

22 July 2022
Our job no. 717539

The Property Group Limited
Wellington Office
PO Box 2874 Wellington 6140
Level 11, Cornerstone House
36 Customhouse Quay
Wellington 6011

Resource Consents
Rotorua Lakes Council
Private Bag 3029
Rotorua Mail Centre
Rotorua 3046

Dear Sir / Madam

Application for Resource Consent – 284-286 Fenton Street, Rotorua

Please find enclosed a resource consent application on behalf of the Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD) to use the existing site and motel buildings at 284-286 Fenton Street (Lot 8 DP 26133 and Lot 9 DP 26133) (the site) for Contracted Emergency Housing (CEH). HUD is making this application on behalf of the motel operator, who will be the consent holder.

This motel has only recently been contracted by HUD for CEH (operational for this purpose since July 2022). For completeness it is noted that this application will be the 13th resource consent application currently before the Rotorua Lakes Council for consideration. The subject application replaces the resource consent application for Contracted Emergency Housing at 2 Monokia Street which was withdrawn in on 6 July 2022.

This application includes a Form 9, a detailed description of the proposal, along with an assessment of environmental effects and supporting appendices.

A lodgement deposit of \$4,200 will be paid by electronic transfer upon receipt of an invoice. The applicant requests public notification of the application, in accordance with s95A(3)(a).

Please use the following email address for serving a copy of submissions on the applicant:
cehsubmission@propertygroup.co.nz

The Property Group Limited (TPG) is the agent for this application and should be the contact for any correspondence or telephone discussions.

Please contact me should you have any questions regarding the application.

Yours sincerely

Alice Blackwell
Senior Planner

Ph. 027 462 5769

ablackwell@propertygroup.co.nz

Form 9

Application for Resource Consent - Section 88, Resource Management Act 1991

| | |
|------------|-----------------------|
| To: | Rotorua Lakes Council |
|------------|-----------------------|

| | |
|-------------------|--|
| Applicant: | Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development |
|-------------------|--|

| | |
|---------------|---|
| Agent: | Alice Blackwell Senior Planner The Property Group Limited (TPG) 0274 625 769 ablackwell@propertygroup.co.nz |
|---------------|---|

| | |
|-----------------------------|--|
| Address for service: | The Property Group Limited PO Box 2874 Wellington 6140 Attention: Alice Blackwell Email for submissions: cehs submission@propertygroup.co.nz |
|-----------------------------|--|

| | |
|-------------------------|---|
| Invoice details: | Ministry of Housing and Urban Development c/- The Property Group Limited PO Box 2874 Wellington 6140 Attention: Alice Blackwell |
|-------------------------|---|

| | |
|----------------------|--------------------------------|
| Site address: | 284-286 Fenton Street, Rotorua |
|----------------------|--------------------------------|

| | |
|---------------------------|------------------|
| Legal description: | Lot 8-9 DP 26133 |
|---------------------------|------------------|

| | |
|-----------------------|--|
| Owner of site: | The Rotorua Racing Club (Incorporated) |
|-----------------------|--|

| | |
|---------------------|---|
| Consent for: | Land Use Resource Consent (Non-Complying Activity) No other resource consents are required for this proposal |
|---------------------|---|

| | |
|---------------------|---|
| Description: | Resource consent to use the existing site and motel buildings at 284-286 Fenton Street for Contracted Emergency Housing |
|---------------------|---|

| | |
|------------------|--|
| Enclosed: | Application and AEE Appendix 1 – Records of Title Appendix 2 – Site Plan |
|------------------|--|

Appendix 3 – Contracted Emergency Housing Factsheet

Appendix 4 – Site Management Plan

Appendix 5 – Social Impact Assessment

Appendix 6 – Visions Complaints Procedure

Signed:

AJ Blackwell

Alice Blackwell

Senior Planner

Date:

22 July 2022

Application for Resource Consent

Contracted Emergency Housing

284-286 Fenton Street, Rotorua

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

July 2022

Quality control

| | |
|---------------------|---|
| Title: | Resource consent for Contracted Emergency Housing at 284-286 Fenton Street, Rotorua |
| Client: | Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development |
| Job number: | 717539 |
| Prepared by: | Anna Muller – Planner |
| Signature: |  |
| Reviewed by: | Alice Blackwell – Senior Planner |
| Signature: |  |

1. Introduction

On behalf of the motel operator, Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD) applies for resource consent from Rotorua Lakes Council (Council) to use the existing site and buildings at 284-286 Fenton Street, Rotorua, for Contracted Emergency Housing. The motel has recently been contracted by HUD and the ongoing need for this site will be reviewed at a minimum on an annual basis. Resource consent is sought for a duration of five years, noting that it may be released from this purpose before this time, as additional housing (including affordable market rental housing and public housing) is supplied in the city. It is anticipated that the motel will revert to its traditional tourist accommodation as more suitable long-term accommodation options become available in the district.

The site is in the Commercial 4 Zone (City Entranceway Accommodation) of the Rotorua District Plan (District Plan) and requires resource consent for the reasons outlined in section 4 of this report.

In short, the proposal requires resource consent as Contracted Emergency Housing does not meet a defined activity provided for within the District Plan.

1.1 Background

Rotorua city has experienced strong population growth over an extended period of time. The housing supply has not responded, and the number of building consents granted remains one of the lowest in New Zealand by population. This has resulted in a sharp increase over the past five years in median rents (54 percent) and house prices (84 percent) leading to increases in homelessness, including overcrowding. This has placed significant pressure on public, transitional and emergency housing. The volume of Emergency Housing Special Needs Grants (EH-SNGs) in Rotorua is now the highest in the country by population.

A Rotorua Housing Taskforce was established in March 2021 (made with members from Rotorua Lakes Council, Te Arawa Iwi, HUD, MSD, Kāinga Ora and Te Puni Kōkiri) to develop options for to provide for better support and outcomes for people living in emergency housing or at risk of homelessness in Rotorua. Contracted Emergency Housing (CEH) is one such option and is described in more detail in section 3.2 and [Appendix 3](#) of this application.

It is expected that this combination of actions in Rotorua will result in increased quality and suitability of accommodation, increased support services, increased safety, better pathways to more-permanent housing, and streamlined assessment and placement processes for those with a housing need. The use of the motel for the purpose of Contracted Emergency Housing is therefore intended as an interim and temporary measure.

2. Site description

2.1 Location and description

The property at 284-286 Fenton Street has a total area of 2,042m² and is comprised of two parcels, being Lots 8-9 DP 26133. For clarity, this application relates to only these two parcels, which are held in two leasehold titles (212080 and 326014). The underlying site, held in Record of Title SA28A/813, also includes the neighbouring property at 280 Fenton Street, however this does not form part of the subject site or activities associated with this resource consent.

The site has frontage to Fenton Street along its western boundary, and is rectangular in shape (see *Figure 1* below).



Figure 1: Aerial photograph of the site (outlined in blue) (Source: Rotorua Council Geyserview)

The property at 284-286 Fenton Street is occupied by an existing motel with its legal access from Fenton Street. A manager’s unit is on the southwestern portion of the site and accommodates both the ground and first floor. A motel kitchen and service laundry adjoin the manager’s unit on the ground floor, with a storeroom adjoining it on the first floor.

The accommodation units are in a U-shaped configuration, with the building running the full length of the southern and eastern boundaries, and half of the northern boundary of the subject site. A pool is located in the northwest corner of the site. A guest laundry and small meeting room are also located within the site.

The site has accommodated motels since at least the 1980s, but this earlier motel was demolished in approximately 2004 and replaced with the existing motel buildings on the subject site. Building consent was obtained in 2018 to reconfigure a meeting room on the second level into an additional studio unit.

The configuration of the units is outlined in *Table 1* below and shown on the Site Plan in Appendix 2. The overall occupancy levels are based on the number of beds typically accommodated within each unit. For example, a double bed can sleep two people, a single bed one person. The occupancy rate is therefore based off the nature of the unit and the beds within. It is noted that the manager’s unit is not included in the table below and it also does not include infants aged less than 18 months.

Table 1: Configuration of units at 284-286 Fenton Street including manager’s accommodation

| Type of unit | No. of units | Max No. of occupants |
|--|--------------|----------------------|
| Studio unit – two occupants max | 7 | 14 |
| Studio unit – three occupants max | 9 | 27 |
| One bedroom unit – two occupants max | 2 | 4 |
| One bedroom unit – three occupants max | 6 | 18 |
| Two bedroom unit – six occupants max | 5 | 30 |
| Total | 29 | 93 |

There are more than 30 carparks located within the property.

The subject site is surrounded by other accommodation providers to the north, south and adjacent to the west (across Fenton Street). To the east is the Rotorua Racing Club.

2.2 Previous resource consents

A search of the Rotorua District Council property files has highlighted a previous planning approval for the existing motel on the subject site. The Council records we have reviewed appear somewhat incomplete, but to the best of our knowledge there are no conditions restricting the way that the motel is operated, including no limit on the number of occupants or their length of stay.

Table 2: Previous planning approvals for the subject site.

| Date granted | Resource consent No. / reference | Description |
|--------------|----------------------------------|---|
| 31/05/2005 | RC7022 | Land use – Construction and operation of a 28 unit tourist accommodation activity |

2.3 Recent Site history

For the period from 25 March 2020 to 30 June 2022, HUD funded the motel on the subject site exclusively to operate as a Covid Response Motel. Covid Response Motels were part of the Government's response to COVID-19 and the subsequent Alert Level 4 Lockdown. These motels provided accommodation for people who did not otherwise have somewhere suitable to stay. Since initially being contracted, Covid Response Motels have extended their use, and have been used to help people isolate and for emergency placements.

The neighbouring site at 280 Fenton Street (to the north) is funded by HUD to operate as a Covid Response Motel. For operational purposes, these two motels *were* operated together. Previously the entrance to 284-286 Fenton Street (the subject site) was closed off and all access was through the site at 280 Fenton Street. Movement between the sites was through a formed access along their common boundary. The requirement for Covid Response Motels has reduced and as such the subject site, at 284-286 Fenton Street, stopped operating as a Covid Response Motel on 30 June 2022.

For the avoidance of doubt, the subject resource consent is to operate the motel at 280 Fenton Street (adjoining to the north) and the motel on the subject site independently of each other. Movement between these two sites is restricted by the security teams working on each site.

3. Proposal

3.1 Overview

The proposal is to use the existing buildings and facilities on the property at 284-286 Fenton Street for Contracted Emergency Housing, which is primarily for families and whānau with children, young people and people with disabilities. In some instances, this will include other vulnerable individuals such as Kaumātua and Kuia (i.e. elderly), however, these will be the exception only, and so the vast majority of occupants will be families and whānau with children.

The proposal does not include any physical alterations to the existing motel complex, except that the fence that separated the subject site from the neighbouring motel to the north will be re-instated as the motels are now being operated independently.

All 29 accommodation units are contracted by HUD, but HUD is not involved in the day to day management of the site. The manager's unit has also been contracted for on-site manager's accommodation, with the reception area and small meeting room used by the Housing Service Provider for their onsite support services.

Visions of a Helping Hand (Visions) is the current contracted Housing Service Provider (HSP) for the subject site. The role of the HSP is discussed in further detail below in section 3.3.1 and 3.3.2 below, but essentially involves providing specialist support and 24/7 oversight of the operation of the emergency housing activity within the site.

It is possible that a different Housing Service Provider could take over the management of the site in the future. Any future Housing Service Provider would operate the site in the same way as described in this application. It is intended that the proposed use of the site and buildings for emergency housing purposes will be for a three year period, with the possibility that this use could be extended for up to five years. It is noted that Housing Service Provider for the site to the adjoining motel to the north is also managed by Visions.

Resource consent is sought for a maximum duration of five years. At a minimum, HUD will review the ongoing need for this site on an annual basis. The traditional motel operations, providing for tourist accommodation, will resume as the demand for emergency housing subsides. Therefore, the use of the site and facilities is for a temporary period and the proposal does not represent the permanent conversion of tourist accommodation to a permanent residence.

3.2 Contracted Emergency Housing

Emergency Housing Special Needs Grants (EH-SNGs) were introduced in 2016 to help vulnerable individuals and families with an immediate housing need to meet the cost of staying in short-term (7 days at a time) accommodation. While the SNG is based on a 7-day accommodation cycle, in reality the individuals may be accommodated within the same site for a longer period. Emergency housing is most often provided through motels and although not ideal, it is a preferable option to people living in cars, staying in overcrowded housing, sleeping in parks or on the street.

There has been significant growth in EH-SNG numbers over the last two years with the volume of EH-SNGs in Rotorua being the highest in the country by population. In addition, concerns have arisen that the initial/previous model of providing emergency housing via EH-SNGs without supervision or support was not consistently ensuring safe, adequate and suitable housing for those who need it.

A Rotorua Housing Taskforce was established in March 2021 (made up of Rotorua Lakes Council, Te Arawa Iwi, HUD, MSD, Kāinga Ora and Te Puni Kōkiri) to develop options for providing better support and outcomes for people living in emergency housing motels in Rotorua. HUD was tasked with contracting specific motels to provide emergency accommodation for whānau with children and working with iwi to provide wrap around support services to meet the needs of whānau and children staying in motels.

The first point of contact for those requiring emergency accommodation is the Rotorua Emergency Housing Hub, Te Pokapū, who assesses the needs of whānau and refers them to a provider that can match the accommodation that suits their household makeup. Staff at Te Pokapū triage anyone who comes to them with a housing need and determine the needs of that individual or family group. Te Pokapū provides connections to navigation services (such as health and mental health services) and where appropriate, connects whānau to their iwi. Those who present to Te Pokapū with children or who are particularly vulnerable, such as the elderly and/or disabled, will generally be placed in Contracted Emergency Housing (CEH).

In deciding which CEH facility is most appropriate, Te Pokapū consider matters such as where there is a history of domestic violence and whether the individual or whānau has any gang affiliations. If an individual or whānau is not from Rotorua, if possible, Te Pokapū will work to reconnect them to their home iwi.

As a central housing hub, Te Pokapū also works with MSD and Kāinga Ora, as well as Housing First and Rapid Rehousing service providers. Their role is far broader than the CEH at 284-286 Fenton Street.

Appendix 3 includes additional information about Contracted Emergency Housing. Contracted Emergency Housing includes onsite supervision and management, which is provided by the Housing Service Provider (Visions). Site management details and general information around onsite support services are further described below.

3.3 Service Provider and Site Management

3.3.1 Site Management

Visions is the housing service provider for 284-286 Fenton Street. Visions has prepared a Site Management Plan (SMP) attached at Appendix 4. The SMP outlines the following in terms of site management:

- Maximum occupancy of **93** people (not including infants under the age of 18 months, employed staff and their family, support staff or relief staff).
- 24/7 security on-site and an on-call Senior Security Officer and a roaming security team that visit the subject site up to approximately six times a day, seven days a week.
- There is an 0800 number for urgent assistance if required.
- A motel operator who will be responsible for maintenance and cleaning services in the motel, including:
 - Regular maintenance checks of all motel units
 - Maintenance of the gardens and outdoor areas
 - Repairs to motel units, shared areas, reception, equipment, chattels, and fire system.
 - Routine inspections of all units and full cleaning after exit
 - Organising trades and contractors to fix repairs
- The process and hours for authorised personnel and visitors to the site.

- The process for new occupants, including making a whanau profile that identifies any additional support required.
- Noise management (including visiting hours, use of outside facilities being limited to 8.00 am to 8.00 pm and a general responsibility for residents to not cause disturbance to the quiet and peaceful enjoyment of the premises).

More detail is provided in the Site Management Plan (SMP) at [Appendix 4](#). Adherence to the SMP is offered as a condition of consent.

3.3.2 Support Services

The Housing Service Provider is responsible for organising the support services that are available to emergency housing occupants and will provide all onsite staff (community connectors, social workers, clinical support and counselling services) to deliver appropriate support services to whanau staying at the motel.

Support staff will generally be on site Monday to Friday from 8.30am to 5pm and occasionally outside these hours if required. Support staff work with whanau to manage any behavioural issues and assist with the monitoring of visitors.

The Housing Service Provider will provide support services to each placed household, based on a unique tailor-made strategic plan and operating model known as “Te Hau ki te Kāinga”. This has been created by local iwi and organisations to provide guidance to support whanau to meet both housing and social needs.

The Housing Service Provider’s team will work one-on-one with each household to identify and work through any of their concerns, issues, or barriers in their lives (such as budgeting, social isolation, and mental health issues) that are affecting their ability to gain and maintain a long-term housing solution. Visions will help them to connect with suitable services or organisations that can support them, while continuing to work with them to find a permanent home.

3.4 Physical works

This application seeks authorisation in relation to the proposed change in activity. No physical works are proposed except for the installation of fencing to physically separate the subject site from the site to the north. The Contracted Emergency Housing activity will continue to use all existing site features the same manner that they were used when the site operated as a traditional motel. The site features and layout are shown in the Site Plan at [Appendix 2](#).

3.5 Reversion to Motel activity once emergency housing activity ceases

As noted above, the intended duration of emergency housing operating from the site is for a period of up to five years, after which time it is intended that the long-standing motel activity (tourist accommodation) will resume (if this hasn’t occurred already within this window). All necessary approvals are sought to enable the activity on the site to transition back to motel use, and this forms part of the proposal.

4. Statutory framework

4.1 Rotorua District Plan

The subject site is located in the Commercial 4 Zone – (City Entranceway Accommodation) of the District Plan (see *Figure 3* below).

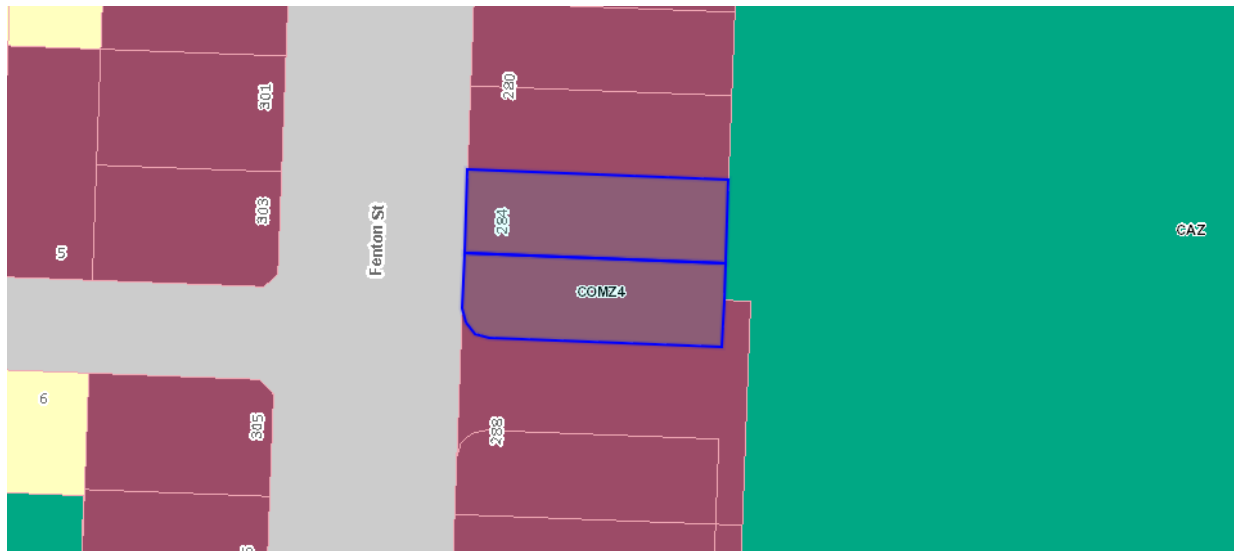


Figure 2: District Plan excerpt showing subject site in the Commercial 4 zone of the District Plan (outlined in blue)

4.2 Zone character and purpose

As shown in Figure 2 above, the site is located entirely within the Commercial 4 Zone. Effects cannot be considered in a vacuum – with the District Plan providing the relevant framework under which the appropriateness of the activity and resulting degree of effects are to be considered. The discussion below takes stock of the overarching strategic direction relevant to the COMZ4 zone and provides an assessment as to whether the intended use of the site aligns with the land use strategy of the District Plan.

4.2.1 Commercial 4 - City Entranceway Accommodation

The Commercial 4 Zone is described in the District Plan as:

“Tourism accommodation concentrated along city entranceways and arterial routes such as Fenton Street and Lake Road. Activities within the Commercial 4 zone consist of motels or large apartment style buildings commonly two storeys in height, with signage that maintains surrounding amenity. The buildings are designed to cover the majority of the land area and have minimal yards that are landscaped where they adjoin the road.”

The proposed activity will remove a tourism enterprise for a temporary period of a up to a maximum of five years. During this period, the proposal will replace the existing tourist accommodation with CEH accommodation. The Commercial 4 Zone rule framework provides for the conversion of tourist accommodation to residential units as a controlled activity and it is noted that the matters of control do not extend to the effects of loss of tourism enterprises. Therefore, the District Plan anticipates the use

of existing tourism infrastructure being repurposed for residential purposes. Notwithstanding this, long term it is anticipated that the motel will revert back to standard style tourist accommodation.

4.2.2 Appropriateness of site and underlying zoning for proposed activity

The proposal has a number of distinguishing factors, which are material when considering the activity against the applicable District Plan framework relevant to the underlying zone. Firstly, the proposed activity will be fundamentally similar to the existing and long-standing motel operation – whereby temporary accommodation will continue to be provided (albeit for people without permanent accommodation). The motel activity (providing short-stay accommodation) is a permitted activity and has operated from the site for decades. The proposed activity will occur in a supervised environment, utilising existing buildings and site features that require no physical modification to enable the activity to occur.

Secondly, the zone anticipates a more intensive style of built form and living environment, than in other zones in the city, thus recognising that there will be less onsite amenity available for occupants than might otherwise be required and acceptable in a traditional residential context. It is therefore anticipated that whānau will live in closer proximity to one another in a denser living environment.

Thirdly, this application is for a temporary period while there is an ongoing demand for emergency housing. At the end of this period the site will revert to providing tourist accommodation.

The proposed activity and existing built environment accords well with the overall character and purpose of the Commercial 4 zone. The site is therefore assessed as being appropriate for the proposed activity having regard to the overall land use strategy in District Plan.

4.3 Permitted activity standards

The following table is an assessment of the proposal against the relevant permitted activity standards in the Commercial 4 Zone. We note that the bulk and location standards are not relevant as no physical changes to the existing buildings are proposed.

| Commercial 4 Zone Performance Standards | | | |
|---|--|--|----------------------------|
| Performance Standard | Description | Comments | Compliance |
| COMZ – S1 Maximum height and daylight envelope | No building or structure shall exceed 12 metres and buildings within 10 metres of a residential zone shall not transgress the daylight envelope. | The proposal does not involve changes to the bulk of the existing buildings. It is noted that resource consent was obtained prior to motel construction for infringements to the daylight envelope. The proposed change in activity will not alter the effects already | No change proposed. |

| | | | |
|--|--|--|----------------------------|
| | | established by this pre-existing breach. | |
| COMZ – S2 Yard requirements | Side, rear and rear site yards of 2.5 metres are required. | The proposal does not extend the footprint of the existing building. The yard non-compliances were addressed under the prior resource consent for the construction of the buildings. | No change proposed. |
| COMZ – S3 Site coverage | The maximum site coverage is 40% of the site. | The proposal does not involve changes to the bulk of the existing buildings. | No change proposed. |
| COMZ – S4 Household unit density | One household unit per 450m ² . | The proposal will retain all 29 motel units. No changes are proposed to the layout or configuration of the existing units within the site. | No change proposed. |
| COMZ – S6 Parking, Access and Turning (Appendix 4, Parking Standard A4.1.1) | | All carparks are existing. No new vehicle crossings are proposed. | No change proposed. |
| | Table A4.2 requires 2 accessible carparks. | Can comply. | Can comply. |
| | a. i. The boundary adjoining a residential zone shall be fenced with a 1.8 metre close-boarded fence; or ii. A two metre planting strip | The site does not adjoin a residential zone. | N/A |
| | b. No more than 20% of required | The existing boundary treatment will remain. The resource consent | No change proposed. |

| | | | |
|--------------------------|--|--|------------------|
| COMZ – S9 Landscaping | <p>landscaping may be used for carparking</p> <p>a. Pallets, contains etc shall be screened from public places and residential areas</p> | <p>for the construction and establishment of the motel included conditions relating to landscaping and fencing on the site.</p> <p>Landscaped areas are not used for carparking.</p> <p>It is anticipated that no storage of goods etc will be required. In the case storage is required, goods etc will be located so as not to be visible from a public place or appropriately screened.</p> | Complies. |
|--------------------------|--|--|------------------|

General District Wide Matters – Part 2

| | | | |
|---|--|--|-------------------|
| LIGHT S1 | No more than 10 lux on any residential site boundary. | The site does not adjoin any residential site. | Complies |
| NOISE S1 (Commercial Zone) | <p>Noise standards are measured from the boundary within the receiving site.</p> <p>Commercial 4 Noise performance standards apply to the commercial boundaries of the site.</p> | The Site Management Plan includes measures to ensure noise will be managed within the site. The activity will continue to achieve compliance with the noise requirements of the District Plan. | Complies. |
| NOISE S5 | Noise sensitive activities within 40 metres of State Highway 30 are permitted (Noise R4). Fenton Street has a 50km/hr speed limit. | No <u>new</u> residential units are being constructed and therefore this standard does not apply. | N/A |
| NOISE R-5 Acoustic treatment for residential | New noise sensitive activities in the Commercial 4 Zone | No changes are proposed to the existing noise | No change. |

accommodation and noise sensitive activities must be designed to meet the noise requirements of NOISE-S6:

- Bedrooms 10 p.m. to 7 a.m. on any day:
 - 35 dB LAeq(1h)
 - 45 dB Leq at 63 Hz
 - 40 dB Leq at 125 Hz
- All other habitable rooms (all times) and in bedrooms 7 a.m. to 10 p.m. on any day:
 - 40 dB LAeq(1h)
 - 50 dB Leq at 63 Hz
 - 45 dB Leq at 125 Hz

insulation within the existing units. This standard applies to both noise sensitive activities and residential activities.

The proposal is not introducing a *new* noise sensitive activity to the site. Existing use rights apply.

Relevant District Plan definitions:

‘Community housing’ is provided for in the Commercial 4 Zone as a **Permitted Activity**. Community housing is defined in the District Plan as:

“a place of residence for a maximum of eight persons (i.e. all residents including resident staff) where some element of care or support is provided for residents. The definition includes emergency housing, (including temporary overnight accommodation) and rehabilitation centres, but excludes facilities where the movement of residents is legally restricted.”

The proposal is for a maximum of 93 people (excluding staff and support service workers) and as such does not meet this District Plan definition of ‘Community Housing’.

‘Tourist accommodation’ is provided for in the Commercial 4 Zone as a **Permitted Activity**. Tourist accommodation is defined in the District Plan as:

“land and buildings for use as temporary accommodation by paying guests, where the accommodation is not their normal place of residence and includes motels, hotels, boarding houses, private hotels, tourist house licensed premises, guest houses, backpacker lodges, youth hostels and similar accommodation, and includes accessory facilities such as visitor, service and recreation facilities, conference facilities and restaurants. Tourist Accommodation does not include Bed and Breakfast or Holiday Rental Accommodation.”

The proposal would meet the definition of ‘tourist accommodation’ if it were not for the reference to “normal place of residence”. We note that the definition of ‘tourist accommodation’ does not require the people staying in the accommodation to be tourists.

Rule COMZ-R33 provides for a “change in use from tourist accommodation to a permanent residence within an existing building” as a Controlled Activity. The proposal is not for a permanent residence and therefore cannot be considered under Rule COMZ-R33.

'Household Units' are provided for in the Commercial 4 Zone as a **Permitted Activity**. Household Unit is defined in the District Plan as:

“any building, part of a building or vehicle, whether temporary or permanent, that is occupied as a residence, including any structure or outdoor living area that is accessory to and used wholly or principally for the purposes of the residence.”

The proposal would meet the definition of 'household unit' if it were not for the wrap around support services that are provided with Contracted Emergency Housing. The proposal does not comply with the permitted activity standards for Household Units in relation to net site area, however, this non-compliance only escalates the activity from a permitted activity to a **Restricted Discretionary Activity** pursuant to Rule **COMZ-R32**.

4.4 Activity status

As the proposal is not otherwise provided for in the District Plan, and even though it is fundamentally similar in nature to permitted activities i.e. short term residential use, it must be considered as a **Non-Complying Activity** pursuant to Rule COMZ-R1 which provides for activities not expressly stated in the Rules for Activities in the Commercial Zone table.

4.5 Overview of the nature of the non-complying activity and whether it is “anticipated” by the District Plan

While it is accepted that the activity should be considered as a non-complying activity, it is our opinion that this activity status does not reflect the extent to which the District Plan provisions enable similar activities in the Commercial 4 zone.

In addition to Community Housing, the District Plan makes specific provision for:

- *Tourist Accommodation* in the COMZ4 Zone as a permitted activity;
- *“Change in use from tourist accommodation to a permanent residence within an existing building”* in the COMZ4 Zone as a controlled activity.

The proposed Contracted Emergency Housing has characteristics that align closely with the above activities, being the use of an existing motel's units as household units; albeit on a temporary basis and with supervision and support services.

The District Plan also makes provision for “household units” in the Commercial 4 Zone as a permitted activity.

If the individual motel units were strictly interpreted as being household units, for the purpose of the proposed activity, the number of units on the site would technically exceed the density standard. The scenario of the residential use of the land and buildings is provided for in the District Plan as a Restricted Discretionary Activity pursuant to Rule COMZ-R33.

The support activities that will be provided as an accessory use to the Contracted Emergency Housing i.e. on site management and bespoke support services for residents, are technically non-complying activities as in the Commercial 4 Zone there is no provision support services at this scale.

Applying the bundling principle, the activity status applying to the application that of a non-complying activity under these alternative provisions. However, if the support activities were not provided on site, the application could otherwise be assessed and determined as a restricted discretionary activity.

Therefore, regardless of whether the proposed use is considered as “community housing” or “household units with accessory support services” the application remains a non-complying activity.

However, as demonstrated above, despite being classified as a non-complying activity, emergency housing is not fundamentally out of step with the activities anticipated by the District Plan, with the non-compliant aspects being of minor significance and impact.

4.6 Scope of application

This application seeks resource consent under the Rotorua District Plan in order to establish all aspects of the proposal associated with using the existing site and buildings for emergency housing, including the associated support services. All necessary approvals are also sought to enable the eventual transition back to the prior motel use.

If Council is of the view that resource consent is required for alternative or additional matters to those identified in Section 4.3 of this report, it has the discretion to grant consent to those matters as well as, or in lieu of, those identified in this AEE.

Additionally, if Council is of the view that the activity status of any of the matters requiring consent is different to that described in Section 4.4 of this report, Council has the ability under Section 104(5) of the Act to process the application, regardless of the type of activity that the application was expressed to be for.

5. Assessment of environmental effects

In accordance with section 88(2)(b) of the Act and Clause 1(d) of Schedule 4 to the Act, this assessment of environmental effects of the proposed activity has been prepared in such detail as corresponds with the scale and significance of the effects that it may have on the environment.

5.1 Permitted baseline

In forming the opinion for the purposes of s95 and s104(1)(a), adverse effects on the environment can be disregarded if the District Plan permits an activity with that effect.

The District Plan provides for ‘Community Housing’ as a permitted activity in the Commercial 4 Zone. A relevant permitted baseline would be Community Housing would be for up to 8 people (including resident staff). We note that ‘community housing’ requires some element of support such as the support services proposed in the subject application.

‘Tourist accommodation’ across the entire site is also a permitted activity in the Commercial 4 zone of the District Plan.

‘Household Units’ are a permitted activity within the Commercial 4 zone of the District Plan. It is acknowledged that the proposal would not comply with the minimum net site area standards, however

this non-compliance would only elevate the proposal to Restricted Discretionary Activity. In this instance, Council's discretion would be limited to:

- a. The extent to which the activity will avoid, remedy, or mitigate the effects of the non-compliance on achieving the purpose of the relevant performance standard and the objectives and policies relevant to the matters of discretion;
- b. How the degree of non-compliance will reduce the amenity of the zone and affect adjoining sites;
- c. How the activity provides more efficient and practical use of the remainder of the site;
- d. Natural hazards COMZ-MD1;
- e. Household units COMZ-MD4; and
- f. Financial contributions COMZ-MD5.

In addition to the permitted activities outlined above, the following are also permitted in the Commercial 4 zone:

- Household units on and above the ground floor
- Bed and Breakfast for a maximum of 8 guests including the owner or manager who is a resident onsite.

5.1.1 Effects that can be disregarded under the permitted baseline

The purpose of the permitted baseline is to enable the decision maker to disregard effects of activities on the environment that are permitted by the Plan when assessing the effects of a resource consent. While applying a permitted baseline is at the discretion of the decision maker, in our view it is entirely appropriate to apply a permitted baseline to the subject application as the plan clearly provides for activities on the subject site that have very similar effects to the subject application.

The Commercial 4 zone is a permissive zone that provides for activities that would result in very similar effects as the proposed activity. The most directly comparable permitted baseline in our view is for the subject site to operate as tourist accommodation, which we note, could, and until recently has, operated from the site under an existing resource consent. Based on the number of beds available when the site was being operated as a motel, a realistic maximum number of motel guests would be 93 people, excluding children in cots. In addition, there is one three-bedroom two storey unit for an onsite manager and their family. Including this management accommodation, the maximum number of people onsite under a credible motel operation could be 99 people including the onsite manager.

The District Plan provides for 'tourist accommodation' as a permitted activity. It is noted that this definition does not actually require guests of the motel to be 'tourists'. The operation of a motel from the subject site, at full occupancy, generates potential effects that are anticipated and permitted by the District Plan. These effects include neighbouring residential amenity effects as well as onsite guest amenity, density, noise and traffic effects. The District Plan permits effects of running a motel, including from people coming and going from the site at any time of the day or night (including from those working onsite or servicing the site) and noise or vehicle movements associated with the operation of the site as a motel. Permitted effects extend to residential amenity effects from living in the vicinity of an operating motel, including from motel guests using the outdoor spaces or congregating outside motel units.

With the benefit of the Social Impact Assessment (discussed in more detail in section 5.3 below) we acknowledge that the operation and nature of occupation of CEH does have some differences when compared to standard tourist accommodation. As such, CEH will result in some potential adverse effects. However, these effects are limited to how the site is managed and the way in which those living in emergency housing occupy the site. We consider that with appropriate room allocation processes and onsite management, these potential effects can be mitigated.

5.2 Character and amenity effects

The subject site is located within Commercial 4 zone and is generally surrounded by similar land uses (motel sites) with the character to the west transitioning to residential in nature. The site has one road frontage, Fenton Street. The adjoining properties to the north and south are also motels. The property to the east contains the parking and landscaped areas for the Rotorua Racing Club. The site is well located to amenities, including being within 750 metres of the nearby school, supermarket, butcher, and services stations. In terms of public open space, Fenton Park is located a 10min walk from the site, the lake front main park is approximately 30 minute walk, and the Redwood walking paths are approximately 15 minute walk.

The design, scale, appearance and layout of the existing buildings within the subject site will not change. There will be no change to the physical features of the site more generally. The site layout is shown in the site plan at [Appendix 2](#).

Character and amenity effects relate to both the amenity effects internal to the site for occupants as well external amenity effects on neighbouring properties. These potential effects are discussed below.

5.2.1 Internal amenity effects

Occupants of emergency housing generally have similar needs to motel guests and, as such, the conversion of the site from a motel activity to an emergency housing activity is a relatively straightforward exercise. The key difference between motel guests and emergency housing residents is that in some cases, emergency housing occupants will be on site for several weeks, whereas a motel guest would rarely stay that long. This change in stay and occupation results in changes to the way in which occupants use the accommodation, including increased use of the kitchens, shared facilities, and open space areas.

Onsite outdoor open space is not a strong feature of the site's existing built environment, and physical changes are not proposed in this regard. The site itself is in proximity to several local parks including Fenton Park (approximately 11 minutes' walk), the Rotorua Lake main park (approximately 30 minutes' walk), and the Redwoods walking paths (approximately 15 minutes' walk). In the absence of green space and play areas, the Housing Service Provider provides tamariki with regular activity opportunities. These include:

- Cycle groups and regular cycle rides around Rotorua, including the Redwood Forest
- Lake visits for barbeques, games, and swimming when the weather is warmer (a family activity day recently included paddle boarding and kayaking activities)
- Playground visits with support staff and parents

- Holiday programmes (most recently including a day at the Buried Village, with snacks and lunch, and transport provided)
- Social gatherings, such as discos, arts and crafts sessions, and visits to canopy tours and other local activities (a disco planned for later this month which includes food, drink, and activities)
- Sports activities at Kuirau Park, Westbrook netball courts and the Aquatic centre, and
- Monthly movie nights with up to 250 tamariki in attendance (including viewings recently of 'Rabbit Academy' and 'The Bad Guys').

There is adequate room throughout the site for each unit to have a parking space; noting that parking allocation will ultimately be a matter for the contracted site management to direct and control.

The Commercial Zone objectives and policies do not include direction about on-site residential amenity, even though the Zone provides for several forms of residential use. The rules include a specific outdoor living space requirement, but this is only for "new builds". In the Commercial 4 Zone description, there is no reference to residential amenity outcomes.

Ultimately, potential internal amenity effects are mitigated by the intended short duration of stay and the active programme offered by the contracted housing provider. In this regard emergency housing provides short-term accommodation to individuals and whānau with a high housing need, while more permanent accommodation is sought. The need of tenants for accommodation far outweighs the qualitative requirements of the District Plan for onsite amenity. Furthermore, there are many local amenities within close proximity of the subject site, including public reserves, schools, supermarkets, and the retail centre approximately 750m north of the site.

The proposal includes targeted support services for whānau on an "as required" basis. In addition to this, effective site management will ensure amenity for tenants is maximised during their stay by managing noise and other potential nuisance factors. These measures will collectively assist in providing an improved quality of life for tenants during their stay, when compared with the alternative scenario of homelessness or overcrowding in unsuitable accommodation.

Ultimately, the provision of Contracted Emergency Housing through motels provides a necessary option for vulnerable individuals and families who urgently require accommodation. While there will be some limitations with regard to on-site amenity, the site facilities are considered to be adequate for the intended duration of stay. Effects in relation to internal amenity are less than minor on the environment, and no parties will be adversely affected.

5.2.2 External amenity effects

Potential external amenity effects are discussed on a site-by-site basis below. While general noise may be associated with the proposed activity, this will be dispersed throughout the site and will be domestic in nature. Overall, it is expected that any noise that is generated from the proposed use of the site will not exceed the permitted noise levels, nor is it expected to be any greater than the noise generated from a permitted motel activity.

To provide assurance around the management of potential noise etc associated with the proposed activity, the implementation of the SMP will effectively ensure noise and outdoor activities within the

site are adequately managed. The implementation of the SMP will result in a more restrictive and supervised environment (insofar as managing potential noise and nuisance effects) than would otherwise exist if the subject site were continuing to operate as a motel.

301 Fenton Street and 303 Fenton Street (across the road to the west)



Figure 3: 303 Fenton Street (Shri Swaminarayan Mandir Temple) and 301 Fenton Street (Baden Lodge) (source: Google Street View)

The Shri Swaminarayan Mandir Temple and Baden Lodge are directly west of the subject site (across the road).

The layout of the site at 301 Fenton Street is such that there are two rows of units running in an east to west direction, with a drive through entrance on the Fenton Street frontage. The majority of the units are designed to face into the internal parking area, rather than to the street.

The layout of the existing temple at 303 Fenton Street is such that the temple building is located along the northern boundary with an entry onto Fenton Street (see Figure 3 above). There are no windows facing Fenton Street and the use of the temple appears to occur only within the existing building.

The two properties across the road from the subject site are separated by Fenton Street itself, a four lane road (approximately 40m in width) with street trees and a grassed central median. The sites at 301 Fenton Street and 303 Fenton Street are located within the Commercial 4 zone, where 'tourist accommodation' is a permitted activity and 'community facilities' (such as the temple) are a controlled activity.

Effects on the properties across the road at 301 Fenton Street and 303 Fenton Street are comparable to a permitted tourist accommodation activity operating from the subject site and are less than minor.

280 Fenton Street (located to the north)



Figure 4: 280 Fenton Street (source: Google Street View)

The directly adjoining property to the north of the subject site, being 280 Fenton Street, contains an existing motel operation currently used as a Covid Response Motel. The layout of the site at 280 Fenton Street is such that it mirrors the layout of the subject site, providing accommodation in a U-shaped configuration, with parking provided internally to the site.

We note that the motel on the subject site and the motel to the north at 280 Fenton Street have, in the past, had occupants moving freely between them. However, this is not what is proposed under the subject application, which is only for Contracted Emergency Housing at 284-286 Fenton Street. Movement between the subject site and the site at 280 Fenton Street will be restricted by fencing.

It is considered that the use of the subject site for Contracted Emergency Housing will have less than minor effects upon the property at 280 Fenton Street.

288 Fenton Street (adjoining to the south)

The directly adjoining property to the south of the subject site, being 288 Fenton Street, also has an existing motel operation. The layout of the site at 288 Fenton Street is such that there are two rows of units in a U-shape configuration, running in an east to west direction, with a drive through entrance on the Fenton Street frontage (see *Figure 5* below).



Figure 5: Image of the subject site (left) and the adjoining property to the south at 288 Fenton Street (Source: google Street View).

A high wooden fence separates the property at 288 Fenton Street from the subject site. The units within the subject site adjacent to the property at 288 Fenton Street have no direct access to the south, with windows mostly limited to those within bathrooms.

The site at 288 Fenton Street is located within the Commercial 4 zone, where 'tourist accommodation' is a permitted activity.

Effects on the adjacent site at 288 Fenton Street are comparable to a permitted tourist accommodation activity operating from the subject site and are considered to be less than minor.

274 Fenton Street (located to the east)



Figure 6: Image from the adjoining site at 274 Fenton Street towards the boundary with the subject site (Source: google Street View).

The adjoining site to the east at 274 Fenton Street accommodates the Rotorua Racing Club, however the area directly adjoining the site is used for carparking and a lawn area.

The design on of the existing buildings within the subject site are such that the pedestrian circulation spaces, entrance to the units and car parking spaces are located internally within the subject site. The common boundary with 274 Fenton Street comprises the façade of the buildings with several windows, however these only directly overlook parking areas with all buildings and circulation areas within the Racecourse sufficiently distanced.

Effects upon 274 Fenton Street are comparable to a permitted tourist accommodation activity operating from the subject site and are considered to be less than minor.

All other surrounding properties

No other properties directly adjoin the subject site. All other surrounding properties are sufficiently separated from the proposed use of the site for Contracted Emergency Housing. The effects of the proposal are entirely comparable to the continued operation of the existing motel, or the permitted baseline scenario discussed in Section 5.1 of this application above. Effects on all other surrounding properties are less than minor and no parties will be adversely affected.

