres outside of Rotorua because of this unsafe reputation. Another interviewee noted that outside perceptions of Rotorua as unsafe also impacts business ability to attract staff as they don't want to live in the city due to perceived safety concerns and also on local pride.

Interviewees raised that media reporting of the provision of emergency housing in Rotorua and the resource consent process to date has damaged Rotorua's reputation. While there was acknowledgement that often the outside perception of Rotorua was worse than what was happening on the ground, there was concern that HUD applying for additional consents would attract more high profile and negative media coverage, and cause even more reputational damage. Interviewees noted that this is a challenging issue to turn around and will take a lot of time and money to change this perception. This was echoed by hotel providers located on Fenton Street who had to reassure potential commercial clients (including wholesalers) that Rotorua is a safe destination.

5.4.2 Changes observed along Fenton St and in Whakarewarewa village

All interviewees reported that things along Fenton Street had improved over the last 18 months although some noted that they had observed a decline in the last few months (though still not as bad as previously). In general, Contracted Emergency Housing motels were acknowledged to be better than non-contracted emergency housing (e.g. motels accepting EH-SNGs from MSD clients or those living in backpackers). Other changes were also noted such as an increase in people on the street, begging and rough sleeping in the CBD more recently.

Specific accommodation providers also mentioned the significant financial investments that they had to make in the form of perimeter fencing and gates in order to improve safety of guests and staff. One of the hotels on Fenton Street interviewed reported that prior to installing fencing and gates (in 2022) they would have three to four incidents of anti-social behaviour each day including hotel and guest vehicle break ins, smashed windows, people peeing in carpark, drug deals in carpark, intimidation of guests asking for money, stealing guest luggage and damage to guest trucks and stock.

Interviewees reported that number and frequency of incidents had decreased since 2021 and 2022 and this was linked to the decrease in number of people in emergency housing along Fenton Street. However ongoing issues were reported including two recent incidents where hotel guests were subject to attempted theft and another group of guests where intimidated and followed back inside their hotel while walking along Fenton Street.

5.5 Operational- interviews

This section summarises key themes heard during interviews with representatives with the three support service providers (WERA, Emerge Aotearoa and Visions of a Helping Hand), Te Pokapū and Ministry of Social Development.

5.5.1 Need for emergency housing

People require emergency housing for a variety of reasons, and all have unique needs and circumstances. Some whānau living on contracted emergency housing had complex needs and challenges drug and alcohol addictions and other things they need support with but there are also working families and pensioners who simply can't afford or find a private rental house.

When contracted emergency housing first started it was observed that lots of people were moving back to New Zealand and wanted to move back into the properties they owned, therefore lots of whānau who had been renting for decades suddenly had to move out. There were also lots of relationship break ups happening and overcrowded housing. Overcrowding, housing affordability and relationship breakdowns were still the main reasons why people needed to move into Contracted Emergency Housing.

Interviewees questioned where people would go if the resource consents for contracted emergency housing were not granted. It was noted that there will always be a need for emergency accommodation in some capacity.

5.5.2 Placement and referrals

Operational interviewees were clear that people placed in contracted emergency housing were from Rotorua or whakapapa to Rotorua. If someone presents with a housing need to Te Pokapū and they are not from or whakapapa to Rotorua then they are not placed in emergency housing. They will be referred on to local providers in the area they are from and if needed support could be arranged to help them travel back to these areas (e.g. petrol vouchers). If there were extenuating circumstances that require someone to be placed in emergency housing who did not meet these criteria this requires senior sign off by Ministry of Social Development.

It was reported that the collaborative approach established through Te Hau ki te Kāinga (collective of the three support providers, Te Pokapū and MSD) had been working well and while there is always room for improvement, it is well coordinated and some great relationships have been built between the different providers and agencies.

5.5.3 Support provided to CEH residents

Interviewees spoke about the support provided to whānau including initiatives to connect them to services provided by other organisations according to their individual needs and goals (for example Plunket and parenting support and financial advice sessions). Interviewees mentioned that bringing these services onsite reduced barriers of access as residents can access from a space they are comfortable in and don't have to travel to. They reported that having support providers onsite also makes a big difference as the navigators are there as and when its needed and as an extra motivator.

One interviewee also noted that transitioning out of CEH can be challenging for some people, particularly where they are moving somewhere that is unfurnished (many people move into CEH with nothing and sell furniture as it is too expensive to store) or if wrap around support is not available at the new location. Interviewees noted that it was really important to make sure those living in CEH were aware of these community services and are connected to them while they are in CEH and when they transition out. This is what helps make sure people "stick" in their new housing when they do transition out of emergency accommodation.

Interviewees did not report any feedback from providers that CEH puts too much pressure on them. The Te Whatu Ora liaison role had not been filled at the time of this report. However, interviewees spoken to noted that the person who previously held this role had that being able to come to CEH motels helped staff to keep track or and reconnect people.

5.5.4 Changes observed in the local community

It was noted by interviewees that the appearance of Fenton Street had improved a lot and noted that there have been less behavioural issues with drug and alcohol abuse out on the street. The area was quieter, calmer and more controlled and this was linked to EH-SNG motels tidying up and reducing in number.

One interviewee noted that the improved gates and fences were much better for tamariki who are now more likely to be out playing in the driveway and carpark.

Some interviewees noted that there is confusion from members of the public on the different emergency accommodation such as contracted emergency housing, non contracted emergency housing (e.g. through EH-SNGs) and use of backpackers. Contracted emergency housing motels were seen as much better as they were safer and more secure (particularly important for those coming from domestic violence) and provided wrap around services onsite, meaning that people can access support when they need rather than having a weekly visit. Some interviewees noted that they were keen for the narrative to shift and for contracted emergency housing to be seen as part of the solution, not the problem itself.

5.5.5 Incidents and feedback

Interviewees reported that there are incidents at CEH (as shown by the incident reports) and some whānau don't necessarily know how to deal with things the ways others do which can result in yelling, arguments escalating into fights. It varies depending on people living in Contracted Emergency Housing at any one time. For whānau who have been there a while and are settled there may be no incidents for weeks, while other times when a whānau arrive it can take some time to adjust and there may be multiple police callouts in one week. The most common reason for police to be called out is for domestic violence and arguments.

Most interviewees noted that they receive no or few direct complaints or negative feedback from neighbours. All interviewees mentioned their efforts to work with those who had complained or contacted them to resolve issues including responding to specific incidents raised by businesses in the area to identify whether any residents of their sites were involved. For example, one of the incidents mentioned was of visitors jumping over the fence into neighbouring properties after hours. Interviewees noted that in response to this a stronger fence and security camera were installed. Eventually they had to ask the resident to vacate the site as was causing too much stress for the neighbour. In relation to this specific incident, an interviewee noted that from their perspective the neighbour was happy this resolution and that staff had a good relationship with them.

Other additional measures that had been taken included the provision of night security of Whakarewarewa village carpark and picking up of rubbish in the general area outside Apollo.

5.5.6 Transition to other accommodation

Interviewees noted that some residents formed support networks within the motels and would find transitioning away from these networks difficult. For those who have transitioned out of CEH, the transition is easier if a house is furnished, more challenging if moving into a private / Kainga Ora rental that needs furniture etc. Most people move into CEH with nothing or sell their furniture as it's too expensive to keep things in storage. When people get offered a rental property it's great, but challenging for them to quickly get everything they need together. This process isn't always smooth. Move is hard if there isn't wraparound support at the new destination.

5.6 Residents of Contracted Emergency Housing - survey

Information from this section is from the 46 responses to the survey of people residing in Contracted Emergency Housing motels in May 2024. Refer to Appendix C for a summary of the survey results.

Respondents included a range of households including those with and without children. 10% of respondents had lived at the CEH motel they currently reside in for over one year, 22% for less than three months, 43% for three to six months and 24% between seven months to one year.

5.6.1 Reason for moving into Contracted Emergency Housing

Prior to moving into the Contracted Emergency Housing motel they currently reside at, 35% of respondents were living with whānau and 27% of respondents were living in another contracted emergency housing motel (see Figure 5-12).

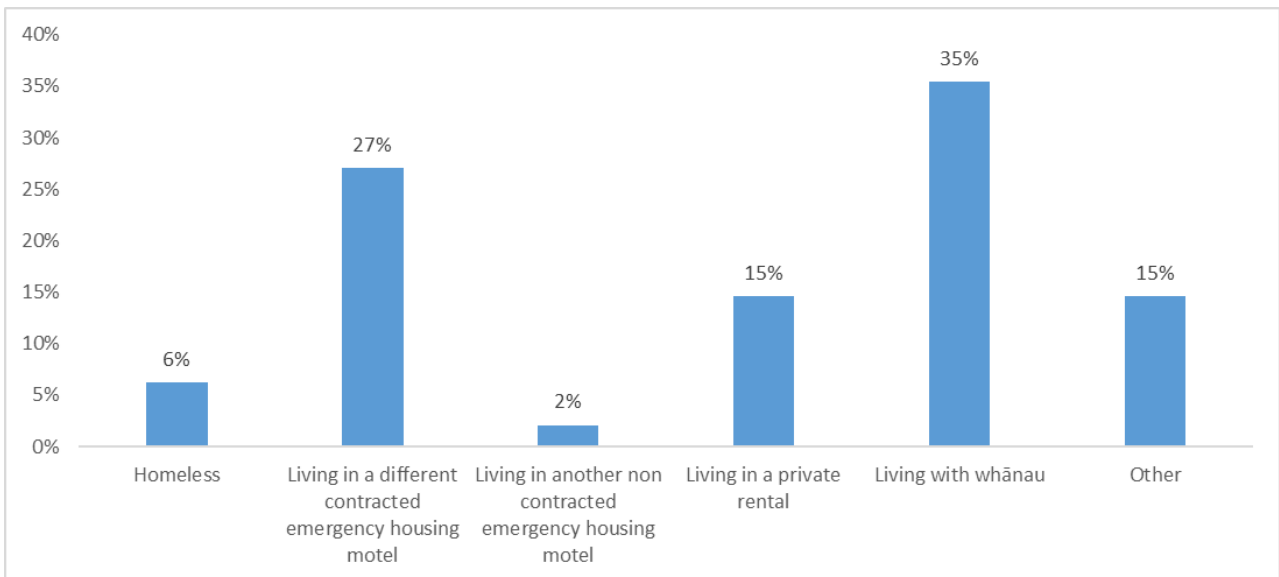


Figure 5-12: Where did you live prior to moving into this contracted emergency housing motel in Rotorua? One respondent gave multiple answers.

