

**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 Trevor John Newbrook
Dated 13 December 2021**

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BRIEF OF EVIDENCE OF TREVOR JOHN NEWBROOK

I, **TREVOR JOHN NEWBROOK**, Business Owner and Resident, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Trevor John Newbrook. I currently reside at [REDACTED], Glenholme, Rotorua, which I also operate as a Bed and Breakfast named Rotorua [REDACTED]. A true copy of aerial and street view photographs of [REDACTED] are annexed and marked as "TN-1".
- 2 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 resource consent applications before the Rotorua Lakes Council to convert motels in the central Rotorua into emergency housing should be notified.
- 3 I have been told by Restore Rotorua that the Council has issued a direction to the MHUD to file further resource consents to convert motels in central Rotorua into emergency housing on other motels currently contracted to MHUD by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed below in paragraph 8 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council. Although the observations I made in this brief remain the same, knowing about the additional consent applications only deepens the concerns and amplify the observations I expressed in this brief.
- 4 As a member of Restore Rotorua, I am prepared if required to answer any questions concerning this brief of evidence from the Panel.
- 5 In this brief I give evidence as:
 - 5.1 a resident of Glenholme, Rotorua, operating our home as a bed and Breakfast; and
 - 5.2 the Chairman of Restore Rotorua on the formation of the society and on our advocacy with the Council.
- 6 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.

Family, work and life in Rotorua

- 7 Our home is located approximately 300 metres, a 4-minute walk, from Fenton Street, the proverbial golden mile in Rotorua. Many of the proposed transitional and emergency housing sites are situated on or near Fenton Street.
- 8 A true copy of a map showing our home relative to the proposed sites for the emergency housing is annexed and marked as “**TN-2**”. In short, the map at **TN-2** shows that our property is approximately:
 - 8.1 350 metres from the Malones Motel, at 321 Fenton Street, Glenholme, Rotorua;
 - 8.2 800 metres from the New Castle Motor Lodge, at 18 Ward Avenue, Fenton Park, Rotorua;
 - 8.3 1.3km from the Alpin Motel and Conference Centre, at 16 Sala Street, Whakarewarewa, Rotorua;
 - 8.4 1.3km from Pohutu Lodge Motel, at 3 Meade Street, Whakarewarewa, Rotorua;
 - 8.5 1.2km from the Union Victoria Motel, at 26/28 Victoria Street, Victoria, Rotorua; and
 - 8.6 3.5km from the Lake Rotorua Hotel, at 131 Lake Road, Koutu, Rotorua.
- 9 I am 66 years old. My family and I moved to Rotorua in 1965, when I was ten. Apart from a period of 10 years, I have lived in Rotorua all of my life.
- 10 Both my wife and I’s families are well-known in Rotorua. My wife was born in Rotorua. My father-in-law chaired the Rotorua Borough Council works committee in the mid-1950s. In 1960, he was elected as a Member of Parliament for Rotorua, a role he served in for 18 years before retiring, during which period he also served as Minister of Tourism and Minister in Charge of Publicity and the Government Printing Office. After his time in politics, he chaired the Keep Rotorua Beautiful Committee for a number of years.
- 11 My wife Rosemary and I have three children. Rosemary attended Glenholme Primary School, as did our children when they were young. Some of our grandchildren are currently third generation students at Glenholme School. I was on the Glenholme School Board of Trustees and served as Chairman of

the Parent Teacher Association. I was a Councillor and Deputy Mayor on the South Waikato District Council between 1995 and 2002.

- 12 My family's presence in the local community have led to people in Rotorua approaching me to voice their feedback on, amongst other things, the transitional housing issue. I have received emails, phone calls and people have found me on social media, including my Facebook page, and messaged me directly. Some were people with whom I have never interacted. I have also been stopped on the street while I have been out by people wanting to speak to me on this issue.
- 13 The clear anxieties of those who have approached me, and the scale of the Rotorua community's reaction to the influx of transitional and emergency housing in Rotorua, impressed on me that there was a need for more structured and organised action. I note in particular the telephone conversations I have had about establishing an incorporated society to serve as a united stakeholder group through which the local community could voice their concerns. I contemplated my suitability for the role of Chairman and spokesperson, and decided that I should take up those positions for the group.
- 14 I have also been acquainted with two other Glenholme residents Gisella Burt and Jenny Peace, who have originally been drumming support on their own initiative in August 2021 for a petition concerning a motel on the corner of Wylie Street and Fenton Street: the Wylie Court.
- 15 Gisella, Jenny and I have identified our mutual cause and we gathered a number of other Glenholme locals for our inaugural meeting on 27 September. Most of these who participated were the people I initially had telephone calls with. At this meeting, we circulated the draft rules to founding members. Over the 90 minutes, we discussed and agreed on the rules and constitution, passed a motion to form the incorporated society and the founding members signed the necessary incorporation documents. Gisella became the treasurer and Jenny became the secretary.
- 16 Restore Rotorua formally incorporated on 29 September 2021. Annexed and marked "TN-3" is a copy of Restore Rotorua's Constitution, and annexed and marked "TN-4" is a copy of Restore Rotorua's Certificate of Incorporation. These documents are accessible on the Incorporated Societies website.

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

Before transitional and emergency housing

- 17 Both my wife and I have lived in Rotorua for most of our lives. We purchased our home [REDACTED] in May 2016 because the community is safe, peaceful and in close proximity to the Rotorua town centre and tourist attractions. We bought the house with the intention of developing it into our own home with a dual purpose as a Bed and Breakfast. Prior to purchasing [REDACTED] [REDACTED] we lived in Robertson Street, Glenholme, which is approximately 4 minutes' walk [REDACTED].
- 18 In 2017, my wife and I spent six months completely renovating the property, including installing all new fittings and furniture, in order to offer our guests a quiet, comfortable and friendly accommodation experience. The [REDACTED] [REDACTED] property is expansive, and my wife and I live upstairs and host guests in the three private guest bedrooms downstairs.
- 19 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. My wife and I enjoyed the experience of sharing our home, and our knowledge of the city and its attractions, with our guests.

Effects of transitional and emergency housing

- 20 We have observed changes in the demographics and character of Glenholme for the past three to four years, but such changes noticeably intensified since the first Covid-19 lockdown in March 2020.
- 21 Since that time, the appearance and feel of central Rotorua has drastically changed. There has been a noticeable decline in the aesthetic of our city centre, for example, cars now park all over the footpaths on Fenton Street and the side streets which has ruined the grass verges. There are lots of abandoned supermarket trolleys, rubbish, broken glass and dog poo all over the place. There has also been a large quantity of temporary fencing put up around the motels and certain entrances have been blocked off with road cones, which looks very untidy and unwelcoming. For example, the Malones Motel at 321 Fenton Street has its Sumner Street entrance blocked off with temporary fencing and road cones. Annexed and marked "TN-5" is a photograph of this fencing around the Malones Motel.

22 The appearance of motel properties, and frontage has also deteriorated considerably from lack of maintenance. Broken windows, slipping roof tiles and vandalism remain unfixed for long periods of time. The commercial incentive of maintaining the aesthetic of the motels in order to attract guests no longer effects motel owners who are being paid directly by the Ministry of Social Development.

23 I could say this for the majority of the motels on Fenton Street, which have received government grants to provide emergency housing. My observations here are verified by a response Restore Rotorua received on 23 November 2021 from the Ministry of Social Development to an Official Information Act 1982 request. Annexed and marked "TN-6" is a copy of that response, which identify the following motels on Fenton Street as providers receiving grants for emergency housing in 2021:

- (a) Ascot on Fenton;
- (b) RotoVegas;
- (c) Golden Glow;
- (d) Gateway International;
- (e) Boulevard;
- (f) Aaryn Court;
- (g) La Mirage;
- (h) Midway;
- (i) Geneva Motor Lodge;
- (j) Baden Lodge;
- (k) Fenton Court;
- (l) Brylin;
- (m) Pure Motel and Guest House;
- (n) Ace Motor Lodge;
- (o) Malones;

- (p) Rose Court;
- (q) Apex on Fenton;
- (r) Coachman;
- (s) Ashleigh Court; and
- (t) New Castle Motor Lodge.

24 Central Rotorua has become a far more dangerous place and I have become much more cautious about walking through it. I recall vividly one day in 22 July 2021 when I was walking my puppy past the 'Motel Mile' on Fenton Street and a lady called out at me outside the Ace Motor Lodge (319 Fenton Street) and took a photo of my puppy. As I stated above, the Ace Motor lodge is one of the listed motels receiving a grant to provide emergency housing. I asked the lady why and I was told that the lady's cousin had a dog like that and she was going to send her cousin the photo she took. I carried on walking home and saw that two primary school aged kids followed me home, they then ran back to the Ace Motor Lodge. About two weeks later, I saw that someone had disconnected the security lights on my property and had wedged our gates so they remained open. I was worried that this was done in an attempt to steal my puppy.

Measures taken in response to effects of transitional and emergency housing from motels in central Rotorua

- 25 After the incident with my puppy on 22 July 2021, I wrote to the Mayor of Rotorua, Steve Chadwick on 26 August 2021 (a true copy of this email is annexed and marked "TN-14"), outlining that we were concerned about crime and safety in the Glenholme area with the continued use of motels for emergency housing. I also explained about the incident in July 2021 with our puppy. I did not receive any response from Mayor Chadwick.
- 26 Since the establishment of Restore Rotorua, we have accumulated 83 registered members. I understand that approximately 40 people have indicated their willingness to make a submission to the Panel by way of a brief of evidence. I add as an **appendix** to this brief the list of registered members by name.
- 27 On 5 October 2021, Restore Rotorua set up a Facebook page to communicate with the local community. As of 14 December 2021, we have 661 people who have 'liked' the page and 758 people who follow it.

- 28 Restore Rotorua commissioned a report from NERA Economic Consulting which made findings on the economic cost of using motels for transitional housing on local businesses (**the NERA Report**). We released this report on 8 October 2021. A copy of the report is annexed and marked “**TN-7**”.
- 29 By establishing Restore Rotorua alongside my fellow co-founders and acting as spokesperson and Chairman, I hope to serve as a conduit for assisting concerned members of our community to speak up about the effects that concentrated transitional and emergency housing has had on central Rotorua.

Interactions with RLC

- 30 In my role as chair I also instruct the legal team to:
- 30.1 Obtain various information from the Council and from government ministries through requests under the Official Information Act 1982 and Local Government Official Information and Meetings Act 1987; and
- 30.2 Write on Restore Rotorua's behalf on various concerns that require the Council's attention. These letters to the Council are usually accompanied by press releases that I issue on Restore Rotorua's behalf.

The First Letter

- 31 Restore Rotorua sent the first letter to the Council on 7 October 2021. A copy of the report is annexed and marked “**TN-8**”. The letter set out Restore Rotorua's concerns
- 31.1 The Council had granted Kāinga Ora a resource consent to convert a motel into transitional housing for the Boulevard Motel (265 Fenton Street) on 29 July 2021, in just 20 working days, without requesting more information on the application, and without notifying the application either by limited notification to persons directly affected or public notification to the community at large;
- 31.2 The Ministry had lodged at least six resource consent applications (to convert motels into emergency housing) with the Council between 6 August 2021 and 20 August 2021 within a two km radius to the Boulevard Motel. The NERA economic report prepared on behalf of Restore Rotorua was attached illustrating the cumulative effect of these applications (as **attached as “TN-6”**). The letter also outlined planning advice that Restore Rotorua had obtained. This advice stated that there were adverse environmental effects of these applications, which were

minor, or more than minor (for the purposes of section 95A and section 95B of the Resource Management Act 1991 (**RMA**)), which would require the Council to notify the applications (either public or limited);

- 31.3 The Council's failed to notify the six applications currently under review would be illegal due to a failure to take into account mandatory relevant considerations under the RMA;
- 31.4 The six applications were close to the deadline of requiring a decision regarding notification to be made by the Council, and information from the Council indicated this decision as yet to be made.
- 31.5 Finally, that the failure to notify would result in serious legal impropriety, providing grounds for legal challenge. However, that it was Restore Rotorua's preference that the Council engaged cooperatively and through dialogue to ensure lawful decisions regarding the applications were made.
- 32 On 8 October 2021, the Council responded to Restore Rotorua's letter (as **attached and marked "TN-9"**). The Council confirmed that a decision regarding whether to notify the applications had not yet been made. The Council stated that they would delegate their decision making authority to an Independent Commissioner Hearing Panel to decide the six Ministry resource consent applications on both the issue of notification, and the substantive issue of whether the consents should be granted.
- 33 I note that despite this undertaking, the Council only formally announced the delegation of authority on 28 November 2021 in the Rotorua Daily Post (as **attached and marked "TN-10"**), which is almost two months later from Restore Rotorua's press release on this.

The Second Letter

- 34 Restore Rotorua sent the second letter to the Council on 11 November 2021 (as **attached and marked "TN-11"**). The letter informed the Council that:
- 34.1 Restore Rotorua was aware that the Council had made a request for further information under section 92 of the RMA for five out of six of the applications were made to MHUD on 24 September 2021 which required MHUD to provide the information no later than 14 October 2021. A further request for information under section 92 of the RMA was made to the MHUD for the sixth application (the Pohutu Lodge) on 20 October 2021, which required the MHUD to provide the information no later than 9 November 2021;

- 34.2 Restore Rotorua was placing the Council on notice that the Council was only permitted to allow MHUD twice the maximum timeframe permitted under the relevant provision to provide the information, which in this case, was doubling the timeframe of 15 working days. This meant that the maximum timeframe allowed to the Ministry to provide the extra information requested on 24 September (for five out of six applications) fell due on 4 November 2021;
- 34.3 Consequentially, the Council was required to either publicly notify the five applications which had section 92 requests made on 24 September 2021; or to exercise its discretion to decline the applications because MHUD had failed to provide information for the Council to determine the application.
- 34.4 The Council responded on 13 November 2021 by supplying responses to our request to them under the Local Government Official Information and Meetings Act 1987. Annexed and marked “**TN-12**” is that response.

The Third Letter

- 35 Restore Rotorua sent the third letter to the Council on 1 December 2021 (as **attached and marked “TN-13”**). The letter:
- 35.1 Reiterated the warning provided to the Council, that the Council was required to enforce the Rotorua District Plan against MHUD who was contravening the rules when using the motels, designed for tourism accommodation, for emergency housing as a ‘temporary activity’.
- 35.2 Identified that the District Plan provides that a ‘temporary activity’ can occur, without a resource consent, for a maximum of 28 days in the calendar year. Restore Rotorua had received information from the MHUD, in response to an OIA request, that at least 12 motels had been used as emergency housing, since 1 July 2021 until 1 December 2021. This use under the guise of a ‘temporary activity’ had continued for 153 days in clear breach of the District Plan.
- 35.3 Raised an article published by the Rotorua Daily Post on 28 November 2021, which stated that MHUD had actually contracted a total of 15 motels in Rotorua which were currently being used as emergency housing (**exhibit “TN-10”**).
- 35.4 Restore Rotorua put the Council on notice that Restore Rotorua would file proceedings to compel the Council to enforce of the District Plan to prohibit the Ministry from using the motels for emergency housing without a resource consent.

36 The Council has since this letter issued a directive that MHUD file resource consent applications for all motels contracted to provide emergency housing by or before 20 December 2021 to ensure that ongoing breaches of the Rotorua District Plan do not continue.

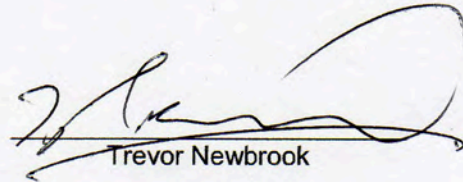
Conclusion

37 I feel strongly that the homeless deserve to be housed, but I do not consider that the current locations of emergency housing are appropriate solutions for either the residents of Glenholme or the homeless who are being housed in such accommodation.

38 In the absence of the pride and effort that was once invested in showcasing Fenton Street to visitors as the gateway of Rotorua, Fenton Street and the centre of Rotorua has become an unsafe and visually undesirable place to be. This is having a detrimental impact on Rotorua's tourism and hospitality sector, as well as the people of Glenholme who are now looking at ways to invest to adapt to ensure their own safety.

39 The advocacy that Restore Rotorua has done has kept the Council honest on key concerns raised. We in turn continue to keep our membership engaged knowing that there is a lot more work to be done.

SIGNED this 13th day of December 2021



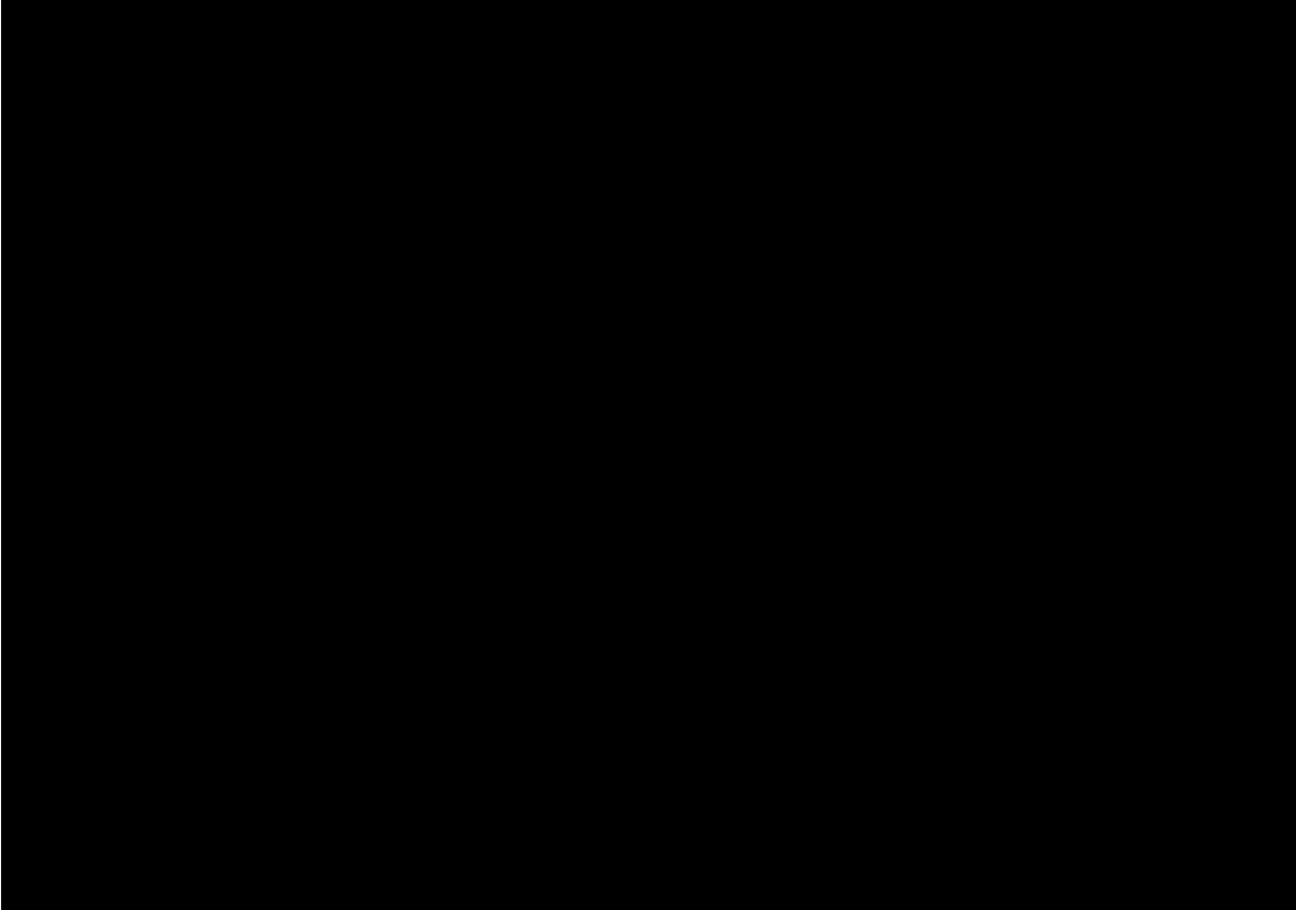
Trevor Newbrook

Appendix – list of registered members of Restore Rotorua Inc.

INAUGURAL MEMBERS	
Incorporated 29 September 2021	
Name	
1	Jenny Peace (secretary)
2	Rayna Bell
3	Jenny Packham
4	Alicia Bell-Murray
5	Gisella Burt (treasurer)
6	Peter Breen
7	Alison Bendal
8	Heinz Fett
9	Gary Smith (deputy chair)
10	Rose Smith
11	Christina Phillips
12	John Hamill
13	Carolyne Hall
14	Trevor Newbrook (chair)
15	Wayne Rowlands
NEW MEMBERS (addresses of these members may be provided if requested)	
16	Justin Kimberley
17	Deanna Paterson
18	Tracey McLeod
19	Gill Kenna
20	Miriam Hewson
21	Richard Sewell
22	Julie Sewell
23	Stevie Rhind
24	John Ioane
25	Craig Littlejohn
26	Toby Stovold
27	Jean Francis
28	Conan O'Brien
29	Ali McTear
30	Phillipa Angus
31	Rob Angus
32	Graeme Simpson
33	Lois Wadsworth
34	Bob Wadsworth
35	Ken Buchanan
36	Ann Gregor-Greene
37	Sue Spiers
38	Leigh Spiers
39	Clinton Lovell

40	Josephine Lovell
41	Wendy Hanson
42	Dennis Hanson
43	Beau Maru
44	Wayne Mackie
45	Lorraine Bidois
46	Lisa Neff
47	Ruth Goldsbury
48	Jennifer Horgan-Smith
49	Sheryl Todd
50	Josh Bannan
51	Suzi Teteburg
52	Nicky Old
53	Robert Lee
54	Veronica Bennett
55	Nicola Hinz
56	Trudi Herniman
57	Greg Dyson
58	Ann Robinson
59	Michelle Pleydell
60	Reynold MacPherson
61	Amy Armer
62	Tara Grant
63	Derek Lang
64	Joan Lang
65	Carey Baker
66	Julie Calnan
67	John MacMillan
68	Duncan Fletcher
69	Peter Bentley
70	Maggie Bentley
71	Rod Swindlehurst
72	Jane Walter
73	Aissa Hermano
74	Robert Hermano
75	Kevin Beamish
76	Trevor Weir
77	Rob Parry
78	Yanling Sun
79	Rolly Roleston
80	Donna Walsh
81	Phil Spackman
82	Reg Hennessy
83	Melissa Renwick

TN-1







TN-2

Restore R



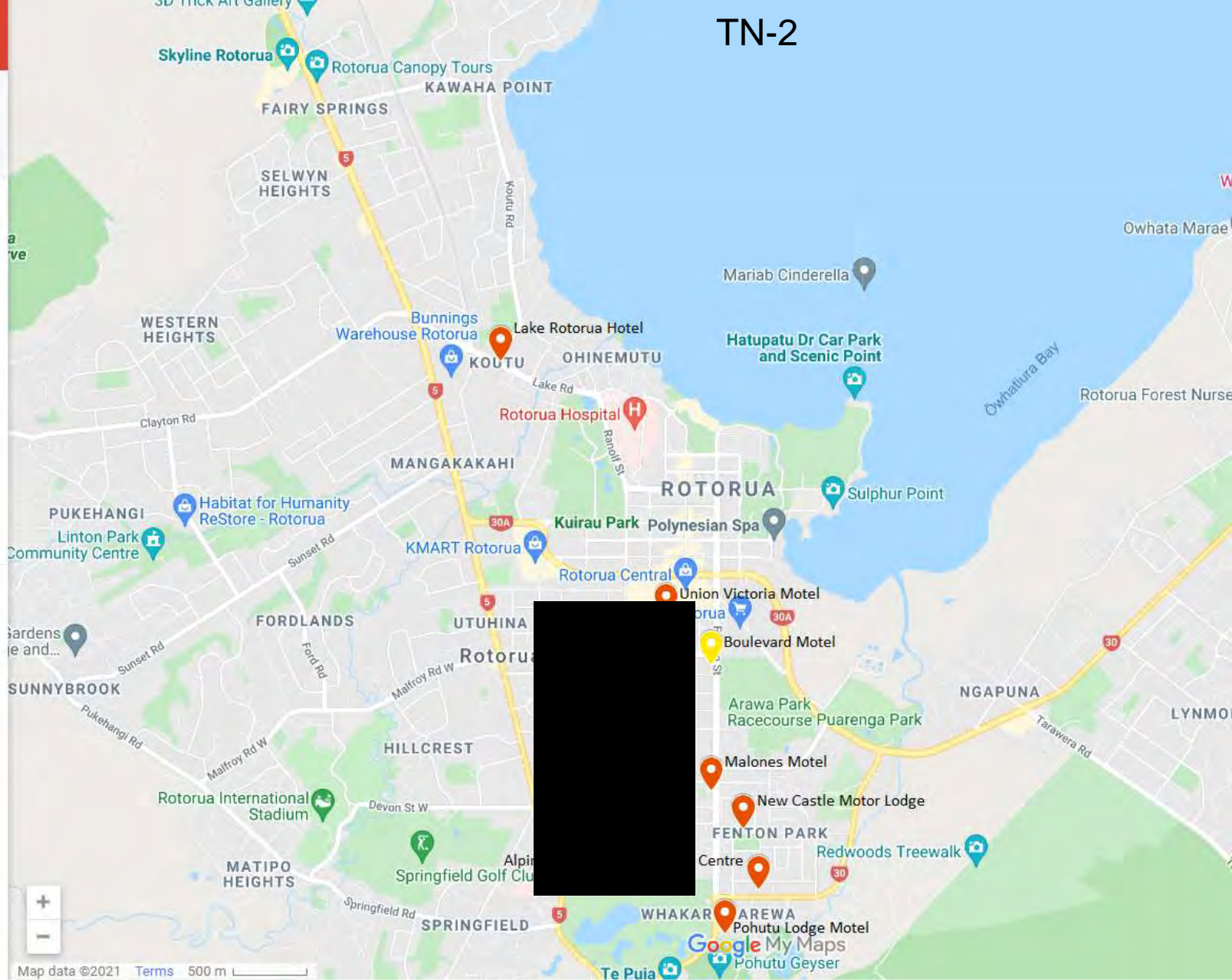
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SHARE EDIT



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



Made with Google My Maps

Map data ©2021 Terms 500 m

TN-2

**Rules and Constitution of
Restore Rotorua Incorporated**

I certify that the Rules and Constitution were approved by the Members at the General Meeting of Restore Rotorua Incorporated held in Rotorua on 27 September 2021.

A handwritten signature in black ink, appearing to read 'J. E. Paul', written over a horizontal line.

Secretary

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1 Name

- 1.1 The name of the society is Restore Rotorua Incorporated (in the Rules referred to as the **'Society'**).

2 Definitions

- 2.1 In the Rules, unless the context requires otherwise, the following words and phrases have the following meanings:

'Act' means the Incorporated Societies Act 1908 or any Act which replaces it (including amendments to it from time to time), and any regulations made under the Act or under any Act which replaces it.

'Annual General Meeting' means a meeting of the Members of the Society held once per year which, among other things, will receive and consider reports on the Society's activities and finances.

'Chair' means the Committee Member responsible for, among other things, overseeing the governance and operations of the Society and chairing General Meetings.

'Clear Days' means complete days, excluding the first and last named days.

'Committee' means the Society's governing body.

'Committee Member' means a member of the Committee, including the Chair, Deputy Chair, Secretary or Treasurer.

'Deputy Chair' means the Committee Member elected to deputise in the absence of the Chair.

'General Meeting' means either an Annual General Meeting or a Special General Meeting of the Society.

'Member' means a person properly admitted to the Society who has not ceased to be a member of the Society.

'Notice' to Members includes any notice given by post, courier or email; and the failure for any reason of any Member to receive such Notice or information shall not invalidate any meeting or its proceedings or any election.

'Register of Disclosures' means the register of interests of Committee Members, in matters relating to the Society, kept under the Rules.

'Register of Members' means the register of Members kept under the Rules.

'Rules' means the rules in this document.

'Secretary' means the Committee Member responsible for, among other things, keeping the Register of Members, the Register of Disclosures, and recording the minutes of General Meetings and Committee meetings.

'Special General Meeting' means a meeting of the Members, other than an Annual General Meeting, called for a specific purpose or purposes.

'Treasurer' means the Committee Member responsible for, among other things, overseeing the finances of the Society.

3 Purposes

3.1 The purposes of the Society are to:

- (a) restore Rotorua to its status as a premier tourist destination;
- (b) ensure Rotorua is a desirable place to work and live for all residents of Rotorua and the surrounding area; and
- (c) do anything necessary or helpful to the above purposes.

3.2 Nothing in the Rules authorises the Society to do anything which contravenes or is inconsistent with the Act or any other legislation.

3.3 The Society is not and does not intend to be registered as a charitable entity under the Charities Act 2005.

4 Registered office

4.1 The Registered Office of the Society shall be at such place in New Zealand as the Committee from time to time determines, and changes to the Registered Office shall immediately be notified to the Registrar of Incorporated Societies in a form and as required by the Act.

5 Powers

5.1 In addition to its statutory powers, the Society may

- (a) Raise or receive funds whether by activities, gifts or bequests to further the purposes of the Society;
- (b) use its funds to further the purposes of the Society including by buying, selling or leasing real or personal property;
- (c) employ people and enter into contracts, as may be appropriate for carrying out the purposes of the Society; and
- (d) may invest in any investment in which a trustee may lawfully invest.

5.2 The Society may not borrow money.

6 Membership

6.1 The Society shall maintain the minimum number of Members required by the Act.

- 6.2 The Committee can provide for the process for becoming a member including by requiring an applicant to complete and sign any application form, supply any information, or attend an interview.
- 6.3 The Committee shall have complete discretion to accept or decline an application for membership. The Committee must advise the applicant of its decision (but is not required to provide reasons for that decision).
- 6.4 Every applicant for membership must consent in writing to becoming a Member.
- 6.5 The Secretary shall keep an up-to-date Register of Members, recording each Member's name, contact details, the date they became a Member, and any other information required by the Rules or prescribed by the Act.

7 Obligations and Rights of Members

- 7.1 Every Member shall provide the Society with that Member's name and contact details (including postal address, telephone number, and any email address) and promptly advise the Society of any changes to those details.
- 7.2 All Members (including Committee Members) shall promote the interests and purposes of the Society and shall do nothing to bring the Society into disrepute.
- 7.3 Membership does not confer on any Member any right, title, or interest (legal or equitable) in the property of the Society.
- 7.4 No Member is liable for an obligation of the Society by reason only of being a Member.

8 Ceasing to be a Member

- 8.1 A Member ceases to be a Member:
 - (a) on death (or if a body corporate on liquidation or if a partnership on dissolution of the partnership);
 - (b) by resignation from membership by written notice provided to the Secretary, on the date of the receipt of that notice; or
 - (c) on termination of a Member's membership.
- 8.2 A Member who resigns or whose membership is terminated:
 - (a) shall cease to hold himself or herself out as a Member;
 - (b) shall return to the Society all material provided by the Society; and
 - (c) shall cease to be entitled to any of the rights of a Member.
- 8.3 Any former Member may apply for re-admission in the manner prescribed for new applicants, and may be re-admitted only by resolution of the Committee.

9 General Meetings

- 9.1 The Committee shall give all Members at least 10 Clear Days' Notice of any General Meeting and of the business to be conducted at that General Meeting.
- 9.2 The General Meeting and its business will not be invalidated simply because one or more Members do not receive the Notice.
- 9.3 All Members may attend, speak and vote at General Meetings either in person or using any real-time audio, audio and visual, or electronic communication. Body corporate Members may attend through their authorised representative (as notified to the Secretary).
- 9.4 No General Meeting may be held unless a minimum of 8 of the Society's Members attend. This will constitute a quorum.
- 9.5 If, within half an hour after the time appointed for a meeting a quorum is not present, the meeting shall stand adjourned to a day, time and place determined by the Chair, and if at such adjourned meeting a quorum is not present those present shall be deemed to constitute a sufficient quorum.
- 9.6 The Chair, or in his or her absence the Deputy Chair, or in his or her absence a Committee Member elected by the Members, shall chair at General Meetings and may decide the manner in which any votes will be cast. Whoever chairs a General Meeting may exercise a casting vote.
- 9.7 An Annual General Meeting shall be held once a year on a date and at a location determined by the Committee and consistent with any requirements in the Act.
- 9.8 The business of an Annual General Meeting shall be:
 - (a) Receiving any minutes of the previous General Meetings;
 - (b) The Chair's report on the business of the Society
 - (c) The Treasurer's report on the finances of the Society, and the annual financial statements;
 - (d) Election of Committee Members;
 - (e) Motions to be considered; and
 - (f) General business.
- 9.9 A Special General Meeting may be called by the Committee at any time.
- 9.10 The Committee may put forward motions for the Society to vote on at General Meetings, which shall be provided to Members with the notice of the General Meeting.

9.11 Any Member may request that a motion be voted on at a General Meeting, by giving notice to the Secretary at least 5 Clear Days before that meeting. The Member may also provide information in support of the motion.

9.12 Minutes must be kept by the Secretary of all General Meetings.

10 Committee

10.1 The Committee will consist of at least 3 Committee Members who are all Members of the Society.

10.2 The Committee will include:

(a) a Chair;

(b) a Deputy Chair;

(c) a Secretary and a Treasurer, who may be the same person; and

(d) such other Committee Members as the Society shall decide.

10.3 At all times each Committee Member:

(a) shall act in good faith and in what he or she believes to be the best interests of the Society;

(b) must exercise all powers for a proper purpose;

(c) must not act, or agree to the Society acting, in a manner that contravenes the Act or the Rules;

(d) must not agree to the Society incurring an obligation unless he or she believes at that time on reasonable grounds that the Society will be able to perform the obligation when it is required to do so.

10.4 The quorum of the Committee shall be half the members of the Committee. All decisions of the Committee shall be by a majority vote. The Chair shall have a casting vote.

10.5 The Committee may appoint sub-committees consisting of such Members and for such purposes as it thinks fit. Unless otherwise resolved by the Committee:

(a) the quorum of every sub-committee is half the members of the sub-committee;

(b) no sub-committee shall have power to co-opt additional members;

(c) a sub-committee must not commit the **Society** to any financial expenditure without express authority from the Committee; and

(d) a sub-committee must not further delegate any of its powers.

10.6 The Committee and any sub-committee may act by resolution approved in the course of a telephone conference call or through a written ballot conducted by

email, electronic voting system, or post, and any such resolution shall be recorded in the minutes of the next Committee meeting.

10.7 Other than as prescribed by the Act or the Rules, the Committee or any sub-committee may regulate its proceedings as it thinks fit.

10.8 The Secretary shall at all times maintain an up-to-date Register of Disclosures.

11 Role of the Committee

11.1 Subject to the Rules, the role of the Committee is to:

- (a) Administer, manage, and control the Society;
- (b) Carry out the purposes of the Society;
- (c) Manage the Society's financial affairs including approving annual financial statements;
- (d) Decide how a person becomes a Member and how their membership can be terminated;
- (e) Decide the procedures for dealing with complaints; and
- (f) Decide the times and dates for General Meetings, and set the agendas.

11.2 From the end of each Annual General Meeting until the end of the next, the Society shall be governed by the Committee, which shall be accountable to the Members for the advancement of the Society's purposes and the implementation of resolutions approved by any General Meeting.

11.3 Subject to the Act, the Rules and any resolution of any General Meeting the Committee may:

- (a) exercise all the Society's powers; and
- (b) enter into contracts on behalf of the Society.

11.4 Subject to the Act, the Rules and the resolutions of General Meetings, the decisions of the Committee on the interpretation of the Rules and on matters not provided for in the Rules shall be final and binding on all Members.

12 Election of Committee Members

12.1 At the Annual General Meeting of the Society, the Members may decide by majority vote:

- (a) The number of Committee Members that shall form the Committee;
- (b) Which Members shall be appointed as Committee Members; and
- (c) Who shall be the Chair, Deputy Chair, Secretary and Treasurer.

- 12.2 Nominations for Committee Members may be made by any Member of the Society. Nominees must consent in writing before any vote is held.
- 12.3 The term of office for all Committee Members shall be 1 year, expiring at the end of the Annual General Meeting following the Annual General Meeting in which they were elected. There is no limit on Committee Members serving consecutive terms if elected at the subsequent Annual General Meeting
- 12.4 If the position of the Chair, Deputy Chair, Secretary or Treasurer becomes vacant between Annual General Meetings, the Committee may appoint another Committee Member to fill that vacancy until the next Annual General Meeting.
- 12.5 If the position of any Committee Member becomes vacant between Annual General Meetings, the Committee may appoint another Member to fill that vacancy until the next Annual General Meeting.
- 12.6 If any Committee Member is absent from three consecutive meetings without leave of absence the Chair may declare that person's position to be vacant.
- 12.7 Persons cease to be Committee Members when:
- (a) They resign by giving written notice to the Committee;
 - (b) They are removed by a majority vote of the Society at a General Meeting; and
 - (c) Their term expires.
- 12.8 A Committee Member shall be deemed to have ceased to be a Committee Member if that person ceases to be a Member.
- 12.9 If a person ceases to be a Committee Member, that person shall within 5 Clear Days deliver to the Secretary all Society documents and property.

13 Finances

- 13.1 The funds and property of the Society shall be:
- (a) controlled, invested and disposed of by the Committee, subject to the Rules; and
 - (b) devoted solely to the promotion of the purposes of the Society.
- 13.2 The Society's financial year shall commence on 1 April of each year and end on 31 March.

14 Execution of Documents

- 14.1 The common seal of the Society must be kept in the custody of the Chair.
- 14.2 The common seal may be affixed to any document:

(a) by resolution of the Committee, and must be countersigned by two Committee Members; and

(b) by such other means as the Committee may resolve from time to time.

15 Alteration of Rules

- 15.1 The Society may amend or replace the Rules at a General Meeting by a resolution passed by a majority of the Members present and voting.
- 15.2 Any proposed motion to amend or replace the Rules shall be signed by at least 5 Members and given in writing to the Secretary at least 5 Clear Days before the General Meeting at which the motion is to be considered, and accompanied by a written explanation of the reasons for the proposal.
- 15.3 At least 2 Clear Day before the General Meeting at which any amendment is to be considered the Secretary shall give to all Members notice of the proposed motion, the reasons for the proposal, and any recommendations the Committee has.
- 15.4 When an amendment is approved by a General Meeting it shall be notified to the Registrar of Incorporated Societies in the form and manner specified in the Act for registration, and shall take effect from the date of registration.

16 Winding Up

- 16.1 The Society may be wound up, liquidated or removed from the Register of Incorporated Societies in accordance with the provisions of the Act.
- 16.2 The Secretary shall give notice to all Members of the proposed motion to wind up the Society, or remove it from the Register of Incorporated Societies, of the reasons for the proposal and of the General Meeting at which any such proposal is to be considered.
- 16.3 Any resolution to wind up the Society or remove it from the Register of Incorporated Societies must be passed by a two-thirds majority of all Members present and voting.
- 16.4 If the Society is wound up, or liquidated, or removed from the Register of Incorporated Societies, no distribution shall be made to any Member.
- 16.5 On the winding up or liquidation or removal from the Register of Incorporated Societies of the Society, its surplus assets after payment of all debts, costs and liabilities shall be transferred to another organisation that is charitable under New Zealand law.
- 16.6 Where the Members resolve to wind up the Society they may pass a resolution specifying the entity to which the Committee is to transfer the remaining assets of the Society and the Committee will comply with that resolution so long as it is consistent with the Rules and the Act.

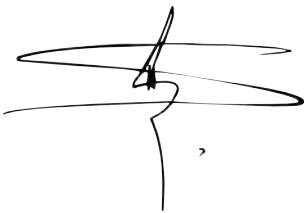
Certificate of Incorporation

RESTORE ROTORUA INCORPORATED

50078530

NZBN: 9429049925296

This is to certify that RESTORE ROTORUA INCORPORATED was incorporated under the Incorporated Societies Act 1908 on the 29th day of September 2021



Registrar of Incorporated Societies
29th day of September 2021



To check the validity of this certificate visit
<https://app.businessregisters.govt.nz/sber-businesses/verify/9429049925296/IncorporatedSociety-3150120.html>

TN-5





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

Leo Donnelly and Holly Cutfield
Chen Palmer
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.

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 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

Registered name
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

Registered name
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

Registered name
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

Registered name
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

Registered name
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:

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NERA

ECONOMIC CONSULTING



The economic effects of using motels for transitional and emergency housing in Rotorua

Restore Rotorua Incorporated

6 October 2021

Project team

Kevin Counsell, Associate Director

Contents

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1. Introduction and summary

1. The New Zealand government, through the Crown entity Kāinga Ora, has recently purchased the Boulevard Motel, a 34-unit motel located at 265 Fenton St in Rotorua. The Rotorua Lakes Council has granted Kāinga Ora resource consent to use the Boulevard Motel solely for “transitional housing” – housing provided to those in the community with a “high housing need”, intended to be provided on a temporary basis while more permanent residential accommodation is sourced.¹ We have been asked by Restore Rotorua Incorporated to prepare an expert report setting out the economic effects of this resource consent decision.
2. In addition to the Boulevard Motel, the government is either directly contracting with, or seeking to purchase, further motels in Rotorua’s CBD to be used solely for housing. There are six pending resource consent applications by the government for motels to be used as “emergency housing”,² which covers immediate housing needs over a period of seven days.³ While there are currently up to 45 motels in Rotorua that are currently being used in a “mixed use” function to provide both for tourism and transitional/emergency housing, the government is moving to a “single use” model, where the intention is for up to 30 motels to be used solely for transitional/emergency housing. There are also currently three managed isolation and quarantine (MIQ) facilities in Rotorua. While the analysis in this report is focused on the economic effects of the use of the Boulevard Motel in particular, we also consider at a high-level the cumulative effects of multiple resource consent applications and the broader context of reduced accommodation capacity in Rotorua more generally.
3. It is not clear what the timeframe is over which the government intends to retain the Boulevard Motel (and other motels in Rotorua) for the use of transitional/emergency housing. We note that the resource consent for the Boulevard Motel allows for a review within 36 months of the consent being given effect.⁴ The six pending resource consent applications are contracted for an “initial” one-year period and allow for a reversion to tourism accommodation as “long-term accommodation options” come on stream, but anticipate that contracted motels will be required for emergency housing “for the next few years”.⁵ However, there is insufficient detail on precise timeframes. The purchase of the Boulevard Motel for the sole purpose of transitional housing suggests that there may be a longer-term aspect to the government’s intentions, as do aspects of the change in use that require some investment to transition the space to its new use, such as filling in the existing swimming pool to convert to carparking/shared open space and installing fencing to create family spaces.⁶ For the purposes of our analysis in this report, we assume that the use of motels in Rotorua for transitional/emergency housing is likely to be a longer-term occurrence.

¹ The Property Group Limited, “Application for Resource Consent – 265 Fenton Street, Rotorua”, 14 June 2021.

² The Property Group Limited, “Application for Resource Consent – Contracted Emergency Housing – 131 Lake Road, Rotorua”, 6 August 2021; The Property Group Limited, “Application for Resource Consent – 16 Sala Street, Rotorua”, 6 August 2021; The Property Group Limited, “Application for Resource Consent – 18 Ward Avenue, Rotorua”, 6 August 2021; The Property Group Limited, “Application for Resource Consent – 321 Fenton Street, Rotorua”, 13 August 2021; The Property Group Limited, “Application for Resource Consent – 3 Meade Street, Rotorua”, 13 August 2021; The Property Group Limited, “Application for Resource Consent – 26-28 Victoria Street, Rotorua”, 20 August 2021. Hereinafter collectively referred to as “the pending resource consent applications”.

³ Ministry of Housing and Urban Development, “Transitional Housing Factsheet”, available at: <https://www.hud.govt.nz/assets/Community-and-Public-Housing/Increasing-Public-Housing/Transitional-Housing/c7ba1ae13b/Transitional-housing-factsheet-June-2019.pdf>

⁴ Rotorua Lakes Council, Notice of Resource Consent Decision, Doc Ref RDC-1155740, 9 July 2021.

⁵ See the pending resource consent applications.

⁶ The Property Group Limited, “Application for Resource Consent – 265 Fenton Street, Rotorua”, 14 June 2021, p.10.

4. In summary, our findings are:
- a. The use of the Boulevard Motel for transitional housing will reduce the available supply of tourist accommodation in Rotorua. This reduction will exacerbate already falling accommodation supply in Rotorua. Rotorua has previously had around 60 hotels and motels, but the number of hotels and motels has decreased by 22% in Rotorua over 2021 to date, compared with only 3% in other tourist regions such as Taupo and New Zealand overall;
 - b. This supply reduction is unlikely to be offset by increased guest nights at other accommodation facilities in Rotorua, due to the use of a large number of these facilities for MIQ and transitional/emergency housing. In particular, there are three MIQ facilities and up to 45 motels currently being used for mixed use transitional/emergency housing purposes. While the intention is to have “fewer than 30” motels used solely for transitional/emergency housing, this would imply that half of the original number of hotels and motels in Rotorua are unavailable to accommodate tourism demand. Many of the hotels and motels in Rotorua are situated on (or near to) Fenton St, which is considered to be the golden mile in Rotorua and runs through the central business district (CBD), suggesting a concentration of transitional/emergency housing near the CBD. An approximately 2km radius covers the Boulevard Motel, the six pending resource consent applications, the MIQ facilities and the Rotorua CBD;
 - c. The reduction in tourist accommodation in Rotorua will flow through to a reduction in tourist expenditure at businesses in Rotorua. There is evidence of a recent reduction in tourist expenditure in Rotorua relative to Taupo, which is consistent with the relative reduction in accommodation facilities. In particular, from 2018, domestic tourism spending in Rotorua has typically been at or above that of Taupo, but there is a distinct break in this pattern around August 2020, with spending in Rotorua now consistently below Taupo spending;
 - d. We estimate that the use of the Boulevard Motel for transitional housing is likely to result in a loss of annual domestic tourism expenditure to Rotorua businesses of approximately \$3.4m. This loss reflects only domestic tourism expenditure at Rotorua businesses arising from reduced guest nights at a single motel, and does not account for reduced tourism expenditure due to the use of hotels for MIQ facilities and the large number of other motels that are used in transitional/emergency housing in Rotorua. By extrapolation to the six motels with pending resource consents for emergency housing, the total annual loss of domestic tourism expenditure (including Boulevard Motel) is approximately \$18.2m. In addition, when borders re-open, there will be the potential for international tourism expenditure, which is greater, per tourist, than domestic expenditure, but will be foregone if there is insufficient accommodation capacity for these tourists;
 - e. As further motels are contracted or purchased by the government for transitional/emergency housing, there will be cumulative effects from a loss of tourism expenditure. Even a small loss of expenditure may push some Rotorua businesses past their tipping point, given that they have already been affected by the loss of tourism expenditure from international tourists. Pre-Covid-19, annual international visitor expenditure in Rotorua was \$354m, or around 40% of total visitor expenditure in Rotorua. The ongoing lockdown in Auckland and restrictions on travel beyond the Auckland border are also likely to be having an effect, given that Aucklanders provide the highest annual visitor expenditure (\$145m per annum) of all domestic and international visitors to Rotorua;
 - f. This may result in financial viability concerns for some businesses, and may be particularly stark for small businesses such as cafés, restaurants, bars, and tourism operators that are heavily reliant on tourism. The consequences of these concerns would include difficulty servicing debt, the need to reduce workforces or some businesses exiting the industry, resulting in unemployment. With the tourism sector as the largest employer in Rotorua, and tourism accounting for around 17% of Rotorua’s Gross Domestic Product (GDP), compared

to 6% nationally, adverse economic effects on the tourism sector could be particularly detrimental;

- g. Any direct loss of expenditure would also lead to indirect adverse “multiplier” effects on interrelated businesses that supply goods and services to Rotorua tourism businesses, again with the potential to lead to debt servicing difficulties, unemployment and/or industry exit. As context to these indirect effects, for the tourism industry in New Zealand overall, where there is a direct effect on GDP, there is a further indirect effect of nearly 70% of the original direct effect;
 - h. Any direct and indirect reductions in tourist expenditure will result in a reduction in Rotorua’s GDP. Rotorua GDP peaked at \$3,813m in the December 2019 quarter, before falling 4% to \$3,664m in the December 2020 quarter. GDP has since recovered slightly, to \$3,807m in the June 2021 quarter, but any reductions in tourism expenditure will undermine Rotorua’s continued recovery;
 - i. The reduced accommodation capacity can make it difficult for conferences, conventions and sporting events to be held in Rotorua, and there is anecdotal evidence consistent with this. To the extent that events are moved elsewhere and/or there is reduced overnight attendance additional to the reduction in tourism described above, this will further reduce tourism expenditure in Rotorua;
 - j. There have been reports that the increasing use of transitional/emergency housing in Rotorua has increased crime rates in nearby areas. Increased crime can impose economic costs on society, including medical costs, property losses, loss of income, and increased security costs. An increase in crime can also reduce economic productivity and investment, adversely impacting economic growth; and
 - k. While motel owners that sell to or contract with the government to provide transitional/emergency housing will profit from doing so, this profit is likely to be sufficient to just offset the loss of tourism business to the motels themselves, and therefore any net benefit to motel owners will be marginal.
5. The remainder of this report is structured as follows:
- a. In section 2 we set out the relevant background to the use of motels in Rotorua for transitional/emergency housing, as well as some context on the importance of tourism to Rotorua;
 - b. In section 3 we outline the direct economic effects on Rotorua tourism businesses of a reduction in tourism arising from the use of motels for transitional/emergency housing; and
 - c. In section 4 we discuss the indirect economic effects, along with economic effects related to large events, crime, and potentially offsetting economic effects for motel owners.

2. Background to transitional/emergency housing and Rotorua tourism

6. The New Zealand government operates a system where clients of the Ministry of Social Development (MSD) that are in need of emergency housing are able to apply for a grant to be temporarily accommodated in a motel. The Ministry of Housing and Urban Development (MHUD), in collaboration with the Crown entity Kāinga Ora, also operates a programme to provide transitional housing for those in need of short-term housing. In early 2021, there were reports that up to 45 motels in Rotorua were being used to accommodate those in need of transitional/emergency housing.⁷ These motels were “mixed use” motels: they were being used to provide accommodation to tourists but had the dual function of providing transitional/emergency housing accommodation.
7. In May 2021, the government announced that it was moving to directly contracting with motels in Rotorua for transitional/emergency accommodation, which would end the practice of mixed use (tourism and transitional/emergency housing) motels and allow motels to be dedicated to providing transitional/emergency housing.⁸ In July 2021, it was announced that 12 motels in Rotorua, with a total of 260 units, had been contracted by the government for this purpose.⁹ There are reports that the intention is to decrease the number of motels providing transitional/emergency housing from the 45 mixed use motels noted above to “fewer than 30”, which would solely provide transitional/emergency housing.¹⁰
8. In addition, around July 2021 the government, through Kāinga Ora, directly purchased the Boulevard Motel in Rotorua, for \$8.1m, for use in transitional housing.¹¹ The Boulevard Motel is a 34-unit motel located at 265 Fenton St in Rotorua, with space to accommodate up to 132 occupants.¹² Fenton St is considered to be the golden mile in Rotorua, and a large number of hotels and motels are situated on (or near to) this street.
9. The Rotorua Lakes Council (RLC) has granted resource consent to Kāinga Ora to use the Boulevard Motel for transitional housing. It is intended that there will be a slight reduction in occupancy levels at the Motel for these purposes, with the use of 31 units and a maximum occupancy of 88 transitional housing tenants.¹³ There are also other changes associated with the shift in use of the Motel, including closing the Motel’s restaurant to the public and using it for on-site meals, and filling in the existing swimming pool.

