

Meeting Minutes

Subject	Community Liaison Group Meeting (Rotorua Contracted Emergency Housing)		
Venue	The Arts Village (Studio 2) 1240 Hinemaru Street, Rotorua	Date	25 February 2025
Chair	Rachel Dimery	Time	6:00 – 7.05pm

Attendees

Will Barris (Ministry of Housing and Urban Development)
Ash Hackett (Ministry of Housing and Urban Development)
Jono Fraser (Ministry of Housing and Urban Development)
Jenny Peace (Restore Rotorua)
Bryce Smart (Rotovegas Motel)
Jean-Paul Gaston (JP) (RLC)
Jordon Robertson (Te Pokapū – Te Hau ki te Kāinga)
Frank Liu (Ascot Fenton Motel)
Emily Telfer (Community representative)
Kim McGrath (Minute taker) (RLC)

Apologies

Trevor Newbrook (Restore Rotorua)
Kent Breeze (Rydges - Hotels/Tourism representative)
Paul Romanes (Community representative)
Ngarepo Eparaima (Tuhourangi Tribal Authority)
Dianna Raukawa Doughty (Community representative)

1. Welcome

The chair welcomed everyone. Jordon opened the meeting with a karakia.

2. Apologies

Apologies noted.

3. Discuss results of the compliance monitoring by Rotorua Lakes Council (condition 28(a)(iii))

The six-monthly compliance reports for the remaining 6 motels were circulated separately prior to the meeting. JP advised that RLC check that the conditions within the compliance monitoring reports are being complied with and also do quarterly inspections.

Emily queried the number of incidents vs average occupancy at Lake Rotorua Motel. Will commented that the providers had advised at the hearings that they report on every incident regardless of seriousness as it supports their case management approach for the whānau they are supporting. Jordon advised that a large number of incidents could stem from one or two whānau. However, Will agreed that HUD take the figures away and report back to the group with more information.

ACTION: MHUD to examine the figures of number of incidents vs average occupancy for Lake Rotorua Motel and report back to the CLG with more information

There were no further questions regarding the compliance monitoring reports.

4. Discuss report from MHUD on the exit strategy and implementation of the exit strategy (conditions 28(a)(iv) and (vi))

Document circulated separately.

Will:

This is the first report and is a requirement under the new consent conditions. Operators have sent out invitations to engage with their neighbours. Referrals to Geneva Motel ceased from the end of January.

HUD will provide future reporting on exit strategies for March-June (Alpin and Pohutu to exit by the end of June, with Geneva by the end of July). New referrals to all three of the remaining motels (Ascot on Fenton, Rotovegas and Lake Rotorua) are to end on 15 June. In the next quarter HUD will be coming up a plan of which motels to exit and in what sequence. A lot comes down to the make-up of whānau within the motels and typology of housing required for the whānau. Pohutu and Geneva have larger households needing 3-4 bedroom houses, Alpin tends to have smaller families. Order of exiting will be dependent on when suitable typology is delivered. The Kainga Ora pipeline through to the end of March is generally of smaller typologies.

Jenny:

Asked for reassurance that the exit dates will not be extended out.

Will:

Confirmed that the motels will be adhered to and that the motels will be exited on or before the dates in the new set of conditions. Providers are working closely through Te Pokapu and Kainga Ora and MSD around placement decisions.

For the current quarter the priority has been on exiting Apollo. This has been vacated and their

90-day notice expires at the beginning of March. It will continue to show in the January and February monthly dashboards because it is still under contract.

Rachel:

Advised that she had sent confirmation that RLC has done the final inspection and Apollo has been exited.

JP:

The monthly HUD dashboard for January has been published.

ACTION: JP to send monthly HUD dashboard for January to Rachel to circulate with the minutes.

Jono:

The monthly MHUD dashboard could be circulated with the agenda, as it is at the time of the meeting.

Will:

Queried whether there was anything else that people wanted to be included in the exit strategy report. Will is happy to take any feedback. There will be more in the next report with confirmed exit dates.

Jenny:

Asked how far before expiry date the referrals cease.

