

EX 4

Registered name	
Utuhina Hot Springs Lodge	Rot
Victoria Lodge Rotorua	Rot
Visions Of A Helping Hand	Rot
Waiariki House	Rot
Waiariki Womens Refuge - Rotorua	Rot
Waingaro Hot Springs	Rot
Waitei Trout Stream Holiday Park	Rot
Wellington Night Shelter	
Whangarei Top 10 Holiday Park	
Young Lodge	Rot

Ngaruanakahi  
Well  
Whangarei

Notes:

- Emergency Housing is paid as a Special Needs Grant.
- TLA is estimated based on the client's address at the time of the grant, it may not be the same as the address of the emergency housing supplier.
- You will notice that some of the suppliers are included from outside the Rotorua TLA. This is likely to be for payments made in arrears for previous period of accommodation, or payments for a future period. A number of clients may have recently moved, but their address details have not yet been updated.
- The registered supplier name is the name of the parent company of the accommodation supplier, and not necessarily the name of the accommodation itself.
- One registered supplier may provide accommodation across multiple premises with different trading names receiving payment through the single supplier record.
- Some suppliers may be listed due to a coding error when a client receives multiple assistance payments at one point in time, for example for petrol or groceries.

this tells us how they came from addresses not paid for

Lake Rot Mot  
Malines Mot  
Newcastle Mot Lodge  
Alpin Mot  
Ua Vict Mot  
Pohitu Lodge

97 Rot 177 other

1

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General Manager BOP  
Greg Murphy 07 577 7770

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subscriptions@nzme.co.nz

**NEATMAS**

Family notices P22

in Rotorua to continue lawfully under the District Plan.

A hearing of submissions on the applications started on Monday before three independent commissioners - chairman David Hill, commissioner Sheena Tepania and commissioner Greg Hill. The hearing is being split over a three-week period and is being held at Arawa Park Hotel.

On Monday and yesterday, commissioners heard evidence from the Ministry of Housing and Urban Development and Rotorua Lakes Council economic and social impact experts.

The Government has contracted the motels for the past 15 months but all emergency housing motels - including more than 40 non-contracted motels, are operating outside of the District Plan because they are only consented for short-term visitor stays.

The resource consent applications aimed to remedy that situation. More than 3600 submissions were

**Same motels or homelessness on the streets.**

Ministry of Housing and Urban Development economic consultant Shamubeel Eaqub

Ministry of Housing and Urban Development economic consultant Shamubeel Eaqub told the hearing yesterday that Rotorua has a housing crisis and if contracted motels were not used, housing deprivation and its consequences would not go away.

He said it would instead push those individuals back into non-contracted motels, some of which still offered accommodation to tourists because the Ministry of Social Development would continue to issue vouchers for emergency housing to those who needed it.

He said if they did not go to non-

“What’s the alternative really? This doesn’t happen? ... The alternative is mixed use (tourists and homeless people living in the same motels) or homelessness on the streets,” Eaqub told the hearing.

Jo Healy spoke to her submission as a social impact consultant for the ministry and said she suggested a number of changes if the consents were granted, including making fences and gates more permanent and removing the visible look of security guards and cones. She suggested a 24/7 0800 number could be set up so neighbours could contact service operators and security on-site to raise concerns and lodge complaints. Independent commissioner panel chairman David Hill asked who would take those calls.

Commissioner Sheena Tepania said if locals were to be confident of getting a response, it perhaps should be something the council monitored.

Other changes Healy suggested included setting up a community

to contracted emergency housing.

Rebecca Foy, a social impact consultant for Rotorua Lakes Council, said she found the absence of any evidential data, particularly around crime, difficult when making her assessment. She said while contracted motels could better manage those staying in their motels, it didn’t control how they behaved when they weren’t at the motels. “No one wears a hat and says where they live.”

She recommended not consenting all 13 motels and instead looking at a more dispersed approach to the contracted emergency housing motels to dilute the effects for locals. The hearing continues today with more than 30 members from the lobby group Restore Rotorua speaking to their submissions. Other submitters not linked to Restore Rotorua will be heard on Thursday and Friday. The hearing will reconvene on October 31, finishing on November 1.