⁷ “Rotorua moteliers fear penalties for refusing unwanted emergency housing guests”, *Stuff*, 9 May 2021, available at: <https://www.stuff.co.nz/national/124934460/rotorua-moteliers-fear-penalties-for-refusing-unwanted-emergency-housing-guests>

⁸ “Rotorua Emergency Housing update”, 13 May 2021, available at: <https://www.beehive.govt.nz/release/rotorua-emergency-housing-update>

⁹ “Twelve Rotorua motels contracted for emergency accommodation”, *NZ Herald*, 1 July 2021, available at: <https://www.nzherald.co.nz/rotorua-daily-post/news/twelve-rotorua-motels-contracted-for-emergency-accommodation/55LIKVCAIMKZWO6CGO47CDCEPJE/>

¹⁰ “Rotorua’s emergency housing woes could have been avoided if MSD acted sooner – councillor”, *NZ Herald*, 1 July 2021, available at: <https://www.nzherald.co.nz/rotorua-daily-post/news/rotoruas-emergency-housing-woes-could-have-been-avoided-if-msd-acted-sooner-councillor/57IGARKMXT3CHEBZ4D6IJETJZ4/>

¹¹ “Sold: Government pays \$8.1m for Boulevard Motel to house homeless”, *NZ Herald*, 21 July 2021, available at: <https://www.nzherald.co.nz/rotorua-daily-post/news/sold-government-pays-81m-for-boulevard-motel-to-house-homeless/WBRLIMDOR5BDLCE5T3EZGJMF4/>

¹² The Property Group Limited, “Application for Resource Consent – 265 Fenton Street, Rotorua”, 14 June 2021.

¹³ The Property Group Limited, “Application for Resource Consent – 265 Fenton Street, Rotorua”, 14 June 2021.

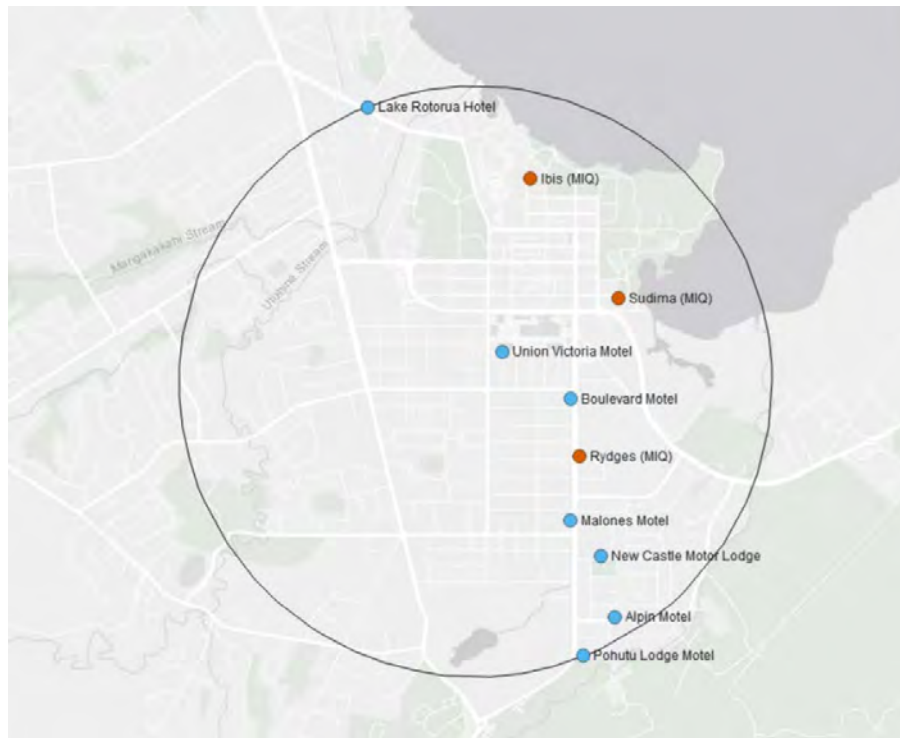
10. We understand the Kāinga Ora and MHUD are seeking to purchase more motels in Rotorua, and/or obtain resource consent to use these motels exclusively for transitional housing. In addition, MHUD has recently applied for resource consent for the following six motels/hotels to be used for emergency housing:¹⁴
 - a. Malones Motel, a 20-unit motel (accommodating up to 66 occupants);
 - b. Lake Rotorua Hotel, a 38-unit hotel (accommodating up to 140 occupants);
 - c. Pohutu Lodge Motel, a 14-unit motel (accommodating up to 58 occupants);
 - d. Alpin Motel, a 40-unit motel (accommodating up to 142 occupants);
 - e. Union Victoria Motel, a 20-unit motel (accommodating up to 78 occupants); and
 - f. New Castle Motor Lodge, a 16-unit motel (accommodating up to 64 occupants).
11. There are also currently three managed isolation and quarantine (MIQ) facilities in Rotorua: the Rydges Rotorua; the Ibis Rotorua; and the Sudima Rotorua. In September 2021 it was reported that the government was considering the addition of a fourth MIQ facility,¹⁵ however this was officially ruled out shortly after.¹⁶
12. Figure 1 shows an approximately 2km radius covering the Boulevard Motel, the six pending resource consent applications, the MIQ facilities and the Rotorua CBD.

¹⁴ See the pending resource consent applications.

¹⁵ “Local Focus: Fourth MIQ for Rotorua would be ‘too much of an impact’ for tourism industry”, *NZ Herald*, 19 September 2021, available at: <https://www.nzherald.co.nz/rotorua-daily-post/news/local-focus-fourth-miq-for-rotorua-would-be-too-much-of-an-impact-for-tourism-industry/VPYDATYGYVXN525A3IKVWSCSCU/>

¹⁶ “Covid-19 coronavirus Delta outbreak: no more MIQ for Rotorua as Government announces additional managed isolation hotel in Christchurch”, *NZ Herald*, 23 September 2021, available at: <https://www.nzherald.co.nz/rotorua-daily-post/news/covid-19-coronavirus-delta-outbreak-no-more-miq-for-rotorua-as-government-announces-additional-managed-isolation-hotel-in-christchurch/B4PSXD3ZWKZXTKOFJ5VGEZO2AI/>

Figure 1: Approximately 2km radius covering Boulevard Motel, six pending resource consent applications, MIQ facilities and Rotorua CBD



Source: NERA analysis

13. Other relevant context is that tourism is a particularly vital component of the Rotorua economy. Tourism accounts for around 17% of Rotorua’s Gross Domestic Product (GDP),¹⁷ compared to a 6% share of GDP nationally.¹⁸ In 2019, 23% of employment in Rotorua was directly related to tourism, compared to 9% nationally,¹⁹ with tourism being the largest employer in the District.²⁰ Statistics New Zealand estimates that, in August 2021, there are 4,000 filled jobs in Rotorua in selected tourism industries.²¹
14. Rotorua is often considered (along with regions such as Queenstown and Kaikoura) to be a key centre for tourism in New Zealand.²² Indeed, the RLC has recognised the importance of tourism to the District, stating that “A strong tourism sector has been a key element in our district’s economic success”.²³

¹⁷ Rotorua Economic Development, *Annual Report 2019-2020*, p.6.

¹⁸ Tourism and the Economy, <https://www.mbie.govt.nz/immigration-and-tourism/tourism-research-and-data/tourism-data-releases/tourism-and-the-economy/>

¹⁹ Infometrics (2020), “Economic impacts of COVID-19 on the Rotorua Economy – Early Estimates”, for Rotorua Lakes District Council, April.

²⁰ Rotorua Lakes Council, *Long-Term Plan 2021-2031*.

²¹ Data available at: <https://www.stats.govt.nz/experimental/covid-19-data-portal?tab=Economic&category=Tourism>

²² See, e.g., Infometrics (2020), “Economic impacts of COVID-19 on the Rotorua Economy – Early Estimates”, for Rotorua Lakes District Council, April.

²³ Rotorua Lakes Council, *Long-Term Plan 2021-2031*, p.229.

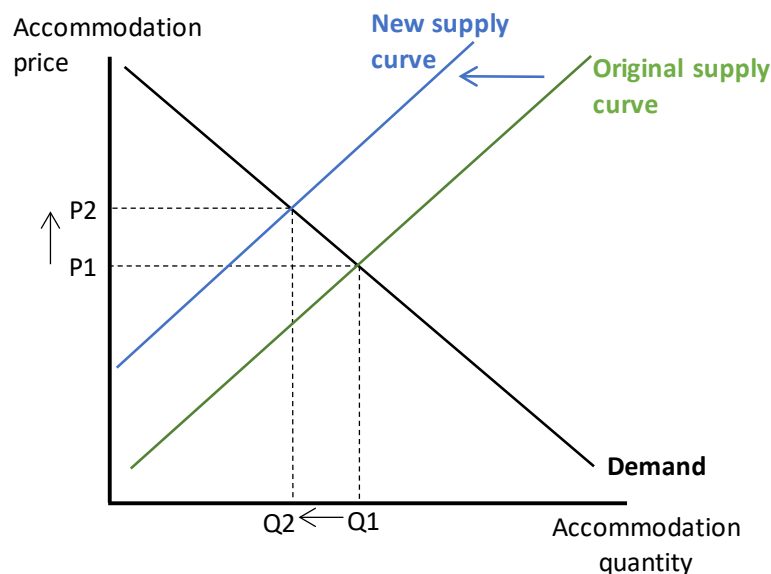
3. Direct economic effects on tourism

15. In this section we set out how Kāinga Ora’s purchase of the Boulevard Motel, and the RLC’s decision to grant resource consent to use the motel for transitional housing, is likely to have an adverse economic impact on tourism in Rotorua. We discuss first how tourist guest nights are likely to fall, before tracing the impact of this decrease on tourism businesses in Rotorua more generally.

3.1. Reduction in tourist guest nights

16. A change in the use of the Boulevard Motel to transitional housing reduces the available supply of tourist accommodation in Rotorua. In the standard economic framework of supply and demand, a reduction in supply (through an inwards shift of the supply curve) leads to a fall in output and an increase in price. This is shown in Figure 2, where supply shifts inwards, output falls from Q_1 to Q_2 and price increases from P_1 to P_2 . In this case, a fall in output is commensurate with a decrease in the number of guest nights stayed by tourists to Rotorua, while accommodation prices in Rotorua are likely to increase. On this basis, the removal of the Boulevard Motel as an accommodation provider would result in a reduction in tourism to Rotorua.

Figure 2: Shift in supply curve in a standard supply-demand framework



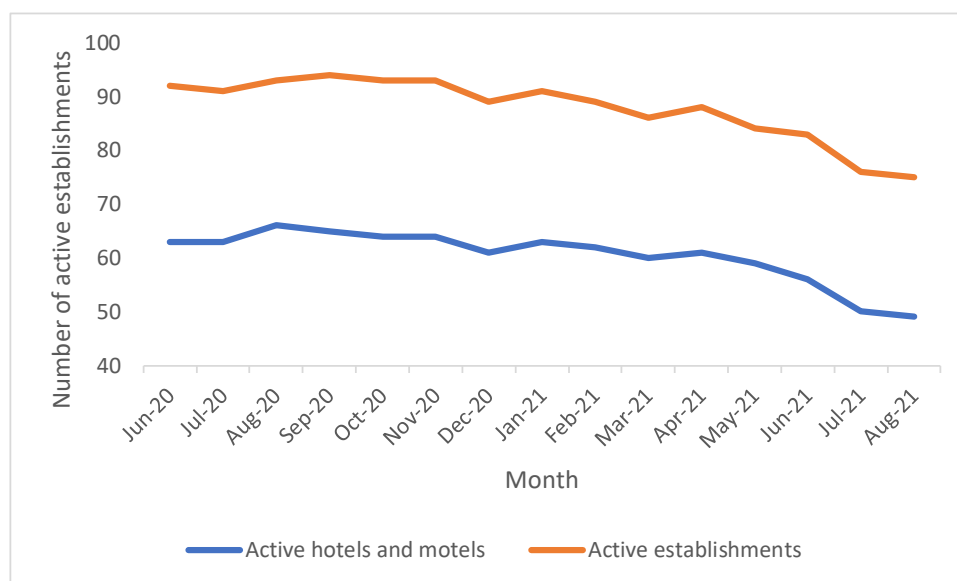
17. It may be that other accommodation providers in Rotorua have sufficient capacity to effectively “pick up the slack” and accommodate those tourists that would have otherwise stayed at the Boulevard Motel, mitigating the impact of any tourism decrease. However, the following factors weigh against this:

- a. There are currently three MIQ facilities in Rotorua, which are not available to accommodate tourism demand for as long as the MIQ system continues; and
- b. Other motels (potentially up to 45) are currently being used for transitional/emergency housing purposes. While these motels can currently accommodate both tourist and transitional/emergency housing demand, the government is moving to a single use model. A mixed use motel could, in concept, allow for tourism to be maintained if there is spare capacity at the motel after transitional/emergency accommodation has been allowed for. On the other hand, having transitional/emergency housing tenants on-site may discourage some

tourists. A single use motel, by definition, could not accommodate tourism even if there was spare capacity. There are 12 motels that the government is currently contracting with to solely provide transitional/emergency housing, MHUD is seeking resource consent to contract six motels for emergency housing, and we understand Kāinga Ora is seeking to purchase motels for transitional housing. As noted earlier, while the intention is to have “fewer than 30” motels in Rotorua being used for transitional/emergency housing, this suggests there is still a relatively large number of motels that are unavailable for tourism accommodation due to their use for transitional/emergency housing.

18. The decrease in accommodation capacity in Rotorua is already starting to show in Accommodation Data Programme (ADP) data produced by the Ministry of Business, Innovation and Employment (MBIE). The ADP data runs from June 2020 to August 2021, with data on various accommodation metrics such as the number of active establishments, occupancy rates, and guest nights. In Figure 3 we plot the total number of all active establishments in the area covered by the Rotorua Regional Tourism Organisation (RTO), as well as the number of active hotel and motel establishments.
19. As Figure 3 shows, the number of active motels and hotels fluctuated around approximately 60 for most of 2020, with a total of 63 in January 2021. This has since decreased in 2021 to 49 in August 2021 i.e., a decrease of 14 establishments, which likely captures some (or all) of the shift in motels to transitional/emergency housing. If there are ultimately around 30 establishments that are being used for transitional/emergency housing, then this implies that half of the original number of hotels and motels (of around 60) are unavailable to accommodate tourism demand.

Figure 3: Number of active accommodation establishments in Rotorua, June 2020-August 2021



Source: NERA analysis based on ADP data

20. The recent reduction in the number of active establishments in Rotorua is materially greater than that for other regions in New Zealand, suggesting that this is not a phenomenon that is also occurring elsewhere (e.g., due to the impacts of Covid-19 on tourism). As Table 1 shows, active hotels and motels have fallen by around 22% for Rotorua from January 2021 through to August 2021, but only by 3% over the same period in other tourist regions of Taupo and Queenstown, and in New Zealand overall.

Table 1: January 2021 to August 2021 percentage change in the number of active hotels and motels across selected regions

Region	Active hotels and motels January 2021	Active hotels and motels August 2021	Percentage change
Rotorua	63	49	-22%
Taupo	63	61	-3%
Queenstown	79	77	-3%
All New Zealand	3,296	3,212	-3%

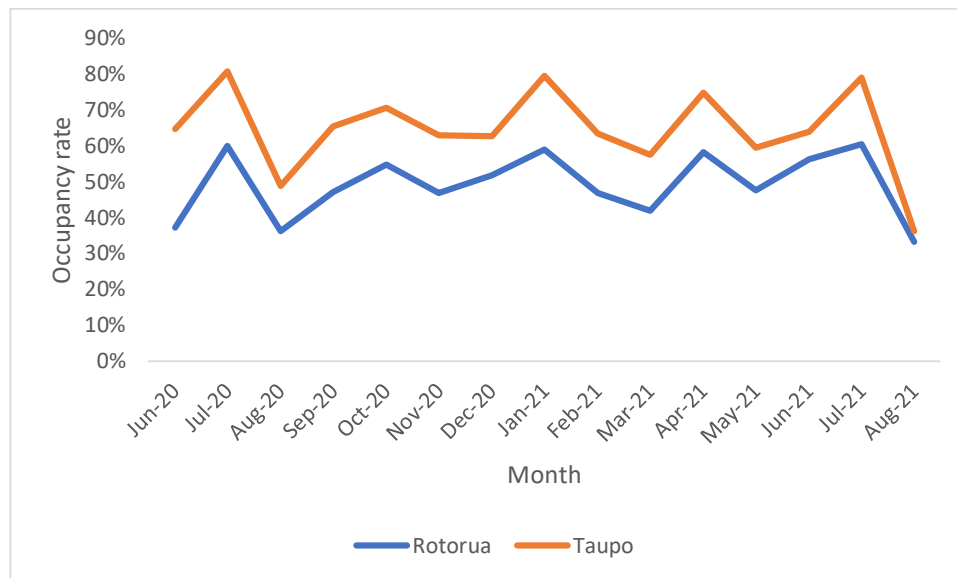
Source: NERA analysis based on ADP data

21. If the reduction in tourist guest nights at the Boulevard Motel could be captured by other accommodation providers in Rotorua, then we would expect to see evidence of this dynamic already occurring, given that there has already been a decrease in the number of active establishments in Rotorua in 2021. That is, we would expect to see an increase in occupancy rates at the establishments that remain active, as tourist demand shifts to these establishments.
22. In Figure 4 we show the occupancy rate for hotels and motels in Rotorua, over the June 2020 to August 2021 period.²⁴ The occupancy rate varies on a monthly basis, so as a benchmark we have compared the rate in Rotorua to that in Taupo where (as noted above) there has only been a small decrease in the number of active establishments. There is no compelling evidence that the occupancy rate at hotels and motels in Rotorua has increased, relative to that of Taupo, particularly over the January to August 2021 period when the number of active establishments fell in Rotorua. Indeed, the gap in the occupancy rate between Rotorua and Taupo stays largely constant over the entire time period shown, implying that occupancy of the establishments that remain in Rotorua has *not* been increasing relative to those in Taupo.²⁵

²⁴ The occupancy rate is calculated in the ADP data by taking the stay nights occupied divided by the available monthly stay unit capacity.

²⁵ In August 2021, the occupancy rate in Taupo decreases by more than it does in Rotorua. However, in the month prior, the occupancy rate increased in Taupo by more than it did in Rotorua.

Figure 4: Hotel and motel occupancy rate for Rotorua and Taupo, June 2020 to August 2021



Source: NERA analysis based on ADP data

23. In summary, based on the analysis presented in this section, we find that the use of the Boulevard Motel for transitional housing is likely to result in a reduction in tourist guest nights, and this reduction is unlikely to be offset by increased guest nights at other accommodation facilities in Rotorua.

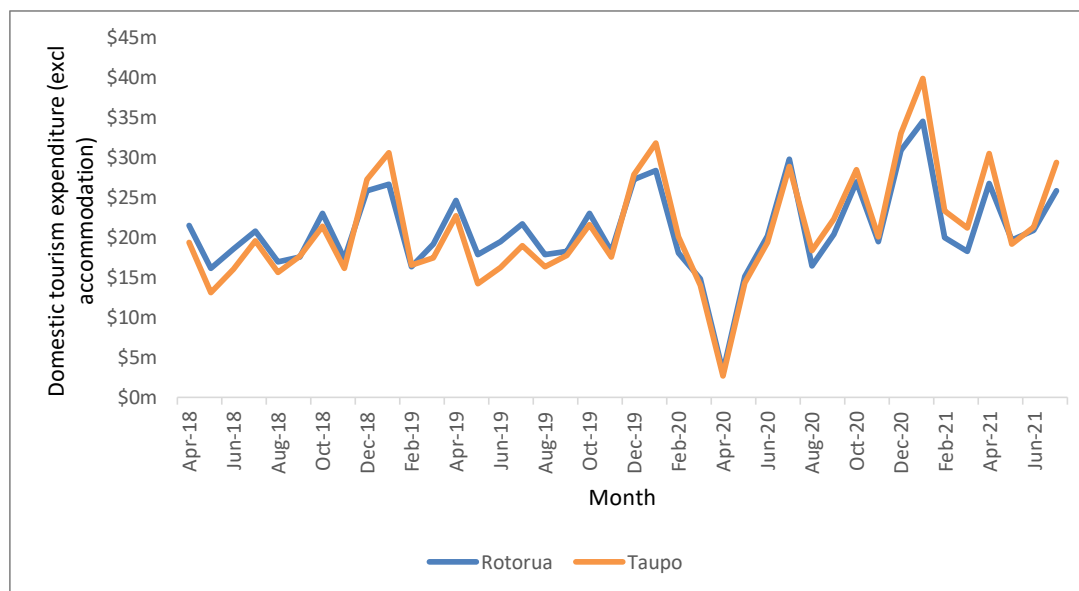
3.2. Adverse impacts on Rotorua tourism businesses

24. As established above, the use of the Boulevard Motel for transitional housing is likely to result in a reduction in tourist guest nights. If there are fewer tourists staying in Rotorua, then it follows that (all else equal) this will result in a reduction in tourist expenditure at businesses in Rotorua.
25. There is some evidence to suggest that a reduction in domestic tourism expenditure is already occurring, presumably as a result of the fall in active accommodation establishments throughout 2021 as previously illustrated. To see this, we have analysed MBIE data on Tourism Electronic Card Transactions (TECT). The TECT data tracks electronic card spending by both domestic tourists (defined as those using a payment card at a location that is more than 40km from their usual place of residence) and international tourists (those using overseas payment cards). The TECT data are available on a monthly basis, from April 2018 through to July 2021. Spending by international tourists has been significantly impacted by Covid-19 over the April 2020 period onwards, and therefore MBIE recommends focusing on the domestic data over this period.²⁶
26. Figure 5 shows monthly electronic card spending for domestic tourists to Rotorua and compares this with spending by domestic tourists to Taupo. We have excluded spending on accommodation from each of these series, so as not to include any reduction in spending at accommodation facilities that have closed (we return to the issue of reduced accommodation spending (and therefore reduced profits for motel owners) later in this report). It can be seen that domestic spending in Rotorua and Taupo shows similar variation over time, and is of a broadly similar level. Accordingly, Taupo appears to provide a suitable baseline against which to assess Rotorua tourism expenditure. In the early part of the series, spending in Rotorua is generally very close to, or slightly higher than, spending in Taupo. However, there is a distinct break in this pattern

²⁶ <https://www.mbie.govt.nz/immigration-and-tourism/tourism-research-and-data/tourism-data-releases/tourism-electronic-card-transactions/>

around August 2020. From that point onwards, monthly domestic tourism spending in Rotorua is nearly always below that of Taupo. This is consistent with the findings earlier of a materially greater reduction in the number of active tourism establishments in Rotorua than in Taupo.

Figure 5: Monthly electronic card spending for domestic tourism (excluding accommodation) in Rotorua and Taupo, April 2018 to July 2021



Source: NERA analysis based on TECT data

27. A reduction in tourist expenditure at businesses in Rotorua will adversely affect the ability of those businesses to earn a competitive return. This adverse effect should also be considered within the context of an industry that is already experiencing significant adverse effects due to border closures from Covid-19 and the almost complete absence of international tourists. Indeed, for the year ended October 2019 (i.e., prior to any Covid-19 impacts), \$354m, or around 40% of total visitor expenditure in Rotorua, was from international visitors,²⁷ but such spending will now be close to zero. The ongoing lockdown in Auckland and restrictions on travel beyond the Auckland border is also likely to be having an effect, given that Aucklanders provide the highest annual visitor expenditure (\$145m per annum) to Rotorua of all domestic and international visitors.²⁸
28. Any further reduction in tourist expenditure will result in a reduction in Rotorua's GDP. Rotorua GDP peaked at \$3,813m in the December 2019 quarter, before falling 4% to \$3,664m in the December 2020 quarter.²⁹ GDP has since recovered slightly, to \$3,807m in the June 2021 quarter, but any reductions in tourism expenditure will undermine Rotorua's continued recovery.
29. In addition, a reduction in tourism expenditure may result in financial viability concerns for some businesses and may be particularly stark for small businesses such as cafés, restaurants, bars, and tourism operators that are heavily reliant on tourism. This could likely lead to:

²⁷ Based on international visitor expenditure of \$354m and domestic visitor expenditure of \$499m, sourced from <https://www.rotoruanz.com/en-nz/do-business/insights/statistics-and-research>

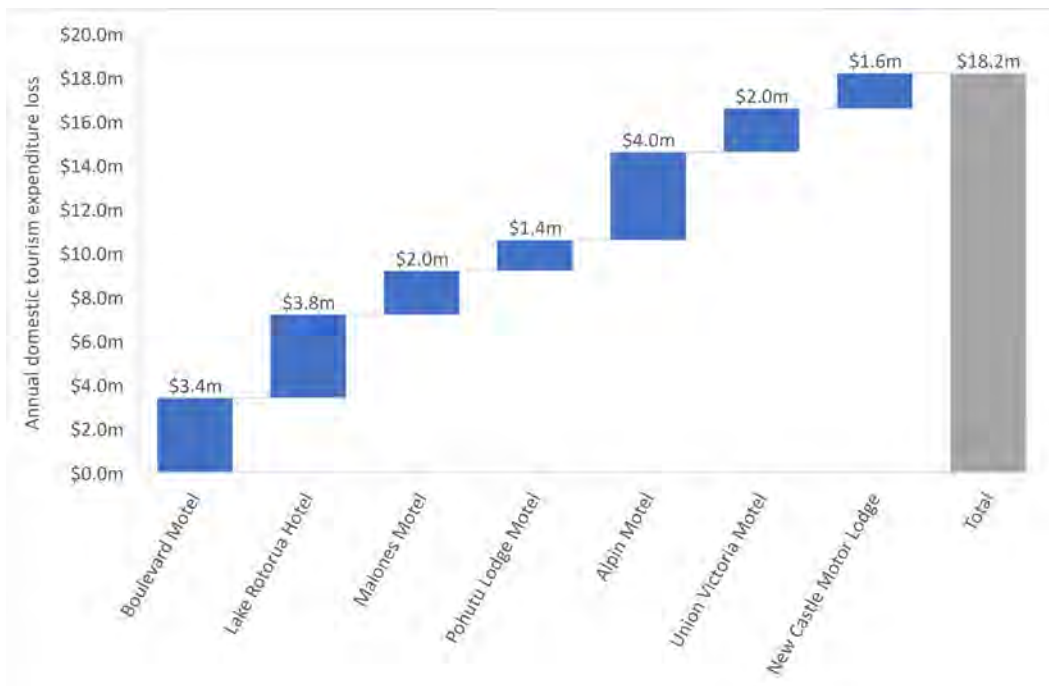
²⁸ Rotorua Tourism Factsheet, available at: <https://rotoruanz.blob.core.windows.net/rotoruanz/rotoruanz/media/pdf/tourism%20statistics/rotoruatourismfactsheet.pdf>

²⁹ Data sourced from Infometrics Quarterly Economic Monitor for the Rotorua District, available at: <https://qem.infometrics.co.nz/rotorua-district/indicators/gdp?compare=new-zealand.bay-of-plenty-region>

- a. Difficulty servicing existing debt;
 - b. The need for businesses to reduce the size of their workforce, resulting in some unemployment; and/or
 - c. Some businesses exiting the industry (which will have further adverse effects on employment).
30. To obtain a feel for the magnitude of the impact on tourism expenditure due to the loss of the Boulevard Motel in particular, we have estimated the reduction in the number of domestic visitors and their associated expenditure. We do so by first estimating the domestic tourism expenditure (excluding accommodation) per domestic visitor to Rotorua on a monthly basis. We then multiply this expenditure per visitor by an estimate of the number of visitors that would have otherwise been accommodated at the Boulevard Motel in each month. The result is an estimate of the lost tourism expenditure due to the loss of the Boulevard Motel. Further details of this calculation approach are set out in Appendix A.
31. Based on this analysis, we find that the use of the Boulevard Motel for transitional housing is likely to result in a loss of, on average, approximately \$280,000 per month in domestic tourism expenditure in Rotorua. Over a one-year period, the loss in expenditure is approximately \$3.4m.
32. This loss reflects only domestic tourism expenditure at Rotorua businesses arising from reduced guest nights at a single motel, and so is only a small proportion (about 1%) of domestic tourism expenditure. However, it is important also to keep in mind that:
- a. There are a number of other accommodation providers in Rotorua that are also being used (or intend to be used) for transitional/emergency housing, so there will be further losses of expenditure from these providers (as estimated below);
 - b. Many businesses in Rotorua may be close to a tipping point, due to the loss of tourism expenditure from international tourists and the recent loss from Auckland tourists, and so a small further loss of domestic tourism expenditure could have a material adverse effect on these businesses; and
 - c. The analysis is based on only the loss of domestic tourism expenditure. While this is appropriate in the present climate with the borders closed, international tourism will become more important as the borders re-open (or at least as the re-introduction of a trans-Tasman bubble allows more freedom of travel between New Zealand and Australia). International tourists spend more than domestic tourists,³⁰ and therefore the loss of a given international tourist will be greater than that for a given domestic tourist.
33. As an estimate of the additional loss in domestic tourism expenditure arising from the six other motels for which there are pending resource consent applications, we have taken the \$3.4m annual loss for the 34-unit Boulevard Motel, which implies an annual loss of approximately \$100,000 per motel unit. We then multiplied this by the number of units at the motels of each of the six pending applications, to yield an estimate of the annual loss for each of these motels. In Figure 6 we show the estimated loss for the Boulevard Motel and each of the six other motels. In total, the annual loss of domestic tourism expenditure across these seven motels sums to \$18.2m.

³⁰ Tourism New Zealand data shows domestic tourists spend \$155 per day, while international tourists spend \$232 per day. Tourism New Zealand (2020), “Te Ohanga: Understanding how visitors contribute to New Zealand’s wellbeing”, November.

Figure 6: Cumulative effect of annual loss of domestic tourism expenditure across Boulevard Motel and 6 pending resource consent applications



Source: NERA analysis

34. We recognise that there is the potential for some offsetting expenditure to the above estimates, because transitional/emergency housing tenants are also likely to spend money in Rotorua. However, we understand that most of the people that move to transitional/emergency housing are already based in Rotorua, so there will be no net increase in their expenditure in the District. It may be that some of those in transitional/emergency housing come from outside of Rotorua, which would result in an injection of spending into the District. However, it seems reasonable to assume that this would not be material, relative to the loss of tourism expenditure, given that those who move into transitional/emergency housing are likely to exhibit lower discretionary spending.

4. Indirect and other economic effects

35. A key relevant economic principle in an assessment of economic effects is that a direct effect in a given (primary) market can have further second-round, or indirect/“multiplier”, economic effects in related secondary markets. In this case, where there is a direct effect on tourism businesses in Rotorua, this will have an indirect impact on other interrelated sectors of the economy. This occurs because people and businesses that interact with tourism businesses have their patterns of economic activity influenced by the direct reductions in expenditure at tourism businesses, creating small ripple effects in economic activity in other sectors of the economy.
36. For example, a restaurant that serves tourists will purchase food from other industries, and any reduction in tourist demand at the restaurant will flow through to a reduction in its demand for inputs from these other industries. Similarly, top tourist attractions in Rotorua such as Skyline Rotorua or Te Puia will use inputs such as food and beverages, electricity, and fuel. Many tourism businesses may also contract with interrelated businesses such as transport providers. All of these interrelated businesses can experience adverse impacts due to the initial decrease in expenditure at other businesses which they supply goods and services to.
37. As context for the extent of indirect effects, Tourism Satellite Account data produced by Statistics New Zealand calculates both the direct and indirect contribution of tourism to New Zealand GDP. For the most recent period available (the year ended March 2020), tourism generated a direct contribution to GDP of \$16.4b and a further indirect contribution to GDP of \$11.3b.³¹ That is, where there is a direct effect on GDP, there is a further indirect effect of nearly 70% of the original direct effect.
38. Another potential adverse economic effect arising from the use of motels in transitional/emergency housing is that it reduces the available accommodation capacity to hold conferences, conventions and sporting events. This could lead to a reduction in the number of attendees at these events or a reduction in attendees staying overnight and/or it may act as a deterrence to organisers from holding these events. To the extent that this is additional to the reduction in tourism already described above, then this could further reduce tourism expenditure in Rotorua.
39. There is anecdotal evidence of this effect. For example, in June 2021 it was reported that the Whaka 100 mountain biking event held in Rotorua was set to establish a “tent city” to ensure sufficient accommodation for visitors. While it was reported that there have always been accommodation shortages associated with this event, “the shortage was compounded by the fact that three Rotorua hotels had quarantine guests and that, according to the latest figures, there were about 400 households staying in more than 40 Rotorua motels under the emergency housing scheme”.³²
40. Evidence from other areas is corroborative of this. There were reported accommodation shortages for the Fieldays event in Hamilton in 2021, due to half of the capacity in the Waikato region being already utilised for MIQ facilities or emergency housing.³³ In this regard, the 2021 Annual Report of Hamilton and Waikato Tourism, the RTO for the region, states the following:³⁴

³¹ Data available at: <https://www.mbie.govt.nz/immigration-and-tourism/tourism-research-and-data/tourism-data-releases/tourism-and-the-economy/>

³² “Visitor bed shortage sparks ‘tent city’ plan: Aim to house bike event crowd in Rotorua rather than elsewhere”, *Rotorua Daily Post*, 24 June 2021.

³³ “Record year predicted for Fieldays but nowhere for people to stay”, *Stuff*, 28 May 2021, available at: <https://www.stuff.co.nz/national/125211884/record-year-predicted-for-fieldays-but-nowhere-for-people-to-stay>

³⁴ Hamilton and Waikato Tourism (2021), *Annual Report to South Waikato District Council: 1 July 2020-30 June 2021*.

Unfortunately, three of our largest commercial accommodation providers are now unavailable as they are Managed Isolation Facilities, which has impacted on the conference market, significantly reducing our offer for larger multi-day association conferences. Hosting some of these conferences is now very challenging due to limited accommodation availability.

In addition to our limited commercial accommodation inventory, the biggest threat to the conference market is uncertainty. Event organisers cannot confidently book conference venues or accommodation, plus they are afraid of the force majeure clauses in contracts. Currently venues are experiencing short lead-in times which brings its own challenges.

41. It is also relevant to consider economic effects in relation to crime. It has been reported that the increasing use of transitional/emergency housing in Rotorua has increased crime rates in the nearby areas.³⁵ In the first quarter of 2021, Rotorua had one of the highest rates of violent crime nationally.³⁶ To the extent that there has been an increase in crime, this may result in adverse economic effects. Economic analysis shows that crime can impose a range of economic costs on society, including medical costs, property losses, loss of income, and increased security costs.³⁷ It can also adversely affect economic productivity and investment, as victims miss work or targeted businesses close their doors. It has been shown that crime has a net negative impact on economic growth, by discouraging investment, reducing the competitiveness of businesses, and creating uncertainty and inefficiency.³⁸
42. Lastly, we note that there may, on its face, be some positive economic effects arising from the use of motels in transitional/emergency housing, specifically in respect of motel owners who profit from the sale or contracting of their motels to the government. However, at the same time as motel owners profit from the payment from the government, this should be balanced against the direct loss of tourism profits to the motels. When considering both these effects, there is likely to be only a marginal gain.
43. To elaborate, motel owners are unlikely to sell/contract with the government if doing so means that the profits that they would have otherwise earned from tourists are less than the government payment. That is, the government would need to pay at least the lost profits from tourists to encourage motel owners to sell/contract. However, it seems unlikely that the payment from the government would be materially greater than the amount needed to just compensate motel owners for their lost profits. If it were, then the government would be utilising taxpayer funds to pay considerably more than what would otherwise be a competitive market price.
44. Accordingly, we would expect the optimal payment to be the amount equal to (or a small margin over) the profits that motel owners would have lost from the lost tourist accommodation. The net effect is only a marginal positive gain to motel owners.

³⁵ “Emergency housing: Police documents point to increasing concern over crime”, *RNZ*, 15 June 2021, available at: <https://www.rnz.co.nz/news/political/444729/emergency-housing-police-documents-point-to-increasing-concern-over-crime>

³⁶ Global Risk Consulting Ltd (2021), “Security Situation Report: Q1 2021 A quarterly snapshot of New Zealanders’ security”.

³⁷ See, for example, “Economic and Social Effects of Crime”, available at: <https://www.encyclopedia.com/law/encyclopedias-almanacs-transcripts-and-maps/economic-and-social-effects-crime>

³⁸ Claudio Detotto and Edorado Otranto (2010), “Does Crime Affect Economic Growth?”, *Kyklos: International Review for Social Sciences*, 63(3), 330-345.

Appendix A. Estimate of tourism expenditure loss from Boulevard Motel

- A1. In this Appendix we set out how we have estimated the loss of domestic tourism expenditure due to a reduction in tourists from the use of the Boulevard Motel for transitional housing.
- A2. We start by using the ADP data, which provides monthly data on the number of “guest arrivals” in Rotorua, by accommodation type. A guest arrival is a measure of the number of guests that stayed in the accommodation facility. In Table A.1 we show, over the entire period for which the ADP data has been collected, the number of guest arrivals for motels in Rotorua with greater than 20 units, as well as the number of these establishments that are active in each month. This allows us to also calculate the average guest arrivals per active establishment.
- A3. We do not have disaggregated data for the guest arrivals for the Boulevard Motel specifically. However, we assume that the average guest arrivals per active establishment, as calculated in Table A.1, is an appropriate measure of this Motel’s monthly guest arrivals. If anything this may be a slight understatement, as we note that the Boulevard Motel has 34 units, but the average number of units per motel in Rotorua (with more than 20 units) is approximately 31 units across the time period of the ADP data.

Table A.1: ADP data on guest arrivals and active establishments for motels in Rotorua with over 20 units, June 2020-August 2021

Month	Guest Arrivals	Number of active establishments	Average guest arrivals per active establishment
Jun-20	3100	11	282
Jul-20	5800	12	483
Aug-20	3500	13	269
Sep-20	5800	13	446
Oct-20	6400	13	492
Nov-20	4100	13	315
Dec-20	8000	13	615
Jan-21	10400	13	800
Feb-21	4700	13	362
Mar-21	3800	13	292
Apr-21	9200	13	708
May-21	5300	13	408
Jun-21	5000	10	500
Jul-21	8600	9	956
Aug-21	2500	8	313

Source: NERA analysis based on ADP data

- A4. As a next step, we determine the total domestic tourism expenditure (excluding accommodation) per guest arrival in Rotorua. For this we use the TECT data on domestic tourism expenditure excluding accommodation, and divide by the total guest arrivals in Rotorua in each month from the ADP data (across all accommodation types). This is shown in Table A.2. Note that this data series ends in July 2021, as this is the most recent data point for the TECT data.

Table A.2: Domestic tourism expenditure (excluding accommodation) per guest arrival in Rotorua, June 2020-July 2021

Month	Domestic tourism expenditure (excluding accommodation)	Number of guest arrivals	Average tourism expenditure per guest arrival
Jun-20	\$20m	25400	\$794.57
Jul-20	\$30m	51300	\$581.26
Aug-20	\$16m	25400	\$645.90
Sep-20	\$20m	38300	\$532.65
Oct-20	\$27m	51600	\$522.18
Nov-20	\$19m	31000	\$628.35
Dec-20	\$31m	51500	\$599.25
Jan-21	\$35m	60100	\$574.79
Feb-21	\$20m	37200	\$535.85
Mar-21	\$18m	32500	\$562.84
Apr-21	\$27m	57300	\$466.17
May-21	\$20m	34300	\$574.23
Jun-21	\$21m	36700	\$569.67
Jul-21	\$26m	52400	\$493.67

Source: NERA analysis based on TECT and ADP data

A5. The last step is to take the average tourism expenditure per guest arrival from Table A.2, and multiply by the estimated number of guest arrivals for the Boulevard Motel in each month (from Table A.1). This is shown in Table A.3.

A6. Based on this analysis, the average domestic tourism expenditure in Rotorua from the Boulevard Motel, calculated over the June 2020 to July 2021 period of this analysis, is approximately \$280,000 per month. For the year to July 2021, the total domestic tourism expenditure from the Boulevard Motel sums to approximately \$3.4m.

Table A.3: Estimated domestic tourism expenditure (excluding accommodation) for Boulevard Motel guest arrivals, June 2020-July 2021

Month	Average tourism expenditure per guest arrival	Estimated Boulevard Motel guest arrivals	Estimated tourism expenditure from Boulevard Motel
Jun-20	\$794.57	282	\$223,923
Jul-20	\$581.26	483	\$280,944
Aug-20	\$645.90	269	\$173,897
Sep-20	\$532.65	446	\$237,646
Oct-20	\$522.18	492	\$257,076
Nov-20	\$628.35	315	\$198,173
Dec-20	\$599.25	615	\$368,767
Jan-21	\$574.79	800	\$459,832
Feb-21	\$535.85	362	\$193,729

Mar-21	\$562.84	292	\$164,523
Apr-21	\$466.17	708	\$329,904
May-21	\$574.23	408	\$234,108
Jun-21	\$569.67	500	\$284,834
Jul-21	\$493.67	956	\$471,729

Source: NERA analysis based on ADP data

NERA

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7 October 2021

Rotorua Lakes Council
Civic Centre
1061 Haupapa Street
ROTORUA

Attention: Chief Executive Geoff Williams

RESOURCE CONSENT APPROVALS OF TRANSITIONAL AND EMERGENCY HOUSING IN ROTORUA CBD

- 1 We act for Restore Rotorua Incorporated.
- 2 We write to you in the first instance to raise the following concerns in relation to resource consent applications before the Rotorua Lakes Council (the **Council**):
 - 2.1 The Council granted resource consent on 29 July 2021 to Kainga Ora to convert the Boulevard Motel on 265 Fenton Street (**Boulevard Motel Consent**) into permanent housing for people requiring transitional housing. This application was not publicly notified or limited notified to nearby land owners. As a result, the totality of the adverse effects on the environment was not considered; and
 - 2.2 That there are at least six (6) other resource consent applications¹ lodged with the Council between 6 August 2021 and 20 August 2021 by the Ministry of Housing and Urban Development to convert tourist accommodation to residential accommodation on sites within a two (2) kilometre radius to the Boulevard Motel.² Our client understands that these applications state the proposed activities are “for a temporary period of a few years”,³ but without explicit timeframes, so they appear in practice to be indefinite in length. The applications also state “long-term, it is anticipated that the motel will revert back to the standard style tourist accommodation.”⁴ But once again, “long-term” is not defined. As the Council knows, once a consent is given effect to under the Resource Management Act

¹ Known to Restore Rotorua Inc. at the time of this letter. Restore Rotorua Inc. has made requests under the Local Government Official Information and Meetings Act 1987 to ascertain whether any other similar applications were lodged with the Council.

² **Lake Rotorua Motel**, 131 Lake Road, application 6 August 2021 to convert tourism accommodation into emergency housing; **Alpin Motel and Conference Centre**, 16 Sala Street, application 6 August 2021 to convert tourism accommodation into emergency housing; **New Castle Motor Lodge**, 18 Ward Avenue, application 6 August 2021 to convert tourism accommodation into emergency housing; **Malones Spa Motel**, 321 Fenton Street, application 13 August 2021 to convert tourism accommodation into emergency housing; **Pohutu Lodge Motel**, 3 Meade Street, application 13 August 2021 to convert tourism accommodation into emergency housing; **Union Victoria Motel**, 26-28 Victoria Street, application 20 August 2021 to convert tourism accommodation into emergency housing.

³ Alpin Motel and Conference Centre application, at pages 6, 8, 11, and 24; Malones Spa Motel application, at pages 6, 8, 11, 24 and 26; Lake Rotorua Motel application, at pages 6, 12 and 26; New Castle Motor Lodge application, at pages 6, 8, 11 and 22; Pohutu Lodge Motel application, at pages 6, 8, 11, 22, and 25; Union Victoria Motel application, at pages 6, 8, 12, and 24.

⁴ Malones Spa Motel application, at page 11; New Castle Motor Lodge application, at page 11; Lake Rotorua Motel application, at page 12; Pohutu Lodge Motel application, at page 11; Union Victoria Motel application, at page 12.

1991 (**RMA**), then there is no turning the clock back. Any effects arising will in essence become permitted by these applications before the Council.

- 3 Our client has since commissioned an economist's report in relation to the likely impact resulting from the approved Boulevard Motel Consent and the six pending consent applications (altogether "the **Activities**"). We **enclose** a copy of the report.
- 4 Our client has similarly taken planning advice in relation to the Activities.
- 5 Viewed together, the economic and planning advice provides an empirical basis for our client's concerns that the adverse effects to the environment by the Activities are at least minor or more than minor. The evidence our client has obtained confirms a real and likely risk that the Council overlooked mandatory relevant considerations as to whether each of the consents ought to be notified under the **RMA**. We note in particular:
 - 5.1 The outcome of the Boulevard Motel Consent was decided without any notification;
 - 5.2 The time limits required under section 95(2)(a) and (2)(b) of the RMA for the Council to decide whether to notify the six pending applications appear to have already lapsed. However, Jean Paul Gaston and Rosemary Viskovic advised at a meeting of 6 October 2021 via Zoom, attended by the Council's lawyer, Theresa le Bas, ("**RLC meeting**") that no decisions on notification have yet been taken on these applications. Given the availability to extend timeframes under section 37 and 37A of the RMA, we urge the Council to consider very carefully the implications of a failure to notify these resource consents.
- 6 In light of the small radius in which the proposed conversion of tourist accommodation is taking place, there are cumulative effects that warrant a further examination of the effects of the entirety of the conversion of these six (6) sites and the Boulevard Motel. We have not seen or been provided with how the totality of effects are being considered by the Council. Neither has there been one bundled application that addresses the global issues raised by these individual consents.
- 7 Although the implications of the legal impropriety are serious and provide grounds for formal legal challenges, our client takes the view that it is possible at this earlier stage to address these concerns through dialogue. At this stage, our client is willing to engage in formal discussions with the Applicant and the Council. In our client's view, it is possible to ensure that adequate conditions are in place to avoid, mitigate or remedy adverse effects arising from the conversion of tourist accommodation to permanent residential accommodation.
- 8 Furthermore, it is our client's view that all six (6) consents ought to be given to an independent commissioner to determine the issue of notification. This provides assurance to our client that a neutral and objective expert is assessing the applications.
- 9 Alternatively, the applicant could be asked to bundle the consents together, along with any other, to allow for the full effects to be ascertained.
- 10 Given the likelihood that the Council may make a decision to notify or not in the near future and then proceed with the remaining applications, time is of the essence. Our client **hereby puts the Council on formal notice** of its request that the Council urgently dialogue with our client on a without prejudice basis with the intention of resolving the concern that Council will illegally fail to notify under the RMA for any of the six existing consent applications lodged before it as with the Boulevard Motel Consent.

- 11 We are instructed to require a substantive response to this letter **by 12 noon 13 October 2021**.
- 12 Should the Council fail to respond to the above request within the stipulated timeframe, our client has instructed us to commence formal legal proceedings against the Council, which include but are not limited to judicial review on the Council's decision of 29 July 2021 to approve the Boulevard Motel Consent and without notification, and any relevant interim orders.
- 13 We write to remind the Council that in addition to the relevant expert evidence in support, the grounds of legal challenge only strengthen with each successive consent approval as the Court on review will factor in the cumulative adverse environmental effects of all activities approved for such intensive permanent residence (as cf tourist accommodation) with 2 adults, 2 children in studio units and inadequate open spaces. The 6 applications along with the Boulevard Motel Consent already granted are all within very close geographical proximity.
- 14 Our client trusts that common sense prevails and looks forward to your timely response to the above requests.

Yours sincerely

Chen Palmer

A handwritten signature in blue ink, appearing to read 'Mai Chen', with a stylized, cursive script.

Mai Chen
Managing Partner

DDI/cellphone: 09 557 0351/021565709

E-mail: mai.chen@chenpalmer.com |

8 October 2021

File Ref: 01-65-082

Doc No: RDC-1190125

Civic Centre
1061 Haupapa Street
Private Bag 3029
Rotorua Mail Centre
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New ZealandChen Palmer
PO Box 106 114
AUCKLAND 1010**For: Mai Chen**
Email: mai.chen@chenpalmer.com

Dear Mai

Resource consent for transitional housing and resource consent applications for emergency housing in the Rotorua CBD

1. Thank you for your letter of 7 October 2021 on behalf of your client Restore Rotorua Incorporated (**Restore Rotorua**).
2. Rotorua Lakes Council (**RLC**) acknowledges the concerns your clients have raised in relation to notification regarding Kāinga Ora's resource consent for transitional housing and the six resource consent applications for emergency housing lodged by the Ministry for Housing and Urban Development (**MHUD**).
3. Turning to the six resource consent applications for emergency housing lodged by MHUD which RLC is currently processing, I can confirm that:
 - (a) MHUD has not, to date, requested public notification of the six applications.
 - (b) RLC has not yet made any decision on the notification process to apply to each of the six applications. It would therefore not be inappropriate for me to comment on notification decisions that have not yet been made.
 - (c) RLC has appointed Craig Batchelar, an independent and senior planning consultant, and Bethany Bennie, Planner at Boffa Miskell, to process the six applications on behalf of RLC.
 - (d) RLC has issued requests for further information on all six of the applications. MHUD has advised RLC that it expects to be in a position to respond to those requests in the week beginning Monday 18 October 2021.
 - (e) Once the further information process on the applications has concluded, Craig Batchelar and Bethany Bennie will proceed to prepare a notification report and recommendation on each application.
 - (f) As is usual in such circumstances and to ensure transparency and rigour in its decision-making processes on the six applications, RLC is proceeding to engage and appoint

independent hearings commissioners with appropriate delegated authority to make decisions on behalf of RLC as the consent authority on:

- (i) The appropriate notification process to apply to each application.

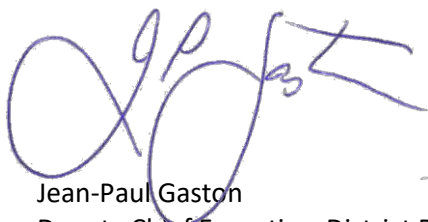
RLC proposes to give the commissioners delegated authority to conduct a notification hearing to assist their decision making on the appropriate notification process for each of the six applications; and

- (ii) The subsequent substantive decision to grant or decline each application.

Again, RLC proposes to give the commissioners delegated authority to exercise all relevant RLC functions as a consent authority under the RMA including directing appropriate pre-hearing meetings, mediation and commissioning reports and conducting hearings for any application that is limited or publicly notified for submissions (or where a hearing is otherwise requested by MHUD for any application that is non-notified).

- 4. I would appreciate if you could assure your clients that RLC always has and will continue to ensure that its decision-making processes on Kāinga Ora's resource consent for transitional housing and MHUD's six resource consent applications for emergency housing are robust and in accordance with RLC's obligations as a consent authority under the RMA.

Ngā mihi



Jean-Paul Gaston
Deputy Chief Executive, District Development

ROTORUA DAILY POST UPDATED

Fifteen Rotorua motels paid over \$1 million for emergency housing

29 Nov, 2021 06:00 AM

7 minutes to read



Motels used for Rotorua homeless. Photo / File



By: **Cira Olivier**
Multimedia journalist
cira.olivier@nzme.co.nz

Fifteen Rotorua motels were each paid more than \$1 million for emergency housing over two years.

Figures released by the Ministry of Social Development (MSD) under the Official Information Act show \$62.9m was spent on emergency housing in the Bay of Plenty between July 2019 and June this year.

Emergency housing accommodation, Rotorua

Earning over \$1m	Grants	Distinct clients	Amount granted
The Grand Treasure Hotel	2175	267	\$3,440,890
Spa Lodge	1665	225	\$2,597,617
Manhattan Motel	1005	99	\$1,712,390
Kuirau Park Motor Lodge	1023	132	\$1,694,933
Union Victoria Motel	939	153	\$1,649,695
Fenton Court Motel	741	99	\$1,599,393
Cactus Jacks	1173	177	\$1,567,510
Alpin Motel & Conference Centre	1005	228	\$1,561,280
Rotovegas Motel	714	111	\$1,437,322
Geneva Motor Lodge	759	96	\$1,421,948
Astray Motel & Backpackers	822	132	\$1,378,396
Golden Glow Motel	615	84	\$1,310,595
Brylin Motel	537	84	\$1,185,870
Pure Motel & Guest House	648	96	\$1,139,075
Ashleigh Court Motel	747	96	\$1,070,168

Figures for amount paid by Ministry of Social Development for emergency housing special needs grants, July 1, 2019 to June 30, 2021.

