

**Before Independent Hearings Commissioners
Rotorua Lakes Council**

**In the matter of 7 applications for resource consent for
contracted emergency housing by Te Tūāpapa
Kura Kāinga Ministry of Housing and Urban
Development**

**Statement of reply evidence by Will
Barris**

29 November 2022



Counsel

Nick Whittington
Hawkestone Chambers
PO Box 12091, Thorndon,
Wellington 6144
+64 21 861 814
nick.whittington@hawkestone.co.nz

Statement of evidence by Will Barris

1 Introduction

1.1 This statement provides additional information to my earlier evidence dated 22 October 2024. It responds to questions asked of me by the Commissioner during the hearing and responds to some themes raised by other submitters.

1.2 It covers:

- (a) Further information on community engagement;
- (b) Information regarding the perception of a 4% social housing target;
- (c) Incident reporting data since the previous resource consent compliance reports;
- (d) Contracted Emergency Housing (**CEH**) entry and exit data since January 2023;
- (e) CEH exit reasons and destinations;
- (f) Information on the length of stay in CEH.

1.3 My additional evidence is factual in nature.

2 Community Engagement

2.1 We heard from some submitters that they felt HUD's engagement with them was inadequate or that they had not been consulted with at all.

2.2 Tanya Robinson, General Manager at the Living Māori Village Whakarewarewa, noted they had not been approached by HUD regarding CEH. HUD has engaged with James Warbrick, Environmental Manager at the Living Māori Village, Watu Mihinui and Manuariki Tini. It was never suggested that HUD also needed to meet with Tanya Robinson, Mr Warbrick's General Manager.

2.3 As referenced in Lyall Wilson's Statement of Evidence dated 22 October 2024, HUD has endeavoured to engage meaningfully with those parties it understood to have interest in CEH in relation to both the operation of CEH and when seeking resource consent for a further year.

3 4% Social Housing Target

- 3.1 At the hearing a submitter, Carlyne Hall, made a number of comments which I interpreted as suggesting that Government had a target of 4% social housing for Rotorua.
- 3.2 As I interpreted her statement, I believe the 4% target referred to relates to an article¹ from March 2024 where Kāinga Ora states that ‘a lower proportion (about 2.5 per cent) of Rotorua’s housing was publicly owned compared to the national average of 4 per cent.’
- 3.3 There is no percentage or numerical target for social housing in Rotorua. What this shows, however, is the impact that a lack of social housing in Rotorua, compared to the rest of the country, has had, and the imperative for an increase in the amount of social housing available in Rotorua. Given the issues of housing affordability as referenced in my statement of evidence. Rotorua remains a priority location for the delivery of additional social, affordable and market housing.

4 Incident data

- 4.1 The Commissioner asked for updated information on the level of incidents at CEH motels as information received only covered until June 2024. At the hearing, Te Hau Ki Te Kāinga (THKTK) outlined how they operate and advised they have a comprehensive record keeping process. THKTK advised that often a large portion of incidents are a result of a small number of whānau and there are a broad range of different incident types.
- 4.2 There are different categories of incidents. Some incidents are minor like carparking issues and others are higher risk like physical abuse (Appendix A refers). Not all incidents cause disruption to neighbours or the wider community. Incident levels also vary depending on occupancy levels.
- 4.3 The summary of incidents provided relates to the period 17 June 2024 to 31 October 2024. For convenience, these have been compared to the incident report or the period 17 December 2023 to 16 June 2024 (Appendix B refers).

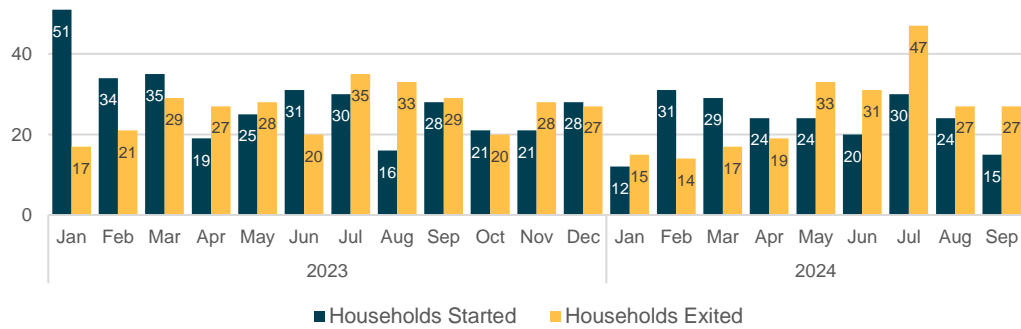
¹ Sourced from: <https://www.nzherald.co.nz/rotorua-daily-post/news/kainga-ora-activities-dont-impact-house-prices-rotorua-council-told/CHLSGOZPEBG3BAMGYWFCDDA3BE/>

5 Whānau entering and exiting CEH

5.1 Since established, CEH has had a large number of whānau enter and exit the service with fluctuations month on month.

5.2 Figure 1 below shows the number of whānau entering and exiting CEH since 1 January 2023.

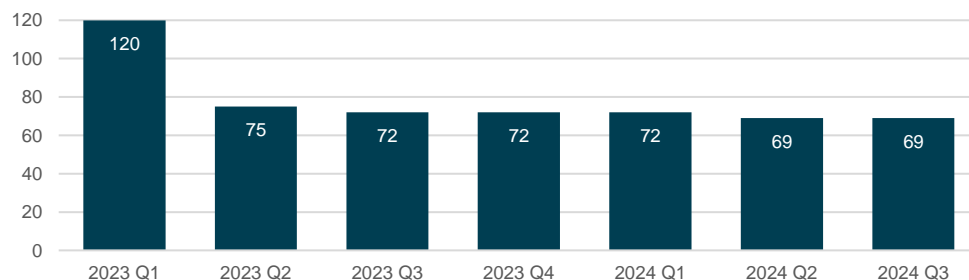
Figure 1. Whānau entries and exits from CEH since 1 Jan 2023



5.3 Exits have exceeded entries in a number of months throughout the operation of CEH. However, the trend is that in 2024 exits have been increasing and since May 2024 have always exceeded entries on a monthly basis.