5.3 Social effects

A Social Impact Assessment (SIA) has been prepared in relation to the use of CEH in Rotorua and is attached at Appendix 4 of this application. Although this was prepared prior to HUD using the subject site for Contracted Emergency Housing, we consider that it has broad application and its assessment and conclusions remain relevant to the CEH activity within this site (noting that the recent contracting of this motel site is a result of needing to replace a former CEH motel, which was considered as part of the broader SIA). The SIA has found that, in the most part, social impacts from the 13 CEH motels in Rotorua range from very low negative to low positive. The SIA acknowledges that CEH motels are a symptom of social issues within the community, rather than the cause. In relation to the resource consent for Contracted Emergency Housing, the SIA states (page 3):

“Therefore, we consider that not allowing contracted emergency accommodation to be consented and therefore operating would not improve the current social changes experienced within Rotorua and may result in further negative social change particularly for vulnerable members of the community.

Therefore, it is important to consider how to minimise potential impacts of emergency housing on the surrounding community. In our opinion contracted emergency housing does this. Contracted emergency housing separates emergency housing use from the provision of tourist accommodation and improves the care of whānau and vulnerable adults in emergency housing. The operating model aims to reduce potential impacts on the neighbours and local community through its management of the sites.”

As such, based on the findings in the SIA, the Contracted Emergency Housing model, where there is no mixing of tourists with emergency housing occupants as well as dedicated wrap around support services, may improve the potential social effects of emergency housing in Rotorua.

Ultimately the SIA found (see Section 6 and Section 7 of the SIA) that CEH would largely not change the existing social conditions and that good management, including operational rules and security, helped to limit potential adverse social impacts of CEH.

The operation of CEH motels is a symptom of an acute housing crisis, rather than the cause of it. It is accepted that there are at times issues on CEH sites that could have a social impact on the surrounding neighbours and community. However, if CEH did not exist, this would simply push the homelessness problem somewhere else, rather than solve it. Without CEH, whānau may be forced to live in more vulnerable and less stable housing conditions.

The subject resource consent application is seeking consent for a fixed duration, to allow time to improve the supply and accessibility of affordable housing in Rotorua.

In relation to activities on the site, there have been no complaints received by HUD or the housing service provider for previous activities operating from this site in the last two years. This primarily related to its operation as a Covid Response Motel. Part of the role of the housing service provider is to effectively manage any incidents that occur on site and this includes recording the incident and taking any immediate action that may be necessary. Incident reports outline any consequences and mitigation. Incidents are different to complaints and generally relate to a matter that requires the input of on-site

management. Visions have a documented complaints and incident recording process, attached as Appendix 6.

Notwithstanding this, in recognition of the broader context in which this application is being made, the applicant is electing to publicly notify the subject resource consent application.

5.4 Streetscape / neighbourhood character

The proposal is to retain the existing buildings and site features. As such, effects from a streetscape / neighbourhood character and visual point of view are similar to the continued operation of the existing motel. The street frontage of the subject site includes visually impervious fencing with a defined entrance.



Figure 7: 284-286 Fenton Street streetscape (source: Google Street View)

The proposed activity will temporarily remove a tourism enterprise from the subject site and replace it with CEH. The Commercial 4 Zone rule framework provides for the conversion of tourist accommodation to residential units as a controlled activity and it is noted that the matters of control do not include assessment of the effects of loss of tourism enterprises.

Effects in relation to streetscape and neighbourhood character are less than minor on the environment, and no parties will be adversely affected.

5.5 Access and parking effects

The site access has good visibility to the north and south. The existing carparking arrangement within the site will remain. There is one carpark per unit, and although this did not meet the requirements of the District Plan at the time of the motel’s construction, it was assessed as acceptable through the resource consent process. Similar to how a motel would operate, no specific visitor parking is provided.

The District Plan was recently updated as directed by the National Policy Statement on Urban Development (NPSUD) whereby the requirement for each household unit to provide a carpark removed.

The proposal is not expected to generate strong demand for on-street carparking and any potential parking and vehicle access effects are comparable to a permitted activity occurring within the site. The site is well placed for proximity to public transport and within walking distance of local amenities.

Access and parking effects are less than minor on the environment, with no parties being adversely affected.

5.6 Traffic generation

The proposed capacity of the site will be similar to the maximum occupancy of the existing motel. The nature of traffic generation may alter with the changed nature of accommodation, although the effects are not considered to be any greater than what currently exists under the existing environment. Residents are more likely to stay on site during the day or go to or from the site for work purposes, compared with tourists who may travel in and out several times a day, and checking in and out at different times. Visitors to the site are managed by the on-site service provider.

Traffic generation effects are assessed as less than minor, having regard to the existing environment, with no parties being adversely affected.

5.7 Waste management

On-site waste management will be addressed by the motel operator. The District Plan does not identify on site waste management as a resource management issue. Instead, this issue is addressed under the Council's Solid Waste Bylaw 2016. The bylaw provides a means to mitigate potential adverse waste management effects including access, and minimising noise and odour and vermin. The motel operator's obligations under this bylaw will be addressed and dealt with separately from the resource consent.

We note that the storage of rubbish and management of these areas is the responsibility of the motel operator.

Effects in relation to waste management will be less than minor on the environment, and no parties will be adversely affected.

5.8 Intensity of use effects

The existing capacity for accommodation (i.e. number of units and associated beds etc) will continue to be available at a broadly similar level to the previous motel operation. However, HUD prohibits the use of temporary beds, such as sofas or roll away beds, and as such the capacity (i.e. maximum no. of people per unit) may actually decrease between what can be accommodated under motel operations compared to occupation levels under Contracted Emergency Housing.

The actual occupancy levels prior to the motel being used for emergency housing do not define or limit what constitutes the existing environment for the purpose of the subject application. The application outlines the configuration of units and beds and using this information, sets the context for the existing environment, which is a motel of where the maximum number of occupants (excluding children in cots under 18 months of age) is 93 people across 29 units. The permitted baseline is more permissive, whereby the motel could be extended or the existing activity intensified, still with no limit on the number of people onsite or their length of occupancy.

As the motel has only been operating for Contracted Emergency Housing for a matter of weeks, we are unable to provide information on the typical level of occupancy or length of stay at this particular site for the purpose of CEH. However, we note that while the number of people staying onsite depends on the needs of different whānau and can change over time, it is not expected that the site will ever operate at its total maximum capacity i.e. all beds across the entire site being occupied to their maximum capacity. As of 12 July 2022, there are 34 adults and 34 tamariki in accommodation on the site.

The current actual occupancy is a lot lower than what the motel can accommodate. While we acknowledge that this motel has only been used for Contracted Emergency Housing for a couple of weeks, it is noted that other Contracted Emergency Housing motels are typically operating at a level far lower than the number of people that are theoretically possible to be accommodated if every bed was filled to capacity. The reality of operating Contracted Emergency Housing from the site is that there are periods where rooms require maintenance and there are times when rooms are awaiting referrals. Furthermore, all available beds in a unit may not be used by the individual(s) allocated that unit, as the family size may be smaller than the actual theoretical capacity of the unit.

In terms of criteria for assessing suitable occupancy at 284-286 Fenton Street, those whānau who end up in Contracted Emergency Housing go through a two-step process to ensure the accommodation best suits their needs:

1. **Te Pokapū** assesses the potential CEH occupant and manages the initial referral of whānau to emergency housing, whether that be to a motel that accepts EHSNGs or CEH.
2. **Visions** assesses the referral from Te Pokapū and Visions undertakes a further assessment of size of the whānau as well as their mental health and medical needs. This combination of factors determine whether there is a place in CEH for that family and what room they will be allocated. For example, an elderly person, someone who is pregnant or someone experiencing medical conditions will be allocated a ground floor room. Someone who requires more intense supervision will be placed closer to security and to the social service office. A family will only be allocated a room that can hold that capacity of the family, Visions will not place a family in a room that is not adequate in bed availability or size.
3. **Visions** Social Services meet with the family face to face to show them the room they will reside in to ensure it suits the particular needs of the whānau.

If that whānau is not the right fit for the accommodation available, they will be directed back to Te Pokapū to be allocated to another provider.

While the average length of stay at this particular site is not yet known due to the short duration of its use as Contracted Emergency Housing, the average length of stay across all emergency housing is 22 weeks, the typical length of stay is 2-3 months, and the maximum length of stay is 19 months. The shortest length of stay is three days.

No changes are proposed to the onsite reticulated servicing arrangement and there is no subdivision of land or units proposed as part of this proposal. Overall, there will be no change in the intensity of use, such as 3 waters infrastructure, traffic, parking and noise. Any potential adverse effects arising from this proposal in relation to intensity of use will be negligible.

5.9 Cumulative effects

Prior to this application, HUD lodged 13 resource consent applications for Contracted Emergency Housing at motels in Rotorua. One application has subsequently been withdrawn and that particular motel is no longer contracted by HUD. This application, replaces the withdrawn application and will be the 13th motel that for which HUD is seeking resource consent for Contracted Emergency Housing.

The number of Contracted Emergency Housing motels reflects the immediate need for such housing within the district. Contracted Emergency Housing is considered to have very similar potential adverse effects to a motel operating for the general public. One of the key differences being that each site is supported with on-site management and supervision, and support services are provided to assist the occupiers in obtaining more sustainable housing options. This will serve to minimise any adverse effects of the proposal further. It is, however, acknowledged that there is community concern around the accumulation of motels along Fenton Street (and Rotorua more generally) being used for alternative purposes such as CEH.

The site will be used for Contracted Emergency Housing for a limited period (a maximum of five years). The on-site use will transition back to tourism accommodation as the need for emergency housing subsides. When considered in the context of the site activities being closely managed and supervised, coupled with the somewhat temporary nature of the intended use, cumulative effects are considered no more than minor on the environment, with no parties being adversely affected.

5.10 Positive effects

The purpose of this application is to provide community members, who have an urgent need for housing, access to emergency residential accommodation. The existing motel and its facilities are well suited to provide for emergency housing. The proposed on-site social wrap-around services will assist with the daily functioning of the site and will help provide a pathway for tenants to obtain more permanent housing elsewhere.

This proposal does not intend to alter the existing buildings on the site, rather to re-purpose the existing units on an interim basis to provide a similar type of accommodation than currently exists for the people who need it most. The proposed use of the existing motel facilities for emergency housing will be an efficient use of an existing site and facilities. The proposal retains the existing qualities of the surrounding environment.

The site is extremely well located to wider amenities such as public open space, public transport, and neighbourhood service amenities.

The use of the site for Contracted Emergency Housing, provides the motel operators with a source of steady income in a period when international tourism is significantly reduced as a result of the COVID-19 pandemic. Once the need for emergency accommodation dissipates, the site and buildings are expected to revert to provision of tourism accommodation – consistent with the onsite activities since at least the 1980s.

For these reasons, and those noted earlier within this assessment, the proposal has significant positive effects that should be taken into consideration by the Council when determining this application.

5.11 Conclusion

The proposed use of the site and buildings for Contracted Emergency Housing, is consistent with effects generated from operating a typical motel operation from the subject site, and will have limited external impact. We note that the District Plan does not *require* tourist accommodation to be provided on the site and the motel operator has made a conscious business decision to operate Contracted Emergency Housing, where there is a guaranteed income rather than providing more traditional ‘tourist accommodation’.

For the reasons discussed above, the overall effects of the proposal are no more than minor with no persons being adversely affected.

Notwithstanding this, HUD accepts that there are a number of motels being used for a similar purpose, particularly in the vicinity of Fenton Street. As with its other 12 applications for CEH, HUD voluntarily elects to notify this application.

6. Objectives and policies

6.1 Objectives and policies

The following objectives and policies of the Rotorua District Plan are relevant to this proposal.

Table 3: Assessment against District Plan objectives and policies

| | |
|--|--|
| Part 2: District Wide Matters – Noise | |
| Appropriate noise environment | |
| NOISE-O1 | A noise environment consistent with the character and amenity expected for the zone. |
| NOISE-P1 | Control the potential adverse effects of noise on noise sensitive activities including by setting appropriate standards that reflect the function of the zones and permitted activities within them. |
| NOISE-P3 | Control the potential adverse effects of noise generated in one zone and received in another zone. |
| NOISE-P4 | Minimise, where practicable, noise at its source or on the site from which it is generated to mitigate adverse effects on adjacent sites. |
| Comment: | <p><i>The proposed use of the site for Contracted Emergency Housing is consistent with the character and amenity expected for the Commercial 4 zone. Use of the site for ‘tourist accommodation’ is provided for in the District Plan as a permitted activity and any noise generated from the site by the proposal will be akin to the type of noise generated from a tourist accommodation activity.</i></p> <p><i>Furthermore, there is a greater level of active supervision of the site through the service provider than would exist if the site was being operated as a</i></p> |

motel. Effective implementation of the SMP (which includes restrictions on visitors, hours for being in shared open spaces and specific rules related to noise) provides further assurance that any noise issues will be dealt with promptly.

The proposal is consistent with the above objective and policies.

Reverse Sensitivity

NOISE-O2 **Existing and permitted activities in the central city, rural and industrial zones are protected from noise reverse sensitivity**

NOISE-P7 Encourage activities to locate in areas where the noise generated from existing activities, or noise anticipated by the zone rules, is compatible with the proposed activity.

NOISE-P8 Avoid, remedy or mitigate adverse effects generated by central city, industrial, infrastructural and rural activities through appropriate zone buffering, landscaped buffers, building location and/or noise control boundaries to maintain the amenity of adjacent residential zones or marae and habitable buildings.

NOISE-P9 Mitigate adverse effects generated by central city and infrastructural activities through the requirement that new noise sensitive activities that locate within the Central City or close to major infrastructure are appropriately insulated.

Comment: *The proposal is not anticipated to result in any reverse sensitivity effects. The zoning of the site provides for very similar activities (tourist accommodation) and the proposed use of the site is compatible with surrounding uses.*

The proposal is consistent with the above objective and policies.

Part 3: Area Specific Matters – Commercial Zones (COMZ)

Commercial centres

COMZ-O1 **A hierarchy of vibrant compact commercial and tourism centres that efficiently service and support the needs of the surrounding community and nationally significant tourism sector.**

COMZ-P4 Entranceway Accommodation and Tourism Provide for the development of tourism enterprises and Māori cultural experiences that maintains or enhances the amenity and vibrancy along the northern and southern city entranceways to the inner city, as shown on Planning Map 206.

Comment: *Operating emergency housing on the subject site aligns generally with the hierarchy of compact commercial and tourism centres in Rotorua. The Commercial 4 zone is described in the District Plan as “motels or large apartment style buildings commonly two storeys in height, with signage that*

maintains surrounding amenity. The buildings are designed to cover the majority of the land area and have minimal yards that are landscaped where they adjoin the road.”

The proposal retains the existing buildings on the site and will present in the same way as apartment buildings or a motel. The proposal clearly supports the community by providing housing for those where there is an urgent housing need. Temporarily, the existing motel on the site will not be available for tourist accommodation, however, it is important to note that tourist accommodation is not the only anticipated use in the District Plan. In particular, the conversion of tourist accommodation to a permanent residence is provided for in the Commercial 4 zone as a controlled activity and it is noted that the matters of control do not extend to the effects of loss of tourism enterprises.

Fenton Street is identified on Planning Map 206 as a ‘City Entranceway’. The District Plan defines city entranceways as “the principal approaches through the urban area by road to the city centre, the character and appearance of which are important in creating a positive perception of the city by visitors.”

The proposal will retain the existing buildings and layout of the site and as such will retain the motel-style layout of the site.

Contracted Emergency Housing is proposed for the site for a maximum of five years. After this time (if not before) the traditional motel operations that provide for tourist accommodation, will resume as the demand for emergency housing subsides. Therefore, the use of the site and facilities is for a temporary period, and the proposal does not represent the permanent conversion of tourist accommodation to permanent residence.

Contracted Emergency Housing motel operators have indicated that due to the secure and consistent income they are receiving from Contracted Emergency Housing, they will be in a stronger position to invest in the existing buildings and structures on the site, which in the long term will improve the entranceway accommodation options on Fenton Street.

In addition to the above, in a context where travel and demand for tourism accommodation is generally reduced due to the COVID-19 global pandemic, the temporary use of the site for the intended purpose provides the motel operator with a steady source of income ensuring the business remains viable during this time. It is anticipated that the motel will revert to its Tourist Accommodation purpose within the 5 year period in which consent is being sought.

The proposal is generally consistent with, and not contrary to, the above objective and policy.

Design and appearance of buildings

COMZ-O2

Commercial activities that do not adversely affect the character, safety and efficiency of commercial areas.

| | |
|--|---|
| COMZ-P6 | Manage the design of activities within commercial centres to maintain or enhance the character, public safety and efficient functioning of the transport network. |
| Comment: | <p><i>The proposal will operate much like a motel with longer term visitors. The main entrance onto Fenton Street will be retained, with good visibility and safe entry and exit to the site.</i></p> <p><i>As discussed in the assessment of environmental effects (above) the proposal will not detract from the character of the area, nor will it adversely affect the safe and efficient functioning of the transport network.</i></p> <p><i>The service provider (Visions) will provide effective management of the site, ensuring the safety of those within the site and the wider community.</i></p> <p><i>The proposal is consistent with the above objective and policy.</i></p> |
| COMZ-O3 | Commercial buildings and activities designed and operated in a manner that avoids adverse effects on the amenity of residential zones. |
| COMZ-P7 | Manage the effects and design of activities to ensure that the amenity of adjoining residential properties is not adversely affected. |
| Comment: | <p><i>The layout of the site and buildings will not be altered as part of the proposal. The implementation of the SMP will ensure the use of the site for Contracted Emergency Housing purposes will not adversely affect the amenity of adjoining residents.</i></p> <p><i>Furthermore, 'community housing', and 'tourist accommodation' are permitted activities in the Commercial 4 zone. These are activities that both closely align to the proposed use of the site for emergency housing. The proposal is consistent with the above objective and policy.</i></p> |
| Commercial activities located within non-commercial zones | |
| COMZ-O4 | Efficient use and development of commercial centres by the establishment of activities consistent with the intended purpose of each zone. |
| COMZ-P8 | Restrict the location of retail and commercial activities in other zones of the district to maintain and enhance the vibrancy and amenity of the commercial zones. |
| COMZ-P9 | Provide diverse commercial centres that offer services and convenient retail activities that complement rather than compete with the city centre. |
| Comment: | <i>As previously discussed, the proposal is a Non-Complying Activity because it does not neatly fit the provisions within the District Plan, rather than because the proposal is challenging the integrity of the District Plan. The</i> |

proposal is generally consistent with 'community housing' which is permitted in the Zone, as is 'tourist accommodation'. Furthermore, the conversion of 'tourist accommodation' to a permanent residence within an existing building is provided for within the District Plan as a Controlled Activity.

The proposal does not compete with the City Centre and complements the City as a whole, by providing urgently needed housing for those most in need.

The proposal is consistent with this objective and these policies.

6.2 Overall objectives and policies conclusion

For those reasons outlined above, it is considered that the proposal is consistent with all relevant objectives and policies of the operative Rotorua District Plan.

7. Notification assessment

7.1 Public notification – section 95A

The RMA enables applicants to request public notification of their resource consent application (s95A(3)(a)).

Public notification, when it is not elected by the applicant, is either tied to the adverse effects of a proposal being more than minor or the existence of special circumstances (or both). HUD does not consider that the adverse effects of the proposal are more than minor, nor that there are special circumstances. However, as HUD has elected to notify the other 12 resource consent applications for Contracted Emergency Housing, it considers it appropriate to also publicly notify the subject resource consent application, providing an opportunity for the wider community to participate in the decision-making process for the subject resource consent application.

It is requested that the application for Contracted Emergency Housing at 284-286 Fenton Street is **publicly notified**.

7.2 Limited notification – section 95B

As the application is to be publicly notified under Section 95A, limited notification under Section 95B is not required.

8. Statutory assessment

8.1 Section 104D Assessment – Gateway Test

As the proposal is for a Non-Complying Activity the gateway test of section 104D must be fulfilled, namely that either the effects of the proposal are minor, or that the proposal is not contrary to the objectives and policies of the District Plan, before the application can be considered under to section 104B of the Act.

Under the Assessment of Adverse Effects section above, the effects of the proposal have been determined to be less than minor. Taking into account the further matters relevant under section 104 of the Act, the overall adverse effects of the proposal will be less than minor.

The objectives and policies of the District Plan that are relevant to the proposal have also been assessed above and the proposal is **not contrary** to these objectives and policies. Accordingly, the proposal passes through both of the limbs of the 'gateway test'. The Council is therefore able to determine the application under s104 of the Act and grant the consent.

8.2 Section 104 of the RMA

In considering an application for land use consent, the consent authority must have regard to Part 2 (Purposes and Principles) of the RMA, and to the matters to be considered as set out in section 104(1). Section 104(1) states that, subject to the provisions of Part 2, a consent authority must have regard to:

- (a) *any actual and potential effects on the environment of allowing the activity; and*
- (b) *any relevant provisions of –*
 - (i) a national environmental standard:
 - (ii) other regulations:
 - (iii) a national policy statement:
 - (iv) a New Zealand coastal policy statement:
 - (v) a regional policy statement or proposed regional policy statement:
 - (vi) a plan or proposed plan; and
- (c) *any other matter the consent authority considers relevant and reasonably necessary to determine the application.*

8.2.1 104(1)(a) – Effects

In respect of Section 104(1)(a), an assessment of any actual or potential effects is included in Section 5 of this report. Ultimately, it is concluded that the resulting effects will be less than minor and acceptable.

8.2.2 104(1)(b) – Relevant planning provisions

I have considered the higher order planning documents specified at section 104(1)(b)(i) – (vi) of the Act. In particular, it is my opinion that there are no National Environmental Standards that are directly relevant to the consideration of this proposal. Similarly, the New Zealand Coastal Policy Statement is not relevant. The proposal is consistent with the general strategic direction and objectives and policies of the BOP Regional Policy Statement. Regard has also been given to *He Mahere Taiao mo ngā Wai o The Arawa – The Arawa Lakes Trust Environmental Management Plan (2019)*. There are no potential adverse effects directly pertaining to Lake Rotorua or its waterways as a result of this proposal.

The National Policy Statement on Urban Development 2020 (NPSUD) is relevant to this proposal. The NPSUD is about ensuring urban development recognising the national significance of urban environments and the need to enable such environments to develop and change, and to provide sufficient development capacity to meet the needs of people and communities and future generations

in urban environments. The NPSUD directs decision making under the Act to ensure that planning decisions enable development through providing sufficient development capacity for housing and business.

The relevant NPSUD Objectives and Policies are set out below.

Objective 1: *New Zealand has well-functioning urban environments that enable all people and communities to provide for their social, economic, and cultural wellbeing, and for their health and safety, now and into the future.*

Objective 4: *New Zealand's urban environments, including their amenity values, develop and change over time in response to the diverse and changing needs of people, communities, and future generations.*

Policy 1: *Planning decisions contribute to well-functioning urban environments, which are urban environments that, as a minimum:*

- (a) have or enable a variety of homes that:
 - (i) meet the needs, in terms of type, price, and location, of different households; and*
 - (ii) enable Māori to express their cultural traditions and norms; and**
- (b) have or enable a variety of sites that are suitable for different business sectors in terms of location and site size; and*
- (c) have good accessibility for all people between housing, jobs, community services, natural spaces, and open spaces, including by way of public or active transport; and*
- (d) support, and limit as much as possible adverse impacts on, the competitive operation of land and development markets; and*
- (e) support reductions in greenhouse gas emissions; and*
- (f) are resilient to the likely current and future effects of climate change.*

Policy 6: *When making planning decisions that affect urban environments, decision-makers have particular regard to the following matters:*

- (a) the planned urban built form anticipated by those RMA planning documents that have given effect to this National Policy Statement*
- (b) that the planned urban built form in those RMA planning documents may involve significant changes to an area, and those changes:
 - (i) may detract from amenity values appreciated by some people but improve amenity values appreciated by other people, communities, and future generations, including by providing increased and varied housing densities and types; and*
 - (ii) are not, of themselves, an adverse effect**
- (c) the benefits of urban development that are consistent with well-functioning urban environments (as described in Policy 1)*
- (d) any relevant contribution that will be made to meeting the requirements of this National Policy Statement to provide or realise development capacity*
- (e) the likely current and future effects of climate change.*

Policy 11: *In relation to car parking:*

- *the district plans of tier 1, 2, and 3 territorial authorities do not set minimum car parking rate requirements, other than for accessible car parks; and*
- *tier 1, 2, and 3 local authorities are strongly encouraged to manage effects associated with the supply and demand of car parking through comprehensive parking management plans.*

The subject application is to enable those with urgent housing needs to have safe and stable accommodation while a more permanent housing solution can be found. The Contracted Emergency Housing model supports families and individuals in urgent housing need with a short-term place to live and provides support to find stable and permanent housing. In relation to parking, the NPSUD requires that District Plans do not set minimum car parking rates. As directed by the NPSUD, the requirement to provide 1 carpark per household unit has now been removed from the District Plan.

The proposal has been assessed against the relevant policies of the NPSUD and directly contributes to achieving the outcome sought by the NPSUD. There are no other National Policy Statements relevant to the assessment of this proposal.

In respect of Section 104(1)(b), the document that provides the relevant statutory context is the Rotorua District Plan. As discussed at Section 6 above, the proposal is generally consistent with the relevant objectives and policies of the District Plan.

8.2.3 104(1)(c) - Other Matters

Waste Management

The District Plan does not identify on site waste management as a resource management issue. This is addressed under the Council's Solid Waste Bylaw 2016. The bylaw provides a means to mitigate potential adverse waste management effects including access, and minimising noise and odour and vermin. It is acknowledged that this resource consent does not obviate the consent holder's obligations under the bylaw.

Rotorua Spatial Plan

The Rotorua Spatial Plan 2018 has seven objectives, the most relevant to this application is "Objective One: Build Homes that match needs", this is to respond to the fact that current market trends indicate that there are not enough new homes are being built for the number of additional people living in the district. As part of Objective One the Council has identified that must be used "more efficiently and create a variety of housing types". The Spatial Plan indicates that there will be a future plan change to "Consolidate tourism accommodation in the CBD and allowing existing accommodation to change to land for homes". It also states in relation to Fenton Street, that "Entering Rotorua from the south there are a number of older tourist accommodation properties that could be converted or redeveloped with town houses or terrace style homes."(page 18). The spatial plan therefore indicates a changing landscape along Fenton Street in favour of residential accommodation.

We also note that in relation to infrastructure (Objective Seven), the subject site falls within an area where there is 'Capacity for growth'.

The proposed interim use of the motel sites for emergency housing is consistent with this Spatial Plan strategic direction and provides an urgent solution while longer term solutions, such as plan changes to provide additional land for housing and physical construction of additional housing are undertaken.

He Papakāinga, He Hāpori Taurikura - A Strategy for Homes and Thriving Communities

The proposal will directly contribute to the objectives of “*He Papakāinga, He Hāpori Taurikura - A Strategy for Homes and Thriving Communities*” (Rotorua Housing Strategy). The Rotorua Housing Strategy was publicly consulted on in June – August 2020 and was adopted by Council in October 2020. One of the objectives of the Strategy is for:

“Safe emergency housing options that meet differing needs are available for short-term use.”

The Rotorua Housing Strategy identifies that there is an “urgent priority” at the lower end of the housing continuum (see *Figure 9* below). The proposal in the subject application will increase the supply of emergency housing in Rotorua while the wrap around support services will help occupants and neighbours to feel safe and will deliver targeted support to occupants.



Figure 8: *Housing Continuum (excerpt from the Rotorua Housing Strategy 2020, page 20).*

There are no other matters that the consent authority should consider in the determination of this application.

8.2.4 104(1) – Summary

For the reasons outlined in this report, I consider that consent should be granted when the proposal is assessed against the matters in section 104(1)(a) to 104(1)(c) of the Act.

8.3 Section 108 of the RMA

Section 108 of the RMA provides for the Council to grant consent on any condition the Council considers appropriate. In accordance with Clause 6(1)(e) of Schedule 4 of the RMA, as part of proposed mitigation of the potential adverse effects of the proposal, this application includes the following suggested conditions. As part of the pro-offered conditions, the applicant is willing to accept a review condition to provide additional assurance to the Council as to the effective operation of the site for emergency housing.

Scale and Intensity

- 1) A maximum of 93 residents (excluding children under 18 months of age and staff) shall be permitted to reside within the 29 emergency housing units.
- 2) A record shall be maintained that states occupancy numbers at any given date within emergency housing units and this information shall be made available to the Council upon request.
- 3) To avoid doubt, this resource consent does not:
 - a) Restrict the length of stay for residents in the emergency housing units.
 - b) Limit the number of people residing in the Manager's Accommodation.

On-site management

- 4) An on-site staffing presence shall be maintained on the site for the duration of the consent.
- 5) The Contracted Emergency Housing accommodation must operate in accordance with the Site Management Plan submitted with the resource consent application.

Review Condition

- 6) Council may, within 36 months of this consent being given effect, initiate a review of the conditions of the consent under section 128 of the RMA 1991 to:
 - a) Assess the adequacy of, and if necessary, changes to the conditions controlling activities on the site; and
 - b) Deal with any significant adverse effects on the environment that may arise from the exercise of the consent (limited to noise, site management, the use of common/shared areas, parking and waste management)
 - c) Initiate a review of conditions that may allow for new conditions to be applied to the consent.

8.4 Resource Management Act 1991 – Part 2 Assessment

I have had regard to matters under Part 2 of the RMA when preparing this resource consent application. The Rotorua District Plan is a valid planning document. In achieving the purpose of the Act (Section 5) all persons exercising functions under it, shall recognise and provide for matters of national importance (Section 6), have particular regard to any other relevant matters (Section 7), and take into account the principles of the Treaty of Waitangi (Section 8).

The majority of the District Plan provisions relevant to the subject application were made operative in 2016 (five years ago). Since that time, the context in Rotorua, and across most of New Zealand, particularly in relation to housing and the demand for social housing has changed.

The NPSUD came into force on 20 August 2020 and seeks to ensure that new development capacity is enabled by councils of a form and in locations that meet the diverse needs of communities. The District Plan does not yet reflect the NPSUD, a key tool in increasing the supply of housing in New Zealand. As such it is even more important to consider the broader housing context within which the proposal for Contracted Emergency Housing sits (rather than just the District Plan provisions alone). The proposal is

at the lower end of the housing continuum, but nevertheless provides a short term housing solution and enables vulnerable people of the Rotorua community a pathway to more secure and permanent housing.

Part 2 of the Act sets out the purpose and principles of the legislation, which as stated in section 5, is “*to promote the sustainable management of natural and physical resources*”. Section 5 goes on to state that sustainable management should enable “*people and communities to provide for their social, economic and cultural wellbeing and for their health and safety while (amongst other things) avoiding, remedying or mitigating any adverse effects of activities on the environment*”.

The proposal seeks to ensure vulnerable communities have access to safe and secure housing, a fundamental human need. Clearly providing accommodation to those communities that would otherwise be homeless or living in overcrowded or unacceptable housing is fundamental to wellbeing (and therefore contributes to achieving section 5 of the Act). The proposal aligns with Part 2 of the Act.

9. Conclusion

This application is being made on behalf of the motel operator by Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development for resource consent from Rotorua District Council for Contracted Emergency Housing at 284-286 Fenton Street, Rotorua.

Section 5 details an assessment of effects and Section 7 outlines the key planning considerations for this assessment. These assessments conclude that there are no more than minor effects and no persons will be adversely affected. The proposal is also consistent with the objectives and policies of the District Plan.

As part of the application, the applicant has offered conditions of consent that can be taken into account when considering whether effects resulting from the proposal can be adequately avoided, remedied, or mitigated.

On this basis, it is considered that consent could be granted on a non-notified basis in accordance with Sections 104 and 104B. However, notwithstanding the above, we request the application be **publicly notified**, in accordance with s95A(3)(a) of the RMA.

Appendix 1 – Records of Title



**RECORD OF TITLE
UNDER LAND TRANSFER ACT 2017
LEASEHOLD
Search Copy**




R.W. Muir
Registrar-General
of Land

Identifier 212079
Land Registration District South Auckland
Date Registered 08 April 2005 11:17 am

Prior References
SA28A/813

| | | | |
|--------------------------|---------------------------------|-------------------|----------------------------------|
| Estate | Leasehold | Instrument | L 6376396.8 |
| Area | 2052 square metres more or less | Term | 99 years commencing on 30.3.2005 |
| Legal Description | Lot 6-7 Deposited Plan 26133 | | |

Registered Owners
Boyd Properties 2021 Limited

Interests

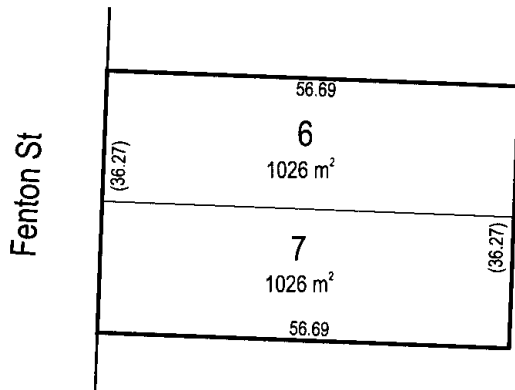
6376396.6 CERTIFICATE PURSUANT TO SECTION 37 (2) BUILDING ACT 1991 - 8.4.2005 at 11:17 am
6376396.10 Lease Term 30 years commencing on 31.3.2005 (right of renewal) CT 212094 issued - 8.4.2005 at 11:17 am
12335426.2 Mortgage to ANZ Bank New Zealand Limited - 22.12.2021 at 3:19 pm

Title Diagram 212079

Cpy - 01/01, Pgs - 001, 20/04/06, 09:21



DocID 51-172932



Total Area : 2052 m²



**RECORD OF TITLE
UNDER LAND TRANSFER ACT 2017
LEASEHOLD
Search Copy**




R.W. Muir
Registrar-General
of Land

Identifier 212094
Land Registration District South Auckland
Date Registered 08 April 2005 11:17 am

Prior References
212079

| | | | |
|---------------|---------------------------------|-------------------|---|
| Estate | Leasehold | Instrument | L 6376396.10 |
| Area | 2052 square metres more or less | Term | 30 years commencing on 31.3.2005 (right of renewal) |

Legal Description Lot 6-7 Deposited Plan 26133

Registered Owners
TVR Investments Limited

Interests

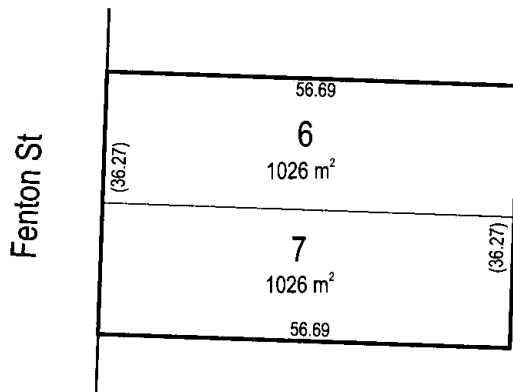
6376396.6 CERTIFICATE PURSUANT TO SECTION 37 (2) BUILDING ACT 1991 - 8.4.2005 at 11:17 am

Title Diagram 212094

Cpy - 01/01, Pgs - 001, 20/04/05, 08:24



DocID 61172937



Total Area : 2052 m²



**RECORD OF TITLE
UNDER LAND TRANSFER ACT 2017
FREEHOLD
Search Copy**




R.W. Muir
Registrar-General
of Land

Identifier SA28A/813
Land Registration District South Auckland
Date Issued 25 June 1982

Prior References
SA449/14

Estate Fee Simple
Area 4094 square metres more or less
Legal Description Lot 6-9 Deposited Plan 26133
Registered Owners
The Rotorua Racing Club (Incorporated)

Interests

Subject to Section 15 Rotorua Town Lands Act 1920

6376396.6 CERTIFICATE PURSUANT TO SECTION 37 (2) BUILDING ACT 1991 (AFFECTS LOTS 6 AND 7 DP 26133) - 8.4.2005 at 11:17 am

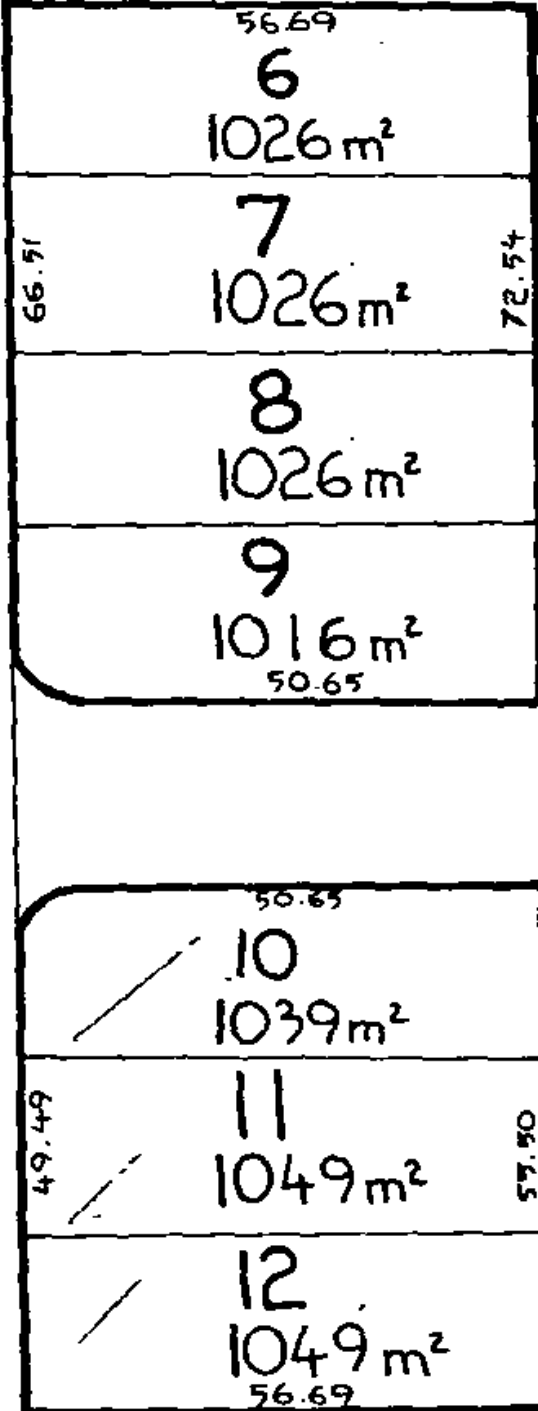
6376396.7 CERTIFICATE PURSUANT TO SECTION 37 (2) BUILDING ACT 1991 (AFFECTS LOTS 8 AND 9 DP 26133) - 8.4.2005 at 11:17 am

6376396.8 Lease of Lot 6-7 Deposited Plan 26133 Term 99 years commencing on 30.3.2005 CT 212079 issued. - 8.4.2005 at 11:17 am

6376396.9 Lease of Lot 8-9 Deposited Plan 26133 Term 99 years commencing on 30.3.2005 CT 212080 issued. - 8.4.2005 at 11:17 am

0.23)

Fenton St.



Total Area : 7231 m²

Appendix 2 – Site Plan



- Legend**
- 284-286 Fenton Street
 - Entry/Exit
 - Carparks
 - ♿ Accessible carpark
 - Utility/Building Office/
 - Managers Unit
 - Pool area (closed)
 - On site Services
 - Units (downstairs)
 - Units (upstairs)

All measurements are approximate and subject to survey.



Imagery sourced from: LINZ Data Services
 Property boundaries sourced from Land Information NZ. Crown Copyright reserved. Property boundaries accuracy: +/-1m in urban areas, +/-30m in rural areas.
 Coordinate System: NZGD 2000 New Zealand Transverse Mercator
 Datum: NZGD 2000 // This map was produced with ArcGIS Pro (Esri).

284-286 Fenton Street
 Emergency Accommodation

DATE
12/07/2022

SHEET
1 OF 1

PREPARED BY
JK Bellamkonda

TPG REF.
717539

A3 Scale 1:200

0 6.5 Metres



Appendix 3 – Contracted Emergency Housing Factsheet

Contracted Emergency Housing Factsheet

What is Contracted Emergency Housing?

Emergency Housing Special Needs Grants (EH-SNGs) were introduced in 2016 to help vulnerable individuals and families with an immediate housing need to meet the cost of staying in short-term accommodation (predominantly motels). To date the service has largely operated with very limited (if any) support services for the clients staying in motels. Rotorua has been identified as an area that would benefit from an improved pilot version of this service, being Contracted Emergency Housing.

Rotorua city has experienced strong population growth over an extended period of time. The housing supply has not responded, and the number of building consents granted remains one of the lowest in New Zealand by population. This has resulted in a sharp increase over the past five years in median rents (54 percent) and house prices (84 percent) leading to increases in homelessness, including overcrowding. This has placed significant pressure on public, transitional and emergency housing. The volume of EH-SNGs in Rotorua is now the highest in the country by population.

The enhanced pilot model, including Contracted Emergency Housing, implements a suite of changes to improve outcomes and meet immediate housing needs. These changes include:

- Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD) contracting specific motels to provide emergency accommodation for families with children.
- providing increased support through HUD contracting additional wraparound support services to meet the needs of the clients in those contracted motels and MSD improving supports available for those remaining in current EH-SNG motel places.
- MSD, with a lead from local Iwi, implementing a Housing Hub (Te Pokapū) to strengthen assessment and placement processes for those needing emergency and other forms of housing, with a co-location of relevant services.
- This pilot approach in Rotorua also includes longer term supply solutions with Kāinga Ora - Homes and Communities scaling up work to identify new-build and acquisition opportunities.

It is expected that this combination of actions in Rotorua will result in increased quality and suitability of accommodation, increased support services, increased safety, better pathways to more-permanent housing, and streamlined assessment and placement processes for those with a housing need.

Who is Contracted Emergency Housing for?

Contracted Emergency Housing is for families and whānau with children, Rangatahi/young people, and disabled people.

How do you get placed into Contracted Emergency Housing?

Te Pokapū – the Rotorua Housing Hub will assess a whānau who present with an urgent housing need to identify the most appropriate motel and support services provider.

What does wraparound support involve?

Once the Contracted Emergency Housing Services Client or whānau has been identified, or the referral has been received, the service provider will:

- Carry out an assessment of the immediate needs of the client or whānau and arrange any necessary services to meet those needs.
- Meet regularly and work with each client or whānau to identify and manage issues that arise in relation to their stay in Contracted Emergency Housing.
- Prepare an individualised action and transition plan in conjunction with each client or whānau to document actions proposed to address any health, social, employment and financial needs.
- Assist in the transition to more permanent housing options where these are available.

How were motels were selected?

The Rotorua Taskforce, which includes iwi, local and central government agencies, identified a range of motels most suitable for whanau.

HUD was provided with a list of 41 motels to consider for contracting which included motels that directly approached HUD for consideration. A desktop review was completed to determine preferred properties which reduce the options down to 24 suitable candidates.

HUD then visited all 24 accommodation options along with MSD and support service providers who considered the following attributes:

- Number of units where living and sleeping was in the same room
- Any rooms adjoined that could be connected to make a larger unit
- Number of units that were accessible for those who have disabilities
- Natural light
- Was there appropriate cooking facilities/space for a full fridge if required
- Private bathrooms
- Was the space appropriate to enable good site management
- Privacy and noise management between units
- Shared spaces
- Laundry facilities
- Suitable access to the property – gates and fencing
- Any previous issues experienced
- Motel operators' willingness to undergo the resource consent process

A key factor in determining if a motel was successfully contracted was the openness and willingness of the motel operator and how they spoke about whānau.

