



HUD2024-004044

s 9(2)(a)

Dear s 9(2)(a)

Thank you for your email of 12 March 2024 requesting the following information under the Official Information Act 1982 (the Act):

*“Please provide the following information-  
For the years 2022, 2023 and 2024 up till today's date, please provide copies of all correspondence between MHUD and LEGACY HOUSING (Based in Palmerston North) , including but not limited to any applications to become a Transitional Housing Provider and any documents relating to such an application and including but not limited to any emails between MHUD and the email addresses s 9(2)(a) and s 9(2)(a) ”.*

On 20 March 2024 you refined your request to:

*“Please collate and provide the 20 most recent emails that came up in your digital assessment of 350, plus a copy of the application to become a transitional housing provider”.*

Twenty emails and one document are found to be within scope of your request and are released to you. Some information has been withheld under the following sections of the Act:

Section of Act	Reason to withhold
9(2)(a)	To protect the privacy of natural persons.
9(2)(ba)(i)	To protect information which is subject to an obligation of confidence where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.
9(2)(j)	enable a Minister of the Crown or any public service agency or organisation holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)

In terms of section 9(1) of the Act, I am satisfied that, in the circumstances, the decision to withhold information under section 9 of the Act is not outweighed by other considerations that render it desirable to make the information available in the public interest.

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.

Will Barris

**General Manager, Partnerships and Performance**

**Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development**

**Annex 1: Document schedule**

<b>Documents released – HUD2024-004044</b>			
	<b>Date</b>	<b>Document</b>	<b>Section of the Act applied</b>
1	29//02/24 – 13/03/24	The last twenty emails between Legacy Housing and Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development	9(2)(a) 9(2)(j)
2	01/10/23	Legacy: Invitation to Partner (ITP) Application Form	9(2)(a) 9(2)(ba)(i) 9(2)(j)

**From:** [Steve Clark](#)  
**To:** [Karen Withers](#)  
**Subject:** RE: [s 9\(2\)\(a\)](#) tenancy agreement  
**Date:** Wednesday, 13 March 2024 12:58:53 pm  
**Attachments:** [image019.png](#)  
[image021.png](#)  
[image022.png](#)  
[image024.png](#)  
[image025.png](#)  
[image026.png](#)  
[image027.png](#)  
[image029.png](#)  
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[image017.png](#)  
[image018.png](#)  
[image020.png](#)  
[image028.png](#)  
[s 9\(2\)\(j\)](#)

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Thanks Karen – that makes sense.

See attached.

Thanks  
Steve

*Nga mihi,*



**Steve Clark**  
General Manager, Legacy

06 357 1276 | [s 9\(2\)\(a\)](#) | [legacy.net.nz](mailto:legacy.net.nz)

[s 9\(2\)\(a\)](#)

91 Highbury Avenue, Highbury, Palmerston North 4412



**LEGACY**

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Sent:** Wednesday, March 13, 2024 12:45 PM  
**To:** Steve Clark [s 9\(2\)\(a\)](#)  
**Subject:** RE: [s 9\(2\)\(a\)](#) tenancy agreement  
**Importance:** High

Good afternoon Steve,

We can move forward with this renewal document. But we will need a copy of the current tenancy agreement

Please urgently send the tenancy agreement proper so we can attach this as the base document.

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: s 9(2)(a)  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark s 9(2)(a)  
**Sent:** Wednesday, March 13, 2024 9:55 AM  
**To:** Karen Withers <Karen.Withers@hud.govt.nz>  
**Subject:** RE: s 9(2)(a) tenancy agreement

Hi Karen

The Property Manager came through with a proposed increase in anticipation of the next scheduled rent review due in s 9(2)(i) to try and keep simple. We have asked to remain the same for our HUD contact however, for the sake of the proforma, how do we anticipate/budget that the s 9(2)(i) is due a market review inside the s 9(2)(i)

Attached is the agreement we signed and returned so you have a copy / document. I have asked for an updated digital version, but in the mean-time we have annotated and signed this. I am following up with the property manager on the HH elements noted.

Thanks

Steve

*Ngā mihi,*



**Steve Clark**  
General Manager, Legacy

06 357 1276 | s 9(2)(a) | [legacy.net.nz](http://legacy.net.nz)

s 9(2)(a)

[91 Highbury Avenue, Highbury, Palmerston North 4412](#)



# LEGACY

[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>

**Sent:** Tuesday, March 12, 2024 3:47 PM

**To:** Steve Clark s 9(2)(a)

**Subject:** RE: s 9(2)(a) tenancy agreement

Thanks Steve,

Are you saying they are increasing the rent to s 9(2)(j)  
I thought the rent was agreed at s 9(2)(j). If this is incorrect, I will need to revisit this property.

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team  
Service Delivery and Performance  
[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: s 9(2)(a)  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark s 9(2)(a) >

**Sent:** Tuesday, March 12, 2024 3:38 PM

**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>

**Cc:** John Faiz s 9(2)(a)

**Subject:** RE: s 9(2)(a) tenancy agreement

Hi Karen

Thanks for your follow-up.