# Island owners still face trial

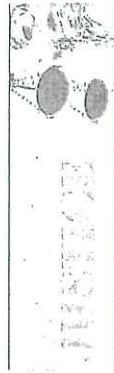
Ellean Thompson

The owners of Whakaari/White Island will face trial next year for their alleged part in the deaths of 22 people in a volcanic eruption on the island, after they failed to have WorkSafe charges against them dismissed.

There were 47 people on the island near Whakatāne in the Eastern Bay of Plenty when it erupted on December 9, 2019. Twenty-two people died, many overseas tourists from a cruise ship docked in Tauranga, and 25 others were injured.

WorkSafe claims the owners, three Buttle brothers, didn’t do anything to ensure safety on the island before the volcano erupted.

James, Peter and Andrew Buttle are among 13 parties WorkSafe charged with health and safety breaches in relation to Whakaari.



Public Interest Journalism Initiative  
Open Justice - Te Pūwhiri  
Public Interest Journalism Initiative  
funded through NZ on Air

The brothers are alleged to have failed their due diligence, including failure to acquire and keep updated knowledge of health and safety issues, and failure to gain an adequate understanding of the hazards and risks associated with access to the island. Their company Whakaari Management Ltd (WML) allegedly failed in its duty to workers and tourists. In the Auckland District Court yesterday, Judge Evangelos Thomas declined the Buttle brothers’ application to have the charges

against them thrown out. “The burden of proof is not on the Buttles. It is instead up to WorkSafe to prove they did nothing,” he said.

At an earlier hearing, the brothers’ lawyer David Neutze argued that WorkSafe’s claim the trio didn’t do anything to ensure safety on the island was “plainly wrong”. Neutze said four companies were granted permission by WML to access the island through various licensing agreements, but from that point on the company did not control the outcomes of those tours.

WorkSafe prosecutor Kristy McDonald, KC, said WorkSafe was claiming the Buttles took no steps, or if the ones taken were not good enough.

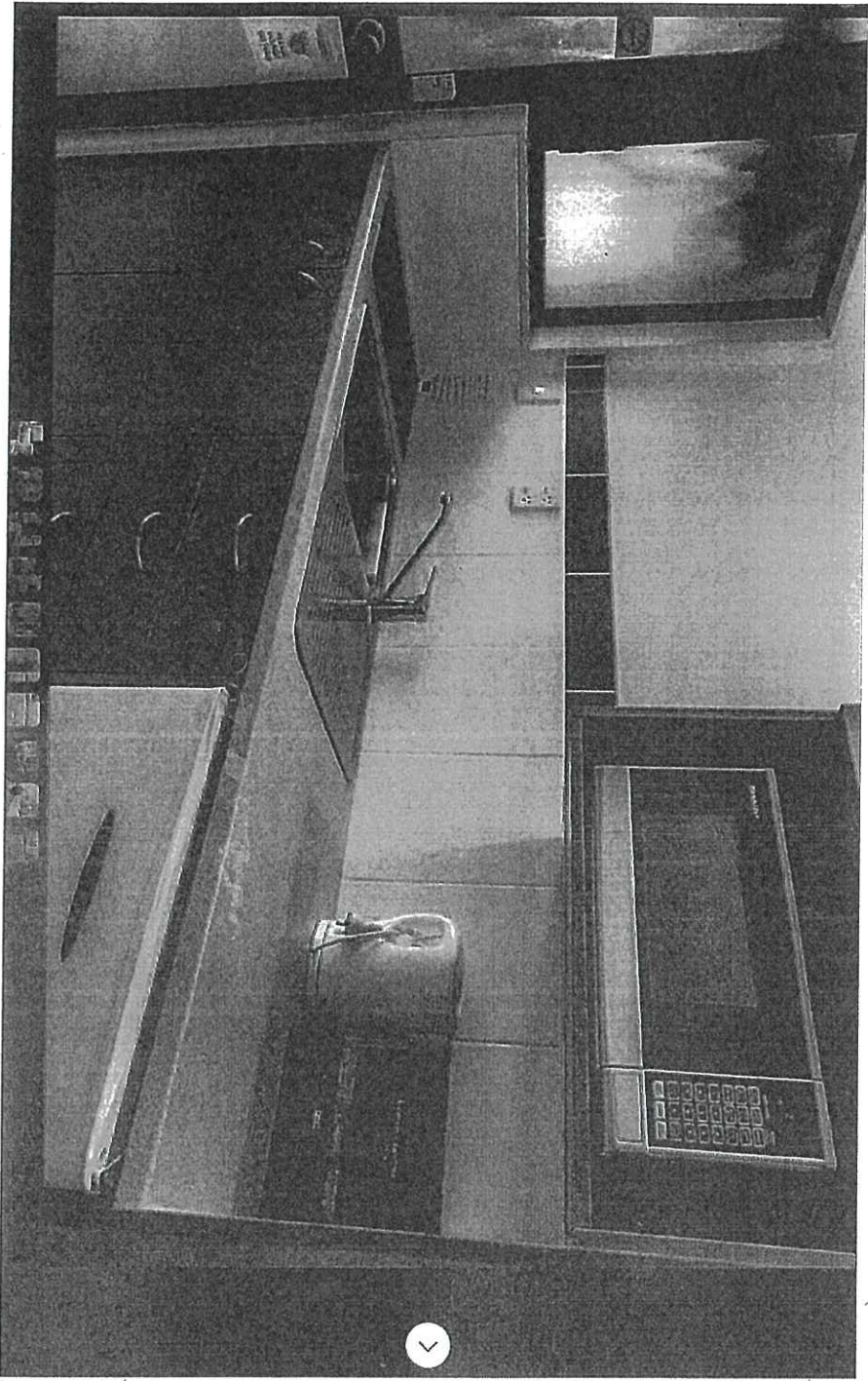
Charges against the National Emergency Management Agency and GNS have been dropped.



