

Before Independent Hearings Commissioners

Rotorua Lakes Council

**In the 13 applications for resource consent for contracted emergency
matter of housing by Te Tūāpapa Kura Kāinga Ministry of Housing and
Urban Development**

Statement of evidence by Frank Ma

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1. Introduction

1.1 My name is Frank Ma, Director of Malones Motel.

2. Malones Motel

2.1 I took over this motel Nov,2013.

The score on Booking.COM is 7.3 which is close to the average level. After keeping on improving our hardware and service year by year, the score is 8.3 in 2019 (before COVID19). It is very difficult to rise from 7.3 to 8.3. At the same time, the occupancy rate of Malones motel increased for around 70% to 90%. We are so proud of this obvious progress by our investment and hard working.

We start to accept emergency guests since 2020 when the pandemic begin.

Here is our occupancy:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2017	96%	96%	97%	93%	79%	80%	88%	81%	82%	86%	95%	92%	89%
2018	94%	98%	97%	91%	78%	83%	87%	87%	83%	86%	96%	96%	90%
2019	90%	95%	95%	92%	89%	88%	86%	87%	85%	95%	98%	93%	91%

3 Contracted Emergency Housing

After the pandemic start, our occupancy rate went down. At the end of Mar,2020, RAM (Rotorua Association of Moteliers) send an e-mail to all them members, to ask if anyone want to accept emergency housing. We are one of the members who answer "YES". We provided units and the price to let MHUD to choose. then it starts. We provide 8 units from Mar to Aug,2020 to MHUD at that time.

At the very beginning,I just need more income to pay our employee,rates and rents.

After join this project and communicated with MHUD, we understood this project can help people (mothers) who need assistance. For example, their kids need a better surroundings than before.so that their kids can be looked after better and educated better. We are happy to play a role in this project.

If we did not enter into the contract,we can not pay our employees since 2020.Also,we can not pay the rents and the other bills without enough income. This business would not be open today.

Date: 10 October 2022

Frank Ma

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