5.4 Figure 2 below shows that on a quarterly basis, entries into CEH have decreased and stayed flat since Q2 2023. At the same time, exits have exceeded entries in the past two quarters (from Q2 2024).

Figure 2. Whānau entries into CEH since 1 Jan 2023

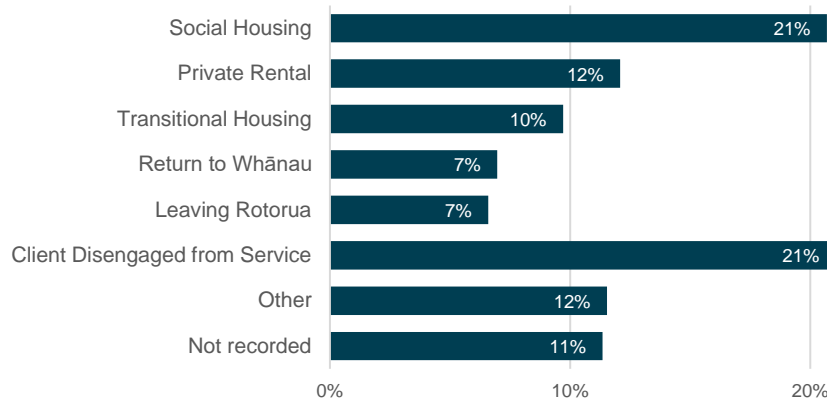


6 Exit reasons and destinations

6.1 There are a number of reasons whānau exit CEH. Many whānau successfully move into longer term housing or reconnect with whānau. Others decide they no longer want support and disengage or are exited from the service because of continued non-compliance with the service. The service providers gave evidence about their “three strike” approach at the hearing.

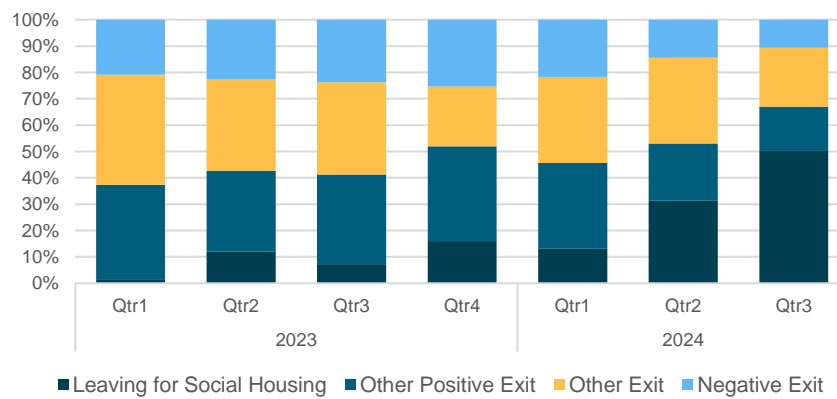
6.2 Figure 3 below shows that since 1 January 2023, 546 whānau have exited CEH with over 20% of these placed into social housing and a further 30% of whānau have moved into Transitional Housing or a private rental or have returned to live with other whānau.

Figure 3. Whānau exit reasons and destinations since 1 Jan 2023



6.3 The proportion of whānau going into Social Housing has increased over the past six months as the speed of supply has increased and with the implementation of the Priority One pathway, as shown in Figure 4 below. This has resulted in a significantly increased proportion of exits into social housing in 2024. Negative exits², which have been decreasing, are almost half in Quarter 3 2024 than what they were in Quarter 1 2023.

Figure 4. Proportion of Whānau exits since January 2023



² Refers to exits involving; abandonment of room, home detention/bail conditions, imprisonment/justice, leaving due to non-compliance and not willing to engage with service providers

7 Median length of stay in CEH

7.1 In response to the request for a breakdown of the typical length of stay in CEH, HUD has analysed monthly reports to identify information on client length of stay. There are two different indicators to reflect length of stay:

(a) The first is the duration of stay in CEH for those households remaining in CEH; and

(b) The second is the duration of stay for households at time of exit.

7.2 Figure 5 below shows the median duration of stay, across both indicators by quarter, since January 2023.

Figure 5. Whānau median duration of stay in CEH at the end of each quarter and whānau who leave CEH each quarter

Quarter Ending	Median duration of stay (in weeks) for households still in service at the end of the quarter	Median duration of stay (in weeks) for households who exited CEH during the quarter
31 Mar 23	37	7
30 Jun 23	39	15
30 Sep 23	42	18
31 Dec 23	43	20
31 Mar 24	38	28
30 Jun 24	27	22
30 Sep 24	23	20

7.3 Whānau with negative exits tend to have much shorter stays with a median length of stay of 13 weeks whereas those with positive exits tend to have longer stays and have a median duration of stay of 21 weeks. This is why the median duration of stay for those who exited, is consistently lower compared to those still in service.

7.4 Since the March 2024 quarter, there has been an increase in the exit of long-term service users, primarily families with children, into Social Housing. This trend is reflected in the increasing duration of stay for those who exited and the decreasing median duration of stay for households still in service in the June and September 2024 quarters.

7.5 Over the last two quarters the median length of stay across both categories have begun to reduce as more housing solutions like social housing is delivered.