Whakaari/White Island after the eruption.

Photo / George Novak

Exc'



**Motel room in Rotorua**

\$0 • In stock  
 Listed in Rotorua, Bay of Plenty

Message

**Details**

Condition Used - Good

WINZ / emergency accommodation  
 Motel in Rotorua.

-Large studio / one bedroom suite: 1 queen bed  
 and 1 single bed (max 3 person)

Please PM us to get further info or quote.

All of our units including a kitchenette with  
 electric stove/ toaster/microwave /pot /utensils,  
 TV, bathroom, parking, WiFi (internet), and  
 electricity.

If you need the quote for winz please provide the  
 contact detail (full name, phone number, how  
 many people you have and email address)

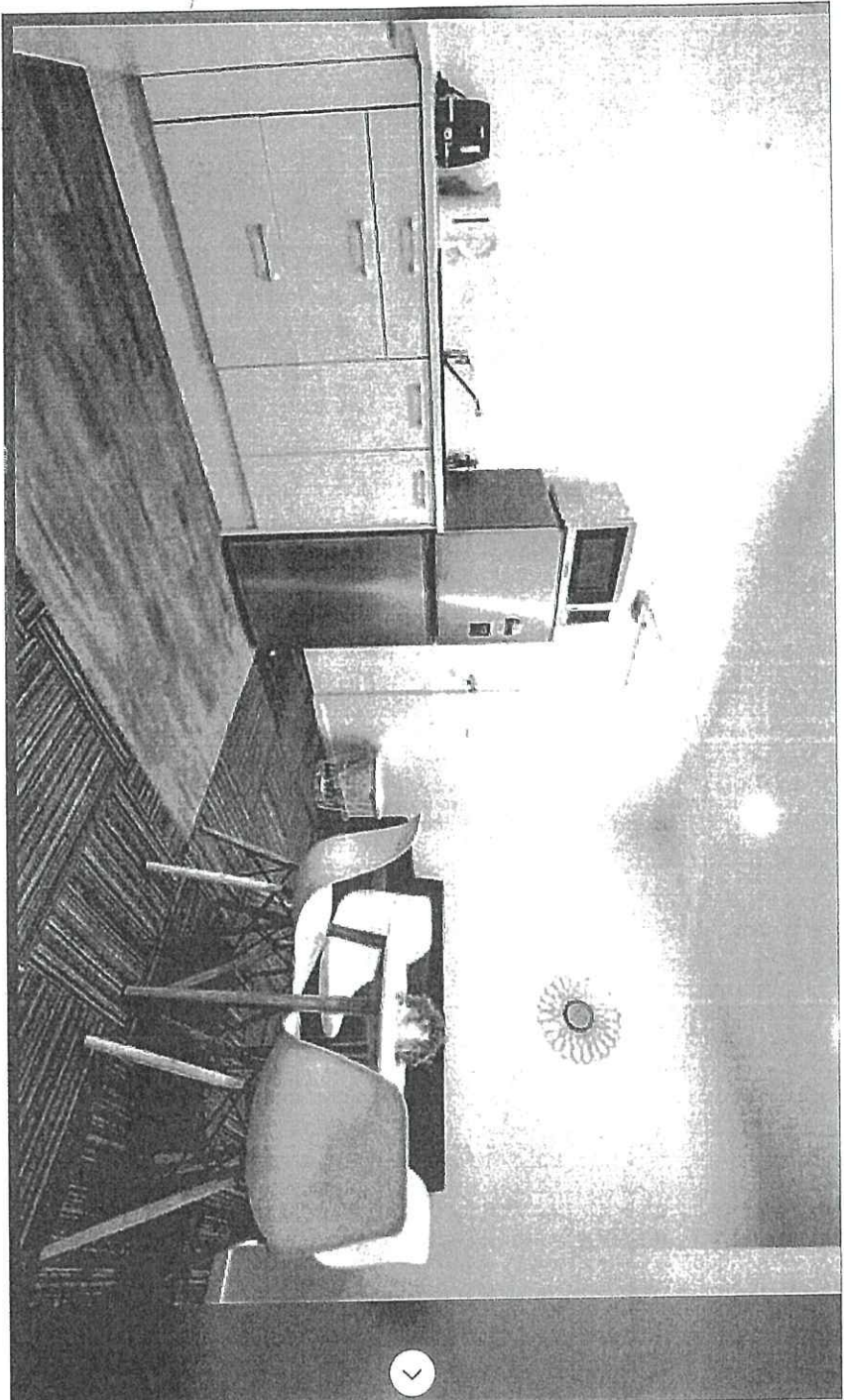
Apex on Fenton motel  
 325 Fenton Street, Rotorua



