

**Before the Independent Hearing Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

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**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Various applications by Te Tūāpapa  
Kura Kāinga – the Ministry of Housing  
and Urban Development (MHUD) to  
the Rotorua Lakes Council

**BETWEEN** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban  
Development**

**AND** **Restore Rotorua Incorporated**

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**Brief of evidence of Alicia Bell Murray**  
Dated 14 December 2021

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## BRIEF OF EVIDENCE OF ALICIA BELL MURRAY

I, **ALICIA BELL MURRAY**, [REDACTED], provide the following brief of evidence:

### Introduction

1. My full name is Alicia Bell Murray. My husband, Greg William Murray and I reside at [REDACTED], Glenholme, Rotorua (our “**home**”) and have been living at this address just over 6 years. A true copy of aerial and street view photographs of my home are annexed and marked as “**ABM-1**”.
2. I am a Cost Accounting Clerk by profession. I have been employed at [REDACTED] my office located at [REDACTED], Rotorua and the head office located at [REDACTED], Rotorua). Prior to moving to Rotorua I was part of the accounts team for [REDACTED], where we resided at the time.
3. A true copy of a map showing my home relative to the proposed sites for the emergency housing is annexed and marked as “**ABM-2**”. In short, this map shows that I live:
  - (a) 500 metres from the Malones Motel;
  - (b) 1.0 kilometre from the New Castle Motor Lodge;
  - (c) 1.1 kilometres from the Union Victoria Motel;
  - (d) 1.4 kilometres from the Alpin Motel and Conference Centre;
  - (e) 1.4 kilometres from Pohutu Lodge Motel; and
  - (f) 4.8 kilometres from the Lake Rotorua Hotel.
4. I submit this brief of evidence from my perspective as a long-term resident of [REDACTED]. My evidence covers the adverse changes I have seen around Glenholme and Fenton Street as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically, the increase in crime. I also speak to specific incidents that have affected my family and myself personally.
5. The existing transitional and emergency housing motels will have a compounding effect with the Ministry of Housing and Urban Development (“**MHUD**”)’s six applications for motels. I understand that these sites are

currently being used as transitional and emergency housing while the owners await the outcome of these applications. This will mean that the troubling situation that my family and I are now facing as residents will become permanent and more intense.

6. Trevor Newbrook, Chair of Restore Rotorua Incorporated (“**Restore Rotorua**”), has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in central Rotorua. A true copy of a map showing my home relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as “**ABM-3**”. A copy of this list is annexed and marked as “**ABM-4**”.
7. I have been told by Restore Rotorua that the Rotorua Lakes Council (the “**Council**”) has issued a directive to MHUD to file further resource consents to convert more motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed above at paragraph 3 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council making it up to 15 applications for a similar use.
8. My evidence speaks to how the six pending applications are likely to affect my family and I. Any additional proposals to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
9. I submit this brief of evidence on behalf of my family, and in support of Restore Rotorua, to assist the independent Panel who I am informed will decide on the question of whether all of MHUD’s resource consent applications before the Council to convert motels in the central Rotorua into emergency housing should be notified.
10. I am familiar with the matters set out in this brief, and they are true to the best of my knowledge and belief. As a member of Restore Rotorua, I am prepared if required to answer any questions concerning this brief of evidence from the Panel.

## **My Family Ties to Rotorua**

11. Greg and I were both born and raised in Rotorua. Greg grew up in Glenholme pretty much the entire time. Greg and I are [REDACTED] years old. We have two daughters, aged [REDACTED] born in Tokoroa but effectively raised in Glenholme, Rotorua.
12. I am second generation Rotorua born. My mother moved from Tauranga to Rotorua, at the age of 19 to attend nursing school. My father was born and bred in Rotorua and his mother lived in the area her whole life. Greg is also second generation Rotorua born. His mother was also born and bred in Rotorua and still lives in the area.
13. Greg and I both have or had extended family living in Rotorua. My brother, who was also born and bred in Rotorua, now lives with his family in Rotorua. Similarly my brother-in-law was also born and bred in Rotorua and lives with his family in Rotorua.
14. I lived in Rotorua for my formative years. I left Rotorua in 1993 at the age of 19 to study and returned briefly in 2002, before returning in 2005 when I got engaged to my husband. We then moved to Tokoroa in 2006.
15. Greg and I returned to Rotorua in 2014, where we resided with my parents in Pukehangi, Rotorua, until we purchased our home at [REDACTED] Glenholme in September 2015 and moved in shortly thereafter.
16. Greg and I chose Glenholme and specifically bought [REDACTED], Glenholme given:
  - (a) My husband had grown up in Glenholme and had fond memories of the area;
  - (b) We both had family in Rotorua;
  - (c) The good reputation and familiarity with the area; and
  - (d) Central location for my husband and I to get to work and for the children to get to school.
17. Since moving into [REDACTED] in 2015, all my children have gone or are going through Glenholme School (149 Ranolf Street, Glenholme Rotorua), like their father and are the second generation of family attending that school. To my knowledge, throughout my husband and children's schooling at Glenholme



School up until 2020 there has never been any incidents requiring police presence or attendance at the school.

18. My eldest daughter now attends Mokoia Intermediate School (29 Brent Road, Owhata). Her commute involves walking to the corner of Ranolf Street and Devon Street to catch a bus to Mokoia Intermediate School.
19. My home is located 350 metres from Fenton Street. Fenton Street is one of the main thoroughfares to central Rotorua. Many of the proposed transitional and emergency housing sites are situated at motels on or near Fenton Street.

#### **Observations in Glenholme prior to March 2020**

20. Growing up in Glenholme, Greg describes his childhood in the area to me as “free range”, where he felt completely safe and he and his friends would go on bikes to each other’s homes without a care in the world.
21. When Greg and I moved to our home in 2015, it was a nice quiet area. It was a neighbourhood where it was not possible to go through any bad part of town to get to and from home. Any person, whether visitor or a local, felt safe entering the neighbourhood. Greg enjoyed the fact our home is close to Whakarewarewa Forest (2.5 to 3 kilometres by bike) and, where he can easily mountain bike to and relive childhood memories where he had a great time.
22. When we moved into our Glenholme home, both our children went to Glenholme School and would walk to the school (located only 450 meters away from our home), like my husband did, enjoying the similar freedoms he had as a child. Our children would walk freely to friends’ houses close by without our supervision. Our children always got to their destinations and back home safely. They had a level of freedom back then where we as parents did not need to follow up with them on their whereabouts.
23. During this period, our doors and windows at our home were regularly unlocked and left open, even on occasions when the entire family was out of the home. There were occasions where I took the kids to school and left the door open and anyone could have walked in, however nobody ever did because the neighbourhood was that safe. During the times when the door was left open it would be visible to those walking and travelling down [REDACTED] from certain angles, as the front door then was made of glass and completely transparent.
24. Commuting to work back then, I never consciously gave it much thought or paid any attention to my surroundings. I just got in my car and drove to 177

View Road, Mangakakahi, Rotorua and back home. In the map marked “**ABM-2**” I have marked my regular travel route to and from work as yellow.

25. Aside from being the main passageway into town, Fenton Street was vibrant and pleasant street in many ways as it was known by locals as “the motel mile” and the guests staying in the motels were predominately there as tourists or in Rotorua for business. Both groups of visitors were primarily on Fenton Street as a place to drop off their bags and sleep during the night. Neither group loitered around Fenton Street, as their main reason for being in Rotorua was generally not to spend time on Fenton Street, besides perhaps grabbing some food or local shopping before they headed out to participate in whatever activity they came to Rotorua for.
26. Visually Fenton Street was a well maintained street and people took pride in keeping their places tidy. Based on the outside frontage, the motels on Fenton Street were inviting places and the motel owners did a good job at keeping a high standard to attract guests. Back then, I never thought twice about recommending any of these motels to out of town guests.

#### **Emergence of emergency housing in central Rotorua motels**

27. To the best of my knowledge, the level of transitional housing occupants appeared in central Rotorua not long after the first Covid-19 pandemic lockdown in March and April 2020.
28. One day during the March and April 2020 lockdown, I took the kids out for some fresh air on a bike ride around the Arawa Park Racecourse during the middle of the day. Coming along Fenton Street, I saw people sitting outside a number of these motels (Aaryn Court, La Mirage and Midway) on the footpath of the street drinking alcohol. As we rode past them, they would not move out of the way and so we had to manoeuvre around them. After that my husband and I made a conscious decision to avoid that area, as we did not want to expose our children anything that risked their safety.
29. I can confirm from the list of providers receiving Ministry of Social Development emergency housing grants (my exhibit “**AMB-4**”) that the Aaryn Court, La Mirage and Midway are motels that are part of that list.
30. As soon as the March and April 2020 lockdown ended I noticed that [REDACTED] became a lot busier with increased foot traffic in a way Greg and I have not experienced in our 6 years living there. The street [REDACTED] connects to Fenton Street [REDACTED]

### **General Observations after March/April 2020 Covid lockdown**

31. After the first March/April lockdown, I noticed a lot more people using [REDACTED] as a thoroughfare. Graffiti is now quite prevalent in the surrounding area. I also notice a lot of gang colours in the area, which was previously something we had never seen in Glenholme. My husband and I have noticed people trespassing on our neighbours' front lawns. We are concerned that they will do the same outside our home.
32. I now hear police sirens many times during the day and night, which was also a rarity before April 2020.
33. Fenton Street is now littered with shopping trolleys. The vast majority of motels on Fenton Street look unkempt and rundown as if the owners no longer care to run their routine maintenance. There are perhaps only a small handful of motels that have kept the standard we locals have been used to.
34. Seeing the emergency housing motel premises all clustered together in these rows of motels on Fenton Street now reminds me of the Council Housing Estates in the UK.
35. The street is also littered with empty used drug bags, which I never saw previously. It has prompted my husband and I to have conversations with the children about drugs that we never intended to have with them so early on at 10 and 12 years of age.
36. There are a lot more cars on the streets now at all times of the day and night, unlike before 2020 when traffic was only heavier at certain times of the day and on certain days of the week.
37. Particularly there are a lot more cars coming out at speed from driveways on the part of Fenton Street that is near the [REDACTED] where the driveways tilt up and drivers are unable to see pedestrians walking by until the last moment. This is particularly concerning given that I am now also seeing children playing in the car parks of the emergency housing motels, in particular the Brylin, the Pure Motel and Guest House and Fenton Court, which are all on the list of emergency housing suppliers (exhibit "AMB-4"). Based on what we see, the vehicles travelling at speed are likely breaking traffic speed limits.

### **Specific Incidents that occurred since the March/April 2020 Covid lockdown**

38. On or around 11 April 2021, both my daughters' bikes were stolen on a Sunday in broad daylight, while Greg was out and my children and I were at home.

That day I was popping in and out constantly around the house. I had been outside, then came in and was heading out to the shops to buy groceries when I noticed something was different outside. One of Greg's old bikes had been moved and my daughters' recently purchased bikes were missing from their placement under our kitchen window. I informed my children of what happened and invited a friend over to watch the girls and the house as I went out to get groceries and head to the police station.

39. As I was driving northward on Fenton Street, towards the grocery store, past Carnot Street and approaching Malfroy Road, I noticed two male late teens, over the age of 16, sitting on my daughters' bikes, with a third individual sitting on the handle bars of one of the bikes. I noticed it and immediately pulled my car over to the left hand side of Fenton Street. I got out of the car and to my surprise, I instinctually yelled at the boys telling them that they had stolen my children's bikes. At this point I was physically shaking and the two teens on the bikes bolted off with the bikes. The third individual then casually walked over to me and said "It is okay miss". I noticed that people passing by seemed unfazed by this incident and no one stopped to offer help or call the police. What was shocking to me was that I felt as if this behaviour was a pretty common occurrence on the street.
40. I then proceeded to the Police station instead of the grocery store and reported the incident. A few hours later my brother in law and his partner found the bike near Rotorua Boys High School (Pukuatua Street, Utuhina, Rotorua) and they called the police who turned up. A police officer took my statement. On that day I also made a Facebook post as to my daughters' stolen bikes. A true copy of my Facebook post regarding my daughters' stolen bikes is annexed and mark as "**ABM-5**".
41. The two teenagers who rode away with my daughters' bikes outside Fenton Street were subsequently caught, charged and convicted at the Rotorua District Court. The third individual, who was an associate of theirs, was not. The third individual now recognises me visually and was confident enough to intimidate my family for the next two months. In April and May 2021, I vividly recall that third individual regularly coming past our home with a pack of 10 or so other young boys. When they come up to our house they would glare at us. Their presence on the street as a group is very audible as they come down the street. This repetitive intimidating behaviour scared my eldest 12 year old daughter, who stopped playing outside the front of the house. Even when in the lounge, she would run and hide in her bedroom when she would hear that mob walk past.

42. On one occasion not long after the theft, around 18 April 2021, the third individual and his pack walked up my back neighbour Dale's driveway who lives at [REDACTED] My husband saw the mob from our bedroom window and he shook his head at them. The mob saw this and they turned around and headed back down the driveway. We notified the police, who were in the neighbourhood and the police did a loop around our block to see if the boys could be seen.
43. We have an ex-cop living on our street, who would regularly engage with the third individual and his group when he was outside working in his yard during the day in the following months. The individual stopped walking through our neighbourhood and down our street in late May early June 2021. We only knew of the engagement our neighbour was having with the third individual and his group from conversations in the street with our neighbour when passing their house.

#### **Our response to events post transitional housing**

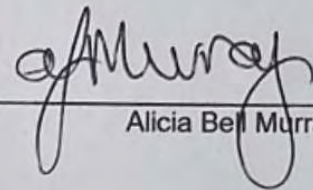
44. As a consequence of all the events that have transpired since the first lockdown in March/April 2020, Greg and I are contemplating moving our family out of Glenholme. Before engaging a real estate agent we have been making improvements to the house to make it more presentable and marketable.
45. In May 2021, Greg's cousin replaced our glass back door with a solid wooden door so that:
- (a) Those who pass by can no longer see directly into our home though the back door; and
  - (b) To protect the door from easily breaking if a stone or brick is thrown over at it.
46. My husband and I are looking into putting a fence at the front and a gate that slides behind the retaining wall, which requires redoing the existing retaining wall and will be considerably expensive.
47. What will be difficult if we do move will be leaving behind both Greg's elderly parents. Greg's father is nearly 80 years old living alone in a unit close to Greg's mother's nursing home, Cantabria on 369 Old Taupo Road. Greg's father will not move as Greg's mother is close by and requires his support given her chronic dementia.

48. We are now very vigilant in ensuring that all doors, windows and cars are locked when leaving the house. As Greg leaves for work any time after 2:30am we do not sleep with windows open.

**Joining Restore Rotorua Incorporated**

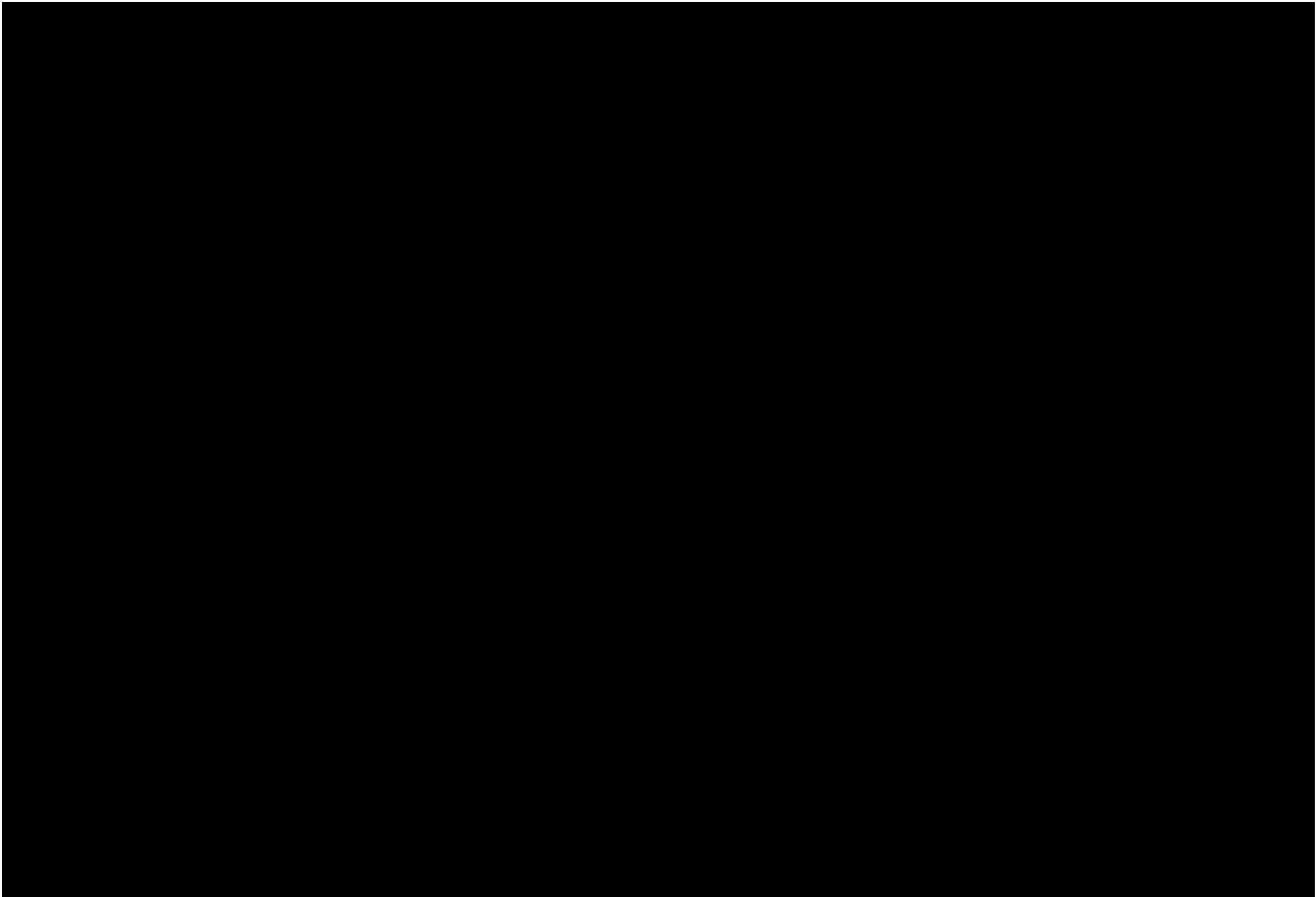
49. I was informed of Restore Rotorua via my good friend Jennifer Packham, who is the daughter of Restore Rotorua spokesperson, Trevor Newbrook (who lives around the corner from our home).
50. Jennifer came and told me about the group her father was forming and asked me to come along to the first meeting. I attended the first meeting on 27 September 2021 and signed on as a founding member. Joining Restore Rotorua means I am able to do more than just watch my city change around me without having any say. It is important that Restore Rotorua can assist the Panel on these resource consent applications before the Council.

**SIGNED** this 14th day of December 2021



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Alicia Bell Murray







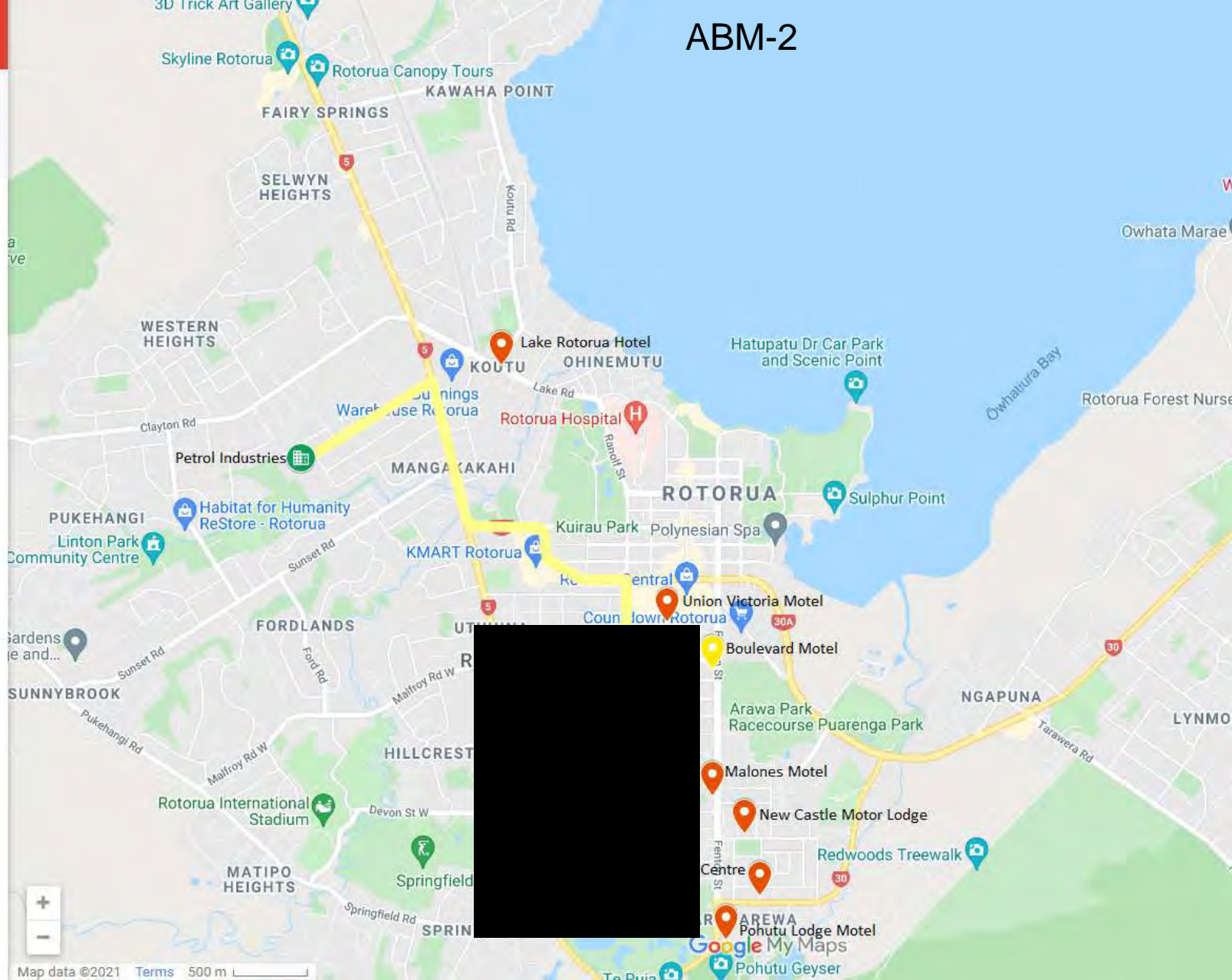
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### ✓ Motels at risk of conversion into emergenc...

- 📍 Lake Rotorua Hotel
- 📍 Union Victoria Motel
- 📍 Malones Motel
- 📍 New Castle Motor Lodge
- 📍 Alpin Motel & Conference Centre
- 📍 Pohutu Lodge Motel
- 📍 Boulevard Motel & Restaurant



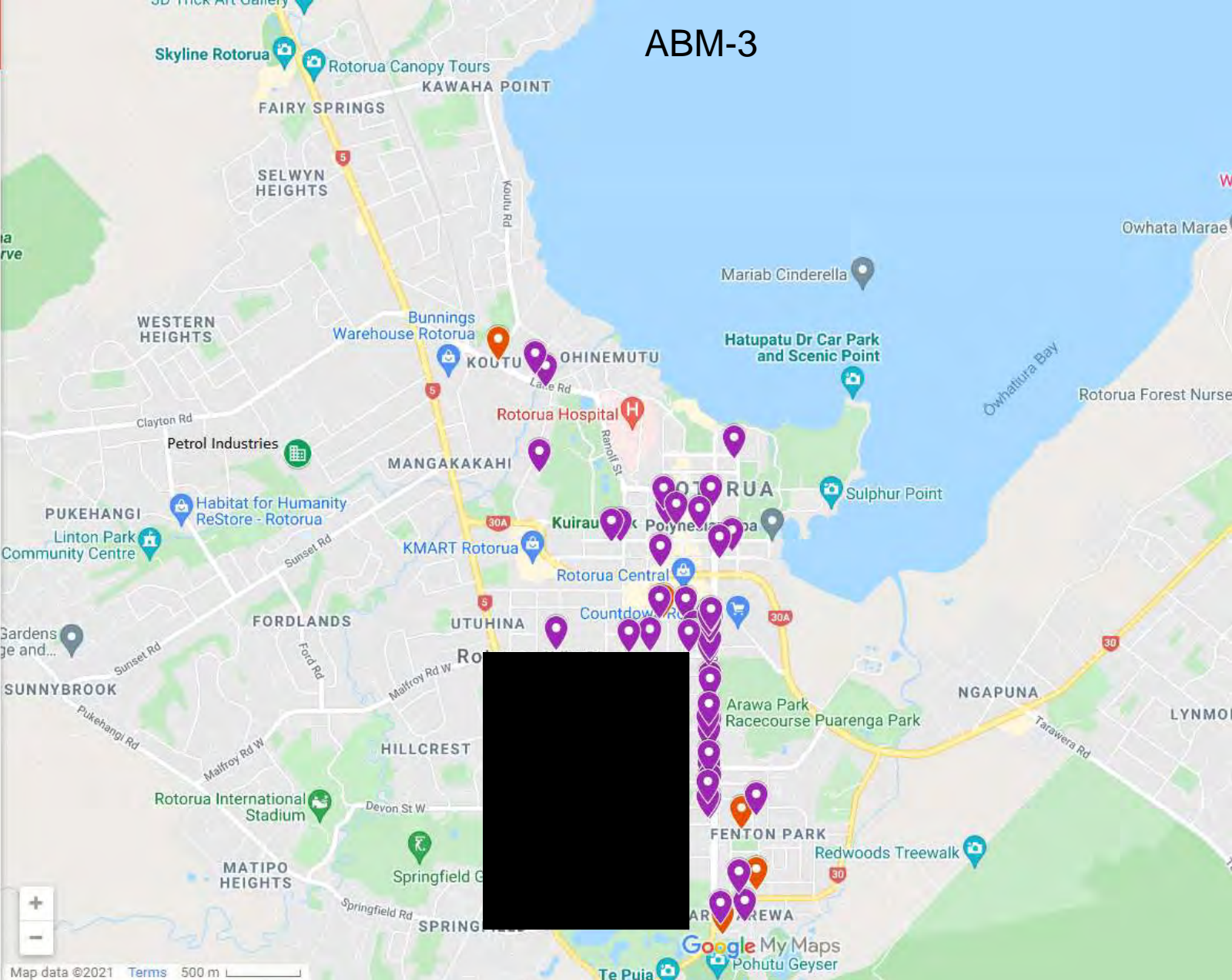
- 🏠 Commute from Work to Home
- 🏢 Petrol Industries (177 View Road)



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Motels at risk of conversion into emergenc...

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- ... 48 more





# ABM-4



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

Leo Donnelly and Holly Cutfield  
Chen Palmer  
[Leo.Donnelly@chenpalmer.com](mailto:Leo.Donnelly@chenpalmer.com)

November 2021

Tēnā koe Leo Donnelly and Holly Cutfield

On 12 October 2021, you emailed the Ministry of Housing and Urban Development (HUD) requesting, under the Official Information Act 1982 (the Act), the following information:

- *names of Rotorua suburbs where transitional and/or emergency housing is, or has been, provided for a minimum duration of 6 months, anytime from 2017 to 2021.*
- *For the avoidance of doubt, we are seeking the following items of information within the parameters of our request above:*
  - *a list of Rotorua suburbs where emergency housing is, or has previously been, provided for a duration of 6 months;*
  - *a list of Rotorua suburbs where transitional housing is, or has previously been, provided for a duration of 6 months; and*
  - *for each suburb identified, we request:*
    - *the total number of transitional and/or emergency housing provision sites within that suburb;*
    - *the exact duration that each of the transitional and/or emergency housing provision sites were operative within that suburb; and*
    - *whether the provision site implemented a single, or mixed use, model to transitional and/or emergency housing.*

On 14 October 2021, your request was partially transferred to the Ministry of Social Development (the Ministry), in accordance with section 14 of the Act. This was because emergency housing is more closely connected to the functions of the Ministry. HUD will respond to the rest of your request independently.

On 18 October 2021, the Ministry contacted you to advise you that the Ministry does not centrally record the names of Rotorua suburbs where emergency housing is used, and that in order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, your request would be refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

However, the Ministry offered to provide you with a list of emergency housing suppliers for clients who are recorded in the Ministry systems as residing within the Rotorua Territorial local Authority (TLA) who received an Emergency Housing Special Needs Grant (EH SNG) between 1 January 2017 to 30 September 2021.

The EH SNG is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

Please see attached in the Appendix, the following table:

- **Table One:** List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.

In the spirit of being helpful, we have also provided the following table which shows a further breakdown of information for the last two quarters in the Appendix:

- **Table Two:** List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.

Regarding the tables provided, please note that the TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

Please also note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

Although we acknowledge that you specifically asked for the names of suppliers *provided for a minimum duration of 6 months*, I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response regarding emergency housing with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



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



## Appendix

**Table One: List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.**

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Aaryn Court Motel	30	6	33	9	63	12
Abbey Court Motel - Lower Hutt	S	S	0	0	S	S
Accolade Motor Lodge	60	21	87	27	147	42
Ace Motor Lodge	60	15	69	18	129	27
Alpin Motel & Conference Centre Rotorua	S	S	S	S	183	51
Ambassador Thermal Motel	0	0	S	S	S	S
Ann's Volcanic Motel	S	S	S	S	57	12
Apex On Fenton Motel	90	24	111	30	201	42
Apollo Hotel Rotorua	S	S	S	S	57	15
Arthouse Accommodation	S	S	S	S	S	S
Ascot On Fenton	72	18	0	0	72	18
Ashlar Motel	0	0	S	S	S	S
Ashleigh Court Motel - Rotorua	69	18	90	18	159	24
Astray Motel & Backpackers	60	21	72	24	132	39
Asure Kapiti Court Motel	0	0	S	S	S	S
B-K's Rotorua Motor Lodge	42	15	63	15	105	24
Backpackers Central Hamilton	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Baden Lodge Motel	21	6	30	9	51	12
Bella Vista Motel - Rotorua	9	S	24	S	30	6
Birchwood Motel	S	S	0	0	S	S
Birchwood Spa Motel	57	9	45	18	99	21
Blenheim Bridges Holiday Park	S	S	0	0	S	S
Boulevard Hotel	0	0	S	S	S	S
Brylin Motel	72	21	84	21	153	33
Cactus Jacks	72	27	66	27	135	48
Cascades Lakefront Motel	S	S	0	0	S	S
Coachman Spa Motel Rotorua	33	9	45	9	81	15
Crash Palace Backpackers	S	S	0	0	S	S
Epsom Motor Inn	S	S	0	0	S	S
Fairy Springs Motel	S	S	S	S	9	S
Fenton Court Motel	96	30	138	42	234	63
Fernleaf Motel	45	12	39	12	84	15
Gateway International Motel	24	12	33	12	57	18
Geneva Motor Lodge	75	S	S	S	78	27
Gibson Court Motel	36	9	42	12	81	18
Golden Glow Motel	66	21	72	21	141	33
Greenview Hotels	21	S	21	S	42	12
Hastings Top 10 Holiday Park	0	0	S	S	S	S
Hine Ngakau	0	0	S	S	S	S
Holiday Rotorua Limited	51	15	66	12	117	21
Kaitaia Motor Lodge	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Kea Motels & Holiday Park	0	0	S	S	S	S
Kerry's Motel	12	S	36	S	48	9
Kuirau Park Motor Lodge	93	27	81	27	174	42
La Mirage Motel	18	6	54	12	72	15
Lava Lodge	0	0	S	S	S	S
Livingston Motel	0	0	S	S	S	S
Malfroy Motor Lodge	30	6	60	12	90	15
Malones Motel	S	S	S	S	84	24
Manhattan Motel	96	18	123	30	219	36
Masterton Motor Lodge	S	S	0	0	S	S
Meryl Y Crump	12	S	9	S	18	S
Midway Motel - Rotorua	42	12	0	0	42	12
Morning Calm Lodge	0	0	S	S	S	S
Motueka Top10 Holiday Park	0	0	S	S	S	S
New Castle Motor Lodge	78	S	S	S	81	21
Oasis Motel	S	S	0	0	S	S
Ohope Beach Top 10 Holiday Park	0	0	S	S	S	S
Planet Backpackers Rotorua	S	S	6	S	6	S
Pohutu Lodge Motel	54	S	S	S	54	12
Pure Motel & Guest House	72	18	90	30	162	36
Quest On The Terrace	S	S	0	0	S	S
Rainbow Motel	S	S	S	S	6	S
Rainbow Point Motel	S	S	0	0	S	S
Rayland Epsom Motel	0	0	S	S	S	S



Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Red Rock Thermal Motel	42	12	48	15	90	21
Red Rose Motel	0	0	S	S	S	S
Rose Court Motel	0	0	39	15	39	15
Rotorua Downtown Backpackers	S	S	0	0	S	S
Rotorua Hideaway Lodge	S	S	S	S	9	S
Rotorua Motel	0	0	S	S	S	S
Rotovegas Motel	S	S	S	S	102	27
Shanton - Fenton Street	S	S	0	0	S	S
Spa Lodge	63	15	90	24	156	27
The Backyard Inn	S	S	S	S	15	S
The Grand Treasure Hotel Limited	237	57	237	72	474	99
The Warehouse Rotorua	S	S	0	0	S	S
Travel Soul Limited	24	6	24	9	48	9
Union Victoria Motel Rotorua	S	S	S	S	60	18
United Auckland	0	0	S	S	S	S
Victoria Lodge Rotorua	63	15	84	21	150	27

**Notes:**

- Emergency Housing is paid as a Special Needs Grant.
- Amount granted may not be the same as amount spent.
- A client may receive more than one grant in the period.
- 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 the 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.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to zero or three. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts. In certain circumstances, low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated. Suppressed numbers have been replaced by an 'S'.



**Table Two: List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.**

Registered name
140 Ghuznee Limited
2 Lakes Holiday Rentals
219 On Johns Holiday Park
540 Motel Limited
Aarangī Motel
Aaron Court Motor Inn Hamilton
Aaryn Court Motel
Abbey Court Motel - Lower Hutt
Abella Inn
Academy At Botany Motor Inn
Accolade Motor Lodge
Ace Caravans Rentals 2006 Ltd
Ace Motor Lodge
Acorn Estate Motel
Adelphi Motel
Affordable Willowhaven Holiday Park
Airport Manor Inn
Aladdin Motel
Aldan Lodge Motel
All Seasons Holiday Park
Alpha Motel
Alpin Motel & Conference Centre Rotorua
Ambassador Motor Inn
Ambassador Thermal Motel
Amber Court Motel
Anchor Lodge
Anglesea Motel & Conference Centre
Ann's Volcanic Motel
Ann's Volcanic Rotorua Motel
Anzac Court Motel
Apex On Fenton Motel
Apollo Hotel Rotorua
Appletree Backpackers
Aqua Beachfront Motel

<b>Registered name</b>
Aquarius Motel
Aquarius Motor Inn
Aquarius Motor Inn -Tauranga
Aquastar Holdings Limited
Ariki Backpackers
Arista Of Rotorua Motel
Arthouse Accommodation
Ascot Motor Lodge
Ascot On Fenton
Ashlar Motel
Ashleigh Court Motel
Ashleigh Court Motel - Rotorua
Ashwood Manor Motor Lodge
Astor Motor Inn
Astray Motel & Backpackers
Asure Kapiti Court Motel
Asure Macys Motor Inn
Atlantis Backpackers
Atlas Suites And Apartments
Auckland Airport Kiwi Motel
Auckland Airport Motel
Auckland Astro Residence
Aveda Motor Lodge
Aywon Motel
B-K's Rotorua Motor Lodge
Backpackers Central Hamilton
Baden Lodge Motel
Barclay Motel
Barclay Suites Auckland
Base Backpackers Rotorua
Base Rotorua
Beachcomber Lodge & Backpacker
Bella Vista Motel - Rotorua
Berkenhoff Lodge
Birchwood Motel
Birchwood Spa Motel
Bk's Pioneer Motor Lodge
Blenheim Bridges Holiday Park
Blenheim Spa Motor Lodge
Bluewater Hotel Ltd

<b>Registered name</b>
BOP Accommodations Limited
Botany Motor Inn
Boulevard Hotel
Boundary Court Motor Inn
Braemar Motor Inn
Broadway Lodge Motel
Brylin Motel
Bucklands Beach Waterfront Motel
Cactus Jacks
Camellia Court Family Motel
Capri On Fenton
Caretaker Property Limited
Casa Blanca Motel
Cascades Lakefront Motel
Castles Motels Limited
Central Park Motor Inn
Centre Court Motel
Chelmswood Motel Taupo
Christchurch Motel
City Suites
Classic Motel
Cleveland Thermal Motel
Coachman Spa Motel Rotorua
Coachmans Inn
Coleraine Suites & Apartments
Colonial On Gladstone Motel
Commodore Court Motel
Cortez Motel
Cosy Cottage Thermal Holiday Park
Countdown - Ashburton
Crash Palace Backpackers
Criterion Artdeco Backpackers
Dannemora Motor Inn
Deco City Motor Lodge
Deer Pine Lodge Trust
Dipak Prasad Upreti
Dupont Motel
Eagles Nest Back Packers
Emerge Aotearoa Limited
Endeavour Lodge Motel

<b>Registered name</b>
Epsom Motor Inn
Fairmont Motor Lodge
Fairy Springs Motel
Fenton Court Motel
Fern Motel Napier Ltd
Fernleaf Motel
Flight Centre Rotorua
Fountain City Motor Inn
Fountain Court Motel
Four Canoes Backpackers Rotorua
Garden Court Motel
Gardena Court Motel
Gateway International Motel
Gateway Motor Inn
Geneva Motor Lodge
Geyserland Limited
Gibson Court Motel
Golden Glow Motel
Golden Glow Motel Rotorua
Golden Springs Motel And Holiday Park
Goodview Apartment Hotel
Grange Motor Lodge
Greenview Hotels
Greerton Lodge Motel
Grosvenor Motor Inn
Hah Blenheim Limited-Summit Motor Lodge
Harbour City Motor Inn
Harbour City Motor Inn - Tauranga
Hastings Top 10 Holiday Park
Hine Ngakau
Holdens Bay Holiday Park
Holiday Inn Auckland Airport
Holiday Rotorua Limited
Horse & Jockey Inn
Hotel Clevedon
Hugo & Carter's Backpackers & Motel
Hygate Motor Lodge
James Liston Hostel
Kaitaia Motor Lodge
Kapiti Coast Physiotherapy Ltd

<b>Registered name</b>
Katikati Motel
Kawerau Hotel
Kawerau Motel
Kawerau Thermal Motel
Kea Motels & Holiday Park
Kerrs Motel And Homestay
Kerry Lane Motel
Kerry's Motel
Knightsbridge Motor Lodge
Kuirau Dental
Kuirau Park Motor Lodge
La Mirage Motel
Lake Front Lodge Taupo
Lake Point Motel
Lake Rotoiti Holiday Park
Lake Side Paint & Panel Ltd
Lakes District Health Board
Laneway Backpackers
Lava Lodge
Leviathan Hotel Company Ltd
Lincoln Court Motel
Livingston Motel
Mag & Turbo Warehouse - Whangarei
Mahia Beach Motels And Holiday Park
Makemytrip Motel
Makoha Rest Home
Malfroy Motor Lodge
Malfroy School
Malones Motel
Manhattan Lodge Motel
Manhattan Motel
Manukau Gateway Motel
Masterton Motor Lodge
Mayfair Court Motel
Mcentral Apartments Manukau
Melrose Lifestyle Care & Village
Meryl Y Crump
Microtel Lodge
Middlemore Motel
Midway Motel - Rotorua

<b>Registered name</b>
Mobil Reid & Mills
Montana Lodge Motel
Morning Calm Lodge
Motueka Top10 Holiday Park
Mt Eden Motel
Mt Wellington Motel
Murupara Motor Camp
New Castle Motor Lodge
Novotel Rotorua Lakeside
Nzl Property Management
O'reillys Motel
Oakwood Manor Motor Lodge
Oasis Motel
Off Broadway Motel
Ohope Beach Top 10 Holiday Park
Paeroa Motel
Palmerston North Motel
Palms On George Limited
Papakura Motor Lodge & Motel
Parklane Motor Lodge - Epsom
Pars Inc
Pillows Travellers Lodge Orewa
Pioneer Motor Lodge And Motel
Planet Backpackers Rotorua
Pohutu Lodge Motel
Professionals Mcdowell Real Estate Rotorua
Pure Motel & Guest House
Quest - New Plymouth
Quest Henderson
Quest On Durham
Quest On Eden
Quest On Queen
Quest On The Terrace
Racecourse Motel
Raewyn Joyce Day
Rainbow Motel
Rainbow Point Motel
Ranui Motel
Ratapu House
Rayland Epsom Motel



<b>Registered name</b>
Rayland Motel
Red Rock Thermal Motel
Red Rose Motel
Redwood Lodge
Rockfield Motel
Rose Court Motel
Rose Court Motel - Rotorua
Roselands Motel
Rotorua Downtown Backpackers
Rotorua Family Holiday Park
Rotorua Hideaway Lodge
Rotorua International Motor Inn
Rotorua Motel
Rotovegas Motel
Sails Motor Inn Hamilton Limited
Santa Maria Motel (2006) Limited
Shanton - Fenton Street
Sheltering Arms Limited
Shortland Court Motel
Silver Birch Holiday Park
Silverfern Property Services Ltd
Silverstream Retreat Limited
Spa Lodge
St George Accommodation
Sylvia Park Motel
Takanini Park Motor Lodge
Tarawera River Lodge
Tarawera River Lodge Motel
Te Aroha Holiday Park
Te Puke Hotel
The Backyard Inn
The Grand Hotel Rotorua
The Grand Treasure Hotel Limited
The Setup On Manners
The Warehouse Rotorua
Tourist Court Motel
Travel Soul Limited
Tudor Motor Lodge
Union Victoria Motel Rotorua
United Auckland

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

**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 the 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.
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- 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.

5:26

VoLTE+ LTE2 37%



Search



**Alicia Bell Murray** is with  
**Greg Murray.**



11 Apr · 👥

## BIKES HAVE BEEN RECOVERED

Hi all

our kids bikes have just been stolen from our house in the last half hour. Sightings of them on Fenton St just before 3pm.

Police have been notified. Please keep a look out for them.



**Before the Independent Commissioner Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

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**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Resource Consent Applications by the Ministry of Housing and Urban Development to convert Lake Rotorua Hotel; New Castle Motor Lodge; Alpin Motel and Conference Centre; Malones Motel; and Union Victoria Motel, into emergency housing

**BETWEEN** **Restore Rotorua Incorporated**

**AND** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban Development**

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**Brief of Evidence of Clinton John Lovell**  
Dated 14 December 2021

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Chen Palmer  
Barristers and Solicitors  
AUCKLAND

**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
Facsimile: 09 915 0003  
P O Box 106114, Auckland 1010  
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## BRIEF OF EVIDENCE OF CLINTON JOHN LOVELL

I, **CLINTON JOHN LOVELL**, business owner, of Rotorua, provide the following brief of evidence:

### Introduction

- 1 My full name is Clinton John Lovell. I am the owner of Silver Fern Rotorua Accommodation and Spa ("the **Silver Fern**"), a five star motel, located on 326 Fenton Street, Glenholme, Rotorua. I am also a committee member of the Rotorua Moteliers Association, which at the time of this brief, consists of 30 members of moteliers from this city. A true copy of aerial and street view photographs of the Silver Fern are annexed and marked as "**CJL-1**".
- 2 A true copy of a map showing the Silver Fern, relative to the proposed sites for the emergency housing is annexed and marked as "**CJL-2**". In short, the map at **CJL-2** shows that our business is:
  - (a) Malones Spa Motel is 69 metres away;
  - (b) New Castle Motor Lodge is 450 metres away;
  - (c) Alpin Motel and Conference centre is 950 metres away;
  - (d) Pohutu Lodge Motel is 950 metres away;
  - (e) Union Victoria Motel is 1.4 kilometres away; and
  - (f) Lake Rotorua Motel is 3.9 kilometres away.
- 3 I submit this brief of evidence from my perspective as a business owner. My evidence covers the adverse changes I have seen around Glenholme and Fenton Street as a result of the existing concentration of visitor accommodation being used as emergency housing in central Rotorua. Specifically, the increase in noise, vandalism, rubbish, anti-social behaviour, and crime around Glenholme in the last 18 months which has meant my wife, children and I no longer feel safe.
- 4 The compounding effect of the current applications by the Ministry of Housing and Urban Development ("**MHUD**") mean that the troubling situation we are now facing as a business owner will become more permanent, and more intense, as my evidence describes the many negative effects that have

CJL



resulted from concentrated motel-style emergency housing in central Rotorua.

- 5 Restore Rotorua have shared a list of confirmed emergency housing accommodation locations with me. This list confirms my knowledge of the widespread use of emergency housing accommodation in central Rotorua. A true copy of a map showing my business relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "CJL-3". Annexed and marked "CJL-4" is a copy of that list as supplied to Restore Rotorua from the Ministry of Social Development in response to an Official Information Act 1982 request.
- 6 I have been told by Restore Rotorua that the Council has issued a directive to MHUD to file further resource consents to convert motels in central Rotorua into emergency housing for more motels by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed above at paragraph 1 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council. Given my existing observations speak to how the six applications are likely to affect my family and I, any additional proposal to convert more motels into emergency housing will only amplify my concerns. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD are available to consider what the likely effects from those motels will be to my family and I.
- 7 I submit this brief of evidence on behalf of myself, and my wife Yiqing (Josephine) Zhao, in support of Restore Rotorua Incorporated ("**Restore Rotorua**"), to assist the independent panel who I am informed will decide on the question of whether all of the Ministry of Housing and Urban Development's resource consent applications before the Council to convert motels in the central Rotorua into emergency housing should be notified.
- 8 I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. I am prepared, if required, to answer any questions concerning brief of evidence from the Panel.
- 9 This brief of evidence covers my observations as as a business owner, father, and resident of Gleholme, Rotorua.

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## Family, work and life in Rotorua

- 10 Yiqing Zhao ("**Josephine**") and I have 2 children. Kian Lovell, aged 8, Zach Lovell, aged 6.
- 11 My wife and I have worked in the tourism industry for approximately 30 years. Our careers have taken us all around the globe. We have worked and trained in Switzerland, and New South Wales, Australia and we have working in various hospitality and motel roles in the United States, China, Thailand, Bali, Malaysia, Australia, Hong Kong, Siem reap, and Cambodia. This means our family has become incredibly adaptable and resilient to a range of different environments and cultures.
- 12 Our family moved to Rotorua in March 2021. We decided to return to New Zealand and settle here to provide our children a safe and stable home, and a good schooling community.
- 13 We spent approximately five months looking into the most suitable city to invest into a motel business in New Zealand. We chose Rotorua because we decided it was most suitable to us due to its brand as a premier tourist destination in New Zealand (we call "**Brand Rotorua**"). The combination of our experience in the industry, and Brand Rotorua, provided us the certainty that Rotorua would be the most appropriate investment location to apply our industry crafts, and to support our family.
- 14 From our own due diligence, and based on our memory of Rotorua, Fenton Street and Glenholme had reputation for being a vibrant, safe, and friendly location. As a key entranceway into tourism in Rotorua, Fenton Street is the city's hub and popular starting point for a large range of tourist activities.
- 15 We purchased the Silver Fern in March 2021 because it provided a luxury, five-star visitor experience in the heart of Rotorua for local and domestic tourists and other high market clientele.
- 16 The location was ideal to attract the range of high market tourists that we knew would make our business a success. The Silver Fern was purchased with goodwill and it came with a great reputation. The Silver Fern has been awarded a TripAdvisor Certificate of Excellence from 2011-2019 and it won the TripAdvisor Travellers' Choice Award in 2014, 2016, 2017, 2018, and 2019.
- 17 The accommodation capacity at Silver Fern is 25 Suites and a Spa Studio offering massages, facials, and Rotorua themed mud wraps. The Silver Fern

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is designed to cater to all types of visitors, including families, business travellers, group travellers and romantic getaways (referred to collectively as "Visitors").