Will:

These are listed in the consent conditions. Geneva had to cease six months before exit. Confirmed that the dates in the consent conditions will be adhered to. Noted that the January MSD emergency housing went up slightly in the monthly dashboard. Ascot, Lake Rotorua and Rotovegas are generally at capacity so it is likely the number of whānau presenting to MSD will rise.

Jordon:

Demand hasn't changed. 136 whanau came through the Te Pokapu doors in January, with an average of 150 per month. There have been lots of families. Likely that we will see an increase in homeless on the street, in cars and in emergency housing.

Will:

Rotorua continues to be a priority area for HUD and Kainga Ora. Continuing to look for alternatives.

Rachel:

Queried if there was any other feedback from the group on items to include in the report on the exit strategy and information circulated.

JP:

It was good to understand how many are still coming through the door at Te Pokapu, and how many on the housing register. (Reminded that the housing register information is on the temporary housing dashboard.)

5. Discuss feedback on effectiveness of Site Management Plans and conditions (condition 28(a)(v))

JP:

Reminded the group that complaints from the community need to come into the conversation

quickly so site management plans can be amended.

Jono:

If anyone has anything to report, Jono is happy for people to send him the details. His email address is in the meeting invitation.

Bryce:

Had noticed a reduction in shopping trolleys since the Police crack down. Advised by others in the group that there are still trolleys being abandoned.

JP:

Reminded the group that RLC had undertaken a trial of collecting trolleys on behalf of businesses and then charging the businesses to return the trolleys. Most of the businesses didn't like this so it has reverted back to businesses collecting their trolleys themselves. There's a bit of homeless use but also people using them to transport things to the suburbs. Last week RLC sent a reminder out to businesses again reminding them about picking up their trolleys. The supermarkets are good but The Warehouse and K Mart have the least effective pick-up service. He thinks the Fairy Springs Road Woolworths have a geo-lockable trolley system.

RLC undertake counts periodically. Agreed to bring an updated report back to the meeting in August.

6. Nomination of community representative from the CLG to attend meetings with Rotorua Lakes Council and MHUD (conditions 27 and 28(a)(vii))

This is a new condition. Rachel used to go to the meetings as the chair of the CLG. The new condition stipulates this is a community representative. The community representatives are Paul, Dianna and Emily.

It was agreed that the RLC/HUD meetings be held in between the CLG meetings, with HUD to arrange.

Rachel will facilitate a discussion among the community representatives as to who would attend the meetings.

Jono advised that he would be happy if there was 1 community representative, HUD and RLC, and 1 representative from Restore Rotorua. The Restore Rotorua representative is not listed as a condition in the consents. JP indicated he would be happy with that too.

ACTION: Jono to arrange the RLC/HUD meetings with the community rep and a Restore Rotorua rep, to be held in between the CLG meetings.

ACTION: Rachel to contact the 3 community representatives to decide who would be the representative at the RLC/HUD meetings, and to check the community reps were ok with a Restore Rotorua representative also attending the meetings.

7. Other business

There was no other business.

8. Next meeting date

It was agreed that next meeting would be set for Tuesday 13 May.

ACTION: HUD to email updates of key motel exit milestones between CLG meetings, as available, to Rachel. Rachel to circulate to the CLG group.

ACTION: Rachel to confirm venue availability for 13 May and send meeting invites.

Jordon closed the meeting with a karakia.

SUMMARY OF ACTIONS

Action	Person responsible
Examine the figures of number of incidents vs average occupancy for Lake Rotorua Motel and report back to the CLG with more information	HUD
Send monthly HUD dashboard for January to Rachel to circulate with the minutes	JP
Arrange the RLC/HUD meetings with the community representative and a Restore Rotorua representative, to be held in between the CLG meetings.	Jono
Contact the 3 community representatives to decide who would be the representative at the RLC/HUD meetings, and to check the community representatives were ok with a Restore Rotorua representative also attending the meetings.	Rachel
Email updates of key motel exit milestones between CLG meetings, as available.	HUD via Rachel
Confirm venue availability for 13 May and send meeting invites.	Rachel

