



26 JUN 2017

Dear

On 3 April 2017 you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *A copy of the current Housing Supplier List available to Work and Income case managers in Auckland for emergency accommodation, including provider name, address, accommodation type, and contact phone number.*

Please find enclosed a copy of the list from the 'Auckland Emergency Housing Centralised Register' as at 7 April 2017. The Auckland emergency housing centralised register (the centralised register) is a tool that allows staff to search for vacant placements in Auckland with contracted emergency housing providers (denoted EHP in the document), that clients can be referred to. It also lists vacancies with alternative commercial accommodation (denoted paid opportunity in the document) that clients can be advised about, available to address a client's emergency housing need if they so choose.

The centralised register database is updated when the emergency housing providers advise of a vacancy and/or when a new provider is contracted and confirmed. Updates are completed manually by a Housing Liaison Officer. On a daily basis the Housing Liaison Officer is in regular contact with the contracted emergency housing providers to identify available vacancies and services for vulnerable clients. This information is then used to update the Emergency Housing centralised register.

All staff in Auckland service centres can identify available accommodation using the centralised register when assisting a client. This streamlines the process for referring a client to appropriate contracted emergency housing providers, or to advise clients of available alternative paid accommodation, as Ministry staff do not have to spend time ringing around multiple providers to identify if any appropriate vacancies are available. This helps vulnerable clients and their families access emergency housing promptly.

There are a range of emergency vacancies and services available that cater to the needs of different types of households. For example, there are providers who are more suited to families with young children whilst other providers are suitable for women and children. The Ministry's Case Managers are able to search for vacancies and can narrow their searches according to client requirements, for instance:

- Who the vacancy or accommodation is most suitable for
- What wrap around support/service is provided
- Vacancy type
- Area of Auckland
- Nearest Work and Income service centre.

Boarding houses are not contracted emergency housing providers and the Ministry does not have a preference for them over any other accommodation provider. The policy in Auckland is that no direct referrals to boarding houses are made. Decisions about where a client will stay are generally driven by availability and ultimately it is the client's decision. The Ministry is not responsible for vetting the commercial accommodation.

Staff can also use the information in the register to confirm a property's details if clients have self-referred and later approached the Ministry for rental assistance.

Please note that where there is a P.O Box number only, this is at the request of Refuges for safety and privacy purposes. Some of the accommodation providers' staff names and mobile numbers are withheld under section 9(2)(a) of the Act to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Scott Gallacher', written in a cursive style.

Scott Gallacher
Deputy Chief Executive, Housing

Provider Name	Registered Name	Vacancy Type	Vacancy Address	Further Address Details	Contact Detail	EHP or Paid Opportunity?
Connect Supporting Recovery Inc	Connect Supporting Recovery Inc	Support/Recovery	43b Apollo Drive, Mairangi Bay, Auckland 0632	PO Box 102143, North Shore Mail Centre 0745 Tel: 09 4433700 Fax: 09 4412400 Email: reception@connect.org.nz Website: www.connect.org.nz	(09) 443 3700	EHP
De Paul House	De Paul House	Transitional housing	92-95 Ormwa Road, Northcote Northcote, Auckland 0627 Charity Commission No. CC49019 lan@dePaulhouse.org.nz	92 Ormwa Road Northcote, Auckland 0627 Charity Commission No. CC49019 lan@dePaulhouse.org.nz	(09) 480 5959	EHP
Emerge Adherence	Emerge Adherence	House	Various - See more information about the Provider	Assessments if further notice concluded by: S 9(2)(a) District Manager South S 9(2)(a)	S 9(2)(a) District Manager South S 9(2)(a)	EHP
James Lister Health	James Lister Hotel Trust	Hostel	135 Howe Street, Freemans Bay Auckland 1011	The Listerwise Hub 453 Karangahape Road (Upstairs above Merge Cafe) Auckland Central Ph: (09) 379 8932	OR (09) 3763865	EHP

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Laidlaw | Aotearoa Community and Social Services Trust

LIA Trust

Transitional housing

12-16 High Street, Clarendon, Auckland

12-15 High Street, Clarendon, Auckland, (09) 270 0360

(09) 270 0360

EHP

Monte Cecilia

Monte Cecilia Housing Trust

Transitional housing

30 Windward Drive, Mangere, Mangere 2022

Mangere
30 Windward Drive, Mangere
Mangere 2022
Tel: 0927556651
housing@montececilia.org.nz