Table: Source: Ministry for Social Development / Herald Network graphic • Created with [Datawrapper](#)

This included suppliers from outside of the region and payments in arrears for previous or future accommodation for clients who have moved but not yet updated their addresses.

Fifteen Rotorua motels accounted for more than \$24.7m of the total.

Moteliars said emergency housing was a lifeline and provided an income now international tourism had declined.

The top earner was the Grand Treasure Hotel, which was paid \$3.44m by MSD for emergency housing special needs grants for 267 clients.

Spa Lodge followed with a total of 1665 grants worth \$2.59m for 225 clients. Both were approached for comment.

Seventh-highest earner Alpin Motel & Conference Centre was paid \$1.56m from 1005 grants for 228 clients.

A spokesman said the base rate was about \$150 per person per night and lower than the \$230 per night motel rates.

He said MSD grants kept the 40-room motel going and it became solely emergency housing in the March 2020 lockdown.

The motel screened all potential clients coming in for an MSD quote.

"We run it like a military camp, we're pretty strict here."

The motel was previously announced as one of [12](#) to be contracted by the Ministry of Housing and Urban Development (HUD) for exclusive emergency housing use.

Astray Motel & Backpackers earned \$1.37m from 822 grants for 132 clients.

Owner Tim Gao said taking on emergency housing clients was about survival and the motel would do it until international tourists returned.

"If you are starving, you don't really have a choice. We are starving," he said.

"We have to have them, otherwise we die."

The rooms were rented at market rate - between \$60 and \$150 per night.

He felt for accommodation providers that didn't have the option of emergency housing while the borders were shut and domestic tourism was slow.

"We feel lucky enough to have emergency housing [even though] it gives us headaches."

Gao said it was common for rooms to be out of use for a week after a client left because of smoke odour or other bad smells and "all the damage".

On one occasion clients triggered the fire sprinklers, flooding rooms.

Three rooms needed carpets replaced at a total cost of \$10,000, taking them off the market for six months.

Ongoing costs included replacing stolen items and fixing regularly broken door frames and holes in walls.

In a year, the motel also paid more than \$100,000 in rent, \$10,800 in power, and spent \$6000 on cleaning products, and \$4800 on cleaners.

Gao said the motel sacrificed its reputation and Booking.com ratings had dropped from eight to six since taking on clients in half of their rooms.

The other 12 motels that earned more than \$1m in the timeframe were Manhattan Motel (\$1.71m), Kuirau Park Motor Lodge (\$1.69m), Union Victoria Motel (\$1.64m), Fenton Court Motel (\$1.59m), Geneva Motor Lodge (\$1.4m), Rotovegas Motel (\$1.4m), Golden Glow Motel (\$1.3m), Cactus Jacks (\$1.56m), Brylin Motel (\$1.18m), Pure Motel & Guest House (\$1.13m) and Ashleigh Court Motel (\$1.07m).

The motels were approached for comment. Union Victoria Motel, Cactus Jacks, Brylin Motel, Pure Motel & Guest House and Ashleigh Court Motel could not be reached.

Restore Rotorua chairman Trevor Newbrook said many residents were concerned about the emergency housing crisis and the safety issues around it.

He said the payment figures "shocked" him and seemed, in his view, like a "huge waste of resources".

"People, especially families, deserve a proper house and not a one-room motel [unit]."

Waiariki MP Rawiri Waititi said, in his view, the money spent was not justified if it continued to keep people on a "never-ending hamster wheel" at the "bottom of the heap".

Rotorua National MP Todd McClay said he believed it was "irresponsible spending" of a "huge" amount of money and the Government needed to start building houses.

In his view: "It's obvious that the problem is getting worse and it's obvious the Government doesn't actually have a solution."

"They could build hundreds and hundreds of houses instead of leaving people in motels."

McClay said increasing houses would be fairer to those left to "languish" in motels as well as the Rotorua residents who he believed were "sick and tired of excuses".

In the OIA response, the Ministry of Social Development said special needs grants were paid for commercial accommodation for those in urgent need.

It was initially intended to be for seven days, but, given the high level of need, subsequent grants could be paid for up to 21 days at a time, it said.

Under the grant model, accommodation suppliers were not contracted by MSD and could stop providing emergency housing services. Any agreements or conditions of stay were between supplier and client.

MSD acting regional commissioner Brent MacDonald said while the Ministry of Housing and Urban Development (MHUD) and Kāinga Ora worked to increase housing stock, it was focused on giving people in urgent need somewhere to stay.

Clients were expected to get the same quality of service as a guest and MSD talked to clients regularly about their accommodation options and raised concerns directly with suppliers.

When those could not be suitably resolved, the ministry tried to find alternative accommodation. Clients could reject a suggested accommodation option.

He said clients agreed to pay for damages they were responsible for and the ministry provided one week's worth of accommodation as a safeguard for owners.

MHUD external engagement and communications manager Dennis de Reus said it worked closely with Kāinga Ora, which was working to deliver at least 190 public homes in Rotorua by 2024 under the Public Housing Plan.

Kāinga Ora has delivered 63 public homes in Rotorua in the past three years, 35 more are under way and planned.

Thirty-seven public homes are planned for the site on the corner of Ranolf St and Malfroy Rd.

Last week Kainga Ora announced it had [bought land on Collie Drive in Pukehangi](#) and planned to build 60 homes for people on the housing register by the end of next year.

A Fenton St property was being upgraded to create transitional housing for more than 80 people by mid-next year. It may later be used for mixed housing.

He said the high housing deprivation was a result of generations of under-investment in housing, a shortage of available land, rising rents and house prices and growing population that added to the demand for emergency housing.

"It won't be fixed overnight."

The Government committed a \$55m shovel-ready investment in stormwater and transport infrastructure to enable future development by Ngāti Whakaue, he said, along with other funding for Māori-led housing initiatives.

"The Government has a duty to ensure vulnerable people have a roof over their heads tonight while also investing in and supporting new housing. This isn't an either/or thing."



11 November 2021

Rotorua Lakes Council
Civic Centre
1061 Haupapa Street
ROTORUA

Attention: Chief Executive Geoff Williams

PUBLIC NOTIFICATION – FAILURE TO PROVIDE SECTION 92 INFORMATION

- 1 We refer to all previous correspondence on behalf of Restore Rotorua Inc.
- 2 We write to you in relation to the resource consent applications by Ministry of Housing and Urban Development (“the **Applicant**”) to convert the following tourism accommodation into emergency housing in Rotorua:
 - (a) Lake Rotorua Motel, on 131 Lake Road, submitted 6 August 2021;
 - (b) Alpin Motel and Conference Centre, on 16 Sala Street, submitted 6 August 2021;
 - (c) New Castle Motor Lodge, on 18 Ward Avenue, submitted 6 August 2021;
 - (d) Malones Motel and Spa, on 321 Fenton Street, submitted 13 August 2021;
 - (e) Pohutu Lodge, on 3 Meade Street, submitted 13 August 2021; and
 - (f) Union Victoria Motel, on 5 Union Street, submitted 20 August 2021.

Collectively referred to as the “**Six Applications**”.
- 3 We are aware that the Rotorua Lakes Council (“**RLC**”) made a request to the Applicant for further information for each of the Six Applications under section 92(1) of the Resource Management Act 1991 (“the **RMA**”) (“the **section 92 request**”).
- 4 Our records show that
 - (a) The section 92 Request for Lake Rotorua Motel, Alpin Motel and Conference Centre, New Castle Motor Lodge, Malones Spa and Motel, and Union Victoria Motel, were made on 24 September 2021, and requested that the Applicant provide the information no later than **14 October 2021**;¹ and
 - (b) The section 92 Request for Pohutu Lodge was made on 20 October 2021, and requested that the Application provide the information no later than **9 November 2021**.²
- 5 We write to identify that under the prescriptive regime of the RMA, the RLC, as the relevant consent authority, can only extend the timeframe for the section 92 requests for a length of time not exceeding twice the maximum time period prescribed by RMA (in this case, 15 working days).³ Thus, if the RLC were to extend time, the maximum extension for the Applicant to provide the information requested for the Lake Rotorua

¹ As required under, section 92A(2)(a) of the RMA.

² As required under, section 92A(2)(a) of the RMA.

³ Section 37A(2)(a) of the RMA.

Motel, Alpin Motel and Conference Centre, New Castle Motor Lodge, Malones Spa and Motel, and Union Victoria Motel, is 30 working days, due on **4 November 2021**.

- 6 Unless RLC can provide evidence that the Applicant is granted timeframe extensions under section 37A to respond, RLC must consider the applications listed above as they are otherwise out of time.⁴ Restore Rotorua Inc takes the view that any decision to extend timeframes would run contrary to section 37A(1)(a) of the RMA as both the RLC and the Applicant are aware that Restore Rotorua Inc. is directly affected by any such timing extension.
- 7 At the very least, RLC is required to publicly notify all applications listed above.⁵ It is also prudent that RLC exercise its discretion under section 95A(9) of the RMA to require the Pohutu Lodge to be publicly notified in light of the requirement that the cumulative adverse environmental effects of the activities proposed in the Six Applications must be assessed together.
- 8 Restore Rotorua Inc. considers that the RMA regime requires the RLC to either:
 - (a) make a decision to decline the applications on the information currently supplied; or
 - (b) publicly notify the Six Applications as soon as practicable.
- 9 We are instructed to put the RLC **on formal notice** of its obligation to comply with the statutory framework. Restore Rotorua Inc will consider its formal legal options in the event of any failure to comply.
- 10 We strongly urge the RLC's co-operation and we look forward to receiving your response.

Yours sincerely
Chen Palmer



Mai Chen
Managing Partner

DDI/cellphone: 09 557 0351 / 021565709

E-mail: mai.chen@chenpalmer.com |

cc: [Theresa Le Bas](#)

⁴ Section 92A(3)(c) of the RMA
⁵ Section 95C(2)(a) of the RMA



12 November 2021

DOIA21/22100647

Leo Donnelly, Principal
cc Holly Cutfield, Associate
ChenPalmer
Leo.Donnelly@chenpalmer.com
Holly.Cutfield@chenpalmer.com

Tēnā kōrua Leo Donnelly and Holly Cutfield

We refer to your request of 13 October 2021 made under the Official Information Act 1982 (the Act) for the following:

- *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.*

As noted in our email of 14 October 2021, we partially transferred this request to the Ministry of Social Development (MSD) as information regarding emergency housing is more closely connected with the functions of MSD. Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (the Ministry) is the lead on transitional housing. Although the Ministry has recently contracted motels in Rotorua for emergency housing, this is a recent response and none have yet been contracted for a duration of 6 months.

Transitional housing by suburb in Rotorua

You can find attached two tables that provide information on transitional housing places by suburb in Rotorua.

Table 1 provides you with the number of transitional housing places for Rotorua suburbs as at the end of September 2021, as well as the number of transitional housing places for those suburbs at any point in the last five years.

Table 2 provides a breakdown of the number of transitional housing places that are motels or non-motels as at the end of September 2021 and within the last five years.

Single use or mixed use

As set out in Table 2 attached to this response, the number of transitional housing places based at motels represents a small portion of the overall transitional housing places for Rotorua. Of the motel sites providing these places, only one site is shared use. We are actively focussed on reducing any shared use motel sites and anticipate exiting this site in the near future.

A number of motels are also being used as part of the COVID-19 response to ensure there is short-term housing and tailored wrap-around support for households around New Zealand, including in Rotorua. In Rotorua this consists of three motels, all of which are single use (exclusively for COVID-19 response). The Government has committed to ensuring that people accommodated in motels in response to COVID-19 do not return to homelessness. Funding is in place for people to remain in motels with wrap around support services whilst longer-term accommodation is found.


As part of the establishment of the Rotorua Housing Taskforce to address the specific housing needs in Rotorua, a number of motels are being contracted exclusively to provide emergency housing. This is amongst a wider set of actions to provide immediate short-term solutions to improve the environment for whānau in emergency housing and the wider community, while more permanent housing solutions, which require more time to develop, are delivered. At present, thirteen motels have been contracted for single use.

Contract durations

Providing contract durations for the 123 transitional housing places in Rotorua as at the end of September 2021 would require a manual search of individual contracts, amounting to substantial collation and research. Pursuant to section 18A(1) of the Act, we do not consider that the fixing of a charge or extending the time limit would allow this information to be provided. For this reason, this part of your request is refused under section 18(f) of the Act.

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website www.ombudsman.parliament.nz.

Ngā mihi, nā



Anne Shaw
Deputy Chief Executive
Housing Supply, Response and Partnerships

Table 1: Number of contracted transitional housing places by Rotorua suburb

Suburb¹ in Rotorua	Number of places contracted at any point in the last five years ²	Number of places contracted for TH as at 30/09/2021
Fenton Park	16	16
Western Heights	13	12
Fordlands	9	9
Victoria	16	9
Fairy Springs	10	9
Mangakakahi	7	7
Pukehangi	8	7
Owhata	6	6
All other Rotorua Suburbs ³	73	48
Total	158	123

1 Based on the address listed in the transitional housing contract. Those in the town centre without a suburb listed are listed under 'All other Rotorua Suburbs'

2 These totals include places that were contracted, but whose contract has ended and are not currently operating.

3 Other Rotorua suburbs have been combined due to small numbers of places. This is to ensure the privacy of our clients.

Table 2: Number of contracted transitional housing places by type

Rotorua	Motel	Non-Motel	Total
Number of places contracted for TH at any point in the last five years ¹	26	132	158
Number of places contracted for TH as at 30/09/2021	19	104	123

1 These totals include places that were contracted, but whose contract has ended and are not currently operating.



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1 December 2021

Rotorua Lakes Council
Civic Centre
1061 Haupapa Street
ROTORUA

Attention: Chief Executive Geoff Williams

EMERGENCY HOUSING IN ROTORUA: MHUD'S FAILURE TO COMPLY WITH DISTRICT PLAN

- 1 We refer to all previous correspondence, in particular our letter dated 11 November 2021 outlining Restore Rotorua's concerns with the failure of Rotorua Lakes Council (the **RLC**) to comply with the Resource Management Act 1991 (**RMA**) and the Rotorua Lakes District Plan (the **District Plan**).
- 2 As previously noted, the Ministry of Housing and Urban Development (**MHUD**) has to date failed to comply with the Council's section 92 requests.
- 3 Restore Rotorua is concerned that MHUD is using motel premises for emergency housing in contravention of the District Plan. The contraventions relate to those motels currently being used for "temporary activities" as emergency housing. By continuing to permit the changed use of motels from tourism accommodation to emergency housing to be carried out as a 'temporary activity' as defined in the District Plan, the RLC is failing to enforce the District Plan.
- 4 This is in breach of section 9 of the RMA.
- 5 At the time of our 11 November 2021 letter, it was to Restore Rotorua's knowledge and understanding that there were six motels subject to resource consent applications before the RLC.¹ In the interim, some or all of those motels are being used as emergency housing as a 'temporary activity' under the District Plan. However, in light of new information, there is genuine cause for concern that the District Plan has been inappropriately applied/not complied with.

New information

- 6 On 24 November 2021, Restore Rotorua received a response to an Official Information Act 1986 request from MHUD. This response disclosed an email dated 23 June 2021 from an MHUD employee. A copy of the 23 June 2021 email is **enclosed**.
- 7 The 23 June 2021 email indicated that:
 - (a) The list of twelve (12) motels, attached to the email, had been contracted by MHUD for use as emergency housing from 1 July 2021;
 - (b) The contracts for emergency housing for each of the 12 listed motels was for the duration of twelve (12) months; and
 - (c) For each of the 12 motels, the relevant contractors ² provided support services for emergency housing at the motels from 1 July 2021.

¹ Per paragraph 2 of our 11 November 2021 letter.

² Being any of: Visions of Helping Hands, Engage Aotearoa, WERA Aotearoa, and Lifewise Trust.

- 8 On 28 November 2021, it came to the attention of Restore Rotorua, by way of an article published in the *Rotorua Daily Press*, that a total of fifteen (15) motels, initially designed for tourism accommodation in Rotorua, were being used as emergency housing since June and July 2021. We **enclose** a copy of the 28 November 2021 article to this letter.
- 9 The 28 November 2021 article lists (in no apparent order) these 15 motels being used as emergency housing:
- (a) Grand Treasure Hotel;
 - (b) Spa Lodge;
 - (c) Manhattan Motel;
 - (d) Kuirau Park Motor Lodge;
 - (e) Union Victoria Motel;
 - (f) Fenton Court Motel;
 - (g) Cactus Jacks;
 - (h) Alpin Motel & Conference Centre;
 - (i) Rotovegas Motel;
 - (j) Geneva Motor Lodge;
 - (k) Astray Motel & Backpackers;
 - (l) Golden Glow Motel;
 - (m) Brylin Motel;
 - (n) Pure Motel & Guest House; and
 - (o) Ashleigh Court Motel.
- 10 Restore Rotorua has indicated in previous correspondence of its knowledge that two of the motels from this list are under application with the RLC for resource consent: the Union Victoria Motel and Alpin Motel & Conference Centre. Restore Rotorua has also made requests under the Official Information Act and the Local Government Official Information and Meetings Act 1987 to verify whether any of these motels are also before the RLC with resource consent applications.

Contravention of District Plan Rules

- 11 MHUD is considered to have breached the District Plan, by either:
- (a) using of some or all of these listed motels for emergency housing as a 'temporary activity', when it is clear that this permission involves an overly broad extension of the temporary activities District Plan rules; or
 - (b) permitting the use of some of all of these listed motels for emergency housing as a 'temporary activity' by rolling over the 28-day time limitation for temporary activities, resulting in a duration far in excess of 28 days.
- 12 The RLC has failed to issue any abatement notices or notices to MHUD putting in on notices that these contraventions have occurred.
- 13 The District Plan allows 'temporary activities' as a permitted activity in all relevant District Plan zones that the motels in questions are located. The rules relating to temporary activities permit an activity, such as changed use of a property, to be carried out without the pre-requisite of obtaining a resource consent.³

³ See the District Plan, September 2021, Part 2 'District Wide Matters', General District Wide Matters, at 79.

- 14 The District Plan defines “Temporary Activities” as:⁴

*An activity or event carried out for a **period of no longer than 28 days in any calendar year**, including:*

Individual carnivals, fairs, galas, public meetings, filming, concerts, sporting events, community and other special events and associated temporary buildings and structures.

- 15 The definition of ‘temporary activities’ does not allow unfettered discretion by the RLC to permit a change of use for motels from tourism accommodation to emergency housing. The definition is clear. It only permits activities, such as events which have a positive impact on the social, cultural, and economic wellbeing of Rotorua residents, on a “temporary” basis.⁵ Restore Rotorua takes the position, and has factual evidence in support, that the use of tourism accommodation for emergency housing for a greater than 28 day period and up to two years will certainly result in a more than minor negative impact on the social, cultural, and economic wellbeing of Rotorua and is a clear breach of the express definition under the District Plan.
- 16 The 23 June email and 28 November 2021 article show that MHUD has contracted some or all of the listed motels for emergency housing for a 1 to 2 year period. This clearly excludes the proposed activity from temporary activities rules because the proposed period of between 1 to 2 years is far in excess of 28 days. In the alternative, the proposed period of permitted use could in practice see up to twenty four (24) continuous roll overs of that 28-day time frame.
- 17 Restore Rotorua **hereby puts the RLC on notice** that the RLC’s continued permission of such land use as temporary activity, without a resource consent constitutes an intentional breach of the District Plan and justifies a legal proceeding enforcement action. Restore Rotorua will consider its formal legal options in the event of a continued failure to comply by MHUD and the RLC’s failure to enforce the District Plan.
- 18 RLC has to date failed to take any steps to enforce its District Plan against MHUD. Failure to see this remedied within the next 5 working days may result in our client commencing its own enforcement action.

Yours sincerely

Chen Palmer



Mai Chen
Managing Partner

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E-mail: mai.chen@chenpalmer.com

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⁴ See the District Plan, September 2021, Part 1 ‘Introduction and General Provisions’, Interpretation, at 34, emphasis added.

⁵ As stated in the District Plan, September 2021, Part 2 ‘District Wide Matters’, General District Wide Matters, at 78.

Homeless Motels

Trevor and Rosemary Newbrook <rose.trev@gmail.com> Aug 26, 2021, 4:04 PM

to Steve

Hi Steve

We are extremely concerned about crime and safety in the Glenholme area and the continued long term use of Motels for emergency / transitional housing. To date there seems to have been no action by yourself or Council to address the issues locals are facing.

We were shocked that Council approved a Resource Consent for the Boulevard Motel without it being Publicly Notified. We were astonished when we read Deputy Chief Executive Jean-Paul Gaston's comment in the Daily "it was determined that the effects of people staying in the accommodation as visitors and people staying in the motel for residential purposes would be relatively similar".

You only have to walk down Fenton Street to see there is a HUGE difference. As you know, a public meeting earlier this year was attended by over 350 people concerned about crime and safety in Rotorua - people don't feel safe, even in their own homes.

It is obvious this Resource Consent was processed in secret to stop locals having a chance to have a say or ask questions. This is certainly not being open and transparent by Kianga Ora or Rotorua Lakes Council.

Even during the current lockdown, in the middle of the night, we have had a person or persons enter our property through closed gates. We believe the intention was to steal our puppy. We now live with fear for our own safety, the safety of our properties and the safety of our pets.

We don't think you or council really understands what the Glenholme people are living with. There is growing discontent in the community about motels being used for emergency housing with no plan or solution in place - just adding more motels !!

We look forward to your response.

Kindest regards

Trevor & Rosemary Newbrook

[REDACTED]

**Before the Independent Commissioner 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 Christina Anna Phillips
Dated 16 December 2021

Chen Palmer
Barristers and Solicitors
AUCKLAND

Mai Chen / Leo Huang
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BRIEF OF EVIDENCE OF CHRISTINA ANNA PHILLIPS

I, **CHRISTINA ANNA PHILLIPS**, Resource Teacher and Learning Behaviour Manager, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Christina Anna Phillips and I am currently employed as the regional manager for the Resource Teacher; Learning Behaviour service (“the **RTLB service**”). I currently reside at [REDACTED] Glenholme, Rotorua. I have lived in Rotorua for over 30 years.
- 2 I am submitting this 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 Council to convert motels in central Rotorua into emergency housing should be notified.
- 3 I am submitting this brief of evidence from my 34 years’ experience as an educationalist who has specialised in high-needs education for the last 15 years’, and from my experience as a resident of Glenholme. Specifically, I will speak to my professional experiences which show that the use of motels for emergency housing robs children of the environment needed to learn and play. Even if for short durations, placing a child in a motel environment can have long term effects on their learning, behaviour, and wellbeing.
- 4 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.
- 5 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 for the motels listed below at paragraph 21 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.

- 6 My evidence speaks to how the six pending applications are likely to adversely affect the learning and development of children who are placed in emergency housing motels. 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.
- 7 Although I understand my expert evidence as an educationalist is not for a High Court proceeding, I have made every effort to comply with the standards set out in Schedule 4 of the High Court Rules 2016 in preparing this evidence. I confirm that on the education issues I address in this brief of evidence by opinion are opinions made within my area of expertise and that I have not omitted to consider material facts known to me that might alter or detract from those opinions.
- 8 A summary of my experience as an educationalist, specialising in the RTLB service is set out in Appendix A.

Professional opinion on the impact of emergency housing in central Rotorua

- 9 One of the starkest observations I have made in the last two years in the RTLB service, is that the drivers for children in need of our services due to learning, social, and behavioral difficulties for schools in Rotorua have become clear. Many of these children are simply not getting the home environment, pre-school education, or at-home support to develop. There is a growing trend of schools requesting RTLB support and assistance for children entering school, and for year 1, 2, and 3 classrooms.
- 10 For example, the government annually injects funding for 'In Class Support'. The funding is for teacher-aide assistance to improve the learning for children at level 1 of the curriculum, or who are 3 years behind their chronological age. The funding provides 4-5 hours a week of extra assistance for students who receive In Class Support. In 2021, Cluster 20 received 300 applications from schools, and many of these students are transient students, having attended a number of schools in their lives. This reflects a higher than usual need for In Class Support.
- 11 A growing trend that I am observing with transfers, is that many children are being transferred from schools outside of Rotorua into schools such as [REDACTED]. This school is in close proximity to the emergency housing motels on or around Fenton Street. The abnormal

growth in enrollment of [REDACTED] where the roll grew around 200% from 2017 (around 79 students) to 2021 (over 160 students). This meant the school went from U2 status to U4 status. A school's 'U' status dictates the degree of resources provided to the school. This type of enrollment growth is highly abnormal, and it places strain on the resources of the school.¹

- 12 This is of concern because students who move schools frequently, such as those children placed in emergency housing motel environments, are at high risk for learning and behavior issues. The downstream consequence is that it places a higher demand on the resources of schools, and other agencies. For example, the Ministry of Education, Learning Support, and many other agencies.
- 13 For example, the Principals Association have worked extremely hard to provide van transportation for students living in motel-style emergency accommodation. This initiative was launched to take proactive steps to prevent children in emergency housing from 'slipping through the cracks'. It is common knowledge in the education sector that children who move often, especially into temporary accommodation, are at high risk of stopping school attendance. In term 1 of 2021, 60 children were being transported to schools in Rotorua central from emergency housing motels. As of December 2021, the Principals Association have employed 3 drivers to transport 160+ children from emergency housing motels. It is great to see that the Principals are investing their time and resources to prevent the downstream effects of placing children in emergency housing but it is concerning that the need for this service is growing at such a rapid rate. The Principals Association is currently in the process of trying to find the funding to support this transportation service in 2022.
- 14 The knock on effect of the strain on resources where children with high-needs are heavily concentrated in a small geographic area is that many children in need will miss out on things that are needed to optimize their education.
- 15 A further risk to the learning and development of children living with their families at these emergency housing motels in central Rotorua is that it increases risk factors for failure. There is non-existence or little play equipment and green space available for the children to play. The children that will be placed into the emergency housing motels will have a car

¹ I have confirmed with the Principal of [REDACTED] that I am able to share this information, on a confidential basis, to Panel for the purpose of expressing a view on the suitability of emergency housing motels.

parking area as a playground which is incredibly dangerous for the children.

- 16 I regularly commute from my home to work at Rotorua Lakes High School, which takes me down Fenton Street, past many of the emergency housing motels. I observe that cars frequently move in and out of the car parks, which is the only space available at these motels for the children to play. I consider this a huge health and safety risk for the children. I am concerned that one day, at an emergency housing motel, a child will be badly injured or worse. A true map showing the route I take to drive from home to Rotorua Lakes High School is annexed and marked as “**CAP-1**”.
- 17 I understand that in the current circumstances, there is little option to prevent the need to place families in temporary housing solutions. However, what I do know is that temporary placement in motels exacerbates the risks associated with temporary housing because of the unpredictable environment at these motels. The children who stay at emergency housing motels are being regularly exposed to the sights of Police visits, and temporary metal fencing surrounding their homes and play areas. These are not experiences that should be normalised for children.
- 18 Nathan Wallis has done significant research on the first 1000 days of children’s’ life. The key conclusion of his research is that we must invest in environments which allow our tamariki, between the ages of 2 and 7 years old, to be focused on play. The motel environment has no opportunities for play and we are already seeing the downstream impacts of this on their development in schools. A true copy of an article by Kate Barber published in the Family Times on 18 June 2019 explaining the importance of play in the first 1000 days, is annexed and marked as “**CAP-2**”.
- 19 On 27 October 2021, Nathan Wallis was interviewed on Radio NZ by Lisa Owen on the challenges faced for the learning and development of children as a consequence of covid-19 lockdowns. He emphasised that the covid-19 lockdowns were a blessing for the development of many children under 8 years old who would be given extra opportunity to play. However, those children in emergency housing, are robbed of this benefit. Instead, they are crammed into motel rooms with no space to play other than in carparks, or out on dangerous main roads. A true copy of the article published by Radio NZ on 27 October 2021, is annexed and marked as “**CAP-3**”.

- 20 It is frustrating to see this unfold as an educationalist, because I work incredibly hard to meet or exceed all of the Ministry's best practices. These best practices in education are developed through years of research and investment. The decision to place children in motels as emergency housing undermines all of our efforts and it creates more severe and widespread learning and behavioural issues for tamariki. It is essential that children are placed in a situation and environment where they can be successful. A motel is not that environment.
- 21 In my professional opinion, if the resource consent applications by MHUD before the Council go through, it will have a devastating impact on developmental inequalities between children in wealthier families, compared to children in poorer families. It is not a good situation to be homeless but it is not much better that MHUD are dumping these families into motels and treating the problem as resolved. As an educationalist, this solution is not good enough for our tamariki. For example, in the instance that another covid-19 lockdown occurs, all children placed in motels as emergency housing that are below 8 years of age, are more likely to develop learning or behavioural difficulties in the classroom.
- 22 It is essential that more consideration and consultation occurs with the wider community to evaluate whether the use of motels for emergency housing is a suitable solution to homelessness in Rotorua. This would enable the residents of Rotorua and surrounding towns to work together to provide for these young families with children. The current solution of using motels as emergency housing is creating a generation of children who will suffer further inequality by placing them in unsuitable environments. This is likely to have long lasting impacts which will affect the behaviour, and trajectory of the child's life. The common behavioural outcome for environmental hardship, such as the environment created by living in a motel, is it produces young adults who are angry, resentful and disaffected to their community. It is highly likely that the widespread use of motels as emergency housing will produce the next generation of stolen youth. This statement is reiterated in a Rotorua Daily Post article that I read this year titled *'Motel generation' feared as emergency housing need continues* published on 13 April 2021 which is annexed and marked as "CAP-4".

Impact of the changes in Glenholme

- 23 A true copy of a map showing my home relative to the proposed sites for the emergency housing is annexed and marked as “**CAP-1**”. In short, the map at **CAP-1** shows that our property is:
- (a) 800 metres from the Malones Motel;
 - (b) 700 metres from the New Castle Motor Lodge;
 - (c) 900 metres from the Alpin Motel and Conference Centre;
 - (d) 900 metres from Pohutu Lodge Motel;
 - (e) 1.7 kilometres from the Union Victoria Motel; and
 - (f) 3.9 kilometres from the Lake Rotorua Hotel.
- 24 A true copy of a map showing my home relative to all of the existing accommodation sites, as informed by the information sent by Trevor Newbrook, where emergency housing is currently provided is annexed and marked as “**CAP-5**”.
- 25 I have spent my life and career in the service of tamariki. It is heart-breaking, as a resident of Gleholme, to drive and walk by Fenton Street (where many motels are currently used as emergency housing) to see children playing in carparks or on dangerous main roads. A motel is simply not a safe environment for children to live and play.
- 26 Each day I walk past Fenton Street, and many of the emergency housing motels. The children I pass in emergency housing are lovely, often smiling and speaking with me as I pass by. My biggest concern is that I see the children have no supervision and no space to safely play with each other, to ride their bikes, or skateboards. They are often out playing on the footpath of Fenton Street next to the busy two-lane highway which provides the entranceway to Rotorua. It is also common to see young children cross the four-lane highway to get to the other side of the road. I am provided a copy of the Ministry of Social Development’s list containing motel providers on Fenton Street who received emergency housing grants in 2021 (annexed and marked “**CAP-8**”) and confirm my observation that I have seen children play out of motels named on that list.
- 27 I fear for the day we hear that one of the young children at one of the emergency housing motels gets into an accident. At this stage, I am unsure whether there is anything that can be done, in terms of modifying

the motels currently used, to prevent the risk that children will go out to the areas right next to the road to play.

- 28 Generally, the state of repair for most of these motels is poor. I do not think there is sufficient accountability for those managing the motels as nothing appears to be done from what I can see to upkeep the grounds to provide a nice and safe environment for people to live. From what I see, the lawns are almost never mowed, the gardens are neglected, and curtain rails hang off nearly detached. These are things that landlords are responsible for fixing and it is simply not fair to let emergency housing occupants to live in squalor.
- 29 It has become the new normal in Glenholme that Police sirens are part of our everyday experience. Prior to 2020, we would only see Police vehicles out on the streets occasionally and usually never with their sirens activated.

Impact of the Resource Applications before the Council

- 30 If the applications are granted to permit the continued use of motels for emergency housing in central Rotorua, the outcome of that and the flow on consequences will have a devastating impact on my husband and I. Any granted applications will create permanence to what has been a very stressful and depressing time to residents of Glenholme. Rotorua central city and Fenton Street is no longer a pleasant or desirable area to live in, and the children of our city are the ones that are being disadvantaged most. The children in the emergency housing motels will become tomorrow's disadvantaged youth.
- 31 My husband and I have spoken about selling our Rotorua home, to move to a different city when I retire, but I do not believe that simply moving from Rotorua or Glenholme is a solution to an issue that is important to myself and many others. My husband and I have both had long careers in education in Rotorua and we did not invest our careers, and lives, to see the industry we worked so hard to improve to be placed under such strain. The children of Rotorua deserve equal opportunity, and I would rather stand up for these children than to simple move and walk away.

32 Our community deserves consultation on these pending resource consent applications and a conversation on whether there are more suitable options to address the issues of homelessness in Rotorua.

Signed this 16th day of December 2021


Christina Anna Phillips

APPENDIX 1 – EDUCATIONALIST EXPERIENCE AND BACKGROUND

- 1 From 1972 to 1974, I trained to become a teacher at the Waikato teachers college in Hamilton. I have 29 years' experience as a class room teacher, teaching predominantly in Tokoroa and Rotorua, in lower decile primary and intermediate schools.
- 2 I started my career in 1976 working as a primary school teacher.
- 3 After a number of years, I was employed at a Special Needs School, in Tokoroa from 1980 to 1985 where part of my day to day role was working in an Intellectually Handicapped Children's preschool. I worked with the students to prepare them to attend pre-school and primary school.
- 4 I had a brief break when I had children. When I returned to work, I moved to Pukete, an area of Hamilton, to teach at Pukete Primary School. I worked here for 2 years and begun my teaching experience working with the gifted children.
- 5 In 1995 my husband and I bought a business in Rotorua so we returned to live in Rotorua where I worked at Rotorua Intermediate School for 15 years. I worked at Rotorua Intermediate School, predominantly in gifted classes.
- 6 In 2008, I joined the RTLB service as an RTLB. The RTLB service is an itinerate service to schools and teachers. A request for service comes from teachers who require assistance from RTLB for students who have additional learning and/or behaviour needs. RTLB work in classrooms with teachers to support both gifted students, and students who are struggling to thrive in the class-room. A true copy of the RTLB Tool Kit showing the organisational details of the RTLB service, including the scope of responsibilities, is annexed and marked as "**CAP-6**".
- 7 The RTLB employs experienced teachers and provides extra training so that they are able to assist teachers with students who have alternative needs. RTLB work to build teacher capability to assist teachers to cater to the needs of children who require extra support to thrive and achieve their learning potential.
- 8 Up until 2012, the RTLB service operated under a self-managing service delivery model. In 2012, the Ministry of Education (Ministry) implemented a management structure to the RTLB service which separated the service into 40 distinct clusters. Each cluster is managed by a cluster manager. Cluster managers manage the delivery of the service to schools in their RTLB region. The service includes working in mainstream schools, kura, kaupapa schools, catholic schools, and some private schools.

- 9 The RTLB service has a contract with the Ministry of Education and the employer school. A true copy of the funding agreement for 1 January 2020- 31 December 2021 between RTLB and the Ministry, is annexed and marked as “**CAP-7**”.
- 10 The Ministry has a ratio of 600 students to 1 RTLB service provider. RTLB services are referred through three distinct streams, an individual referral, a group referral, or a school/project referral. Individual and group referrals are made by the classroom teacher who makes a formal request for RTLB service for a child, or group of children, with learning and/or behavioural needs. School or project referrals come from the school principal where the school requires learning support for an entire classroom, or for the roll out of a new project or curriculum.
- 11 All RTLB referrals go into a national database, called School Gate, which holds information about each child RTLB services are provided for such as their school, age, ethnicity, gender, and NSN number. Before services can be provided to the child, the parent or guardian must provide their consent.
- 12 In 2014, I was promoted as an RTLB manager of Cluster 20, which encompasses the Bay of Plenty area from Rotorua, out to Ruatahuna, Whakamaru, to Taupo and Turangi (“Cluster 20”). It is broken into two sub-clusters for the Rotorua and Taupo regions. As Cluster 20 manager, I manage 31 RTLB’s who service approximately 76 schools.
- 13 As an RTLB manager, my role is to oversee, and co-ordinate the services provided for my cluster. This includes hiring and training the teachers for Cluster 20. I tend to select RTLB service providers with between 5 and 10 years’ experience in the classroom as to be effective in our role we need comprehensive knowledge of mainstream teaching to create the change required to support children with differing needs. I provide regular professional development to regularly upskill my RTLB providers. For example, such as to the courses run by the renowned, Nathan Wallis, a neuroscience educator who speaks on how the maximise children’s development potential.
- 14 In my role, I communicate with schools in the Rotorua and Taupo region that are located within Cluster 20.
- 15 I am due to retire at the end of this year and I feel that it is my professional responsibility to address the growing concerns created to children when living in a motel environment as emergency housing.

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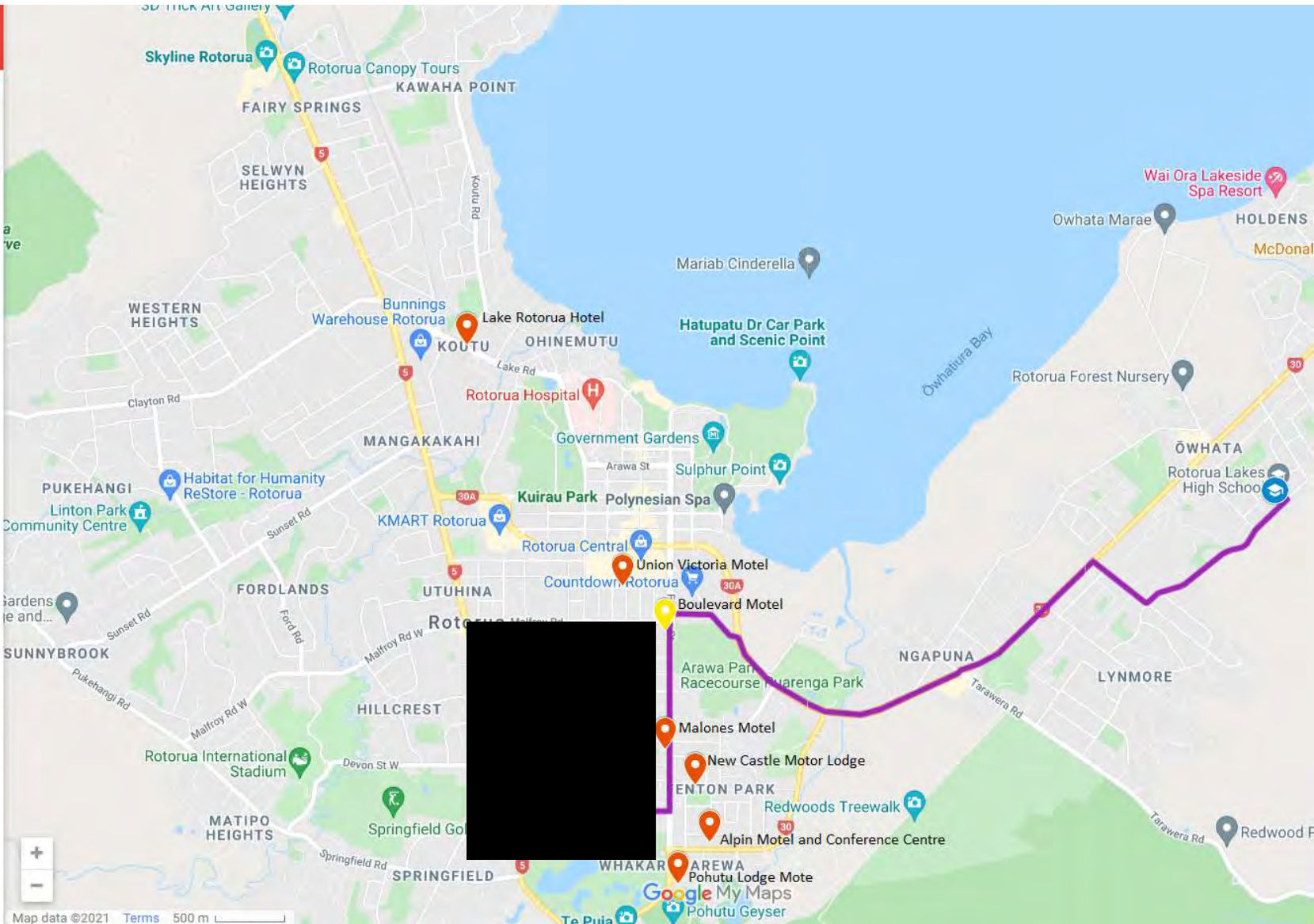
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- Rotorua Lakes High School
- Commute - Rotorua Lakes High School

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Let children play

Neuroscience educator **NATHAN WALLIS** explains why child-led free play is fundamental to the optimal development of the brain. *By KATE BARBER.*

As adults, we understand the word 'play' to mean the opposite of serious work. The idiom 'child's play' refers to something that is easy and trivial. Often grown-ups use the 'P word' to dismiss what children are doing as unimportant – when it's time to tidy up or do some 'real' learning. Yet, for kids, play is challenging and important: it's how they learn.

THE DEVELOPING BRAIN NEEDS TO PLAY

In his presentations on the development of the brain Nathan Wallis underscores the important message that "play isn't a precursor to 'real' learning. [Rather], it is a method of evolving that facilitates higher intelligence."

To understand why play is vital, it is important to first get a handle on the neurosequential development of the brain – how it is built from the bottom up, with the development of different 'brains' taking centre stage at different times.

- + The development of Brain 1, the brain stem, takes centre stage from 0-6 months, with Brain 2, the centre of movement and coordination, developing the most from six months to two years of age.

- + Brain 3, the limbic system or emotional brain, "comes online" between 18 months and two years. Until they are around the age of seven or eight, Brain 3 is in control: dictated principally by their feelings, young children see the world quite differently from Mum and Dad, who have fully mature brains.

- + Finally, Brain 4, the frontal cortex, moves into centre-stage development when a child is around the age of seven or eight. "Everything that makes you brainy, plus everything that makes you a nice person happens in Brain 4," explains Nathan.

As Nathan says, "you can't skip the stages". One of his key messages for parents is that it is important that the needs of the emotional brain (Brain 3) are met if a child is to develop key dispositions like creativity, perseverance and resilience, and so access the higher executive functions of their frontal cortex (Brain 4).

And how are these needs met? Through responsive, loving and empathic relationships, and through opportunities for free play.

Free play is an open-ended, child-led process where the child is in charge of the play. It is not 'free' play if an adult continually problem-solves for the child, or imposes their agenda on or interpretation of what's happening.

'FREE' IS THE KEY

Rather than dismissing children's play as unimportant, or taking over and making it part of an adult's agenda for learning, grown-ups need to understand a few things about play, says Nathan.

The key word is "free", he says: that is, "child-initiated, child-led play that evolves without the imposition of an adult's agenda or purpose. It is about the process, not some predetermined outcome."

Open-ended, free play enables children to follow their own thought processes and to sustain their attention and focus, he says – both of which are fundamental for brain development. When being taught numbers or words, a child might sustain their focus for one or two minutes. Yet, when pretending to be a hairdresser, they might easily sustain their focus for an hour or more.

THE PROBLEMS WE HAVE WITH PLAY

Operating as we do in our frontal cortex (our rational brain), grown-ups tend to focus on order – *don't mix the Lego and Playmobil*; on time – *we have to be out the door in half an hour*; on safety (avoiding accidents) – *that is too high, you'll fall*; and on answers and outcomes (avoiding failure) – *that is the wrong shape, try this one*.

It is fair to say that free play can threaten these objectives – especially as we watch the products of a day's play spreading throughout the house. However, a more fundamental problem some adults have with free play is their belief that it is not 'real' learning.

Nathan challenges our thinking around 'real' learning, noting our cultural preoccupation with the "early attainment of cognitive skills" in young children – naming all the colours, identifying letters, counting to 20... "It's not that literacy and numeracy aren't important," he emphasises. "They're wonderful – when they are embedded in child-led free play for children under the age of seven. The problem is that focusing primarily on numeracy and literacy when a child is under seven can mean that the developing brain isn't getting what it really needs."

Focusing on a narrow set of learning objectives, we may be blinkered to the stuff that really matters in the long run: how our kids relate to others, their creativity and their perception of themselves as learners – all of which develop naturally through self-initiated, self-directed free play, says Nathan.

Naturally, we may worry that our children will fall behind, or not be 'school ready', if we stop explicitly teaching them their letters and numbers. Fear not, says Nathan: if we meet the needs of our children at the stage of neurodevelopment they are at (and let them play!), then our kids will easily pick up these cognitive skills later on.

"A child who knows their alphabet at the age of three or four may have better literacy skills than their peers at age six, but the advantage doesn't stay with them," says Nathan. "For most kids, the advantage disappears in the first year of school" – which means, by the end of the first year, the other kids have caught up.

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Neuroscience educator, Nathan Wallis is determined to support parents and educators to get their heads around the fact that child-led free play drives the development of children's brains.

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PLAY PROMOTES A POSITIVE DISPOSITION TO LEARNING

"We can very accurately predict future outcomes for young children – and it has nothing to do with the alphabet," says Nathan. "It all comes down to their disposition about themselves as a learner: what really matters for a child under seven is how clever he *thinks* he is – how he feels about learning."

To illustrate, Nathan presents the picture of two kids. Child A (five years) has "early cognitive attainment", knowing his numbers to 100 and his alphabet. He has been brought up in an environment where he has been extended: when he has shown Mum that he can count to 100, she has tended to say "great, and what comes next?" When he has got the wrong answer, he has been told the correct one. The message he has received is that he is not quite competent enough.

Child B has been brought up in a child-led, free-play environment, and frankly he would sooner be out building huts or riding his bike than practising his numbers. He loves stories and imaginary play, but he doesn't really care about writing his name. When Child B is asked about himself as a learner he responds, "I'm great: I keep trying and work it out, or I just ask Mum and Dad and they help me." Statistically, says Nathan, Child B is far more likely to get a degree, and far less likely to develop depression and anxiety.

FAILURE IS IMPORTANT

Contrary to expectations, failure doesn't make a child develop a negative disposition about himself as a learner. In fact, failure (and trying again) is fundamental to the (free) play process.

When it comes to play, it is not the outcome that matters, but the process. Nathan explains that "creativity is the capacity to generate different solutions," and it goes hand-in-hand with dispositions such as perseverance and resilience. Nathan talks about making a "waste-of-time Lego tower" – through the process of failing and trying new strategies, the child develops creativity.

Yet, if the well-intentioned parent 'helps' by continually telling them, "there's no way that'll work", the message that the child receives is that he isn't competent. As Nathan says, "right and wrong answers [when a child is surrounded by these] thwart creativity," and with this the development of dispositions like perseverance and resilience.

PLAY ALONGSIDE, BUT DON'T TAKE OVER

Free play does not by definition exclude adults from being involved. Far from it, says Nathan. The best sort of free play occurs, he says, when an interested, responsive adult is there to lend support, but doesn't take over.

Standing back and leaving kids to it has its merits, says Nathan – who often extols the benefits of allowing children to be bored and create their own fun. But it is best to be there to offer assistance, without leading them. Through playing alongside a trusted adult, the child's sense of agency is validated as they test theories and solve problems, but they also know that they have support when they need it. "Good early childhood teachers know when to jump in," he says.

The challenge for us as parents? To offer assistance and support – *I am here if you need help, love* – but to refrain from taking over (or getting cross), even as we register the imminent collapse of the Lego tower and, infuriatingly, the need to start from square one.

Te Whāriki

Te Whāriki is the curriculum for early childhood education in New Zealand. It's a *social-emotional* curriculum which aligns with the research that tells us that: the development of the social and emotional brain takes centre stage between the ages of two and seven years; that the development of this brain is critical in terms of future outcomes for children; and that "respectful, reciprocal and responsive relationships" ('TW'), as well as opportunities for free play, are fundamental to its development. "Te Whāriki is the most robust and research-based early childhood curriculum I have ever seen," says Nathan.

Founded on the following aspirations for children – that they "grow up as competent and confident learners and communicators, healthy in mind, body, and spirit, secure in their sense of belonging and in the knowledge that they make a valued contribution to society" – Te Whāriki does not prescribe what teachers/kaiako must teach and children must learn.

Rather, Te Whāriki acknowledges that children "learn by engaging in meaningful interactions with people, places and things" ('TW'), and focuses on promoting the "dispositions" that are valuable for supporting lifelong learning, such as "courage and curiosity and trust and playfulness."

If Nathan has one criticism of this document it is that recent changes to Te Whāriki, which place more emphasis on literacy and numeracy, represent a "top-down imposition that actually downgrades Te Whāriki overall, and makes it less in line with international research. Literacy and numeracy are only wonderful when they are embedded in child-led free play for children under seven."

Lockdown 'actually a blessing' for children under eight - parenting expert

From **Checkpoint**, 6:08 pm on 27 October 2021



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There is still no set timeframe for when all students in level 3 will return to school. Education Minister Chris Hipkins has indicated that primary school students are still working out the details.

It is likely different year groups will attend on different days. So what effect will this have on children? how do you keep them motivated?

Parenting expert Nathan Wallis talks to Lisa Owen.

Lockdown 'actually a blessing' for children under 8 - expert
RNZ National live stream



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PARENTING EXPERT

SPEAKING FROM
AUCKLAND

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the classroom.

ts could be back from November 15, but they're

does all this uncertainty have on children, and



'Motel generation' feared as emergency housing need continues

13 Apr, 2021 07:31 PM

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A child on a bike at an emergency accommodation motel. Photo / RNZ

RNZ
By: Nita Blake-Persen

By Nita Blake-Persen of [RNZ](#)

There are fears Aotearoa could end up with a "motel generation" as whānau struggling to afford rents are bumped across emergency accommodation providers.

Latest figures show there are more than 4000 children living in emergency accommodation - mainly motels - with more than 1000 of those living there for up to a year.

At December 31, there were 4137 children living in motels, according to the latest figures from the Ministry for Social Development. Single parents with children made up the second-highest household group.

Auckland has the biggest numbers, followed by Hastings and Rotorua - but the problem is nationwide.

Barnados Gisborne and Hawke's Bay service manager Joan-Ella Ngata (Ngāti Porou and Tūhoe), said they were seeing lots of children in motels in her rohe - and she feared for the long-term consequences.

"My concern is, with this motel-generation children, is that they won't actually have the stability, or know what it's like to have a solid foundation - somewhere they can call home."

She said she recently met a 4-year-old boy who had moved seven times.

"Research has proven that when you have stability as a child, that helps you with what trials and tribulations you face as an adult."

Those concerns were echoed by assistant Māori Commissioner for Children Glenis Philip-Barbara.

Philip-Barbara (Ngāti Uepōhatu and Ngāti Porou) said Aotearoa was teetering on the brink of a generation raised in motels, and New Zealanders could not accept that as being okay.

While she applauded the Government's efforts to combat child poverty, she said they needed to act urgently in dealing with children living in emergency accommodation.

"Once the Government decides that this is an urgent issue, then I have absolute faith that the communities that are at the forefront of designing solutions for these problems will step in and work on these solutions."

She said Māori were over-represented on the housing waitlist and the effects would be felt for generations to come.

With the trans-Tasman bubble about to open, Philip-Barbara feared things could be about to get worse.

"I think the announcement that the travel bubble between New Zealand and Australia is opening up this month raises the spectre of urgency around solving this problem for New Zealand's children."

In a statement, Social Development Minister Carmel Sepuloni said while a motel room was a better solution for children than sleeping in cars, the Government recognised it was not sustainable and considered it to be an urgent issue.

She said a funding package for whānau with children in emergency housing had been set up to cover additional costs - especially related to keeping kids in education, early childhood centres and for wellbeing needs - while major work was under way to increase New Zealand's housing supply.

In Whangārei, those houses cannot come soon enough.

A 20-year-old mother living at a local motel, who did not want to be identified, said she attended at least three viewings a day for rental properties but never had any luck.

While she was struggling to find somewhere within her price range, she said she just wanted to be given a chance because most landlords seemed put off by her young age and lack of credit history.

