

**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 Arthur Wayne Rowlands
Dated 16 December 2021

Chen Palmer
Barristers and Solicitors
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BRIEF OF EVIDENCE OF ARTHUR WAYNE ROWLANDS

I, **ARTHUR WAYNE ROWLANDS**, Semi-Retired Importer, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is Arthur Wayne Rowlands. My partner, Tetyana Pavlova and I reside at [REDACTED] Glenholme, Rotorua. I have been living at this address for 16 years. A true copy of aerial and street view photographs of my home are annexed and marked as "**AWR-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 "**AWR-2**". In short, this map shows that I live:
 - (a) 650 metres from the Malones Motel;
 - (b) 950 metres from the New Castle Motor Lodge;
 - (c) 1.4 kilometres from the Alpin Motel and Conference Centre;
 - (d) 1.4 kilometres from Pohutu Lodge Motel;
 - (e) 1.5 kilometres from the Union Victoria Motel; and
 - (f) 3.4 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 concerns how the existing concentrated motel-style emergency housing in central Rotorua has impacted our sense of safety in our daily lives.
- 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 home

relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as “**AWR-3**”. A copy of this list is annexed and marked as “**AWR-4**”.

- 6 I have been told by Restore Rotorua that the Rotorua Lakes Council (the “**Council**”) has issued a directive to MHUD to file further resource consents to convert more motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications listed above at paragraph 2 of this brief. I now understand there could be up to nine additional resource consent applications lodged before the Council.
- 7 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.
- 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 am currently 71 years old and Tetyana is 69.
- 10 I moved to Rotorua in 1978 at the age of 28 and worked as a branch manager for a multi-national company. I have lived in Rotorua ever since aside from 13 years when I lived overseas in Perth and Melbourne.
- 11 I started a motor parts import business in the 1990s in Australia. In 1999, I moved back to Rotorua and started a similar business but on a smaller scale. I operated out of a garage located on [REDACTED], central Rotorua. I then moved to a gearbox shop on [REDACTED], Mangakakahi, and have run the business part-time since then as I am semi-retired.
- 12 I purchased and moved into my current Glenholme residence in 2005 and Tetyana moved in with me in 2008.
- 13 Tetyana works as a cleaner, and has cleaned hotels in Rotorua on or around Fenton Street for the past 11 to 12 years. Since 3 December 2021, Tetyana has been working as a cleaner at the Golden Glow Motel (253 Fenton Street, Victoria, Rotorua), which is one of the motels used as emergency housing, as

listed in **AWR-4**. She does not deal with the emergency housing tenants as they are housed in the floor above where she works. Tetyana previously cleaned the Millennium Hotel Rotorua (1279 Hinemaru Street, Ohinemutu), until 2 December 2021.

- 14 Before 2020, Fenton Street was the lively and welcoming gateway to Rotorua when travelling from the south. The motels were nicely maintained on the outside and there were plenty of them. There were lots of people around, primarily tourists staying at the motels on Fenton Street while they enjoyed Rotorua's many tourism attractions. Traffic moved freely as the road has four lanes and a 60km speed limit.
- 15 I used to walk with Tetyana in the mornings around 8:15am to the Copthorne Hotel (328/348 Fenton Street) where she used to work and then I would walk back home. It was a pleasant walk down Wylie Street onto Fenton Street. During our walks, we always noticed that Fenton Street had a friendly vibe and Tetyana and I would greet everyone we passed.

Emergence of motels for transitional and emergency housing in Rotorua

- 16 I noticed the signs of transitional and emergency housing motels in central Rotorua at the time of the first Covid-19 lockdown in March/April 2020. Using motels as emergency housing was initially a measure to move the homeless into motels to contain the spread of Covid-19 during the first lockdown. When we came out of lockdown, it seemed that those emergency housing tenants were given extended permission to stay and live in Glenholme.

Observations of the effects of transitional and emergency housing near my house after the March/April 2020 lockdown

- 17 Since the increase in motels being used as emergency housing after the 2020 lockdown, I have noticed a lot more rubbish and noise near our home, specifically:
- (a) there has been a noticeable increase in noise around our neighbourhood at all hours of the day;
 - (b) my front lawn is constantly littered with rubbish, including half eaten food and food packaging; and
 - (c) I have witnessed several incidents of shoplifting at the Green Meadows Food Centre [REDACTED].

18 I joined the private Facebook page “Keeping Glenholme Safe” in May 2021. This page was set up by residents in Glenholme to share stories about break-ins and happenings in the Glenholme neighbourhood. Some members of the Facebook group posted in the group reporting thefts and robberies on the night of Halloween 2021, and some posts some warned of robbers dressed in black hoodies and face paint who knocked on doors pretending to be ‘trick or treaters’. Later that evening, I heard a knock on our front door and I opened the door to a young male aged approximately 18/19 wearing face paint who said “trick or treat”. He was accompanied by three associates who were looking around at our neighbour’s house. I closed the door immediately and felt very uneasy

Our response to the effects of transitional and emergency housing

19 I was one of the founding members of Restore Rotorua which I found out about through my connection with the society’s Secretary, Jenny Peace. We incorporated Restore Rotorua at a meeting on 27 September 2021. I joined the group because I was seriously concerned for my personal safety, and the safety of my fellow Glenholme residents.

20 Tetyana and I now avoid walking down Fenton Street and the surrounding streets where possible because of the intimidating behaviour we have encountered. This is inconvenient as most of the places we go to such as the supermarket and Tetyana’s work are very close to our house, but we simply do not feel safe walking around central Rotorua without a car anymore.

21 Tetyana tried catching the bus to and from work in order to avoid having to walk down Fenton Street, but she found that the nature of her varying shift times made busing difficult.

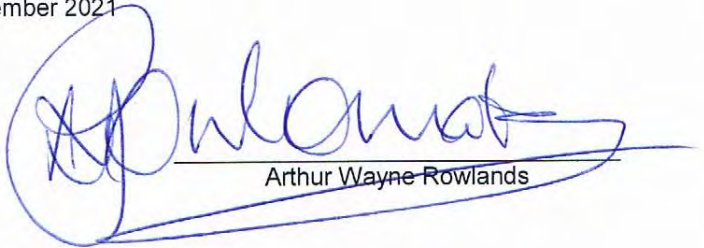
Conclusion

22 Since April 2020, Glenholme has noticeably deteriorated and through joining Restore Rotorua, I have come to understand that I am one of many residents who have noticed these environmental changes.

