

Meeting Minutes

Subject Community Liaison Group Meeting (Rotorua Contracted Emergency Housing)

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

Date 28 February 2024

Chair Rachel Dimery

Time 6:00 – 7:13pm

Attendees Toli Maka (WACT) (attending on behalf of Te Hau ki Te Kāinga Collective)
Paul Romanes (Community representative)
Jenny Peace (Restore Rotorua)
Kent Breeze (Rydges - Hotels/Tourism representative)
Dianna Raukawa-Doughty (Community representative)
Colleen Neville (Ministry of Housing and Urban Development (“MHUD”))
Frank Ma (Malones Motel)
Frank Liu (Ascot Motel)
Bryce Smart (Rotovegas Motel)
Kate Boyd (Emerald Spa Motor Inn)
Marcia Morehu (Union/Geneva Motels)
Will Barris (MHUD)
Jean-Paul Gaston (JP) (Rotorua Lakes Council (“RLC”))

Apologies Mihi Owen (Rotorua Lakes Council)
Kelly-Anne Panapa (Rotorua Lakes Council)
Trevor Newbrook (Restore Rotorua)
Jordon Harris (Te Taumata o Ngāti Whakaue Iho Ake Trust and Te Hau ki te Kāinga)

1. Welcome

The chair welcomed everyone, and asked those around the table to introduce themselves.

2. Confirm minutes and apologies

Apologies noted.

3. Report back on 31 October meeting with MHUD and RLC (Rachel)

Rachel overviewed her meeting with MHUD and RLC covering the consent for emergency housing motels. Council advised there were no monitoring issues for contracted emergency housing motels at the time of the meeting in October. There are noticeably less complaints with contracted emergency housing. The main concerning matters now are the backpacker and non-contracted properties. Non-contracted emergency housing and backpackers tend to have single men and associated anti-social behaviour.

It was brought up that Council were going to talk to the Police to obtain a heat map showing incidents reported to Police – similar to the map last done in 2021 for the consent hearings. The heat map is general call-outs, not specifically consented motels. This covered the CBD and along Fenton Street. JP had asked Rotorua Area Commander Herbie Ngawhika in October for an updated heat map. Herbie advised it couldn't be provided at the time but he would look at this in the new year. JP to follow-up with Herbie. Jenny advised it might not be as easy to get as the Police didn't provide it 2021 – it was obtained by an ex Policeman. It is likely that the police will have to create the map and they may not have the manpower.

Current situation

The meeting was advised that if Police go to consented contracted emergency housing motels it is recorded as part of the monitoring of the consent. Will advised he would check how/what is recorded, however he noted that it will be better provided in context rather than in isolation. Kate noted that they record when Police are at the motel but it isn't necessarily for disturbances.

Ann's Volcanic and New Castle have exited emergency housing. As at October there were a number of vacancies across the contracted motels. HUD was waiting for the incoming Government to give direction on contracted emergency housing and uncontracted emergency housing.

Will advised HUD were in the process of exiting Union Victoria, leaving 10 contracted motels. HUD was still to engage with new Ministers specifically on contracted emergency housing in Rotorua. As part of their 100-day plan, the Government has made a commitment to end large scale reliance on motels within its term. In addition, they also spoke of prioritising families with children out of motels and into social/public housing. There is a priority rating for households on the register. The Government has committed that families with children in any emergency housing would go to the top of the list to be housed. HUD continue to look at occupancy levels and until engaging with Ministers will continue to exit contracted motels. Non-contracted motels have reduced as well.

ACTIONS:

JP to contact Herbie and ask for an updated heat map.

Will to advise how/what is recorded in terms of Police visits to contracted emergency housing.

4. Update on the current status of accommodation providers (JP)

JP encouraged everyone to look at the monthly Temporary Housing Dashboard provided by MHUD (January report [attached](#)). These are available on the HUD website. Uncontracted motels are down to 6, 11 contracted (now 10), 2 transitional. There was 246 in emergency housing accommodation providers last month - January 249. The Dashboard also reports where people have come from.

JP also advised that, as uncontracted motels are exited from emergency housing, council staff check the motel has been exited and advise the owners that the motel has left emergency housing. There are approximately 38 motels that have returned to tourist accommodation and been inspected. They are also periodically visited to check they are still only doing tourist accommodation. If anyone thinks a motel is doing tenancies instead of tourism, let RLC know.

There are some still doing tenancies or mixed use – mostly backpackers.

If clients go through Te Pokapū they are referred to preferred suppliers of unconsented motels (6). Some are transitioning out of emergency housing. Te Pokapū have regular meetings with the owners and make them aware that, as preferred supplier, they don't do mixed use or other tenancies. Should only be Special Needs Grant clients.