- 18 We entered a [REDACTED] lease term for the property at 326 Fenton Street. The location of the property is perfect for a thriving motel due to which was selected due to easy access to the city, local restaurants, thermal parks, tourist attractions, and the greater Bay of Plenty area.
- 19 We take enormous pride in our business and strive to provide the some of the best accommodation Rotorua has to offer. As the owner, I manage a staff team of 8 who all report to me on all aspects of the business operation. In addition to the operations, my staff and I have worked hard for the last 8 months to create strategic partnerships with local restaurants and attractions, such as Mitai, Te Puia, Wai O Tapu, Skyline Rotorua, and more, to provide our guests a multitude of ways to enjoy all things Rotorua has to offer.
- 20 In addition to the acquisition of the asset and goodwill, we have invested [REDACTED] over the last 8 months to maintain the Silver Fern as one of the top accommodation spots in Rotorua. A breakdown of our investment in our premises is annexed and marked as "CJL-5".

**General observations of effects of transitional and emergency housing from motels in Central Rotorua**

- 21 Fenton Street is Rotorua's 'Golden Mile'. There is a high concentration of visitor accommodation, with approximately twenty-six (26) motels operating in a 1.7 kilometre, 4-lane main street strip, providing a range of visitor accommodation options from budget backpackers, to five-star motels. This includes:
  - 21.1 Distinction Rotorua Hotel and Conference Centre, on 390 Fenton Street;
  - 21.2 Regal Palms Resort, on 350 Fenton Street;
  - 21.3 Copthorne Hotel Rotorua, on 328/348 Fenton Street;
  - 21.4 Coachman Motel, on 335 Fenton Street;
  - 21.5 Rose Court Motel, on 329 Fenton Street;
  - 21.6 Silver Fern Motel and Spa, on 326 Fenton Street;

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- 21.7 Apex on Fenton, on 325 Fenton Street;
- 21.8 Malones Spa and Motel, on 321 Fenton Street;
- 21.9 Ace Motor Lodge, on 319 Fenton Street;
- 21.10 Pure Motel and Guest House, on 315A Fenton Street;
- 21.11 Devonwood Manor Motel, on 312 Fenton Street;
- 21.12 Fenton Court Motel, on 305 Fenton Street;
- 21.13 Baden Lodge on 301 Fenton Street;
- 21.14 Geneva Motor Lodge, on 299 Fenton Street;
- 21.15 Midway Motel, on 293 Fenton Street;
- 21.16 Thermal Oak Motel, on 291 Fenton Street;
- 21.17 Asure Palm Court, on 288 Fenton Street;
- 21.18 Emerald Spa Motor Inn, on 286 Fenton Street;
- 21.19 Executive on Fenton, on 285 Fenton Street;
- 21.20 Tuscany Villas, on 280 Fenton Street;
- 21.21 Four Canoes Hotel, on 273 Fenton Street;
- 21.22 Arista of Rotorua Motel, on 269 Fenton Street;
- 21.23 Gateway International Motel, on 263 Fenton Street;
- 21.24 Golden Glow Motel, on 253 Fenton Street;
- 21.25 RotoVegas Motel, on 249 Fenton Street; and
- 21.26 Jet Park Motel, on 237 Fenton Street.

22 The Silver Fern looks directly out to three motels currently housing emergency tenants: Apex on Fenton, Malones Spa and Motel and the Ace Motor Lodge. I can confirm this from the list I was provided (exhibit "CJL-4"). From our property over the past year, our staff often observe from these locations incidences of domestic disputes, regular police presence and police vehicles, dumped shopping trolleys, and scattered litter.

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- 23 It became clear to us ever since April 2021, that our experiences on Fenton Street from the Silver Fern is a mismatch to the character of Fenton Street and Rotorua that we gathered from our earlier due diligence. It has become a regular occurrence since the first 2020 lockdown to hear sound of sirens, yelling, drunken and substance-driven behaviour, fights, along with the sights of rubbish, tipped over shopping trolleys, and poorly kept motel fronts from most neighbouring motels up and down Fenton Street.
- 24 Based on our observations, the Silver Fern appears to be one of the only motel locations in central Rotorua that has managed to maintain its known reputation in our neighbourhood and kept to its core business model. We made a conscious decision to continue providing exclusively tourist and business trip accommodation through the standard private-paying booking channels available. Our staff make a huge effort to keep our grounds, lawns, and gardens, in a presentable state. From an operational standpoint, our staff have observed that there has been almost daily occurrences in the last 4 months undermined our efforts where passers-by have carelessly dumped and overturned shopping trolleys, and littered rubbish, onto our premises. The noise coming from the nearby emergency housing motels has become intolerable. It seems, from my own observations and the feedback I receive from my staff and customers that this has continued to increase in frequency and intensity in the last 4 months.
- 25 As of October 2021, to my knowledge, Silver Fern,ASURE Palm Court, and Executive on Fenton are the only remaining motels providing exclusive use visitor accommodation on Fenton Street. The remaining motels are providing mixed-use accommodation for visitors, solely use for transitional housing, and sole use for emergency housing.
- 26 I am frustrated by the lack of pride and care that some of the emergency and transitional housing tenants and the motel operators that house them have toward the Fenton Street neighbourhood. Occasionally, our Silver Fern guests comment on their observations to us of the changes for the worse to Fenton Street.

#### **Short-term impact to Silver Fern**

- 27 The impact from change in use for a large number of motels in Rotorua central (from visitor accommodation to mixed, or single use, emergency and transitional housing) has produced both good and bad effects. In the short-term, the reduced motel stock available for private paying visitors has been positive for the Silver Fern.

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- 28 The reduction in available visitor accommodation in Rotorua central has meant that our bookings are consistent, and our occupancy is high, because visitors have limited, to no other options for visitor accommodation that is safe, and with a predictable mix of other similar visitor groups staying simultaneously.
- 29 The negative effect of highly concentrated emergency and transitional housing in Rotorua central is that it is detracting visitor attention from Brand Rotorua and the many amazing experiences our city has to offer. It is also making our job, to provide our guests a positive accommodation experience, significantly harder as we try to off-set the adversities guests experience from the surrounding neighbourhood.
- 30 The use of motels for emergency and transitional housing has become a central point of discussion, and concern, for visitors of Rotorua. From July 2021, there was a noticeable change observed by our staff in how visitors approached booking at Silver Fern. The first question that many potential bookers ask is: "do you take in emergency housing guests?" The next question asked is: "have you had any incidents with the emergency housing occupants in the city?"
- 31 It is concerning that the knowledge of emergency housing is at the forefront of the minds of potential visitors of Rotorua. The issue has become so widespread that many visitors evaluate their travel plans based on how these questions are answered. Typically, we find that guests are highly concerned, and reluctant, to book accommodation from places that takes even a small portion of emergency housing guests.

#### **Specific incidents of effects of transitional and emergency housing from motels in central Rotorua**

- 32 The Silver Fern has faced numerous security breaches, since we commenced. As a consequence, we have invested [REDACTED] to upgrade the security on our premises so we can ensure our guests, and their property, remains safe. This came as a huge surprise to my wife and I, as our due diligence indicated that the Glenholme neighbourhood had relatively low crime rates, especially contrast to the many dangerous cities that we have lived in. This is not the reality we have experienced since operating the Silver Fern, as evidenced by the number of incidences stated below.
- 33 The first incident we had was about 3 weeks into our tenancy at the Silver Fern premises in March 2021. We had placed outdoor furniture outside the

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living room to provide a nice indoor, outdoor flow for guests to enjoy our outdoor space. The furniture was stolen the night we placed it outside.

- 34 On the evening of 3 September 2021, Josephine and I had a very sleepless night because of the loud sounds of yelling, crashing, and the cars screeching were echoing from just outside the Silver Fern. At some time late in the night, we looked out of our living room window to see a car, clearly at the centre of the chaos, crashed and abandoned on the grassy area near the pavement. A true copy of the photo taken of the abandoned vehicle on 3 September 2021 is annexed and marked "**CJL-6**".
- 35 On the morning of 4 September 2021, we woke up to find the mess left from the rowdy group from the night before. The water feature on our property had been vandalised by someone carelessly dumping a street sign and rubbish into it. The lawn of the Copthorne, opposite the Silver Fern, had been ripped up and destroyed by tire marks. It was upsetting to see such disrespect for our premises and neighbourhood. This is not the sort of thing we had ever experienced before. There were broken vehicle parts scattered across Fenton Street and around the neighbourhood. These unsightly scenes were clearly visible from the Silver Fern. It was upsetting to see such disrespect for our premises and neighbourhood. This is not the sort of thing we had ever experienced at hotels we have managed in the past. True copies of the photos showing the broken vehicle parts, left from the night before, the broken street sign dumped into our water, and the torn up fields are annexed and marked "**CJL-7 to CJL-9**".
- 36 On evening, 18 September 2021 or early morning of 19 September 2021, a guest of Silver Fern had their car stolen from our premises.
- 37 On 15 November 2021, the Police arrived at Silver Fern to ask for any information about a missing person who they suspected had run away from one of the nearby emergency or transitional housing complexes. To assist the Police, we were required to carry out a complete a detailed check of all rooms to ensure the person was not hiding out in our motel. The incident was very concerning to our guests, and it was disruptive to our normal flow of business.
- 38 On the afternoon of 21 November 2021, I was sitting at the dining room table in the living room of the Silver Fern when I was interrupted by the sound of a loud group, carrying a boom box down the street. As I looked over, I accidentally made eye contact with a young man who was eating a chicken drum stick. He hurled his half eaten piece of chicken at the window toward me. He then snarled and walked off with the group. A true copy of photos

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taken on 21 November 2021 of the incident are annexed and marked "CJL-10 to CJL-11".

- 39 It is a common occurrence that groups of rowdy youths occupy the boundary wall between the silver Fern and Fenton Street. It is my understanding this issue has worsened in light of the reduced Police presence, and capacity, in the Glenholme area. They tend to be very loud and obnoxious, and hold a perception that there are no rules or consequences for their anti-social behaviour. My wife and I have had to call the police on a number of occasions. On one occasion, there were four of the young people at that location who were drinking quickly, and in excess. They shouted at the cars that drove by and threw their empty alcohol cans and bottles at the cars.
- 40 Although I cannot speak to the range of different viewpoints and stances taken by the Rotorua Motellers Association, I can certainly confirm that over the 2021 year, emergency and transitional housing have been the sole issue discussed amongst the membership due to the sorts of issues and instances I have recounted above.

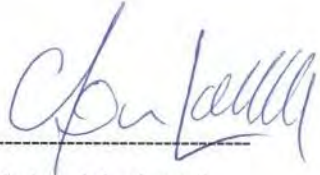
#### **Long-term impact to 'Brand Rotorua'**

- 41 If the Applications currently under review are granted, I am very concerned about the safety of guests staying at the Silver Fern, and the impression of Rotorua that they will be left with visitors. It is already becoming an observation of many that visit Rotorua that the city has changed. I am concerned if the Applications go through, it will do long-term damage to the reputation of Rotorua as an attractive tourism destination, and as a result, to the viability and success of the Silver Fern.
- 42 We feel strongly that the homeless deserved to be housed, but it seems contradictory to the economy, and businesses, of Rotorua to place so many homeless people in Rotorua in the heart of the city, the place that many of our visitors are attracted to. Rotorua has built a brand as an unmissable destination, based on the unique geothermal features and rich cultural history that Rotorua has to offer.
- 43 Prior to the first lockdown, our business was thriving and exceeding the revenue forecast we anticipated for that period. But now, with the existence of the Applications that we have been informed about (currently six), we are in a position where we are concerned for our livelihood, and for the safety of our children.

CJL

44 We have lived all across the globe, in cities and countries far more dangerous in New Zealand, but Rotorua is starting to feel similarly unsafe to many of these cities. It is becoming an increasingly unsafe place to raise children, and for tourists to visit.

**SIGNED** this 14 day of December 2021:

A handwritten signature in blue ink, appearing to read 'Clinton John Lovell', written over a horizontal dashed line.

Clinton John Lovell





Silver Fern Rotorua  
Accommodation & Spa

DATA SETS  
 Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.  
 Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 14-Dec-2021

Aerial Imagery  
 1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
 1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 21.10 42.2 Meters



Rotorua Lakes Council





Google

Image capture: Jul 2019 © 2021 Google

Rotorua, Bay of Plenty

Google

Street View - Jul 2019







4 views  
Published 9 minutes ago

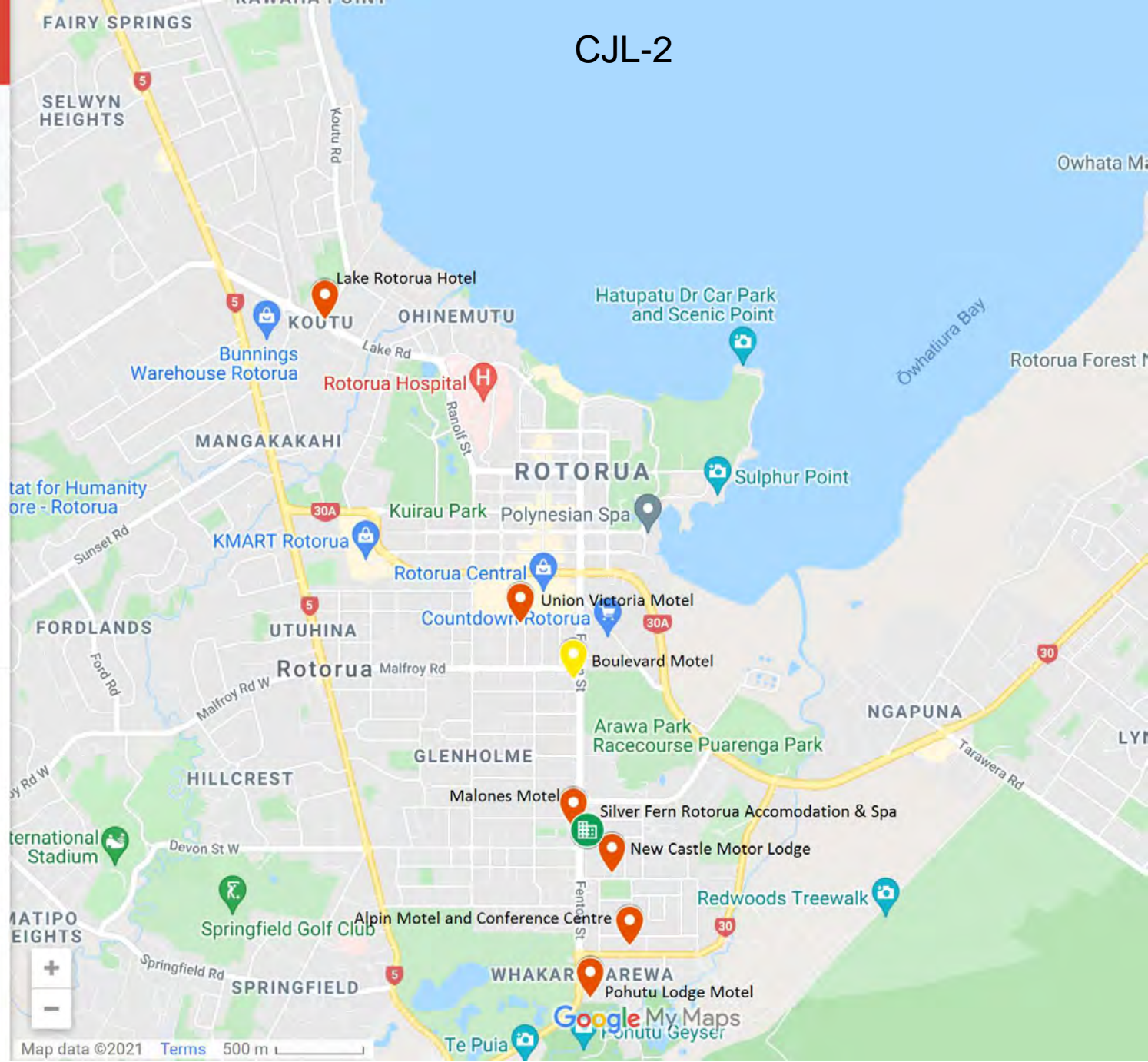
SHARE EDIT

Motels at risk of conversion into emergenc...

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- Alpin Motel & Conference Centre
- Pohutu Lodge Motel
- Boulevard Motel & Restaurant
- Silver Fern Rotorua Accommodation & Spa



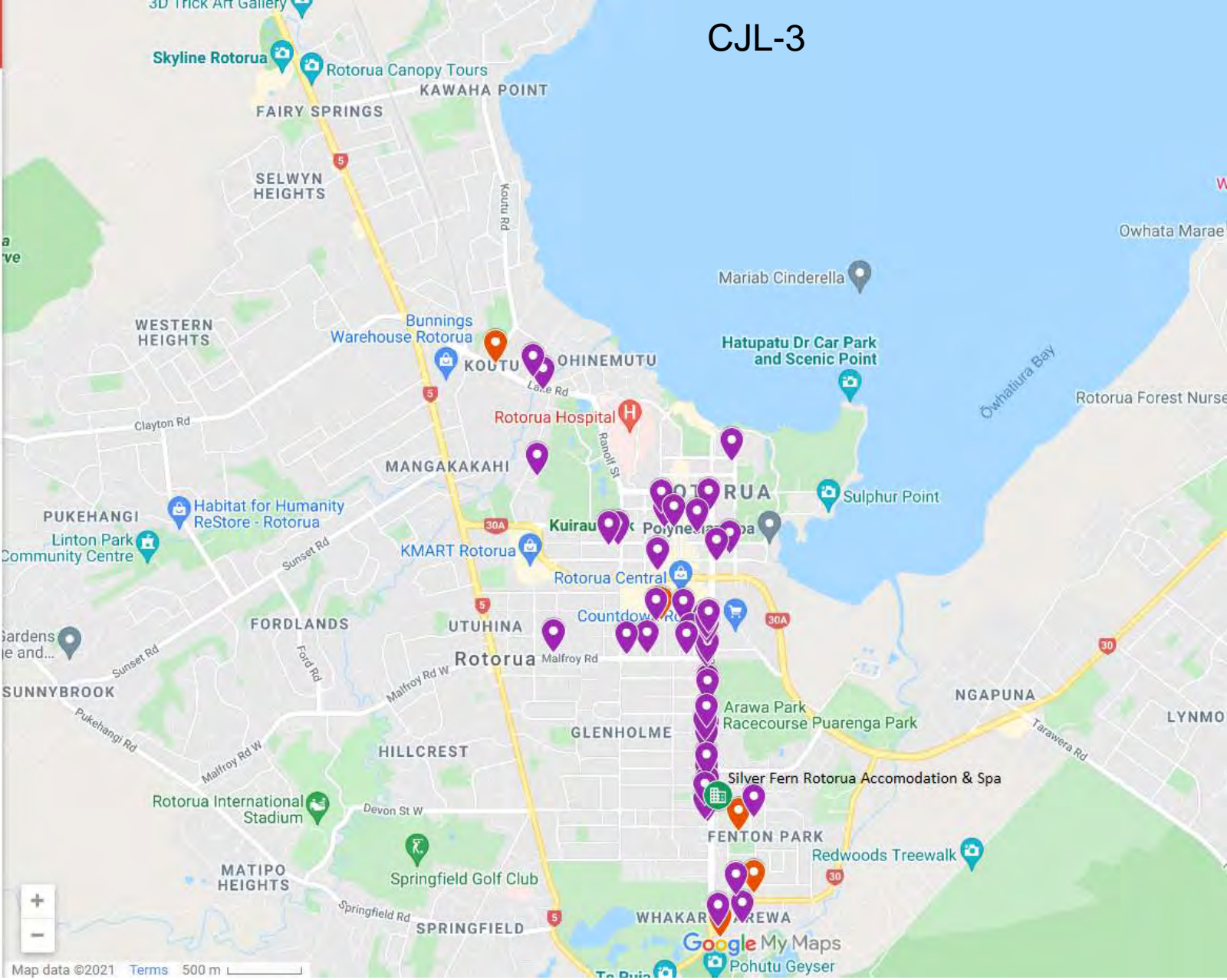
Made with Google My Maps



1 view  
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**Motels at risk of conversion into emergenc...**

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- ... 47 more







**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

Leo Donnelly and Holly Cutfield  
Chen Palmer  
[Leo.Donnelly@chenpalmer.com](mailto:Leo.Donnelly@chenpalmer.com)

November 2021

Tēnā koe Leo Donnelly and Holly Cutfield

On 12 October 2021, you emailed the Ministry of Housing and Urban Development (HUD) requesting, under the Official Information Act 1982 (the Act), the following information:

- *names of Rotorua suburbs where transitional and/or emergency housing is, or has been, provided for a minimum duration of 6 months, anytime from 2017 to 2021.*
- *For the avoidance of doubt, we are seeking the following items of information within the parameters of our request above:*
  - *a list of Rotorua suburbs where emergency housing is, or has previously been, provided for a duration of 6 months;*
  - *a list of Rotorua suburbs where transitional housing is, or has previously been, provided for a duration of 6 months; and*
  - *for each suburb identified, we request:*
    - *the total number of transitional and/or emergency housing provision sites within that suburb;*
    - *the exact duration that each of the transitional and/or emergency housing provision sites were operative within that suburb; and*
    - *whether the provision site implemented a single, or mixed use, model to transitional and/or emergency housing.*

On 14 October 2021, your request was partially transferred to the Ministry of Social Development (the Ministry), in accordance with section 14 of the Act. This was because emergency housing is more closely connected to the functions of the Ministry. HUD will respond to the rest of your request independently.

On 18 October 2021, the Ministry contacted you to advise you that the Ministry does not centrally record the names of Rotorua suburbs where emergency housing is used, and that in order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, your request would be refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

However, the Ministry offered to provide you with a list of emergency housing suppliers for clients who are recorded in the Ministry systems as residing within the Rotorua Territorial local Authority (TLA) who received an Emergency Housing Special Needs Grant (EH SNG) between 1 January 2017 to 30 September 2021.

The EH SNG is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

Please see attached in the Appendix, the following table:

- **Table One:** List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.

In the spirit of being helpful, we have also provided the following table which shows a further breakdown of information for the last two quarters in the Appendix:

- **Table Two:** List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.

Regarding the tables provided, please note that the TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

Please also note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

Although we acknowledge that you specifically asked for the names of suppliers *provided for a minimum duration of 6 months*, I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response regarding emergency housing with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



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



## Appendix

**Table One: List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.**

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Aaryn Court Motel	30	6	33	9	63	12
Abbey Court Motel - Lower Hutt	S	S	0	0	S	S
Accolade Motor Lodge	60	21	87	27	147	42
Ace Motor Lodge	60	15	69	18	129	27
Alpin Motel & Conference Centre Rotorua	S	S	S	S	183	51
Ambassador Thermal Motel	0	0	S	S	S	S
Ann's Volcanic Motel	S	S	S	S	57	12
Apex On Fenton Motel	90	24	111	30	201	42
Apollo Hotel Rotorua	S	S	S	S	57	15
Arthouse Accommodation	S	S	S	S	S	S
Ascot On Fenton	72	18	0	0	72	18
Ashlar Motel	0	0	S	S	S	S
Ashleigh Court Motel - Rotorua	69	18	90	18	159	24
Astray Motel & Backpackers	60	21	72	24	132	39
Asure Kapiti Court Motel	0	0	S	S	S	S
B-K's Rotorua Motor Lodge	42	15	63	15	105	24
Backpackers Central Hamilton	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Baden Lodge Motel	21	6	30	9	51	12
Bella Vista Motel - Rotorua	9	S	24	S	30	6
Birchwood Motel	S	S	0	0	S	S
Birchwood Spa Motel	57	9	45	18	99	21
Blenheim Bridges Holiday Park	S	S	0	0	S	S
Boulevard Hotel	0	0	S	S	S	S
Brylin Motel	72	21	84	21	153	33
Cactus Jacks	72	27	66	27	135	48
Cascades Lakefront Motel	S	S	0	0	S	S
Coachman Spa Motel Rotorua	33	9	45	9	81	15
Crash Palace Backpackers	S	S	0	0	S	S
Epsom Motor Inn	S	S	0	0	S	S
Fairy Springs Motel	S	S	S	S	9	S
Fenton Court Motel	96	30	138	42	234	63
Fernleaf Motel	45	12	39	12	84	15
Gateway International Motel	24	12	33	12	57	18
Geneva Motor Lodge	75	S	S	S	78	27
Gibson Court Motel	36	9	42	12	81	18
Golden Glow Motel	66	21	72	21	141	33
Greenview Hotels	21	S	21	S	42	12
Hastings Top 10 Holiday Park	0	0	S	S	S	S
Hine Ngakau	0	0	S	S	S	S
Holiday Rotorua Limited	51	15	66	12	117	21
Kaitaia Motor Lodge	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Kea Motels & Holiday Park	0	0	S	S	S	S
Kerry's Motel	12	S	36	S	48	9
Kuirau Park Motor Lodge	93	27	81	27	174	42
La Mirage Motel	18	6	54	12	72	15
Lava Lodge	0	0	S	S	S	S
Livingston Motel	0	0	S	S	S	S
Malfroy Motor Lodge	30	6	60	12	90	15
Malones Motel	S	S	S	S	84	24
Manhattan Motel	96	18	123	30	219	36
Masterton Motor Lodge	S	S	0	0	S	S
Meryl Y Crump	12	S	9	S	18	S
Midway Motel - Rotorua	42	12	0	0	42	12
Morning Calm Lodge	0	0	S	S	S	S
Motueka Top10 Holiday Park	0	0	S	S	S	S
New Castle Motor Lodge	78	S	S	S	81	21
Oasis Motel	S	S	0	0	S	S
Ohope Beach Top 10 Holiday Park	0	0	S	S	S	S
Planet Backpackers Rotorua	S	S	6	S	6	S
Pohutu Lodge Motel	54	S	S	S	54	12
Pure Motel & Guest House	72	18	90	30	162	36
Quest On The Terrace	S	S	0	0	S	S
Rainbow Motel	S	S	S	S	6	S
Rainbow Point Motel	S	S	0	0	S	S
Rayland Epsom Motel	0	0	S	S	S	S



Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Red Rock Thermal Motel	42	12	48	15	90	21
Red Rose Motel	0	0	S	S	S	S
Rose Court Motel	0	0	39	15	39	15
Rotorua Downtown Backpackers	S	S	0	0	S	S
Rotorua Hideaway Lodge	S	S	S	S	9	S
Rotorua Motel	0	0	S	S	S	S
Rotovegas Motel	S	S	S	S	102	27
Shanton - Fenton Street	S	S	0	0	S	S
Spa Lodge	63	15	90	24	156	27
The Backyard Inn	S	S	S	S	15	S
The Grand Treasure Hotel Limited	237	57	237	72	474	99
The Warehouse Rotorua	S	S	0	0	S	S
Travel Soul Limited	24	6	24	9	48	9
Union Victoria Motel Rotorua	S	S	S	S	60	18
United Auckland	0	0	S	S	S	S
Victoria Lodge Rotorua	63	15	84	21	150	27

**Notes:**

- Emergency Housing is paid as a Special Needs Grant.
- Amount granted may not be the same as amount spent.
- A client may receive more than one grant in the period.
- 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 the 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.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to zero or three. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts. In certain circumstances, low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated. Suppressed numbers have been replaced by an 'S'.



**Table Two: List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.**

Registered name
140 Ghuznee Limited
2 Lakes Holiday Rentals
219 On Johns Holiday Park
540 Motel Limited
Aarangī Motel
Aaron Court Motor Inn Hamilton
Aaryn Court Motel
Abbey Court Motel - Lower Hutt
Abella Inn
Academy At Botany Motor Inn
Accolade Motor Lodge
Ace Caravans Rentals 2006 Ltd
Ace Motor Lodge
Acorn Estate Motel
Adelphi Motel
Affordable Willowhaven Holiday Park
Airport Manor Inn
Aladdin Motel
Aldan Lodge Motel
All Seasons Holiday Park
Alpha Motel
Alpin Motel & Conference Centre Rotorua
Ambassador Motor Inn
Ambassador Thermal Motel
Amber Court Motel
Anchor Lodge
Anglesea Motel & Conference Centre
Ann's Volcanic Motel
Ann's Volcanic Rotorua Motel
Anzac Court Motel
Apex On Fenton Motel
Apollo Hotel Rotorua
Appletree Backpackers
Aqua Beachfront Motel

Registered name
Aquarius Motel
Aquarius Motor Inn
Aquarius Motor Inn -Tauranga
Aquastar Holdings Limited
Ariki Backpackers
Arista Of Rotorua Motel
Arthouse Accommodation
Ascot Motor Lodge
Ascot On Fenton
Ashlar Motel
Ashleigh Court Motel
Ashleigh Court Motel - Rotorua
Ashwood Manor Motor Lodge
Astor Motor Inn
Astray Motel & Backpackers
Asure Kapiti Court Motel
Asure Macys Motor Inn
Atlantis Backpackers
Atlas Suites And Apartments
Auckland Airport Kiwi Motel
Auckland Airport Motel
Auckland Astro Residence
Aveda Motor Lodge
Aywon Motel
B-K's Rotorua Motor Lodge
Backpackers Central Hamilton
Baden Lodge Motel
Barclay Motel
Barclay Suites Auckland
Base Backpackers Rotorua
Base Rotorua
Beachcomber Lodge & Backpacker
Bella Vista Motel - Rotorua
Berkenhoff Lodge
Birchwood Motel
Birchwood Spa Motel
Bk's Pioneer Motor Lodge
Blenheim Bridges Holiday Park
Blenheim Spa Motor Lodge
Bluewater Hotel Ltd

<b>Registered name</b>
BOP Accommodations Limited
Botany Motor Inn
Boulevard Hotel
Boundary Court Motor Inn
Braemar Motor Inn
Broadway Lodge Motel
Brylin Motel
Bucklands Beach Waterfront Motel
Cactus Jacks
Camellia Court Family Motel
Capri On Fenton
Caretaker Property Limited
Casa Blanca Motel
Cascades Lakefront Motel
Castles Motels Limited
Central Park Motor Inn
Centre Court Motel
Chelmswood Motel Taupo
Christchurch Motel
City Suites
Classic Motel
Cleveland Thermal Motel
Coachman Spa Motel Rotorua
Coachmans Inn
Coleraine Suites & Apartments
Colonial On Gladstone Motel
Commodore Court Motel
Cortez Motel
Cosy Cottage Thermal Holiday Park
Countdown - Ashburton
Crash Palace Backpackers
Criterion Artdeco Backpackers
Dannemora Motor Inn
Deco City Motor Lodge
Deer Pine Lodge Trust
Dipak Prasad Upreti
Dupont Motel
Eagles Nest Back Packers
Emerge Aotearoa Limited
Endeavour Lodge Motel

<b>Registered name</b>
Epsom Motor Inn
Fairmont Motor Lodge
Fairy Springs Motel
Fenton Court Motel
Fern Motel Napier Ltd
Fernleaf Motel
Flight Centre Rotorua
Fountain City Motor Inn
Fountain Court Motel
Four Canoes Backpackers Rotorua
Garden Court Motel
Gardena Court Motel
Gateway International Motel
Gateway Motor Inn
Geneva Motor Lodge
Geyserland Limited
Gibson Court Motel
Golden Glow Motel
Golden Glow Motel Rotorua
Golden Springs Motel And Holiday Park
Goodview Apartment Hotel
Grange Motor Lodge
Greenview Hotels
Greerton Lodge Motel
Grosvenor Motor Inn
Hah Blenheim Limited-Summit Motor Lodge
Harbour City Motor Inn
Harbour City Motor Inn - Tauranga
Hastings Top 10 Holiday Park
Hine Ngakau
Holdens Bay Holiday Park
Holiday Inn Auckland Airport
Holiday Rotorua Limited
Horse & Jockey Inn
Hotel Clevedon
Hugo & Carter's Backpackers & Motel
Hygate Motor Lodge
James Liston Hostel
Kaitaia Motor Lodge
Kapiti Coast Physiotherapy Ltd

<b>Registered name</b>
Katikati Motel
Kawerau Hotel
Kawerau Motel
Kawerau Thermal Motel
Kea Motels & Holiday Park
Kerrs Motel And Homestay
Kerry Lane Motel
Kerry's Motel
Knightsbridge Motor Lodge
Kuirau Dental
Kuirau Park Motor Lodge
La Mirage Motel
Lake Front Lodge Taupo
Lake Point Motel
Lake Rotoiti Holiday Park
Lake Side Paint & Panel Ltd
Lakes District Health Board
Laneway Backpackers
Lava Lodge
Leviathan Hotel Company Ltd
Lincoln Court Motel
Livingston Motel
Mag & Turbo Warehouse - Whangarei
Mahia Beach Motels And Holiday Park
Makemytrip Motel
Makoha Rest Home
Malfroy Motor Lodge
Malfroy School
Malones Motel
Manhattan Lodge Motel
Manhattan Motel
Manukau Gateway Motel
Masterton Motor Lodge
Mayfair Court Motel
Mcentral Apartments Manukau
Melrose Lifestyle Care & Village
Meryl Y Crump
Microtel Lodge
Middlemore Motel
Midway Motel - Rotorua

<b>Registered name</b>
Mobil Reid & Mills
Montana Lodge Motel
Morning Calm Lodge
Motueka Top10 Holiday Park
Mt Eden Motel
Mt Wellington Motel
Murupara Motor Camp
New Castle Motor Lodge
Novotel Rotorua Lakeside
Nzl Property Management
O'reillys Motel
Oakwood Manor Motor Lodge
Oasis Motel
Off Broadway Motel
Ohope Beach Top 10 Holiday Park
Paeroa Motel
Palmerston North Motel
Palms On George Limited
Papakura Motor Lodge & Motel
Parklane Motor Lodge - Epsom
Pars Inc
Pillows Travellers Lodge Orewa
Pioneer Motor Lodge And Motel
Planet Backpackers Rotorua
Pohutu Lodge Motel
Professionals Mcdowell Real Estate Rotorua
Pure Motel & Guest House
Quest - New Plymouth
Quest Henderson
Quest On Durham
Quest On Eden
Quest On Queen
Quest On The Terrace
Racecourse Motel
Raewyn Joyce Day
Rainbow Motel
Rainbow Point Motel
Ranui Motel
Ratapu House
Rayland Epsom Motel



<b>Registered name</b>
Rayland Motel
Red Rock Thermal Motel
Red Rose Motel
Redwood Lodge
Rockfield Motel
Rose Court Motel
Rose Court Motel - Rotorua
Roselands Motel
Rotorua Downtown Backpackers
Rotorua Family Holiday Park
Rotorua Hideaway Lodge
Rotorua International Motor Inn
Rotorua Motel
Rotovegas Motel
Sails Motor Inn Hamilton Limited
Santa Maria Motel (2006) Limited
Shanton - Fenton Street
Sheltering Arms Limited
Shortland Court Motel
Silver Birch Holiday Park
Silverfern Property Services Ltd
Silverstream Retreat Limited
Spa Lodge
St George Accommodation
Sylvia Park Motel
Takanini Park Motor Lodge
Tarawera River Lodge
Tarawera River Lodge Motel
Te Aroha Holiday Park
Te Puke Hotel
The Backyard Inn
The Grand Hotel Rotorua
The Grand Treasure Hotel Limited
The Setup On Manners
The Warehouse Rotorua
Tourist Court Motel
Travel Soul Limited
Tudor Motor Lodge
Union Victoria Motel Rotorua
United Auckland

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

**Notes:**

- Emergency Housing is paid as a Special Needs Grant.
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- 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.

# Account Transactions

Silver Fern Rotorua

For the period 1 April 2021 to 31 March 2022

DATE	SOURCE	DESCRIPTION	REFERENCE	DEBIT	CREDIT	RUNNING BALANCE	GROSS	GST
[REDACTED]								
1 May 2021	Spend Money							
24 May 2021	Spend Money							
27 May 2021	Spend Money							
30 Jun 2021	Spend Money							
28 Jul 2021	Spend Money							
4 Aug 2021	Spend Money							
16 Aug 2021	Spend Money							
15 Sep 2021	Spend Money							
22 Sep 2021	Spend Money							
13 Oct 2021	Spend Money							
3 Nov 2021	Spend Money							
3 Nov 2021	Spend Money							
3 Nov 2021	Spend Money							
5 Nov 2021	Spend Money							
17 Nov 2021	Spend Money							

Account Transactions

DATE	SOURCE
8 Apr 2021	Spend Money
8 Apr 2021	Spend Money
16 Apr 2021	Spend Money
19 Apr 2021	Spend Money
23 Apr 2021	Spend Money
27 Apr 2021	Spend Money
28 Apr 2021	Spend Money
11 May 2021	Spend Money
11 May 2021	Spend Money
12 May 2021	Spend Money
18 May 2021	Spend Money
26 May 2021	Spend Money
26 May 2021	Spend Money
26 May 2021	Spend Money
1 Jun 2021	Spend Money
14 Jun 2021	Spend Money
14 Jun 2021	Spend Money
25 Jun 2021	Spend Money
9 Jul 2021	Spend Money
15 Jul 2021	Spend Money
16 Jul 2021	Receive Money
26 Jul 2021	Spend Money
11 Aug 2021	Spend Money
23 Aug 2021	Spend Money
8 Sep 2021	Spend Money

Account Transactions

DATE	SOURCE
10 Sep 2021	Spend Money
27 Sep 2021	Spend Money
4 Oct 2021	Receive Money
4 Oct 2021	Spend Money
4 Oct 2021	Spend Money
5 Oct 2021	Spend Money
12 Oct 2021	Spend Money
1 Nov 2021	Spend Money
2 Nov 2021	Spend Money
2 Nov 2021	Spend Money
5 Nov 2021	Spend Money
12 Nov 2021	Spend Money
16 Nov 2021	Spend Money
8 Apr 2021	Spend Money
21 Apr 2021	Spend Money
7 May 2021	Spend Money
11 May 2021	Spend Money
12 May 2021	Spend Money
9 Jun 2021	Spend Money
14 Jun 2021	Spend Money
25 Jun 2021	Spend Money
25 Jun 2021	Spend Money
6 Jul 2021	Spend Money

Account Transactions

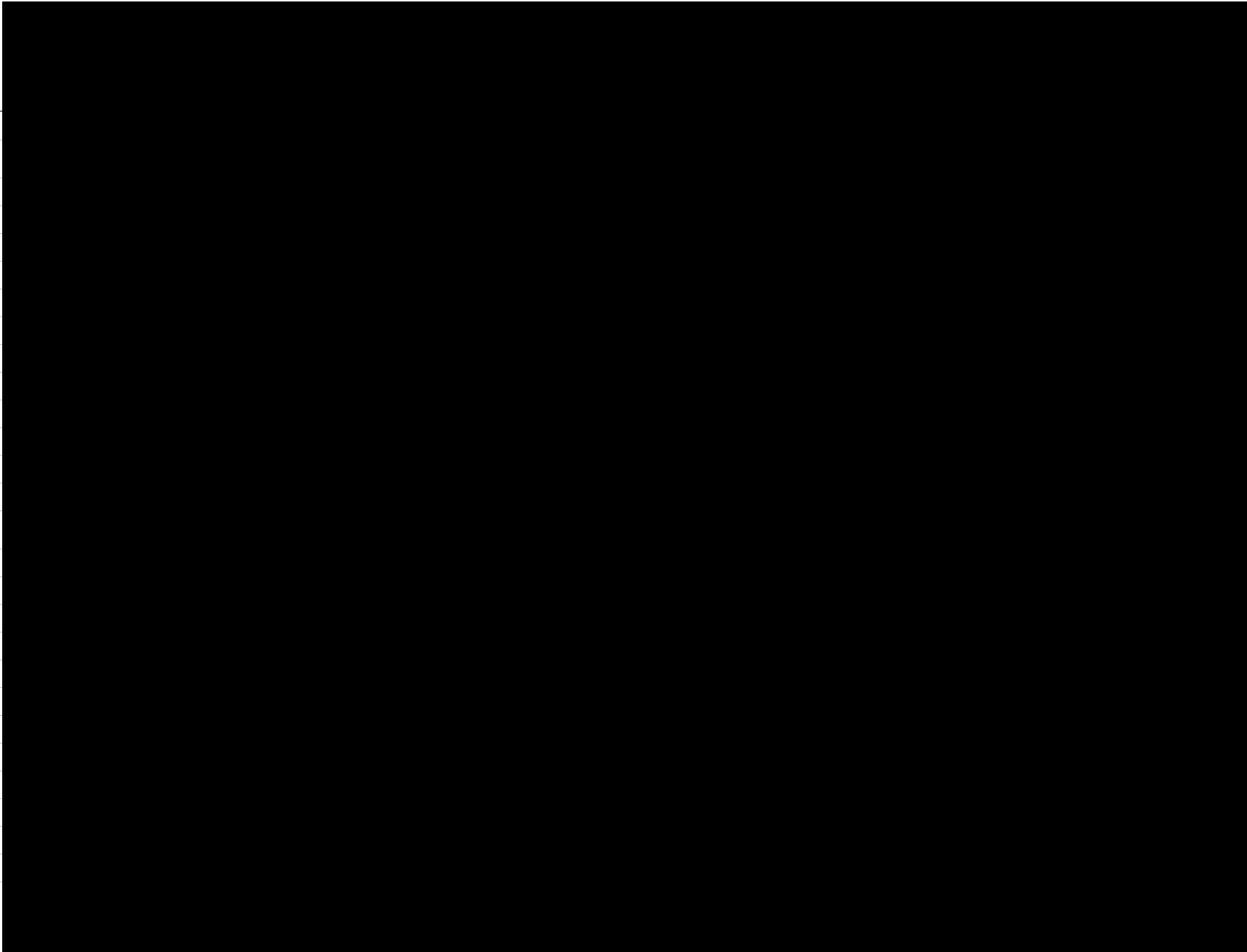
DATE	SOURCE
7 Jul 2021	Spend Money
6 Aug 2021	Spend Money
9 Aug 2021	Spend Money
19 Aug 2021	Spend Money
3 Sep 2021	Spend Money
16 Sep 2021	Spend Money
27 Sep 2021	Spend Money
5 Oct 2021	Spend Money
8 Oct 2021	Spend Money
11 Oct 2021	Spend Money
14 Oct 2021	Spend Money
18 Oct 2021	Spend Money
1 Nov 2021	Spend Money

13 Apr 2021	Spend Money
17 May 2021	Spend Money
25 May 2021	Spend Money
3 Jun 2021	Spend Money
18 Jun 2021	Spend Money
7 Jul 2021	Spend Money
28 Jul 2021	Spend Money
29 Jul 2021	Spend Money
11 Aug 2021	Spend Money

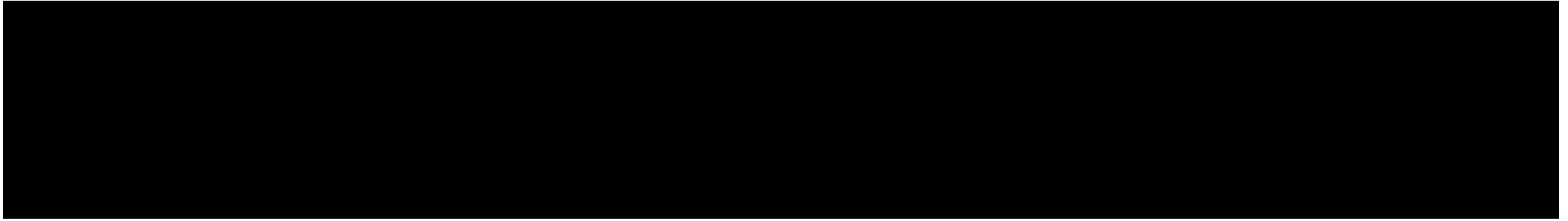


Account Transactions

DATE	SOURCE
28 Jul 2021	Spend Money
2 Aug 2021	Spend Money
3 Aug 2021	Spend Money
3 Aug 2021	Spend Money
5 Aug 2021	Spend Money
6 Aug 2021	Spend Money
13 Aug 2021	Spend Money
17 Aug 2021	Spend Money
3 Sep 2021	Spend Money
6 Sep 2021	Spend Money
10 Sep 2021	Spend Money
15 Sep 2021	Spend Money
16 Sep 2021	Spend Money
16 Sep 2021	Spend Money
20 Sep 2021	Spend Money
20 Sep 2021	Spend Money
27 Sep 2021	Spend Money
27 Sep 2021	Spend Money
27 Sep 2021	Spend Money
28 Sep 2021	Spend Money
30 Sep 2021	Spend Money
27 Oct 2021	Spend Money
2 Nov 2021	Spend Money
8 Nov 2021	Spend Money
8 Nov 2021	Spend Money
15 Nov 2021	Spend Money
17 Nov 2021	Spend Money











CJL-7













CJL-10









**Before the Independent Hearing Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

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**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Various applications by Te Tūāpapa  
Kura Kāinga – the Ministry of Housing  
and Urban Development (MHUD) to  
the Rotorua Lakes Council

**BETWEEN** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban  
Development**

**AND** **Restore Rotorua Incorporated**

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**Brief of evidence of Marie Donna Walsh**  
Dated 13 December 2021

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**Chen Palmer**  
Barristers and Solicitors  
AUCKLAND

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**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
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## BRIEF OF EVIDENCE OF MARIE DONNA WALSH

I, **MARIE DONNA WALSH**, business owner, of Rotorua, provide the following brief of evidence:

### Introduction

1. My full name is Marie Donna Walsh. My husband, Christopher Corney and I currently reside at [REDACTED] Rotorua (our “**home**”) and have been living at this address close to 14 years.
2. I am the owner of Willow Fashion Boutique (the “**store**”), a boutique women’s fashion store. I opened Willow Fashion Boutique for trading in October 2008 at 289 Fenton Street, Glenholme, Rotorua, in the same premises as the dual café and restaurant, Urbano Bistro Limited trading as **Urbano Bistro**. Richard and Julie Sewell who own and operate Urbano Bistro are my landlords for my store’s lease. I currently employ one other staff member. A true copy of aerial and street view photographs of my store are annexed and marked as “**MDW-1**”.
3. A true copy of a map showing my business, Willow Fashion Boutique relative to the proposed sites for the emergency housing is annexed and marked “**MDW-2**”.
4. In short, the map at **MDW-2** shows that the shop is:
  - (a) 500 metres from the Malones Motel;
  - (b) 1.0 kilometre from the Union Victoria Motel;
  - (c) 1.0 kilometre from the New Castle Motor Lodge;
  - (d) 1.5 kilometres from the Alpin Motel and Conference Centre; and
  - (e) 1.5 kilometres from Pohutu Lodge Motel.
  - (f) 3.3 kilometres from the Lake Rotorua Hotel.
5. The commute from my home to my business is about 5 minutes by car and approximately 3.5 kilometres in distance. I commute in from the southern part of Rotorua, passing the Rotorua Gold Club and then head up Fenton Street to my business premises.