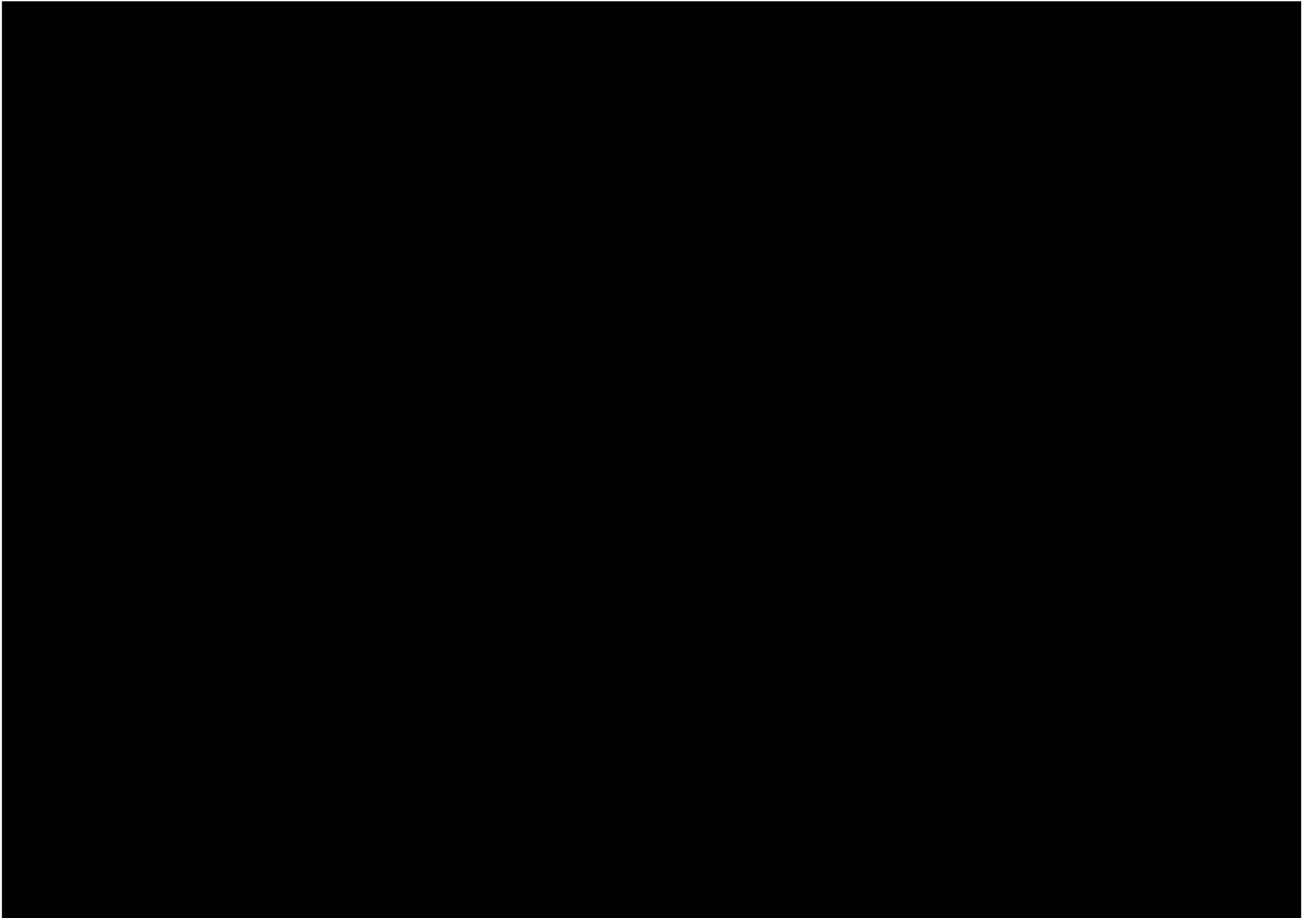
23 Both Tetyana and I want to make our observations known to the Panel so that any decision on these six applications factors in the impact that emergency housing has had on our sense of safety in Glenholme. Our concern is not about the presence of emergency housing because people do deserve to have a place to live. However, it is the existing concentration of emergency housing within a dense area in central Rotorua which is causing issues for our community. Central Rotorua cannot sustain this scale of motel-style

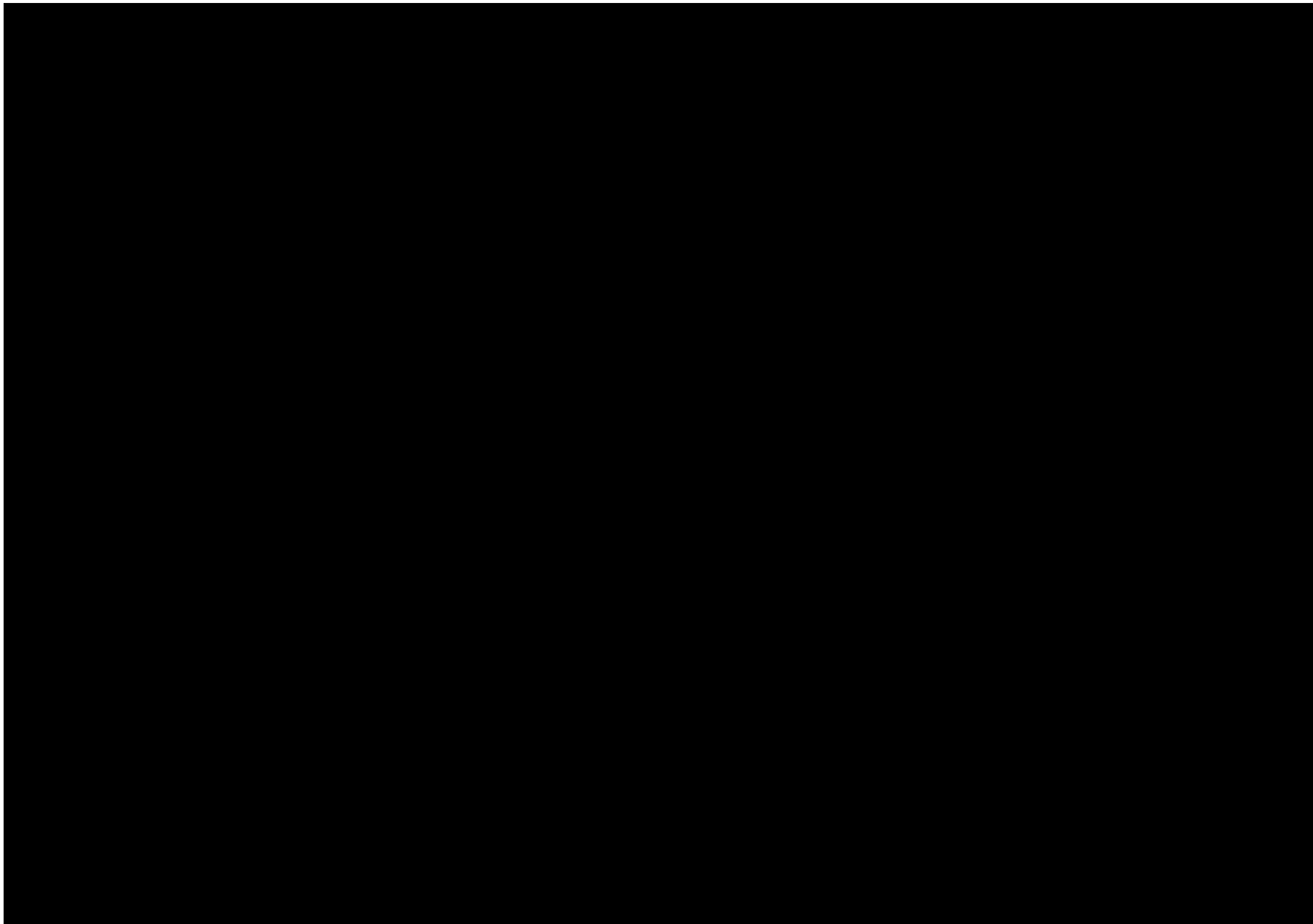
emergency housing for much longer as it is causing the permanent demise of our city's former charm.

