



DOIA19/20040413

s 9(2)(a)

Dear s 9(2)

Thank you for your email dated 22 April 2020 requesting, under the Official Information Act 1982 (the Act), the following information:

“All reports, briefings, memos, evaluations, assessments, analysis, advice, and any information HUD have sent or received in the last 3 months relating to the motel units being used to house the homeless community during the Covid-19 pandemic response. This should also include any costs and budget reports as well as any forecasting or plans currently being undertaken to keep these people housed post-lockdown.”

On 18 May 2020, the Ministry of Housing and Urban Development (the Ministry) contacted you advising that this request could necessitate the collation of a large number of documents and asked if there was any particular information you were seeking. On 22 May 2020, you responded:

“All briefings and aide memoires sent or received by HUD relating to the motel units being used to house the homeless community during the Covid-19 pandemic response since February 2020. This should also include any costs and budget reports as well as any forecasting or plans currently being undertaken to keep these people housed post-lockdown.”

The Ministry has identified five documents in scope of your refined request with some information withheld under the following sections of the Act:

- 9(2)(a) to protect the privacy of natural persons
- 9(2)(f)(iv) to maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials
- 18(d) that the information requested is or will soon be publicly available.

Two of the documents in scope will soon be made publicly available as part of the Government's proactive release of legislation and key documents relating to COVID-19. As such, these documents are refused under section 18(d) as they will soon be publicly available via the Government's COVID-19 website: uniteforrecovery.govt.nz/updates-and-resources/legislation-and-key-documents/proactive-release/. Further information about the documents being released to you is detailed in the attached document schedule.

The Ministry has also identified the following excerpt from a briefing that may be of interest to you. The excerpt is relevant to your request, but the rest of the briefing (BRF19-20030601 dated 1 April 2020) is considered out of scope and therefore not included with this response.

21. HUD is working at pace and scale to deliver additional places (over 650 at time of writing) to support this increased need. These places will be primarily sourced through motel accommodation and will be available for anyone requiring support, including rough sleepers, people living in night shelters. People living in boarding houses can also access this accommodation if their current living arrangements are not adequate during the lockdown period.

I hope you find this information useful. You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website www.ombudsman.parliament.nz.

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jo Hogg'.

Jo Hogg
Deputy Chief Executive
Ministry of Housing Urban and Development

Date	Subject	Section of the Act
18 March 2020	Transitional housing: Increasing supply of contracted motels in the context of COVID-19	18(d)
24 March 2020	COVID-19 Response: Self-isolation accommodation for vulnerable people	18(d)
1 April 2020	Background for COVID-19 response discussion with Mayors	9(2)(a) 9(2)(f)(iv)
8 April 2020	Meeting: COVID-19 response discussion with Housing First Providers	9(2)(a)
9 April 2020	Immediate Supply Decisions in a COVID environment	9(2)(a) 9(2)(f)(iv)



Aide-memoire

Background for COVID-19 response discussion with Mayors			
Date:	1 April 2020	Security level:	In Confidence
Priority:	Medium	Report number:	

Information for Minister(s)	
Hon Dr Megan Woods Minister of Housing	

Contact for discussion			
Name	Position	Telephone	1 st contact
Jo Hogg	Acting DCE, Funding and Programme Delivery	s 9(2)(a)	✓
Bronwyn Lauten	Acting Manager	s 9(2)(a)	

Other agencies consulted

Minister's office to complete

	Comments
<input type="checkbox"/> Noted <input type="checkbox"/> Seen <input type="checkbox"/> See Minister's notes <input type="checkbox"/> Needs change <input type="checkbox"/> Overtaken by events <input type="checkbox"/> Declined <input type="checkbox"/> Referred to (specify)	

Date returned to MHUD:



Aide-memoire

Meeting/Event: Background for COVID-19 response discussion with Mayors

For: Hon Dr Megan Woods, Minister of Housing

Date: 1 April 2020

Security level: In Confidence

Priority: Medium

Report number:

Purpose of meetings

1. You are meeting with the Mayors of Auckland Council, Tauranga City Council, Rotorua Lakes Council, Wellington City Council, Christchurch City Council and Dunedin City Council on 2 April 2020 to discuss central and local government responses to housing needs during the COVID-19 response. Suggested talking points are provided at **Annex 1**.
2. One of either Andrew Crisp, Brad Ward, or Jo Hogg from the Ministry of Housing and Urban Development will attend each of these meetings.
3. The schedule of meetings is as follows:

Table 1: Schedule of meetings with Mayors

Time	Mayor
9:10am-9:30am	Hon Steve Chadwick, Rotorua Lakes Council
10:40am-11am	Aaron Hawkins, Dunedin City Council
11:10am-11:30am	Andy Foster, Wellington City Council
1pm-1:20pm	Lenby Powell, Tauranga City Council
1:40pm-2pm	Lianne Dalziel, Christchurch City Council Deputy Mayor Andrew Turner
3:30pm-3:50pm	Hon Phil Goff, Auckland City Council

Auckland background

Supply response

4. As at 1 April 2020, HUD has sourced more than 700 additional places nationwide. Of these, 304 places across 19 motels have been sourced in Auckland.
5. The providers supporting these places are the Auckland City Mission (ACM), Kāhui Tū Kaha, Lifewise, LinkPeople and VisionWest.
6. Working with ACM on an opportunity in the CBD. This is an 18-place facility which will be staffed 24/7 by the Mission. This may be ready for occupation and operation by next Friday (10 April). This facility may also provide greater opportunities post Alert Level 4, when space can be used more efficiently.

7. As at 31 March 2020, TAS has sourced 8,249 rooms from 275 commercial accommodation providers nationwide. Of these, 2,901 rooms from 98 providers have been sourced in Auckland.