I have been chasing this down since we spoke. They are slow in getting this drawn up as a new s 9(2)(j) fixed lease as tenancy manager normally limits fixed term to 12 months and therefore taking additional time in checking back with owner despite our agreement. It should be with me this afternoon / soon for signing by our trustees. They have put through a rent review / increase to s 9(2)(j) as this was due in s 9(2)(j) in any case.

Doing our best to keep it moving.

Thanks  
Steve

*Nga mihi,*



**Steve Clark**  
General Manager, Legacy

06 357 1276 | s 9(2)(a) | [legacy.net.nz](http://legacy.net.nz)

s 9(2)(a)

91 Highbury Avenue, Highbury, Palmerston North 4412



# LEGACY

[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>

**Sent:** Tuesday, March 12, 2024 2:39 PM

**To:** Steve Clark s 9(2)(a)

**Subject:** s 9(2)(a) tenancy agreement

**Importance:** High

Good afternoon Steve,

Do you have any update on the lease for s 9(2)(a)

I am keen to finalise this one for contracting as soon as possible.

Please let me know when you can

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: s 9(2)(a)  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark <s 9(2)(a)>

**Sent:** Thursday, March 7, 2024 12:15 PM

**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>

**Subject:** RE: Youth TH - s 9(2)(a) - update

Hi Karen

The landlord is working on some window stays / gaps, adjustment to roof insulation fabric and a drain cover with our assistance.

Thanks  
Steve

*Nga mihi,*



**Steve Clark**  
General Manager, Legacy

06.357 1276 | s 9(2)(a) | [legacy.net.nz](mailto:legacy.net.nz)

s 9(2)(a)

[91 Highbury Avenue, Highbury, Palmerston North 4412](#)



# LEGACY

[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>

**Sent:** Thursday, March 7, 2024 11:45 AM

**To:** Steve Clark s 9(2)(a)

**Subject:** RE: Youth TH - s 9(2)(a) - update

Sorry to bother you again Steve.

I've just noticed that the pages of the s 9(2)(a) tenancy agreement doesn't include the healthy homes compliance statement.

Could you send these pages through (or copy of the healthy homes compliance report if applicable) as soon as you can.

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: +64 21 240 8153

[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

[IN-CONFIDENCE:RELEASE EXTERNAL]



**From:** Steve Clark [s 9\(2\)\(a\)](#)  
**Sent:** Wednesday, March 6, 2024 4:10 PM  
**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Subject:** RE: Youth TH - [s 9\(2\)\(a\)](#) - update

Thanks Karen

This added now to show the [s 9\(2\)\(j\)](#)

Regards  
Steve

*Nga mihi,*



**Steve Clark**  
General Manager, Legacy

06.357 1276 | [s 9\(2\)\(a\)](#) | [legacy.net.nz](http://legacy.net.nz)

[s 9\(2\)\(a\)](#)

[91 Highbury Avenue, Highbury, Palmerston North 4412](#)



# LEGACY

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Sent:** Wednesday, March 6, 2024 1:56 PM  
**To:** Steve Clark [s 9\(2\)\(a\)](#)  
**Subject:** RE: Youth TH - [s 9\(2\)\(a\)](#) - update

Thanks Steve.

I notice the [s 9\(2\)\(a\)](#) lease doesn't have a start date.

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: [s 9\(2\)\(a\)](#)  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark [s 9\(2\)\(a\)](#)  
**Sent:** Wednesday, March 6, 2024 1:13 PM  
**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Cc:** John Faiz [s 9\(2\)\(a\)](#)  
**Subject:** RE: Youth TH - [s 9\(2\)\(a\)](#) - update

Hi Karen

Here is the [s 9\(2\)\(a\), s 9\(2\)\(j\)](#)

I am still chasing the local Property Brokers team to action the owner request for the 3 year lease and will send this through once signed.

Thanks  
S

*Nga mihi,*



**Steve Clark**  
General Manager, Legacy

06 357 1276 | [s 9\(2\)\(a\)](#) | [legacy.net.nz](http://legacy.net.nz)

[s 9\(2\)\(a\)](#)

91 Highbury Avenue, Highbury, Palmerston North 4412



**LEGACY**

[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Sent:** Tuesday, March 5, 2024 4:20 PM  
**To:** Steve Clark [s 9\(2\)\(a\)](#)  
**Cc:** John Faiz [s 9\(2\)\(a\)](#) James Lesslie <[James.Lesslie@hud.govt.nz](mailto:James.Lesslie@hud.govt.nz)>  
**Subject:** RE: Youth TH - [s 9\(2\)\(a\)](#) - update

Thanks Steve – I think it will.

I have set the proforma up with this as the tenancy start dates

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: [s 9\(2\)\(a\)](#)  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark s 9(2)(a)  
**Sent:** Tuesday, March 5, 2024 4:18 PM  
**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Cc:** John Faiz s 9(2)(a) James Lesslie <[James.Lesslie@hud.govt.nz](mailto:James.Lesslie@hud.govt.nz)>  
**Subject:** Re: Youth TH - s 9(2)(a) - update

Thanks Karen

We trying to marry timing of lease to HUD contract and related cashflow. Would s 9(2)(j) work?

Thanks  
Steve

On 5/03/2024, at 3:28 PM, Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)> wrote:

Thanks Steve.