(09) 275-5661

EHP

Te Manawatu Trust
Emergency Housing and Budget Service

Te Manawatu Trust

Transitional housing

67 Savelley Avenue, Mt Roskill
Auckland 1440

67 Savelley Avenue, Mt Roskill
Auckland 1440
Manager: Tel (09) 624 3606
Mobile: 021 280 4000

(09) 624 3606

EHP

Te Roopu
O Te Whanau Rangimarie o Tangi Makaurau

Te Roopu O Te Whanau Rangimarie o
Tangi Makaurau

Transitional housing

P.O. Box 43264, Mangere
Auckland 2153

Women's Refuge Coordinator: (09) 3901283
Families EH Coordinator: (09) 3901284
(09) 275 1230

Women's Refuge Coordinator: (09) 3901283
Families EH Coordinator: (09) 3901284
(09) 275 1230

EHP

Te Whare Marama Women's Refuge	Te Whare Marama	Transitional housing	PO Box 43092, Mangere Auckland 2153	PO Box 43092, Mangere Auckland 2153 Email: contact@tewharemararama.org.nz	021 02479465 / Office: (09) 275 7922	EHP
VisionWest Community Trust	VisionWest Community Trust	Transitional housing	95 Glendale Road, Glen Eden Auckland 0602	Contact: Edgar Russell, Property and Tenancy Services Coordinator on 027 4771 591 edgar@visionwest.org.nz http://www.visionwest.org.nz Rt. (09) 5745530 Manager: Daniela Beagin daniela.beagin@xtra.org.nz http://www.visionwest.org.nz	(09) 818 0706	EHP
Island Child Charitable Trust NZ	Island Child Charitable Trust NZ	Transitional housing	369 Pt. England Road Glen Eden Auckland 1012	Emergency housing@whanaursourcecentre.co.nz Main Contact - Valerie Mave - Whare Pihlani Coordinator emergencyhousing@whanaursourcecentre.co.nz Secondary Contact - Waihi Tapaia - Centre Manager centralmanager@whanaursourcecentre.co.nz Phone no. 09 8325961 Mobile no. 021 265 4208 Fax no. 09 832 5231 Email address: cch@xtra.co.nz Website: www.careanu.org.nz Contact 1: Graham Davis Contact 2: Graeme Stewart	(09) 298 5285	EHP
Whanau Resource Centre O Pukekohe Charitable Trust	Whanau Resource Centre O Pukekohe Charitable Trust	Transitional housing	17 Mckenzie Road, Pukekohe Auckland 2120	Emergency housing@whanaursourcecentre.co.nz Main Contact - Valerie Mave - Whare Pihlani Coordinator emergencyhousing@whanaursourcecentre.co.nz Secondary Contact - Waihi Tapaia - Centre Manager centralmanager@whanaursourcecentre.co.nz Phone no. 09 8325961 Mobile no. 021 265 4208 Fax no. 09 832 5231 Email address: cch@xtra.co.nz Website: www.careanu.org.nz Contact 1: Graham Davis Contact 2: Graeme Stewart	(09) 298 5285	EHP
Care Ranui Emergency Housing	Ranui Baptist Community Care	Emergency Housing	8 Basra Drive, Henderson	Emergency housing@whanaursourcecentre.co.nz Main Contact - Valerie Mave - Whare Pihlani Coordinator emergencyhousing@whanaursourcecentre.co.nz Secondary Contact - Waihi Tapaia - Centre Manager centralmanager@whanaursourcecentre.co.nz Phone no. 09 8325961 Mobile no. 021 265 4208 Fax no. 09 832 5231 Email address: cch@xtra.co.nz Website: www.careanu.org.nz Contact 1: Graham Davis Contact 2: Graeme Stewart	(09) 832 5961	EHP
540 on Great South Road	Oreosona Models Limited	Model	540 Great South Road, Oshuhu	540 Great South Road, Oshuhu 0800 540 111 stay@540.co.nz www.540.co.nz	0800 540 111	Paid Opp
Airport Garden Inn	Airport Garden Inn	Hotel	12 Tidal Road, Mangere	12 Tidal Road, Mangere, Auckland 2022 Mob: [S 9(2)(a)] 15 Mckenzie Road, Mangere Auckland travel@xtra.co.nz 0800 800 799, Fax: 27508888 325 Wairau Road, Glenfield, Auckland 0800-252-934 43 Arzac Street, Takapuna North Shore City, Auckland www.arzac-courts@xtra.co.nz email: arzac-courts@xtra.co.nz Auckland 144 Mckenzie Road, Mangere, Manukau, Auckland 0800 991 885 Tel: (09) 254 4488 Fax: (09) 256 0442 210 Kirkoride Road, Mangere Auckland 0800-886-061	(09) 275 0194 (09) 275 9039 (09) 444 9703 (09) 489 4315 (09) 254 4488 (09) 275 1129	Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp
Airport Travel Air Model Inn	Airport Travel Air	Model	15 Mckenzie Road, Mangere	15 Mckenzie Road, Mangere, Auckland 2022 Mob: [S 9(2)(a)] 15 Mckenzie Road, Mangere Auckland travel@xtra.co.nz 0800 800 799, Fax: 27508888 325 Wairau Road, Glenfield, Auckland 0800-252-934 43 Arzac Street, Takapuna North Shore City, Auckland www.arzac-courts@xtra.co.nz email: arzac-courts@xtra.co.nz Auckland 144 Mckenzie Road, Mangere, Manukau, Auckland 0800 991 885 Tel: (09) 254 4488 Fax: (09) 256 0442 210 Kirkoride Road, Mangere Auckland 0800-886-061	(09) 275 0194 (09) 275 9039 (09) 444 9703 (09) 489 4315 (09) 254 4488 (09) 275 1129	Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp
Aladdin Motel	Aladdin Motel	Model	325 Wairau Road, Glenfield	15 Mckenzie Road, Mangere, Auckland 2022 Mob: [S 9(2)(a)] 15 Mckenzie Road, Mangere Auckland travel@xtra.co.nz 0800 800 799, Fax: 27508888 325 Wairau Road, Glenfield, Auckland 0800-252-934 43 Arzac Street, Takapuna North Shore City, Auckland www.arzac-courts@xtra.co.nz email: arzac-courts@xtra.co.nz Auckland 144 Mckenzie Road, Mangere, Manukau, Auckland 0800 991 885 Tel: (09) 254 4488 Fax: (09) 256 0442 210 Kirkoride Road, Mangere Auckland 0800-886-061	(09) 275 0194 (09) 275 9039 (09) 444 9703 (09) 489 4315 (09) 254 4488 (09) 275 1129	Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp
Arzac Court Motel	Arzac Court Motel	Model	43 Arzac Street, Takapuna	15 Mckenzie Road, Mangere, Auckland 2022 Mob: [S 9(2)(a)] 15 Mckenzie Road, Mangere Auckland travel@xtra.co.nz 0800 800 799, Fax: 27508888 325 Wairau Road, Glenfield, Auckland 0800-252-934 43 Arzac Street, Takapuna North Shore City, Auckland www.arzac-courts@xtra.co.nz email: arzac-courts@xtra.co.nz Auckland 144 Mckenzie Road, Mangere, Manukau, Auckland 0800 991 885 Tel: (09) 254 4488 Fax: (09) 256 0442 210 Kirkoride Road, Mangere Auckland 0800-886-061	(09) 275 0194 (09) 275 9039 (09) 444 9703 (09) 489 4315 (09) 254 4488 (09) 275 1129	Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp
Auckland Airport Kiwi Motel	Auckland Airport Kiwi Motel	Model	144 Mckenzie Road, Mangere Auckland	15 Mckenzie Road, Mangere, Auckland 2022 Mob: [S 9(2)(a)] 15 Mckenzie Road, Mangere Auckland travel@xtra.co.nz 0800 800 799, Fax: 27508888 325 Wairau Road, Glenfield, Auckland 0800-252-934 43 Arzac Street, Takapuna North Shore City, Auckland www.arzac-courts@xtra.co.nz email: arzac-courts@xtra.co.nz Auckland 144 Mckenzie Road, Mangere, Manukau, Auckland 0800 991 885 Tel: (09) 254 4488 Fax: (09) 256 0442 210 Kirkoride Road, Mangere Auckland 0800-886-061	(09) 275 0194 (09) 275 9039 (09) 444 9703 (09) 489 4315 (09) 254 4488 (09) 275 1129	Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp
Auckland Airport Pacific Inn	Auckland Airport Pacific Inn	Model	210 Kirkoride Road, Mangere	15 Mckenzie Road, Mangere, Auckland 2022 Mob: [S 9(2)(a)] 15 Mckenzie Road, Mangere Auckland travel@xtra.co.nz 0800 800 799, Fax: 27508888 325 Wairau Road, Glenfield, Auckland 0800-252-934 43 Arzac Street, Takapuna North Shore City, Auckland www.arzac-courts@xtra.co.nz email: arzac-courts@xtra.co.nz Auckland 144 Mckenzie Road, Mangere, Manukau, Auckland 0800 991 885 Tel: (09) 254 4488 Fax: (09) 256 0442 210 Kirkoride Road, Mangere Auckland 0800-886-061	(09) 275 0194 (09) 275 9039 (09) 444 9703 (09) 489 4315 (09) 254 4488 (09) 275 1129	Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp

Avondale Motor Inn	Avondale Motor Inn	Hotel	85 Ash St, Avondale	CONTACT: 85 Ash Street, Avondale, Auckland Tel: (09) 828 7553 (Res only) 0800-828-7553 Fax: (09) 828 2580 Email: manager@avondalemotorinn.co.nz	(09) 828 7553	Paid Opp
Bond Street Lodge Limited	Bond Street Lodge Limited	Lodge	77 Bond Street, Kingsland	77 Bond St, Kingsland Auckland, New Zealand Tel: (09) 846 4560 Fax: (09) 846 4560 www.bondstlodge.co.nz	(09) 846 4565	Paid Opp
Cascades Motor Lodge	Cascades Motor Lodge	Hotel	244 Pakuranga Road, Pakuranga	244 Pakuranga Road, Pakuranga, Auckland Tel: (09) 576-4054, Fax: (09) 576-0980 0900-500-533 email: cascades1990@xtra.co.nz www.cascadesmotorlodge.co.nz	(09) 576 4054	Paid Opp
City of Sails Motel	City of Sails Motel	Motel	219 Shakespear Road, Mt Albert	219 Shakespear Road, Mt Albert, North Shore Auckland Tel: (09) 858 4887 8170 Fax: (09) 408 9175 Res: 0800 782 943 Email: cityofsails@xtra.co.nz	0800 782 943	Paid Opp
CT Motor Inn	CT Motor Inn	Motel	102 Clonburn Road, Remuera	102 Clonburn Road, Remuera Auckland 1005 Tel: (09) 520 0851 Email: sales@ctmotorinn.co.nz	(09) 520 0851	Paid Opp
Epsom Motel	Epsom Motel	Motel	232 Green Lane West, Epsom	232 Green Lane, Epsom Auckland 1051 155 Botany Road, Howick, Auckland Tel: (09) 535 2447, Fax: (09) 535 2448, Res: 0800 927 272 Email: gollandsmodel@xtra.co.nz www.gollandsmodel.co.nz	(09) 530 5641	Paid Opp
Gollands Motel	A&J Trading Investment Ltd	Motel	136 Seely Road, Howick	112 East Tamaki Rd, Papatoetoe, Auckland Tel: (09) 277 7730, Fax: (09) 277 7732, Email: info@accessknightsbridge.co.nz www.accessknightsbridge.co.nz	(09) 535 2447	Paid Opp
Knightsbridge Motor Lodge	Knightsbridge Motor Lodge	Lodge	112 East Tamaki Road, Papatoetoe	58 Lincoln Road, Henderson Auckland, Tel: (09) 8350325, Fax: (09) 370941 lincolnmotorlodge@xtra.co.nz	(09) 277 7730	Paid Opp
Laniana Lodge	Laniana Lodge (Pvt) Limited	Hotel	60 St Georges Bay Road, Parnell	58 Lincoln Road, Henderson Auckland, Tel: (09) 8350325, Fax: (09) 370941 lincolnmotorlodge@xtra.co.nz	(09) 373 4545	Paid Opp
Lincoln Court Motel	2 & M Service (NZ) Limited	Motel	58 Lincoln Road, Henderson Auckland	2 Farmhouse Lane, St Johns 21 Redoubt Road, Manukau 133 Mangere Road, Otahuhu 24 Bengard Road, Mission Bay, Auckland 47 Balmoral Road, Mt Eden Auckland 24 Glencoe Road, Browns Bay, Auckland 412 Hibiscus Coast Hwy, 0331, Orewa, Auckland	(09) 536 0335	Paid Opp
Malden Lodge Ltd	Farmhouse Lodge Ltd	Lodge	2 Farmhouse Lane, St Johns	100 Pakuranga Rd, Pakuranga, Auckland, P.O.Box 51156, Pakuranga, Auckland Tel: (09) 576 3353 Fax: (09) 576 4885 stay@pakuranga.co.nz General Manager: Francesca & Tony Chiel	(09) 576 0528 (09) 263 6121 0800 276 382 (09) 521 1920 (09) 538 7167 0800 002 486 (09) 426 6335	Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp Paid Opp
