



s 9(2)(a)

Dear s 9(2)(a)

Thank you for your email of 16 September 2022 requesting the following information under the Official Information Act 1982 (the Act):

*What I am specifically interested/concerned in is the security firms that are used at the accommodation motels / converted emergency facilities.*

*Are they contracted into this whole emergency housing program as a support group for the safety aspects of motels used in this program and if so? Who is in responsible for their contracted work for example: evictions of tenants in the emergency housing program.*

*How many security firms are used? are they privatised / govt / in house firms all motels and emergency housing organisation/task force under this program are using?*

Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (the Ministry) contracts social service providers to support clients at transitional housing across New Zealand, as well as at 13 emergency housing motels in Rotorua as part of a pilot programme.

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 does not contract security services for transitional housing or contracted emergency housing. Support service providers of transitional housing and contracted emergency housing can procure security services for the motels they support. The Ministry's contracts with the providers state:

*“Security Services must comply with the Private Security Personnel and Private Investigators Act 2021, which requires an organisation to hold a valid licence for each class of service provided, for example Property Guard. All personnel must hold a valid Certificate of Approval or licence for that class of service.”*

The Ministry of Social Development is responsible for Emergency Housing Special Needs Grants (EHSNGs). These pay for short-term accommodation for people in urgent need of housing, with the accommodation generally provided by commercial providers (such as motels). The Ministry is not involved in the provision of EHSNGs and any security arrangements at facilities with clients in receipt of EHSNGs.

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', with a horizontal line extending to the right.

William Barris  
**General Manager, Partnerships and Performance**