8 Conclusion

- 8.1 The above information shows HUD's staged approach to exiting CEH is having positive effects. Over time we have seen the number of whānau exiting CEH exceed entries, a reduction in the portion of negative exits, and an increase in the number of whānau exiting to social housing and other housing solutions. The overall median length of stay is also trending down.
- 8.2 The number of whānau in CEH is at an all-time low, with 135 whānau reported in CEH at end October 2024. HUD's progressive approach to exiting is not increasing the number of whānau requiring Emergency Housing Grants as we have seen these numbers continue to decrease. We could not maintain that record if the consent extensions are declined.
- 8.3 The social housing pipeline until December 2025 is nearly double what has been delivered over the past year. HUD is confident it can exit all CEH motels by December 2025 by supporting whānau to alternative housing solutions while minimising disruption to whānau currently residing in CEH.

Date: 29 November 2024



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Will Barris

Appendix A

Incident Categories	
Complaint	Received by security/operator, such as in relation to noise from a neighbouring property.
Maintenance	Relates to 'wear and tear' or property damage which the motel operator is required to address. For example, a faulty smoke alarm or a blocked sink. Note: damage caused by unacceptable behaviour (such as violence) is categorised as a rule breach.
Medical	Any incident which requires onsite medical care, where an ambulance has been called, or where ongoing monitoring is required for health reasons. Note: this does not relate to things such as a client leaving the site to get medicine or an inhaler as this is considered 'operational'.
Off-site Incident	An incident occurring outside the site where security or service provider have contacted. This typically does not involve residents of the facility/motel, but things like car accidents on the road nearby or members of the public disrupting the environment.
Operational	This includes incidents such as children not attending school, identification of items having been stolen after a tenant has vacated the site, tenants leaving the site outside of curfew hours for acceptable reasons (getting medicine or leaving for work early) or non-residents displaying unacceptable behaviour within the site (as they are not necessarily subject to the same rules as tenants). Note that rule breaches are not operational and are categorised separately.
Police Onsite / Contacted	Any incident where police are onsite. This can include welfare checks etc.
Rule Breach* - Minor	This category is for incidents at the lower end of the scale, such as visitors not signing in correctly or being on site after hours, children yelling, and arriving or leaving after curfew for unexplained reasons.
Rule Breach* - Moderate	This category is for serious incidents and includes verbal abuse, (verbal) domestic disputes between tenants, children being left unaccompanied, alcohol on site and smoking or vaping inside units
Rule Breach* – Zero Tolerance	This category is for the most serious incidents and includes. Physical abuse, drugs on site, child endangerment, gang memorabilia, and anything which has resulted in the tenant being exited from the site is included in this category.
Other	Any incident that does not align with the other categories.

* All service providers have on-site rules outlined in the Site Management Plan.

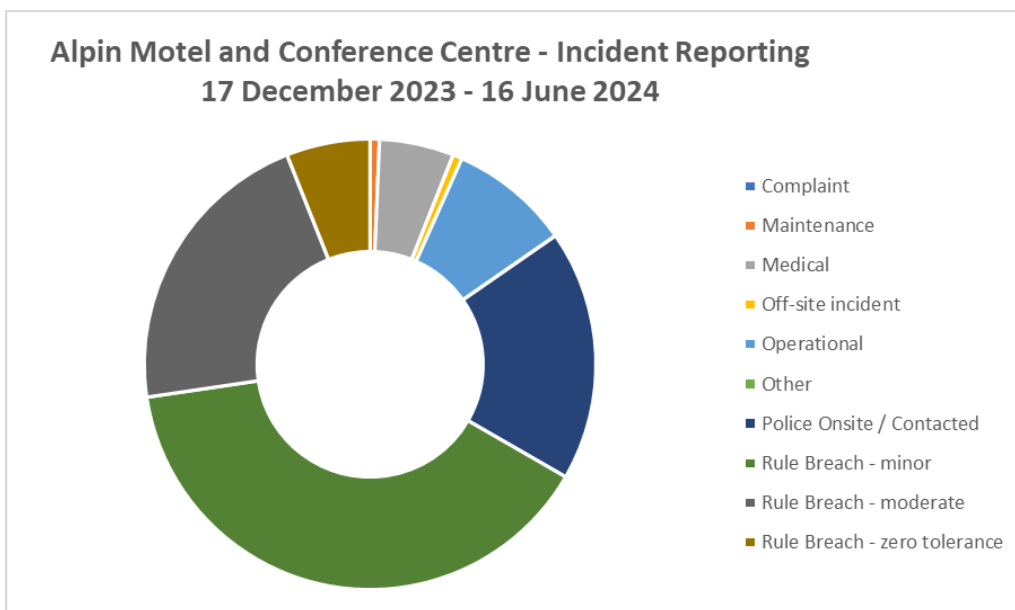
Appendix B

The incident reports for the period 17 June 2024 to 31 October 2024 have been coded and a summary of total incidents included for each motel. Incidents have also been compared to the incident reports for the period 17 December 2023 to 16 June 2024 – noting that the length of each period is different i.e. six months compared to four and a half months. A summary of the total incidents is provided below:

Motel	Incidents 17 Dec 23 - 16 June 24	Incidents 17 June 24 - 31 October 24	Commentary
Alpin Motel	149	110	Decrease in incidents. Similar breakdown of incidents. One complaint.
Apollo Hotel	49	62	Increase in incidents. Increase in moderate or zero tolerance rule breaches. One complaint.
Ascot on Fenton	49	25	Decrease in incidents. Significant decrease in moderate or zero tolerance rule breaches.
Geneva Motor Lodge	75	41	Decrease in incidents. Small increase in moderate or zero tolerance rule breaches.
Lake Rotorua Hotel	102	44	Decrease in incidents. Similar breakdown of incidents.
Pohutu Lodge Motel	16	12	Decrease in incidents. Increase in moderate or zero tolerance rule breaches although overall incident numbers low.
RotoVegas Motel	71	97	Increase in incidents. Significant decrease in moderate or zero tolerance rule breaches. Overall increase due to minor breaches, e.g. visitors or carparking issues.