Activities in the previous quarter (1 Oct – 31 Dec 2025) and to date

Implementing Consent Conditions

- Submitted resource consent compliance reports on **27 January 2025** for the period June – December 2024
- Actions undertaken to comply with new resource consent conditions:
 - Updated Site Management Plans for Alpin motel and Geneva Motor Lodge submitted
 - Sent neighbour engagement invitations
 - Re-engaged Rachel Dimery to continue as the CLG chair
 - Sourced a CLG designated minute taker

Progress exiting

- Apollo Hotel now vacant
- All new referrals to Geneva Motor Lodge ceased from **31 January 2025**
- Continued reduction in the number of households in CEH and more positive housing outcomes

Activities for the quarter ending 31 Mar 2025

- Determine when to stop new referrals to Ascot on Fenton, Rotovegas and Lake Rotorua motels to ensure all motels are vacated by December 2025
- Continue to support households to suitable housing solutions through.
 - Working with providers to support households to appropriate accommodation.
 - Working with Kāinga Ora on matching households to new social housing opportunities
- Align reporting with future CLG meetings

CEH Motels Status (as at 31 Jan 2025)

	In operation	Referrals ceased	Notice issued	Vacant
Apollo Hotel			✓	✓
Alpin Motel		✓		
Pohutu Lodge		✓		
Geneva Motor Lodge		✓		
Ascot on Fenton	✓			
Lake Rotorua	✓			
Rotovegas	✓			

Quarterly CEH Service Usage and Exits Overview (as at 31 Dec 2025)