6. I submit this brief of evidence from my perspective as a business owner based on the 'golden mile' Fenton Street. My evidence covers the adverse changes I have seen and experienced along Fenton Street as a result of the existing concentrated motel-style emergency housing in Central Rotorua. Specifically the increased in violence and crime on Fenton Street during my store's trading hours in broad daylight. I also speak to specific incidents that have affected my store, my staff and my personal property.
7. The existing transitional and emergency housing motels will have a compounding effect with the Ministry of Housing and Urban Development ("MHUD")'s six applications for motels. I understand that these sites are currently being used as transitional and emergency housing while the owners await the outcome of these applications. This will mean that the disruption that I am now facing to my business of Fenton Street will become permanent and more intense.
8. Trevor Newbrook, Chair of Restore Rotorua Incorporated ("**Restore Rotorua**"), has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in central Rotorua. A true copy of a map showing my home and business relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "**MDW-3**".
9. I have been told by Restore Rotorua that the Rotorua Lakes Council (the "**Council**") has issued a directive to MHUD to file further resource consents to convert motels in central Rotorua into emergency housing for more motels by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed above at paragraph 2 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
10. My evidence speaks to how the six pending applications are likely to affect my business. Any additional proposals to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
11. I submit this brief of evidence on behalf of myself, in support of Restore Rotorua, to assist the independent Panel who I am informed will decide on the question of whether all of the MHUD's resource consent applications before

the Council to convert motels in the central Rotorua into emergency housing should be notified.

12. I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. As a member of Restore Rotorua, I am prepared if required to answer any questions concerning this brief of evidence from the Panel.
13. Prior to finalising this brief of evidence, I was provided with a copy of the brief of Evidence of Richard Sewell to read, which I understand is also to be submitted to the Independent Hearing Panel in support of Restore Rotorua submissions at the hearing before the independent commissioners. My understanding of the matters discussed in that brief of evidence is consistent with Mr Sewell's recollection.

#### **Operation of Willow Fashion Boutique**

14. I have been in the fashion business in Rotorua since October 2008, with the opening of my business. My store is a specialty destination store, which attracts locals, out of towners and international customers.
15. After first opening in October 2008, customers found out about my business via word of mouth. Customers now also find me through social media.
16. Initially, I chose the location for my business on Fenton Street due to it being one of the main entrances into Rotorua with heavy road traffic. I have remained there since as the location has been ideal.
17. As my store is adjacent to Urbano Bistro, which opened and became established in the community prior to me setting this business, my store was able to reap the benefit of Urbano Bistro patrons who would regularly visit my store either before or after a meal. I can equally say that the benefit to Urbano Bistro from my customers over the past 13 years is mutual.
18. My store also benefitted from its close proximity to motel patrons, who would come past my store, as well as locals who would come down Fenton Street for a walk. In its heyday, being positioned on Fenton Street was great for the business.
19. As the reputation of my business grew, my business has not only acquired local repeat customers, but repeat customers coming from Auckland, Tauranga, Hamilton and Hawkes Bay, who make a whole trip to Rotorua for a

specific garment from my store, many of which then make a day trip out of it in Rotorua enjoying the food and the local attractions.

20. Until the outbreak of the Covid-19 pandemic, I also had many Australian and European customers who make a whole trip to Rotorua to visit my store.
21. From October 2008 to winter of 2019, my customer base grew steadily and there is a loyal following to Willow Fashion Boutique.

#### **Observations near Willow Fashion Boutique since Winter 2019**

22. Over the 11 years of operation of Willow Fashion Boutique from October 2008 to the winter of 2019 and under my oversight of the business, there have been no incidents to my knowledge that required the attention of the Rotorua Police or incidents that caused me to fear for the safety of myself or my staff. During this period neither I nor my staff would ever think twice about keeping the front door wide open during trading hours.
23. Problems started to arise for my business after the first Covid-19 lockdown in March/April 2020 when it became noticeable to myself and my staff of the increased presence of people requiring emergency housing in the centre of Rotorua and within close proximity to my business. The individuals my staff and I would see outside and around my store appeared to change every six weeks or so. There was a brief period of respite over the summer of 2020/2021 when my staff and I noticed a bit less of it but not long into the months of 2021 after summer finished did it become obvious that the homeless made their way back to the centre of Rotorua.
24. Since the winter of 2020, I am particularly conscious of the following motels within 100 metres from my store:
  - (a) Aaryn Court, at 281 Fenton Street;
  - (b) La Mirage, at 283 Fenton Street; and
  - (c) Midway, at 293 Fenton Street.
25. I can confirm from the list annexed and marked “**MDW-4**” that these three motels received emergency housing grants from the Ministry of Social Development. Restore Rotorua initially received this list from an Official Information Act 1982 request and I was forwarded a copy.
26. I have observed the following incidents near my store, involving individuals who I see residing at the above three motels, that have either required the

response of Rotorua Police or caused me to fear for the personal safety of my staff and myself:

- (a) During trading hours since winter 2020 my staff and I would visibly see groups of individuals, with visible gang patches, loitering outside. Similarly my staff and I would see the odd person who would come into the store who appeared to be drunk or high on drugs and ask the customers, my staff or myself for money.

From time to time I have seen a certain individual who would be so drunk, that he would sit outside the door of my store to rest and obstruct access into and out of the front entrance of my store. This would have deterred potential customers entering the store due to safety concerns.

This was the first time after 11 years of trading at my business premises that I felt concerned for the safety of my staff and myself. It was at this point in time my staff and myself started to lock the door during trading hours and only open for potential customers when they come to the front door and signal their intention to enter.

- (b) On 3 March 2021, I was robbed in broad daylight during trading hours by teenage offenders. I chased the offenders up Fenton Street whilst taking photos of them with my mobile phone. Not long after the chase, I was then challenged by the offenders who snatched my phone and smashed it on the ground.

The next few weeks after the incident I was harassed by continual intimidating gestures, threats and verbal confrontations from these same young offenders outside my store. The police asked me if I wanted to lay charges, but I opted not to given the age of these offenders. The police advised me that one young offender was visiting people from Ashleigh Court motel, 400 meters up the road. The police further advised me that the mother of the offender did not live on Fenton Street and it appeared that the young offender wanted to be involved with the gangs in the area even though he was not from the area. A true copy of the email I sent to Constable Tony O'Keeffe regarding the incident is annexed and marked "**MDW-5.**"

I also understand that Ashleigh Court was on the list of motels receiving emergency housing grants (as per "**MDW-4**")

- (c) On 11 November 2020, in broad daylight, I saw a vehicle passing by the store and one of its passengers picking up a huge machete. The vehicle proceeded to follow people walking down Fenton Street, past my store. I rang the police. The police located at the Rydges Hotel MIQ facility on 272 Fenton Street arrived promptly on the scene at which point the passenger with the machete got out of the car and started running. A true copy of my call log to the police reporting the incident is annexed and marked "**MDW-6.**"
- (d) On 24 February 2021 on my cycle commute home from work I witnessed a man beating up his partner at a bus shelter on Fenton Street and close to my store. I informed the police who rang me and asked me to go to the police station to assist. I went down to the police station. However the officer in charge of the investigation was not there and never got back to me. A true copy of my call log to the police reporting the incident is annexed and marked "**MDW-6.**"

27. As a standard work precaution, and as a genuine health and safety measure, I instructed, [REDACTED], my other staff member who covers the store while I am away, to keep the door locked when managing the store alone, unless there are customers. [REDACTED] had one incident where she saw youths outside the store flicking knives at each other, which would also have scared away any potential customers. In our staff briefings, she has also had a few encounters with individuals who appeared to be drunk and/or high while she was managing the store, but thankfully stayed to themselves.

28. I am starting to receive telephone calls from former repeat customers who live outside Rotorua telling me they will no longer be planning trips to my store as they do not feel safe visiting Rotorua.

23.1 In October 2021 I had a regular couple who would come into Rotorua once a month. They came once more into Rotorua after the last lockdown in August/September 2021 and since advised me that they will not be coming back given that on their last stay the motel they stayed at mixed them with transitional housing tenants.

23.2 On the first week of November 2021, I received calls from former customers in Wellington telling me that the state of affairs in Rotorua no longer make it ideal for them to travel over to buy goods from my store. When I receive these calls I try my best to down play what is going on in Rotorua. I fear I cannot keep doing this for long.

29. Locals who used to walk their dogs past my store during trading hours and pop in to browse no longer do so.
30. Since November 2020 the surrounding area around my store has become marked with considerable graffiti. Prior to this, neither graffiti nor vandalism near my store were ever issues in this neighbourhood.
31. In May 2021, due to safety and security concerns that I outlined earlier in this brief, Richard installed two additional security camera's outside the building premises for my store.
32. On or around May 2021, I invested in a personal alarm, which I carry on my person, I am able to press the alarm to make a loud noise if I am ever in danger. I consider the personal alarm a daily necessity.
33. The frontage of many motels near my store has significantly dilapidated since the winter of 2019. Moteliers housing transitional tenants over traditional tourists do not appear to take responsibility any more in the upkeep of the aesthetics of their motels frontage to attract and entice tourists or other guests traditionally associated to motel accommodation. The end effect is that it makes the Fenton Street entrance into central Rotorua look terrible, which has a tangible impact on surrounding businesses like my own.

SIGNED this *13th* day of December 2021

  
\_\_\_\_\_  
Marie Donna Walsh





## Willow Fashion Boutique (289 Fenton Street)

### DATA SETS

Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.  
 Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 29-Nov-2021

### Aerial Imagery

1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
 1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 20.00 40.0 Meters



Rotorua Lakes Council





Image capture: Jun 2020 © 2021 Google









Rotorua Bay of Plenty  
Google  
Street View - Jun 2020

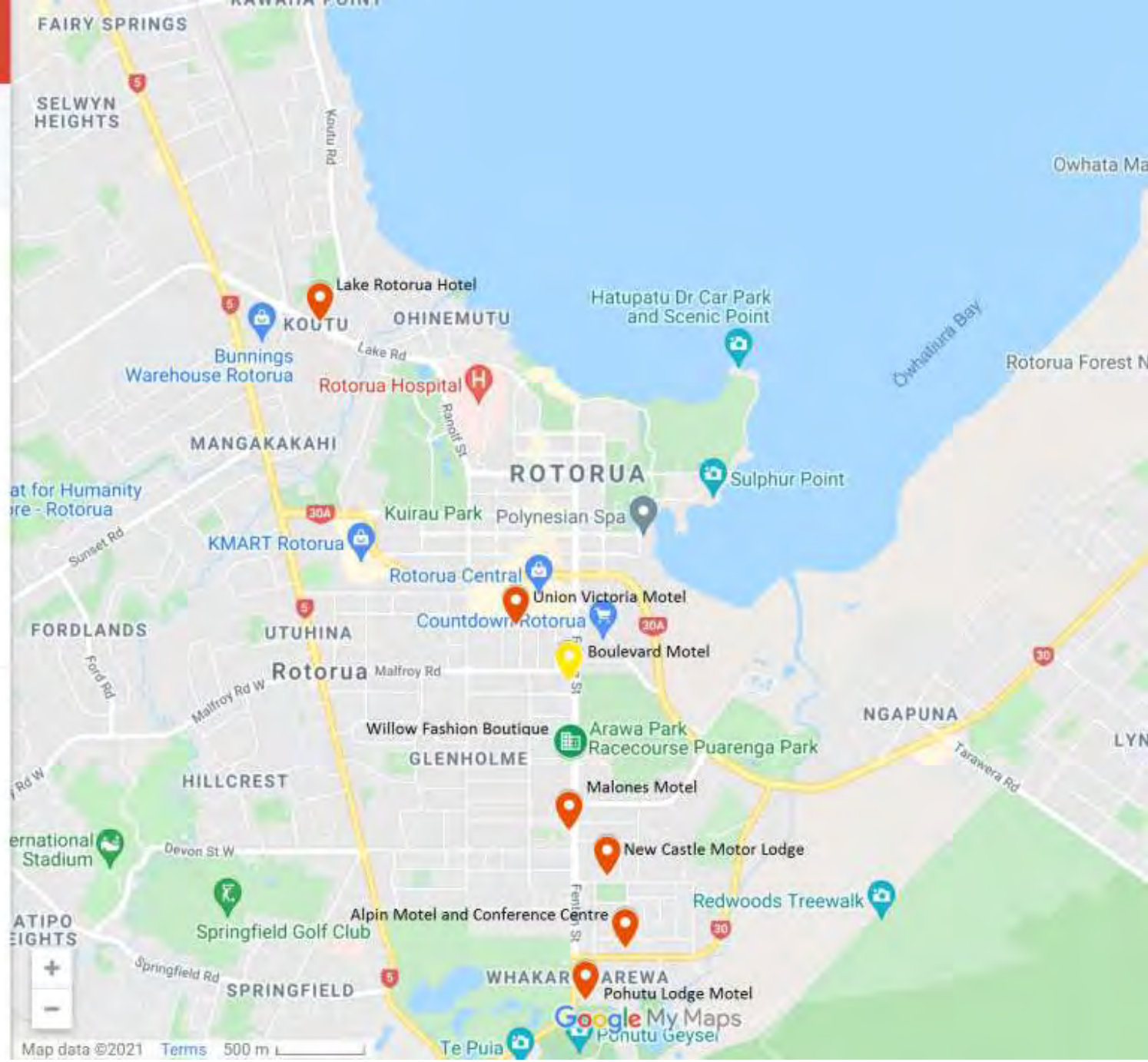


1 view  
Published 4 minutes ago

SHARE EDIT

Motels at risk of conversion into emergenc...

-  Lake Rotorua Hotel
-  Union Victoria Motel
-  Malones Motel
-  New Castle Motor Lodge
-  Alpin Motel & Conference Centre
-  Pohutu Lodge Motel
-  Boulevard Motel & Restaurant
-  Willow Fashion Boutique



Made with Google My Maps

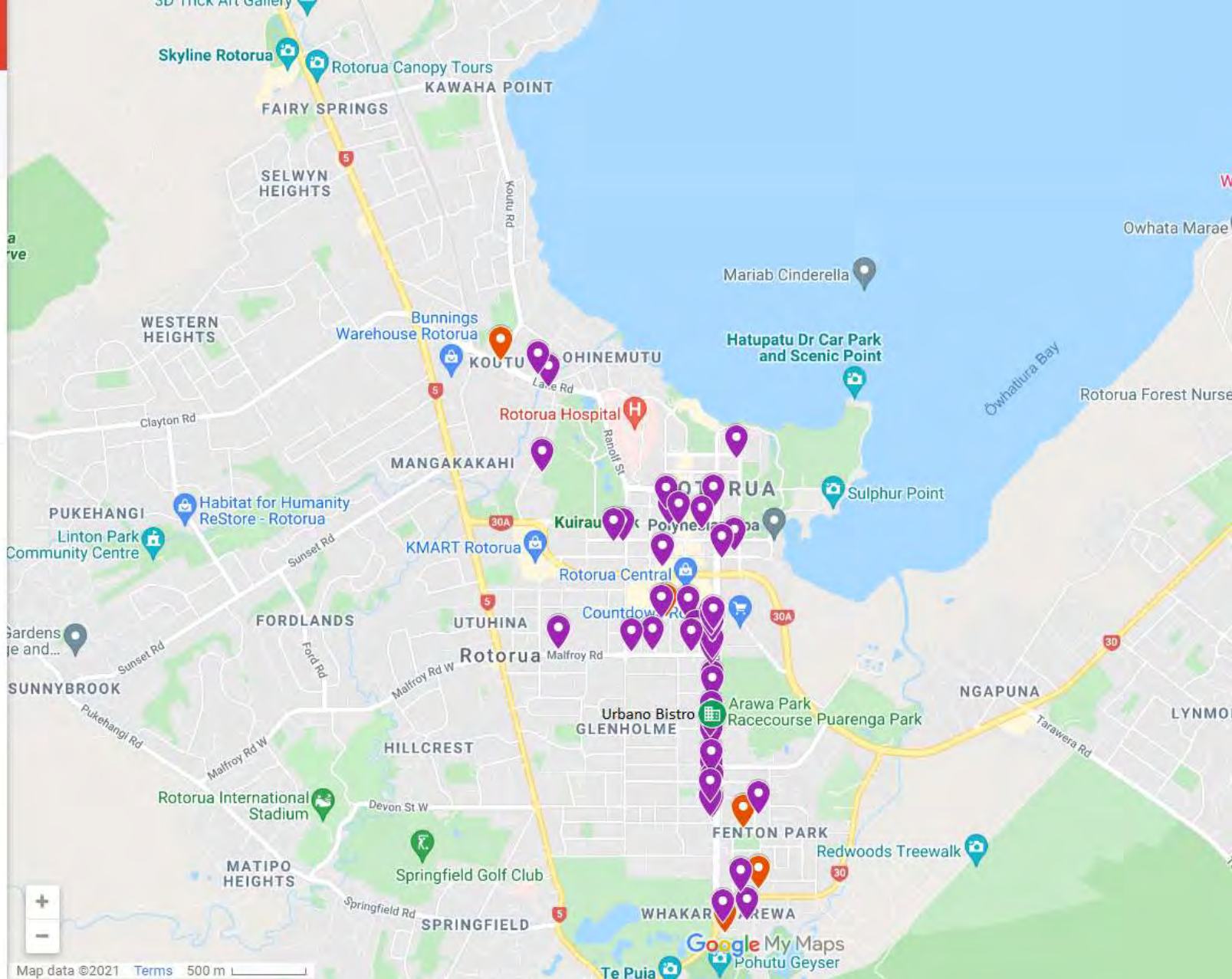


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Motels at risk of conversion into emergenc...

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- ... 47 more



Made with Google My Maps

Map data ©2021 Terms 500 m



Leo Donnelly and Holly Cutfield  
Chen Palmer  
[Leo.Donnelly@chenpalmer.com](mailto:Leo.Donnelly@chenpalmer.com)

November 2021

Tēnā koe Leo Donnelly and Holly Cutfield

On 12 October 2021, you emailed the Ministry of Housing and Urban Development (HUD) requesting, under the Official Information Act 1982 (the Act), the following information:

- *names of Rotorua suburbs where transitional and/or emergency housing is, or has been, provided for a minimum duration of 6 months, anytime from 2017 to 2021.*
- *For the avoidance of doubt, we are seeking the following items of information within the parameters of our request above:*
  - *a list of Rotorua suburbs where emergency housing is, or has previously been, provided for a duration of 6 months;*
  - *a list of Rotorua suburbs where transitional housing is, or has previously been, provided for a duration of 6 months; and*
  - *for each suburb identified, we request:*
    - *the total number of transitional and/or emergency housing provision sites within that suburb;*
    - *the exact duration that each of the transitional and/or emergency housing provision sites were operative within that suburb; and*
    - *whether the provision site implemented a single, or mixed use, model to transitional and/or emergency housing.*

On 14 October 2021, your request was partially transferred to the Ministry of Social Development (the Ministry), in accordance with section 14 of the Act. This was because emergency housing is more closely connected to the functions of the Ministry. HUD will respond to the rest of your request independently.

On 18 October 2021, the Ministry contacted you to advise you that the Ministry does not centrally record the names of Rotorua suburbs where emergency housing is used, and that in order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, your request would be refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

However, the Ministry offered to provide you with a list of emergency housing suppliers for clients who are recorded in the Ministry systems as residing within the Rotorua Territorial local Authority (TLA) who received an Emergency Housing Special Needs Grant (EH SNG) between 1 January 2017 to 30 September 2021.

The EH SNG is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

Please see attached in the Appendix, the following table:

- **Table One:** List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.

In the spirit of being helpful, we have also provided the following table which shows a further breakdown of information for the last two quarters in the Appendix:

- **Table Two:** List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.

Regarding the tables provided, please note that the TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

Please also note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

Although we acknowledge that you specifically asked for the names of suppliers *provided for a minimum duration of 6 months*, I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response regarding emergency housing with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



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



## Appendix

**Table One: List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.**

Registered name	Quarter ending				Total	
	June 2021		September 2021			
	Number of grants	Distinct clients	Number of grants	Distinct clients	Number of grants	Distinct clients
Aaryn Court Motel	30	6	33	9	63	12
Abbey Court Motel - Lower Hutt	S	S	0	0	S	S
Accolade Motor Lodge	60	21	87	27	147	42
Ace Motor Lodge	60	15	69	18	129	27
Alpin Motel & Conference Centre Rotorua	S	S	S	S	183	51
Ambassador Thermal Motel	0	0	S	S	S	S
Ann's Volcanic Motel	S	S	S	S	57	12
Apex On Fenton Motel	90	24	111	30	201	42
Apollo Hotel Rotorua	S	S	S	S	57	15
Arthouse Accommodation	S	S	S	S	S	S
Ascot On Fenton	72	18	0	0	72	18
Ashlar Motel	0	0	S	S	S	S
Ashleigh Court Motel - Rotorua	69	18	90	18	159	24
Astray Motel & Backpackers	60	21	72	24	132	39
Asure Kapiti Court Motel	0	0	S	S	S	S
B-K's Rotorua Motor Lodge	42	15	63	15	105	24
Backpackers Central Hamilton	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Baden Lodge Motel	21	6	30	9	51	12
Bella Vista Motel - Rotorua	9	S	24	S	30	6
Birchwood Motel	S	S	0	0	S	S
Birchwood Spa Motel	57	9	45	18	99	21
Blenheim Bridges Holiday Park	S	S	0	0	S	S
Boulevard Hotel	0	0	S	S	S	S
Brylin Motel	72	21	84	21	153	33
Cactus Jacks	72	27	66	27	135	48
Cascades Lakefront Motel	S	S	0	0	S	S
Coachman Spa Motel Rotorua	33	9	45	9	81	15
Crash Palace Backpackers	S	S	0	0	S	S
Epsom Motor Inn	S	S	0	0	S	S
Fairy Springs Motel	S	S	S	S	9	S
Fenton Court Motel	96	30	138	42	234	63
Fernleaf Motel	45	12	39	12	84	15
Gateway International Motel	24	12	33	12	57	18
Geneva Motor Lodge	75	S	S	S	78	27
Gibson Court Motel	36	9	42	12	81	18
Golden Glow Motel	66	21	72	21	141	33
Greenview Hotels	21	S	21	S	42	12
Hastings Top 10 Holiday Park	0	0	S	S	S	S
Hine Ngakau	0	0	S	S	S	S
Holiday Rotorua Limited	51	15	66	12	117	21
Kaitaia Motor Lodge	0	0	S	S	S	S



Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Kea Motels & Holiday Park	0	0	S	S	S	S
Kerry's Motel	12	S	36	S	48	9
Kuirau Park Motor Lodge	93	27	81	27	174	42
La Mirage Motel	18	6	54	12	72	15
Lava Lodge	0	0	S	S	S	S
Livingston Motel	0	0	S	S	S	S
Malfroy Motor Lodge	30	6	60	12	90	15
Malones Motel	S	S	S	S	84	24
Manhattan Motel	96	18	123	30	219	36
Masterton Motor Lodge	S	S	0	0	S	S
Meryl Y Crump	12	S	9	S	18	S
Midway Motel - Rotorua	42	12	0	0	42	12
Morning Calm Lodge	0	0	S	S	S	S
Motueka Top10 Holiday Park	0	0	S	S	S	S
New Castle Motor Lodge	78	S	S	S	81	21
Oasis Motel	S	S	0	0	S	S
Ohope Beach Top 10 Holiday Park	0	0	S	S	S	S
Planet Backpackers Rotorua	S	S	6	S	6	S
Pohutu Lodge Motel	54	S	S	S	54	12
Pure Motel & Guest House	72	18	90	30	162	36
Quest On The Terrace	S	S	0	0	S	S
Rainbow Motel	S	S	S	S	6	S
Rainbow Point Motel	S	S	0	0	S	S
Rayland Epsom Motel	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Red Rock Thermal Motel	42	12	48	15	90	21
Red Rose Motel	0	0	S	S	S	S
Rose Court Motel	0	0	39	15	39	15
Rotorua Downtown Backpackers	S	S	0	0	S	S
Rotorua Hideaway Lodge	S	S	S	S	9	S
Rotorua Motel	0	0	S	S	S	S
Rotovegas Motel	S	S	S	S	102	27
Shanton - Fenton Street	S	S	0	0	S	S
Spa Lodge	63	15	90	24	156	27
The Backyard Inn	S	S	S	S	15	S
The Grand Treasure Hotel Limited	237	57	237	72	474	99
The Warehouse Rotorua	S	S	0	0	S	S
Travel Soul Limited	24	6	24	9	48	9
Union Victoria Motel Rotorua	S	S	S	S	60	18
United Auckland	0	0	S	S	S	S
Victoria Lodge Rotorua	63	15	84	21	150	27

**Notes:**

- Emergency Housing is paid as a Special Needs Grant.
- Amount granted may not be the same as amount spent.
- A client may receive more than one grant in the period.
- 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 the 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.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to zero or three. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts. In certain circumstances, low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated. Suppressed numbers have been replaced by an 'S'.



**Table Two: List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.**

Registered name
140 Ghuznee Limited
2 Lakes Holiday Rentals
219 On Johns Holiday Park
540 Motel Limited
Aarangī Motel
Aaron Court Motor Inn Hamilton
Aaryn Court Motel
Abbey Court Motel - Lower Hutt
Abella Inn
Academy At Botany Motor Inn
Accolade Motor Lodge
Ace Caravans Rentals 2006 Ltd
Ace Motor Lodge
Acorn Estate Motel
Adelphi Motel
Affordable Willowhaven Holiday Park
Airport Manor Inn
Aladdin Motel
Aldan Lodge Motel
All Seasons Holiday Park
Alpha Motel
Alpin Motel & Conference Centre Rotorua
Ambassador Motor Inn
Ambassador Thermal Motel
Amber Court Motel
Anchor Lodge
Anglesea Motel & Conference Centre
Ann's Volcanic Motel
Ann's Volcanic Rotorua Motel
Anzac Court Motel
Apex On Fenton Motel
Apollo Hotel Rotorua
Appletree Backpackers
Aqua Beachfront Motel

Registered name
Aquarius Motel
Aquarius Motor Inn
Aquarius Motor Inn -Tauranga
Aquastar Holdings Limited
Ariki Backpackers
Arista Of Rotorua Motel
Arthouse Accommodation
Ascot Motor Lodge
Ascot On Fenton
Ashlar Motel
Ashleigh Court Motel
Ashleigh Court Motel - Rotorua
Ashwood Manor Motor Lodge
Astor Motor Inn
Astray Motel & Backpackers
Asure Kapiti Court Motel
Asure Macys Motor Inn
Atlantis Backpackers
Atlas Suites And Apartments
Auckland Airport Kiwi Motel
Auckland Airport Motel
Auckland Astro Residence
Aveda Motor Lodge
Aywon Motel
B-K's Rotorua Motor Lodge
Backpackers Central Hamilton
Baden Lodge Motel
Barclay Motel
Barclay Suites Auckland
Base Backpackers Rotorua
Base Rotorua
Beachcomber Lodge & Backpacker
Bella Vista Motel - Rotorua
Berkenhoff Lodge
Birchwood Motel
Birchwood Spa Motel
Bk's Pioneer Motor Lodge
Blenheim Bridges Holiday Park
Blenheim Spa Motor Lodge
Bluewater Hotel Ltd

<b>Registered name</b>
BOP Accommodations Limited
Botany Motor Inn
Boulevard Hotel
Boundary Court Motor Inn
Braemar Motor Inn
Broadway Lodge Motel
Brylin Motel
Bucklands Beach Waterfront Motel
Cactus Jacks
Camellia Court Family Motel
Capri On Fenton
Caretaker Property Limited
Casa Blanca Motel
Cascades Lakefront Motel
Castles Motels Limited
Central Park Motor Inn
Centre Court Motel
Chelmswood Motel Taupo
Christchurch Motel
City Suites
Classic Motel
Cleveland Thermal Motel
Coachman Spa Motel Rotorua
Coachmans Inn
Coleraine Suites & Apartments
Colonial On Gladstone Motel
Commodore Court Motel
Cortez Motel
Cosy Cottage Thermal Holiday Park
Countdown - Ashburton
Crash Palace Backpackers
Criterion Artdeco Backpackers
Dannemora Motor Inn
Deco City Motor Lodge
Deer Pine Lodge Trust
Dipak Prasad Upreti
Dupont Motel
Eagles Nest Back Packers
Emerge Aotearoa Limited
Endeavour Lodge Motel

<b>Registered name</b>
Epsom Motor Inn
Fairmont Motor Lodge
Fairy Springs Motel
Fenton Court Motel
Fern Motel Napier Ltd
Fernleaf Motel
Flight Centre Rotorua
Fountain City Motor Inn
Fountain Court Motel
Four Canoes Backpackers Rotorua
Garden Court Motel
Gardena Court Motel
Gateway International Motel
Gateway Motor Inn
Geneva Motor Lodge
Geyserland Limited
Gibson Court Motel
Golden Glow Motel
Golden Glow Motel Rotorua
Golden Springs Motel And Holiday Park
Goodview Apartment Hotel
Grange Motor Lodge
Greenview Hotels
Greerton Lodge Motel
Grosvenor Motor Inn
Hah Blenheim Limited-Summit Motor Lodge
Harbour City Motor Inn
Harbour City Motor Inn - Tauranga
Hastings Top 10 Holiday Park
Hine Ngakau
Holdens Bay Holiday Park
Holiday Inn Auckland Airport
Holiday Rotorua Limited
Horse & Jockey Inn
Hotel Clevedon
Hugo & Carter's Backpackers & Motel
Hygate Motor Lodge
James Liston Hostel
Kaitaia Motor Lodge
Kapiti Coast Physiotherapy Ltd

<b>Registered name</b>
Katikati Motel
Kawerau Hotel
Kawerau Motel
Kawerau Thermal Motel
Kea Motels & Holiday Park
Kerrs Motel And Homestay
Kerry Lane Motel
Kerry's Motel
Knightsbridge Motor Lodge
Kuirau Dental
Kuirau Park Motor Lodge
La Mirage Motel
Lake Front Lodge Taupo
Lake Point Motel
Lake Rotoiti Holiday Park
Lake Side Paint & Panel Ltd
Lakes District Health Board
Laneway Backpackers
Lava Lodge
Leviathan Hotel Company Ltd
Lincoln Court Motel
Livingston Motel
Mag & Turbo Warehouse - Whangarei
Mahia Beach Motels And Holiday Park
Makemytrip Motel
Makoha Rest Home
Malfroy Motor Lodge
Malfroy School
Malones Motel
Manhattan Lodge Motel
Manhattan Motel
Manukau Gateway Motel
Masterton Motor Lodge
Mayfair Court Motel
Mcentral Apartments Manukau
Melrose Lifestyle Care & Village
Meryl Y Crump
Microtel Lodge
Middlemore Motel
Midway Motel - Rotorua



<b>Registered name</b>
Mobil Reid & Mills
Montana Lodge Motel
Morning Calm Lodge
Motueka Top10 Holiday Park
Mt Eden Motel
Mt Wellington Motel
Murupara Motor Camp
New Castle Motor Lodge
Novotel Rotorua Lakeside
Nzl Property Management
O'reillys Motel
Oakwood Manor Motor Lodge
Oasis Motel
Off Broadway Motel
Ohope Beach Top 10 Holiday Park
Paeroa Motel
Palmerston North Motel
Palms On George Limited
Papakura Motor Lodge & Motel
Parklane Motor Lodge - Epsom
Pars Inc
Pillows Travellers Lodge Orewa
Pioneer Motor Lodge And Motel
Planet Backpackers Rotorua
Pohutu Lodge Motel
Professionals Mcdowell Real Estate Rotorua
Pure Motel & Guest House
Quest - New Plymouth
Quest Henderson
Quest On Durham
Quest On Eden
Quest On Queen
Quest On The Terrace
Racecourse Motel
Raewyn Joyce Day
Rainbow Motel
Rainbow Point Motel
Ranui Motel
Ratapu House
Rayland Epsom Motel

<b>Registered name</b>
Rayland Motel
Red Rock Thermal Motel
Red Rose Motel
Redwood Lodge
Rockfield Motel
Rose Court Motel
Rose Court Motel - Rotorua
Roselands Motel
Rotorua Downtown Backpackers
Rotorua Family Holiday Park
Rotorua Hideaway Lodge
Rotorua International Motor Inn
Rotorua Motel
Rotovegas Motel
Sails Motor Inn Hamilton Limited
Santa Maria Motel (2006) Limited
Shanton - Fenton Street
Sheltering Arms Limited
Shortland Court Motel
Silver Birch Holiday Park
Silverfern Property Services Ltd
Silverstream Retreat Limited
Spa Lodge
St George Accommodation
Sylvia Park Motel
Takanini Park Motor Lodge
Tarawera River Lodge
Tarawera River Lodge Motel
Te Aroha Holiday Park
Te Puke Hotel
The Backyard Inn
The Grand Hotel Rotorua
The Grand Treasure Hotel Limited
The Setup On Manners
The Warehouse Rotorua
Tourist Court Motel
Travel Soul Limited
Tudor Motor Lodge
Union Victoria Motel Rotorua
United Auckland

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

**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 the 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.

## Jonathan Sathiendrakumar

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**From:** Willow Boutique <willowboutique@xtra.co.nz>  
**Sent:** Monday, 6 December 2021 1:46 PM  
**To:** Jonathan Sathiendrakumar  
**Subject:** FW: WILLOW BOUTIQUE

Willow Fashion Boutique  
Rotorua NZ

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**From:**  
**Sent:** Tuesday, 30 March 2021 12:46 PM  
**To:** [aoy027@police.govtnz](mailto:aoy027@police.govtnz)  
**Subject:** WILLOW BOUTIQUE

Hi Tony ,

Further to our conversation re youth who has been causing trouble at my store. After a weeks of him passing by the store and giving cheek and swearing at me and my staff, on the 3<sup>rd</sup> of March around 4pm he entered the store and came up to the desk where I was, intially he was thinking of taking the courier parcel I had on the desk , I was able to get it away from him, as he went to walk away he grab a handfull of Earrings that was sitting on the table in the middle of the store and ran out. I ran after him across Grey Street when I was about to catch him he threw some on the grass, but not all. I said to him I will phone the police, as quick as he grabbed my phone and ran, with me chasing, again I was about to catch him so he threw the phone out onto Fenton street. I did try to phone you but no answer.

Regards Donna  
Willow Fashion Boutique  
Rotorua NZ



Virus-free. [www.avg.com](http://www.avg.com)

## Spark Ref 1-196025696050

Outward Call Trace for 021461598 filtered to 111 from 00:00 1/11/20 to 23:59 31/08/21

Date	Start Time	Service	Effective	Duration hh:mm:ss	Originating Number	Dialled Number
11-Nov-20	17:28:40	XT Voice - Mobile Originated	Y	00:00:59	21461598	111
24-Feb-21	19:28:02	XT Voice - Mobile Originated	Y	00:06:14	21461598	111

**Before the Independent Commissioner Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania at Rotorua**

---

**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Resource Consent Applications by the Ministry of Housing and Urban Development to convert Lake Rotorua Hotel; New Castle Motor Lodge; Alpin Motel and Conference Centre; Malones Motel; and Union Victoria Motel, into emergency housing

**BETWEEN** **Restore Rotorua Incorporated**

**AND** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban Development**

**AND** **Kainga Ora**

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**Brief of evidence of Peter Michael Gilford**  
Dated ~~13~~<sup>31</sup> December 2021

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**Chen Palmer**  
Barristers and Solicitors  
AUCKLAND

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**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
Facsimile: 09 915 0003  
P O Box 106114, Auckland 1010  
DX CX 10073  
Level 10, 63 Albert Street, Auckland

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## BRIEF OF EVIDENCE OF PETER GILFORD

I, **PETER MICHAEL GILFORD**, Sales Associate, Sotheby's, of Rotorua, provide the following brief of evidence:

### Introduction

1. My full name is Peter Michael Gilford. I currently reside at [REDACTED], Glenholme Rotorua ("my **home**"), with my wife and have been living at this address for 4 and a half years. A true copy of aerial and street view photographs of my home are annexed and marked as "**PG-1**".
2. A true copy of a map showing my home relative to the proposed sites for the emergency housing resource consents is annexed and marked as "**PG-2**". In short, the map marked "**PG-2**" shows that my home is approximately:
  - (a) 400 metres from the Malones Motel (321 Fenton Street);
  - (b) 450 metres from the New Castle Motor Lodge (18 Ward Avenue);
  - (c) 1 kilometre from the Aplin Motel and Conference Centre (16 Sala Street);
  - (d) 1 kilometre from Pohutu Lodge Motel (3 Meade Street);
  - (e) 1.5 kilometres from the Union Victoria Motel (26/28 Victoria Street) and;
  - (f) 3.8 kilometres from the Lake Rotorua Hotel (131 Lake Road).
3. I submit this brief of evidence from my perspective as a Real Estate Agent with 16 years of experience and as a resident of Glenholme, Rotorua. My evidence covers the adverse changes I have seen in relation to Real Estate in Rotorua and around Glenholme and Fenton Street as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically, the difficulty to achieve certain house prices in Glenholme due to the diminished aesthetic of Fenton Street.
4. The existing transitional and emergency housing motels will have a compounding effect with the Ministry of Housing and Urban Development ("**MHUD**")'s six applications for motels. I understand that these sites are currently being used as transitional and emergency housing while the owners await the outcome of these applications. This will mean that the situation I am



now facing as a Real Estate Agent in Rotorua will become permanent and more intense.

5. Trevor Newbrook, Chair of Restore Rotorua Incorporated ("**Restore Rotorua**"), has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in central Rotorua. A true copy of a map showing my home relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "**PG-3**".
6. I have been told by Restore Rotorua that the Rotorua Lakes Council ("the **Council**") has issued a directive to MHUD to file further resource consents to convert more motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed above at paragraph 2 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
7. My evidence speaks to how the six pending applications are likely to affect Real Estate in Rotorua, my wife and myself. Any additional proposal to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
8. I submit this brief of evidence in support of Restore Rotorua to assist the independent Panel who I am informed will decide on the question of whether all of the MHUD's resource consent applications before the Council to convert motels in the central Rotorua into emergency housing should be notified.
9. I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. I am prepared, if required, to answer any questions concerning this brief of evidence from the Panel.

#### **Work and life in Rotorua**

10. I am 70 years old and I have resided in Rotorua for almost 56 years. I moved to Glenholme for the easy-going lifestyle and because it was walking distance to town, the forest and to work.
11. I am a licenced Real Estate Agent and have spent 16 years in the real estate industry selling residential, lifestyle properties and rural. For the first 12 years

of my career, I worked at McDowell Professionals and subsequently moved to Sotheby's, where I currently work which is situated at 1231 Ranolf Street, Rotorua. A true copy of aerial and street view photographs of my work place are annexed and marked as "PG-4".

12. I am an inaugural Sotheby's member and have worked there for 4 years. I have only sold properties within Rotorua and in the following in the following suburbs:

- 3.1 Fordlands
- 3.2 Western Heights
- 3.3 Glenholme
- 3.4 Okere Falls
- 3.5 Ngongataha Valley
- 3.6 Pomare
- 3.7 Sunnybrook
- 3.8 Koutu
- 3.9 Kawaha Point
- 3.10 Tihiotonga
- 3.11 Fenton Park
- 3.12 Springfield
- 3.13 Tikitere
- 3.14 Lynmore
- 3.15 Mangakakahi
- 3.16 Pukehangi
- 3.17 Hamurana

13. Over the course of my 16-year career in this industry, I have sold/transacted numerous properties. I have the authority to speak to market updates for the residential, rural and lifestyle markets.

### **Observations as a Licenced Real Estate Agent before 2019/2020 Summer**

14. Fifteen years ago, in 2006, it was very uncommon to see a million dollar house in Rotorua. The average house was around \$175,000-\$220,000 for a freehold, ¼ acre section. Between 2010-2012, Rotorua began to grow into an attractive destination to visit for both domestic and international tourists. The activities that Rotorua had to offer developed from Hangi's, cultural concerts, mud pools and Fairy Springs to the skyline skyrise and mountain biking. By 2016, the average house prices increased to \$300,000-\$320,000. I am assisted by information that is privy to me about the market place. Given the urgency to file this brief of evidence now, I have not had the time to compile the relevant information about the increase in market price over the last 15 years. I will have this information available in the instance the applications are at heard by the Panel in 2022.
15. In the suburb of Glenholme, the population has always comprised of more mature and retired people and professionals. Vendors in Glenholme most typically sell only under circumstances such as death (in an estate sale) or in need of moving to a retirement home. For those reasons Glenholme has developed a reputation as an exclusive area to get into and one of the top locations in Rotorua.

### **Observations as a Licenced Real Estate Agent after April 2021**

16. The current epicentre of the issues are on Fenton Street. It is the main southern arterial thoroughfare to the city and the street where most of Rotorua's current emergency housing accommodation is located. An increase in crime observed on the street along with the diminishing aesthetic of Fenton Street, has resulted in the flattening of real estate demand in central Rotorua over the last 4-6 months and I am finding that the price I can obtain for the vendor is dropping. Given the urgency to file this brief of evidence now, I have not had the time to compile the relevant information about the plateau in the last 4-6 months. I will have this information available in the instance the applications are at heard by the Panel in 2022.
17. The core concern that I have is that if the additional resource consents of MHUD before the Council are approved, there will be a detrimental impact on the transacting of residential real estate in the central Rotorua area. There are potential purchasers now who make it known to me during sales campaigns that they are concerned with the "scruffy" look of Glenholme and the increase in crime. As a result, I have had to adapt the way I sell houses in Glenholme.

18. I have to acknowledge to potential buyers that Glenholme is experiencing, at the moment, a bit more of those undesirable things in the area, but matters will likely improve because the Council has reassured the city that the housing arrangements on Fenton Street are temporary. National tourists and international tourists will eventually return and the motels will need to get themselves ready. I tell them that given Glenholme's track record and reputation as an exclusive suburb, it is in fact a perfect buying opportunity as buyers will not be able to secure such reasonable prices like this again when the city improves.
19. Another key observation our office has had since the winter of 2020 was that we are starting to have vendors in Glenholme who are instructing us to sell their property due to their personal concerns of the uncertainty around how long the transitional and emergency housing tenant would stay in the central Rotorua motels. If the existing number of resource consent applications to convert motels in the city center into emergency housing were to be approved, we will most certainly see an uptick in vendor activity to sell out of the suburb for reasons that the typical Glenholme vendor would never have had before. Although the prevalence of transitional housing tenancies in central Rotorua will not cause an outright evacuation of established residents in Glenholme, it will certainly remove the gloss from the city centre that businesses and local residents have worked hard to establish.
20. The reassurance that I provide to vendors when they sell their house is that Aucklanders will be frustrated from being in lockdown and will want to move out to the regions and bring their Auckland wealth. However, this has only been a more recent topic given the 2021 Covid-19 related lockdown restrictions.
21. As a real estate professional in this part of the city, I have genuine concerns that the kind of conversations I have with both vendors and purchasers will have to change, especially if the observations we have experienced in the market in the past 18 months become the new norm.

**Specific incidents of effects of transitional and emergency housing from motels in central Rotorua**

22. In my first 20 years in Rotorua between 1990 and 2015 when our family lived in the north western suburb Ngongotaha, our house was burgled once.

Ngongotaha was known in Rotorua to be a relatively rougher neighbourhood so it was a real surprise when we came to the nicer suburb of Glenholme to have been burgled here more often. My family home in Glenholme has been burgled three times since we have lived there.

- (a) The first incident, we were asleep in our home and the burglars forced one of the windows open and came into our garage and stole my bike.
  - (b) The second incident occurred only 6 months after the first incident, where my replacement carbon fibre bike was stolen out of my garage.
  - (c) The third incident occurred in 2021 when my wife was riding home from work and once she arrived home, she placed the bike against a tree by the house and went inside for a moment, when she came back the bike was gone.
23. When we originally moved to our home four and a half years ago, no security had been installed. Since the onset of these security incidents above, we have changed the design of our fence and installed a 2 metre tall concrete block fence and electrified our front and side gates. Given the urgency to file this brief of evidence now, I have not had the time to retrieve a copy of the receipt for the installation of the fence. I will have this information available in the instance the applications are at heard by the Panel in 2022.

### **Conclusion**

24. I strongly agree that the homeless deserve to be housed. However from both the perspectives of a real estate agent selling in this area and a resident living in this area, I do not think the current locations of emergency transitional housing are appropriate, or helpful, to both the families that are housed there themselves and the existing residents of Glenholme.
25. It is clear from my daily observations that the emergency and transitional housing occupants are also disadvantaged by this accommodation. I typically see families of young parents and young children that are housed in those motels, the size of those motel rooms clearly do not suit the needs of their family as they have insufficient space to live or play.
26. I am genuinely concerned about the compounding effect that the six resource consent applications before the Council may have on central Rotorua if the environmental effects resulting from the existing concentration of visitor

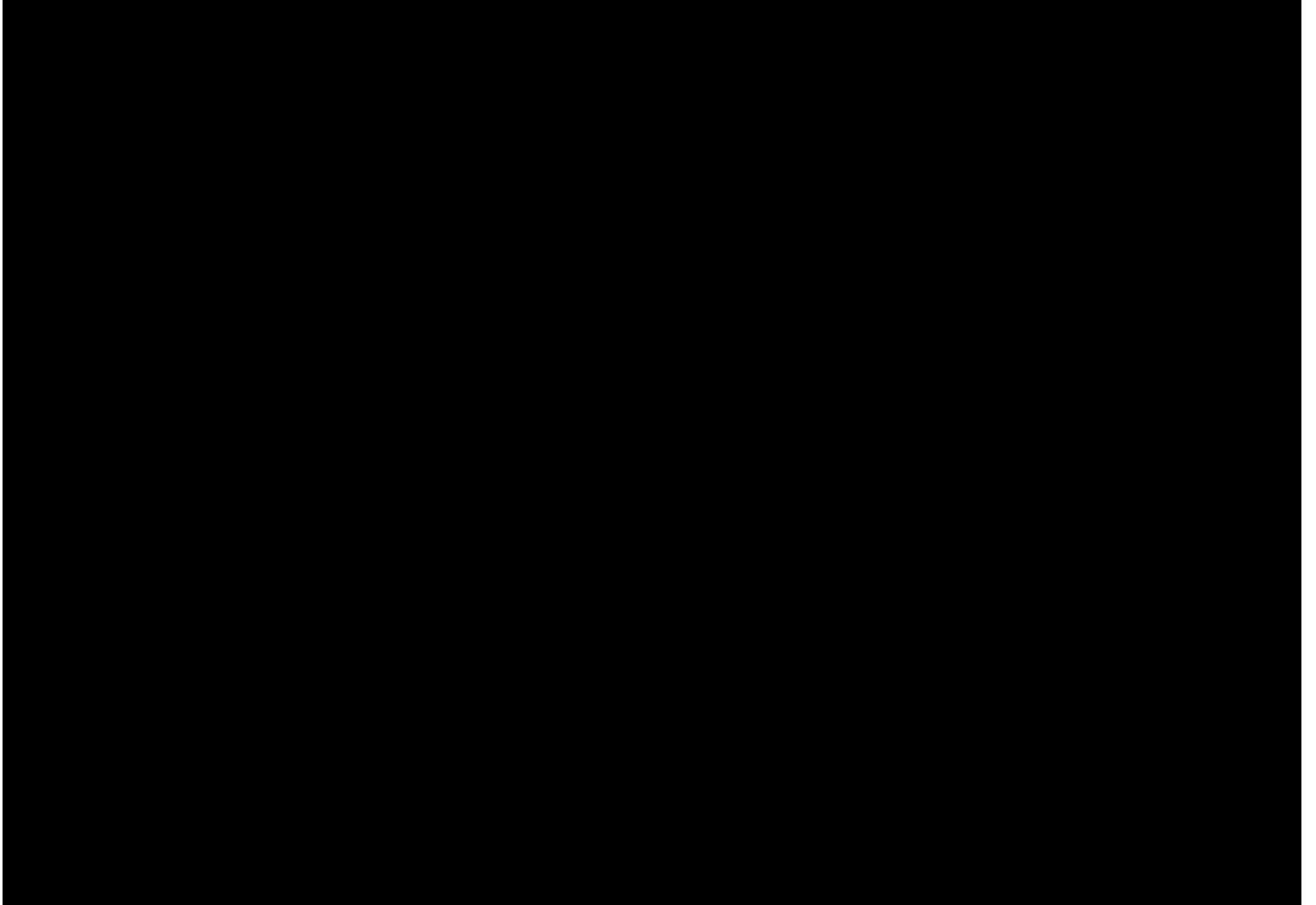
accommodation being used as emergency housing in central Rotorua that I have personally observed are not accounted for.

