



Brodie Fraser  
[fyi-request-27468-58f6a460@requests.fyi.org.nz](mailto:fyi-request-27468-58f6a460@requests.fyi.org.nz)

Tēnā koe Brodie

Thank you for your emails of 2 July 2024 requesting the following information under the Official Information Act 1982 (the Act):

*Under the Official Information Act 1982 could I please request copies of any contract reports, including narrative reports, prepared by transitional housing and sustaining tenancy providers in the Wellington and Waikato regions who are contracted by HUD and have clients under 25 or support whānau with children, for the final quarter of 2023? I am uninterested in financial reporting or any personal/identifying details of clients or staff. I am particularly interested in contract reports that give information relating to:*

- Approaches providers have identified as being effective (particularly any that relate to children and young people under 25)*
- What doesn't work, or hinders their ability to effectively carry out their work (particularly in terms of contracting requirements and constraints)*
- Suggestions of improvements that could be made, or opportunities to improve support and delivery*
- What extra support providers are giving to clients beyond what they're contracted to deliver*
- Generalised successes and challenges for clients and the interventions or activities linked to these*
- Generalised client satisfaction and generalised reasons for exiting services*

As explained in our response to your previous request seeking reports on providers who work with youth, Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development's contracts do not require providers to submit quarterly reports of the nature you have requested. However, some providers still provide narrative quarterly reporting to the Ministry, based on previous contract requirements.

Four reports have been identified as in scope of your request and are released to you with some information withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.

The documents are detailed in the attached document schedule.

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

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Yours sincerely

A handwritten signature in black ink, appearing to be 'WB', written over a horizontal line.

William Barris

**General Manager Partnerships and Performance**

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

## Annex 1: Document schedule

<b>Documents released – HUD2024-004907</b>			
	<b>Date</b>	<b>Document</b>	<b>Section of the Act applied</b>
1	13 November 2023	Mostly Good News	9(2)(a)
2	24 January 2024	Oasis Network Inc Lower Hutt Transitional Housing Quarterly Narrative Report October – December 2023	9(2)(a)
3	24 January 2024	Oasis Network Inc Upper Hutt Transitional Housing Quarterly Narrative Report October – December 2023	9(2)(a)
4	April 2024	Tākiri Mai te Ata Trust Homeless Prevention Services at [address redacted] (case study)	9(2)(a)

**From:** HVCH Manager <Tim@hvch.org.nz>  
**Sent:** Monday, November 13, 2023 5:03 PM  
**To:** Peni Fiti <Peni.Fiti@hud.govt.nz>  
**Subject:** Mostly Good News

Giddy Peni

I thought I'd give you an email to give some more information since sending through the monthly report last week.

We are mainly happy and a little frustrated at the same time:

Happy - our outcome numbers are becoming progressively more positive  
Happy - we are one house shy of filling available stand alones

Happy - the very positive numbers in the shared houses regarding lack of evictions and rising positive outcomes

Frustrated - the difficulty we are having getting people into our shared houses

More detail on that further into this email

More happy numbers (these were calculated on 26.10.23)

### **Positive Outcomes**

Since the 'new team' began in August 2022, we have had:

#### **Dramatically improving positive outcomes**

As a result of our staff learning and developing their roles and experience while working with the processes we have developed, our results have improved throughout the last year.

Results for the 36 Shared people and 20 Stand Alone households who have left us since August 2022.

Results for the 36 Shared people and 20 Stand Alone households who have left us since August 2022.

<b>Positive Outcomes Percentages</b> i.e. Depart to Longer Term Housing (rentals, whanau, Kainga Ora)		
	Shared	Stand Alones
	36 'households' depart the Shared houses	20 'households' depart the Stand Alone houses

1st third of the departures	25%	17%
2nd third of departures	33%	71%
3rd third of departures	75%	71%

In the 2nd quarter we had 8 evictions from Shared Houses  
 In the 3rd quarter we had no evictions

### **Stand Alones**

We currently have only 1 stand alone available that is unoccupied (this is a 3BR in Wainuiomata that has just become available after being refurbished after the residents left to a Kainga Ora house on 23.10.23)

We have 3 other (2BR) houses currently being refurbished after departures to private rentals on 6 & 8 Nov, and another departure on 3 Nov.

### **Shared Houses For Men - Lower Hutt & Upper Hutt**

#### ***Slowly* filling our Shared Houses. Spaces available in Lower Hutt & Upper Hutt**

I am trying to fill up the houses while one of my Support Workers in particular continues to empty them! He, s 9(2)(a) s great at assisting the guys into longer term housing

11 out of our last 11 departures from our Shared Housing has been to longer term housing options (full disclosure: the youngest one we've ever had only stayed 2-3 days before leaving to a housing situation with whanau. Technically a positive outcome for HVCH, but it probably would have been better if he'd stuck it out with us, got our support, and did a little growing up.)

We continue to have extremely poor MSD referral results for single men i.e. actually turning up to the interviews.