Issues and challenges

8. It has been challenging to co-ordinate the distribution of new supply across the current providers in the Auckland area. It has now been agreed that the Auckland Housing First Collective, also known as the Backbone (managed by Wise Group) will take on the co-ordination role. As a result, HUD is expecting placements across Auckland to increase at pace this week.
9. Lifewise (Auckland CBD Housing First provider) has indicated staff capacity is stretched due to the increased number of people presenting to them that require emergency motel accommodation and wrap-around support services. To support this HUD is contracting s 9(2) a) to provide expertise and support around the coordination of the increased services and staff necessary for Lifewise to support people in motel accommodation as a result of COVID 19. HUD is also considering how we work with the providers, Community Housing Aotearoa and Te Matapihi to develop a plan to source suitably skilled people available for support work with the homeless sector.

Council response

10. Auckland Council convenes the rough sleepers steering group for Auckland, which is meeting weekly and includes Auckland-wide providers. The group has been an effective forum for information sharing and coordination around support to people without shelter, including with HUD.
11. Auckland council has opened some public amenities around the city 24/7 for toilet, handwashing and shower facilities for people without shelter.
12. Auckland Council's emergency management committee is mobilised and is taking a lead role in coordinating regional emergency responses, including with police and other government agencies.

Tauranga background

Supply response

13. As at 1 April 2020, HUD has sourced over 700 additional places nationwide. Of these, 69 places across 5 motels have been sourced in Tauranga.
14. The provider supporting these places is The People's Project Tauranga, a subsidiary of the Wise Group.
15. As at 31 March 2020, TAS has sourced 8,249 rooms from 275 commercial accommodation providers nationwide. Of these, 171 rooms from 3 providers have been sourced in Tauranga.

Issues and challenges

16. The issues in Tauranga mainly include transporting rough sleepers to motel rooms, ongoing security issues for all motels and keeping people that have been relocated to a motel to "stay put".
17. HUD has been informed by The People's Project that we have met the demand they have for now and can cease bringing more units on now. We will remain ready to respond as the need changes.

Council response

18. Your office provided a list of motels supplied by the Mayor Powell of potential motels that could be used to support emergency housing. HUD is currently reviewing this list, however, not all the motels listed will be suitable for the homeless. A high-level review shows 5 of the 12 motels are already used for Emergency Housing SNGs, Housing First and the Temporary Accommodation Service.
19. Tauranga City Council is liaising with the service providers working across its vulnerable communities to identify the services available to people under Alert Level 4. This includes local shelter and housing providers, food support networks, community centres and advisory services.
20. The council has left some public bathrooms open and are providing more frequent cleaning of them.

Rotorua background

Supply response

21. As at 1 April 2020, HUD has sourced over 700 additional places nationwide. Of these, 100 places across 8 motels have been sourced in Rotorua.
22. The providers supporting these places are Lifewise, LinkPeople and Visions of a Helping Hand. Linking the motels and support to people in the motels is being co-ordinated by Te Taumata o Ngati Whakaue Iho Ake.
23. As at 31 March 2020, TAS has sourced 8249 rooms from 275 commercial accommodation providers nationwide. Of these, 441 rooms from 9 providers have been sourced in Rotorua.

Issues and challenges

24. Rotorua Lakes Council has advised us that it is concerned about the behaviour of some of the rough sleepers recently placed in motels. According to Council, some of occupants, particularly those who suffer from addiction, are proving very unwilling to remain inside and/or are being disruptive. s 9(2)(a)

HUD is dealing with this under its BAU processes and discussing the need for security with the provider.

Council response

25. Rotorua Lakes Council is aware that Visions of a Helping Hand's night shelter and boarding tenants have been moved to the new supply that HUD has secured.

Wellington background

Supply response

26. As at 1 April 2020, HUD has sourced over 700 additional places nationwide. Of these, 30 places across 6 motels have been sourced in Wellington.
27. The providers supporting these places are Kahungunu Whānau Services and Downtown Community Ministry (DCM). DCM is also working alongside the Wellington Night Shelter and Wellington City Mission.
28. As at 31 March 2020, TAS has sourced 8,249 rooms from 275 commercial accommodation providers nationwide. Of these, 1,045 rooms from 18 providers have been sourced in Wellington.

Issues and challenges

29. DCM has advised that they are facing challenges in ensuring they have enough staff to support those with high and complex needs in their accommodation, particularly as some staff have had to isolate due to their own health conditions. This is limiting the ability to accept large scale facilities to house rough sleepers as staff cannot be made available to stay on site. HUD is working with DCM to source suitable properties, and to see whether other options are possible, such as providing security.

Council response

30. We believe Wellington City Council have had some involvement in helping establish 'Step Up' in conjunction with DCM, Wellington Night Shelter and Wellington City Mission. This has 42 units which is provided for those previously in the dorms at the Night Shelter and will also include people from Wellington City Mission and DCM who have low-med complexity needs.
31. A collaboration between the Wellington City Council, MSD and Wellington City Mission resulted in a new facility (Te Paapori – which means community) opening with 38 self-contained units secured for two months (with an option to extend if required). The facility will help to house 20 residents from the Wellington Night Shelter.

Christchurch background

Supply response

32. As at 1 April 2020, HUD has sourced over 700 additional places nationwide. Of these, 41 places across 6 motels have been sourced in Christchurch.
33. The provider supporting these places are Christchurch Methodist Mission.
34. As at 31 March 2020, TAS has sourced 8,249 rooms from 275 commercial accommodation providers nationwide. Of these, 807 rooms from 16 providers have been sourced in Christchurch.

Issues and challenges

35. The quality of Ōtautahi Community Housing Trust (OCHT) properties in Christchurch have frequently been criticised, particularly in regard to a lack of insulation. While OCHT has plans and funding to meet the Healthy Homes Standards, recent media has criticised the decision by the Canterbury District Health Board that the installation of heat pumps is not considered an 'essential service' in the current Alert Level 4 environment.
36. The Housing First provider has identified at least three households who have dogs so a challenge trying to source motels that will allow pets. One unit has been secured in a motel and working on more but is a difficult scope given most motels do not allow animals due to potential damage.