She and her three-month-old baby had been in their current motel for three months, but had lived in two others before that.

Her mother-in-law said while they were grateful their whānau had somewhere to stay, the situation was far from ideal.

A motel rule banning any visitors meant the mother and baby previously had to walk to the nearby library so they could all spend time together.

"They were with us for a while but 'it wasn't in my tenancy agreement that I could have [other people]' - and it's your family and your moko, and so to not be able to have them with us is very sad."

CAP-5

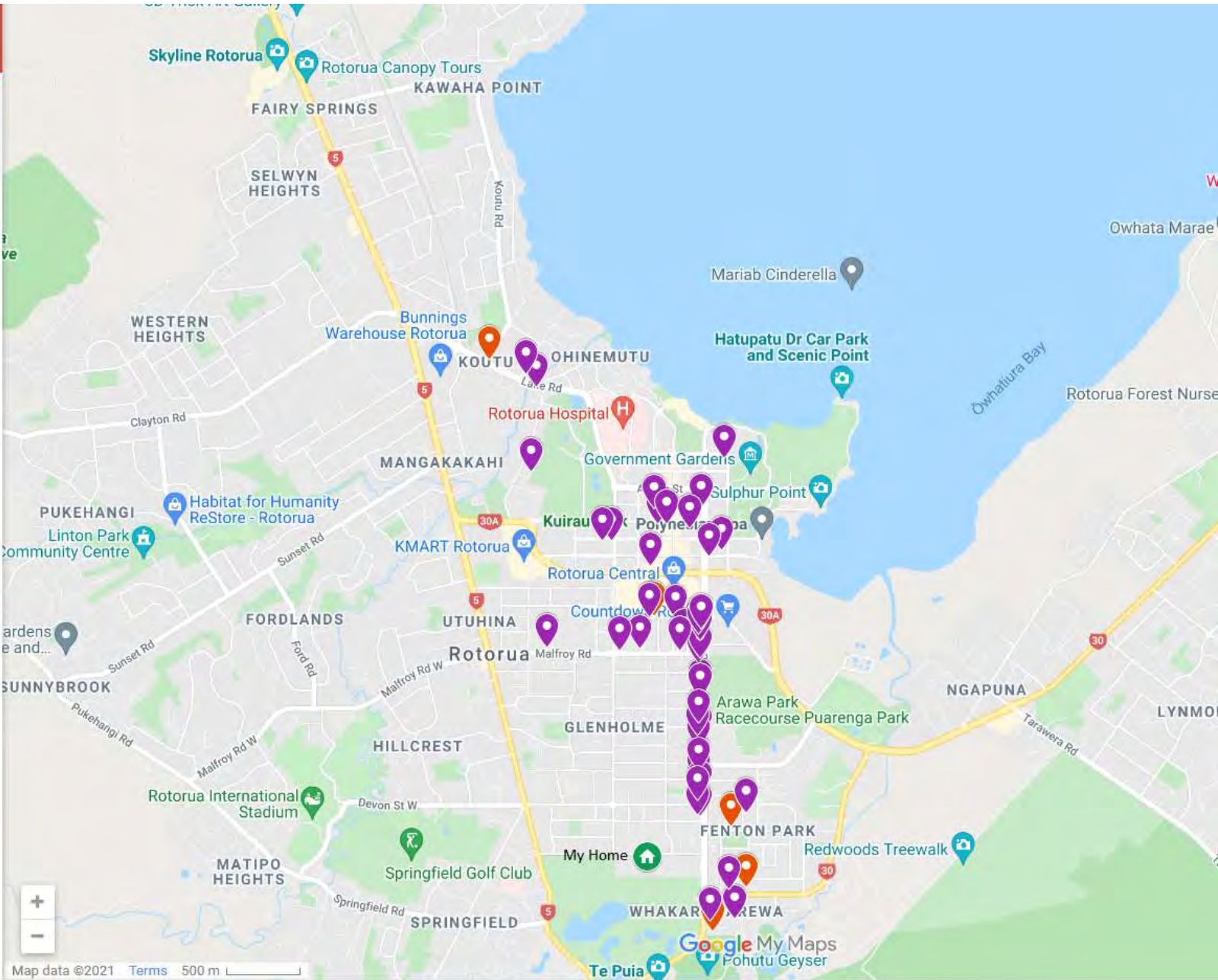
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Resource Teachers: Learning and Behaviour

Professional Practice Toolkit

Version: 3.0
Date: July 2020

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1. Introduction

The Ministry of Education and other education services, agencies and organisations including the Resource Teachers: Learning and Behaviour (RTLB) service are available to work alongside schools and kura to provide learning support when it is needed. Support includes system wide, targeted or individual support so that mokopuna with learning support needs, including disabilities are welcome and where their achievement, progress, wellbeing and participation is valued and supported. RTLB work with families/whānau, teachers and schools/kura and clusters of schools to help mokopuna fulfil their learning potential when barriers they face exceed the support from general classroom education and related resources.

RTLB teams (also known as ‘clusters’) are groups of itinerant, fully-registered specialist teachers who have the training and skills to provide the RTLB service. Each cluster has an allocated number of RTLB positions and has a professional leadership structure (cluster manager and practice leaders) that ensures all RTLB provide an effective, quality service to schools/kura and clusters of schools.

RTLB are responsible for providing the RTLB service in cluster schools/kura in accordance with the *RTLB Professional Practice Toolkit*, using *He Pikorua* as the practice framework. The Board of Trustees of each employing school ensures the Government’s priorities and the Ministry’s annual service priorities and service expectations described in the RTLB Funding Agreement are embedded in the work of the service.

The **key stakeholders** in the RTLB service include:

- a. cluster schools/kura including:
 - their teachers and students
 - their families and whānau
 - their iwi and Māori parents/community
 - their Pacific parents/community
 - RTLB
- b. regional Ministry of Education Learning Support.

1.1 Some expectations about the RTLB role

There are core beliefs that underpin RTLB work:

- the most effective way to make gains for mokopuna is by taking a holistic, strengths-based approach that enhances the mana of the individual and their community by focusing on their strengths and their potential to address challenges. RTLB work in partnership with educators and whānau to find solutions that support mokopuna. They build educators’ and schools’ inclusive practice.
- support can be based on what best meets the needs of the mokopuna and their whānau in the context of their local learning and community environments.

RTLB facilitate change by:

- adhering to the principles of *He Pikorua*
- working collaboratively with others to provide practical support and advice
- working as a member of a team to develop, share and achieve mutually agreed goals
- keeping mokopuna and their whānau at the centre of decisions, actions and practices that affect their interests, goals and well-being

- using a holistic, strengths-based approach which enhances the mana of the individual and their community by focusing on their strengths and potential to address challenges
- actively seeking to understand and respect the cultural beliefs of those they interact with
- maintaining trusting, professional relationships within cluster schools/kura and with parents/whānau, communities and community agencies
- following *He Pikorua* in action.

1.2 He Pikorua

He Pikorua is the practice framework for all practitioners who work across learning support within our inclusive education system. Practitioners include RTLB and their managers, Ministry of Education Learning Support staff, and those in practice support roles. The guidance provided in *He Pikorua* allows RTLB to work together with others using the combined knowledge, experience, skills and professional expertise to support the achievement and wellbeing of our mokopuna.

He Pikorua focuses less on services and criteria, and more on joining up services to support mokopuna and the adults around them in ways that build on their strengths.

1.3 A word about the bigger picture

The Ministry of Education is the New Zealand Government's lead advisor on the education system. The Ministry's purpose is to shape an education system that delivers equitable and excellent outcomes.

RTLB contribute to the Ministry's vision that every New Zealander:

- is strong in their national and cultural identity
- aspires for themselves and their children to achieve more
- has the choice and opportunity to be the best they can be
- is an active participant and citizen in creating a strong civil society
- is productive, valued and competitive in the world.

The [refreshed Māori education strategy: Ka Hikitia](#) sets out the strategic direction for Māori education and the actions that need to be taken across the Ministry, education agencies and the sector. It sets out how the Ministry will work with education services to achieve system shifts in education and support Māori learners and their whānau, hapū and iwi to achieve excellent and equitable outcomes and provides an organising framework for the actions the Ministry will take.

The guiding principles are:

- Excellent Outcomes: We will support Māori learners and their whānau to achieve excellent education outcomes
- Belonging: We will ensure Māori learners and their whānau have a strong sense of belonging across our education system
- Strengths-based: We will recognise and build on the strengths of Māori learners and their whānau
- Productive Partnerships: We will support strong relationships between learners and whānau, hapū, iwi, educators and others to support excellent outcomes
- Te Tiriti o Waitangi: We will give practical effect to Te Tiriti o Waitangi in the education system.

The [Action Plan for Pacific Education 2020-2030](#) maps the Government's commitment to transforming outcomes for Pacific learners and families and signals how early learning services, schools and tertiary providers can achieve change for Pacific learners and their families.

The Action Plan identifies five key shifts and a set of actions that are needed to achieve this vision:

- work reciprocally with diverse Pacific communities to respond to unmet needs, with an initial focus on needs arising from the COVID-19 pandemic;
- confront systemic racism and discrimination in education;
- enable every teacher, leader and educational professional to take coordinated action to become culturally competent with diverse Pacific learners;
- partner with families to design education opportunities together with teachers, leaders and educational professionals so aspirations for learning and employment can be met; and
- grow, retain and value highly competent teachers, leaders and educational professionals with diverse Pacific whakapapa.

The [Learning Support Action Plan](#) 2019-2025 identifies six priorities that will improve how the education system supports mokopuna to learn and responding to their unique strengths, interests, needs, identities, languages and cultures. The RTLB service is a critical component of the network of learning support provision. In collaboration with the Ministry and other key learning support providers, the RTLB service has a pivotal role in supporting system level improvements.

The *New Zealand Curriculum* sets out a vision for all of our young people to become confident, connected, actively involved lifelong learners.

2. He Urunga Tū: An Entrance to Engagement

He Urunga Tū – *An Entrance to Engagement* was born out of a challenge for RTLB best practice to:

- reflect the principles of the *Te Tiriti o Waitangi*
- be culturally responsive and inclusive
- embed *Ka Hikitia – Accelerating Success 2013-2017¹* and *Tātaiako: Cultural Competencies for Teachers of Maori Learners* into our practice
- validate and acknowledge the “*work before the work*” that takes place before RTLB can engage with the *Request for Support*
- clarify the roles of RTLB, *whānau*, *kaiako* and *kura* through a culturally responsive lens
- validate and acknowledge the physical, mental, emotional and spiritual domains of the person/people involved
- create a safe working platform for RTLB to conduct themselves in a way where they could be most inclusive and least intrusive
- honour the entire process from the beginning to the end while recognising that every phase of the process is valued.

He Urunga Tū is a framework that was developed by Ngā Pouwhirinakitanga who are Māori RTLB working in schools and kura throughout Aotearoa. The framework was developed in collaboration with iwi around the country and emphasises the importance of RTLB being welcomed in to schools and homes as *manuhiri* (or visitors), and those provided with support as *tangata whenua*. This allows those that are supported to hold on to their mana and self-determine the pathway forward for them and their *tamariki*, *mokopuna*.

Using this framework RTLB may enable *ākonga*, *kaiako* and *whānau* self-determination. RTLB are *manuhiri* who are invited to facilitate, support and nurture the child through their learning journey. ‘*Ahakoā ko wai, ahakoā nō hea - No matter whom they are or where they are from*’.

The He Urunga Tū framework enables RTLB to be effective, inclusive, culturally responsive and safe in their practice. It guides and supports RTLB to facilitate the process in a manner that is respectful and professional and maintains positive working relationships.

He Urunga Tū – *An Entrance to Engagement* framework contains key phases that align well with *He Pikorua*.

He Urunga Tū	He Pikorua
Ngā Whakaritenga / Waharoa & Whakaeke	Whakawhanaungatanga
Whaikōrero	Kohikohi
Hongi / Kai Ngātahi	Āta whakaaro / Tātai / Whakamahi / Whaikōrero
Whakawātea	Mana Motuhake

¹ Now superceded by the [refreshed Māori education strategy: Ka Hikitia](#)

The He Urunga Tū framework uses the analogy of *pōwhiri* to illustrate that RTLB work in *kura* is always by invitation to support the *ākonga, kaiako and kura*.

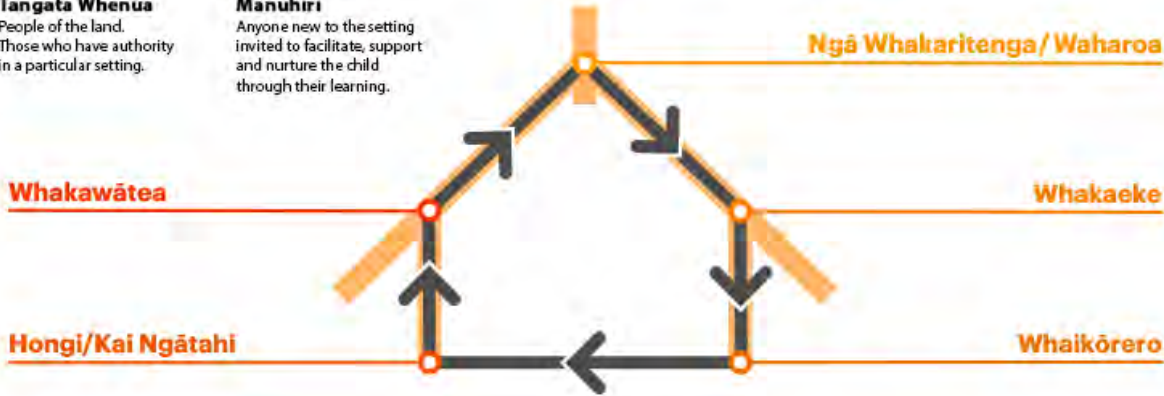
He Urunga Tū

An Entrance to Engagement

Tangata Whenua
People of the land. Those who have authority in a particular setting.

Manuhiri
Anyone new to the setting invited to facilitate, support and nurture the child through their learning.

Tangata Whenua and Manuhiri may include:
Mokopuna, Tamaiti, Whānau, Hapū, Iwi, Ākonga, Hāpori, Liaison RTLB, SENCO, school staff, Government and Non-Government Agencies.



He Urunga Tū is about:

Tangata Whenua

People of the land. Those who have authority in a particular setting.

Manuhiri

Anyone new to the setting invited to facilitate, support and nurture the child through their learning journey.

Tangata Whenua and Manuhiri may include Mokopuna, Tamaiti, Whānau, Hapū, Iwi, Ākonga, Hāpori, Liaison RTLB, learning support coordinators, school staff, Government and Non-Government Agencies.

2.1 NZRTL B Tohu



“Aroha Ki Nga Tamariki – Love to all children” Gifted by Wharewera Koopu (*Ngāti Awa, Whānau ā-Apanui*)

The *tohu* is based on the famous Māori proverb:

He taonga rongonui, te aroha ki te tangata
Goodwill towards others is a precious gift

The *tohu* is:

- a *koru* design that is symbolic of Māori art form
- a *koru* design that depicts *ngā tamariki*, *ngā mātua* and *kaiako* - all intertwined together in some way
- a *tohu* that is uncomplicated and could easily be carved as a *manaia* if required and worn as a *taonga*
- a *tohu* that could incorporate a Māori proverb that is relevant to the work of RTL B.

The Māori *tohu* shows two smaller figures (*ngā tamariki*) being embraced by two larger figures (*ngā pākeke*).

Ngā pākeke represent *kaiako* and *ngā mātua* who are embracing, teaching and nurturing *ngā tamariki*. This is done under the umbrella of RTL B guidance (note the umbrella shape).

The *tohu* is purposely heart-shaped – Children are at the heart of the RTL B service.

Note: This *tohu* was originally designed and gifted to the NZRTL B Association by Wharewera Koopu (Ngāti Awa, Whānau ā-Apanui). Contributors to the development of *He Urunga Tū – An Entrance to Engagement* opted for this design to be at the centre of the framework as it was designed specifically to reflect our RTL B practice.

3. Practice

3.1 Scope of Practice

RTLb provide universal, targeted and individualised support so that mokopuna with learning support needs, including those with disabilities are welcome and where their achievement, progress, wellbeing and participation is valued and supported. RTLb practice is focused on teaching and learning in accordance with the New Zealand Curriculum and Te Marautanga o Aotearoa.

The Ministry is strengthening the way that learning support is provided through the Learning Support Delivery Model (LSDM) so that all mokopuna can get the best from their learning and time in education. The LSDM organises learning support around what best meets the needs of all mokopuna with learning support needs across a local community, including those who are neurodiverse, gifted and those at risk of disengaging from education.

The LSDM brings together groups of education providers in a community – local clusters of early learning services, kōhanga reo, schools and Māori medium kura – with other government agencies and service providers, to identify local needs and resources, and plan support based on the evidence of what we know works, and what is best to support individual or groups of mokopuna to learn. This could include developing systems and processes to ensure seamless transition of mokopuna from early learning services to school and from primary to secondary settings. Ministry and RTLb work together when the needs of mokopuna are complex. Roles and responsibilities are negotiated, clarified and agreed when cases are co-worked.

The tiered support model (also known as the Response to Intervention model) is a robust evidence-informed approach and provides a framework for identifying supports which increase in intensity, depending on the needs and the context. The three tiers of support are generally described as universal (Tier 1), targeted (Tier 2) and individualised (Tier 3). The model is designed to be dynamic and integrated, rather than a linear progression from one tier to the next. Supports and interventions can be used from any of the three tiers at any time (alone or in combination). Generally, however, universal approaches will be the first step in responding to the diverse needs of mokopuna.

Requests for RTLb support at the three tiers come through RTLb and Ministry agreed processes and can include:

- professional development for teachers
- supporting student transitions
- working with clusters of schools
- supporting mokopuna who are new to the care of Oranga Tamariki
- working with Children's Teams
- Bilingual assessments
- supporting secondary schools to establish systems to identify and make applications for mokopuna likely to benefit from Special Assessment Conditions (SAC)
- Positive Behaviour for Learning (School Wide PB4L, Incredible Years Teacher, Incredible Years Autism)
- supporting mokopuna attending Alternative Education (AE).

RTLb have a professional obligation to develop and maintain professional relationships with a diverse range of learners, parents/whānau, caregivers, teachers, schools/kura and other agencies. RTLb maintain close relationships and work collaboratively with cluster schools/kura

and SENCo/learning support coordinators where they are in place. RTLB are culturally responsive practitioners. They strengthen connections with communities, marae, hapū and iwi.

Alternative Education (AE) is for learners aged 13-15 years. ALL learners enrolled in state or state integrated schools, regardless of where they are being taught, should have access to RTLB support. RTLB are not expected to provide services to foreign fee-paying mokopuna as they are not resourced to do so.

During school liaison and casework RTLB support schools/kura with applications to other specialists and initiatives including, but not limited to:

- speech language therapists
- psychologists
- paediatricians
- audiologists
- Ongoing Resourcing Scheme (ORS)
- Assistive Technology (AT).

RTLB are allocated cases that are within their areas of capacity, capability and strength. As a way of broadening confidence, knowledge and skills within the role, RTLB may co-work or case share with colleagues within the RTLB service or Ministry of Education Learning Support practitioners.

Tasks outside the scope of RTLB practice include:

- teaching a particular subject or course
- working as a teacher aide or reliever
- carrying out routine school duties
- providing a counselling, social work, or truancy service
- assuming management responsibility for crisis/traumatic incidents
- making diagnoses of disabilities (e.g. ADHD, dyslexia)
- working as tutor teachers for provisionally registered teachers
- reporting on a teacher's professional abilities or competencies.

Transitions between RTLB Clusters

When a learner moves from one cluster to another, clusters work collaboratively to ensure smooth transition processes:

- RTLB request parent consent to share information
- the cluster manager notifies receiving cluster manager
- former and current RTLB make contact to share relevant information.

3.1.1 Clusters of schools including Kāhui Ako

The RTLB service works collaboratively with the learning support facilitator function within clusters of schools to identify those mokopuna who have additional needs. The [Learning Support Register](#) is a tool that can be used for this purpose. RTLB work flexibly with others to provide the most appropriate response to support the achievement of mokopuna, including strengthening teachers' confidence to manage their diverse needs.

3.1.2 Secondary School/wharekura

RTLB engage with and provide an effective and responsive service within secondary school/wharekura environments to support students in Years 9 and 10.

RTLB keep the relevant Deans, Heads of Departments (HODs) and/or Heads of Faculty (HOFs) informed in advance of all formal activities they undertake that involve teachers/kaiako and

mokopuna/ākonga. Activities could include such things as the development of collaborative action plans and modelling of best practice.

3.1.3 Special Assessment Conditions (SAC)

RTLb assist schools/wharekura to establish systems to identify mokopuna likely to benefit from SAC and to gather evidence for making SAC applications. RTLb contribute to a consistent spread of mokopuna across all cluster secondary schools/wharekura who are approved by NZQA for SAC.

Special Assessment Conditions (SAC) provide extra support for approved mokopuna when they are being assessed for their National Certificate Educational Achievement (NCEA) so that barriers to achievement can be removed and they then have a fair opportunity to achieve credits. The support is used for internal standards and external (exams) standards.

All applications require confirmation by the school that a student has one or more conditions or difficulties that need assessment support and has been successfully using assistance to overcome them.

There are four categories of SAC:

Sensory	<ul style="list-style-type: none">• e.g. hearing loss, vision impairment
Physical	<ul style="list-style-type: none">• e.g. long term damage to writing hand or arm, conditions where you can't sit for a long period of time
Medical	<ul style="list-style-type: none">• e.g. diabetes, anxiety, depression
Learning	<ul style="list-style-type: none">• e.g. dyslexia

For more information on SAC, visit the [Ministry of Education](#) or [NZQA website](#).

3.1.4 Assistive Technology (AT)

Assistive technology allows students with additional learning needs to take part in the environment they learn in. RTLb can support schools make applications for AT. Further information, including how to apply for AT can be found [here](#).

3.1.5 Ongoing Resourcing Scheme (ORS)

RTLb support schools by providing assessment data (formative, observational, etc) they may have collected over the course of the learning support provided. Baseline and outcome data from RTLb will add to teachers' Overall Teacher Judgements (OTJ) and form a holistic picture of a child or young person in their education setting.

RTLb's thorough knowledge of the ORS guidelines enables them to support schools to decide if a student meets one of the nine ORS eligibility criteria and where appropriate to complete the application process following the clear prompts provided on the application form.

One off assessments for the sole purpose of providing data for ORS applications are not ecologically valid. More information about ORS can be found [here](#).

3.1.6 PB4L School-Wide and Incredible Years Teacher Programmes

RTLb work collaboratively with the Ministry to plan and deliver programmes to meet local needs. RTLb are trained to deliver the Incredible Years Teacher (IYT) programme and some attain IYT accreditation. Some RTLb clusters offer Incredible Years Autism (IYA) programmes.

3.1.7 Te Kahu Tōi Intensive Wraparound Service (IWS)

RTLb in conjunction with schools/kura and Ministry of Education Learning Support make IWS applications for eligible mokopuna.

RTLb may be in the lead worker role when a student is accepted into IWS and remain engaged throughout the wraparound process for as long as is needed.

3.1.8 Residential Specialist School (RSS) only Pathway

A young person can now enrol in a residential specialist school (RSS) through the new [RSS only pathway](#). All applications are made through the young person's learning support provider in their home region. This could be a Ministry specialist, an RTLb, a day special school, or a fund-holder school. RTLb remaining engaged throughout the enrolment period is required to support transition and if any issues arise for the student while they are enrolled and attending an RSS.

3.1.9 Gateway Assessments

Working with children entering State Care

Improving support for children in care is a government priority. A transition from a family, or from one school to another, affects each child differently. The way a transition is managed sets the stage for a child's future successes.

To support children entering care, the Ministry of Social Development, the Ministry of Education and the Ministry of Health developed the Gateway Assessment process.

The aim is to:

- identify the health and education needs of children in care
- ensure there is interagency agreement on how best to address their needs
- facilitate access to appropriate services for health, education and wellbeing
- enable families and caregivers to better understand and manage any behavioural issues
- prioritise referral to the RTLb service for immediate follow up for all children entering care.

For those mokopuna new to care RTLb will:

- facilitate a joint-agency meeting within 0-4 days
- develop a plan that addresses the immediate needs of the child or young person and covers the first month with provision for ongoing monitoring
- be the Lead Worker during the first month (note: if the child or young person is already in receipt of Ministry of Education Learning Support services, the relevant Learning Support specialist will be designated Lead Worker).
- work with the classroom teacher/kaiako on strategies to ensure the child/young person settles and succeeds in class
- work with the classroom teacher/kaiako to ensure the identified education needs are met
- undertake any assessments that may be necessary
- be a key member of the inter-agency group and work to strengthen the link between Education and other agencies supporting the child, including the Ministry of Health
- work with the teacher/kaiako to complete the Education Profile and return it to the Oranga Tamariki Social Worker and the Gateway Assessment Coordinator
- provide on-going high-quality education information and feedback to the social worker
- contribute to the development of the Inter-Agency Service Agreement (ISA).

The most important factor to consider when determining whether RTLB should continue to support mokopuna who have had a Gateway Assessment completed is whether the needs of the child or young person are being managed. If the child's school is confident to manage those needs without continued support from RTLB, then it is appropriate for RTLB to discontinue their involvement.

For more information about Gateway Assessments visit the [Oranga Tamariki website](#).

3.1.10 Children's Teams

Oranga Tamariki are currently shifting Children's Teams to a new, community based approach. As this shift takes place, the Children's Teams will continue to operate. Referrals will continue to come to Oranga Tamariki, who in turn will contact and involve relevant specialists (including RTLB) to support at risk mokopuna.

You can find out more about the Children's Teams and new community based approach [here](#).

3.1.11 Bilingual Assessment Service (BAS)

A bilingual assessment can distinguish whether an English language learner (ELL) has language learning needs or additional learning and social/emotional needs, through a dual assessment in their first language and English.

The Migrant, Refugee, and International Education Team at the Ministry of Education have provided bilingual assessor training for RTLB. The RTLB Bilingual Assessors work with a bilingual assistant in the child's first language to assess a learner's functioning and achievement in their first language, and collect information about social and emotional health, and other factors that might be affecting their performance at school. The RTLB assessor prepares a report that summarises the information gathered from the assessment and recommends ways to meet the learner's needs. This may include learning and behaviour support by an RTLB.

For information including eligibility, frequently asked questions, and application forms, visit Ministry of Education website <http://www.education.govt.nz/school/student-support/bilingualassessment-service/>.

3.1.12 RTLB role with English Language Learners

Migrant and refugee background mokopuna with additional learning needs, including those who receive ESOL funding, are entitled to learning support services available in New Zealand schools/kura if they meet the eligibility criteria for that service, for example:

- RTLB
- RT Lit
- Speech language therapy
- ORS funding.

International fee-paying mokopuna are not eligible for these services.

3.1.13 English for Speakers of Other Languages (ESOL)

The Ministry of Education provides funding for schools/kura to offer English language programmes to mokopuna who have English as an additional language. English for Speakers of Other Languages (ESOL) programmes are designed to help mokopuna develop their English

language skills so they can start meeting the achievement objectives of English in the New Zealand Curriculum.

For general information on English language learners, visit the [Ministry of Education's website](#) or for further information, contact Tjitske.Hunter@education.govt.nz, 09 632 9356.

3.2 Working in Māori medium settings

RTLB support is highly responsive, timely and tailored to the needs and aspirations of mokopuna, parents, family/whānau, hapū and iwi. RTLB value and affirm identity, language and culture of Māori learners.

RTLB with little or no proficiency in te reo, but who have a genuine understanding of the kaupapa/tikanga of the kura can work within the kura setting with the agreement of teachers/kaiako and parents, family/whānau.

Requests for Support are focussed on one or more of the tiers of support. With the consent of the cluster manager, RTLB can work across clusters to provide an effective and relevant service to kura.

Communication with kura staff and parents/whānau

The liaison RTLB introduces new RTLB who have been allocated a *Request for Support* in a kura.

RTLB consult with kura staff and family/whānau to mutually agree on processes for working together. Family/whānau's views, knowledge and preferred ways of working are sought, valued and acknowledged.

In a wharekura setting, as in any secondary school setting, RTLB keep the relevant Deans, Heads of Departments (HODs) and/or Heads of Faculty (HOFs) informed in advance of all formal activities they undertake which involve, teachers/kaiako and mokopuna. Activities could include such things as the development of collaborative action plans and modelling of best practice.

Kura/wharekura contribute to RTLB practice

When RTLB work with kura or wharekura, the RTLB cluster:

- develops and strengthens relationships with iwi, hapū, parents, family/whānau
- receives guidance on tikanga (Māori world view relevant to the rohe) that strengthens cultural identity, supports best practise and is culturally bound.

3.3 Outcomes Reporting

During their work RTLB make a difference for mokopuna, teachers, schools/kura, clusters of schools and parents/whānau. Outcomes data collected at case, cluster and national level provides evidence of the positive impact of RTLB work.

Measuring outcomes can help answer questions such as:

- a. are we making a real difference for mokopuna and their whānau?
- b. what has changed and what has improved for mokopuna, whānau, educators and the education settings involved?
- c. how do we know?

Having a big picture view of the outcomes of RTLB work helps clusters and their Ministry colleagues make wise choices about how best to support teachers and learners and helps inform future practice.

A nationally consistent outcomes framework enables RTLB and Ministry Learning Support practitioners to use credible and useful data when reporting to parents/whānau, families, teachers, schools/kura, clusters of schools and other relevant stakeholders.

RTLB indicate one or more of the following focus areas for each case:

Learning:

- Participation – Tātaritanga
- Learning Achievement – Whaiwāhitanga

Behaviour:

- Managing Self – Rangatiratanga
- Relating to Others – Manaakitanga

Case Outcomes Measures

For every case, RTLB use rubrics or scaled indicators to measure key outcomes of their work at any or all of the three tiers of support ie universal, targeted and/or individualised. Outcomes are measured and recorded for:

- student achievement
- teacher perception
- home/school partnerships
- quality of service.

Note: this data should not be used in isolation for appraisal purposes.

Student achievement outcome measures

For each case, at least one of the four student achievement outcomes is measured:

- Participation – Tātaritanga
- Learning achievement - Whaiwāhitanga
- Managing self - Rangatiratanga
- Relating to others - Manaakitanga.

Only those student achievement outcomes that are relevant to a case or that have been a focus of the work are measured. Pre- and post-data can be at the universal, targeted as well as

individual tiers of support. The collaborative team agrees to the measures using an overall team judgement (OTmJ).

The measures are recorded twice:

1. at the start of RTLB involvement; and
2. at case closure.

Participation - Tātaritanga

1	Limited engagement in the learning environment	
2		
3		
4		
5	Some progress towards intended outcomes	
6		
7		
8		
9		Achieving/exceeding all intended outcomes
10		

Learning Achievement - Whaiwāhitanga

1	Limited engagement in the learning environment	
2		
3		
4		
5	Some progress towards intended outcomes	
6		
7		
8		
9		Achieving/exceeding all intended outcomes
10		

Managing Self - Rangatiratanga

1	Limited engagement in the learning environment
2	
3	
4	
5	Some progress towards intended outcomes
6	
7	
8	
9	Achieving/exceeding all intended outcomes
10	

Relating to Others - Manaakitanga

1	Limited engagement in the learning environment
2	
3	
4	
5	Some progress towards intended outcomes
6	
7	
8	
9	Achieving/exceeding all intended outcomes
10	

Teacher perception outcome measure

At the start of RTLB involvement (at the initial meeting) and at case closure (at the review meeting) feedback is gained from teachers to determine their level of confidence to meet the student's needs and in sustaining inclusive practice. The pre and post data is used as evidence that teachers have the confidence, knowledge and skill to meet the needs of diverse learner/s in inclusive learning environments.

The measure is recorded twice:

1. at the start of RTLB involvement; and
2. at case closure.

1	Needs support to identify and/or meet student needs
2	
3	
4	
5	Gaining in confidence, knowledge and/or skill
6	
7	
8	
9	Highly confident that the improvements made can be sustained
10	

Home/School partnership outcome measure

At the start of RTLB involvement (at the initial meeting) and at case closure (at the review meeting) feedback is gained from teachers and parents/whānau to gauge the strength of the connection between home and school, and the extent to which the partnership supports student learning.

1	Limited connections and partnership building
2	
3	
4	
5	Developing connections and partnership building
6	
7	
8	
9	Established, strong and effective connections and partnership building
10	

Quality of service outcome measures

At case closure a judgement is made about the quality of service being provided by RTLB, in particular:

- whether RTLB have worked in a nationally consistent way, in accordance with *He Pikorua*.
- whether practice is supported by robust evidence.

There are two measures that show the quality of the service provided by the RTLB:

- fidelity to *He Pikorua in Action*
- strength of evidence.

Both outcomes are measured. Each measure is recorded once, at case closure.

Fidelity to *He Pikorua in Action*

1	<i>He Pikorua in Action</i> not followed
2	
3	
4	
5	Some elements of <i>He Pikorua in Action</i> are adhered to
6	
7	
8	
9	
10	Elements within <i>He Pikorua in Action</i> are reflected upon and documented

The RTLB uses self, practice leader or peer case review in accordance with cluster procedures, to gauge how they have engaged with *He Pikorua in Action*.

Strength of evidence

1	No evidence
2	
3	
4	
5	Some data to demonstrate progress
6	
7	
8	
9	
10	Robust triangulated pre and post data, both qualitative and quantitative

The RTLB uses self, practice leader or peer case review in accordance with cluster procedures to gauge the strength of supporting evidence used throughout *He Pikorua in Action*.

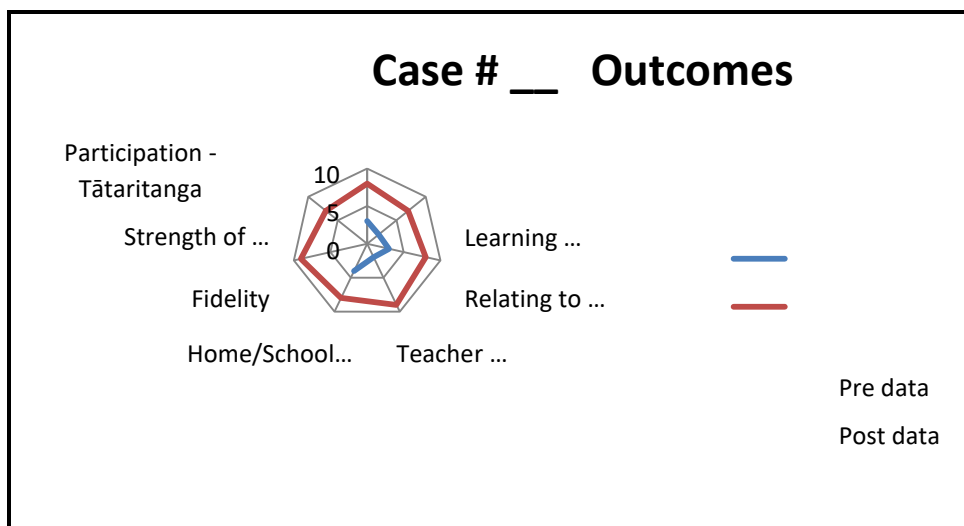
Note: Decisions about procedures for case review are made at cluster level.

Who makes these outcomes decisions?

- ▶ For **student outcomes** decisions will be an overall team judgement (OTmJ) made by the collaborative team that has been involved in the case
- ▶ For **teacher perception**, information will be gained in discussions between the RTLB and teacher/s at the start of the case and at case closure
- ▶ For **Home/School Partnerships** this could be made as a team, or could be made by the RTLB if the situation is sensitive
- ▶ Decisions about **quality of service** are made with a colleague or practice leader or by self-review, according to cluster procedures

EXAMPLE: Case # __

	Participation Tātaritanga	Learning Achievement Whaiwāhitanga	Relating to others Manaakitanga	Teacher confidence	Home/School Partnership	Fidelity	Strength of Evidence
Pre-data	3	2	3	2	4		
Post data	8	7	8	9	8	9	7



Project outcome measures

As well as measuring the outcomes of case work, RTLB also record the outcomes of cluster-generated projects. Cluster-generated projects are in-house pieces of work such as research or resource development.

At the completion of a project, the cluster records those outcomes that have occurred as a result of the project:

- project has been formally shared with other RTLB or other relevant professionals
- project has developed an RTLB intervention for use in schools/kura and Kāhui Ako
- project has influenced quality RTLB practice
- project has influenced quality RTLB service provision
- project has led to system or process efficiencies.

Project outcomes are not measured using a rubric or 1-10 scale.

Closed but incomplete RTLB cases

When cases are closed and incomplete, RTLB indicate the reason for the support being discontinued:

- student no longer enrolled
- student excluded
- consent withdrawn
- agreement (by collaborative team) to close
- referred on to:
 - Ministry of Education Severe Behaviour Service
 - ORS
 - Other agency.

4. Professionalism

4.1 Code of Professional Responsibility + Standards for the Teaching Profession

The Code sets out the high standards for ethical behaviour that are expected of every teacher. The Standards describe the expectations of effective teaching practice. Together they set out what it is and what it means, to be a teacher in Aotearoa New Zealand. The Code of Professional Responsibility replaced the Code of Ethics from 30 June 2017 and applies to all certificated teachers and those who have been granted a Limited Authority to Teach, in every role and teaching context.

The values of whakamana, manaakitanga, pono and whanaungatanga underpin *Our Code, Our Standards*. They define, inspire and guide us as teachers.

WHAKAMANA: empowering all learners to reach their highest potential by providing high-quality teaching and leadership.

MANAAKITANGA: creating a welcoming, caring and creative learning environment that treats everyone with respect and dignity.

PONO: showing integrity by acting in ways that are fair, honest, ethical and just.

WHANAUNGATANGA: engaging in positive and collaborative relationships with our learners, their families and whānau, our colleagues and the wider community.

For more information, visit the [Teaching Council website](#).

As itinerating specialist resource teachers, RTLB work across schools/kura and clusters of schools. Each of the 40 clusters are employed by a lead school board of trustees and are therefore subject to the lead school employment policies and protocols.

RTLB act ethically, promoting positive values and maintaining and raising professional standards. They do this by:

- gaining ongoing written, informed consent from families/whānau and/or caregivers during their work
- familiarising themselves with relevant school policies and procedures relating to the safety and wellbeing of mokopuna
- following cluster policies and protocols
- adhering to relevant school policies and procedures related to the safety and wellbeing of mokopuna.

4.2 Privacy

RTLB must comply with the Privacy Act 2020 and the Health Information Privacy Code 1994 when dealing with personal information. For information about sharing information about vulnerable children, visit the [Privacy Commissioner website](#).

4.3 Health and Safety at Work Act 2015

RTLB must comply with their obligations under the Health and Safety at Work Act 2015. For additional information visit [Worksafe Aotearoa](http://www.worksafe.govt.nz/).

4.4 Supervision

Supervision is a component of RTLB practice. There are two types of supervision: Performance and practitioner.

Performance Supervision

To provide support and oversee performance, reflect on performance with a view to consolidating and continuing competency, identifying areas for further professional learning through feedback.

- Agenda jointly set.
- Facilitated by the cluster manager or practice leader.
- Central to performance.
- Management processes.
- Linked to professional development.
- Good written records need to be kept.
- Can be linked to pay, attestation.
- Can include formal and informal recommendations.
- Part of business as usual.

Practitioner Supervision

To provide opportunity to discuss cases in more detail, provide support and challenge practice that contributes to personal development. It also provides a professional forum for: reflection, shared problem solving and support in cases involving physical, emotional, cultural and psychological safety.

- Agenda set by RTLB in consideration of practice-related issues.
- Can be peer to peer.
- Confidential.
- Not directly linked to performance management.
- Free from notes.
- Not pay related.
- Can provide firm recommendations.

There should be differentiation between performance supervision and practitioner supervision. Performance supervision is undertaken by the cluster manager and/or practice leaders.

Cluster policies should include how a suitable, qualified practitioner supervisor is identified and whether RTLB can identify their own supervisor. It is important that the practitioner supervision process is safe and supportive and is underpinned by mutual respect between those in the supervisory relationship.

Practitioner supervision should be accessible within the RTLB service where it is established through a collaborative and mutually agreed process and a supervision contract is drawn up. Practitioner supervision is a confidential process unless there are concerns about repeated unsafe RTLB practice.

4.5 Case Sharing and Co-working

Clusters have a range of ways of supporting RTLB with their case work. These include case sharing, co-working, collegial peer review, and co-facilitation. All these types of professional support benefit from:

- a mutual understanding of shared purpose
- clear negotiation of roles and responsibilities
- professional trust
- open, respectful communication.

Case Sharing

Case sharing to provide professional support can be both formal and informal. Examples include having a colleague or a Practice Leader as a 'critical friend' to:

- review case work
- encourage and support
- provide honest and often candid feedback
- speak truthfully and constructively
- ask provoking questions
- provide another lens
- advocate for the success of the work.

Coaching and mentoring may be provided for RTLB by a colleague at a stage of the *He Pikorua* Practice Framework e.g. an experienced RTLB or Practice Leader may work alongside another RTLB at the *Āta whakaaro*, or sense-making phase.

Case sharing, and review may be informal or follow a structured problem-solving process such as Dynamic Ecological Analysis and/or allow for more cultural considerations such as applying Te Whare Tapa Wha or Fonofale frameworks.

Co-working

A request for support may be allocated to more than one RTLB when:

- it is particularly complex
- greater capacity to address a range of inter-related issues is required
- multiple skill sets will benefit the collaboration
- an RTLB stands to gain specific knowledge and skill to broaden their understanding and capability
- newly appointed RTLB are being supported to strengthen their practice.

A request for support may be co-worked with Ministry learning support practitioners or other professionals when:

- continuity of support provides an easier and more efficient pathway
- transitions between services and /or settings are the focus
- co-ordinating the planning and delivery of support benefits all
- access to a wider pool of knowledge and expertise enables creative problem-solving
- specialist practitioners' skill sets strengthen the collaboration to progress intervention aims
- working together provides safety
- shared resources enhance outcomes for mokopuna, their families and whānau and their teachers.

4.6 Entering the profession

Recruiting and Appointing RTLB

- The lead school/kura principal/tumuaki, in collaboration with the cluster manager, is responsible for the recruitment and appointment of RTLB practitioners.
- The cluster manager is a member of the appointments panel which may include practice leaders.
- Māori/Pacific RTLB/stakeholders should be included on the appointments panel when possible.
- Other key stakeholders may be co-opted to the appointments panel.

There is a national job description for the RTLB role. Specialist skills may be added according to the needs and strategic goals of the cluster.

The appointee:

- is an experienced, fully registered teacher/kaiako (not provisionally registered)
- holds a current practising certificate
- can meet the Standards for the Teaching Profession including the competencies in *Tātaiako*
- has attained the Post Graduate Diploma in Specialist Teaching endorsed in Learning and Behaviour from Massey or Canterbury University **or** has attained the previous RTLB qualification prior to 2012 – the Post Graduate Diploma in Special Needs Resource Teaching (PG Dip SNRT), or the Post Graduate Certificate in Education Studies – both issued by the Auckland/Victoria/Waikato consortium of universities **or** has attained the necessary university pre-requisites to enrol in the Postgraduate Diploma in Specialist Teaching: Learning and Behaviour, and is capable of attaining the qualification within 48 months of initial appointment as an RTLB
- indicates acceptance by signing the letter of offer which includes the job description.

Note:

- To enrol in the PG Dip in Specialist Teaching, an RTLB needs to be a university graduate i.e. must hold a university degree.
- Appointees who hold an historic Ministry exemption from study and who may have worked in another RTLB cluster are required to attain the Post Graduate Diploma in Specialist Teaching endorsed in Learning and Behaviour.

Process

The employment process, requisite steps and resources can be found on the New Zealand School Trustees Association (NZSTA) website. Visit [Employer Role on the NZSTA website](#).

Job sharing

The teachers' collective agreements allow for job-sharing of permanent RTLB positions. A permanent full-time RTLB position can be shared by two RTLB in a job-share arrangement.

RTLB in a job share arrangement cannot individually be employed for less than a 0.4 FTTE position.

Reference checking

The Vulnerable Children Act 2014 was part of a series of comprehensive measures brought in to protect and improve the wellbeing of vulnerable children. Information and resources for employers, organisations and individuals relating to the act can be found [here](#).

If the preferred applicant comes from another RTLB cluster, lead schools are strongly advised to obtain reference checks from the previous lead school.

Employment agreements

RTLB may be employed by primary, area or secondary school/kura boards of trustees under the [relevant teachers' collective agreement\(s\)](#) of their employing school, or on an individual employment agreement based on the relevant collective agreement.

If the appointee comes from another school or RTLB cluster where they were employed under another collective agreement, they must move to the collective agreement of the new employing lead school; the transition arrangements for the RTLB transformation no longer apply.

4.7 RTLB Qualification and study award

To become an RTLB, a teacher must:

- be a trained teacher with a full New Zealand teacher registration and a current practising certificate and
- have attained or be working towards the RTLB qualification: Postgraduate Diploma in Specialist Teaching (endorsed in Learning and Behaviour)
- have the academic prerequisites to enter the PGDip Specialist Teaching programme (a relevant professional qualification and a New Zealand undergraduate degree or equivalent)
- have experience working with mokopuna with learning and behaviour needs.

All RTLB must attain the RTLB qualification within four years of appointment unless they have been given an exemption by the Secretary for Education.

What the Postgraduate Diploma in Specialist Teaching (Learning and Behaviour) qualification offers

The Postgraduate Diploma in Specialist Teaching (Learning and Behaviour) is one of six endorsements within the overall Specialist Teaching qualification. The programme is premised on partnership between the Ministry, Massey University, partner organisations, and local and regional community efforts on behalf of all learners.

The qualification aims to be Te Tiriti-informed and culturally sustaining, be built on the principles of **inclusion, equity and human rights** whereby the **identity, language and culture** of all are valued. The overarching context for the qualification is the **Learning Support Action Plan 2019-2025** and **Our Code Our Standards**, contributing to the Ministry's vision of "an education system that delivers equitable and excellent outcomes".

There are four year-long courses in the qualification. Students typically complete two courses in the first year and two courses in the second year.

For those completing Year 2 in 2021 via the existing programme, there are two courses:

YEAR 2	
249.755	Evidence-based Interprofessional Practice in Learning & Behaviour Diversity
249.755	Practicum in Learning & Behaviour Diversity

For those entering the redesigned programme from 2021, the courses for the Learning and Behaviour endorsement are:

YEAR 1	
249.753	Theory & Practice in Learning & Behaviour Diversity
254.766	Professional Learning Pathways
YEAR 2	
249.755	Practicum in Learning & Behaviour
254.767	Community-based Practice

From 2021, students in their first year complete two courses concurrently. Course 1: Theory & Practice provides them with the specialised knowledge, skills, networks and dispositions needed for effective RTLB practice. In Course 2: Professional Learning Pathways, students deepen and extend their interprofessional learning by designing their own unique pathway through modules aligned with their strengths, needs and interests as well as Cluster and community priorities.

In their second year, students complete Course 3: Practicum, in which they design, enact and reflect on specialised and interprofessional practices co-designed and co-facilitated with the RTLB sector. In, Course 4: Community-based Practice, students work with mana whenua, peers and other professionals to design coursework and assignments that directly benefit their local area.

The Specialist Teaching has two compulsory contact courses each year. The programme utilises 21st pedagogies, blending face-to-face learning with online opportunities to engage with content and peers, for instance through the Learning Management System, forums, webinars and podcasts.

On successful completion of the PG Dip Specialist Teaching programme, graduates should be able to:

- Work collaboratively as part of a wider community of interprofessional practice
- Consider literature and other sources of evidence to develop specialised knowledge
- Apply knowledge to practice in reflective, ethical and culturally sustaining ways
- Practice in an inclusive and Te Tiriti o Waitangi-informed way to promote equity in education

A YouTube summary of the Specialist Teaching programme can be found [here](#).

Study award

Appointees enrolled in the Postgraduate Diploma in Specialist Teaching endorsed in Learning and Behaviour are eligible for the Ministry's RTLB study award. If in any year the number of

applicants exceeds the number of available awards, a prioritisation process will be used. Priority will be given in the following order:

- appointees who have one year to complete their training before losing their management unit
- appointees who have two years to complete their training before losing their management unit
- appointees who have three years to complete their training before losing their management unit
- the second RTLB appointee in a job-share position (if the other job-share partner has received the study award).

The cluster manager negotiates study leave with the RTLB in training in accordance with the terms set out in the letter of confirmation.

For information on Learning Support Study Awards and Scholarships including the RTLB study award, visit the [Ministry of Education website](#).

4.8 Teach NZ Study Awards

If RTLB receive Teach NZ Study Awards, code all relieving costs to Teach NZ (11320). This will ensure clusters are able to manage within their current staffing entitlements.

4.9 Induction

On appointment, the cluster manager allocates time for induction. This process will take place within one or two months of the RTLB taking up the position and prior to the appointee taking sole responsibility for casework. Induction includes familiarisation with the cluster needs analysis and annual and strategic plans.

The cluster's operational document will contain an induction section detailing the process.

Roles

- The lead school/kura board ensures an induction process is in place for appointees.
- The cluster manager is responsible for implementing the induction process.
- The cluster manager may determine that practical aspects of the induction, professional development and performance appraisal processes are undertaken by practice leaders.
- The responsibility for successful outcomes remains with the cluster manager.
- Practice leaders may also provide supervision, coaching and mentoring for new appointees.

When the RTLB is new to the RTLB role:

Induction activities for new team members should include:

- introducing them to the cluster's schools/kura, regional Ministry Learning Support Service Manager(s), iwi and local support agencies
- providing them information about the RTLB role, *He Pikorua* and the principles of practice
- familiarising them with RTLB guidelines and processes, for example record keeping requirements
- providing them with opportunities to co-work cases with an experienced RTLB

- providing access to an academic mentor (a practice leader or an experienced RTLB), to support them during training
- ongoing coaching and supervision.

When the RTLB is from another cluster:

Induction activities could include:

- introducing them to the cluster's schools/kura, regional Ministry Learning Support Service Manager(s), iwi and local social agencies
- providing them with time to read, discuss and learn about the cluster including cluster policies, procedures and systems and opportunities to share their experience of best practice from their previous cluster.

4.10 Professional Development

Ongoing professional development contributes to building and sustaining an effective service that improves learning outcomes for all mokopuna in the cluster.

The cluster manager is responsible for ensuring that each RTLB has a professional development plan that is reviewed annually as part of the performance appraisal cycle. This role may be delegated to practice leader(s).

Performance coaching should be available to all RTLB through the cluster manager and/or practice leaders. Coaching should be distinguished from the performance appraisal process.

Professional learning is:

- planned and based on identified needs
- both formal and informal
- funded at cluster level through the RTLB administration grant
- evidence-based
- responsive to the cluster's strategic plan and identified RTLB needs
- linked to national curriculum initiatives and Ministry priorities
- led by credible facilitators
- identified with the appraiser
- identified from the cluster's strategic plan.

Consideration should be given to whether RTLB undertaking study can access wider professional development during this time.

The process of identifying, planning, doing, recording, sharing and reviewing professional development is a cyclical one.

4.11 Appraisal

Roles

The **lead school/kura board** ensures a robust performance appraisal model is in place for the cluster by:

- having a performance management policy
- making appropriate delegations

- monitoring policy implementation and procedures
- ensuring confidentiality
- specifying resolution processes.

The **cluster manager** is responsible for the appraisal of RTLB and may delegate this responsibility to a practice leader. The cluster manager, in consultation with RTLB, establishes the timeframe for the annual appraisal cycle.

The principal is responsible for the appraisal of the cluster manager.

Appraisal process

RTLB appraisal and development is a dynamic and continuous process.

Performance appraisals occur every year as part of performance management. The performance appraisal process provides a balance between accountability and development. It provides an opportunity for the appraiser to provide constructive feedback and support on performance and development.

RTLB are appraised against the Standards for the Teaching Profession. This replaces the Practising Teacher Criteria from 1 January 2018.