Anyone from a transitional worker, someone here for a job, someone who can't find accommodation, are on some form of benefit –are finding their own accommodation, generally backpackers. Tenancy Services are doing a lot of work with these providers. RLC are working with MBIE to encourage these premises to go back to backpackers accommodation, or do tenancies properly i.e. abide by healthy homes legislation. For backpackers to change to tenancies they have to change the use to boarding house. Backpackers don't have that type of consent at the moment. They have to choose between tourism or long-term tenancies.

Jenny asked if there is any regulatory means to make backpackers abide by healthy homes standards.

JP advised they can be taken to court but it's a long process. Two providers have received warning letters and the next action is court which can take 6-12 months. It is really difficult. Some are so sub-standard where they can be closed ie: Spa Lodge. A positive change is working with Tenancy Services.

Jenny asked about the about voucher system where they are given a voucher in Wellington and turn up in Rotorua.

JP advised that generally Rotorua vouchers are provided by the Te Pokapū or MSD. The traffic volume from out of town in Rotorua is not any different from any other town.

Will advised the accommodation supplement can be used in boarding houses or backpackers – clients just have to prove they've found accommodation and what the cost is. Some get the accommodation supplement while they are renting private homes.

5. Feedback on the operation of emergency housing

a. Abandoned shopping trolleys (Kent)

It was noticeably better when the supermarkets were picking them up, but it is now increasing again.

JP advised that RLC were using Infracore to pick up trolleys. Then there was agreement

with the main suppliers that they would start doing their own pick ups. This didn't work. Infracore back to picking up the trolleys and taking them to the landfill for storage. RLC is having a meeting tomorrow with all the retailers that have trolleys. As their systems are not working effectively, RLC may request a user-pays basis where Infracore will pick the trolleys up and there will be unit cost to suppliers get them back.

In the meantime, people should continue ringing the council if they see abandoned trolleys.

b. Abandoned vehicles (Dianna)

Dianna advised there had been an abandoned car in Whaka that was there for almost a year. She and others tried ringing Council, i-park and Apollo motel. Eventually found out the car belonged to a former client of WERA who had lived at Apollo. It was unwarranted, unregistered and had a flat tyre. They couldn't seem to find a solution to get it taken away. This started in April/May 2023. The car was removed last week.

Dianna thought that it shouldn't be the responsibility of neighbouring properties. That it should have been the responsibility of the service provider for the motel (Apollo).

Will B will check in with WERA as to whether they have a process.

ACTIONS:

JP to report back on what the threshold/procedure is for removing abandoned cars.

Toli to follow up with the operator of Apollo to see whether they knew about the car. (Dianna had spoken with Rawiri? at Apollo).

6. Accuracy and transparency of meeting minutes (Dianna)

Dianna highlighted that the minutes from a couple of meetings ago weren't detailed and accurate in the facts on what had been reported to the group. Dianna wanted to make sure things are duly noted when spoken about in the hui.

Rachel advised the minutes aren't a transcript and we have a process where minutes are circulated and asked for corrections or changes. There needs to be a balance between recording everything said and the general issue. Rachel will continue with the process of circulating the minutes and asking for comments. There will be a time limit of two weeks to receive comments back.

7. Other business

Kate: Is there an update on use of the 0800 number?

Will: Since 1 August 2023 there has been 20 calls - 1 related to a contracted motel, generally people seeking accommodation; 1 related to a contracted motel and questioning why security wasn't visible but didn't wait for a reply.

Jenny: Questioned the lack of detail in the monitoring report. Wanting a more detailed report on the monitoring of the motels.

JP agreed to provide a report on the latest inspections of the contracted motels in the same format as the September 2023 report.

Paul: Attended the first two or three meetings and found the RLC representation wasn't good. JP is offering a lot more to the meeting.

ACTIONS:

JP will provide a report on the most recent inspections of the contracted motels, in the same format as the September 2023 report, to be circulated with the minutes.

Note: The inspections against the resource consent are only done every six months.

8. Next meeting date

It was agreed that the next meeting be at the end of June 2024.

ACTION:

Rachel Dimery to confirm venue availability and send meeting invites.

Dianna asked whether a representative from the Police could come to the meeting. The meeting was advised that this is not part of the conditions of the consent, which lists who the meeting attendees are to include.

Kate asked if a Police rep could be invited as a guest speaker.

ACTION:

Colleen will approach the Police to see if a rep can come to the next meeting.