Council response

37. Christchurch City Council and OCHT have a deal with Pak 'n' Save to provide care packages to tenants that contain tissues, anti-bacterial soap, Spray and Wipe for surface cleaning, rubbish bags, disposable gloves and cleaning cloths. Pak 'n' Save was however unable to supply the care packages and have instead provided tenants with a \$30 grocery voucher.

Dunedin background

Supply response

38. As at 31 March, 2020 TAS has sourced 8,249 rooms from 275 commercial accommodation providers nationwide. Of these, 372 rooms from 5 providers have been sourced in Dunedin.
39. MSD had approximately 30 households in emergency housing in Dunedin as at 20 March 2020.

Issues and Challenges

40. We have not sourced additional supply in Dunedin yet. There is no Housing First provider in Dunedin. Without a provider it is difficult to support additional supply. We are working with the Salvation Army to see if they could help support new places if we secure the accommodation. This looks promising, but is subject to the approval of their Board.

Council response

41. Dunedin City Council is keeping some public bathrooms open and has increased cleaning to six times a day.
42. All Dunedin City Council freedom camping sites are now closed. Vehicles that are not self-contained must not be used for self-isolation. As an alternative, the council is arranging short-term accommodation for these campers until their needs are assessed over the coming days (this may now have been completed by the council).

Longer term housing and infrastructure opportunities across the country

43. s 9(2)(f)(iv)

44.

45.

46.

47.

48.

s 9(2)(f)(iv)

Annex A: Talking points for meetings

- The Ministry of Housing and Urban Development (HUD) is leading a cross agency response to urgently bring on more supply for New Zealanders living in vulnerable accommodation and who are homeless.
- It's working with community housing and Housing First providers, iwi and Maori housing providers, and private accommodation providers, to secure more places
- The focus since 23 March 2020 has been to source as much accommodation as possible to match demand at Alert Level 4. This has primarily focused on contracting motels.
- These places will be used to accommodate people experiencing homelessness, night shelter clients and for some transitional housing tenants where their shared facilities are not suitable for self-isolation.
- We have also been supporting housing and service providers, and their staff, who are categorised as Essential Services. Together with Community Housing Aotearoa (CHA) and Te Matapihi, HUD developed FAQs, provider guidance and a letter of proof for providers' staff, to ensure they can continue to operate safely. This material is available on the HUD website.
- HUD is working with iwi and Māori housing providers to boost essential service support and to find alternative accommodation to support Māori communities, including portable cabins and local campsites.
- Through the Community Housing Regulatory Authority (CHRA), we are taking a flexible approach to reporting and monitoring of registered Community Housing Providers so they can focus on the critical work to house and support vulnerable New Zealanders.
- You will have seen the Government's announcement of a residential rent freeze and greater protection for tenants. These changes came into effect on 23 March and are key to ensuring people and whānau can stay housed and supported during the lockdown period.
- Through the Construction Sector Accord, we are working with construction industry leaders on initiatives to support the sector and its workforce so when the pandemic is over, key construction and infrastructure projects can be progressed quickly to help with the nation's recovery.
- We are continuing to work on the development of a Progressive Home Ownership fund and I hope to be able to provide an update on its implementation next time we talk.

- Our work to develop a Government Policy Statement on Housing and Urban Development has been put on hold as it requires extensive community engagement, which is not appropriate in the current environment. In the meantime, if you have any thoughts on this, you can send them to HUD.
- In addition, the Temporary Accommodation Service (TAS) is focusing on assisting people who need assistance to find suitable accommodation for self-isolation. This includes individuals such as foreign nationals unable to leave New Zealand, people who need to move from their current accommodation (this may be for a variety of reasons) and people who are unable to self-isolate in their own home. People can register for TAS by phoning 0508 754 163.
- The Ministry of Health, supported by NZ Police, is mandated to deal with all international arrivals at the border, for both quarantine and self-isolation accommodation purposes.
- The Ministry of Health and Police are responsible for quarantine facilities for people who are confirmed as having COVID 19

[For **Tauranga** (246 elderly housing units) **Rotorua** (152 elderly housing units), **Wellington** (over 2,000 social housing units), and **Dunedin** (950 social housing units)]

- I know that the Council will have its own elderly and social housing tenants who are particularly vulnerable at this time. I appreciate the work you are doing to keep these tenants safely housed and supported at this time.

[Background note: **Auckland** Council's social housing is provided through Haumaru Housing, and **Christchurch** City Council's social housing is provided through Ōtautahi Community Housing Trust]



Aide-memoire

Meeting: COVID-19 response discussion with Housing First providers			
Date:	8 April 2020	Security level:	In Confidence
Priority:	Medium	Report number:	AMI19/20040289

Information for Minister(s)	
Hon Dr Megan Woods Minister of Housing	For noting
Hon Kris Faafoi Associate Minister of Housing (Public Housing)	For noting

Contact for discussion			
Name	Position	Telephone	1 st contact
Jo Hogg	Acting DCE, Funding and Programme Delivery	s 9(2)(a)	✓
Bronwyn Lauten	Acting Manager	s 9(2)(a)	

Other agencies consulted

Minister's office to complete

	Comments
<input type="checkbox"/> Noted <input type="checkbox"/> Seen <input type="checkbox"/> See Minister's notes <input type="checkbox"/> Needs change <input type="checkbox"/> Overtaken by events <input type="checkbox"/> Declined <input type="checkbox"/> Referred to (specify) 	

Date returned to MHUD:

Aide-memoire

Meeting: COVID-19 response discussion with housing providers

For: Hon Dr Megan Woods, Minister of Housing
Cc: Hon Kris Faafoi, Associate Minister of Housing Public Housing
Date: 8 April 2020 **Security level:** In Confidence
Priority: Medium **Report number:** AMI19/20040289

Purpose of meeting

1. You are meeting with leaders from key Housing First providers at 2.30pm-3pm, 9 April 2020 to discuss housing and support efforts during the COVID-19 response. The agenda is attached as **Annex 1**. Suggested talking points are provided in **Annex 2**.
2. Jo Hogg from the Ministry of Housing and Urban Development (HUD) will attend this meeting.