The most common reasons given for households moving into Contracted Emergency Housing were due to unsafe living conditions, lack of secure accommodation, overcrowding or because owner took possession of the rental (note that some respondents gave multiple reasons).

Respondents reported that if they weren't living at contracted emergency housing then they would be living in their vehicles, on the street, couch surfing or in a cabin with no facilities. Some respondents said they would still live with their family or friends and others acknowledged that while they may have had family, their houses were already overcrowded and there was no room for them or the environment was unsafe.

Figure 5-13 Example quotes from CEH residents survey

If you weren't living at this contracted emergency housing motel, where would you be living?

On the street - it was lifesaver for me. Have family but can't go live with them as they have their own family

In my car until I found a suitable place for my babies and myself

With my mother where there is abuse, gang rivals, drug use

If you weren't living at this contracted emergency housing motel, where would you be living?

In a stand alone cabin with no access to hot water toilet shower kitchen

5.6.2 Quality of facilities and support

The majority of respondents thought that the motel facilities were suitable. While this wasn't a view shared by all respondents, the majority agreed or strongly agreed that there was enough space for their whānau (60%), laundry facilities were suitable (70%) and that the motels were clean (69%) and dry (79%). Cooking facilities were reported as an area of improvement with only 42% agreeing or strongly agreeing that these were suitable.

The majority of survey respondents also agreed or strongly agreed that they always feel safe at the motel (82%), that the motel was secure (84%), and safe for children (67%). For those who had experienced other forms of emergency housing it was commonly noted that CEH motel was safer and more secure. For example, one respondent noted that the CEH motel was a *"safer environment for kids. More rules meant less incidents. With no visitors allowed and having security were my highlights of living in EH"*. Another respondent acknowledged improvements in referral processes saying the CEH motel was *"more secured because tenants are vetted better through the emergency housing process"*.

There were mixed views from respondents relating to the quality of the support provided to them at the CEH motels however the majority of respondents strongly agreed or agreed that they feel listened to (71%), were regularly contacted by their support provider (61%) and had been supported to develop a whānau transition plan (57%). Only 35% agreed or strongly agreed that they were empowered to achieve their aspirations.

It appears that respondent's experience of living at motels is not consistent. One respondent noted that:

"Visions With a Helping Hand and Armour guard Security are awesome, kind, respectful, compassionate, helpful while keeping the peace and issues if any are resolved quickly. The babies who live on site have the freedom to play and have fun outside as well and there is always help if anyone needs it with either visions or security. The Alpin Motel Staff are always cleaning, helpful, approachable and kind."

While another reported that their CEH motel was:

"full of staff employed and coming from the one whanau who act like they are there for residents but aren't. They are there feathering their own nest"

A third respondent noted:

"This particular motel/provider has been the best out of all three providers. We are treated like ACTUAL people and not looked at like we're criminals in a prison unit".

5.6.3 Aspirations

A range of aspirations were noted by residents of CEH motels including to be mentally and physically healthy, happy and content and to save money but the most common aspiration noted and that was selected by 82% of respondents was to move out of emergency accommodation. This is also similar to findings from Te Paetawhiti & Associates January 2023 evaluation where 75% of survey respondents had aspirations to move out of emergency housing.

6 Assessment of social impacts

The previous SIA assessed impacts compared to an existing environment where emergency accommodation was already provided through Emergency Housing Special Needs Grants (EH-SNGs). The potential impacts identified in that assessment sought to consider how Contracted Emergency Housing motels contributed to the existing environment at that time.

This SIA assesses the changes that have occurred since the previous SIA and consenting of CEH in 2022 in order to identify potential social impacts of the continued operation of seven CEH motels for another year until December 2025 or if these were to cease in the existing environment.

The CEH are assessed in context of the existing surrounding environment currently experienced by the local community and considers the changes that have occurred over the last 18 months (i.e., not compared to pre-Covid-19 time).

6.1 Way of life

In the previous 2022 SIA the key issues were:

- Some neighbours, local community and wider community members avoided walking within the vicinity of CEH and EH-SNG properties, therefore changing the way they exercised, commuted or accessed shops etc.
- Some neighbours or those in close proximity to a EH-SNG or CEH making changes to how they lived at home, through less time spent outside and more security added to their home.

Wider community

In terms of way of life for the wider Rotorua Community (those that do not live in the local area) the main impact referred to over the last 18 months for those in the community surveyed or interviewed was to avoid certain areas which they may have frequented for activities such as recreation (walking/biking) or shopping in particular Fenton Street, CBD and Victoria due to feeling unsafe from anti-social behaviours experienced, witnessed or reported.

This is similar to the sentiment in 2022, however it appears that anti-social issues have intensified in the CBD and Victoria around the shopping centre and have lessened somewhat around Fenton Street. This has not necessarily encouraged all to revert to walking or biking again in the Fenton Street area. Some had reported they feel more comfortable (or never avoided it) but this was the minority of those spoken to.

Local Community

Some people interviewed and surveyed reported that the way they live their lives has changed. Specifically, they avoid walking around their neighbourhoods and into town, particularly along Fenton Street. Similar to reports heard during the 2022 SIA, people cited reasons including feeling intimidated by members of the public (particularly seeing people unfamiliar to them walking around at night), incidents of intimidation and verbal abuse, and witnessing anti-social behaviour.

These behaviours were attributed to those being accommodated in emergency motels (including specifically CEH), Kāinga Ora housing developments or (particularly for incidents occurring around the CBD) those residing in Backpackers. Whilst this is a broader range of causal factors than CEH on its own, apart from the Koutu community, members from all local neighbourhoods of CEH attributed an antisocial incident/s to a CEH resident and these behaviour contributing to impacts on way of life.

Causation could be a singular incident or an accumulation of a series of incidents/experiences over time.

Most interviewees and some survey respondents acknowledged that anti-social behaviour and fights had reduced since 2021 and 2022, although with the continuation of some incidents and crime some residents continued to feel unsafe and reported they still did not walk around the neighbourhood.

It appears that the reduction in emergency accommodation (e.g. decrease in the number of motels accommodating EH-SNGs) and therefore reduction in the number of people in emergency housing particularly along Fenton Street has coincided with a reduction in experiencing anti-social behaviour. However, the perception of the areas as unsafe has continued and incidents even at a lesser scale mean that some residents still feel unsafe walking around their neighbourhood.

In addition to residents, it has also had an impact on how people operate businesses in the area. For example, investing in extra security to avoid impacts on their business particularly in relation to trespassing and theft. Others mention staff safety and changes to commuting patterns.

Neighbours

At the neighbour level incidents pertaining to a CEH site has impacted how some neighbours carry out home life. This can be from limiting time spent outside, supervising and limiting children's outside play, interruptions to sleep, less visitors and, like the local community, changing where and how they move around the area. This is due to experiences with visitors of CEH residents trespassing on their property and jumping fences, and hearing yelling and screaming, and abuse. Incidents of visitors jumping fences into or out of neighbour's properties were reported in incident reports and from community consultation. Even where this was resolved by the motel operators and support providers these residents felt unsafe in their property and unable to enjoy outside areas. Neighbours reported efforts to make their properties more secure (building a fence and getting a dog), that their grandchildren do not feel safe playing outside and that the family have difficulty sleeping and live in fear. Whilst the incidents may be sporadic or have only occurred a few times this is enough for neighbours to feel unsafe and hypervigilant whilst the CEH activity continues.

CEH Residents

In general CEH residents report that their way of life improved by staying at a CEH motel. This is dependent on where they were previously and their experience in the specific CEH. The alternate way of life for many if CEH was not available was very negative including homelessness, increased transience, overcrowded living environments or having significant impacts on health and wellbeing of the individuals. In terms of carrying out daily routines, cooking facilities appeared limited and space and laundry facilities a challenge for some. Rules and visitor restrictions brought a sense of safety and order but also an intrusion in freedom of movement and choice of visitors that some did not like. The experience appeared to vary on the location, interactions with staff and other residents. Antisocial behaviour of some residents would impact residents much like it impacts the wider community causing residents to feel unsafe and limit movements and interactions. Residents were supported to get children to school and establish routines.

6.1.1 Summary

Whilst anti-social incidents of the scale and nature of that reported in 2021/2022 seems to have eased a little the experience and behaviour of the community in terms of how this has impacted them and the way they live their lives has not changed significantly. Some issues seemed to have moved and concentrated more in the CBD but due to some incidents still occurring and evidence of the activities in the community some members remain hypervigilant and have changed the way they live, work and recreate. The scale of the impact in relation to CEH motels appears to increase the closer you are in proximity to a site.

Anti-social behaviour in the community at large is not directly attributable to CEH. However, some interviewees and those surveyed reported that there have been occasions where residents of CEH are responsible for this behaviour. The activity of operating emergency accommodation in a motel does not in

itself necessarily cause the anti-social behaviour attributed to these impacts however the activity may locate some people attributed to these behaviours within these communities.

In terms of impacting way of life for the wider community, this is a very small component of their lives, it would occur occasionally and is very limited in its direct attribution to the CEH activity. Noting that some of the deterrent behaviour in the community impacting way of life for the wider community may be by people who were/are residing in CEH motels. Therefore, the impact as it is attributable to the CEH activity is negligible but in general as an impact on the wider community is very low negative. For local community in terms of way of life it is largely how they move around the community in part impacted by antisocial behaviour some of which may be CEH residents and therefore there is a low negative. Neighbours are directly impacted by the behaviours of CEH residents, and this has a low to moderate impact on way of life, depending on the site and experiences.