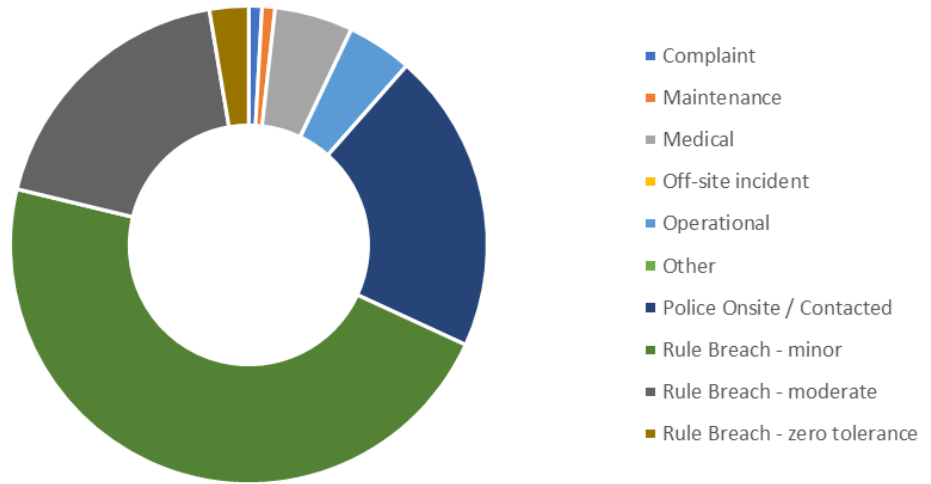
Article I. Alpin Motel

The total number of incidents has decreased from 149 to 110 incidents, acknowledging the difference in the length of reporting period. In the period 17 December 2023 to 16 June 2024 22% of the total incidents were categorised as a moderate or zero tolerance rule breach compared to 28% in the period 17 June 2024 to 31 October 2024. Incidents where police were on site or contacted increased from 18% to 21%. It is noted that the police can be called for various reason including to conduct welfare checks. There was one complaint from the member of the public in the period of 17 June 2024 to 31 October 2024 compared to no complaints between 17 December 2023 to 16 June 2024.



Type	Quantity
Complaint	0
Maintenance	1
Medical	8
Off-site incident	1
Operational	13
Other	0
Police Onsite / Contacted	27
Rule Breach - minor	59
Rule Breach - moderate	32
Rule Breach - zero tolerance	9
Total	150
Total individual incidents	149

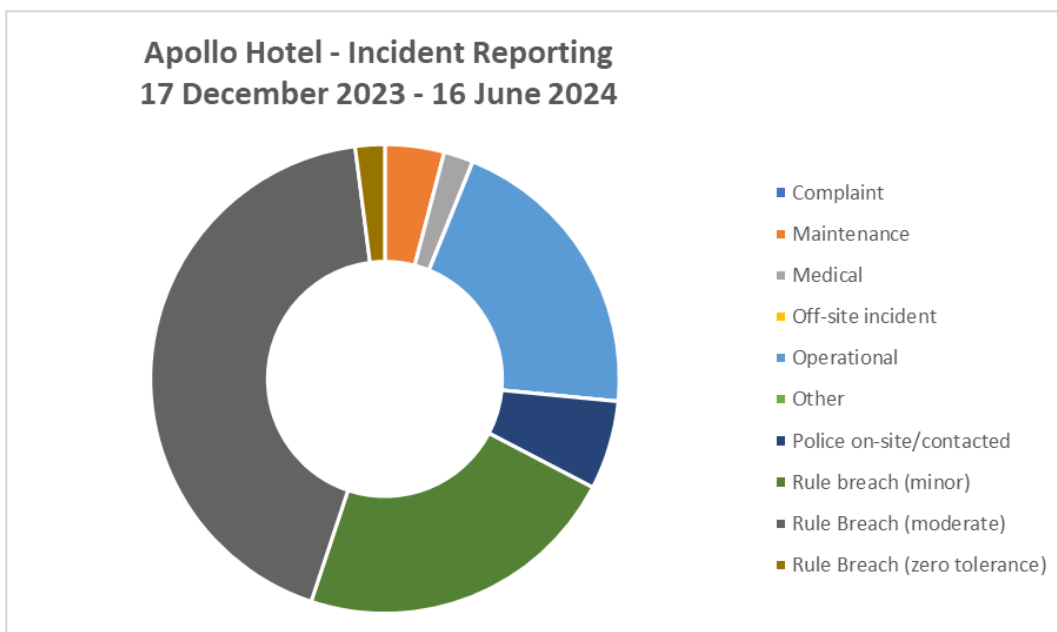
Alpin Motel and Conference Centre - Incident Reporting 17 June 2024 - 31 October 2024



Type	Quantity
Complaint	1
Maintenance	1
Medical	6
Off-site incident	0
Operational	5
Other	0
Police Onsite / Contacted	23
Rule Breach - minor	53
Rule Breach - moderate	21
Rule Breach - zero tolerance	3
Total	110

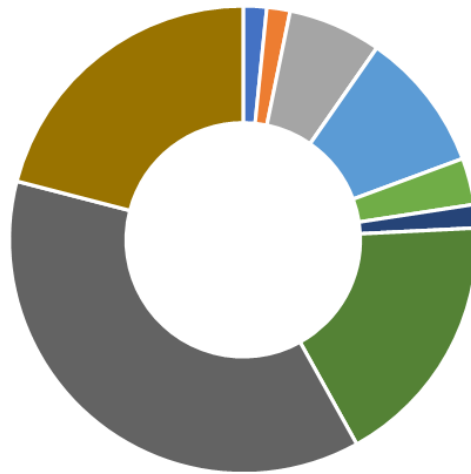
Article II. Apollo Hotel

The total number of incidents has risen from 49 to 62 incidents. In the period 17 December 2023 to 16 June 2024, 45% of the total incidents were categorised as a moderate or zero tolerance rule breach compared to 58% in the period 17 June 2024 to 31 October 2024. Incidents where police were on site or contacted reduced from 6% to 2%. There was one complaint from a member of the public in the period of 17 June 2024 to 31 October 2024 compared to no complaints between 17 December 2023 to 16 June 2024.