I will wait to hear form you to confirm this date(s)

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: s 9(2)(a)  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

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<image006.png>

<image008.jpg>

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark s 9(2)(a)  
**Sent:** Tuesday, March 5, 2024 3:26 PM  
**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Cc:** John Faiz <s 9(2)(a)>; James Lesslie <[James.Lesslie@hud.govt.nz](mailto:James.Lesslie@hud.govt.nz)>  
**Subject:** RE: Youth TH - s 9(2)(a) - update

Hi Karen

I am meeting landlord tomorrow for s 9(2)(a) with intention of signing on

s 9(2)(j) they have been holding open for this / us.

I will follow up Property Brokers tomorrow, but aim for s 9(2)(a) is the same date.

Thanks

Steve

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**Steve Clark**  
General Manager, Legacy

06 357 1276 | s 9(2)(a) | [legacy.net.nz](mailto:legacy.net.nz)

s 9(2)(a)

[91 Highbury Avenue, Highbury, Palmerston North 4412](#)

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<image023.png>

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>

**Sent:** Tuesday, March 5, 2024 11:38 AM

**To:** Steve Clark s 9(2)(a)

**Cc:** John Faiz s 9(2)(a) James Lesslie <[James.Lesslie@hud.govt.nz](mailto:James.Lesslie@hud.govt.nz)>

**Subject:** RE: Youth TH - s 9(2)(a) - update

**Importance:** High

Thanks Steve,

Thanks for the update. Happy to wait for the lease copies in due course. In the meantime, if you have agreement on what the starting date is for bot of them, please send that through – that will allow me to progress this approval request.

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | s 9(2)(a)  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 7, Tower Centre, 45 Queen Street, Auckland 1010, New Zealand

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark <s 9(2)(a)>  
**Sent:** Tuesday, March 5, 2024 11:18 AM  
**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Cc:** John Faiz <s 9(2)(a)>  
**Subject:** RE: Youth TH - s 9(2)(a) - update

Thanks Karen  
It was good to have a kick off meeting with James yesterday.

I am expecting to have these later this week, early next week.

s 9(2)(a) – The owner has instructed to create a s 9(2)(j). The property manager at s 9(2)(a)

s 9(2)(a) This will trigger our s 9(2)(j) notices.

s 9(2)(a) – I expect to have this done in the next couple of days – the property is vacant and the owner is looking to have this let ASAP given our undertaking so far.

Thanks  
Steve  
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**Steve Clark**  
General Manager, Legacy

06 357 1276 | s 9(2)(a) | [legacy.net.nz](mailto:legacy.net.nz)

s 9(2)(a)

[91 Highbury Avenue, Highbury, Palmerston North 4412](#)

[<image020.png>](#) [<image022.png>](#)

<image023.png>

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Sent:** Tuesday, March 5, 2024 9:31 AM  
**To:** Steve Clark <s 9(2)(a)>  
**Cc:** John Faiz <s 9(2)(a)>  
**Subject:** RE: Youth TH - s 9(2)(a) - update

Good morning Steve,

Can I please get a feel for when you may be able to get a signed copy of the leases for

s 9(2)(a)

I would usually need these prior to progressing the contract for approval, so will wait to get these from you if they are imminent.

Please let me know so I can update James on contract timing.

Ngā mihi

**Karen Withers**

Senior Commercial Advisor | Housing Supply Team

Service Delivery and Performance

[karen.withers@hud.govt.nz](mailto:karen.withers@hud.govt.nz) | Phone: +64 9 953 6406 | Mobile: s 9(2)(a)

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark <s 9(2)(a)>

**Sent:** Thursday, February 29, 2024 4:30 PM

**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>

**Cc:** John Faiz s 9(2)(a)

**Subject:** RE: Youth TH - s 9(2)(a) - update

Hi Karen

Confirming, we have spoke to the landlord again. Yes – the property is empty and they willing to lease for s 9(2)(j)

It has been empty for he is motivated to let this ASAP, he said if we take too long to sign, he needs to ill it elsewhere.

What are the timelines from here so we can manage his expectations / secure it prior to being furnished / teens being place in there?

Thanks

Steve

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**Steve Clark**  
General Manager, Legacy

06 357 1276 | s 9(2)(a) | [legacy.net.nz](http://legacy.net.nz)

s 9(2)(a)

[91 Highbury Avenue, Highbury, Palmerston North 4412](http://91 Highbury Avenue, Highbury, Palmerston North 4412)

[<image020.png>](#) [<image022.png>](#)

<image023.png>

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[IN-CONFIDENCE:RELEASE EXTERNAL]

**From:** Steve Clark [s 9\(2\)\(a\)](#)  
**Sent:** Thursday, February 29, 2024 12:10 PM  
**To:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Cc:** John Faiz [s 9\(2\)\(a\)](#)  
**Subject:** RE: Youth TH - [s 9\(2\)\(a\)](#) - update

Hi Karen

Yes for both of these at our previous conversation with him.