Appraisals:

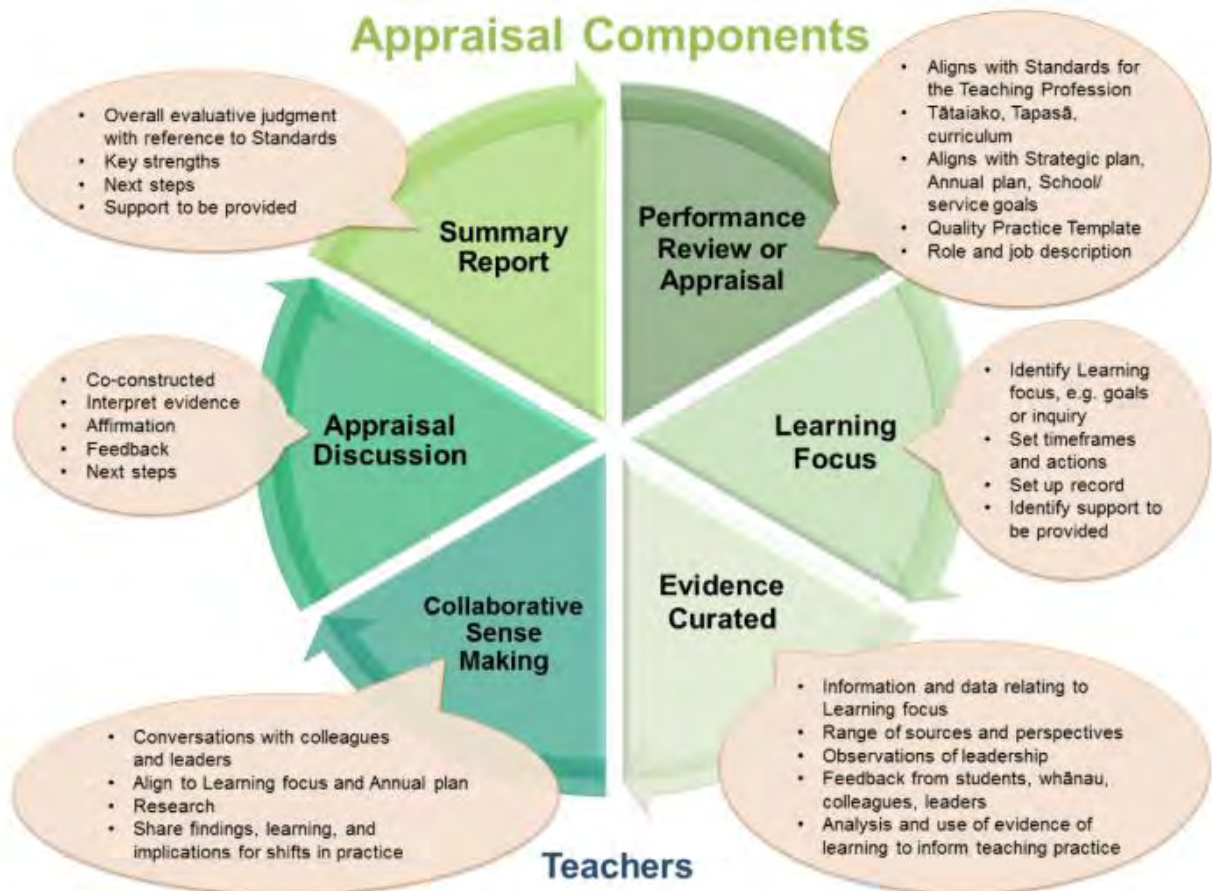
- take place within a structured, monitored and continuous process and in a supportive environment
- are evidence-based
- are linked to, and ensure, relevant professional learning aligned to the cluster's strategic plan and linked to each RTLB development plan
- include a record of the issues raised and the decisions reached
- include self-appraisal as an integral part of the process
- use the Standards for the Teaching Profession and the Professional Standards where there is a collective agreement in place.
- are aligned with the cultural competencies for teachers of Māori learners in *Tātaiako*
- promote cultural competencies for teachers of Pacific learners as outlined in *Tapasā*.
- identify resources needed to support agreed goals
- support both individual and cluster performance
- align individual goals and objectives with the cluster's vision
- address individual RTLB and cluster development.

Through the performance appraisal process RTLB:

- highlight their own strengths
- provide evidence of their new learning
- identify areas for growth and ongoing professional learning
- build capability aligned to cluster strategic plans
- engage and consider the practice principles of *He Pikorua*.

If an RTLB is identified as not meeting the expected performance requirements, the lead school/kura board must first address the matter through its normal employment policies and the practitioner's performance requirements identified in the relevant employment agreement. Support from the NZSTA industrial relations service should be sought.

The employer should become familiar with the [conduct and competence reporting requirements of the Teaching Council](#) if further action is required.



Tātaiako

The Teaching Council plan to revise Tātaiako to reflect the *Standards for the Teaching Profession*, however it is still a valuable resource in its current form. It is a lens through which to view and inform practice across all of the Standards. The Standards, like the Tātaiako cultural competencies, are holistic and the elaborations provide more information about practices that reflect them. As you consider what the Standards look like in your setting, Tātaiako continues to provide examples of practice and outcomes.

Tapasā

The Tapasā framework will help teachers to contextualise quality teaching and learning by providing a Pacific lens to the *Standards for the Teaching Profession*. Teachers interpret and refine their own understandings of what each of the Standards look like in their setting. For many teachers in Aotearoa New Zealand, Tapasā will be a key resource for thinking about teachers' practice and quality learning for Pacific teachers.

Evidence of effectiveness

RTL B work supports teachers/kaiako to more effectively manage and teach learners in their classrooms. RTL B case records contain evidence of improved outcomes. Evaluative feedback can provide supporting data.

4.12 Practice Leader Support Role

A practice leader is an RTL B who has additional delegated leadership responsibilities within a team/cluster. As a practising RTL B, a practice leader must be a New Zealand fully-registered teacher/kaiako with a current practising certificate.

Responsibilities

A practice leader is responsible for leadership, guidance and support of RTL B in their professional practice, under the direction of the cluster manager. A practice leader supports the decisions of the lead school and the RTL B strategic leadership and management team (principal and cluster manager). Practice leaders work closely with their cluster manager and support them in their day-to-day management of the cluster.

Practice leaders have a role in leading and supervising quality practice. This includes:

- ensuring RTL B practice follows *He Pikorua* in Action and preserves the intent of the *RTL B Professional Practice Toolkit*
- in collaboration with the cluster manager, ensuring RTL B have the necessary resources to carry out their work
- supporting reflective practice processes in the team; developing and maintaining communities of practice or project work that aligns with cluster strategic goals
- fostering a commitment to evidence-based practice and service provision
- ensuring RTL B deliver a culturally appropriate and responsive service by supporting culturally competent practice through, for example *Tātaiako and Tapasā*
- in collaboration with the cluster manager, ensuring RTL B receive professional learning and development that supports RTL B appraisal goals and that aligns with the cluster strategic plan
- supporting the cluster manager in leading RTL B professional development and performance appraisal processes
- providing professional support to RTL B including mentoring and coaching as necessary
- providing performance supervision of RTL B
- facilitating induction for RTL B new to the team
- supporting RTL B in training to attain the RTL B qualification within the specified time, and providing mentoring and/or supervision during the training period.

Practice leaders have a role in strengthening professional relationships by:

- supporting the lead school's governance and management policies
- providing open and reciprocal communication within the RTL B team and cluster schools/kura and Kāhui Ako
- developing effective, professional and trusting relationships within the RTL B team
- ensuring all RTL B provide consistent information on the RTL B service and the Ministry's Learning Support service to cluster schools/kura and Kāhui Ako, communities, parents/whānau, and agencies.

Practice leaders provide the cluster manager with regular data on service outputs and outcomes to meet Ministry reporting requirements.

4:13 Accessing Learning Support Resources

RTLB can order resources, including multiple copies of some resources, from 'Down the Back of the Chair' by either:

- emailing thechair@truenorthsps.com or
- calling 0800 660 662.

4:14 Ministry of Education Library Services

RTLB are able to search the Ministry of Education Library catalogue and database, read online journals, and download articles without having to log in. Go to <https://library.education.govt.nz/>.

RTLB are also able to log in to the website to request books through the library catalogue.

**Resource Teachers:
Learning and Behaviour (RTLB)
Service**

**Professional Practice
Toolkit**



Funding Agreement to 31 December 2021

The Ministry of Education

and

..... Board of Trustees

For:

Resource Teachers: Learning and Behaviour

Date

2019

PARTIES

The Sovereign In Right of the Government of New Zealand acting by and through the **Secretary for Education** at Wellington (“the Ministry”)

AND The Board of Trustees (“the Board”).

BACKGROUND

Schools and kura¹ are responsible for the educational achievements of all children and young people. Learning support is the additional resource needed to help learners fulfil their learning potential when barriers they face exceed the support from general classroom education and related resources.

The Ministry of Education (the Ministry) and other education services, agencies and organisations including the Resource Teachers: Learning and Behaviour (RTLB) service are available to work alongside schools and kura to provide learning support when it is needed. Support includes system wide, targeted or individual support so that children and young people with learning support needs, including disabilities are welcome and where their achievement, progress, wellbeing and participation is valued and supported.

The Ministry is strengthening the way that learning support is provided through the Learning Support Delivery Model (LSDM) so that all children and young people can get the best from their learning and time in education. The LSDM organises learning support around what best meets the needs of all children and young people with learning support needs across a local community, including those who are neurodiverse, gifted and those at risk of disengaging from education.

The LSDM brings together groups of education providers in a community – early learning services, schools and kura – with other government agencies and service providers, to identify local needs and resources, and plan support based on the evidence – what we know works, to best support children and young people to learn.

The RTLB service is a critical component of the network of learning support provision. During the term of this agreement and in collaboration with the Ministry and other key learning support providers, the RTLB service will be intrinsic to the successful implementation of the LSDM.

As further improvements, such as the introduction of the first tranche of Learning Support Coordinator (LSC) roles from 2020 and initiatives identified as part of the Learning Support Action Plan are released, RTLB will support the implementation of these priorities.

¹ In this context, kura refers to Kura Kaupapa Māori and Kura ā Iwi

THE PARTIES AGREE AS FOLLOWS:

1 DEFINITIONS AND INTERPRETATION

1.1 Defined terms

In this agreement, unless the context requires otherwise:

Agreement means this funding agreement and its Schedules;

Cluster schools and kura means the schools and kura listed in Appendix A.

Grant means the sum paid in accordance with clause 4 of this Agreement;

Minister means the Minister of Education;

Start Date means 1 January 2020.

Term means the term of this Agreement specified in clause 2.

1.2 Interpretation

In this Agreement, unless the context requires otherwise:

- (a) headings are for convenience only and have no legal effect unless otherwise specified;
- (b) references to the singular include the plural and vice versa;
- (c) references to a party include that party's successors, executors, administrators and permitted assignees (as the case may be);
- (d) references to clauses and Schedules are to the clauses and Schedules in this Agreement;
- (e) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (f) references to a person include:
 - (i) an individual, firm, company, corporation or unincorporated body of persons;
 - (ii) any public, territorial or regional authority;
 - (iii) any government; and
 - (iv) any agency of any government or authority;
- (g) an obligation not to do anything includes an obligation not to suffer, permit or cause that thing to be done;

- (h) references to any statute include any amendment to, or replacement of, that statute and any subordinate legislation made under it;
- (i) wherever the words “includes” or “including” (or similar words) are used, they are deemed to be followed by the words “without limitation”; and
- (j) except as otherwise expressly stated, monetary references are references to New Zealand currency.

2. **TERM**

- 2.1 This Agreement starts on 1 January 2020 and continues until 31 December 2021 unless terminated earlier in accordance with clause 7 of this Agreement.
- 2.2 The Ministry has the discretion to extend the term of the Agreement for an additional two years.

3. **PURPOSE OF THE GRANT**

- 3.1 The Board will use the Grant solely for the purpose of providing the RTLB service as specified in Schedule A to a standard acceptable to the Ministry.
 - (a) The Board acknowledges that it is receiving public funds appropriated for the purpose of providing the RTLB Service and will ensure that the funds are used prudently and only for that purpose. Unless the Ministry consents in writing to surplus funds being used by the Board to support RTLB service after the period of this agreement, all surplus funds must be returned to the Ministry.
 - (b) The Board will manage its budgeting, expenditure, delegation and accounting in the normal manner. The regular audit of the Board’s accounts will cover the use of RTLB Service funding.

4. **PAYMENT OF THE GRANT**

- 4.1 The Ministry will provide funding to the Board as outlined in Schedule B.
- 4.2 The RTLB staffing entitlement, cluster manager positions and leadership allowances available to the Board are outlined in Schedule B.

5. **CONDITIONS**

- 5.1 Health and Safety at Work Act 2015
The Board must:
 - (a) consult, cooperate and coordinate with the Ministry, to the extent required by the Ministry, and to ensure that the Ministry and the Board will each comply with their respective obligations under the Health and Safety at Work Act 2015 as they relate to this Contract;

- (b) perform its, and ensure that its Personnel perform their, obligations under this Contract in compliance with its and their obligations under the Health and Safety at Work Act 2015;
- (c) comply with all reasonable directions of the Ministry relating to health, safety, and security;
- (d) report any health and safety incident, injury or near miss, or any notice issued under the Health and Safety at Work Act 2015, to the Ministry to the extent that it relates to, or affects, this Contract;
- (e) act in good faith as a good employer

5.2 Privacy

The Board must ensure that all persons involved in the delivery of the RTLB service must comply with the Privacy Act 2020 and the Health Information Privacy Code 1994 when dealing with personal information.

6. AUDIT

Notice of audit

- 6.1 The Ministry may at any time notify the Board that the Ministry wishes to audit any or all the Board's compliance with the terms of this Agreement, provided that the Ministry may only conduct an audit once in any 12 month period and at any other time where the Ministry has reasonable grounds to suspect the Board has not complied with this Agreement.

Audit

- 6.2 The Ministry will notify the Board of the date on which the audit will commence, which must be at least five Business Days after receipt of a notice under clause 6.1. The Board will allow the Ministry or its nominee to inspect the Board's premises, systems and records on and from the date notified by the Ministry during the Board's normal business hours for the purpose of conducting the audit. The Ministry will comply with the Board's reasonable security and confidentiality requirements in conducting any audit under this clause 6.2.

Assistance

- 6.3 The Board will assist the Ministry with any audit conducted under clause 6.2 and will ensure its personnel and subcontractors also assist the Ministry, including by making their premises, systems and records available to the Ministry or its nominee if requested.

Non-compliance

- 6.4 Without limiting any of the Ministry's other rights or remedies, if any audit conducted under clause 6.2 discloses any failure to comply with this Agreement by the Board, the Board will promptly remedy the non-compliance. The Board will refund any amount

of the Grant not applied in accordance with clauses 3.1 and five Business Days of completion of an audit and delivery of an audit report.

7. TERMINATION

- 7.1 The Ministry may terminate this Agreement at any time by giving at least 6 months written notice to the Board.
- 7.2 The Board may terminate this Agreement at any time by giving at least 6 months written notice to the Ministry.
- 7.3 This Agreement may be terminated by the Ministry if the Board:
- (a) has breached clause 3 of this Agreement; or
 - (b) has not complied with clause 5 of this Agreement; or
 - (c) is the subject of an investigation for fraud or financial mismanagement by a government agency; or
 - (d) is in debt to the Ministry and is unable or unwilling to repay that debt within the timeframes prescribed by the Ministry; or
 - (e) is in breach of this Agreement and the breach has not been remedied by the Board within 10 working days of the Ministry notifying the Board of the breach, or the breach is not capable of being remedied; or
 - (f) repeatedly fails to perform or comply with the terms of this Agreement.

Consequences of termination

- 7.4 If the Agreement is terminated under clause 7.3:
- (a) the Ministry may require the Board to repay all or part of the RTLB Operational Grant to the Ministry. The amount of the Grant to be repaid will be determined by the Ministry calculated on a pro-rata basis over the remaining period of the Term;
 - (b) the amount to be repaid shall include any interest earned by the Board on the Grant;
 - (c) if the Grant or part of the Grant, becomes payable to the Ministry, by the Board pursuant to this clause 7.3, the Board must repay the Grant (or the amount determined by the Ministry that is repayable) within 25 business days of a demand made in writing by the Ministry to the Board.

8. DISPUTES

- 8.1 If a dispute, disagreement, question, difference or claim arises between the parties in connection to this Agreement or its subject matter (*Dispute*), either party may give the other written notice (*Dispute Notice*) requiring that the Dispute be determined in accordance with the dispute resolution process set out in Schedule E.

9. GENERAL

9.1 The parties agree:

- (a) that they will perform their obligations under this Agreement as independent contractors to each other.
- (b) this Agreement will not create, constitute or evidence any partnership, joint venture, agency, trust or employer/employee relationship between the parties, unless it expressly states otherwise. Neither party may make or allow anyone to represent that any such relationship exists between the parties.
- (c) neither party will have the authority to act for, or incur any obligation on behalf of, the other party, except as expressly provided for in this Agreement.

9.2 The Board shall not sell, transfer or assign any rights or obligations under this Agreement without the Ministry’s prior written agreement.

9.3 If, during the term of the Agreement, the cluster is to have a reduction in staffing in the following year, the Ministry will notify the Board as soon as practicable to allow for surplus staffing processes to take place.

9.4 This Agreement may be executed in two or more counterparts, all of which will together be deemed to constitute one and the same Agreement. A party may enter into this Agreement by signing a counterpart copy and sending it to the other party, including by e-mail.

SIGNATURES

For The Sovereign in right of the Government of New Zealand acting by and through the Secretary for Education or his delegate:
Signature:
Name:
Position:
Date:

For and on behalf of Board of Trustees by
Signature:
Name:
Position:
Date:

Witnessed by:
Name:
Date:

Witnessed by:
Name:
Date:

SCHEDULE A

Provision of the RTLB Service

The purpose of Schedule A is to specify the role and responsibilities of the Board in providing the RTLB service on behalf of cluster schools and kura.

Part One: Governance & Management

<i>What the Board will provide</i>	The Board will govern the RTLB service in accordance with <i>Governing and Managing RTLB Clusters</i> , in the interests of all schools and kura in the cluster and in accordance with the Treaty of Waitangi and the <i>National Administration Guidelines (NAGs)</i> .
<i>Success measures</i>	<ul style="list-style-type: none"> • Appropriate authority and accountability is delegated to the principal and cluster manager (the RTLB strategic leadership and management team) for the day to day management of the RTLB cluster, RTLB funding and resourcing, and RTLB service provision. • The objectives in the RTLB Strategic and Annual Plans are met. • RTLB cluster staff are recruited and appointed. • RTLB funds are used for the provision of the RTLB service. • Reporting requirements are fully met.

Part Two: Professional Relationships

<i>What the Board will provide</i>	The Board will ensure professional, trusting and respectful relationships at all levels and at all times with all key stakeholders.
<i>Success measures</i>	<ul style="list-style-type: none"> • RTLB and Ministry learning support practitioners work collaboratively with schools and kura to provide flexible, joined-up support where it is appropriate. • Schools and kura, including those working collaboratively in groups and Kāhui Ako, value the relationship they have with the RTLB service. • RTLB work closely with Learning Support Coordinators where they are in place to provide system wide, targeted or individual support to schools, their children and young people and their families and whānau. • RTLB work to support schools and kura to partner with families and whānau to plan support for their children and young people in ways that work for them, values their contribution, and reflects their unique identity, language and culture.

Part Three: Access and Service Provision

<p><i>What the Board will provide</i></p>	<p>The Board will ensure:</p> <ul style="list-style-type: none"> • a high quality and effective RTLB service is provided • the service works with the Ministry on the continued implementation and embedding of the LSDM • the service is accessible to all RTLB cluster schools and kura including those working in groups and Kāhui Ako to implement the LSDM • the service contributes to positive outcomes for children and young people and inclusive practices across all cluster schools and kura.
<p><i>Success measures</i></p>	<ul style="list-style-type: none"> • The service works collaboratively with the Ministry and other education providers to: <ul style="list-style-type: none"> ❖ identify local needs, including those identified through learning support registers, and think collectively about how to best use available resources to build on existing good practice and provide innovative solutions in ways that work for families and whānau and their children and young people ❖ plan the best way to use their resources to effectively respond to the needs of children and young people whilst strengthening the confidence and capability of adults ❖ take a tiered approach to support the learning needs of all children and young people including providing universal system-wide support, targeted or individualised support as needed. • Cluster schools and kura including those working in groups and Kāhui Ako: <ul style="list-style-type: none"> ❖ know how, why and when to access learning support ❖ have equitable access to the full range of RTLB services and funding ❖ use the service and value the service provided. • The service is based on a comprehensive needs analysis, is strategic and planned. • RTLB follow the Ministry and RTLB practice framework. • The service is well-documented; service outcomes are monitored, recorded and reported in accordance with <i>Governing and Managing RTLB Clusters</i>. • The service is continually improving, responsive, flexible and innovative.

Part Four: Service Priorities

The Board will ensure the cluster prioritises services to support the achievement of Māori and Pacific students and to support inclusive practices in schools and kura.

RTL B Service Priorities	Success measures
<i>Māori student achievement</i>	<ul style="list-style-type: none"> • Māori student achievement data is collected, analysed and used to inform planning and practice. • The RTL B team makes progress against the Rubrics 2.7 and 3.1 from the Measurable Gains Framework, <i>Ka Hikitia – Accelerating Success 2013-2017</i> and its successor.
<i>Pacific student achievement</i>	<ul style="list-style-type: none"> • Pacific student achievement data is collected, analysed and used to inform planning and practice. • The RTL B team uses the <i>Pasifika Education Plan 2013-2017</i> and its successor to set goals to accelerate literacy and numeracy achievement for Pasifika students.
<i>Inclusion</i>	<ul style="list-style-type: none"> • RTL B use the practice framework to work with Ministry learning support practitioners to actively lead, promote and support inclusive practices in all their work with cluster schools and kura and community networks.

Annual service priorities

In addition to the service priorities above, the Board will ensure the Government's priorities and the Ministry's annual service priorities and service expectations are embedded in the work of the service. The priorities may be varied by the Ministry of Education by 27 January each year over the term of this agreement to reflect any changes in Ministry policy or national priorities.

Part Five: RTLB Service Expectations

<p>All learners enrolled in state and state integrated schools, should have access to support from the RTLB service. This includes students in Alternative Education (AE) and Activity Centre settings. RTLB are not expected to provide services to foreign free-paying students as they are not resourced to do so.</p>	
<p>Service Expectations will include, but not be limited to:</p>	<p>Success measures</p>
<p><i>The intensity and duration of support provision should be driven by the needs of students.</i></p>	
<p><i>RTLB provide universal, targeted and individualised support for:</i></p> <ul style="list-style-type: none"> • <i>Individual students</i> • <i>Groups of students</i> • <i>Individual schools</i> • <i>Groups of schools which could include those in Kāhui Ako</i> <p><i>Cluster Projects</i></p>	<ul style="list-style-type: none"> • RTLB provide high quality and effective learning and behaviour services for schools, kura, groups of schools working collaboratively on learning support and Kāhui Ako within a cluster. • RTLB support teachers, schools, kura, groups of schools and Kāhui Ako to develop inclusive classroom environments that enhance students' presence, participation, wellbeing, progress and achievement. • RTLB and the Ministry work together to share data through the LSDM, and accept collective responsibility for supporting the learning needs of all children and young people including those identified on learning support registers. • RTLB support the achievement of children and young people in Years 1-10. This includes actively supporting the transition of students into and out of these year levels to meet their needs. • RTLB follow the learning support practice guidance. • Teachers are confident to manage the needs of students with learning support needs. • The cluster looks for opportunities to be innovative in its support provision to schools and kura.
<p><i>Transition support for students</i></p>	<ul style="list-style-type: none"> • Support for transition to school and kura from ECE is collaboratively planned and provided for children and young people identified as having learning and/or behaviour support needs. • Transition support is collaboratively planned and provided for children and young people at critical transition points including (but not limited to): <ul style="list-style-type: none"> - School or kura to school or kura (including Te Kura) - English medium to bilingual settings - Bilingual settings to English medium - Cluster to cluster - From the end of one school year to the beginning of the next school year - School or kura to Alternative Education (AE) to school - School or kura to Stand Children's Services Villages to school or kura. • The provision of transition support will not be interrupted by <i>requests for support</i> closing unnecessarily at the end of a school year.
<p><i>Learning Support Communities</i></p>	<ul style="list-style-type: none"> • The RTLB service will work collaboratively with groups of schools and Kāhui Ako within the cluster, to identify and support

	<p>those children and young people who have learning support needs.</p> <ul style="list-style-type: none"> • RTLB will provide the agreed response to support the achievement of children and young people. • RTLB work collaboratively with the Ministry and other providers to support schools and kura and groups of schools and Kāhui Ako to identify and address issues that would be best addressed through a systems or training approach. • Where requested, RTLB will support Kāhui Ako to identify their achievement challenges.
<i>Secondary school/ and wharekura student achievement</i>	<ul style="list-style-type: none"> • RTLB will positively engage with and provide an effective and responsive service within secondary school or kura environments. • Secondary schools and kura value the RTLB service.
<i>Special Assessment Conditions (SAC)</i>	<ul style="list-style-type: none"> • RTLB assist schools and kura to establish systems to identify children and young people likely to benefit from SAC and to gather evidence for the purpose of submitting SAC applications. • RTLB contribute to a consistent spread of students across all cluster secondary schools and kura who are approved by New Zealand Qualifications Authority for SAC.
<i>PB4L Incredible Years Teacher programmes</i>	<ul style="list-style-type: none"> • RTLB work collaboratively with the Ministry to plan and deliver programmes to meet local needs. • RTLB are trained to deliver the Incredible Years Teacher (IYT) programme and have attained IYT accreditation. • Teachers in cluster schools and kura receive IYT training from RTLB. • RTLB meet IYT programme, delivery and fidelity standards.
<i>PB4L School Wide</i>	<ul style="list-style-type: none"> • RTLB work in partnership with the Ministry, schools and kura to support them to implement PB4L School Wide.
<i>Intensive Wraparound Service (IWS)</i>	<ul style="list-style-type: none"> • Cluster managers work collaboratively to prioritise children and young people to receive IWS through the local intensive services panel. • RTLB in conjunction with schools, kura and Ministry of Education Learning Support practitioners, make IWS applications for eligible children and young people. • RTLB may be in the lead worker role when a child and young person is accepted into IWS, and remain engaged throughout the wraparound process for as long as is needed.
<i>Residential Special Schools (RSS) Only Access pathway</i>	<ul style="list-style-type: none"> • Cluster managers work collaboratively to prioritise children and young people to receive RSS only through the local intensive services panel. • RTLB in conjunction with schools, kura and Ministry of Education Learning Support practitioners, make RSS applications for eligible learners. • RTLB will undertake a full risk assessment prior to application for RSS. • RTLB may be in the lead worker role when a child or young person is accepted into RSS only pathway, and remain engaged throughout their RSS enrolment and while they transition back to their local school.

<p><i>Children and young people who are in the care of Oranga Tamariki</i></p>	<ul style="list-style-type: none"> • Gateway education assessments are completed in accordance with the Gateway Assessments guide. • Gateway referrals for children and young people entering State care are prioritised to receive learning support in accordance with the <i>Interagency Gateway Guide</i>.
<p><i>Children’s Teams</i></p>	<ul style="list-style-type: none"> • RTLB participate in the work of Children’s Teams in accordance with agreed multi-agency principles and processes. • RTLB will be part of a team around a child or young people where that child or young person is already receiving an RTLB service. • If appropriate, an RTLB could be the lead professional around a child or young person where that child or young person has learning support needs.
<p><i>Bilingual Assessments</i></p>	<ul style="list-style-type: none"> • The RTLB service ensures eligible children and young people in Years 1-13 receive Bilingual Assessments in a timely manner.

End of Schedule A

SCHEDULE B**Annual Resourcing and Funding Value**

Schedule B specifies the annual staffing and funding resource for the RTLB service. Parts One and Two may be varied by the Ministry by 27 January each year over the term of this agreement to reflect any changes in resourcing, funding, policy or capacity.

Part One: Staffing Entitlement

Cluster Manager	RTLB	Leadership Payments
? FTTE	? FTTE	?

Part Two: Cluster Operational (Discretionary) Funding

	Sum Payable
Learning Support Funding (LSF)	
Travel Grant	
Administration Grant	
Lead School Grant	

End of Schedule B

SCHEDULE C

Professional development and collaboration with Ministry staff

Schedule C specifies the support the Ministry will provide the Lead School and the RTLB service.

Part One: Professional Development Opportunities

RTLB study awards	The Ministry will support newly appointed RTLB, and those RTLB that have not had access to the RTLB study awards previously, to attain the RTLB qualification. This will include the payment of tuition fees and a contribution to travel and accommodation costs if the RTLB cluster is located more from 120km from the universities delivering block courses.
Professional Development Forums	<p>The Ministry will facilitate regional forums for Cluster Managers and/or Practice Leaders which will include a professional development component (see Part Two below).</p> <p>The Ministry will facilitate and fund an annual national combined forum for Lead School Principals and Cluster Managers.</p>

Part Two: Collaboration with Ministry Staff

The quality of learning support provision to students, schools and kura, clusters and Kāhui Ako relies on:

<p>Key relationships</p>	<p>1. the establishment and maintenance of respectful working relationships:</p> <ul style="list-style-type: none"> • the RTLB Lead School Principals' Executive and Ministry, the Group Manager System Innovation and Strategic Design, Learning Support, Ministry Resourcing, Infrastructure and Payroll. • Lead School Principals, Ministry Directors of Education, Managers of Learning Support, Education Managers and Kāhui Ako Lead Principals. • RTLB Cluster Managers, Ministry Service Managers, RTLB Practice Leaders, liaison RTLB, the Learning Support Facilitator function and Learning Support Coordinators.
<p>Collaboration</p>	<p>2. working in equal partnership to:</p> <ul style="list-style-type: none"> • establish and maintain one system of learning support access and provision • share expertise and resources • solve problems.
<p>Communication</p>	<p>3. a two way exchange of open and honest communication to:</p> <ul style="list-style-type: none"> • share data, information, thoughts and ideas • seek to reach mutual understanding and agreement on the views of each party.
<p>Governance and Management</p>	<p>The local Ministry learning support team will work collaboratively with the RTLB Lead School to support them to:</p> <ul style="list-style-type: none"> • fulfil the roles and responsibilities of the Funding Agreement • recruit lead school principals and cluster managers when required • induct a new board, board chair, lead school principal and cluster manager when required • identify, plan and implement Ministry developments and priorities • align the strategic and annual plans of local Ministry and RTLB to provide learning support to students, schools, kura and groups of schools and Kāhui Ako working collaboratively on learning support

	<ul style="list-style-type: none"> • provide accurate financial reports to the Ministry • identify property solutions and negotiate Property Occupancy Agreements (PODs) with host schools.
Professional Development	<p>The local Ministry learning support team and the RTLB service will work in a professional, trusting and respectful manner to:</p> <ul style="list-style-type: none"> • support the professional development of Ministry and RTLB learning support practitioners • provide an annual professional development Practice Leader Forum for RTLB Practice Leaders (see Part One above) • provide professional supervision through mutual agreement.
Service delivery	<p>The local Ministry and the RTLB service will implement the Learning Support Delivery Model (LSDM) to:</p> <ul style="list-style-type: none"> • ensure seamless learning support service through joint strategic and service delivery planning • develop practice that supports the learning journey of children and young people and reflects their individual needs • set up and maintain a single point of contact for families and whānau, schools and kura to access learning support • support children and young people’s transitions from Early Childhood (EC) to schools and kura and between schools and kura • ensure children and young people receive support for as long as the support is necessary in order for them to succeed • set up and maintain local learning support panels • support the role of the Learning Support Coordinator where this is in place and the Learning Support Facilitator function.

End of Schedule C

SCHEDULE D**Part One: Planning and Reporting**

The Board will provide reports to the Ministry and to cluster schools and kura containing the information and in the formats specified in *Governing and Managing RTL B Clusters*.

From time to time the Ministry may also require a report on a particular activity associated with this Agreement. The Lead School will provide such reports within the number of days specified in the request.

Planning and Reporting Schedule		Due Date
Strategic Plan and Annual Action Plan Annual Report (Narrative)	The strategic and annual plans and annual narrative report will be submitted to the Ministry's RTL B Enquiries Mailbox RTL B.Enquiries@education.govt.nz	1 March each year
Annual Report (Financial)	The report will be submitted to the Ministry's RTL B Enquiries Mailbox RTL B.Enquiries@education.govt.nz	31 May each year
Half-yearly Report	The report will be submitted to all cluster school boards showing the cluster's use of their staffing entitlement, service patterns, service outputs and outcomes, allocation of student support funds across cluster schools and kura, and service issues of interest to key stakeholders.	End of Week One, Terms 1 and 3
Quarterly risk analysis	The report identifying risks and issues will be submitted to the Ministry.	End of Week One each term
Quarterly quantitative report	The report will be submitted to the Ministry showing service patterns, service outputs and outcomes and allocation of cluster funds.	End of Week One each term

End of Schedule D

SCHEDULE E

DISPUTE RESOLUTION PROCESS

1 **Negotiation**

The parties will enter into negotiations to resolve the Dispute within 10 Business Days of the Dispute Notice being issued. Negotiations will be held between representatives of the parties (who must have authority to settle the Dispute). The Dispute will be escalated to senior management as necessary.

2 **Mediation**

If:

- (a) the parties agree; and
- (b) the Dispute is not resolved by negotiation within 10 Business Days of receipt of the Dispute Notice,

then the Dispute may be referred to mediation by one party giving written notice to the other (*Mediation Notice*). The mediation will be heard as soon as possible in Wellington, New Zealand and conducted in accordance with the provisions of the then-current LEADR New Zealand Incorporated Standard Mediation Agreement (*Mediation*). The Mediation will be conducted by a mediator, and at a fee, agreed by the parties. If the parties fail to agree such matters within 10 Business Days following the date of the delivery of the Mediation Notice, the Chair for the time being of LEADR New Zealand Incorporated will select the mediator and determine the mediator's fee. The parties will share equally the cost of the mediator's fee.

3 **Arbitration**

If the Dispute:

- (a) has not been resolved within a period of 10 Business Days (or such longer period as the parties may agree) in accordance with paragraph 1 of this Schedule; or
- (b) in accordance paragraph 2 of this Schedule,

then either party may issue a notice (*Arbitration Notice*) referring the Dispute to arbitration.

Each Arbitration Notice will be regarded as a reference of the Dispute to arbitration in accordance with the Arbitration Act 1996 (the *Act*). Each such arbitration will be conducted on the following terms:

- (c) the place of arbitration will be Wellington, New Zealand;
- (d) the tribunal will consist of a sole arbitrator, to be appointed by agreement of the parties, but if the parties fail to reach such agreement within 10 Business Days of the date of the Arbitration Notice, then the arbitrator will be appointed by the President for the time being, or his or her nominee, of the Arbitrators' and Mediators' Institute of New Zealand Inc;
- (e) the arbitration will be conducted as quickly as possible and, as far as is practicable, the arbitrator will issue his or her award within four months of his or her appointment. When

determining the procedure and scheduling of the arbitration, the arbitrator will take this time period into consideration;

(f) each party will pay its own costs in relation to the arbitration.

4 **Interlocutory relief**

Nothing in this Schedule 3 will prevent either party, at any time, from seeking any urgent interlocutory relief from a court of competent jurisdiction in relation to any matter that arises under this Agreement.

5 **Continuity**

In the event of a dispute between the parties concerning this Agreement, the Grantee will continue to provide the Services and Deliverables unless the Ministry requires otherwise in writing.

6 **Without prejudice**

Unless and until a Dispute is resolved by an express written agreement of the parties, any and all statements and undertakings made by the parties in connection with the associated Dispute resolution process (excluding any arbitration proceedings) will be deemed to have been made on a “without prejudice” basis.

Appendix A: List of schools, kura and Kāhui Ako in Cluster [*cluster number*] as at [*date list created*]. There are likely to be some modifications to the list of schools and Kāhui Ako over the period of this Agreement.

The cluster is expected to ensure the service is accessible to all cluster schools and kura including those in networks of schools and Kāhui Ako whose member schools and kura sit outside of cluster geographical boundaries.

**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 Lorraine June Bidois
Dated 20 December 2021

Chen Palmer
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AUCKLAND

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BRIEF OF EVIDENCE OF LORRAINE JUNE BIDOIS

I, **LORRAINE JUNE BIDOIS**, Chartered Accountant, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Lorraine June Bidois. My husband and I live at [REDACTED] Rotorua, and have lived at this address since October 2020.
- 2 I have been based in Rotorua on and off since 1984 and lived in Glenholme from 2011 until October 2020 when we decided to move out of central Rotorua because of the adverse environmental effects that accompanied the influx of concentrated transitional and emergency housing in the past 18 months.
- 3 My husband's side of the family has four generations of family roots in Rotorua, and many of his family still live here. My elderly mother lives in Glenholme and my husband and I own the unit she lives in at [REDACTED].
- 4 A true copy of a map showing my mother's unit which we own relative to the proposed sites for the emergency housing is annexed and marked as "**LJB-1**". The map at **LJB-1** shows that the unit is:
 - (a) 800 metres from Malones Motel;
 - (b) 1.3 kilometres from New Castle Motor Lodge;
 - (c) 1.8 kilometres from Alpin Motel and Conference Centre;
 - (d) 1.8 kilometres from Pohutu Lodge Motel;
 - (e) 650 metres from Union Victoria Motel; and
 - (f) 3.0 kilometres from Lake Rotorua Hotel.
- 5 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 Council to convert motels in central Rotorua into emergency housing should be notified.
- 6 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 relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "LJB-2".

- 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 4 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
- 8 Any additional proposals to convert more motels into emergency housing will only amplify my concerns outlined in this brief. 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.

Family, work and life in Rotorua

- 10 I have lived in Rotorua on and off since I was a teenager. Rotorua has become a home base for my family and I. I have always loved living in Rotorua due to its strong sense of community and vibrancy. At one stage, when I returned to Rotorua in 2011, I noticed that during the time I had been away, Rotorua had undergone a visual transformation. This was done by the enormous private and public investment in the CBD, which enhanced both the appearance and reputation of Rotorua as a major tourism destination in New Zealand.
- 11 In October 2011, my husband and I purchased a house at [REDACTED] Street, Glenholme, where he lived fulltime while I was commuting weekly from Cambridge. I moved back permanently in 2017. In early 2019, we bought a house at [REDACTED] Street, and after renovating the kitchen, we were very happily settled in our new home.
- 12 My husband and I still own the unit at [REDACTED], Glenholme, where my 86-year old mother lived. Previously, my mother-in-law lived in this unit from

2016 to 2019 when she passed away. The property is one of three units, and my niece recently bought the front unit from my sister-in-law who had owned it for approximately 10 years prior. We regularly visit the [REDACTED] property because it is a place where we will always feel a strong sense of connection to our family.

- 13 My mother's unit on [REDACTED] is less than 200 metres away from Fenton Street and many of the transitional and emergency housing motels, specifically, 350 metres from the Boulevard Motel & Restaurant, on 265 Fenton Street, Glenholme, and 280 metres from the Four Canoes Hotel, on 273 Fenton Street, Glenholme. These are both listed as emergency housing accommodation sites in the Ministry of Social Development's letter of November 2021 annexed and marked "LB-3".
- 14 My husband's family has four generations of family roots in Rotorua. My husband's grandfather, Louis Hekenui Bidois, was the first Maori policeman in Rotorua and the Bidois family name is still recognised around Rotorua.
- 15 After I resigned as a Partner from Herbert Morton Ltd in Cambridge after nearly 13 years, I got a job at the Rotorua Lakes Council in their finance department as the Accounting Team Lead. I worked at the Council from July 2018 until mid-November 2021. My commute to work used to be a 5-minute drive down Fenton Street.

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

Before transitional and emergency housing

- 16 When my husband and I first moved to our Sophia Street home, in 2019, we really enjoyed the clean, quiet, safe, and neighbourly environment of Glenholme. It was a place where we had hoped to stay and raise the remainder of our family.
- 17 Glenholme was a lovely suburb to live in because it was so close to the city which made life very easy as everything was a short walk, or drive, away. The areas around our previous homes on [REDACTED] Street and [REDACTED] Street were clean and tidy and there was a neighbourly feel around Glenholme. The large portion of our neighbours were elderly which meant the neighbourhood was incredibly quiet for an inner-city suburb.

- 18 Most importantly, Glenholme felt safe and secure, which has always been very important for us with our elderly parents living in the area.
- 19 Fenton Street used to be known as the 'motel mile' and was an area that Rotorua locals were proud of. Most Friday night's my husband and I would dine-out and we would drive down Fenton Street on our way to the restaurants. There was always something happening in Rotorua – from sporting events to conferences – and as we drove by the motels, we would often comment on the 'no vacancy' signs and discuss what events might be happening that weekend and how great it was for Rotorua's economy.
- 20 Fenton Street is the key southern gateway into Rotorua, and walking or driving down it used to be a pleasant experience for tourists and locals alike. The street fronts of the motels were always well presented in order to compete with other motels to attract guests. I never saw cars parked on the grass verges outside the motels on Fenton Street even when the motels showed 'no vacancy', as the owners provided car parking so that the front of the motel was clear and welcoming.

Turning point

- 21 Shortly after the first Covid-19 level 4 lockdown in April 2020, we started observing many motels were changing use, a large number of motels in Glenholme, in particular on Fenton Street were being used as emergency housing. The clean, quiet, and friendly neighbourhood of Glenholme rapidly changed because of the adverse changes we noticed to our neighbourhood, we sold our home in Glenholme in October 2020 and moved to the outskirts of Rotorua. Our current house at [REDACTED], [REDACTED]
[REDACTED]
[REDACTED].

- 22 The walks my husband and I went on in Glenholme and along Fenton Street, during the level 4 lockdown, is where we really saw the drastic change our neighbourhood. During our walks we noticed that the motels were quickly appearing very run-down, and there was a noticeable increase in graffiti and vandalism around the area.

Effects of emergency housing

- 23 Since March/April 2020, the aesthetic and general feel of Glenholme and Fenton Street has noticeably declined. Graffiti and vandalism is prolific and

stays for a long time before it is removed. For example, the Makoha Rest Home, Hospital & Rehabilitation Centre, on 19 Ruihi Street, Victoria, was recently defaced with tagging. It took a number of weeks before it was finally painted over.

- 24 These days there is often lots of rubbish and broken glass down Fenton Street, and I recently saw the glass panel at the bus shelter on Fenton Street, between Tilsley Street and Holland Street, had been broken. This bus stop is very close to the PURE Motel and Guest House, on 315A Fenton Street, which is used for emergency housing (as confirmed in the list annexed and marked as **LJB-3**).
- 25 At the end of November, I noticed that house on south side of Malfroy Road, closest to Fenton Street (opposite Oppies Fish & Chip Shop) had been vandalised. The house had a tidy, white fibrolite fence which looked very modern and aesthetic. Almost all of the panels had been vandalised and left with large holes in them.
- 26 I am very concerned that many of the families are being placed from emergency hotel to emergency hotel perpetually. I have been informed by my neighbour across the road, who has insider knowledge about the use of motels (as a motelier himself), that Kāinga Ora and MHUD are shifting people to different motels after 28 days to get around the requirements for temporary accommodation under the district plan. This is very concerning as it means families are being forced to live in a space which does not provide for the needs of families for prolonged durations. This is not a sustainable solution for homeless people, especially for families who have young children.
- 27 The Rotorua Lakes Council used to employ contractors who would keep public grounds and street verges tidy, but this work appears to have stopped. The lack of maintenance of these areas is making Rotorua look more and more run-down. Cars are now parked on the grass verges outside the motels, and the some motels have put up temporary fencing which looks like a prison, and is very unwelcoming.
- 28 I recently drove past the PURE Motel and Guest House, on 315A Fenton Street, which is used for emergency housing (as confirmed in the list annexed and marked as **LJB-3**), and I observed the grass had grown to waist height, and the house next door had been taken over by the motel occupants and rundown. I felt strongly that this was unacceptable and although I do not usually comment on Facebook, I commented on a post on the Keep Glenholme Safe page discussing what a disgrace the scene at the PURE Motel was. People on

the post were commenting that this scene was right at the entrance to Rotorua, and that the motel needed to clean up their act. A copy of the Facebook post is annexed and marked “**LJB-4**”.

- 29 About one to two weeks after our discussion on this Facebook post, someone noted that InfraCore, a 100% owned subsidiary of the Rotorua Lakes Council, had come to mow the grass. I am happy that the mowing got done, but I feel as though the Council are contributing the bare minimum and motel owners no longer have any regard for maintaining their motels themselves. It is apparent that because motel owners are being paid for full occupancy by MHUD with no obligations, they have abandoned their commercial interests and adopted the mind-set that they no longer need to maintain the appearance of their motels.

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

- 30 I have noticed a dog living in a car parked outside the Aaryn Court Budget Motel, on 281 Fenton Street, which has been there for the around the last 2 months. The Aaryn Court is one of the confirmed accommodation sites for emergency housing listed in the MSD letter annexed and marked as **LJB-3**. The car is a red sedan and is visible for anyone driving northbound towards the city. The rear side door of the car is almost always open and a bowl of water is left in the gutter for the dog. It is heart wrenching to drive past and see the dog in and around the vehicle, unattended for such a long period. I do not think that it is fair that people placed in emergency housing are forced to do this to their pets. I am concerned that it is inhumane for a dog to be living in a car, and when the owners are asleep and the car door is shut, the dog could easily overheat in the car. This is especially concerning coming into the summer months because there is minimal shade surrounding the area of the car that the dog is restrained. A true copy of a photo, taken 2 December 2021, of the dog laying just outside the car is annexed and attached as “**LJB-5**”.

- 31 I am also concerned for the safety of my family who still live in Glenholme, and the many lovely residents of Glenholme. I recently joined a Facebook group called ‘Keep Glenholme Safe’ after hearing of burglaries around Glenholme. I often monitor this page as I am concerned for the safety of my mother living alone on Carnot Street. On the Keeping Glenholme Safe Facebook page, I regularly read posts about people being burgled or having their properties vandalised.

Measures taken in response to effects of transitional and emergency housing

- 32 In the next 18 months, my husband and I are planning on moving out of Rotorua completely as we have had enough of the issues that have accompanied transitional and emergency housing since March/April 2020. We are looking for properties in the wider Bay of Plenty area. We are now facing the hard decision of relocating my elderly Mother to be with us as we are concerned about her safety at her unit less than 200 metres away from Fenton Street if we do not.
- 33 My sister-in-law who lives on [REDACTED] Street, which runs parallel to [REDACTED] Street, is also planning to put her house on the market in January 2022 because she shares our concerns that Glenholme is no longer the safe, quiet suburb it used to be.

Conclusion

- 34 I have lived in Rotorua on and off for about 15 years, and always loved living here until March/April 2020 when we began noticing the impacts of concentrated transitional and emergency housing in central Rotorua. Since then, the look and feel of central Rotorua and Glenholme has noticeably deteriorated. My husband and I moved our family to the outskirts of Rotorua in October 2020 to try and get away from these issues and now we are planning to move out of Rotorua together.
- 35 I am genuinely concerned about what the resource consents before the Council will mean to our city if the environmental effects that I personally observed are not accounted for. I am also sure that since joining Restore Rotorua and monitoring the posts on the Keep Glenholme Safe Facebook page, the sentiment expressed in my brief is not only isolated to me but shared by many who also live and work in Rotorua. At the very least we need to have the Council consider public notification as the applications before them are all very similar and are large in number.

SIGNED this 20th day of December 2021:








Lorraine June Bidois

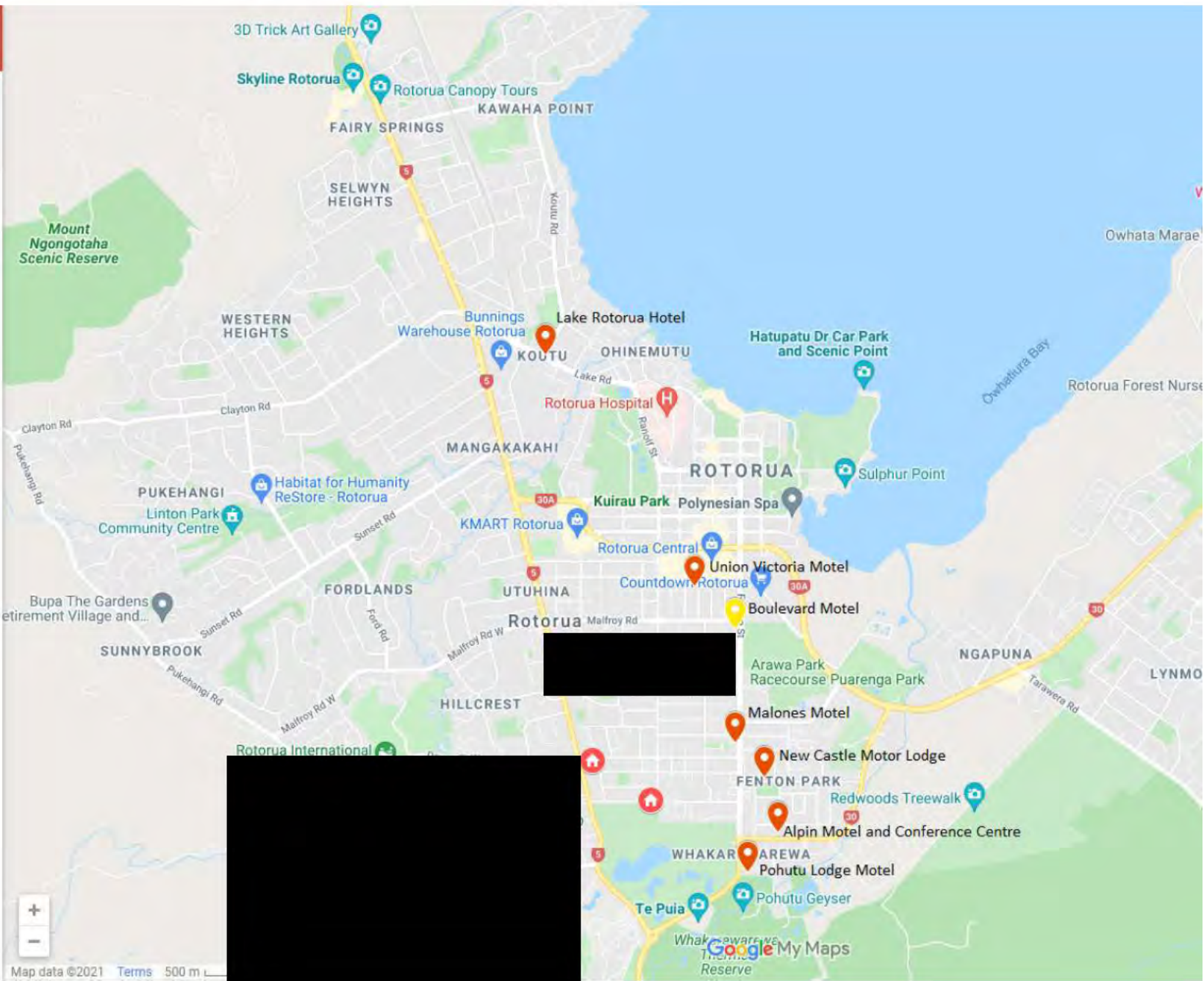
LB-1
Restore R

3 views
Published 3 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



LJB-2

LB-2
Restore R

1 view
Published seconds ago

SHARE EDIT

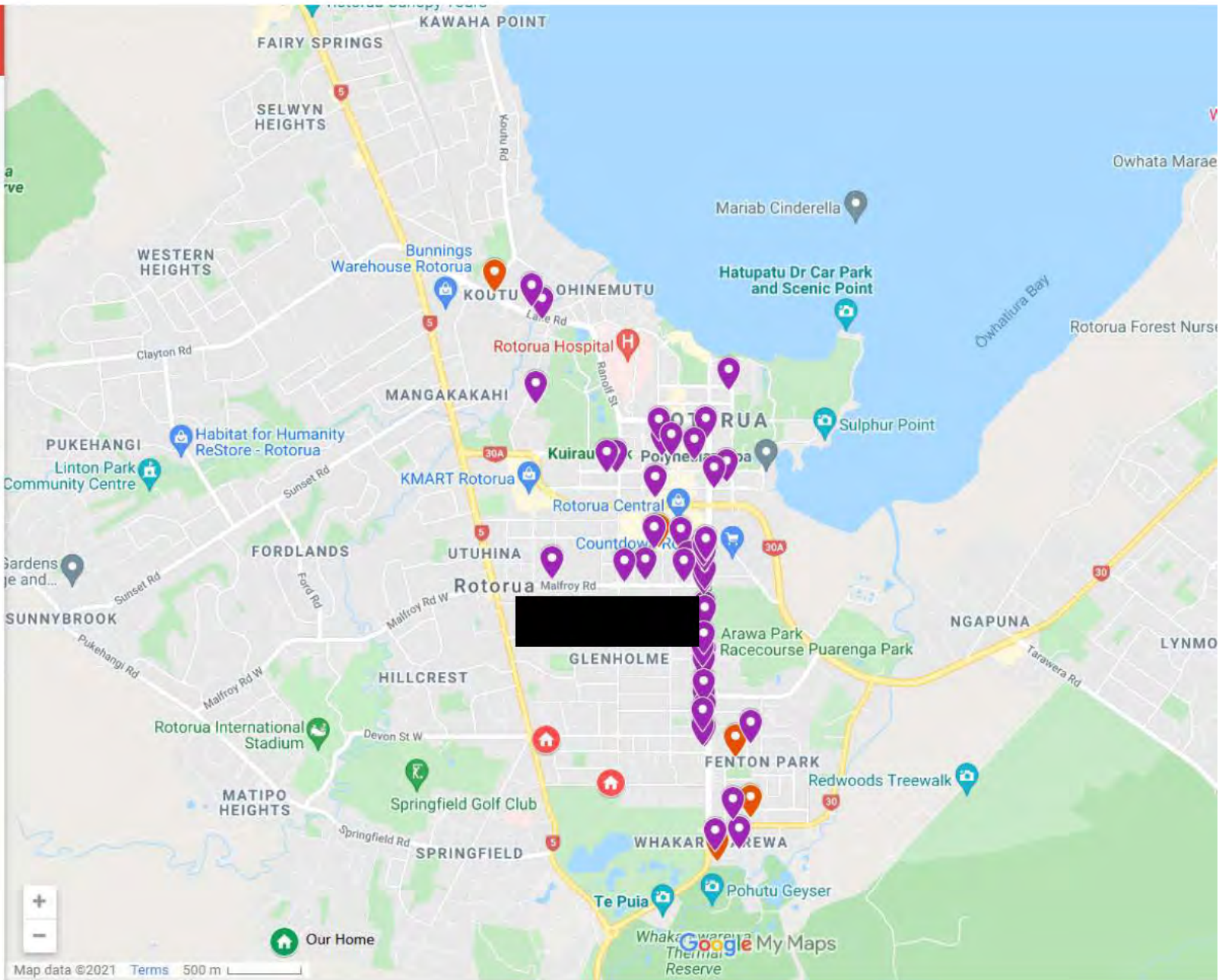
Motels at risk of conversion into emergenc...