SIGNED this 16th day of December 2021



Arthur Wayne Rowlands







AWR-2

Restore R



1 view
Published 3 minutes ago

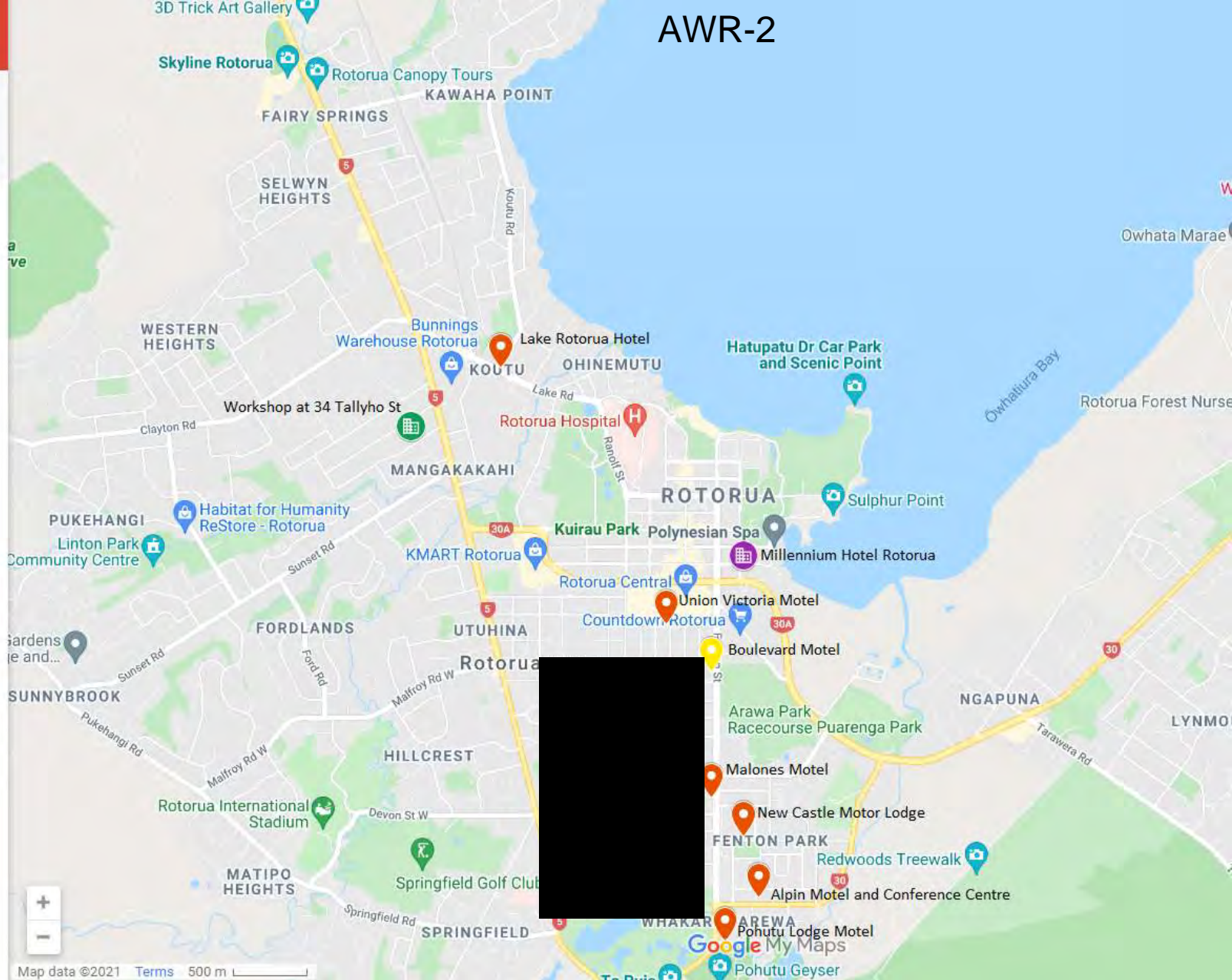
SHARE EDIT



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
-
- 34 Tallyho Street
- Millennium Hotel Rotorua

AWR-2



Made with Google My Maps

Map data ©2021 Terms 500 m

2 views
Published seconds ago

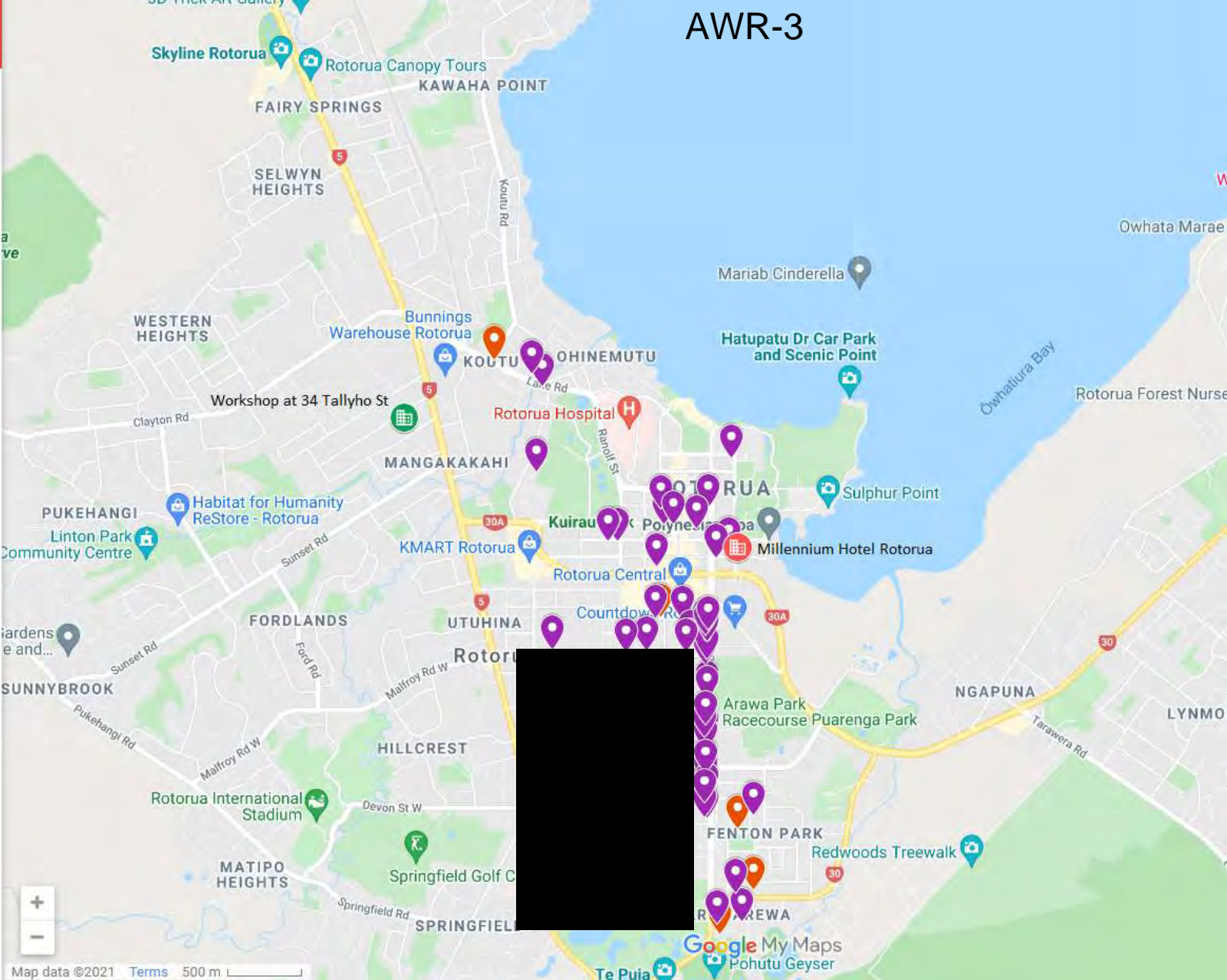
SHARE EDIT

Motels at risk of conversion into emergenc...