Background

3. The leaders you are meeting with and their organisations play a critical role in our COVID-19 response. While HUD has focused on sourcing accommodation to match demand at Alert Level 4, these providers have worked quickly to coordinate new housing supply and to house the homeless and vulnerable in their areas. Providers are also working to increase support for existing clients who need additional assistance during Alert Level 4.
4. These providers deliver Housing First where housing is worked on as the first priority, with wrap around support to look at health, addictions, employment, income and other support services. Many also offer Sustaining Tenancies, Public Housing, Transitional Housing and/or Creating Positive Pathways.
5. The list of providers you are meeting with is as follows:

Table 1: Providers and people you are meeting with

Provider	Region	Attendee	Delivery¹
One Double Five	Northland	Liz Cassidy-Nelson CEO	Housing First and COVID response coordinator
Te Kāhui Tū Kaha	Auckland and Whangarei	Barbara Browne CEO	Housing First: 375 Sustaining Tenancies: 100 Transitional Housing: 14 COVID support: 273
Auckland City Mission	Auckland	Chris Farrelly CEO	Housing First: 49 Transitional Housing: 65 COVID support: 40
The Wise Group	Auckland	Julie Nelson CEO	Housing First: 39 Sustaining Tenancies: 60 COVID support: 80
People's Project	Tauranga and Hamilton	Julie Nelson CEO	Housing First: 317 Sustaining Tenancies: 50 Transitional Housing: 41 COVID support: 21
Te Taumata o Ngāti Whakaue Iho-Ake Trust	Rotorua	Jordon Harris Team Leader	Housing First: 105 COVID support: 100
Whatever It Takes	Hawke's Bay	Shirley Lammas General Manager Kelly Richards Manager	Housing First: 100 Transitional Housing: 9 COVID support: 56
Downtown Community Ministry	Wellington	Stephanie McIntyre Director Taone O'Regan Operations Manager	Housing First: 150 Sustaining Tenancies: 40 COVID support: 14
Kahungunu Whānau Services	Wellington	Ali Hamlin-Paenga CEO	Housing First: 50 COVID support: 50
Christchurch Methodist Mission	Christchurch and Blenheim	Jill Hawkey Executive Director Andrea Goodman Housing Manager	Housing First: 140 Transitional Housing: 51 COVID support: 55

¹ Delivery of places. Providers may also provide Public Housing places and Creating Positive Pathways places.

Current challenges

6. With increasing numbers of vulnerable and homeless people now in units, providers have begun to report on a range of challenges, including:
 - a. **Behavioural** including drug and alcohol use, problems with adhering to the lockdown rules and violence. This includes challenges around managing relationships with moteliers, many of whom have no experience accommodating people who have been homeless.
 - b. **Staffing** including access to personal protective equipment, safety concerns when transporting people to accommodation, the need to increase staffing levels to support people in motels and the ongoing health of their workforce.
 - c. **Uncertainty** about the medium term, and in particular, what will happen to the people that providers have housed quickly when New Zealand shifts out of Alert Level 4.
7. HUD is working with providers to find solutions to these challenges, including keeping staff or security on site at motels, building staffing capacity, removing non-essential contractual requirements and offering ongoing support.
8. To respond to the pressure on current staffing levels, providers are gearing up to recruit once the alert level drops and are looking at like-for-like skill industries where people may no longer be employed.

Next steps

9. We are currently working with Community Housing Aotearoa and Te Matapihi to develop guidance for the transition to Alert Level 3.
10. A series of the health and safety issues has arisen as part of COVID-19, Alert Level 4 and the response among Housing First, Transitional Housing, Community Housing and Māori providers. We are working to evaluate the changing health and safety landscape for providers to assess where we have a duty to provide more support.

COVID-19 response and public housing by region

11. As at 7 April 2020, HUD has sourced more than 812 additional places nationwide. We are continuing to work with our partners to find more places to enable our most vulnerable people to practice physical distancing or self-isolation.

Northland

12. We have secured 45 places for vulnerable people and those experiencing homelessness at 5 motels. 22 are now tenanted.

Northland Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	189	561	▲ 372	▲ 197%
Public Housing Tenancies	2,011	2,116	▲ 105	▲ 5%
Transitional Housing	127	162	▲ 35	▲ 28%
Housing First - Cumulatively Housed	-	-	▲ 11	■ 0%
Emergency Housing SNG - Recipients	39	45	▲ 6	▲ 15%

Auckland

13. We have secured 327 places for vulnerable people and those experiencing homelessness at 21 motels. 147 are now tenanted.

Auckland Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	2,444	5,813	▲ 3,369	▲ 138%
Public Housing Tenancies	29,707	32,329	▲ 2,622	▲ 9%
Transitional Housing	684	1,172	▲ 488	▲ 71%
Housing First - Cumulatively Housed	-	688	▲ 688	■ 0%
Emergency Housing SNG - Recipients	486	1,285	▲ 799	▲ 164%

Hamilton

14. We have secured 27 places for vulnerable people and those experiencing homelessness at 5 motels. 15 are now tenanted.

Hamilton Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	195	1,047	▲ 852	▲ 437%
Public Housing Tenancies	2,885	3,190	▲ 305	▲ 11%
Transitional Housing	83	168	▲ 85	▲ 102%
Housing First - Cumulatively Housed	-	249	▲ 249	■ 0%
Emergency Housing SNG - Recipients	20	375	▲ 355	▲ 1775%

Tauranga

15. We have secured 86 places for vulnerable people and those experiencing homelessness at 6 motels. 50 are now tenanted.

Tauranga Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	144	410	▲ 266	▲ 185%
Public Housing Tenancies	1,224	1,315	▲ 91	▲ 7%
Transitional Housing	52	117	▲ 65	▲ 125%
Housing First - Cumulatively Housed	-	57	▲ 57	■ 0%
Emergency Housing SNG - Recipients	41	119	▲ 78	▲ 190%

Rotorua

16. We have secured 100 places for vulnerable people and those experiencing homelessness at 7 motels. 77 are now tenanted.