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

... 50 more



- [Redacted]
- [Redacted]



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

Leo Donnelly and Holly Cutfield
Chen Palmer
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.

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 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

Registered name
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

Registered name
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

Registered name
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

Registered name
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

Registered name
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.
- 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.

LJB-4



[Redacted name]

13 November · 🌐



Disgusting state of this motel. I have sent them an email today. how are the people staying there meant to have respect for the property if the owners don't. Pure Motel and Guest house you should be ashamed of yourselves.




👍 Like

💬 Comment



Council is utterly clueless

Like · Reply · 5 w  2



Maybe add your review to their page...looks like they've really let it go since the last photos they added



Pure Motel & Guest House

3 ★ · Motel

Rotorua, New Zealand

Like · Reply · 5 w

 1




Author

just did. Great idea.

Like · Reply · 5 w  1




Most do nothing all day surely they could tidy up!

Like · Reply · 5 w  1



Bet they're collecting a small fortune from our tax payers dollars too!

Like · Reply · 5 w  2



How to destroy a city, refer to your local Rotorua councilor

Like · Reply · 5 w  6



[Redacted Name]

Yes it really does make Rotorua a fabulous place to come and stay . NOT

Like · Reply · 5 w 3

Like · Reply · 5 w



[Redacted Name]

Bring on the elections

Like · Reply · 5 w 1

Like · Reply · 5 w



[Redacted Name]

Yip, real brain power in our council

Like · Reply · 5 w 1

Like · Reply · 5 w



[Redacted Name]

Disgusting in the gateway to our beautiful City too...what makes this even more shameful is what the property is returning given its occupants. Every kind of wrong.

Like · Reply · 5 w 2

Like · Reply · 5 w



[Redacted Name]

I was thinking the same thing as i drove by the other day. All the Motels along Fenton Street (especially Devon Street end) are disgusting!! The owners should be ashamed!

Like · Reply · 5 w 2

Like · Reply · 5 w



Lorraine Bidois

We were saying exactly what this post says this morning when driving past this motel.

If the owners aren't keen on keeping the place tidy, they could at least pay someone to do it. It's tax deductible to them for goodness sake. As others have pointed out, its not like they wont have the cashflow for it while they'll be enjoying close to 100% occupancy 24/7

What a disgrace.

Like · Reply · 5 w 2

Like · Reply · 5 w



[Redacted Name]

Response from the council

In regards to the overgrown grass this will be seen as a fire hazard and is managed by NZ Fire emergency. You can contact them directly on 0800 658 628 or put through a request via the website

So that was a waste of time..

Like · Reply · 4 w

LJB-5



**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 Melissa Leigh Renwick
Dated 20 December 2021

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BRIEF OF EVIDENCE OF MELISSA LEIGH RENWICK

I, **MELISSA LEIGH RENWICK**, Regional Manager of the Hospitality Association of New Zealand of Hamilton, provide the following brief of evidence:

Introduction

- 1 My full name is Melissa Leigh Renwick. I am based in Hamilton.

- 2 I submit this brief of evidence in support of Restore Rotorua Incorporated (“**Restore Rotorua**”) to assist the independent Panel. I am informed that the Panel will decide on the question of whether all of the Ministry of Housing and Urban Development (“**MHUD**”)’s resource consent applications before the Council to convert motels in central Rotorua into emergency housing should be notified. I am informed that these applications relate to the following six motels in central Rotorua, which are also currently being used as emergency housing:
 - (a) the Malones Motel;
 - (b) the New Castle Motor Lodge;
 - (c) the Alpin Motel and Conference Centre;
 - (d) the Pohutu Lodge Motel;
 - (e) the Union Victoria Motel; and
 - (f) the Lake Rotorua Hotel.

- 3 I submit this brief of evidence from my perspective as the Waikato and Bay of Plenty Regional Manager for the Hospitality Association of New Zealand (“**HANZ**”). My evidence covers the direct feedback from HANZ members in Rotorua on the impact to their businesses as a result of the existing concentrated motel-style emergency housing in central Rotorua around Fenton Street. Specifically, the downturn in domestic tourism following negative media relating to the increase in violence, anti-social behaviour and crime in Rotorua as well as the deterioration in the look and feel of Fenton Street as the city’s tourism gateway. This will mean that the situation our members are now facing as hospitality and accommodation providers in Rotorua will become permanent and more intense.

- 4 I commenced with HANZ in November 2020 and have been the Regional Manager for Waikato / Bay of Plenty since July 2021. A big part of my role in the earlier months is to ensure there is a smooth transition with my predecessor, Alan Sciascia who has held the role for 13 years. The perspective I can speak from comes from both my personal perspectives since taking on the role in July 2021, as well as access to all the common information on file, as archived by my predecessor, on member feedback in relation to the impacts of emergency housing in Rotorua.
- 5 I am also aware that a prominent member of HANZ based in Rotorua, Mr Reginald Hennessy, whom both my predecessor and myself communicate frequently with, has also put forward a brief of evidence to depict his perspectives as the owner of the Hennessy's Irish Bar in the Rotorua CBD.
- 6 The previous 6 months have been challenging for hospitality and accommodation provider members across my region as they have had to adapt and adjust to the varying Covid-19 level changes. As a result, I have been unable to collate all of the data and information, which support the statements and observations made in my brief. These may be provided, upon request, at a later date in 2022, in the event the Panel wishes to consider those documents.
- 7 I have been advised by Restore Rotorua that the Council has issued a directive to MHUD to file further resource consents to covert 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.
- 8 My evidence speaks to how the six pending applications are likely to affect HANZ members. Any additional proposals to convert more motels into emergency housing will only amplify their concerns. In this regard, I request that my observations be treated as preliminary. I would appreciate the opportunity to confer with my HANZ members who are affected by this and express a further informed view on this issue 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 brief of evidence from the Panel.

Hospitality Association of New Zealand

- 10 The Hospitality Association of New Zealand provides commercial support and advocacy for its members. Under the nationwide HANZ banner, we also support Hospitality New Zealand, the Accommodation Association of New Zealand, and the Hospitality New Zealand Charitable Trust.
- 11 On the commercial support front, HANZ works with its members on general business support, human resources, education, regulation compliance and to facilitate an industry-wide membership network where members meet on a quarterly basis.
- 12 On the advocacy front, HANZ has as its mission to work on behalf of members to promote the hospitality industry as a whole and to partner with government to prevent restrictive legislation/regulation, safeguard commercial interests of the industry and to spearhead innovation for a sustainable development of the industry.
- 13 HANZ represents a broad spectrum of members. On the accommodation side we support owners of backpackers, through to motels and hotels, and on food and beverage side, we support owners of cafés, restaurants, holiday parks and event centres (where there is a significant food and beverage offering). We do not cover providers of 'Airbnb' or 'bachcare' style accommodation.
- 14 For the Bay of Plenty region, we have a total of 186 members and of that, 38 of them are members with hospitality businesses in Rotorua.
- 15 Prior to the onset of the Covid-19 pandemic in March 2020, hospitality in New Zealand employed approximately 170,000 people with tourism being the largest export industry at 20%. We know that hospitality generated a \$6 billion direct annual contribution to GDP and restaurant sales had annual total of around \$11 billion.
- 16 As a premier tourist destination, Rotorua is a significant contributor as an employer of hospitality staff and in total revenue.

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

- 17 In March and April 2020, during the first lockdown, New Zealand closed the borders to international tourists and a number of hotels were converted into MIQ facilities.

- 18 As there were no international tourists arriving in New Zealand, our members in Rotorua looked to the domestic tourism market to take up the capacity that had been vacated by international guests.
- 19 Not long after the April 2020 lockdown, members began reporting issues to HANZ from their first hand observations that are a direct result of the increase in transitional and emergency housing in the central Rotorua motels. The most obvious impact was that a large number of motels, which had traditionally accommodated tourists and business trip guests had begun to accept greater numbers of emergency and transitional housing residents. This led to near immediate impact to hospitality venues around Central Rotorua who started reporting declines in revenue, ordinarily gained attained from the Rotorua guest market. I noticed that the decline in revenue for Rotorua hospitality was, on average, significantly more than other cities in the Bay of Plenty region which differentiates these losses from the regional losses suffered due to Covid-19.

Effects of transitional and emergency housing

- 20 Members in Rotorua brought HANZ's attention to the increase in negative publicity and media reporting which reported an increase in violence, anti-social behaviour and crime in Rotorua.
- 21 Our members have reported that there has been a noticeable increase in antisocial behaviour in the Rotorua centre and that this has been the leading factor that deters visitors from choosing Rotorua as an overnight destination. Members are seeing a noticeable decrease in night time economic activity as the types of 'spin-off' expenditure is simply not there when those who have visited Rotorua has elected not to stay for the night and instead drive out of the city.
- 22 Members from Rotorua have reported a noticeable decrease in pedestrian traffic in which has made a considerable negative impact on their businesses.
- 23 Members in the food and beverage businesses report that rather than walking, most of their patrons will now drive directly to their venue, park outside, eat or attend the activity and then get back into their car to drive away. This leads to the decrease in the incidental economic activity that we have previously seen. For example, when families with kids are not wandering around after eating out for dinner to get an ice cream from a neighbouring dessert parlour, and young adults are not moving from venue

to venue in a "pub-crawl" to visit multiple venues which used to be a common feature of Rotorua night life.

- 24 As a result of the changes in pedestrian behaviour, members have reported that where their businesses have typically relied on passing foot traffic and word of mouth to advertise their business, they are now needing to invest a greater amount of their budgets to marketing in order to attract customers to their sites. The observations of antisocial behaviour near the entrance of our members businesses have previously not existed in Rotorua to the levels that our members report to us. This is resulting in changes to the way patrons interact with businesses in Rotorua as a result of not feeling safe.
- 25 Members have also advised that they have increased their advertising spends in an effort to "oversell" their businesses to attract patrons to compensate significant decreases in turnover.

Conclusion

- 26 On behalf of Hospitality Association of New Zealand, we are concerned for the livelihoods and futures of our members if the six resource consent applications in Rotorua proceed without adequate notification. The adverse environmental effects on the operations of hospitality businesses supplements Rotorua's tourism sector and forms the lifeblood of the city's economic output. It only makes sense that members of HANZ who operate in Rotorua could have the opportunity to make submissions and speak to these impacts.
- 27 From feedback that our office receives, HANZ members' businesses appear to have been negatively impacted by change in the city's character since April 2020 which they say coincides with the introduction of transitional and emergency housing tenants in the motels of central Rotorua. Although the Covid-19 pandemic brings with it a set of other issues experienced from our members, their observations on the impact of emergency housing to their businesses appear to be separate and distinct issues.

SIGNED this 20 day of December 2021



Melissa Leigh Renwick

**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 Patricia-Ann Thomson
Dated 20 December 2021

Chen Palmer
Barristers and Solicitors
AUCKLAND

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BRIEF OF EVIDENCE OF PATRICIA-ANN THOMSON

I, **PATRICIA-ANN THOMSON**, retiree, of Glenholme, Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Patricia-Ann Thomson. I am 81 years old. I currently reside at my home on [REDACTED], Glenholme, Rotorua and I have lived there for 20 years. A true copy of aerial and street view photographs of my home are annexed and marked as "**PT-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 "**PT-2**". In short, the map at **PT-2** shows that our property is:
 - (a) 300m from the Malones Motel;
 - (b) 800m from the New Castle Motor Lodge;
 - (c) 1.3 kilometres from the Alpin Motel and Conference Centre;
 - (d) 1.3 kilometres from Pohutu Lodge Motel;
 - (e) 1.2 kilometres from the Union Victoria Motel; and
 - (f) 3.6 kilometres from the Lake Rotorua Hotel.
- 3 I submit this brief of evidence from my perspective as a long-term resident of Glenholme. 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 Rotorua's CBD. Specifically the decline in the visual character of Fenton Street, our city's gateway, and the increase in anti-social behaviour around Glenholme in the last 18 months. All of these have meant I no longer feel safe at home, and the most I can do is to spend less time outside of my house.
- 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 unsettling

situation I am now facing as a resident will become permanent and more intense.

- 5 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 CBD. 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 “**PT-3**”. Annexed and marked “**PT-4**” is a copy of that list as provided to me.
- 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 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 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 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.
- 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 brief of evidence from the Panel.

Family, work and life in Rotorua

- 10 I have lived in Rotorua for the last 27 years, when my husband (now deceased) moved to Rotorua from Auckland to start our retirement. We originally owned a property on Pukehangi Road in the western suburbs, and then in 2000 we moved into Glenholme at [REDACTED]. My late husband

and I made the decision to move into the Glenholme area because we both played bowls, and I play at the Arawa Bowling Club in Glenholme.

- 11 Glenholme was renowned as being a popular area for people who had retired. It was a safe, tidy, well-kept neighbourhood with friendly neighbours. Fenton Street always looked pretty was a delight to walk down. As locals, we were proud of Fenton Street as one of our city's most prominent streets as it had rows and rows of pristine looking motels. During its heyday, Fenton Street was vibrant and full of activity as a result of the out-of-town motel guests staying on holidays and visiting tourist sites or events.
- 12 Glenholme has always been a very convenient neighbourhood to get to places. The land in Glenholme is flat which makes walking into the city centre easy. I have type 2 diabetes, so I walk around the neighbourhood regularly in order to keep fit. We also felt secure in Glenholme for most of our years here. The sense of security gives my husband and I a lot of freedom to roam around the area by foot. This was the lifestyle we wanted when we made the decision to move to Glenholme.
- 13 At [REDACTED], [REDACTED] to the Seventh Day Adventist School and we experienced no problems at all. There students at the school were very well-mannered children.

Changes I observed in Glenholme

- 14 The change in the character of our neighbourhood occurred around the time of the Covid-19 lockdown in March and April 2020. I first noticed the change when I would walk along Fenton Street, past the Tuscany Villas at 280 Fenton Street and saw security guards being and Maori wardens stationed outside the motel. I am aware that Tuscany Villas is a motel used by Visions of a Helping Hand, a private provider of emergency housing.
- 15 Looking around and at the neighbouring motels (Geneva Motor Lodge, Baden Lodge Motel, and Fenton Court, the Brylin and the PURE Motel and Guest House: which are all motels on the list receiving grants from the Ministry of Social Development, exhibit "PT-4"), I could see that the appearance of the neighbourhood has changed. There are abandoned supermarket trolleys on the street with alcoholic beverages and litter in them. The motel frontage has looked considerably run down with a large amount of cigarette butts littered all over the premises.
- 16 Since April 2020, I observed the following from inside my home:

- 16.1 I found large footprints left in the garden at the back of my home. I live down a long drive way and I suspect the only way these footprints in my backyard would have been left there is if someone climbed over the fence from the school side or walked down my driveway. I confirm since moving over to Glenholme in 2000 that I have never otherwise experienced anyone coming down my driveway, walking around the backyard to inspect the exterior of my house.
- 16.2 I have had my letterbox damaged, broken into and my mail stolen.
- 16.3 I also recall I had a parcel stolen from my property in 2021. My friend left a parcel behind the letterbox and informed me to go collect it. However, while my friend was dropping off the parcel, he witnessed a car moving slowly around to the front of my property. I went to collect the parcel not long after he dropped it off and the parcel had been taken.
- 16.4 In 2021, I witnessed the front windows of our front neighbour damaged by thrown bricks.
- 16.5 As I see the families that stay at the neighbouring motels immediately outside my home each day (at the Brylin and PURE Motel and Guest House), I am worried about how suitable those places are for them to stay. I see families crammed into 1-2 bedroom motel units for what appears to be an indefinite amount of time with nowhere to go. People need to be housed, but currently they are not being housed in the right places.
- 17 I also work in the St Lukes Anglican Church Opportunity Shop at 1223 Amohia Street, Rotorua every Monday morning between 10am – 1pm. Our store always require two staff members operating the store at any time of the day for security purposes. I have observed the following from the store in 2021:
- 17.1 I recall opening the shop up one morning and seeing a drug transaction take place indiscreetly on the side of the Amohia Street. I watched as a van with three adults and a young child pulling up to the bench by the St Lukes Anglican Church. I then saw a Council worker approach the van before moved them on. My colleague and I spoke to the Council worker and she advised that the vans were out replenishing the sellers and that the vans are operated by the gangs. This blatant public display of a drug dealing is new to our city. I worked at this store for 2 years and some of my colleagues have worked here for over 30 years.

None of us could say we have ever seen anything like this before outside of our store.

17.2 I also recall an incident in 2021 where our staff saw a person come into our shop, clearly under the influence of drugs and simply laid down on the floor in the shop.

18 The biggest change that I have noticed in 2021 is our realisation that living close to motels that house transitional and emergency tenants are having direct impact on my life at home and at work.

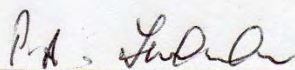
19 My kids who live in other parts of New Zealand have talked to me about moving out of Glenholme. I do not want to move, but I am also anxious about the limited options I have given my age and my health condition.

Involvement with Restore Rotorua

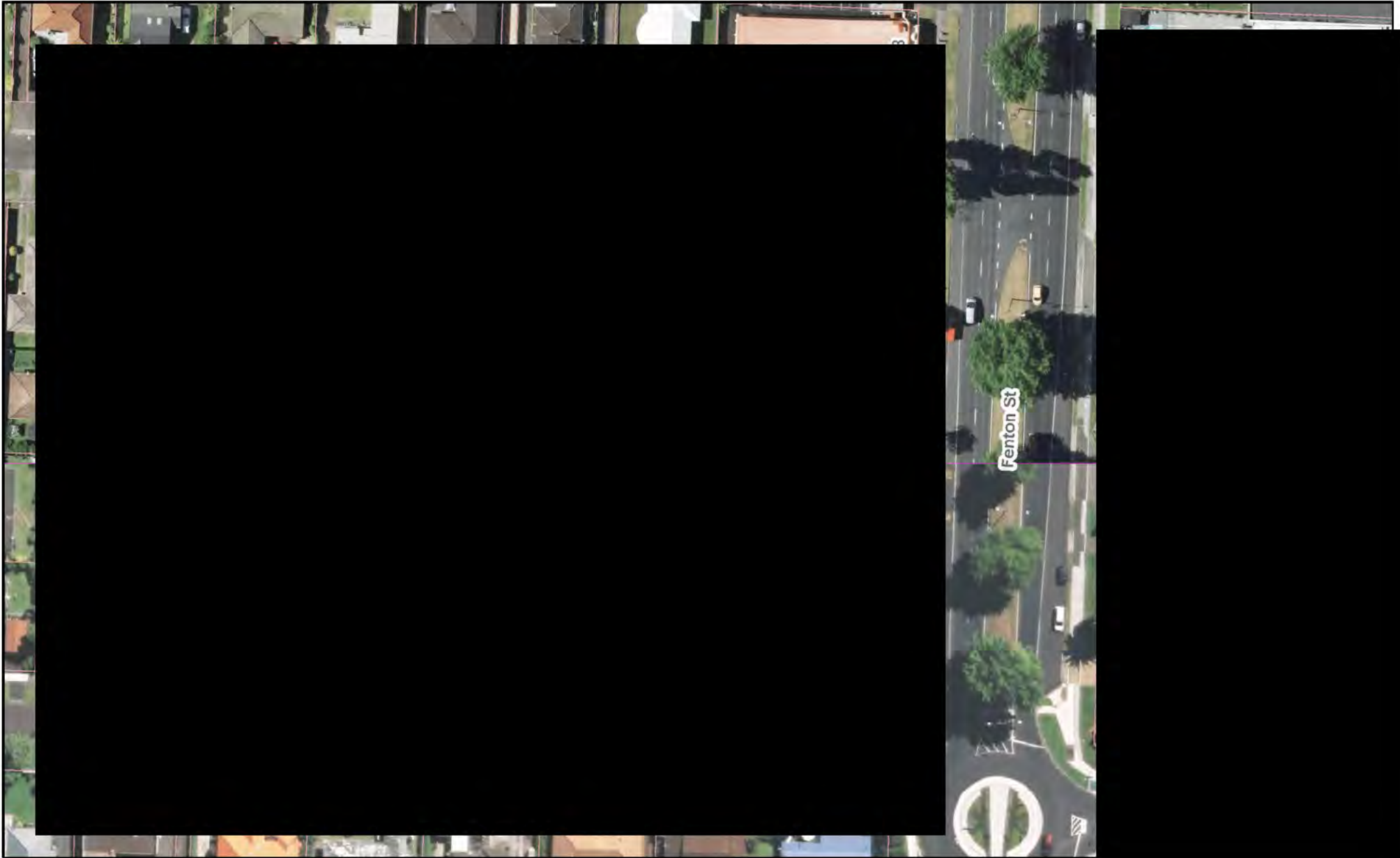
20 I am not opposed to the government and the Ministry of Social Development doing what it needs to do to help people get housed.

21 However, I think that is important to lend my voice to assist the Panel as I am saddened and concerned by the deterioration of our neighbourhood which seems like it will continue without giving everyone who lives here a chance to weigh in.

SIGNED this 10th day of December 2021



Patricia-Ann Thomson



My Home

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: 16-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 - Sep 2019

Image capture: Sep 2019 © 2021 Google



PT-2
Restore R

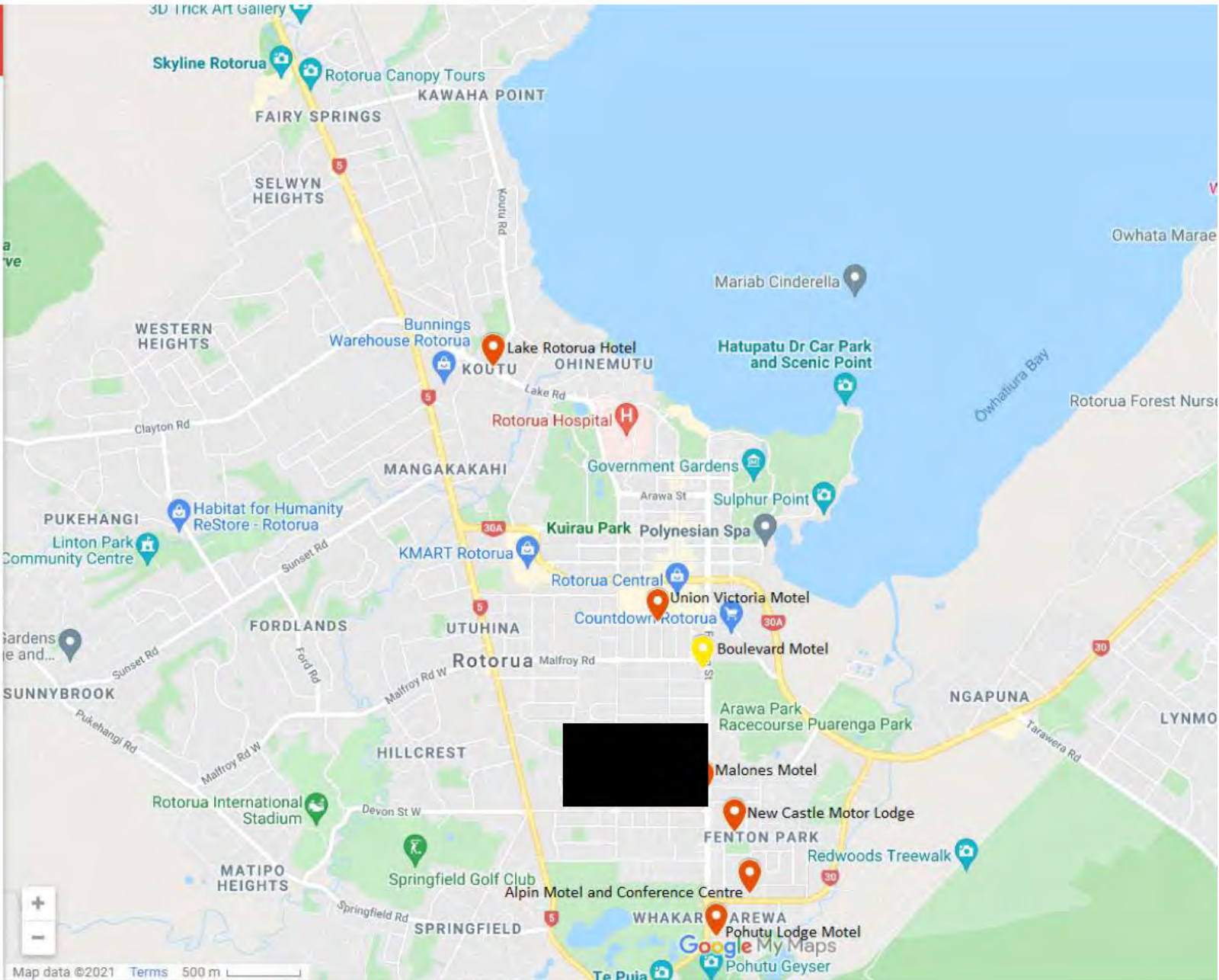
1 view
Published seconds ago
SHARE EDIT

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

Map data ©2021 Terms 500 m

Made with Google My Maps



PT-3
Restore R

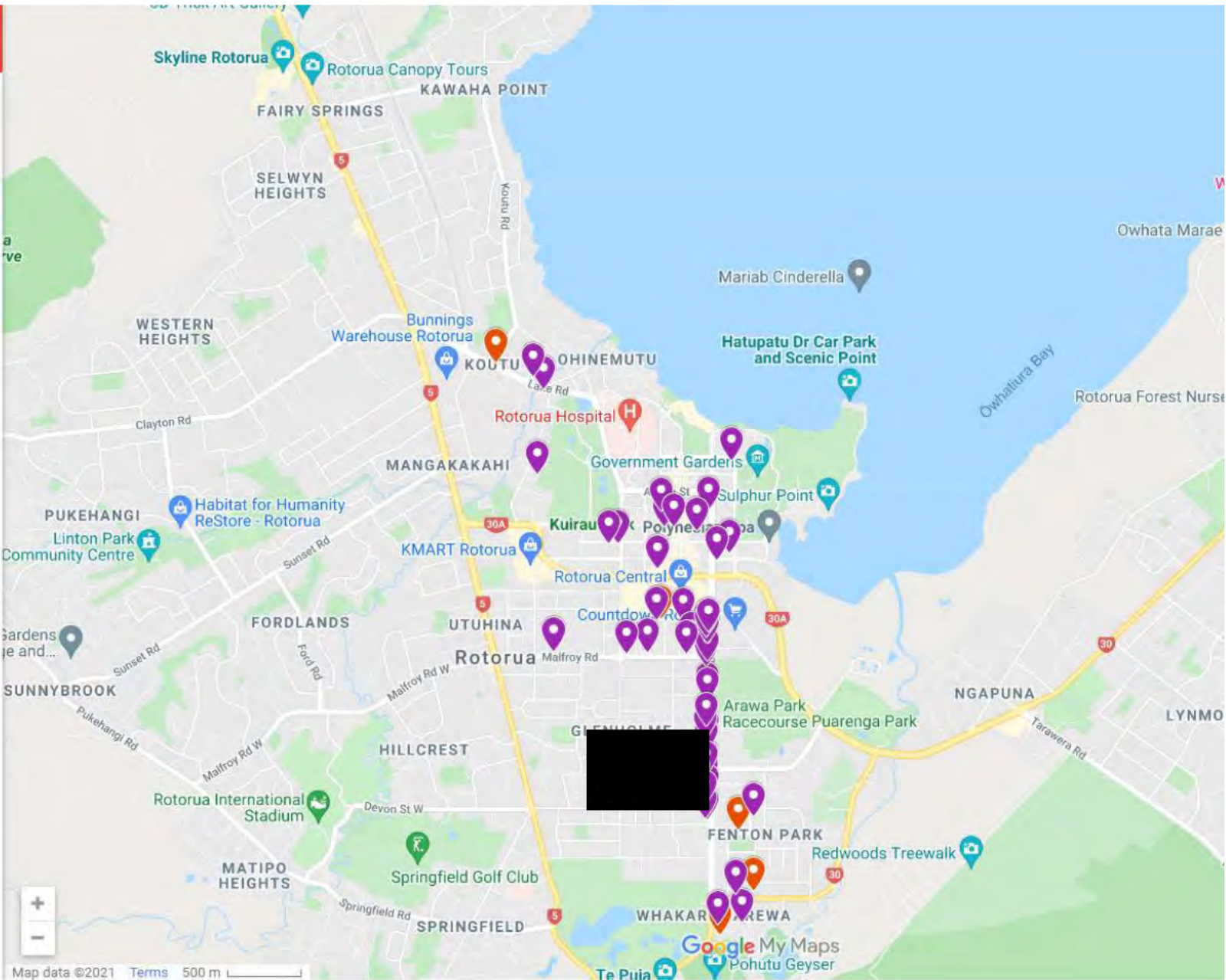
2 views
Published 22 minutes ago

SHARE EDIT

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

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.

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 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

Registered name
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

Registered name
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

Registered name
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

Registered name
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

Registered name
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.
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- 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.

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

UNDER the Resource Management Act 1991

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

BETWEEN **Rotorua Lakes Council**

AND **Ministry of Housing and Urban
Development**

AND **Restore Rotorua Incorporated**

Brief of Evidence of Rayna Bell
Dated 17 December 2021

Chen Palmer
Barristers and Solicitors
AUCKLAND

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

BRIEF OF EVIDENCE OF RAYNA BELL

I, **RAYNA BELL**, Resident, Glenholme, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Rayna Bell. My husband Michael Bell and I currently reside at ■■■■■■■■■■ Glenholme, Rotorua. We have lived in our home for the last five years and I have lived in Rotorua for five and a half decades. A true copy of aerial and street view photographs of my home are annexed and marked as “**RB-1**”.
- 2 A true copy of a map showing our home relative to the proposed sites for the emergency housing is annexed and marked as “**RB-2**”. The map at **RB-2** shows that our property is:
 - (a) 700 metres from the Malones Motel;
 - (b) 1.2 kilometres from the New Castle Motor Lodge;
 - (c) 1.6 kilometres from the Alpin Motel and Conference Centre;
 - (d) 1.7 kilometres from Pohutu Lodge Motel;
 - (e) 1.3 kilometres from the Union Victoria Motel; and
 - (f) 3.2 kilometres from the Lake Rotorua Hotel.
- 3 I submit this brief of evidence from my perspective as a resident of Glenholme. 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 anti-social behaviour and crime around Glenholme in the last 18 months.
- 4 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.
- 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 stressful situation my husband and I are now facing as retired residents of Glenholme will intensify and become permanent.

- 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 “**RB-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 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.
- 8 My evidence speaks to how the six pending applications are likely to affect me and my husband. 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 brief of evidence from the Panel.

Family, work and life in Rotorua

- 10 I have lived in Rotorua for the last 54 years. Michael and I moved to Glenholme area when we retired five years ago. We chose our home because we were previously living in a two-storey property and wanted a one-storey house that was closer to town. We wanted to be handy to everything so if we can no longer drive, we will still have access to things.
- 11 Glenholme is a quiet and pleasant neighbourhood with a very friendly community of neighbours comprising of lots of elderly residents, nicely kept properties in close proximity to central Rotorua. When we moved in, everyone came to introduce themselves and we got to know all of our neighbours. We get together with our neighbours for a drink once a year. It is the kind of close-knit neighbourhood where you let your neighbours know when you are going away, and they keep an eye on your house for you.

- 12 I volunteer for a national charity called Age Concern and as part of that, I have gotten to know the elderly residents of Glenholme who I have paid visits to. I am also part of a social bowling club, and have met other older residents of Glenholme through that.
- 13 Fenton Street is Rotorua's key arterial route connecting central Rotorua to the south of the city. Michael and I go for walks twice a day around the neighbourhood.
- 14 When we moved into our house in 2016, we felt safe and secure. I used to walk into town very regularly. It would take me 10 minutes' to walk to the Rotorua Golf Club on the south border of Glenholme or around 20 minutes' walk to arrive into the centre of town. I had a sense of freedom living in Glenholme which was the lifestyle my husband and I had imagined when we made the decision to move here.
- 15 Our house is about one kilometre away from the end of [REDACTED] which meets Fenton Street. The emergency motel that I am most familiar with is the Brylin Motel at 315 Fenton Street which is 600 metres from [REDACTED]
- 16 Our proximity to Fenton Street means that we can hear vehicle traffic along Fenton Street, which being a 4-laned street, has many cars travelling at high speeds so is quite noisy.

Observations of effects of transitional and emergency housing motels in central Rotorua

- 17 Rotorua was once recognised as one of New Zealand's most beautiful cities and this was a reputation established both nationally and internationally. Annexed and marked "RB-4" is a copy of an article in the New Zealand Herald that summarises some of the key attributes that made Rotorua so beautiful. Fenton Street was a beautiful looking street where home owners and motel owners along the street took real pride in keeping the appearance of their frontage at a high standard. However, in the last two years and particularly since the March and April 2020 Covid-19 lockdown, the aesthetic of Fenton Street has noticeably deteriorated. I used to take pride in Glenholme, but these days, I am embarrassed about the state of the neighbourhood and Fenton Street.
- 18 We first noticed the Ace Motor Lodge (319 Fenton Street) and Malones Motel (321 Fenton Street) were being used as transitional and emergency housing. A letter from the Ministry of Social Development which was provided to me by Trevor Newbrook, confirms that these motels were being used as emergency accommodation during this time, as per Table Two. The Ministry of Social Development's letter is annexed and marked "RB-5".

- 19 The changes we initially noticed as a result of concentrated transitional and emergency housing in central Rotorua were mainly a decline in the aesthetic of Fenton Street.
- 20 These days, I frequently see the following things that never used to be commonplace in Glenholme prior to 2020:
- 20.1 In August 2021, there was a car parked on the footpath of [REDACTED] with no warrants or registration. I rang the Council about this and the staff on the phone told me that they could not do anything about it. I rang the police as well but they said they could not do anything either. The impression I get from these interactions with the Council and police is that no one appears to be taking responsibility for these kinds of issues.
- 20.2 A load of shopping trolleys displaced and abandoned outside the Ace Motor Lodge. There are animal bones (from chicken or other meat) and general rubbish scattered all over the nearby footpath and motel carpark and it is generally dirty and noisy.
- 20.3 Rubbish bins on Fenton Street often tipped upside down with rubbish strewn all over the footpath.
- 20.4 Drug deals taking place indiscreetly and outside the motels on Fenton Street. I know these motels are used as emergency housing as they are listed at **RB-5**. There is a motor scooter with no registration plates on it which is frequently on runs around the streets of Glenholme in the very early morning at around 6am, which I suspect is being used as a courier for drug deals.
- 21 In 2021, the visual effects of living close to motels that house emergency housing tenants have noticeably intensified. The character of Glenholme that once enticed us to move here has significantly changed. These days, the sound of sirens can be heard from our house every day at all hours. Michael and I often feel on edge in our home and we struggle to relax.
- 22 There have been two occasions in the last six months which have made me feel uncomfortable at home. In mid-2021, our neighbour put out a box of lemons in their front yard. That night, we saw people throwing the lemons at our windows. This kind of incident is not something we ever had to contend with in the first few years we lived in Glenholme before the influx of concentrated transitional and emergency housing in central Rotorua since 2020.
- 23 In October 2021, I chatted to some children playing outside my house and I gave them a packet of biscuits. In hindsight, that was a bit naïve of me to do, because that

afternoon, the same children came back to the house asking for money, I gave them \$2 and they went off and bought lollies. After they left, we went for our walk and found the neighbours mail ripped up and scattered on the footpath. The children then started banging on the garage door at my home. I have never experienced anything like this in the 54 years I have lived in Rotorua.

Measures taken in response to effects of transitional and emergency housing from motels in central Rotorua

- 24 We installed security doors and a burglar alarm at our house in 2019. In the current environment, we now make a conscious effort of always setting the alarm when we go out. We also now lock all the doors even when we are at home, which we did not do prior to 2020.
- 25 We also put up a 'dog on duty sign' in an attempt to deter burglars and trespassers.
- 26 Michael and I are thinking of leaving Rotorua, however we are in our 70's so leaving is not straightforward and we feel that we should be free to live in our chosen location and feel safe in our homes.

Conclusion

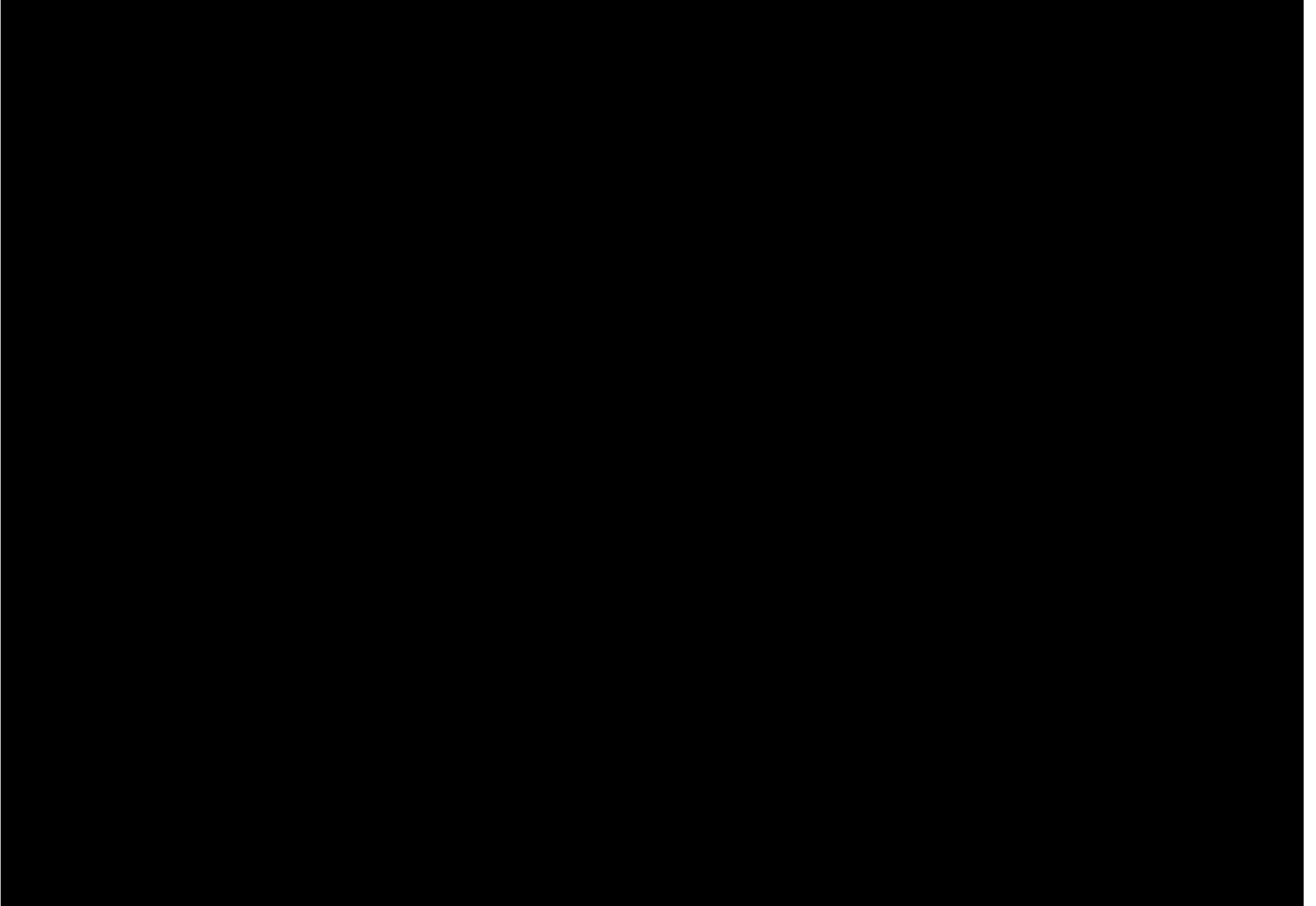
- 27 We are not opposed to the Council and ministries assisting people without their own house to live somewhere safe and dry. However, housing people in accommodation that was built for short-term tourist stays is not a sustainable solution.
- 28 Using the motels on Fenton Street as transitional and emergency housing means Rotorua cannot use Fenton Street to showcase our city to the rest of the country and the world. I am sure there are more appropriate solutions for dispersing emergency and transitional housing so that the environment effects are not concentrated in one neighbourhood.

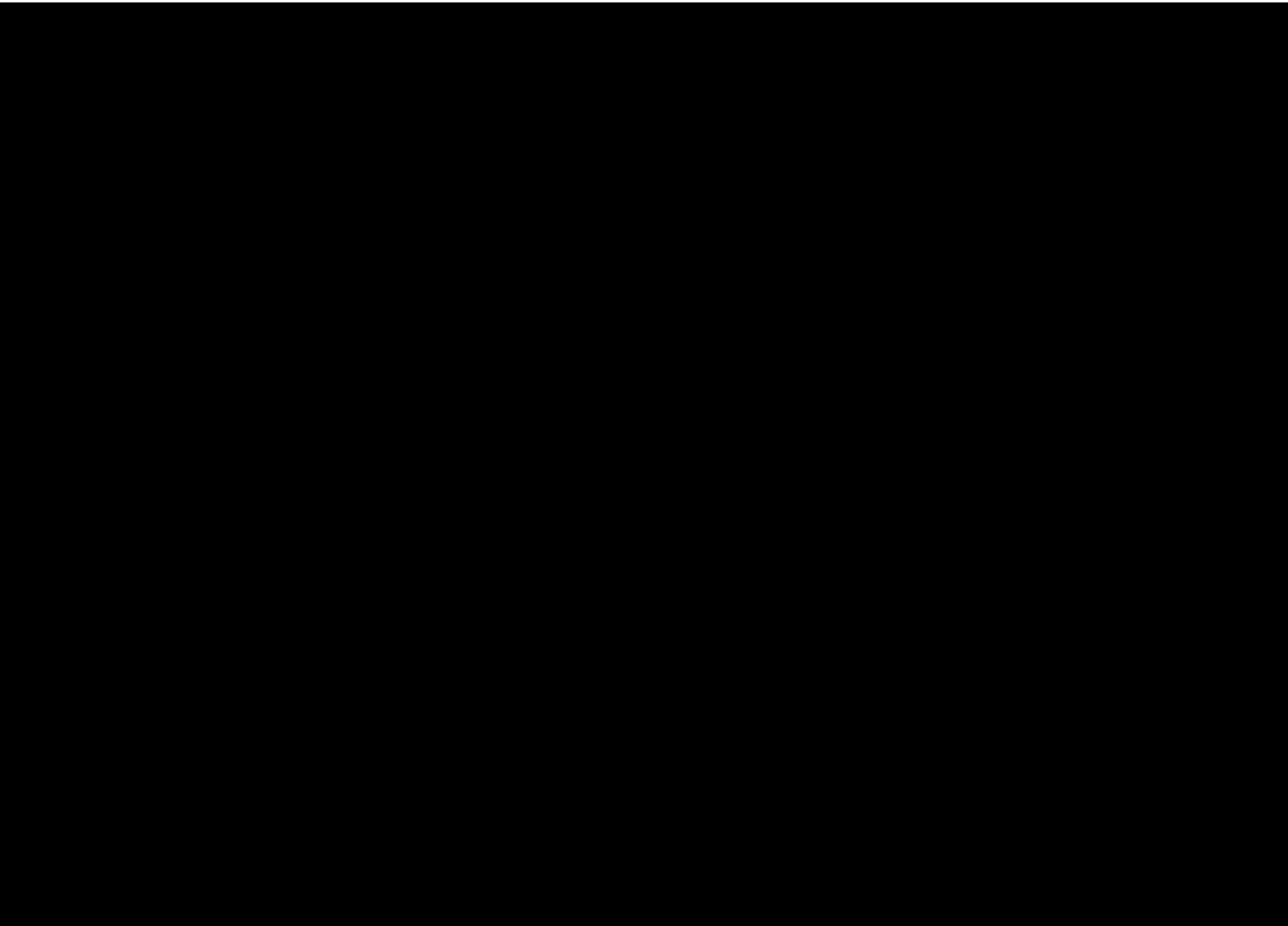
SIGNED this 17th day of December 2021



Rayna Bell








RB-1

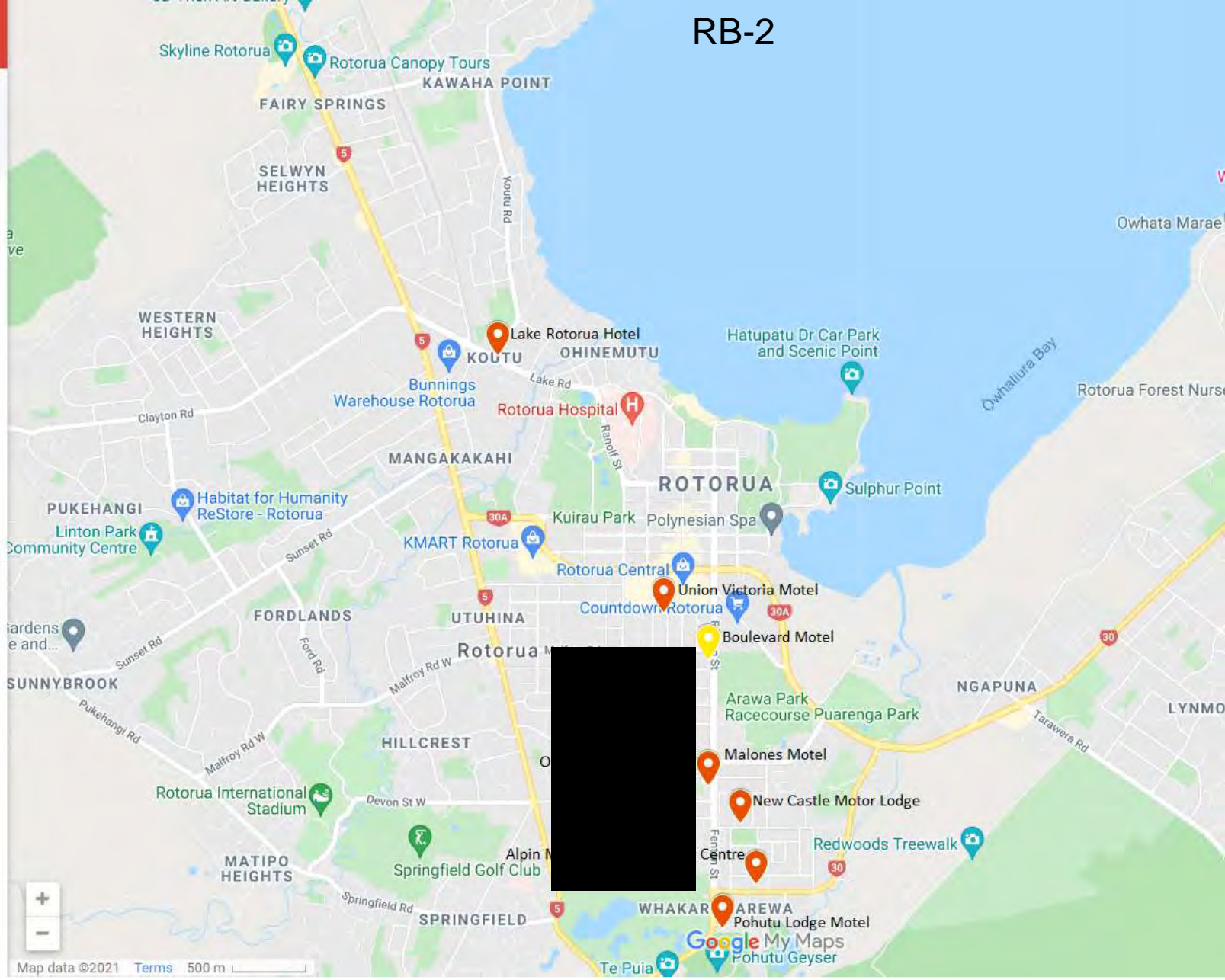




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Motels at risk of conversion into emergenc...