27. I am therefore providing this evidence to highlight how important it is for the Council to get the overall assessment of each of these applications right as the actual effects currently experienced shows that our city is already under considerable strain.

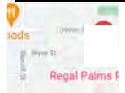
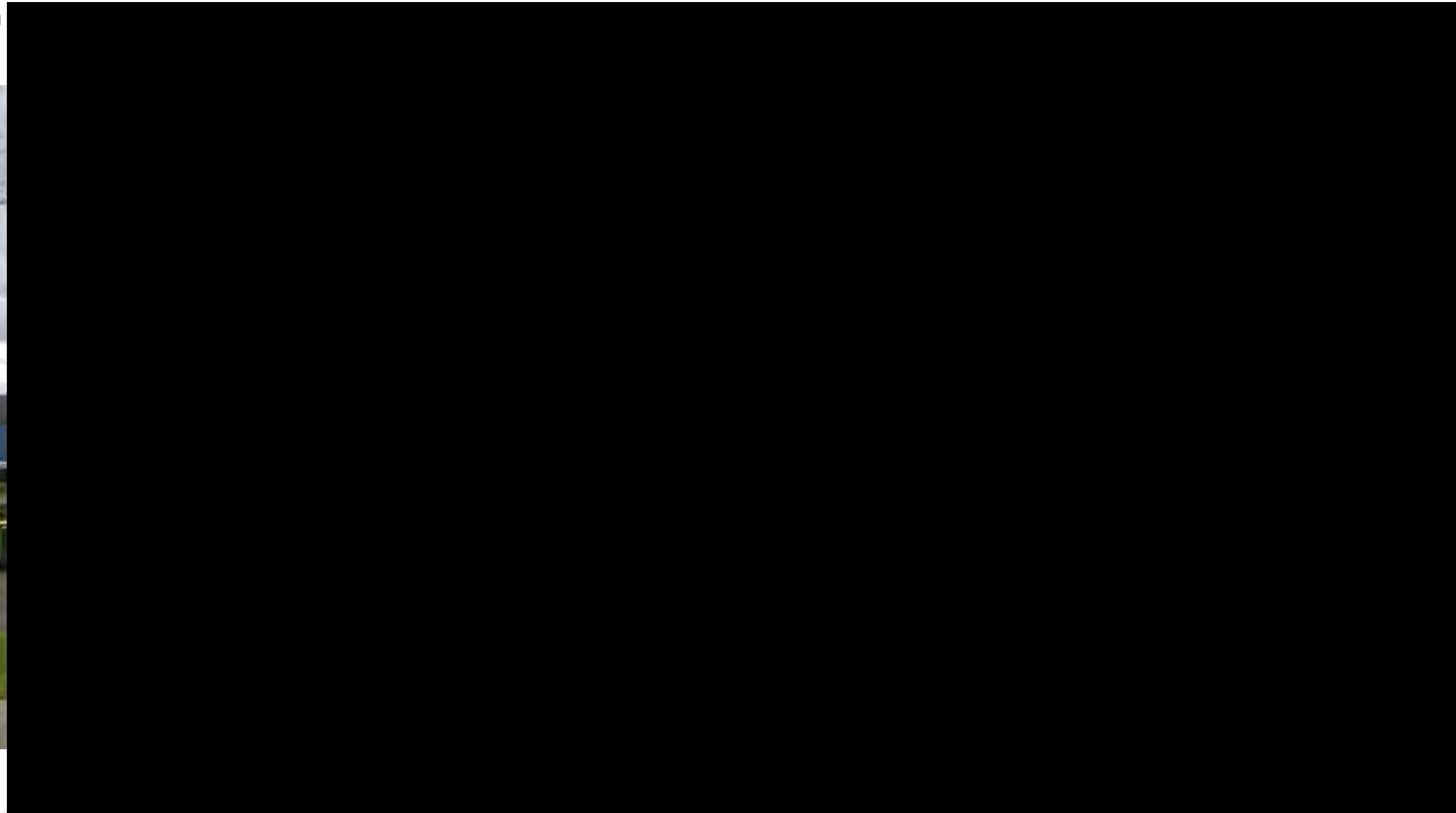
**SIGNED** this *13<sup>th</sup>* day of December 2021

  
Peter Michael Gilford

PMG-1









3 views  
Published seconds ago  
SHARE EDIT

### ✓ Motels at risk of conversion into emergenc...

- 📍 Lake Rotorua Hotel
- 📍 Union Victoria Motel
- 📍 Malones Motel
- 📍 New Castle Motor Lodge
- 📍 Alpin Motel & Conference Centre
- 📍 Pohutu Lodge Motel
- 📍 Boulevard Motel & Restaurant



- 📍 1231 Ranolf Street
- 📍 1127 Fenton Street



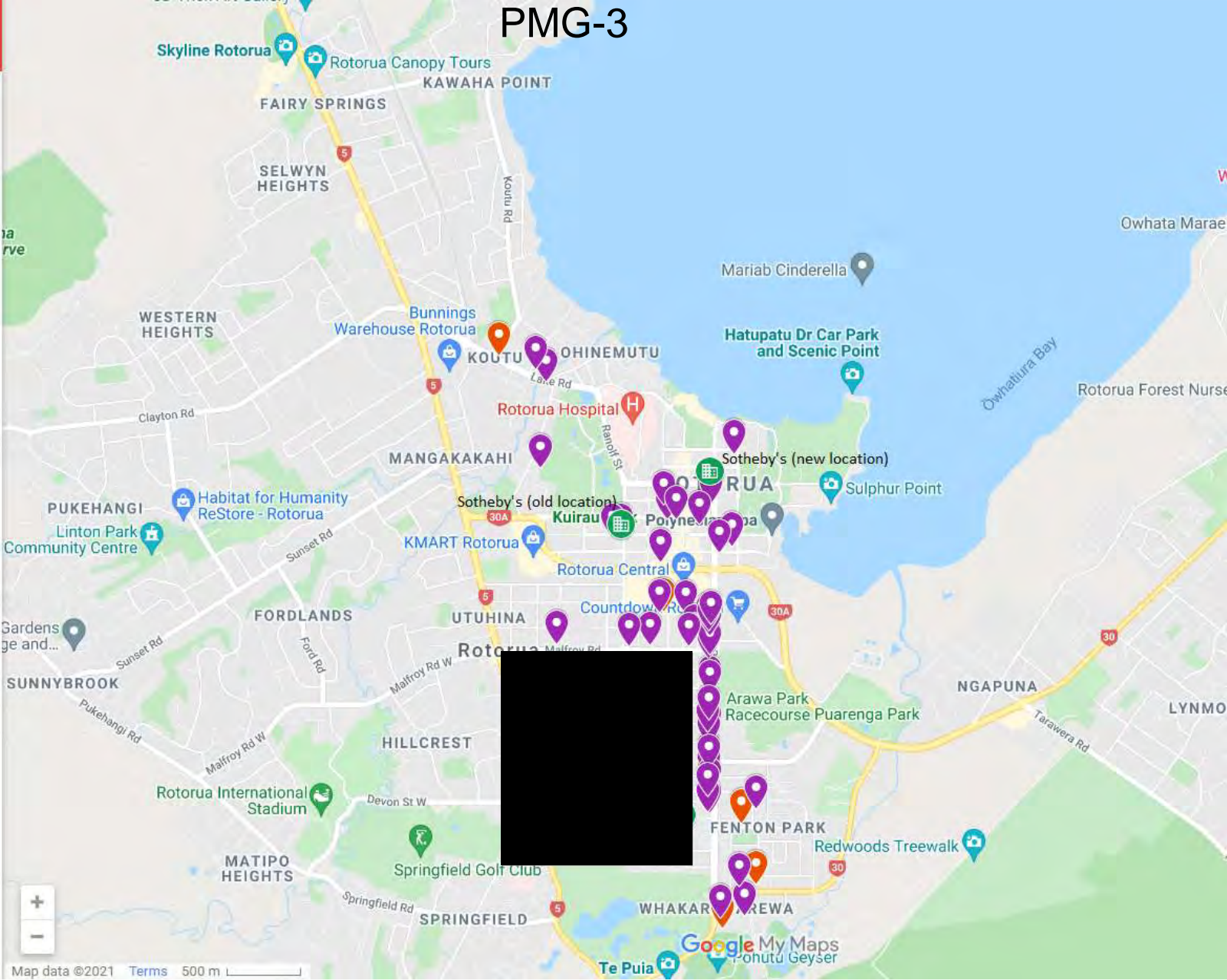
6 views  
Published seconds ago  
SHARE EDIT

### ✓ Motels at risk of conversion into emergenc...

- ▼ Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- ... 49 more



- 1231 Ranolf Street
- 1127 Fenton Street







PMG-4

Sotheby's International Realty (1231 Ranolf St)

**DATA SETS**

Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.

Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 07-Dec-2021

**Aerial Imagery**

1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 21.10 42.2 Meters



Rotorua Lakes Council

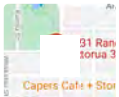


# PMG-4



Rotorua, Bay of Plenty  
Google  
Street View - Jul 2021

Image capture: Jul 2021 © 2021 Google



**Before the Independent Hearing Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

---

**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Various applications by Te Tūāpapa  
Kura Kāinga – the Ministry of  
Housing and Urban Development  
(MHUD) to the Rotorua Lakes  
Council

**BETWEEN** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban  
Development**

**AND** **Restore Rotorua Incorporated**

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**Brief of Evidence of Reginald Joseph Hennessy**  
Dated 14 December 2021

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Chen Palmer  
Barristers and Solicitors  
AUCKLAND

**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
Facsimile: 09 915 0003  
P O Box 106114, Auckland 1010  
DX CX 10073  
Level 10, 63 Albert Street, Auckland

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## BRIEF OF EVIDENCE OF REGINALD JOSEPH HENNESSY

I, **REGINALD JOSEPH HENNESSY**, owner of Hennessy's Irish Bar, of Rotorua, provide the following brief of evidence:

### Introduction

- 1 My full name is Reginald Joseph Hennessy. I, along with my partner, own Hennessy's Irish Bar Rotorua ("**Hennessy's**"), on 1210 Tutaneikai Street, Rotorua. I am the Bay of Plenty President for the Hospitality Association New Zealand ("**HANZ**"). A true copy of aerial and street view photographs of my business are annexed and marked as "**RJH-1**".
- 2 I submit this brief of evidence in support of Restore Rotorua to assist the independent Panel who I am informed will decide on the question of whether all of the Ministry of Housing and Urban Development's ("**MHUD**") resource consent applications before the Council to convert motels in central Rotorua into emergency housing should be notified.
- 3 A true copy of a map showing the location of the Hennessy's, marked green, in relation to the motel sites for the Six Applications, **marked red**, is attached as exhibit "**RJH-2**". In short, the map at "**RJH-2**" shows that Hennessy's is the following distance from the Six Application sites:
  - (a) 1.2 kilometres from Union Victoria Motel;
  - (b) 2.2 kilometres from Malones Spa and Motel;
  - (c) 2.4 kilometres from Lake Rotorua Motel;
  - (d) 2.5 kilometres from New Castle Motor Lodge;
  - (e) 3.0 kilometres from Pohutu Lodge Motel; and
  - (f) 3.0 kilometres from Alpin Motel and Conference Centre.
- 4 I submit this brief of evidence from my perspective as a business owner in the central business district (**CBD**). I understand that the CBD itself is actually about 1 kilometre north of the central Rotorua suburb Glenholme where many of the other residents are making submissions about their more recent observations there as they live closer to those motels identified as providing emergency housing. I am also a resident of Glenholme myself on [REDACTED]; and I can echo and confirm the similar observations they made in relation to what is seen and heard around Glenholme.



- 5 My evidence covers the adverse changes I have seen around the CBD area near my pub which date back to 2018 as a result of the existing concentrated motel-style emergency housing in central Rotorua suburbs, which include the CBD. Specifically, the increase in violence, anti-social behaviour and crime around my place of business.
- 6 From my perspective, the situation in the CBD has been in steady decline since 2018, and then after the first Covid-19 lockdown in April 2020 the intensity of emergency housing use in motels shifted from the CBD to Glenholme and along Fenton Street, the main street connecting the CBD to the south.
- 7 The intensification of activity with motel accommodating the homeless has gotten to the point that I am now concerned about the viability of the tourism industry in Rotorua and the knock on effects of my business.
- 8 Trevor Newbrook, Chair of Restore Rotorua, has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in the Central Rotorua. A true copy of a map showing my business relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "RJH-3". A true copy of the list provided by the Ministry of Social Development is annexed and marked as "RJH-4". This list verifies the identity of the motels that I am familiar with that provide emergency housing.
- 9 I have been told by Restore Rotorua that the Council has issued a directive to MHUD to file further resource consents to convert more motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed above at paragraph 3 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
- 10 My evidence speaks to how the six pending applications are likely to affect my family and my business. Any additional proposals to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
- 11 I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. I am prepared, if required, to answer any questions concerning brief of evidence from the Panel. I have not been able to gather the financial records to evidence the losses that Hennessy's have faced as a result of a

large number of motels in Rotorua central being used as emergency and transitional housing due to the current strain on our business. It is likely that I will have time to compile this information in early 2022, which can be provided to the Panel upon request, on a confidential basis and when directed.

### Work and life in Rotorua

- 12 I have almost 40 years of experience in managing pubs and taverns of all sizes. My experience ranges from managing the infamous Fountain Inn in Port Melbourne, in 1984 to 1987, to managing a range of pubs and taverns across Tauranga, Matamata Waiaapu, Mangakino, and Rotorua. I have run a total of four inner city bars in Rotorua for 27 years and since coming here to permanently settle in 1994.
- 13 I first opened Hennessy's in 2002, nearly twenty years ago. I chose our location because it is around two kilometres from Fenton Street, which is our city's "golden mile" for tourism accommodation. The position of Hennessy's is strategic as it attracts both local patrons, and the high value domestic and international tourist market that regularly frequented Fenton Street on their way in and out of the city.
- 14 Hennessy's pre-2018 patron population was around 30% local residents, and 70% tourists, which comprised of around 50% international tourists, and 50% domestic tourists.
- 15 On 3 May 2015, an earthquake just north of Rotorua caused significant damage to Hennessy's which required a full-scale rebuild. During the rebuild, I make significant upgrades to the business; the whole pub was demolished, rebuilt, and newly fit-out. We invested close to a million dollars in the rebuild. On 10 December 2016 Hennessy's reopened our doors with new facilities and fit outs, but still with the familiarity that patrons over the years have come to love.
- 16 Hennessy's is a long standing and successful establishment in our city. We have become part of the fabric of the Rotorua business community, and we enjoyed huge success prior to 2018. Prior to 2018, visitor motels were used only for tourist accommodation. During this period, Hennessy's brought in [REDACTED] a week in the peak season (November through to April), in low season (May through to October), we brought in [REDACTED] a week.
- 17 Prior to 2018, a big source of our revenue was group bookings for key sporting events. We would get a large number of group bookings per year on average, it made up 12% of our annual revenue. A typical end of night during an evening streaming a sporting event is [REDACTED]. Events such as Rugby League would often bringing three consecutive [REDACTED]s to our establishment.

### **General observations of adverse environmental effects around the Hennessy's pub**

- 18 Prior to 2018, Rotorua had a thriving city centre where locals and tourists alike were safe to enjoy the many sights, experiences, and attractions Rotorua has to offer.
- 19 Each day, I would drive from home, on [REDACTED] to work at shifts starting either at 2:00pm, or 10:00pm. At 2:00pm, I would observe tourists walking our streets and exploring the city centre, and locals enjoying their daily walks. At 10:00pm, depending on the day of the week, I would either observe the quiet streets of Rotorua in the day, or the tourists and locals heading out to enjoy a meal, or night on the town, in the evening. A map showing the route I drive from home to work is marked in yellow in the map exhibit marked **RJH-2**
- 20 Rotorua had a great sense of community. Most locals know each other by name, and I would observe people stopping in the streets to talk to one another right outside our doors. I sadly no longer observe this. The local business owners have good collegiality and usually go to great lengths to support each other's businesses so that everyone gets to make the most of the commercial opportunities in Rotorua's tourism scene.

### *Changes in the CBD of Rotorua*

- 21 In late 2018, there was a noticeable shift in the environment of Tutanekai Street and the area surrounding Hennessy's in the CBD. It is my understanding, from the conversations I had with other local businesses owners at the time, is that this was the result of a large increase in emergency housing accommodation being provided in the inner city area.
- 22 It was later confirmed by the Council and NZ Police, during Council meetings on 13 December 2018, and 12 December 2019, that the increase in emergency housing was causing the increase in crime, and anti-social behavior in the inner city. These meetings are discussed further at paragraphs 24, and 29, below.
- 23 From the winter of 2018, the population of high-spending tourists and happy locals going about their day was largely replaced by a population aggressive males, who began harassing and intimidating visitors, local residents, staff at local establishments, and our valued customers. It was not clear precisely where these males lived, but they seemed to regularly roam the streets targeting CBD pedestrians for money, food, or cigarettes.
- 24 On 6 December 2018, my concern about the decline in Rotorua's once great reputation as a safe and desirable tourism destination became so severe that I felt compelled to email an open letter to the mayor, to all Rotorua Lakes Councillors ("the

Council"), and to Rotorua Members of Parliaments ("MPs") ("the 2018 Open Letter"). The intention of my 2018 Open Letter was to begin a conversation with my local representatives to find solutions for the increasingly dangerous situation in the CBD that was quickly getting out of hand. A copy of the 2018 Open Letter is annexed and marked as "RJH-5". I will document the specific incidences that the 2018 Open Letter raised with the Council in paragraph 47 below.

- 25 The 2018 Open Letter gained overwhelming community support from people who were facing similar danger in the streets of Rotorua central. I subsequently realised that the impact of this letter was significant as a number of local business owners, and residents, started approaching me to share their own experiences.
- 26 On 12 December 2018, I sent an email documenting these experiences to the Council and MPs to supplement my earlier 2018 Open Letter ("the 2018 Email"). A true copy of the 2018 Email is annexed and marked as "RJH-6".
- 27 On 13 December 2018, the Council held their monthly meeting where Geoff Williams, the Council's Chief-Executive, announced a joint-initiative between the Council and the Police to address the anti-social behaviour in central Rotorua. A true copy of the meeting minutes of the 13 December 2018 meeting is annexed and marked as "RJH-7".
- 28 Despite the Council's joint-initiative with the Police, the issue of anti-social behaviour, and addressing the growing lack of safety in central Rotorua, continued to be the one of the main points of discussion in Rotorua in 2019, and it has persisted to be an issue commonly discussed, to date.
- 29 On 14 January 2019, the *Rotorua Daily Press* ran an article that reported on the Council's premature celebration of a reduction in anti-social incidents in central Rotorua during the busy 2018-2019 Christmas and new-year period. I was quoted in the article forewarning our community of the significant impact the anti-social behaviour already had on Rotorua's reputation to many of our tourists, and an obvious correlation was drawn between anti-social behaviour in central Rotorua and the existence of emergency housing. A true copy of the 14 January 2019 Rotorua Daily Press article is annexed and marked as "RJH-8".
- 30 As anticipated, the improvement to anti-social behaviour in central Rotorua was short lived as incidents of aggression, harassment, intimidation, and violence once again dominated the streets of central Rotorua since 2019.
- 31 On 11 December 2019, I emailed the Council and MPs a second open letter to express my frustration at the lack of action taken to effectively address the increasingly unsafe situation in central Rotorua ("the 2019 Open Letter"). I explained

that the increase in contracted security services have been ineffective to prevent, or address, the increasing anti-social behaviour in central Rotorua. I requested that the Council extend their net further to engage the resources of the government. I recommended the Council CCTV be monitored closely from 10:00am to midnight, from Sundays to Wednesdays, and 10:00am to 4:00am, from Thursdays to Saturdays, to enable the Police to promptly respond to the danger, and disturbance that has become so prevalent in central Rotorua. A true copy of the 2019 Open Letter is annexed and marked as "R~~JH~~-9". I will document the specific incidences that the 2019 Open Letter addressed in paragraph 48 below.

- 32 On 12 December 2019, the Police made a presentation during a Council meeting to discuss the progress of their 2018 joint-initiative in hopes to "turn the tide" on the increasingly unsafe situation in Rotorua. The first slide of their presentation confirmed the link between the increases in crime, and anti-social behavior to the increase in MSD accommodation in the inner city. A true copy of the screengrab I took of the first slide of the Police's presentation is annexed and marked as "R~~JH~~-10".
- 31 Immediately following the Council's meeting, there were two days of strong police patrols on 14 and 15 December 2019 in central Rotorua. I observed that the increased Police presence in central Rotorua after 15 December 2019 appeared to have suddenly disappeared and in its place I observed contracted security guards replace the Police presence. From my observations the security guards appeared considerable less capable of containing or responding to the threatening behaviour and aggression exhibited in the central Rotorua area.
- 33 During the March 2020 Covid-19 alert level restrictions, the scale of homeless people moving into central Rotorua suburb of Glenholme and living in tourism motels accelerated at a considerable rate. From my observations during this time, it appeared obvious that the possibility of a safer Rotorua became even more remote.

#### *Effects of transitional and emergency housing*

- 34 Since the first lockdown, I continue to drive down Fenton Street to get to work for either my 2:00pm or 10:00pm shifts. The observations during my commute have drastically changed. Whether it is at 2:00pm, or 10:00pm, I see a lot of young children, between ages five to twelve years, playing on the main street of the busy thoroughfare that is Fenton Street without any caregiver or adult present to keep them safe. As a grandfather to three young girls, ages 23 months, three and seven years, it deeply saddens me to see children on the street, playing wherever they can (often unsupervised) because they are deprived of a home or any public greenspace to safely learn and play.



- 35 As of today, the motels along Fenton Street that were once well kept and had tourists occupying them, are now visually run down, and covered in litter. The lawns are not mowed and it appears there is an absence of motel management to clean the exterior and interior of the motels.
- 36 Noticeably, some motel windows became decorated with the gang memorabilia and gang colours. There are large dogs outside these motels that aggressively guard the little territory their owners were given to live in. The excitement and sense of pride in our city typically portrayed on Fenton Street for many decades has completely gone. The local residents have become fearful and uncomfortable and are no longer able to enjoy the city they once loved.
- 37 My partner, [REDACTED] and I are at the point where we feel compelled to sell our home on [REDACTED] because we no longer want to live near where all of the issues have been occurring.
- 38 Despite thriving in this location for over 20 years, it has become apparent that Hennessy's is now marooned in the wrong location. We are unlikely to sell Hennessy's decades of investment in our business, but we fear that drastic changes to Rotorua, also means our business would be facing difficult years ahead.
- 39 For example, this year I had to install new security cameras throughout our premises, including some which overlook our carpark at the back of Hennessy's, as a measure to keep my staff, and patrons safe, and to deter the many lawless opportunists from targeting Hennessy's. The receipts from purchasing new security cameras for Hennessy's is annexed and marked as "RH-11".
- 40 There has been a large decline in business at Hennessy's as a result of the increasing use of motels in Rotorua central for emergency and transitional housing. Despite my early warning to the Council and MP's in 2018, the situation has become significantly worse, with more locations catering for emergency housing, and our tourism population steadily declining as there is a lack of locations to accommodate tourists. The early 2020 weekly sales figures, prior to the first covid-19 level four lockdown, show that Hennessy's faced a considerable reduction in revenue of approximately [REDACTED] a week, contrast with the weekly figures in 2018 when the situation was beginning to escalate.
- 41 Based on my conversations with patrons, and the feedback from my staff, the tourists that remain interested in visiting Rotorua are finding it hard to book accommodation in our city. They report that the few accommodation options left in Rotorua (which do not accommodate emergency housing occupants) tend to be less affordable, five-star accommodation. Hennessy's has experienced the direct negative impact first-hand

because we have had a number of large group bookings cancel due to the lack of affordable accommodation available in Rotorua.

- 42 We are at the stage of no return for our business. In the last six months we have suffered a further [REDACTED] a week reduction in business, from our figures in 2019, due to the drastic changes to the appearance and safety of our city as a result of the excessive use of tourism accommodation as emergency and transitional housing.
- 43 I am very concerned for the survival of Hennessy's. In December 2016, Hennessy's was valued at [REDACTED] I am too fearful to get our business revalued as I have reached my limit feeling a sense of loss and frustration at the decline in safety and in the economy of our city.
- 44 The situation of an extremely unsafe city, as a result of an influx of Rotorua central motels being used as emergency and transitional housing, has persisted since late 2018 at a worsening rate. The six applications before the Council will have such a significant impact to the city's residents as it will make permanent the observations I record in this brief. If the Council decides that the applications will not be notified, it would be incredibly disheartening as it will ignore the many voices of concern that have helped make this city great.
- 45 As I have outlined in my 2018 Open Letter and 2019 Open Letter, the problem has been escalating since 2018 and it needs to be addressed with solutions that improve the safety and economic potential of our community. If the Council decides to grant any of the Six Applications, in light of what has already occurred and as I observed, it is likely to push many people out of the homes and businesses they have spent years investing in. I fear that our city will never be the same.

**Specific incidents of effects as a result of emergency housing from motels in central Rotorua and the CBD**

- 46 From 2018 to early 2020, I recorded a range of incidences which showed the unsafe environment that was created when a high concentration of motels near Hennessy's were used as emergency and transitional housing. The majority of incidences were recorded in the open letters I sent to the Council in 2018 and 2019. At this time I had become a representative for the community of local business owners on or around Tutanekai Street who were facing similar challenges. In early 2020, I stopped documenting the dangerous encounters because they became so common and upsetting that I no longer wanted to allow myself, or our community to become consumed by a situation well beyond our control.

47 In the 2018 Open Letter, I informed the Council, and MPs, of the increase in aggressive people roaming Rotorua central at all hours of the day and night, and the incidences of intimidating behaviour that I had observed first-hand. The letter included the following specific incidents:

47.1 On 30 November 2018, a large, aggressive man demanded and intimidated a backpacker, who appeared to be visiting Rotorua, into handing over the pizza that he had just purchased from Capizzi Pizza on 1198 Tutaneikai Street (two doors north of Hennessy's).

47.2 On 2 December 2018, a man harassed an elderly lady that had just parked in a disabled car park space outside the Robert Harris café on 1205 Tutaneikai Street (across the road from Hennessy's). The elderly lady was not given the chance to exit her car before the man demanded that she give him money. The perpetrator then moved on to similarly harassing other people in cars nearby.

47.3 Hennessy's was facing a high staff turnover and a large strain on staff scheduling due to the serious safety concerns of staff who were no longer willing to work late night shifts. The issue safety for all of our staff, in particular our young female staff, had become a repeat issue raised at staff meetings. For instance, many staff began reporting that they were unable to walk the short distances from Hennessy's to their homes or even to their vehicles due to the many threats or incidences of violence in our neighbourhood.

47.4 The frequent frustration and embarrassment experienced by staff, including myself, in having to repeatedly ask people from the street to stop harassing and intimidating our patrons (or staff) for food, money and cigarettes.

48 In the 2019 Open Letter, I provided the Council and MPs with a list of further incidences experienced first-hand by my staff and I to illustrate that the matters covered in my 2018 Open Letter were far from addressed. In particular, the 2019 Open Letter outlined that:

31.1 On 9 December 2019, a group of approximately 20 young males attacked the owner of Capizzi Pizzeria with knives while he was working. The group of males continued on and approached Hennessy's where they threatened our patrons, and one of our staff members, with knives. The staff member told me that he felt less safe in Rotorua than he did on some of the known dangerous streets in the Philippines where he grew up. I called the Police immediately but the Police took over 20 minutes to arrive. Most of the patrons dining at Hennessy's were so shocked and disgusted by this behaviour that they quickly paid their tab, and left. The patrons that stayed until the Police arrived

were in disbelief at their extremely delayed response in light of how serious and threatening the incident was.

- 31.2 On 11 December 2019, I received a forwarded email from the owner of Capizzi Pizzeria. The original email was sent to him by a four international tourists who dined at Capizzi Pizzeria on the evening of 9 December 2019. The tourist's email stated that despite "a lovely dinner", their evening was disrupted by a group of unruly teenagers who yelled, pounded on the sign, stole cutlery, and threw dirt at patrons. The email recorded that the tourists observed the Council security chase the young teens, but were powerless to put an end to this anti-social behaviour. The email noted that the Police had failed to show up to address the incident 30 minutes after the Police had been called. The ordeal was described in the email as "troubling and frightening", and the writers explained they now understood why "few people come down here" despite Rotorua having "too much to offer to neglect." A true copy of the email forwarded to me is annexed and marked as "RJH-12".
- 31.3 On 10 December 2019, the perpetrators (from the incident on 9 December 2019) returned to Capizzi Pizzeria to taunt and intimidate the owner, yelling outside "the cops do nothing." Meanwhile, at around 6:30pm at Hennessy's, we had another large group of approximately eight aggressive teens show up who yelled at, and intimidated, the patrons dining and drinking at Hennessy's.
- 31.4 More generally, I informed the Council and MP's that due to the dangerous situation persisting in the central Rotorua, many local businesses, such as Robert Harris, Ronnies Café and Bakery, and the Furniture Shop, which are all within the same commercial block as Hennessy's, had shut down their businesses permanently. I informed the Council and MP's of the consistent feedback that local business owners were fed up and had begun to lose hope in the presence of constant fear and danger.
- 32 On 14 January 2020 [REDACTED] owner and operator of [REDACTED] a company which provides cycle tours around Rotorua, (on 1115 Pukuatua Street) emailed me. Roger's 2020 email documented a highly distressing account of his daily observations around the premises of his business. A true copy of [REDACTED] 2020 email is annexed and marked as "RJH-13".
- 33 On 14 January 2020, I met with Alan Sciascia, the then HANZ regional manager for the Bay of Plenty and Waikato region ("Alan"), to discuss the events unfolding in central Rotorua as a result of the influx of transitional housing tenants in this area, and the impact this was having on Rotorua's hospitality industry. HANZ is a national and regional network consisting of hospitality business professionals who register as

members of the HANZ. Alan typically engages with members of the HANZ over the years on all things experienced in our industry and provide support in the form of network-wide advocacy, membership economic data, education, HR and other support services. I forwarded Alan a copy of Roger's 2020 Email.

- 34 Immediately following our meeting of 14 January 2020, Alan forwarded Roger's email to Julie White, HANZ's CEO ("**Alan's 2020 Email**") to ensure HANZ could amplify the ignored voices of those experiencing difficulty in Rotorua's hospitality industry as a result of these specific issues. A true copy of Alan's 2020 Email is annexed and marked as "**RJH-14**".

#### **Impact to Rotorua's tourism industry**

- 35 My biggest concern is that we are losing the Rotorua our community has worked so hard to build over many decades. I have always been so proud to live, and operate a business, in Rotorua, which had the reputation as "the jewel of tourism for the North Island".
- 36 We are quickly seeing the impact of the loss to the vibrancy, sense of community and safety, and the massive deficit in supply of visitor accommodation in Rotorua. Tourists no longer want stay in Rotorua, instead they are opting for other locations in the Bay of Plenty that can provide them a classic tourism experience where they are safe, and have ample choice of accommodation which can accommodate travellers with a range of budgets.

**SIGNED** this 14<sup>th</sup> day of December 2021

  
Reginald Joseph Hennessy





## Hennessy's Irish Bar (1210 Tutanekai Street)

### DATA SETS

Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.

Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 01-Dec-2021

### Aerial Imagery

1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
1:2000 data set flown 2016, XY accuracy +/- 0.5m.

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Rotorua Lakes Council



Google Maps 1210 Tutanekai St  
Hennessy's Irish Bar



Rotorua Bay of Plenty  
Google  
Street View - Jul 2021

Image capture: Jul 2021 © 2021 Google





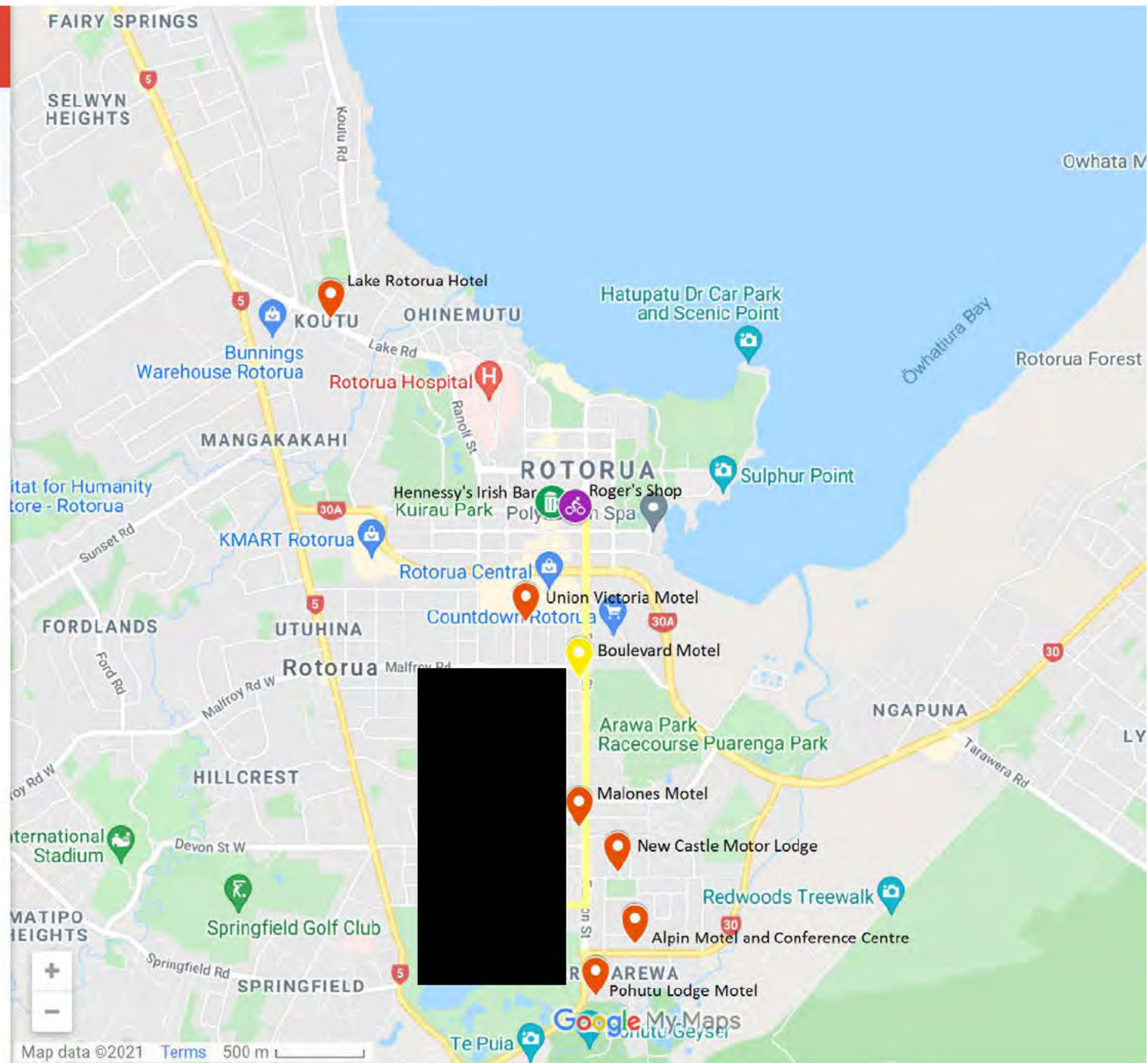
# RJH-2

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☑ **Motels at risk of conversion into emergenc...**

- 📍 Lake Rotorua Hotel
- 📍 Union Victoria Motel
- 📍 Malones Motel
- 📍 New Castle Motor Lodge
- 📍 Alpin Motel & Conference Centre
- 📍 Pohutu Lodge Motel
- 📍 Boulevard Motel & Restaurant
- 🍷 Hennessy's Irish Bar
- 🚲 Happy Ewe Cycle Tours, Coffee & Bike Repairs
- 🏠 Commute from Work to Home



# RJH-3

**RJH-3**  
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**Motels at risk of conversion into emergenc...**

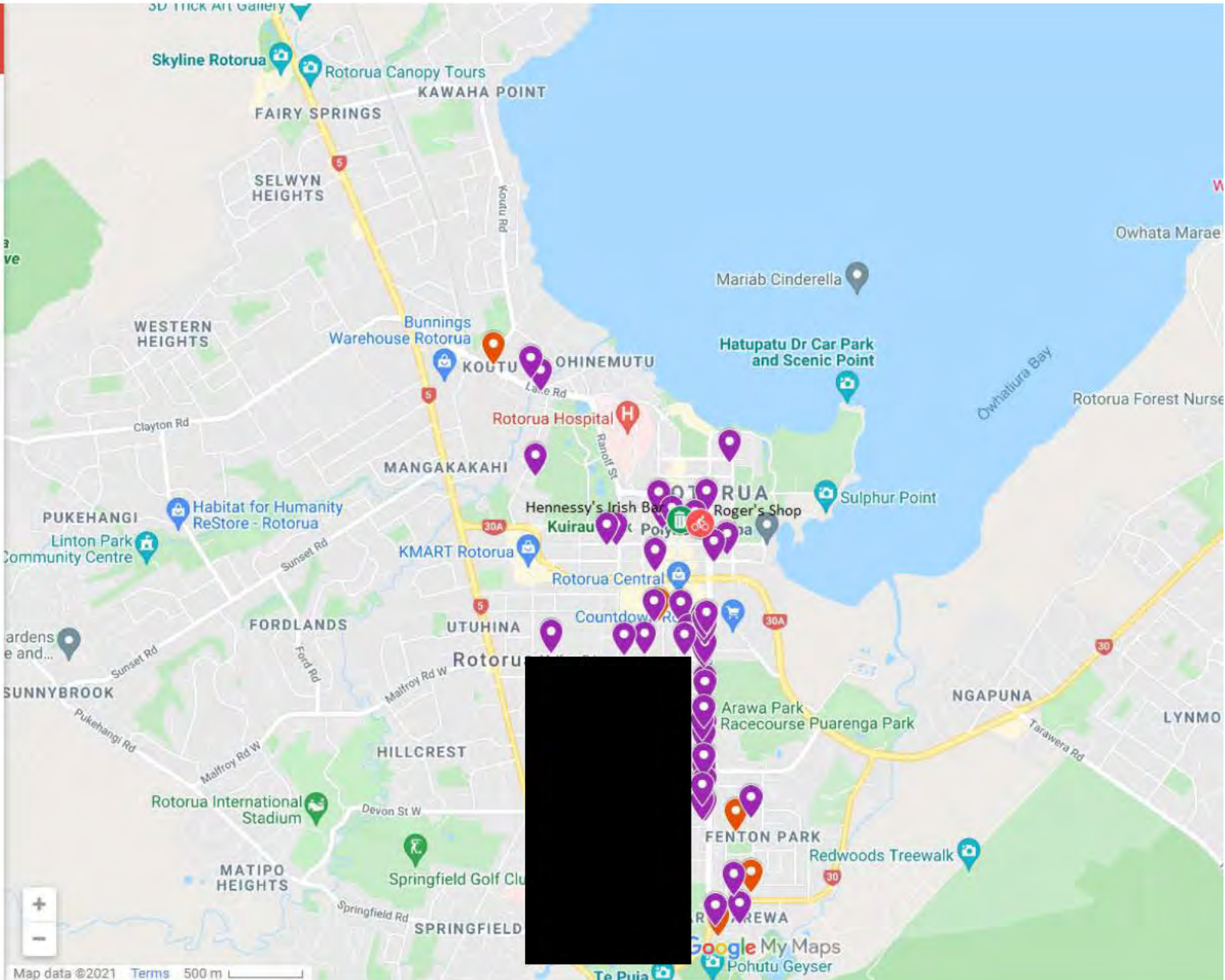
- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- ... 49 more

Hennessy's Irish Bar

Happy Ewe Cycle Tours, Coffee & Bike Repairs

██████████

Made with Google My Maps







**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

Leo Donnelly and Holly Cutfield  
Chen Palmer  
[Leo.Donnelly@chenpalmer.com](mailto:Leo.Donnelly@chenpalmer.com)

November 2021

Tēnā koe Leo Donnelly and Holly Cutfield

On 12 October 2021, you emailed the Ministry of Housing and Urban Development (HUD) requesting, under the Official Information Act 1982 (the Act), the following information:

- *names of Rotorua suburbs where transitional and/or emergency housing is, or has been, provided for a minimum duration of 6 months, anytime from 2017 to 2021.*
- *For the avoidance of doubt, we are seeking the following items of information within the parameters of our request above:*
  - *a list of Rotorua suburbs where emergency housing is, or has previously been, provided for a duration of 6 months;*
  - *a list of Rotorua suburbs where transitional housing is, or has previously been, provided for a duration of 6 months; and*
  - *for each suburb identified, we request:*
    - *the total number of transitional and/or emergency housing provision sites within that suburb;*
    - *the exact duration that each of the transitional and/or emergency housing provision sites were operative within that suburb; and*
    - *whether the provision site implemented a single, or mixed use, model to transitional and/or emergency housing.*

On 14 October 2021, your request was partially transferred to the Ministry of Social Development (the Ministry), in accordance with section 14 of the Act. This was because emergency housing is more closely connected to the functions of the Ministry. HUD will respond to the rest of your request independently.

On 18 October 2021, the Ministry contacted you to advise you that the Ministry does not centrally record the names of Rotorua suburbs where emergency housing is used, and that in order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, your request would be refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.



However, the Ministry offered to provide you with a list of emergency housing suppliers for clients who are recorded in the Ministry systems as residing within the Rotorua Territorial local Authority (TLA) who received an Emergency Housing Special Needs Grant (EH SNG) between 1 January 2017 to 30 September 2021.

The EH SNG is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

Please see attached in the Appendix, the following table:

- **Table One:** List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.

In the spirit of being helpful, we have also provided the following table which shows a further breakdown of information for the last two quarters in the Appendix:

- **Table Two:** List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.

Regarding the tables provided, please note that the TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

Please also note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

Although we acknowledge that you specifically asked for the names of suppliers *provided for a minimum duration of 6 months*, I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response regarding emergency housing with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



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



## Appendix

**Table One: List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.**

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Aaryn Court Motel	30	6	33	9	63	12
Abbey Court Motel - Lower Hutt	S	S	0	0	S	S
Accolade Motor Lodge	60	21	87	27	147	42
Ace Motor Lodge	60	15	69	18	129	27
Alpin Motel & Conference Centre Rotorua	S	S	S	S	183	51
Ambassador Thermal Motel	0	0	S	S	S	S
Ann's Volcanic Motel	S	S	S	S	57	12
Apex On Fenton Motel	90	24	111	30	201	42
Apollo Hotel Rotorua	S	S	S	S	57	15
Arthouse Accommodation	S	S	S	S	S	S
Ascot On Fenton	72	18	0	0	72	18
Ashlar Motel	0	0	S	S	S	S
Ashleigh Court Motel - Rotorua	69	18	90	18	159	24
Astray Motel & Backpackers	60	21	72	24	132	39
Asure Kapiti Court Motel	0	0	S	S	S	S
B-K's Rotorua Motor Lodge	42	15	63	15	105	24
Backpackers Central Hamilton	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Baden Lodge Motel	21	6	30	9	51	12
Bella Vista Motel - Rotorua	9	S	24	S	30	6
Birchwood Motel	S	S	0	0	S	S
Birchwood Spa Motel	57	9	45	18	99	21
Blenheim Bridges Holiday Park	S	S	0	0	S	S
Boulevard Hotel	0	0	S	S	S	S
Brylin Motel	72	21	84	21	153	33
Cactus Jacks	72	27	66	27	135	48
Cascades Lakefront Motel	S	S	0	0	S	S
Coachman Spa Motel Rotorua	33	9	45	9	81	15
Crash Palace Backpackers	S	S	0	0	S	S
Epsom Motor Inn	S	S	0	0	S	S
Fairy Springs Motel	S	S	S	S	9	S
Fenton Court Motel	96	30	138	42	234	63
Fernleaf Motel	45	12	39	12	84	15
Gateway International Motel	24	12	33	12	57	18
Geneva Motor Lodge	75	S	S	S	78	27
Gibson Court Motel	36	9	42	12	81	18
Golden Glow Motel	66	21	72	21	141	33
Greenview Hotels	21	S	21	S	42	12
Hastings Top 10 Holiday Park	0	0	S	S	S	S
Hine Ngakau	0	0	S	S	S	S
Holiday Rotorua Limited	51	15	66	12	117	21
Kaitaia Motor Lodge	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Kea Motels & Holiday Park	0	0	S	S	S	S
Kerry's Motel	12	S	36	S	48	9
Kuirau Park Motor Lodge	93	27	81	27	174	42
La Mirage Motel	18	6	54	12	72	15
Lava Lodge	0	0	S	S	S	S
Livingston Motel	0	0	S	S	S	S
Malfroy Motor Lodge	30	6	60	12	90	15
Malones Motel	S	S	S	S	84	24
Manhattan Motel	96	18	123	30	219	36
Masterton Motor Lodge	S	S	0	0	S	S
Meryl Y Crump	12	S	9	S	18	S
Midway Motel - Rotorua	42	12	0	0	42	12
Morning Calm Lodge	0	0	S	S	S	S
Motueka Top10 Holiday Park	0	0	S	S	S	S
New Castle Motor Lodge	78	S	S	S	81	21
Oasis Motel	S	S	0	0	S	S
Ohope Beach Top 10 Holiday Park	0	0	S	S	S	S
Planet Backpackers Rotorua	S	S	6	S	6	S
Pohutu Lodge Motel	54	S	S	S	54	12
Pure Motel & Guest House	72	18	90	30	162	36
Quest On The Terrace	S	S	0	0	S	S
Rainbow Motel	S	S	S	S	6	S
Rainbow Point Motel	S	S	0	0	S	S
Rayland Epsom Motel	0	0	S	S	S	S



Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Red Rock Thermal Motel	42	12	48	15	90	21
Red Rose Motel	0	0	S	S	S	S
Rose Court Motel	0	0	39	15	39	15
Rotorua Downtown Backpackers	S	S	0	0	S	S
Rotorua Hideaway Lodge	S	S	S	S	9	S
Rotorua Motel	0	0	S	S	S	S
Rotovegas Motel	S	S	S	S	102	27
Shanton - Fenton Street	S	S	0	0	S	S
Spa Lodge	63	15	90	24	156	27
The Backyard Inn	S	S	S	S	15	S
The Grand Treasure Hotel Limited	237	57	237	72	474	99
The Warehouse Rotorua	S	S	0	0	S	S
Travel Soul Limited	24	6	24	9	48	9
Union Victoria Motel Rotorua	S	S	S	S	60	18
United Auckland	0	0	S	S	S	S
Victoria Lodge Rotorua	63	15	84	21	150	27

**Notes:**

- Emergency Housing is paid as a Special Needs Grant.
- Amount granted may not be the same as amount spent.
- A client may receive more than one grant in the period.
- 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 the 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.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to zero or three. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts. In certain circumstances, low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated. Suppressed numbers have been replaced by an 'S'.