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



- 34 Tallyho Street
- Millennium Hotel Rotorua



Made with Google My Maps

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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 William John Hamill
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 WILLIAM JOHN HAMILL

I, **WILLIAM JOHN HAMILL**, Operations Manager and Owner of Cruise and Fish Rotorua, of Rotorua, provide the following brief of evidence:

Introduction

- 1 My full name is William John Hamill but I go by John. I currently reside at ■■■■■ Glenholme, Rotorua. I have lived at this address for the past two years. A true copy of aerial and street view photographs of my home are annexed and marked as “**JH-1**”.
- 2 My house is 150 metres from Fenton Street, the hub of our city's motels and now apparently the centre of our city's intake of transitional and emergency housing tenants.
- 3 I have a 50% interest in two other properties – one at ■■■■■ which I have 50% owned since November 2020, and the other at ■■■■■, which I have 50% owned since September 2021. We rent out ■■■■■ as temporary tourist accommodation on Air BnB.
- 4 A true copy of a map showing my house and other properties relative to the proposed sites for the emergency housing is annexed and marked as “**JH-2**”. The map at **JH-2** shows that my property is:
 - (a) 1 kilometre from Malones Motel;
 - (b) 950 metres from New Castle Motor Lodge;
 - (c) 1.1 kilometres from Alpin Motel and Conference Centre;
 - (d) 1.1 kilometres from Pohutu Lodge Motel;
 - (e) 2 kilometres from Union Victoria Motel; and
 - (f) 4 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 house and other two properties relative to all of the existing accommodation sites where emergency housing is provided is annexed and marked as "JH-3".
- 7 I have been told by Restore Rotorua that the Council has issued a directive to MHUD to file further resource consents to convert motels in central Rotorua into emergency housing by 20 December 2021. At the time of preparing this brief of evidence, I was only aware of the six applications for the motels listed above at paragraph 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 expressed 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 was born in Rotorua and have lived here most of my life. Growing up, I lived in the suburbs of Western Heights, central Rotorua, and Glenholme.
- 11 In my adult life, I have moved around various suburbs in Rotorua. Prior to living at my current address, I was looking after my elderly mother at our family home at [REDACTED], Glenholme. Before that, I lived in Hillcrest in west Rotorua.
- 12 My middle daughter Toni still lives in Rotorua with her family, and they own a house at [REDACTED] Glenholme, which is 220 metres from Fenton Street. Despite recently renovating, Toni and her partner have decided to sell

their house and are currently living at their other property in Tihiotonga on the outskirts of Rotorua while they decide where to move to, which may mean leaving Rotorua altogether. Their decision to move is because of the influx of concentrated transitional and emergency housing motels in central Rotorua in the last 18 months which has meant that Glenholme is no longer the safe and quiet suburb it once was. They have felt particularly uneasy about the security of the neighbourhood since the garage at their [REDACTED] property was broken into in September 2021.

- 13 I have run several businesses and worked in different roles in Rotorua over the years. I became a full time fishing guide in 1996 and am now the Operations Manager and Owner of Cruise and Fish Rotorua. I specialise in fishing adventures around Rotorua in the central North Island's Lakes, Rivers and Streams. At Cruise and Fish Rotorua, we partner with local accommodation and travel providers, such as Peppers on the Point, Treetops Lodge and Estate, Solitaire Lodge, Regent of Rotorua and Koura Lodge.

Observations before transitional and emergency housing

- 14 Since the 1980s, Rotorua's reputation has steadily transformed over the years, and was enhanced by the cobblestone work the council did around the CBD in the late 1980s/early1990s, which lifted the appearance of Rotorua. Rotorua's enhanced aesthetic led to Rotorua winning the "Most Beautiful City" in New Zealand award six times between 1999 and 2008.
- 15 Rotorua's tourism industry has also achieved a renaissance shift in our national (and international) reputation away from a 'cheap thrills' 'cheap' pit-stop to a beautiful tourism destination. Up until Covid-19 hit in March 2020, Rotorua's tourism industry was thriving. Cruise and Fish Rotorua used to attract guests from all over the world, from Auckland to London.
- 16 The Fenton Street motel area used to be humming with tourists (often families) and businesspeople. Glenholme used to have a great reputation as a lovely part of Rotorua, and was known for having a neighbourly character.

Turning point of changes in Rotorua

- 17 The point in time when the issues with concentrated transitional and emergency housing in Rotorua first became apparent to me was during, and subsequent to, the first Covid-19 lockdown in March/ April 2020. One day during lockdown, I drove down Fenton Street to go to the supermarket, and I

noticed that within what must have been about a week of becoming a transitional and emergency housing motel, Tuscany Villas (280 Fenton Street) had been completely trashed, with broken glass, curtains tied up, cars parked on the grass verges and traffic cones and temporary fencing put up. It is local knowledge that Tuscany Villas is a private provider of emergency housing run by Tiny Deane.

- 18 Around June/July 2020, I began noticing new graffiti appearing and supermarket trolleys being abandoned around the streets of Glenholme. Around that time, we also noticed more anti-social behaviour around central Rotorua, such as people standing on the traffic islands shouting at cars, making driving around central Rotorua intimidating.

General observations and effects of transitional and emergency housing motels in central Rotorua

- 19 Since June/July 2020, I have noticed the rapid decline in the appearance of the motels on Fenton Street, which has had a noticeable knock-on effect on the streets of Glenholme. Glenholme is looking more and more neglected, with new graffiti popping up every day, and shopping trolleys discarded on the streets which usually stay there for weeks. I took some photographs of these scenes around Glenholme which are annexed and marked "**JH-4**".
- 20 The owners of motels which are being used as emergency housing no longer keep up the appearance of their motels in order to attract tourists and compete with other tourist accommodation like they used to as there is no incentive to do so.
- 21 Prior to June/July 2020, my interactions with people around Fenton Street were friendly and people would smile at each other, but now, these interactions can be intimidating due to the increase in anti-social behaviour, with people often shouting profanities and jeering at passers-by. I do not make eye contact with people around Fenton Street anymore.
- 22 Many of the transitional and emergency housing motels are being run into disrepair. When I drove down Fenton Street recently, I noticed that Ace Motor Lodge (319 Fenton Street) had a large dog kennel sitting outside on the overgrown lawn. The Ace Motor Lodge is confirmed as a provider of emergency housing in the list annexed and marked "**JH-5**". I have also seen plastic boxes of belongings stacked up against one of the motel units at the Ace Motor Lodge, which have been there for the past few months.

- 23 Tuscany Villas, a private provider of emergency housing, has installed security screens at the motel doors and in-between sections of the motel which makes the motel look like a prison. This is a noticeable difference to the family-friendly welcoming look this motel used to have.
- 24 Before June/July 2020, we could go days without hearing a police siren, but now, we hear sirens multiple times a day, every day. There is a noticeable increase in police presence around Fenton Street, with police cars often parked outside the transitional and emergency housing motels. A local police officer recently told me that two police cars are assigned to Fenton Street full time to deal with the problems at the transitional and emergency housing motels.
- 25 We have always had a sophisticated security camera system installed at our house but never used to turn the cameras on until September 2021 when my daughter's garage at her home on [REDACTED] was robbed. Since then, I now turn the security cameras on every night to operate between midnight and 6am.
- 26 As mentioned above, we list our property [REDACTED] on Air BnB. The vast majority of our guests are Aucklanders and in the last three months while Auckland has been in lockdown, we have had next to no bookings. Since the government announced Auckland's borders would open on 15 December 2021, we have had 4 bookings. Given so many motels are being used as emergency accommodation, there is reduced accommodation for tourists so we are expecting to have strong booking rates when the borders open.
- 27 I am concerned that when Aucklanders visit Rotorua, they may be shocked by the impact that transitional and emergency housing has had on Glenholme and central Rotorua. While Rotorua used to be known as 'Rotovegas', it is now referred to as the 'MSD mile'. Tourism is what keeps Rotorua's economy going, and if we cannot attract tourists or entice them to spread the good word once Covid-19 travel restrictions are eased, Rotorua's tourism industry will continue to suffer. My business Cruise and Fish Rotorua is one of many small tourism operations in Rotorua that has been impacted by Covid-19 restrictions and lockdowns, but I have been able to access government support.