Send seller a message  
 Hello, is this still available?

Send

Apex Motel | FB 18<sup>th</sup> October 2022



Location is approximate



**Description**

\*\* accommodation available \*\*

2 bedroom + 1 bathroom apartment available.

Ideal for working single or couples who are quiet, respectful and tidy.

Weekly rent \$595 per week for one occupant. \$50 extra per person per week for additional occupants.

Maximum 4 occupants in the apartment

Move in cost: 3 weeks bond and two weeks rent in advance.

The modern style apartment is located at 1190 Pukuhua St. Central Rotorua. Convenient to everything in walking distance. The apartment features private living, kitchen, two good sized bedrooms and bathroom. Each apartment is equipped with a fridge and washing machine.

Rent includes WiFi, reasonable use of power and water.

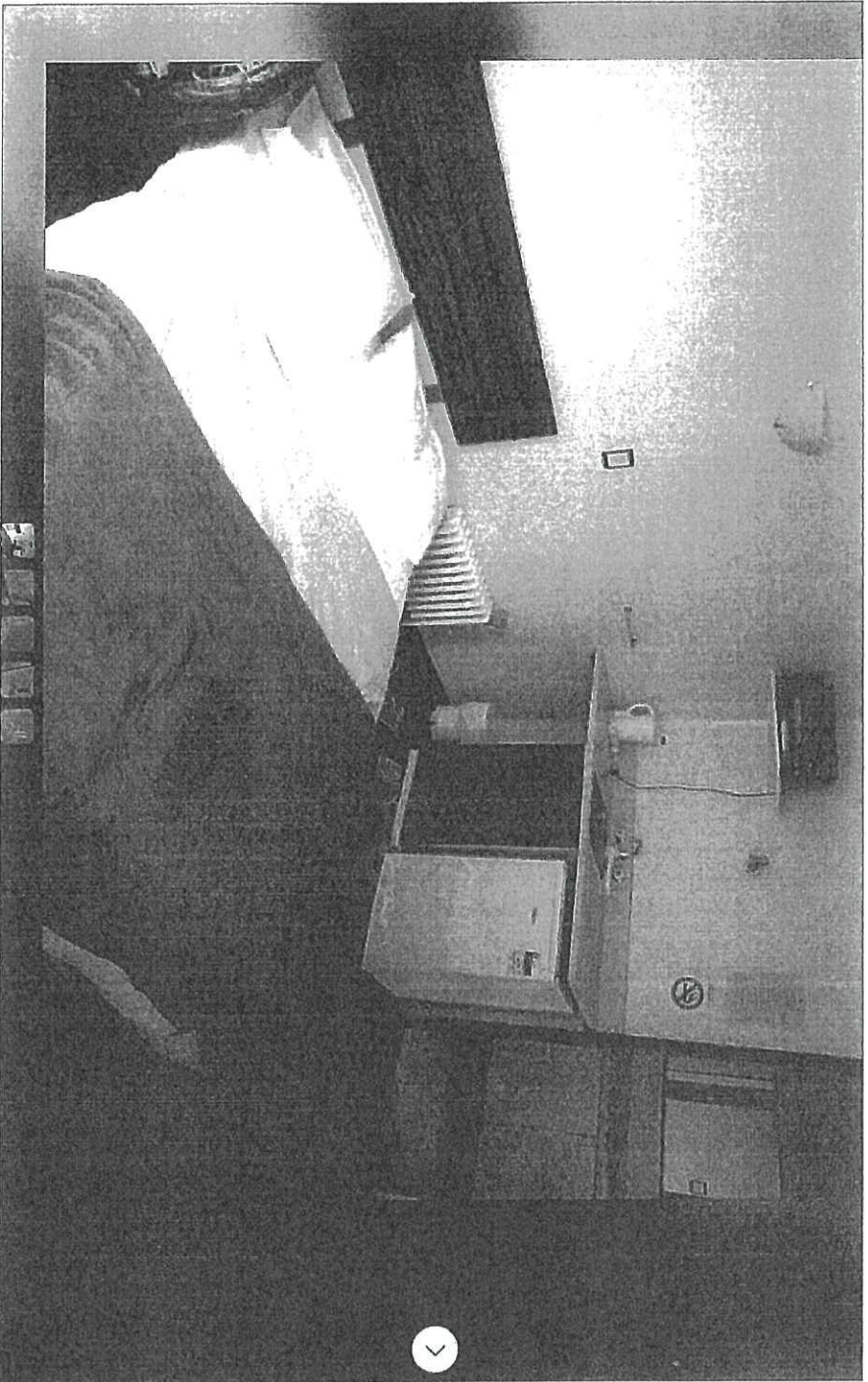
The accommodation can be partially or fully furnished.

Apply Now:  
<https://rentco/trademe/1001589/listing/3791816958>

Send seller a message

Hi, is this available?