**Table Two: List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.**

Registered name
140 Ghuznee Limited
2 Lakes Holiday Rentals
219 On Johns Holiday Park
540 Motel Limited
Aarangī Motel
Aaron Court Motor Inn Hamilton
Aaryn Court Motel
Abbey Court Motel - Lower Hutt
Abella Inn
Academy At Botany Motor Inn
Accolade Motor Lodge
Ace Caravans Rentals 2006 Ltd
Ace Motor Lodge
Acorn Estate Motel
Adelphi Motel
Affordable Willowhaven Holiday Park
Airport Manor Inn
Aladdin Motel
Aldan Lodge Motel
All Seasons Holiday Park
Alpha Motel
Alpin Motel & Conference Centre Rotorua
Ambassador Motor Inn
Ambassador Thermal Motel
Amber Court Motel
Anchor Lodge
Anglesea Motel & Conference Centre
Ann's Volcanic Motel
Ann's Volcanic Rotorua Motel
Anzac Court Motel
Apex On Fenton Motel
Apollo Hotel Rotorua
Appletree Backpackers
Aqua Beachfront Motel

Registered name
Aquarius Motel
Aquarius Motor Inn
Aquarius Motor Inn -Tauranga
Aquastar Holdings Limited
Ariki Backpackers
Arista Of Rotorua Motel
Arthouse Accommodation
Ascot Motor Lodge
Ascot On Fenton
Ashlar Motel
Ashleigh Court Motel
Ashleigh Court Motel - Rotorua
Ashwood Manor Motor Lodge
Astor Motor Inn
Astray Motel & Backpackers
Asure Kapiti Court Motel
Asure Macys Motor Inn
Atlantis Backpackers
Atlas Suites And Apartments
Auckland Airport Kiwi Motel
Auckland Airport Motel
Auckland Astro Residence
Aveda Motor Lodge
Aywon Motel
B-K's Rotorua Motor Lodge
Backpackers Central Hamilton
Baden Lodge Motel
Barclay Motel
Barclay Suites Auckland
Base Backpackers Rotorua
Base Rotorua
Beachcomber Lodge & Backpacker
Bella Vista Motel - Rotorua
Berkenhoff Lodge
Birchwood Motel
Birchwood Spa Motel
Bk's Pioneer Motor Lodge
Blenheim Bridges Holiday Park
Blenheim Spa Motor Lodge
Bluewater Hotel Ltd

<b>Registered name</b>
BOP Accommodations Limited
Botany Motor Inn
Boulevard Hotel
Boundary Court Motor Inn
Braemar Motor Inn
Broadway Lodge Motel
Brylin Motel
Bucklands Beach Waterfront Motel
Cactus Jacks
Camellia Court Family Motel
Capri On Fenton
Caretaker Property Limited
Casa Blanca Motel
Cascades Lakefront Motel
Castles Motels Limited
Central Park Motor Inn
Centre Court Motel
Chelmswood Motel Taupo
Christchurch Motel
City Suites
Classic Motel
Cleveland Thermal Motel
Coachman Spa Motel Rotorua
Coachmans Inn
Coleraine Suites & Apartments
Colonial On Gladstone Motel
Commodore Court Motel
Cortez Motel
Cosy Cottage Thermal Holiday Park
Countdown - Ashburton
Crash Palace Backpackers
Criterion Artdeco Backpackers
Dannemora Motor Inn
Deco City Motor Lodge
Deer Pine Lodge Trust
Dipak Prasad Upreti
Dupont Motel
Eagles Nest Back Packers
Emerge Aotearoa Limited
Endeavour Lodge Motel



<b>Registered name</b>
Epsom Motor Inn
Fairmont Motor Lodge
Fairy Springs Motel
Fenton Court Motel
Fern Motel Napier Ltd
Fernleaf Motel
Flight Centre Rotorua
Fountain City Motor Inn
Fountain Court Motel
Four Canoes Backpackers Rotorua
Garden Court Motel
Gardena Court Motel
Gateway International Motel
Gateway Motor Inn
Geneva Motor Lodge
Geyserland Limited
Gibson Court Motel
Golden Glow Motel
Golden Glow Motel Rotorua
Golden Springs Motel And Holiday Park
Goodview Apartment Hotel
Grange Motor Lodge
Greenview Hotels
Greerton Lodge Motel
Grosvenor Motor Inn
Hah Blenheim Limited-Summit Motor Lodge
Harbour City Motor Inn
Harbour City Motor Inn - Tauranga
Hastings Top 10 Holiday Park
Hine Ngakau
Holdens Bay Holiday Park
Holiday Inn Auckland Airport
Holiday Rotorua Limited
Horse & Jockey Inn
Hotel Clevedon
Hugo & Carter's Backpackers & Motel
Hygate Motor Lodge
James Liston Hostel
Kaitaia Motor Lodge
Kapiti Coast Physiotherapy Ltd

<b>Registered name</b>
Katikati Motel
Kawerau Hotel
Kawerau Motel
Kawerau Thermal Motel
Kea Motels & Holiday Park
Kerrs Motel And Homestay
Kerry Lane Motel
Kerry's Motel
Knightsbridge Motor Lodge
Kuirau Dental
Kuirau Park Motor Lodge
La Mirage Motel
Lake Front Lodge Taupo
Lake Point Motel
Lake Rotoiti Holiday Park
Lake Side Paint & Panel Ltd
Lakes District Health Board
Laneway Backpackers
Lava Lodge
Leviathan Hotel Company Ltd
Lincoln Court Motel
Livingston Motel
Mag & Turbo Warehouse - Whangarei
Mahia Beach Motels And Holiday Park
Makemytrip Motel
Makoha Rest Home
Malfroy Motor Lodge
Malfroy School
Malones Motel
Manhattan Lodge Motel
Manhattan Motel
Manukau Gateway Motel
Masterton Motor Lodge
Mayfair Court Motel
Mcentral Apartments Manukau
Melrose Lifestyle Care & Village
Meryl Y Crump
Microtel Lodge
Middlemore Motel
Midway Motel - Rotorua

<b>Registered name</b>
Mobil Reid & Mills
Montana Lodge Motel
Morning Calm Lodge
Motueka Top10 Holiday Park
Mt Eden Motel
Mt Wellington Motel
Murupara Motor Camp
New Castle Motor Lodge
Novotel Rotorua Lakeside
Nzl Property Management
O'reillys Motel
Oakwood Manor Motor Lodge
Oasis Motel
Off Broadway Motel
Ohope Beach Top 10 Holiday Park
Paeroa Motel
Palmerston North Motel
Palms On George Limited
Papakura Motor Lodge & Motel
Parklane Motor Lodge - Epsom
Pars Inc
Pillows Travellers Lodge Orewa
Pioneer Motor Lodge And Motel
Planet Backpackers Rotorua
Pohutu Lodge Motel
Professionals Mcdowell Real Estate Rotorua
Pure Motel & Guest House
Quest - New Plymouth
Quest Henderson
Quest On Durham
Quest On Eden
Quest On Queen
Quest On The Terrace
Racecourse Motel
Raewyn Joyce Day
Rainbow Motel
Rainbow Point Motel
Ranui Motel
Ratapu House
Rayland Epsom Motel

<b>Registered name</b>
Rayland Motel
Red Rock Thermal Motel
Red Rose Motel
Redwood Lodge
Rockfield Motel
Rose Court Motel
Rose Court Motel - Rotorua
Roselands Motel
Rotorua Downtown Backpackers
Rotorua Family Holiday Park
Rotorua Hideaway Lodge
Rotorua International Motor Inn
Rotorua Motel
Rotovegas Motel
Sails Motor Inn Hamilton Limited
Santa Maria Motel (2006) Limited
Shanton - Fenton Street
Sheltering Arms Limited
Shortland Court Motel
Silver Birch Holiday Park
Silverfern Property Services Ltd
Silverstream Retreat Limited
Spa Lodge
St George Accommodation
Sylvia Park Motel
Takanini Park Motor Lodge
Tarawera River Lodge
Tarawera River Lodge Motel
Te Aroha Holiday Park
Te Puke Hotel
The Backyard Inn
The Grand Hotel Rotorua
The Grand Treasure Hotel Limited
The Setup On Manners
The Warehouse Rotorua
Tourist Court Motel
Travel Soul Limited
Tudor Motor Lodge
Union Victoria Motel Rotorua
United Auckland

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

**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 the 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.
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- 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.



**From:** The Team [mailto:████████████████████]

**Sent:** Thursday, December 6, 2018 7:36 PM

**To:** 'Steve Chadwick'; 'geoff.williams@rotorualc.nz'; 'Dave.Donaldson@rotorualc.nz'; 'Peter.Bentley@rotorualc.nz'; 'Mark.Gould@rotorualc.nz'; 'Karen.Hunt@rotorualc.nz'; 'Rob.Kent@rotorualc.nz'; 'Raj.Kumar@rotorualc.nz'; 'Trevor.Maxwell@rotorualc.nz'; 'Merepeka.Raukawa-Tait@rotorualc.nz'; 'Charles.Sturt@rotorualc.nz'; 'Tania.Tapsell@rotorualc.nz'; 'Todd McClay MP'; 'tamati.coffey@parliament.govt.nz'; 'fletcher.tabuteau@parliament.govt.nz'

**Subject:** CBD Concerns Rotorua

An open letter,

We are driven to this because it's a problem that is getting out of hand and being ignored by too many people with the power to make a difference. We are sending copies to all Rotorua Lakes Councillors, CEO Rotorua Lakes Council and our local MP's. We have chosen to bring this issue to your attention because of our extreme concern at a dire and worsening problem, which is an indictment on us all, but beyond the ability of ourselves alone to fix. But we feel a responsibility to point it out and draw attention to the behaviour and number of people roaming our streets; not shoppers, not tourists but generally aimless, predominantly male, possibly homeless individuals - before something very serious happens. We have also chosen not to voice our concerns through the media for the obvious reason that we want someone to fix this, not sensationalize or use a sad situation for any other purpose.

Along with our staff many other retailers and hospitality people, locals and visitors to our wonderful city are encountering a huge growth in the number of aggressive people roaming our streets throughout the day and night. And while we believe people may have a right to be on the street, they also cannot behave in the annoying, threatening, erratic or bizarre, intimidating and worst of all, frightening manner that is becoming more and more prevalent and is in no way acceptable.

Our staff at Hennessy's are quite frankly sick of telling individuals to GO AWAY, and are quite frankly embarrassed by it as well. Tourists and locals sitting down enjoying their lunch & a drink have people up not only asking them for cigarettes and money but now demanding the food off their plates! Last Friday my daughter Hillary & I witnessed a large aggressive guy walk up to a guy who looked like a back-packer walking out of Capizzi Pizzeria with a pizza. The Street person screamed at the pizza carrier and demanded the pizza, the poor guy just handed over the box looking very intimidated and hurriedly walked off! What a spectacle to witness for visitors to our country!!

This Sunday morning while putting out the menus on the front tables we saw a large man walk up to the window of an elderly lady's car which had just pulled into the disabled park outside Robert Harris Cafe, stand over the car and lean in. I obviously couldn't tell if she handed over the money demanded. I'm not sure how she responded to this, but I did note that she was quite small and frail when she eventually got out of her car and walked into the cafe; the man had moved on to another car asking for money. I'm concerned that this sort of event will put off older people from coming into the CBD if they feel uncomfortable and threatened. I believe that older folk should be able to move safely about the streets in broad daylight and not be accosted before they even get out of their cars by anyone! I myself have intervened on numerous occasions, stepping in and telling people to leave others alone – resulting in us getting a rock thrown through our front window in March last year. The guy was caught by the police, but is still wandering the streets in what I can only describe as an increasingly very unstable, volatile state; quite often stepping out between cars by the Rotorua Drycleaners corner wiping cars for money, he's been spotted up the sculpture outside The Pig & Whistle for 20 minutes at a time and threateningly 'eyeballing' my staff.

Also my staff feel very unsafe on many nights while locking up as they have to leave through the Haupapa Street Carpark to either get into their car or walk out the access, some are young females and walk to units where they live. This was brought up again at our Senior Staff meeting just yesterday and I feel it is my responsibility to act on their concerns. We have actually also lost staff through this and had to alter shifts to protect staff from shifts where they feel unsafe and fearful. I am sure that Hennessy's is not the only business that is finding the safety and well-being of their staff an issue.

I must point out that I have run inner city bars in Rotorua since 1994. I have also run taverns and hotels from 1985 in Melbourne (infamous Port Melbourne in the 80's), Tauranga, Matamata, Waiaapu, Mangakino and Rotorua. Some of these premises were less than what would be acceptable in today's standards and the clientele were also less than what would be acceptable in today's standards i.e. gangs, drug-dealers, gangsters and some just not very nice people - a totally different clientele in a totally different era. And yet today I am more concerned now than I have ever been before. I worry where our inner city businesses are heading in the future if no one really steps up to the reality of the situation and deals with the burgeoning problem on our streets and what's really going on. We like many businesses have made a huge investment into this town and we don't want to see our business eroded by the sort of behaviour that is being tolerated by authorities and agencies on our streets every day. At present business is strong which reflects the current high levels of domestic and international tourism - but I really wonder with the stories the tourists are telling us how long we will be able to enjoy sharing Rotorua with visitors before our reputation results in a decline in visitors and/or how long before one of the street people commits a really serious crime. I have noticed a huge increase in numbers of people on the street and increasingly brazen and aggressive behaviour. I have honestly had so many people coming to me including people from the hospitality industry, other retailers and Rotorua residents pointing out similar issues and asking what can be done. I guess I've been in the industry in the heart of Rotorua for a long time now and have a reputation for not putting-up with unacceptable behaviour so that's why people are turning to me as a voice to be representative.

I know the police will possibly come back with a different spin on this and tell us all is well or under control - but not only do I know that they won't want to acknowledge the seriousness of the problem that is in front of us, but I also believe it's not a police issue; this is a community issue which needs to be confronted head on by our Council with the complete support of our three local MP's who represent the three major parties in parliament. The issues we are having are from a growing group of people who are behaving in increasingly more anti-social ways and shouldn't be left to roam the streets intimidating others in our busy, vibrant tourist-driven CBD. I know Auckland Council are working on getting vehicles off the streets of Queen Street to make them safer, maybe Rotorua could be the Council which gets the standards of behaviour back so people feel safe on their streets.

*Kind regards,  
Reg Hennessy*

Hennessy's Irish Bar  
1202-10 Tutaneikai Street  
Rotorua.

██████████ Rotorua 3010

██████████  
██████████

W: [hennessys.co.nz](http://hennessys.co.nz)

**From:** The Team [mailto:████████████████████]

**Sent:** Wednesday, December 12, 2018 2:41 PM

**To:** 'Steve Chadwick'; 'geoff.williams@rotorualc.nz'; 'Dave.Donaldson@rotorualc.nz'; 'Peter.Bentley@rotorualc.nz'; 'Mark.Gould@rotorualc.nz'; 'Karen.Hunt@rotorualc.nz'; 'Rob.Kent@rotorualc.nz'; 'Raj.Kumar@rotorualc.nz'; 'Trevor.Maxwell@rotorualc.nz'; 'Merepeka.Raukawa-Tait@rotorualc.nz'; 'Charles.Sturt@rotorualc.nz'; 'Tania.Tapsell@rotorualc.nz'; 'todd.mcclay@parliament.govt.nz'; 'tamati.coffey@parliament.govt.nz'; 'Fletcher.Tabuteau@parliament.govt.nz'

**Subject:** Other points of view

I am sharing two stories brought to my attention following my letters:

(From a CBD Retailer) We have them out the front of my store sitting in my furniture that is for sale... Fighting and swearing abuse in the middle of the day, last week we had a guy hassle woman and then verbally abuse people who were parking to come into my store... The people were scared... This guy then proceeded to strip down and offer himself to a passerby, I then witnessed this man go up to a man parked out front and started throwing punches through his window.. when the police finally arrived 30 minutes later he had started a street brawl .... People were terrified and I was just disgusted... I have had 2 guys drive up to my door, run in steal a buffet and drive off, I've had a young couple who were fighting middle of the day run in and grab barstools to use as weapons on each other... I'm over it too.. teenagers who loiter around asking for smokes or money and if u say no, they spit at me or on my furniture. Something has to be done in this town with the thugs who think they are higher than the law...

(Another story) My 15 year old daughter and her friend were abused at the bus stop by isite because they sat away from the drunk/drugged guy who was sitting on one of the other benches.

He swore at them, yelled at them, abused them and really frightened them. They got up and left the bus stop and luckily I work nearby so they were able to sit there until I was done to take them home.

It's disgusting...they should be able to catch a bus in their home town. They should be able to spend an afternoon in town and catch the bus home.

What if I didn't work nearby? What if they were tourists and didn't have a mum nearby they could go and feel safe at?

This has to stop. Our kids deserve to feel safe in the town they live in.

*Reg Hennessy*

Hennessy's Irish Bar  
1202-10 Tutanekai Street  
Rotorua.

████████████████████, Rotorua 3010  
████████████████████

ROTOR LAK COUNCIL

# Minutes

Counc meeti held Thursday, 13 Dece er 2018 a pm  
the C ncil Ch ber, R orua akes Council

MEMBERS PRESENT: Mayor Chadwick (Chairper n)  
Cr B n l , Cr Don dson ( puty a o , Cr uld, C H t, Cr nt,  
C u r, Cr a w l, Cr Rauka a T t, C t t, Cr Tapsel

APOLOGIES: none.

IN ATTENDANCE: S T mper, Rural Co unity oard  
P T mass, Lakes Co unity oard

STAFF PRESENT: G Wi iams, Chief Ex c ti ; J-P ston, Group nager Str egy;  
T ollé, CF Group nager B iness u rt; H ston, Group  
anager Op r ons; S chael, eneral anager Infrastr ture;  
M M rison, itiaki Ahur ri; C riana, Man er CE's fffice;  
O opkins, Manager rporat nning & Gov nance; S B ow  
ana r of Arts & Cult e (part); I Ti ana, Council Commun c i ns  
Man g r; B S i ton, Pr p rty Ma a er; I tabler, Senior P ojec  
Manage J Ward Manager Pl n ing & ev lopm nt ol ti n ( ar )  
K Dahm, eam Lea Planning part); P McKenzie, S rateg c  
Devel pm n Ma ager (p rt ; n , Governanc ead; ell,  
Busin s S ppor o-ordi ato ; C Peden, ve nc S pport  
A v sor.

Mayor Chadwick we co e c nc llo s, e be oft e p b c, edia an staff h Counc l meeti .

1. **ARAKA KA I**  
**OPE IN K RAK**

rT p llo e e hem in wi ha araki

**Ā AP**  
**P LOGIES**

None

3. **HA PUAKIT NG W AI ĀNGA**  
**E RATI S OF INTEREST**

None.

**4. NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE  
URGENT ITEMS NOT ON THE AGENDA**

A verbal update was given by the Chief Executive on a joint-initiative by Council and Police to address anti-social behaviour in the CBD.

**5. TE WHAKAŪ I NGĀ MENETI  
CONFIRMATION OF COUNCIL MINUTES**

5.1 Council meeting – 22 November 2018

**Resolved**

**That the minutes of the Council meeting held 22 November 2018 be confirmed as true and correct.**

Cr Sturt/Cr Tapsell  
CARRIED

**6. NGĀ TAUNAKITANGA A ĒTAHI ATU KOMITI  
RECOMMENDATIONS FROM OTHER COMMITTEES**

6.1 RECOMMENDATIONS ON PLAN CHANGE 5: SIGNS AND MISCELLANEOUS CHANGES 69-06-065-03

Kate Dahm spoke to a Powerpoint presentation (Attachment 1).

**Resolved**

1. That the following reports are received:
  - a) “Recommendations on Plan Change 5: Sign and Miscellaneous Changes”; and
  - b) Recommendation report from Independent Hearings Commissioner – Mr Greg Hill on Proposed Plan Change 5 to the Rotorua District Plan (Attachment 1).

Cr Hunt/Cr Gould  
CARRIED

2. That the Council adopts the recommendations on Proposed Plan Change 5 to the Rotorua District Plan as set out in: *Recommendation Report – Proposed Plan Change 5*.
3. That the Council approves the public notification of its decisions on submission on Proposed Plan Change 5 to the Rotorua District Plan in accordance with clauses 10 and 11 of Schedule 1 of the Resource Management Act 1991.
4. That the Council adopt the evaluation in the *Recommendation Report – Proposed Plan Change 5* as the further evaluation of a plan change required under Section 32AA of the Resource Management Act 1991.

Cr Kent/Cr Hunt  
C18/12/083  
CARRIED



**7. PŪRONGO KAIMAHI  
STAFF REPORTS**

**7.1 RECOMMENDATION 1: RATES REVIEW 2018 – OUTCOMES OF THE INITIAL REVIEW PHASES**

01-15-227

**Resolved**

- 1. That the report 'Rating Review 2018 – Outcomes of the initial review phases' be received.**

Cr Donaldson/Cr Hunt  
CARRIED

Jean-Paul Gaston and Oonagh Hopkins spoke to a Powerpoint presentation titled 'Rating Review 2018' (Attachment 2).

**Further resolved:**

- 2. That the Council agrees to**

- a) **Reduce the UAGC over time to maintain/reduce level of impact of additional fixed charges.**
- b) **Commence enforcement of the current short term accommodation rules and undertake further engagement with the sector to review the rules**
- c) **Commence research and engagement around rating of Māori freehold land and bring back to Council the next steps required.**
- d) **Develop, produce and launch an education/awareness collateral aimed at the community being well informed and understanding of the rating framework.**

Cr Donaldson/Cr Sturt  
C18/12/084  
CARRIED

**7.2 RECOMMENDATION 2: MINISTRY OF BUSINESS, INNOVATION AND EMPLOYMENT CONTRACTS FOR ROTORUA LAKEFRONT AND WHAKAREWAREWA FOREST PROJECTS**

01-55-201-06

**Resolved:**

- 1. That the report 'Ministry of Business, Innovation and Employment Contracts for Rotorua Lakefront Development and Whakarewarewa Forest Projects' be received.**

Cr Maxwell/Cr Hunt  
CARRIED

**Further resolved:**

2. That Council support advancement of Rotorua Lakefront Development and Whakarewarewa Forest projects as approved through the LTP.

**Note: The terms and conditions of the contracts being negotiated are to remain confidential and will be discussed in the confidential part of the Council meeting on 13 December.**

Cr Maxwell/Cr Sturt  
C18/12/085  
CARRIED

Cr Bentley and Cr Gould requested that their votes against the decision be recorded.

- 7.3 PRESENTATION: LAUNCH – CONNECTING VISION TO ACTION 01-15-010\25

Oonagh Hopkins showed a [video clip](#) and overviewed the new 'Key Projects' tab on Council's website.

8. **KA MATATAPU TE WHAKATAUNGA I TE TŪMATANUI  
RESOLUTION TO GO INTO PUBLIC EXCLUDED**

**Resolved**

**That Council move into public excluded session.**

Cr Sturt/Cr Donaldson  
CARRIED

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987, for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
CONFIDENTIAL MINUTES of previous meeting held 22 November 2018	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).
<p>RECOMMENDATION 3:</p> <p>Rotorua Lakefront MBIE, PGF Grant contract</p> <p>Whakarewarewa Forest MBIE, PGF Grant and Loan</p> <p>Contract 18/030: Tender approval for Long Mile Road</p> <p>Contract 18/034: Tender approval for Forest Hub 2</p>	Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.	Section 48(1)(a) Section 7(2)(h)
PRESENTATION Museum update	Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.	Section 48(1)(a) Section 7(2)(h)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Sections 6 or 7 of the Act or Sections 6, 7 or 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item.

**The meeting adjourned at 2.58pm and reconvened at 3.05pm.**

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OPEN SESSION

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The meeting closed at 4pm

---

Confirmed at a Council meeting on 28 February 2019

.....

Mayor

# Plan Change 5: Signs and Miscellaneous Changes

## Request to Approve Commissioners Recommendations

### Signs

## What does the plan change propose?

- Site-Related Signs
  - On site signs do not need consent if they meet standards
  - Intention: Identification of Activity on-site.
  - The standards differ depending on the Zone, e.g. Residential, Rural, Industrial.
- Non-site related signs requires consent.
  - Rules differentiate between:
    - Areas where signage is more strictly controlled:
      - Higher amenity areas (Residential and Rural Zones) +
      - City entranceways (Industrial 1E Zone);
    - Areas that are less sensitive:
      - More developed areas (City Centre, Commercial and Industrial Zones); or
      - Where off-site signage is more likely to occur (Reserve):



## Council's Wider Approach

- Use other mechanisms to help support community organisations and event organisers:
  - Multi-sign signboards;
  - Poster stations around the inner city;
  - Information on the Council and Eventfinda websites.
- Overall intention:
  - reduce clutter and improve amenity.

## Miscellaneous Changes

### What does the plan change propose?

- We took the opportunity to make a variety of corrections:
  - Earthworks rules – inclusion of a time period;
  - Rule framework for temporary stockpiling;
  - Heavy Vehicle Parking;
  - Mapping corrections – archaeological sites, notable trees;
  - Strengthening of subdivision connectivity provisions.
- Many of the changes weren't submitted on.

# Plan Change Process

- Council approved the notification of the Plan Change in November 2017;
- Process:
  - Five submissions received;
  - No further submissions;
  - Independent Hearings Commissioner appointed to ensure no perception of conflicts of interest;
  - No submitters wanted to be heard;
  - No Hearing;
  - Commissioners Recommendations (see Council Agenda)
- Request today:
  - Recommendation is to adopt the Commissioners Recommendations including minor changes from what was notified.
  - The minor changes are the amendments around temporary stock piling.

**Rating Review 2018  
Council meeting – 13 December 2018**



2 0 1 8 - 2 0 2 8 L O N G - T E R M P L A N

**ROTORUA**  
LAKES COUNCIL

## THE APPROACH

### **Phase 1 - Discovery**

**Part 1** – Overview and assessment of current rating framework.  
Distribution of rates and key drivers – deprivation, household income and capital value.

**Part 2 – Focus groups** – range of sectors to look at existing framework and to gain feedback on the issues people have experienced with the framework.

### **Phase 2 – Evaluation**

Focus group feedback analysed and reported back to elected members.

### **Phase 3 – Options**

Elected members looked at options and areas for further work.

# THE APPROACH

To work through the phases

Three elected member workshops

- 26 September
- 11 October
- 8 November

Nine focus group sessions.

## RATES REVIEW – WHAT IS IT?

Review of **how** we structure  
our overall rating system to share  
the rating allocation among all ratepayers

**NOT**

A review of the level of rates

Debt

Council expenditure

Projects, services or service levels





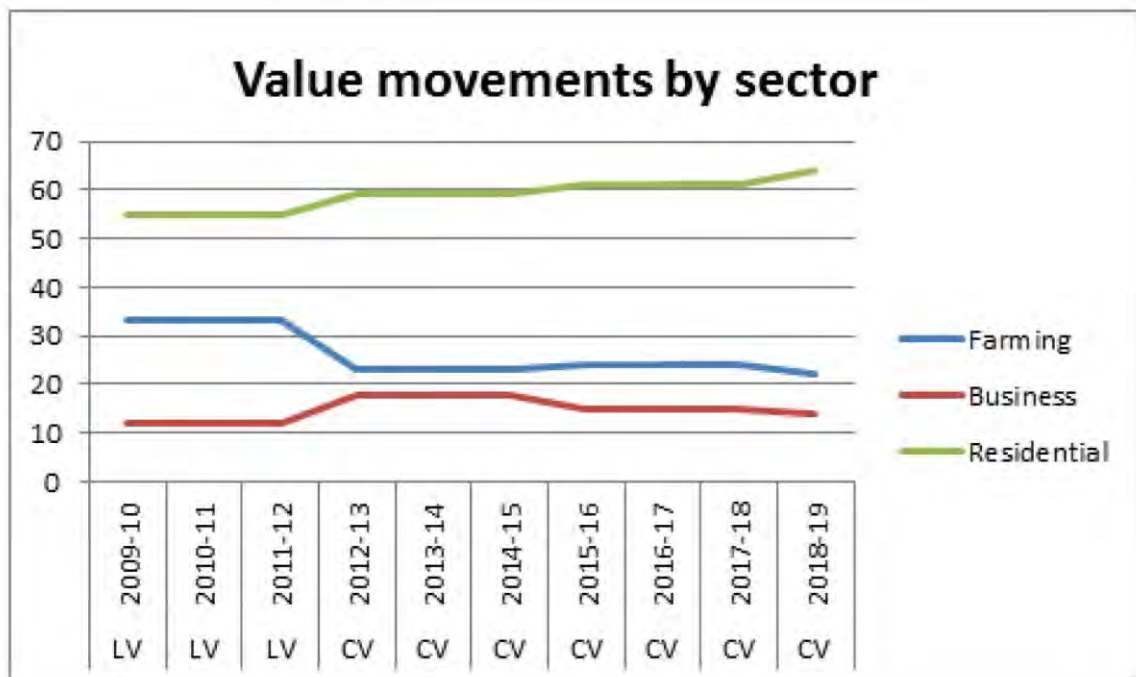




# LGCI vs CPI



# VALUATION IMPACTS



# PRINCIPLES

## **Affordability:**

Affordability and challenges relating to fixed income and socio-economic status of communities will be recognised in the balancing of where rates are allocated.

## **Balancing fixed and variable rates:**

The rating system should conform to accepted taxation principles and seek to appropriately balance the levels of fixed (targeted rates and the UAGC – regressive taxes) and variable rates (progressive taxes based on the increasing value of a property).

## **Fairness and equity:**

The rating system should as far as possible be fair and equitable to all ratepayers. This means treating equals equally (Horizontal equity) but also treating those in different circumstances (e.g. property value) differently.

## **Transparency:**

The system should be readily understandable by ratepayers. Sustainability principles need to be considered where there is an opportunity to consider behavioural changes through charges.

## **Stability:**

The system should be capable of remaining stable and seek to avoid, where-ever possible major shifts or variations in rates by sector or individual property e.g. recognising the challenge of valuations.

## **Enforceable:**

The system should be administratively simple to operate and able to be complied with.



**ROTORUA**  
LAKES COUNCIL

## FOCUS GROUPS - APPROACH

- These were **small, but diverse** groups of people from our community
- Their reactions/feedback were noted in **guided or open discussions about rates**
- The groups were asked about their **perceptions, opinions, beliefs, and attitudes** towards aspect of how we currently rate
- These were interactive group settings where participants were **free to talk** with other group members



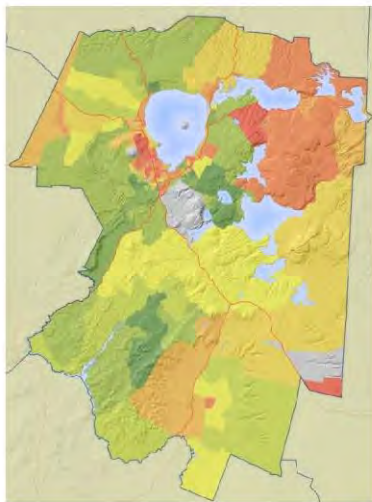
**ROTORUA**  
LAKES COUNCIL



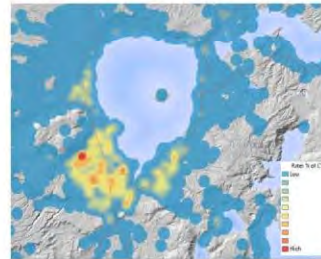
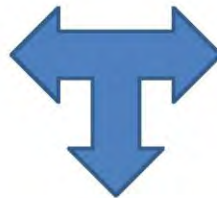


# ISSUE: AFFORDABILITY / EQUITY

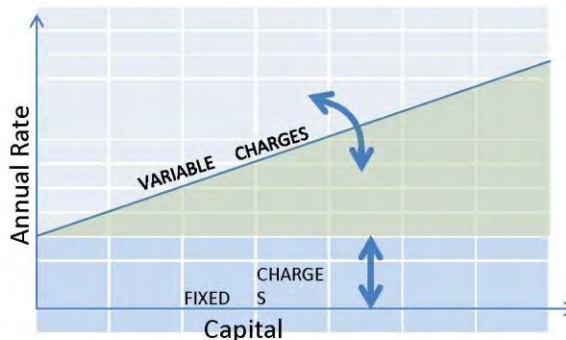
Alignment with principles of:  
Affordability, Balancing fixed & variable rates, Fairness & Equity



DEPRIVATION



RATES % CV



# ISSUE: AFFORDABILITY / EQUITY

Alignment with principles of:  
Affordability, Balancing fixed & variable rates, Fairness & Equity

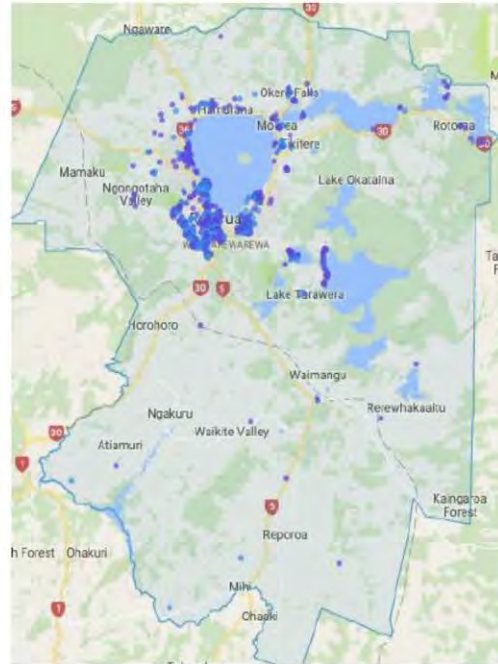
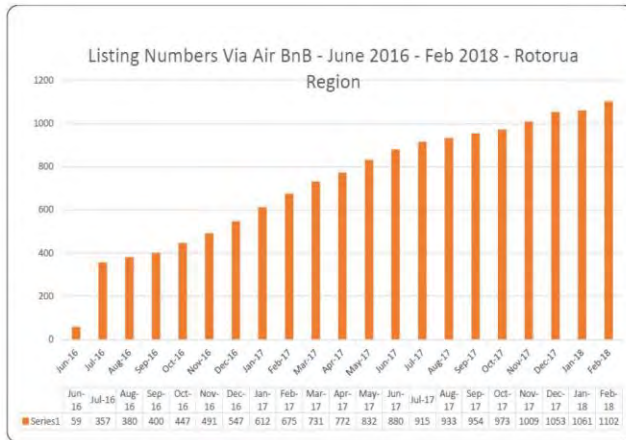
## OPTIONS?

- Reduction in UAGC to **maintain/reduce** the level/impact of fixed charges over time?



# SHORT TERM ACCOMMODATION

Alignment with principles of:  
Fairness & Equity and Enforceable



**ROTORUA**  
LAKES COUNCIL

# ISSUE: SHORT TERM ACCOMMODATION

Alignment with principles of:  
Fairness & Equity and Enforceable

## OPTIONS?

1. Enforcement of current rules via evidence based compliance
2. Begin process to engage with stakeholders.....  
*- should 100 days be reviewed? How, where, why?*

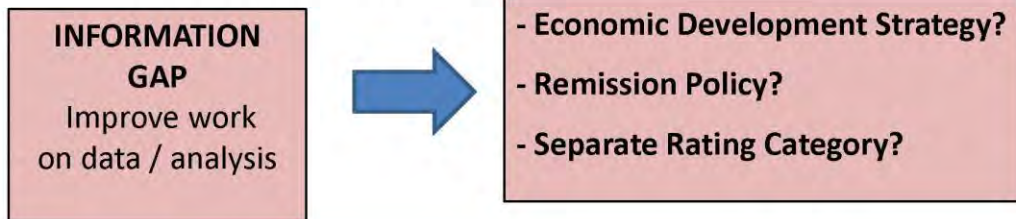


**ROTORUA**  
LAKES COUNCIL



# RATING OF MĀORI FREEHOLD LAND

Alignment with principles of:  
Fairness & Equity, Affordability and Transparency



## OPTIONS?

1. Research & improve Data / Analysis to better inform the next steps
2. Begin process to engage with iwi/hapū/Māori Land Trusts to progress next steps



# EDUCATION

Alignment with principle of:  
Transparency

## OPTIONS?

1. Improvement in information to support understanding about how properties are valued, rated and what council services are funded from where (e.g. collateral, website, staff knowledge & taking advantage of opportunities to better inform etc.)



# GOING FORWARD

## Four distinct pieces of future work

- Ongoing reduction of the uniform annual general charge (UAGC) as fixed/targets rates increase/change (ongoing discussion in rural & lakes)
- Research into the rating of Maori freehold land
- Enforcement of the current short-term accommodation rules & more review with the sector
- Development of education collateral

ROTORUA DAILY POST

# Rotorua's inner city behaviour improves, for now

14 Jan, 2019 06:00 AM

🕒 4 minutes to read

Rotorua bar owner Reg Hennessy is sick of street people hassling staff and customers.

By: **Samantha Olley**

Multimedia journalist

[sam.olley@nzme.co.nz](mailto:sam.olley@nzme.co.nz)

"A noticeable drop" in antisocial behaviour and crime in the Rotorua CBD is being applauded by the Rotorua Lakes Council and police, but others say it's too soon to celebrate.

A month ago the two organisations jointly launched a central city summer safety campaign, after complaints from businesses, and police survey results showing many people felt unsafe in the inner city at night.

Last week, Rotorua Police area commander Inspector Anaru Pewhairangi said, so far, only a few arrests had been made, and just a handful of people were responsible for most of the few issues that do still occur.

Rotorua mayor Steve Chadwick said "it's really pleasing to hear that this initiative is having a positive effect and people are feeling safer".

"People's safety is paramount."

However, in councillor Merepeka Raukawa-Tait's opinion, "It is far too early to sing the praises".

"You don't get anti-social and criminal behaviour with hordes of people around. And the city has been very busy. I live in the city and the police and additional security staff have been very visible."

When the council launched the summer safety plan, chief executive Geoff Williams said "clearly this is an area that we hadn't budgeted for, to the level that we currently are".

It will decide whether to continue with the campaign and its costs at the end of February.

"If the joint effort is successful why the hell should it be stopped?" Raukawa-Tait said yesterday.

Hennessy's Irish Bar owner Reg Hennessy agreed.

He spoke out about the CBD problem in a letter to councillors last month, just before the changes were made.

At the time he called for the night shelter on Pukuatua St to be moved out of the central city, saying Rotorua was turning into a "zombie town".

"We definitely saw a drop while there was a forceful presence, and that's all we've ever asked for as retailers. The two or three weeks of Christmas and New Year were great, but that's not going to solve 52 weeks of the year."

He said the perpetrators had been "creeping back" in the last few days.

"I haven't seen police and security as much ... it's certainly nowhere near where the problem we had, but I expect it to return to the same level unless the presence remains."

"It's cat and mouse sometimes. The trouble is back very quickly when police leave. We are open from 9am in the morning to 1am the next day so we see it all."

He also said there was "not a lot security can do sometimes".

"They can't arrest people, and we understand that. They do the best job they can."

Hennessy told the *Rotorua Daily Post* the problem behaviour had been "disgusting".

"Hitting people up for money, food and cigarettes continually, in many cases it's aggressively too. It's a particular problem for our people sitting outside on the street.

"Sometimes it's beyond unacceptable, quite violent. Just people being general a\*\*holes and intimidating. Sitting where they shouldn't and that.

"It's amazing the number of tourists who have highlighted the issue to us. It certainly shows the underbelly of Rotorua, that we aren't just a bubbly city with attractive spots."

Tiny Deane, who manages the Visions of Helping Hand Charitable Trust homeless shelter and services said: "If the council's happy that's a good thing, even though I have received a lot of calls of concern from stakeholders in Pukuatua St in the last few days."

He said the shelter had full-time security, and he had brought in a "no loitering" policy outside the entrance.

Deane said the key to getting people off the streets, was educating them and teaching them skills, "not pushing them out of town".

Since the summer safety plan started, Pewhairangi said "Things have been pretty quiet" but "there is still more work to be done".

He said the council security partnership "means if we are having to deal with issues elsewhere, we know we still have eyes and ears on the ground in the CBD".

A member of the Safe City Guardians, who are part of the summer safety campaign, was honoured at the Rotorua Police Awards last month.

The team responds to more than 500 incidents a year, most of which are identified through monitoring of live CCTV footage.

## Inner city safety changes

- From December 11, police, security staff and the Safe City Guardians increased their presence in the inner city and patrolled the streets together whenever possible between 8am and 4am.
- Council CCTV footage has been monitored more frequently from Thursdays to Sundays, with daily briefings for staff.
- Council staff have also worked on bringing more live entertainment and events to the central city area.





**From:** The Team [mailto:████████████████████]  
**Sent:** Friday, January 24, 2020 1:38 PM  
**To:** 'Todd McClay MP'  
**Subject:** Rotorua

Good afternoon,

The Council meeting regarding the review of their response to the CBD issues

<https://www.youtube.com/watch?v=3kYmaQ7v7lc>

Below is the letter I sent this last December, attached is the letter I sent December 2018. Also I have attached the response from Reynold Macpherson to these emails at the bottom – sorry it's a long email.

Regards,  
Reg

**From:** The Team [████████████████████]  
**Sent:** Wednesday, December 11, 2019 4:43 PM  
**To:** 'Steve Chadwick'; 'Dave.Donaldson@rotorualc.nz'; 'Peter.Bentley@rotorualc.nz'; 'Raj.Kumar@rotorualc.nz'; 'Merepeka.Raukawa-Tait@rotorualc.nz'; 'Tania.Tapsell@rotorualc.nz'; 'fletcher.tabuteau@parliament.govt.nz'; 'Todd McClay MP'; ██████████; ██████████; ██████████; 'Trevor.Maxwell@rotorualc.nz'; 'sandra.kaifong@rotorualc.nz'; 'reynold.macpherson@rotorualc.nz'; 'fisher.wang@rotorualc.nz'; 'mercia.yates@rotorualc.nz'; ██████████; ██████████; ██████████; ██████████; ██████████; 'Tamati Coffey'  
**Subject:** CBD Concern  
**Importance:** High

Open Letter:

Once again I am forced to send to out a very disturbing and sad email, with video footage available via the link below this message. I have also attached email sent out on 6 Dec 2018, and (below) an email sent to me regarding this problem. After the email I wrote last year which gained such huge attention, I was told things would improve. The Council went on to employ street security, at what cost, while this may look good on the surface I would suggest it has been an abysmal failure – I am not bagging the efforts of the security guards themselves, but the system allows them to do nothing and the anti-social behaviours are just being blown around the CBD.

On Monday night (Monday 9) I had a staff member confronted by a group of feral youths producing knives, taunting and threatening him. This staff member is a young Filipino and in his words feels less safe here in Rotorua than on the streets back home. These youths attacked the Pizzeria owner next-door before moving on to us, and the tourists dining there could not believe that no Police arrived in the **20 minutes** after they were called. These Americans could not believe what they saw and sent me the below email. The incident at

Hennessy's was witnessed by many tourists, some who promptly came up and paid their Tab & left in disgust. I've just been told the offenders were back again last night taunting the Pizza shop owner, standing outside yelling at him that "the cops do nothing" and letting him know they are not backing off.

Last night at 6.30pm we had a huge gathering of youths up trying to intimidate and hassle customers out the front of the pub (as seen in the video) screaming and swearing and being very aggressive. The Security Guards accompanying this travelling 'circus' of fighting and screaming through our CBD, leaving our staff and patrons shocked (as you can see on their faces) by this horrible scene, and asking how this can be allowed to happen in such a lovely town as Rotorua.

In the last 12 months since my email we have had Council elections and yet still not a word from any of you on this issue. I, my family and staff and so many other businesses in town are just over this, and over your inactivity and heads buried in the sand attitude. In recent weeks we have seen businesses (Robert Harris, Ronnies, the Furniture shop) have closed their doors and walked away. So many business owners are scared, angry and ready to give up - it really is a daily grind. No one should be asked to confront these people themselves! As I said a year ago we **still** have the homeless, feral youths, gangsters and drug dealers – the lot – on a daily, and nightly basis.

I told the Mayor last year, on her request, that I would give the Council time to sort this. And here we are again, and our town has only got worse. And here I am again, at what should be our busiest time of year writing emails and responding to daily requests (for support) from other businesses, when I'd rather be planning for a busy summer.

"Please give us back our town"

I fully accept this is not just a Council problem and do not blame the Police. Clearly this problem is more than can be addressed by local Council and needs full recognition and support from Central Government to help rectify. We can no longer continue to hope that things will improve, it will not improve until the protagonists are stopped and the only ones with the power to act are the Police. However they have limited resources and the simple fix for that is for Council to formally request Central Government to immediately release urgent funding allowing Rotorua Police to once again patrol the CBD through until at least Easter. After all it is only the Police who have the legislative powers to take action and they need to be provided with sufficient resources to do so.

Additionally, we ask that the monitoring of city CCTV be increased so that it is actively manned from 10am through until midnight (Sunday to Wednesday) and 10am through until 4am the following day (Thursday, Friday and Saturday). The staff monitoring the CBD should be required to make immediate contact with Police whenever groups or individuals are identified as creating a disturbance. Prompt action is essential in bringing such behaviour to a halt.

I also ask you to understand that not only are we concerned about our businesses but we also we have a huge responsibility to and concern for our staff, our customers and Rotorua's reputation as a safe city for domestic and international visitors.

Reg Hennessy

[Get your files](#)

## Background

- A joint statement released on 12 December 2018 announced Council and Police were joining forces through a 'summer CBD safety campaign' to turn the tide on this trend. This campaign, while reduced somewhat over winter, continues.
- The Summer period and extended daylight hours in particular are great for tourists/residents to enjoy the attractions our city has on offer.
- It unfortunately also provides additional opportunities for antisocial/criminal behaviour to occur which negatively impacts individuals and our city's reputation.
- The objective behind the safety campaign is to ensure that Rotorua is a safe and attractive place for both locals and visitors.
- A recent increase in inner city accommodation provided by MSD has led to increased levels of concern.



9:23 / 1:37:36



Live chat replay was turned off for this video.







[Redacted]

[Redacted]

[Redacted]

[Redacted]

Rotorua Mail Centre  
ROTORUA 3015

**Customer** One Foundation  
**Invoice Number** INV-1919

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**Amount Due** **0.00**

**Due Date** 20 Jul 2021

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**Amount Enclosed**

Enter the amount you are paying above

Download link



1 item



184 MB

Hennessy's Irish Bar

1202-10 Tutaneikai Street

Rotorua.

 Rotorua 3010



W: [hennessys.co.nz](http://hennessys.co.nz)

EMAIL :

We are tourists from Madison, Wisconsin, in the U.S. We enjoyed a day today visiting cultural and natural sights in Rotorua, but were surprised when we came in to town for dinner to find it mostly deserted. We had a lovely dinner at Capizzi Pizzeria but it was disrupted by a group of teenagers who pounded on the restaurant's sign, yelled, stole cutlery from the tables, and threw dirt and potted plants at another patron and the front counter in the restaurant. Security followed the youths down the street but said they couldn't do anything. The restaurant's owner promptly called Police but as of this writing, more than 30 minutes later, no one has yet shown up. The ordeal was very troubling and frightening to the owner and to our families. We now understand why so few people come down here but we find it very sad and hope more can be done to protect the establishments and guests in this area. It has too much to offer to neglect it so.



Sent from my iPhone=

**From:** [REDACTED] :- [REDACTED] >  
**Date:** 4 January 2010 at 5:45:09 MNZDT  
**To:** [REDACTED]  
**Subject:** wd: Ass u e my office!