It is expected that impacts to people's way of life would continue as the CEH motels continue to operate as particularly neighbours or residents who live close by experience anti-social behaviour. While incidents within the wider community and located away from CEH motels cannot be directly attributed or the responsibility of CEH motels the perception that people involved in these incidents are from CEH may still impact on local resident's way of life and whether they feel safe to walk around their neighbourhood or down Fenton St. The change in numbers of CEH operating will lessen the impact for those who did reside next to CEH sites that have been closed as the likelihood of being exposed to incidents reduces. Perceptions of safety and adjustments to way of life as a response will depend on the presence of anti-social behaviour and crime in the community as evidenced with the shutting of many EH-SNG it will depend on where those with problematic behaviour relocate to and the use of the sites once they cease to be CEH motels.

For residents of CEH whilst not all positive impacts on way of life it is largely an improvement to the alternative that was available to them at the time of entering CEH but not in comparison to permanent secure housing. The impacts of closing CEH will depend on what they can transition to, hopefully permanent housing and for those who need emergency housing in the future it will depend on what is available to them. Given the counterfactual of where most indicated they would be staying this is a suitable temporary option but has limitation in terms of restrictions re rules and visitors and space and facilities. If closed without further time to complete transitions this would have a negative impact. Time to locate permanent solutions would have a positive impact.

6.2 Tourism character

Three of the CEH motels which are subject to this application are located on Fenton Street. This is half of the number of the CEH motels currently operating on Fenton Street, as HUD are not seeking consent for Midway motel, Emerald Spa and Malones motel and these will be exited by December 2024. This, in combination with reduction in use of other non-contracted motels for EH-SNGs in Rotorua to date, many of which were located in the Fenton Street area, will continue to reduce the provision of emergency accommodation in this area. However as with other motels it will depend on the use and upkeep of the sites post CEH use as to the impacts on tourism.

Whakarewarewa is also a key tourism area for visitors, and concern was also expressed about the presence of CEH in this area, in particular for Apollo motel which is located at the gateway to Whakarewarewa village. HUD is seeking consent for both of the two CEH motels currently operating in Whakarewarewa (HUD is also seeking consent for Alpin motel which is located in Fenton Park although considered by respondents as being part of Whakarewarewa). The reported impact on tourist operations (accommodation, services and tourist sites) varied from negligible to issues with safety and operations.

Compared to 2022, Contracted Emergency Housing was observed to be more discreet within the environment with more discreet security, removal of traffic cones and temporary gates and the removal/covering up of signs which reduces the prominence of these motels along Rotorua's tourist street. A

visible improvement in the tidiness of Fenton Street was observed during the site visit and noted by interviewees and survey respondents (although this was not universal). Some interviewees attributed this to the consent conditions of CEH motels noting that requirements around property maintenance, removing signage and cleaning up graffiti as well as curfews and rules on alcohol consumption made an immediate difference to positive impact on the amenity of Fenton St from the perspective of tourists. Some residents and neighbouring commercial hotels noted that the presence of closed gates at the CEH motels, may raise questions among visitors and does not contribute to creating an open and friendly environment.

Rotorua's reputation among domestic visitors as a safe place to visit was reported to continue to be an issue. Interviewees related this to specific incidents where visitors were accosted and followed along Fenton Street, anti-social behaviour and begging around the CBD but also the high profile negative media reporting of crime and emergency housing provision at the national level. One interviewee specifically noted that Sunday's 2023 episode on emergency housing was damaging to Rotorua's reputation and thought that local businesses and agencies needed to take responsibility and try to show that this reputation is inaccurate. Interviewees noted that while there were issues with crime in Rotorua, they felt that the perception of their town was worse than what was happening on the ground and was not unlike what other cities that hosted tourists were experiencing. It was reported that visitors (including tourists and also commercial clients) expressed concern to accommodation and tourist providers about the safety of Rotorua. Tourist providers felt they had to put in a lot of effort to promote Rotorua as a safe destination and noted that it will take a long time and a lot of resources to repair the reputational damage that has already occurred to date. It appeared that this was more problematic for the domestic tourist market that had more exposure to media coverage than international visitors and this was reflected in visitation numbers.

Concern was expressed that seeking additional consents to use CEH motels for an extended time period may garner more negative media attention, and in turn cause further damage to Rotorua's reputation as a safe tourist destination. This is dependent on media reporting and framing of the process.

6.2.1 Summary

The concentration of emergency housing particularly in Fenton Street has decreased and will do so further with the change from 10 to 7 CEH and then progressive close over the following year. It appears that for international visitors the presence of CEH motels is less obvious as they are less likely to be aware or looking for it. The domestic market may be more aware and may have seen the media reporting of the issues. Issues arise when there is mixed use or experience of anti-social behaviours. The conditions and inspections on the maintenance of sites and efforts to reduce the visibility of sites have improved the impact of CEH on tourist amenity. Overall, there is low impact on tourism character. There is still a desire of the community to remove the use of motels for emergency accommodation. Ceasing to operate CEH motels may do this but it does not necessarily improve the tourism character, as this will depend on maintenance and future use of sites, upgrades in the area and antisocial behaviour in high trafficked areas.

6.3 Residential character

When compared to 2022, residents in Glenholme and around Whakarewarewa and Fenton Park reported changes in their neighbourhoods which were previously valued as quiet, peaceful and friendly residential communities. Increased disturbances of crime and anti-social behaviour were considered to have disrupted this and this was reported to have continued over the last 18 months. In the 2022 SIA and over the last 18 months from December 2022 to May 2024, Glenholme in particular was noted by respondents to have previously been a desirable place to live but continues to now be considered a problem area. Whilst this is not necessarily a high call out area for police there is a noted increase in call outs comparative to pre 2020.

During the previous assessment, some thought that the visible presence of security guards from the street made the environment feel more custodial. Visible security was not reported by respondents in this assessment to the same degree but still noted by some, it was observed during the site visit that security was

more discreet. However, some residents reported that improvements to fencing and presence of more permanent gates (which are kept closed) over the last 18 months were considered (particularly by residents who are familiar with the area) to detract from the residential character and did not create an open, friendly environment. This view was not held by all and previously was a recommendation by some members of the community.

Rules restricting visitor access and enforcing curfews may contribute to fewer visitors to CEH. However, conversely some residents noted that this meant people just met on the street down the road and occupants or non-approved visitors jumping boundary fences into neighbouring property may be due to these restrictions.

6.3.1 Summary

It is considered that CEH motels would continue to have a very low negative / negligible impact on residential character due to these the presence of gates and security. The provision of emergency accommodation in this location may have increased the proximity of residents living within Glenholme to people living within contracted emergency housing, some of whom may be more likely to have complex needs.

6.4 Community services

As noted in the 2022 SIA, residents of CEH may need additional services such as education and health and it was noted by service providers that those living in CEH often had complex service needs (though not everyone) and often were disconnected from other support services in the community.

While the population served by Contracted Emergency Housing often have high health and social service needs providing for this population in CEH motels does not exacerbate this. It was noted by support providers that CEH motels helped to reduce barriers for occupants to access support catered to their needs as they worked to bring various providers onsite to work with residents and hopefully form the connections and provide them with the knowledge of where they can seek support even after they leave CEH and may not have the same level of on-site wrap around support available. None of the community services that support providers may bring onsite were directly spoken to as part of this review, but providers noted that they had not received any negative feedback that this added pressure on their resources.

Two local school principals spoken to within the Rotorua Central Community of Learning identified that children living in CEH motels present with behaviour, social and academic challenges and that additional teacher aides were needed to support them (behaviour challenges were also linked to lack of sleep the students are getting at the motels). One of these local school principals noted that a lot of time is spent by learning support coordinators and classroom teachers on attendance issues. It was noted that whānau were often transient and by the time schools get the students settled, started on learning intervention programmes and support for behaviour issues they move on. Some support was provided from the Rotorua Schools Whānau connectors who provide transport, enrolment support, kai, uniforms and links to school support but concerned that this funding was looking unlikely to continue into Term 3 of 2023 and beyond. In the survey of those residing in CEH, 46% of respondents who had children living with them said that their children were not in school (note that the age of children is not known, and they may be under 5 years old).

In the previous SIA, Police noted that the Fenton Street area had become a high call out area requiring a lot of Police attention. Police noted that in the last 12 months, the calls for demand to the motels on Fenton Street has reduced and that demand has increased in the CBD around the backpackers. No particular issues regarding crime and police callouts to CEH motel sites had been brought to our interviewees attention. Survey respondents and interviewees noted pressure on Police services and that the Police wouldn't come if they called for someone trespassing on their property and only if they were physically attacked.

Residents of CEH motels surveyed noted the benefits of wraparound support, helping to address needs and create stability. While those living in Contracted Emergency Housing often have high health and social

service needs it is not considered that the provision of CEH itself exacerbates pressure on community and health resources. If anything, it provides a stable place for people to connect with services they should be involved with. Similarly, health workers and Police previously have noted that people being in CEH motels gave them an opportunity to engage those hard to engage families and begin to address longstanding issues.

6.4.1 Summary

It is recognised that this is a high needs population, but this is often the case for those who find themselves without accommodation as it is often a set of complex issues that contribute to homelessness. Whilst CEH motels concentrate people to one location and therefore localised services may have increased pressure to meet the needs of this population impacting that service it is acknowledged that this is a longstanding issue that historically homeless people have poor health outcomes and do not seek services and/or children fall 'through the cracks'. Increased use or engagement therefore could also be a positive impact acknowledging the pressure for services. Whether collectively concentrated in stable accommodation, housed throughout the city or once again transient these members of the community would continue to have the same complex needs that would need to be addressed but may not have the support to access these. Traditionally, outreach services and specialised health and education teams have been required to address the needs of the transient populations in cities.