Ace Motor Lodge FB 18<sup>th</sup> October 2022



Message

Unit Details

Room Only

1 bed · 1 bath

Gas heating

Laundry available

Parking available

Rental Location



Rotorua, Bay of Plenty, 3010

Description

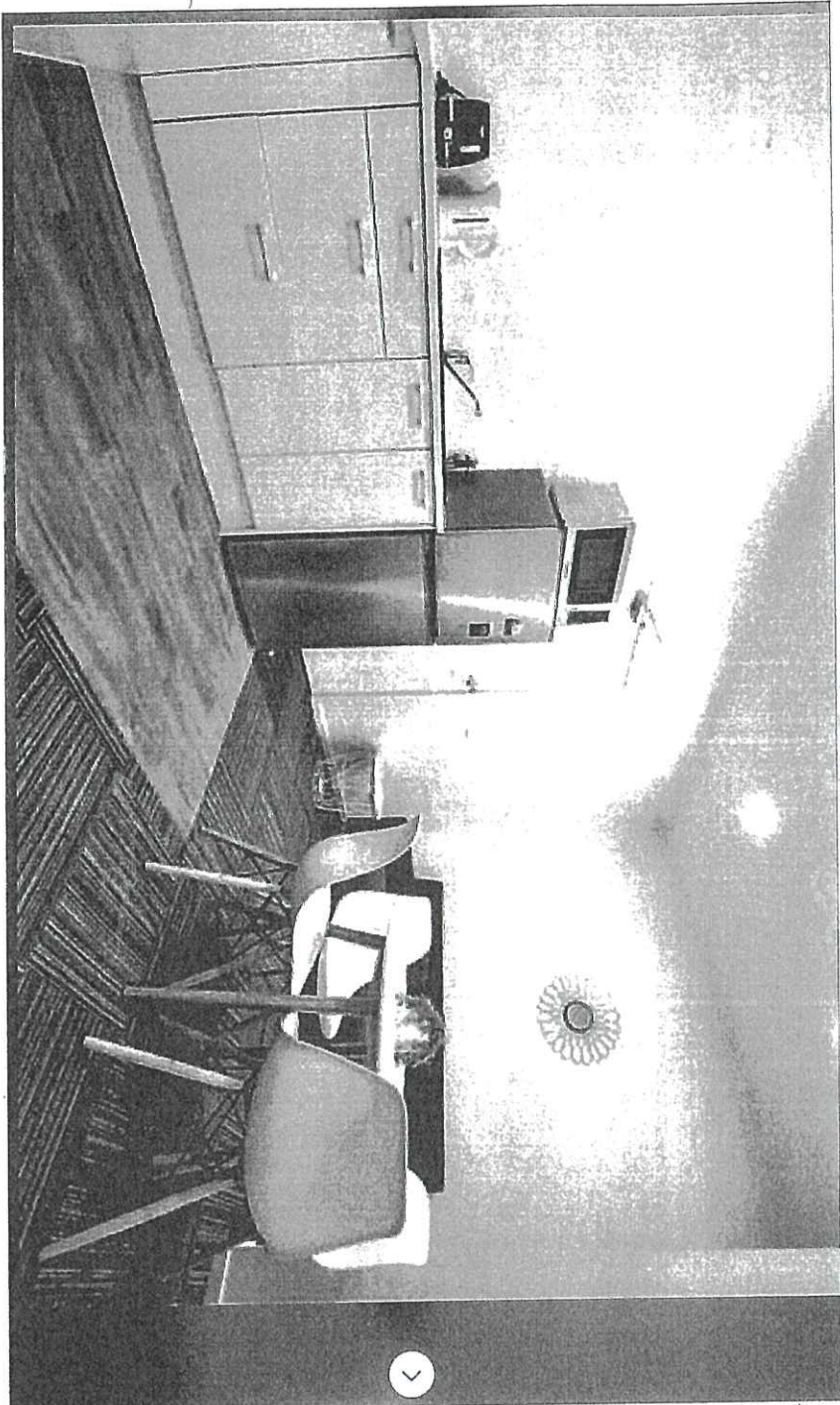
Cozy and Sunny Rotorua Motel Studio unit available for short term (or emergency housing) and regular customers. All units are fully furnished with gas heating (24h) and located at 319 Fenton street. We include cooking facilities, 24h heaters, SPA POOL and SKY TV with cheapest price. Any interest? Please call [hidden information] or [hidden information] to view or for a quote. See less

Send seller a message

Hi, is this available?