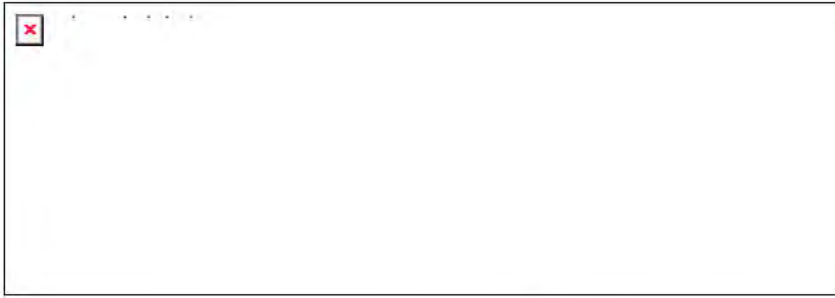
llo Re

I'm not sure if you're interested, but thought I'd include you in the discussion considering our  
relationship is so close.

Regards,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]



**[Facebook](#) / [Tripadvisor](#) / [Instagram](#)**

----- Forwarded message -----

From: [REDACTED]

Date: Tue, Jan 14, 2020 at 10:29 AM

Subject: Assaulted at my office!

To: <[Steve.Chadwick@rotorualc.nz](mailto:Steve.Chadwick@rotorualc.nz)>, Dave Donaldson <[Dave.Donaldson@rotorualc.nz](mailto:Dave.Donaldson@rotorualc.nz)>, <[Peter.Bentley@rotorualc.nz](mailto:Peter.Bentley@rotorualc.nz)>, Raj Kumar <[Raj.Kumar@rotorualc.nz](mailto:Raj.Kumar@rotorualc.nz)>, Trevor Maxwell <[Trevor.Maxwell@rotorualc.nz](mailto:Trevor.Maxwell@rotorualc.nz)>, Merepeka Raukawa-Tait <[Merepeka.Raukawa-Tait@rotorualc.nz](mailto:Merepeka.Raukawa-Tait@rotorualc.nz)>, Tania Tapsell <[Tania.Tapsell@rotorualc.nz](mailto:Tania.Tapsell@rotorualc.nz)>, <[sandra.kaifong@rotorualc.nz](mailto:sandra.kaifong@rotorualc.nz)>, <[fisher.wang@rotorualc.nz](mailto:fisher.wang@rotorualc.nz)>, <[mercia.yates@rotorualc.nz](mailto:mercia.yates@rotorualc.nz)>, <[todd.mcclay@national.org.nz](mailto:todd.mcclay@national.org.nz)>, <[waiariki@parliament.govt.nz](mailto:waiariki@parliament.govt.nz)>

Hi

On the 12th of January I was assaulted outside my shop at 1115 Pukuatua, less than 100m from the Rotorua Central Police Station, by a group of local unruly street rats.

It was the 2nd similar incident to occur in as many days, where a day prior (11th Jan) a man and women were having a major domestic on the corner of Fenton and Pukuatua Streets. A third incident occurred on the 2nd January where a man high on (what I assume) meth or synthetics was sitting outside our shops verbally abusing everyone and everything. He was swearing at the trees, people, the pavement, whatever.

Previously, I have been reluctant to film these incidents to preserve my own safety, however it's happened so often I decided to give it ago and naturally I was attacked for recording what we see on a daily basis.

This city has turned into a shithole. I love my home. But whether you all want to admit it, it's unsafe and dangerous.

Attached are videos of what I have encountered. The smaller attachment/video is 8 seconds I captured at the end of a 15 minute domestic on the 11th January.

The second video (in the link) is what happened on January 12th. Where a bunch of street rats were yelling and swearing at each other on the street. I was then abused for being on the street so I decided to video it and you will see what happened next. Also, these people were not homeless.





**From:** [REDACTED]  
**Sent:** Tuesday, January 14, 2020 10:04 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED] "Reg Hennessy" [REDACTED]  
**Subject:** Fwd: Assaulted at my office!

[REDACTED]

See attached. This is an email received today by Reg Hennessy and outlines further problems occurring in Rotorua. It mirrors the experiences reported by Reg and others. Reg will speak to the writer tomorrow to determine if he would be happy to speak to me. If we can get similar complaints from other retailers or residents this will greatly reinforce our call for something to be done.

My personal view is this is beyond Councils ability to control as only the police have the authority to deal with such matters. And they need appropriate funding and direction from their ministry

Today I met with Reg and discussed the situation. He says that after you sent the email to the ministers last month there was an immediate reaction (the email from Steve Chadwick) and shortly after that a council hearing was attended by Police.

Here is a video of that Council hearing (starts at about the right minute mark). It doesn't contain much that we didn't know already although I think the police picture is painted with a rose tint.

<https://youtu.be/3kYmaQ7v7lc>

The same day as that hearing there was an immediate increase in Police patrols in the CBD. Unfortunately those patrols were short lived and now it's only the council supplied security contractors to be seen

On the evening of Thursday January 2nd another incident involving a number of youths running amok in the street harassing people attending the Night Market, stealing food and causing distress. There was one sole council security person present who could do nothing other than watch. Police were called but we're unable to attend. The usual security patrols had been stood down at 6pm that day, presumably as a cost control measure (public holiday pay rates applied). Reg has some video of that incident

Other than the short period on increased police patrols there appears to be little else done by Council or others. Although interestingly Reg reports that his business has received a number of compliance visits from police and the licensing inspector (not surprising, he's on the police and council radar for being vocal in this issue).

Our view is that we will let this run for a short while (maybe a couple of weeks) and try to accumulate more information. Then request a meeting with Mayor Chadwick to discuss what (if anything) can be done. Is this something that you would care to attend? If that were possible it would greatly reinforce our approach that this is a serious issue that Council can no longer brush under the table

Of interest (and possibly connected) is a marked drop off in forward bookings received by Rotorua motels. Operators report that the motel they book for this year are showing only 30-40% occupancy whereas normally they are 70-80%. He reports that other motels are experiencing a similar infoward bookings. Reg also reports that his observation is that international tourists are absent but domestic tourists are dropping. This drop "might" reflect domestic tourists avoiding Rotorua.

I'll report the findings and an opportunity to speak to the Rotorua operators

Regards

[Redacted]

[Redacted]

[Redacted]

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Before the Independent Hearing Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

---

**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Various applications by Te Tūāpapa  
Kura Kāinga – the Ministry of Housing  
and Urban Development (MHUD) to  
the Rotorua Lakes Council

**BETWEEN** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban  
Development**

**AND** **Restore Rotorua Incorporated**

---

**Brief of evidence of Richard John Sewell**  
Dated 13 December 2021

---

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**Chen Palmer**  
Barristers and Solicitors  
AUCKLAND

**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
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P O Box 106114, Auckland 1010  
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Level 10, 63 Albert Street, Auckland

---

## BRIEF OF EVIDENCE OF RICHARD JOHN SEWELL

I, **RICHARD JOHN SEWELL**, restaurateur, of Rotorua, provide the following brief of evidence:

### Introduction

1. My full name is Richard John Sewell. My wife, Julie Anne Sewell and I currently reside at [REDACTED] Rotorua ("our **home**") and have been living at this address close to 24 years. A true copy of aerial and street view photographs of our home are annexed and marked as "**RJS-1**".
2. My wife and I were born and raised in Rotorua. We are both currently 62 years old. Rotorua has been our home for 61 of those 62 years. We both lived in Sydney, Australia for a year in the early 1980's before getting married. We have two sons who were born and raised in Rotorua and live elsewhere.
3. My wife and I are owners of Urbano Limited trading as **Urbano Bistro** (or "**our business**"), a dual café and restaurant serving breakfast, lunch, dinner and casual drinks. A true copy of aerial and street view photographs of Urbano Bistro are annexed and marked as "**RJS-2**". We opened Urbano Bistro for business on 1 August 2007 at 289 Fenton Street, Glenholme, Rotorua. Urbano Bistro has an on-licence liquor licence, the capacity to seat 100 guests and currently employs 17 staff.
4. The location of Urbano Bistro is centrally located on the golden mile (as portrayed on the map at "**RJS-3**"). Many of the proposed transitional and emergency housing sites are situated on or near Fenton Street.
5. In short, the map at **RJS-3** shows that the business is:
  - (a) 160 metres from Midway Motel;
  - (b) 450 metres from Fenton Court Motel;
  - (c) 500 metres from the Malones Motel;
  - (d) 1.0 kilometre from the Union Victoria Motel;
  - (e) 1.0 kilometre from the New Castle Motor Lodge;
  - (f) 1.5 kilometres from the Alpin Motel and Conference Centre;
  - (g) 1.5 kilometres from Pohutu Lodge Motel; and



(h) 3.3 kilometres from the Lake Rotorua Hotel.

6. I submit this brief of evidence in support of Restore Rotorua Incorporated ("**Restore Rotorua**"), to assist the independent Panel who I am informed will decide on the question of whether all of the Ministry of Housing and Urban Development's ("**MHUD**") resource consent applications before the Rotorua Lakes Council ("the **Council**") to convert motels in the central Rotorua into emergency housing should be notified.
7. I submit this evidence from my perspective as a restaurateur based on the 'golden mile' Fenton Street. My evidence covers the adverse changes I have seen and experience along Fenton Street as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically the increase in violence and crime on Fenton Street during my restaurant's trading hours. I also speak to specific incidents that have affected my restaurant, my patrons, tenant and property.
8. Based on my 14 years' experience operating Urbano Bistro at this Fenton Street site, I estimate that there are approximately 27 motels/hotels to the north and south of Urbano Bistro and within 700 metres. From my personal observations, since March 2020, it appears to be that approximately 23 of these motels are being used for transitional housing.
9. The existing transitional and emergency housing motels will have a compounding effect with **MHUD**'s six applications for motels. I understand that these sites are currently being used as transitional and emergency housing while the owners await the outcome of these applications. This will mean that the disruption that I am now facing to my business as a restaurateur of Fenton Street will become permanent and intensify.
10. Trevor Newbrook, Chair of Restore Rotorua, has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in central Rotorua. A true copy of a map showing my home and business relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "**RJS-4**".
11. I have been told by Restore Rotorua that the Council has issued a directive to **MHUD** to file further resource consents to convert motels in central Rotorua into emergency housing for more motels by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed



above at paragraph 2 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.

12. My evidence speaks to how the six pending applications are likely to affect my business. Any additional proposals to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
13. I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. I am prepared if required to answer any questions concerning my brief of evidence from the Panel.

#### **Operation of Urbano Bistro in Rotorua**

14. My wife and I have been in the restaurant trade in Rotorua since 1983. Our first restaurant was *Caesar's*, (formerly at 1151 Arawa Street, Rotorua), which we ran from 1983 to 1993 and was the tenth restaurant in Rotorua at that time. The next restaurant and bar my wife and I ran in Rotorua was *Herbs*, from 1993 to 2011 (formerly at 1096 Tutaneikai Street, Rotorua).
15. Our first two restaurants were located on or near the Tutaneikai Street precinct area in central Rotorua, and referred to colloquially as "Eat Street". My father and I encouraged Rotorua Lakes Council for many years to look into the development of Eat Street during its infancy in 2000-2003 and to take an outside-the-box approach to developing that hospitality precinct.
16. My wife and I have owned the Urbano Bistro business premises at 289 Fenton Street since 1995. Due to an active 12-year long term lease associated with the purchase of the premises we were not able to open Urbano Bistro until 2007. The decision to set up a dual purpose café/restaurant away from Eat Street on Fenton Street was to develop a purpose built, high quality establishment in this area that catered to neighbouring moteliers. Given there were no competitors in this space in 2007, my wife and I saw a golden opportunity to capitalise on this market and form close relationships with the moteliers, given the first mover advantage. Currently there is no other real competition in this space as the only other eatery located in the golden mile is Oppies Fish and Chips and Chinese Takeaway (at 259 Fenton Street, Victoria Rotorua), located 400 meters up the road from Urbano Bistro. Oppies is a takeaway and does not compete with our dine-in guest space.

17. Our peers in the industry have regularly voted us as one of the top dining establishments in Rotorua, having won the Rotorua hospitality award for Outstanding Restaurant in 2013 and 2016, being a finalist for the Outstanding Restaurant award in 2014, 2015 and 2021 and having won the Rotorua hospitality Supreme Award in recognition of the establishment's 'pioneering spirit, energy, resourcefulness and commitment to the hospitality industry'. A true copy of a photograph of Urbano Bistro's list of awards won (as displayed on the establishment's front entrance window) is annexed and marked as "RJS-5". All awards can be found at <https://hospitalityawards.co.nz/rotorua/categories/> and a true copy of the webpage showing our winning category on the hospitality awards is annexed and marked "RJS-6".
18. From 2007 to 2020, Urbano Bistro has steadily grown year on year with the support of neighbouring moteliers, locals, business and the tourist trade. Urbano Bistro's average weekly gross revenue over the last four year period from 2016 to 2020 was **████████████████████**.
19. Since March 2020, there have been less motel takeaway delivery services. Similarly due to safety concerns customers now drive into our business premises and no longer walk in. Prior to March 2020, up to 40% of our business was generated by "walk-in" customers from within the motel district.
20. Currently in 2021, the average weekly gross revenue has fallen by 45% to approximately **████████████████████**. There has been an intermittent resurgence in gross revenue for Urbano Bistro every time it has opened up after government Covid-19 restrictions. These resurgences last approximately 7 to 8 weeks. However these short term surges are not enough to offset the total loss over the period.
21. While Urbano Bistro's awards received in 2021 recognise our achievements in the restaurateur field, they do not take into account the 45% decline in our average weekly gross revenue as well as the decline of other restaurateurs in Rotorua.

#### **Observations near Urbano Bistro over the past 2 years**

22. Over the 13 years of operation of Urbano Bistro from 1 August 2007 to March 2020 and under my oversight of our business, there have only been two incidents at the business that required the services of the Rotorua Police, the last incident being a decade ago:

- (a) A burglary in the first week of operation in August 2007; and

- (b) A theft of a staff member's motor vehicle parked outside the business premises in 2011.

23. However, since March 2020, which has coincided with the increased intake of emergency tenants living in contracted motels in central Rotorua, my wife and I have observed the following incidents near our business premises that have required the response of the Rotorua Police:

- (a) On or around 10 September 2020, a four-wheel drive vehicle mounted the footpath outside our restaurant and the female driver of the vehicle confronted an individual outside our establishment. The driver then proceeded to repeatedly drive over our outdoor furniture and sun umbrellas outside the restaurant. The incident was witnessed by eight restaurant patrons, one of which was an off-duty police officer, who took photos of the vehicle registration as the vehicle drove back and forth over the restaurant furniture. The vehicle was then chased by police cars. A true copy of the receipt for the repair of the damages umbrella's is annexed and marked as "RJS-7". From my follow up conversations with the police officer in charge, the vehicle was found two days later parked at the Midway Motel, where the female driver was housed, only 110 metres away from our establishment. Midway Motel is one of the motels taking emergency tenants as illustrated in **RJS-4**. On the third day the vehicle disappeared again.
- (b) On or around March 2021 our tenant, Donna Walsh, the owner of Willow Fashion Boutique (a business located in the same building premises as Urbano Bistro), was robbed in broad daylight by teenage offenders when she was alone in the shop.
- (c) In May 2021, signage boards and flags belonging to Urbano Bistro were stolen by loitering youth outside our restaurant. My wife and I chased them down Fenton Street resulting in one of our staff members being assaulted by other associates of the thieves who arrived on the scene to assist. The Rotorua Police attended the scene and officers took these individuals away.
- (d) On 6 May 2021, a customer's car (██████████, Regional Councillor) was parked at 293 Fenton Street outside Midway Motel, located 120 meters from Urbano Bistro. While dining at Urbano Bistro, the customer's car rear window was smashed. The incident was reported to the police.

- (e) In June 2021, during trading hours a lone offender stole liquor from Urbano Bistro and assaulted one of our staff members. A true copy of an email from Constable Tony O'Keeffe advising that the individual responsible was convicted of burglary and assault is annexed and marked as "**RJS-8**". From my further follow up correspondence with the officer in charge, I learned that this offender was staying at the Fenton Court Motel, 200 metres from our business, which is contracted to provide emergency accommodation.
- (f) In July 2021 an individual, who appeared to be intoxicated and holding what appeared to be a bottle of vodka entered Urbano Bistro's outdoor dining area and proceeded to yell and verbally abuse customers as they entered and left the establishment. My staff and I saw people who were known to this abuser from Midway Motel arrive, to try and persuade him to leave, but he refused. Due to safety concerns, my wife and I had to wait until after 10:00 pm for the individual to fall off his chair to enable us to safely transfer our outdoor furniture back inside. As we were closing up, we rang the Rotorua Police to explain that there was an unresponsive, intoxicated man lying in an unlit driveway beside our building. Next morning, we checked our security footage and the individual had lain there until 3:00am.
24. Since these security incidents, in May 2021 we installed two additional security cameras outside the building premises, which cost \$2,309.75 in total. A true copy of the invoice for the purchase of the additional security cameras is annexed and marked as "**RJS-9**". A true copy of a recent photo displaying the installed security cameras outside the premises is annexed and marked as "**RJS-10**".
25. Since March 2020 the neighbourhood surrounding Urbano Bistro has become plagued with graffiti. Prior to this, graffiti was not an issue in the area. A true copy of a recent photo dated 26 October 2021 displaying graffiti outside the premises is annexed and marked as "**RJS-11**".

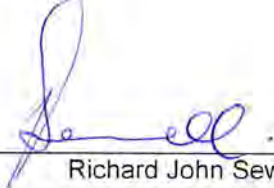
#### **Support for Restore Rotorua**

26. Over the 13 years of operating the Urbano Bistro, my wife and I had strong relationships with motel associations, particularly with 12 to 15 moteliers who we knew on a first name basis. A lot of those moteliers were either locals who lived in or around the area and had been in and out of Rotorua for many years. Unfortunately we no longer have the same relationship with many of these new

owners as most motels in this area in the last couple of years have been sold to buyers who live outside of Rotorua. The new absentee buyers are "investor"-owners and are personally removed from experiencing the situations I see in the neighbourhood directly next to these motels that are contracted to provide emergency accommodation. The maintenance and general up-keep of the motels is no longer a priority, and as such, the overall appearance of Fenton Street has degraded.

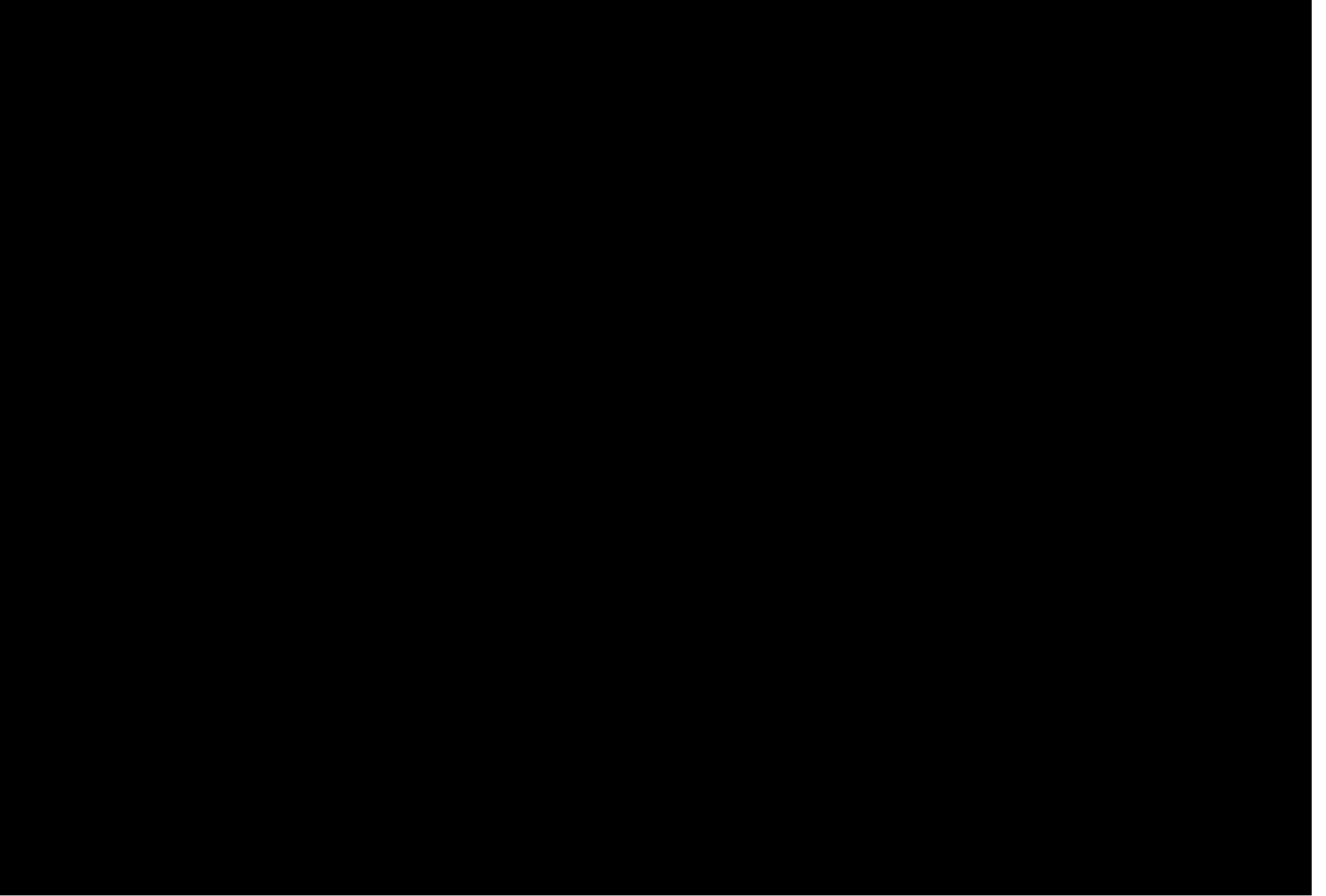
27. My wife and I have lived in Rotorua for what has been effectively all our lives and have had family here involved in the tourism and restaurant space for as long as we can remember. To see the dilapidation of the centre of our city and the breakdown of the community, not only financially impacts us but affects us on a deep and personal level. The recent change in character of Rotorua in the last couple of years has been unlike anything my family has seen before and it undermines the hard work we have invested into growing the Rotorua community by the generation of our family before us.

SIGNED this 13<sup>th</sup> day of December 2021

  
Richard John Sewell



RJS-1







**Urbano Bistro (289  
Fenton Street)**

**DATA SETS**  
 Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.  
 Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 29-Nov-2021

Aerial Imagery  
 1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
 1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 20.00 40.0 Meters



Rotorua Lakes Council





Rotorua, Bay of Plenty  
Google  
Street View - Jun 2020

Image capture: Jun 2020 © 2021 Google





RJS-3

Restore R



5 views

Published 19 minutes ago



SHARE

EDIT

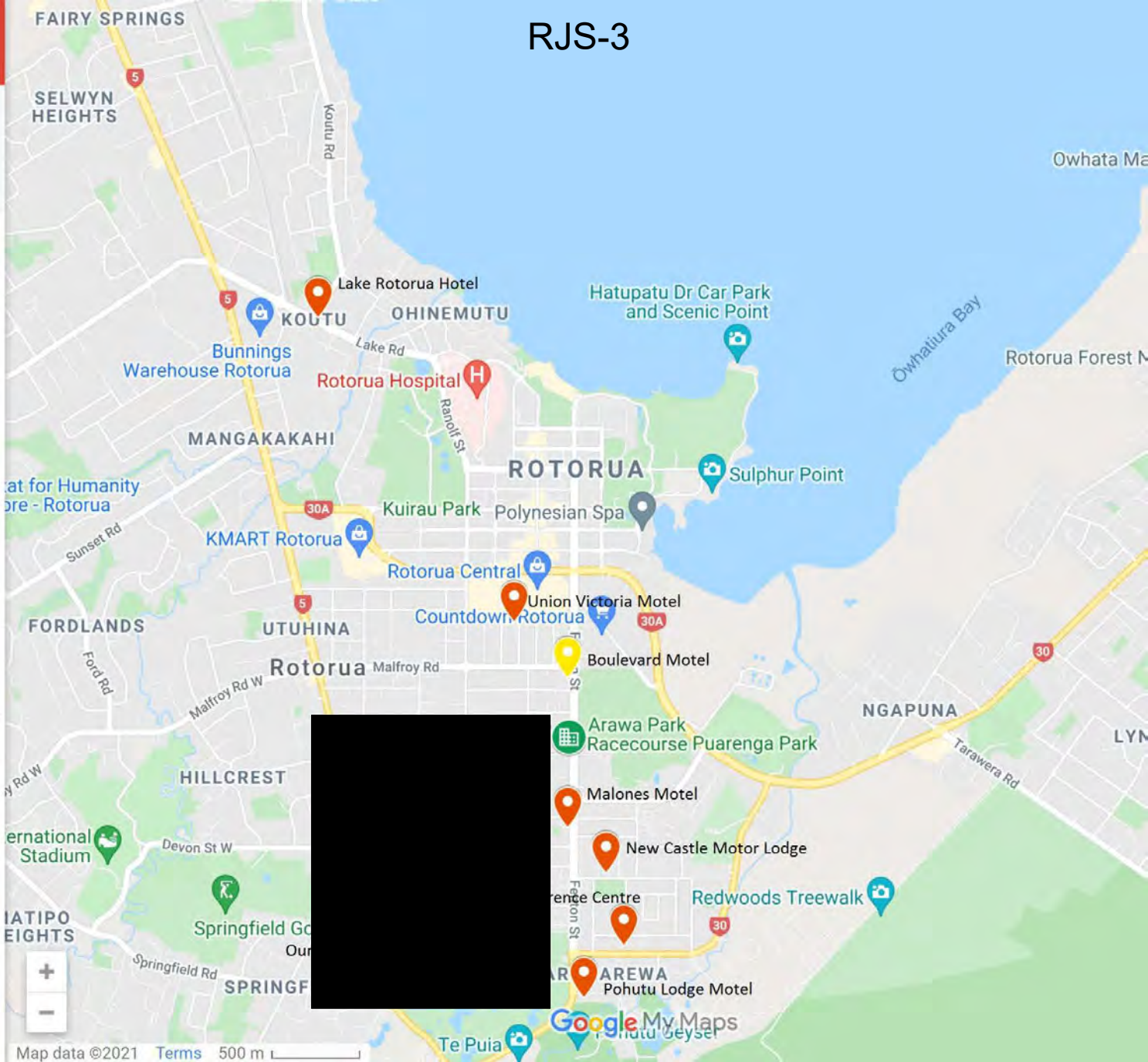


### Motels at risk of conversion into emergenc...

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- Alpin Motel & Conference Centre
- Pohutu Lodge Motel
- Urbano Bistro Cafe & Restaurant
- Boulevard Motel & Restaurant



Made with Google My Maps

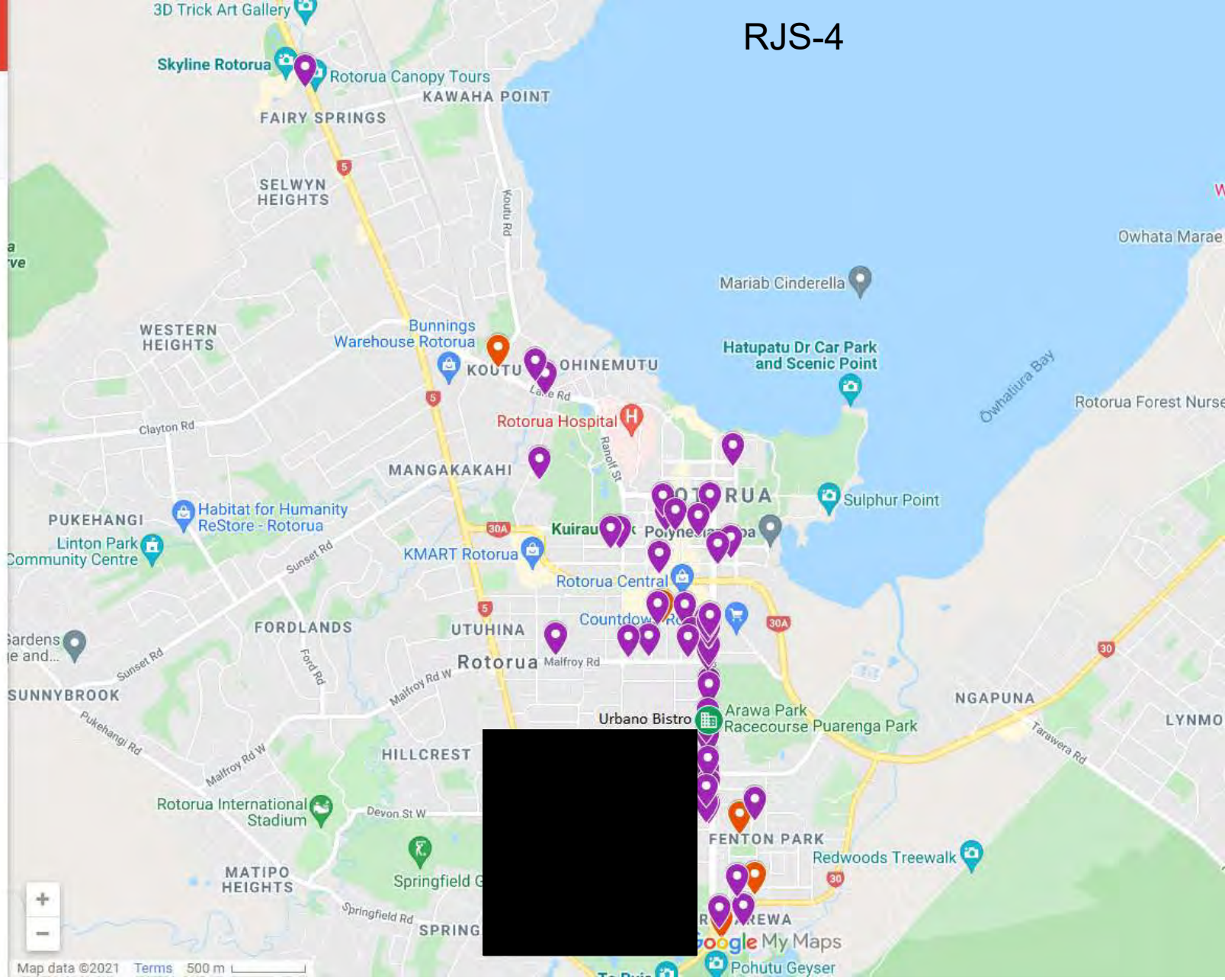




1 view  
Published 40 minutes ago  
[SHARE](#) [EDIT](#)

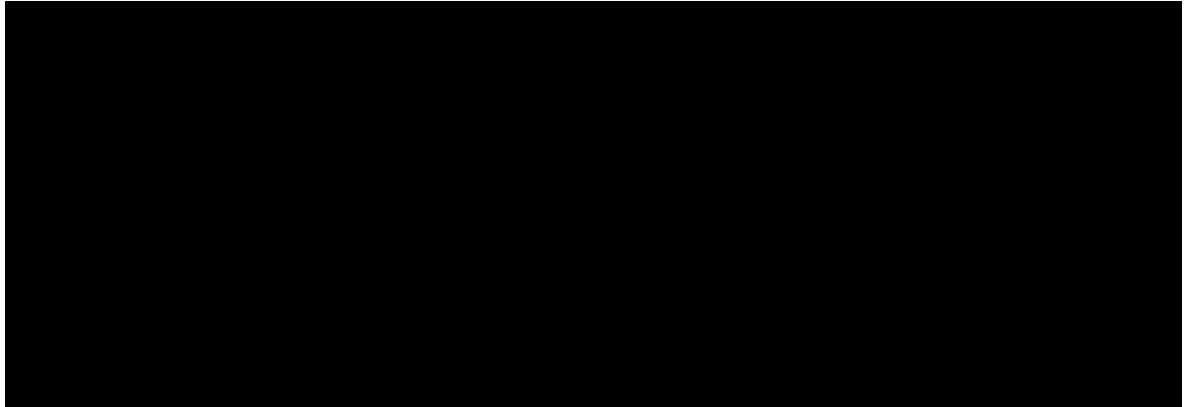
**Motels at risk of conversion into emergenc...**

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- ... 50 more





# latest news



## Rotorua Hospitality Awards 2021 – winners announced

posted on 25 Jul 21

**On Sunday evening, 25 July, 2021, the Rotorua hospitality industry came together to celebrate the great people and businesses that are keeping local hospo humming.**

We are excited to announce the winner of the 2021 Rotorua Hospitality Awards:

**Meadow Fresh Outstanding Barista**



---

**Pernod Ricard Outstanding Bartender**



**Antipodes Water Company Outstanding Waiter/Waitress**

[Redacted Name]

---

**The POS People Front of House Team**

Third Place Cafe

---

**Toi Ohomai Institute of Technology Emerging Chef**

[Redacted Name]

---

**Service Foods Outstanding Chef**

[Redacted Name]

---

**Rotorua Nui Outstanding Street Food/Takeout**

[Redacted Name]

---

**Burns & Ferrall Outstanding New Establishment**

[Redacted Name]

---

**Bidfood Rotorua Outstanding Cafe**

[Redacted Name]

---

**Asahi Beverages New Zealand Outstanding Bar**

[Redacted Name]

---

**Nova Energy Suburban Establishment**

[Redacted Name]

---

**Menulog New Zealand Outstanding Ethnic Cuisine**



---

**OneMusic New Zealand** Ambience & Design



---

**Eftpos New Zealand** Outstanding Restaurant



---

**dinefind** Outstanding Sales Rep



---

**Cabernet Foods LTD** Outstanding Supplier



---

**Rotorua NZ** Outstanding People's Choice



---

**Gilmours Wholesale Food & Beverage** Supreme Award

Urbano Bistro Rotorua

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Stay up to date at [www.hospitalityawards.co.nz/rotorua](http://www.hospitalityawards.co.nz/rotorua), or on the [Awards Facebook page](#).

[back to news](#)





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design by HUSK

# RJS-7

To: Urbano Bistro  
289 Fenton Street  
Glenholme  
Rotorua 3010  
NEW ZEALAND

Invoice Date  
20 Oct 2020

PEROS

Reference Number  
374875

Description	Quantity	Unit Price	GST	Amount NZD
umbrellas - expensed as under new temp FA threshold < \$5K	1.00	1,397.00	15%	1,397.00
			Subtotal	1,397.00
			TOTAL 15%	209.55
			TOTAL NZD	1,606.55
			Less Amount Paid	1,606.55
			AMOUNT DUE	0.00
			DUE DATE	20 Oct 2020

This is not a tax invoice



**From:** Urbano <[redacted]>  
**Sent:** Tuesday, 21 September 2021 6:38 PM  
**To:** [redacted]  
**Subject:** [redacted]

[redacted]  
Thanks for the update  
Richard

Sent from my iPhone

On 21/09/2021, at 5:19 PM, O'KEEFE, Anthony <Anthony.O'Keeffe@police.govt.nz> wrote:

Hi Richard,

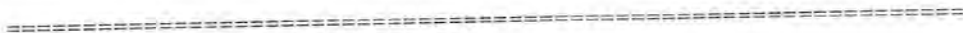
The male offender for the above incident was convicted of burglary and male assaults female for the assault on your staff member.

He was sentenced to 4 months imprisonment for the assault, and 1 year imprisonment for the burglary.

If you have any queries please contact me.

Regards

[redacted]  
[redacted]  
[redacted] Policing Team  
**Rotorua**  
[redacted] Rotorua New Zealand  
[redacted]  
[redacted]

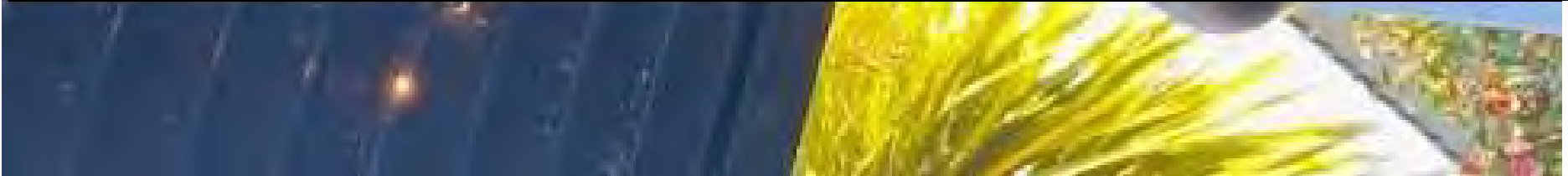
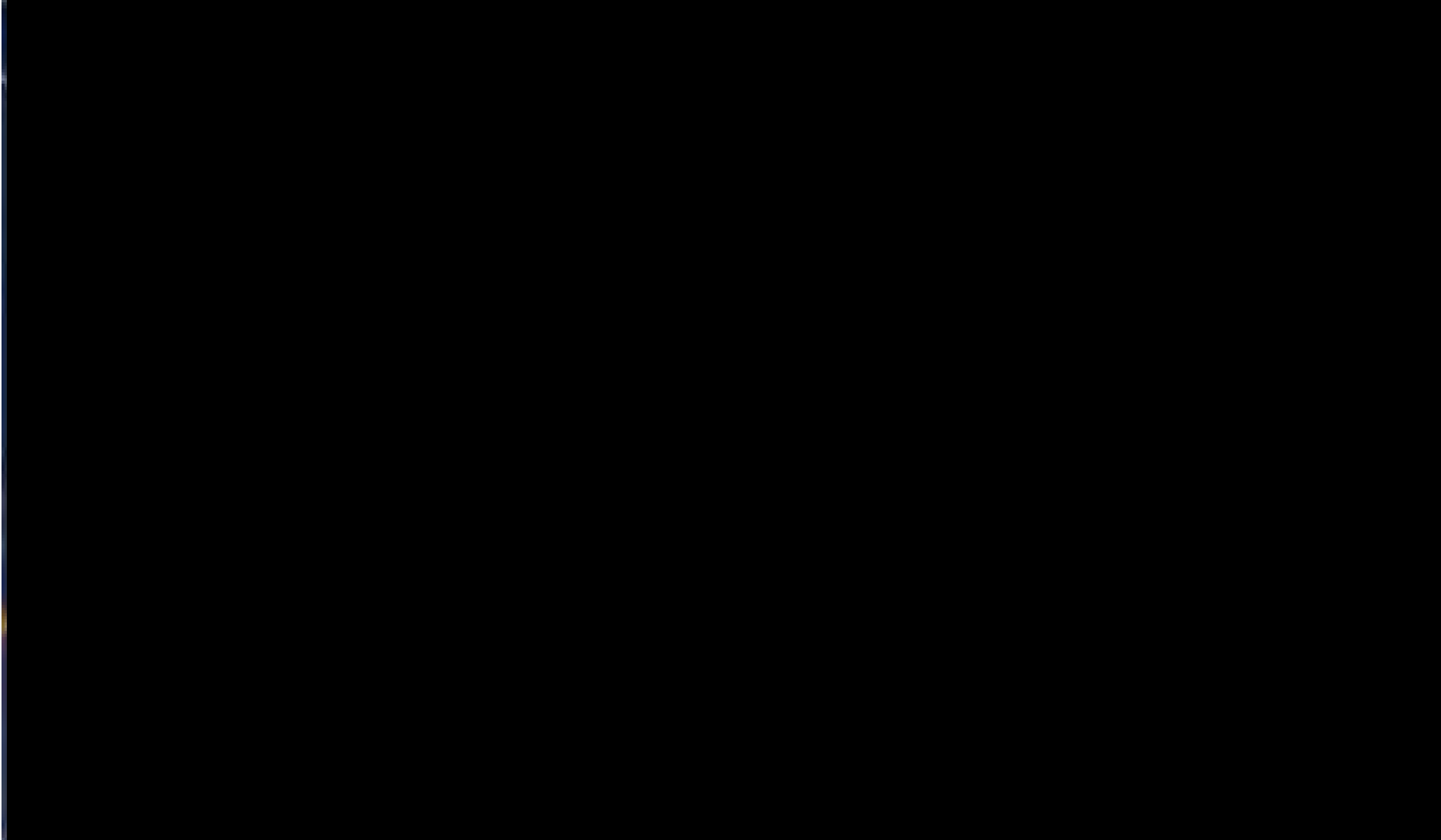


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**Before the Independent Hearing Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

---

**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Various applications by Te Tūāpapa  
Kura Kāinga – the Ministry of Housing  
and Urban Development (MHUD) to  
the Rotorua Lakes Council

**BETWEEN** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban  
Development**

**AND** **Restore Rotorua Incorporated**

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**Brief of evidence of Robert Dougall Parry**  
Dated 14 December 2021

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 **Palmer**  
Barristers and Solicitors  
AUCKLAND

**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
Facsimile: 09 915 0003  
P O Box 106114, Auckland 1010  
DX CX 10073  
Level 10, 63 Albert Street, Auckland

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## BRIEF OF EVIDENCE OF ROBERT DOUGALL PARRY

I, **ROBERT DOUGALL PARRY**, business franchise owner, of Rotorua, provide the following brief of evidence:

### Introduction

- 1 My full name is Robert Dougall Parry. I currently reside at [REDACTED]  
[REDACTED]
- 2 I submit this brief of evidence from my perspective as a business owner of three fast food restaurants. My evidence covers the adverse changes I have seen around Fenton Street as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically, the increase in anti-social behaviour and crime around Glenholme in the last 18 months.
- 3 A true copy of a map showing the Fenton Street restaurant to the proposed sites for the emergency housing is annexed and marked as "RDP-1". In short, the map marked "RDP-1" shows that the Fenton Street restaurant is:
  - a) 600 metres from the **Union Victoria Motel**, at 26/28 Victoria Street, Victoria, Rotorua; and
  - b) 1.4 kilometres from the **Malones Motel**;
  - c) 1.9 kilometres from the **New Castle Motor Lodge**;
  - d) 2.4 kilometres from the **Alpin Motel and Conference Centre**;
  - e) 2.4 kilometres from the **Pohutu Lodge Motel**; and
  - f) 2.4 kilometres from the **Lake Rotorua Hotel**.
- 6 I submit this brief of evidence in support of Restore Rotorua to assist the independent Panel who I am informed will decide on the question of whether all of the Ministry of Housing and Urban Development's ("**MHUD**") resource consent applications before the Council to convert motels in central Rotorua into emergency housing should be notified.
- 7 Trevor Newbrook, Chair of Restore Rotorua Incorporated ("**Restore Rotorua**") has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms

my knowledge of the widespread use of emergency housing accommodation in central Rotorua. A true copy of a map showing my businesses relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "RDP-3".

- 8 I have been told by Restore Rotorua that the Council has issued a directive to MHUD to file further resource consents to convert motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications for the motels listed above at paragraph 3 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
- 9 My evidence speaks to how the six pending applications are likely to affect me and my restaurants. Any additional proposals to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
- 10 I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. I am prepared, if required, to answer any questions concerning this brief of evidence from the Panel
- 11 I am the current franchisee owner of three McDonalds restaurants in Rotorua
  - a) **McDonald's Fenton Street.** Located at 1118 Amohau Street, on the corner of Fenton Street and Amohau Street, Rotorua. A true copy of aerial and street view photographs of the restaurant are annexed and marked as "RDP-2".
  - b) **McDonald's Fairy Springs:** Located at 70 Fairy Springs Road, Rotorua. A true copy of aerial and street view photographs of the restaurant are annexed and marked as "RDP-3".
  - c) **McDonald's Te Ngae:** Located at 2 Robinson Avenue, Ōwhata, Rotorua. A true copy of aerial and street view photographs of the restaurant are annexed and marked as "RDP-4".
  - d) A map showing the location of these three restaurants is annexed and marked as "RDP-1". For context, the other locations of relevance to this brief are also marked on this map.



- 13 I have been in the McDonalds Restaurant franchise business for 35 years. Before moving to Rotorua I owned and operated the Feilding Restaurant. I moved to Rotorua in 2004 to look after the three McDonalds restaurants that were there at the time.
- 14 The Fenton Street restaurant is located on prime real estate, on the corner of a busy traffic light intersection in central Rotorua, with Fenton Street being the key arterial route bringing traffic into and out of central Rotorua from the south of the city. Fenton Street is also the city's key hotspot for motel accommodation which typically fuels the city with out-of-town visitors and guests to our city. The Fenton street restaurant has its seasonal peaks and troughs but is the busiest and most profitable restaurant of the three.
- 15 The Fairy Springs restaurant is located on State Highway 5, at the north western suburb of Fairy Springs which serves as entry/exit way for travellers coming into and out of Rotorua from Auckland, Waikato and Bay of Plenty regions. The map at "RDP-1" shows that the Fairy Springs restaurant is approximately 3.8 kilometres from central Rotorua.
- 16 The Te Ngae restaurant is located on State Highway 30, at the eastern suburb of Te Ngae which is positioned at the entry/exit way of the city's eastern end to take all traffic coming into and out of Rotorua from the East. The Te Ngae restaurant is also located 1.9 kilometres south of the Rotorua Regional Airport so will serve incoming/outgoing travellers who use the airport. The map at "RDP-1" shows that the Te Ngae restaurant is approximately 6.6 kilometres from central Rotorua.
- 17 We currently have over 240 staff across the three restaurants. The Fenton Street and Fairy Springs restaurants are open for 24 hours and the Te Ngae Restaurant is open from 6:00am to 11:00pm Sunday to Thursday, and 6:00am to midnight Friday and Saturday.

#### **Operation of McDonald's in Rotorua before 2020**

- 18 Over my 17 years in Rotorua, I have witnessed the city grow off the back of the tourism sector. It is no surprise to anyone that the hospitality businesses in this city thrives not only off a base of local patrons but those who visit the city to sightsee or to participate in events.
- 19 Prior to 2020, all of the restaurants under my oversight follow a general seasonal trend throughout the year. The peak time of the year is during the summer period, which extends from December through to April when there are a large number of events or when the tourism sector reach their seasonal peak. When





the border was open, we serviced many international and domestic tourists who arrived by vehicle or by plane, and our three locations are all strategic in their accessibility and visibility to visitors.

20 Throughout the year our restaurants would generate considerable demand due to events that are held in Rotorua, which include:

- a) ZM Float music festival at Lake Tikitapu
- b) Flava's NZ Bomb competition tower at Lake Tikitapu
- c) Rotorua Summer Seafood Festival
- d) Crankworx Rotorua
- e) Giant 2W Gravity Enduro Race
- f) Skyline Sprint Warrior
- g) Annual Ambrose Golf Tournament
- h) Concerts and sporting events held at Rotorua International Stadium

21 The peak time of the day during the summer months was just after breakfast, when tourists would check out of their accommodation and grab a bite to eat at our restaurant. Due to the prime location, the Fenton Street restaurant would also get a lot of foot traffic straight from motel visitors as well as drive through customers.

22 We have experienced those seasonal variations even after 2020, when the city experienced the Covid-19 lockdown and the influx of transitional housing occupants into the central Rotorua motels in Glenholme.

#### **Operation of McDonald's after 2020**

23 Rotorua has always had a national reputation over the decades as a bit of a 'tough town'. The city has always experienced its share of anti-social behaviour and incidents from residents and across all corners of the city. However, after the March 2020 lock down, the anti-social behaviour towards our staff and customers escalated to an unprecedented level. Most of the observations I provide from the vantage point of our restaurants reveal that the past 18 months to 2 years has been anything but ordinary.

24 In my role I work with the Restaurant Managers of each restaurant who update me on feedback obtained across the entire crew at any given time. At

McDonalds, we have pretty robust processes and procedures to document accounts recalled by our crew. This systemised feedback is necessary and useful for head office to drive the national strategy and respond to specific matter. However, it is also handy information that help local franchisee owners to keep an eye out for matters that are specific to our operations.