Conclusion

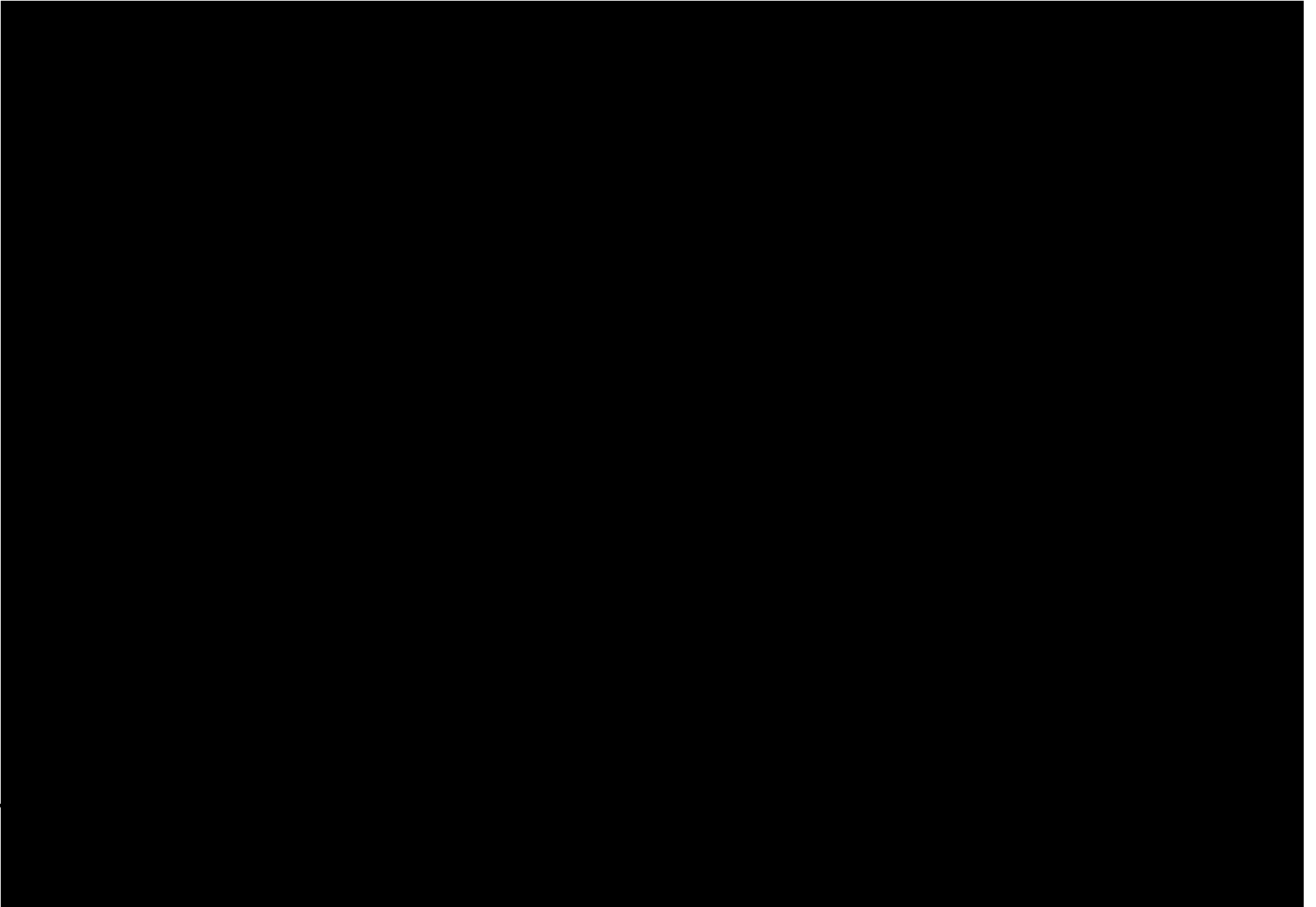
- 28 Since June/July 2020, the increasing number of transitional and emergency housing motels within a small concentrated area have transformed central Rotorua for the worse and undone years of investment in making our city beautiful. Having lived in Rotorua all my life, and having many work, friends and family connections here, these changes have been very noticeable and make me worried for the future of Rotorua as a place to live and visit.
- 29 The issues with transitional and emergency housing that my partner and I have observed in the past 18 months are at the forefront of our minds at the moment, and I know that many of my fellow Rotorua locals feel the same. In this environment, I am trying to be vigilant with the security of my home.
- 30 This is why I took time to learn about the six resource consent applications currently before the Council for consideration, and have put forward this submission. If these six (and possibly nine) applications are successful, the issues we have faced in the past 18 months as residents of Glenholme will deepen and become permanent.

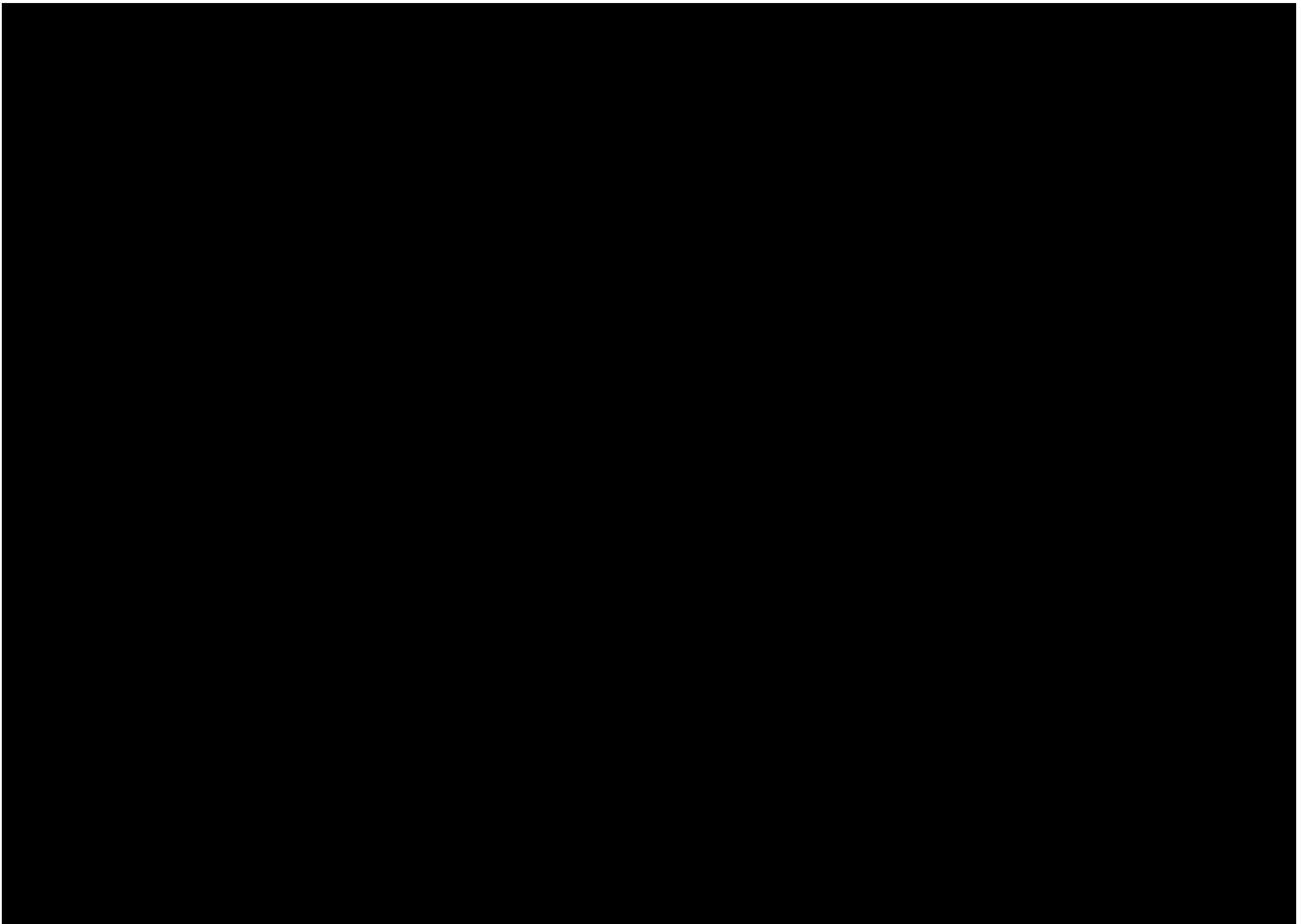
SIGNED this 17 day of December 2021:



William John Hamill

JH-1

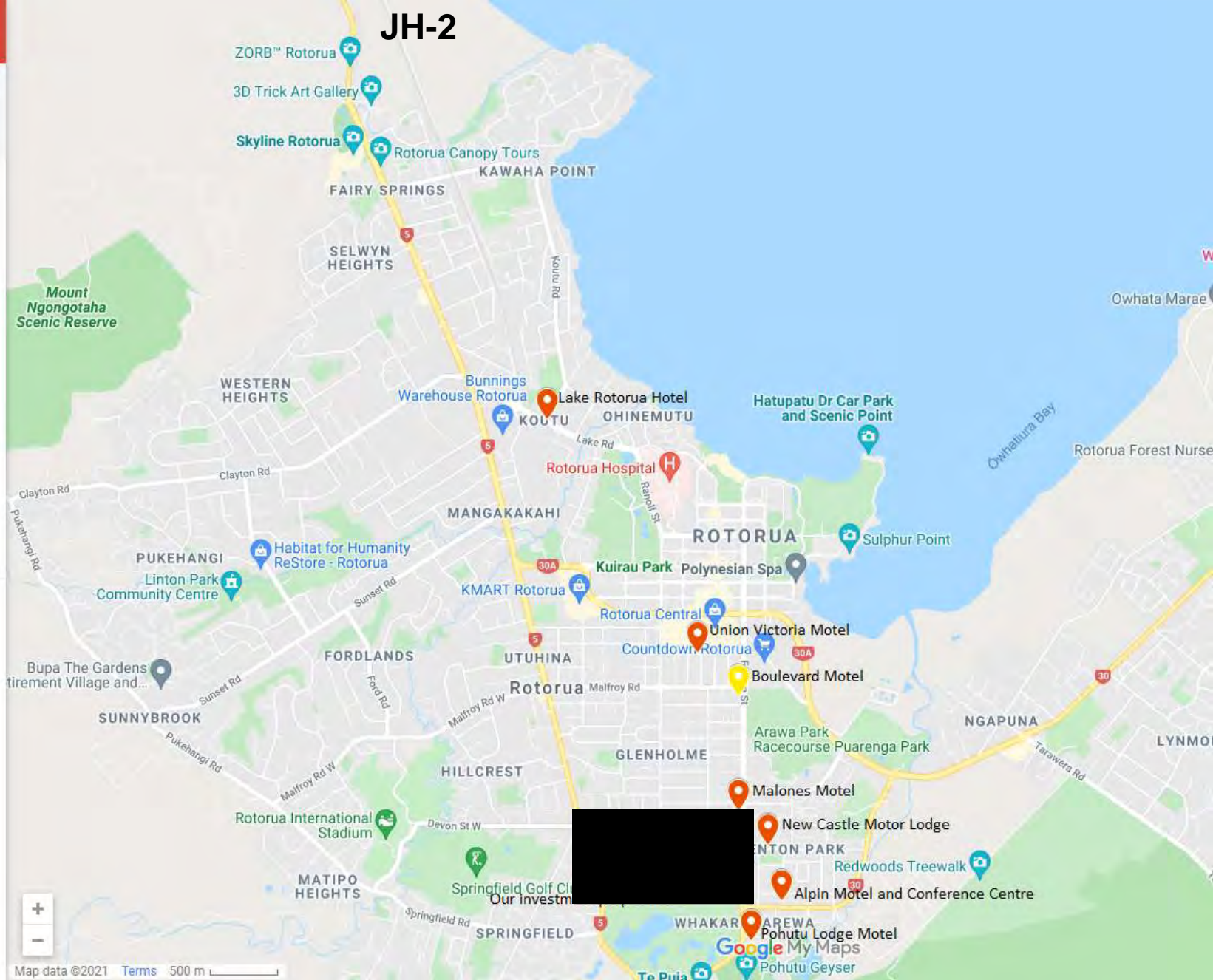
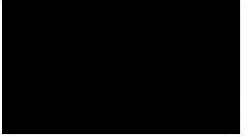




1 view
Published seconds ago
SHARE EDIT

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



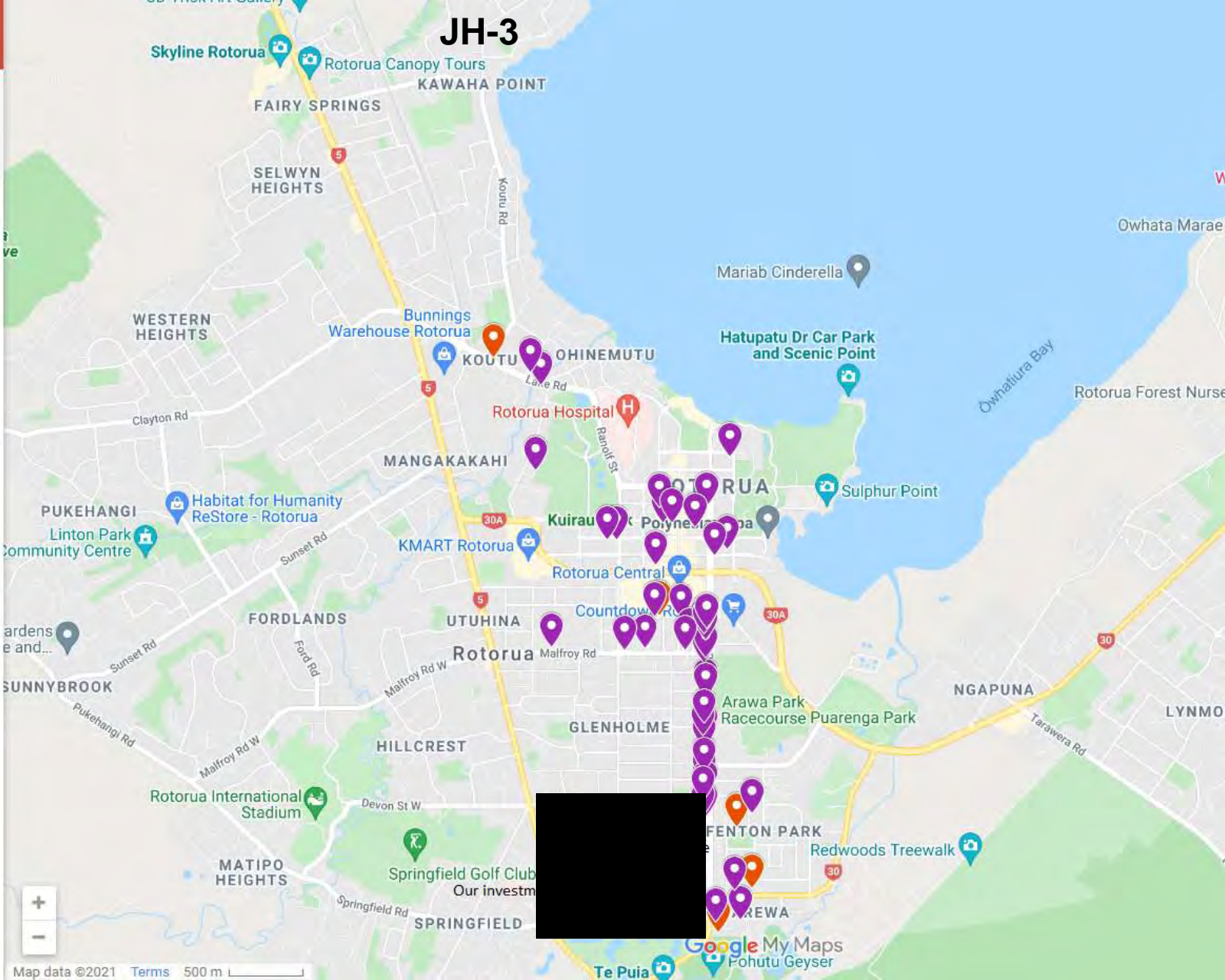
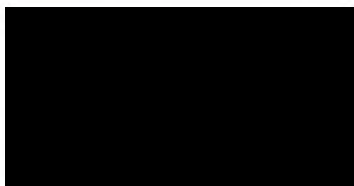
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SHARE EDIT

Motels at risk of conversion into emergenc...