Send

Hotel Rotorua FB 18<sup>th</sup> October 2022



Location is approximate



#### Description

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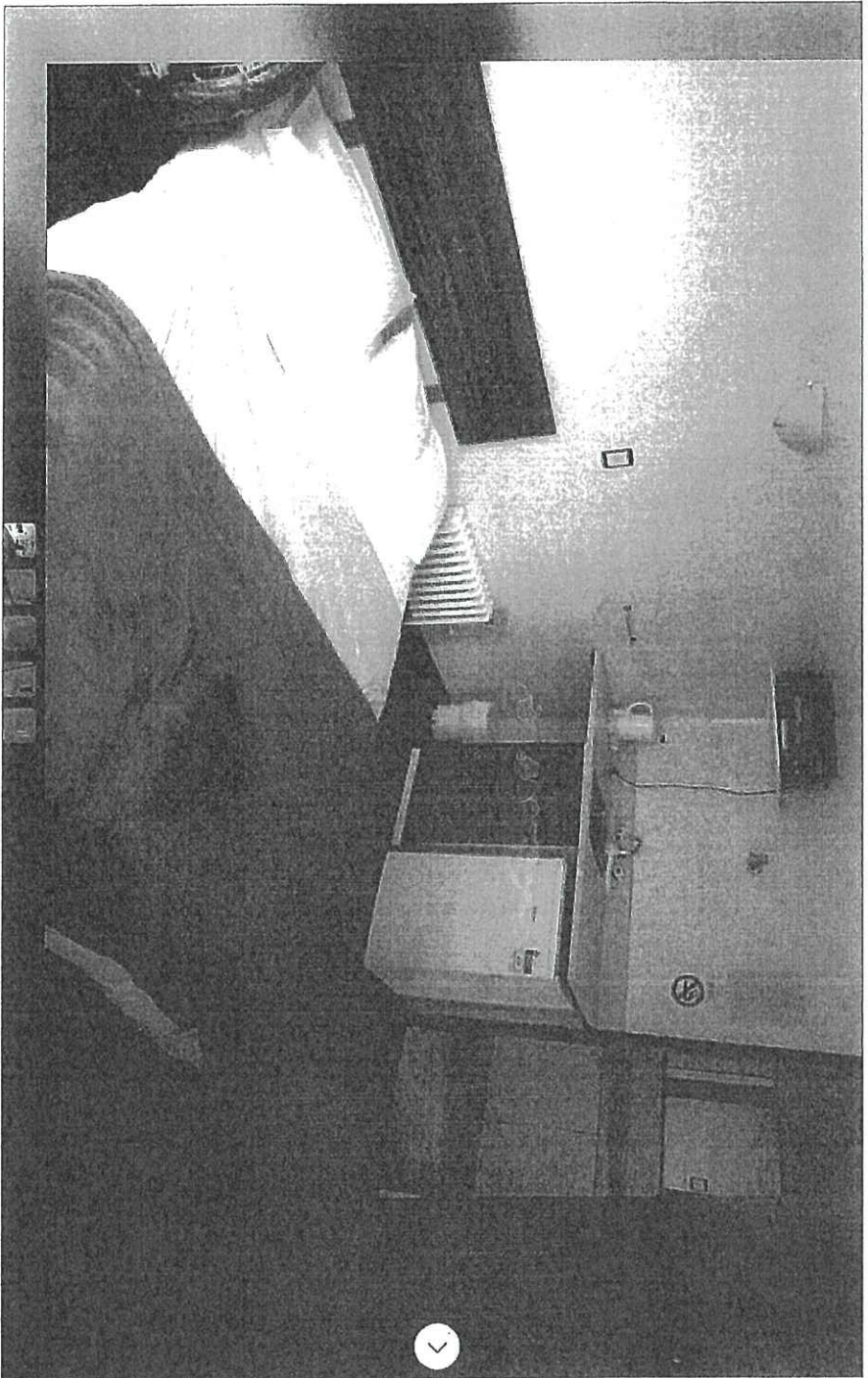
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Rotorua  
Fenton Park

Alban

Rotorua, Bay of Plenty, 3010

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Send seller a message

Hi, is this available?

Send

Hotel Rotorua FB 18<sup>th</sup> October 2022



Phone  
Email  
Address

07 346 3657  
[ceo@rotoruchamber.co.nz](mailto:ceo@rotoruchamber.co.nz)  
1192 Hinemoa Street, Rotorua 3010  
PO Box 385, Rotorua 3010

05 October 2022

Rt Hon Jacinda Ardern  
Prime Minister

Hon Dr Megan Woods  
Minister of Housing

Hon Chris Hipkins  
Minister of Police

Hon Carmel Sepuloni  
Minister for Social Development and Employment

Hon Stuart Nash  
Minister of Tourism

cc Tamati Coffey  
Todd McLay  
Rawiri Waititi  
Geoff Williams  
TeTaru White  
Leith Comer  
Andrew Wilson

Dear Prime Minister and Ministers

### Recovering Rotorua's Mana

You are all familiar with the highly publicised "homeless" situation that Rotorua has found itself in, following the pandemic. The concentration of (predominantly) non-Rotorua people into Rotorua's motels has impacted on nearly all aspects of Rotorua's business community, not just tourism. This letter is not about apportioning blame or complaining.

#### **It is about solutions.**

The Rotorua Business Chamber is in close consultation with Te Arawa/Ngati Whakaue, Rotorua NZ, and the Rotorua Lakes Council on this and related matters. We are informed of the exchanges between these parties and the various ministries of central Government. We are fully supportive of these Iwi and council initiatives. We must see a clear pathway to an end of the use of Rotorua's tourism infrastructure for inappropriate, dangerous, costly, and damaging emergency and transitional housing.

We have always supported (and will continue to support) reasoned, and well managed care for **our own** Rotorua homeless people, while they are transitioned to more permanent solutions. However, we believe that Rotorua's Manaakitanga has been abused and trampled over by Government in its objective to "put a roof over the heads" of all who appear to need it.

The Chambers view of a solution is simple and sequential, but it involves all Ministries who are recipients of this letter, plus mana whenua, council, Rotorua NZ, and business – all working together with a common, shared plan.

We outline our plan below.