Rotorua Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	113	476	▲ 363	▲ 321%
Public Housing Tenancies	627	684	▲ 57	▲ 9%
Transitional Housing	58	116	▲ 58	▲ 100%
Housing First - Cumulatively Housed	-	-	▲ 27	■ 0%
Emergency Housing SNG - Recipients	44	273	▲ 229	▲ 520%

Hawke's Bay

17. We have secured 56 places for those experiencing homelessness and vulnerable people at 3 motels. 23 are now tenanted.

Hawke's Bay Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	376	1,032	▲ 656	▲ 174%
Public Housing Tenancies	2,599	2,716	▲ 117	▲ 5%
Transitional Housing	127	325	▲ 198	▲ 156%
Housing First - Cumulatively Housed	-	-	■ -	■ 0%
Emergency Housing SNG - Recipients	92	135	▲ 43	▲ 47%

Wellington

18. We have secured 64 places for vulnerable people and those experiencing homelessness at 8 motels. 22 are now tenanted.

Wellington Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	736	1,770	▲ 1,034	▲ 140%
Public Housing Tenancies	8,364	8,522	▲ 158	▲ 2%
Transitional Housing	161	296	▲ 135	▲ 84%
Housing First - Cumulatively Housed	-	31	▲ 31	■ 0%
Emergency Housing SNG - Recipients	85	307	▲ 222	▲ 261%

Christchurch

19. We have secured 43 places for vulnerable people and those experiencing homelessness at 6 motels. 35 are now tenanted.

Christchurch Public Housing	Oct 2017	Feb 2020	Change	
			#	%
Housing Register	439	934	▲ 495	▲ 113%
Public Housing Tenancies	6,207	7,070	▲ 863	▲ 14%
Transitional Housing	211	311	▲ 100	▲ 47%
Housing First - Cumulatively Housed	-	98	▲ 98	■ 0%
Emergency Housing SNG - Recipients	53	206	▲ 153	▲ 289%

Annex 1: Agenda

MEETING: HOUSING FIRST PROVIDERS

Thursday, 9 April 2020

2.30 – 3 PM

Zoom meeting

AGENDA

Attendees:

- Minister Woods and advisors
- Jo Hogg (HUD)

Northland

- Liz Cassidy-Nelson (One Double Five)

Auckland

- Julie Nelson (Wise group)
- Barbara Browne (Kāhui Tū Kaha)
- Chris Farrelly (Auckland City Mission)

Hamilton/Tauranga

- Julie Nelson (People's Project)

Rotorua

- Jordon Harris (Te Taumata o Ngāti Whakauae Iho-Ake Trust)

Hawke's Bay

- Shirley Lammas (Whatever It Takes)
- Kelly Richards (Housing First Hawke's Bay)

Wellington

- Stephanie McIntyre (Downtown City Mission)
- Taone O'Regan (Downtown City Mission)
- Ali Hamlin-Paenga (Kahungunu Whānau Services)

Christchurch/Blenheim

- Jill Hawkey (Christchurch Methodist Mission)
- Andrea Goodman (Christchurch Methodist Mission)

Item	Subject	Indicative timing
1.	Welcome	4 mins
2.	Auckland update	3 mins
3.	Hamilton/Tauranga update	3 mins
4.	Rotorua update	3 mins
5.	Northland update	3 mins
6.	Hawkes Bay update	3 mins
7.	Wellington update	3 mins
8.	Christchurch update	3 mins
9.	Closing comments	4 mins

Annex 2: Talking points for meeting

- The Ministry of Housing and Urban Development (HUD) is leading a cross agency response to urgently bring on more supply for New Zealanders living in vulnerable situations and those who are experiencing homelessness, and I'd like to thank you for your crucial support in this work.
- To date, we have identified 812 places to accommodate people experiencing homelessness, night shelter clients and for some transitional housing tenants where their shared facilities are not suitable for physical distancing and self-isolation.
- You all have played a critical role in this work already; I'd like to express our commitment to continue to support you as we work to keep our most vulnerable people and our communities safe and healthy.
- I want to thank you for your swift work to coordinate services across your regions. Please pass on my sincere thanks to your staff, many of whom I hear are going to extraordinary lengths – such as moving out of their own homes to continue to be able to work with homeless and vulnerable.
- I would like to express gratitude for your efforts in determining and meeting the urgent needs of our most vulnerable, including
 - staying in regular contact with people and encouraging them to stay home
 - helping people off the streets and into accommodation
 - changing the way you work in order to continue essential services safely
 - making sure households have food, and arranging care packages
- I know there is much more work to be done to support vulnerable people and whānau, and I'm interested to hear about progress to date.
- I understand that the initiative to accommodate New Zealanders living in vulnerable situations has occurred very quickly, and you are facing a number of associated challenges. I want to emphasise that we will continue to support you in this work.
- HUD is continuing to work with iwi and Māori housing providers to boost essential service support and to find alternative accommodation to support Māori communities.
- We are taking a flexible approach to reporting and the monitoring of housing and service providers so you can focus on the critical work to house and support vulnerable New Zealanders.

Immediate supply decisions in a COVID Environment

Increasing transitional and public housing supply in the near term

Purpose and scope

This slide pack updates you on:

- The **proposed objectives** as we transition from the crisis response to the longer term, these highlight the importance of increasing permanent housing solutions and getting the right services and support in place to prevent people becoming homeless;
- Which **cohorts are most risk** during a COVID level 4 and 3 environment that require services and support during this time;
- What the options are for increasing the **supply of housing** in the short, medium, and longer terms to support the increased demand and;
- What the **levers** may be for **addressing immediate need**.

