

Meeting Minutes

Subject Community Liaison Group Meeting (Rotorua Contracted Emergency Housing)

Venue The Arts Village (Studio 2)
1240 Hinemaru Street, Rotorua

Date 8 June 2023

Chair Rachel Dimery

Time 6:00 – 7:45pm

Attendees Paul Romanes (Community representative)

Jenny Peace (Restore Rotorua)

Kent Breeze (Hotels/Tourism representative)

Bryce Smart (Rotovegas Motel)

Mihi Owen (Rotorua Lakes Council)

Kelly-Anne Panapa (Rotorua Lakes Council)

Sarah Shi (Malones Motel)

Frank Liu (Ascot Motel)

Dianna Raukawa-Doughty (Community representative)

Marcia Morehu (Union/Geneva Motels)

Darrell Klante (Rotorua District Residents & Ratepayers and community representative)

Colleen Neville (Ministry of Housing and Urban Development)

Will Barris (Ministry of Housing and Urban Development)

Jordon Harris (Te Taumata o Ngāti Whakaue Iho Ake Trust and Te Hau ki te Kāinga)

Apologies Yue Sun (Union/Geneva Motels)

Kate Boyd (Emerald Spa Motor Inn)

Akshat Rajvanshi (Pohutu Lodge)

Tamati Coffey (Ngāti Whakaue)

Trevor Newbrook (Restore Rotorua)

Jonathon Fraser (Ministry of Housing and Urban Development)

1. Welcome

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

2. Confirm minutes and apologies

The apologies were noted and Rachel Dimery advised that there were two new members of the group: Will Barris (General Manager, Partnerships and Performance at MHUD), who is to replace Jonathon Fraser; and Darrell Klante (Chair of the Rotorua District Residents & Ratepayers), who is to replace Reynold Macpherson.

It was confirmed that the actions from the last meeting had been completed.

Dianna Raukawa-Doughty requested an amendment to the minutes of the previous meeting. She wished to have it noted that some members raised that it was preferable for a local resident to be selected as the Community Liaison Group (CLG) representative to meet with MHUD and Rotorua Lakes Council (RLC).

ACTION: Rachel Dimery will circulate the revised minutes for the meeting on 9 March.

3. Feedback on the operation of contracted emergency housing

Rachel Dimery advised that members had raised the issues of abandoned trolleys, homelessness and signage at contracted emergency housing and invited discussion on these issues.

a. Trolleys

Mihi Owen discussed RLC's work to address the issue of abandoned trolleys. She highlighted that this is theft and therefore a police matter, but that is not the best use of police resources. RLC currently engage a contractor to collect abandoned trolleys at some considerable cost to ratepayers. RLC have proactively met with stakeholders to address the issue. As a result, all trolleys now have an 0800 telephone number to call to report an abandoned trolley. Other planned measures to address the issue include a planned amnesty day for trolleys and installing a locking system on all Countdown trolleys to prevent them being taken beyond the boundary of the supermarket site. There will be a media release about the transitional phase, the timing of which is still to be confirmed.

b. Homelessness

Dianna Raukawa-Doughty raised a concern around a woman camping near the Apollo Hotel). She advised that the woman has moved around the Whakarewarewa area and was concerned about safety and impacts on local businesses. Kent Breeze advised that the woman had also been camping on the Rydges Hotel property. The group members discussed the options for dealing these types of situations. Mihi Owen advised the group that it is a police matter (trespass) if anyone is camping on private property and a Council matter if anyone is camping on the footpath or reserve land, as this is covered by the bylaws. It is also a safety issue, as sleeping near sulphur vents can be lethal. Mihi advised that RLC has City Guardians who will approach rough

sleepers and can help them by making referrals to services. Jordon Harris also spoke to this issue and outlined the Housing First programme run by Te Taumata o Ngāti Whakaue Iho Ake Trust. Jordon highlighted that they work to build a relationship with the person, however if a person does not agree to be on the programme they cannot be legally compelled to do so. Following on from the discussion about when issues related to homelessness are the responsibilities of Council or Police, several members suggested that it may be time to co-opt a Police representative onto the CLG.

c. Signage

Jenny Peace requested clarification on whether the contracted emergency housing properties were complying with the resource consent conditions on signage. It was her understanding that all motel signage had to be covered or removed. Kelly-Ann Panapa responded and clarified that each property had different conditions and that there were some exceptions, for example, some conditions allowed the motel name to remain, but all other information such as vacancy signage and amenity signage to be removed or covered. Bryce Smart spoke to this also and gave the example of his property which had all signs removed apart from the property name ('Rotovegas') as this is a large unusually shaped sign that it was difficult to cover.

d. Other issues

Rachel Dimery invited members to discuss any other operational issues of concern. No issues were raised.

ACTIONS:

- a. Trolleys - Mihi Owen to circulate the media release (when ready) on the transitional phase planned prior to the handover to supermarket operators to respond to abandoned trolleys. Group members to distribute to their networks and community.
- b. Homelessness – group members are to note that they can report rough sleeping to either the Police if it is occurring on private property; or to RLC if it is occurring on the footpath or Council reserve land.