Type	Quantity
Complaint	0
Maintenance	2
Medical	1
Off-site incident	0
Operational	10
Other	0
Police on-site/contacted	3
Rule breach (minor)	11
Rule Breach (moderate)	21
Rule Breach (zero tolerance)	1
Total	49
Total individual incidents	49

Apollo Hotel - Incident Reporting
17 June 2024 - 31 October 2024

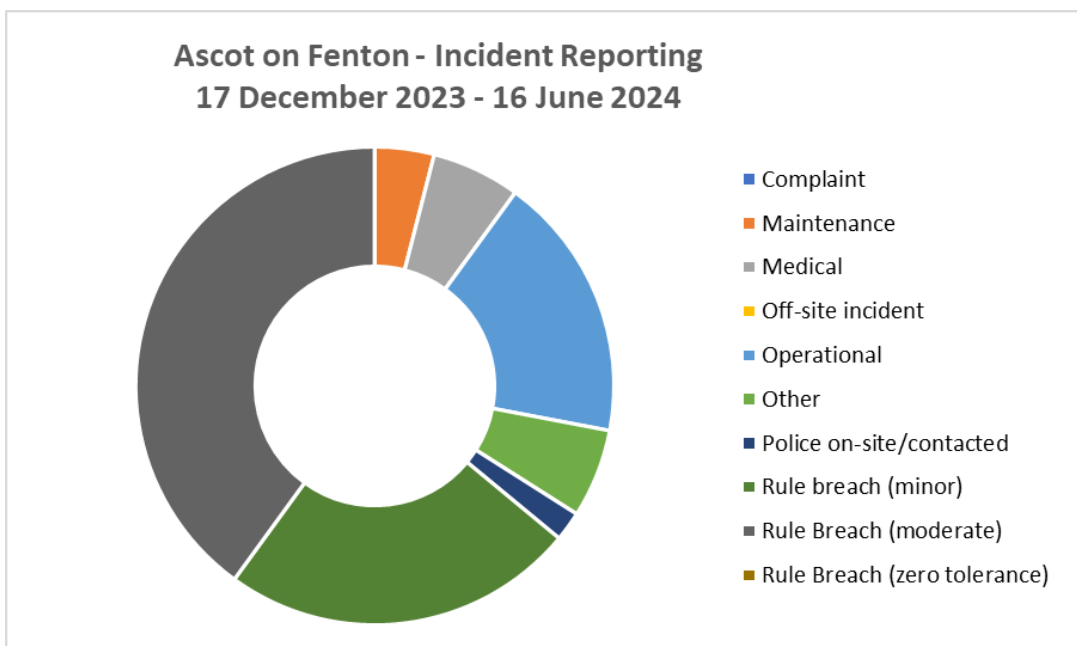


- Complaint
- Maintenance
- Medical
- Off-site incident
- Operational
- Other
- Police on-site/contacted
- Rule breach (minor)
- Rule Breach (moderate)
- Rule Breach (zero tolerance)

Type	Quantity
Complaint	1
Maintenance	1
Medical	4
Off-site incident	0
Operational	6
Other	2
Police on-site/contacted	1
Rule breach (minor)	11
Rule Breach (moderate)	23
Rule Breach (zero tolerance)	13
Total	62
Total individual incidents	62

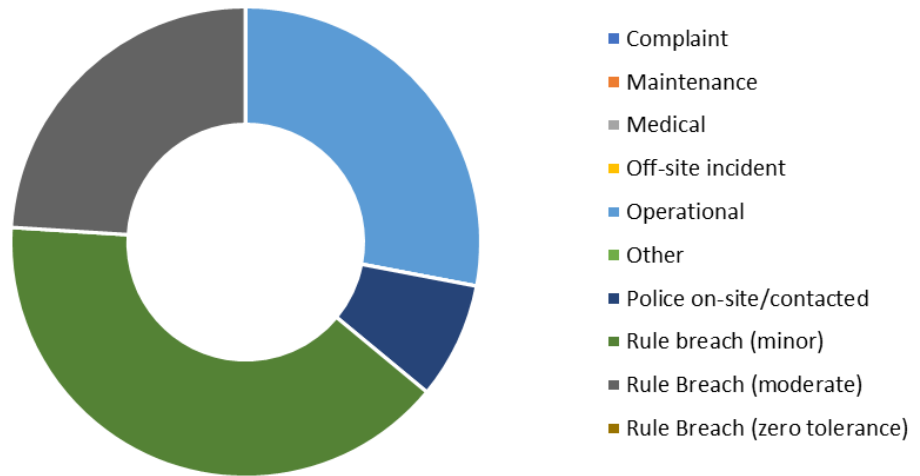
Article III. Ascot on Fenton

The total number of incidents has reduced from 49 to 25 incidents. In the period 17 December 2023 to 16 June 2024 41% of the total incidents were categorised as a moderate or zero tolerance rule breach compared to 24% in the period 17 June 2024 to 31 October 2024. Incidents where police were on site or contacted increased 2% to 8%, although the numbers of were still low with the total number of incidents involving police increasing from one to two across the time periods. There were no complaints in either period.