However, I think it would be prudent to come back to you tomorrow please [s 9\(2\)\(a\)](#)  
[s 9\(2\)\(a\)](#)

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**Steve Clark**  
General Manager, Legacy

06 357 1276 | [s 9\(2\)\(a\)](#) | [legacy.net.nz](http://legacy.net.nz)

[s 9\(2\)\(a\)](#)

91 Highbury Avenue, Highbury, Palmerston North 4412

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<image023.png>

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**From:** Karen Withers <[Karen.Withers@hud.govt.nz](mailto:Karen.Withers@hud.govt.nz)>  
**Sent:** Thursday, February 29, 2024 11:56 AM  
**To:** Steve Clark <[stevec@legacy.net.nz](mailto:stevec@legacy.net.nz)>  
**Subject:** RE: Youth TH - Robinson & Wakefield - update

Thanks Steve.

Just checking it is currently vacant?

And the owner is OK to take the [s 9\(2\)\(j\)](#) (on yearly review)?

Ngā mihi

# LEGACY

## **Invitation to Partner (ITP) Application Form**

**In response to the Request for Applications**

By: Te Tūāpapa Kura Kainga – Ministry of Housing and Urban Development  
For: Transition Housing and/or Transitional Housing Rangatahi

Date of this Proposal: **October 2023**



# SECTION 1: About the Provider

## 1.1 Our profile

This is a Proposal by Legacy Housing (the Provider) to supply the Requirements.

Item	Detail
Full legal name:	Legacy Housing
Trading name (if different):	Legacy Housing
Physical address:	91 Highbury Avenue, Highbury, Palmerston North
Postal address:	PO Box 4588, Manawatu Mail Centre, Palmerston North
Registered office:	91 Highbury Avenue, Highbury, Palmerston North
Business website:	<a href="https://legacy.net.nz/housing/">https://legacy.net.nz/housing/</a>
Type of entity (legal status):	Charitable Trust
NZBN number:	9429043002900
Country of residence:	New Zealand
GST registration number:	83-875-097
IRD definition of a Māori Business	No

## 1.2 Our Point of Contact

Item	Detail
Contact person:	Steve Clark
Position:	General Manager
Phone number:	06 357 1276
Mobile number:	s 9(2)(a)
Email address:	s 9(2)(a)

## SECTION 2: Response to the Requirements

### 2.1 Overview of your solution

Legacy Housing has provided warm, dry and safe housing for people who were rough sleeping or homeless since 2007. Legacy Housing has a proven track record in property and tenancy management and in working with the most vulnerable and disadvantaged people and their whānau. Over the last 16 years, we have grown to become the largest non-government social housing provider in the Manawatu, currently operating s 9(2)(ba)(i) boarding houses s 9(2)(ba)(m) motels and serving roughly 400 people a year.

This Rangatahi TH application is to provide accommodation to rangatahi aged 15 to 24 years old who are Māori or Pacific Island. Rangatahi will have their own room and will share common areas. We will run a house with a live-in night supervisor. We will provide weekly contact with a Youth Social Worker who will build relationship and identify barriers, create individual plans, connect rangatahi to Legacy and other services, and work on individual plans to help remove barriers toward sustainable, long-term accommodation. We will connect young people to the services that we offer through Legacy Centre—namely our Just Hope community meal, fitness classes, employment programme and small groups. We will also connect rangatahi with other services that can help them become holistically healthy, resilient and develop the skills to sustain long-term accommodation.

## SECTION 3: Evaluation Criteria

### 3.1 Detailed response to Requirements

1. Service provision	Pass/Fail
----------------------	-----------

#### 1.1. Accommodation

##### *Properties*

Legacy Housing has a proven track record of successful property management. We have provided warm, dry and safe housing for people who were rough sleeping or homeless since 2007. Legacy Housing owns [REDACTED] We work with local Property Managers and Real Estate Agents to identify appropriate houses to rent s 9(2)(ba)(i) [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

##### *Tenants*

Legacy Housing has a proven track record of working with the most vulnerable and disadvantaged individuals and their whānau. Legacy houses roughly 400 people a year. Many of these people have low incomes, criminal histories, complex mental health issues, ongoing challenges from past trauma, and substance abuse and addiction issues.

Legacy Housing has extensive experience managing tenants. Our Tenancy Manager and Assistant Tenancy Manager look after our tenants. Our Housing Team carries out visits around our homes every day to check on tenant welfare, maintenance needs, issue notices under the Residential Tenancy Act (RTA), complete room inspections, and provide general problem solving. Boarding house tenants are provided with Tenancy Agreements and the House Rules. These are explained when the tenant is welcomed to the house as part of their induction. Our team build relationship with the tenants through regular visits and welfare checks.

Together this provides a basis for setting expectations and managing unacceptable behaviour. Our motels that provide Emergency Housing have supervisors on site who also maintain relationships, link to wrap around services, and problem solve. We inspect the shared spaces regularly for damages and cleanliness and undertake room inspections every second month. If issues need to be resolved, a notice is provided on what needs to be remedied. Tenants can highlight maintenance requests in person to our team or through a form on the Legacy Housing website. This form comes through to a shared inbox which is monitored and actioned by the Tenancy Manager. Damages to rooms beyond normal wear and tear are charged to the tenants account where this is shown. Tenants can contact us via email, mobile and webforms. We also have an afterhours call service that is available to handle tenant issues outside work hours. Legacy Housing provides cleaners to the communal spaces in our boarding houses each week. We also supply internet, power and

home essentials such as dishwashing liquid, soap and toilet paper. Rooms are made up with a Welcome Pack before tenants arrive so rooms are clean and warm with sheets, a blanket and pillows.