Appendix 4 – Site Management Plan

SITE MANAGEMENT PLAN

July 2021

Emerald Spa Motor Inn
286 Fenton Street, Glenholme, Rotorua 3010

CONTENTS

- 1. INTRODUCTION2
- 2. SITE MANAGEMENT2
 - 2.1 Occupancy Capacity.....2
 - 2.2 Staffing and Security.....2
 - 2.3 Health, Safety & Responsibilities3
 - 2.4 Emergency Response Plan4
 - 2.5 Site Maintenance.....5
 - 2.6 Authorised Personnel and visitors.....5
 - 2.7 Laundry6
 - 2.8 Noise Management.....6
- 3. SUPPORT SERVICES6
 - 3.1 Support Services Provided6
 - 3.2 Welcome and Information Pack8
- 4. RULES OF STAY AGREEMENT8
- 5. POINT OF CONTACT..... 8

[UNCLASSIFIED]

1. INTRODUCTION

Emergency Housing Special Needs Grants (EH-SNGs) were introduced in 2016, to provide temporary accommodation to meet an immediate housing need for vulnerable individuals and families. Emergency housing is most often provided through motels. There has been significant growth in EH-SNG numbers over the last two years with the volume of EH-SNGs in Rotorua being the highest in the country by population.

A Rotorua Housing Taskforce was established in March 2021 (made up of Rotorua Lakes Council, Te Arawa Iwi, HUD, MSD, Kāinga Ora and Te Puni Kokiri) to develop options for providing better support and outcomes for people living in emergency housing motels in Rotorua. HUD has been tasked with contracting specific motels to provide emergency accommodation for whanau and working with iwi to provide wrap around support services to meet the needs of whanau staying in motels.

This site management plan supports the resource consent application to use the existing site and buildings at Emerald Spa Motor Inn, 286 Fenton Street, Glenholme, Rotorua, for Contracted Emergency Housing.

2. SITE MANAGEMENT

2.1 Occupancy Capacity

The maximum number of occupants accommodated within the site is **93** persons (*not including infants under the age of 18 months*). This does not include employed staff and their family, support staff or relief staff.

A register of the number of occupants in each unit, will be updated on entry and exit and reconciled weekly. A record of the number of occupants residing at the site will be made available to the Council's Compliance Monitoring Officer upon request.

2.2 Staffing and Security

The Property will still operate with the motel operator running the day-to-day operations. The Support Service Provider will also have an onsite staffing presence by way of the following:

Motel Operator: Clifford Deane

Motel Reception: No longer required.

Support Staff: Support workers, Social workers, Counsellors

[UNCLASSIFIED]

Static Security: 1 security guard will be situated on the premises, in and around the reception area, 24 hours 7 days per week. There will be 3 shifts 8am to 4pm/ 4pm to 12am / 12 to 8am. An on-call Senior Security Officer is available 24 hours, 7 days per week for all Support Motels.

Roaming Security: The security vehicle will have 2 security guards situated within the vehicle. They will monitor all Visions Support and motels in the surrounding areas between two shifts that operate between 3am and 3pm then 3pm to 3am. The roaming Security are available to all of these Motels when extra Security Officers are required for incidents and high-level de-escalation situations. They will oversee all activity and be a preventative measure to any concerns that may arise.

Security Officers all hold a current Certificate of Approval or are obtaining a Certificate of Approval. They have a high level of communication skills and are able to deescalate situations of conflict. They are able to deal with various situations with good initiative and pro-active skills. All Security Officers aim to create a safe and stable environment for whanau in the Support Motels. Security Officers believe in keeping whanau and the community safe.

2.3 Health, Safety & Responsibilities

Households must only use the main entrance to enter the site.

Consideration for access on and off the premises

- During intake the social and support worker will show respect and aim to build positive rapport with all households entering the motel. During this stage the health and safety procedures will be explained in an understandable manner. If the household requires an interpreter or a support person, Visions will support this.
- Occupant list – Visions will complete all admission documents when households arrive. These details will have name, DOB, phone number, emergency contact and all children's details. This list will be updated by the end of each working day. This ensures that all staff are aware of who should be on the premises.
- Onsite staff will address any unauthorised visitors and concerns that arise, pertaining to the non-compliance of safety rules and regulations.
- Onsite – A signing register will be completed for any services and contractors that enter site.
- The Visions Health and Safety Officer will complete and keep the Health and Safety Risk Management Register up to date and current.
- Visions Management staff will continue to work alongside the Motel Operator and Motel staff to ensure the premises are fit for purpose.
- In the event of a high alert incident the following staff are available to provide extra support to the onsite Visions and motel staff. Roaming security, floating social services, 24 hours on call social services, 24-hour senior security officer and the Police where appropriate.
- Any high alert safety issues will have safety measures in place. This will be guided by the social service team. This includes but is not limited to informing security of protection orders, monitoring anyone that is risk of a stalker or person who is trying to harm them, history of

[UNCLASSIFIED]

Document: Emerald Spa Motor Inn Emergency Housing Site Management Plan

| Created & Authorised: Visions of a Helping Hand |

| Issued: June 2022 | Review: July 2023 | Version 1.1 |

selling drugs, high dependence of substances, mental health deterioration. A safety plan will be established to keep the person safe and other households onsite.

- If the motel operator reports any concerns regarding households. The Visions social and support workers onsite will address these concerns immediately.
- There is zero tolerance of drugs and alcohol on the premises. There is no tolerance of behaviours that occur from people under the influence of alcohol and drugs.
- There will be no thoroughfare or vehicle activity between the hours of 10pm and 6am.
- Children must be supervised at all times; the carpark must not be utilised as a play area.
- Children under the age of 14 years old must not be left alone.

2.4 Emergency Response Plan

The identification and reporting of health, safety, and security hazards in the environment

If an incident or hazard occurs onsite there is a reporting tool available either in hard copy or electronic format. The Visions staff member who is present during the incident must report immediately or in a timely manner. The following must be reported but is not limited to the below

- Incident, accident, injury, illness, behaviour, vehicle incidents, complaints, threatening and harmful behaviour, harm and safety issues regarding children

All households will be treated with high respect and their information will remain confidential. Unless there is a risk to the household or others. If the police are required for further support, they will be contacted by a Visions staff member that is present.

After the staff member has completed the reporting tool a Visions Manager will complete the outcome and action section of the reporting tool. If the incident is higher than a prescribed level, the report will be discussed with the CEO, General Manager, and the Board members. All safety measures and preventative actions will be put in place in a timely manner.

ALL onsite staff are trained in First Aid, de-escalation and are able to complete a reporting tool.

Child Protection – Vulnerable Children’s Act 2014: Visions holds in high regard the safety of Children and Young People. We protect children and support them to thrive and have a sense of belonging in their environment. Staff are trained to identify risk and harm including but not limited to malnutrition, miss treatment and abuse. We work alongside the household to source the most suitable supports that will enhance their family functioning and stability. Visions encourages and empowers whanau to develop strong and healthy relationships within the whanau and wider networks.

If abuse and neglect is identified, a Visions Social Worker will be contacted immediately. The social worker will meet with the whanau to establish a risk assessment plan. The social worker will make the decision whether it is appropriate to contact Oranga Tamariki. A report of concern will be reported via phone and email.

Employees – All Visions employees will complete a Ministry of Justice vetting form. To ensure they are safe to work with children.

[UNCLASSIFIED]

Document: Emerald Spa Motor Inn Emergency Housing Site Management Plan

| Created & Authorised: Visions of a Helping Hand |

| Issued: June 2022 | Review: July 2023 | Version 1.1 |

Emergency Evacuation

In the event of an emergency evacuation, a site-specific alarm will be activated. Where it is safe to do so, emergency wardens will sweep the premises to ensure all households are removed from inside the building and all will be guided to the sites designated assembly point. From here, the chief warden will contact emergency services to discuss further action. This site-specific plan will be explained & available to all at intake / inductions.

2.5 Site Maintenance

The motel operator is responsible for all maintenance and routine cleaning, as per their motel contract. This includes:

- Regular maintenance checks of all motel units
- Maintenance of the gardens and outdoor areas
- Repairs to motel units, shared areas, reception, laundry, equipment, chattels, and fire system. If a client has damaged the property, the reporting tool will be completed by Visions
- Routine inspections of all units and full cleaning after exit
- Organising trades and contractors to fix repairs

Regular room inspections: Visions staff will complete routine inspections of the units. As a measure to prevent wear and tear, further damages, staining of the cupboard, misuse of the unit.

2.6 Authorised Personnel and visitors

All authorised personnel must report to security and sign the register, these appointments are by prior arrangement only. All external social, health and wellbeing services must show their employment identification to security. The social worker will then guide the authorised personnel to the whanau they are engaging with.

Visitors will be permitted to visit any tenant on-site however subject to the following:

- There must be a discussion between the Visions staff and the household before visitors can obtain access to the premises.
- The decision will be on a case-by-case scenario; all risks will be determined before a decision is made.
- Visitors are only permitted between 9am and 6pm
- Visitors are not permitted to stay overnight
- Visitors must only access the site by the main entrance.
- Visitors must sign in and out, advise who they are visiting and their expected length of stay with security on entry.

[UNCLASSIFIED]

2.7 Laundry

Communal Laundry areas are available for households to use as directed by the motel operator. Households must provide their own laundry detergent.

Households are responsible for all of their own laundry.

2.8 Noise Management

The following measures will be in place to manage noise perceived at the boundary limits:

- No recreational equipment will be placed within five metres of the neighbouring residential boundary fences.
- Visitors to the site are restricted to 9.00am to 6.00pm.
- Outside facilities, for example playground, trampoline and swimming pool use where appropriate is restricted to 8.00am to 8.00pm.
- Consumption of alcohol in common areas is prohibited.
- Any illegal activities are prohibited in all areas of the site.
- Responsibility of not causing disturbance to quiet and peaceful enjoyment of premises for other households and neighbours are outlined in the rules of stay
- Breaches to the Rules of Stay could result in removal from the accommodation

The following measures will be in place to manage noise within the site:

Due to the close proximity of the units, people will perceive noise limits differently. If noise disturbs the neighbouring units and community a social and support worker will address this concern.

- Respect and understanding will be encouraged as all households have different needs. For example, some people may work at nights and need a quiet environment to rest.
- If there is continuous disregard to noise management, the household maybe removed from the premises. Before this occurs, the social worker will work alongside the household to find a solution.

3. SUPPORT SERVICES

3.1 SUPPORT SERVICES PROVIDED

Social Services: Registered and trained Social and Support workers will be available onsite from Monday to Friday between the hours of 8.30am to 5pm. They will be present for admissions,

[UNCLASSIFIED]

assessment, goal planning and connecting family/whanau with wrap around supports to meet their immediate, current, and future needs. An **on-call** Social and Support Worker will be available 24 hours, 7 days per week via phone. The on-call worker will be available for crisis and emergency intakes, concerns regarding children, mental health deterioration, health, and wellbeing checks.

The social services team will support clients experiencing changes and challenges in their lives, such as but not limited to housing, family dynamics, addiction, education, and employment. Social and Support Workers will support clients to set achievable goals, then support and monitor progress. The Social Workers will motivate and encourage clients to activate inherent strengths.

- Complete admission and assessment
- Explain safety rules and regulations in an understandable manner
- Work alongside client to establish and individualised goal plan
- Monitor goal plans and adjust where fit
- Encourage community connection and external service engagement
- Transport to appointments where required
- Enrol with a local GP and organise identification
- Ensure all children are attending age-appropriate education
- Submit reports on time
- Complete notes and record keeping in a timely manner
- Communicate with external services involved with client
- Maintain confidentiality at all times unless there is risk of harm
- Ensure clients are aware of their rights, advocacy, and complaints procedure
- Ensure any concerns around child / adult safety, hazards and incidents are identified, reported, then managed in line with policies, procedures, and work practices.

Floating Social and Support Workers: Will be available from Monday to Friday 8:30 am to 5:00 pm. They will provide extra support to the social service team at the motel, for whanau that require increased monitoring and care.

Program Facilitator: Households will have an option to engage in programmes. These facilitated groups will be run by experienced and trained workers. The program facilitator will deliver budgeting, employment, parenting, education, cooking on a budget, men's, and woman's empowerment groups. Households that attend these groups will be given the opportunity to co-design programs with the facilitators.

Afterschool and Holiday Programs – These groups will provide a safe space for children to participate in individual and team activities. There will also be support with homework and learning skills. The children's programs aim to nurture and develop children's social skills and create a sense of self and belonging to a community. These programs will begin once funding is sourced.

[UNCLASSIFIED]

Document: Emerald Spa Motor Inn Emergency Housing Site Management Plan

| Created & Authorised: Visions of a Helping Hand |
| Issued: June 2022 | Review: July 2023 | Version 1.1 |

3.2 Welcome and Information Pack

The social service team will outline and explain the safety rules and regulations in an understandable manner. All households are required to read, understand, and sign the admission documents with a Visions staff member.

It is the responsibility of the staff member to ensure the household understands all documents before signing.

4. RULES OF STAY AGREEMENT

Before moving into a Contracted Emergency housing unit, the placed individual / household must read, review, and sign a 'rules of stay' agreement. The placement will not continue if these are not agreed to and signed.

5. POINT OF CONTACT

| Name | Role | Phone | Email |
|---------------------|-------------------|--------------|--|
| Leonie McMahon | Managing Director | 027 333 4422 | leonie@visions.org.nz |
| Kate & Richard Boyd | Owners | 027 255 5065 | rkboyd@xtra.co.nz |

[UNCLASSIFIED]

Appendix 5 – Social Impact Assessment

Contracted Emergency Housing in Rotorua

Social Impact Assessment

Prepared for Ministry of Housing and Urban Development

Prepared by Beca Limited

9 May 2022



Contents

| | |
|--|-----------|
| Executive Summary | 1 |
| 1 Introduction..... | 4 |
| 1.1 Purpose and scope of assessment | 4 |
| 1.2 Assumptions and limitations | 4 |
| 2 The Proposed Activity..... | 5 |
| 2.1 Background..... | 5 |
| 2.2 Contracted Emergency Housing..... | 6 |
| 3 Social Impact Assessment Methodology..... | 9 |
| 3.1 Social Impact Assessment Framework | 9 |
| 3.2 Methodological approach..... | 10 |
| 3.3 Step 1: Scoping and contextualisation | 10 |
| 3.4 Step 2: Information Gathering | 12 |
| 3.5 Step 3: Community Profiling | 14 |
| 3.6 Step 4: Impact identification..... | 14 |
| 3.7 Step 5: Assessment of social impacts | 14 |
| 3.8 Step 6: Recommendations | 15 |
| 4 Relevant policy documents / framework..... | 15 |
| 4.2 Aotearoa Homelessness Action Plan 2020-2023..... | 16 |
| 4.3 National Policy Statement on Urban Development 2020 | 16 |
| 4.4 Resource Management (Enabling Housing Supply and Other Matters) Amendment Act 2021 ... | 17 |
| 4.5 Rotorua Lakes Council Long-Term Plan 2021-2031 | 18 |
| 4.6 Rotorua Spatial Plan 2018..... | 19 |
| 5 Existing environment | 19 |
| 5.1 Wider community - Rotorua | 19 |
| 5.2 Local communities | 24 |
| 6 Assessment of social impacts | 35 |
| 6.1 Way of life | 36 |
| 6.2 Community - character | 38 |
| 6.3 Community - community services..... | 42 |
| 6.4 Community - community cohesion and stability | 43 |
| 6.5 Environmental amenity | 44 |
| 6.6 Health and wellbeing | 46 |
| 6.7 Fears and aspirations – fears of safety | 47 |
| 6.8 Fears and aspirations - fears and aspirations of the future of their community | 49 |
| 6.9 Summary..... | 50 |
| 7 Potential measures and opportunities to remedy adverse effects..... | 52 |
| 8 Conclusion | 52 |

9 References56

Appendices

Appendix A – Summary of Contracted Emergency Housing Motels

Appendix B– Literature review

Appendix C – Media Review


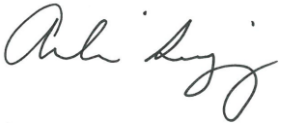
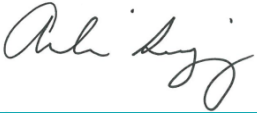
Appendix D – Survey Summary

Appendix E – Community Feedback Summary

Revision History

| Revision N° | Prepared By | Description | Date |
|-------------|---------------------------|---|-----------------------------|
| 1 | Jo Healy and Paige Rundle | Draft for client review | 13 th April 2022 |
| 2 | Jo Healy and Paige Rundle | Draft for client review – post comments | 2 nd May 2022 |
| 3 | Jo Healy and Paige Rundle | Final Report | 9 th May 2022 |
| | | | |
| | | | |

Document Acceptance

| Action | Name | Signed | Date |
|--------------|---------------------------|---|--------------------------|
| Prepared by | Jo Healy and Paige Rundle |  | 9 th May 2022 |
| Reviewed by | Amelia Linzey |  | 9 th May 2022 |
| Approved by | Amelia Linzey |  | 9 th May 2022 |
| on behalf of | Beca Limited | | |

© Beca 2022 (unless Beca has expressly agreed otherwise with the Client in writing).

This report has been prepared by Beca on the specific instructions of our Client. It is solely for our Client's use for the purpose for which it is intended in accordance with the agreed scope of work. Any use or reliance by any person contrary to the above, to which Beca has not given its prior written consent, is at that person's own risk.

Executive Summary

Overview

Te Tūāpapa Kura Kāinga –Ministry of Housing and Urban Development (HUD) is seeking a resource consent to contract and operate 13 motels for the purpose of emergency housing for a period of up to 5 years.

Specifically contracted emergency housing (CEH) involves:

- Contracting entire motels for the exclusive purpose of providing emergency accommodation for whānau and vulnerable individuals;
- Providing dedicated safe and secure accommodation where for whānau with tamariki and vulnerable adults separate from other cohorts; and
- Providing wrap around social support services based the needs of each whānau group.

A full description of the proposal is provided in Section 2 of the report.

Methodology

This Social Impact Assessment (SIA) evaluates the potential social impacts (positive and negative) in relation to the use of 13 motels for contracted emergency housing. The methodology is explained in full in Section 3 of the report.

This SIA investigated the existing social conditions of the environment in which contracted emergency housing would operate within (this is described in full in Section 5 and under subheadings of general social change in Section 6). The existing social conditions as of July 2021 (pre-commencement of CEH) forms the baseline from which any additional potential social impacts from the use of the motels for CEH are assessed.

The following summarises the existing social conditions that were present when CEH was established in July 2021:

- social and economic impacts arising from the wider disruption caused by the COVID 19 pandemic;
- rising costs of living;
- rising rental costs;
- ongoing and increasing housing shortages– in particular low-cost affordable housing;
- increased demand for emergency housing special needs grants (EH- SNGs) and supply of emergency accommodation;
- increased incidents of deprivation and housing vulnerability;
- aging motel stock; and
- increased reporting of social disturbance and incidents of family harm and dishonesty offences within the Fenton Street area.

Assessment

Our assessment found that CEH had the potential to impact the existing social conditions as follows (see section 3.3.1 for the description of communities assessed):

| Domain of social concern | Description of potential impact | Geographic extent | Impact of contracted emergency housing on existing conditions |
|----------------------------------|---|--|---|
| Way of life | How people move around the local community by foot | Those who move around the proximity of the sites by foot | Negligible to very low negative - <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> |
| Tourism Character | The impact on the tourism experience and reputation | Wider community | Negligible to very low negative – <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> |
| Residential Character | The impact of the CEH motels on the surrounding residential character | Neighbours and local communities (located in proximity of sites) | Very low negative |
| Community Services | How the CEH motels impact on the delivery of community services within the community. | Wider community | Low positive to negligible |
| Community cohesion and stability | How the CEH impacts how the community operates and the stability of the community. | Local and wider community | Negligible |
| Environmental Amenity | The impact of the CEH on the experience of the community environment. | Neighbours and local community within proximity of sites | Very low positive to low negative impact - <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> |
| Health and Wellbeing | Impacts on the health and well-being of the community | Neighbours and local community within proximity of sites | Negligible |
| Fears of safety | Impacts on sense of safety | Neighbours and local community within proximity of sites | Negligible to low positive impacts |
| Community Aspirations | Impacts on future aspirations of the community. | Local and wider community | Negligible |

This report recommends (Section 7) that further management in relation to landscaping, fencing, operational practices and communication provide opportunity to further reduce and/or enhance the above social impacts.

Overall, it was noted that CEH would largely not change the existing social conditions (improve or detract). Positive impacts were more likely where managerial inputs (improved reliability of maintenance of building and grounds, wrap around support services, operational rules, security services) resulted in improved motel conditions (including operational systems to manage the interface of CEH occupants of motels and the wider community and/or maintenance of sites). Negative impacts are more likely where the CEH motels are clustered within close proximity to other forms of emergency and transitional housing and other contracted motels, due to increased likelihood of incidents and subsequent social impacts.

The use of motels for emergency housing in our assessment is the symptom of social issues within the community rather than the cause. It is not considered that the contracting of the 13 CEH motels at the same time (noting one was 6 months later) has caused additional impacts. Of the 13 CEH motels, 11 already supplied, at least in part, emergency accommodation via EH-SNGs and therefore did not add to the overall number of suppliers of emergency accommodation. The other two sites (not previously supplying emergency accommodation) are not within the central cluster of accommodation and are in our opinion more able to be absorbed within the existing local community.

Without these CEH motels it is reasonable to consider that the demand for emergency and transitional housing would continue as evidenced by the increase in EH-SNG and public housing applications over the last few years. The majority of people in emergency accommodation in Rotorua are from Rotorua (or surrounding Districts) and these people would still need to be accommodated temporarily, as longer term more suitable housing solutions are not immediately available. Housing supply shortages indicate it will take many years to rectify. Therefore, we consider that not allowing contracted emergency accommodation to be consented and therefore operating would not improve the current social changes experienced within Rotorua and may result in further negative social change particularly for vulnerable members of the community.

Therefore, it is important to consider how to minimise potential impacts of emergency housing on the surrounding community. In our opinion contracted emergency housing does this. Contracted emergency housing separates emergency housing use from the provision of tourist accommodation and improves the care of whānau and vulnerable adults in emergency housing. The operating model aims to reduce potential impacts on the neighbours and local community through its management of the sites.

1 Introduction

1.1 Purpose and scope of assessment

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development (HUD) has lodged resource consent applications with Rotorua Lakes Council (Council) to contract and operate 13 existing motels in Rotorua for the purpose of providing accommodation for families and children in need of emergency housing (referred to in this report as “**Contracted Emergency Housing**” or “CEH”).

The applications are for a maximum fixed duration of five years; HUD has contracted the motels for an initial one-year period; the ongoing need for each site will be reviewed at least annually. It is anticipated that HUD will require CEH until additional Public Housing is supplied or other housing alternatives is made available. The motels will revert to traditional use as more suitable long-term accommodation options come on stream in the district.

This social impact assessment (SIA) aims to assess the potential social impacts (both positive and negative) of the use of these 13 sites for CEH. This will inform HUD of the potential social impacts and provide recommendations of appropriate strategies to avoid, remedy or mitigate potential impacts. This specialist report forms part of the resource consent application lodged with Council, providing Council with information on the potential social impacts that are likely to be realised from the operation of these CEH motels.

1.2 Assumptions and limitations

- Due to privacy issues (some people residing at CEH motels are family harm victims and for safety locations need to be anonymous where possible), the report does not explicitly identify the CEH motels. This provides some limitations and inhibits the level of specificity contained in this assessment. However, the report provides a sufficient level of detail to attribute impacts to particular sites where needed.
- The community is largely unable to discern between the various operating models of motels supplying emergency accommodation and other types of non-tourist accommodation. Therefore the community tend to refer to all motels where they assume people staying there are otherwise without secure accommodation as emergency accommodation. This is particularly so in areas where many motels supply accommodation under a range of models. For this reason information collected was often non-specific and there were limits to what our assessment could directly attribute to CEH motels. It was easier for the community to discern whether the impact was related to CEH motels where a motel was located on its own, away from others.
- Interviews and survey are relatively small sample sizes of the wider local communities and therefore the information has been cautiously considered to be indicative of potential themes within the community rather than conclusive community representation.
- The scope of the assessment is limited to matters that can reasonably be considered within the control/scope of the CEH motels. Beyond on-site operational rules and management the CEH motels do not have custodial responsibility of those residing in the motels, nor are there restrictions on residents of the CEH motels beyond stipulated operating rules.

¹ It is noted that the phrase “emergency housing in motels” is used throughout the report. This is a generic phrase to cover motels providing emergency accommodation. This may include motels that supply accommodation to people using EH-SNG’s and motels providing CEH. Where the report specifically refers to the 13 CEH motels contracted by HUD “CEH motels” is used.

- The scope of this SIA is the activity, that is the use of the motel to house people temporarily and provide support services and security in addition to current motel operations (i.e. cleaning services and site management).

2 The Proposed Activity

2.1 Background

In New Zealand, homelessness is defined as a living situation where people with no other options to acquire safe and secure housing are: without shelter, in temporary accommodation, sharing accommodation with a household, or living in uninhabitable housing (Statistics NZ, 2014). The meaning of these four categories of homeless living situations are explained further by Statistics New Zealand (2014):

- *“Without shelter- No shelter or makeshift shelter. Examples include living on the street and inhabiting improvised dwellings, such as shacks or cars.*
- *Temporary accommodation- Overnight shelter or 24-hour accommodation in a non-private dwelling not intended for long-term living. These include hostels for the homeless, transitional supported accommodation for the homeless, and women’s refuges. Also in this category are people staying long-term in motor camps and boarding houses.*
- *Sharing accommodation- Temporary accommodation for people through sharing someone else’s private dwelling. The usual residents of the dwelling are not considered homeless.*
- *Uninhabitable housing- Dilapidated dwellings where people reside”.*

Rotorua has experienced strong population growth since 2014 which has created significant pressure on the housing market (illustrated by shifts in housing costs, and large increases median rent and house prices) (Rotorua Lakes Council, 2022a). Those pressures include an ongoing shortage of affordable housing, a shortage of rental properties, and a shortage of state or community housing. All of these have been amplified by the effects of COVID-19 which has seen the need to urgently house hundreds of people who needed to safely isolate during the COVID-19 lockdown in 2020 (Rotorua Lakes Council, 2022a). Housing pressure has also been exacerbated by increasing housing costs (and increasing costs of living) as well as lower employment rates and reduced household incomes, as many industries (particularly tourism and hospitality) have been impacted by COVID-19.

Emergency Housing Special Needs Grants (EH-SNGs) were introduced in 2016 to help vulnerable individuals and families with an urgent housing need meet the cost of staying in short-term accommodation (predominantly in motels) (HUD & MSD, 2018). EH-SNGs are welfare payments that the Ministry of Social Development (MSD) makes to accommodation suppliers on behalf of clients when they cannot access accommodation and all other options available to them have been explored. EH-SNGs can be granted for up to 21 days and individual households may be accommodated within the same site for a longer period, as they can reapply for an additional grant.

Prior to 2021, formalised emergency housing through EH-SNGs was primarily supplied by motels. The motels were generally not for any specific population and did not have additional support services on-site. In March 2021, the Rotorua Housing Taskforce was established, bringing together government agencies, iwi and council to develop alternative immediate short-term solutions to improve the environment for whānau in emergency housing and the wider community, while more permanent housing solutions are delivered (Rotorua Lakes Council, 2022a). The taskforce identified and recommended a range of actions including HUD contracting suitable motels for exclusive use as an alternative provision of emergency housing service with a focus on whānau with children which were approved by Ministers Carmel Sepuloni and Megan Woods in May 2021 (Emergency Housing Fact Sheet, 2021; Rotorua Lakes Council, 2022).

2.2 Contracted Emergency Housing

Contracted Emergency Housing motels are motels that are contracted by HUD exclusively to provide emergency accommodation primarily for whānau with children. These CEH motels all have social support service providers that manage the site together with the motel operator and 24/7 security. HUD currently contracts 13 motels in Rotorua for CEH and began contracting these motels in July 2021 (with the most recent, 13th motel, being contracted in September 2021). It is noted that 11 of the CEH motels supplied emergency accommodation previously; some since April 2020 and some even earlier from 2017, 2018 and 2019. The motels selected for CEH (based on the suitability of their attributes and motel operator's willingness and attitude toward whānau) are intended to be used for CEH over the next 1-5 years. Afterwards, the sites are expected to return to their long-standing use; providing tourist accommodation. Over this period, demand for emergency housing is expected to have reduced – as more suitable long term accommodation options become available for residents in the Rotorua District.

2.2.1 Eligibility and referral process

Until December 2021, MSD referred clients directly to the social service providers contracted at each motel. In December 2021, Te Pokapū - the Rotorua Housing Hub became operational. Since then, they have taken on the role of assessing whānau who present with an urgent housing need and identifying the most appropriate action and placement for them. This aims to provide a more holistic approach that can more fully consider whānau needs and achieve better fit of placements at each CEH motel.

CEH is used primarily for families and whānau with children, but also rangitahi/young people, disabled people and, in some instances, other vulnerable individuals/couples such as Kaumātua and Kuia (i.e. elderly) with an urgent housing need. Snapshot occupancy data from 7th February 2022 supports that CEH is primarily used for whānau with children with this group making up 86% of placements across the 13 motels at this time (179 households). The remaining CEH households were made up of 11% singles (23 households) and 3% couples (7 households). This is presumed to be the population described above (rangatahi, disabled, elderly or other vulnerable individuals/couples).

The typical occupancy rate of CEH varies due to turnover; when residents move out before new residents are placed in. Snapshot data from February 2022 shows an occupancy rate that ranges from 65% to 93% with an average of 82% of units occupied by residents across the 13 CEH motels. The occupancy rate was similar for March 2022 ranging from 55% to 93% with an average of 78%. It is reported that where occupancy rates are lower, this is generally due to rooms being refurbished and that there is a continued high demand for beds. At nine of the CEH motels, 1 or 2 units are used for operations and do not have people placed in them. These are included in the above occupancy rates as vacant. The other unoccupied rooms were either undergoing maintenance or were awaiting new referrals. Two of the CEH motels also have rooms dedicated for emergency placements and where available have rooms that can be used to temporarily relocate whānau to de-escalate and manage a family harm incident (from within the site or other CEH motels under the same provider). The number of people residing on-site depends on the number of people housed in each unit. As of March 2022, 586 people were living across the 13 contracted emergency housing facilities (the maximum capacity is 1,100 + children under 18months)). See Table 1 below for more detail.

The average length of stay in emergency housing across all motels is 22 weeks.

Table 1: Snapshot occupancy data for the Contracted Emergency Housing facilities in December, February and March²

| Motel | Number of units contracted for operations ³ | 15 th December 2021 | | 7 th February 2022 | | 30 th March 2022 | |
|--------------|--|--------------------------------|---------------------|-------------------------------|---------------------|-----------------------------|---------------------|
| | | Room occupancy rate | Number of occupants | Room occupancy rate | Number of occupants | Room occupancy rate | Number of occupants |
| Motel 1 | 0 | 100% | 74 | 68% | 69 | 78% | 79 |
| Motel 2 | 1 | 90% | 10 | 90% | 12 | 80% | 11 |
| Motel 3 | 0 | 100% | 56 | 85% | 67 | 67% | 60 |
| Motel 4 | 0 | 100% | 33 | 93% | 34 | 93% | 34 |
| Motel 5 | 1 | 93% | 17 | 79% | 22 | 79% | 19 |
| Motel 6 | 2 | 95% | 63 | 87% | 74 | 84% | 73 |
| Motel 7 | 2 | 90% | 44 | 65% | 29 | 85% | 37 |
| Motel 8 | 1 | 93% | 51 | 93% | 52 | 73% | 42 |
| Motel 9 | 1 | 94% | 31 | 81% | 32 | 75% | 34 |
| Motel 10 | 1 | 93% | 36 | 79% | 37 | 86% | 41 |
| Motel 11 | 1 | 97% | 77 | 78% | 77 | 81% | 73 |
| Motel 12 | 0 | 100% | 66 | 85% | 64 | 85% | 52 |
| Motel 13 | 1 | 95% | 40 | 80% | 46 | 55% | 31 |
| Total | 11 | Average 95% | 598 | Average 82% | 615 | Average 78% | 586 |

² The number of contracted units used for operations (e.g. used as an office for staff or for storage) is also noted. Room occupancy is calculated including these 'operational units' as this is comparable to an occupancy rate when the facility was used for tourism. This is point in time data and is not averaged across each month. Where there are no operational rooms, motel offices or conference rooms are used for staff.

2.2.2 Operations

Unlike emergency housing supplied through EH-SNGs, under the contracted emergency housing model the whole motel is contracted out to provide emergency housing rather than individual rooms. A further distinguishing factor is that there is a dedicated social support service provider responsible for delivering services at each of the CEH sites. Along with day-to-day management, the contracted service providers (Visions of a Helping Hand (Visions), Emerge Aotearoa (Emerge), and WERA Aotearoa (WERA)) are responsible for organising support services for occupants including social and/or support workers. According to the Emergency Housing Factsheet provided with the resource consent applications, once whānau have been referred, the service provider should:

- “Carry out an assessment of the immediate needs of the client or whānau and arrange any necessary services to meet those needs.
- Meet regularly and work with each client or whānau to identify and manage issues that arise in relation to their stay in Contracted Emergency Housing.
- Prepare an individualised action and transition plan in conjunction with each client or whānau to document actions proposed to address any health, social, employment and financial needs.
- Assist in the transition to more permanent housing options where these are available.” (Emergency Housing Factsheet, 2021).

All 13 sites also have 1-2 security guards stationed on-site 24/7 as well as roaming security that visit each site approximately every 2 hours to provide additional support and are on call if required. Motel operators (who often live on-site) are responsible for maintenance, cleaning, inspections and repairs.

Each social service provider has some differences in the way they manage their sites and the behavioural rules that are implemented. Visitors are allowed on-site between set hours in some sites while others have a general no visitors policy, though exemptions may be made on a case-by-case basis. Overnight visitors are not permitted at any of the sites. These operational differences are summarised in Table 2 below.

Table 2: Operations and rules at Contracted Emergency Housing motels

| | Visions | Emerge | WERA |
|----------------------------|---|---|--|
| Staffing Provisions | | | |
| Motel operators | Motel manager (living on-site) | Motel manager (either living on-site or on-site during business hours) | Motel manager (as required) |
| Service provider staff | Social and support workers Monday to Friday between 8.30am and 5pm. On-call social support worker available 24/7 via phone | Support service staff Monday - Friday between 8am and 5pm Kaitiaki on-site for at least 4 hours daily, 7 days a week | Support workers Monday to Friday 9am to 5pm. |
| Security | One security guard on-site 24/7 <i>(plus two on call security guards roaming all 13 sites)</i> | One security guard on-site 24/7 <i>(plus two on call security guards roaming all 13 sites)</i> | One security guard on-site during the day and two at night <i>(plus two on call security guards roaming all 13 sites)</i> |
| Operational Rules | | | |

| | Visions | Emerge | WERA |
|----------|---|--|---|
| Visitors | Permitted between 9am and 6pm. There must be a discussion between staff and occupants before visitors can obtain entrance and visitors must sign in/out with security. | Permitted between 9am to 6pm. Must be invited by occupants or service provider and sign in/out at the motel office. | Not permitted Exemptions may be granted on a case-by-case basis if supporting the client alongside service providers. For example, if occupant has health challenges and needs someone to assist them. |
| Alcohol | No alcohol or drugs allowed on-site | Alcohol is allowed in rooms. Not permitted in shared areas. | No alcohol or drugs allowed on-site |

A more detailed summary of operational features at each site is provided in Appendix A.

Staff members keep a record of any incidents occurring on the site and the actions taken to respond to these. From our review, incidents on-site appear to be occurring less than daily but can range in frequency anywhere from monthly to more than 4 incidents a week at a site; however, these incidents are not necessarily visible to the surrounding community. These range from low-risk incidents such as health and safety, breaches to the rules (such as alcohol use, unpermitted visitors or breaking curfew), loud music, verbal abuse towards staff or other residents, and property damage, to higher risk incidents that may involve criminal offences including illegal drug use, domestic arguments, family violence, altercations, assault, and gang activity. Most incidents are internal to the sites themselves, however, some may be heard or witnessed by the community, for example, yelling, screaming, arguments or Police presence on a site. Of the incidents reviewed, five were from an event that occurred outside the relevant site or just down the street. From a review of staff records, since the commencement of CEH at the 13 sites only one complaint was received from a neighbour relating to direct property impacts from a CEH motel. This case was regarding an unauthorised visitor trespassing on their property (in order to jump the fence into the contracted emergency housing site).

3 Social Impact Assessment Methodology

3.1 Social Impact Assessment Framework

SIA is the most common framework used in New Zealand and internationally to analyse, monitor and manage the potential social consequences of development. The methodology used for this SIA is based on the matters provided for in the International Association of Impact Assessment (IAIA) Social Impact Guidelines. It draws from this framework and identifies the specific social context matters considered relevant to this Project.

The IAIA defines a SIA as:

“...the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions” (Vanclay, 2003).

A social impact is defined as a change to one or more of the following social domains of concern:

- **“People’s way of life** – how they live, work, play and interact with one another on a day-to-day basis.
- **Their culture** – their shared beliefs, customs, values and language or dialect.

- **Their community** – its cohesion, stability, character, services and facilities.
- **Their political systems** – the extent of which people are able to participate in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose.
- **Their environment** – the quality of the air and water people use; availability and quality of the food that they eat, the level of hazard of risk, dust and noise they are exposed to; the adequacy of sanitation, their physical safety, and their access to and control over resources.
- **Their health and wellbeing** – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity.
- **Their person and property rights** – particularly whether people are economically affected or experience personal disadvantage which may include a violation of their civil liberties.
- **Their fears and aspirations** – their perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.” (Vanclay, 2003).

The methodology adopted for this SIA (using the IAIA framework as guidance) has been developed to identify and predict the key social impacts of the operation of 13 contracted motels for emergency accommodation.

3.2 Methodological approach

The SIA has been undertaken using the following steps:

Table 3: Methodological steps undertaken as part of this SIA

| STEP | TASK | DETAILS |
|---------|-------------------------------|---|
| Step 1: | Scoping and contextualisation | Obtaining an understanding of what is proposed and identifying the preliminary ‘social area of influence’ of the Project, likely impacted and beneficiary communities (nearby and distant), and stakeholders. |
| Step 2: | Information Gathering | The process of gathering information for profiling and assessment: <ul style="list-style-type: none"> • Desk top research • Community consultation |
| Step 3: | Community Profiling | Gain a good understanding of the communities likely to be affected by the Project by preparing a Community Profile. |
| Step 4: | Impact identification | Identify the social domains of concern for assessment. |
| Step 5: | Assessment of Social Impacts | Through analysis describe and assess the potential impacts that will likely result from the Project. |
| Step 6: | Recommend mitigation | Consider the requirements to avoid, remedy or mitigate the identified impacts and make recommendations. |

These steps are further described below.

3.3 Step 1: Scoping and contextualisation

The aim of this step is to understand the scope of the proposal and identify the communities that are likely to experience social change as a result. To achieve this the following was undertaken:

- Review of proposal documentation including site details, activities on-site and operational procedures;
- Review of context documentation on purpose of proposal and wider context in relation to homelessness and housing provision; and
- Identification of the social area of influence.

3.3.1 Social area of influence

The proposal takes place over 13 sites and the impacts are considered at the following scales where relevant:



Figure 1: Spatial scales at which impacts are considered as part of this SIA

The “**wider community**” is Rotorua District.

The “**local communities**” are those communities where these facilities are located. For the purpose of this SIA these have been grouped into two areas of social influence as outlined in Figure 2.

The “**neighbours**” are those living directly adjacent to the CEH sites (both adjoining and within one to two houses away).

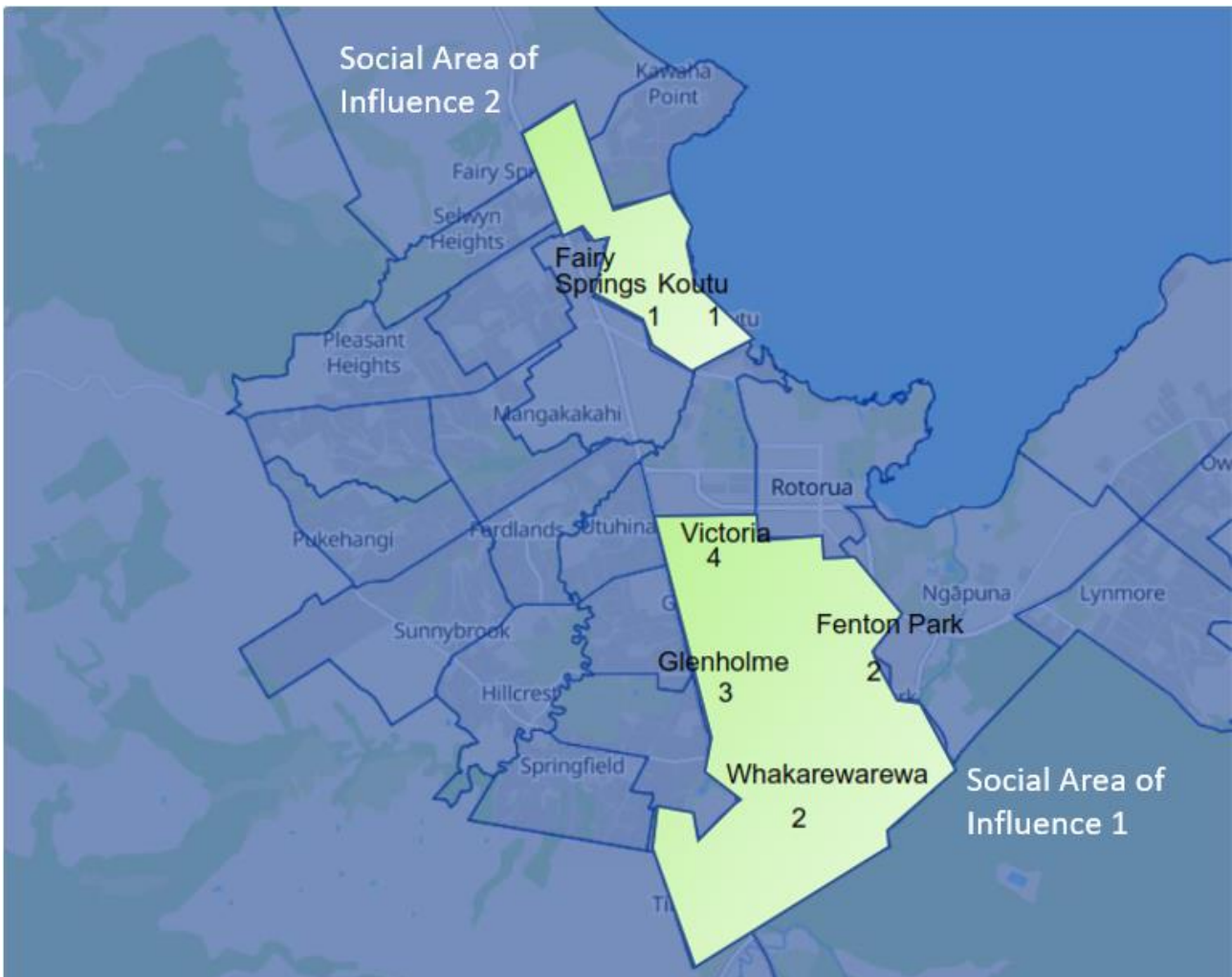


Figure 2: Local communities have been grouped into two areas. Social Area of Influence 1 includes suburbs of Victoria, Glenholme (North and South), Fenton Park, and Whakarewarewa. Social Area of Influence 2 includes Koutu and Fairy Springs. Numbers indicate the number of CEH sites located in each suburb.