Type	Quantity
Complaint	0
Maintenance	2
Medical	3
Off-site incident	0
Operational	9
Other	3
Police on-site/contacted	1
Rule breach (minor)	12
Rule Breach (moderate)	20
Rule Breach (zero tolerance)	0
Total	50
Total individual incidents	49

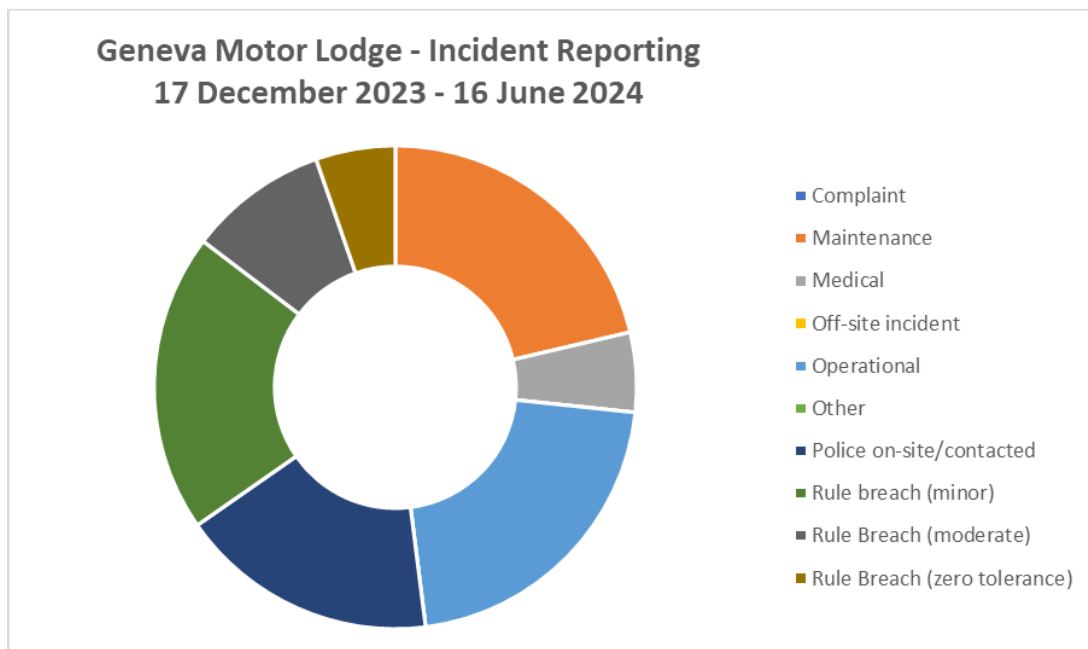
Ascot on Fenton - Incident Reporting
17 June 2024 - 31 October 2024



Type	Quantity
Complaint	0
Maintenance	0
Medical	0
Off-site incident	0
Operational	7
Other	0
Police on-site/contacted	2
Rule breach (minor)	10
Rule Breach (moderate)	6
Rule Breach (zero tolerance)	0
Total	25
Total individual incidents	25

Article IV. Geneva Motor Lodge

The total number of incidents has reduced from 75 to 41 incidents. In the period 17 December 2023 to 16 June 2024 15% of the total incidents were categorised as a moderate or zero tolerance rule breach compared to 20% in the period 17 June 2024 to 31 October 2024. Incidents where police were on site or contacted remained the same at 17%. There were no complaints in either period.



Type	Quantity
Complaint	0
Maintenance	16
Medical	4
Off-site incident	0
Operational	16
Other	0
Police on-site/contacted	13
Rule breach (minor)	15
Rule Breach (moderate)	7
Rule Breach (zero tolerance)	4
Total	75
Total individual incidents	75

**Geneva Motor Lodge - Incident Reporting
17 June 2024 - 31 October**

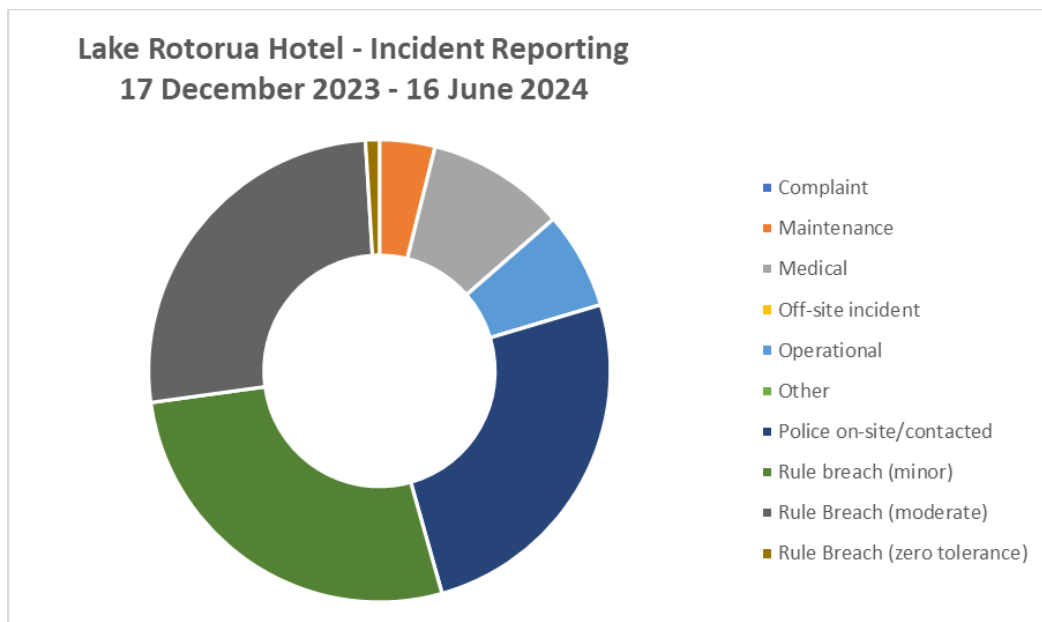


- Complaint
- Maintenance
- Medical
- Off-site incident
- Operational
- Other
- Police on-site/contacted
- Rule breach (minor)
- Rule Breach (moderate)
- Rule Breach (zero tolerance)

Type	Quantity
Complaint	0
Maintenance	3
Medical	10
Off-site incident	0
Operational	9
Other	0
Police on-site/contacted	7
Rule breach (minor)	4
Rule Breach (moderate)	8
Rule Breach (zero tolerance)	0
Total	41
Total individual incidents	41

