



13 February 2026

Tēnā koe

### **Official Information Act request**

Thank you for your email of 15 January 2026, requesting information about emergency housing.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. Please provide the current list for emergency housing opted in providers in chch*

Minimum standards for emergency housing suppliers were developed in 2023, with the aim of ensuring all whānau have access to safe and suitable accommodation. Under the changes, the Ministry introduced a supplier standards framework which sets out our expectations that people staying in EH get the same level of service and are treated with the same care and respect as any other paying guest.

Emergency housing suppliers can choose to opt into the standards. A supplier's opt-in status is recorded as part of their registration process as a Ministry supplier. There are 26 suppliers in the Canterbury Territorial Local Authority (TLA) who have opted into the standards.

Please refer to **Table One** in the attached **Appendix** for a list of currently opted-in Emergency Housing suppliers in the Canterbury TLA.

- 2. Please provide the policy for when a provider not on the list may be considered.*

The emergency housing supplier standards set out expectations emergency housing suppliers need to meet to provide safe and suitable accommodation, and fair service. The emergency housing supplier will be assigned the opted-in status, when they make a request to opt-in to the standards, and the Ministry has determined they meet the standards. The Ministry can only grant an Emergency Housing Grant to a **not** opted-in supplier when one of the following reasons apply:

- there are no opted-in suppliers available that are adequate for the needs of the client, their partner and dependent children (if any) or
- the not opted-in supplier is the most appropriate option or

- there are exceptional circumstances. Exceptional circumstances should only be considered when the other two reasons do not apply.

The full policy can be found here: [Emergency housing supplier standards - Map](#)

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

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Anna Graham  
**General Manager**  
**Ministerial and Executive Services**

## Appendix One

**Table one: List of currently opted-in suppliers for Emergency Housing within the Canterbury TLA.**

<b>Supplier Name</b>
311 Motel Riccarton
AAA Northlands Motel
Abbella Lodge Motel
Academy Lodge Motel
Addington Court Motel *ACCOMMODATION*
Arthurs Court Motor Lodge
Athena Motel & Apartments
Avon City Motel
Blenheim Road Motor Lodge
Bush Inn Court Motel
Central Park Motel Lodge
Christchurch Classic Motel & Apartments
Coachman Motel
Courtesy Court Motel
Cranford Cottages and Motel
Daffodil Motel *EMERGENCY HOUSING*
Econolodge Canterbury Court Motel
Garden City Motel
Ilam Motel
Kauri Motel
MCM Hotel
Papanui Court Motel
Pegasus Gateway Motels & Apartments
Rangiora Lodge Motel
Samhil Motor Lodge
Sandridge Hotel