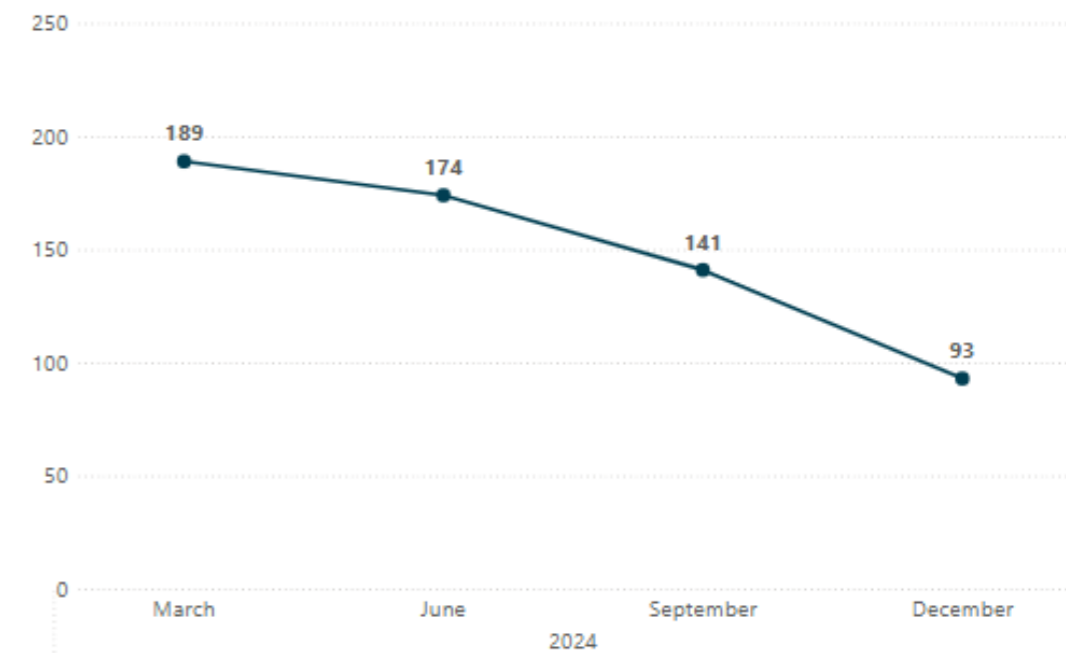
Active Households

93

Households Started

39

Active Households at the Quarter's End for the Last 12 Months



Notes for Figures and Charts

Random Rounding

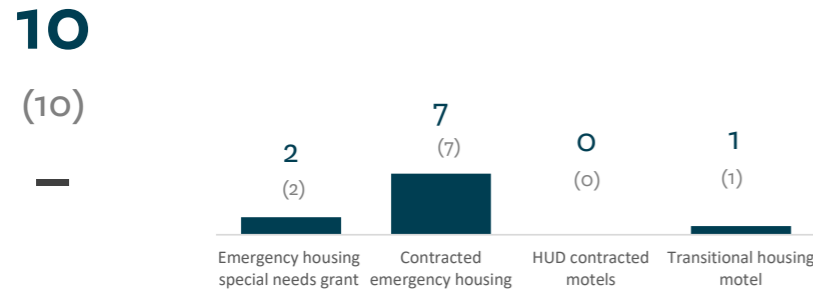
Random rounding to multiples of three is applied to ensure there is little or no chance figures can be used to identify individuals. Random rounding is the practice of rounding numbers up or down randomly to a close value of a specific multiple. This means that for the Rotorua dashboard, each number is rounded either to the multiple of three above or the multiple of three below (for example, 8 may be reported as either 6 or 9) . This is done where appropriate to protect the identity of individuals, while not changing the narrative that the reported numbers communicate. This is an automatic process. Random rounding is applied to totals and components separately, which can lead to rounded totals not equalling the sum of their rounded components.

Rotorua Temporary Housing Dashboard | Jan 2025

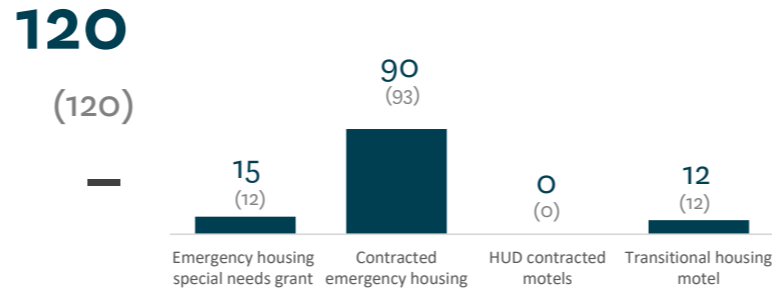
This dashboard provides monthly reporting on the use of temporary housing options in Rotorua. Last month's figures are provided in brackets.

Summary of temporary housing use in Rotorua

Number of motels in use as temporary housing in Rotorua



Number of households in temporary housing in Rotorua



Household composition

Adults in temporary housing in Rotorua

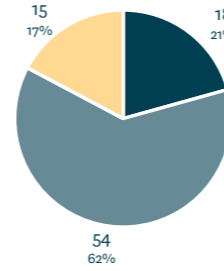
138
(150)

Ministry of Social Development (MSD) emergency housing

Due to the small number of households in MSD emergency housing, the household composition breakdown is not provided in order to maintain confidentiality.

Adults	15
Children	30

Contracted emergency housing



Adults	105
Children	153

Children in temporary housing in Rotorua

201
(225)

HUD contracted motels

There is no longer a HUD contracted motel to report.

Transitional housing motel

Due to the small number of households in the Transitional housing motel, the household composition breakdown is not provided in order to maintain confidentiality.

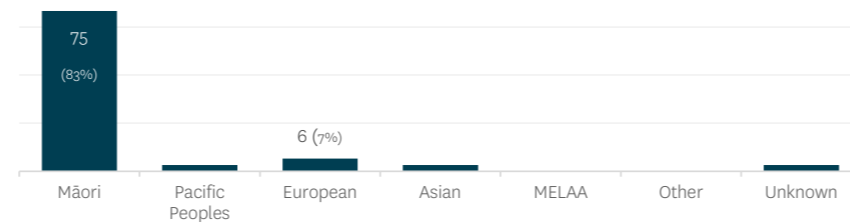
Adults	18
Children	18

- Single without children
- Single with children
- Couple without children
- Couple with children

