



HUD2022-000715

s 9(2)(a)

Dear s 9(2)(a)

Thank you for your email of 6 September 2022 requesting the following information under the Official Information Act 1982 (the Act):

*Under the OIA I seek the following:*

- *All advice from Police received by HUD in relation to the Visions of a Helping Hand Charity AND/or Tiger Security. If in writing, please provide this. If provided orally, please put in writing the recollections of who the advice was given to.*
- *The dates of the advice and the job titles of those who gave the advice and those who received it*
- *What “mechanisms in place” does HUD have as referred to in Megan Woods’ statement?*
- *All internal memos in HUD relating to Visions of a Helping Hand Charity AND/or Tiger Security.*

1. *All advice from Police received by HUD in relation to the Visions of a Helping Hand Charity AND/or Tiger Security. If in writing, please provide this. If provided orally, please put in writing the recollections of who the advice was given to.*

I am withholding advice received by Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (the Ministry) from New Zealand Police, in relation to Visions of a Helping Hand or Tigers Express Security Ltd, under section 6(c) of the Act, as making available this information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences.

2. *The dates of the advice and the job titles of those who gave the advice and those who received it.*

The OIA requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit for this part of your request and we are therefore writing to notify you of a five working day extension of the time to make our decision, to 11 October 2022.

This extension is necessary because consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

3. *What “mechanisms in place” does HUD have as referred to in Megan Woods’ statement?*

All contracted social service providers have level three social sector accreditation. The accreditation standards are operating principles that organisations delivering support services need to follow to deliver safe, quality services to their clients. There is ongoing monitoring to ensure contractors are meeting their operational obligations. The Ministry meets with the collective of providers in Rotorua, including Visions of a Helping Hand, frequently including fortnightly Governance meetings where the delivery of support services is discussed.

Clients in emergency housing in Rotorua are also able to drop into Te Pokapū, the Rotorua Housing Hub, at any time. Te Pokapū is staffed by Te Arawa Iwi members alongside Ministry of Social Development and Lakes District Health Board staff. The Ministry takes any concerns raised by clients seriously and investigates these.

4. *All internal memos in HUD relating to Visions of a Helping Hand Charity AND/or Tiger Security.*

One memo, titled *Request for approval: Transitional Housing Variation Agreement, Visions of a Helping Hand Charitable Trust* (“Visions”), has been identified as in scope of your request and is released to you in full.

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 at: [www.ombudsman.parliament.nz](http://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 black ink, appearing to be 'WB', followed by a horizontal line.

William Barris  
**General Manager Partnerships and Performance**



## MEMO

### Request for approval: Transitional Housing Variation Agreement, Visions of a Helping Hand Charitable Trust (“Visions”)

**To:** Anne Shaw, Deputy Chief Executive, Housing Supply, Response and Partnerships  
**CC:** Aimee Edwards, Acting Manager, Contract Management, Housing Supply, Response and Partnerships  
**From:** Emma Gough, Advisor, Contract Management, Housing Supply, Response and Partnerships  
**Date:** 13 October 2021  
**Security level:** In Confidence  
**Priority:** High

#### Purpose

1. This memo seeks your approval to execute the enclosed Variation Agreement with Visions for 41 Transitional Housing places in various locations across Rotorua. Of those, 12 places are new to this contract.
2. The contract requires sign-off by you, as the whole of life value of the contract exceeds \$5 million.

#### Recommended actions

3. It is recommended that you:
  1. **Note** that this is a 3-year (and 3 months) HUD Transitional Housing Agreement
  2. **Note** the whole of life value of this Transitional Housing Agreement over a 3.4-year term is \$5,412,208.26 GST exclusive.
  3. **Note** the costs in this Agreement have been assessed by the Housing Supply Team, supported by the Commercial Manager and the Housing Supply Manager.
  4. **Agree** to sign off the Transitional Housing Variation Agreement so the required funds can be released to Visions to deliver the Transitional Housing Accommodation and Support Services to the people referred to the 41 places.

**Noted**

**Noted**

**Noted**

**Agree / Disagree**

**Anne Shaw**, Deputy Chief Executive  
Housing Supply, Response and Partnerships  
Date: 14/10/2021

## **Background**

4. On 06 November 2020, HUD and Visions entered into a 3.4-year Transitional Housing Agreement. This enabled Visions to provide Transitional Housing for 15 households. Since then, Visions have brought on a further 26 places which we are now contracting for under this Variation Agreement.
5. This Variation Agreement allowed for re-negotiated costs between Visions and HUD's Housing Supply team. This included an increase in upfront funding – largely for the purposes of new staff laptops – and an increase in FTE's required to oversee the increased number of places.
6. Visions have leased the 41 places from a mix of Kainga Ora – Homes and Communities (17 places) and private rentals (24 places).

## **Next steps**

7. If agreed, you to sign the enclosed Transitional Housing Variation Agreement.
8. The Contract Management Team will provide Visions and MSD with a copy of the executed Agreement.
9. Visions will continue providing the Transitional Housing Programme to residents in their properties across Rotorua.

## **Annexes**

10. Annex A – Transitional Housing Agreement



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On 4 October 2022, I responded to questions one, three and four of your request. Please find my response to question two as below:

2. *The dates of the advice and the job titles of those who gave the advice and those who received it.*

The Ministry has regular communication with relevant agencies, including New Zealand Police on emergency housing issues in Rotorua. This includes meetings, telephone conversations and email exchanges between Ben Dalton, Deputy Chief Executive System Delivery and Performance and William Barris, General Manager Partnerships and Performance from the Ministry, and Phil Taikato, Rotorua Area Commander and Detective Sarah Bishop from New Zealand Police.

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 at: [www.ombudsman.parliament.nz](http://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

William Barris  
**General Manager Partnerships and Performance**