3.4 Step 2: Information Gathering

The following data collection methods were undertaken to inform the community profiles and assessment of impacts.

3.4.1 Desktop research

The following publicly available information was reviewed and analysed to inform the background context of this assessment:

- Demographic data including census data, central and local government reports;
- Police crime statistics;
- Motel occupancy rates;
- Reports on housing, population growth, and COVID-19 impacts;
- Relevant statutory documentation including local council plans;
- Relevant literature on the social impacts of emergency and transitional housing; and
- Relevant media reporting on emergency housing in Rotorua.

Literature and media review is located in Appendix B and Appendix C.

3.4.2 Field research

A summary of themes from field research is provided in Appendix E.

3.4.2.1 Site visits

Two site visits were undertaken in December 2021 (site visit one) and March 2022 (site visit two).

Site Visit One was an initial scoping visit to confirm the project team's definition of the social areas of influence and to identify potential stakeholders for the impact assessment.

Site Visit Two was undertaken over two days and involved three visits to each of the 13 CEH motels at the following times:

- Morning (Between 9am – 11am);
- After school (between 3:30pm and 5pm); and
- Evening (after 8pm).

Each of these visits included walking and/or driving around the street or block of each of the sites and involved documenting observations of site environment, surrounding environment and activities taking place at these times. Each morning visit involved walking around the site area for 10 -20 minutes (depending on if there was a neighbourhood block to walk around). Afternoon and evening visits involved driving around the street or block for 3-5 minutes per site.

3.4.2.2 Community survey

An independent subconsultant undertook a randomised phone survey within the **local communities** to understand perspectives of community values, change, emergency housing observations and opinions. Refer to Appendix D for detailed methodology and findings.

3.4.2.3 Stakeholder interviews

Twenty-seven stakeholder interviews were undertaken by phone/online/email (reflecting restrictions on face-to-face meetings due to COVID-19 management). Stakeholders were identified as one of the following:

- Facility providers – motel operators and social service contractors;
- Social service providers – support services, health, education and police;
- Local iwi groups – representatives involved in housing provision (Rotorua Taskforce);
- Community/business organisations – including business organisation, residents' group, community centres, tourism and economic development and community advice; and
- Members of the Rotorua housing taskforce.

3.4.2.4 Neighbour interviews

Across the 13 CEH motels, neighbours (primarily residential) within close proximity of a site were either phoned directly (if operators of the sites held contact details) or delivered a leaflet (to mailboxes) inviting them to email or make contact with the social impact assessment research team to arrange a phone interview. There were approximately 65 residential neighbours identified around the 13 CEH motels. 13⁴ interviews were conducted:

- Fairy Springs (1);
- Whakarewarewa (2);
- Victoria (4); and
- Glenholme (4 interviews and 2 emails).

Neighbours specifically referred to motels in close proximity to them including CEH motels. Overall, the neighbour interviews referred to all but 2 of the CEH sites. No one from Koutu or Fenton Park were spoken to.

⁴ The small number of interviews is due to how many people responded to the flyers.

3.5 Step 3: Community Profiling

The community profile provides a description of the existing social environment from which potential social impacts are identified and assessed. The community profile is set out in Section 5 of this SIA as follows:

Wider Community - Rotorua:

- Demographic profile;
- Tourism; and
- Housing and homelessness.

Local communities:

- Demographic profile;
- Land use and community facilities; and
- Crime.

The existing environment at a neighbour and street level is described within the local communities sections where relevant.

3.6 Step 4: Impact identification

Following the completion of data collection the following process was undertaken. Firstly, surveys and interviews were coded for themes in accordance with the IAIA identified social domains for concern. These were then cross-referenced with the scope of the assessment and in context of the Resource Management Act 1991 and resource consent application. The following were identified as social domains of concern to be assessed for potential social impacts:

- **People's way of life** – how they live, work, play and interact with one another on a day-to-day basis.
- **Community character** – including tourist and residential character.
- **Community services** – impacts on provision of community services.
- **Community cohesion and stability** – how a community comes together and how stable it is.
- **Environment** – amenity, noise and physical safety.
- **Their health and wellbeing** – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity.
- **Their fears and aspirations** – their perceptions about their safety and their aspirations for their future and the future of their children.

3.7 Step 5: Assessment of social impacts

Firstly all the information collated was reviewed and analysed. For each social domain of concern identified in Step 4 the team described the general social changes that the community described and was identified in research.

The team then assessed how CEH specifically impacted these existing social changes. The potential social impacts identified have been evaluated as either positive, neutral or negative based on the degree of change to the existing social environment (as described in this report). This assessment is made on consideration of both the scale and duration of the impact (e.g. who is impacted within each of the defined 'community of impact' and the period of expected impact (noting the limited duration of the proposal for the use of motels as CEH).

Specifically, we assess if the CEH:

- Improves existing conditions – reducing overall impact: **Positive Impact**
- Maintains the status quo – does not improve the existing impact nor makes it worse: **Negligible Impact**
- Exacerbates existing conditions – negatively contributes to the existing environment further exacerbating the issue: **Negative Impact**

The assessment is for all 13 CEH motels located across Rotorua. Where it is considered CEH sites differ this is described and an impact range is given.

When assessing the potential scale of impact the following is considered:

- extent – within the geographical scales how many are potentially impacted - many, moderate number, few;
- likelihood of impact occurring – almost certain, certain, unlikely;
- severity/consequence – serious, minor, moderate;
- duration – permanent, medium term (years), temporary (months);
- frequency – constant, episodic, rare; and
- ease of mitigation (part of overall assessment).

The assessment considered the activity in relation to the following likely alternatives:

- the sites operating as traditional motels within the current social context;
- this population using EH-SNGs at other motel suppliers; and
- more incidents of people being without temporary shelter/stable living conditions

In addition the following contextual factors have been taken into consideration:

- CEH are not the only type of emergency accommodation being supplied in Rotorua. Other motels are supplying emergency/transitional housing for people who may otherwise be 'homeless' under a range of different models of service delivery via EH-SNG mechanisms or other arrangements.
- In this broader context it is observed that the community is experiencing a variety of motel uses (including CEH motels, other temporary housing, ongoing motel usage, MIQ facilities etc.) as a whole, and as such it may not always be easy for the community to distinguish between these different uses.
- This assessment is also occurring in the context of COVID-19 and associated changes in economic and tourism activity in the region, which may influence some people in the community's perceptions of how their environment has changed.

To counteract this the assessment tries to where possible directly link the potential impacts identified to the activity and use multiple sources to validate these links.

3.8 Step 6: Recommendations

In Section 7, the SIA Report outlines methods to avoid, manage or mitigate identified social impacts resulting from the exclusive use of motels for CEH. Following this an assessment of residual impacts is considered in the conclusion.

4 Relevant policy documents / framework

4.1 Resource Management Act 1991

The Resource Management Act 1991 ("RMA") requires the decision-making process to include consideration of the actual and potential effects of activities on the environment. The RMA definition of the environment in Section 2 includes:

- (a) *Ecosystems and their constituent parts, including people and communities;*
- (b) *All natural and physical resources;*
- (c) *Amenity values; and*

(d) The social, economic, aesthetic, and cultural conditions which affect the matters stated in paragraphs (a) to (c) of this definition or which are affected by those matters.

This definition is central to defining the social impacts with respect to the environment. Other sections of the RMA such as Part 2, Section 5 are also integral to an assessment of social effects. Section 5 defines the purpose of the RMA: *to promote the sustainable management of natural and physical resources. Sustainable management means (emphasis added):*

*“Managing the use, development and protection of natural and physical resources in a way, or at a rate, which enables **people and communities to provide for their social, economic and cultural wellbeing** and for their health and safety.”*

Section 7(c) states that (emphasis added):

*“all persons exercising functions and powers under the Act... shall have particular regard to... the maintenance and enhancement of **amenity values**.”*

Schedule 4(2) states that any person preparing an assessment of the effects on the environment should consider the following matters (emphasis added):

*“Any effect on those in the neighbourhood and, where relevant, the wider community **including any socio-economic and cultural effects**.”*

4.2 Aotearoa Homelessness Action Plan 2020-2023

The Aotearoa Homelessness Action Plan seeks to *“deliver on the Government’s vision that homelessness is prevented where possible, or is rare, brief and non-recurring”*.

The action plan sets out a package of actions to address homelessness with an increased focus on prevention, alongside supply, support and system enablers. Key focus areas are as follows:

- *“Prevention – Prevention actions work to ensure individuals and whānau receive the support they need so that homelessness stops happening in the first place*
- *Supply - Immediate and longer-term supply actions will focus on increasing our supply of different types of housing, with a focus on working with Māori Community Housing providers and other Māori and Iwi providers*
- *Support - Through the action plan, more support will be provided for individuals, families and whānau experiencing homelessness to move as quickly as possible into stable accommodation and access wider social agencies. Some individuals, families and whānau require more support to navigate through the system of organisations and services designed to help.*
- *System enablers - Preventing and reducing homelessness, requires everyone to work together to respond to the different challenges faced in communities around New Zealand. Immediate and long-term actions will focus on building the capability and capacity of the workforce and improve data and information on homelessness.”*

4.3 National Policy Statement on Urban Development 2020

The National Policy Statement on Urban Development (NPS-UD 2020) seeks to improve how New Zealand’s cities respond to growth to enable improved housing affordability and community wellbeing. The NPS-UD 2020 sets out national direction and policies for urban development (under the RMA 1991) that councils must give effect to. Policies include direction on intensification, removing car parking requirements, responsiveness, wider outcomes, strategic planning, evidence and engagement.

4.3.1 Rotorua Context

Under the NPS-UD 2020 Rotorua Lakes Council is a tier 2 local authority. Policy 7 sets out that tier 1 and tier 2 local authorities set housing bottom lines for the short-medium term and the long term in their regional policy statements and District plans.

In accordance with Policy 7 the Rotorua Housing and Business Development Capacity Assessment 2021 (HBA) was completed on the 3rd of February 2022 and officially adopted by council on the 24th of February 2022.

The key recommendations of the HBA included:

- Supporting the need for intensification plan change;
- Re-zoning Fenton Street to a more intensive mixed-use zoning;
- Providing more infrastructure-served, feasible greenfield land;
- Ensuring that the CBD is an attractive place to invest, do business & live;
- That Council continues to seek funding to help alleviate storm water constraints; and
- That Council considers zoning more land for light industrial use.

The NPS-UD requires that following the adoption of the HBA, Council also notifies the Ministry for the Environment of any housing shortfalls and incorporate Housing Bottom Lines into the District Plan and Regional Policy Statement.

The HBA identified that Council has a housing shortfall of:

- 1890 dwellings in the short term (including unmet demand of 1500 dwellings);
- 1400 dwellings in the medium term (including the unmet demand of 1500 dwellings); and
- 3630 dwellings in the long term.

Where there is a housing shortfall Council is required to undertake a plan change and/or consider other options for increasing capacity or enabling development.

A Future Development Strategy (FDS) is required to respond to the findings and is required to be in place to inform the 2024 Long-term Plan. The strategy will specify where and how sufficient development capacity will be provided to meet future growth needs over the next 30 years. The housing bottom lines based on the HBA that have been adopted and are to be included in the District plan are as follows:

- Short term (3 years 2020-2023) - additional 3,560 dwellings;
- Medium term (10 years 2020-2030) - additional 6,240 dwellings; and
- Long term (30 years 2020-2050) - additional 9,740 dwellings

4.4 Resource Management (Enabling Housing Supply and Other Matters) Amendment Act 2021

The Resource Management (Enabling Housing Supply and Other Matters) Amendment Act (the Amendment Act) is an amendment to the RMA introducing Medium Density Residential Standards (MDRS) for specified urban areas and areas where there is an acute housing need (such as in Rotorua) to enable a wider variety of housing choice.

The MDRS will apply to most of Rotorua's existing residential areas and will help to address housing shortfalls identified in the HBA. A change to the District Plan under the new Intensification Streamlined Planning Process must be notified by 20 August 2022.

These MDRS will enable people to develop up to three dwellings on each site, each being up to three storeys, without needing to apply for a resource consent. This is provided all other rules and standards in relevant plans have been complied with.

4.5 Rotorua Lakes Council Long-Term Plan 2021-2031

4.5.1 He Papakāinga, He Hapori Taurikura - Homes and Thriving Communities Strategic Framework

The strategic framework addresses both use of emergency housing and an action plan to enable more houses to be built. The contracted emergency homes are outlined within the Long-term Plan as follows:

“A Central Government, Council and Te Arawa task force has collaborated on a Rotorua focused solution for how to better support the people living in emergency housing motels and the community. This collaboration resulted in Central Government announcing changes to the emergency housing provision in Rotorua.

This will make it easier for wrap-around support to be delivered to whānau and tamariki living in motels including:

- *Central Government will directly contract motels for emergency accommodation*
- *Wrap around social support services will be provided for those in emergency accommodation*
- *Grouping of cohorts like families and children in particular motels will be kept separate from other groups*
- *A one-stop Housing Hub will be established for access to services and support”*

4.5.2 Whakahaumarū Hapori - Community Safety Plan

Council, Te Arawa, the New Zealand Police and key stakeholders are all concerned about an increase in anti-social and criminal behaviour, affecting residents and visitors’ experiences in Rotorua.

The Homes and Thriving Communities Strategic Framework sets out the commitment to develop a Community Safety Plan. To show a dedicated commitment to improving community safety and crime prevention a collaborative partnership between Rotorua Lakes Council, Te Arawa, the Police and key safety stakeholders will be formed.

“The vision guiding the development of a Community Safety Plan is based upon Rotorua:

- *Being the safest place to live and raise a family*
- *Having a positive reputation as a safe destination*
- *Having a sense of belonging and connection in our neighbourhoods*
- *Children and young people growing up in nurturing families*
- *Reducing anti-social behaviour, alcohol and drug abuse*
- *Reducing crime statistics and victimisation*
- *Developing effective collaboration with Police, community groups, business and neighbourhoods*

Actions within the community safety plan will include:

- *Extending and enhancing CCTV, electronic tools and community patrols within the CBD, Fenton Street, known hotspots and community neighbourhoods.*
- *Increasing ‘Crime Prevention Through Environmental Design’ (CPTED) assessment and treatment of hot-spot public places to make them safer.*
- *Supporting the development of Community Centre Hubs that enable community-led delivery of social and other services.*
- *Prioritising grants to support community group initiatives that increase safety*
- *Supporting a range of programmes that keep people connected through positive activities in our public spaces including parks and reserves, city streets and neighbourhoods*
- *Supporting community resilience and safety programmes that ensure our children and young people have the social and life skills that enable positive participation in school, work and social life.”*

4.6 Rotorua Spatial Plan 2018

The spatial plan focuses on the community's vision for the future. Of relevance is the vision for the Central Business District, surrounding area and Fenton Street.

It notes that future District plan changes could allow for the consolidation of the CBD (reducing in size), consolidating tourism accommodation in the CBD, and allowing existing accommodation to change to land for homes. With specific regard for Fenton Street it is noted as follows:

“Entering Rotorua from the south there are a number of older tourist accommodation properties that could be converted or redeveloped with town houses or terrace style homes. New apartments could also be placed on the edges of the CBD.”

Within Objective 5 of the spatial plan there is a recommendation to undertake District plan changes to encourage the movements of tourism accommodation in Fenton Street into areas for housing. This is underpinned with an expectation that tourist accommodation businesses will over time transition to the CBD.

5 Existing environment

5.1 Wider community - Rotorua

5.1.1 Demographic profile

Rotorua is a medium sized city located in the Bay of Plenty region of New Zealand's North Island. The main urban area is located on the southern shore of Lake Rotorua but the wider Rotorua District, governed by Rotorua Lakes Council, includes other surrounding rural areas such as Okere Falls, Mamaku, and Lake Rotoma to the north and Mihi, Broadlands, and Kaingaroa Forest to the south. At the time of the 2018 census, Rotorua District had a population of 71,877 people (Statistics NZ, 2018).

Rotorua has a significant Māori population, with 40% of residents identifying as Māori in the 2018 census, more than double the overall New Zealand proportion of 17%. The median personal income in the Rotorua District is \$28,000, less than the nationwide median of \$31,800. Unemployment in the District is also 2% higher than the New Zealand average sitting at 6%. Rotorua has similar levels of homeownership to the New Zealand average and this has been decreasing since 2006 (also in line with trends across New Zealand). See Table 4 for more detail.

5.1.2 Tourism

Rotorua is a well-established tourist destination attracting large numbers of both domestic and international visitors with its focus on outdoor, adventure, cultural and geothermal activities (Rotorua Economic Development, 2021; McKinnon, 2022). The town was built by the New Zealand government in 1880s for tourists visiting the geothermal lakes on land leased from Ngāti Whakauae near the Māori lakeside settlement of Ōhinemutu (McKinnon, 2022). Rotorua's geothermal surface features are one of the greatest drawcards for international tourists, containing one of the last remaining areas of major geyser activity in New Zealand (Bay of Plenty Regional Council 2022). Construction of the railway in 1894 encouraged growth and the government built European style bathhouses to attract more visitors with therapeutic facilities (McKinnon, 2022). Nearly half of all visitors to Rotorua still come specifically to see and experience the District's geothermal wonders (Bay of Plenty Regional Council 2022).

From 1945 to 1976 Rotorua experienced a high level of population growth from 7,500 to 46,000 people. This was driven by primary industries such as forestry, farming and hydroelectricity development.

From around the 1950s, motels and hotels to accommodate tourists have lined Fenton Street, which acts as an entranceway to the CBD and is within walking distance of popular amenities. This pattern of accommodation remains today with accommodation in Rotorua mainly clustered on or around Fenton Street. Other

accommodation is clustered around Lake Rotorua and near the lake front. According to Rotorua Lakes Council's Destination Management Plan (2021), much of the motel accommodation along Fenton Street is now considered to be "tired and run down" and "these motels can create the perception that the destination [Rotorua] is tired and dated" (Rotorua Lakes Council, 2021, p28).

In 2019, there were more than 3 million visits to Rotorua, accounting for over 30% of Rotorua's GDP (Rotorua Economic Development, 2021). Prior to 2020 and impacts on tourism related to the COVID-19 pandemic, 71% of the visitors to Rotorua were made by international customers and 29% of visits were made by domestic tourists with most of the visitors at this time coming from China, Auckland and Australia (MBIE, 2019). However, domestic tourists spent almost twice as much as international tourists with domestic tourists accounting for 58% of visitor expenditure and international tourists 42% of the total expenditure in 2019 (MBIE, 2019). Of this expenditure, \$132 million was spent on accommodation and \$132 million was spent on food and beverage (MBIE 2019). The tourism sector accounted for 23% of employment in 2019, which is over double the national average of 9% (Infometrics, 2020).

Since April 2020 visitor numbers to Rotorua have dropped significantly due to restrictions brought on by the COVID-19 pandemic, which have restricted the entry of international tourists and national lockdowns limiting domestic movement. According to data collected by the Accommodation Data Programme and Statistics NZ, motel and apartment occupancy varied between 64% and 84% between January and September 2019. Following the start of the COVID-19 pandemic the occupancy rate between June 2020 and January 2022 ranged between 23% and 72%. For twelve of the twenty months during this time period, occupancy was less than 45% (see Figure 3 below).

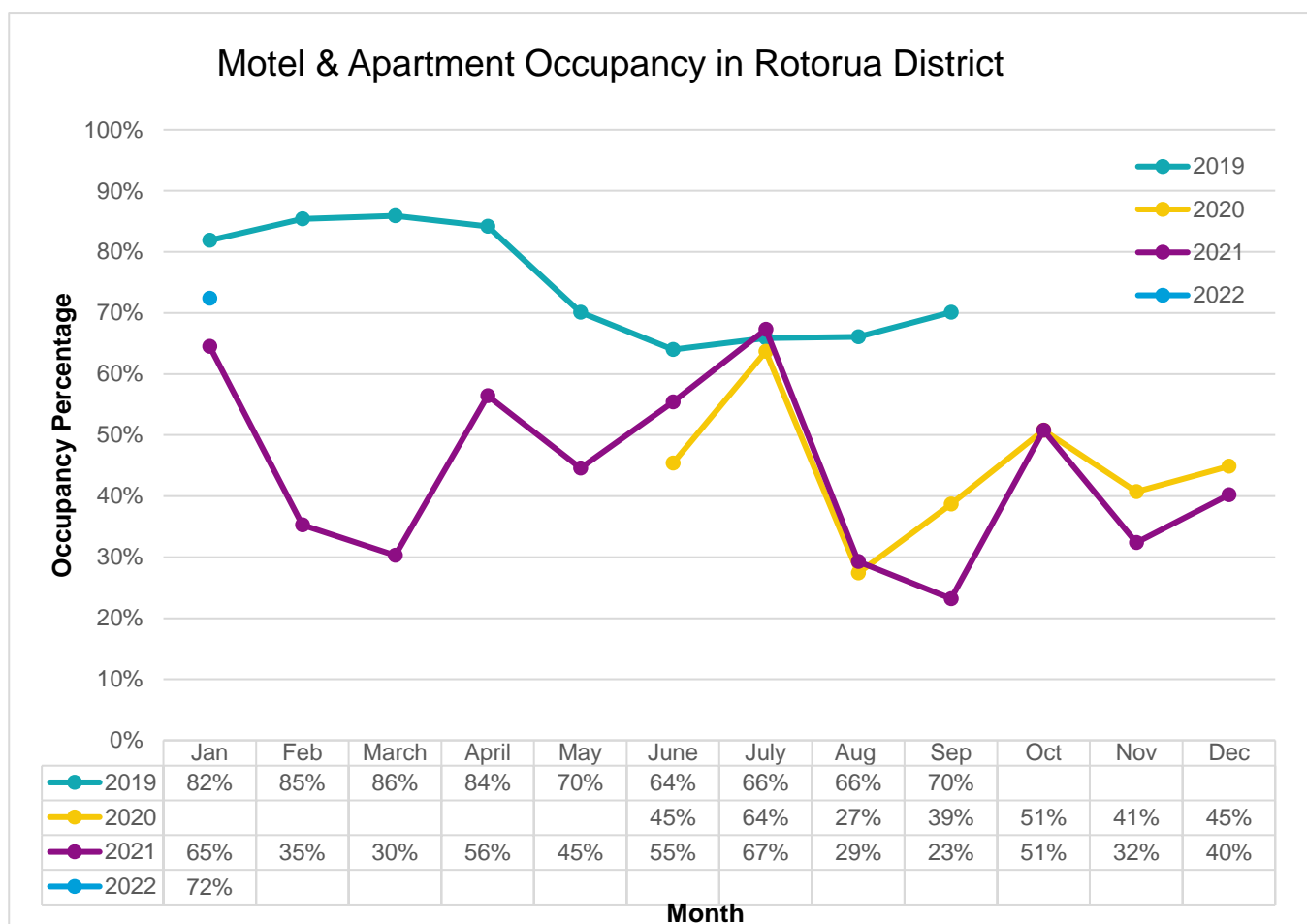


Figure 3: Occupancy rate of Motels and Apartments in Rotorua District prior to and following impacts COVID-19 (Jan 2019-Jan 2022). Sourced from Accommodation Data Programme 2022 and Statistics NZ 2019⁵.

Across New Zealand the number of people employed both directly and indirectly by tourism decreased by 33% and 38% respectively from the year ending in March 2020 to the year ending in March 2021 (MBIE, 2021). The impact of lockdowns also limited the ability of employed people to work, with more than half the workforce unable to operate during a level 4 lockdown (Infometrics 2020). Accommodation, food services, retail and wholesale trade were also particularly affected during level 3 as businesses that were able to open could not operate at full capacity due to social distancing and other requirements (Rotorua Lakes Council, 2020). Māori unemployment rates in Rotorua have historically been higher than the unemployment rates for the whole workforce (Infometrics 2020). COVID-19 added to these statistics as vulnerable and low-income communities in Rotorua continued to be affected by COVID-19, and are overrepresented in almost every industry affected by the pandemic (Infometrics, 2020). This is because half of the job losses in Rotorua in 2020 were experienced by lower skilled workers in hospitality, retail, service and sales industries (Infometrics, 2020).

International expenditure from 2020 to 2022 was greatly reduced and Tourism Electronic Card Transactions show that domestic visitor expenditure has fluctuated throughout the COVID-19 pandemic (MBIE, 2022b)⁶. A

⁵ Data was collected via public and private surveys. In 2019 no data was collected between the months of October, November and December as the accommodation survey is no longer produced by Stats NZ. Accommodation Data Programme (ADP) took over the data collection from June 2020. According to the site *“The data excludes stay units occupied by emergency housing (MSD), transitional housing (HUD), annual sites, and other permanent residents. Managed Isolation and Quarantine hotels are also excluded”*.

⁶ Tourism Electronic Card Transaction data is released by MBIE as an interim replacement to Monthly Regional Tourism Estimates. The figures underestimate the actual expenditure as they only represent card spending

sharp drop in domestic spending was experienced in autumn 2020 (March-May) at the time of New Zealand's first lockdown. Domestic spend in the 2021 summer season (December-February) increased to higher than the previous 2019 and 2020 summers; however, another drop was experienced in spring (September to November) 2021 when Aucklanders (one of Rotorua's large domestic markets) were unable to travel outside their region (MBIE, 2022).

5.1.3 Housing and homelessness

5.1.3.1 Affordable, public and transitional housing


New Zealand is facing issues relating to the provision of affordable housing and over recent years there has been increasing numbers of people seeking support to access housing. From September 2018 to September 2021, the number of people who have applied for public housing through MSD has increased from 9,536 to 24,546 people (HUD, 2021a). Demand for public housing during the September 2021 quarter increased across almost all regions of New Zealand when compared to September 2020 (HUD, 2021a).

Since 2014, Rotorua has experienced strong population growth after two decades of stable growth (Rotorua Lakes Council, 2022a; HUD, 2021c). The housing supply has not responded, and the number of building consents granted remains one of the lowest in New Zealand by population (MSD, 2021). Since the beginning of 2015 rents in Rotorua have increased by 85% and house prices by more than 150% (HUD, 2022). Rents have increased sharply, more than 8% per annum since 2015 compared to growth of 3% per annum from 2001 to 2014. The growth in rents has been a key driver of the increased homelessness, including overcrowding (HUD, 2022). This has placed significant pressure on public and emergency housing with ongoing shortages of affordable housing options. According to tenancy bond data collated by MBIE, the median weekly rent across Rotorua between August 2021 to January 2022 was \$435 (MBIE, 2022a).

Rotorua District has high levels of housing need indicated by higher levels of benefit dependency, emergency housing use and applications on the Public Housing register when compared to the rest of New Zealand (Lankshear & Biggs, 2022). As of December 2021, which is the latest data published by HUD, the Bay of Plenty region had 2,394 applicants on the Housing Register which was a 37% increase from December 2020, the second highest percentage increase of regions across New Zealand (HUD, 2021)⁷. Rotorua District had the highest number of housing register applicants within this region at 973 applicants. Rotorua District also had 788 occupied public houses and 134 transitional housing places. In Rotorua there is also a high reliance on emergency housing supplied by motels rather than transitional housing (HUD, 2021c). In early 2021 prior to the establishment of the Rotorua Housing Taskforce and CEH, Rotorua had around five EH-SNG placements for every one transitional housing placement compared to roughly one-to-one ratio across New Zealand (MSD, 2021). See Figure 4 below for the key statistics for the Bay of Plenty region and Rotorua District.

and do not include other forms of spending including cash, pre-purchases, or online spending. However, they can be used to look at trends in domestic spending.

⁷ The highest percentage increase in applicants on the housing register compared to December 2020 was Northland at 38%, just 1% higher than Bay of Plenty.

| Bay of Plenty | | Applicants on the Housing Register | Public Housing occupied homes | Number of EH SNG approved |
|---|--|-------------------------------------|-------------------------------|-----------------------------------|
|  | | 2,394 (2,191) | 2,993 (2,974) | 4,586 (4,442) |
| | | Applicants on the Transfer Register | Transitional Housing places | Amount of EH SNG approved |
| | | 165 (146) | 376 (351) | \$11,784,063 (\$9,507,506) |

| Rotorua District | Number of applicants on the Housing Register | Number of applicants on the Transfer Register | Public Housing Occupied Homes | Transitional Housing places | Number of EH SNG approved |
|------------------|--|---|-------------------------------|-----------------------------|----------------------------------|
| | 973 (861) | 37 (35) | 788 (784) | 134 (111) | 2,523 (2,268) |
| | | | | | Amount of EH SNG approved |
| | | | | | \$5,654,247 (\$4,524,454) |

Figure 4: Excerpt from Public Housing Quarterly Report and Public Housing in Bay of Plenty Region reports from December 2021 (HUD, 2021a and 2021b). Numbers in brackets denote the figure from the previous quarter.

5.1.3.2 Emergency Housing Special Needs Grants

Since the introduction of EH-SNGs in 2016, there has been significant growth in the number of households accessing the grant nationwide and this growth increased dramatically in the first part of 2020 (MSD, 2021). All regions across New Zealand experienced significant increases in the number of households seeking emergency housing during the COVID-19 lockdown period (MSD, 2021). Between April 2019 and April 2021 the number of distinct⁸ clients who received an EH-SNG more than doubled (HUD, 2021c). Since the peak in May 2020, EH-SNG use had dropped slightly; however, EH-SNG use has not returned to the level seen prior to COVID-19 (HUD, 2021a; HUD, 2021c). The number of households in emergency housing at the end of March 2022 was 4,728, an increase of 744 households from the end of March 2021 (this excludes the number of households in CEH). Figure 5 below shows the number of distinct clients who received one or more EH-SNG in each quarter.

EH SNG recipients

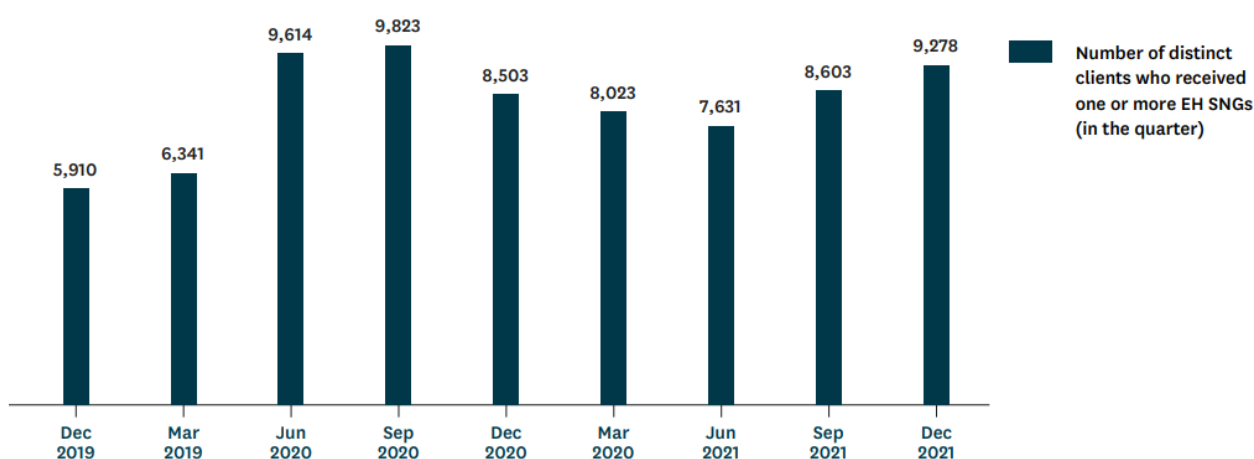


Figure 5: Number of distinct clients across New Zealand who received one or more Emergency Housing Special Needs Grants in each quarter from December 2019 to December 2021 (HUD, 2021a)

⁸ Clients may have received more than one grant. Distinct clients are only counted once in this data even if they received multiple grants within each time period.

Although an increase in EH-SNGs has been observed nationwide, the volume of EH-SNGs in Rotorua is the highest in the country by population as of August 2021 (MSD, 2021b).

During the quarter ending 31st December 2021, 1,066 distinct households were supported by Emergency Housing Special Needs Grants in the Bay of Plenty region (HUD 2021b). This is a higher than in the quarter ending 30th September 2021 where grants were made to support 1,027 distinct households (HUD, 2021b). On 31st March 2022 there were 4,728 households in emergency housing under the EH-SNG scheme consisting of 5,367 adults and 4,791 children across New Zealand (MSD, 2022). At this point in time 702 of those households in emergency housing were in the Bay of Plenty which represents the third highest by region following Auckland (1,134 households) and Waikato (714 households) (MSD, 2022). These figures exclude households living in CEH, where 237 households were living in Rotorua as of the 30th of March 2022.

MSD analysis shows that the majority of EH-SNG recipients in Rotorua are from the Rotorua District or the surrounding areas. 69% of clients were already living in the Rotorua District and 19% were living in a neighbouring Territorial Local Authorities (TLA) (Western Bay of Plenty, Kawerau District, Whakatāne District, Tauranga City, Ōpōtiki District, Waipa District, Taupō District and South Waikato District) one month prior to entering emergency housing (Lankshear & Biggs, 2022). 10% of clients had an address from wider New Zealand. Of this 10% just over half had family in Rotorua. In some instances these recipients had moved to Rotorua to live with family before their circumstances changed and they required emergency housing. The previous address for 2% of clients could not be established (Lankshear & Biggs, 2022).

5.2 Local communities

The 13 CEH sites are distributed across six suburbs (local communities): Fairy Springs, Koutu, Victoria, Glenholme, Fenton Park and Whakarewarewa.

5.2.1 Demographic profile

Data from the 2018 census is reported based on Statistical Area 2 units. The 13 CEH motels are located across multiple Rotorua suburbs⁹, although the majority are along or in the vicinity of Fenton Street (e.g. located on a side street connected to Fenton Street). Two motels are located to the northwest of Rotorua's central business District in Fairy Springs and Koutu. The two social areas of influence, defined in Section 3.3.1 of this report and shown in Figure 6 below, are based on Statistical Area 2 units that are used to report demographic data collected from the 2018 Census. This is the most recent data available, although there would be changes since this time with rent prices continuing to rise and also the impacts of COVID-19, particularly on income and employment, which are discussed generally above but are not accounted for at this more local scale of reporting.

⁹ Suburbs in this report are defined by Statistical Area 2 unit boundaries.

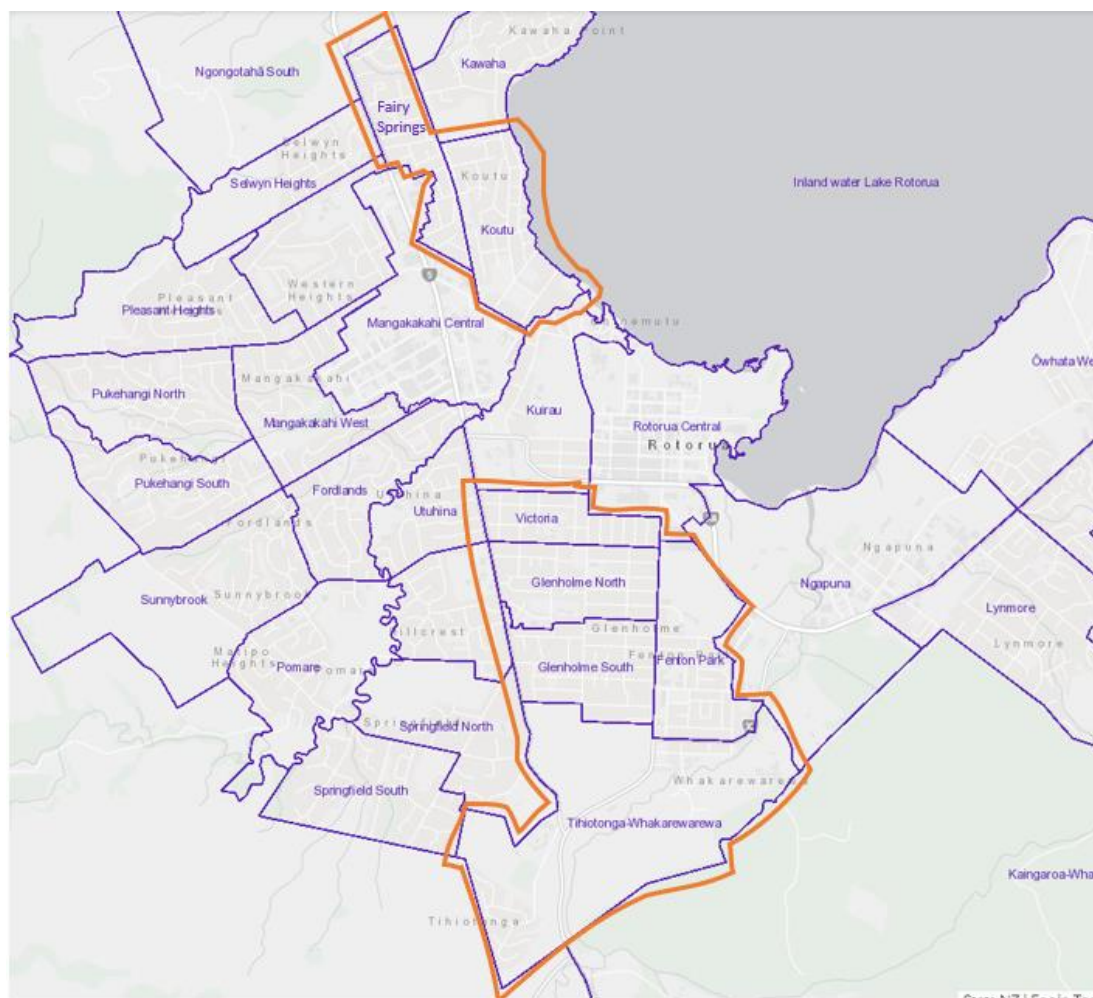


Figure 6: Statistical Area 2 units where the 13 CEH motels are located (Source: Statistics NZ)

5.2.1.1 Social Area of Influence 1- Victoria, Glenholme, Fenton Park, Whakarewarewa

Many of the Statistical Areas where the CEH motels are located are among the most deprived areas relative to the rest of New Zealand. Victoria, Glenholme North, and Fenton Park are among the top two most deprived deciles in New Zealand with score 9 or 10 on the NZDep2018 scale¹⁰. These areas have lower median personal incomes (between \$22,500 and \$22,900) than other areas and the Rotorua average. These areas also exhibit lower rates of home ownership, which are as low as 23% for Victoria (less than half the Rotorua average). 41% of people in Victoria identify as Asian, which is four times the Rotorua average (10%) and makes up the largest ethnic group in this area. Glenholme North and Fenton Park also have a larger proportion of people who identify as Asian than the Rotorua average (23% and 29%) but both still have large proportions of the population identifying as European (37% to 46%) and Māori (27% to 38%). Victoria and Fenton Park also

¹⁰ The NZ Deprivation Index (NZDep) provides an area-based measure of socio-economic deprivation across the country. NZDep 2018 combines nine variables from the 2018 census relating to eight dimensions of deprivation including communication, income, employment, qualifications, home ownership, support, living space and living condition. It uses an ordinal scale ranking the deprivation of areas, relative to other areas in New Zealand giving the least deprived areas a score of 1 and the most deprived areas a score of 10 (Atkinson et al., 2019).

experienced significant population growth between the 2006 and 2018 censuses, increasing by 28% and 18%, respectively.

Tihiotonga-Whakarewarewa has a NZDep2018 score of 7, and a higher median personal income than other areas. However, it is noted that this area covers two distinct suburbs of Tihiotonga and Whakarewarewa while the CEH motels that are subject to this assessment are only located in Whakarewarewa.

Glenholme South is the least deprived area where the CEH motels are located with an NZDep2018 score of 5. When compared with the rest of the areas and the Rotorua average, Glenholme South has the oldest median age and the largest proportion of people identifying as European, with the lowest as Māori. In 2018 it also has the highest proportion of people who own their own home.

According to market data from MBIE the median weekly rent for a house over the period between August 2021 and January 2022 ranged between \$400 (Victoria) and \$480 (Glenholme¹¹ and Whakarewarewa).

5.2.1.2 Fairy Springs and Koutu

Fairy Springs and Koutu also rate among the most deprived areas relative to New Zealand, with an NZDep2018 score of 9 and 10 respectively. Both areas had a median personal income less than the Rotorua median of \$28,000 at \$26,800 and \$23,500 in 2018. Koutu also had a higher unemployment rate (10%) than the Rotorua average (6%). Koutu has a high proportion of Māori, with 72% of the population identifying as Māori followed by 40% who identify as European (individuals can identify with more than one ethnicity, hence why totals add up to over 100%). In Fairy Springs, 58% of the population identify as European and 52% as Māori.

In 2018, the home ownership rate for Koutu was 7% less than the Rotorua average (52%) while Fairy Springs was similar at 53%. Median house rent during the 2018 census was \$280 per week for Fairy Springs and \$260 per week for Koutu. According to market data MBIE the median rent for the period between August 2021 and January 2022 were \$500 and \$425 per week respectively (MBIE, 2022a).

¹¹ MBIE data does not distinguish between Glenholme North and South. As this data is not based on Statistical Area units the areas may differ slightly to those used to report census data.

Table 4: 2018 Census Data for local community areas (based on Statistical Area 2 units)

| | Victoria | Glenholme North | Glenholme South | Fenton Park | Tihotonga-Whakarewarewa | Fairy Springs | Koutu | Rotorua District | New Zealand |
|---|----------------|-----------------|-----------------|----------------|-------------------------|----------------|----------------------|------------------|----------------|
| 2018 Population | 2,094 | 2,643 | 2,022 | 1,698 | 771 | 1,782 | 2,094 | 71,877 | 4,699,755 |
| Population change from 2006 to 2018 | 28% | 12% | 4% | 18% | -5% | 9% | 12% | 9% | 17% |
| Dwellings (number of total private dwellings)* | 999 | 1,212 | 897 | 747 | 327 | 648 | 732 | 28,563 | 1,871,934 |
| Median age | 33 years | 37 years | 48 years | 39 years | 43 years | 33 years | 30 years | 36 years | 37 years |
| Largest ethnic group ¹² | Asian (41%) | European (47%) | European (74%) | European (46%) | European (60%) | European (58%) | Māori (72%) | European (63%) | European (70%) |
| Second largest ethnic group | European (37%) | Māori (38%) | Māori (20%) | Māori (32%) | Māori (38%) | Māori (52%) | European (40%) | Māori (40%) | Māori (17%) |
| Third largest ethnic group | Māori (27%) | Asian (23%) | Asian (15%) | Asian (29%) | Asian (13%) | Asian (8%) | Pacific peoples (9%) | Asian (10%) | Asian (15%) |
| <i>Usual residence 1 year ago**</i> | | | | | | | | | |
| Same as usual residence | 65% | 72% | 80% | 71% | 76% | 78% | 79% | 79% | 79% |
| Elsewhere in New Zealand | 23% | 20% | 16% | 20% | 18% | 17% | 17% | 16% | 17% |
| Overseas | 10% | 6% | 3% | 3% | 6% | 3% | 2% | 3% | 3% |
| <i>Home ownership*</i> | | | | | | | | | |
| Owned, partly owned or held in a family trust | 28% | 38% | 75% | 45% | 65% | 58% | 54% | 62% | 65% |
| Not owned or held in family trust (e.g. rented) | 72% | 62% | 27% | 55% | 35% | 42% | 46% | 38% | 36% |
| Median weekly rent* | \$240 | \$240 | \$330 | \$230 | \$260 | \$280 | \$260 | \$270 | \$340 |
| Median personal income | \$22,800 | \$22,900 | \$31,100 | \$22,500 | \$33,800 | \$26,800 | \$23,500 | \$28,000 | \$31,800 |
| Full time employment | 47% | 42% | 45% | 42% | 51% | 50% | 43% | 49% | 50% |
| Part time employment | 16% | 15% | 15% | 14% | 14% | 16% | 16% | 15% | 15% |
| Unemployed | 7% | 8% | 3% | 7% | 6% | 7% | 10% | 6% | 4% |
| Not in the labour force | 30% | 35% | 37% | 38% | 29% | 27% | 31% | 30% | 31% |
| NZDep 2018 (1 least deprived-10 most deprived) | 10 | 10 | 5 | 9 | 7 ¹³ | 9 | 10 | N/A | N/A |

* Statistics NZ provides a quality rating for some census variables to provide an overall evaluation of 2018 Census data quality for that single variable. Data quality is assessed on a five point scale from very high, high, moderate, poor and very poor. Data for the dwellings, home ownership, and median weekly rent variables are rated as moderate quality by Statistics NZ.