Ethnicity of tenants in Ministry of Social Development (MSD) emergency housing

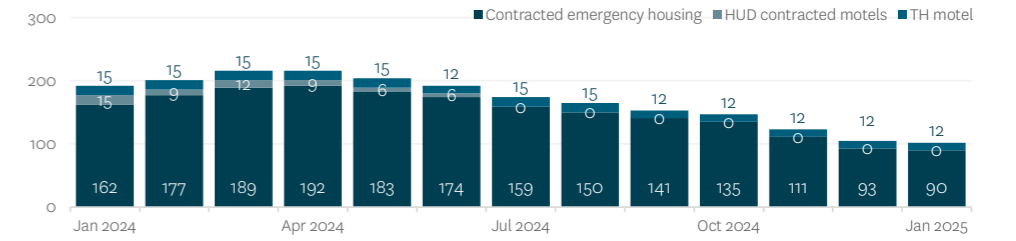
Due to the small number of households in MSD emergency housing, the ethnicity breakdown is not provided in order to maintain confidentiality.

Ethnicity of primary tenants in HUD contracted emergency housing

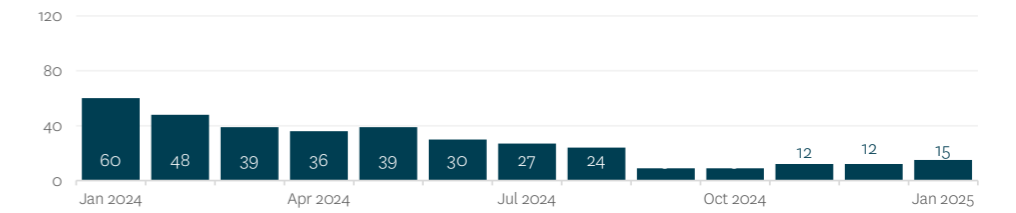


Trends

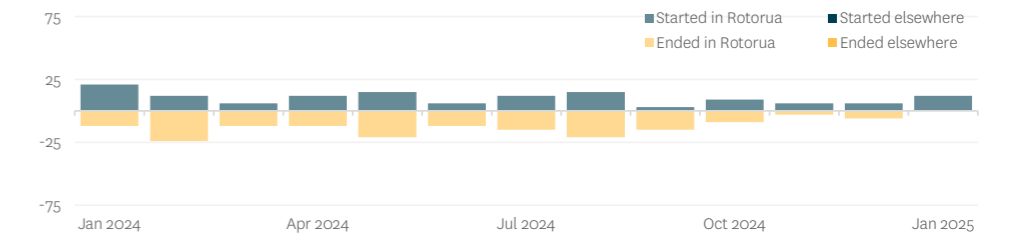
Households in HUD contracted emergency housing/ HUD contracted motels / TH motel



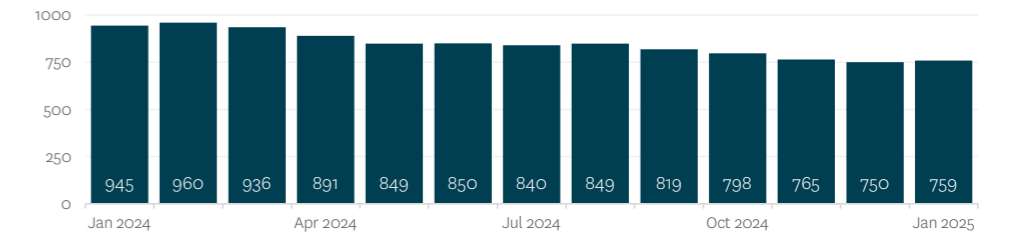
Households in MSD EH - emergency housing



Emergency housing start/end of spell location



Housing Register applicants



Other housing support in Rotorua

Category	Count
Social housing	1,138
Transitional housing places	222
Housing First - housed	174
Housing First - not yet housed	3

Technical notes

MSD emergency housing grants / emergency housing

These are available to people who cannot remain in their usual residence, if any, and will not have access to other accommodation that is adequate for their or their family's needs.

Contracted emergency housing

In June 2021, Cabinet agreed to fund a series of actions to improve the provision of emergency housing in Rotorua, including contracting specific motels for the use of families with children, providing wraparound support and establishment of a housing hub with local iwi.

HUD contracted motels

HUD contracted motels are additional housing places initially funded as a part of the COVID-19 emergency response to provide suitable accommodation for rough sleepers, reduce occupancy in high-density accommodations such as night shelters and hostels, and meet other periodic emergency housing needs.