4. Monitoring of contracted emergency housing

a. Update from RLC on monitoring and systems

Kelly-Anne Panapa outlined RLC's resource consent inspection regime, advising that inspections are carried out a minimum of once per month and that random inspections are carried out. She advised that there were two items that had been raised with contracted emergency housing operators and that these had been addressed. Bryce Smart noted that each property is required by the conditions of consent to provide a monthly report to MHUD, which includes site photos.

Jenny Peace, Paul Romanes and Dianna Raukawa-Doughty advised that they wished to have detailed information on the type and frequency of any breaches of consent conditions, as this information would be important should extensions be applied for to the resource

consents. The group discussed what form of reporting would be of assistance for CLG members. No agreement was reached on the format or frequency of reporting on monitoring data. Some members wished to see checklists against each consent condition and other members considered that the focus should be on reporting issues identified during inspections. Mihi Owen undertook to take the request to the RLC executive and report back to the group with a sample format for reports.

b. Mechanisms for reporting community incidents

Jenny Peace advised the group that Restore Rotorua had met with the CEO and Jean-Paul Gaston at RLC. She outlined how Restore Rotorua had been requested to assist RLC by reporting incidents at contracted emergency housing. Jenny informed the group that she was collating a register of incidents reported by Restore Rotorua members. Dianna Raukawa-Doughty also raised a concern about a recent incident involving domestic violence. Jordon Harris reminded the group that MHUD operates a 24/7 0800 number to contact in relation to contracted emergency housing. Some members voiced a concern that some people in the community would prefer to be able to send an email about issues rather than contact an 0800 number.

ACTIONS:

- a. Mihi Owen to take the request for monitoring reporting to the RLC executive and report back to group members on report formats and frequency.
- b. Group members to note the MHUD toll free number to contact about operational issues is **0800 53 44 44**.
- c. Colleen Neville or Will Barris to advise if there is an email address that may be contacted regarding operational issues at contracted emergency housing.

5. Temporary Housing Dashboard

a. Rotorua NZ and MHUD dashboards

Kelly-Anne Panapa provided an overview of the Rotorua NZ dashboard and Will Barris provided an overview of the MHUD dashboard. It was highlighted that the MHUD dashboard is the best source of information, as it is updated monthly. The link to the dashboard is at the bottom of the MHUD webpage on the Rotorua Housing Accord and can be found here:

<https://www.hud.govt.nz/our-work/rotorua-housing-accord/>

b. Update from MHUD on trends

Will Barris explained that the MHUD dashboard provides data on all temporary housing in Rotorua, including contracted and non-contracted housing. He advised that there has been a steady downward trend in households in non-contracted housing and a slight decrease in households in contracted housing. Jordon Harris also spoke to the trends seen, noting that no one from outside of Rotorua is being placed in emergency housing in Rotorua unless required by a Court order.

6. Meeting with MHUD and RLC

Rachel Dimery advised that she had been invited as the CLG representative to meet with MHUD and RLC. She advised that she met with Jean-Paul Gaston (District Development, Deputy Chief Executive at RLC), Colleen Neville (Partnership Director, Place-based Strategy at MHUD) and Will Barris (General Manager, Partnerships and Performance at MHUD).

Rachel outlined that the meeting had covered the monitoring of the resource consents and whether any of the contracted emergency housing contracts could be cancelled. She told the group that she had been advised by Jean-Paul Gaston that no escalations relating to consent conditions have been required at any of the properties. She further noted that as discussed earlier, there is a downward trend in the use of temporary housing, but that it was not yet at a level that would allow any of the contracts to be cancelled.

7. Other business

No other business was raised.

8. Next steps and close

It was agreed by all that the next meeting should be in three months' time on Thursday 7 September, subject to venue availability. Jordon Harris noted that he will be on leave in September and will not be able to attend.

ACTION: Rachel Dimery to confirm venue availability and send meeting invites.

Jordon Harris gave a karakia and the meeting closed.

SUMMARY OF ACTIONS

Action	Person responsible
Circulate the revised minutes for the meeting on 9 March	Rachel Dimery
Circulate the media release (when ready) on the transitional phase planned prior to the handover to supermarket operators to respond to abandoned trolleys.	Mihi Owen
Group members to distribute media release on abandoned trolleys to their networks and community.	CLG group members
Note that rough sleeping can be reported to either the Police if it is occurring on private property; or to RLC if it is occurring on the footpath or Council reserve land.	CLG group members
Take request by the CLG members for reporting on monitoring to the RLC executive and report back to group members on report formats and frequency.	Mihi Owen
Note the MHUD toll free number to contact about operational issues relating to contracted emergency housing is: 0800 53 44 44	CLG group members
Advise if there is an email address that may be contacted regarding operational issues at contracted emergency housing.	Colleen Neville or Will Barris
Confirm venue availability for the next meeting on 7 September and send meeting invites.	Rachel Dimery