25 The main types of anti-social behaviour our crew are reporting across all three restaurants in the last 18 months include:

- a) Individuals standing outside the restaurant carpark harassing and begging for money from patrons, both when patrons approach the store by foot and lining up in the drive through queues. Some patrons have recalled incidents to our staff of individuals walking up to their car, opening the unlocked rear passenger door and seating themselves down on the rear passenger seat while the driver is in the drive through queue.
- b) Individuals coming into the restaurants and acting aggressively and abusively towards customers and staff over the counter or in the dining areas.

26 Our record of incidents reveal that the kinds of incidents described above commonly occur during the warmer months of the year where there is more foot traffic, and especially at our Fenton Street restaurant. Annexed and marked "RDP-5 is a summary of logged incidents from staff across each of our restaurants between Winter 2020 to present.

27 During the 2020/2021 trading years at Fenton Street we have seen an escalation of the seriousness in the incidents logged, for example:

- a) In 2020 a mother and a child were threatened outside the Fenton Street Restaurant by a beggar holding a metal bar, because they did not provide the beggar with any money.
- b) On 13 June 2020, the panic alarm was pressed and 111 was called due to a fight between 3 individuals outside in the carpark of the restaurant. One of the individuals had a tomahawk which he tried to use against the other 2 individuals. Members of the public stepped in to stop the fight and were successful. While the police were still on their way, one of the individuals tried to unsuccessfully steal a car then fled the scene on foot. A member of the public chased the individual who was then apprehended by police.



- c) On 24 June 2020, an individual entered the restaurant claiming that he had ordered food, when a staff member who was on the register explicitly remembers not serving the particular individual. The staff member said to the client that he had not ordered yet. The individual began to verbally abuse the staff and pushed the cash register off the counter causing it to break. One of the staff called the police as the individual continued to bang on tables. The police arrived and the incident was investigated.
- d) On 16 December 2020, a member of the public jumped onto the counter and asked a member of staff if they have any knives because people were chasing him. The police were called and the staff rushed to the safe room. While in the safe room, staff heard multiple voices in the restaurant and when they came out, they saw that the cash register screen was broken and glass was on the ground.

28 In instances such as those, the police are called and we take action to trespass that individual or group responsible. However, due to the lack of availability of police staff in Rotorua, police usually do not attend in a timely manner to resolve the issue. This is despite our staff making the police call out as soon as the individual is issued a trespass notice or told to leave the premises. As a result of this, the trespasser often suffer no consequence. It becomes frustrating for our crew who have followed the correct process at their end but are not able to deescalate the situation.

29 The observations on record for the Fenton Street restaurant reveal that the feedback I receive for Fenton Street are quite unique and contrasts with those from the Fairy Springs and Te Ngae restaurants. The concerning observation of incidents at the Fenton Street restaurant are even more concerning when I explain the context of the the Te Ngae restaurant, which I have had the experience of running for 11 years. The Te Ngae restaurant is located in a comparatively tougher part of Rotorua. I am familiar that there are approximately 21 active chapters of Mongrel Mob based around the Te Ngae restaurant. However, from the kinds of staff feedback we have received in 2020 and 2021, we never have had any real problems there at all.

30 Our Fenton Street restaurant appear to be in the epicentre of the anti-social behaviour and is where we have records of most incidences. There is a different way that we run the site because of these issues. We decided not to open the internal dining area during the overnight hours to keep staff safe as we continue to observe a considerable amount of anti-social behaviour in the car park such as individuals jumping on cars in the drive through.

31 As a result of the behaviour outside of the Fenton Street Restaurant at all hours of the day, there are fewer patrons who are wanting to dine in. In 2018 we had 43.04% of our customers dining in the Restaurant. YTD 2021 we have 28.12%. This is not just due to the Covid-19 restriction, but also because customers do not want to be annoyed while sitting and having a meal or be bothered by people begging outside the entrance of the restaurant.

#### **Security related measures**

32 The Fenton Street restaurant has deployed security guards between the hours of midnight and 4:00am on Friday, Saturday and Sunday nights for the last 10 years. However, the vast majority of incidences that are a risk to our patrons and our staff occur during the day when the security guards are not present.

33 In each restaurant, we have a panic alarm system which if it is activated by our staff will send a signal to our security contractor Watchdog Security to action. In addition to the alarm, all three restaurants have a 'panic room' facility inside the restaurant and is designed to cover any situation in the restaurant when an individual gets out of control and pose a high security risk. Our staff are trained to use a code word and once that word is spoken, all of the staff stop what they are doing bolt to the panic room, lock the door and call the police.

34 The use of the panic room at the Fenton Street restaurant has increased recently compared with the 2017-2018 period. During 2017-2018, the panic room was not used at all. More recently in 2020, the panic room has been used on at least 2 occasions when the staff had a genuine concern for their safety.

35 McDonald's organise staff trainings, where staff are taught how to deal with aggressive customers and how to keep themselves safe. Our staff have been taught to defuse situations and not to get physical with aggressive visitors. The aim is to try and move the aggressive individual offsite, which can be difficult in some circumstances and call the police. The issue I understand staff have with calling the police is that they do not believe the police are effective enough to keep them well protected, due to the long time it takes for officers to arrive.

36 McDonald's also have a lot of online training modules for staff. McDonald's head office have had initial discussions with me and are beginning to look at incorporating body cameras for our shift managers to use and video record events of incidents in real time so that we are able to provide a more factual report of the incident to the police. The body cameras would be similar to those used by the police or rugby referees, where face-to-face encounters are





recorded. One of the claimed benefits for the use of such equipment is that people tend to behave differently when they know that they are being recorded.

- 37 I am also working with head office to get professional messaging and signage up in the restaurants that communicate clearly to the public outside of our restaurants that aggressive and disruptive behaviour is and will not be tolerated on or near our restaurants. This is still being developed.

### **Conclusion**

- 38 It goes without saying that the homeless deserve to be housed. However, from the perspective of operating a well-known restaurant at the centre of Rotorua and within 2 kilometres of many of the motels under applications for resource consent, the current locations of emergency and transitional housing will not be fit for purpose, or helpful, to the residential and business community in central Rotorua. The observations about the steps our restaurants took to adapt and cope with the unprecedented change in our neighbourhood in order to keep patrons and our staff safe highlights that this is a serious issue specific to the central Rotorua neighbourhood. Although our franchise is doing everything right from our end to accurately record incidents, sufficient train our staff, send the right message to our community about what is acceptable and what is not, we can see from the late responses of NZ police that the system is incapable of a swift response. Any occurrence of danger in or near our restaurants would only be a question of when, rather than if.

- 39 I am therefore submitting to highlight how important it is for the Council to get the overall assessment of each of these applications right as the actual effects currently experienced shows that our city is already under considerable strain, and the community is bearing the brunt of these adverse effects.

**SIGNED** this 14th day of December 2021











  
Robert Dougall Parry

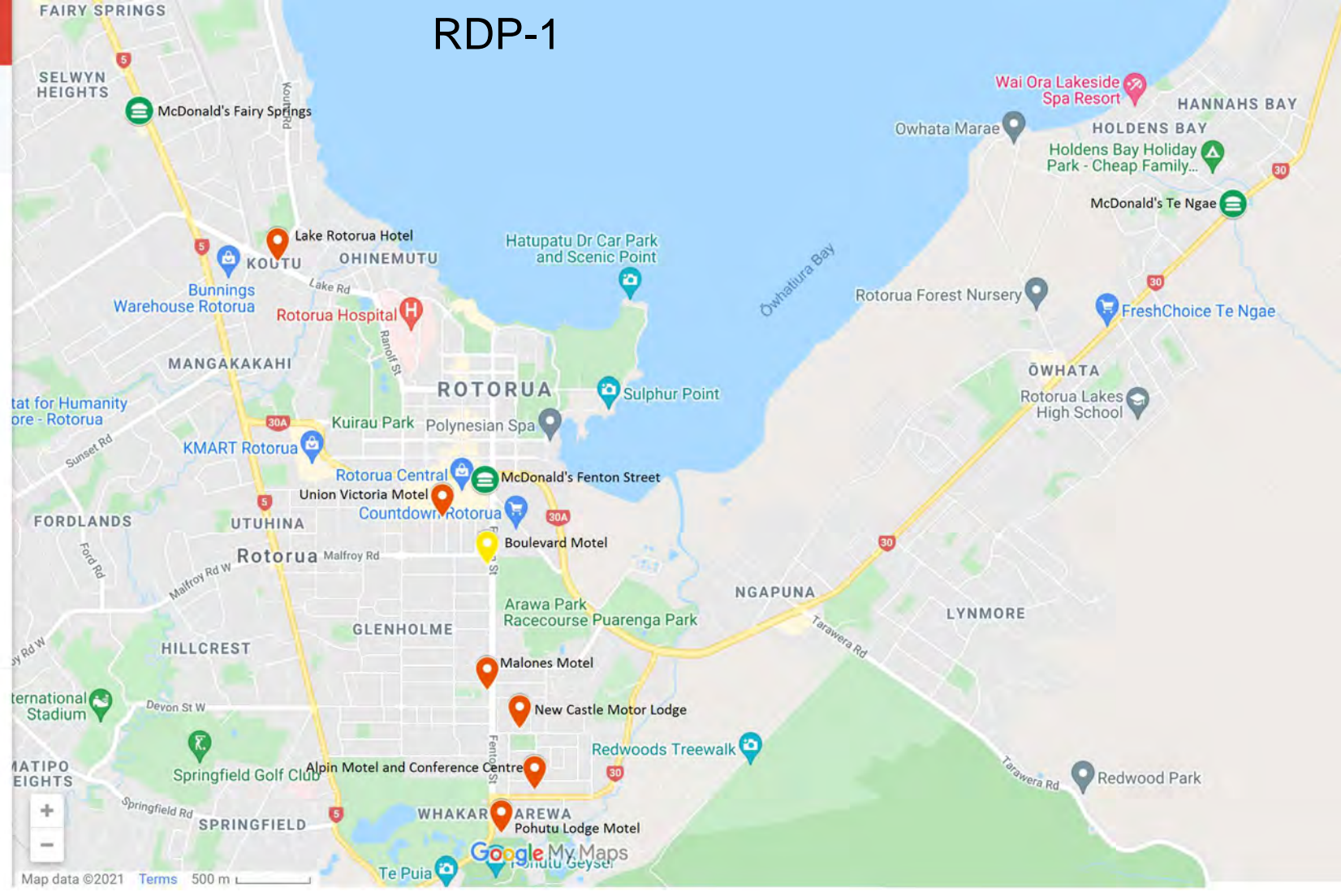


# RDP-1

2 views  
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**Motels at risk of conversion into emergenc...**

-  Lake Rotorua Hotel
-  Union Victoria Motel
-  Malones Motel
-  New Castle Motor Lodge
-  Alpin Motel & Conference Centre
-  Pohutu Lodge Motel
-  Boulevard Motel & Restaurant
-  McDonald's Fenton St
-  McDonald's Fairy Springs
-  McDonald's Te Ngae



Made with Google My Maps





McDonald's Fenton St  
(corner of Fenton St and  
Amohau St)

**DATA SETS**

Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.

Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 02-Dec-2021

**Aerial Imagery**

1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 21.10 42.2 Meters



Rotorua Lakes Council



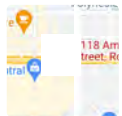
Google Maps 1118 Amohau St  
McDonald's Fenton St (corner of Fenton St and Amohau St)



Google

Image capture: Oct 2020 © 2021 Google

Rotorua, Bay of Plenty  
Google  
Street View - Oct 2020







## McDonald's Fairy Springs (70 Fairy Springs Road)

### DATA SETS

Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.  
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Printed Date: 02-Dec-2021

### Aerial Imagery

1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 21.10 42.2 Meters



Rotorua Lakes Council

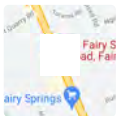




Google

Image capture: Jun 2020 © 2021 Google

Rotorua, Bay of Plenty  
Google  
Street View - Jun 2020







## McDonald's Te Ngae (2 Robinson Avenue)

### DATA SETS

Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.

GeyserView represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 02-Dec-2021

### Aerial Imagery

1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 21.10 42.2 Meters



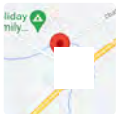
Rotorua Lakes Council





Rotorua, Bay of Plenty  
Google  
Street View - Jan 2021

Image capture: Jan 2021 © 2021 Google







# Watchdog Security Group Ltd

1213 Haupapa Street  
Rotorua 3010

Phone : 07 3492111

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Email : [accounts@watchdog.co.nz](mailto:accounts@watchdog.co.nz)

Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 172669

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 16043 AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 11/01/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS RESTAURANT - FENTON STREET  
 Date: 08/01/2021  
 Area and Zone: PANIC ALARM - FRONT COUNTER/DRIVE THRU PANIC  
 Dispatch Time: 1600HRS  
 Onsite Time: 1606HRS  
 Offsite Time: 1608HRS  
 Patrol Outcome: PATROL ADVISES DYLAN WILSON ONSITE WHO IS TRESPASSED FROM THE PREMISES, HE HAS BEEN MOVED ON FROM SITE WITH NO ISSUES. STAFF AND PATRONS ALL OKAY.  
 Extra details: SPOKE WITH BRAD WHO HAS REQUESTED PATROL ATTENDANCE TO MOVE ON TRESPASSED MALE FROM SITE.

MISC	Labour	■	■	■
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/02/2021**



# Watchdog Security Group Ltd

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## Tax Invoice 172731

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 16098AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 14/01/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: McDONALDS RESTAURANT Fenton St  
 Date: 13/01/21  
 Area and Zone: BEGGER MOVED ON  
 Dispatch Time: 1421  
 Onsite Time: 1426  
 Offsite Time: 1453  
 Patrol Outcome: Wayne pita was begging money.  
 According to staff member he was trespass. he walked  
 as soon he seen the Watchdog vehicle. I called 105 since  
 its trespass breach. Event no. 210113-6677  
 Extra details:

MISC	Labour	█	█	█
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Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

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## Tax Invoice 174853

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 16422AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 19/02/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

CN#7108  
McDONALDS RESTAURANT Fenton St  
1315 FENTON STREET

W13 Dispatched  
17/02/21- Staff advise homeless male in the drive thru  
disturbing customers  
Panic Alarm  
Dispatch time: 0744hrs  
Onsite time: 0746hrs  
Offsite time: 0751hrs  
Outcome: Patrol advises male disappeared before Patrol  
arrived. Has checked the premise, staff ok.

MISC	Labour	■	■	■
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/03/2021**



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## Tax Invoice 174857

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 16430AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 19/02/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS FENTON STREET  
 Date: 17/2/21  
 Area and Zone: STAFF REQUESTED GUARD ASSISTANCE WITH A MALE SITTING IN A VEHICLE REPEATEDLY TURNING ON AND OFF HEADLIGHTS AT STAFF IN THE DRIVETHRU WINDOW. BLACK PEUGEOT 308 EYF344  
 Dispatch Time:233 2  
 Onsite Time: 2337  
 Offsite Time: 2339  
 Patrol Outcome: MALE ATTEMPTED TO PRETEND HE WAS ASLEEP ON ARRIVAL. TOLD TO MOVE ON FROM SITE AND NOT RETURN. MALE COMPLIED AND LEFT SITE.  
 Extra details:

MISC	Labour	█	█	█
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Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/03/2021**



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## Tax Invoice 174860

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 16432AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 19/02/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

CN#7108  
McDONALDS RESTAURANT Fenton St  
1315 FENTON STREET

W26 Dispatched  
18/02/21- Single male onsite disturbing customers would like Patrol to move on.  
Dispatch time: 0228hrs  
Onsite time: 0230hrs  
Offsite time: 0240hrs  
Outcome: Patrol advises single male has left the premise and moved across the road where he entered a vehicle.  
Rego# LYZ216.

MISC	Labour	■	■	■
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/03/2021**





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## Tax Invoice 176735

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 16674AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 18/03/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS FENTON STREET  
 Date: 17/3/21  
 Area and Zone: ACTIVATION ON PANIC ALARM  
 Dispatch Time: 2358  
 Onsite Time: 0005  
 Offsite Time: 0020  
 Patrol Outcome:  
 MAORI MALE 5'3 LONG BLACK HAIR, BASKETBALL  
 TOP, BLACK SHORTS MEDIUM BUILD HEAVILY  
 INTOXICATED AND BEING VERBALLY ABUSIVE TO  
 STAFF. MOVED ON FROM SITE AND GOT INTO A  
 CAR. WAS STILL IN THE CARPARK, POLICE ADVISED  
 DRUNK DRIVER AND IN ATTENDANCE P045857281  
 ARRESTED BY POLICE  
 Extra details:

MISC	Labour	█	█	█
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Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/04/2021**







# Watchdog Security Group Ltd

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 178585

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 16979 AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 23/04/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS RESTAURANT - FENTON STREET  
 Date: 22/04/2021  
 Area and Zone: PANIC RESPONSE  
 Dispatch Time: 1905  
 Onsite Time: 1907  
 Offsite Time: 1918  
 Patrol Outcome: PATROL ADVISES MALE LEFT SITE, LAST SEEN HEADING TOWARDS THE ROTORUA CENTRAL MALL. STAFF AND PATRONS ALL OKAY.  
 Extra details: STAFF MEMBER REQUESTING WATCHDOG GUARD ASSISTANCE DUE TO A HOMELESS PERSON ONSITE CAUSING TROUBLE AND REFUSING TO MOVE ON.

MISC	Labour	█	█	█
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/05/2021**



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Rotorua 3010

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## Tax Invoice 184814

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 17761 AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 05/08/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS - FENTON STREET  
 Date: 01/08/2021  
 Area and Zone: HOMELESS PERSON ONSITE  
 NEEDING TO BE MOVED ON  
 Dispatch Time: 18:27  
 Onsite Time: 18:32  
 Offsite Time: 18:37  
 Patrol Outcome: PERSON BEGGING ONSITE, HAD  
 MOVED ON BEFORE GUARD ARRIVED  
 Extra details: STAFF MEMBER TREY REQUEST  
 GUARD DISPATCH

MISC	Labour	█	█	█
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

Please note that this invoice is due for payment on or before the 20/09/2021



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## Tax Invoice 186470

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 17985AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 06/09/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

CN#7108  
McDONALDS RESTAURANT Fenton St  
1315 FENTON STREET

W26 Dispatched  
04/09/21- Staff requesting Patrol attend as single male in  
the drive through but is trespassed.  
Panic Alarm  
Dispatch time: 0458hrs  
Onsite time: 0500hrs  
Offsite time: 0510hrs  
Outcome: Patrol advises male has moved on, staff onsite  
all ok.

MISC	Labour	■	■	■
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

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**Please note that this invoice is due for payment on or before the 20/10/2021**



# Watchdog Security Group Ltd

1213 Haupapa Street  
Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 188168

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 18222AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 08/10/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

CN#7108  
McDONALDS RESTAURANT FENTON STREET  
1315 FENTON STREET

W21 Dispatched  
08/10/21- As per instructions on file  
Panic Alarm  
Dispatch time: 0600hrs  
Onsite time: 0605hrs  
Offsite time: 0606hrs  
Outcome: Patrol advises couple has been moved on.  
Staff onsite all ok.

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/11/2021**





# Watchdog Security Group Ltd

1213 Haupapa Street  
Rotorua 3010

Phone : 07 3492111

Fax : 07 3492110

Email : [accounts@watchdog.co.nz](mailto:accounts@watchdog.co.nz)

Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

Page No. : 1

## Tax Invoice 191449

GST No. 83-382-732

Job ID : 18660 AR

### Invoice To:

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 29/11/2021

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
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Site Name: MCDONALDS RESTAURANT - FENTON STREET  
 Date: 26/11/2021  
 Area and Zone: 1X ANTI VAXER ONSITE, REQUESTING WATCHDOG SECURITY ATTENDANCE.  
 Dispatch Time: 1555  
 Onsite Time: 1613  
 Offsite Time: 1626  
 Patrol Outcome: 1X MALE ONSITE, VERBALLY AGGRESSIVE TOWARDS STAFF & MEMBERS OF THE PUBLIC. POLICE HAVE BEEN ADVISED AND NOW BEING DEALT WITH BY POLICE.  
 Extra details: STAFF MEMEBER CHONTELLE REQUESTING WATCHDOG SECURITY

MISC	Labour	█	█	█
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Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

Please note that this invoice is due for payment on or before the 20/12/2021



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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 172470

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15926AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 30/12/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS RESTAURANT FENTON STREET  
 Date: 28/12/2020  
 Area and Zone: WIRELESS PANIC ACTIVATION  
 Dispatch Time: 1414  
 Onsite Time: 1418  
 Offsite Time: 1427  
 Patrol Outcome: MALE REMOVED FROM TOILETS AND ESCORTED OFF SITE.  
 Extra details:

MISC	Labour	█	█	█
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Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/01/2021**



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1213 Haupapa Street  
Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 169136

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15407AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 11/11/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS FENTON STREET  
 Date: 2/11/2020  
 Area and Zone: PANIC ALARM COUNTER/DRIVE  
 THRU PANIC  
 Dispatch Time: 1131  
 Onsite Time: 1138  
 Offsite Time: 1143  
 Patrol Outcome: MALE LEFT SITE BEFORE ARRIVAL,  
 NO DESCRIPTION ABLE TO BE OBTAINED FROM  
 STAFF. NO FURTHER ACTION ABLE TO BE TAKEN  
 Extra details:

MISC	Labour	█	█	█
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/12/2020**





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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 167687

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15246AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 19/10/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

CN#7108  
McDONALDS RESTAURANT Fenton St  
1315 FENTON STREET

W42 Dispatched  
15/10/20- As per instructions on file  
Multiple activations  
Dispatch time: 0533hrs  
Onsite time: 0541hrs  
Offsite time: 0554hrs  
Outcome: Patrol advises has spoken with the customer onsite, all ok and has now left.

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

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**Please note that this invoice is due for payment on or before the 20/11/2020**







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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 166149

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15087AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 24/09/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: McDONALDS RESTAURANT Fenton St  
 Date: 22/09/20  
 Area and Zone: HOMELESS MAN IN TOILETS, MOVE  
 ON PLEASE  
 Dispatch Time: 0905  
 Onsite Time: 0909  
 Offsite Time: 0912  
 Patrol Outcome: MOVED ON  
 Extra details:

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/10/2020**



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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 166148

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15085AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 24/09/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS FAMILY RESTAURANT  
 FENTON STREET  
 Date: 22/09/2020  
 Area and Zone: PANIC ALARM FRONT COUNTER  
 Dispatch Time: 0719  
 Onsite Time: 0723  
 Offsite Time: 0728  
 Patrol Outcome: CUSTOMER HAD LEFT STORE ON  
 GUARDS ARRIVAL, LAST SEEN HEADING DOWN  
 TUTANAKAI STREET.  
 Extra details: GUARD DISPATCH FOR ANGRY  
 CUSTOMER ARGUEING WITH STAFF AT FRONT  
 COUNTER

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/10/2020**





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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 165599

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15013AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 14/09/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS RESTAURANT FENTON STREET  
 Date: 11/09/2020  
 Area and Zone: COFFEE SHOP, FRONT COUNTER/DRIVE THROUGH PANIC ALARM  
 Dispatch Time: 1930  
 Onsite Time: 1936  
 Offsite Time: 1938  
 Patrol Outcome: EXTERNAL AND INTERNAL CHECKS COMPLETED ALL SECURE ON SITE NO FURTHER ACTION REQUIRED  
 Extra details:

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/10/2020**





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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 165589

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15007AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 11/09/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
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CN#7108  
McDONALDS RESTAURANT Fenton St  
1315 FENTON STREET

W5 Dispatched  
10/09/20- As per staff request  
Dispatch time: 0757hrs  
Onsite time: 0803hrs  
Offsite time: 0806hrs  
Outcome: Received a call from Staff requesting Patrol to attend as there is a customer passed out in one of the toilets. Patrol has woken up and spoken to the male. All ok and male has been moved on.

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/10/2020**



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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 165588

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 15006AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 11/09/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

CN#7108  
McDONALDS RESTAURANT Fenton St  
1315 FENTON STREET

W5 Dispatched  
10/09/20- As per instructions on file  
Panic Alarm  
Dispatch time: 0732hrs  
Onsite time: 0736hrs  
Offsite time: 0741hrs  
Outcome: Patrol advises 2xpeople have been moved on.  
All ok.

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/10/2020**





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Rotorua 3010

Phone : 07 3492111

Fax : 07 3492110

Email : [accounts@watchdog.co.nz](mailto:accounts@watchdog.co.nz)

Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 165359

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 14899AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 26/08/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
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Site Name: McDONALDS RESTAURANT Fenton St  
 Date: 25/08/20  
 Area and Zone: PANIC ALARM - FEMALE ONSITE  
 NEEDS TO BE TRESSPASSED  
 Dispatch Time: 1512  
 Onsite Time: 1523  
 Offsite Time: 1525  
 Patrol Outcome:  
 Extra details:

MISC	Labour	█	█	█
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Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/09/2020**



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Rotorua 3010

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Email : [accounts@watchdog.co.nz](mailto:accounts@watchdog.co.nz)

Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 165343

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 14887AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 24/08/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: McDONALDS RESTAURANT Fenton St  
 Date: 23/08/20  
 Area and Zone: PANIC - HOMELESS WONT LEAVE SITE  
 Dispatch Time: 1144  
 Onsite Time: 1145  
 Offsite Time: 1155  
 Patrol Outcome: spoken to male and moved on from outside mcdonalds  
 Extra details:

MISC	Labour	█	█	█
------	--------	---	---	---

Thank you for your custom.

Freight 0.00

GST Exclusive █

GST █

Rounding 0.00

GST Inclusive █

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/09/2020**





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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 164089

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 14823AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 14/08/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: McDONALDS RESTAURANT Fenton St  
 Date: 13/08/20  
 Area and Zone: SPOKE WITH STAFF ONSITE WHO  
 REQUESTED PATROL ATTEND DUE TO A  
 CUSTOMER  
 Dispatch Time: 0807  
 Onsite Time: 0812  
 Offsite Time: 0817  
 Patrol Outcome: lady left site

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/09/2020**



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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 162648

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 14677AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 24/07/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
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Site Name: MCDONALDS FENTON STREET  
 Date: 22/7/2020  
 Area and Zone: PANIC ALARM ACTIVATION  
 Dispatch Time:  
 Onsite Time:  
 Offsite Time:  
 Patrol Outcome: MALE MAORI ONSITE REFUSING TO LEAVE ABUSIVE AND RACIST TOWARDS STAFF, REFUSING TO LEAVE SITE. POLICE CALLED MALE FLED SITE. POLICE CAUGHT UPTO THE MALE WITHIN THE ROTORUA CENTRAL MALL CARPARK.  
 Extra details:P0403011528

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/08/2020**



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Rotorua 3010

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Website : [www.watchdog.co.nz](http://www.watchdog.co.nz)

## Tax Invoice 162049

GST No. 83-382-732

Page No. : 1

### Invoice To:

Job ID : 14582AR

McDonalds Fenton Street  
PO Box 344  
Rotorua 3040

Order No :

Date : 08/07/2020

Account : 7108

Reference :

Product Code	Description	Supplied	Rate	Total
--------------	-------------	----------	------	-------

Site Name: MCDONALDS RESTAURANT FENTON STREET  
 Date: 8/7/2020  
 Area and Zone: WIRELESS PANIC ACTIVATION  
 Dispatch Time: 0224  
 Onsite Time: 0227  
 Offsite Time: 0258  
 Patrol Outcome: DISTRESSED FEMALE ONSITE STAFF CONCERNED ABOUT HER WELLBEING, NOT GIVING ALOT OF INFORMATION. STATES SHE WANTS TO GOTO THE POLICE STATION.  
 CALL MADE THROUGH TO POLICE P042843412  
 Extra details:

MISC	Labour	■	■	■
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Thank you for your custom.

Freight 0.00

GST Exclusive ■

GST ■

Rounding 0.00

GST Inclusive ■

Bank Account No.: 06 0413 0321136 00

As advised, please note the price change with the introduction of the new minimum wage increase - please adjust any Automatic Payments accordingly.

**Please note that this invoice is due for payment on or before the 20/08/2020**







**Before the Independent Hearing Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

---

**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Various applications by Te Tūāpapa  
Kura Kāinga – the Ministry of Housing  
and Urban Development (MHUD) to  
the Rotorua Lakes Council

**BETWEEN** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban  
Development**

**AND** **Restore Rotorua Incorporated**

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**Brief of evidence of Robert Lee**  
Dated 14 December 2021

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**Chen Palmer**  
Barristers and Solicitors  
AUCKLAND

**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
Facsimile: 09 915 0003  
P O Box 106114, Auckland 1010  
DX CX 10073  
Level 10, 63 Albert Street, Auckland

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## BRIEF OF EVIDENCE OF ROBERT LEE

I, **ROBERT LEE**, Software Developer of Rotorua, provide the following brief of evidence:

### Introduction

1. My full name is Robert Lee. I reside at [REDACTED] Rotorua and have been living at this address close to 12 years.
2. My three children previously attended the Rotorua Seventh-day Adventist School ("school") located at 3 Tilsley Street, Glenholme, Rotorua. Although accessed from Tilsley Street, and Tilsley Street does not connect to Fenton Street, it is essentially on the corner of Fenton & Tilsley Streets. It is a primary and intermediate special character school with up to 50 children that was established in 1953. A true copy of aerial and street view photographs of the school are annexed and marked as "RL-1".
3. A true copy of a map showing the school and my home relative to the proposed sites for the emergency housing is annexed and marked as "RL-2". In short, the map at **RL-2** shows that the school is:
  - (a) 80 metres from Brylin Motel;
  - (b) 90 metres from Fenton Court Motel;
  - (c) 120 metres from Pure Motel and Guest House;
  - (d) 290 metres from the Malones Motel;
  - (e) 750 metres from the new Castle Motor Lodge;
  - (f) 1.2 kilometre from the Union Victoria Motel;
  - (g) 1.2 kilometres from the Alpin Motel and Conference Centre;
  - (h) 1.3 kilometres from Pohutu Lodge Motel; and
  - (i) 3.6 kilometres from the Lake Rotorua Hotel.
4. I submit this brief of evidence from my perspective as a parent of children formerly attending school in the Glenholme area and ability to draw parallels as a member of Saving Springfield, another grassroots group facing similar problems of notification with the Rotorua Lakes Council. My evidence covers observations my family and I have seen relative to our children's former school,

Rotorua Seventh Day Adventist school in Glenholme ("school") as a result of the existing concentrated motel-style emergency housing in central Rotorua.

5. I file this brief in support of Restore Rotorua to assist the independent Panel who I am informed will decide on the question of whether all of the Ministry of Housing and Urban Development's ("MHUD") resource consent applications before the Council to convert motels in central Rotorua into emergency housing should be notified.
6. Trevor Newbrook, Chair of Restore Rotorua Incorporated ("**Restore Rotorua**"), has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in central Rotorua. A true copy of a map showing the school and my home relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "**RL-3**".
7. I have been told by Restore Rotorua that the Council has issued a directive to MHUD to file further resource consents to convert motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications for the motels listed above at paragraph 2 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
8. My evidence speaks to how the six pending applications are likely to affect my family and I as well as the Glenholme area school children at large. Any additional proposals to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
9. I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. I am prepared, if required, to answer any questions concerning this brief of evidence from the Panel.

#### **Rotorua Seventh-day Adventist School**

10. My oldest child is now in high school. We withdrew our youngest two children from their enrolment at the school after the first Covid lockdown in May 2020. It was around that time I became aware that the adjacent Fenton Court Motel was being used for emergency housing. This has given rise to a number of concerns in the school community.

11. I have since become aware that the Brylin Motel and the Pure Motel and Guest House are also occupied by emergency housing tenants, due to grants these motels receive from the Ministry of Social Development in relation to emergency housing. Those motel sites are separated from the school only by the width of Tilsley Street and one house. Essentially, the school is now surrounded by locations exclusively allocated for emergency housing.
12. Annexed and marked "RL-4" is the information supplied by the Ministry of Social Development of providers in 2021 who received grants to provide emergency housing in response to Restore Rotorua's request under the Official Information Act 1982. I can confirm I have reviewed that list and that the Fenton Court, Brylin and the Pure Motel and Guest House are all motels in that list that received grants from the Ministry.
13. The issues at school are ongoing and getting worse. On 5 December 2021, in the School Newsletter and Notices Facebook Page, the Rotorua Seventh Day Adventist School Board posted:

*This is to advise that due to recent security on our school property, our Proprietors - Adventist Education NZPUC have installed temporary fencing around our kura. This will remain in place during the school holidays until a permanent fence can be put in place - likely in January/February.*

*If you are in the neighbourhood and note anything at all suspicious, please notify the police immediately and contact the school so that an online police report can be filed.*
14. Annexed and marked "RL-5" is a screenshot of the Facebook Post together with two photos of the newly installed security fencing. The first photo is taken from Tilsley Street and the second from Fenton Street. The second photo shows the back of the Fenton Court Motel on the right overlooking the school playground on the left.
15. Fenton Street was once known for its mile of neon-lit motels beckoning tourists from the south, which gave rise to Rotorua's former nickname of "Rotovegas". Sadly, Fenton Street is now known colloquially by families I am acquainted with at the school by other terms such as "MSD Mile" or "MSD Alley", which refer to the emergency housing grants from the Ministry of Social Development.
16. The Rotorua Seventh Day Adventist School community, including the children, parents and staff, has been on edge by the nearby "emergency housing" which has seriously undermined everyone's sense of security. If our current

experience of what is going on around the school remain for the coming months, the risk of a breach in security and safety to the school community is only a question of 'when', rather than 'if'.

#### **Transitional housing being up for public notification**

17. I was the founding President of Saving Springfield, an unincorporated society focused on advocacy concerning the preservation of the existing Springfield Golf Course from being developed into "The Westbrook Sports Precinct", which includes a housing development.
18. My involvement with Saving Springfield had similar experiences and concerns in the manner in which the Rotorua Lakes Council goes about its decision making and communication with interested parties or the public. A notable similarity is my observation that the Council has a tendency to be less transparent about their decision making process and a tendency to minimise public participation on matters which still end up generating sufficient local public interest.
19. In the case of the Westbrook Sports Precinct, the rezoning of the motels and a range of other issues, the Council staff have simply implemented their agenda without public scrutiny by those potentially adversely affected.
20. We have similar concerns in relation to the resource consent applications with the motels before the Council that there is a likelihood that a matter of significant public interest may end up being approached by the Council without public notification or public engagement.

#### **Joining Restore Rotorua**

21. We were informed of the formation of Restore Rotorua via Trevor Newbrook, their spokesperson and chair. I went to Trevor's home in Glenholme in early October 2021, where Trevor and I spent an hour together discussing Restore Rotorua and Saving Springfield. Trevor's family also has close links to the Springfield Golf Course and so it was easy to connect on our respective causes. It was easy for me to get on board as members of Restore Rotorua because I am aware of the mutual understanding of common or similar issues as well having similar experiences in organising our own advocacy through Saving Springfield.
22. We took steps to put forward this brief to showcase our support for a fair and transparent process on matters affecting all Rotorua locals, and on matters that we have a legitimate public interest in.



SIGNED this

day of December 2021:

A handwritten signature in black ink, appearing to read "Robert Lee", written over a horizontal dashed line.

Robert Lee

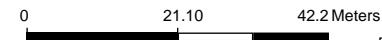


**Rotorua Seventh-day  
Adventist School (3  
Tilsley St)**

**DATA SETS**  
 Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.  
 Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

Printed Date: 09-Dec-2021

Aerial Imagery  
 1:1000 data set flown 2016, XY accuracy +/- 0.5m.  
 1:2000 data set flown 2016, XY accuracy +/- 0.5m.



Rotorua Lakes Council





Google

Image capture: Sep 2019 © 2021 Google

Rotorua, Bay of Plenty  
Google  
Street View - Sep 2019



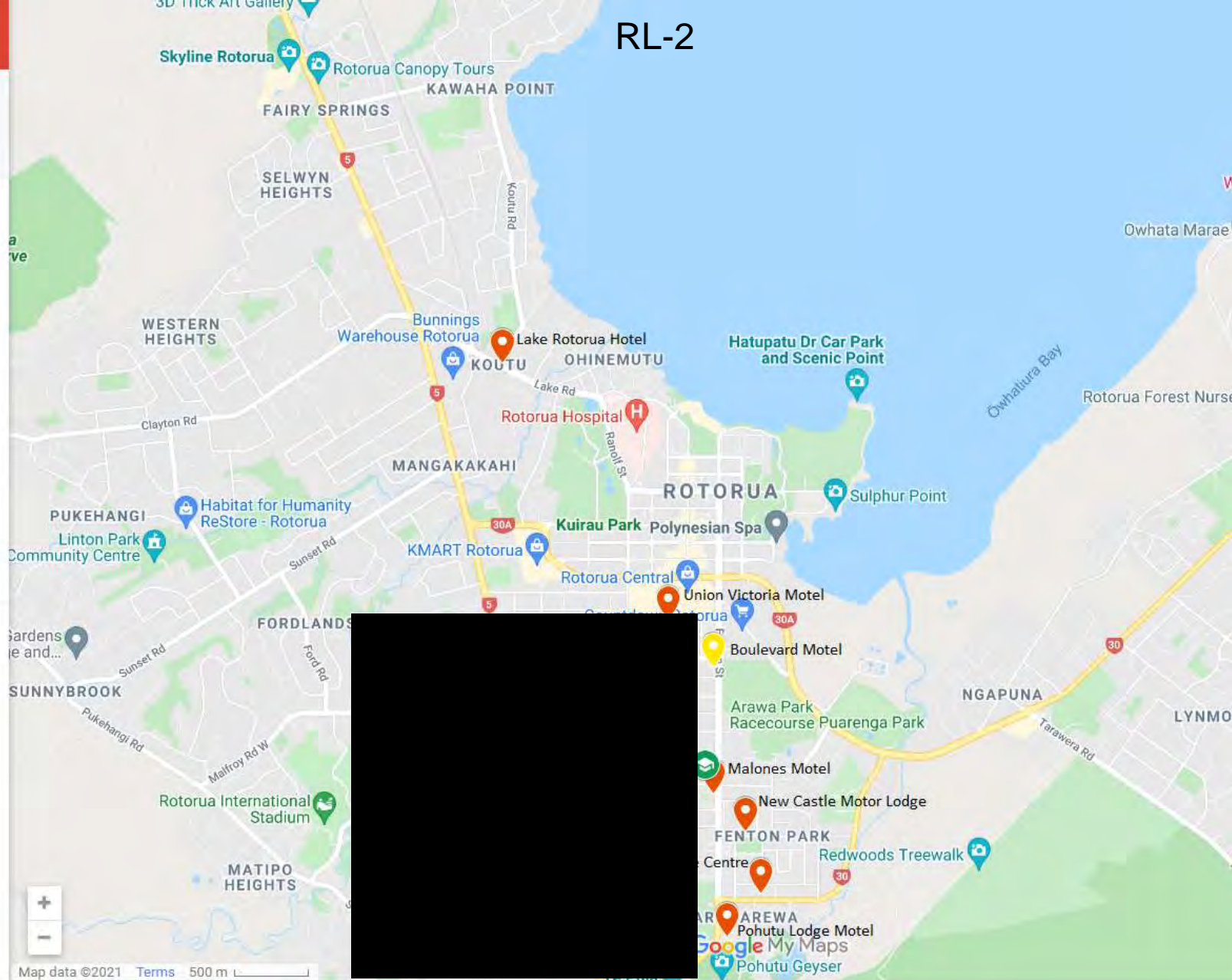


1 view  
Published seconds ago

SHARE EDIT

Motels at risk of conversion into emergenc...

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- Alpin Motel & Conference Centre
- Pohutu Lodge Motel
- Boulevard Motel & Restaurant
- Rotorua Seventh-day Adventist School



RL-2







1 view  
Published seconds ago

SHARE EDIT

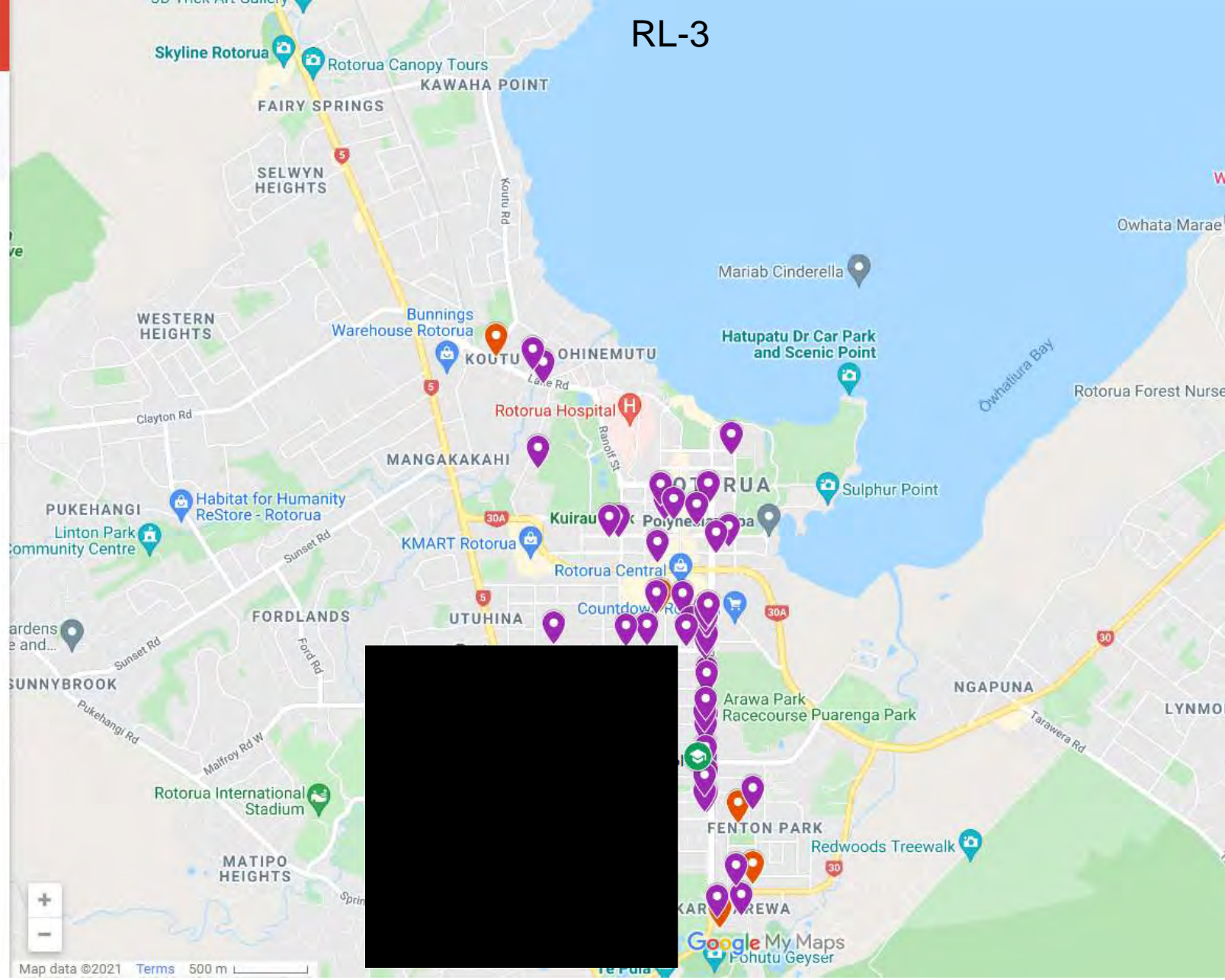
Motels at risk of conversion into emergenc...

- Lake Rotorua Hotel
- Union Victoria Motel
- Malones Motel
- New Castle Motor Lodge
- ... 48 more



Rotorua Seventh-day Adventist School

RL-3







**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

Leo Donnelly and Holly Cutfield  
Chen Palmer  
[Leo.Donnelly@chenpalmer.com](mailto:Leo.Donnelly@chenpalmer.com)

November 2021

Tēnā koe Leo Donnelly and Holly Cutfield

On 12 October 2021, you emailed the Ministry of Housing and Urban Development (HUD) requesting, under the Official Information Act 1982 (the Act), the following information:

- *names of Rotorua suburbs where transitional and/or emergency housing is, or has been, provided for a minimum duration of 6 months, anytime from 2017 to 2021.*
- *For the avoidance of doubt, we are seeking the following items of information within the parameters of our request above:*
  - *a list of Rotorua suburbs where emergency housing is, or has previously been, provided for a duration of 6 months;*
  - *a list of Rotorua suburbs where transitional housing is, or has previously been, provided for a duration of 6 months; and*
  - *for each suburb identified, we request:*
    - *the total number of transitional and/or emergency housing provision sites within that suburb;*
    - *the exact duration that each of the transitional and/or emergency housing provision sites were operative within that suburb; and*
    - *whether the provision site implemented a single, or mixed use, model to transitional and/or emergency housing.*

On 14 October 2021, your request was partially transferred to the Ministry of Social Development (the Ministry), in accordance with section 14 of the Act. This was because emergency housing is more closely connected to the functions of the Ministry. HUD will respond to the rest of your request independently.

On 18 October 2021, the Ministry contacted you to advise you that the Ministry does not centrally record the names of Rotorua suburbs where emergency housing is used, and that in order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, your request would be refused under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

However, the Ministry offered to provide you with a list of emergency housing suppliers for clients who are recorded in the Ministry systems as residing within the Rotorua Territorial local Authority (TLA) who received an Emergency Housing Special Needs Grant (EH SNG) between 1 January 2017 to 30 September 2021.

The EH SNG is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier and assistance is generally granted for up to seven nights but can be extended dependant on individual circumstances.

Please see attached in the Appendix, the following table:

- **Table One:** List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.

In the spirit of being helpful, we have also provided the following table which shows a further breakdown of information for the last two quarters in the Appendix:

- **Table Two:** List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.

Regarding the tables provided, please note that the TLA is estimated based on the clients' address at the time of the grant. This TLA may not be the same as the address of the emergency housing supplier. Where the client address is not recorded, the location of the Ministry's service centre case managing the client has been used to approximate which TLA a client resides in. However, as the Ministry has switched to working from national queues, EH SNGs and other hardship grants could be granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf.

Please also note that some of the listed suppliers have only received a small number of payments, or no more than one payment.