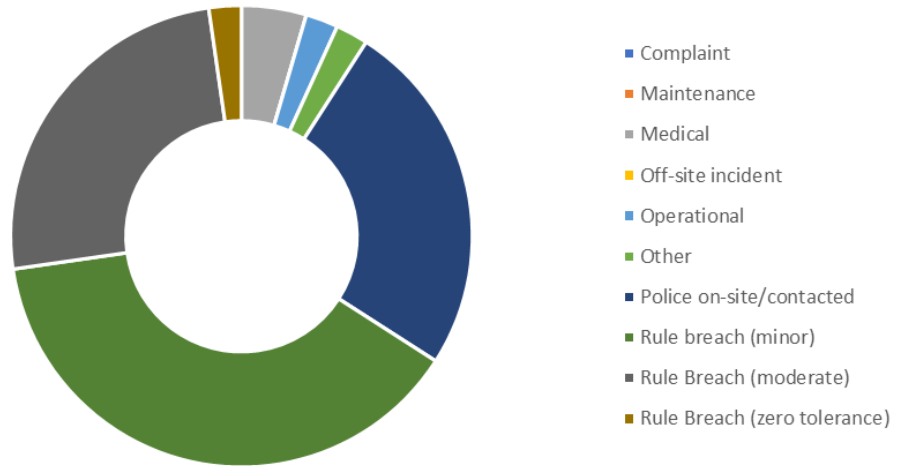
Article V. Lake Rotorua Hotel

The total number of incidents has reduced from 102 to 44 incidents. In both the period 17 December 2023 to 16 June 2024 and 17 June 2024 to 31 October 2024, 27% of the total incidents were categorised as a moderate or zero tolerance rule breach. Incidents where police were on site or contacted have reduced slight from 26% to 25%. There were no complaints in either period.



Type	Quantity
Complaint	0
Maintenance	4
Medical	10
Off-site incident	0
Operational	7
Other	0
Police on-site/contacted	26
Rule breach (minor)	28
Rule Breach (moderate)	27
Rule Breach (zero tolerance)	1
Total	103
Total individual incidents	102

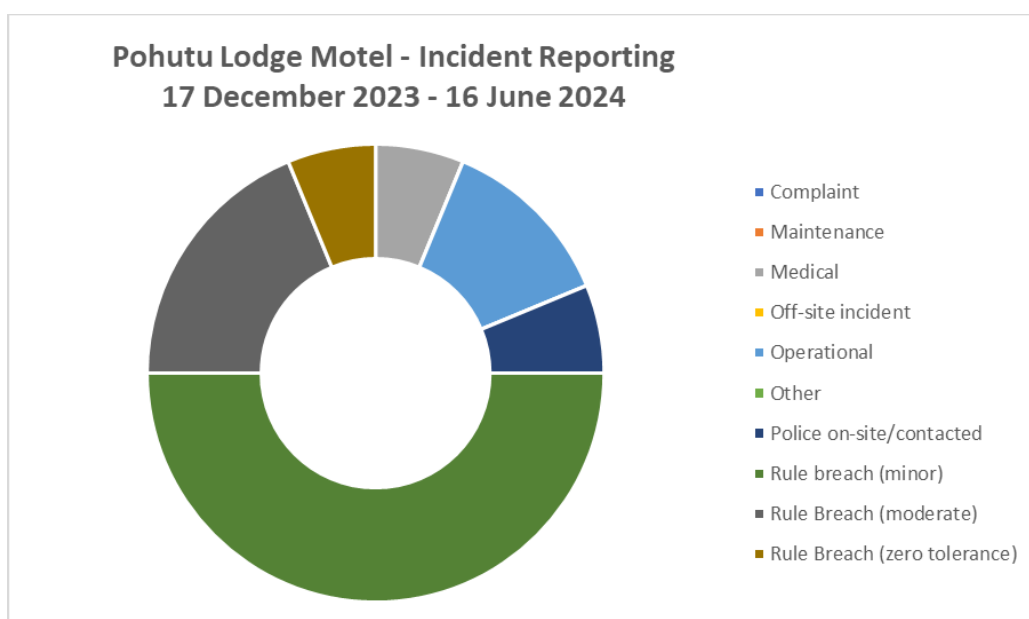
Lake Rotorua Hotel - Incident Reporting
17 June 2024- 31 October 2024



Type	Quantity
Complaint	0
Maintenance	0
Medical	2
Off-site incident	0
Operational	1
Other	1
Police on-site/contacted	11
Rule breach (minor)	17
Rule Breach (moderate)	11
Rule Breach (zero tolerance)	1
Total	44
Total individual incidents	44

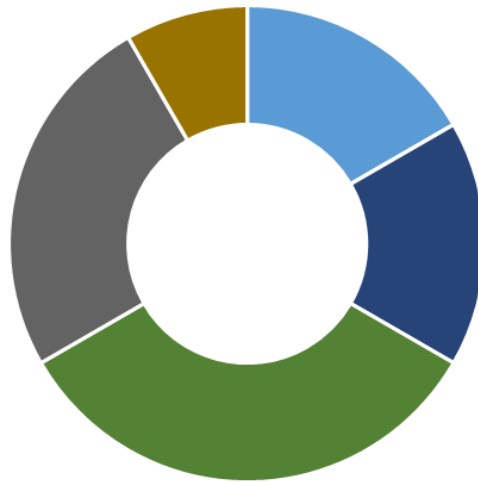
Article VI. Pohutu Lodge Motel

The total number of incidents has reduced from 16 to 12 incidents. In the period 17 December 2023 to 16 June 2024 25% of the total incidents were categorised as a moderate or zero tolerance rule breach compared to 33% in the period 17 June 2024 to 31 October 2024, however the actual total number remained the same at four incidents for both time periods. Incidents where police were on site or contacted increase from 6% to 16%, although the numbers are still low with the total number of times police were involved increasing from one to two across the time periods. There were no complaints in either period.