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

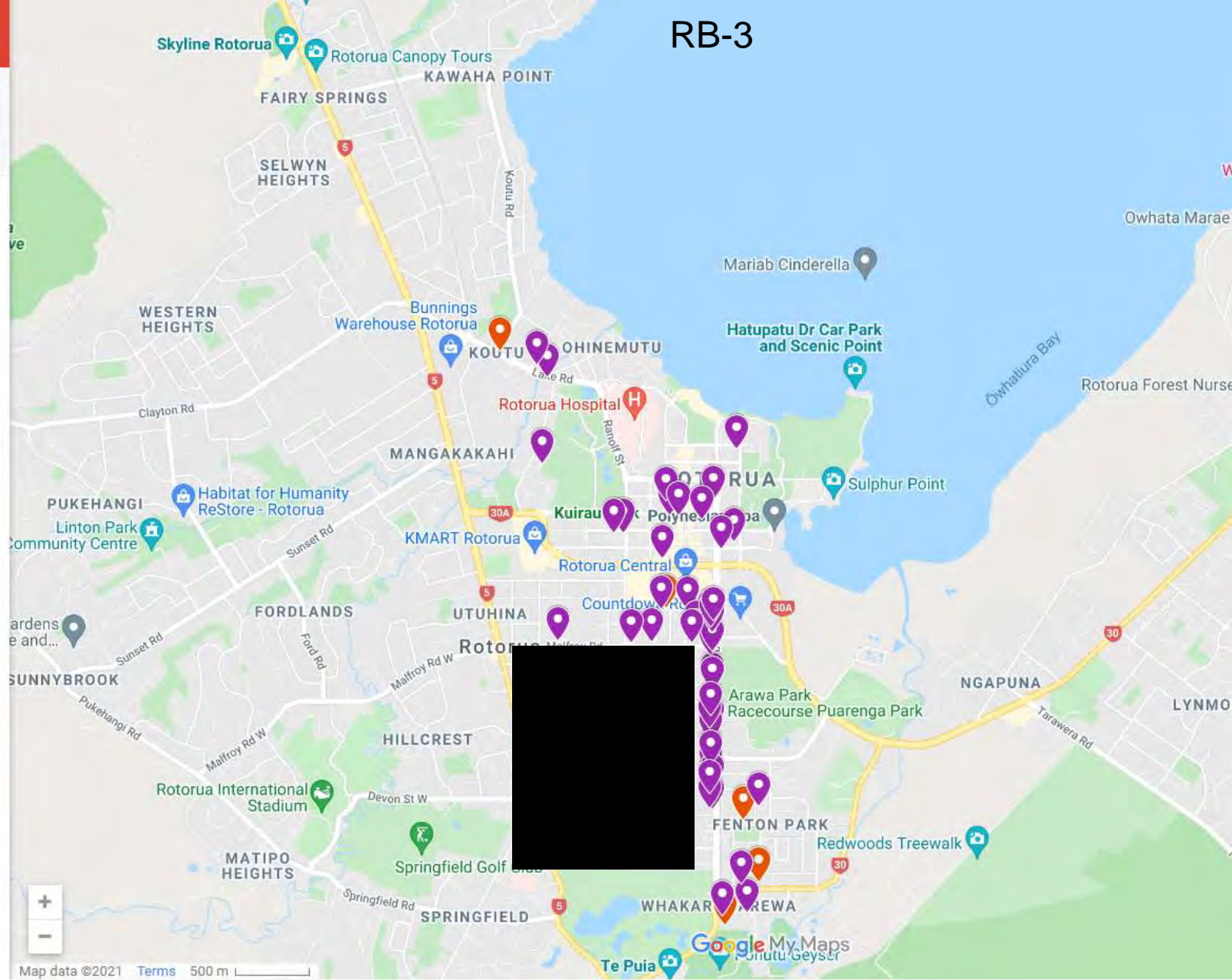




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ROTORUA DAILY POST

Forgotten beauty queen: The reason Rotorua hasn't won 'Most Beautiful City' in a decade

2 Mar, 2020 02:26 PM

© 5 minutes to read



A Rotorua CBD garden. Photo / Stephen Parker



By: **Felix Desmarais**
Local Democracy Reporter
felix.desmarais@nzme.co.nz

Despite winning the award six times in the space of 11 years, Rotorua has not won "Most Beautiful City" - because no one has nominated it for nearly 10 years.

The award, run by Keep New Zealand Beautiful, was conferred to the city in 1999, 2000, 2002, 2006, 2009 and 2010. In 2008, Rotorua was a runner-up to Dunedin.

A Keep New Zealand Beautiful spokeswoman said it was the responsibility of the council - or the wider community, including schools, businesses, community organisations and individuals - to nominate a city. If it wasn't nominated, it wasn't in the running.

Rotorua Lakes Council infrastructure manager Stavros Michael said the nominations for the award were previously submitted by Keep Rotorua Beautiful, a now-defunct trust. He said no submissions had been made by the council and it had no plans for any.

"[The] council is not intending to make a nomination this year. The organisation is focused on delivering greater sustainability outcomes for the district and does not have a dedicated resource for award submissions."

Keep New Zealand Beautiful chief executive Heather Saunderson said numerous studies had shown the "great impact" beautification programmes such as murals and gardens had on the surrounding community, including increasing civic pride and reducing anti-social behaviour such as littering and graffiti.

"The Beautiful Awards' towns and cities category celebrates the communities around New Zealand who are working hard to reduce their environmental footprint, and implementing innovative and sustainable initiatives in beautification and environmental excellence."

Destination Rotorua chief executive Michelle Templer said there were lots of things the city could apply for but it was a "matter of priorities".

"We get a huge amount of feedback on how strong the gardens are, how well kept they are. We know it is a big part of supporting Rotorua as a vibrant place to visit."

She said Destination Rotorua, the economic development and tourism promotion agency, did not have any plans to nominate the city for the award but saw it as something that would "normally" be led by the council.


"It's not to say we wouldn't."

A council spokeswoman said the total budget for gardens and beautification work for the CBD - not including parks or reserves - was \$360,522.

That consisted of \$245,522 for "day to day" work, such as regular maintenance and scheduled replanting. Another \$115,000 went toward on-demand work "such as restoring a patch of garden that has been damaged by vandalism".

The actual spend would be reported to the council by Infracore at the end of the financial year, the spokeswoman said.

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Forgotten beauty queen: The reason Rotorua hasn't won 'Most Beautiful City' in a decade - NZ Herald

The figures referred specifically to gardens and beautification work in the CBD, but not parks and reserves such as Kuirau Park, the lakefront or Government Gardens.

Sport, recreation and environment manager Rob Pitkethley said the spend in the CBD could not "specifically" be compared to previous years due to a change in software and the council's contract with its horticultural services provider Infracore.

Horticultural services had previously been contracted on a district-wide basis and therefore it was difficult to extract that data.

Rotorua Festival of Gardens committee member Joan Bracken said the council sometimes did an "amazing job" on CBD gardens considering the climatic conditions in Rotorua, especially during the autumn and winter months.

"Some seasons the gardens look really fabulous."

However, she believed sometimes the floral colour schemes were "a bit garish for some people".

She said some of the CBD's garden boxes weren't "that great" and she wasn't a fan of the use of marigolds.

"They're a bit blah."

She also believed some of the changes to the CBD, such as the replacement of City Focus with Te Manawa, weren't to the benefit of the overall feeling of the town centre.

A CITY NURSERY

Pitkethley said Infracore's nursery, which had serviced Rotorua's gardens since 1987, was beneficial for the town for a number of reasons.

The council was unable to report how much the city saved due to the council-controlled organisation in dollar terms.

Pitkethley said it saved on freight and storage costs, as well as enabling the council to produce a higher standard of seedlings, which meant better value for money.

"It also means we have the plants on hand for when we need them and we are able to time planting better to suit the changing weather or swapping plants immediately - rather than having to wait for a delivery - if a particular garden is looking a little worse for wear."

According to the Infracore website, the nursery also sold and leased plants to the public.

A council spokesperson said flower gardens were replanted two times a year, in Spring and Autumn, and were designed according to Rotorua's climate, which allowed for the use of spring bulbs, in order with the area and the "palate" of well-performing plants, which was more diverse in Summertime.

Shrub gardens ranged from formal to "semi-natural / informal". Formal gardens were replanted every five to 10 years, but informal shrub gardens might not be replanted for "some time".

CBD gardens had a variety of exotic and native plants.

In Tutanekei St, gardens had "more colour and interest" and black mulch was used instead of brown bark as in other areas. Rocks were also used in those gardens.

THE BEAUTIFUL AWARDS

Keep New Zealand Beautiful's annual 'Beautiful Awards' aim to "recognise and celebrate positive actions taken by communities in local and urban areas to protect and enhance their local environments", a spokeswoman said.

The Beautiful Awards have five categories: individuals, community, business, places, and towns and cities.

"The 'Towns and Cities' category recognises and celebrates beautiful towns, cities and regions right across New Zealand.

"They acknowledge positive actions that have been taken by councils to protect and enhance their local environments."

In 2020, for the first time, the Most Beautiful Towns & Cities supreme award will win a mural painted in their town or city by a local artist, valued up to \$10,000.

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Restore R
rotoruaamapping@gmail.com

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

Leo Donnelly and Holly Cutfield
Chen Palmer
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.

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 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

Registered name
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

Registered name
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

Registered name
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

Registered name
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

Registered name
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.
- 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.

**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 [REDACTED]
Dated 20 December 2021

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

BRIEF OF EVIDENCE OF [REDACTED]

I, [REDACTED], Restaurateur, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is [REDACTED] and I am also known as [REDACTED]. I currently reside at [REDACTED], Rotorua.
- 2 I own and run four successful restaurants in central Rotorua:
 - (a) the [REDACTED], located at [REDACTED], Rotorua (in a row of restaurants in the CBD area known as 'Eat Street');
 - (b) the [REDACTED], located at [REDACTED], Rotorua (also on Eat Street);
 - (c) the [REDACTED], located at [REDACTED], Rotorua (located in the Rotorua Central Mall food court); and
 - (d) the [REDACTED], located at [REDACTED], Rotorua (in another shopping mall in the western end of the CBD known as the 'Trade Central Shopping Mall').
- 3 A true copy of aerial and street view photographs of our main restaurant, the [REDACTED], located in the Eats Street Eatery, are annexed and marked as "[REDACTED]-1".
- 4 A true copy of a map showing the locations of the [REDACTED], [REDACTED], the [REDACTED] (Central Mall Food Court) and the [REDACTED] relative to the proposed sites for the emergency housing is annexed and marked as "[REDACTED]-2". The map at [REDACTED]-2 shows that our main branch, [REDACTED] (Eat Street Food Court), is:
 - (a) 2.5 kilometres from the Malones Motel;
 - (b) 2.8 kilometres from the New Castle Motor Lodge;
 - (c) 3.2 kilometres from the Alpin Motel and Conference Centre;
 - (d) 3.3 kilometres from Pohutu Lodge Motel;
 - (e) 1.5 kilometres from the Union Victoria Motel; and
 - (f) 2.8 kilometres from the Lake Rotorua Hotel.

- 5 I submit this brief of evidence from my perspective as a long-term resident of Rotorua and business owner. My evidence covers the adverse changes I have seen around central Rotorua as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically, the increase in crime, the lack of safety, and the decrease in investment value Rotorua is providing due to the change in character of the city.
- 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 Council to convert motels in central Rotorua into emergency housing should be notified.
- 7 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 businesses relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as “**█-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 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 for the motels listed above at paragraph 4. 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 my businesses and as a consequence, my wife 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.
- 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.

Family, work and life in Rotorua

- 11 I arrived in Rotorua in 2001 with my wife and son. I purchased the [REDACTED] [REDACTED] in June 2001. The [REDACTED] has won a range of awards over the past 20 years, including, Business of the Year Hospitality and Attractions [REDACTED], and Outstanding Restaurant at the Rotorua Hospitality Awards [REDACTED]. I was voted the Icon of Hospitality in [REDACTED]. Through my businesses, I have supported the Rotorua community with community events and sponsorships.
- 12 When my family and I moved to Rotorua, we were overwhelmed by how friendly and embracing the community was to us. We have worked incredibly hard to build successful businesses which greatly contribute to the community of Rotorua.

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

Before transitional and emergency housing

- 13 Prior to 2020, Rotorua was a great tourist destination, for both domestic and international visitors. Eat Street was created in 2014, as a result of a huge investment by the Council. Eat Street has become the go-to hospitality hub in central Rotorua with over a dozen restaurants and pubs. Eat Street draws in many of the visitors of Rotorua because it has a covered central walkway which provides a focal point for an all-weather al fresco dining area. The thermally heated footpath and enhanced lighting was designed to give Eat Street a unique and vibrant dining atmosphere that was attractive to both locals and visitors. A true copy of a Stuff.co.nz article published on 14 April 2021, with photos of Eat Street is annexed and marked as "[REDACTED]-4".
- 14 Prior to 2020, when driving from my home to my restaurants, I would observe tourists walking around Rotorua Central, enjoying our restaurants, bars, shopping outlets, and tourism attractions. Eats Street was regularly filled with customers who were visiting Rotorua because it is ideally located in walking distance from the visitor motels on Fenton Street.

Turning point

- 15 I started observing changes to Rotorua Central, for the first time, in April 2020. Initially, it was small changes such as extra litter, and increases to anti-social behaviour. I understand that this was around the time that many

homeless people in Rotorua were being temporarily placed into the motels around central Rotorua for emergency housing.

- 16 From late April to July 2020, I observed that more and more motels in the Glenholme area, particularly along Fenton Street, were providing emergency housing. I knew this because the atmosphere, and appearance of the motels slowly deteriorated and I was no longer getting customers who tell me that they stayed in the motels in Glenholme while visiting Rotorua.

Effects of transitional and emergency housing

- 17 In the last 12 months during my drive from my home to my restaurants, as I pass Fenton Street, I now observe the complete deterioration of appearance, and safety from what it once was. The once buzzing atmosphere of tourists walking the street has been replaced by people yelling, domestic disturbances, litter, graffiti, and intimidating behaviour. There are often people drinking in the middle of the day, and people clearly under the influence of substances staggering the street. It is common to observe drug dealing in broad daylight. The people that frequently hang out around Fenton Street do not seem to be very aware of cars, and they often run out into the middle of the road without warning. It is no longer a welcoming or inviting neighbourhood for Rotorua residents, or visitors.
- 18 It is clear from the change in our customers' behaviour that tourists no longer want to come to enjoy all the great things Rotorua has to offer because they do not feel safe. The few tourists that still come to Rotorua, and visit our restaurants, no longer journey out from our restaurants to explore the rest of the city. Instead, most of our visitor customers order takeaways to their motel rooms, and a number of visitor customers now request our staff to order them a taxi to go straight back to their motel. Wherever possible, my staff and I try to make their experience enjoyable, sometimes dropping them off so they experience the warm hospitality that Rotorua was known for.
- 19 It is my understanding that Rotorua now has the worst crime rate of any city in New Zealand which confirms my observations that Rotorua has become very unsafe and uninviting. Rotorua first made headlines as having the highest crime rate of any city in New Zealand in 2020, the year many of the Rotorua central motels began being used as emergency housing. A true copy of a Stuff.co.nz article, published on 4 November 2020, showing Rotorua has the worst crime rate of any New Zealand city worst city is annexed and marked as "█-5".

- 20 I have observed that in the Rotorua Central Mall, where our [REDACTED] restaurant is located, that since late 2020, there were a number of incidences at the mall during the day, such as fights, intimidation, and theft. My staff who work at the [REDACTED] restaurant regularly report to me that they do not feel safe at work, because there is a constant presence of people loitering the mall who harass people in the mall. This was only introduced in 2020, shortly after the influx of people were placed in motels in Rotorua for emergency housing. The incidences became so extreme, that I approached the other owners and operators of the food court so that we could call a meeting with the owners of the mall to upgrade our security.
- 21 As a result, the trust that owns the mall hired a new security company, they upgraded the security system for the mall, and they installed an intercom phone system to control the entry and exit so that the door can be locked at all times to provide additional security measures for persons working at the mall. These changes have all been made in the last couple of months. We are pleased that the security upgrades have been more effective at reducing the harassment and lack of safety at the mall, but it is concerning that such extreme measures have been taken as a result of the changes to Rotorua Central.

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

- 22 The crime and lack of safety, that initially started along the Fenton Street area is now spreading throughout Rotorua central. For example, our the [REDACTED] on [REDACTED] is around 300 meters from Rotorua Sports Bar (located on 1232 Arawa Street, Rotorua). Around mid-2021 there was a large fight between two gangs at the bar who were clearly displaying gang insignia. The incident was terrifying for my staff, and customers. This is not something that was visible in Rotorua central from my restaurant prior to 2020. I cannot be certain that the gang members were living in emergency housing, but I am aware that many of the Mongrel Mob members stay at the Ace Motor Lodge, which is a known emergency housing motel. This is confirmed by the list of emergency housing motels, provided by the Ministry of Social Development, which is annexed and attached as "[REDACTED]-6".
- 23 In September 2020, I recall walking into a liquor store in the afternoon to the aftermath of an incident where the two female employees crying behind the counter because a woman had come into the shop and taken two bottles of alcohol. During the incident, the employee had tried to stop the thief, but the

thief turned around and threatened to smash a bottle of liquor at her head. I felt sorry for the employees who were clearly shaken by the incident. I am not sure whether the perpetrator was an emergency housing occupant, but this is not the sort of thing that I observed in Rotorua Central prior to 2020.

Measures taken in response to effects of transitional and emergency housing from motels in central Rotorua

- 24 As a tenant at the Rotorua Central Mall, I have been required to pay additional money to the owners of the mall to contribute to the security upgrades that have been made. This was only done in light of the changes brought to central Rotorua when motels in central Rotorua became widely used as emergency housing.
- 25 My family and I have also had to make changes to our day to day routines to keep us safe. Prior to 2020, we would often go late night shopping at the mall, or at the supermarket, when I finished up at the restaurants, or had a day off. Now, we only shop at the supermarket or mall during the day time. This is in light of the harassment I experienced at Pak N Save, and Countdown on Fenton Street when I parked my car for an evening shop where I was approached a number of times for money or cigarettes.
- 26 In addition, my wife and I have decided to draw back on our planned investments in Rotorua. For example, in 2011 we purchased an investment property on Ferry Spring Road. Recently, when the lease for the current tenants expired, we intended to develop into an 18 room motels, or a number of townhouses. It was going to be a multi-million dollar investment. However, in light of the issues with emergency and transitional housing in Rotorua, which do not seem to be slowing down or resolving, we have agreed to stop all investment in Rotorua until there is more certainty that this investment will be sound.
- 27 At the end of 2020, my wife and I began discussions to sell our home and businesses to relocate to a city that is safer and more pleasant than Rotorua has become. We are strongly considering starting this process by selling our restaurant in the mall and we hope that this can be done in the near future.

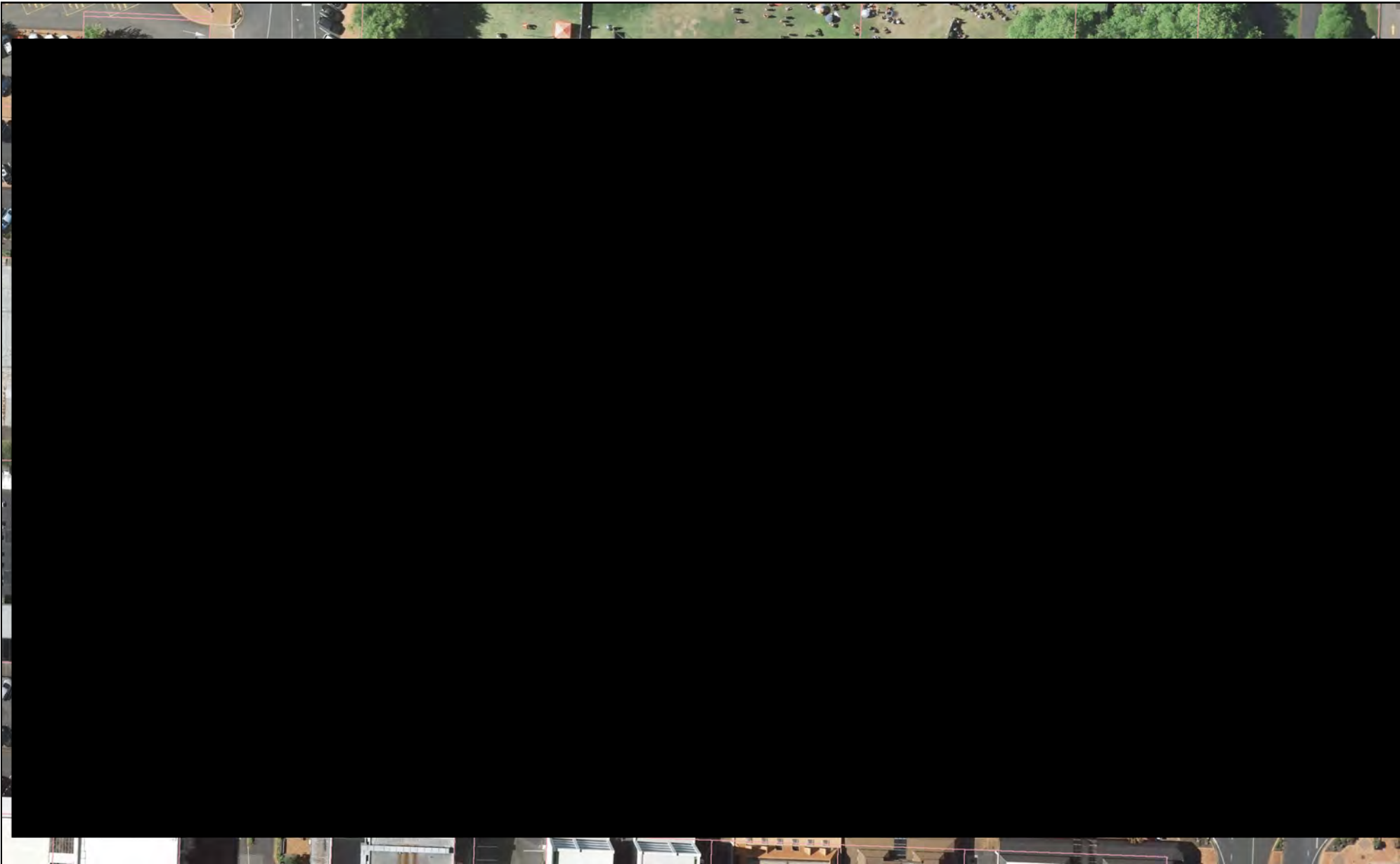
Conclusion

28 If further applications to provide emergency housing from motels in central Rotorua go ahead, it is likely that my wife and I will take the final steps to leave Rotorua, selling out of our businesses and our home. This will be a very hard decision for us to make because we are very grateful for the friendships, and life that we built in Rotorua for over 20 years but our once happy lifestyle will no longer be sustainable if the problems continue or worsen in the coming months.

SIGNED this *20* day of December 2021







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

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Rotorua Lakes Council

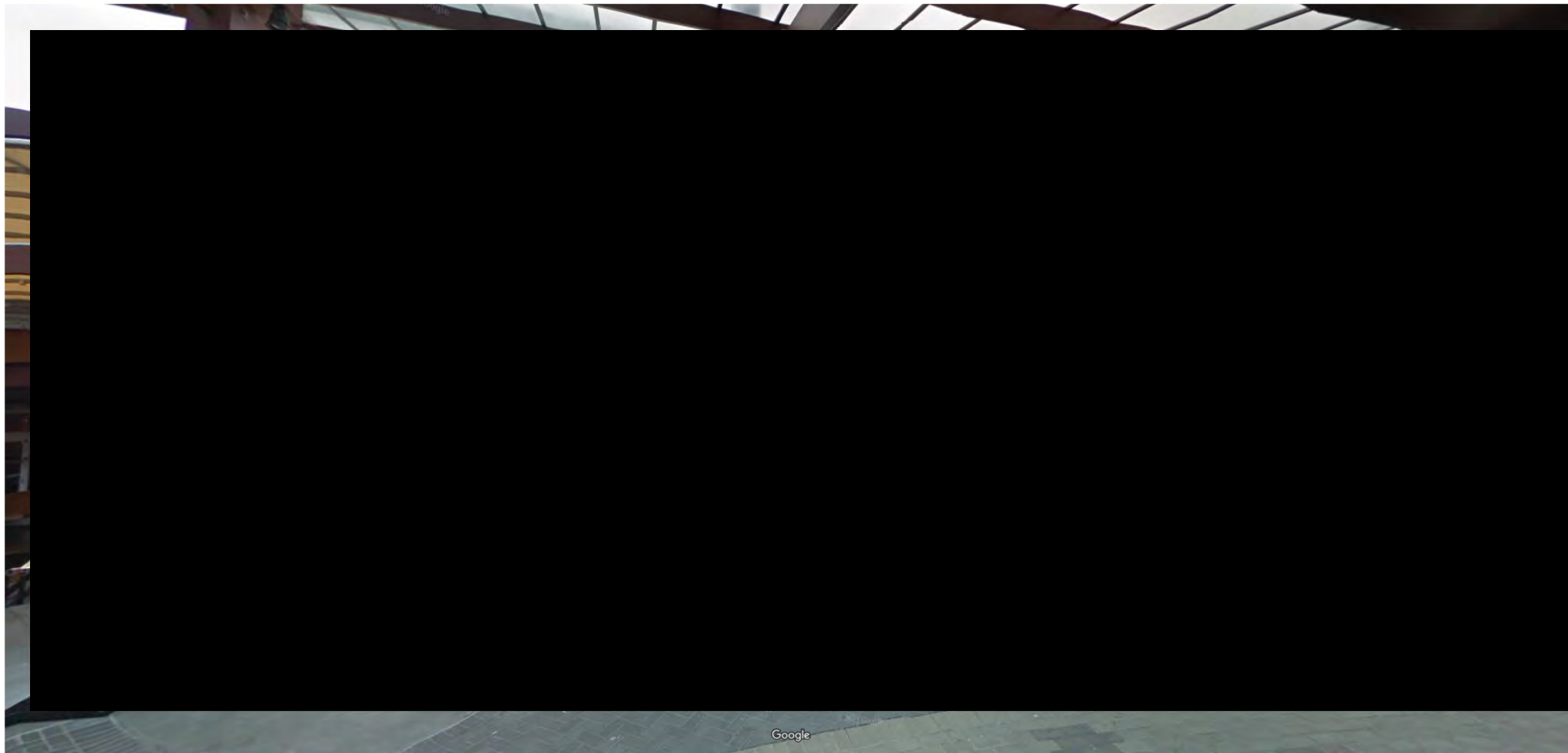
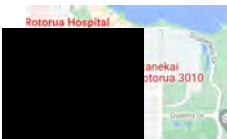


Image capture: Mar 2018 © 2021 Google

Rotorua, Bay of Plenty
Google
Street View - Mar 2018










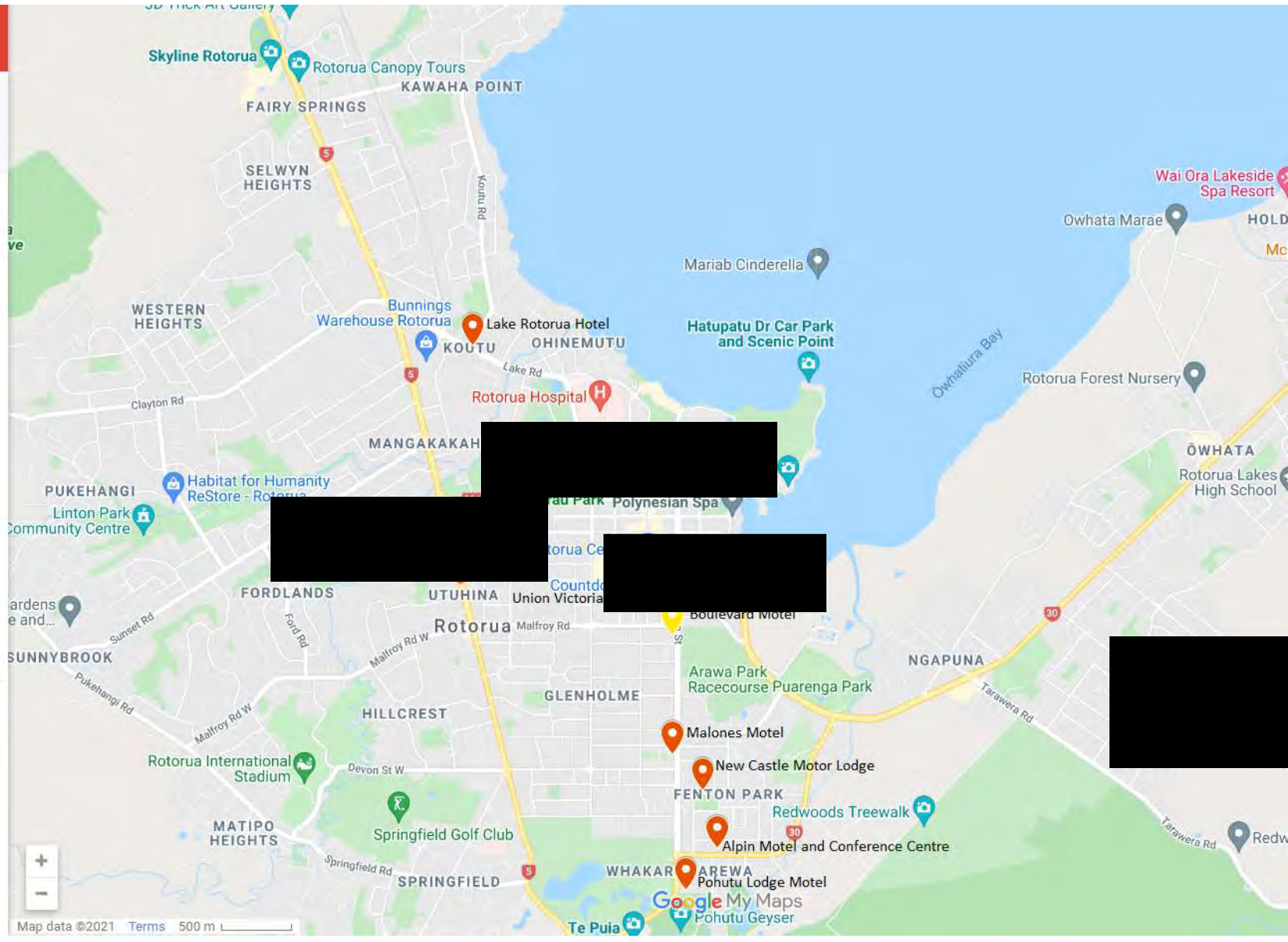
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-  Pohutu Lodge Motel
-  Boulevard Motel & Restaurant



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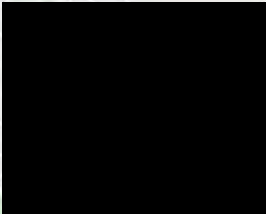
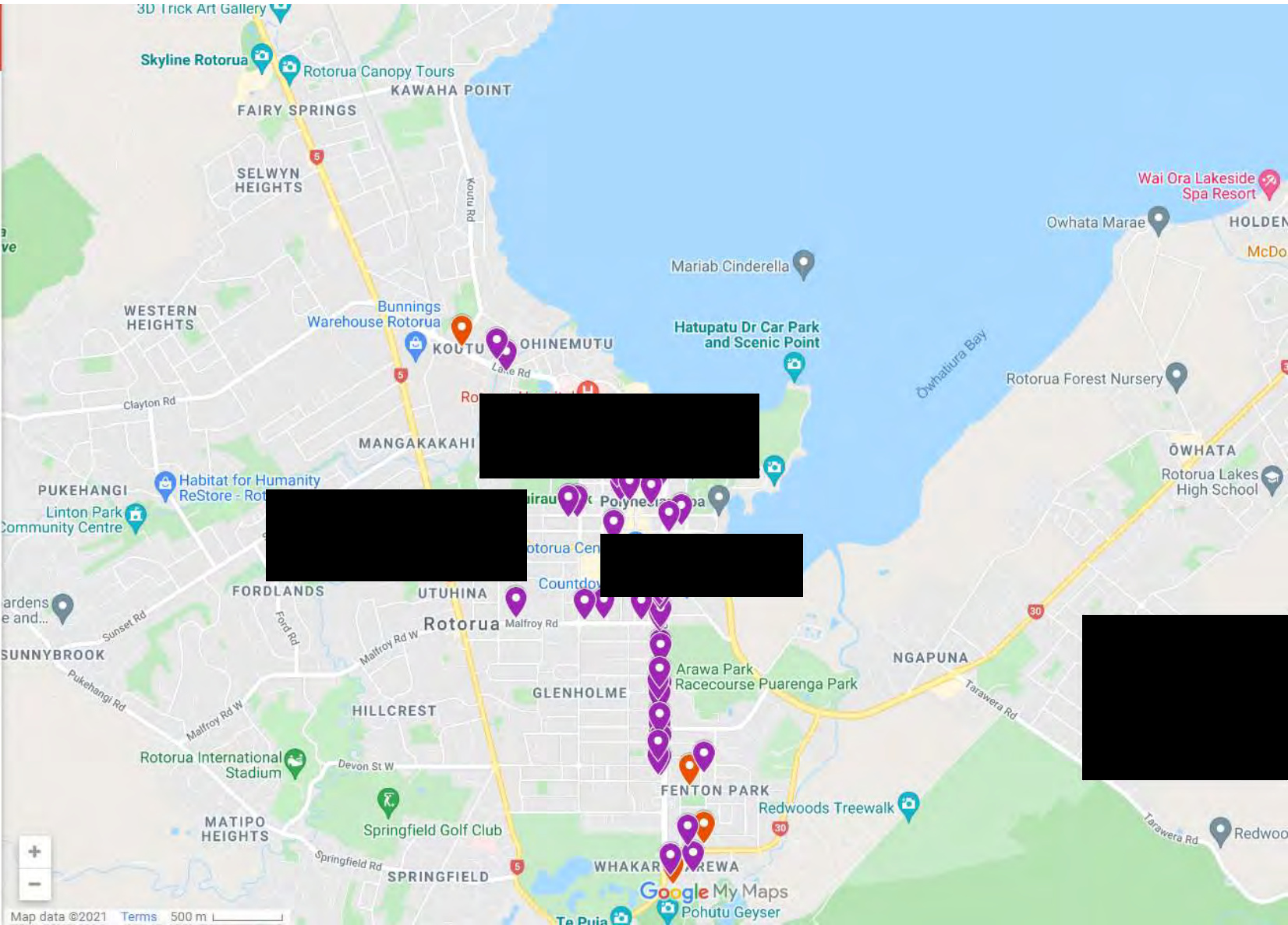
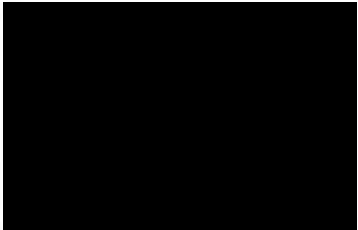
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All-weather streets create better communities

Lana Hart · 05:00, Apr 12 2021

4



SUPPLIED

Christchurch's New Regent St during the day. Lana Hart and companions enjoyed a balmy evening there a couple of weeks ago.

OPINION: We sat around a small rod iron table on the cobbled walkway. Spanish mission-style buildings with their elaborately curved lines and decorative balconies rose above our heads, shrouded by the emerging night sky. The

Was I dreaming of a night out in Spain?

No way. This was Christchurch's New Regent St on a balmy evening a couple of weeks ago.

New Zealand has some fabulous public spaces for dining, strolling and gathering to take in an evening vibe. Wandering in these spaces heightens a sense of community, of respect for place and history, and encourages the social and cultural interactions that give our lives meaning and enjoyment.

Look around the world, and you see an instinct for evenings spent outside ... al fresco dining in the Mediterranean, night food markets throughout Asia, and the open food stalls and entertainment on African streets. Public spaces, people, food, relaxation, and evenings just go together.

But in Aotearoa, those ancient tendencies are stymied by our weather. Whether it's the wind snapping off Wellington Harbour in Courtenay Place, the freezing "Beasterly" ripping through the wind tunnels of Christchurch, or the four seasons in one day in wet Auckland, our erratic weather discourages a widespread culture of outside dining and evening use of public places.

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When they first arrive in New Zealand, people from Asian countries often ask me, "Why does everyone go inside and shut their doors at night?"

Maybe part of the reason is the absence of dry and inviting urban spaces to draw us out into public life.

Rain-friendly urban designs can protect from inclement weather while maintaining a sense of wide open spaces for all. Covered walkways, for example, have been a feature of European design for centuries. Here in Aotearoa, they are an under-used resource.



WIKIMEDIA COMMONS

Covered walkways like the Passage des Panoramas, in Paris, have been a feature of European design for centuries.

To stimulate a year-round interest in getting out of our homes in the evenings, there needs to be more all-weather outdoor public spaces. If Councils could better shield its residents from Aotearoa's winds and rains, maybe people

we don't need to look further than Rotorua for an example of how a simple covered walkway can increase the use of public spaces, build a sense of community, and ensure businesses servicing the space are thriving throughout the entire year.

The \$2 million investment for the Eat Street covered walkway seems worth it to the economic development agency Rotorua NZ. According to Spokesperson Marisa Balle, the street is now a "magnet for both locals and visitors" and is great for local businesses. All commercial properties under the structure have been tenanted since it was erected in 2013, and it has "really created a hub for the local community." There are even early discussions about extending the covering at one end.



ROTORUA NZ

The Rotorua Eat Street covered walkway featuring retractable roofing over dining areas.

The Eat Street project includes retractable roofing over dining areas which connect to the central walkway, providing extra space for al fresco diners. Unique to Rotorua is the street's geothermal heating underlay which keeps the area cosy even during cold and wet winter days.

Imagine if similar structures were built above New Zealand's key central city locations: Wellington's Cuba Street, Christchurch's Strip, Tauranga's Wharf Street, and others. Not just covered courtyard bars, but promenades where the spaces between dining, strolling, and entertainment are blurred – and always dry and inviting.

With the risk of winds tunnelling through the enclosures, removable wind blocks could flank the street ends in stronger weather conditions, ensuring that year-round, public outdoor spaces can always be used.



JOSEPH JOHNSON/STUFF

"... a sheltered public space for an evening stroll is just what we need to build a culture of spending evenings in public", Lana Hart writes.

Restaurants and bars could double their table spaces, their custom, and their revenue. Shops could spill their goods onto the dry footpaths. Councils could ensure musicians and buskers could perform in any type of weather. Night markets would never again be cancelled due to rain.

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And New Zealanders would have fewer excuses to stay home and watch Netflix and a lot more reasons to get out, interact, and connect with their communities.

Back to New Regent Street, New Zealand's "most beautiful street." That night, as the unseasonably warm autumn wind played across my bare shoulders, a glass lid for the historic street was the last thing we needed. But for the vast majority of the other days of the year, a sheltered public space for an evening stroll is just what we need to build a culture of spending evenings in public and businesses that can be sustained through every season.

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Rotorua and Napier top the crime centre list: Selwyn and Central Otago the safest

Marty Sharpe · 17:20, Nov 04 2020

0



ANNA LOREN/STUFF

Palmerston North is the place you're most likely to get your car broken into. (File photo)

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crime

Dot Loves Data analysed the crime statistics of towns and cities over the last five years and found that people living in North Island communities experiencing financial hardship or living in more highly deprived areas were up to five times more likely to be the victim of crime than the national average.

In Rotorua there were 61.21 crimes permitted per 10,000 people per month. In Napier the figure was 59.68 crimes.

They were followed by Palmerston North (54.44), Hamilton (53.54), Taupō (50.36), Hastings (49.35), Gisborne (46.61) and the Far North (46.31).

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CHRISTEL YARDLEY/STUFF

Rotorua tops the list of crime-hit centres in New Zealand. (File photo)

All of those centres are among the more deprived areas of the country. Palmerston North was the least deprived, ranked at 36th most deprived centre of the 67 in the country.

permitted per 10,000 people per month.

It was followed by Central Otago (13.01), Southland (15.08), Mackenzie District (15.81), Waimate (17.3), Carterton (18.76), Queenstown (19.83) and Tasman (19.92).

LAWRENCE SMITH/STUFF

Detective Superintendent Iain Chapman of the NZ Police briefs media on the large money laundering business bust in Auckland

Selwyn is the most affluent centre in the country. The others are all in the top 15 most affluent, apart from Waimate, which is 31st.

"The median household income in Selwyn is \$103,737 and there are extremely low levels of beneficiaries (2 per cent on the Job Seeker Support benefit). 98.2 per cent of all households have access to a vehicle, 93 per cent have access to the internet 79.4 per cent of households own their own home," according to Dot Loves Data.

Rotorua is the capital of breaking and entering, when weighted for population over the five-year period. It also had the highest number of general theft offences. Other areas with high levels of breaking and entering were Napier, Northland, Taupō and Wairoa.

Napier is the shoplifting centre, where the rate was almost a third higher than Rotorua, Palmerston North and Hastings.

crime

The crime rate per 10,000 people per month in other areas were:

Auckland - 37.51

Hamilton - 53.54

Wellington - 31.57

Christchurch - 45.66

Tauranga - 37.39

Dunedin - 20.46

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Leo Donnelly and Holly Cutfield
Chen Palmer
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.

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 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

Registered name
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

Registered name
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

Registered name
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

Registered name
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

Registered name
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.

**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 [REDACTED]
Dated 20 December 2021

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

BRIEF OF EVIDENCE OF [REDACTED]

I, [REDACTED], owner of [REDACTED], of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is [REDACTED], but I am known to Rotorua residents as [REDACTED]. I am the owner of [REDACTED], on [REDACTED], Rotorua, in an area known as Eat Street. A true copy of aerial and street view photographs of my business are annexed and marked as “VP-1”.
- 2 A true copy of a map showing my business relative to the proposed sites for the emergency housing is annexed and marked as “VP-2”. In short, the map at VP-2 shows that my business is:
 - (a) 2.3 kilometres from Malones Spa and Motel;
 - (b) 2.8 kilometres from New Castle Motor Lodge;
 - (c) 3.3 kilometres from Alpin Motel and Conference Centre;
 - (d) 3.3 kilometres from Pohutu Lodge Motel;
 - (e) 1.4 kilometres from Union Victoria Motel; and
 - (f) 1.6 kilometres from Lake Rotorua Motel.
- 3 I submit this brief of evidence from my perspective as a business owner in Rotorua central. My evidence covers the adverse changes I am observing to the character, and reputation, of Rotorua as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically, the large decline in Rotorua’s reputation as a key tourism destination due to the increase in crime, the appearance of our entranceway roads, and the lack of available visitor accommodation in Rotorua central.
- 4 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.
- 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 business relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as “VP-3”.

- 6 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 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.
- 7 My evidence speaks to how the six pending applications are likely to affect my business if they are granted. 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 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.

Family, work and life in Rotorua

- 9 [REDACTED] has been operating since 1983. [REDACTED] had a great reputation among locals for serving the freshest, and best cut meats in Rotorua.
- 10 I purchased [REDACTED] in 2014.
- 11 Over the years I have invested heavily in my business to create a five-star dining experience. The alternations made to [REDACTED] has secured our spot as a ‘must visit’ restaurant in Rotorua for the many tourists that visit our city.

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

Before transitional and emergency housing

- 12 The attractiveness of ██████████ to the visitors of Rotorua was enhanced in 2013 when the Council made a large investment in Tutanekai Street, now known as 'Eat Street'. Eat Street is located in the heart of the CBD and was designed to create a modern, ambient dining environment where customers can chose to eat indoors, or in the vibrant outdoor space. The location of ██████████ on Eat Street was a key feature that justified me purchasing the business because I knew it would bring in a significant amount of revenue from the visitor of Rotorua.
- 13 In 2014, the Council closed off car access to Eat Street to create a large enclosed dining zone with retractable roofing that lights up in a rainbow of colour in the evening. Eat Street has become the dining hub of Rotorua, hosting around thirteen different eateries, which provides options for all tastes and preferences. A true copy of an article published by Stuff.co.nz on 14 April 2021 with a report, and photos of Eat Street Rotorua is annexed and marked as "VG-4".
- 14 In summer, ██████████ gets a large proportion of customers from Rotorua's tourists. Often, these customers come to our restaurant because they are drawn in by the vibrant, inviting aesthetic of Eats Street. ██████████ ██████████ rely on the peak summer visitor season to give our business the revenue to remain profitable.
- 15 ██████████ has operated successfully for the nearly 30 years. Prior to 2020, on average, we found that around 60-70% of our annual revenue came from tourists, mainly across the summer period where many visitors come to spend their holidays in Rotorua.

Effects of transitional and emergency housing

- 16 Since the first covid-19 level four lockdown in April 2020, we have noticed a decline in our business due to the lack of tourists coming to Rotorua during the recent periods where domestic travel has been open. The reports from my customers, stated below, indicate that this is because people no longer feel safe to stay in Rotorua, and those that are still willing to stay here are unable to find suitable accommodation in Rotorua central.
- 17 A large portion of customers, from mid-2020 to date, that come into ██████████ ██████████ during their visit in Rotorua, report to my staff and I that they observe a drastic change to the character of Rotorua from other times they have visited. Many customers ask what has happened to our city, as they

now feel unsafe walking our main roads. For example, shortly after the April 2020 level 4 Covid-19 lockdown, a customer reported to me that they no longer felt that they wanted to visit Rotorua because our street had become dirty, and unsafe. During their visit in Rotorua they had their car broken into and informed me that they would be very hesitant to book a holiday in Rotorua again.

- 18 I observe first hand, when travelling to and from work, that our city has become unrepresentable and unsafe for visitors. The sense of community is gone, as people walk down the street too scared to make eye contact, and the once clean streets have become trashed with the sights of rubbish, shopping trolleys, and run down motels. As a visitor destination, people should not have to fear for their safety, or belongings, while on holiday in Rotorua.
- 19 In addition, many of my regular local customers that live on or near Fenton Street share incidences with me that show how unsafe our city has become. For example, many customers that used to walk down to our restaurant from their home, or work, can no longer do so because Rotorua central has become highly unpredictable and unsafe every day of the week past 5:00pm. One of my regular customers that owns and manages a motel that provides emergency housing told me that he too is struggling with the aggressive and disrespectful behaviour of some of his emergency housing guests. He told me he is fed up and he feels incredibly unsafe that he is responsible to manage such a large population of high needs guests.
- 20 The second complaint that visitors of Rotorua commonly report to my staff and I, since 2020 is that they have noticed the lack of available accommodation. On mid-2020 I had a group of customers tell me that they were disappointed because, despite their best efforts, they were unable to find any accommodation in Rotorua. It is my understanding that around 50% of the motels, designed to accommodate tourists in Rotorua, are now being used as emergency and transitional housing. This is supported by the list of emergency housing locations that was shared with me by Trevor Newbrook from MSD. A true copy of the MSD list of emergency housing motels is annexed and marked as "**VP-5**".
- 21 I am very concerned about the future of Rotorua given the large reduction of revenue many businesses will suffer as a consequence of emergency housing due to the loss of our profitable visitor season. Our city no longer has space to accommodate visitors, and Rotorua is no longer a desirable

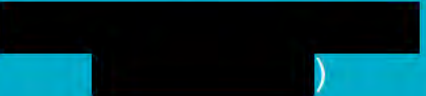
visitor destination. If the Six Applications are not notified, and granted, it is likely that Rotorua's reputation as a tourism destination will be permanently destroyed.

- 22 It is also a shame as a rate payer, to see the enormous investment in tourism, like Eats Street, to be undermined by a decision to house all of the homeless people in Rotorua in such a small geographic area. Rotorua central has had millions of dollars of investment, by both private businesses and our Council, to improve our value as a tourism destination. Investments like Eats Street will now struggle to reach their potential of bringing in money, and visitors to our city.
- 23 I am worried for the future of [REDACTED], and other businesses that rely on the tourism industry, because our businesses have been designed to cater to visitors. Businesses have taken a large hit through Covid-19 lockdowns so it is important that business owners who will be affected by placing emergency housing in motels, like myself, should be consulted about these changes.

SIGNED this 20th day of December 2021

[REDACTED]

[REDACTED]



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: 16-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



Google Maps
Macs Steakhouse



Rotorua Bay of Plenty
Google
Street View - Mar 2018

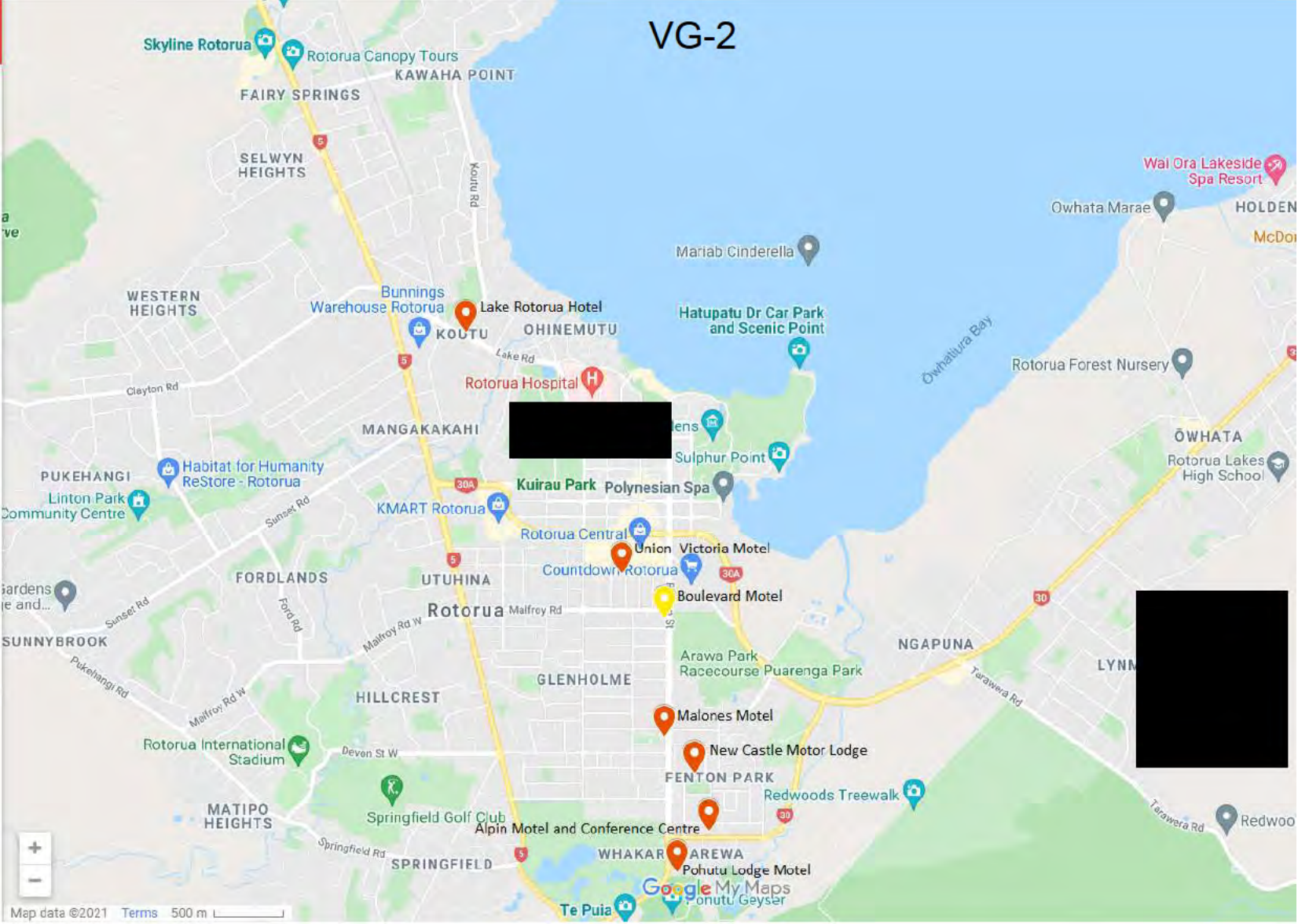
Image capture: Mar 2018 © 2021 Google

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
- Alpin Motel & Conference Centre
- Pohutu Lodge Motel
- Boulevard Motel & Restaurant



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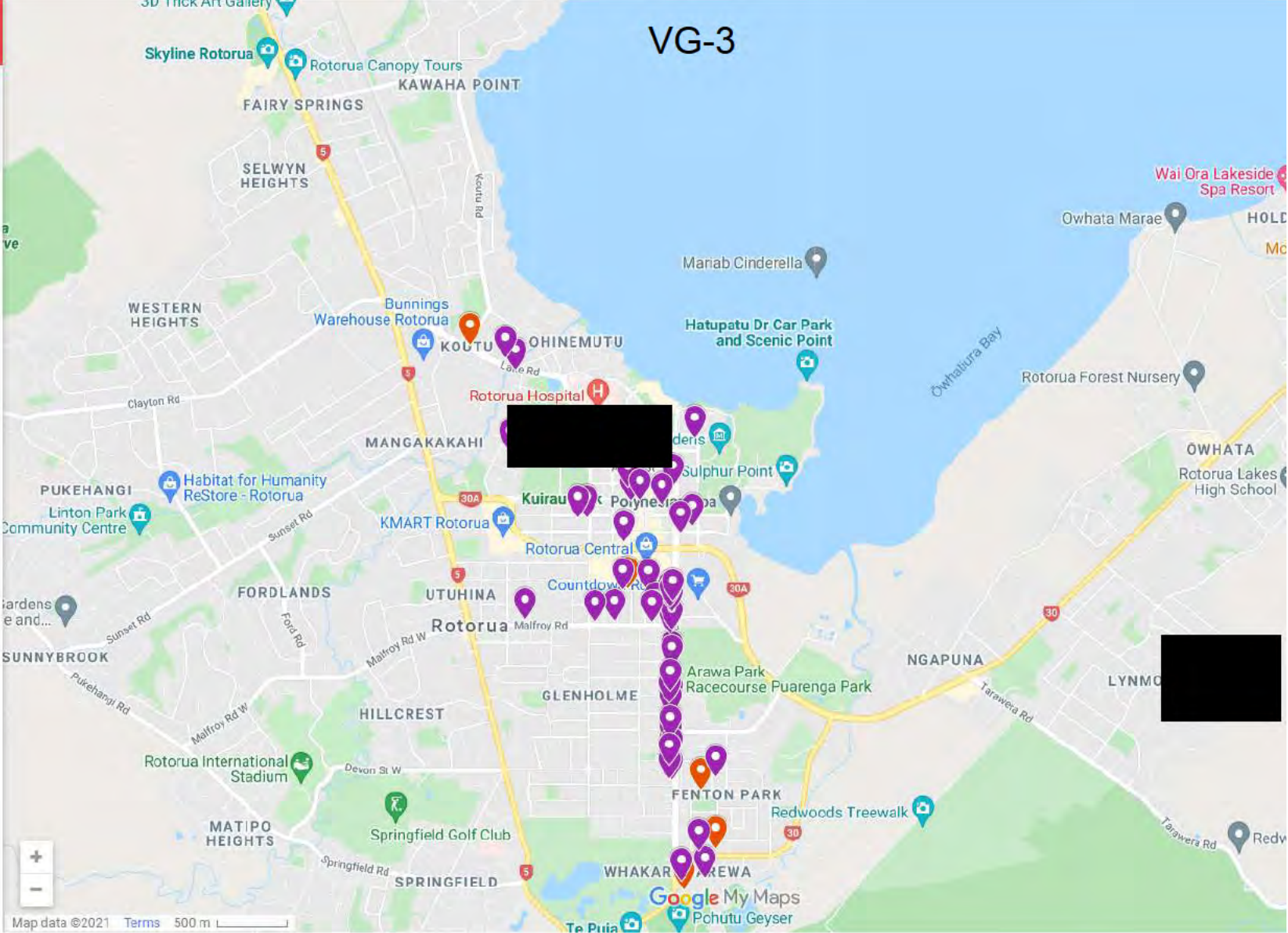
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Motels at risk of conversion into emergenc...