Without the additional resources and support services required to meet the needs of those with more complex health and education needs there may be additional pressure on school and health services. CEH motel support services assist to provide some of that support. It then comes down to whether CEH motels bring more people with complex needs to Rotorua for local services to support. This is unable to be verified noting the admission criteria being residing or whakapapa to Rotorua. Therefore, a concentration of people with high health and education needs within one local community will impact localised services and therefore either more services or continued access to services are needed to provide the necessary support, or if dispersed these people will need similar services for where they transition to.

6.5 Community cohesion and stability

In 2022 the issues were around the numbers of transient people in CEH motels and EH-SNG motels, a lack of trust and transparency, people feeling isolated and people moving out of the area. Since this time there is a reduction in the number of EH-SNG however it is not clear what all motels are now offering some appear to be shut and others may be offering short term accommodation, or cheap rate accommodation, whether this includes those with special needs grant is unclear. Community members continue to speak of people leaving and it is noted that surveys responses were from both those who had resided in the area a long time and newer members to the community.

CEH motels residents are in their nature transient members of the local community so whilst networks form within the motels limited relationships are built with the local community. Relationships with neighbours and motel operators are limited but they have reported concerns directly and there is not the rhetoric of concerns of repercussions as previously and most issues have been dealt with (sometimes not as swiftly as would be desired). Increased security measures by both the CEH motels and local residents does increase a sense of isolation and less use of local areas for recreation means less social interaction.

Of those spoken to and in surveys there is a sense of 'us and them', those creating issues and carrying out anti-social behaviour are largely seen as interlopers in the community who are not from Rotorua, this is then being transcribed to all people living in CEH motels as not being from here. Whilst this may not be the case the majority if not new to Rotorua are largely new to this local community and in large numbers and being temporary do impact the cohesion of the community.

6.5.1 Summary

Concentrations of temporary housing has low negative impact on community and stability, reduced numbers have improved this and the proposal will decrease the concentration in one location. From there continued closure will further reduce the concentration. However, this will depend on the transition, use of sites in the future and how those with emergency housing needs are supported in the future.

6.6 Environmental amenity

As noted in section 5.2 and 5.3, most interviewees and survey respondents noted improvements in the physical environment of Fenton Street in general and in the appearance of CEH sites. Visible presence of security has reduced from 2022 and security guards at all sites were positioned inside offices in a more discreet location (when they weren't allowing residents or visitors into the sites).

Amenity issues observed and cited by some interviewees in the previous assessment such as temporary gates (bollards, traffic cones, and chains) and the parking of cars on the verges/footpath or other unauthorised areas in front of the CEH motels have reduced and these were not observed during the site visit. While temporary gates measures had been replaced with more permanent measures some residents still cited that this reduced amenity of the environment (when compared to prior to the provision of tourist accommodation at these sites).

Residents living near to CEH motels, reported frequently hearing yelling and arguments and witnessing/hearing domestic and family abuse (both verbal and physical) which was disturbing and disruptive. This was noted in the previous SIA and was also reported through interviews and survey responses for this review. Review of incident data shows that verbal abuse/argument/yelling do frequently occur at the CEH sites.

Incidents of trespassing on neighbour's private property (this was noted specifically by neighbours who share boundary fences with CEH sites but also by other residents in the surrounding community) were reported in the 2022 SIA and in research undertaken for this review and this was noted to affect people's ability to enjoy their properties, for example children did not feel safe playing in their backyard.

Motel operators and support providers noted that they do work to minimise for example installing additional cameras and reinforced fencing however some community members reported that these responses took too long and required them to chase the relevant agencies for changes to be made. It is also acknowledged that even when additional measures are put in place this may not completely reassure residents that similar incidents won't be repeated.

6.6.1 Summary

If CEH sites were to close then this is likely to reduce the exposure of neighbours to incidents that reduce the amenity of their living environment. This would depend on the future use of these sites. From a physical amenity perspective these sites are relatively well kept and whilst visible security provision may reduce so may the upkeep of these properties. CEH motels do have low to moderate negative impacts on the quality of the living environment for some neighbours but very low negative for the local and wider environment.

6.7 Health and wellbeing

6.7.1 CEH Residents

Commonly cited reasons for those living in CEH motels was because of unsafe previous living conditions, lack of secure accommodation and overcrowding. The majority of survey respondents reported that the motels were safe and secure and although there was room for improvement the presence of security, improved vetting of tenants and rules contributed to provide a safe space for residents, particularly children.

This was echoed by service providers who noted that CEH provide whānau with a safe and stable place to reset and that security was particularly important for those coming from domestic violence.

Some CEH residents noted not feeling safe (also noted in incident reports) and the living conditions being damp or limited facilities but again was for most a preference to what would be available. Some spoke to the positive impacts of stable accommodation and support.

6.7.2 Neighbours and the local community

Security was noted by community interviewees and local community and neighbour survey respondents as providing a positive impact to physical safety at and directly outside the CEH sites. Although some questions were raised by interviewees and survey respondents on the vigilance of security guards and that they perceived issues to just be moved off site and take place a few hundred metres down the road from the CEH motels rather than dealt with.

While Police and some other respondents noted a decrease in crime and anti-social behaviour compared to 2022, incidents of trespassing, burglaries (across Rotorua crime statistics show burglaries are on the rise), and car break ins (which may or may not be from people living in CEH) and intimidation continued to be reported, and cause stress and worry among residents in the local community and for one person difficulty sleeping. One resident (who lives a couple of streets away from Fenton St and CEH) also noted that they feel 'stuck' and they feel afraid to leave their house or even let their dog outside in fear of it being killed but also that their property has been devalued and they can't afford to sell and move.

Whilst the CEH activity does not cause the behaviours that are impacting the neighbour and local community impacts on health and wellbeing, some of the CEH resident's behaviour may be contributing to it. This is more directly the case of neighbours of CEH motels.

6.7.3 Summary

The behaviour of some residents of CEH or visitors have had moderate negative impacts on the health and wellbeing neighbours of CEH motels, whilst some of these experiences could occur with general neighbours the likelihood increases with the concentration of people with complex needs at one location. Offsite behaviour in the local or wider community may be on occasion attributed to a CEH resident but is not a cause of the CEH activity and may continue to occur with or without CEH motels as it removes the place of residence but not necessarily the person or their behaviour from Rotorua.

If consents for seven CEH motels to be used for an additional year are not granted this is likely to have a negative impact on the health and wellbeing of people living in CEH. There is demand for emergency housing and many survey respondents noted that if they weren't residing in CEH they would be living on the street, in their car, or in unsafe living situations. While CEH is not an ideal place for people to live, particularly for longer periods, there does not appear to be suitable alternatives available at this time. It is also acknowledged that it can have positive impacts on the health and wellbeing of CEH residents.

While the closure of CEH motels and return to visitor/commercial or other forms of accommodation may remove some of the stress experienced by neighbours, issues within the community in general (for example in the CBD or around shopping centres) are unlikely to change. It will depend on use of sites and where those with anti-social behaviour are located in the community or congregate.

6.8 Political systems

Although this issue was not assessed in the previous SIA, the re-consenting of CEH motels raised a lot of concerns. Firstly, people mistrust the use of CEH motels in Rotorua. There continues to be a very strong rhetoric of people in CEH motels not being from Rotorua. Justifications for this come from 'new faces' arriving that people do not recognise and conversations held with some residents that reveal they were living elsewhere previously.

People express that they feel they are taking on an issue that is not their own and bearing the impacts of this unnecessarily. Reconsenting appears to be another avenue in which some members of the community feel promises have not been upheld.

Conversely, people residing in CEH motels feel more isolated and concerned that behaviour of the minority are creating a poor reputation and momentum for people to want to close these services down. Systems to express oneself may be difficult to access due to stigma and wider sentiment.

The CLG was formed to assist the communication between operations and the community however it appears that motivations and underlying issues have meant that this has not been overly successful. Some members have taken on roles as unofficial auditors of the conditions and other have felt more defensive of their operations. What was intended to develop into an information sharing and coworking relationship has not eventuated to its full potential and most members have not been overly satisfied with the process.

6.8.1 Summary

CEH motels directly have not had an impact on people's political systems however the process has formed tensions between central and local government processes for some members of the community and a mistrust within parts of the community.

7 Recommendations

Overall, the conditions for the existing resource consents seem to have been working well to manage/mitigate some of the negative social impacts experienced by the surrounding community. To manage potential social impacts of this extended one year proposal including the exit strategy, we recommend the following:

- Continuing with conditions of on-site management to maintain grounds and appearance of sites to minimise impacts on character and amenity
- Engaging more proactively with neighbours including considering ways to limit trespassing onto neighbouring sites or into the property to minimise impacts on way of life and amenity for neighbours
- Reviewing the CLG to assist in improving the sharing of information and collaboration with community mitigating impacts on community cohesion and community voice. This should include a review of:
 - Objectives
 - Facilitation, and
 - How information is shared
- Making the finalised exit strategy including updates and progress publicly available (this could include presentation at the CLG). This will provide information and reassurance to the community
- Other interventions to deal with anti-social behaviour (including witnessing of verbal and physical abuse) are to report these to the police, as would be the expectations in general community environments. This is also intervention undertaken by CEH staff witnessing the same.
- The focus of the exit strategy is on transitioning existing residents of CEH to more permanent forms of housing. There appears to be gaps in transitioning how emergency housing referrals will be managed in the future. It is considered that a plan is also needed to manage future referrals of those that require emergency accommodation to meet the needs of the vulnerable population provided for by CEH motels and to avoid issues noted by the community in relation to the use of uncontracted motels. These include security/safety issues, property upkeep, and mixed use (provision of emergency accommodation and commercial/tourist accommodation in at the same site). This plan may need to be developed with other agency providers over the coming year.

8 Conclusion

Social impacts pertaining to the experience of anti-social behaviour in the community continues, some in localised areas where CEH motels are located and some intensification in areas away from CEH motels such as the CBD. The intensity and severity of social impacts around areas where CEH motels are located seems to have reduced however some issues remain. The incident reports of the CEH motels identify some behaviours on site that have negative social impacts, particularly on neighbours and to a lesser extent the local neighbourhood. This includes trespassing on neighbouring sites, higher police presence and audible and visible altercations between residents in the CEH Motels. Whilst the CEH activity does not *cause* the anti-social behaviour it does by nature of its mandated operation and number of residents *increase the likelihood* of exposure to these events. However, the support services on site does decrease these occurrences comparative to an unsupported emergency housing site and prevents mixed use.