As a rough guide, we are only able to make contact with about 50% of those who MSD sends referrals letters for.

Of those who we are able to contact we explain a little bit about shared housing and the support we offer.

If, at that point, they are interested in a Shared House for Transitional Housing then we discuss with them about attending an interview and then book a time and date for the interview.

I have looked at our MSD referrals for our Shared Houses since August.  
 Of the 26 interviews that have been **booked** with referrals:

**73%** did **not** show up i.e 19 / 26.

The vast majority (well over 90%) do not contact us to inform us that they will not be attending.

It seems to me that there is a disconnect somewhere.

There is some thought that a number of MSD clients are saying to their CMs that they will go to the interview so that they don't have the CM tell them they could be sanctioned for telling the CM they don't want to attend.

They then don't turn up to the interview, have a negative 'Referral Outcome Form' returned, and then the negative sanctions. Wasting huge amounts of time at our end and preventing other referrals having those limited interview slots.

In order to make it easier for referrals to get to the interviews we have them at our Main St, Upper Hutt, office (nearer public transport). My office is a 5 minutes car ride away. 73% of interviews I travel to, do not turn up.

Earlier today I sent an email through MSD to ask for suggestions as to how we/they might raise the attendance rate..

A summary of our current process is:

- Receive referral letters
- Make attempts to contact the referral
  - we make 3 phone call attempts and for any of these where no one answers, we send a text informing who we are and asking them to get in contact with us if they are interested in finding accommodation
  - we make those 3 attempts on 3 different days
- Once we make contact we briefly explain:
  - what Shared Housing and Transitional Housing are
  - what our support involves
  - we ask them if they are interested and do they want an interview
  - if they say 'yes' we inform them of the time and date and explain the consequences in terms of a negative 'Referral Outcome Form' if they do not turn up
  - We send them a text confirming the time, date, and address (plus other details e.g. bring ID)
- We send a reminder text on the day or the day before (depending on the time of day of the interview)

Regards

Tim

**Tim Dunwoodie | Manager**  
**Hutt Valley Community Housing**

*Part of Te Whare Tane Trust*

s 9(2)(a) | +64 4 527 4001 Option 2

[www.hvch.org.nz](http://www.hvch.org.nz)

[manager@hvch.org.nz](mailto:manager@hvch.org.nz)

Office: Suite 105, 22 Lane Street, Upper Hutt

Head Office: 152 Main Street, Upper Hutt. Tel. 04 527 400

Postal Address: PO Box 40110, Upper Hutt 5140

# Oasis Network Inc

## Transitional Housing

Contract Number: s 9(2)(a)

### Quarterly Narrative report

October 2023 – December 2023

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#### General Service Overview

This is the report for our male facility in Naenae, Lower Hutt.

#### Intakes

The house is a s 9(2)(a) property and over this period we had 4 intakes:

October – 2;

November – 1; and

December – 1.

#### Placements

Over this quarter we had or facilitated 3 placements:

October – 2;

November – 1; and

December – 0.

Oasis Transitional Housing is confident that it continues to meet the housing needs of its residents and anticipated needs of future residents. The difficulty that we continue to face having only 15 rooms available for adult males and with an occupancy at close to 100%, it gets more difficult to accept more residents. We continue to explore other possibilities, we continue to struggle to keep up with demand as the places we are offered are more communal properties i.e., former rest homes and boarding houses.

#### Average occupancy rate of 95%

We continue to average an occupancy rate of 95-100% over this quarter, however this is not due to residents staying long term, but due to the efficiencies of quickly filling a room once a resident has found permanent housing.

#### An average stay of no more than twelve (12) weeks

The average 3 month stay target continued to fluctuate and we continue to have some residents that have been with us for more than 12 weeks due to the complexity of their needs and the perception of landlords about the clients that we have. We continue to collaborate well with Work and Income, Kainga Ora and the private landlords we have established a relationship with. All our residents are on the MSD waiting list.

#### Sustainable housing solution identified for all households leaving the service with no households receiving MSD emergency housing support in the six months after leaving the contracted place

All former residents are visited or telephoned for 12 weeks after leaving our residence and any needs identified are immediately referred to support agencies. We also have a support and advocacy service delivering services from Lower Hutt and any residents that requires further support are referred to our advocacy and support service.

We had no resident needing to return to the EH facility within 6 months of leaving our service. This reflects our high standard of accommodation requirements and our continued support for residents after



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placement. We continue to support our clients with food and have secured an understanding for donated food and this is being delivered weekly through KAIBOSH and The Good Bitches bakery.

#### **At least 10% of households leaving the service accessing sustainable housing in the private sector**

In the past three months we have placed or facilitated 6 residents into alternative housing, which is above the 10% target rate.

#### **Engaging with property owners and managers**

Our housing navigators continues to liaise with property managers; our “on-board” landlord and is always on the lookout to secure more landlords.

#### **Methamphetamine Testing**

Over this period, we carried out 20 tests: 2 communal areas, 15 bedrooms and a re-test of 3 bedrooms due to residents vacating their rooms; all tested negative.