## 1.2. Support services

### *Experience providing wrap around support*

Legacy Housing works in partnership with Legacy Centre, and together we have a proven track record of providing support services to individuals and whānau. Legacy Housing focuses on providing warm, dry and safe accommodation while Legacy Centre focuses on providing social and community services for vulnerable and disadvantaged people.

Legacy Centre currently runs a large community meal, an employment programme, male and female support groups, and fitness programmes. All of the programmes we run have been designed to serve Māori and Pacific people. They are highly relational programmes that enable us to build trust, help people connect to a supportive community, and keep people engaged. For example, Just Hope, our community meal, engages between 150 and 220 people every week. We provide van pick-ups to our resident to provide transport to and from the community centre. The community meal is much more than a free feed. It gives people an opportunity to belong and serve. Many residents choose to volunteer during the day to prepare the meal or in the evening to serve the food and run the event.

Legacy Housing also works with Legacy Church. In addition to the daily welfare checks by our tenancy staff, Legacy Church provides a group of volunteer chaplains who visit the houses each week. The focus of these visits is to offer a free meal, build connection, and create links to other wrap around services where needed.

Legacy also works with local government and non-government agencies to provide wrap around services for our clients. We have established working relationships with MSD, DHB, Corrections, [s 9\(2\)\(a\)](#) [REDACTED] [REDACTED] We are actively maintaining these links so we can refer our tenants for targeted support, whether mental health (acute or otherwise), drug and alcohol addiction support or learning and work opportunities. We have established regular meetings with key contacts at these other agencies. Examples include concerns communicated both ways (while respecting privacy) so our chaplaincy team can look out for a DHB patient over the weekend during their meal visit or our Tenancy Manager identifying a programme to support a tenant with alcohol addiction issues or referring a tenant phoning in desperation to acute mental health services in a timely manner.

### *Personalised plans*

If we are successful with this application, we will employ a social worker with a focus on rangatahi to increase our ability to provide personalised support. Each rangatahi would have a personalised care and wellbeing plan based on the whare tapa wha framework that identifies their aspirations, goals, issues and risks with related actions and social support contacts. This plan will have a pathway to help rangatahi overcome the many barriers to achieving sustainable, long-term accommodation over 12 months.

### *Kaupapa Māori*

Legacy is committed to honouring mana whenua and tangata whenua as the first people and the host people of Aotearoa. We are committed to pursuing reconciliation and recognise that Western worldviews often come across as the right and only way of doing things and are therefore careful to create space for tangata

whenua voices and stories. We consult with s 9(2)(a) for advice on tikanga and matauranga Māori.

Legacy outworks kaupapa Māori through embracing the whare tapa wha model for wellbeing. We currently use this framework to guide the service delivery of our employment programme. If we are successful with this application, we would adopt this approach to helping rangatahi move towards long-term accommodation. We would use this framework to help create individualised plans for rangatahi to help them deal with the holistic issues that either prevent them from achieving long-term accommodation or make accommodation unsustainable.

## 2. Capability and Capacity

Pass/Fail

### 2.1. Demonstrate your Capability to deliver TH accommodation and support services

#### *Staff*

Legacy Housing has 5 Trustees with a range of business, accounting, housing, pastoral and social services experience. John Faiz is the Chairperson of the Trust s 9(2)(a) He has 20 years working in community with disadvantaged people. Our key Trustees have been overseeing our housing operations for vulnerable individuals and whānau since 2015-16.

Legacy Housing is an autonomous Charitable Trust, but is related to Legacy Church and Legacy Centre. Partnership with these other Trusts enables us to provide support, care and services to tenants.

Legacy Housing has 13 staff. It is run by a General Manager and we have 1 Tenancy Manager, 2 Assistant Tenancy Managers, 5 administrative staff, and 5 cleaners. Our Tenancy Manager and Assistant Tenancy Manager are both full-time covering the Palmerston North locations. We have a part-time Assistant Tenancy Manager for our Levin property. s 9(2)(a)

Capacity and workflow is monitored through daily communications, weekly team meetings, quarterly planning and annual strategy and budget planning cycles.

Legacy Housing support skills and experience draws from volunteer chaplains, Legacy Church pastoral staff, Legacy Community Centre staff, and partnerships with local social services providers. In being successful in this application, we propose to invest in further youth / social worker skills.

#### *Systems*

Legacy Housing has robust systems that enable us to provide accurate and efficient management. We use a software programme called Re-Leased to manage all our properties, tenancies, maintenance quotes, and work orders. Re-Leased keeps copies of tenancy agreements, notes, notices, arrears and reminders. Our Housing Admin staff have strong systems for the collection and payment of bonds, arrears, damages, refunds, tribunal cases, and room swaps and placements.

We have a webforms on our website for making contact, email addresses, 0508Housing phone number, vans and small truck for pick-ups, drop offs, moving further etc.

#### *Working with other organisations*

As noted above, we have established working relationships with MSD, DHB, Corrections, s 9(2)(a). We are actively maintaining these links so we can refer our tenants for targeted support, whether mental health (acute or otherwise), drug and alcohol addiction support or learning and work opportunities.