Although we acknowledge that you specifically asked for the names of suppliers *provided for a minimum duration of 6 months*, I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review thousands of files. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response regarding emergency housing with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



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



## Appendix

**Table One: List of suppliers for clients in the Rotorua Territorial Local Authority (TLA) who received an Emergency Housing Special Needs Grant between 01 April 2021 to 30 September 2021, broken down by quarter, number of grants and distinct clients.**

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Aaryn Court Motel	30	6	33	9	63	12
Abbey Court Motel - Lower Hutt	S	S	0	0	S	S
Accolade Motor Lodge	60	21	87	27	147	42
Ace Motor Lodge	60	15	69	18	129	27
Alpin Motel & Conference Centre Rotorua	S	S	S	S	183	51
Ambassador Thermal Motel	0	0	S	S	S	S
Ann's Volcanic Motel	S	S	S	S	57	12
Apex On Fenton Motel	90	24	111	30	201	42
Apollo Hotel Rotorua	S	S	S	S	57	15
Arthouse Accommodation	S	S	S	S	S	S
Ascot On Fenton	72	18	0	0	72	18
Ashlar Motel	0	0	S	S	S	S
Ashleigh Court Motel - Rotorua	69	18	90	18	159	24
Astray Motel & Backpackers	60	21	72	24	132	39
Asure Kapiti Court Motel	0	0	S	S	S	S
B-K's Rotorua Motor Lodge	42	15	63	15	105	24
Backpackers Central Hamilton	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Baden Lodge Motel	21	6	30	9	51	12
Bella Vista Motel - Rotorua	9	S	24	S	30	6
Birchwood Motel	S	S	0	0	S	S
Birchwood Spa Motel	57	9	45	18	99	21
Blenheim Bridges Holiday Park	S	S	0	0	S	S
Boulevard Hotel	0	0	S	S	S	S
Brylin Motel	72	21	84	21	153	33
Cactus Jacks	72	27	66	27	135	48
Cascades Lakefront Motel	S	S	0	0	S	S
Coachman Spa Motel Rotorua	33	9	45	9	81	15
Crash Palace Backpackers	S	S	0	0	S	S
Epsom Motor Inn	S	S	0	0	S	S
Fairy Springs Motel	S	S	S	S	9	S
Fenton Court Motel	96	30	138	42	234	63
Fernleaf Motel	45	12	39	12	84	15
Gateway International Motel	24	12	33	12	57	18
Geneva Motor Lodge	75	S	S	S	78	27
Gibson Court Motel	36	9	42	12	81	18
Golden Glow Motel	66	21	72	21	141	33
Greenview Hotels	21	S	21	S	42	12
Hastings Top 10 Holiday Park	0	0	S	S	S	S
Hine Ngakau	0	0	S	S	S	S
Holiday Rotorua Limited	51	15	66	12	117	21
Kaitaia Motor Lodge	0	0	S	S	S	S



Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Kea Motels & Holiday Park	0	0	S	S	S	S
Kerry's Motel	12	S	36	S	48	9
Kuirau Park Motor Lodge	93	27	81	27	174	42
La Mirage Motel	18	6	54	12	72	15
Lava Lodge	0	0	S	S	S	S
Livingston Motel	0	0	S	S	S	S
Malfroy Motor Lodge	30	6	60	12	90	15
Malones Motel	S	S	S	S	84	24
Manhattan Motel	96	18	123	30	219	36
Masterton Motor Lodge	S	S	0	0	S	S
Meryl Y Crump	12	S	9	S	18	S
Midway Motel - Rotorua	42	12	0	0	42	12
Morning Calm Lodge	0	0	S	S	S	S
Motueka Top10 Holiday Park	0	0	S	S	S	S
New Castle Motor Lodge	78	S	S	S	81	21
Oasis Motel	S	S	0	0	S	S
Ohope Beach Top 10 Holiday Park	0	0	S	S	S	S
Planet Backpackers Rotorua	S	S	6	S	6	S
Pohutu Lodge Motel	54	S	S	S	54	12
Pure Motel & Guest House	72	18	90	30	162	36
Quest On The Terrace	S	S	0	0	S	S
Rainbow Motel	S	S	S	S	6	S
Rainbow Point Motel	S	S	0	0	S	S
Rayland Epsom Motel	0	0	S	S	S	S

Registered name	Quarter ending				Total	
	June 2021		September 2021		Number of grants	Distinct clients
	Number of grants	Distinct clients	Number of grants	Distinct clients		
Red Rock Thermal Motel	42	12	48	15	90	21
Red Rose Motel	0	0	S	S	S	S
Rose Court Motel	0	0	39	15	39	15
Rotorua Downtown Backpackers	S	S	0	0	S	S
Rotorua Hideaway Lodge	S	S	S	S	9	S
Rotorua Motel	0	0	S	S	S	S
Rotovegas Motel	S	S	S	S	102	27
Shanton - Fenton Street	S	S	0	0	S	S
Spa Lodge	63	15	90	24	156	27
The Backyard Inn	S	S	S	S	15	S
The Grand Treasure Hotel Limited	237	57	237	72	474	99
The Warehouse Rotorua	S	S	0	0	S	S
Travel Soul Limited	24	6	24	9	48	9
Union Victoria Motel Rotorua	S	S	S	S	60	18
United Auckland	0	0	S	S	S	S
Victoria Lodge Rotorua	63	15	84	21	150	27

**Notes:**

- Emergency Housing is paid as a Special Needs Grant.
- Amount granted may not be the same as amount spent.
- A client may receive more than one grant in the period.
- 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 the 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.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. These data tables have had random rounding to base three applied to all cell counts in the table. A value of one or two may be rounded to zero or three. The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals. The published counts will never differ by more than two counts. In certain circumstances, low numbers may potentially lead to individuals being identified. Due to these privacy concerns, numbers for some categories of clients have been suppressed or aggregated. Suppressed numbers have been replaced by an 'S'.



**Table Two: List of supplier for clients in the Rotorua TLA who received an EH SNG between 1 January 2017 to 30 September 2021.**

Registered name
140 Ghuznee Limited
2 Lakes Holiday Rentals
219 On Johns Holiday Park
540 Motel Limited
Aarangī Motel
Aaron Court Motor Inn Hamilton
Aaryn Court Motel
Abbey Court Motel - Lower Hutt
Abella Inn
Academy At Botany Motor Inn
Accolade Motor Lodge
Ace Caravans Rentals 2006 Ltd
Ace Motor Lodge
Acorn Estate Motel
Adelphi Motel
Affordable Willowhaven Holiday Park
Airport Manor Inn
Aladdin Motel
Aldan Lodge Motel
All Seasons Holiday Park
Alpha Motel
Alpin Motel & Conference Centre Rotorua
Ambassador Motor Inn
Ambassador Thermal Motel
Amber Court Motel
Anchor Lodge
Anglesea Motel & Conference Centre
Ann's Volcanic Motel
Ann's Volcanic Rotorua Motel
Anzac Court Motel
Apex On Fenton Motel
Apollo Hotel Rotorua
Appletree Backpackers
Aqua Beachfront Motel

Registered name
Aquarius Motel
Aquarius Motor Inn
Aquarius Motor Inn -Tauranga
Aquastar Holdings Limited
Ariki Backpackers
Arista Of Rotorua Motel
Arthouse Accommodation
Ascot Motor Lodge
Ascot On Fenton
Ashlar Motel
Ashleigh Court Motel
Ashleigh Court Motel - Rotorua
Ashwood Manor Motor Lodge
Astor Motor Inn
Astray Motel & Backpackers
Asure Kapiti Court Motel
Asure Macys Motor Inn
Atlantis Backpackers
Atlas Suites And Apartments
Auckland Airport Kiwi Motel
Auckland Airport Motel
Auckland Astro Residence
Aveda Motor Lodge
Aywon Motel
B-K's Rotorua Motor Lodge
Backpackers Central Hamilton
Baden Lodge Motel
Barclay Motel
Barclay Suites Auckland
Base Backpackers Rotorua
Base Rotorua
Beachcomber Lodge & Backpacker
Bella Vista Motel - Rotorua
Berkenhoff Lodge
Birchwood Motel
Birchwood Spa Motel
Bk's Pioneer Motor Lodge
Blenheim Bridges Holiday Park
Blenheim Spa Motor Lodge
Bluewater Hotel Ltd



<b>Registered name</b>
BOP Accommodations Limited
Botany Motor Inn
Boulevard Hotel
Boundary Court Motor Inn
Braemar Motor Inn
Broadway Lodge Motel
Brylin Motel
Bucklands Beach Waterfront Motel
Cactus Jacks
Camellia Court Family Motel
Capri On Fenton
Caretaker Property Limited
Casa Blanca Motel
Cascades Lakefront Motel
Castles Motels Limited
Central Park Motor Inn
Centre Court Motel
Chelmswood Motel Taupo
Christchurch Motel
City Suites
Classic Motel
Cleveland Thermal Motel
Coachman Spa Motel Rotorua
Coachmans Inn
Coleraine Suites & Apartments
Colonial On Gladstone Motel
Commodore Court Motel
Cortez Motel
Cosy Cottage Thermal Holiday Park
Countdown - Ashburton
Crash Palace Backpackers
Criterion Artdeco Backpackers
Dannemora Motor Inn
Deco City Motor Lodge
Deer Pine Lodge Trust
Dipak Prasad Upreti
Dupont Motel
Eagles Nest Back Packers
Emerge Aotearoa Limited
Endeavour Lodge Motel

<b>Registered name</b>
Epsom Motor Inn
Fairmont Motor Lodge
Fairy Springs Motel
Fenton Court Motel
Fern Motel Napier Ltd
Fernleaf Motel
Flight Centre Rotorua
Fountain City Motor Inn
Fountain Court Motel
Four Canoes Backpackers Rotorua
Garden Court Motel
Gardena Court Motel
Gateway International Motel
Gateway Motor Inn
Geneva Motor Lodge
Geyserland Limited
Gibson Court Motel
Golden Glow Motel
Golden Glow Motel Rotorua
Golden Springs Motel And Holiday Park
Goodview Apartment Hotel
Grange Motor Lodge
Greenview Hotels
Greerton Lodge Motel
Grosvenor Motor Inn
Hah Blenheim Limited-Summit Motor Lodge
Harbour City Motor Inn
Harbour City Motor Inn - Tauranga
Hastings Top 10 Holiday Park
Hine Ngakau
Holdens Bay Holiday Park
Holiday Inn Auckland Airport
Holiday Rotorua Limited
Horse & Jockey Inn
Hotel Clevedon
Hugo & Carter's Backpackers & Motel
Hygate Motor Lodge
James Liston Hostel
Kaitaia Motor Lodge
Kapiti Coast Physiotherapy Ltd

<b>Registered name</b>
Katikati Motel
Kawerau Hotel
Kawerau Motel
Kawerau Thermal Motel
Kea Motels & Holiday Park
Kerrs Motel And Homestay
Kerry Lane Motel
Kerry's Motel
Knightsbridge Motor Lodge
Kuirau Dental
Kuirau Park Motor Lodge
La Mirage Motel
Lake Front Lodge Taupo
Lake Point Motel
Lake Rotoiti Holiday Park
Lake Side Paint & Panel Ltd
Lakes District Health Board
Laneway Backpackers
Lava Lodge
Leviathan Hotel Company Ltd
Lincoln Court Motel
Livingston Motel
Mag & Turbo Warehouse - Whangarei
Mahia Beach Motels And Holiday Park
Makemytrip Motel
Makoha Rest Home
Malfroy Motor Lodge
Malfroy School
Malones Motel
Manhattan Lodge Motel
Manhattan Motel
Manukau Gateway Motel
Masterton Motor Lodge
Mayfair Court Motel
Mcentral Apartments Manukau
Melrose Lifestyle Care & Village
Meryl Y Crump
Microtel Lodge
Middlemore Motel
Midway Motel - Rotorua

<b>Registered name</b>
Mobil Reid & Mills
Montana Lodge Motel
Morning Calm Lodge
Motueka Top10 Holiday Park
Mt Eden Motel
Mt Wellington Motel
Murupara Motor Camp
New Castle Motor Lodge
Novotel Rotorua Lakeside
Nzl Property Management
O'reillys Motel
Oakwood Manor Motor Lodge
Oasis Motel
Off Broadway Motel
Ohope Beach Top 10 Holiday Park
Paeroa Motel
Palmerston North Motel
Palms On George Limited
Papakura Motor Lodge & Motel
Parklane Motor Lodge - Epsom
Pars Inc
Pillows Travellers Lodge Orewa
Pioneer Motor Lodge And Motel
Planet Backpackers Rotorua
Pohutu Lodge Motel
Professionals Mcdowell Real Estate Rotorua
Pure Motel & Guest House
Quest - New Plymouth
Quest Henderson
Quest On Durham
Quest On Eden
Quest On Queen
Quest On The Terrace
Racecourse Motel
Raewyn Joyce Day
Rainbow Motel
Rainbow Point Motel
Ranui Motel
Ratapu House
Rayland Epsom Motel

<b>Registered name</b>
Rayland Motel
Red Rock Thermal Motel
Red Rose Motel
Redwood Lodge
Rockfield Motel
Rose Court Motel
Rose Court Motel - Rotorua
Roselands Motel
Rotorua Downtown Backpackers
Rotorua Family Holiday Park
Rotorua Hideaway Lodge
Rotorua International Motor Inn
Rotorua Motel
Rotovegas Motel
Sails Motor Inn Hamilton Limited
Santa Maria Motel (2006) Limited
Shanton - Fenton Street
Sheltering Arms Limited
Shortland Court Motel
Silver Birch Holiday Park
Silverfern Property Services Ltd
Silverstream Retreat Limited
Spa Lodge
St George Accommodation
Sylvia Park Motel
Takanini Park Motor Lodge
Tarawera River Lodge
Tarawera River Lodge Motel
Te Aroha Holiday Park
Te Puke Hotel
The Backyard Inn
The Grand Hotel Rotorua
The Grand Treasure Hotel Limited
The Setup On Manners
The Warehouse Rotorua
Tourist Court Motel
Travel Soul Limited
Tudor Motor Lodge
Union Victoria Motel Rotorua
United Auckland



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

**Notes:**

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# Rotorua Seventh-Day Adventist School Newsletter and Notices

Public group · 253 members

Join group

About Discussion Topics People Events Media Files

Rotorua Sda School-Board  
December 5 at 9:53 PM

This is to advise that due to recent security incidents on our school property, our Proprietors - Adventist Education NZPUC have installed temporary fencing around our kura. This will remain in place during the school holidays until a permanent fence can be put in place - likely in January/February.

If you are in the neighbourhood and note anything at all suspicious, please notify the police immediately and contact the school so that an online police report can be filed.



## About

Closed, private page for the Rotorua Seventh-Day Adventist School that contains notices for events, upcoming dates, information and details. Members include parents, Board members, School Chaplain, Kaumatua and Proprietors. See less

- Public**  
Anyone can see who's in the group and what they post.
- Visible**  
Anyone can find this group.
- Rotorua, New Zealand**
- Parenting**





**Before the Independent Hearing Panel:  
David Hill (Chair), Greg Hill and Sheena Tepania**

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**UNDER** the Resource Management Act 1991

**IN THE MATTER OF** Various applications by Te Tūāpapa  
Kura Kāinga – the Ministry of Housing  
and Urban Development (MHUD) to  
the Rotorua Lakes Council

**BETWEEN** **Rotorua Lakes Council**

**AND** **Ministry of Housing and Urban  
Development**

**AND** **Restore Rotorua Incorporated**

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**Brief of evidence of Maxwell Bruce Rolly Rolston, QSM, JP (Retd)**  
Dated 13 December 2021

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**Chen Palmer**  
Barristers and Solicitors  
AUCKLAND

**Mai Chen / Leo Huang**  
Telephone: 09 557 0350  
Facsimile: 09 915 0003  
P O Box 106114, Auckland 1010  
DX CX 10073  
Level 10, 63 Albert Street, Auckland

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## BRIEF OF EVIDENCE OF MAXWELL BRUCE ROLLY ROLSTON

I, **MAXWELL BRUCE ROLLY ROLSTON**, Retiree, of Rotorua, provide the following brief of evidence:

### Introduction

1. My full name is Maxwell Bruce Rolly Rolston. I reside at [REDACTED], Glenholme, Rotorua (my “**home**”) and have been living at this address on or around 20 years. A true copy of aerial and street view photographs of my home are annexed and marked as “**RR-1**”.
2. A true copy of a map showing my home relative to the proposed sites for the emergency housing is annexed and marked as “**RR-2**”. In short, this map shows that I live:
  - (a) 170 metres from the Aaryn Court Budget Motel;
  - (b) 250 metres from the Four Canoes Hotel;
  - (c) 400 metres from the Rydges Rotorua;
  - (d) 700 metres from the Union Victoria Motel;
  - (e) 800 metres from the Malones Motel;
  - (f) 1.3 kilometres from the New Castle Motor Lodge;
  - (g) 1.7 kilometres from the Alpin Motel and Conference Centre;
  - (h) 1.8 kilometres from Pohutu Lodge Motel; and
  - (i) 3.1 kilometres from the Lake Rotorua Hotel.
3. I submit this brief of evidence from my perspective as a retired army veteran residing in Glenholme. My evidence covers the adverse changes I have seen and experienced around central Rotorua as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically anti-social behaviour, increased violence, and crime around the town. I also speak to specific incidents that I have personally encountered and changes in my daily routine I have had to adopt for my own personal safety.
4. The existing transitional and emergency housing motels will have a compounding effect with the Ministry of Housing and Urban Development

(“MHUD”)’s six applications for motels. I understand that these sites are currently being used as transitional and emergency housing while the owners await the outcome of these applications. This will mean that the unsafe situation I am now facing will become permanent and intensify.

5. Trevor Newbrook, Chair of Restore Rotorua Incorporated (“**Restore Rotorua**”), has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in central Rotorua . A true copy of a map showing my home relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as “**RR-3**”.
6. I have been told by Restore Rotorua that the Rotorua Lakes Council (the “**Council**”) has directed to MHUD to file further resource consents to convert more motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed above at paragraph 2 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
7. My evidence speaks to how the six pending applications are likely to impact me. Any additional proposals to convert more motels into emergency housing will only amplify my concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to express further views when all proposals to convert motels into emergency housing for MHUD become available.
8. I submit this brief of evidence, in support of Restore Rotorua, to assist the independent Panel who I am informed will decide on the question of whether all of MHUD’s resource consent applications before the Council to convert motels in the central Rotorua into emergency housing should be notified.
9. I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. As a member of Restore Rotorua, I am prepared if required to answer any questions concerning this brief of evidence from the Panel.

#### **Family, work and life in Rotorua**

10. I bought a house in Rotorua in 1988 and moved to Rotorua in 1989 after retiring from the NZ Army, when I was roughly 35 years old. I am currently 68 years old.

11. Prior to retirement I worked as the Secretary/Manager of Rotorua Royal New Zealand Returned and Services' Association ("**Rotorua RSA**", formerly located at 1072 Haupapa Street, Rotorua) for 23 years until 2013. I was also a Justice of the Peace (**JP**) from 1990 until 2018. In 2000, I received a service medal for my services rendered to the Rotorua community.
12. By way of background I joined the New Zealand Army as a 16 year old cadet in 1970, where I completed my training at Waiouru. After graduating from cadets I joined the electrical and mechanical engineering branch of the Army, where my role predominantly involved administrative roles for a period of 17 years. This included service in Singapore and Malaysia classified as Operational, also in England and Germany while based with the NZ Defence Attaché in London. I served in the Army for 20 years from 1970 to 1989, where I made Warrant Officer Class 1 then got commissioned as a Captain. My main role during my last 8 years with the New Zealand Army was in personnel management, which involved deployments. I was recently awarded the New Zealand Operational Service Medal for this operational service some 48 years after qualifying. I purchased a house in Rotorua at [REDACTED], Rotorua in 1987. From 1987 to 1989 I commuted back and forth to Waiouru every week from that house in Rotorua, until my retirement from the New Zealand Army in December 1989.

**Community engagements in Rotorua in general and through my role as secretary manager at the Rotorua RSA from 1990 to 2013**

13. At the Rotorua RSA, I intended to study to be able to be on the bench as a Serving Justice, but as one of the committee members was a JP he agreed to look after the JP Association and I would concentrate on RSA matters. Annexed and marked as "**RR-4**" is 2013 article from the Rotorua Daily Post highlighting my tenure at the Rotorua RSA.
14. My role as the secretary manager at the Rotorua RSA involved a lot of community work, including:
  - (a) Looking after the cadet units in town;
  - (b) Assisting the elderly;
  - (c) Providing wheelchair services for the veterans;
  - (d) Providing home and housing visits for sick veterans and their families;

- (e) Dealing with war pensions and welfare for veterans;
  - (f) Doing the accounting for the sub-clubs, arranging their files so they were ready for audit and ensuring the sub-clubs were financially viable with no misappropriation taking place;
  - (g) Attending Rotorua Lakes District Council (RLDC) JP clinics and at my office when required (a lot of people came to my office because I had an open door policy); and
  - (h) Sorting out everything else going on in the club.
15. I retired in 2013 due to executive burnout at the age of 59.
16. From 1990 to 2018, I was an advisor, then patron and mentor to the Rotorua Senior Citizens at the Bell Marino Lounge, Rotorua Racing Club. I pulled out at the same time as retirement from the Rotorua RSA due to health reasons.
17. I spend a lot of time with the Army cadets, the air force cadets and youth justice system, particularly around ANZAC day.
18. I still undertake quite a bit of war pension work for contemporary veterans (both locally in Rotorua and nationally) returning from Afghanistan and Timor, suffering from poor mental conditions. The reason I do this is that the new local Rotorua RSA do not have the requisite knowledge to assist the veterans in this area.
19. I still advise on military matters when called on.
20. I am currently housing a war veteran from Afghanistan, suffering from PTSD at my home. I offered him a home for home detention as his alternative was to go to prison. I do this as I have empathy for war veterans, given my father had a bad experience in World War 2 in which half his face was blown off and suffered severely from what was then known as 'shell shock'.
21. I have housed other Rotorua homeless in the past at my home, giving them a bed, a feed and trying to help them get back on their feet.

#### **Observations near home from 2001 to March/April 2020**

22. In 2001, I sold the house I had purchased in 1987 in [REDACTED], Rotorua and purchased my current home, which was brand new at the time. I was 48 when I moved into my home in Glenholme. At that time, I was a younger

man relative to the rest of the Glenholme community, who were noticeably elderly and retired.

23. At the time of moving into Glenholme, the neighbourhood was fairly peaceful and quiet.
24. During 2001 to 2019, I would say that Glenholme was characteristically a pleasant and affluent part of the city. Fenton Street, as was then commonly referred to as the “Golden Mile” was a clean, neat and tidy street with well-maintained motels based on their outside frontage. I was proud back then to tell visitors coming to see me to enter Carnot Street via Fenton Street.
25. During this period I would:
  - (a) Regularly walk along [REDACTED] and then down Fenton Street either to the Pak’nSave (corner of Fenton Street & Amouhau Street) or the Countdown Rotorua (246 Fenton Street, Victoria, Rotorua);
  - (b) Regularly take my grandchildren for a walk from my home to McDonalds (corner of Fenton Street & Amohau Street) and/or the Rotorua Central Mall (1170 Amohau Street, Rotorua);
  - (c) Regularly walk to the RSA in town on a Friday to socialise with friends and/or work and then return home by foot after dark around 10pm; and
  - (d) Leave my windows open on the east side of my house during summer nights.

### **Emergence of transitional housing in Rotorua**

26. The influx of people requiring transitional housing in central Rotorua appeared around the time the homeless were transferred from Kuirau Park (the park with thermal pools, close to the Rotorua Hospital in the north west corner of central Rotorua) into transitional housing on or around the time of the first Covid lockdown.
27. To the best of my knowledge, as the country was in lockdown during that March/April 2020 period, I did not notice the influx of emergency housing in central Rotorua had appeared until after restrictions had ended. Upon the restrictions ending I was able to go outside freely and see the surrounding neighbourhood, which had become unsightly, noisy and heavily populated in a way that the motels traditionally did not with tourist guests.



### **General Observations near home since March/April 2020**

28. My home is a double storey house. Both my bathroom window and second bedroom window are located upstairs and face eastward directly onto Fenton Street. In essence, I can make observations about the portion of Fenton Street that is directly visible from home, and I can confirm that many of my general observations are commonplace or daily occurrences.
29. Since the March/April 2020 lockdown, I have regularly seen outside Malones Motel young couples engaged in volatile domestic arguments, with their children not far from them. While I am at home, I could frequently hear the yelling of profanities from outside the motels near the corner of [REDACTED] and Fenton Street.
30. Outside the Four Canoes Hotel (273 Fenton Street, Rotorua), I have seen young women who appear to be moving about on the street while intoxicated with their companions standing by just watching them. It is reminiscent of a scene out of the film *One Flew Over the Cuckoo's Nest*. On occasions members of that group will make racist and rude comments to any person passing by. The group referred to me as white pr\*\*ck and a white c\*\*t on several occasions. After experiencing this interaction with the same group of people a number of times, I avoid walking out in this direction.
31. I have witnessed during the warmer months, in the middle of the day, large gatherings of people approximately 30 in size getting drunk in the backyard of Four Canoes Hotel.
32. I have noticed an increased police presence on Fenton Street. Prior to 2020 it was a rare occasion that I would see a police car on patrol or activating its sirens to attend to an emergency.
33. I have also noticed many motel premises along Fenton Street with compound fences and guards posted outside, which reminds me of Germany during World War II or a military coup. The increased security is off-putting and feels out of place for a suburb such as Glenholme.
34. I hear loud music and arguments from my bedroom, coming from Fenton Street on many nights, with the noise persisting on many occasions until 2:00am. My bedroom is on the second storey floor, so the noise emanating from Fenton Street motels makes its way directly to my bedroom.
35. I have seen many broken down cars with patched up windows along Fenton Street, which detracts from the former image of the "Golden Mile". I do not feel

comfortable taking photographs to annex to my statement given I have genuine concerns for my safety if I did take pictures.

36. On Fenton Street, I have seen on one occasion a lady emptying her boil up pot onto the main road gutter, with what looks to be discarded food scraps. This is not a pleasant sight to see and generally brings down the character of the street. It is a shame to see food wasted in this fashion, which is not good for the environment.

### **Specific Observations since March/April 2020**

37. Since 2020, there is a distinct red sedan parked outside the Aaryn Court Budget Motel (281 Fenton Street), which is on the corner of [REDACTED] and Fenton Street. What is striking about this sight is that any driver heading northbound on Fenton Street passing this corner will notice this large dog chained to the side of the car, with a feeding bowl and blanket while the back passenger door remains open. As I live on [REDACTED], I pass this corner almost on a daily basis and I have noticed this dog has remained chained to this car for over 12 months. Although the dog appears to be well looked after and is getting fed, it is still animal cruelty.

38. New Zealand Army reunions have been held in Rotorua on an annual basis in November/December since 1990, with about 150 to 200 veterans in attendance each year. For the past two consecutive years, many of my former Army colleagues who have attended the Army reunions for the last 20 to 30 years have called me (in my capacity as an organiser of the reunion) either:

37.1 Asking where they can stay in Rotorua, given they are aware of the generally negative media coverage of Rotorua motels; or

37.2 Indicating to me that they do not wish to attend the Army reunion given safety concerns from the influx of transitional and emergency housing in the central Rotorua motels.

39. On one occasion in October 2021, I witnessed a couple having a domestic argument in their motel. They saw me watch them and yelled out "what are you looking at you white c\*\*t".

40. A similar incident occurred on a Sunday afternoon in November 2021 as I was returning home from the Rotorua Central Mall along Euston Street. A woman came out of Victoria Lodge. I politely said "good afternoon" to the woman, who in reply aggressively yelled "F\*\*off you white c\*\*t". A true copy of a map showing the location of this incident is annexed and marked as "RR-5".

41. In August 2021 I was at the Rotorua Central mall during the day and witnessed a 14 to 15 year old boy get into trouble with a security guard at the Rotorua Central Mall for riding his skateboard inside the Mall. The security guard directed the boy to leave the Mall, at which point the boy swung his skateboard at the security guard's head. The security guard then confiscated the boy's skateboard and advised him that they would give it to the police. The boy then proceeded to tell the security guard that he was going home to get his uncle, who was in a gang. The boy then proceeded to go into BK's Rotorua Motor Lodge (16 Victoria Street, Victoria, Rotorua, one of accommodation sites where emergency housing is provided, in the list at "RR-3") across the road about 160 metres away and a large man returned with the boy. The large man questioned the security guard as to what happened and the security guard informed him that the boy had tried to hit him in the head with the skateboard. The large individual then turned to the boy yelling at him to the effect "You are going back to your sister boy. You are not staying here anymore". The police then arrived about 30 minutes later. A true copy of a map showing my home relative to the specific incident is annexed and marked as "RR-5". I was shocked by how long it took for the police to arrive. By attending to the situation 30 minutes later, the police could not do anything effective.
42. In November 2021, I had just come out of the Amohau Street entrance of the Rotorua Central Mall and was crossing Amohau Street to head down Tutanekei Street at the lights there. While crossing Amohau Street I encountered a Maori male who yelled at me "What are you looking at you white c\*\*t", when I was not even looking in his direction. I told the man that if he carried on like that I would ring the police. The individual then proceeded to harass another man who appeared to be 10 years my senior, also with a barrage of racist comments. I rang the police, however it took too long for the police to arrive to make a difference. After the police arrived the officer informed me that the individual lived in one of the motels across from the Rotorua Central Mall, however they would not disclose which one. A true copy of a map showing my home relative to the specific incident is annexed and marked as "RR-5".

### **My response to events post transitional housing**

43. Given my general observations since April 2020, I avoid walking to either Pak'nSave (corner of Fenton Street & Amohau Street) or the Countdown Rotorua shop (246 Fenton Street, Victoria, Rotorua) due to safety concerns. If I need to go to the supermarket I take a vehicle and avoid Fenton Street by going down Lytton Street straight to the Countdown inside Rotorua Central

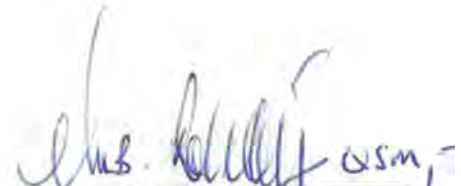
Mall. Similarly I no longer direct visitors coming to see me to come down Fenton Street. It is a real shame I cannot walk any longer to the supermarket as both the Countdown and Pak N Save are only a 900 metre distance from my home.

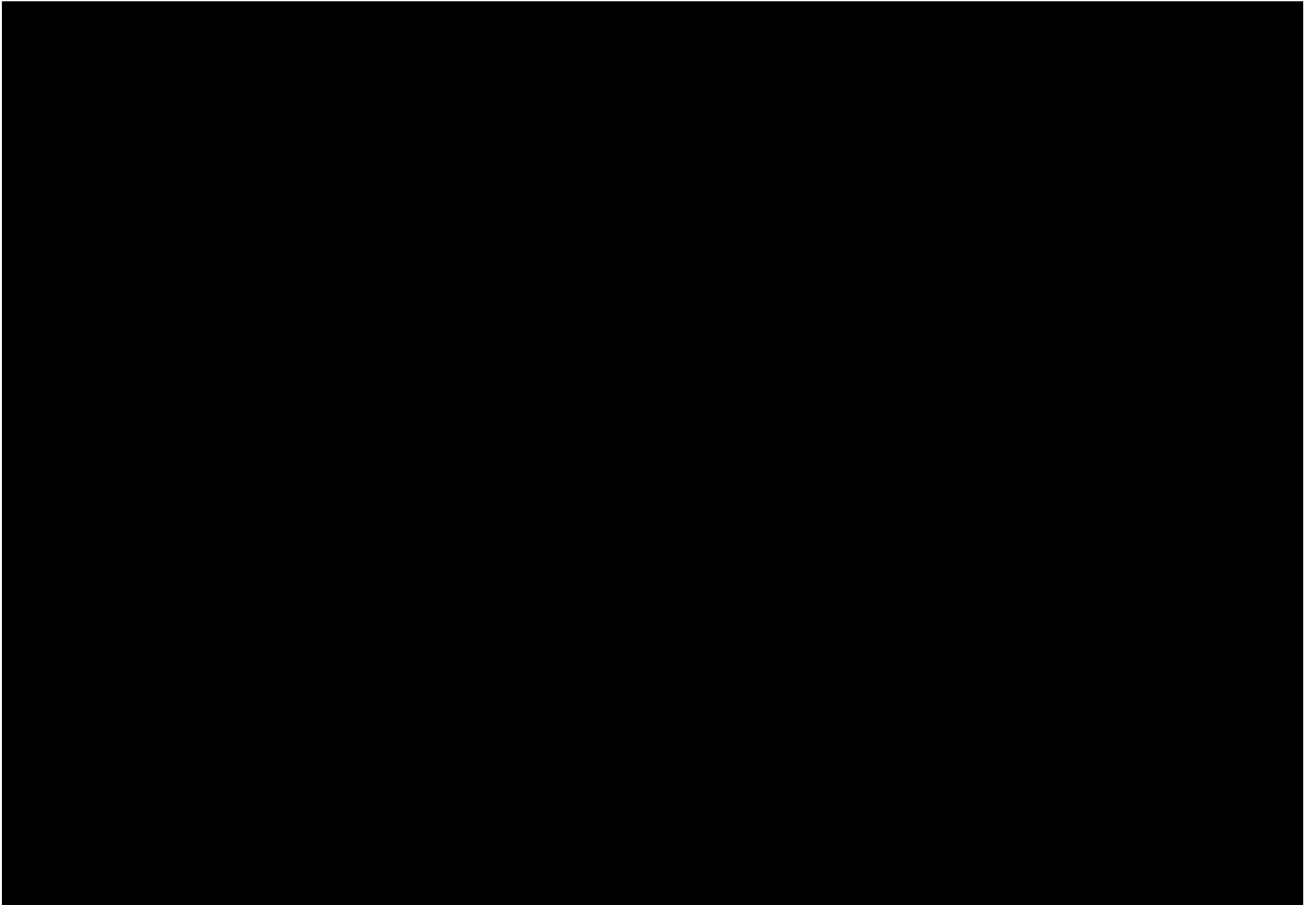
44. I go for walks as needed for general health and fitness but I am genuinely concerned for my safety when I do go out. Glenholme is a planned suburb with a grid street layout and ordinarily has many alternative options when getting from one place to the other. The presence of transitional housing in motel sites near my home has confined my walks to one or two specific routes, in order to limit my proximity to any motel with Emergency Housing occupants. If I go down Lytton Street, there is only one motel I need to pass, which I can avoid by keeping to the other side of the street. By contrast on Fenton Street there are multiple motels on opposite sides of the street, located in highly populated areas, making it hard to avoid motels, hence I have decided to avoid Fenton Street altogether.
45. I no longer keep my windows open during the warmer nights so I do not hear swearing and loud arguments taking place on Fenton Street during the nights, which was never an issue before April 2020.
46. I have only recently resumed meeting with friends at The Lakehouse Tavern (41 Lake Road, Ohinemutu, Rotorua), a pub in town on a Friday, however I no longer return home after dark and I make sure to take a vehicle there and back.

#### **Joining Restore Rotorua**

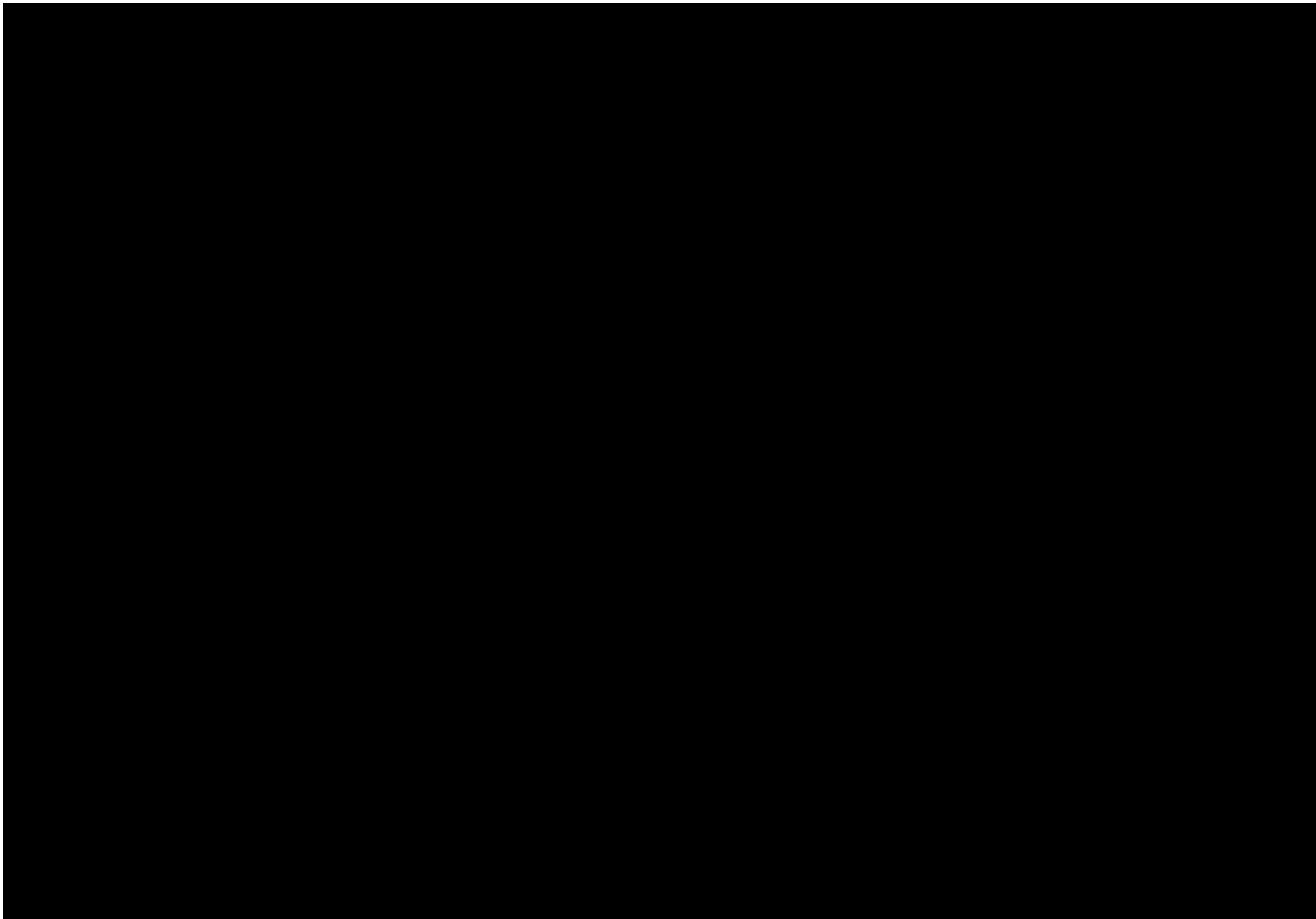
47. I met Restore Rotorua spokesperson Trevor Newbrook through my former New Zealand Army colleague and close friend Peter Breen. Trevor told me about Restore Rotorua and asked if I would be interested in commenting and I advised that I would.
48. I do not usually voice my opinion in public, but agreed to prepare a statement on what I have heard and seen in the community.

**SIGNED** this 13<sup>th</sup> day of December 2021

  
Maxwell Bruce Rolly Rolston









RR-2

Restore R



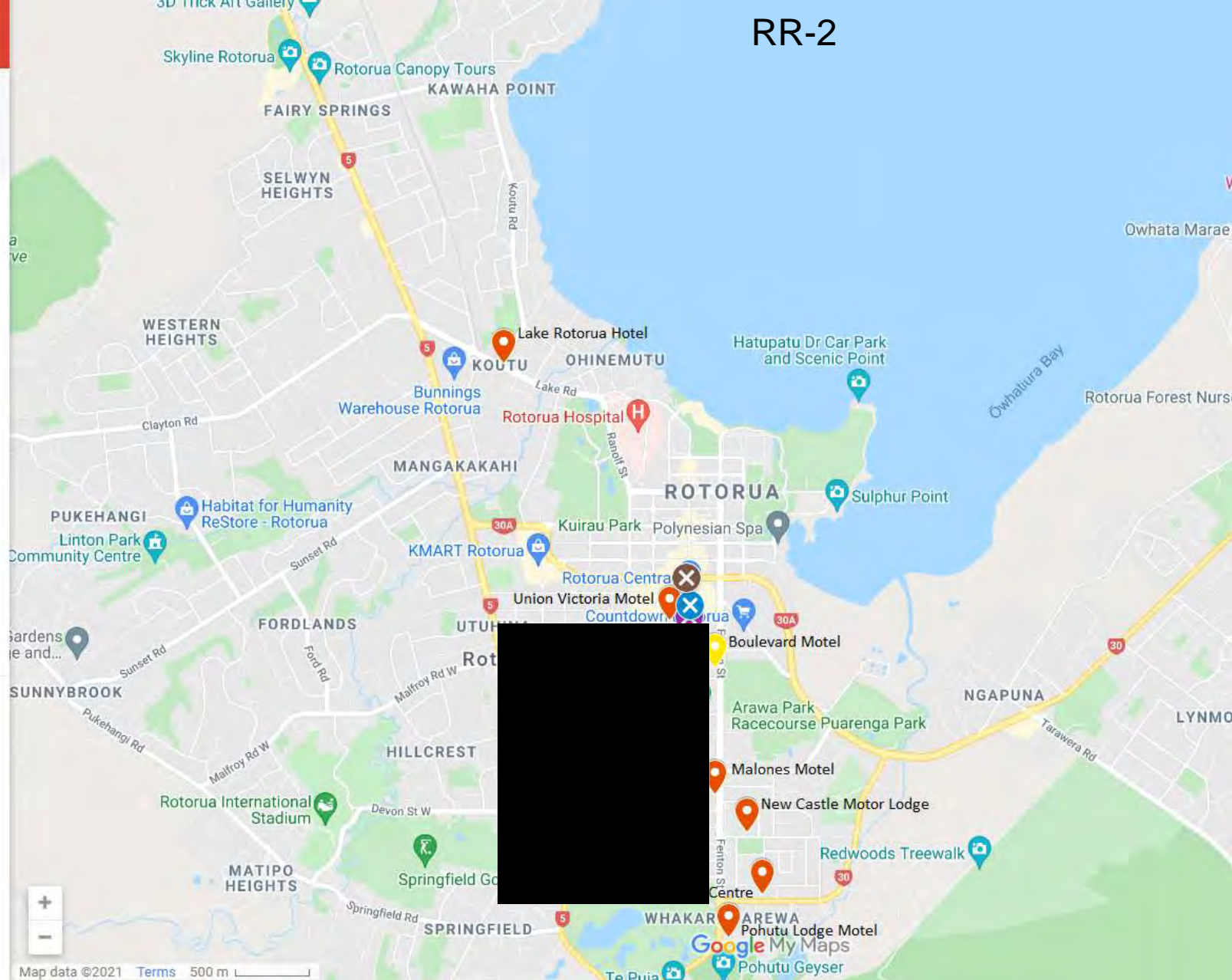
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- Alpin Motel & Conference Centre
- Pohutu Lodge Motel
- Boulevard Motel & Restaurant
- 
- Victoria Lodge woman incident
- Security guard mall incident
- Amohau St crossing incident



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RR-2





## **ROTORUA DAILY POST**

# Rolly ends long, dedicated tenure at Rotorua RSA

27 Apr, 2013 09:00 AM 2 minutes to read

Rotorua Daily Post

By: Katie Holland, [katie.holland@dailypost.co.nz](mailto:katie.holland@dailypost.co.nz)

Rolly Rolston has devoted himself to the Rotorua RSA for 23 years and now it's time for a well-earned rest.

Mr Rolston will retire as manager/secretary on Tuesday, in his words "to sit back and smell the roses".

"The last three years have been stressful, particularly with the financial climate," he said. "I need to look after my health ... I am sad to go but I know I need to so I don't join the cemetery too soon!"

After 20 years in the army, Mr Rolston left when he was 36 and took up the RSA job.

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"I planned to just do two years [at the RSA] but every time I went to move on something exciting happened, there was always some project to get on with."

He said his predecessor told him the hardest thing would be finding something to do every day.

"I am still waiting for that day," he laughed. "It's been 24/7, always on call."

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Despite the stresses of recent years, Mr Rolston believes the 97-year-old Rotorua branch is in a good place, with 350 veterans and 410 service people. "We're in good heart, people are happy."

Mr Rolston said one of the most rewarding parts of his job had been helping veterans get welfare and war pensions they were entitled to.

He's also worked with young people at the youth remand centre and cadet forces and acted as guardian for members in rest homes.

Then there are the friendships - "it's like going to a party every day."

There have been downsides too. "The hard part is seeing so many people die. Probably 2000 RSA people have died since I have been here. I can go around and show you where they all used to sit."

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Mr Rolston, who was awarded a Queen's Service Medal 11 years ago, said his only regret was not getting the RSA a new building.

In retirement he plans to "just enjoy life", spending time with family and making the most of his bach and fishing boat at Maketu.

RSA members and friends will farewell Mr Rolston at a morning tea on Tuesday.

"I will probably have a tear in my eye," he said. "I'm going to miss the place - I've been coming here every day for 23 years."

Mr Rolston said he wanted to thank the public for its generous support over the years.

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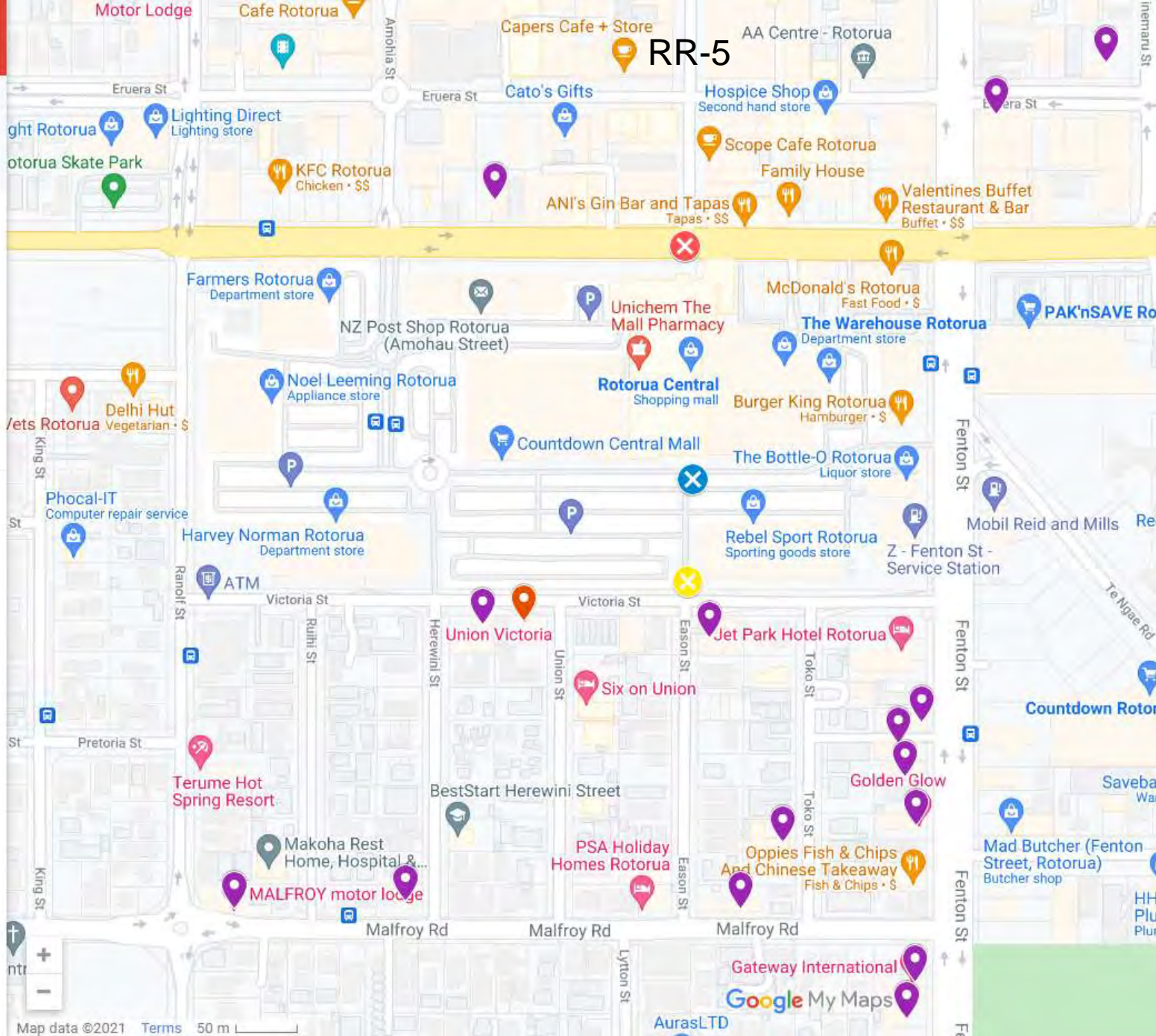
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- ... 50 more

- Victoria Lodge woman incident
- Security guard mall incident
- Amohau St crossing incident



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