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

... 49 more



Made with Google My Maps

Map data ©2021 Terms 500 m

JH-4

Selection of photographs I took around Glenholme showing the graffiti, destruction and discarded shopping trolleys around Fenton Street, Malfroy Road, Toko Street and Ranolf Street.









**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.

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17648
Date: Thursday, 23 June 2022 2:09:01 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:21 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17648

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17648.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

Rotorua has slipped at a great rate as a tourist and a spa getaway location. Residents are feeling unsafe and intimidated in their own homes, streets and town. Continuation of accommodating vast amounts of people in unsuitable accommodation is only going to increase the social problems that are inhibiting Rotorua residents and tourism to return to the ideal place they once were.

I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17647
Date: Thursday, 23 June 2022 2:10:33 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:18 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17647

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17647.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17650
Date: Thursday, 23 June 2022 2:07:22 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:16 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17650

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17650.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17662
Date: Thursday, 23 June 2022 2:10:56 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:17 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17662

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17662.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17887
Date: Thursday, 23 June 2022 2:09:55 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:19 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17887

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17887.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17889
Date: Thursday, 23 June 2022 2:06:43 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:15 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17889

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17889.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17890
Date: Thursday, 23 June 2022 2:07:48 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:17 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17890

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17890.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17891
Date: Thursday, 23 June 2022 2:10:18 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:19 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17891

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17891.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armet
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17892
Date: Thursday, 23 June 2022 2:09:14 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:20 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17892

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17892.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC17893
Date: Thursday, 23 June 2022 2:09:44 pm

From: Amanda Druery <[REDACTED]>
Sent: Sunday, June 12, 2022 12:20 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC17893

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC17893.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

From: [Denise Morgan-Koia](#)
To: [Bethany Bennie](#)
Cc: [craig batchelar](#)
Subject: FW: TRIM: resource consent RC176373
Date: Thursday, 23 June 2022 2:06:26 pm

Kia ora Bethany,

Please see, in the following emails this week's submissions for the MHUD Emergency Housing Applications

Kind Regards

From: Amanda Druery [REDACTED]
Sent: Sunday, June 12, 2022 12:02 PM
To: Planning Submissions <Planning.Submissions@rotorualc.nz>
Subject: TRIM: resource consent RC176373

To Whom it may concern,

I am writing in **opposition** to the application of resource consent RC176373.

With the application consent period set to run for the duration of five years I believe that while we are close to a new election for council that the application should be shelved till the newly elected council is sitting. I believe that there has been significant points made by residents that the behaviour of many in emergency housing is impacting their way of life and mental wellbeing. I also struggle to believe that the 1008 beds are filled with people who were housed previously in homes in Rotorua and have now become homeless. I do understand that there are homeless in Rotorua, but it was only a few years ago that they were all able to be housed in an upstairs venue on Pukuatua Street. How has that grown to 1008 in such a short time without having people from out of town brought in to be housed here? I do not accept Covid as an excuse. I also note that the expected time in emergency housing is 2 - 3 months with the current longest stay being 19 months. This is excessive and not ideal, as motels are not homes and are breeding social problems on many levels.

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I strongly oppose the MHUD, on behalf of anyone, being granted resource consent for the use of buildings for contracted emergency housing.

Regards
Amanda Armer
[REDACTED]
Rotorua

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT

*Section 96 Resource Management Act 1991
(Rotorua Lakes Council is the operating name of Rotorua District Council)*



To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Joy Turner</u> <hr/> <div style="text-align: right;">(Full Name)</div>
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This is a submission on an application from:

Lake Rotorua Motel RC 17647
(Name of applicant)

for a Resource Consent to: Use the above site and Motel Buildings for Contracted Emergency Housing for five years

at: 131 Lake Road, Rotorua. N.Z.

[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

Housing the homeless when the Motel was upgraded and built for tourism.

[Give Details]

My submission is:

I oppose the application by using it for Emergency Housing for five years. They don't care if they park the cars on cycleway / footpath. We are meant to be cleaning up the city of Rotorua
[include - not extending housing the homeless than out of town]

- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views

I seek the following decision from the consent authority:

City Entranceway Zone + Res 1. low Density housing. Housing up to 140, does not comply.

[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

* If others make a similar submission, I will consider presenting a joint case with them at a hearing.

* *[Delete if you would not consider presenting a joint case]*

Signature of submitter (or person authorised to sign on behalf of submitter): <u>Esther Turner</u>	Date: <u>19/6/22</u>
Address for service of Submitter: <div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> <u>ROTORUA.</u>	Telephone: <div style="background-color: black; width: 100px; height: 20px; margin-top: 5px;"></div>
Contact person: [name and designation, if applicable] _____	Fax/email: <div style="background-color: black; width: 100px; height: 20px; margin-top: 5px;"></div>

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Joy Turner</u> _____ _____ (Full Name)
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This is a submission on an application from:

Alpin Motel RC 17648

(Name of applicant)

for a Resource Consent to: Use the mentioned site and Motel Buildings for Contracted Emergency Housing for five years.

at: 16 Sala Street Rotorua

[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

Housing the homeless in an area of many aged persons. Also Motel units have Spase swimming pool etc. It was built with business clientele in mind e conferences. Not for housing the homeless that dont work in Rotorua.

[Give Details]

My submission is:

I oppose the application, by using the Motel grounds for Emergency Housing for five years. We are meant to be cleaning up Motels in Fenton st, Stenholme, ^{Fenton Park} area. Not filling 40 units with homeless.

[include -

- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views]

I seek the following decision from the consent authority:

City Entrance Way + Accommodation - Up to 142 persons, does not comply housing (semi permanent) persons. Not a good look for Rotorua entrance way either

[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

- * If others make a similar submission, I will consider presenting a joint case with them at a hearing.
- * [Delete if you would not consider presenting a joint case]

Signature of submitter (or person authorised to sign on behalf of submitter): <u>Esther Turner</u>	Date: <u>19/6/22</u>
Address for service of Submitter: [Redacted] <u>ROTORUA</u>	Telephone: [Redacted]
Contact person: [name and designation, if applicable] _____	Fax/email: [Redacted]

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Joy Turner</u> _____ _____ (Full Name)
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This is a submission on an application from:

New Castle Motor Lodge RE 17650
(Name of applicant)

for a Resource Consent to: Use the mentioned site Motor Lodge Buildings for Contracted Emergency Housing for five years.

at: 18 Ward Avenue ROTORUA
[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

Using a Family Motel, budget prices, once again in the area of the aged persons, for housing the homeless.
[Give Details]

My submission is:

I oppose using Motel to house the homeless for 5 years.

[include -

- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views]



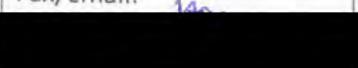
I seek the following decision from the consent authority:

Commercial Zone, complies but it was built for a budget Family Motel prices. (have to have some for Tourism)

[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

- * If others make a similar submission, I will consider presenting a joint case with them at a hearing.
- * [Delete if you would not consider presenting a joint case]

Signature of submitter (or person authorised to sign on behalf of submitter): <u>Esther Turner</u>	Date: <u>19/6/22</u>
Address for service of Submitter:  <u>ROTORUA.</u>	Telephone: 
Contact person: [name and designation, if applicable] _____	Fax/email: <u>140</u> 

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Joy Turner</u> _____ _____ (Full Name)
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This is a submission on an application from:

Malones Spa Motel RC 17662
(Name of applicant)

for a Resource Consent to: Use the above mentioned Motels land for Contracted Emergency Housing for five years

at: 321 Fenton St ROTORUA

[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

this Motel now looks pretty rough. Needs cleaning up, not housing out of town homeless sent by MHUD. Glenholme area has much increased crime.
[Give Details]

My submission is:

I oppose the continued use of contracted Emergency Housing, unless they are ones awaiting a home, with a job in ROTORUA.