#### *Governance, financial management and performance reporting*

Legacy Housing has a Board that meets monthly. Board reports are provided, reviewed and minutes recorded. Financial reporting and external audit are in accordance the Charities Commission requirements. Stable governance is shown through Trustees serving since 2015-1, 2016-1, 2018-2, and 2023-1. We record financial and operational data for management and board reporting. We have the systems and tools to do this and can add additional metrics that MSD / HUD require. Tools we use for this reporting include MS Office suite, Xero, Re-Leased and Monday.com. Legacy Housing has our accounts independently audited each year and uploads these to Charities Services so they are available for the public.

#### *Complaints and customer service*

Our first point of contact is through our staff, chaplains and cleaners in the homes each week. This creates a platform for open dialogue on issues of concern. These have typically ranged from maintenance to tenant relationships to issues of cleaning or rent arrears notices. We have a formal complaints form also which comes through to a shared inbox for the team to address and escalation to the General Manager and or Board if necessary. We complete a 6-monthly tenant survey to collect feedback on issues, improvement opportunities and what's working well.

## **2.2. Demonstrate your Capacity to deliver TH accommodation and support services**

#### *Contingency plans*

Legacy Housing has business plans, policies, position descriptions, procedures, systems, and network files to capture knowledge and ensure continuity in the event of staff turnover. Our tools enable us to work remotely and communicate with our tenants in the event of a future pandemic.

#### *Structure*

Legacy Housing has a Board of Trustees, General Manager, Tenancy Manager, Assistant Tenancy Managers, Housing Administrators, Shared Services Manager, and cleaning contractors.

#### *Social Sector Accreditation Level 3*

Legacy Centre currently holds MSD Level 3 accreditation through an OSCAR programme that it ran. The accreditation is set to be reviewed shortly.

Legacy Housing does not currently hold Level 3 accreditation, but it can gain accreditation within 3 months of accepting a TH Services Agreement.

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<i>Client Centred Services</i>	<ul style="list-style-type: none"><li>• Weekly contact / dialogue</li><li>• Clients surveyed for feedback influencing improvements</li><li>• House rules that protect tenants' right to quiet enjoyment</li><li>• Services are delivered free from discrimination, coercion, and harassment</li><li>• We facilitate 'quiet enjoyment' in line with the tenancy agreement and house rules under the RTA for all tenants</li></ul>
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<i>Community Wellbeing</i>	<ul style="list-style-type: none"><li>• Child Protection Policy and practices</li><li>• Staff training on child protection</li><li>• Risk management plans</li><li>• Police vetting of all staff</li></ul>
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<i>Staffing</i>	<ul style="list-style-type: none"><li>• HR compliance</li><li>• Policies covering staff, volunteers and contractors</li><li>• Written Employment Agreements and Job Descriptions for all staff</li><li>• Recruitment Policies and practices</li><li>• Goal setting and review processes are in place</li><li>• Police checks operate for all staff and volunteers with management review if issues identified</li><li>• Appropriate staff are hired for their role and inducted into the organisation with staff manuals, handbooks and policies</li><li>• On-going development and training budgeted for staff</li><li>• Organisation has Watermark Employment on retainer and engages them for regular advice and complex HR issues</li></ul>
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<i>Health and Safety</i>	<ul style="list-style-type: none"><li>• Health and Safety Policy</li><li>• Risk assessments are done</li><li>• Incident reporting mechanisms are in place</li><li>• Fire safety procedures are in place</li><li>• BWFs are current</li><li>• H&amp;S training and continuous improvement is part of the Shared Service Manager Job Description</li><li>• Regular H&amp;S reporting to governance</li></ul>
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<i>Governance, Management Structure and Systems</i>	<ul style="list-style-type: none"><li>• Certificate of Incorporation and Trust Deed</li><li>• Charities Services registration</li><li>• All staff know the Privacy Policy</li><li>• Information is stored securely</li></ul>
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<i>Financial management and Systems</i>	<ul style="list-style-type: none"><li>• Organisation is solvent</li><li>• Appropriate insurances in place</li></ul>
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	<ul style="list-style-type: none"> <li>Accounts are independently audited each year</li> </ul>
<i>Resolution of Complaints</i>	<ul style="list-style-type: none"> <li>Robust complaints policy</li> <li>Organisation has s 9(2)(j) on retainer and engages them for any independent investigations</li> <li>Organisation has used s 9(2)(j) for an independent investigation</li> </ul>
<i>Quality Improvement</i>	<ul style="list-style-type: none"> <li>Monthly, quarterly and annual reporting on services</li> <li>Clients surveyed for feedback influencing improvements</li> </ul>
<i>Client service and programmes</i>	<ul style="list-style-type: none"> <li>Planning will involve rangatahi</li> <li>Regular recorded reviews of services</li> </ul>

### 3. Relationship Management

Pass/Fail

#### 3.1. Describe how you will work professionally with HUD, MSD and other service providers

##### *Current relationship with MSD and HUD*

Legacy Housing currently meets regularly with Government and non-government organisations for the placement and support of tenants welfare. We have monthly meetings at a strategic and relationship level with s 9(2)(a), the Regional Housing Advisor (Central MSD). We have quarterly operational meetings with s 9(2)(a) Regional Housing Manager, for information sharing, problem solving and feedback on both Emergency Housing and our Boarding Houses. We have monthly meetings with DHB management and nurses regarding tenant welfare.