Manukau Heights Motor Lodge	Manukau Heights Motor Lodge	Lodge	21 Redoubt Road, Manukau	222 Green Lane West, Epsom	(09) 576 4885	Paid Opp
Middlemore Motel	Middlemore Motel	Motel	133 Mangere Road, Otahuhu	222 Green Lane West, Epsom Auckland book@parklane-hotel.co.nz	(09) 530 2602	Paid Opp
Mission Bay Boarding House	Shannon Ltd	Boarding House	24 Bengard Road, Mission Bay, Auckland	12 Paerata Road, Pukekohe	(09) 238 9211	Paid Opp
Mount Eden Motel	Mt Eden Motel	Motel	47 Balmoral Road, Mt Eden	12 Lakewood Court, Manukau	(09) 263 8738	Paid Opp
Olive Tree Motel Ltd	Olive Tree Motel Ltd	Motel	24 Glencoe Road, Browns Bay, Auckland	16 Minto Road, Remuera	(09) 524 5125	Paid Opp
Pilgrims Travellers Lodge	PTL Orewa Limited	Lodge	412 Hibiscus Coast Hwy, 0331 Orewa Auckland, NZ	100 Rockfield Road, Penrose Auckland	(09) 576 4885	Paid Opp
Pakuranga Motor Lodge	Y H Motel Ltd	Lodge	100 Pakuranga Road, Pakuranga	385 Great South Road, Greenlane, Auckland	(09) 576 4885	Paid Opp
Parklane Motor Lodge	Bevush Limited - Avarani Holdings	Lodge	222 Green Lane West, Epsom	41a Leslie Avenue, Sandringham, Auckland	(09) 576 4885	Paid Opp
Pukekohe Motel	J K & SK Moom Ltd	Motel	12 Paerata Rd, Pukekohe	153 Mt Wellington Hwy, Mt Wellington, Auckland	(09) 576 4885	Paid Opp
Rayland Motel	Rayland Motels Limited	Motel	12 Lakewood Court, Manukau		(09) 576 4885	Paid Opp
Remuera Motor Lodge & Inner City Camping Ground	Levee Sixty One Limited	Motor camp/Camp ground	16 Minto Road, Remuera		(09) 576 4885	Paid Opp
Rockfield Motel-Jason Enterprise Ltd	Rockfield Motel-Jason Enterprise Ltd	Motel	100 Rockfield Road, Penrose		(09) 576 4885	Paid Opp
S&I Motels Ltd	S&I Motels Ltd	Motel	385 Great South Road, Greenlane		(09) 576 4885	Paid Opp
Sandringham Lodge	Sandringham Lodge	Lodge	41a Leslie Avenue, Sandringham		(09) 576 4885	Paid Opp
Sylvia Park Motel	Sylvia Park Motel	Motel	153 Mt Wellington Highway, Mt Wellington		(09) 576 4885	Paid Opp

S 9(2)(a)

S 9(2)(a)

Takamini Park Motor Lodge
Waikuku Motel

Lee and Lee Limited
Newey Investments

Lodge
Motel

144 Great South Road, Takamini
100 Queen Street, Waikuku

144 Great South Road, Takamini, Auckland
100 Queen St, Waikuku

(09) 288 7304
(09) 235 9237

Paid Opp
Paid Opp

Walton Park Motor Lodge

Common Ground Enterprises Ltd

Lodge

2 Walton Avenue, Warkworth

2 Walton Avenue, Warkworth

(09) 425 8149

Paid Opp

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