CEH motels do provide positive social impacts for the members for the community it serves providing both stability, shelter and support services. The changes made internally provide more consistency of service and externally the sites have improved in terms of visibility and impacts on tourist and residential character and environmental amenity for the local and wider community.

At this stage, if CEH motels were not provided this would have negative impacts on the CEH residents who without supported transition would likely be returning to unsuitable accommodation or homelessness. It will already with the reduced numbers be managing the transition of several motels. It would also increase the demand for EH-SNG motels which have largely had increased social impacts comparative to CEH motels. Whilst it is recognised that a transition away from motels as emergency housing is needed the need for emergency accommodation continues. Therefore, there needs to be a focus on both the provision of more affordable permanent housing and short term accommodation for those with emergency needs.

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A

Appendix A – Local community survey distribution, letter and questions

Local community survey distribution

Survey invitations were distributed to 4,279 households within Koutu, Glenholme, Fenton Park and Whakarewarewa as outlined in the blue shaded areas in Figure 9-1¹⁶. A first round of letters were distributed between 29th April and 8th May 2024. In order to reduce the chance of households being missed second follow up invitation was delivered between 13th and 15th May 2024.

The survey was also shared to members of Restore Rotorua via email and advertised on their Facebook group which generated a larger number of responses than the letter distribution.

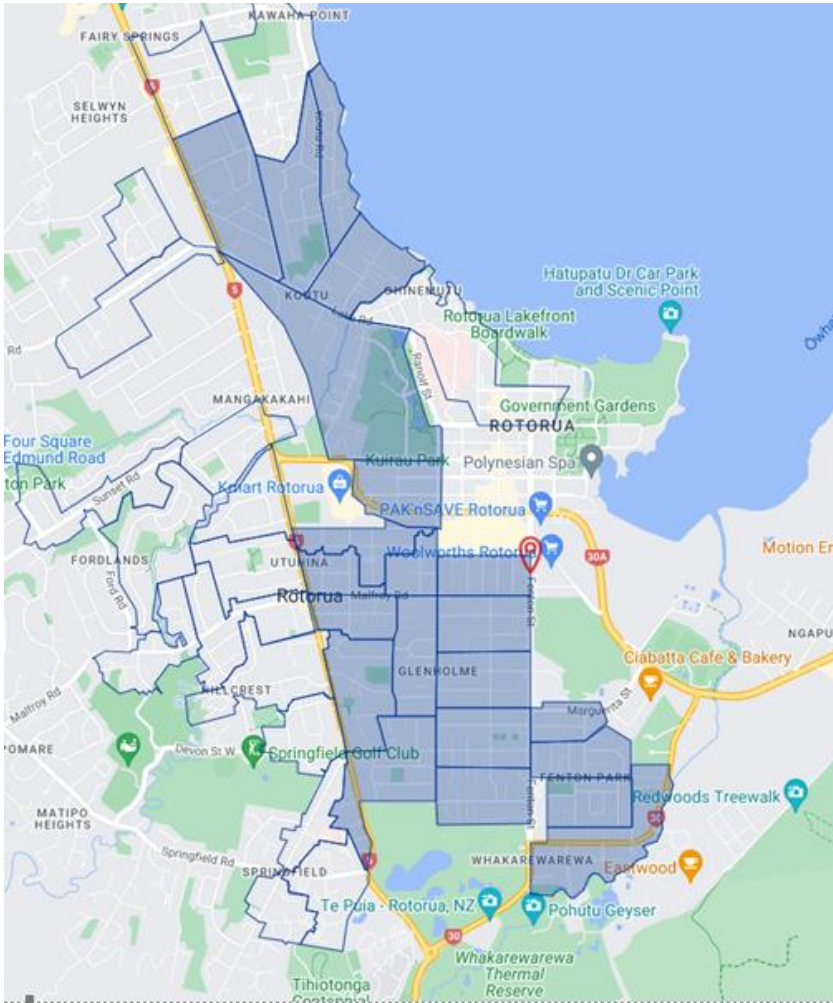


Figure 9-1 Community survey invitation distribution areas, Basemap source: Google Maps, Reach Media 2024

To minimise self-selection bias (where those who feel strongly about Contracted Emergency Housing are more likely to be motivated to complete the survey) and gain an understanding of whether how many people within the community may be impacted the survey invitation letter did not specifically reference Contracted Emergency Housing and participants were not directly asked about this until the last section of the survey. This was not the case where the survey was shared with Restore Rotorua members.

¹⁶ Survey invitation letters were distributed by Reach Distribution who use local walkers to deliver mailers into household letterboxes. While all efforts were made to ensure households were not missed, Beca social research team have limited control over whether letters were delivered all households within the identified area.

Kia ora,

Community research

We are conducting a social impact assessment on behalf of central government (Ministry of Housing and Urban Development). To inform this work we would like to understand what it is like to live in your community within Rotorua.

As a local resident we would like to hear from you about **what you value, what could be improved and if anything has changed (positive or negative)** in your local community over the past 18 months.

If you are interested in taking part, please fill out our online survey by scanning the QR code below or visiting <https://forms.office.com/r/09GWhaYvVe>. Participants will go in the draw to win one of two \$100 grocery vouchers. Winners will be drawn randomly and contacted via the email provided at the end of the survey.



The survey should take no more than 10 minutes to complete. The findings of the research will form part of a report that will be provided to Rotorua Lakes Council. Information collected will be anonymous (e.g. raw data and comments will not be identified to a person or property).

If you need further information or have issues accessing the survey, please contact Paige Rundle at [REDACTED]. The survey closes on **Friday 10th May 2024**.

Ngā mihi nui,

Jo Healy and Paige Rundle
Social Researchers
Beca Limited

Rotorua Community Research

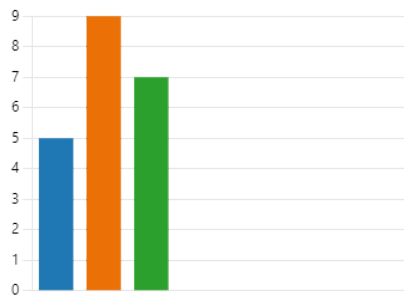
21 Responses

15:13 Average time to complete

Active Status

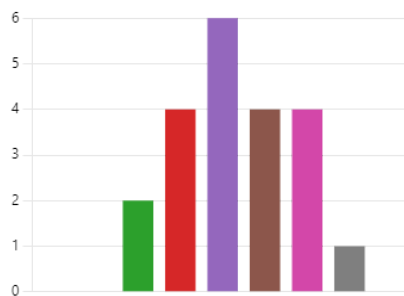
1. Which suburb do you currently live in?

Victoria	5
Glenholme North	9
Glenholme South	7
Fenton Park	0
Whakarewarewa	0
Fairy Springs	0
Koutu	0
Other	0



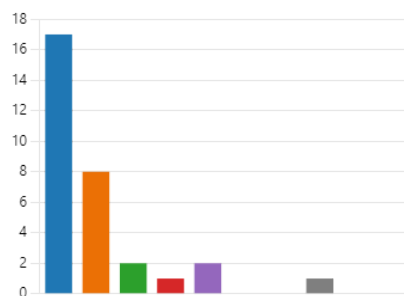
2. What age range do you lie within?

16-20	0
20-29	0
30-39	2
40-49	4
50-59	6
60-69	4
70-79	4
80 years or older	1
Prefer not to say	0



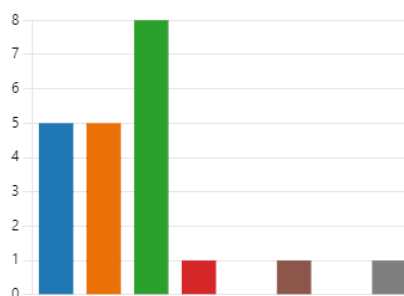
3. Which ethnicity/ethnicities do you identify with? (Select all that apply)

NZ European	17
Māori	8
Pacific	2
Chinese	1
Indian	2
Other Asian	0
Middle Eastern	0
Latin American	1
Prefer not to say	0
Other	0



4. Which of the following best describes your household?

Living alone	5
Couple, no children	5
Single/Couple with children livin...	8
Single/Couple with no children L...	1
Group flatting	0
Living with extended family/whā...	1
Prefer not to say	0
Other	1



5. How long have you lived in your local area?

● Less than 1 year	1
● 1-3 years	6
● 3-5 years	3
● More than 5 years	11



6. What do you value/like most about living in your local community?

21
Responses

Latest Responses

"Safety, community, location is key to everything"
 "Friendly neighbours. Quiet street. Close to town"
 "Always used to like was proximity to CBD, close to forest where I bike. It was..."

[Update](#)

5 respondents (25%) answered **quiet** for this question.



7. What (if anything) concerns you about living in your local community?

21
Responses

Latest Responses

"I feel unsafe most of the time, I hesitate to walk around after 4pm or early i..."
 "Car theft crime"
 "No longer safe. I don't feel safe. Feel disrespected. BEcause of what has happ..."

[Update](#)

5 respondents (25%) answered **Crime** for this question.



8. Do you think your local community has changed over the last 18 months?

● Yes - changed a lot	12
● Yes - changed a little	6
● No	3



9. How has it changed?

● Improved	1
● Stayed about the same	5
● Worse	11
● Not sure	1



10. What do you feel has improved in your local community in the last year?

19
Responses

Latest Responses

"Fenton street is still unsafe but it is tidier."
 "Council street resealing, polite behaviour from boys going to high school"
 "Contracted motels have stepped up their security presence so don't have bra..."

[Update](#)

2 respondents (11%) answered **Fenton** for this question.