Transitional housing (TH)

Transitional housing is temporary accommodation and support for individuals or families who are in urgent need of housing. It provides warm, dry, short-term housing for people and families who urgently need a place to stay. Some of the transitional housing places are units in motels.

Emergency housing start/end of spell location chart

This chart represents a number of clients starting and ending emergency housing spells in Rotorua. It is not an official measure and is to be used only as an indicator for monitoring flow.

The emergency housing special needs grant is hardship assistance and paid in advance; because of this, MSD is unable to identify when a client exits emergency housing.

We are able to make an assumption of a client no longer being in an emergency housing accommodation when they do not apply for an additional grant within four weeks of their previous one. This means that this measure will always be one month behind.

A spell in emergency housing typically ends when a client has not been in emergency housing for four weeks or more. The graph in section four indicates the number of spells that started and ended in the past 12 months specific to the motel clients is staying.

The chart also identifies where a spell started outside Rotorua and continues outside of Rotorua.

Programme provider reporting

Some of the data used in this report are based on programme provider reporting, which can be incomplete and may be revised in future. The quality and completeness of provider reporting can vary from month to month. When a report is missing in a given month, the previous month's report has been carried over.

Ethnicity reporting

Transitional housing and contracted emergency housing programmes do not collect information on ethnicity.

The HUD contracted motels programme collects only the primary ethnicity of an individual as reported.

HUD contracted emergency housing and MSD emergency housing reports total response ethnicity for primary clients. This means if a person identifies with more than one ethnic group, they are counted in each applicable group, and the sum of responses for all ethnic groups may exceed 100%.

Note: MELAA refers to Middle Eastern, Latin American, and African.

Households

Household counts are as at the end of the month. There may be some movement in the numbers month to month due to occupancy levels at different times of the month.

Emergency housing special needs grants and contracted emergency housing programme collect data at the household level, and demographic information is of the primary client.

Transitional housing and HUD contracted motels programmes collect data at the individual level for all occupants. If more than one occupant shares the same unit and the same starting date, they are considered a household.

Housing First programme collects data for the primary applicant of the household.

Random rounding

Random rounding to multiples of three is applied to ensure there is little or no chance figures can be used to identify individuals. Random rounding is the practice of rounding numbers up or down randomly to a close value of a specific multiple. This means that for the Rotorua dashboard, each number is rounded either to the multiple of three above or the multiple of three below (for example, 8 may be reported as either 6 or 9). This is done where appropriate to protect the identity of individuals, while not changing the narrative that the reported numbers communicate. This is an automatic process. Random rounding is applied to totals and components separately, which can lead to rounded totals not equaling the sum of their rounded components.

This report was developed by Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development and MSD. It aims to track progress on agreed actions in Rotorua. Please contact Te Tūāpapa Kura Kāinga (HUD.Insights@hud.govt.nz) if you have any enquiries.

HOTEL	Orange RAG	Average Occupancy*	Total Incidents	Police call	Minor breach	Moderate breach	Zero tolerance breach
Alpin	Exit	80	158	34	78	32	4
Ascot	Exit Online AD	27.5	35	0	12	11	1
Geneva	Exit Online AD	25	48	7	4	11	0
Lake Rotorua	Exit	22	78	15	32	20	5
Pohutu	Exit	30	17	2	9	3	1
Rotovegas	Exit	50	118	0	23	70	2

* Estimate based on Graph in Compliance report

Incidents per Occupant

Hotel	Incidents/ Ave Occ	Police call/ Ave Occ	Minor breach/ Ave Occ	Mod breach/ Ave Occ	Zero breach/ Ave Occ
Alpin	1.9750	0.4250	0.9750	0.4000	0.0500
Ascot	1.2727	0.0000	0.4364	0.4000	0.0364
Geneva	1.9200	0.2800	0.1600	0.4400	0.0000
Lake Rotorua	3.5455	0.6818	1.4545	0.9091	0.2273
Pohutu	0.5667	0.0667	0.3000	0.1000	0.0333
Rotovegas	2.3600	0.0000	0.4600	1.4000	0.0400