Type	Quantity
Complaint	0
Maintenance	0
Medical	1
Off-site incident	0
Operational	2
Other	0
Police on-site/contacted	1
Rule breach (minor)	8
Rule Breach (moderate)	3
Rule Breach (zero tolerance)	1
Total	16
Total individual incidents	16

Pohutu Lodge Motel - Incident Reporting
17 June 2024 - 31 October 2024

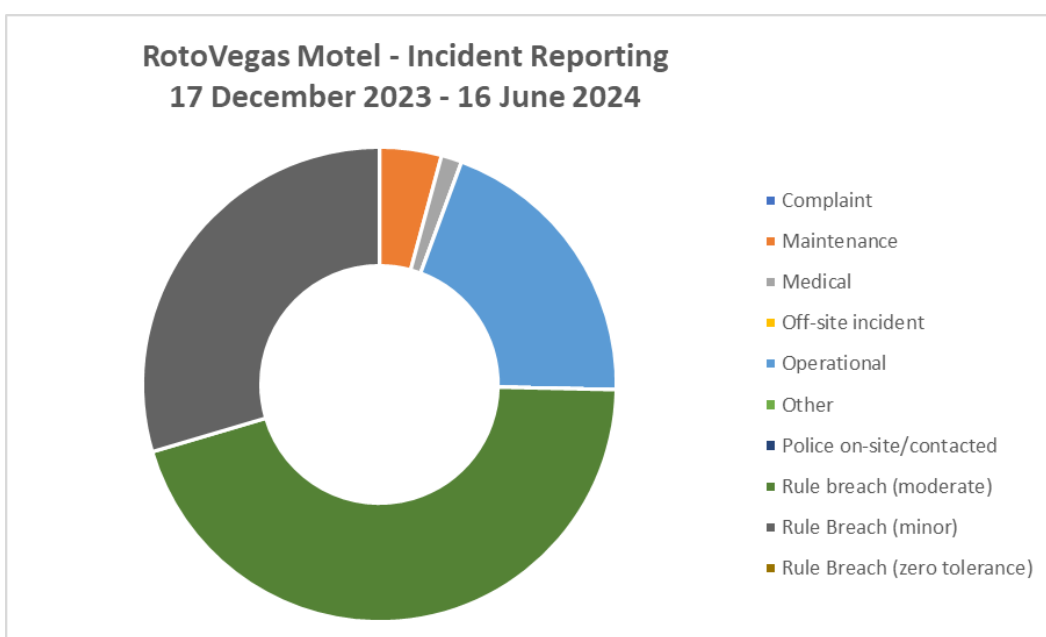


- Complaint
- Maintenance
- Medical
- Off-site incident
- Operational
- Other
- Police on-site/contacted
- Rule breach (minor)
- Rule Breach (moderate)
- Rule Breach (zero tolerance)

Type	Quantity
Complaint	0
Maintenance	0
Medical	0
Off-site incident	0
Operational	2
Other	0
Police on-site/contacted	2
Rule breach (minor)	4
Rule Breach (moderate)	3
Rule Breach (zero tolerance)	1
Total	12
Total individual incidents	12

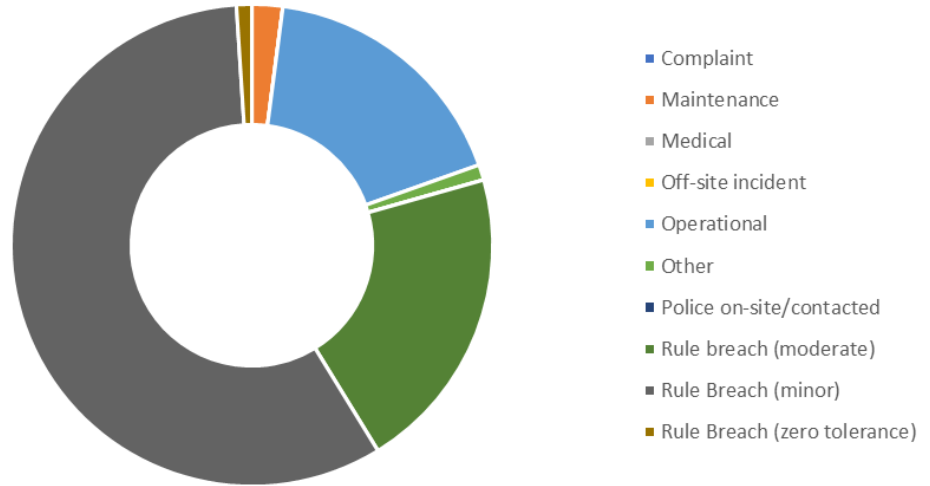
Article VII. RotoVegas Motel

The total number of incidents has increased from 71 to 97 incidents. In the period 17 December 2023 to 16 June 2024 45% of the total incidents were categorised as a moderate or zero tolerance rule breach compared to 22% in the period 17 June 2024 to 31 October 2024. The most noticeable increase in incidents, accounting for the overall increase in incidents was in the minor rule breach category, which saw an increase from 30% to 58%. These types of breaches include unauthorised visitors or on-site carparking issues. There were no incidents where police were on site or contacted recorded in either time period. There were no complaints in either period.



Type	Quantity
Complaint	0
Maintenance	3
Medical	1
Off-site incident	0
Operational	14
Other	0
Police on-site/contacted	0
Rule breach (moderate)	32
Rule Breach (minor)	21
Rule Breach (zero tolerance)	0
Total	71
Total individual incidents	71

RotoVegas Motel - Incident Reporting
17 June 2024 - 31 October 2024



Type	Quantity
Complaint	0
Maintenance	2
Medical	0
Off-site incident	0
Operational	17
Other	1
Police on-site/contacted	0
Rule breach (moderate)	20
Rule Breach (minor)	56
Rule Breach (zero tolerance)	1
Total	97
Total individual incidents	97