11. What do you feel has worsened in your local community in the last year?

21
Responses

Latest Responses

"The unpredictability of peoples reactions to 'you' walking past, you may get ..."
 "Occasional shopping trolley left on grass verge. Supermarket not interested i..."
 "Still feel unsafe around Fenton St and Rotorua. Have been accosted and inti..."

[Update](#)

4 respondents (20%) answered **streets** for this question.



12. In the last 18 months, have you noticed the use of motels for emergency housing in your local area?

Yes	19
No	2
Unsure	0



13. Ministry of Housing and Urban Development contracts some motels to provide emergency housing for families with children or older people. These sites have dedicated onsite support services and security.

In the last 18 months, have you noticed the use of motels for **contracted emergency housing**?

Yes	19
No	1
Unsure	1



14. Do you know the name or location of contracted emergency housing?

21
Responses

Latest Responses

"No, it's not publicly known really, and there are a few agencies who provide ...

"Motels on Mallory road and Fenton Street "

"Don't know the names but aware along Fenton Street."

[Update](#)

4 respondents (20%) answered **Fenton Street** for this question.



15. How close do you live to this contracted emergency housing motel?

21
Responses

Latest Responses

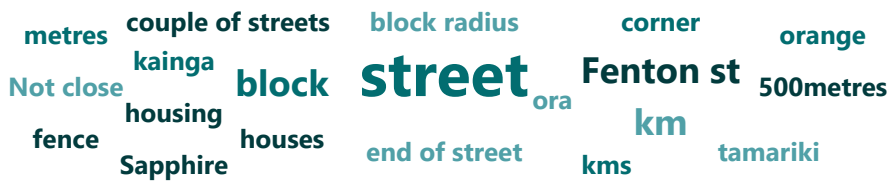
"Quite close - Fenton street is about 500 metres from us."

"About 1km"

"Sapphire Street, a block or 2 back from Fenton St"

[Update](#)

5 respondents (25%) answered **street** for this question.



16. Has contracted emergency housing impacted you personally or your family?

● Yes - positively	0
● Yes - negatively	14
● No it hasn't impacted me	7



17. How has this impacted you/your family?

14
Responses

Latest Responses

"Only because we've seen interesting people go through our street, leave troll...

"Feel unsafe, don't even let her dog outside her own property as scared of it b..."

[Update](#)

3 respondents (23%) answered **property** for this question.



18. Has the impact described above changed at all in the last 18 months?

● Improved	2
● Stayed the same	8
● Worsened	4
● Not sure	0



19. How has it changed?

5
Responses

Latest Responses

"Fenton Street looks better, there aren't drunk people in the bus shelters, fenti..."

20. Do you approve of local motels being used as emergency accommodation?

● Yes	0
● In some circumstances	7
● No	13
● Not sure	1



21. Please tell us why

21
Responses

Latest Responses

"Rotorua is a tourist place, fenton street should not be used for this, but it sho..."

"Better than homeless people in parks. Greatly needed for some and especiall..."

"Only for local families who have a genuine need. Not against homeless peo..."

[Update](#)

11 respondents (55%) answered **people** for this question.



22. Do you have any solutions or suggestions that you feel would improve emergency accommodation in Rotorua?

20
Responses

Latest Responses

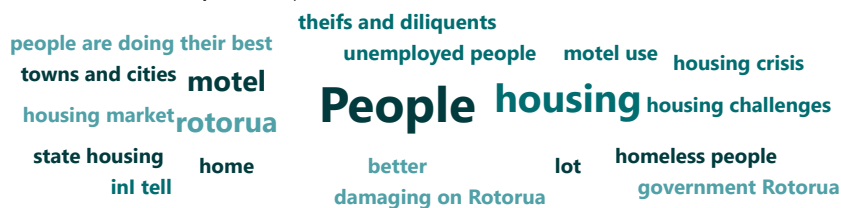
"We should stop new people from coming in and we should also be finding a..."

"More state housing. Don't let the investment slip under the new government..."

"Stop bringing in homeless people from out of town. They need to be looked ..."

[Update](#)

5 respondents (26%) answered **People** for this question.



Rotorua Community Research - Restore Rotorua members

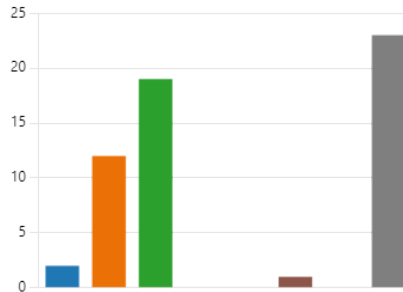
57 Responses

40:14 Average time to complete

Active Status

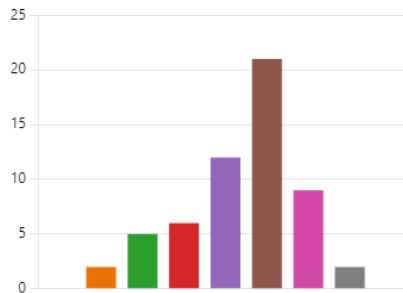
1. Which suburb do you currently live in?

Victoria	2
Glenholme North	12
Glenholme South	19
Fenton Park	0
Whakarewarewa	0
Fairy Springs	1
Koutu	0
Other	23



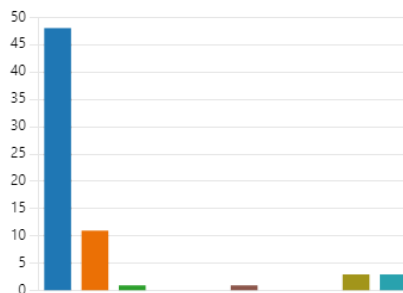
2. What age range do you lie within?

16-20	0
20-29	2
30-39	5
40-49	6
50-59	12
60-69	21
70-79	9
80 years or older	2
Prefer not to say	0



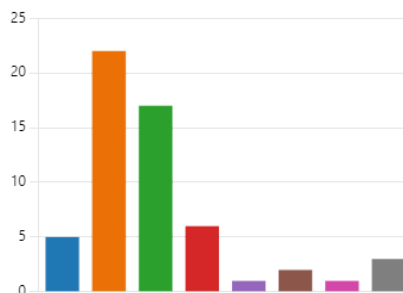
3. Which ethnicity/ethnicities do you identify with? (Select all that apply)

NZ European	48
Māori	11
Pacific	1
Chinese	0
Indian	0
Other Asian	1
Middle Eastern	0
Latin American	0
Prefer not to say	3
Other	3



4. Which of the following best describes your household?

Living alone	5
Couple, no children	22
Single/Couple with children livin...	17
Single/Couple with no children l...	6
Group flatting	1
Living with extended family/whā...	2
Prefer not to say	1
Other	3



5. How long have you lived in your local area?

● Less than 1 year	0
● 1-3 years	6
● 3-5 years	3
● More than 5 years	48



6. What do you value/like most about living in your local community?

56
Responses

Latest Responses

"Close to the city and facilities, nice neighbours"
 "Close proximity to friends, family and town."
 "Is away from transitional housing at present"

[Update](#)

12 respondents (22%) answered **quiet** for this question.



7. What (if anything) concerns you about living in your local community?

57
Responses

Latest Responses

"Kainga Ora popping up near our area"
 "Emergency housing. Feeling unsafe when people walk onto the property"
 "Concern about friends/family living in Glenholme"

[Update](#)

13 respondents (23%) answered **Crime** for this question.



8. Do you think your local community has changed over the last 18 months?

● Yes - changed a lot	39
● Yes - changed a little	12
● No	6



9. How has it changed?

● Improved	3
● Stayed about the same	4
● Worse	41
● Not sure	3



10. What do you feel has improved in your local community in the last year?

51
Responses

Latest Responses

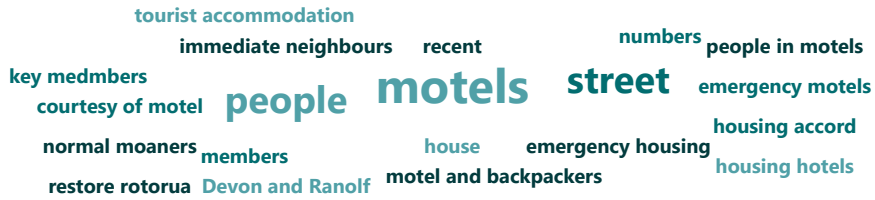
"King St seems to have had a bit of attention, kerning etc looks smarter"

"It hasn't improved "

" Nothing"

[Update](#)

5 respondents (10%) answered **motels** for this question.



11. What do you feel has worsened in your local community in the last year?

54
Responses

Latest Responses

"Kainga Ora Malfroy and Ranolf st, Pererika St"

"Crime (anecdotaly to me) is worsening. The agencies running emergency h..."

[Update](#)

16 respondents (30%) answered **Crime** for this question.



12. In the last 18 months, have you noticed the use of motels for emergency housing in your local area?

Yes	50
No	6
Unsure	1



13. Ministry of Housing and Urban Development contracts some motels to provide emergency housing for families with children or older people. These sites have dedicated onsite support services and security.

In the last 18 months, have you noticed the use of motels for **contracted emergency housing**?

Yes	54
No	1
Unsure	2



14. Do you know the name or location of contracted emergency housing?

57
Responses

Latest Responses
 "Fenton st and Malfroy Rd"
 "Midway and Geneva motel "
 "Midway motel"

[Update](#)

15 respondents (27%) answered **Fenton street** for this question.



15. How close do you live to this contracted emergency housing motel?

57
Responses

Latest Responses
 "1 - 2 kms we are concerned re the complex Cnr Malfroy Ranolf st as there is ..."
 "Next door "
 "Friends and family live in fear living close to emergency housing"

[Update](#)

9 respondents (16%) answered **km** for this question.



16. Has contracted emergency housing impacted you personally or your family?

- Yes - positively 7
- Yes - negatively 41
- No it hasn't impacted me 9



17. How has this impacted you/your family?

48
Responses

Latest Responses
 "My aunt in Wylie St people fighting, stealing, begging, in our area foot traffi..."
 "More crime. I've live at my house (intermittently) my whole life. My parents ..."
 "Disrupted their lives, constant fear - requiring police to be called a number ..."