We are strengthening our connections to HUD – Sustainable Tenancies by reaching out to Emerge and Tuatahi. Through success in this Youth Transition Application, we would look to build regular reporting, accountability and feedback meetings with HUD as part of the **Relationship Agreement** to continue to improve our service.

##### *Problem solving and escalation*

Problem solving and escalation processes range from day-to-day direct phone calls and referrals through to the planning quarterly and monthly relationship and knowledge sharing meetings. The focus of these is to improve communications, collaboration and processes for tenant placement and welfare.

### 4. Location and cohort

Pass/Fail

#### 4.1. Demonstrate that you can deliver services in the right location and to the right people



### *Locations*

We will provide Rangatahi TH accommodation in Palmerston North.

### *Cohort*

This application is for Rangatahi TH. We will work with Māori young people, Pacific young people, young people leaving the care of Oranga Tamariki, and young parents aged 15 to 25 years old.

5.	Service provision to rangatahi	Pass/Fail
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#### **5.1. Demonstrate your skills and experience working with rangatahi and providing them with appropriate social and health services to achieve better outcomes**

##### *Experience delivering to rangatahi*

Legacy has significant experience working with rangatahi. Legacy Centre had a contract with MSD to deliver Koha, an employment programme that helped long-term unemployed young people into meaningful employment or further study. Koha was a hugely successful programme that placed over 80% of young people into employment. Legacy Centre also currently has a contract from Eastern and Central Community Trust to deliver their rangatahi champion programme. Legacy Centre does this through fortnightly hype nights and large events.

##### *How we intend to deliver*

We will adopt a hauora approach to helping rangatahi. We will do this through utilising the whare tapa wha framework to create individualised plans for each young person that embrace their holistic needs.

Legacy will adopt a strengths-based rather than a deficit model of helping rangatahi. Our strengths-based approach helps encourage possibility, innovation, and creativity.

##### *Processes we have in place*

We have recently completed a SCOPE review of our organisation where we had an external organisation evaluate the way we deliver youth services against best practices. We are currently in the processes of reviewing this feedback so that we can continuously improve our services to rangatahi.

We will involve rangatahi in the design and evaluation of our Rangatahi TH service.

##### *Staff skills and experience*

Our Chairperson has s 9(2) (a) and experience managing a youth organisation. Our staff have shared experience of 14 years working with young people.

If we are successful in this application then we will employ an experienced youth worker to help deliver the programme.

### *Understanding of rangatahi needs*

<i>Education and Skill Development</i>	Rangatahi often have a primary need for education and skill development to prepare for future careers. This includes access to schools, vocational training, and educational resources. Other household members may have different educational needs or prioritise them differently, such as adults seeking continuing education or skill enhancement.
<i>Employment Opportunities</i>	Rangatahi often require opportunities for part-time jobs, internships, or entry-level employment to gain experience and financial independence.
<i>Healthcare and Wellness</i>	While rangatahi generally enjoy good health, they still need access to healthcare services, including preventive care, mental health support, and sexual health education.
<i>Social and Peer Relationships</i>	Rangatahi often have a strong need for social interaction and the development of peer relationships, which can influence their mental and emotional well-being. Other household members may prioritise different aspects of social life, such as family relationships or community involvement.
<i>Financial Independence and Budgeting</i>	Rangatahi may require guidance on financial literacy, budgeting, and managing their finances independently. Other household members may have more established financial goals and responsibilities.
<i>Housing and Living Arrangements</i>	Rangatahi may have unique housing needs, such as affordable housing options, shared living arrangements with roommates, or dormitory-style accommodations.
<i>Recreation and Leisure Activities</i>	Rangatahi often seek recreational and leisure activities, such as sports, hobbies, and entertainment, as an essential part of their personal growth and well-being. Other household members may have different recreational preferences or prioritise family-oriented activities.
<i>Technology and Digital Literacy</i>	Rangatahi may have a higher dependence on technology and a need for digital literacy skills, given the prevalence of digital tools and communication methods in their lives.

### *Compliance with the Children's Act 2014*

Legacy police vets all our volunteers that work with young people and has a robust Child Protection Policy that has been developed by a group of experts in this field.

### *How we will work within the 26-52 weeks*

Legacy will adopt the following 5-stage approach to helping rangatahi achieve sustainable, long-term accommodation.