** Data for the usual residence one year ago variable is rated as poor quality by Statistics NZ. Māori have higher rates of missing data for usual residence one year ago than the total population, and Statistics NZ advise caution when interpreting results. All other variables not starred in the table above were rated as high or very high quality

¹² Percentages for ethnic groups can add up to over 100 as where a person reports more than one ethnic group they are counted in each applicable group.

5.2.2 Land use and community facilities

The areas immediately surrounding the contracted motels are primarily residentially zoned, although some sites are adjacent to commercial, city centre and industrial zones. Figure 7 below shows the District Plan zoning across Rotorua. Of the thirteen CEH motel sites 7 are zoned Commercial-city entranceway accommodation, 1 as Commercial- neighbourhood centres, 2 as Residential- medium density living, 1 as Industrial- city entranceway mixed use and two motels have a split zoning where half the site is zoned Commercial-city entranceway accommodation and half the site is zoned Residential- medium density living.

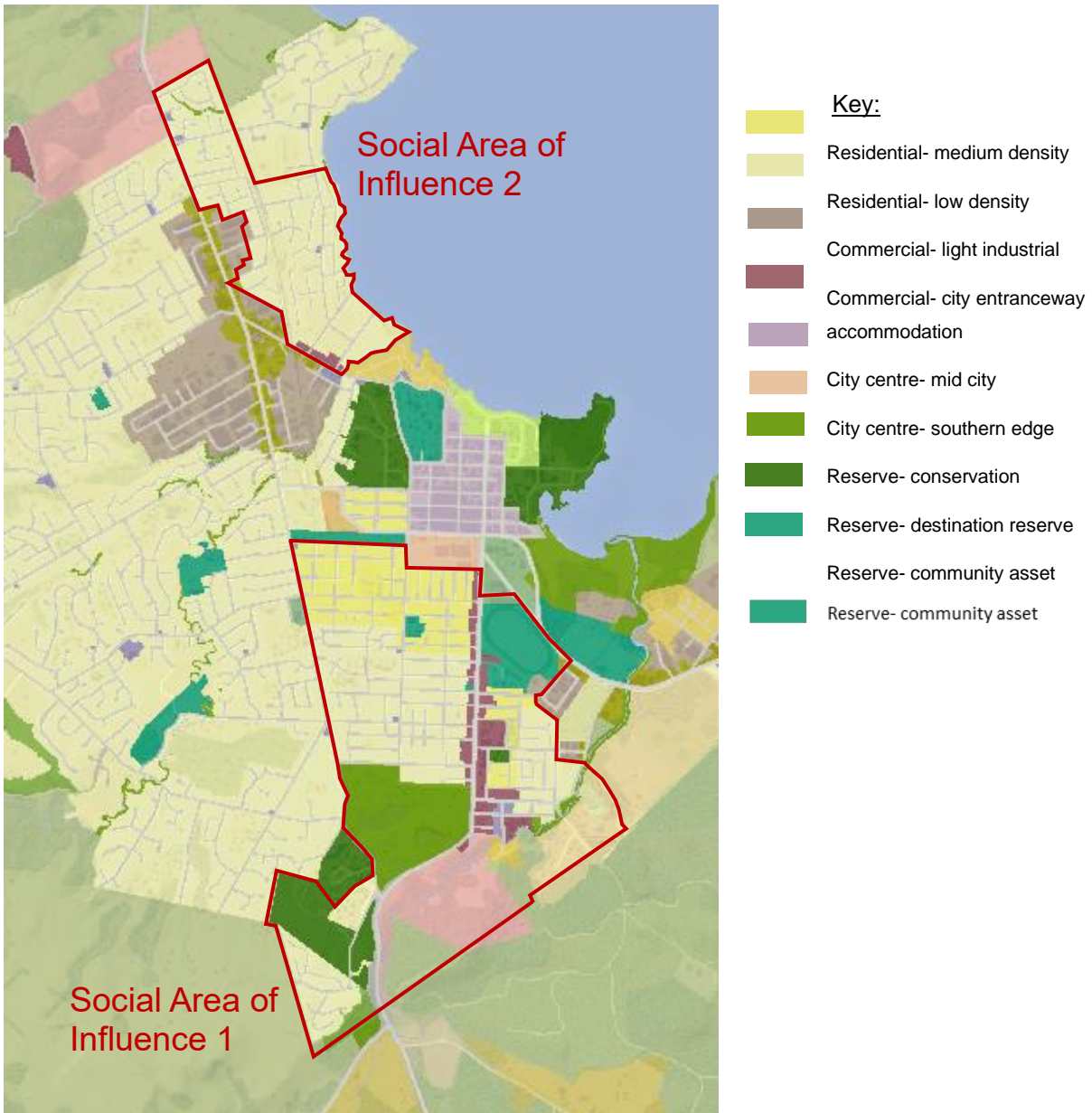


Figure 7 District plan zones across the two areas of social influence in Rotorua. Source: Geyserview, Rotorua Lakes Council, 2022

Data from Rotorua Commercial Accommodation Dashboard produced by Rotorua Economic Development indicates that 59 out of 150 existing commercial accommodation properties listed across Rotorua (40%) have been used for some form of emergency housing (either exclusively or mixed with tourist accommodation) at

some point prior to the end of 2021¹⁴. Three additional properties have also been used as managed isolation and quarantine facilities as part of the government's response to the COVID-19 pandemic (these are now in the process of being closed apart from one hotel which will continue to be used until the end of May 2022). The 13 CEH motels (included in the 59 above) operate within this context of other offerings that form part of the existing environment.

5.2.2.1 Social Area of Influence 1- Victoria, Glenholme, Fenton Park, Whakarewarewa

Area 1 is primarily residential but also adjoins Fenton Street, which is lined with properties zoned as 'city entranceway accommodation'. Fenton Street is one of the main roads that leads into the centre of Rotorua and is one of Rotorua's main tourist areas and accommodation strips. As well as the eleven CEH motels located in these suburbs, there are many motels and other forms of accommodation being used for various purposes including Managed Isolation Facilities (MIQ), motels being used for emergency housing through the EH-SNGs and other low-cost rentals. During site visits, it was observed that many motels along Fenton Street (i.e. beyond the motels used for CEH purpose) had no vacancy signs despite lower visitor numbers expected in the middle of the week and the appearance of these sites also varied greatly with some needing maintenance/management. According to Rotorua Economic Development's Commercial Accommodation Dashboard, approximately 39 accommodation facilities have fully or partially provided emergency housing accommodation within Victoria and down Fenton Street prior to the end of 2021 and one MIQ facility (which is in the process of closing)⁵⁴. There are additional five properties in Fenton Park and three in Whakarewarewa used for emergency housing. These numbers include the 11 CEH motels and illustrate that the CEH motels operate within proximity of other accommodation suppliers offering emergency accommodation.

The character of the residential suburbs varies throughout Area 1. The following observations relating to community character in Area 1 were made:

- Areas such as Glenholme were described by interviewees as being sought after and desirable.
- Victoria adjoins the CBD and is located across the road from a shopping centre. The area is bordered on two sides by a large number of motel style accommodation providers (along Fenton Street and Victoria Street).
- Around the residential areas a number of attached units, pensioner housing and other temporary rental style accommodation was observed in Victoria and to a lesser extent Glenholme.
- In Fenton Park, a range of housing types were observed, including both higher and lower quality housing
- In Glenholme, lower density and higher quality housing was observed, with wide tree lined streets and footpaths.
- Whakarewarewa village consists largely of commercial properties associated with number of tourist attractions and accommodation located in the village, but also has some smaller residential areas.

In Area 1, almost all of the CEH motels are located in close proximity (within 250m) of a school and/or preschool centre as well as other community facilities such as churches and temples. There are six playgrounds spread across these areas however most are located away from Fenton Street, where the majority of CEH motels are located (albeit located within 20 minute walking distance) (Figure 8).

¹⁴ This data is historical and does not necessarily represent the number of properties that are *currently* supplying emergency housing.

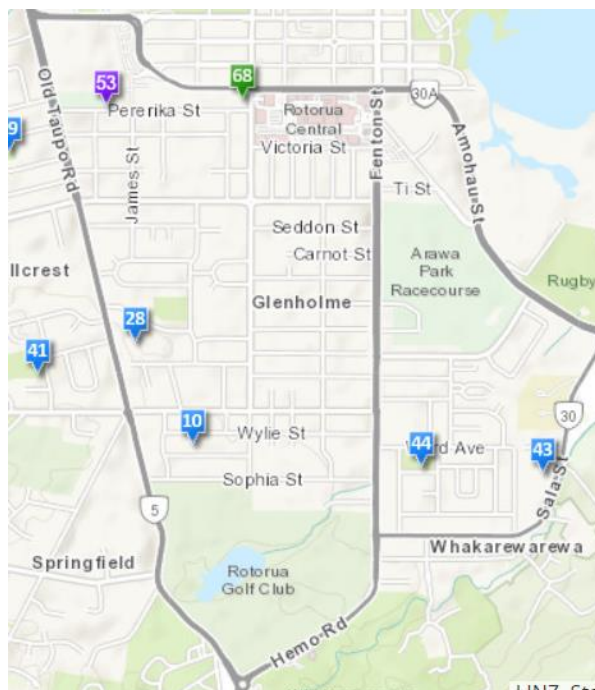


Figure 8 Playgrounds in and around Victoria, Glenholme, Fenton Park and Whakarewarewa. Source: Rotorua District Council, 2022b.

5.2.2.2 Social Area of Influence 2- Fairy Springs and Koutu

Fairy Springs contains a mix of light industrial and residential areas that border Lake Road, one of the key main roads leading into Rotorua from the north. Koutu is primarily residential however, there are also industrial and commercial areas. Along Lake Road there is also a shared use path that was observed and frequented by people. The CEH motels in Area 2 are both located in the vicinity of shops and residential houses but overall, the spatial distribution between motels in Area 2 is far greater when compared to Area 1. Both CEH motels are located in close proximity (within 250m) of a school or preschool centre and are located between 500m and 1km of a marae. The nearest playground is located within 5 minute or 20 minute walking distance (Figure 9).

The Commercial Accommodation Dashboard by Rotorua Economic Development identifies that there are two other motels in Koutu that have been used solely or partially for emergency housing these also have a greater spatial distribution when compared to motels in Area 1, such as those along Fenton Street¹⁵.

¹⁵ This data is historical and does not necessarily represent the number of properties that are *currently* supplying emergency housing.

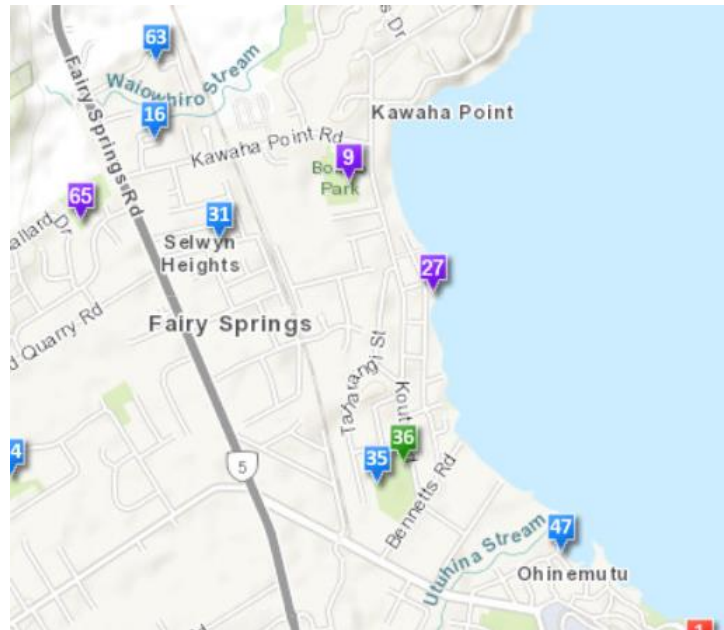


Figure 9: Playgrounds in and around Fairy Springs and Koutu. Source: Rotorua District Council, 2022b

5.2.3 Crime

New Zealand Police data has been analysed to understand crime trends within Rotorua and the local communities of interest. It is noted that data collected and reported on the NZ Police website at the local area level (victimisations time and place data) does not account for all events (excludes information/incidents where the location is not known). It has been used to provide an indication of what is happening in Rotorua where information on location is identified.

The number of reported victimisations¹⁶ in Rotorua District increased toward the end of 2019, peaking in February 2020, and reducing in April 2020 (at the time of New Zealand's first COVID-19 lockdown). Following this first lockdown victimisations returned to 2019 volumes but continued to fluctuate over 2021 and 2022 (Figure 10). It is noted that this aligns with trends seen across New Zealand (with a peak of victimisations in January 2020, followed by a steep drop in April 2020 and then increases to the previous high January 2020 numbers in January 2022). As shown by Figure 11, theft and related offences are the most common type of incident followed by unlawful entry and acts intended to cause injury (this also aligns national level data).

¹⁶ Victimisation refers to the instance of a person, organisation or premises being victimised for a given type of offence

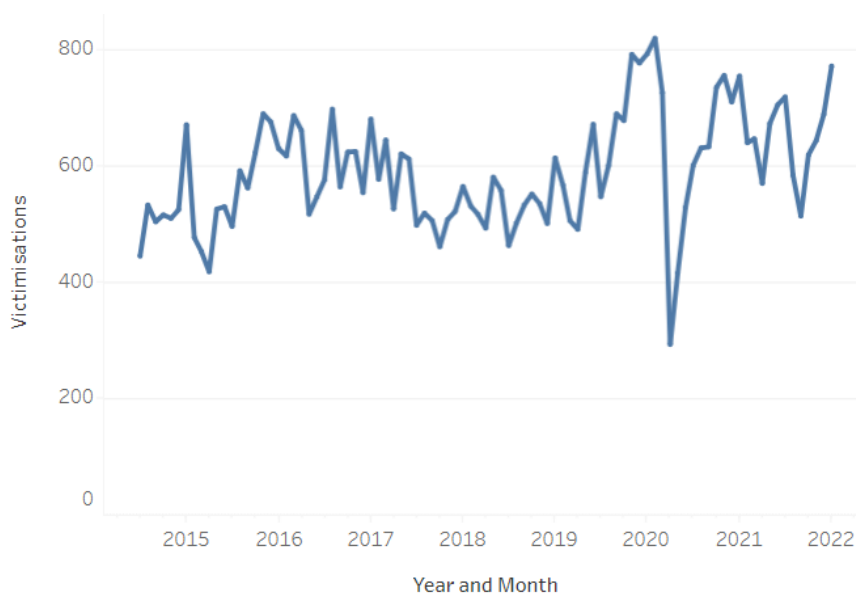


Figure 10 Victimisiation data for Rotorua District (Source: Policedata.co.nz, 2022)

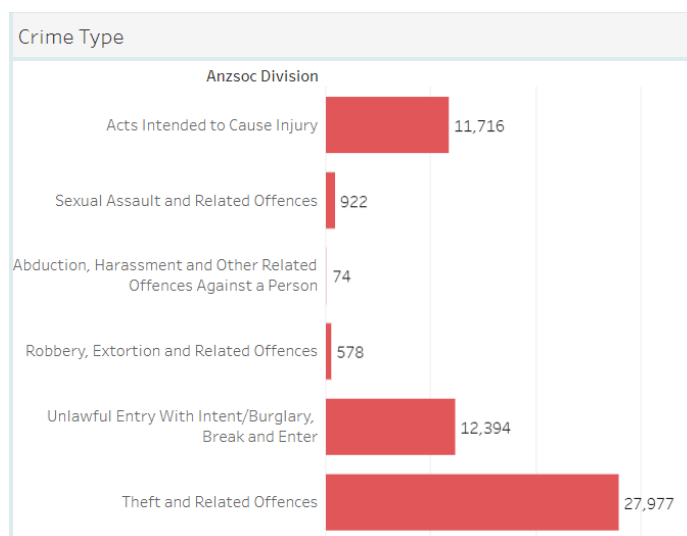
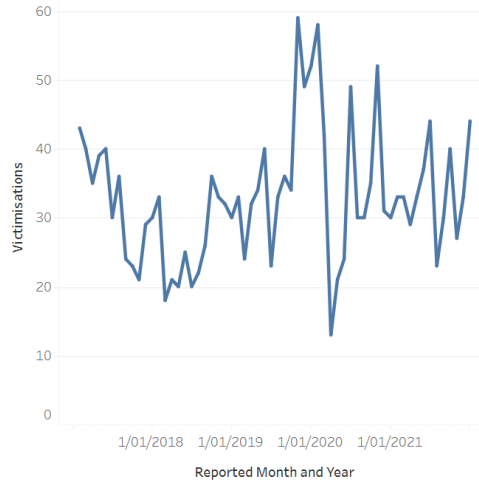


Figure 11: Crime types in Rotorua District (Source: Policedata.co.nz, 2022)

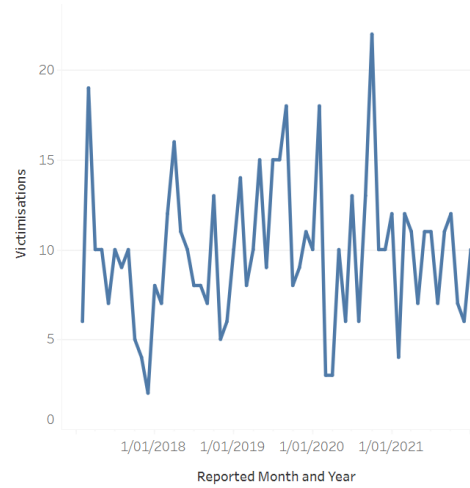
Within the two social areas of influence, the number of victimisations from 2017 to 2022 in each month fluctuates. There is no clear trend in most suburbs, however, crime data shows an increase in the number of victimisations in Victoria and Whakarewarewa from the end of 2019 and start of 2020. In Victoria this increased from around 50 to around 100 victimisations per month and in Whakarewarewa this increased from around 5 to 25 victimisations per month (Figures 12 and 13).

Data on crime types indicate that theft and related offences have increased from 2017 to 2022, particularly in Victoria, Whakarewarewa and Glenholme East (where the number of victimisations with a recorded location more than doubled from 2017 to 2022), and in Fairy Springs. Increases in acts intended to cause injury can also be seen in Fairy Springs, Koutu, Victoria, Glenholme East from 2017 to 2022 and unlawful entry victimisations also seem to have increased in Glenholme East.

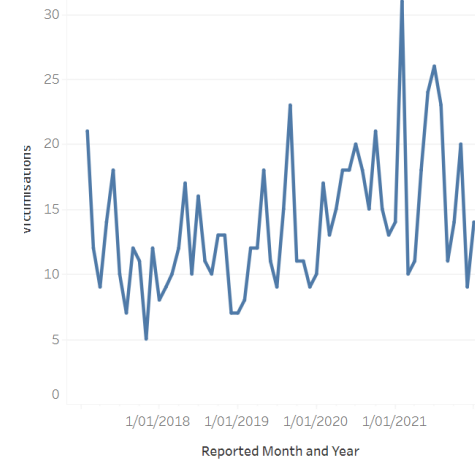
According to NZ Police, there has been a notable increase in call-outs, particularly around the CBD and in the Fenton Street area. Family harm incidents have almost doubled and there has been a marked increase in dishonesty crimes. Calls for service vary from disorderly behaviour to incidents of serious violence, dishonesty crimes, burglary, interference with cars and wilful damage.



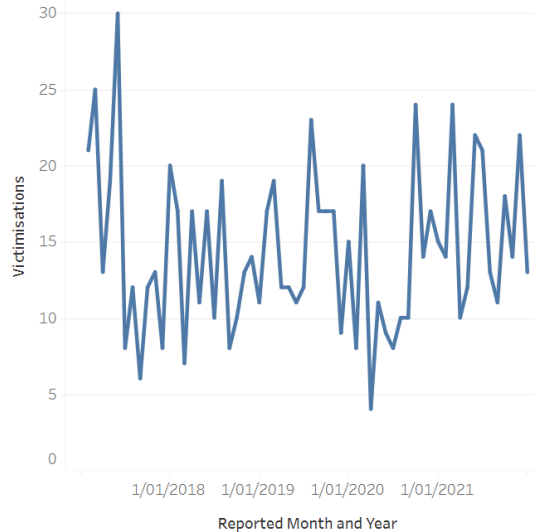
Graph 1. Fairy Springs Monthly Victimisations from 2017/2022, Total: 1,549



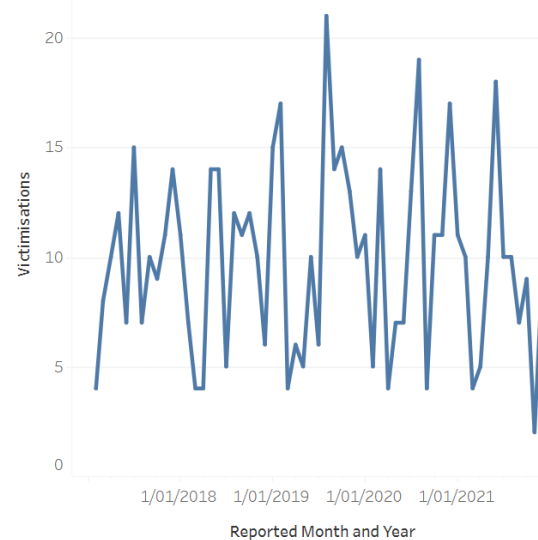
Graph 2. Fenton Monthly Victimisations from 2017/2022, Total: 252



Graph 3. Glenholme East Monthly Victimisations from 2017/2022, Total: 339

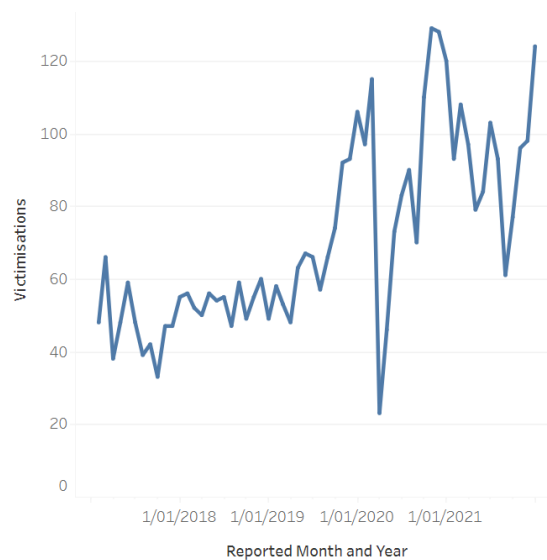


Graph 4. Glenholme West Monthly Victimisations from 2017/2022, Total: 375

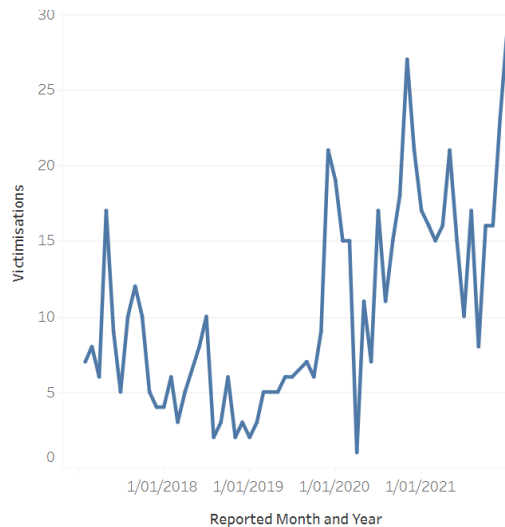


Graph 5. Koutu Monthly Victimisations from 2017/2022, Total: 291

Figure 12: Trends in victimisation time and place data between Mar 2017 and Feb 2022 in each of the local area units. (Source: Policedata.co.nz, 2022) Data included in this figure excludes information where the location (i.e. Area unit) is not known



Graph 6. Victoria Monthly Victimisations from 2017/2022 , Total: 3,426



Graph 7. Whakarewarewa Monthly Victimisations from 2017/2022, Total: 507

Figure 13: Trends in victimisation time and place data between Mar 2017 and Feb 2022 in each of the local area units. (Source: Policedata.co.nz, 2022)(Source: Policedata.co.nz, 2022). Data included in this figure excludes information where the location (i.e. Area unit) is not known

6 Assessment of social impacts

There are a range of complex social conditions, changes and challenges the community within the social area of influence have experienced over the last few years that form the existing environment. The experience of social impacts of the proposed 13 CEH motels cannot be easily separated from other social impacts arising from existing issues in the community. These existing social issues include:

- COVID-19:
 - economic impacts
 - job losses/reduced income
 - drop in business activity and tourist numbers including accommodation businesses;
- rising costs of living;
- rising unemployment;
- rising rental costs;
- shortfall of available housing, including public housing;
- shortage of available rentals;
- increased demand for public housing;
- national and local trends of increased poverty;
- rising numbers of homelessness and housing insecurity;
- aging motel stock; and
- motel providers seeking alternative sources of income to supplement loss of tourism.

While this is the existing environment the CEH motels operate within, these social issues are the conditions that the CEH motels are responding to (rather than causative of). In order to evaluate the potential social impacts of the CEH proposal our assessment takes the following approach:

- For each potential social impact we report the community's general experience of change that will have causal factors from a range of those outlined above.
- We specifically assess how CEH motels further contribute to this as a potential cumulative impact by assessing whether CEH:
 - Improves existing conditions – reducing overall impact (i.e. *positive impact*).
 - Maintains the status quo – does not improve the existing impact nor makes it worse (i.e. *negligible impact*).
 - Exacerbates existing conditions – negatively contributes to the existing environment further exacerbating the issue (i.e. *negative impact*).

We also assess each social impact in the context of what the environment would be like if the CEH motel ceased to operate (noting that in the current social and economic environment this would likely only serve to exacerbate many of the social conditions set out above). Considering whether without CEH the above existing social condition have the potential to change for the better, the worse or remain the same, acknowledging that there is a degree of uncertainty in respect of how other social agencies, moteliors and housing provision (or lack thereof) would be able to respond in the 'absence' of the CEH motel provision.

The potential social impacts identified have been evaluated as either positive, neutral or negative based on the degree of change to the existing social environment (as described in this report) and relative to the potential counterfactual environment (without the operation of CEH motels). This assessment is made on consideration of both the scale and duration of the impact (e.g. who is impacted within each of the defined 'community of impact' and the period of expected impact (noting the time-limited duration of the proposal for the use of motels as CEH).

6.1 Way of life

6.1.1 Reported general social change - Way of life

Of those surveyed within the local communities 51% noticed and reported being personally affected by local business closing due to COVID-19.

Where members of the community assessed local motels were being used for emergency housing¹⁷ 35% reported being personally impacted by these motels (noting that 45% reported noticing these and not being directly impacted and 20% not noticing these). Of those reporting impacts of emergency housing in local motels 27% reported a negative impact, 5% a positive impact and 3% both positive and negative.

Local businesses closing and reduced tourism due to COVID-19 had the highest negative impact on individuals within these local communities.

In terms of way of life impacts some people surveyed and interviewed reported that they had begun to avoid walking around their neighbourhoods and into town, particularly on and around Fenton Street (within Victoria and Glenholme), and around Victoria Street and Malfroy Road (between Fenton Street and Ranolf Street). People cited the reasons for this change being:

- feeling intimidated by other members of the public;
- incidents of intimidation and verbal abuse;
- witnessing anti-social behaviour;
- the state of the environment (graffiti, litter and abandoned shopping trolleys);
- a general feeling of being unsafe due to "*the type of people you are likely to encounter and concern of possible behaviours*"; and
- concern of encountering people under the influence of drugs and alcohol.

Many attributed the above behaviours to people being accommodated in emergency motels and or visitors/associates of these people. This was due to where the above scenarios took place or assumptions by the community of the origin of people involved in the above. In the community survey 8% reported that the provision of emergency housing in motels had created a fear of walking in their neighbourhood and that they did not feel able to move around their local communities as freely.

Where people reported (self-reported or reported on behalf of someone they knew) to have stopped walking in their neighbourhoods or to town and/or avoided a particular street, it was more likely to occur in the evening and the person was more likely to be elderly, a woman on their own and/or others such as children and disabled. However it is noted that this behavioural change is not universal as evidenced by varied survey and

¹⁷ In the survey emergency housing in local motels refers to all accommodation that the public has assumed is being used to house people who do not have alternate accommodation. It does not determine who is funding these identified motels or what specifically they are used for. Emergency housing appears to be a catch-all term used by the community.

interview responses and community observations (i.e. during site visits women, children and elderly were observed walking around this area (in small numbers).

Only a small percentage of those surveyed and interviewed reported themselves or others changing where they walked. Others reported that they had witnessed or experienced concerning behaviour but because of their own sense of personal safety this did not alter where they walked. Others in the same neighbourhood who reported feeling safe, did not report any incident such as those listed above and continued to walk around the area.

Whilst not universal there appears to be a trend over the past 18 months to 2 years of people increasingly avoiding certain areas of the city when walking on their own due to increasing feelings of being unsafe which they attribute to perceptions of threats to their safety within the public environment including parts of Fenton Street and around Victoria. However, this is dependent on a personal assessment of the surrounding environment and their own sense of safety and vulnerability. This is assessed as a negative impact on way of life as people are changing where they go for daily walks or stopping walking for activities, such as shopping and accessing places in the community.

6.1.2 Assessment of potential way of life impacts of Contracted Emergency Housing

CEH motels are located within the areas of Victoria and Glenholme which are referenced in the above paragraphs as places where some people are now avoiding walking. A review of incident reports from the CEH motels shows that publicly visible incidents such as altercations have occurred on occasion at some CEH motels (either inside the site but visible to public or just outside the site with residents from the motel and/or visitors). During site visits, anti-social behaviour (which the interviewees cited as a deterrent) was observed at one CEH motel on the berm outside the site, which was visible to public walking by.

CEH motels only began operating since July 2021, negative impacts on way of life were described to be arising over roughly a 2-year period. Therefore, our assessment is focused on whether CEH motels have the potential to alter (positively or negatively) the existing impact occurring within these communities. Community members interviewed reported that over the last six months (the time in which CEH motels have been operational), the situation had largely stayed the same; a few reported it had gotten worse and a few that it had improved. Of note, a few of the CEH motels were specifically cited by those who identified that some improvements were being experienced in relation to community safety and amenity. However, on two occasions, specific CEH motels were part of a cluster of motels on Fenton Street (CEH motels and other motels supplying emergency housing) where it was noted that things had worsened. Operators of many CEH motels (particularly where emergency housing was supplied previously) noted an improvement in resident behaviour now that they are supported by service providers and security.

6.1.3 Conclusion

This assessment only considers impacts that can be attributed to, or is the responsibility of, the CEH motels. Anti-social behaviour by members of public within these communities that do not occur directly outside of or on the site of CEH motels are not considered to be within the scope of this assessment.

The experience of the community is not universal nor is the reporting of the contribution of specific CEH motels. However, the following observations are made;

- negative impacts are reported in areas of high foot traffic due to being enroute to the city, other amenities or a common recreational route;
- perception and experience of the impact is not universal but is more likely to occur where there is a high degree of change from tourist accommodation to a concentration of suppliers of non-tourist accommodation (CEH, accommodation supplied for SNG or other emergency housing (short and longer term));

- CEH was identified as providing more management of potential anti-social behaviours, however this improvement is more likely to be noted where the CEH motel is located away from other accommodation.
- Where CEH motels are located amongst other accommodation (many of which are SNG suppliers or are using the motel for an alternative purpose other than for tourist accommodation) any incident is seen to exacerbate or continue existing impacts (potential reductions in the number of incidents and improvements in behaviour at CEH motels are overshadowed by the surrounding environment)

Events causing indirect impacts on way of life are intermittent and could occur at any time within the duration of these consents (up to 5 years). Within the context of the likelihood of an event occurring the more CEH sites that are located close to each other (coupled with supplier of other emergency accommodation for those without permanent housing) the higher likelihood of an incident occurring.

In terms of scale, the potentially negative impacts on way of life appear to be largely confined to Victoria and Glenholme (due to walkability and concentration of accommodation) impacting those who previously walked around specific streets within these areas. It is only those that now feel too unsafe to continue and have changed behaviours that are impacted.

If these sites were not utilised for CEH it is reasonable to assume that a large number of CEH occupants would apply for EH-SNG grants and either reside at these sites or alternate sites within Rotorua. Where facilities for EH-SNG grants might not be available it is anticipated that a reasonable consequence is that people will be without secure accommodation. Again, this outcome would be likely to occur either within the communities assessed or in the wider Rotorua area. Neither of these options ensures improved social conditions for the local or wider community that will reduce current way of life impacts.

Overall it is assessed in relation to the existing environment, that CEH will potentially have a negligible impact (no change) on way of life for those outside of Victoria and Glenholme and potentially very low negative impact on way of life for neighbours and those within proximity of the CEH sites within Glenholme and Victoria.

6.2 Community - character

This refers to the distinct identity of a place and in part people's sense of place. The local communities contain relatively high-profile streets/areas that offer accommodation. These streets/areas have their own characteristics and the residential neighbourhoods surrounding them may also have a different set of characteristics. For this reason, this section of the assessment is split into two: tourism and residential.

6.2.1 Reported general social change - Tourism character

Rotorua is characterised as a tourist destination largely relating to cultural experiences and natural features. Supporting infrastructure such as accommodation offerings are seen as key to bringing people to the city and getting them to stay whilst enjoying these tourist attractions. It is within these local suburbs where much of the city's accommodation offerings are located.

Fenton Street is perhaps the highest profile street within Rotorua known for offering accommodation. People spoke of it historically being known as the "*gateway to Rotorua*", "*golden mile*" and "*jewel of Rotorua*".

The Council's strategic plan published in 2018 noted that at that time there was already a number of older tourist accommodation properties that could be converted or redeveloped. The plan indicates an intention to undertake District plan changes in the future to provide more inner city living (reducing the footprint of the CBD) and consolidating tourism accommodation in the CBD and allowing existing accommodation to change to land for homes.

Survey respondents and interviewees spoke of the changes to the physical character of accommodation areas across Rotorua over the last two years in particular. This has been echoed in media reporting. This has

included changes in the physical appearance of accommodation; both grounds (unkept gardens and lawns and rubbish) and buildings (peeling paint and building maintenance not attended to). Public areas are reported to have an increase in rubbish, abandoned shopping trolleys, graffiti and incidents of vandalism and property damage.

In terms of tourism identity there are two major themes that are reported to impact the tourist character of the area; COVID-19 and alternative uses of tourist accommodation. COVID-19 has led to decreased tourist demand, decreased tourist activity and motels and businesses closing down or being empty. People spoke of a loss of vibrancy with the decreased presence of tourism. In the phone survey, local businesses closing and reduced tourism due to COVID-19 were cited as the most prominent impacts people had experienced.

In terms of character and identity people talk of a downshift in desirability of the area. Terms such as “MSD mile” and Rotorua referred to as a “dumping ground” for people with complex social needs and anti-social behaviour was a rhetoric commonly brought up in interviews, the surveys and the media review. There is mixed opinion as to the causal factors of the damage of Rotorua’s reputation and a recent article in Stuff (Bathgate, March 2022) describes some of the narratives:

- Accommodation being used for tourism and emergency housing simultaneously and subsequent poor online reviews of sites.
- Increased crime and anti-social behaviour in town and within “tourist areas” such as Fenton Street which presents a poor image of the city to visitors.
- Much of the dialogue and concern being played out in the media therefore presenting a tarnished reputation to the rest of the country and further afield.

This mix of narratives was reiterated in interviews. Again, the opinion is not universal however nearly all acknowledge a change in the accommodation clusters. Most widely recognised is:

- A deterioration in the quality of accommodation stock (occurring over many years) and in some places the grounds.
- A lack of tourists and activity (including businesses closing down) reducing vibrancy of the area.

6.2.2 Assessment of potential impacts of Contracted Emergency Housing on tourism character

The CEH sites for which resource consent is sought are largely located within accommodation clusters providing for tourism (with one exception that largely catered for the business sector prior to being contracted).

The CEH motels are in a variety of locations; sited on their own, adjacent to tourist motels/hotels and in areas where much of the surrounding accommodation appears to be used for temporary accommodation/rental for purposes such as emergency accommodation. The physical quality of the CEH motels ranges from well-kept buildings with a high level of landscaping to older accommodation stock with less landscaping. During site visits it was noted that none of the CEH motels had overgrown lawns or rubbish amassing on-site and sites were generally well-maintained.

Fencing and gates at CEH motels ranged from metal fencing and hedging around the whole site and gates to low level fencing and use of temporary methods such as bollards, chains, ropes or traffic cones instead of gates. All locations, apart from one, still had motel signs up that said, “no vacancy”. One site still had a vacancy sign. In around a third of the sites security personnel were prominent either stationed at the front entrance and/or wearing jackets with large lettering “security” on the back. In some locations staff and/or residents gathered at the entrance/street frontage, while at other CEH motels residents and staff were not overly visible from the road. It was noted that at several sites cars were parked on the grass verges/footpaths outside the sites’ legal boundary.

Incident records of each CEH motel were reviewed¹⁸. Within the local communities, incidents that may be visible/audible to public fluctuated, but were most frequent (more than weekly – most months) in CEH motels located in Whakarewarewa and Victoria. Only one recorded incident included a member of public who called the police. A few community members interviewed reported calling the police when family harm was heard at one of the CEH sites or for disorderly behaviour/fights in public. However, it was generally reported that incidents of parties and loud music had been controlled since the motel sites had been contracted, and for some sites, the property maintenance had improved.

6.2.3 Conclusion

From our experience as social impact practitioners on types of residential accommodation for social service purposes and based on the literature reviewed, the way a site is run, the way it looks and the way it is maintained goes a long way to how it fits into its surroundings and is experienced and accepted by the neighbouring and local community. It was observed/assumed by a few interviewees that when operating as tourist accommodation motels were more focussed on outward appearance as they were trying to attract customers (although it was reported by others that some of the contracted sites had been offering emergency accommodation for a long time and/or catered for the “low-cost accommodation” bracket of the market previously) and do not have the same motivation to maintain outward appearances with a secure income from emergency accommodation.

From our observation it appears that CEH motels that have little public fronted space are afforded more privacy and a change of activity is less visible. Equally those with fences and landscaping such as hedges offering privacy blend into the surrounding character more. Well-kept buildings and grounds blend in with the tourism characteristic of “*attracting customers*”. On their own the CEH motels cannot be directly attributed to the change of character of the accommodation clusters in Rotorua. However where there are a few located in close proximity, privacy is limited, cars are parked on verges, security very visible, and traffic cones or temporary blockades are used, it is likely that CEH motels are contributing to the overall negative impact. It is assessed that CEH motels specifically (when considered separately) have a negligible, or in limited locations, a very low negative impact on tourism character for the local community and wider Rotorua in relation to the existing environment. It is considered that these potential impacts on tourism character that are directly related to the CEH sites could be reduced with changes to operations and ground improvements.

6.2.4 Reported general social change - Residential character

Survey respondents identified location (proximity to town and services), quiet/peaceful environment, and caring community as community characteristics that they valued. Respondents in Victoria and Glenholme more frequently commented on proximity to town and ease of getting around relative to those respondents from Fenton Park/Whakarewarewa and Fairy Springs/Koutu. By contrast respondents residing in the latter suburbs were more likely to comment on the safe nature of their communities.

In the community survey of local communities, 10% of respondents felt their suburb had improved over the last 2 years, the highest being Victoria and Fairy Springs/Koutu at 17% and the lowest Fenton Park/Whakarewarewa at 4%. In addition, 26% of survey respondents thought their local community stayed the same and 34% thought it was worse. 54% of survey respondents from Glenholme thought was worse. Characteristics that local communities noted in improvement were largely pertaining to community spirit and coming together as a community to help through COVID-19. Issues that had negatively changed the

¹⁸ It is noted each operating organisation records these differently so were not directly comparable (this is based on assumptions from information provided). Only incidents assessed as involving the community or were likely to disrupt the surrounding community (i.e. visible to people passing by) were considered (police being called was included). Internal rule breaches or disruptions were not.

community related to increased incidents of crime (41%), homelessness (18%), emergency housing (16%) feeling unsafe (14%) and unwanted behaviour (14%).

The most noted impact that people had been personally affected by from surveys was local business closing due to COVID-19 (51%) and reduced tourism due to COVID-19 (42%). 35% of respondents had noticed and been personally affected by emergency housing in local motels.

Neighbours and community groups interviewed spoke of more disturbances of peace (not universal), changing areas otherwise traditionally known for being quiet and peaceful. People spoke of their communities (Victoria and Glenholme) as becoming less desirable and now known as “problem areas” where before areas like Glenholme were described as being desirable places to live.

6.2.5 Assessment of potential impacts of Contracted Emergency Housing on residential character

This impact in relation to residential character (not amenity) appears to be specifically reported about suppliers of emergency accommodation located in Glenholme and to a lesser extent Victoria. People spoke of the reputation and desirability of the neighbourhood as changing negatively. These observations appear to be focussed around the residential areas in close proximity to accommodation clusters.

Restore Rotorua¹⁹; a community group responding to the use of motels for emergency accommodation, has primarily formed within Glenholme to both restore the tourism character and reputation but also their neighbourhood reputation. Whilst other areas may be experiencing increased crime and social issues this neighbourhood and “Fenton Street area” appears to be a focus area of concern and media attention with regards to impacts from emergency housing motels (in general).

Specifically in relation to CEH motels some neighbours and operators in Victoria, Whakarewarewa had noted that it was quieter as there weren't parties and loud music anymore and security managed behaviour on-site more. This was reiterated by many stakeholders. At another location within Fairy Springs a neighbour reported they had not even noticed that the CEH motel had changed its purpose from providing tourist accommodation. Some residents noted that the security and use of cones to blockade entrances at the CEH motels made the area feel custodial and did not help to improve the character of the area, while others thought it made the area feel safer.

