

Meeting Minutes

Subject	Community Liaison Group Meeting (Rotorua Contracted Emergency Housing)		
Venue	The Arts Village (Herbert's Room) 1240 Hinemaru Street, Rotorua	Date	7 September 2023
Chair	Rachel Dimery	Time	6:00 – 6:40pm

Attendees Priscilla Te Hau (Te Pokapū – Te Hau ki te Kainga)
Marcia Morehu (Union/Geneva Motels)
Will Barris (Ministry of Housing and Urban Development)
Jenny Peace (Restore Rotorua)
Kate Boyd (Emerald Spa Motor Inn)
Jules (Te Pokapū – Te Hau ki te Kainga)
Jean-Paul Gaston (JP) (Rotorua Lakes Council)
Kent Breeze (Rydges - Hotels/Tourism representative)
Frank Ma (Malones Motel)
Frank Liu (Ascot Motel)

Apologies Jordon Harris (Te Taumata o Ngāti Whakaue Iho Ake Trust and Te Hau ki te Kāinga)
Akshat Rajvanshi (Pohutu Lodge)
Tamati Coffey (Ngāti Whakaue)
Bryce Smart (Rotovegas Motel)
Paul Romanes (Community representative)
Colleen Neville (Ministry of Housing and Urban Development)
Dianna Raukawa-Doughty (Community representative)
Mihi Owen (Rotorua Lakes Council)
Kelly-Anne Panapa (Rotorua Lakes Council)
Trevor Newbrook (Restore Rotorua)
Yue Sun (Union/Geneva Motels)

1. Welcome

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

2. Confirm minutes and apologies

Apologies noted. Tamati Coffey is stepping down from the Group due to other obligations. Rachel yet to hear who his replacement will be.

3. Review outstanding actions from 8 June meeting

Action	Person responsible
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

JP advised that RLC were trialling the process of reporting abandoned trolleys with the main providers i.e. making sure the 0800 and phone numbers have been working. This has delayed the media release. The system is working and the media release will go out early next week. The media release will also be circulated to members of the CLG.

ACTION:

Media release to be circulated to CLG members when released next week.

Action from 8 June meeting	Person responsible
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

JP circulated a document showing:

- How many complaints have been received against motels for the period since the last meeting.
- When inspections have been undertaken and any issues picked up.

He noted that on 1 August HUD submitted its compliance reports. Council staff are now reviewing and making sure everything is complete.

Jenny asked if there was a standardised checklist for each premise. JP said there wasn't a standardised checklist but staff checked off against each motel's conditions.

Jenny advised she had a list that showed that three properties had expired BWOFs. She thought the inspections would include BWOF inspection. JP confirmed that BWOFs are handled separately by each motel using an independent person which is then submitted to Council.

Will advised BWOFs are also part of their monitoring.

It was confirmed by two of the three motel representatives that their BWOFs were definitely up to date.

ACTION:

An updated monitoring report to be provided to each meeting, including summary of six monthly HUD report provided to RLC.

Note: As the next meeting isn't until February/March, the CLG requested an updated report be provided in early December as well as at the next meeting.

Action from 8 June meeting	Person responsible
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

Will advised that an email has not been set up. Since the last CLG meeting 14 calls have been received on the 0800 number from nine callers. Only one related to contracted emergency housing.

4. Exit from contracted emergency housing properties

Will advised that HUD were in the process of exiting from two Motels consisting of 26 places – Ann's Volcanic Motel and New Castle Motel. Official exit from end of September upon completion of notice period. These motels will be removed from the Rotorua Temporary Housing Dashboard for August as the last remaining residents were relocated in July.

HUD will work with Te Pokapū, MSD and RLC to better understand future demand trends as part of any future decisions to exit from motels.

Jenny queried what to do with complaints she receives (mainly MSD motels). Jenny has advised them to email council. JP confirmed they weren't being received by RLC. JP confirmed that people should use the 0800 number for contracted motels, or email RLC for non-contracted motels. Herby Ngawhika (Police) has confirmed to JP that incidents have dropped.

Kate advised that each of the motels have incident logs that are documented by security. These incidents are generally in-house and don't spread out onto the streets.

5. Monitoring of contracted emergency housing

Six monthly reports have been provided to Council. Summary of reports will be provided as part of the RLC report on monitoring.

ACTION: Next monitoring report will be circulated at beginning of December.

6. Other business

Rachel passed on a thank you from Jordan Harris to those that came to the hui that he had organised. Kent commented that it was a good event to go to – very informative. Jenny agreed that the event was very helpful.

Kate advised that, from a motelier point of view, their motel is very settled. They aren't having any issues. Most clients are compliant and very respectful, and grateful to have the opportunity to be in one of the contracted motels. Marcia agreed.

7. Next meeting

It was agreed that the next meeting be at the end of February or beginning of March 2024.

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

SUMMARY OF ACTIONS

Action	Person responsible
Circulate media release regarding abandoned trolleys when released next week	Mihi Owen / JP Gaston
Provide updated monitoring report to CLG in December and to next meeting in February/March. Report to include summary of six monthly HUD report.	Mihi Owen / JP Gaston
Confirm venue availability for the next meeting at the end of February/ beginning of March 2024 and send meeting invites.	Rachel Dimery

Date	Location	Outcome	Complaint Received
	Ann's Volcanic		Nil
	Apollo Hotel		Nil
	Ascot On Fenton		Nil
	Emerald Spa		Nil
	Geneva Motor Lodge		Nil
13/06/23	Lake Rotorua Hotel	Investigation revealed that the incident did not occur on the property nor did the offender stay at the property	1
	Malones		Nil
	Midway Motel		Nil
	New Castle		Nil
	Pohutu Lodge		Nil
	Rotovegas Motel		Nil
	Union Victoria		Nil
	Alpin Motel		Nil

Location	Dates inspections took place	Number of inspections completed	Issues with consent conditions	Non-compliance remedied date
Ann's Volcanic	03/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d	04/05/23
Apollo Hotel	03/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d Condition 16 & 17	04/05/23; June 2023
Ascot On Fenton	07/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d	04/05/23
Emerald Spa	08/02/23;03/03/23; 28/04/23;23/05/23; 29/08/23	5	Condition 7. a-d	04/05/23
Geneva Motor Lodge	03/02/23;03/03/23; 28/04/23; 23/05/23; 29/08/23	5	Condition 7. a-d	04/05/23
Lake Rotorua Hotel	07/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d	04/05/23
Malones	08/02/23;03/03/23; 28/04/23; 23/05/23; 29/08/23	5	Condition 7. a-d	04/05/23
Midway Motel	03/02/23;03/03/23 ; 28/04/23; 23/05/23; 29/08/23	5	Condition 7. a-d	04/05/23
New Castle	07/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d	04/05/23
Pohutu Lodge	07/02/23;03/03/23; 28/04/23; 23/05/23; 29/08/23	5	Condition 7. a-d Condition 16 & 17	04/05/23; June 2023
Rotovegas Motel	08/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d	04/05/23
Union Victoria	08/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d	04/05/23
Alpin Motel	08/02/23;03/03/23; 28/04/23; 23/05/23	4	Condition 7. a-d	04/05/23

Additional Information:

On the 1st August 2023 MHUD submitted 13 compliance reports in accordance with condition 9 of the resource consents. This is a compliance report for each of the 13 premises. These reports are being reviewed by Council and on site audits are being carried out. The first of these visits occurred on the 29th August 2023 and covered 5 properties. Compliance with the conditions was observed at those properties. A further 5 properties are being visited in mid-September with the remaining 3 following.