[Update](#)

12 respondents (26%) answered **streets** for this question.



18. Has the impact described above changed at all in the last 18 months?

● Improved	3
● Stayed the same	18
● Worsened	24
● Not sure	3



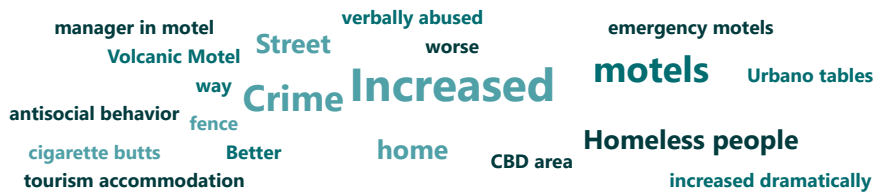
19. How has it changed?

28
Responses

Latest Responses

"More people jumping the fence and being in my driveway when coming ho..."
 "People trespassing onto properties, burglaries have increased in the area"

5 respondents (18%) answered **Increased** for this question.



20. Do you approve of local motels being used as emergency accommodation?

● Yes	1
● In some circumstances	13
● No	43
● Not sure	0



21. Please tell us why

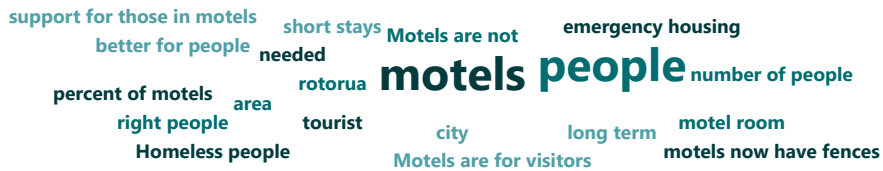
57
Responses

Latest Responses

"Deters tourists coming here which puts Rotorua's reputation on the line."
 "The agencies and people that own the motels don't care for the people they'..."
 "Motels are now run down - not maintained, disrupted abusive behaviour ob..."

Update

23 respondents (41%) answered **motels** for this question.



22. Do you have any solutions or suggestions that you feel would improve emergency accommodation in Rotorua?

56
Responses

Latest Responses

"Stop bringing people from other towns here Tauranga, Whakatane, Hamilto...

"Shared community spaces and activities. They agencies state they do this in ...

"Send the ones from other areas back to their areas. More review and supervi...

[Update](#)

13 respondents (24%) answered **motels** for this question.



B

Appendix B – Neighbour survey distribution, letter and questions

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Neighbour survey distribution

A second survey was delivered to residential houses neighbouring the CEH motels which included more specific questions about their experience living next to CEH. Staff from the support providers at each of the Contracted Emergency Housing motels hand delivered invitation letters to residential houses who are directly adjacent to each of the 10 CEH motels currently operating. Staff were asked to knock on neighbour's front doors to speak to them about HUD's intention to apply for additional consents and to introduce the survey however, no one was home at the time of their visit. Staff also followed up between 22nd and 24th May, in the few days prior to the survey end date on 26th May 2024.

Kia ora,

Contracted Emergency Housing motels- neighbour survey

Resource consents for the Contracted Emergency Housing motels expire in December 2024 and the Ministry of Housing and Urban (HUD) Development are applying for consents to continue operating at some of these sites. We are conducting a social impact assessment of Contracted Emergency Housing motels in Rotorua on behalf of HUD to help them understand how Contracted Emergency Housing has been operating over the past 18 months and potential impacts on the community.

As part of our assessment, we would like to hear from you as an immediate neighbour about your experiences living next to one of these sites, and whether anything has changed (positive or negative) in the past 18 months.

If you are interested in taking part, there are two ways to do so:

1. Fill out our **online survey** by visiting <https://forms.office.com/r/YCCqLRRpwC> or scanning the QR code below:



OR

2. **Call** one of our research team (Paige Rundle) on [REDACTED] to run through the questions over the phone

The survey should take no more than 10 minutes to complete. The findings of the research will form part of the social impact assessment report that will be provided to Rotorua Lakes Council along with the consent application. Information presented in the report will be anonymous (e.g. raw data and comments will not be identified to a person or property).

Participants will go in the draw to win a \$100 grocery voucher. Winners will be drawn randomly and contacted via the email provided at the end of the survey. The survey will close on **Sunday 19th May 2024**.



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We are also conducting a wider community research survey which you may also receive an invitation to complete. Please complete this survey which includes more specific questions for you as a neighbour.

If you would like any further information or have issues with accessing the survey, please contact Paige Rundle at [REDACTED].

If you would like further information about Contracted Emergency Housing and the consent applications please contact 0800 53 44 44.

Ngā mihi nui,

Jo Healy and Paige Rundle
Social Researchers
Beca Limited

Contracted Emergency Housing motels - neighbour survey

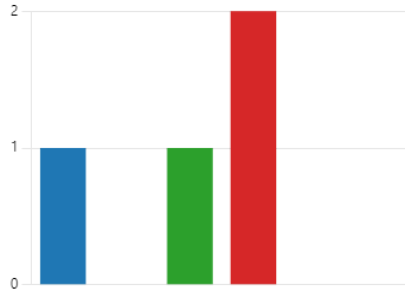
4 Responses

36:05 Average time to complete

Active Status

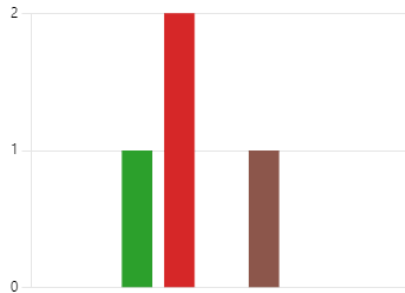
1. Which suburb do you currently live in?

Glenholme North	1
Glenholme South	0
Fenton Park	1
Whakarewarewa	2
Koutu	0
Other	0



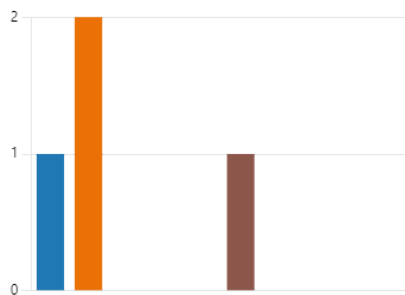
2. What age range do you lie within?

16-20	0
20-29	0
30-39	1
40-49	2
50-59	0
60-69	1
70-79	0
80 years or older	0
Prefer not to say	0



3. What ethnicity/ethnicities do you identify with? (Select all that apply)

NZ European	1
Māori	2
Pacific	0
Chinese	0
Indian	0
Other Asian	1
Middle Eastern	0
Latin American	0
Prefer not to say	0
Other	0



4. Which of the following best describes your household?

Living alone	1
Couple, no children	1
Single/Couple with children livin...	1
Single/Couple with no children ...	0
Group flatting	0
Living with extended family/whā...	0
Prefer not to say	1
Other	0



5. How long have you lived in your current home?

4
Responses

Latest Responses
"2 months "
"19 months"
"Returned 1yr"

6. Which Contracted Emergency Housing motel do you live next to?

4
Responses

Latest Responses
"N/A"
"Pohutu lodge and I believe Greenview was doing some also"
"Alpin "

7. Has Contracted Emergency Housing impacted you or your family?

● Yes – positively	0
● Yes – negatively	2
● Yes – both positively and negati...	1
● No it hasn't impacted me	1



8. Please explain how has this impacted you/your family

3
Responses

Latest Responses
"Everything from very loud regular yelling and profanities to having soiled n..."
"We were burgled We had to put a fence up costing thousands when the bur..."

9. Overall, how would you describe your experience living next to Contracted Emergency Housing

4
Responses

Latest Responses
"N/A"
"I'd prefer if it were a tourist motel again. Having condensed groups living in ..."
"The burglary shattered our sense of safety. I wouldn't recommend anyone liv..."

10. Has your experience or impacts described above changed at all in the last 18 months?

● Improved	0
● Stayed the same	0
● Worsened	0
● Not sure	4



11. How has it changed?

3
Responses

Latest Responses
"N/A"
"Keep the nightly patrols going"

12. Have you noticed any changes the Contracted Emergency Housing motels have made to their sites or operations?

● Yes	0
● No	4



13. Please describe the changes and what you think of them

0
Responses

Latest Responses

14. If you had an issue that you wanted to raise with the Contracted Emergency Housing motel do you know who to talk to and would you feel comfortable contacting them?

● Yes 2
● No 2



15. Have you experienced a specific incident or issue living next to Contracted Emergency Housing?

● Yes 3
● No 1



16. Please describe the issue/incident

3
Responses

Latest Responses

"Soiled nappies being thrown on my roof in the swimming pool and in the co..."
"The burglary was reported to police"

17. Did you raise this issue/incident with the Contracted Emergency Housing motel to discuss and resolve this?

● Yes 1
● No 2



18. What was the response and how do you feel about how this was resolved?

1
Responses

Latest Responses

"The response was good but it continued on for a few weeks before the perso..."

19. Have you noticed any difference between Contracted Emergency Housing and other forms of emergency accommodation in Rotorua? If yes, please describe

3
Responses

Latest Responses

"N/A"
"No"

20. Have you noticed changes in your local community as a whole over the last 18 months? If yes please describe

4
Responses

Latest Responses

"N/A"

"Yes a lot more begging at shopping centres and in the streets. Any I've spoke...
"Yes. Less safe We lived here for 5years previously. It is a strong community. L...

21. What do you think has contributed to these changes?

3
Responses

Latest Responses

"N/A"

"Drug, alcohol and mental health issues continue to be insufficiently dealt wi...
"The trickle down effect from government corruption, greed & lies. But at a g...

22. Do you approve of this motel being used as emergency accommodation?

● Yes	1
● In some circumstances	0
● No	3
● Not sure	0



23. Please tell us why

4
Responses

Latest Responses

"It helps people in need "

"Because this very close to the entrance of two of Rotorua's largest tourist ope...
"Families deserve more permanent dwellings. Motels were only to be tempor...