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

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Health centres providing new investment



An exciting town centre is evolving in the



Police name victim of fatal Christchurch



Councillor can now hit accelerator on



The Award-Winning Israeli Mask Everyone
Sonovia



20 Hairstyles That Are Actually Aging
HealthyGem

Recommended by

All-weather streets create better communities

Lana Hart · 05:00, Apr 12 2021

4



SUPPLIED

OPINION: We sat around a small rod iron table on the cobbled walkway. Spanish mission-style buildings with their elaborately curved lines and decorative balconies rose above our heads, shrouded by the emerging night sky. The barman served something foreign to us, but made, he said, from local ingredients. Cool rhythms snuck out of every doorway, surrounding the diners and passersby with a musical glow.

Was I dreaming of a night out in Spain?

No way. This was Christchurch's New Regent St on a balmy evening a couple of weeks ago.

New Zealand has some fabulous public spaces for dining, strolling and gathering to take in an evening vibe. Wandering in these spaces heightens a sense of community, of respect for place and history, and encourages the social and cultural interactions that give our lives meaning and enjoyment.

Look around the world, and you see an instinct for evenings spent outside ... al fresco dining in the Mediterranean, night food markets throughout Asia, and the open food stalls and entertainment on African streets. Public spaces, people, food, relaxation, and evenings just go together.

But in Aotearoa, those ancient tendencies are stymied by our weather. Whether it's the wind snapping off Wellington Harbour in Courtenay Place, the freezing "Beasterly" ripping through the wind tunnels of Christchurch, or the four seasons in one day in wet Auckland, our erratic weather discourages a widespread culture of outside dining and evening use of public places.

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When they first arrive in New Zealand, people from Asian countries often ask me, "Why does everyone go inside and shut their doors at night?"

Maybe part of the reason is the absence of dry and inviting urban spaces to draw us out into public life.

Rain-friendly urban designs can protect from inclement weather while maintaining a sense of wide open spaces for all. Covered walkways, for example, have been a feature of European design for centuries. Here in Aotearoa, they are an under-used resource.



WIKIMEDIA COMMONS

Covered walkways like the Passage des Panoramas, in Paris, have been a feature of European design for centuries.

To stimulate a year-round interest in getting out of our homes in the evenings, there needs to be more all-weather outdoor public spaces. If Councils could better shield its residents from Aotearoa's winds and rains, maybe people would get out and use its businesses more.

We don't need to look further than Rotorua for an example of how a simple covered walkway can increase the use of public spaces, build a sense of community, and ensure businesses servicing the space are thriving throughout the entire year.

The \$2 million investment for the Eat Street covered walkway seems worth it to the economic development agency Rotorua NZ. According to Spokesperson Marisa Balle, the street is now a "magnet for both locals and visitors" and is great for local businesses. All commercial properties under the structure have been tenanted since it was erected in 2013, and it has "really created a hub for the local community." There are even early discussions about extending the covering at one end.



ROTORUA NZ

The Rotorua Eat Street covered walkway featuring retractable roofing over dining areas.

The Eat Street project includes retractable roofing over dining areas which connect to the central walkway, providing extra space for al fresco diners. Unique to Rotorua is the street's geothermal heating underlay which keeps the area cosy even during cold and wet winter days.

Imagine if similar structures were built above New Zealand's key central city locations: Wellington's Cuba Street, Christchurch's Strip, Tauranga's Wharf Street, and others. Not just covered courtyard bars, but promenades where the spaces between dining, strolling, and entertainment are blurred – and always dry and inviting.

With the risk of winds tunnelling through the enclosures, removable wind blocks could flank the street ends in stronger weather conditions, ensuring that year-round, public outdoor spaces can always be used.



JOSEPH JOHNSON/STUFF

"... a sheltered public space for an evening stroll is just what we need to build a culture of spending evenings in public", Lana Hart writes.

Restaurants and bars could double their table spaces, their custom, and their revenue. Shops could spill their goods onto the dry footpaths. Councils could ensure musicians and buskers could perform in any type of weather. Night markets would never again be cancelled due to rain.

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And New Zealanders would have fewer excuses to stay home and watch Netflix and a lot more reasons to get out, interact, and connect with their communities.

Back to New Regent Street, New Zealand's "most beautiful street." That night, as the unseasonably warm autumn wind played across my bare shoulders, a glass lid for the historic street was the last thing we needed. But for the vast majority of the other days of the year, a sheltered public space for an evening stroll is just what we need to build a culture of spending evenings in public and businesses that can be sustained through every season.

You've just read this column for free.

Make a contribution 



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

Leo Donnelly and Holly Cutfield
Chen Palmer
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.

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 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

Registered name
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

Registered name
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

Registered name
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

Registered name
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

Registered name
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.
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- 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.

**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 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 Santi Harvey
Dated 17 December 2021

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

BRIEF OF EVIDENCE OF SANTI HARVEY

I, **SANTI HARVEY**, Mother, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Santi Harvey and I currently reside [REDACTED], Glenholme, Rotorua, where I have lived for 9 years. A true copy of aerial and street view photographs of my home are annexed and marked as “**SH-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 “**SH-2**”. In short, the map at “**SH-2**” shows that our property is:
 - (a) 180 metres from the Malones Motel;
 - (b) 650 metres from the New Castle Motor Lodge;
 - (c) 1.1 kilometres from the Alpin Motel and Conference Centre;
 - (d) 1.2 kilometres from Pohutu Lodge Motel;
 - (e) 1.3 kilometres from the Union Victoria Motel; and
 - (f) 3.7 kilometres from the Lake Rotorua Hotel.
- 3 I submit this brief of evidence from my perspective as a resident of Glenholme. Until recently, I have lived with my disabled adult son who has now moved out. My son is an attendee at St Chad’s, an organisation that supports people with disabilities to gain greater independence and learn and maintain valuable life skills. My evidence covers the impact that concentrated motel-style emergency housing in central Rotorua has had on my son and I’s daily lives and his independence.
- 4 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 Council to convert motels in central Rotorua into emergency housing should be notified.
- 5 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 relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as “**SH-3**”.

- 6 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 for the motels listed above at paragraph 2. I now understand there could be up to nine additional resource consent applications lodged before the Council.
- 7 Any additional proposals to convert more motels into emergency housing will only amplify the concerns I speak to in this brief. 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 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.

Family, work and life in Rotorua

- 9 I have lived in Glenholme for 9 years. For 5 of those years I lived with my 43 year old disabled son John who attends St Chad's, an organisation where he learns life skills and independence. We moved to Glenholme because it was a quiet, safe and friendly neighbourhood, mostly made up of elderly residents and families. I felt that Glenholme was a safe place for John to exercise more independence and have a sense of freedom to do things on his own. The properties in Glenholme are in close proximity to central Rotorua which was one of the key reasons for moving into the area.
- 10 My decision to move to Glenholme was also influenced by my plan to retire here knowing that if I was not able to drive anymore, I would be able to easily walk or take a motor scooter into central Rotorua to meet my basic need to get food or go to the library.

Observations of effects of transitional and emergency housing from motels in Central Rotorua

- 11 The first time I realised the issues I was seeing on the streets of Rotorua were linked to the increase in concentrated transitional and emergency housing

around Rotorua, was during the first Covid-19 lockdown in April-August 2020. During the first lockdown, John and I would walk around the block and sometimes John would walk around the block alone. However, by the second Covid-19 lockdown in 2021, I no longer felt that it was safe for John to walk around the block alone, which was a real shame as those walks gave him a sense of independence.

- 12 Since August 2020, my general observations along the city's key arterial route of Fenton Street has been of anti-social behaviour and increased police presence. In an article published by the New Zealand Herald, Police demand has increased 140.3% from 2019/2020 to 2020/2021 across 19 emergency locations. Both the article and a summary of the article provided to me by Restore Rotorua, is annexed and marked as "**SH-4**". Fenton Street has become neglected and run down. It is now common to see neglected gardens, overgrown berms and shopping trollies left on the side of the road, which would have previously been a very unusual site. It appears as though the motels on Fenton Street are no longer trying to keep up a tidy and well maintained appearance for tourists.
- 13 I no longer let John use the bus stop on Fenton Street since St Chads told us that a St Chads attendee was waiting at that bus stop when he was approached by an intimidating man who took the his watch. As a result of this incident, St Chads has told us that all St Chad's attendees should avoid the bus stop on Fenton Street and use the bus stop on Ranolf Street instead. I have explained this message to John.

Impact of transitional and emergency housing on my disabled son and I

- 14 One of my greatest concerns has been the impact of the increased anti-social behaviour around central Rotorua on John. Prior to the first Covid-19 lockdown in 2020, I felt comfortable letting John walk to and from work. However, I no longer let John walk alone, whether it is to work or for general exercise, as the streets of Glenholme are not safe for him anymore.
- 15 I also do not let John catch the bus on Fenton Street anymore as although he has not come into any harm yet, the information I received from St Chads about the attendee being intimidated and robbed at the bus station made me very concerned as to how John would react if he was targeted in this way. As a result, I now drive John to work. It is upsetting that I no longer feel that central Rotorua is safe for John to walk alone, or take the bus from Fenton Street, as this has limited the extent of independence and freedom he feels in his day-to-day life.

- 16 Although the changes to central Rotorua were initially subtle and while I have not been personally threatened, I have become very uneasy in the past 18 months and I am more safety conscious than I have ever had to be. If I could afford to purchase additional security to protect our house I would, but it is not an option for me at the moment. In this environment, all I can do is make sure that my house is locked when I leave and during the night.

Conclusion

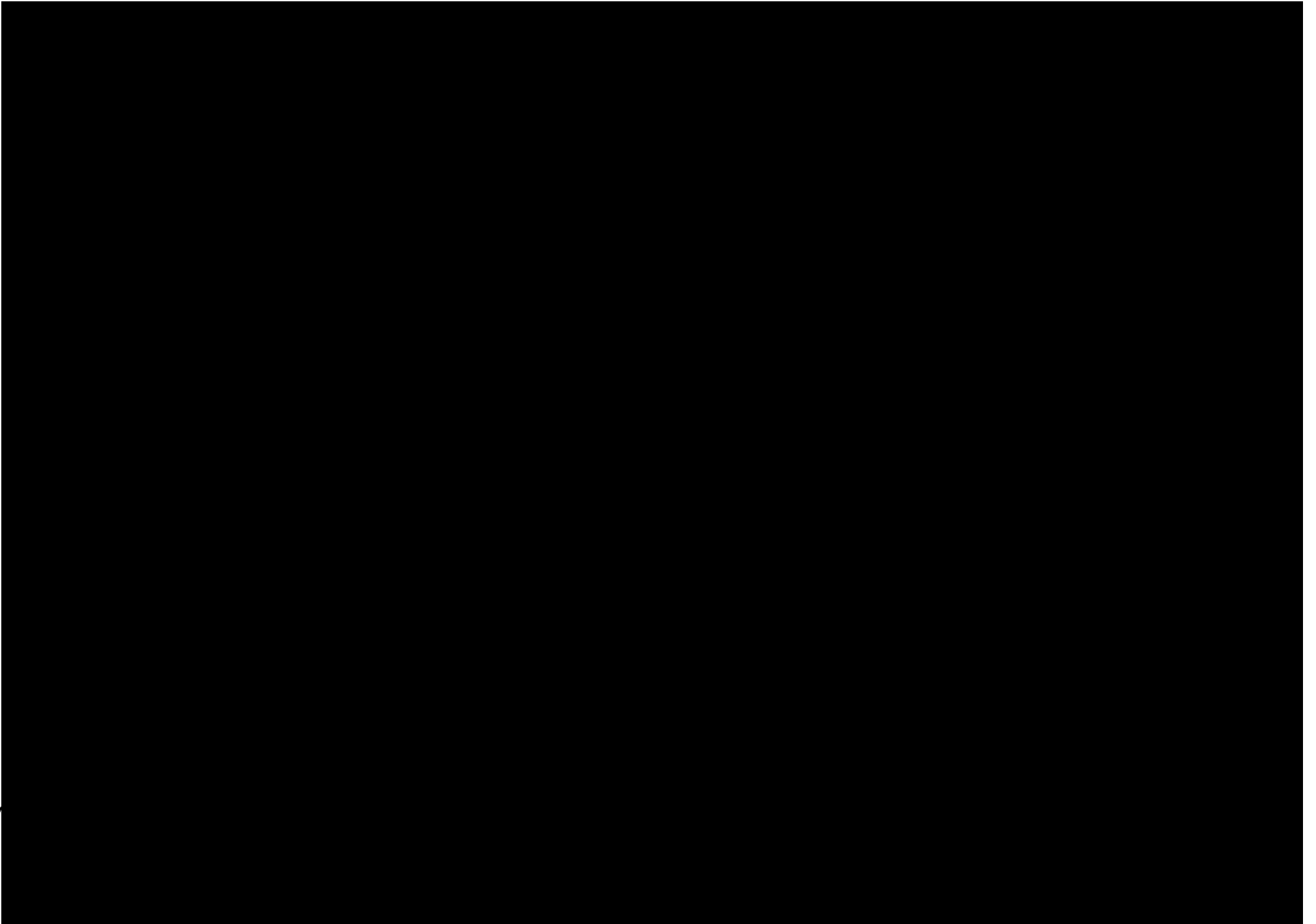
- 17 I strongly agree that the homeless deserve to be housed. However, from the perspective of a mother of a disabled person, when he was here I do not think the current locations of the emergency transitional housing are appropriate, or helpful, to both the families that are housed there or the existing residents of Glenholme. Another family with a disabled son are choosing to move away from Rotorua because of the impact of housing the homeless in this area.
- 18 I am concerned that if the remaining resource consent applications that are currently before the Council are successful, the issues that I have faced since August 2020 will become permanent and even harder for me to deal with.

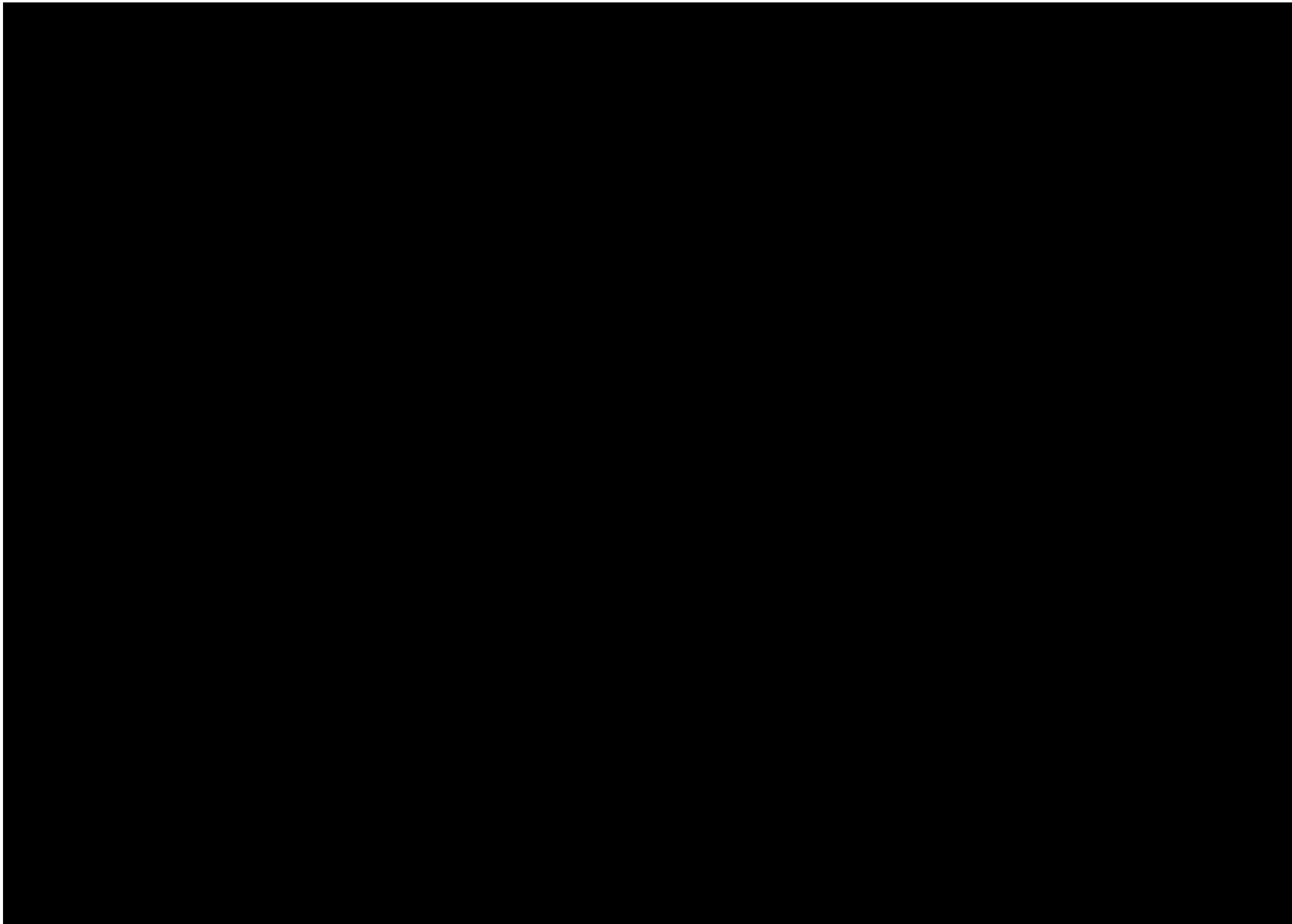
SIGNED this of December 2021:



Santi Harvey

SH-1



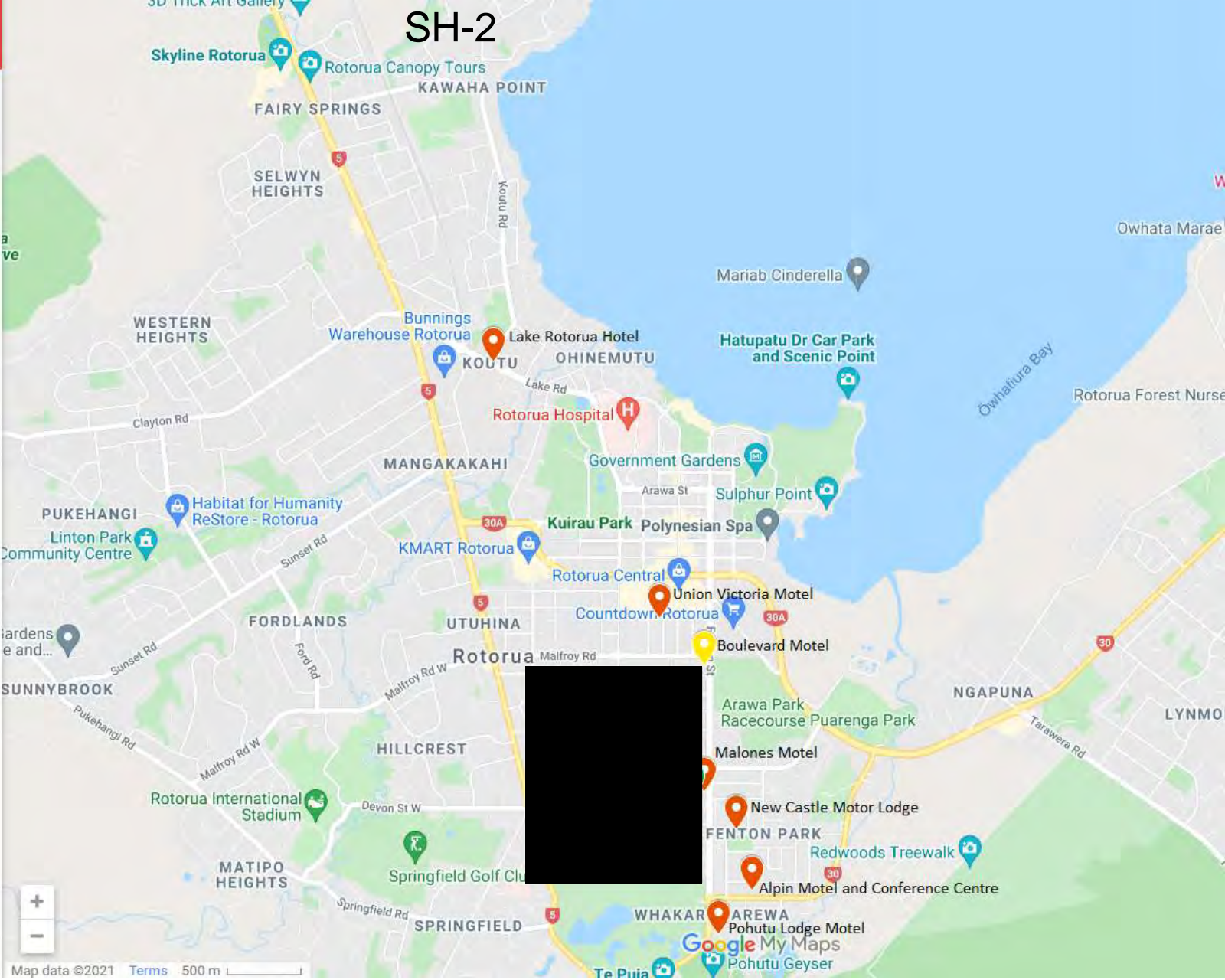


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✓ Motels at risk of conversion into emergenc...

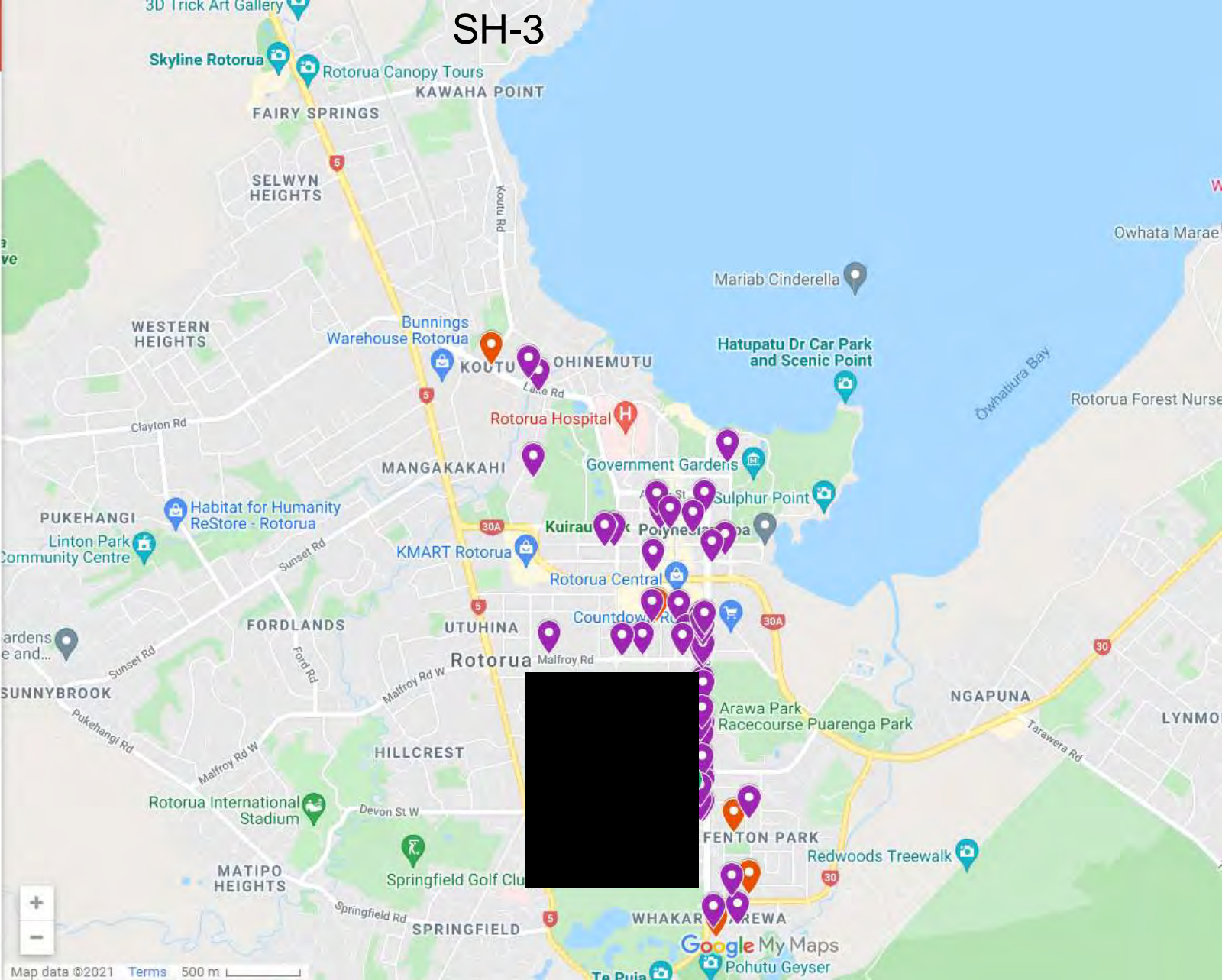
- 📍 Lake Rotorua Hotel
- 📍 Union Victoria Motel
- 📍 Malones Motel
- 📍 New Castle Motor Lodge
- 📍 Alpin Motel & Conference Centre
- 📍 Pohutu Lodge Motel
- 📍 Boulevard Motel & Restaurant



1 view
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SH-4

ROTORUA DAILY POST

National accuse government's emergency housing approach as a 'campaign of denial'

14 Dec, 2021 06:56 AM

🕒 10 minutes to read

Those most at risk and vulnerable lack affordable housing

RNZ

By Jane Patterson for [RNZ](#)

The police have been actively gathering and analysing detailed information on rising rates of crime and violence at emergency housing, despite insisting for months they do not "specifically" collect such data.

There's been a "campaign of denial", says National, accusing the Government of taking a "see no evil, hear no evil" approach to a growing crisis in New Zealand.

Two Cabinet ministers are also standing by public comments they've made, and in one case responses to parliamentary questions - now brought into serious question with a number of reports and inter-agency communications in the public domain.

TOP

There's been [unprecedented demand for what's supposed to be a short-term housing option](#), made much worse by Covid, stretching back to last year's lockdown, with the result many vulnerable people, including whānau with children, are in motels as a last resort - some for up to a year.

RNZ has reported [stories of people terrified of conditions in some accommodation](#) amid commonplace instances of violence, criminal activity and gang intimidation - both residents, and those living and running businesses nearby. In September this year, there were about 4500 children living in emergency accommodation.

Despite a number of requests for information, the police have consistently refused to make any comment to RNZ, but now it's emerged they hold reports covering emergency housing-related offences, the impact on the wider community and demands on police, dating back to July 2020. They are standing by their original statement.

RNZ first approached police in April, asking whether they kept "any records about incidents reported from emergency accommodation" and if there had been "any noticeable or recorded increase in complaints or incidents in emergency accommodation". We also asked if the police were "taking any specific action in response to, or interest in, criminal activity, gang presence or any other elements causing disorder or potential harm to others" and whether they had "any concerns about the environments created by some emergency housing, in terms of public safety".

In response, RNZ was told by a police spokesperson in a phone call they did not systematically collect data that would specifically link offences or police call-outs to emergency housing locations, so could not make any comment.

Over the course of the following week, it became very apparent from speaking to Ministry of Social Development (MSD) clients, nearby residents, businesses and social services, [police were being regularly called out to deal with incidents](#) - some extremely serious.

RNZ went back to the police on that basis, acknowledging what we'd been told about the availability of data, but asking to "speak to someone about what police are seeing on the ground and what's being done where people are feeling particularly at risk".

They responded with a statement saying police recognised "community concerns about a perceived increase in crime linked to emergency housing".

[TOP](#)

"We are taking these concerns seriously and are committed to investigating all reports of crime, regardless of where they occur ... police does not collect data specifically in relation to emergency housing."

Fast forward to December, when RNZ was provided with a number of police reports and a series of inter-agency communications, with extensive data information about offences and police call-outs, as part of Official Information Act requests released to the National Party, clearly showing an actual increase in crime.

We went back to police, asking how the statement about not collecting data could be squared with the existence of these documents.

"It remains accurate, as we do not routinely compile figures in relation to emergency housing," they replied on Friday.

"The OIA you have received includes some reports compiled for specific areas and operational purposes. We do not have equivalent data for every premises classified by MSD as 'emergency housing'."

"The facts are clear," says National's housing spokesperson Nicola Willis, who's also struggled to get information out of the police this year.

"Reports were gathered that showed escalating levels of crime and emergency housing.

"The police had those reports and yet they have stonewalled attempts by media and the opposition to get that information - that is very concerning."

Police reports, March and June 2021

An "Intelligence Notification" report, with large parts redacted and dated the month before RNZ's first request, March 25, "identifies the offences and harm at the locations since they have been used as emergency accommodation ... and compares these numbers to the same time period in the previous year" in the Waitematā East District.

Its conclusions - the "severity and seriousness" of offending had increased at emergency accommodation in that area; with offences increasing "41 per cent at MSD facilities since March 25, 2020, compared to the previous year".

"Calls for service for violence, suspicious activity, mental health, information, disorder, family harm collectively increased by 44 per cent".

TOP

One of the "Key Findings" in a June follow-up report: "Demand at emergency accommodation locations has significantly increased ... offences have also increased, however the number of offences remain low".

It later states "police demand across the 19 emergency locations has significantly increased (140.3 per cent) from 2019/2020 to 2020/2021".

"Offences at emergency accommodation locations have approximately doubled (+97 per cent) from 109 to 215" over the same timeframe.

There are qualifiers in both reports, including intelligence gaps like how long some motels had been operating, whether offences were actually committed by people placed in the motel by MSD, and in some cases several incidents involving repeat offenders rather than more widespread behaviour.

Police Minister Poto Williams

In June this year, through written parliamentary questions, National MP Simeon Brown asked the minister "what reports of violence have police received on violence in our [sic] around emergency housing motels" and "what reports of violence have police received of gang involvement in or around emergency housing motels?".

The minister's response: "I am advised that this information is not aggregated by Police."

When asked by RNZ if she stood by that response in light of the police reports, her office said she did, as "Police does not collect official data for reporting on emergency housing".

Willis is calling on minister Poto Williams to explain "why there has been such confusion on this matter and ... why it is that the police appear to have denied the existence of information that clearly existed".

"Answers to written parliamentary questions are required to be truthful," says Willis.

"They are answers to Parliament, and if the minister has given a misleading answer it is for her to explain why that has happened as soon as possible."

Social Development Minister Carmel Sepuloni

When asked about this back in May, Sepuloni said while police might not collect the data, they were aware of "hotspots" in their own districts.

TOP

Police in Waitematā had told her "actually, they're not seeing an increase in illegal activity or anti-social behaviour" but did know which motels were providing emergency

accommodation.

"They were able to tell me there were a couple of hotspots and motels on the Shore that they were working with the moteliors on because of some of the activity, but the rest they said they'd seen no increase."

Again, given the March report identifying a specific increase in related crime in Waitemata East, RNZ asked if she stood by those statements.

"Yes," she replied, "as it was what I was told by the Police earlier this year."

"My office was provided a copy of the OIA prior to it being released," said Sepuloni.

"I phoned the District Commander to query what I had previously been told, and was informed that what I had been told at the meeting was correct."

Months of inter-agency communications

As well as the reports, a series of emails show detailed work happening across a number of key agencies, including police, directly focused on crime and social concerns in and around emergency housing, at a very high level.

In September last year there was a police email - subject line "Emergency Housing forum - ISR [Integrated Safety Response] information" - referencing "family harm incidents at both the [redacted] for the period 01/01/2020 - 26/08/2020".

The month before RNZ's first request, there was already work underway preparing for a meeting of agency Deputy Chief Executives (DCEs), as outlined in a 29 March email to police, for a "guide discussion ... in the form of a powerpoint slidedeck".

"There's interest in knowing more about the issue Police have identified regarding emergency housing and any ideas Police may have for how to manage those issues," it read.

Then, on April 13, a police email about the housing ministry having sought "information from Police ... particularly in relation to safety concerns", after the issue had been raised at the Homelessness DCEs group.

"Challenges include: the large number of children living in motels in a concentrated area. The children in this situation are at the forefront of local Police's minds (author's own emphasis)", it went on to say.

TOP

"They note that these children are being housed alongside high needs individuals in cramped circumstances...local police highlighted that for children in particular, living in a motel is not a

good long-term solution.

"Increase in family harm reporting e.g. family harm has increased from an average of 70 incidents per week in November 2019 to an average of 100 incidents per week in November 2020."

There's later discussion on May 4 about an "urgent meeting" of a number of DCEs, scheduled for that Friday, in response to media coverage and work underway to "better support whānau in emergency housing in Rotorua as a priority area and Ministers are focused on ensuring we are coordinating our placement of whānau in other areas".

By mid-May, these senior officials were meeting on a weekly basis "to identify what should be done".

Internal police communications at that time sum up four issues that "may be amenable to intervention":

- "Concentration" - the impact of "putting a variety of people with different needs together ... i.e. the mix of whānau and single people, drug users and drug dealers".
- "Dislocation" - people housed away from support networks and services like schools, community providers and GPs.
- "Exacerbation" - the impact of the combination of the first two.
- "Visibility" - "dispersed set of people and issues, often more visible in more marginalised communities ... is creating schisms ... fear of crime, fear of other, demonisation, blame etc. - what can be done with communities to reduce this tension and likely unwarranted fear".

On May 17, 2021, there was email from an MSD official to the Waikato District Prevention Manager, a Police Inspector, referring to "concerns raised by the following Police Officers, Detectives (names redacted) - Child Protection Team". The details of those concerns were all redacted.

TOP

SH-4

Government's emergency housing approach is a "campaign of denial".

The Police have been actively gathering and analysing detailed information on rising rates of crime and violence at emergency housing, despite insisting for months they do not "specifically" collect such data.

There's been unprecedented demand for what's supposed to be a short term housing option, made much worse by Covid, stretching back to last year's lockdown, with the result many vulnerable people including whanau with children, are in motels as a last resort – some for up to a year.

Stories of people terrified of conditions in some accommodation amid commonplace instances of violence, criminal activity and gang intimidation – both residents and those living and running businesses nearby. In September 2021, there were about 4500 children living in emergency accommodation.

After refusals to make any comment, it now emerged that Police hold reports covering emergency housing- related offences, the impact on the wider community and demands on Police, dating back to July 2020.

It became apparent from speaking to MSD clients, nearby residents, businesses and social services, Police were being regularly called out to deal with incidents – some extremely serious.

Up until December 2021, Police denied they collected data specifically in relation to emergency housing. The standard line was they recognised "community concerns about a perceived increase in crime linked to emergency housing".

Police had the reports, but stonewalled attempts by media and the opposition to get that information.

Police demand across 19 emergency locations significantly increased 140.3% from 2019/2020 to 2020/2021. Offences at emergency accommodation locations have doubled over the same timeframe.

Minister of Police – Poto William's standard response has been, "Police do not collect official data for reporting on emergency housing".

Minister of Social Development Carmel Sepuloni denied the extent of the problem by saying, "Police were able to tell me there were a couple of hotspots and motels on the Shore, that they were working with the moteliers on because of some of the activity, but the rest they said they'd seen no increase."

In a series of emails;

Challenges identified were large number of children living in motels in a concentrated area.

There's a discussion on 4th May 2021 about an "urgent meeting" of a number of Deputy Chief Executives, in response to media coverage and work underway to "better support whanau in emergency housing in Rotorua as a priority area and Ministers are focused on ensuring we are coordinating our placement of whanau in other areas".

Internal Police communications at that time sum up four issues that "may be amenable to intervention":

- Concentration – the impact of "putting a variety of people with different needs together...ie. The mix of whanau and single people, drug users and drug dealers".
- Dislocation – people housed away from support networks and services like schools, community providers and GPs.
- Exacerbation – the impact of the combination of the first two
- Visibility – "dispersed set of people and issues, often more visible in more marginalised communities is creating schisms, fear of crime, fear of other, demonization, blame etc – what can be done with the communities to reduce this tension and likely unwarranted fear.

SH-4

Renee Clark

From: Santi Harvey <[REDACTED]>
Sent: Friday, 17 December 2021 9:42 AM
To: Renee Clark
Subject: Fw: Fwd: Summary

Importance: High

Hi Renee

Forwarded permission as requested.

Thanks

Santi Harvey

From: Trevor and Rosemary Newbrook
Sent: Friday, December 17, 2021 9:17 AM
To: [REDACTED]
Subject: Fwd: Summary

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

From: Tracey & Steve [REDACTED]
Date: Fri, Dec 17, 2021 at 9:10 AM
Subject: Re: Summary
To: Trevor and Rosemary Newbrook <[REDACTED]>

Absolutely!

Keep up the good work.

Regards

Tracey

On 17/12/2021 09:07 Trevor and Rosemary Newbrook <[REDACTED]>:

Hi Tracey

Thanks for your support and all the work you have done - we appreciate it.

Are you happy for us to share the summary you did about the newspaper article with our legal team ?? Thanks.

Kind regards Trevor

Trevor & Rosemary Newbrook



**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 Teresa Leigh Walker

Dated 20 December 2021

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

BRIEF OF EVIDENCE OF TERESA LEIGH WALKER

I, **TERESA LEIGH WALKER**, Wedding Celebrant, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Teresa Leigh Walker. I currently reside at [REDACTED], Rotorua.
- 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 (“**MHUD**”)’s resource consent applications before the Council to convert motels in the central Rotorua into emergency housing should be notified. I am informed that these six central Rotorua motels under application are:
 - (a) the Malones Motel;
 - (b) the New Castle Motor Lodge;
 - (c) the Alpin Motel and Conference Centre;
 - (d) the Pohutu Lodge Motel;
 - (e) the Union Victoria Motel; and
 - (f) the Lake Rotorua Hotel.
- 3 I submit this brief of evidence from my perspective as a wedding celebrant and business owner “Unique2U” which markets Rotorua as a wedding destination both internationally and domestically. My evidence covers the adverse changes I have experienced as a business owner as a result of the existing concentrated motel-style emergency housing in central Rotorua. Specifically, the reduction in tourists choosing Rotorua as a wedding destination. I also give a few observations from my family and personal perspective and as a resident who has stayed in Rotorua pretty much all of my life.
- 4 The existing transitional and emergency housing motels will have a compounding affect with the MHUD’s six resource consent applications for motels listed at paragraph 2. I understand that these sites are currently being used as transitional and emergency housing while the owners await

the outcome of these resource consent applications. This will mean that the changed business situation I am currently facing as a business owner 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 this list is annexed and marked as "**TW-1**".
- 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 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 my business and my family. 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 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.

Family, work and life in Rotorua

- 9 I have lived in Rotorua most of my life. I attended Kaitao Intermediate and Western Heights College. I have three (3) daughters. The youngest is 8 and she attends Rotorua Girls while my two oldest attend Western Heights College. The youngest gets a ride to school and the one catches a bus while the eldest drives to school and to their part time jobs at Abracadabra Café at 1263 Amohia Street in central Rotorua. They travel down Fenton Street to get to their part time jobs.
- 10 I previously owned a hairdressing salon in central Rotorua, I have a number of rental properties that I manage and approximately 5 years ago I started

Unique2U which is a celebrancy business offering Rotorua as a wedding destination.

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

Before transitional and emergency housing

- 11 Prior to moving into our current location, I operated the property as an Airbnb. It was a busy and popular accommodation option for people coming to visit Rotorua. As an Airbnb host, my role was to identify and direct people towards tourist activities and hospitality providers to make the most of their visit to Rotorua.
- 12 I started Unique2U in 2016 working predominantly with overseas clients to conduct destination celebrations. I have also worked with hundreds of locals in both Glenholme and Springfield.
- 13 Unique2U is a bespoke celebrancy service. Part of what makes it unique is Rotorua as a destination, and a really important part of that is about being able to sell the destination to guests who are often coming out not only to attend the celebration but to also spend some time visiting New Zealand.
- 14 Prior to the 2020 Covid lockdowns and the increase of transitional and emergency housing in central Rotorua, business was consistent. Weddings are generally pre-booked and for most, there are a significant number of guests attached to the wedding. It would not be unusual to see weddings with 100 – 200 guests. In a large number of cases, the cost of running the wedding would be significant. It was fairly typical for wedding guests visiting Rotorua to spend significant money outside of the wedding in hospitality, tourism and local travel given that the event is planned like a 'destination wedding' in mind for the bridal party and guests alike. Many returning visitors to Rotorua were wedding guests coming to Rotorua for the first time.

Turning point

- 15 The first time I realised the issues I was seeing in respect of my business were linked to the increase in transitional and emergency housing in the motels around central Rotorua, was not long after the first nationwide Covid-19 lockdown in March and April 2020.

Effects of transitional and emergency housing

- 16 While I accept that the closed international borders have had an impact on my business, I have also seen a decrease in domestic enquiries and wedding celebrations. From the bookings and client work I do in 2020 and 2021, I observed that there is over 60% of the weddings I plan, and over 70% of all of the guests that attend these Rotorua weddings, choose not to stay overnight in Rotorua. Most of these weddings are also of a decent size in terms of guest numbers, with numbers anywhere more or less than 150 total guests.
- 17 The client feedback I have received is that where there are large groups intending to source accommodation in Rotorua, those groups were either unable to source sufficient accommodation or the accommodation on offer and available is at mixed-use motels where regular motel guests are mixed with tenants who live there semi-permanently and through the Ministry of Social Development voucher system. Mixed use motels is generally not an option that the guests or my clients would want to choose. Many guests end up staying overnight in cities nearby such as Taupo.
- 18 My above observations are verified by the letter of 23 November 2021 that Restore Rotorua has supplied me, which lists the names of Rotorua based motels that are receiving emergency housing grants in 2021 (exhibit "TW-1"). I am familiar with the names of the motels in that list and this simply reinforces my observations about the issue about the shortage in motel accommodation supply in our city.
- 19 From the client who I have provided wedding services to over the last 18 months, I have heard that the majority of their guests are not staying overnight in Rotorua and instead drive into the city to attend the event before driving out by the end of the day. This makes Rotorua more of a 'day trip' destination and I understand that most of the spin off spending that may otherwise form part of a multi-day itinerary based in Rotorua simply does not happen. When guests finish from a wedding but do not have overnight accommodation booked in Rotorua, it is less likely for them to have dinner in Rotorua or visit the bar in the evening before they need to leave the city.

Personal perspective

What I see

- 20 From my personal perspective, the observations I have are no different from observations of many other Rotorua residents. When I drive through Fenton Street on my way into central Rotorua, the motels are very visually unkept

and it is concerning to see an increased presence of gangs as I see a more gang patches prominently displayed across the Fenton Street motels.

21 Living in Rotorua for over 30 years, I can categorically confirm that I have never seen such a sight on Fenton Street as what I have seen since the first Covid-19 lockdown. My personal observations reinforce the view some of my client may make about Rotorua, that Fenton Street is no longer the renowned gateway to our city. I can personally understand why anyone from outside of Rotorua would choose not to stay for their weddings and ask their guests not to stay for their weddings in any of these motels when the Fenton Street has become a loud and untidy mix of

21.1 a very small and limited number of motels that take regular guest bookings;

21.2 motels that take emergency tenants exclusively;

21.3 other mixed use motels; and

21.4 MIQ and NZ defence Force facilities which have a heavy security presence.

How I have responded

22 One of the biggest adjustment for my family is that my daughters and I simply do not go out for runs through the streets of Glenholme anymore. Prior to 2020, I would never have worried about my daughters going out for a run, but nowadays it is so unsafe I no longer allow them to do it.

23 I am also quite concerned about my two teenage daughters telling me on their commute to school that there are things that experience that make them feel unsafe. I am told that they notice a lot of people wandering around that were unfriendly and intimidating to them, some people would walk up to their car when they are seated in the car and knocking on their windows.

24 I can confirm I have spent a total of \$1,700.00 to procure and install four security cameras on our home. Honestly, I did this so that our family could have a better night's sleep.

25 Annexed and marked "**TW-2**" is the relevant receipt for this purchase.

- 26 Over the April 2020 lockdown, I have seen a number of young motocyclists who have been driving around the outskirts of our property. I felt unsafe and called the Police to report on the incident.
- 27 I am much more vigilant about ensuring that all doors, windows and vehicles at our home are locked and secure as I have seen my immediate neighbours experience security issues at their homes which include the family in the front having their windows smashed around July, 2021.
- 28 Overall, my concern for security is influenced by what my daughters have told me. We can say without any doubt that the safe feeling that used to be a hallmark for central Rotorua is no longer there since the motels began taking on emergency housing tenants.

Joining Restore Rotorua

- 29 I am a member of another community advocacy group 'Saving Springfield' and in my meetings with that group after August 2021, I have gotten to learn about what Restore Rotorua has been doing with the emergency housing in motels in central Rotorua.
- 30 Our city is undergoing change in a way that I have never witnessed before I am genuinely concerned whether it has reached a point of no return. Given I have observed the issues in Rotorua that impact my business and the general observations about my own family's safety, it simply made sense for me to become involved with Restore Rotorua. I wish to present my observations for the benefit of the Panel when they weigh in on the six or more resource consents to convert central Rotorua motels.

SIGNED this 20th day of December 2021



Teresa Walker



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

Leo Donnelly and Holly Cutfield
Chen Palmer
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.

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 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

Registered name
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

Registered name
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

Registered name
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

Registered name
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

Registered name
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:

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12 Jul 21	966	Inv: X-247250	2285	2 x BASIN MIXER 1 BLACK CITTA Mitre 10 Mega Rotorua	238.00	35.70	202.30	26.39
19 Jul 21	971	Inv: 19161738	2285	1 x CITTA VANITY 1200 DARK OAK EXCL BASIN	669.00	100.35	568.65	74.17
19 Jul 21	971	Inv: 19200849	2323	New World Brookfield (Supermarket - FCS-ET)	16.58		16.58	2.16
03 Jul 21	971	Inv: 03153800	2323	New World Brookfield (Supermarket - FCS-ET)	14.97		14.97	1.95
03 Jul 21	971	Inv: 03191520	2323	New World Westend (Supermarket - FCS-ET)	118.74		118.74	15.49
04 Jul 21	971	Inv: 04172539	2323	New World Westend (Supermarket - FCS-ET)	18.46		18.46	2.41
05 Jul 21	966	Inv: 05152532	2323	New World Westend (Supermarket - FCS-ET)	71.31		71.31	9.30
08 Jul 21	971	Inv: 08133658	2323	New World Westend (Supermarket - FCS-ET)	38.96		38.96	5.08
10 Jul 21	966	Inv: 10125106	2323	New World Westend (Supermarket - FCS-ET)	75.99		75.99	9.91
12 Jul 21	971	Inv: 12125805	2323	New World Westend (Supermarket - FCS-ET)	35.04		35.04	4.57
17 Jul 21	966	Inv: 17171640	2323	New World Westend (Supermarket - FCS-ET)	58.42		58.42	7.62
20 Jul 21	966	Inv: 20152320	2323	New World Westend (Supermarket - FCS-ET)	66.24		66.24	8.64
23 Jul 21	971	Inv: 23144157	2323	New World Westend (Supermarket - FCS-ET)	201.31		201.31	26.26
24 Jul 21	971	Inv: 24093556	2323	New World Westend (Supermarket - FCS-ET)	80.63		80.63	10.52
27 Jul 21	966	Inv: 27180059	2323	New World Westend (Supermarket - FCS-ET)	68.91		68.91	8.99
28 Jul 21	966	Inv: 28200741	2323	New World Westend (Supermarket - FCS-ET)	86.90		86.90	11.33
30 Jul 21	971	Inv: 30143450	2323	New World Westend (Supermarket - FCS-ET)	44.88		44.88	5.85
02 Jul 21	966	Inv: 45712026		Noel Leeming Group NI	26.96		26.96	3.52
			2330	1 x SMART PRODUCT PROTECTION 3Y	129.99		129.99	16.96
			2330	1 x EUFY CAM SECURITY KIT 4 PACK	1,372.55		1,372.55	179.03
			2330	1 x INHOME CONSULTATION SOLUTION				
				Total: Net Amt \$1,502.54 GST \$195.99				
02 Jul 21	966	Inv: 45859697		Noel Leeming Group NI				
			2330	1 x EUFY CAM SECURITY KIT 4 PACK	1,372.55		1,372.55	179.03
			2330	1 x SMART PRODUCT PROTECTION 3Y	129.99		129.99	16.96
				Total: Net Amt \$1,502.54 GST \$195.99				
02 Jul 21	966	Crd: 45712025		Noel Leeming Group NI				
			2330	-1 x EUFY CAM SECURITY KIT 4 PACK	-1,372.55		-1,372.55	-179.03
			2330	-1 x SMART PRODUCT PROTECTION 3Y	-129.99		-129.99	-16.96
				Total: Net Amt \$-1,502.54 GST \$-195.99				
26 Jul 21		Inv: 09969898	1048	Spark (Refer invoice sent from supplier)	356.62		356.62	46.52
					4,436.57	180.55	4,256.02	

Rebates allowable over the last 12 months
Share Capital

\$1,514
\$500



Balance \$4,436.57 \$180.55 \$4,256.02

Payment of \$4,256.02 is due 20 August 2021. Rebates/Choices are disallowed if payment is received after this date.

Unless advice to the contrary is received from you by 15 August 2021 the amount of \$4,256.02 will be directly debited from your bank account on 20 August 2021.

Account No. 610119938
Statement Date 1 August 2021

535 Wairakei Road
PO Box 271
Christchurch 8140
NZL

Email ask@farmlands.co.nz
Freephone 0800 200 600
Website www.farmlands.co.nz
GST No. 13-055-904

Farmlands
co-operative