

# Meeting Minutes

**Subject** Community Liaison Group Meeting (Rotorua Contracted Emergency Housing)

**Venue** The Arts Village (Studio 2) **Date** 9 March 2023  
1240 Hinemaru Street, Rotorua

**Chair** Rachel Dimery **Time** 6:00 –8:00pm

**Attendees** Jonathon Fraser (Ministry of Housing and Urban Development)

Paul Romanes (Community representative)

Kent Breeze (Hotels/Tourism representative)

Jenny Peace (Restore Rotorua)

Mihi Owen (Rotorua Lakes Council)

Kelly-Anne Panapa (Rotorua Lakes Council)

Frank Ma (Malones Motel)

Frank Liu (Ascot Motel)

Dianna Raukawa-Doughty (Community representative)

Tamati Coffey (Ngāti Whakaue)

Reynold Macpherson (Rotorua District Residents & Ratepayers and community representative)

Colleen Neville (Ministry of Housing and Urban Development)

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

Marcia Morehu (Union/Geneva Motels)

Yue Sun (Union/Geneva Motels)

Kate Boyd (Emerald Spa Motor Inn)

Bryce Smart (Rotovegas Motel)

Akshat Rajvanshi (Pohutu Lodge)

**Apologies** Boon and Sharine Tan (New Castle)

Edith Yan (Geneva Motel)

Kirikowhai Mikaere (Tūhourangi Tribal Authority)

## 1. Welcome and Introduction

The chair welcomed everyone, and Jordon Harris opened the meeting with a karakia. All members introduced themselves and confirmed who they were representing.

The group reviewed the draft Terms of Reference. The following amendments were discussed and agreed:

- a. Add a footnote to clause ii to clarify who Te Hau ki te Kāinga is (a collective, comprising Te Taumata o Ngāti Whakaue Iho Ake Trust, Visions of a Helping Hand Charitable Trust, Wera Aotearoa Charitable Trust, Emerge Aotearoa Limited, Ministry of Social Development (MSD) and Ministry of Housing and Urban Development (MHUD)).
- b. Add under 1.2 the list of representatives and their capacity.
- c. Add under 1.3 no audio/video recordings of meetings; no communication/comments to media by group members; any CLG agreed statements to the media are to be issued through the Chair; any recommendations from the CLG shall be sent to the Steering Group.
- d. Add under 1.4 operating under the Chatham House Rule (free and frank discussion within the meeting and any opinions expressed at the meeting may not be attributed to group members); the end date for meetings to be held is 15/12/2024; and that the Chair has been appointed as the representative to meet with Rotorua Lakes Council (RLC) and MHUD (as required under condition 26).

**ACTION:** Rachel Dimery to amend the Terms of Reference and circulate to members.

There was discussion around the connection with the Rotorua Housing Accord. Jonathon Fraser clarified that the Community Liaison Group (CLG) is not set up as a policy advisory group. However, it was noted that the conditions require a nominated representative for the CLG to meet with RLC and MHUD not less than six monthly basis. Any recommendations from the CLG can be raised at this meeting.

Colleen Neville outlined how the Housing Accord operates. The parties to the Accord are the Crown, Rotorua Lakes Council and Te Arawa. The Steering Group is chaired by Andrew Crisp (CEO of the Ministry of Housing and Urban Development). There are two working groups that report to the Steering Group:

1. Work Stream One: Care, Well-being and Managing Emergency Housing
2. Work Stream Two: Housing Supply

**ACTION:** send Housing Accord page link to CLG members

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

## 2. Communication and document storage

The preferred methods to communicate with the group and wider community were discussed. Restore Rotorua and Rotorua District Residents and Ratepayers both have databases and can circulate information to their members. Rachel advised that Andrew Wilson at RotoruaNZ had offered to send any information to businesses on their database as part of their weekly mail out.

All agreed that minutes and other relevant information should be placed on both the RLC and MHUD websites.

**ACTION:** RLC and MHUD representatives to make arrangements for CLG information, including minutes, to be posted to their respective websites. The link to the website pages shall be circulated to group members.

The frequency of meetings was discussed and it was agreed that the next meeting should be at the end of May/early June. It was also agreed that it would be a standing agenda item to agree when the next meeting would be.

**ACTION:** Rachel Dimery will advise the date for next meeting, subject to venue availability.

## 3. Update on consent conditions and site management plans

- a. Clarifying the commencement date and expiry date
- b. Monitoring of conditions (ToR item iii)
- c. Site Management Plans (ToR item iv)
- d. CLG representative to meet with RLC and MHUD (consent condition 26)

Mihi Owen confirmed that monitoring of the sites has commenced and the emphasis is on ensuring all operators understand their obligations to meet the consent conditions. Jonathon Fraser provided an update on site management plans and advised these have been prepared and submitted to RLC for certification. Jonathon Fraser expects to be able to provide an update on monitoring for the next meeting. It was noted that a consent condition requires compliance reporting to be provided to RLC by August.

There was feedback from several members that there has been a dramatic improvement in the operation of the sites and noted no longer issues with rusted cars, shopping trolleys etc. Representatives of the operators noted that there is daily recording of site conditions such as the berm and any issues are reported to MHUD. There was some discussion that some of the problems that are still evident relate to the MSD properties and not the contracted emergency housing.

There was discussion around who should represent the group (condition 26). Some favoured operators, others favoured an independent person. It was agreed that the Chair would be the nominated representative. It was noted that this could be revisited by the group at future meetings.

#### **4. Appointment of independent chairperson for future meetings**

Reynold Macpherson moved the Chair be appointed to continue in the role, seconded by Jenny Peace and all agreed.

#### **5. Other business**

Representatives of the operators asked the group whether they had any feedback or concerns. There was discussion in relation to security after dark, especially on Fenton Street. It was clarified that the contracted emergency housing properties have curfews, generally at 10pm. The need for improved lighting was discussed as one way to improve perceptions of safety.

There was acknowledgement that the conditions were imposed at a point in time when the operation of contracted emergency housing was still evolving. There was a willingness on the part of operators to discuss any issues. If a condition has fallen short, the operators are open to agreeing to improvements over and above what the consent conditions require. It was acknowledged by all that there have been improvements generally.

Bryce Smart and Kate Boyd offered to be contacted directly if there are any issues with any of the 13 sites (not just the sites they operate).

There was general discussion around the impact that Airbnb has on the shortage of housing in the community.

All agreed that the members would like to devote time in subsequent meetings to discussing feedback on operational issues and exploring solutions.

**ACTION:** The agenda for future meetings is to be structured to give feedback on operational issues.

#### **6. Next steps and close**

Jordon Harris gave a karakia and the meeting closed.