The look and management of the motels also appeared to change how residents felt about the motel contribution to the character of their residential neighbourhood. People noted motels that looked well-kept and well-managed were less problematic to the character of the area. Stakeholders noted that at the CEH motels there was the opportunity for motel owners to upgrade the sites and behaviour on-site had improved.

6.2.6 Conclusion

The changes made at CEH motels, compared to when the motels were used for emergency housing funded through EH-SNGs, have in some cases been noticed and visible to the general public. Whilst security may add to a sense of safety it does not necessarily improve the residential character of local communities. It is our assessment that CEH motels have very low negative impact on residential character due to physical and security characteristics. It is noted that these are impacts that could be managed and the overall impact reduced.

¹⁹ Restore Rotorua – Is self-described as “a group of Rotorua locals who are deeply concerned about our community, our people, our businesses and our visitors”. They are specifically concerned about the use of motels for emergency accommodation in the heart of Rotorua and the negative impact emergency housing has on the environment, it's people, it's businesses, local tourism and the city of Rotorua. They have come together collectively to get more information on what is happening, put out requests to be consulted about changes and challenge the changes happening in their city.

6.3 Community - community services

6.3.1 Assessment of potential impacts of Contracted Emergency Housing²⁰ on community services

This assessment is directly related to CEH motels as the stakeholders interviewed specifically spoke in relation to these CEH motels.

13 motels have been contracted to provide emergency accommodation for whānau / families and vulnerable people. The sites can accommodate up to 1100 people (as of March 2022 they accommodated 586 people). As well as on-site services residents of sites may need additional services such as education and health. It was noted by all community service providers spoken to, that this is a group with complex service needs but often also poor rates of uptake of help. Many are unlikely to be registered with local services or have limited records to track education or health needs.

With regards to health services a clinical nurse liaison from the District Health Board works across the sites to assess whānau health needs, provide health plans and support health seeking behaviours. Health and social services interviewed acknowledged that residents of the CEH sites were a high needs population (due to instability of living situations) that, for the most part, already existed within the Rotorua community. While these populations were harder to reach due to transience, the contracted motels gave residents an opportunity to engage and address health issues. Interviewees from community and social services reported that more mental health, drug and alcohol resources were needed across Rotorua as well as a more co-ordinated referral and cross-discipline/service working model to provide for the residents in these motels. It was suggested that a social service hub including a GP be allocated to these motels to provide for their needs.

Most schools who responded stated the CEH motels had little impact on their school in terms of roll and resources. One school identified that children from CEH motels often required more support due to disruptions in their learning, limited education records and unstable living environments. It was suggested that an allocated resource to support students in adjusting to regular schooling and assess and access education histories was needed to assist schools in meeting the needs of these students and reduce some of the extra resource required at the schools. There were reports of students witnessing anti-social behaviour when walking to school or feeling unsafe (around the central city/Fenton Street area). It was observed that one school located within close proximity of many motels (both contracted and used for other forms of temporary and emergency housing) had temporary security fencing around the perimeter. An interview with a local community group reported that the school was in the process of installing permanent secure perimeter fencing due to frequent incidents of trespass and vandalism (this was not verified by the school). No direct incidents on school grounds involving the CEH sites were reported by schools.

The police noted that over time the Fenton Street area had become a high call out area requiring a lot of police attention. Whilst crime like this already existed in Rotorua there has been a substantial increase in family harm incidents and dishonesty crime in this area. The Fenton Street area had not traditionally required a lot of police resources but, particularly in the last two years, there has been an increase in police calls for service around Fenton Street in addition to continued demand in the city. Crime data (see Section 5.2.3) suggests theft and related offences are the highest recorded offences. Accommodation providing for emergency accommodation (under various models) does require a lot of police attention. The CEH motels with security and social services had not exacerbated this issue (however not substantially reduced this either). Service providers at CEH motels reported incidents that traditionally may not be self-reported (i.e. Family harm), providing opportunity for police to engage with victims and work on harm reduction. From a review of CEH site incident reports family-harm (verbal, emotional and physical), threatening behaviour, arguments, physical altercations

²⁰ This section does not describe the general environment as it is specific to CEH.

(residents/visitors) required police assistance (police call outs were not noted at a high frequency at each site, this excludes visits from the police as follow up not initiated in an emergency).

6.3.2 Conclusion

Overall, the population served by the CEH motels does for the most part have high health and social service needs in general (unrelated to where they reside); however, providing for this population in CEH motels does not exacerbate this. Conversely, the CEH sites provide stability and potential to engage and support people to develop health seeking behaviours that can be carried on when they transition to their own housing. Feedback from interviews is that systems (including referrals and cross-agency collaboration) could be improved and more resources would support health and education to better support this population, however this is an operational matter not an impact that needs addressing within the scope of this assessment.

Police call outs and therefore use of police resources is high in the area where many of the motels (both CEH and those used for other forms of temporary, longer term and emergency accommodation) are located. The implementation of operational rules, monitoring and/or restriction of visitors, service provider support and security presence at CEH motels helps to support the sites to not exacerbate this issue (i.e. increase police call outs at motels).

CEH motels are recognised not to be long-term solutions for housing (motel use for living is not without problems but is a favourable alternate to no accommodation). However, this service model provides more support and supervision to vulnerable groups (i.e. elderly, youth and families) and provides the potential to improve access to services and help seeking behaviours.

Overall impacts on services (compared to this population being housed elsewhere or transient) is assessed as a low positive to negligible impact (not improving the existing issues but not exacerbating them). The CEH model provides opportunity to further enhance any positive impacts over time and potentially address existing social conditions (a [small] positive change from the existing environment, noting these are generally considered adverse conditions) as can specifically focus on family interventions (and other specific groups the sites provide for) as on-site services develop and connections and integration with other community service providers strengthen.

6.4 Community - community cohesion and stability

6.4.1 Reported general social change - Community cohesion and stability

Historically local residential communities particularly those around Fenton Street and other accommodation clusters are used to a high number of visitors/tourists coming and going from the area. As of the 2018 Census many of the local communities also have high proportions of people that did not own the home they were residing in (presumption many are rentals) particularly in Glenholme North and Victoria (above 60%). Survey respondents who noted positive changes in their community noted more connectivity with neighbours and collaboration often brought about from facing the adversities of COVID-19 collectively.

The following themes were prevalent in interviews and surveys with residents of local communities:

- High degree of change in how they experience their community over a 1-2 year period (particularly Glenholme), including incidents of crime.
- Strong narrative from community members that they believe that many people living in a motel temporarily are not from Rotorua and therefore the community interpret this as not being part of the community.

People spoke of a relatively sharp increase in numbers of motels providing “emergency accommodation” (all supply types) and feeling they were taking on a national problem due to high availability of accommodation in Rotorua. In Rotorua around 70% of tourist accommodation is concentrated on or within proximity of Fenton Street (CBD, Victoria, Glenholme, Fenton Park and Whakarewarewa), prior to current changes in motel

operations. This change is coupled with changes brought on by COVID-19 such as reduced tourism, reduced jobs, working from home and closure of businesses including accommodation providers.

In addition to the changes the community has experienced there is a narrative expressed in some interviews that residents living in emergency housing do not belong in areas where tourism should be the focus (e.g. Fenton St) and those identified as not being local or displaying anti-social behaviour in particular, should not be offered emergency accommodation in Rotorua. Who belonged within the community and should be provided for in emergency accommodation was not a universally agreed concept amongst interviewees and survey respondents and could be seen as a topic that differs amongst the wider Rotorua community based on concepts of belonging and community membership.

Similarly support for motels being used for emergency accommodation varied. In the survey, 36% of respondents approved of the use of motels for emergency accommodation, 34% disapproved and 20% had not noticed the use. People seemed to be largely agreed that people experiencing housing vulnerability needed to be accommodated but how to do this was not agreed upon.

6.4.2 Assessment of potential impacts of Contracted Emergency Housing on community cohesion and stability

The CEH motels have for the most part been established in motels already being used for emergency accommodation (since April 2020 and in some cases as early as 2017). They have tried to be self-sufficient both for privacy and security of occupants (perhaps also in light of well-documented community opposition), resulting in limited communication with neighbours. In places like Whakarewarewa the full occupancy of contracted motels would result in a 50% population increase (based on census 2018 population data). In areas where CEH motels are located on their own, in more residential areas that have sufficient space and privacy there appears to be more opportunity for the local area to absorb the change in use. Where they are located amongst other similar uses and afforded less privacy and space the increase of people living on the site is more evident.

6.4.3 Conclusion

It is acknowledged that the wider social changes over the last two years in general have had negative impacts on the stability of the community. Coupled with differences of opinions and beliefs on causes and solutions particularly in relation to housing shortages and provision of emergency housing, there are noted general negative changes to the cohesion and stability of the wider and local communities. CEH motels entered into these already established issues.

CEH motels (if not the individual residents) will be part of the community for up to 5 years and this is a longer-term use than the transitory length of stays in tourist motels. CEH motels provide services to support residents in their transition back into the community and to engage with community resources but is acknowledged they largely operate in isolation of the local community.

Overall, it is our assessment that CEH motels have negligible impact on stability and cohesion of the local and wider community relative to the existing environment. Furthermore, there is potential to embed the CEH motels within the surrounding communities and balance the community perception through looking at opportunity to connect into the community or other services and provide forums for community members to provide feedback and seek information.

6.5 Environmental amenity

6.5.1 Reported general social change - Environmental amenity

Many respondents reported that feeling unsafe, witnessing crime and anti-social behaviour, hearing verbal and physical abuse, and physical decline of the environment due to vandalism, rubbish, abandoned shopping

trolleys etc has led to a decreased quality and enjoyment of the surrounding environment. This had accumulated over a 2-3 year period and was on top of the backdrop of a reduction in tourism and vibrancy of the area, aging motel stock, business closures and more visible evidence of deprivation.

6.5.2 Assessment of potential impacts of Contracted Emergency Housing on environmental amenity

In relation to CEH motels there were a few neighbours who reported witnessing or hearing fights/arguments and anecdotal reports of criminal activity and trespassing (people using the respondent's property to access the CEH motel sites). Others reported some improvements when the motel became contracted such as fewer parties, loud music and better management of behaviour. Review of incidents suggest that there were occasions where neighbours may be disturbed; however, this was most commonly when voices were raised on sites where neighbours were located in close proximity (applicable to only a few of the contracted sites).

From site visits, sites were not noted for rubbish but some were better maintained than others. The presence of security was viewed by some interviewees as reassuring, whilst others noted high visibility of security reduced the amenity of the environment: making it feel patrolled. During site visits the security guard at one CEH was stationed at the entrance facing the public, and at a few others, security were very visible at the front of the site and seemed to gather there. At other sites security guards were not visible and were positioned inside offices or in a more discreet location.

Temporary gates including bollards, traffic cones, ropes and chains have the potential to detract from the amenity of the sites (this was observed during site visits and was raised by a couple of interviewees). At several sites staff and/or security cars were parked out front on verge/footpath, and the parking of cars in unauthorised areas and driver behaviour were cited as amenity issues by a few neighbouring residents.

In terms of noise there were reports from neighbours of their own or other neighbour's experience of frequent incidents at some CEH sites of yelling and hearing domestic arguments (physical and verbal) which was disturbing and disruptive. These were not raised with the CEH sites themselves and if members of the community were concerned they would generally call police. This is something that could occur within a normal residential environment and would not require resource consent. On CEH motel sites there is more visibility, reporting and management of incidents due to there being on-site security and support and this has the potential to both reduce occurrences and provide safe environments for other residents.

6.5.3 Conclusion

In terms of potential impacts on environmental amenity of the neighbours and local community this was not universal across the CEH sites. It was dependent on frequency of disturbances at the sites, behaviour of tenants and visitors to the site, visibility of security providers (staff and physical security), privacy, and upkeep of the property.

Comparative to being run as a motel (i.e. pre-emergency housing) CEH sites have potentially very low positive to low negative impacts due to increased or decreased incidents of disturbances and visible changes in regard to temporary security measures and visibility of security.

However, most of these sites were suppliers of emergency housing via EH-SNGs (at least partially) prior to CEH. Negative changes to environmental amenity within the local communities was being experienced at least a year prior to CEH being established. The establishment of CEH sites provides the following opportunities to improve the environmental amenity of the existing environment:

- Assurance of property maintenance (due to contract conditions) and opportunity to condition further physical amenity improvements
- Monitoring and reporting of on-site behaviour
- Management of visitors entering site

- Implementation of behavioural rules including management of loud music and social gatherings

At some sites where they are located on their own, the above practices have resulted in some improvements to the amenity or immediate neighbours due to reduction in social gatherings and loud music. Where the CEH sites are clustered among other motels offering emergency or temporary non-tourist accommodation, any improvements are not recognised and the potential addition of people to a concentrated geographic area is more likely to have negative impacts.

Therefore, overall in relation to the existing environment and social changes experienced by the community CEH has potentially very low positive to low negative impacts on the existing environmental amenity. There is potential with continued improvement of on-site management and upgrades to the properties to manage potential negative impacts and improve the sites' impacts on the amenity of neighbours and the local community.

6.6 Health and wellbeing

It is recognised that providing shelter for people who don't have any alternatives, benefits their health and wellbeing. The objective of CEH specifically is to improve the outcomes for families and other vulnerable groups seeking emergency accommodation, in particular, their health and well-being. Furthermore, it is recognised that CEH is a temporary accommodation solution that is not ideal for families or anyone on a long term basis and the intention is to transition people as quickly as possible to longer term solutions where possible. This SIA is focussed on the health and well-being of the surrounding community rather than those housed within CEH motels. The commentary and subsequent assessment is largely focused on the neighbours, local community and wider Rotorua surrounding the CEH sites.

6.6.1 Reported general social change - Community health and well-being

Stakeholders reported that more people are presenting in Rotorua with housing instability. Reasons for this varied from overcrowding exacerbated by COVID-19 conditions, family harm, loss of rentals, raising rental prices and limited availability of affordable rental stock and/or social housing. There were also reports of increased incidents of drug use and untreated mental health (due to growth in people experiencing these issues, lack of engagement and/or limited local resources).

Some interviewed and surveyed noted an increased visibility and occurrence of these social issues. For example, more people appearing intoxicated or under the influence of drugs in public and more incidents of being approached for money. Some reported hearing or witnessing violence (verbal and physical) on a more frequent basis particularly concentrated in and around the CBD and accommodation clusters. It was reported in stakeholder interviews that some places in the community have improved in terms of "safety" for those walking in the community, such as at Kuirau Park. However, the comment from these interviewees were that these "safety issues" appear to have transferred to other areas of Rotorua (noting this is in reference to the safety of the wider community, not necessarily the safety of those being accommodated with the emergency housing).

Of those surveyed 30% reported experiencing a negative impact from the use of motels as emergency housing (all accommodation assessed by community as providing for those requiring emergency accommodation not just CEH). Anecdotally people reported that they attributed people residing in motels to the following (noting these have not been verified either in terms of activity and/or location):

- incidents of trespassing by visitors trying to access emergency motels or leaving;
- people staying emergency accommodation trespassing on private property (including children playing on private property);
- gang altercations and other physical fights;
- incidents of looking into cars, vandalising or graffitiing around the area (including public sites such as racecourse and lawn bowls club);

- bottles and rubbish thrown over fences into private properties;
- abusive and aggressive behaviour;
- high levels of intoxication; and
- witnessing people leaving motels and participating in drug deals outside motels.

In terms of impacts on wellbeing, people reported threats to their physical safety, increased incidents of damage to property and increased stress due to the changes in the local environment, specifically focussing on increased crime and anti-social incidents. Statistics show over time a general increase in crime in the local communities particularly in Victoria and Whakarewarewa. Police reported a marked increase in police callouts in the Fenton Street area. It was observed that the occurrence of incidents were in reference to both public areas and on or outside motel sites where emergency accommodation was assumed to be being provided, this may or may not include specific CEH motels.

6.6.2 Assessment of potential impacts of Contracted Emergency Housing community health and wellbeing

Most CEH incidents involving police call outs that have occurred at CEH motels are internal (the residents and/or visitors), not involving members of public. Police note that issues are more problematic where sites offering emergency accommodation (all service models – supervised and unsupervised) are clustered together as there is more overspill into the public areas and anti-social interactions between sites.

CEH motels that have security, safety measures and support services are generally reported by stakeholders, motel operators and some neighbours to provide more management of potentially problematic behaviour on-site that is experienced/witnessed by the surrounding community. Some neighbours and stakeholders reported no changes to their own well-being as a result of the provision of security and support services at the CEH sites (either problems continued or no problems to begin with), other noted an improvement due to feeling more safe and therefore less stressed.

6.6.3 Conclusion

Overall, it is assessed that contracting whole motels and providing support services and security has improved the safety conditions at CEH motel sites relative to the previous activity at motel sites. Therefore, it is concluded that CEH motels have not exacerbated and in some cases have even improved the experience and activity at motels sites and as a result cannot be considered to adversely impact the overall well-being of the immediate community around them. Although this will not necessarily reduce the stress or physical safety concerns people are experiencing in the wider community it may for some improve the immediate neighbourhood environment. Overall, therefore, the finding is that the CEH motels have a negligible impact on the health and safety in context of the social changes within the existing environment.

6.7 Fears and aspirations – fears of safety

6.7.1 Reported general community social change - Fears of safety

In neighbour interviews the majority of respondents reported that over the last two years they have felt increasingly unsafe in the local communities of Victoria and Glenholme. This issue was particularly raised about Fenton Street and side streets (both from those from the local area and those who were not). This varied between a general *“the community has become more unsafe”* to *“I personally feel unsafe”*. People spoke of witnessing what they assess to be behaviour that would increase risks to personal or public safety such as anti-social behaviour, criminal activity and people appearing under the influence of drugs and/or alcohol. They reported these incidents were happening in increasing frequency.

Several neighbours during interviews spoke of themselves personally and/or neighbours increasing security provisions such as fencing and security cameras due to increased incidents of theft in the area and incidents of trespassing. Those interviewed spoke particularly of the elderly being vulnerable (as someone elderly themselves or as neighbours), but also incidents of fears for safety of women, people with disability and children. In the community surveys when asked why people perceived their communities as becoming worse 14% reported that they felt unsafe, threatened or more security conscious.

A few interviewed reported that they generally did not feel personally unsafe due to getting familiar with new people in the area, having no experiences of crime or harassment personally and/or they did not view the people in the area as intimidating. In the community survey overall 7% of respondents reported that they liked living in their local community as it was safe (highest reported in Fairy Springs/Koutu (14%)).

With regard to public perception and experience of motels they believed to be supplying emergency accommodation (all models of service delivery), feedback indicates that people perceive that much of the behaviour that makes them feel unsafe in the community is being generated by people staying in motels that are used for emergency accommodation. Specifically, a concentration of emergency housing being offered within a relatively small geographic area is observed to generate more concern. In the survey, 21% felt use of motels for emergency housing in general had made them feel unsafe/threatened or more security conscious. A few examples from the survey include:

“Emergency housing. I have to be a lot more conscious of locking my car and house and looking after my dog. I always carry my cell phone with me. I often have to call the police re an incident of domestic violence, which spills out onto the streets around the motels”

“Use of local motels for homeless people, and the one right next door is a bad one - ankle bracelets, people on parole. Different levels in different motels. I still have my life I've always had but have concerns about security. My home is like Fort Knox”

6.7.2 Assessment of potential impacts of Contracted Emergency Housing on fears of safety

The 13 CEH motels these were commissioned in July 2021 (one in September 2021), into a setting where the above social change was already occurring (discussed in section 5). It is noted that at least two thirds of these motels were supplying emergency housing under the EH-SNG system prior to being contracted. In terms of adding to the concentration of people reported above the cumulative impact is low and, if anything, the more stringent criteria and referral process has seen occupancy sitting much lower overall, than the total occupancy capacity of sites.

In terms of sense of safety, those people interviewed that were aware of the CEH motels specifically had mixed opinions. The majority of external stakeholders (not CEH service providers or CEH motel operators) observed that behaviour on-site was better managed, providing a safer environment for residents of the sites and neighbours relative to the use of sites for other emergency housing. Some neighbours reported the presence of security provided more reassurance and an improved sense of safety and had noted an improvement in terms of anti-social behaviour on-site and around the site. A few reported continued fears for safety and no change from the unregulated / unmanaged wider use of motels (though none identified an increase in impacts / issues associated with the CEH). Where sites were surrounded by other motels that appeared to be supplying emergency accommodation these seemed to be experienced collectively as negatively impacting on fears of safety.

A review of incident reports from CEH motels show that most incidents (range of health and safety issues and rule breaches) are internal (recognising where voices are raised this could be heard by neighbours). However, on occasion or where a motel is more exposed to the street or neighbours or the incident occurs on the street outside the motel, this has the potential to contribute to fears for safety from those in the community. Across all CEH motels there would be an incident visible to and/or heard by neighbours at least fortnightly, ranging from hearing shouting, seeing police being called or witnessing threatening verbal or physical behaviour.

At nearly all CEH motels, fears of safety from the community were not expressed directly to the on-site manager / service providers - rather reported to police or unreported. The CEH motels did not have systems to work with neighbours / local community on fears of safety, beyond receiving and responding to direct complaints.

Overall, our research indicates that a number of people in the community are expressing a moderate adverse impact arising from their fears for safety over the last two years particularly clustered around the Fenton Street strip, due to an increase in anti-social behaviour which was cited as having connections to the increased poverty, a transient community, unemployment, housing insecurity and other complex social factors of people in the area.

6.7.3 Conclusion

With regards to the CEH motels, there is the potential that the establishment of additional motels operating for emergency housing or other temporary housing (even under a different operating model) are likely to exacerbate these existing impacts, particularly where there is a concentration of temporary accommodation for emergency housing purposes. People identifying this impact is not universal (e.g. it is in part related to personal perception) and seems to be concentrated to immediate neighbours and those within visual or audible distance from the sites or by those who pass these sites regularly.

Some of the CEH operational measures already in place have contributed to minimise this potential impact (security provisions and on-site behavioural rules) and it is recognised that the CEH model has improved some of the motel sites when compared directly to prior to these motels being contracted. It was noted by operators and service providers that incidents are in general reducing as operational measures improve and settle in. This improvement has been experienced and identified by some in the community at a few sites. However, unless this has been coupled with other improvements to safety occurring within the local community it has often gone unrecognised (e.g. change at one site is 'lost' or unrecognised from activity in the wider area).

Therefore, in the context of the existing environment and current social issues pertaining to fears of safety the CEH motels have potentially negligible to low positive impacts on the fears of safety for neighbours and negligible impacts on the local and wider community.

6.8 Fears and aspirations - fears and aspirations of the future of their community

6.8.1 Reported general community social change - Community aspirations

Most people interviewed (neighbours and stakeholders) and many surveyed aspired for Rotorua to retain and develop its reputation as a desirable tourist destination, where people visited and stayed overnight (or longer). Views on how to meet this aspiration varied, some people spoke of returning Fenton Street to the hub of tourist accommodation, whereas wider visions outlined in spatial plans indicated a strategic intention to consolidate the CBD and focus tourist accommodation on natural assets such as the lake and transition Fenton Street into a mix of accommodation and higher density housing. People feared that social issues occurring within Rotorua due to COVID-19 and/or other social challenges such as social housing shortages, increased poverty, rises in crime would provide challenges to attracting people to Rotorua.

The use of motels as emergency accommodation was viewed by many as a deterrent to tourists. Reasons cited included tourists experiencing sharing accommodation with people who were using it for emergency housing, witnessing environmental degradation (vandalism and rubbish) in highly visible spaces (i.e. Fenton Street) and anti-social behaviour and/or reading about Rotorua's social issues in the media.

Most people shared the sentiment that they aspired to care for members of their community who were without stable accommodation and provide a safe space for them to reside (even if it was temporarily). However, some were concerned that what initially appeared to be a short-term solution of using motels as emergency accommodation seemed to be growing in terms of number offered and duration with no visibility of how this would be down scaled and transitioned to more suitable long-term solutions. There were also fears that this activity in tourist areas would make the transition back to more tourism once borders opened more difficult.

6.8.2 Assessment of potential impacts on community aspirations – Contracted Emergency Housing

Aside from stakeholders directly involved in CEH motels, the awareness of this model (i.e. CEH) of service delivery was limited in the community. As a whole, CEH motels were effectively indistinguishable from all other motels supplying emergency accommodation.

CEH motels are spread across Rotorua (although motels in Rotorua are largely clustered around a few key areas). CEH motels provide specifically for whānau and vulnerable adults and provide support to transition people on to more stable accommodation and provide a safe environment while living on-site (through the operational policies and staffing provisions). As part of the contract HUD specifies expectations on the physical maintenance of properties that is in keeping with community expectations. Specificities of CEH motels have not communicated to the community, this includes information such as how long these will be in service and any plans on how the down scaling of these services will occur in the future.

Publicly visible incidents and issues at CEH sites coupled with the existing social issues in Rotorua potentially inhibits the aspirations of the community to improve the reputation of Rotorua and attract tourists back to the area. Conversely the aims and delivery of CEH motels do fit with the aspiration to provide shelter and care for vulnerable members of the wider community.

6.8.3 Conclusion

Overall, CEH motels have the potential to provide a temporary, suitable model of care for vulnerable members of the community in keeping with wider community aspirations, if properly managed, embedded into other community networks and properly maintained. However it is likely incidents will continue to occur on-site occasionally (where visible/audible to the community) and therefore may not change the existing environment which people are fearful is negatively impacting aspirations to attract tourists to the area.

CEH motels potentially do not change the existing fears and aspirations and therefore have a negligible impact. Visibility by the community of longer term plans regarding the transition from CEH to more permanent housing solutions may also minimise aspirational fears.

6.9 Summary

The above assessments consider the potential impacts of CEH with regards to the existing environment (and pre-existing social changes) in which the CEH motels commenced operation (also what would happen without CEH motels). The assessment considers all 13 CEH motels, but all have the potential to generate a different scale of effect due to location, neighbours, prior use of motel, proximity to other emergency accommodation, physical layout and condition of property, size (re: how many potential residents on-site) and management of site. For this reason, many of the impacts have included a potential range of impacts and have specified the qualification for where CEH sties fit on the range due to certain characteristics.

The following table is a summary of impacts outlined throughout Section 6 of this report. It is noted that these impacts are assessed without the implementation of management measures suggested in this report.

| Potential Impact | Description | Geographic extent | Impact of CEH on existing environment |
|----------------------------------|---|--|--|
| Way of life | How people move around the local community by foot | Those who move around the proximity of the sites by foot | Negligible to very low negative - <i>more likely to negatively impact when clustered with other motels supplying emergency or other longer term occupancy</i> |
| Tourism Character | The impact on the tourism experience and reputation | Wider community | Negligible to very low negative – <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> |
| Residential Character | The impact of the CEH motels on the surrounding residential character | Neighbours and local communities (located in proximity of sites) | Very low negative |
| Community Services | How the CEH motels impact on the delivery of community services within the community. | Wider community | Low positive to negligible |
| Community cohesion and stability | How the CEH impacts how the community operates and the stability of the community. | Local and wider community | Negligible |
| Environmental Amenity | The impact of the CEH on the experience of the community environment. | Neighbours and local community within proximity of sites | Very low positive to low negative impact- <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> |
| Health and Wellbeing | Impacts on the health and well-being of the community | Neighbours and local community within proximity of sites | Negligible |
| Fears of safety | Impacts on sense of safety | Neighbours and local community within proximity of sites | Negligible to low positive impacts |
| Community Aspirations | Impacts on future aspirations of the community. | Local and wider community | Negligible |

7 Potential measures and opportunities to remedy adverse effects

Many of the impacts identified are related to larger social issues outside the scope of this consenting environment. In terms of direct impacts on the receiving environment from the CEH motels the following recommendations are suggested to help improve the integration of the sites to the surrounding areas. It is our assessment that if successfully implemented, these recommendations could further minimise identified social impacts being experienced:

- Quality permanent fencing and gates (removal of cones and other temporary blockades) that is in keeping with the character of tourist accommodation environment
- Enhancement of landscaping to soften any security provisions (as per above) and to provide further privacy screening where practicable.
- Improved management of on-site and offsite parking to prevent staff parking out the front of the site on the driveway or berm/footpath.
- On-site dedicated play areas for children on-site or alternatively residents being orientated to local parks within close proximity and supported to access these.
- A 24/7 0800 number to be provided to neighbours to contact the service operators/security on-site where concerns arise and a complaints/queries response process to be put in place.
- A forum for the community to ask questions and share information for the overall service.
- Scheduled visits (where visitors allowed) and a maximum number of visitors on-site at any one time.

As a wider observation, opportunities to mitigate social issues associated with the use of motels for emergency housing could also include working with the motel industry on density and distribution of emergency housing activity. It is acknowledged this is not within scope of the CEH, but may assist with some of the social cohesion, environmental quality and social disruption issues identified in our engagement with the community and stakeholders. It is also acknowledged that the council and central government are already providing wider community mitigation and longer term solutions including:

- The Rotorua Housing Taskforce;
- Te Pokapū- the Rotorua Housing Hub;
- Whakahaumarū Hapori - Community Safety Plan; and
- Council “clean-up” crews addressing graffiti and dumping of shopping trolleys and rubbish in public spaces

8 Conclusion

It is acknowledged that local communities and wider Rotorua are going through numerous social changes that set the context within which CEH motels are being experienced. Potential impacts attributed by the community to the CEH motels are found to be similar to or attributable to those existing wider community social changes.

It is not considered that contracting 13 CEH sites at the same time (noting one was 6 months later) has caused additional cumulative impacts. 11 of the CEH sites already supplied, at least in part, EH-SNG accommodation and therefore did not add to the overall number of suppliers of emergency accommodation. The other two sites (not previously supplying EH-SNG accommodation) are not within the central cluster of accommodation and are, in our opinion, more able to be absorbed within the existing local community.

Without these CEH sites it is reasonable to consider that the demand for emergency and transitional housing will continue as evidenced by the increase in EH-SNG grants applications over the last few years. Housing supply shortages indicate it will take many years to rectify. Therefore, we consider that removing the contracted emergency accommodation option (e.g. were it not to be consented) would not improve the current social

changes experienced within Rotorua and may result in further negative social change, particularly for vulnerable members of the community.

It is important to consider how to minimise potential impacts of emergency housing on the surrounding community. In our opinion contracted emergency housing does this. Contracted emergency housing separates emergency housing use from the provision of tourist accommodation and improves the care of whānau and vulnerable adults in emergency housing. The operating model aims to reduce potential impacts on the neighbours and local community through its management of the sites.

The use of motels for emergency housing in our assessment is the symptom of social issues within the community rather than the cause. Overall, it is assessed that CEH motels would largely not change the existing social conditions (improve or detract). Positive impacts were more likely where managerial inputs (improved reliability of maintenance of building and grounds, wrap around support services, operational rules, security services) resulted in improved motel conditions (including operational systems to manage the interface of CEH occupants of motels and the wider community and/or maintenance of sites). Negative impacts are more likely where the CEH motels are clustered within close proximity to other forms of emergency and transitional housing and other contracted motels, due to increased density of activity and therefore increased likelihood of incidents and subsequent social impacts.

It is anticipated that further measures as recommended in Section 7 may also assist to improve the environmental amenity of the CEH sites and provide an avenue for feedback and dialogue with the local communities, which would ultimately bring about further improvements. Beyond this, it is noted that resource consent for the CEH motels is being sought on a time-limited basis (5 year duration) and that during this period some CEH motels may be decommissioned as more permanent housing options become available. The following table summarises the overall impacts with and without recommended management in place.

| Potential Impact | Description | Geographic extent | Impact of CEH on existing environment | Potential reduction of impact after recommendations are implemented |
|-------------------|---|--|--|---|
| Way of life | How people move around the local community by foot | Those who move around the proximity of the sites by foot | Negligible to very low negative - <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> | No management recommended |
| Tourism Character | The impact on the tourism experience and reputation | Wider community | Negligible to very low negative – <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> | Negligible to very low negative <i>It is considered that further improvement to the appearance and management of the sites can be made to reduce some of the potential negative impacts but the likelihood of incidents occurring visible to the community may not fully reduce potential negative impacts on character</i> |

| Potential Impact | Description | Geographic extent | Impact of CEH on existing environment | Potential reduction of impact after recommendations are implemented |
|----------------------------------|---|--|--|--|
| Residential Character | The impact of the CEH motels on the surrounding residential character | Neighbours and local communities (located in proximity of sites) | Very low negative | Very low negative <i>As per above</i> |
| Community Services | How the CEH motels impact on the delivery of community services within the community. | Wider community | Low positive to negligible | Low positive <i>Further integration and collaboration with community services could further enhance potential positive impacts</i> |
| Community cohesion and stability | How the CEH impacts how the community operates and the stability of the community. | Local and wider community | Negligible | No management recommended |
| Environmental Amenity | The impact of the CEH on the experience of the community environment. | Neighbours and local community within proximity of sites | Very low positive to low negative impact- <i>more likely to negatively impact when clustered with other motels supplying emergency or longer term occupancy</i> | Very low positive to very low negative <i>It is considered that further improvement to the appearance and management of the sites could reduce some of the potential negative impacts on environmental amenity but the likelihood of incidents occurring visible to the community may not fully reduce potential negative impacts amenity impacts.</i> |
| Health and Wellbeing | Impacts on the health and well-being of the community | Neighbours and local community within proximity of sites | Negligible | No management recommended |
| Fears of safety | Impacts on sense of safety | Neighbours and local community | Negligible to low positive impacts | Negligible to low positive <i>It is considered the recommendations to improve communication</i> |

| Potential Impact | Description | Geographic extent | Impact of CEH on existing environment | Potential reduction of impact after recommendations are implemented |
|-----------------------|---|---------------------------|---------------------------------------|---|
| | | within proximity of sites | | <i>with the surrounding community and other physical and managerial management recommendations may further allay community fears.</i> |
| Community Aspirations | Impacts on future aspirations of the community. | Local and wider community | Negligible | No management recommended |

Within the context of the social change that is being experienced in Rotorua (with increased homelessness and demand for housing and other social drivers) it is our assessment that the CEH motels are not significantly contributing to adverse social outcomes. Further, there are measures available to improve the operational interface with the wider neighbourhood and therefore, potentially the perceptions and experiences the community has of these facilities.

9 References

- Accommodation data programme (2022). Retrieved from <https://freshinfo.shinyapps.io/ADPReporting/>
- Atkinson, J., Salmond, C., Crampton, P. (2019) NZDep2018 Index of Deprivation User's Manual. Retrieved from: <https://www.otago.ac.nz/wellington/otago730391.pdf>
- Bathgate, B. (2022a, Mar 27). 'Golden Mile' to 'MSD Mile': Rotorua's reputation takes a hit amid housing crisis. *Stuff*. Retrieved from <https://www.stuff.co.nz/national/127975279/golden-mile-to-msd-mile-rotoruas-reputation-takes-a-hit-amid-housing-crisis>
- Bathgate, B. (2022b, Mar 18). Violence, drugs and vandalism around homeless motels seen as 'destroying our city', Rotorua mayor says. *Stuff*. Retrieved from <https://www.stuff.co.nz/national/128095775/violence-drugs-and-vandalism-around-homeless-motels-seen-as-destroying-our-city-rotorua-mayor-says?rm=a>
- Bay of Plenty Regional Council (2022). Rotorua. Retrieved from <https://www.boprc.govt.nz/environment/geothermal/rotorua>
- Coburn, J. (2015) After the shouting, Do Shelters and Supportive Housing Harm Neighbourhoods? *City Limits*. Retrieved from: <https://citylimits.org/2015/02/25/after-the-shouting-do-shelters-and-supportive-housing-harm-neighborhoods/>
- Davison, G. & Liu, E. (2016) Neighbours' fears about affordable housing are worse than any impacts. Retrieved from <https://theconversation.com/neighbours-fears-about-affordable-housing-are-worse-than-any-impacts-69291>
- Desmaris, F. (2021a, Mar 18). Homelessness impacting Rotorua's tourism 'brand' - development agency. Radio New Zealand. Retrieved from: <https://www.rnz.co.nz/news/ldr/438676/homelessness-impacting-rotorua-s-tourism-brand-development-agency>
- Desmaris, F. (2021b, July 29). Rotorua housing: Ministry of Social Development regional commissioner slams criticism. Rotorua Daily Post. Retrieved from: <https://www.nzherald.co.nz/rotorua-daily-post/news/rotorua-housing-ministry-of-social-development-regional-commissioner-slams-criticism/UNAXADTGZTSQFW72PMPLQIPYI4/>
- Environmental Health Intelligence New Zealand (2022). Socioeconomic deprivation profile. Retrieved from <http://www.ehinz.ac.nz/indicators/population-vulnerability/socioeconomic-deprivation-profile/>
- Furman Centre for Real Estate and Urban policy (2008). The Impact of Supportive Housing on Surrounding Neighborhoods: Evidence from New York City. Retrieved from: https://furmancenter.org/files/publications/Impact_of_Supportive.pdf
- Galster, G., Petit, K., Tatan, P.A., Santiago, A.M., Newman, S.J. (1999). The Impacts of Supportive Housing on Neighborhoods and Neighbors in Denver. *The Urban Institute*. Retrieved from https://www.huduser.gov/publications/pdf/support_1.pdf
- Graham-McClay (2020, May 27). New Zealand sheltered its homeless during Covid-19 – but can it last? <https://www.theguardian.com/world/2020/may/27/new-zealand-sheltered-its-homeless-during-covid-19-but-can-it-last>
- Hendry-Tennent, I., Turton, E., & Dexter, G. (April 8, 2021) Trans-Tasman bubble: National MP Todd McClay MP wants Rotorua emergency housing tenants gone so motels can be used for Australians. Newshub, Retrieved from: <https://www.newshub.co.nz/home/politics/2021/04/trans-tasman-bubble-national-mp-todd-mcclay-mp-wants-rotorua-emergency-housing-tenants-gone-so-motels-can-be-used-for-australians.html>

- HUD & MSD (2018). *Analysis of the Social Housing Register and Emergency Housing Special Needs Grants in 2018*. (REP/18/10/1445). Unpublished.
- HUD (2021a). Public Housing Quarterly Report, December 2021. Retrieved from: <https://www.hud.govt.nz/assets/News-and-Resources/Statistics-and-Research/Public-housing-reports/Quarterly-reports/Public-housing-quarterly-report-December-2021.pdf>
- HUD (2021b). Regional factsheet- December 2021- Bay of Plenty. Retrieved from <https://www.hud.govt.nz/assets/News-and-Resources/Statistics-and-Research/Public-housing-reports/Regional-factsheets-December-2021/Housing-regional-factsheet-December-2021-Bay-of-Plenty.pdf>
- HUD (2021c). *Improved the provision of emergency housing in Rotorua and potential expansion*. Ministry of Housing and Urban Development. Retrieved from: <https://www.hud.govt.nz/assets/News-and-Resources/Proactive-Releases/PR21-010-Improving-the-Provision-of-Emergency-Housing-in-Rotorua-and-Potential-Expansion.pdf>
- HUD (2022). Experimental house price and rent index series supplied by the Ministry of Housing and Urban Development. Ministry of Housing and Urban Development. Unpublished.
- Infometrics (2020). Economic Impacts of Covid-19 on the Rotorua Economy- Early Estimates April 2020. Rotorua Lakes Council. Retrieved from: <https://www.rotorualakescouncil.nz/repository/libraries/id:2e3idno3317q9sihrv36/hierarchy/our-council/council-publications/surveysandreports/documents/Infometrics-impact-Covid-19-Rotorua-Economy-Report---Early-estimates-April-2020.pdf>
- Lankshear, L. & Biggs, R, (2022, April). *Rotorua Emergency Housing Demand – an analysis* [unpublished]. Ministry of Social Development.
- Makiha, K. (2021, Mar 16). Rotorua homeless public meeting gets heated, more than 350 people pack venue. Rotorua Daily Times. Retrieved from
- MBIE (2019). Monthly Regional Tourism Estimates. Retrieved from: <https://www.mbie.govt.nz/immigration-and-tourism/tourism-research-and-data/tourism-data-releases/monthly-regional-tourism-estimates/latest-update/data-download/>
- MBIE (2021). The Economy- Employment from Tourism. Sustainable Tourism Explorer. Retrieved from: <https://www.teic.mbie.govt.nz/ste/theEconomy/employmentFromTourism/#indicatorSection1>
- MBIE (2022a). Market rent data. Retrieved from <https://www.tenancy.govt.nz/rent-bond-and-bills/market-rent/>
- MBIE (2022b). Regions- Reliance on tourism. Sustainable Tourism Explorer. Retrieved from: <https://teic.mbie.govt.nz/ste/regions/relianceOnTourism/>
- McKinnon, M. (2022). 'Volcanic Plateau places - Rotorua city', Te Ara - the Encyclopaedia of New Zealand, <http://www.TeAra.govt.nz/en/volcanic-plateau-places/page-4> (accessed 25 January 2022)
- MSD (2021a). *Demand for the Public Housing Register and Emergency Housing Special Needs Grants in 2021* (REP/21/9/992). Unpublished.
- MSD (2022). Emergency Housing SNGs, Monthly Housing Update Mar 2022. Retrieved from <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/statistics/housing/monthly-housing-update/2022/monthly-housing-update-march-2022.pdf>
- NZ Police. (2022). Victimisations time and Place. Retrieved from [Policedata.nz](https://www.policedata.nz).
- Patterson, J. (2021, April 19). Emergency Housing labelled a risk to public safety in Rotorua. Rotorua Daily Post. Retrieved from: <https://www.nzherald.co.nz/nz/emergency-housing-labelled-a-risk-to-public-safety-in-rotorua/DHZSSEBVT2VETB6TYYJVJWAGLQ/>.