24. Do you have any solutions or suggestions that you feel would improve the operation of the emergency accommodation next door to you?

4
Responses

Latest Responses

"N/A"

"I don't believe housing families in motel units is healthy, children need space...
"Maybe introduce community security in this location"

C

Appendix C – CEH residents survey distribution, letter and questions

CEH resident survey distribution

Staff from the support providers at each of the Contracted Emergency Housing motels were asked to distribute a copy of the survey to each unit / household in CEH.

CEH were given the choice to answer the survey online, paper or by phoning the research team.

Tēnā koe,

Contracted Emergency Housing Residents survey

The resource consents for the Contracted Emergency Housing motels expire in December 2024 and the Ministry of Housing and Urban (HUD) Development are applying for consents to continue operating at some of these sites. We are conducting a social impact assessment of Contracted Emergency Housing motels in Rotorua on behalf of HUD to help them understand how Contracted Emergency Housing has been operating over the past 18 months.

We would like to hear from you about you and where applicable your whānau's experience living at a Contracted Emergency Housing motel.

If you are interested in taking part, there are three ways to do so:

1. Fill out our **online survey** by visiting <https://forms.office.com/r/YFpwR68tHH> or scanning the QR code below:



OR

2. **Call** one of our research team (Paige Rundle) on [REDACTED] to talk through the questions over the phone

OR

3. Write your answers on a **paper copy** of the survey and give to your service provider to send back to us.

The findings of the research will form part of the social impact assessment report that will be provided to Rotorua Lakes Council along with the consent application. Information presented in the report will be **anonymous** (your comments will *not* be identified to a person or unit).

Participants will go in the draw to win a \$100 grocery voucher. Winners will be drawn randomly and contacted using the contact details provided at the end of the survey. The survey will close on **Sunday 26th May 2024**.



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E: info@beca.com // www.beca.com

If you would like any further information or have issues with accessing the survey, please contact Paige Rundle at [REDACTED].

Ngā mihi nui,

Jo Healy and Paige Rundle
Social Researchers
Beca Limited

Contracted Emergency Housing Residents Survey

46 Responses

10:04 Average time to complete

Active Status

1. How many adults live in the motel room with you?

I am the only adult	34
Myself and one other adult	11
Three or more adults	1



2. How many children live in the motel room with you?

No children	11
One child	19
Two children	8
Three or more children	8



3. How long have you been living at this motel?

Less than 3 months	10
3-6 months	20
7-12 months	11
More than a year	5



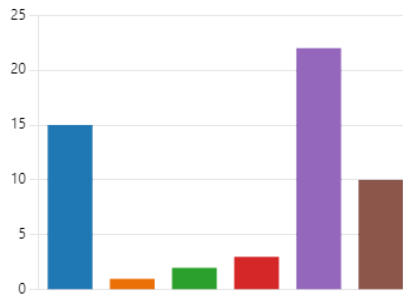
4. If you have children living with you, are they in school?

Yes	24
No	21
Don't know	1

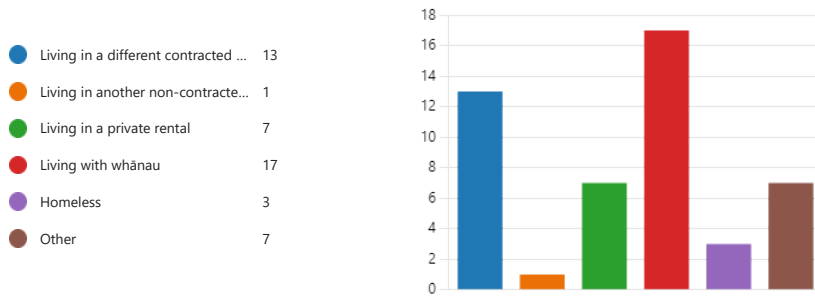


5. What is your or your partner's occupation?

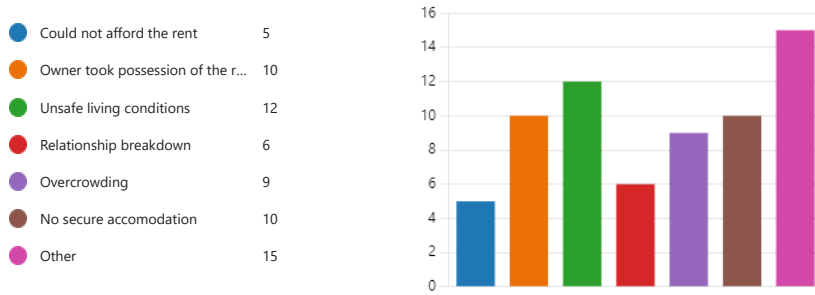
Full time parent	15
Full time work	1
Part time work	2
Retired	3
On the benefit	22
Other	10



6. Where did you live prior to moving into this contracted emergency housing motel in Rotorua?



7. What was the reason(s) for your move into this contracted emergency motel?



8. If you weren't living at this contracted emergency housing motel, where would you be living?

46 Responses

Latest Responses

"Honestly if i could afford a rental property. "

"Backpacker's Camps/Streets/Friends/Whanau/The nearest shelter/Others"

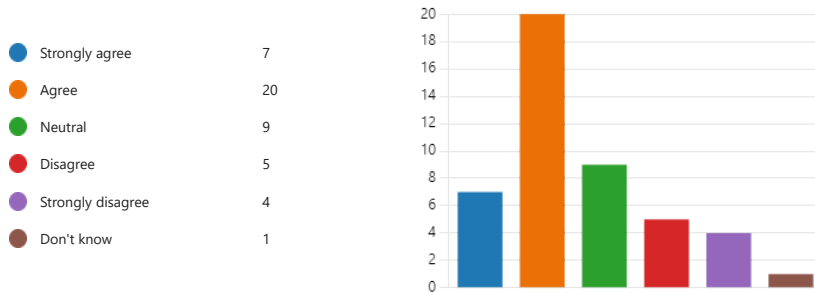
"In a stamd alone cabin with no access to hot water toilet shower kitchen "

[Update](#)

11 respondents (24%) answered **streets** for this question.

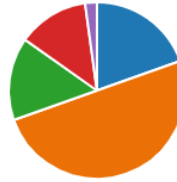


9. There is enough space for myself and my whānau at the motel



10. The motel has suitable laundry facilities

Strongly agree	9
Agree	23
Neutral	7
Disagree	6
Strongly disagree	1



11. The motel has suitable cooking facilities

Strongly agree	4
Agree	15
Neutral	14
Disagree	11
Strongly disagree	2



12. The motel is clean

Strongly agree	13
Agree	19
Neutral	12
Disagree	2
Strongly disagree	0



13. The motel is dry

Strongly agree	10
Agree	26
Neutral	6
Disagree	3
Strongly disagree	1



14. I am empowered to achieve my aspirations

Strongly agree	12
Agree	23
Neutral	8
Disagree	3
Strongly disagree	0



15. I feel listened to by the support provider

Strongly agree	13
Agree	20
Neutral	9
Disagree	4
Strongly disagree	0



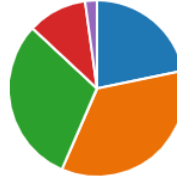
16. I am regularly contacted by the support provider

Strongly agree	12
Agree	16
Neutral	12
Disagree	5
Strongly disagree	1



17. I have been supported to develop a whānau transition plan

Strongly agree	10
Agree	16
Neutral	14
Disagree	5
Strongly disagree	1



18. I always feel safe at the motel

Strongly agree	19
Agree	19
Neutral	6
Disagree	2
Strongly disagree	0



19. The motel is secure

Strongly agree	14
Agree	25
Neutral	5
Disagree	2
Strongly disagree	0



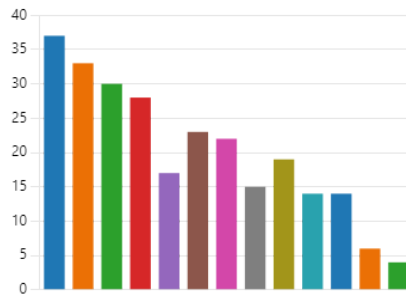
20. The motel is safe for children

Strongly agree	12
Agree	19
Neutral	10
Disagree	4
Strongly disagree	1



21. What are your aspirations moving forward?

● Move out of emergency accom...	37
● Healthy physically and mentally	33
● Happy and content	30
● Save money	28
● Increase my income	17
● Live in Rotorua	23
● Own my own home	22
● Gain employment	15
● To further my skills and knowled...	19
● Reconnect with whānau/family	14
● Reconnect to identify as Māori	14
● Return to whānau land	6
● Other	4



22. How does contracted emergency housing compare to other emergency housing you may have experienced?

46
Responses

Latest Responses

"More secured because tenants are vetted better through the emergency hou..."

"I one area, it doesn't"

"This is the first time been in emergency housing for me and my family "

[Update](#)

10 respondents (22%) answered **time** for this question.



23. Is there anything you would like to see improved?

46
Responses

Latest Responses

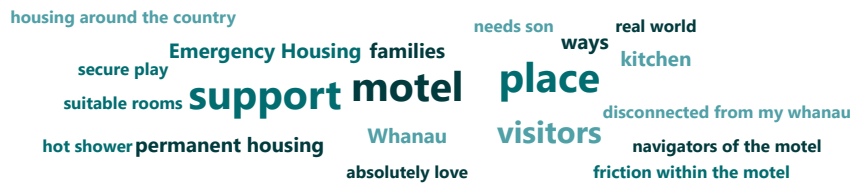
"All Facilities need major upgrades and upkeep. "

"More of emergency housing around the country required if and when emplo..."

"Not at this point I'm just grateful me and my whanau have access to all am..."

[Update](#)

4 respondents (9%) answered **motel** for this question.



24. Do you have any final comments you would like to share?

46
Responses

Latest Responses

"Support services available are awesome especially (visions Rotorua) only thi...

"Thank you enormously for the service as it was much needed at this time of ...

"No"

[Update](#)

5 respondents (11%) answered **needs** for this question.