[include -

- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views]

I seek the following decision from the consent authority:

City Entranceway Zone, Not a good look for an entry to ROTORUA city. (pretty rough now)

[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

- * If others make a similar submission, I will consider presenting a joint case with them at a hearing.
- * [Delete if you would not consider presenting a joint case]

Signature of submitter (or person authorised to sign on behalf of submitter): <u>Esther</u>	Date: <u>19/6/22</u>
Address for service of Submitter:  ROTORUA.	Telephone: 
Contact person: [name and designation, if applicable] _____	Fax/email: 

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Joy Turner</u> _____ _____ (Full Name)
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This is a submission on an application from:

Union Victoria Motel RC17673
(Name of applicant)

for a Resource Consent to: Use the above mentioned Motel and Lands for Contracted Emergency Housing for five years.

at: 26-28 Victoria St e 5 Union St, ROTORUA.
[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

Location - so close to City Shops & the increase of crime in Glenholme area. Also, cars on busy Victoria St. they don't care about yellow No Park lines.
[Give Details]

My submission is:

I oppose to using this Motel to house the homeless, who don't work or are from ROTORUA, for another 5^(five) years.

[include -

- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views]

I seek the following decision from the consent authority:

Medium Density Zoning. This area is high density population ^{incl} elderly! of Rotorua workers. Don't need another 78 homeless to the area.

[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

- * If others make a similar submission, I will consider presenting a joint case with them at a hearing.
- * [Delete if you would not consider presenting a joint case]

Signature of submitter (or person authorised to sign on behalf of submitter): <u>ETurner</u>	Date: <u>19/6/22</u>
Address for service of Submitter: [Redacted] <u>ROTORUA</u>	Telephone: [Redacted]
Contact person: [name and designation, if applicable] _____	Fax/email: [Redacted]

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Joy Turner</u> _____ _____ (Full Name)
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This is a submission on an application from:

Ascot on Fenton - RC17887

(Name of applicant)

for a Resource Consent to: Use the above mentioned Units & Land for Contracted Emergency Housing for five years at: 247 Fenton St & 12 Toko St ROTORUA.

[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

this Motel was for good priced family accommodation for visitors. Walking distance to the city, & with spa pools.

[Give Details]

My submission is:

I oppose to using this Motel to house the homeless. Do we want Fenton St, the entrance to the city to look like a slum. No we want this area cleaned up.

[include -

- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views]

I seek the following decision from the consent authority:

Entrance way zoning - used to be popular to choose a Motel coming into city. Not anymore. This area of Fenton St, people say avoid, because of the homeless, have ruined it.

[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

* If others make a similar submission, I will consider presenting a joint case with them at a hearing.

* [Delete if you would not consider presenting a joint case]

Signature of submitter (or person authorised to sign on behalf of submitter): <u>ETurner</u>	Date: <u>19/6/22</u>
Address for service of Submitter: _____ _____ <u>ROTORUA,</u>	Telephone: _____
Contact person: [name and designation, if applicable]	Fax/email: <u>/</u>

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Jay Turner</u> _____ _____ (Full Name)
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This is a submission on an application from:

Robo Vegas Motel - RC 17889
(Name of applicant)

for a Resource Consent to: Use the above mentioned Units & land for Contracted Emergency Housing for five years

at: 249 Fenton St & 16 Toko St
[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

This motel looks appealing, frontage, spa pool, heated outdoor pool, Thermal area, used to be for families / tourists & close to Mall & City.
[Give Details]

My submission is:

I oppose to using this Motel to house the homeless. It was built for visitors / tourists. They will come back, IF WE DON'T make this Fenton St into a slum!!! Worried about the crime in area!

[include -




- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views]

I seek the following decision from the consent authority:

100% occupancy, - be a great facility for Business Firms to be able to book knowing, no homeless in units.
Entrance way zoning, - Frontage is appealing.
[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

- * If others make a similar submission, I will consider presenting a joint case with them at a hearing.
- * [Delete if you would not consider presenting a joint case]

Signature of submitter (or person authorised to sign on behalf of submitter): <u>Esther Jay Turner</u>	Date: <u>19/6/22</u>
Address for service of Submitter:  <u>ROTORUA</u>	Telephone: 
Contact person: [name and designation, if applicable] _____	Fax/email: 

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA	Name of Submitter: <u>Esther Jay Turner</u> _____ _____ (Full Name)
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This is a submission on an application from:

Geneva Motor Lodge RC 17891
(Name of applicant)

for a Resource Consent to: Use the above mentioned Motor Lodge + land for Contracted Emergency Housing for five years
at: 299 Fenton St ROTORUA

[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:

this motel is a 3.2 star accommodation option for families. Good free parking & an outdoor spa pool. I believe was originally 4 star.
[Give Details]

My submission is:

I oppose to using this motel for homeless, not working in Rotorua. Rating dropped because of other homeless ones around it. I wonder looking for reasonable quiet & prices - came up in google search.

[include -

- whether you support or oppose the specific parts of the application or wish to have them amended; and
- the reasons for your views

I seek the following decision from the consent authority:

Good Motor Lodge for visitors. Entrance Way Zone.

[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.

* If others make a similar submission, I will consider presenting a joint case with them at a hearing.

* [Delete if you would not consider presenting a joint case]

Signature of submitter (or person authorised to sign on behalf of submitter): <u>Esther Turner</u>	Date: <u>19/6/22</u>
Address for service of Submitter: <u>ROTORUA</u>	Telephone: _____
Contact person: [name and designation, if applicable] _____	Fax/email: _____

FORM 13

SUBMISSION ON A PUBLICLY OR LIMITED NOTIFIED APPLICATION CONCERNING RESOURCE CONSENT



Section 96 Resource Management Act 1991 (Rotorua Lakes Council is the operating name of Rotorua District Council)

<p>To: Chief Executive Rotorua Lakes Council Private Bag RO3029 ROTORUA</p>	<p>Name of Submitter: _____ _____ <i>(Full Name)</i></p>
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This is a submission on an application from: Bronwyn Naudi
(Name of applicant)

for a Resource Consent to: stop the influx of emergency housing
in Rotorua
 at: Rotorua
[Briefly describe the type of consent, proposed activity, and location of the resource consent]

The specific parts of the application that my submission relates to are:
The continuous increase in emergency housing

[Give Details]

My submission is:
To stop the increase of emergency housing. The increase in housing has negatively impacted the property value and, we do not feel safe anymore.

- [include -
- whether you support or oppose the specific parts of the application or wish to have them amended; and
 - the reasons for your views]

I seek the following decision from the consent authority:
Do not increase the emergency housing in Rotorua
[Give precise details, including the general nature of any conditions sought]

I wish / do not wish to be heard in support of my submission.
 * If others make a similar submission, I will consider presenting a joint case with them at a hearing.
 * [Delete if you would not consider presenting a joint case]

<p>Signature of submitter (or person authorised to sign on behalf of submitter): <u>Bronwyn Naudi</u></p>	<p>Date: <u>19/6/22</u></p>
<p>Address for: <u>[Redacted]</u></p>	<p><u>[Redacted]</u></p>
<p>Contact person: <small>[name and designation, if applicable]</small></p>	<p>Fax/email:</p>

Note to submitter:

You must serve a copy of your submission on the applicant as soon as reasonably practicable after you have served your submission on the consent authority.

The information you have provided on this form is required so that your submission can be processed under the RMA, and your name and address will be publicly available. The information will be stored on a public register and held by the Council, and may also be made available to the public on the Council's website. In addition, any on-going communications between you and Council will be held at Council's offices and may also be accessed upon request by a third party. Access to this information is administered in accordance with the Local Government Official Information and Meetings Act 1987 and the Privacy Act 1993. If you have any concerns about this, please discuss with a Council Planner prior to lodging your submission. If you would like to request access to, or correction of your details, please contact the Council.