- Patterson, J. (2021, Dec 14). Emergency housing: Government not making changes until next year despite growing safety concerns. Rotorua Daily Post. Retrieved from <https://www.nzherald.co.nz/rotorua-daily-post/news/emergency-housing-government-not-making-changes-until-next-year-despite-growing-safety-concerns/LOEHKU6E7JZMAAPGNX2VA6MULY/>
- Radio New Zealand (2021, January 18) Social service providers sound warning over toll of emergency housing conditions. <https://www.rnz.co.nz/news/national/434674/social-service-providers-sound-warning-over-toll-of-emergency-housing-conditions>
- Rotorua Economic Development (2021). Statistics and Research for the Visitor Economy. Retrieved from: <https://www.rotoruanz.com/en-nz/do-business/insights/statistics-and-research>
- Rotorua Economic Development (2022). Commercial Accommodation Dashboard. Retrieved from <https://www.rotoruanz.com/en-nz/do-business/insights/accommodation-dashboard> (accessed 5/4/22)
- Rotorua Lakes Council. (2021). Rotorua Destination Management Plan. Retrieved from: <https://www.rotorualakescouncil.nz/repository/libraries/id:2e3idno3317q9sihrv36/hierarchy/Meetings/Strategy%2C%20Policy%20%26%20Finance%20Committee/2021-11-11/Rotorua%20Destination%20Management%20Plan%20Nov%202021.pdf>
- Rotorua Lakes Council. (2022a). Rotorua Housing Taskforce. Retrieved from <https://www.rotorualakescouncil.nz/our-city/community-development/rotorua-housing-taskforce>
- Rotorua Lakes Council. (2022b). Playgrounds. Retrieved from: <https://www.rotorualakescouncil.nz/our-services/maps>
- Sadler, R. & McCarron, H. (2021, March 15). Rotorua locals fed up being used as 'dumping ground' for New Zealand's homeless - National's Todd McClay. Newshub, Retrieved from: <https://www.newshub.co.nz/home/new-zealand/2021/03/rotorua-locals-fed-up-being-used-as-dumping-ground-for-new-zealand-s-homeless-national-s-todd-mcclay.html>
- Statistics New Zealand (2014), New Zealand definition of homelessness: 2015 update, Retrieved from: <https://www.stats.govt.nz/assets/Uploads/Retirement-of-archive-website-project-files/Methods/New-Zealand-definition-of-homelessness/nz-definition-homelessness-2015-update.pdf>
- Statistics NZ (2018). 2018 Census Place summaries. Retrieved from <https://www.stats.govt.nz/tools/2018-census-place-summaries/>
- Statistics NZ (2019). Accommodation Survey. Retrieved from: <https://www.stats.govt.nz/insights?filters=Accommodation%20survey%2CInformation%20releases>
- The Property Group. (2021). Emergency Housing Fact Sheet.
- Trafford, W. (2022, Feb 13) Rotorua theme park to shut down after 90 years. <https://www.teaomaori.news/rotorua-theme-park-shut-down-after-90-years>
- Truebridge, N. & Monro, N. (2022, Apr 13). Rotorua's challenge to house homeless and holiday-makers. Radio New Zealand Checkpoint. Retrieved from: <https://www.rnz.co.nz/national/programmes/checkpoint/audio/2018838135/rotorua-s-challenge-to-house-homeless-and-holiday-makers>
- Vanclay, F. 2003 International Principles for Social Impact Assessment. Impact Assessment & Project Appraisal 21(1), 5-11. <http://dx.doi.org/10.3152/147154603781766491>
- Waikato, H. (2021, Mar 18). Rotorua locals want homeless outsiders gone. <https://www.teaomaori.news/rotorua-locals-want-homeless-outsiders-gone>

- Wall, T. (2021, March 11). Rotorua has become a 'dumping ground' for the country's homeless, some locals claim. Stuff. <https://www.stuff.co.nz/national/300246795/rotorua-has-become-a-dumping-ground-for-the-countrys-homeless-some-locals-claim>
- Yeoman, S. (2021, Oct 4). Central North Island, already hurting, counts cost of Waikato lockdown. Retrieved from <https://www.stuff.co.nz/waikato-times/300422031/central-north-island-already-hurting-counts-cost-of-waikato-lockdown>

A

Appendix A – Summary of Contracted Emergency Housing Motels

The following table summarises the key features of each motel contracted to provide emergency accommodation from the resource consent applications.

| Site | Suburb | Max Number Occupants | Staffing provision | Outdoor facilities | Noise Management | Behavioural rules | Visitor rules | Capacity |
|------|----------------|--|---|---|---|---|---|---|
| 1 | Fenton Park | 142 (excluding infants aged under 18 months) | <ul style="list-style-type: none"> -Motel operator (on-site 24 hours 7 days) -Motel reception (Mon to Fri 8am to 6pm, weekends and holidays) -On-site security 24/7 -Visions support staff | <ul style="list-style-type: none"> -Swimming pool -Grassed open picnic area | <ul style="list-style-type: none"> - No recreational equipment will be placed within five meters of the neighboring residential boundary fences -Visitors to the site are restricted to 9.00am to 6.00pm -Outside site use is restricted to 8.00am to 8.00pm | <ul style="list-style-type: none"> -No alcohol or drugs allowed on-site | <ul style="list-style-type: none"> -There must be a discussion between staff and the household before visitors can obtain access to the premises -Visitors are only permitted between 6am and 9pm. Visitors are not permitted to stay overnight -Visitors must only access the site by the main entrance -Visitors must sign in and out, advise who they are visiting and their expected length of stay with security on entry. | The site has 40 accommodation units, and all are available for Contracted Emergency Housing |
| 2 | Victoria | 39 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> - 24/7 security on-site - On-site staff from Emerge Aotearoa (5 days 8am to 5pm) - Kaitiaki (7 day, 4 hours daily) - Motel manager on-site 24/7 | Playground | <ul style="list-style-type: none"> - Use of outdoor facilities limited to 6am to 10pm - Recreational equipment cannot be used within 5 meters away from neighboring residential boundary fences - Large gatherings and parties prohibited | <ul style="list-style-type: none"> -Consumption of alcohol in common areas is prohibited. Alcohol is allowed in rooms. - Illegal substances and activities are prohibited on-site - Breaches to the rules of stay results in removal from the accommodation. | <ul style="list-style-type: none"> - Permitted to visit 9am to 6pm. - Must only use designated entrance to enter and exit the site - Permission will be obtained to create a visitor profile -Visitors not permitted to stay overnight | All units (10) contracted by HUD. 9 will be occupied and the 10 th unit will be used by the Housing Service Provider to support their on-site support services |
| 3 | Whakarewa rewa | 117 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -Motel operator (as required only) -Cleaning staff (rostered daily) -WERA Aotearoa support service staff (Mon-Fri 9am till 5pm) -1 security guard on-site 24/7 | None | <ul style="list-style-type: none"> -No recreational equipment to be used within five meters of the neighboring residential boundary fences. | <ul style="list-style-type: none"> -No alcohol, or drugs allowed on-site | <ul style="list-style-type: none"> -Visitors will be not permitted on-site - Persons visiting the site in the capacity of supporting the client alongside the support service providers are exempt from this rule - Uninvited visitors will be asked to leave by on-site staff | The site has 39 accommodation units, and all are available for Contracted Emergency Housing |

| | | | | | | | | |
|---|-----------|--|--|----------------|--|---|--|---|
| 4 | Victoria | 54 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -Motel manager (as required) -Cleaning staff (rostered daily) -Support workers from WERA Aotearoa - On-site security 24/7 | None | <ul style="list-style-type: none"> - No recreational equipment to be used within five meters of the neighboring residential boundary fences. | <ul style="list-style-type: none"> - No alcohol or drugs allowed on-site | <ul style="list-style-type: none"> -Visitors will be not permitted on-site. - Persons visiting site in the capacity of supporting the client alongside the support service providers are exempt from this rule -Uninvited visitors will be asked to leave by on-site staff | The site has 14 accommodation units, and all are available for Contracted Emergency Housing |
| 5 | Glenholme | 52 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -Motel operator will be on-site during business hours -Emerge Aotearoa will provide support staff from Monday to Friday 8am to 5pm -Kaitiaki to be on-site for at least 4 hours per day and 7 days per week -On-site security presence 24/7 | None | <ul style="list-style-type: none"> -Recreational equipment cannot be used within 5 meters away from neighboring residential boundary fences -Use of any playground equipment is restricted to the hours stated in the rules of stay (6am to 10pm each day). - Large gatherings and parties are prohibited | <ul style="list-style-type: none"> -Consumption of alcohol in common areas is prohibited. Alcohol is allowed in rooms. - Illegal substances are prohibited in all areas of the site, meth testing of units will be undertaken once a month with written notice in advance -All illegal activities are prohibited in all areas of the site -No gang apparel to be worn on-site | <ul style="list-style-type: none"> -Visitors are only permitted between 9.00am and 6.00pm, unless prior approval is arranged with the residential manager -Visitors must be invited by the occupants or the Support Services Provider -All visitors must use specific entrance to enter and exit the site and report to the Motel office when they enter and exit the site (sign in and out) -Permission will be obtained to create a visitor profile which will include full name, vehicle registration, name of occupant they are visiting and identify any support required in the event of an emergency evacuation -Visitors are not permitted to stay overnight -Visitors may only park in the carpark space allocated to the unit they are visiting if it is unoccupied. If the household has their own vehicle and are utilizing this space, then the visitor must find suitable alternative parking -Uninvited visitors will be asked to leave by on-site staff | The site has 14 accommodation units, 13 are available for Contracted Emergency Housing and one is used by the service provider. |
| 6 | Koutu | 140 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -Social and support workers will be available on-site from Monday to Friday between the hours of 830am to 5pm. -An on-call Social and Support Worker will be available 24 hours, 7 days per week via phone. -Motel operator on-site 24/7 -24/7 security guard | -Swimming pool | <ul style="list-style-type: none"> -No recreational equipment will be placed within five meters of the neighboring residential boundary fences -Outside site use is restricted to 8.00am to 8.00pm -If there is continuous disregard to noise management, the household maybe removed from the premises | <ul style="list-style-type: none"> - No alcohol or drugs allowed on-site -Any illegal activities are prohibited in all areas of the site | <ul style="list-style-type: none"> -There must be a discussion between Visions staff and the household before visitors can obtain access to the premises. -Visitors are only permitted between 9am and 6pm. Visitors are not permitted to stay overnight -Visitors must only access the site by the main entrance -Visitors must sign in and out, advise who they are visiting and their expected length of stay with security on entry | The site has 38 accommodation units and 26 are available for Contracted Emergency Housing and 2 used by the service provider. |

| | | | | | | | | |
|---|-------------|---|--|--|--|--|--|--|
| 7 | Glenholme | 66 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -24/7 security and an on-call senior security officer -Living on-site motel operator -Visions of a Helping Hand Social and Support workers will be available on-site from Monday to Friday between the hours of 8.30am to 5.00pm. | None | <ul style="list-style-type: none"> -No recreational equipment will be placed within five meters of the neighboring residential boundary fences -Visitors to the site are restricted to 9.00am to 6.00pm -Outside facility use is restricted to 8.00am to 8.00pm -If there is continuous disregard to noise management, the household maybe removed from the premises | <ul style="list-style-type: none"> - No alcohol or drugs allowed on-site -Any illegal activities are prohibited in all areas of the site | <ul style="list-style-type: none"> -There must be a discussion between the Visions staff and the household before visitors can obtain access to the premises -Visitors are only permitted between 6am and 9pm. Visitors are not permitted to stay overnight -Visitors must only access the site by the main entrance -Visitors must sign in and out, advise who they are visiting and their expected length of stay with security on entry | The site has 20 accommodation units and 18 are available for Contracted Emergency Housing and 2 used by the housing service provider. |
| 8 | Glenholme | 90 (excluding infants aged less than 18 months) | <ul style="list-style-type: none"> -Motel operator will be on-site during business hours -Emerge Aotearoa will provide support staff from Monday to Friday 8am to 5pm -Kaitiaki to be on-site for at least 4 hours per day and 7 days per week -On-site security presence 24/7 | <ul style="list-style-type: none"> -BBQ area -Playground | <ul style="list-style-type: none"> -Recreational equipment cannot be used within 5 meters away from neighboring residential boundary fences -Use of any playground equipment is restricted to the hours 6am to 10pm each day -Large gatherings and parties are prohibited | <ul style="list-style-type: none"> -Consumption of alcohol in common areas is prohibited. Alcohol is allowed in common areas. -Illegal substances are prohibited in all areas of the site -All illegal activities are prohibited in all areas of the site | <ul style="list-style-type: none"> -Visitors are only permitted between 9.00am and 6.00pm, unless prior approval is arranged with the residential manager -Visitors must be invited by the occupants or the Support Services Provider -All visitors must only use the specified entrance to enter and exit the site and must report to the Motel office when they enter and exit the site (sign in and out) -Permission will be obtained to create a visitor profile which will include full name, vehicle registration, name of occupant they are visiting and identify any support required in the event of an emergency evacuation -Visitors are not permitted to stay overnight -Visitors may only park in the carpark space allocated to the unit they are visiting if it is unoccupied. If the household has their own vehicle and are utilizing this space, then the visitor must find suitable alternative parking -Behavior or actions by visitors that do not comply with the rules of stay will be the full responsibility of the occupants who invited them - Uninvited visitors will be asked to leave by on-site staff | The site has 15 accommodation units and 14 are available for Contracted Emergency Housing and 1 by the housing service provider. |
| 9 | Fenton Park | 64 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -24/7 security -Motel operator living on-site -Social and support workers will be available on-site from Monday to Friday between the hours of 8.30am to 5.00pm | None | <ul style="list-style-type: none"> -No recreational equipment will be placed within five meters of the neighboring residential boundary fences -Outside facility use is restricted to 8.00am to 8.00pm | <ul style="list-style-type: none"> -No alcohol or drugs allowed on-site. -Any illegal activities are prohibited in all areas of the site | <ul style="list-style-type: none"> -There must be a discussion between the Visions staff and the household before visitors can obtain access to the premises -Visitors are only permitted between 6am and 9pm -Visitors are not permitted to stay overnight -Visitors must only access the site by the main entrance -Visitors must sign in and out, advise who they are visiting and their expected length of stay with security on entry | The site has 16 accommodation units and 15 are available for Contracted Emergency Housing and 1 is used by the housing service provider. |

| | | | | | | | | |
|----|-------------------|---|---|--|---|---|---|--|
| 10 | Whakarewa rewa | 58 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> - Motel operator (residing on-site) -24/7 security -Social and Support workers will be available on-site from Monday to Friday between the hours of 8.30am to 5.00pm. | None | <ul style="list-style-type: none"> -No recreational equipment will be placed within five meters of the neighboring residential boundary fences -Visitors to the site are restricted to 9.00am to 6.00pm. -Outside facility use is restricted to 8.00am to 8.00pm -If there is continuous disregard to noise management, the household maybe removed from the premises | <ul style="list-style-type: none"> -No alcohol or drugs allowed on-site. -Any illegal activities are prohibited in all areas of the site | <ul style="list-style-type: none"> -There must be a discussion between the Visions staff and the household before visitors can obtain access to the premises -Visitors are only permitted between 6am and 9pm -Visitors are not permitted to stay overnight -Visitors must only access the site by the main entrance -Visitors must sign in and out, advise who they are visiting and their expected length of stay with security on entry | The site has 14 accommodation units and 13 are available for Contracted Emergency Housing and 1 is used by the housing service provider. |
| 11 | Fairy Springs | 111 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> - 24/7 security on-site - Social and support workers from Visions of a Helping Hand (5 days 8:30am to 5pm) - Motel Manager - On call social and support worker available 24/7 via phone | <ul style="list-style-type: none"> -Swimming pool - Playground - Trampoline | <ul style="list-style-type: none"> -No recreational equipment will be placed within five minutes five meters of the neighboring residential boundary fences -Outside facility use restricted to 8am to 8pm | <ul style="list-style-type: none"> - No alcohol or drugs allowed on-site -Any illegal activities are prohibited in all areas of the site -Breaches to the rules of stay could result in removal from the accommodation | <ul style="list-style-type: none"> -Visitors to the site are restricted to 9am to 6pm - Not permitted to stay overnight -Must only access site via main entrance | 36 Units are contracted by HUD as the motel operator uses one unit for storage and 1 to be used by housing service provider. |
| 12 | Victoria | 108 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -Motel operator (as required only) -Cleaning staff (rostered daily) -WERA support service staff (Monday and Friday 9am till 5pm) -24/7 security guard -Roaming security will be in operation between the hours of 9am to 5pm and on call as required. | <ul style="list-style-type: none"> - Children's play area. - 3 off site units with private courtyards - Guest laundry - BBQ area - Swimming poo - Games room | <ul style="list-style-type: none"> - No recreational equipment to be used within five meters of the neighboring residential boundary fences. | <ul style="list-style-type: none"> -No alcohol or drugs allowed on-site | <ul style="list-style-type: none"> -Visitors will be not permitted on-site - Persons visiting the site in the capacity of supporting the client alongside the support service providers are exempt from this rule - Uninvited visitors will be asked to leave by on-site staff | The site has 27 accommodation units and 26 are available for Contracted Emergency Housing and 1 is used by the housing service provider. |

| | | | | | | | | |
|----|----------|---|---|---|--|--|---|---|
| 13 | Victoria | 78 (excluding infants under the age of 18 months) | <ul style="list-style-type: none"> -Motel operator (available when required) -Motel reception operates between 9am to 4pm, Monday to Sunday -24/7 security | <ul style="list-style-type: none"> -Pool (closed) -4 thermal pools (closed) | <ul style="list-style-type: none"> -No recreational equipment will be placed within five meters of the neighboring residential boundary fences -Visitors to the site are restricted to 9.00am to 6.00pm -Outside facility use is restricted to 8.00am to 8.00pm | <ul style="list-style-type: none"> -No alcohol or drugs allowed on-site. -Any illegal activities are prohibited in all areas of the site | <ul style="list-style-type: none"> -There must be a discussion between Visions staff and the household before visitors can obtain access to the premises -Visitors are only permitted between 6am and 9pm -Visitors are not permitted to stay overnight -Visitors must only access the site by the main entrance -Visitors must sign in and out, advise who they are visiting and their expected length of stay with security on entry | <p>The site has 20 accommodation units and 19 are available for Contracted Emergency Housing and 1 is used by the housing service provider.</p> |
|----|----------|---|---|---|--|--|---|---|

B

Appendix B– Literature review

Literature review

Motels and emergency housing

The use of motels for emergency housing is not new, nor is it unique to New Zealand with Canada, United States of America, United Kingdom, and Australia all using motels or other forms of tourist accommodation to provide emergency housing (Giles, 2020; Wilson & Barton, 2022; Mantler et al., 2021; Thomas & So, 2016). Motels and hotels have been used as emergency shelters in U.S. and Canada since the 1980s (Giles, 2020; Thomas & So, 2016). Previously known as ‘welfare hotels’ the U.S. General Accounting Office (1989) defined these as “commercially owned single or multi-story hotels or motels providing shelter to a clientele composed exclusively or primarily of homeless families receiving some type of public assistance” and described as “a room with a private bath, linen changes, and general facility maintenance...generally cooking facilities are not provided” (p.2. as quoted by Thomas & So, 2016). Busch-Geertsema & Sahlin (2007) also note that dedicated homeless hostels were developed in 1990s in Scotland, Germany and Sweden to reduce reliance on commercial tourist accommodation such as hotels and bed and breakfasts. In Canada the use of motels for emergency housing has continued to grow as in mid-2018 Toronto expanded the motel programme (which previously used three motels to supplement other shelter services) to help meet increasing demand for shelter services which was up by 38% since 2016 (City of Toronto, 2019 as cited by Giles, 2020).

Studies related to motels and the provision of emergency housing tend to focus on the experiences of people who are living in emergency accommodation (e.g. Giles, 2020; Thomas & So, 2016; Mantler et al., 2021). People staying in emergency accommodation are increasingly people and families (often women) who are unable to afford housing or are escaping domestic violence (Thomas & So, 2016; Giles, 2020). Giles (2020) studied families living in motels in Toronto finding that residents did not consider these spaces a ‘home’ because the motels lacked control over space, safety/security and privacy. In exploring the experience of mothers living in emergency assistance motels and hotels in Massachusetts Thomas & So (2016) found that they often failed to meet residents’ basic needs, fostered loneliness and isolation, lead to feeling in a constant state of limbo and that it created conflict between hotel staff and residents. Women interviewed did not feel safe in the hotels as they were fearful of other residents and their guests and therefore kept to rooms. This compounded issues with the lack of space provided in rooms and also the lack of accessible services and amenities where the hotels were located. Similar issues were also identified by Mantler et al (2021) who studied the experiences of women escaping domestic violence living in hotels in Ontario during the COVID-19 pandemic. Although the use of hotels meant women and children who would have otherwise been turned away could be given shelter, those interviewed had mixed feelings about the adequacy of hotels as temporary housing solutions it was not a suitable place for most to recover and provide support.

Across these studies it is identified that motels (and other similar accommodation) are not ideal accommodation in which to live for extended periods as they are not designed or set up as places to live on a long-term basis. However, despite these challenges they often present the only available option to provide homeless people and families with shelter. Recognising the issues with longer term use of commercial accommodation designed for tourists, England implemented an order in 2004 that “homeless families with children, or where a member of the household is pregnant, should not be placed in B&B accommodation except in an emergency, and even then only for a maximum of six weeks” (Wilson & Barton, 2022). It was identified that B&Bs were only suitable for very short term stays as they lacked privacy, often involved shared cooking and cleaning facilities and had potential detrimental impacts on the health and development of children. Despite this, reports show that more extended use continues with 590 households staying in B&B accommodation for longer than six weeks in 2021 highlighting the lack of other alternatives (Wilson & Barton, 2022). That said, Busch-Geertsema & Sahlin (2007) argue that while the need for emergency housing legitimises the use of these facilities caution should be taken that these are only for emergency use and that this should not extend to inadequate political ambition to address underlying issues of homelessness.

Community concern and opposition

Facilities that serve homeless people such as homeless shelters, transitional and affordable housing commonly face community opposition to their establishment (Wynne-Edwards, 2003; Dear, 1992; Lyon-Callo, 2001; Busch-Geertsema & Sahlin, 2007; Farrell, 2005). Dear (1992) studied the siting of controversial facilities and examined both community opposition and factors determining community attitudes. With regards to community opposition, it was observed that it often begins as a confined, small vocal group living near the proposal but can shift into a wider public forum (sometimes referred to as ‘community outrage’). The arguments for opposition are generally focussed around three key issues; threat to or impacts on property values, personal security (safety and wellbeing) and the potential decline of neighbourhood popularity or ‘sense of place’ (all of which were present in community concerns in Wynne-Edwards 2003 study explained further below). There is also a noted geographic pattern evident to such opposition; residents closer to an unwanted facility are more likely to oppose it and that generally this diminishes as residents get further away. For example, those from two to six blocks away tend to have lower interest and awareness of proposals decline, often to a point of indifference in respect of the proposal (Dear, 1992). The type, size, number, operating procedures, reputation of operating provider and appearance of the facility were all factors that influenced community perceptions / concerns of such facilities. In addition, characteristics of the neighbourhoods in which the facilities were proposed also influenced community acceptance or views of proposals. In particular, homogenous neighbourhoods (those with little social and/or physical diversity), those with more affluent residents and those where there were no facilities currently present; were likely to be less accepting of these facilities (Dear, 1992).

In considering those factors that determine community attitudes, Dear (1992) noted that homeless shelters garnered ‘mixed responses’ from communities, meaning that while people supported and recognised the need for homeless shelters in principle, they did not support location of these services near them. This is supported in other studies on community responses to the location of services for people who are homeless. For example, Wynne-Edwards (2003) conducted a study of 14 projects across Canada to support homeless people including emergency shelters, transitional, and affordable housing and serving a range of clients (e.g. homeless individuals and families, women escaping violence, ex-offenders and Aboriginal peoples facing homelessness). Wynne-Edwards repeatedly observed that while opponents supported the provision of homeless shelters, they opposed the siting of such services close to them. Similarly, Lyon-Callo (2001) studied community opposition to a proposed homeless shelter in Northampton, Massachusetts also found that most community members in opposition to the shelter were supportive of providing services for homeless people in general, and of existing shelters, however resisted the location of a homeless shelter in their neighbourhood.

Across all of their 14 Canadian case studies Wynne-Edwards (2003) noted that community opponents had concerns that were largely speculative and not supported by evidence. These included concerns of safety and an increase in crime (this was the most common concern observed in 85% of the projects), decline in property values, decline in neighbourhood and its character, and decline in business activity. Other concerns in relation to the process and physical nature of the project were also commonly raised (though this was not consistently observed across all 14 case studies) including concerns that there was an unfair concentration or over saturation of facilities in the neighbourhood, that there was a lack of consultation, and that the proposal was inconsistent with city/neighbourhood plans. Wynne-Edwards (2003) argues that these objections are often driven by fear, stigma and not wanting particular people in their neighbourhood that underly other presenting issues. This is exemplified in the case studies with examples where no change was proposed to the physical nature or operations of a site with the same number of women residing in an existing building. Only the type of people who would be living there changing from nuns to low income or homeless women (Wynne-Edwards, 2003). Busch-Geertsema & Sahlin (2007) note prevailing ideas that homeless people cannot live amongst “normal people” lead to other residents rejecting the location of homeless hostels near them, speculating the types of ‘people that will be living there and the damage they may cause to the neighbourhood’. Homelessness

is highly stigmatised and discourses of homeless people as deviant, disorderly and addiction and mental health problems drive these stereotypes and concerns (Busch-Geertsems & Sahlin, 2007; Takahashi et al., 2002).). Through their Canadian case study examples Wynne- Edwards argues that resident's concerns can be conceptualised as icebergs with rational and procedural concerns being the key issues raised in opposition but that this is driven by other underlying and potentially unspoken concerns that are subjective and involve people's fears and not wanting particular people in their neighbourhood. Lyon-Callo (2001) also acknowledged this complexity but rejected that opponent responses are driven by prejudice and misinformation, instead arguing that concerns centre on the inadequacy of the proposed shelter to help homeless people deal with challenges that they might face and/or the "dumping" of multiple social services in their area by officials with more power. However, in this study focus is still on the types of people that will be residing at the shelters with both those opposed and social service staff quoted saying that because people living in homeless shelters are under stress this did not make them "ideal neighbours".

Realised operational neighbourhood impacts

The studies discussed above are based on proposed facilities for homeless people rather than facilities that are already operating. As discussed, many concerns are driven by fear and anticipate that impacts that might occur while there is limited evidence to support these coming to fruition. As with research on other typically 'undesirable' community facilities there is limited research on the realised impacts of homeless shelters and other similar facilities once they are in operation. As Farrell (2005) notes most research focusses on people's attitudes to theoretical facilities or in the period prior to facilities being established. Where studies do exist (such as those described above) these relate to the anticipatory concerns of residents and their opposition prior to homeless shelters being located close to them.

While there are no specific studies of the social impacts on the neighbourhood in which motels used as emergency accommodation Farrell (2005) used data from a national survey conducted in United States in 1990 to study how residential exposure to homelessness influences people. Farrell compared residents who reported observing homeless people in their neighbourhood 'sometimes' or 'often' and those who reported living between 1-2 miles from a shelter, soup kitchen or other facility that serves homeless people with others to test if this exposure influenced respondents. Residents in close proximity to shelters or who observed homeless people in their neighbourhood did report being exposed to 'disorderly behaviour' more often including seeing homeless people sleeping in public areas, looking through garbage cans, being panhandled, seen a homeless person that appeared drunk or high or making strange gestures/talking to themselves or seen a homeless person hit or threaten someone. However, Farrell (2005) challenges the idea that this exposure to these behaviours and presence of homeless clientele is associated with urban decline as Farrell found that residents living near shelters or in neighbourhoods with homeless present did not attribute the presence of homeless people with urban disorder and decline or blame them for neighbourhood problems. Farrell argues that this could be because residents living in nearer to facilities such as homeless people were also more likely to see positive actions as well as negative behaviours of homeless people and therefore had a more balanced view and did not attribute issues to 'homeless people' as a homogenous group. Although Farrell (2005) also noted that these facilities were most commonly located in neighbourhoods with more marginalised groups of people and perhaps that residents were more sympathetic towards homeless people. It is worth noting that this study was based on respondents self-reporting of exposure to homeless people and presumably residents who might not know someone was homeless if they were perceived to be undertaking 'normal' or 'orderly' behaviours. Also, that the nature of emergency housing is different to observing homeless people sleeping rough or facilities that only serve homeless clients during particular times of the day (e.g. soup kitchens) in that homeless people would be much more visible in public spaces and therefore the impact experienced by other residents in the neighbourhood is likely to be different.

Studies on the impacts of other similar types of accommodation such as supportive and transitional housing have been undertaken and have found little evidence of impact on surrounding neighbourhoods. An article by Coburn (2015) also notes that while variation between supportive housing developments makes it difficult to categorically define the impacts these have they provide two US based example of supportive housing developments that faced heated opposition and protest when first proposed but that they were still operating years later and surrounding residents had experienced little issue with them and that the areas were quiet and that there are no problems. Similarly, Davidson and Liu (2016) conducted surveys with residents living with 60 metres of affordable housing projects operating in Parramatta, Australia and found that 78% had experienced no negative impacts (despite the initial local opposition). Two of the eight sites had a number of neighbours experiencing negative impacts that were mostly associated with behaviour of a small group of residents.

Research by the Furman Centre for Real Estate and Urban Policy (2008) on supportive housing developments in New York found that there was no sustained impact on property values as a result of the construction of these developments. In this study, supportive housing is described as a type of affordable housing that is managed by non-for-profit organisations that provide on-site services such as job training or mental health and substance abuse counselling (Furman Centre, 2008). Residents included “formerly homeless individuals and families, people with HIV/AIDS or physical disabilities, young people aging out of foster care, ex-offenders, people with mental illness or individuals with a history of substance abuse” but unlike contracted emergency housing these are permanent places of accommodation (Furman Centre, 2008, p1). They found after the development opened there was a statistically significant rise in price of properties within 500 metres of the development relative to comparison properties. For properties between 500m and 1000m away there was a statistically significant drop in property prices when development was under construction and at first opening but that these steadily increased again in the years following completion, more than other similar areas with no facility (Furman Centre, 2008). Similarly a research study by the Urban Institute in Denver, Colorado also found that being located within 1000-2000 feet of small scale supportive housing developments was associated with a positive impact on property value with greater increases than other comparative properties (Galster et al, 1999). However it was noted that while there was an increase in property value across the studied sites on average the most positive impact was in neighbourhoods that were lower valued and minority occupied, while the site located in the highest value and predominantly white occupied area experienced a negative impact on property price. Analysis of property prices near affordable housing developments in Australia have also found no significant impact on property prices (Davison and Liu, 2016).

Galster et al (1999) also investigated impacts on crime across these sites and finding that there were no differences in reported offences near the sites compared to the rest of Denver. However, a strong relationship was identified with an increase in rate of reports of disorderly behaviour with 500 feet of the sites. Galster et al (1999) identify their central finding that “supportive housing generally has a positive impact on neighbourhoods when done at a small scale but that poorly managed properties can be deleterious to neighborhoods” (p xiv). They highlight that the extent and type of impacts depends on the particular features of each supportive housing facility (e.g. operator, type of clients, local neighbourhood and how well the facility is managed). For example, their focus group participants noted that well managed facilities could become ‘invisible’ to surrounding neighbours while poorly managed facilities were likely to be used as examples to resist the siting of facilities elsewhere.

C

Appendix C – Media Review

Media coverage of homelessness and emergency housing

We have reviewed media coverage of homelessness and emergency housing in Rotorua focussing on the community response to these issues. It is noted that, in general, these do not distinguish between emergency housing provided through EH-SNGs and CEH motels

New Zealand's response to homelessness has been reported in international media with the Guardian (Graham-McClay, May 2020) reporting on the move to accommodate people in motels in response to COVID-19 restrictions which virtually eliminated rough-sleeping from the country.

Several articles in March 2021 reported on community concerns on the use of motels for emergency housing in Rotorua. These centred around a public meeting held by Rotorua Member of Parliament Todd McClay to discuss "homelessness, social disorder and crime" and reported on claims from community members that Rotorua being used as 'a dumping ground' for New Zealand's homeless problem (Makiha, 2021; Waikato, 2021; Sadler & McCarron, 2021; Wall, 2021). While most people interviewed acknowledged that homeless people from Rotorua need somewhere to live concerns raised in the articles are in relation to (perceived) increase in crime, social disorder, gang violence in Rotorua and also how this impacts on tourism. For example:

- Radio NZ quotes Rotorua Economic Development chair John McRae saying that Rotorua's homeless problem has impacted on tourism, which is already struggling due to the ongoing effects of COVID-19 and reductions in visitor numbers as it detracts from the Rotorua's iconic tourist brand (Desmaris, 2021a). A more recent story by Radio NZ in April 2022 covers the challenge of balancing the need to provide somewhere for homeless people to stay (when there is a lack of housing both currently available and planned to be built) while also managing emergency housing in a way that does not damage Rotorua's reputation, particularly now that New Zealand's borders reopening (Truebridge & Monroe, 2022). The main concern with reputation was motels that where mixed use. Head of Rotorua Association of Motels acknowledges that where entire properties are contracted (CEH motels) and wrap around services can provided there has been success in managing the impact.
- An article from Bathgate (2022a) also quotes negative reviews left by visitors who stayed in accommodation seemingly also used for emergency housing reporting that their accommodation was unsafe and that they witnessed drug deals next door and fights in the middle of the night. Chief Executive of Rotorua Economic Development saying these issues have come from mixed use of motels for both emergency housing and tourist accommodation.
- Another article by Bathgate (2022b) published a week earlier reports on a letter sent by Mayor Steve Chadwick to Ministers in November 2021 raising the issue of the Ministry of Social Development bringing homeless people from other areas in New Zealand to Rotorua and that "our community is suffering due to drug use, violent behaviour, vandalism and other anti-social behaviours that they are seeing on a daily basis, in the proximity of the motels providing emergency housing".
- Wall (2021) reports that Fenton Street had been nicknamed "MSD Mile" by locals and that emergency housing has led to a rise in crime and social disorder in the 'previously tranquil suburb of Glenholme'. Wall reported that elderly did not feel safe leaving their homes and that parents didn't want their children to walk to school as people spoken to by Stuff described fights spilling on to the road, drug deals in the open, thefts from cars and garages, children being intimidated on the way to school and gang members hanging around. Bathgate (2022a) also reports impacts on Rotorua's tourist reputation from emergency housing with Fenton Street going from 'Golden mile' to 'MSD mile'.
- In this same article from March 2022 Police Area Commander Phil Taikato is quoted saying that Police have seen an increase in calls for service in the Fenton Strip and CBD areas (Bathgate, 2022a).
- Articles by Makiha (2021) and Sadler & McCarron (2021), report on similar community concerns of increasing burglaries, car and house break ins, assaults, intimidation, gang presence in the Fenton St/Glenholme area. Sadler & McCarron (2021) quote Rotorua MP Todd McClay who states that this

increase in crime and nuisance is not the fault of people staying in emergency accommodation but that of the Government who has “dumped the problem on Rotorua”.

- In an April 2021 from Newshub, MP Todd McClay expressed concerns that there was not enough accommodation available for Australian tourists or that people were not comfortable staying in the available accommodation due to its use for emergency housing meaning that local businesses were missing out on potential revenue from visitors (Hendry-Tennent, Turton, & Dexter, 2021).
- An article from January 2021 also reported on concerns of social service providers warning that the lack of space and proximity to others with mental health and addiction challenges in motels makes them unsuitable for permanent living and that their longer term use is having an emotional and health impacts on residents and their children (Radio New Zealand, 2021). Several other articles note similar concerns of vulnerable people and children being housed in motels which are unsafe environments (Patterson, Apr and Dec 2021).

Majority of these articles also included statements from Ministry of Social Development, Social Development Minister Carmel Sepuloni and/or Visions of a Helping Hand Trust Chief Executive Tiny Deanes disputing some of these claims and assuring that they do not proactively relocate people to Rotorua for emergency housing. However, Makiha (2021) reported that several community members present at the public meeting did not believe these assurances. In a July 2021 Rotorua Daily Post article Ministry of Social Development's Bay of Plenty regional commissioner Mike Bryant criticised media coverage of issues with homelessness and housing stating that it was often had errors and led to misconceptions (Desmaris, 2021b). Bryant acknowledged that having whānau staying in motels was not ideal however neither was living in parks, night shelters and other places. He said that the Ministry of Social Development is doing all they can to increase social housing supply but that countries right across the world, not just New Zealand, were facing a housing shortage. Rotorua Labour MP Tamati Coffey attributed Rotorua's reputational damage to the coverage of the city online and negative comments from locals online (Bathgate, 2022).

This media coverage also occurs in the context of reporting on the economic impact of COVID-19 on tourism, accommodation, retail and hospitality sectors in Rotorua with many businesses reported to be struggling and reports of others such as long standing tourist attraction Rainbow Springs closing its doors after more than 90 years of operation (Trafford, Feb 2022; Yeoman, Oct 2021).

D

Appendix D – Survey Summary



UNDERSTANDING THE COMMUNITY RESPONSE TO EMERGENCY HOUSING IN ROTORUA

FINAL REPORT / Prepared by One Picture – 30 March 2022

RESEARCH OBJECTIVES

Beca wish to understand the impact on the Rotorua community of short-term emergency housing solutions such as motel accommodation, offered while more permanent housing options are delivered.

The need is to identify whether the immediate local community perceives any benefits or drawbacks to these initiatives, and/ or whether there are any significant concerns or impacts being experienced.

METHOD

10-minute telephone interviews with people living in Victoria, Glenholme North and Glenholme South, Fenton Park, Whakarewarewa, Fairy Springs, and Koutu.

N=136 interviews conducted between 9th-20th March 2022

The margin of error on a sample size of $n=136$ is $\pm 8.4\%$, at the 50 percent confidence interval. This means at the situation of greatest sample error, 50%, the actual result lies between 58.4% and 41.6%, with the most likely result being 50%. When the survey result is significantly less, such as 10%, the sample error is $\pm 5.0\%$ (so the result lies between 15% and 5% with the most likely result being 10%).

PARTICIPANT PROFILE

| REGION | N= | % |
|-----------------|------------|----------|
| Victoria | 23 | 17% |
| Glenholme North | 30 | 22% |
| Glenholme South | 22 | 16% |
| Fenton Park | 18 | 13% |
| Whakarewarewa | 7 | 5% |
| Fairy Springs | 16 | 12% |
| Koutu | 20 | 15% |
| TOTAL | 136 | |

| REGION Groupings for Analysis | N= | % |
|--------------------------------------|------------|----------|
| Victoria | 23 | 17% |
| Glenholme North and South | 52 | 38% |
| Fenton Park and Whakarewarewa | 25 | 18% |
| Fairy Springs and Koutu | 36 | 26% |
| TOTAL | 136 | |

| AGE | N= | % |
|--------------|------------|----------|
| 20-39 years | 47 | 35% |
| 40-69 years | 45 | 33% |
| 60+ years | 44 | 32% |
| TOTAL | 136 | |

| ETHNICITY | N= | % |
|------------------|------------|----------|
| NZ European | 72 | 53% |
| Māori/ Pacific | 25 | 18% |
| Other | 39 | 29% |
| TOTAL | 136 | |

| HOUSEHOLD STRUCTURE | N= | % |
|----------------------------|------------|----------|
| Young singles/ couples | 11 | 8% |
| Families | 23 | 17% |
| Older singles/ couples | 92 | 68% |
| Something else | 10 | 7% |
| TOTAL | 136 | |

| HAVE LIVED IN THE AREA... | N= | % |
|----------------------------------|------------|----------|
| Up to 3 years | 19 | 14% |
| 3-5 years | 17 | 13% |
| More than 5 years | 100 | 74% |
| TOTAL | 136 | |

KEY FINDINGS

NOTE: All proportions represent the total sample of interviews, unless otherwise stated.

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES

Location and proximity to town and amenities holds appeal for nearly half of locals in the suburbs we canvassed (49%). Many also strongly value a quiet and peaceful environment (21%), a caring, kind and friendly community atmosphere (19%), and nice neighbours (15%).

When asked about aspects that are not so ideal about their local area, emergency housing motels and their occupants are spontaneously mentioned most often (16%), followed by crime (10%), homelessness (9%), gangs (6%) and unwanted behaviour in the local streets (5%).

People living in Glenholme North/ South are more likely to mention emergency housing (29% of all those living there raised this as a downside of living in their area); homelessness (17%) and unsavoury behaviour taking place on the streets (10%).

10% of participants felt that their communities had improved over the last 2 years, with comments around improved community unity since Covid, such as people more likely to look out for each other; housing stock being improved; and upgraded infrastructure such as road and parks.

By contrast, **34% of participants felt that their local community has worsened in the last 2 years**.

- This is **significantly higher among people living in Glenholme North and Glenholme South**, where 54% of those we spoke to felt the community had become worse.
- By contrast, only 13% of those living in Victoria and 19% of those living in the Fairy Springs/ Koutu area felt their community had declined.
- Crime is the strongest sign of a worsening community, including more stealing, robberies and gang activity. This was mentioned by 41% of those feeling their community had declined. Other indicators of a decline in the area include homelessness (18%), emergency housing in local motels (16%); unpleasant behaviour on the streets (e.g. drinking, fighting, domestic violence – 14%), and feeling less safe and secure (14%).

2. VISIBILITY OF EMERGENCY HOUSING*

Emergency housing in local motels is visible in Rotorua – 80% have noticed it :

- **52% have noticed emergency motel housing in their local community**; and a further 28% have noticed it in Rotorua. Only 20% have not noticed emergency motel housing.
- Those living in Glenholme North and Glenholme South are slightly more likely to have noticed emergency motel housing in their area.
- One in three have noticed homelessness in their local community (35%) – there are no differences by suburb.

*Note: *Emergency Housing* refers to all accommodation facilities the community determines is being used to provide temporary emergency accommodation under any public or private delivery model.

KEY FINDINGS (continued)

NOTE: All proportions represent the total sample of interviews, unless otherwise stated.

3. IMPACT OF EMERGENCY HOUSING

30% of participants or their families have been personally negatively affected by emergency motel housing.

- This is comprised of 27% who have been affected in a negative way; and 3% who have been affected both positively and negatively.
- The major impacts have been increased crime; unwanted street behaviour such as fighting or loitering; and feeling unsafe.
- Residents mention experiencing trespassing and litter being left on their property; witnessing increased crime; more vandalism and graffiti; hearing and seeing arguments, disturbances and domestic violence on the streets; increased noise; aggressive behaviour; feeling concern and worry about security; feeling unsafe; experiencing loss of peace of mind; reduced property values; degradation of community facilities; and reduced quality of life.

4. COMMUNITY SUPPORT FOR EMERGENCY HOUSING

There is polarization around support for Emergency Motel Housing

1. 36% approve of it.
 2. 34% disapprove of it – (younger people under 40 are significantly less likely to disapprove).
 3. 10% are unsure/ don't know.
 4. And 20% haven't noticed it in Rotorua.
- Most of those approving do so because they believe everyone needs shelter/ somewhere to live. Some benefits are also noted for local motel owners gaining business. Around one in ten qualify their response by saying they believe emergency motel housing is a good thing in the short term, but not suitable for the longer term – with some raising concerns around where returning tourists might stay.
 - The most commonly mentioned theme among those disapproving of it is that emergency motel housing should be for locals only and not for others 'being brought in' from elsewhere in the country. They also feel it is negatively impacting the perception and reputation of Rotorua, with potential impact on tourism; that housing affordability and availability is the bigger issue that needs to be fixed; that the emergency motels are located too close to town; and that those staying in the motels did not respect the accommodation or local area.

DETAILED RESULTS

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES

WHAT PEOPLE VALUE ABOUT THEIR COMMUNITIES

People are most likely to comment on the central location of their suburb, and how this gives them easy access to town and a range of other amenities. A quiet and peaceful environment, a caring community and friendly neighbours are also highly valued.

Firstly, what are the top things you value most / like most about living in your local community? [SELECTION OF VERBATIM RESPONSES].