Step 1 – Build relationship and identify barriers

Step 2 – Create individual plans

Step 3 – Connect to Legacy and other services

Step 4 – Work on plans through weekly one-on-ones

Step 5 – Provide support in accommodation

### *Transition to Sustainable Housing*

As part of supporting rangitahi to sustainable long term housing, we will tailor plans and solutions for the needs of those we are assisting. Some may need help with finance, others emotional intelligence, or others with confidence and presentation for example. These solutions will include training, education, facilitation and co-ordination with other agencies and partners. This will include:

- Accessing Ready to Rent programmes and principles
- Developing a rental profile (CV), rental history and references
- Accessing services for budgeting, employability, counselling, mental health agencies etc (linking in with services from s 9(2)(a) )
- Booking appointments with MSD for accessing Kainga Ora state housing and related ranking waitlists
- Supporting rangitahi for interviews with agencies and landlords
- Undertaking regular accommodation searches through avenues such as Trademe and Housing Advice Centre
- Supporting with appointments for PNCC flats / waiting lists
- Building links and relationships with private landlords supportive of assisting rangitahi
- Accessing Legacy Housing boarding houses where suitable
- Offering follow-up support post placement

**6.1 Tell us about the accommodation model you are proposing to use for TH Rangatahi**

We are proposing to rent as s 9(2)(a) run this as a supported boarding house. We will either identify a location to rent or re-assign one of our existing boarding houses. This boarding house will be used exclusively for rangatahi TH.

We intend to have a live-in night supervisor to manage the house rules, problem solve and ensure peace and safety of rangatahi. The rent per tenant would cover electricity, internet, cleaning of the common areas and household supplies such as toilet paper, soap, and dishwashing liquid.

We intend to have weekly visits with a Youth Worker where a Youth Worker will build relationship and identify barriers, create individual plans, connect rangatahi to Legacy and other services, and work on individual plans.

## **SECTION 4: Proposed Contract**

Having read and understood the Proposed Contract, in the RFP Section 4, I confirm that these terms and conditions are acceptable. If successful, I agree to sign a Contract based on the Proposed Contract, or such amended terms and conditions of Contract as are agreed with the Buyer following negotiations.

## SECTION 5: Referees

Please supply the details of three referees for your organisation. Include a brief description of the goods or services that your organisation provided, and when - from the beginning date to the end date.

First referee	
Name of referee:	s 9(2)(a)
Name of organisation:	Te Pae Hauora o Ruahine o Tararua - Midecentral Health
Goods/services provided:	Tenancy and welfare support for Maori Health Directorate patients
Date of provision:	2023
Address:	s 9(2)(a)
Phone:	s 9(2)(a)
Email:	s 9(2)(a)
Relationship	Wrap around tenant support

Second referee	
Name of referee:	s 9(2)(a)
Name of organisation:	Rangitane
Goods/services provided:	Housing for whanau
Date of provision:	2017-2023
Address:	s 9(2)(a)
Phone:	s 9(2)(a)
Email:	s 9(2)(a)
Relationship	Iwi contact

Third referee	
Name of referee:	s 9(2)(a)
Name of organisation:	Highbury Whanau Centre
Goods/services provided:	Support for whanau and rangatahi
Date of provision:	2023
Address:	s 9(2)(a)

Third referee	
Phone:	s 9(2)(a)
Email:	s 9(2)(a)
Relationship	s 9(2)(a)

Please contact me before you approach a referee for a reference	Not required
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## SECTION 6: Our declaration

Provider's declaration		
Topic	Declaration	Provider's declaration
RFP-Terms:	I/we have read and fully understand this RFP, including the RFP-Terms, as amended by Section 1.6 of the RFP (if applicable). I/we confirm that the Provider agrees to be bound by them.	agree
Collection of further information:	<p>The Provider authorises the Buyer to:</p> <ul style="list-style-type: none"> <li>collect any information about the Provider, except commercially sensitive pricing information, from any relevant third party, including a referee, or previous or existing client</li> <li>use such information in the evaluation of this Proposal. The Provider agrees that all such information will be confidential to the Buyer.</li> </ul>	agree
Requirements:	I/we have read and fully understand the nature and extent of the Buyer's Requirements as described in Section 2. I/we confirm that the Provider has the necessary capacity and capability to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.	agree
Ethics:	<p>By submitting this Proposal the Provider warrants that it:</p> <ul style="list-style-type: none"> <li>has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor</li> <li>has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFP</li> <li>has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.</li> </ul>	agree
Offer Validity Period:	I/we confirm that this Proposal, including the price, remains open for acceptance for the Offer Validity Period stated in Section 1, paragraph 1.6 of the RFP.	agree



### Provider's declaration

Conflict of Interest declaration:	The Provider warrants that it has no actual, potential or perceived Conflict of Interest in submitting this Proposal, or entering into a Contract to deliver the Requirements.  Where a Conflict of Interest arises during the RFP process the Provider will report it immediately to the Buyer's Point of Contact.	agree
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Details of conflict of interest:	Not applicable
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### DECLARATION BY THE PROVIDER

I/we declare that in submitting the Proposal and this declaration:

- the information provided is true, accurate and complete and not misleading in any material respect
- the Proposal does not contain any material that will infringe a third party's intellectual property rights
- I/we have secured all appropriate authorisations to submit this Proposal, to make the statements and to provide the information in the Proposal and I/we am/are not aware of any impediments to enter into a Contract to deliver the Requirements.

I/we understand that the falsification of information, supplying misleading information or the suppression of material information in this declaration and the Proposal may result in the Proposal being eliminated from further participation in the RFP process and may be grounds for termination of any Contract awarded as a result of the RFP.

By signing this declaration the signatory below represents, warrants and agrees that they have been authorised by the Provider to make this declaration on its/their behalf.

Signature:

Full name:	Steve Clark
Title/position:	General Manager
Name of organisation:	Legacy Housing
Date:	9 October 2023