Context and work to date

- Many parts of New Zealand entered the COVID-19 situation with significant unmet housing need, particularly Māori and Pacific. This includes different forms of homelessness, including those rough sleeping, living in insecure, emergency or temporary accommodation, or in overcrowded accommodation.
- Under Alert Level 4 everyone is required to stay home and to isolate within their bubble. The majority of people with COVID-19 can recover at home, however, they should limit contact with those they live with. These requirements create added needs and risks for:
 - People sleeping rough who do not have a home to self-isolate when they are required to do so
 - people living in accommodation with communal facilities that make limiting contact with others difficult
 - crowded households where limiting contact is difficult.
- Given the pre-existing significant unmet housing need, the number of households with an elevated public health risk is significant. In effect COVID-19 adds a new temporary lens to how we prioritise housing both within HUD, but also across government.

Opportunities – out of level 4

There are significant opportunities to achieve better outcomes in the short term for rough sleepers and those in insecure, temporary and overcrowded housing, particularly Māori and Pacific people.

Many households face high housing costs, so we should not just respond to and manage the impact of COVID but use this to improve affordability and housing security in the medium term. Advice on rental supply work will be provided next week.

The current situation presents opportunities to:

- support people such as rough sleepers who are now in contracted motels to transition to stable housing in near-term and ensure they don't fall back into homelessness
- put in place a plan that will result in a significant increase in permanent housing solutions, and enable a move away from motels and transitional responses
- support Māori and iwi to drive their own solutions to address housing supply and insecurity that has exacerbated the impact of COVID on tangata whenua
- work more flexibly with providers and the sector to enable and support the response at pace.

Shift in focus we want to see over time...

Crisis response is stabilised, ongoing needs are identified and planned for

Move from crisis response towards stabilising housing and support services

Focus on long term stable housing with wraparound support as needed, and supply pipeline to meet need across the housing system

Response objectives in a COVID environment

Immediate response Alert 4 to 3

Homeless and at-risk people’s immediate accommodation and support needs are met, and:

- Providers are supported to expand their capacity
- Kaupapa Māori approaches are embedded as responses to homelessness are developed
- Tailored responses and partnerships are developed for at-risk groups, including Māori and Pacific peoples
- We take actions now so we are ready to ramp up supply and services to support people as the alert level changes (i.e. purchasing motels that can be converted to future transitional housing).

Medium term (next 12 months)

People supported through the emergency response are not discharged back into homelessness

- People in short-term emergency accommodation are supported into permanent housing, and provided with the wrap-around support they need including a kaupapa Māori approach to ensure holistic and cultural wellbeing are maintained.

Homelessness is prevented through income and housing security measures

- People are supported to sustain tenancies and manage financial difficulties ‘in place’, so they do not become homeless, through a combination of support services, income support measures, and rental protections.

Supply of stable long-term housing is increased

- Supply of public housing supply is starting to ramp up (with funding proposed through the Economic Recovery Package)
- Over time the focus shifts from temporary/ emergency solutions (including motels, EH SNGs) to longer-term quality housing, including affordable rental
- Providers are supported to grow their capacity and capability and support their staff, including increasing kaupapa Māori support.

Longer term (1 year plus)

Individuals, families and whānau receive the support they need so that homelessness stops happening in the first place.

Everyone has a place to call home and the use of motels and night shelters for emergency housing is minimal.

- There is sufficient public housing and affordable rentals supply to meet the demand for stable housing
- Use of short-term and emergency responses for housing is minimised, i.e. motels/ EH SNG, night shelters
- Support services and supply options are available and tailored to the needs of at-risk groups
- Kaupapa Māori approaches and partnerships are embedded into all responses to homelessness and across the housing continuum
- Local solutions are supported, and people with lived experience are involved in designing responses.
- The sector has the capability and capacity to respond to all forms of homelessness

Addressing demand - work to date

How we are addressing immediate housing needs:

- We provided initial information on the level of demand from vulnerable people who were unable to safely self-isolate (e.g. kaumatua, people who stay in night shelters, boarding houses etc that might have shared facilities) (March 24 BRF19/20030595). In addition to the number of street homeless, we also identified other places that will need to reduce occupancy to safe levels.
- Since then HUD has contracted **980 motel places across the country**. We propose bringing on a further 220 places in the over the next few weeks. This supply both provides a suitable place for people to self isolate, but also increases the quality of the housing.
- MSD continues to rely on Motels for emergency housing with an average of around 2,900 households each week in February 2020. Early indications show demand for the EH SNG has grown significantly throughout March.
- Māori whānau and Pacific ai'ga are experiencing rental insecurity and overcrowding and we are monitoring risks and working with agencies to address these needs.
- There is also an increasing need for immediate housing for children and young people coming into the care of Oranga Tamariki through this period. HUD is engaging with Oranga Tamariki to understand this demand further.

Table 1: Progress in meeting urgent need for housing with contracted motels

Location	Estimated units required to reduce TH/NS to safe occupancy level	Motel units offered since 23 March	Areas where further contracted accommodation is available	Where there remains unmet need from street homeless and reducing TH/NS occupancy
Northland	22	48	× Exhausted temporary motel accommodation options	Unmet need remaining
Auckland	260	388	✓ Could potentially bring on more	Unmet need remaining
Waikato	16	35	✓ Could potentially bring on more	No major unmet need remaining
Bay of Plenty	65	250	✓ Could potentially bring on more	Unmet need remaining
Central	15	14	✓ Could potentially bring on more	No major unmet need remaining
East Coast	-	62	× Exhausted temporary motel accommodation options	Unmet need remaining
Wellington	70	76	✓ Could potentially bring on more	Unmet need remaining
Nelson/Tasman	-	44	× Exhausted temporary motel accommodation options	No major unmet need remaining
Canterbury	44	63	✓ Could potentially bring on more	No major unmet need remaining
Southern	9	-	✓ Could potentially bring on more	No major unmet need remaining
Total	501	980		

Challenges in Alert Level 4:

- All non-essential placement activity for housing is paused
- Building and construction work paused (unless critical infrastructure or health and safety requirements)
- No access to furniture, beds, other essential appliances which means some places are remaining vacant (working with MBIE to address this)
- Provider capacity is impacted as their activities are restricted and there is a significant increase in people seeking support.
- MSD is facing constraints around EH SNG motels e.g. Nelson, Waikato and Northland - general difficulties identifying supply; Northland, East Coast and Southern - challenges identifying places for complex needs cohorts

Other demand being addressed across government:

- Self-isolation and quarantine of people arriving into the country:** From 10 April people arriving would be placed in accommodation by MOH for 14 days. These are mostly hotel places with MOH acquiring up to 3,500 hotel beds to meet this demand
- Foreign Nationals who become stranded without accommodation:** MBIE's Temporary Accommodation Service is providing accommodation for those with no place to self-isolate, and MOH and Police are providing accommodation for those unable to depart. These are mostly hotel places with TAS identifying around 9,500 potential beds at maximum capacity. TAS has also contracted 2,000 campervans.
- Emergency Service Workers:** MOH is in discussion with the Emergency Coordination Centre to co-ordinate accommodation for essential workers for District Health Boards. Supply solutions are varied.
- People who have contracted COVID-19 and need accommodation to limit contact with other:** MBIE's TAS may provide accommodation in these circumstances, typically in a hotel.
- Other cases where people are unable to self-isolate in their own home:** MBIE's TAS may provide accommodation depending on need using hotels or campervans.
- Other emergency housing needs from** Corrections, Ministry of Justice, and other community organisations (such as Women's Refuge) continue using a range of accommodation solutions.

Addressing demand – We need to prioritise unmet need at alert levels 4 and 3

Remaining unmet housing needs

- HUD's focus since moving to Alert level 3 and then Level 4 has been to provide safe and secure housing for the street homeless and to reduce occupancy to safe levels within night shelters and some transitional housing. Some unmet demand will remain, however this will be significantly reduced from the levels of 3 weeks ago and it will not be as visible on the streets.
- However, a significant and increasing number of crowded households remain at heightened health risk should an outbreak occur in their community and a member of their household contract COVID-19. Table 2 below shows that more than 20% of those on the Housing Register, nearly 3,500 applicants, could be in accommodation with elevated health risk, while table 3 indicates at least 3,700 Kāinga Ora Households are crowded.
- The number of crowded Kāinga Ora households is almost certainly underestimated, and many other crowded households won't be eligible for public housing so are not reflected in the register numbers. The impact of job loss, and whānau returning to rural areas from overseas or urban areas, will increase the level of overcrowding, and associated infrastructure pressure (e.g. drinking water and septic tank).

Table 2: Housing Register by applicant's accommodation at time of application (February 2020)

Housing Security at time of application	Housing type at time of application	Number of applicants	% of applicants	Ethnicity
Unsafe accommodation during COVID	Car/Mobile Home	707	4%	54% Maori 35% NZ European 11% Pasifika
	Homeless	577	4%	
	Temporary Facility	339	2%	
	Temporary Sharing	1,875	12%	
	Sub-Total	3,498	22%	
Other insecure accommodation	Emergency Housing	4,929	31%	59% Maori 18% NZ European 13% Pasifika
Secure Accommodation	Sub-Total	7,309	46%	39% Maori 25% NZ European 14% Pasifika
		15,736		

Table 3: Reported overcrowding in Kāinga Ora households

Region	Number of additional bedrooms required							Total
	2	3	4	5	6	7	8	
Central North Island	383	114	43	9	4			553
East And South Auckland	1,093	412	147	53	6	6	2	1,719
Northland Western And Central Auckland	630	229	66	24	7	4	1	961
Wellington	218	70	25	8	1	0	0	318
Southern	126	28	5	1	0	0	0	160
Total	2,450	853	286	91	18	10	3	3,711

How we will prioritise while at alert levels 4 and 3

Compared to need HUD, MSD and other government agencies have limited available supply. This means it is not feasible, or desirable given the supply available, to reduce overcrowding across the board while in Alert Levels 4 and 3. Given these constraints, HUD (and MSD) will focus on:

- Putting supply and support in place for people sleeping rough
- Reducing occupancy in TH and EHSNG motels with shared facilities
- Considering how vacant Kāinga Ora and CHP places can be utilised once they can be made liveable (such as furnished with remedial work completed and a provider in place as required/available)
- Responding to other situations that require an urgent housing solution such as cases of domestic or family violence or elder/kaumatua abuse.

Supporting these cohorts in the immediate term will, primarily, be through contracting more motel places, and providing wraparound support services. We aim to contract 1200 places in total, with a further 220 sought over the coming weeks.

While at alert level 4, we will identify households at elevated risk due to crowding and work the Ministry of Health and MBIE's Temporary Accommodation Service to provide appropriate accommodation where clusters of COVID-19 cases arise. We would continue this approach under Alert Levels 3 and 2.

Throughout levels 4 and 3 and into lower alert levels we will also look at whether accommodation secured by other agencies can be used to meet housing needs – for example using campervans secured by TAS to address severe overcrowding and meet other urgent needs.

We will also continue to support Maori and Iwi housing providers to implement local solutions.

Providers are facing significant challenges in responding to the increase in demand and in the places they must support. HUD is working alongside Community Housing Aotearoa and Te Matapihi to support providers increase their capacity and capability. This may include recruiting from sectors which have transferable skills and which are experiencing significant employment stresses such as, for example, hospitality workers or relief teachers.

Medium to longer term options for meeting the increased demand

Beyond our immediate response, and once alert levels are reduced, we need significant increases in the volume and types of supply available to house individuals and whanau. There are significant opportunities to improve housing stability in the medium term, particularly for Māori and Pacific peoples. Furthermore, we need to make decisions now to develop a pipeline of new long-term housing to reduce our reliance on temporary housing in the longer-term. While in the short term we are making increased use of Motels to meet immediate need, delivery of medium and longer term supply will enable us to eliminate reliance on motels.