SUMMARY OF ACTIONS

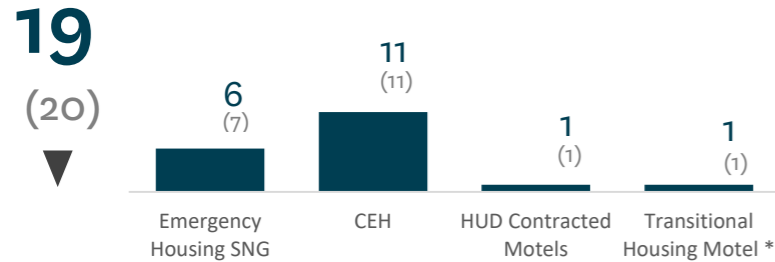
Action	Person responsible
Contact Herbie and ask for an updated heat map. [Post meeting update: Colleen will contact Herbie regarding the heat map at the same time she contacts him to invite him to the next meeting.]	Colleen
Advise how/what is recorded in terms of Policies visits to contracted emergency housing.	Will
Report back on what the threshold/procedure is for removing abandoned cars.	JP
Follow up with the operator of Apollo to see whether they knew about the car. (Dianna had spoken with Rawiri? at Apollo).	Toli
Provide a report on the most recent inspections of the contracted motels, in the same format as the September 2023 report, to be circulated with the minutes.	JP
Confirm venue availability for the next meeting at the end of June 2024 and send meeting invites.	Rachel
Approach the Police to see if a rep can come to the next meeting.	Colleen

Rotorua Temporary Housing Dashboard | Jan 2024

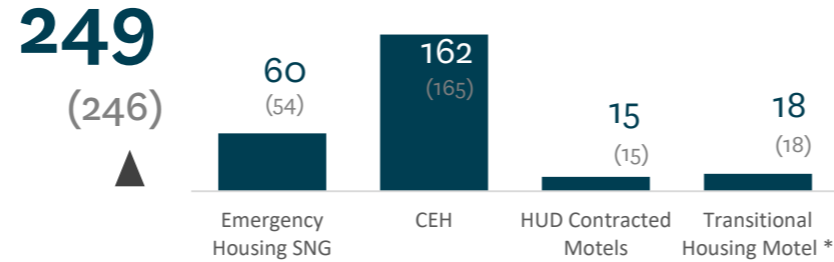
This dashboard provides monthly reporting on the use of temporary housing options in Rotorua. Last month's figures are provided in brackets.

Summary of Temporary Housing Use in Rotorua

Number of motels in use as temporary housing in Rotorua

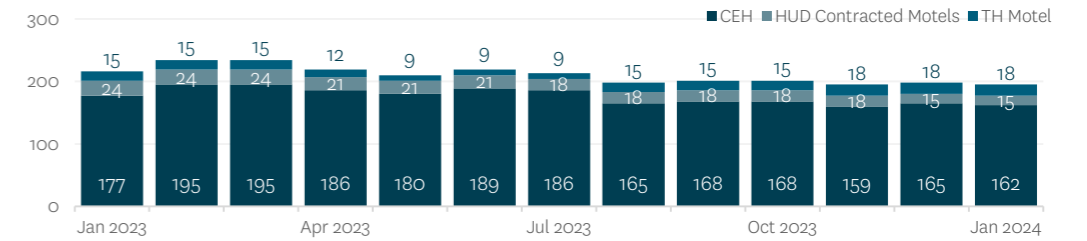


Number of households in temporary housing in Rotorua

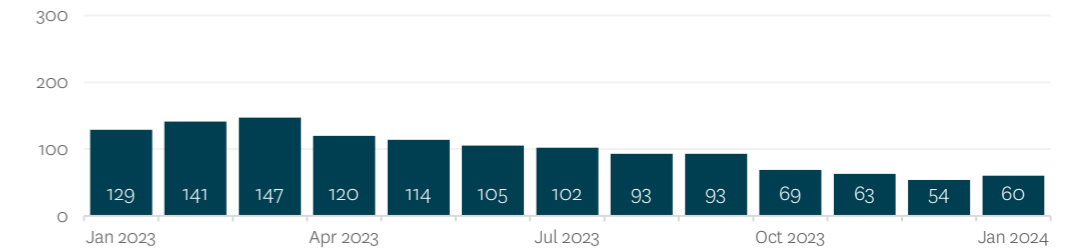


Trends

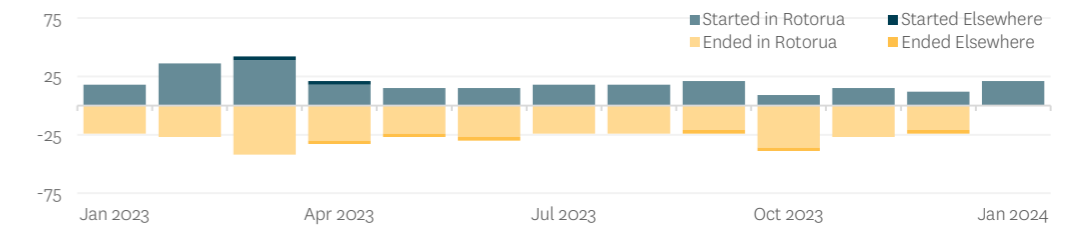
Households in HUD CEH / HUD Contracted Motels / TH Motel *