#### **Phase One - Stop the inflow of non-Rotorua people**

We believe that despite assurances to the contrary, non-Rotorua people are still coming into town from various sources including Department of Corrections, rogue motel owners and service providers, direct actions. But they are all funded by government. Our control mechanisms are in conflict. For example, people are paid by government for their services



and thereby incentivised to perpetuate the problem - without adequate safeguards in place for Rotorua. We advocate that:

- Rotorua Lakes Council move to close these rogue motels has our 100% support and must be fast-tracked.
- MSD must stop funding non-proven Rotorua residents for Rotorua motels
- Dept of Corrections must stop sending non-proven Rotorua residents to Rotorua
- Service providers must have KPIs with **incentives to reduce the numbers**.
- Beefed up police services form a part of Phase One. Rotorua has a policing ratio of 1:500 which compares unfavourably with neighbouring cites like Taupo at 1:300. This presence is needed on the CBD not just around the affected motels
- MSD must start paying true market rates for all motels funded. Member accommodation leaders estimate the government agencies are paying up to 300% over market rates. Current motel earnings are not market related and are rewarding/incentivising non-compliant behaviour by motel owners.

### **Phase Two - Managed motels**

We support the rapid conversion of up to a maximum of 12 motels as short-term transition housing with strict conditions enforced. We do not detail these conditions here, but they include:

- A limited term with a pre-planned phase out including progressive closure (for this purpose), over a period of 3-4 years. This means a reduction in of three motels per annum, so that only three are used in year four..
- Professional security and support services with corrected KPI's
- Adequate facilities for everyday living for whanau, including ablutions, cooking, health, and recreation
- Job transitioning services
- Access to adequate health care
- Market rates for motel rentals paid by MSD. These rooms are not serviced daily and are long term contracts. This means that a maximum net rate of \$100+GST per night is more of a market rate.

### **Phase Three - Social and market housing on fast track**

We support many of the moves to fast-track house building in Rotorua, including:

- A plan to show how many houses to be built, where, when and by whom over the next five years. This work can be led by Council but with all parties' input.
- Kainga Ora social housing. This must also be done in consultation with the community through the Council, Iwi, and the Chamber.
- The move to Medium Density housing for Rotorua residential A areas
- The rapid building of infrastructure to support higher house numbers
- Government subsidies to replace Development Contribution Levies for property owners building in Rotorua over the next five years.
- Government support for the Rotorua Tourism industry by way of covering the cost of an agreed promotion campaign to be run over (say) a three-year period to help heal the reputational damage.

It would be irresponsible of the Chamber not to draw attention to the unrecoverable losses faced by Rotorua business due to the reputational damage that has (unintentionally) resulted from the homeless influx. For the past two and a half years international Tourism has halted, and Rotorua domestic tourism income has seen a decrease of \$80 million last year behind normal levels. Other surrounding regions have lifted domestic income over this time.

The Chamber represents over 90% of the turnover and employment in Rotorua. We will necessarily be a large part of the solution, but all parties need to be involved if we are to succeed. Total transparency is vital to building trust and accurately reporting progress to our very stressed community. We can help with that trust and communication building.

Yours Sincerely



Bryce Heard  
Chief Executive Officer  
Rotorua Business Chamber



Glenn Tasker  
President  
Rotorua Business Chamber



*The scale of emergency housing*

Over a five year period, almost \$50m worth of emergency housing special needs grants (EHSNGs) were used in Rotorua. This was the third highest across all of New Zealand, trailing only Auckland and Hamilton, cities with much higher populations. Rotorua is ahead of Wellington, Tauranga and Christchurch. Across the number of grants and unique clients, Rotorua is third and fourth highest respectively across the country.

The charts and below show the acceleration of the issue in Rotorua compared to the rest of the country. Across the rest of New Zealand the numbers show a frightening level of acceleration but this is considerably worse in Rotorua. The value of EH SNGs has increased from \$83,574 in March 2017 to \$6,038,024 in June 2021. Over the same time period the number of quarterly EH SNGs increased from 75 to 2,682.

Looking at the numbers indexed to population, Rotorua ranks the highest across EH SNG numbers and Unique Clients. The level change is staggering across a number of destinations such as Kawerau, Gisborne and Taupo but proportionally, the scale that Rotorua faces is on a different level.

**Table One: 2017 to 2021 change**

Metric	Rotorua	Rest of New Zealand
Value of EH SNGs	+7125%	+818%
Number of EH SNGs	+3476%	+272%
Unique clients	+1755%	+172%

9x

13x

10x