Existing supply programmes:

We are forecasting delivery of the following supply through existing programmes:

- Delivery of the public housing pipeline will resume when the alert level is reduced. You will receive advice on the impact of the COVID response on providers' existing pipelines by 20 April 2020
- **1,000** transitional housing places by December 2020 through the PERM programme with some supply available for COVID response in the immediate term as it becomes available
- Potential for **2,000** places through MAIHI (e.g. including through Māori providers, Iwi-Māori Partnerships Programme) dependent on Budget 2020 decisions
- An additional **520-580** additional public housing places over three years across the fourteen refugee resettlement locations
- **25** new affordable rental homes and infrastructure for **80** sites on Māori land annually (Māori Housing Network, Te Puni Kōkiri).

Key considerations to achieve a better outcomes for those in insecure housing

	Next 3 months	3-12 months
Key issues	<ul style="list-style-type: none">• No permanent housing to move those in contracted motels• KO and CHP supply pipeline set back by ongoing restrictions• Increasing number of households who cannot afford rent and at risk of eviction, could lead to a surge in EH SNGs• Job loss and limits on evictions not covering flatmates could lead to crowding and increase infection risk if there is community outbreak• Providers under significant strain responding to first wave of increased demand and new cohorts	<ul style="list-style-type: none">• The need to transition people from contracted motels to permanent housing with ongoing support services (if required)• Households that cannot afford rent and at risk of eviction will continue to be high, placing increasing demand on EH SNGs and the public housing register• Ongoing workforce issues with providers responding to emerging demand and changing housing environment
Supply actions	<ul style="list-style-type: none">• s 9(2)(f)(iv)	<ul style="list-style-type: none">• Continue to progress options to increase public and transitional housing in the short/medium term• Subject to Budget Stimulus package, establish longer term build/recovery programme to significantly increase the supply of transitional and public housing and other housing typologies to eliminate reliance on motels• Transitional income support measures via MSD in place and enable households to remain in tenancies• s 9(2)(f)(iv)

In addition, further advice and decisions will identify options to deliver more

- We propose the **Budget Stimulus** provides funding for and additional 2000 transitional and 6000 public homes by June 2024 to enable a large-scale public housing build programme, including .
- **Streamlined consenting processes under RMA** can speed up the development of public and transitional housing.
- s 9(2)(f)(iv)

Its essential we increase support and prevention interventions alongside supply capacity...

Most people in contracted motels will require on-going wrap-around support services that extends long past the duration of their temporary accommodation.

- HUD will provide Ministers with further advice shortly on:
 - s 9(2)(f)(iv)
 - implementation of the Homelessness Action Plan initiatives, including as a priority the ramp up of the Sustaining Tenancies programme and also rolling out the rapid rehousing pilot and the Local Innovation and Partnership Fund.
- HUD is working to identify opportunities to expedite or roll out local and tailored responses to homelessness, that ensure that people who were supported through the immediate response are well supported and do not cycle back into homelessness.

Recommendations

This slide pack recommends you:

- **Agree** the response objectives set out on slide 2
- **Agree** to extend COVID-19 contracted motels until at least April 2021 to provide stability to those households supported through the immediate COVID-19 response and give time for permanent housing solutions to be put in place
- **Agree** that HUD seek additional contracted accommodation over the coming weeks to meet:
 - needs of those in insecure housing and high public health risk (street homeless and to reduce occupancy of transitional housing and night shelters with communal facilities); and
 - other housing needs requiring an immediate solution such as victims of domestic violence or Kaumatua abuse
- **Note** that a draft Cabinet paper seeking funding for the contacted accommodation from the COVID Committee has been provided separately
- **Agree** that where clusters of COVID-19 arise, HUD will identify households facing elevated risk due to over crowding and work with the Ministry of Health and MBI's Temporary Accommodation Service to provide appropriate accommodation
- **Note** that in most centres additional public and transitional housing will be required in addition to existing delivery plans to enable transition from the COVID-19 contracted motels
- **Note** the increase of at risk people including rough sleepers housed through the immediate/ crisis response has placed significant pressure on housing and support providers
- **Note** we will provide advice on the services required to support at risk people in contracted accommodation as we move to Alert Level 3, and the plan to ensure at-risk people are transitioned from motels into stable housing as soon as possible and receive the support services needed so they don't fall back into homelessness
- **Agree** that as part of the PERM programme, Kāinga Ora and HUD increase the supply of transitional housing in the short term (while continuing the public housing build programme) through:
 - Converted facilities through the purchase motels and other accommodation for temporary housing, or for redevelopment and land use opportunities
 - Lease or buy short term holiday accommodation that comes onto the rental market (i.e. AirBnB)
 - Identify and secure sites for alternative temporary housing for examples THVs or transportable units
 - Contracting accommodation that is no longer required by other government departments as part of the Governments response to Covid-19
- s 9(2)(f)(iv)

Next steps

Next steps:

- Advice has been provided on:
 - the required budget required for the immediate supply response to COVID-19. [refer Draft Cabinet paper: Immediate Housing Response to COVID-19]
 - support for Māori (and Pacific People) through MAIHI [refer Cabinet paper Thursday]
 - s 9(2)(f)(iv)
- HUD will provide Ministers with further advice shortly:
 - on the services required to support at risk people in contracted accommodation as we move to Alert Level 3,
 - the plan to transition at-risk people (particularly former rough sleepers) out of motels and into stable housing alongside support services as soon as possible
 - on implementation of Homelessness Action Plan initiatives. Including, roll out of the rapid rehousing pilot, Sustaining Tenancies programme, and implementation of the Local Innovation and Partnership Fund [mid- late April] (BRF19/20030603 refers).
 - s 9(2)(f)(iv)
- Subject to funding being confirmed through the **Budget Stimulus Package**, final implementation plans for the public and transitional housing build programme covering the location, mix of delivery by Kāinga Ora and Community Housing Providers, and the feasibility of increasing supply over and above the initial 8,000 will be reported back to Cabinet by December 2020.