'The proximity to the city. It's within walking distances to nice places'

'Very central and I don't drive/ need my walker. When I came here 16 years ago it was a delightful part to be in. You could leave your doors open. No rirraff going past. We all had a lot of pride. It's a different type of person walking past now - party goers'

'It's a peaceful suburb. Nice neighbours. Close to amenities; shops, schools and golf courses'

'It's close to town and within walking distances. The neighbours are friendly'

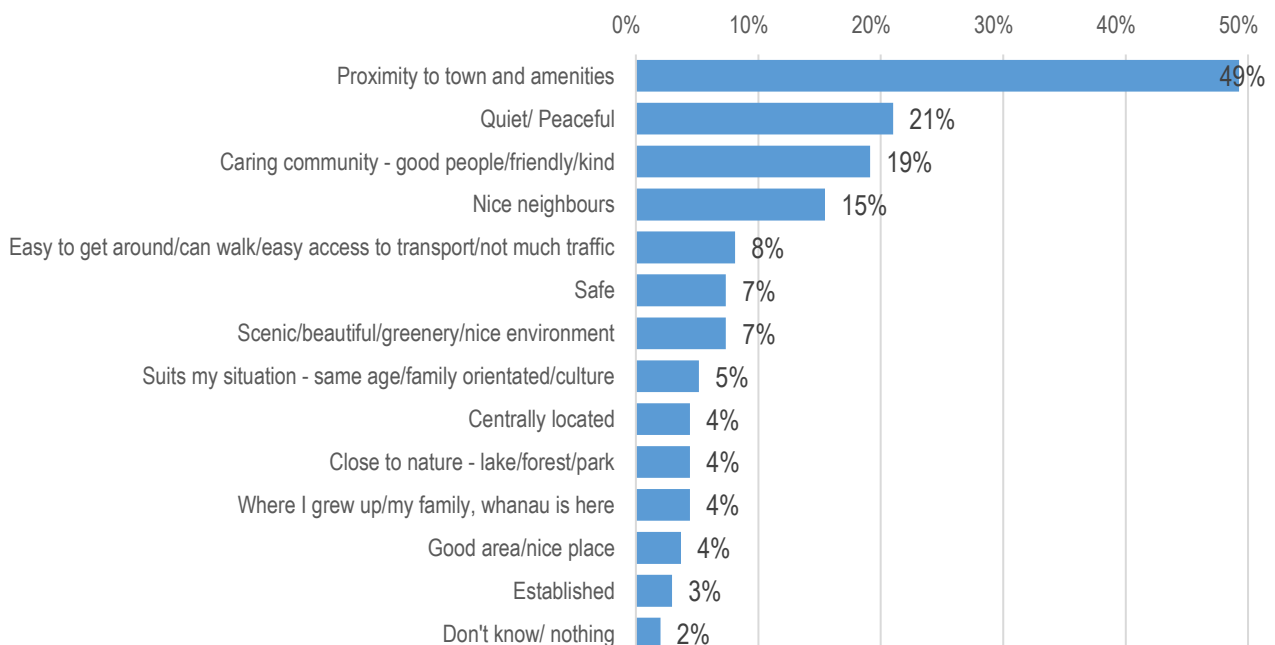
'It's more leafy than other areas. A mature community. Close to amenities like the bowling club etc.'

'The community - I've known them for my whole life. It's home'

'Kaupapa of Māori' close by, a good things for my kids'

'The city is near to us, so things are available to us like shops and doctors. The schools. The people here are helpful. There isn't much traffic. The transport. The facilities'

THINGS MOST VALUED ABOUT LOCAL ROTORUA COMMUNITY
(coded)



DETAILED RESULTS

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES (Cont'd)

WHAT PEOPLE VALUE (cont'd)

People in Victoria and Glenholme are more likely to appreciate the proximity to town and the ease of getting around, relative to those in Fenton Park/ Whakarewarewa and Fairy Springs/ Koutu. By contrast, residents of the latter suburbs are more likely to comment on the safe nature of their communities.

Q. Firstly, what are the top things you value most / like most about living in your local community?

| Coded spontaneous responses – TOP REASONS BY DEMOS | | Total | Victoria | Glenholme (North/ South) | Fenton Park/ Whaka-rewarewa | Fairy Springs/ Koutu |
|--|-----|-----------------|----------|--------------------------|-----------------------------|----------------------|
| Proximity to town & amenities | 49% | 61% | 60% | 36% | 36% | |
| Quiet/ peaceful | 21% | 13% | 19% | 20% | 28% | |
| Caring community – good people/ friendly/ kind | 19% | 22% | 13% | 28% | 19% | |
| Nice neighbours | 15% | 22% | 21% | 12% | 6% | |
| Easy to get around | 8% | 13% | 13% | 0% | 3% | |
| Safe | 7% | 0% | 4% | 12% | 14% | |
| Base | 136 | 23 [^] | 52 | 25 [^] | 36 [^] | |

  Significant differences relative to each other – minimum 90% Confidence Interval

[^] Caution – low base

DETAILED RESULTS

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES (cont'd)

WHAT PEOPLE DON'T LIKE ABOUT THEIR COMMUNITIES

Emergency housing motels are mentioned most frequently as a less desirable aspect of local Rotorua communities, followed by crime, homelessness, gangs and unwanted street behaviour.

And what, if anything, isn't so good about living in your local community? [SELECTION OF VERBATIM RESPONSES].

"The motels with all the homeless in them - lost all my privacy. Full length curtains that no one can see in. Every now and then I ring 105 because of swearing and fighting. Get mail stolen and thrown down the street. Damage the flowers to roadside gardens. Now I have extra security. I thought of moving - agent said I'll never be able to replace this property. I have to live with the neighbours"

"The social housing motels are too close. There are too many of them"

"Rotorua has changed in the last few years with homeless people increasing and staying in motels where crime has also increased"

"We have a motel around the corner where there's some undesirable people living. They steal things and drive rowdy cars"

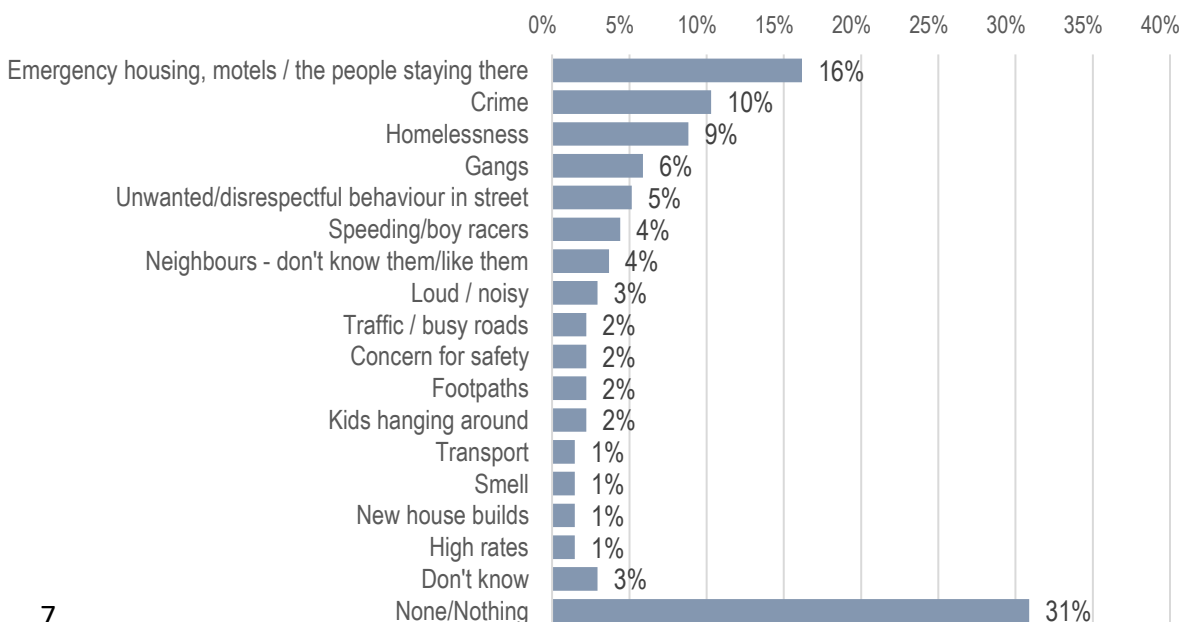
"Emergency housing is a nightmare for us. The new 24/7 Laundromat in the area is a problem"

"Neighbours often come and go, therefore don't get the chance to meet neighbours. Mobile population"

"The local transport is very poor, especially on the weekends, when they come only once every one or two hours. Also, the bus service doesn't go to the local supermarket"

"I guess there is a lot more crime. A lot more shouting and screaming"

THINGS DON'T LIKE ABOUT LOCAL ROTORUA COMMUNITY (coded)



DETAILED RESULTS

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES (Cont'd)

WHAT PEOPLE DON'T LIKE ABOUT THEIR COMMUNITIES

Those living in Glenholme North and Glenholme South are significantly more likely to raise issues around emergency housing, homelessness and unpleasant street behaviour

Q. And what, if anything, isn't so good about living in your local community?

| Coded spontaneous responses – TOP REASONS BY AREA | | Total | Victoria | Glenholme (North/ South) | Fenton Park/ Whaka-rewarewa | Fairy Springs/ Koutu |
|---|-----|-----------------|----------|--------------------------|-----------------------------|----------------------|
| Emergency housing, motels | 16% | 4% | 29% | 20% | 3% | |
| Crime | 10% | 9% | 12% | 4% | 14% | |
| Homelessness | 9% | 9% | 17% | 4% | 0% | |
| Gangs | 6% | 4% | 2% | 8% | 11% | |
| Unwanted street behaviour | 5% | 4% | 10% | 4% | 0% | |
| Base | 136 | 23 [^] | 52 | 25 [^] | 36 [^] | |

  Significant differences relative to each other – minimum 90% Confidence Interval

[^] Caution – low base

DETAILED RESULTS

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES (cont'd)

HAS THE COMMUNITY IMPROVED OR BECOME WORSE?

10% of locals feel their suburb has improved over the last 2 years, while 34% feel it has become worse. More than half of those in Glenholme North and South believe their community has declined in the last 2 years (54%)

Q. How have the last 2 years been in your local community - have you noticed that the local community has changed in the last 2 years [or in the time you have lived there if less than 2 years]?

| | Total | Victoria | Glenholme (North/South) | Fenton Park/Whakarewarewa | Fairy Springs/Koutu | 20-39 yrs | 40-69 yrs | 70+ yrs |
|--------------------------|------------|-----------------|-------------------------|---------------------------|---------------------|------------|------------|------------|
| Yes, changed a little | 38% | 35% | 44% | 32% | 33% | 40% | 24% | 48% |
| Yes, changed a lot | 34% | 22% | 38% | 32% | 36% | 21% | 56% | 25% |
| TOTAL – 'CHANGED' | 71% | 57% | 83%* | 64% | 69% | 62% | 80% | 73% |
| No | 29% | 43% | 17% | 36% | 31% | 38% | 20% | 27% |
| Base | 136 | 23 [^] | 52 | 25 [^] | 36 [^] | 47 | 45 | 44 |

Weakly significant vs Total – 90% Confidence Interval

*Also, significantly higher at 95% Confidence Interval than Victoria

[^] Caution – low base

Q. Would you say your local community has 'improved' overall, stayed 'about the same', or 'got worse' (in the last 2 years)?

| Over the last 2 years, my community... | Total | Victoria | Glenholme (North/South) | Fenton Park/Whakarewarewa | Fairy Springs/Koutu | 20-39 yrs | 40-69 yrs | 70+ yrs |
|--|-------|-----------------|-------------------------|---------------------------|---------------------|-----------|-----------|---------|
| Has improved | 10% | 17% | 6% | 4% | 17% | 15% | 4% | 11% |
| Has stayed about the same | 26% | 26% | 23% | 24% | 31% | 17% | 31% | 30% |
| Has got worse | 34% | 13% | 54% | 32% | 19% | 28% | 42% | 32% |
| I'm not sure | 1% | 0% | 0% | 4% | 3% | 2% | 2% | 0% |
| COMMUNITY HAS NOT CHANGED | 29% | 43% | 17% | 36% | 31% | 38% | 20% | 27% |
| Base | 136 | 23 [^] | 52 | 25 [^] | 36 [^] | 47 | 45 | 44 |

Significantly lower than Total – 95% Confidence Interval

Significantly higher than Total – 95% Confidence Interval

Weakly significant vs Total – 90% Confidence Interval

[^] Caution – low base

DETAILED RESULTS

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES (cont'd)

HOW HAS THE COMMUNITY IMPROVED?

Those feeling their community has improved reference the strong community spirit, housing which is being improved or built and upgraded amenities such as road, shops and recreational areas

Q. What has improved in your local community (in the last 2 years)?

SELECTION OF VERBATIM RESPONSES

"We've pulled together"

"Houses are slowly being redeveloped into a better way of living for people"

"Have noticed when driving people are more friendly"

"We're more aware of each other - that is the people in the community - we look out for each other"

"The properties in the area have been upgraded and become more middle class"

"Community unity, though it's hard with covid"

We're getting more jobs"

"People being kind to people, getting to know each other and meeting the neighbours. It's good for our social well being"

"More communication among the community"

ANSWERS FROM THOSE WHO FEEL THEIR COMMUNITY HAS IMPROVED (N=14)

Sample size too small to code

DETAILED RESULTS

1. OVERALL PERCEPTIONS OF LOCAL COMMUNITIES (cont'd)

HOW HAS THE COMMUNITY BECOME WORSE?

Those feeling their community has become worse commonly mention an increase in crime, stealing and gangs. They also cite homelessness and emergency motel housing as a recent issue, and an increased sense of feeling unsafe

Q. What has become worse in your local community (in the last 2 years)?

SELECTION OF VERBATIM RESPONSES

“All the robberies and domestic violence”

“Homelessness increasing. Gangs and crimes increasing”

“I feel that with covid there is a lot of homelessness. It used to be a nice area there are a lot of motels nearby. But the government has been buying local boarding houses and we hear unsavoury things at night. It’s not as bad as what it was 3 months ago. You hear domestics and shouting and screaming. There is a heavy police presence”

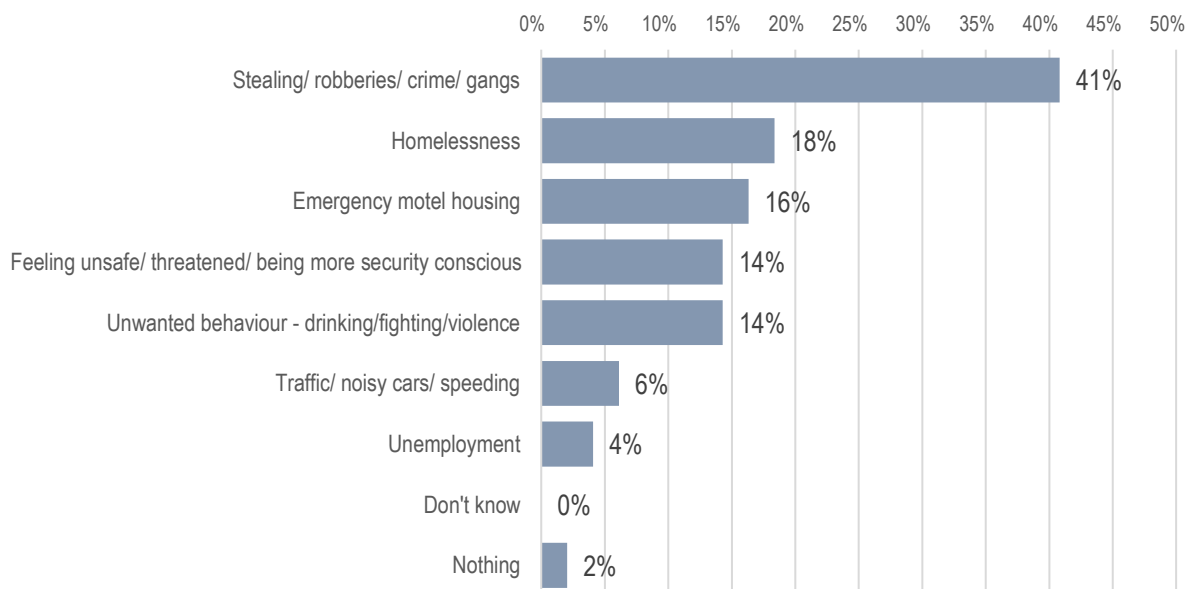
“Our previous area in central Rotorua was surrounded by emergency motels. There was always a lot to worry about all the time. People are a lot more unsafe compared to the past”

“The amount of homeless. They fight, they booze, the police are always there, and a lot of people want to leave Rotorua”

“Too many shopping trolleys being dumped around”

“Seeing more gangs around”

WHAT HAS BECOME WORSE IN COMMUNITY IN LAST 2 YEARS (coded)



ANSWERS FROM THOSE WHO FEEL THEIR COMMUNITY HAS BECOME WORSE (N=49)

Sample size too small to analyse by Suburb

DETAILED RESULTS

2. VISIBILITY OF EMERGENCY HOUSING AND OTHER ISSUES

Eight in ten people have noticed emergency housing in local motels – a majority have noticed it in their community (52%) and another 28% in the wider Rotorua area. Visibility of emergency housing is higher in Glenholme, where 65% of locals have noticed it.

HAVE YOU NOTICED? *I'm now going to read out a few issues that some people have mentioned earlier, and for each one I would like you to indicate whether you personally have noticed this issue in your local community, or in the wider Rotorua area, or haven't noticed this at all. Have you noticed...?*

| Base: n=136 | A | B | C |
|---------------------------------------|------------------------------------|-------------------------|------------------|
| | Have noticed in my local community | Have noticed in Rotorua | Have not noticed |
| Emergency housing in local motels | 52% | 28% | 20% |
| MIQ Facilities | 47% | 38% | 15% |
| Reduced tourism due to Covid | 40% | 50% | 10% |
| Local businesses closing due to Covid | 35% | 47% | 18% |
| More homelessness | 35% | 32% | 33% |

HAVE NOTICED... (ANALYSED BY SUBURB) *I'm now going to read out a few issues that some people have mentioned earlier, and for each one I would like you to indicate whether you personally have noticed this issue in your local community, or in the wider Rotorua area, or haven't noticed this at all. Have you noticed...?*

| I have noticed in my local community... | A | | | | |
|---|-------|----------|--------------------------|----------------------------|----------------------|
| | Total | Victoria | Glenholme (North/ South) | Fenton Park/ Whakarewarewa | Fairy Springs/ Koutu |
| Emergency housing in local motels | 52% | 43% | 65% * | 44% | 44% |
| MIQ Facilities | 47% | 39% | 54% | 56% | 36% |
| Reduced tourism due to Covid | 40% | 35% | 40% | 44% | 42% |
| Local businesses closing due to Covid | 35% | 35% | 31% | 40% | 39% |
| More homelessness | 35% | 39% | 37% | 32% | 31% |
| Base | 136 | 23 | 52 | 25 | 36 |

*No significant differences vs Total, but Glenholme is weakly significantly higher (90% Confidence Interval) vs the other three areas

^ Caution – low base

DETAILED RESULTS

3. IMPACT OF EMERGENCY HOUSING AND OTHER ISSUES

HAVE YOU BEEN IMPACTED? For each of these, please indicate whether you or your family have been or are personally impacted?

Base: n=136

| | Have noticed this and been personally affected | Have noticed this and NOT been personally affected | Have not noticed this |
|---------------------------------------|--|--|-----------------------|
| Emergency housing in local motels | 35% | 45% | 20% |
| MIQ Facilities | 17% | 68% | 15% |
| Reduced tourism due to Covid | 42% | 49% | 10% |
| Local Businesses closing due to Covid | 51% | 32% | 18% |
| More homelessness | 21% | 46% | 33% |

Have noticed this and been personally affected – analysed by suburb

| | Total | Victoria | Glenholme (North/South) | Fenton Park/Whakarewarewa | Fairy Springs/Koutu |
|---------------------------------------|-------|-----------------|-------------------------|---------------------------|---------------------|
| Emergency housing in local motels | 35% | 35% | 38% | 28% | 36% |
| MIQ Facilities | 17% | 9% | 8% | 32% | 25% |
| Reduced tourism due to Covid | 42% | 22% | 46% | 52% | 42% |
| Local Businesses closing due to Covid | 51% | 35% | 52% | 68% | 47% |
| More homelessness | 21% | 26% | 21% | 20% | 17% |
| Base | 136 | 23 [^] | 52 | 25 [^] | 36 [^] |

Weakly significant vs Total – 90% Confidence Interval

[^] Caution – low base

TYPE OF IMPACT And has that impact been positive or negative?

Base n=136

| | Have noticed this and been personally affected... | | | Have noticed this and NOT been personally affected | Have not noticed this |
|---------------------------------------|---|-------------------|--------------------------------|--|-----------------------|
| | IN A POSITIVE WAY | IN A NEGATIVE WAY | BOTH POSITIVELY AND NEGATIVELY | | |
| | [A1] | [A2] | [A3] | | |
| Emergency housing in local motels | 5% | 27% | 3% | 45% | 20% |
| MIQ Facilities | 7% | 8% | 2% | 68% | 15% |
| Reduced tourism due to Covid | 3% | 38% | 1% | 49% | 10% |
| Local Businesses closing due to Covid | 7% | 42% | 1% | 32% | 18% |
| More homelessness | 0% | 18% | 2% | 46% | 33% |

| Have experienced a negative impact (NET 'negative' or 'both positive and negative') | Total | Victoria | Glenholme (North/South) | Fenton Park/Whakarewarewa | Fairy Springs/Koutu |
|---|-------|-----------------|-------------------------|---------------------------|---------------------|
| Emergency housing in local motels | 30% | 17% | 37% | 24% | 33% |
| MIQ Facilities | 10% | 4% | 6% | 20% | 14% |
| Reduced tourism due to Covid | 39% | 17% | 44% | 52% | 36% |
| Local businesses closing due to Covid | 43% | 26% | 48% | 52% | 42% |
| More homelessness | 21% | 26% | 21% | 20% | 17% |
| Base | 136 | 23 [^] | 52 | 25 [^] | 36 [^] |

Significantly lower than Total – 95% Confidence Interval

Weakly significantly lower than Total – 90% Confidence Interval

[^] Caution – low base

DETAILED RESULTS

3. IMPACT OF EMERGENCY HOUSING AND OTHER ISSUES (cont'd)

IMPACT OF EMERGENCY HOUSING: *Thinking specifically about the impact that you and/or your family has experienced from emergency housing in local motels, please tell me what that impact has been?*

SELECTION OF VERBATIM RESPONSES

“Residents from motels are often trespass on property, including mine. They are looking into cars, vandalizing/graffiti around the area, beer bottles are often being thrown over the fence, and arguments are heard in the early hours in the morning and abusive use of drugs”

“We were surrounded by 2 or 3 motels - it’s not the motels themselves or the govt, it’s people taking advantage of it and abusing everything they have. A motel caught on fire behind us - we could have been hurt but we were lucky enough to not get hurt or have our house damaged”

“The area around our main shopping area has become quite scruffy with the trolleys and the people hanging around, and the fences around the emergency housing. We see a greater police presence – it’s not uncommon to see two or three police cars outside these facilities”

“Heaps of dodgy people in the community. Halfway house people everywhere. Feel stink about the kids being around them”

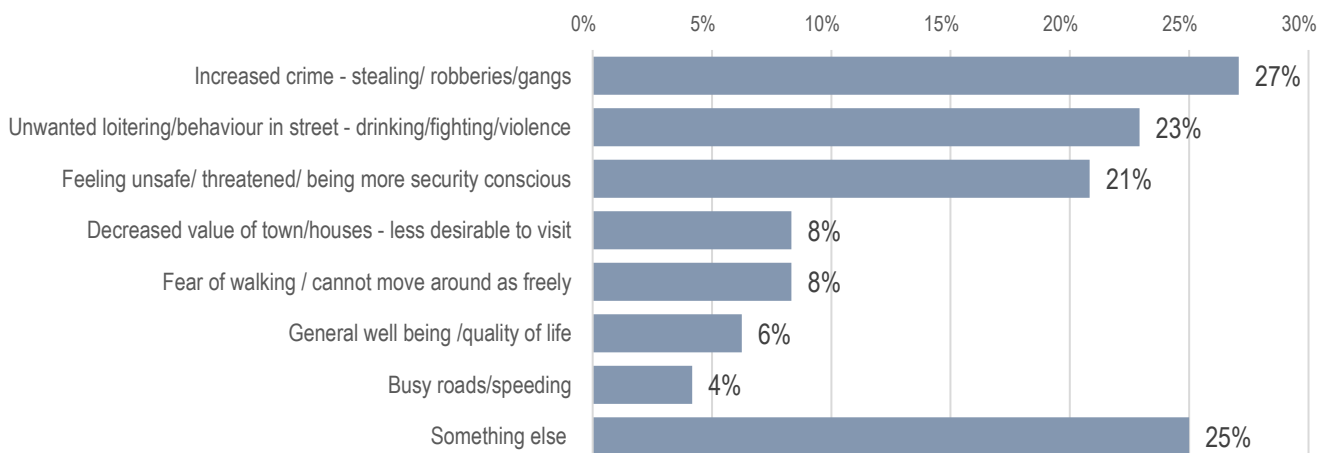
“I’m not against them, but they sit on the wall and smoke, and you can’t leave anything outside your house. They make a lot of noise. They always ask you for money”

“A lot more worry over crime e.g. graffiti and bottles on lawn and increased disturbances”

“The lack of security, decrease in value of my property, my health, well-being and peace of mind”

“The loitering around streets and the abuse and aggressive behaviour from a lot of them. I had to call 111 about some people outside my house”

WHAT HAS BEEN THE IMPACT OF EMERGENCY HOUSING ON YOU/ YOUR FAMILY? (coded)



ANSWERS FROM THOSE WHO HAVE NOTICED EMERGENCY HOUSING IN THEIR AREA AND BEEN PERSONALLY AFFECTED BY IT (N=48)
Sample size too small to analyse by Suburb

DETAILED RESULTS

3. IMPACT OF EMERGENCY HOUSING AND OTHER ISSUES (cont'd)

ASKED OF THOSE SPONTANEOUSLY MENTIONING HOMELESSNESS, EMERGENCY HOTEL ACCOMODATION OR CRIME WHEN ASKED ABOUT CHANGES IN THEIR COMMUNITY:

What do you think has caused this change or created this issue?

Are you doing things differently now because of this change or this issue? [If so, what?]

Do you think this change or issue has affected the wider Rotorua community? [If so, how?]

SELECTION OF VERBATIM RESPONSES

“Council allowing people to have emergency housing who don’t really need it. I’m thinking of selling the house. Heaps of people are unsatisfied with the council policies”

Emergency housing. I have to be a lot more conscious of locking my car and house and looking after my dog. I always carry my cell phone with me. I often have to call the police re an incident of domestic violence, which spills out onto the streets around the motels”

“Emergency housing. Locking doors, alarms, constantly nervous about our house if we go away. I don’t walk my dog anymore. I’m too scared to walk my dog. There’s a perception that Rotorua is going to the dogs a bit. Rotorua has gotten worse. Glenholme and Kuirau Park are the worst. In the centre of town, you encounter people who are clearly on drugs. I’ve had some scary encounters”

“I’m more aware of locking things carefully”

“The housing crisis and living cost, it’s taking a toll on people, some take it for granted and take advantage of the motels. I moved away as too much stuff was happening to us and around us. It’s too unsafe to be in town, it’s best to be on located on the outskirts of Rotorua. People are more careless and violent nowadays”

“Use of local motels for homeless people, and the one right next door is a bad one - ankle bracelets, people on parole. Different levels in different motels. I still have my life I’ve always had but have concerns about security. My home is like Fort Knox. Rotorua used to be to lovely tourist town. Parks have unsavoury people in them. Council does deny it but there are people from out of town. They disappear at Xmas - to wonderful accommodation in motels and free food”

“There is all sorts of speculation going on about how Rotorua has become a dumping ground. Perhaps we need stronger leadership. Homelessness needs to be addressed but why ruin a perfectly good area. The local council and government could do better planning”

“The emergency housing. Being more careful - watching people when they walk past my house. More people are worried about the emergency housing - scaring away the tourists - nowhere for tourists to stay”

“The crime rate - and it’s bad crime like knifing and drugs and booze. I don’t go out at night. The people who have been brought into Rotorua by the govt have caused the crime”

“Most of it seems to be coming from social housing. I have security cameras, no cars parked on the street. People are not happy about it. They are a lot more security conscious. It’s a lot harder if your car is pinched. A lot of break-ins”

DETAILED RESULTS

4. COMMUNITY SUPPORT FOR EMERGENCY HOUSING

APPROVE/ DISAPPROVE: *You mentioned you have noticed emergency housing. Do you approve or disapprove of local motels being used to provide emergency accommodation for people in need?*

| | Total | Victoria | Glenholme (North/South) | Fenton Park/ Whakarewarewa | Fairy Springs/ Koutu | 20-39 yrs | 40-69 yrs | 70+ yrs |
|---|------------|-----------------|-------------------------|----------------------------|----------------------|------------|------------|------------|
| Strongly approve | 7% | 13% | 6% | 8% | 6% | 13% | 4% | 5% |
| Approve | 29% | 26% | 33% | 16% | 33% | 36% | 31% | 18% |
| TOTAL APPROVE | 36% | 39% | 38% | 24% | 39% | 49% | 36% | 23% |
| No opinion | 8% | 4% | 12% | 8% | 6% | 4% | 13% | 7% |
| Disapprove | 26% | 17% | 33% | 24% | 22% | 15% | 29% | 34% |
| Strongly disapprove | 8% | 9% | 8% | 16% | 3% | 4% | 7% | 14% |
| TOTAL DISAPPROVE | 34% | 26% | 40% | 40% | 25% | 19% | 36% | 48% |
| Don't know | 2% | 0% | 0% | 4% | 6% | 2% | 4% | 0% |
| HAVEN'T NOTICED EMERGENCY HOUSING IN LOCAL MOTELS* | 20% | 30% | 10% | 24% | 25% | 26% | 11% | 23% |
| Base | 136 | 23 [^] | 52 | 25 [^] | 36 [^] | 47 | 45 | 44 |

*Some were not asked this question

Significantly lower than Total – 95% Confidence Interval

Weakly significantly lower than Total – 90% Confidence Interval

[^] Caution – low base

WHY APPROVE: *Why do you [approve of local motels being used to provide emergency housing]?*

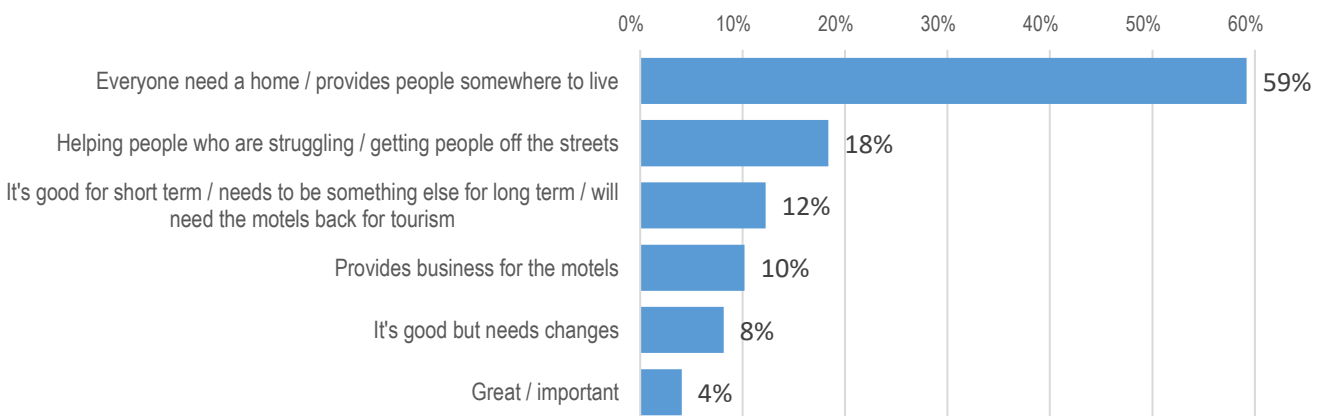
SELECTION OF VERBATIM RESPONSES

“Because I am a school teacher and know of the students that stay there and have stable environments”

“I approve because it's better for the homeless to be in motels for emergency housing rather than being on the streets and having no place to stay”

“I approve because it helps local motels to gain business and also it's good to help homeless people in emergency housing”

WHY DO YOU APPROVE OF EMERGENCY HOUSING IN LOCAL MOTELS? (coded)



ANSWERS FROM THOSE WHO APPROVE OF EMERGENCY HOUSING IN LOCAL MOTELS (N=49)

Sample size too small to analyse by Suburb

DETAILED RESULTS

4. COMMUNITY SUPPORT FOR EMERGENCY HOUSING

WHY DISAPPROVE *Why do you [disapprove of local motels being used to provide emergency housing]? Are there any solutions or suggestions that you feel would improve this at all?*

SELECTION OF VERBATIM RESPONSES

"It's degenerating our hometown - what should've been our golden town. It's a scary place to walk"

"Homelessness is taking over the beautiful image of our town"

"I disapprove for people coming from elsewhere but I approve for people who are already living in Rotorua. I believe that there's a large input coming from Auckland"

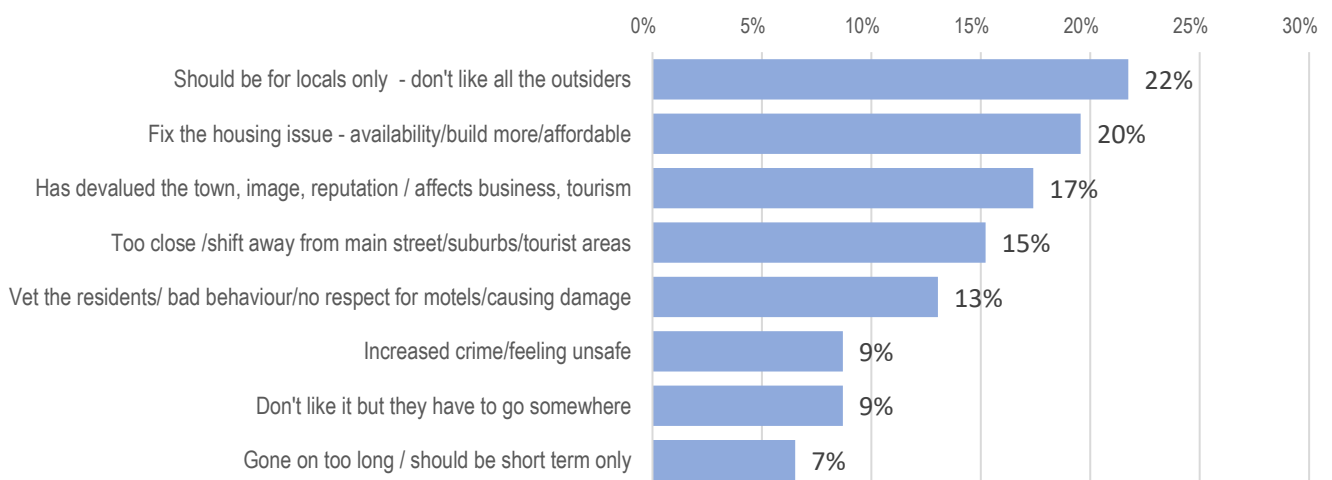
"I think the ones in these [types of] housing are the ones that don't have any respect for the place. Solution - put them in the outskirts of town, away from where tourists would stay"

"I would approve if the accommodation was used for short-term but I disapprove if the accommodation is used for long-term"

"Personally, I believe that a lot of these people are imported into Rotorua, they are not local people. It's had a negative impact on the central city. Whoever has let this happen has basically turned our city into a slum, they're turning it into a ghetto"

"It affects the tourism businesses. However, people need a house especially family with kids - there should be more housing. Those with no homes shouldn't be all sent down to Rotorua, they should at least be scattered around the country - not just Rotorua. They have taken over Rotorua, and this place is no longer the same as it used to be"

WHY DO YOU DISAPPROVE OF EMERGENCY HOUSING IN LOCAL MOTELS? (coded)



ANSWERS FROM THOSE WHO DISAPPROVE OF EMERGENCY HOUSING IN LOCAL MOTELS (N=46)

Sample size too small to analyse by Suburb

E

Appendix E – Community Feedback Summary

| Method | Technique | Key themes |
|---|---|--|
| Phone survey | <p>10 minute telephone interviews were conducted with 136 people living in Victoria, Glenholme, Fenton Park, Whakarewarewa, Fairy Springs and Koutu between 9th and 20th March 2022.</p> <p><i>Full methodology of the phone interviews can be found in Appendix D</i></p> | <p>Mixed support for emergency housing- 36% of participants approve of the use of motels for emergency housing mentioning that people need shelter, and that emergency housing is preferred to people being on the streets. Also, some benefits are noted for local motel owners gaining business. While 34% disapprove feeling like it is negatively impacting the perception and reputation of Rotorua, with impacts on tourism; that many of the homeless people are not local and are 'being imported' into Rotorua from elsewhere; or that those staying in the motels did not respect the accommodation or local area. 10% are unsure or don't know and 20% haven't noticed motels being used as emergency housing in Rotorua.</p> <p>Impact of emergency housing- 30% of participants or their families reported being personally negatively affected by emergency housing in motels. These residents mentioned experiencing trespassing and litter being left on their property; witnessing increased crime; more vandalism and graffiti; hearing and seeing arguments, disturbances and domestic violence on the streets; increased noise; aggressive behaviour; feeling concern and worry about security; feeling unsafe; experiencing loss of peace of mind; reduced property values; degradation of community facilities; and reduced quality of life.</p> <p>Perceptions of local communities- 37% of participants feel that their local community has changed for the worse in the last 2 years. This is significantly higher among people living in Glenholme North and Glenholme South, where 54% of those we spoke to felt the community had become worse. By contrast, only 13% of those living in Victoria and 22% of those living in the Fairy Springs/ Koutu area felt their community had declined.</p> <p><i>Full results of the phone interviews can be found in Appendix D</i></p> |
| Neighbour interviews and community stakeholders | <p>Notes requesting that residents to contact the research team to speak about their experience with the operations of contracted emergency housing were distributed to residential properties neighbouring the contracted emergency housing motels. Community facilities close-by to the CEH motels were also emailed for comment.</p> <p>Between 17th March and 1st April 2022 we spoke to or received e-mail feedback from:</p> <ul style="list-style-type: none"> • 8 residential neighbours in Fairy springs, Glenholme, Whakarewarewa and Victoria (1 email) • 2 motel neighbours • 2 community facility neighbours (1 email) <p>In addition community groups were interviewed:</p> <ul style="list-style-type: none"> • 2 community groups | <p>Crime and antisocial behaviour- Most neighbours reported an increase in crime and antisocial behaviour in their neighbourhood over the last 1-2 years. These neighbours reported incidents of intimidation, people trespassing on their properties, vandalism of public and private property such as graffiti, windows being smashed, broken gates and other property damage, and theft of cars and tools, speeding and unsafe driving were reported as regular occurrences that did not happen before. Neighbours and survey respondents also reported witnessing fights, drug deals, frequent family violence incidents and gang activity in their local area. Most neighbours interviewed attributed these incidents to the emergency housing motels, whether this be the people living in emergency housing or their visitors. Neighbours had mixed views on how this had changed over the last 6 months with some saying that was the same, worse or better. Neighbours interviewed also had mixed views about whether the presence of security at some of the motels (e.g. the contracted motels) was making a difference.</p> <p>Physical safety and security- These neighbours cited feeling unsafe or having to be more security minded and taking measures to protect their property including installing higher fencing and security cameras. These reports were not shared by all those interviewed however with one neighbour reporting that they had not experienced any change or negative impacts and that other's reports of feeling unsafe stemmed from prejudice against people living in emergency housing. Instead they were happy to know that people with nowhere else to go were provided shelter.</p> <p>Amenity of the local area- Common across all of the interviews with neighbours was a decline in the amenity of their local neighbourhood. Interviewees noted that the properties were no longer being looked after with a lack of maintenance of landscaping, temporary security fencing and cars parked everywhere including up on berms, smashed cars and windows. One of these neighbours did acknowledge that the more tired appearance of Fenton St was a result of a combination of factors and that it may be worse if the motels were not used for emergency housing and were shut down.</p> <p>Attractiveness and reputation for tourism- Some neighbours interviewed also thought that neighbourhoods in particular around the CBD, Fenton St and Whakarewarewa should be attractive destinations for tourists and that emergency housing should be spread around outskirts of the city or managed in a way that still attracts people to the area. Concerns for the impact on the reputation of Rotorua to visitors were shared.</p> <p>Rotorua as a dumping ground- Interviewees reported stories of people they had met living in emergency housing that did not have connections to Rotorua but were offered to transfer here from other parts of New Zealand. These interviewees were concerned that the relocation of people from outside of Rotorua put a strain on police and health services as well the ability to place people in permanent housing in the future. These people were frustrated that even though they keep being told that this is a Rotorua problem this was not what they have experienced.</p> <p>Taking care of people- Most neighbours acknowledged that some emergency housing was necessary to provide shelter to families however expressed concern at the numbers of people being provided for and that they were being housed next to people with addiction and mental health issues. Some expressed concern also that there was no space for children to play on the sites.</p> |

Appendix 6 – Visions Complaints Procedure



Complaints/Concerns Procedure

At some stage you are likely to experience an incident or have a complaint. Dealing with it in a positive and constructive manner will help to maintain a harmonious environment and uphold health and safety for everyone.

In general, if you are unhappy with the other tenants or our service we invite you to speak to a staff member– we will address any complaints and aim to resolve them quickly. We hope this will result in improved service, processes and overall tenant satisfaction.

Your Rights and Obligations when raising a Complaint

You have the right to make a complaint, and to be treated respectfully and fairly during the resolution process. We value your feedback and are committed to resolving your issues in a fair, timely and efficient manner. It is your obligation to maintain confidentiality as the matter is being resolved, particularly if it involves another tenant.

Complaints Handling Procedure

This procedure will ensure complaints are dealt with the same way, every time. Your complaint could include the following steps.

1. Raising the complaint

Bring the matter to the attention of a staff member. If the staff member is able to resolve the matter, then no further action is taken. The complaint if not resolved will be referred to our Social Worker.

2. Record details of the complaint by a Visions of a helping hand social worker

Your complaint will be recorded in detail to ensure we understand exactly what the problem is. We are obligated to keep records of all complaints in one central place.

3. Getting all the facts

To ensure that you are understood, we require the details of the complaint ie: date, time, person/s (tenant, staff, service provider, participant) and location (shelter, drop-in centre, vehicle or excursion or other). We will ask you for a written account of what happened – you are welcome to write this yourself or have a Social Worker record it for you.

4. Discuss options for fixing the problem

Please also state what you would like to happen; it could be a repair, replacement, refund, mediation or apology.

5. Act quickly

We aim to resolve the complaint in a timely manner, and you will be advised that complaints that are received by a Social Worker will be resolved within 28 days from receipt.

6. Outcomes and Actions

You will be informed if there are any delays in resolving your complaint.

7. Follow up

You will be contacted to find out if you were satisfied with how your complaint was handled and what we are doing to avoid the problem in the future.

8. Administration

Visions of a Helping Hand Charitable Trust



The complaint will be referred to the Trust Manager for sign off when the matter has been resolved. A copy will be filed under complaints in the complaints register. The document will be stored electronically for Audit and Quality improvement purposes however if your complaint is not resolved you are welcome to write to either:

Visions of a Helping Hand Charitable Trust
CEO
Tiny Deane
280 Fenton Street
Rotorua

The Chairperson of the Board
Visions of a Helping Hand Charitable Trust
280 Fenton Street
Rotorua

The Board meets on the third Thursday monthly, and your complaint will be submitted at the next board meeting.

We encourage tenants to provide feedback and complaints to give us the opportunity to resolve them.

Our procedure is included in the Tenant Welcome Pack. A digital version is also available on the Tenant desktop computer. The Reporting tool is available at the office and a social worker is available upon request.

You have the right to be listened to, to be treated fairly and to have your complaint resolved in a positive and timely way





Complaints Handling Procedure Flowchart