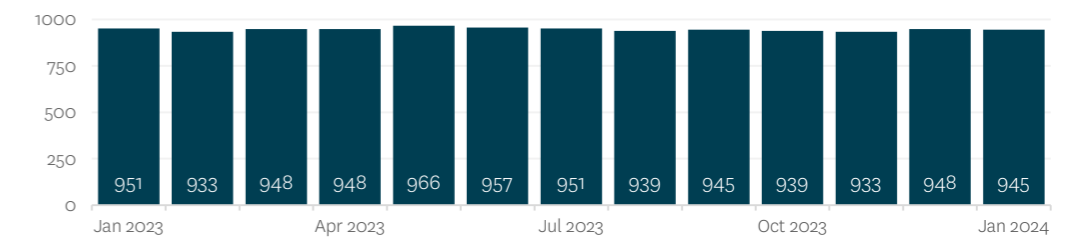
Households in MSD Emergency Housing SNG



EH SNG Start/End of Spell Location



Public Housing Register Applicants

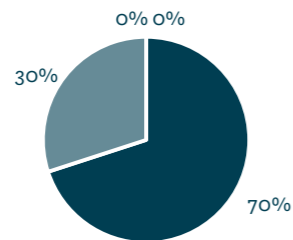


Household Composition

Adults in temporary housing in Rotorua

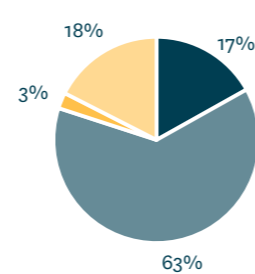


Emergency Housing SNG



Adults	60
(54)	
Children	27
(12)	

Contracted Emergency Housing

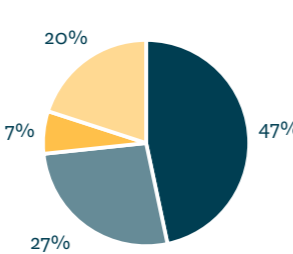


Adults	198
(198)	
Children	246
(252)	

Children in temporary housing in Rotorua

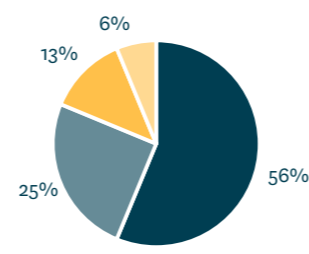


HUD Contracted Motels



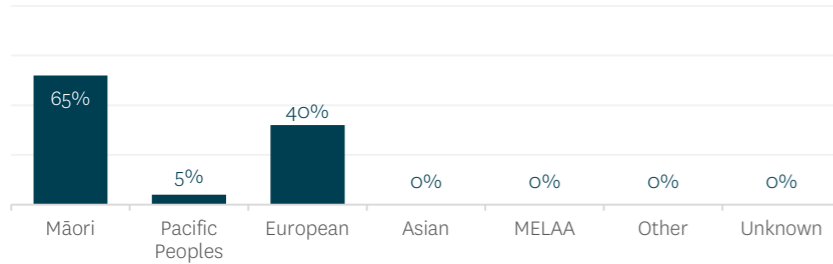
Adults	18
(18)	
Children	12
(12)	

Transitional Housing Motel *

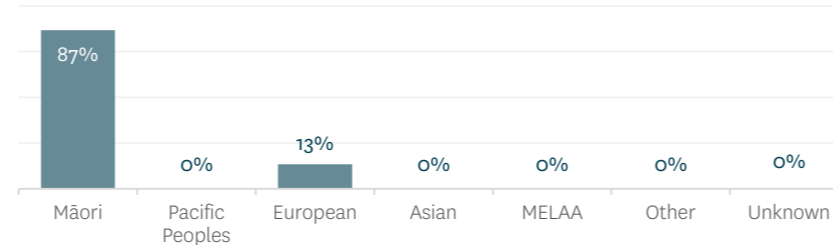


Adults	21
(21)	
Children	12
(12)	

Ethnicity of tenants in Emergency Housing SNG



Ethnicity of tenants in HUD Contracted Motels *



Other Housing Support in Rotorua

Public Homes



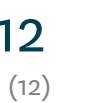
Transitional Housing Places



Housing First - Housed



Housing First - Not Yet Housed



Technical Notes

* Due to delay in the data process, Transitional Housing and Public Homes data has been carried over from last month

Emergency Housing Special Needs Grants (EH SNGs)

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 (CEH)

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.

EH SNG 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 4 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 4 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.

MSD reports total response ethnicity for Emergency Housing SNG 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 base 3 is applied to all publicly released figures, ensuring there is little or no chance a figure could be identifying individuals. Zeroes, in this case, are not rounded to 3. 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 and MSD. This report 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.