#### **Processes**

Laundry and Cleaning Services (linen only) continues to be part of routine.

#### **Inter-agency support**

We continue to have a good understanding with the local police and am confident that they will respond when needed.

#### **Local Community**

We continue to receive referrals from other local NGO who provide social services in the area i.e. Care NZ, MIX, PACT and Earthlink.

#### **Security**

Our facility meets best practise security standards with security cameras and a monitor on the wall in our office.

#### **Facility**

The premises continue to be well run and looked after with daily on-site presence (coordinator and security) and regular cleaning of the facility.

The team at the Transitional House and Oasis Management is committed and determined to ensure the facility is run according to best practice standards.

*Report compiled by:*

*Recardo Bosch*

*Chief Executive Officer Oasis Network Inc*

s 9(2)(a)

*Signature:*

*Date: 24/01/2024*

# Oasis Network Inc

## Transitional Housing

Contract Number: s 9(2)(a)

### Quarterly Narrative report

October 2023 – December 2023

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#### General Service Overview

This is the report for our female facility in Upper Hutt.

#### Intakes

The house is a s 9(2)(a) property and over this period we had 1 intakes:

October – 0;

November – 1; and

December – 0.

#### Placements

Over this quarter we had or facilitated 3 placements:

October – 0;

November – 1; and

December – 2.

Oasis Transitional Housing is confident that it continues to meet the housing needs of its residents and anticipated needs of future residents. The difficulty that we continue to face having only 9 rooms available for adult females and with an occupancy at close to 100%, it gets more difficult to accept more residents. We continue to explore other possibilities, we continue to struggle to keep up with demand as the places we are offered are more communal properties i.e., former rest homes and boarding houses.

#### Average occupancy rate of 95%

We continue to average an occupancy rate of 95-100% over this quarter, however this is not due to residents staying long term, but due to the efficiencies of quickly filling a room once a resident has found permanent housing.

#### An average stay of no more than twelve (12) weeks

The average 3 month stay target continued to fluctuate and we continue to have some residents that have been with us for more than 12 weeks due to the complexity of their needs and the perception of landlords about the clients that we have. We continue to collaborate well with Work and Income, Kainga Ora and the private landlords we have established a relationship with. All our residents are on the MSD waiting list.

#### Sustainable housing solution identified for all households leaving the service with no households receiving MSD emergency housing support in the six months after leaving the contracted place

All former residents are visited for 12 weeks after leaving our residence and any needs identified are immediately referred to support agencies. We also have a support and advocacy service delivering services from Lower Hutt and any residents that requires further support are referred to our advocacy and support service.

We had no resident needing to return to the EH facility within 6 months of leaving our service. This reflects our high standard of accommodation requirements and our continued support for residents after

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placement. We continue to support our clients with food and have secured an understanding for donated food and this is being delivered weekly through KAIBOSH.

#### **At least 10% of households leaving the service accessing sustainable housing in the private sector**

In the past three months we have placed or facilitated 4 residents into alternative housing, which is above the 10% target rate.

#### **Engaging with property owners and managers**

Our organisation has a good rapport with private landlords and continue to actively engage with property owners to secure long term housing for our residents.

#### **Methamphetamine Testing**

Over this period, we carried out 13 tests: 2 communal areas, 9 bedrooms and a re-test of 2 bedrooms due to residents vacating the rooms.

#### **Processes**

Laundry and Cleaning Services (linen only) continue to be part of daily routine.

#### **Inter-agency support**

We continue to have a good understanding with the local police and am confident that they will respond when needed.

#### **Local Community**

We continue to receive referrals from other local NGO who provide social services in the area i.e. Care NZ, MIX, PACT and Earthlink.

#### **Security**

Our facility meets best practise security standards with security cameras and a monitor on the wall in our office.

#### **Facility**

The premises continue to be well run and looked after with daily on-site presence (coordinator and security) and regular cleaning of the facility.

The team at the Transitional Houses and Oasis Management is committed and determined to ensure the facility is run according to best practice standards.

*Report compiled by:*

*Recardo Bosch*

*Chief Executive Officer Oasis Network Inc*

s 9(2)(a)

*Signature:*

*Date: 24/01/24*

It has certainly been a journey with s 9(2)(a) with our initial hui in Oct 2023. Barely being able to enter her home through the front door due to the excessive clutter in the hallway. Movement was restricted at every angle and access to the lounge, main bedroom and spare room constrained by the overwhelming amount of "stuff". s 9(2)(a) managed to forge a narrow path around the clutter in the hall from her bedroom to the kitchen and bathroom.

Our practice and approach to this kaupapa or task at hand was guided by our core values of manaakitanga, aroha, wairua and mana. Demonstrating genuine care, respect and support to enhance her wellbeing and as a kuia (elder/woman) ensuring that her mana was upheld. It was important for us to build trust with s 9(2)(a) to enable her to be comfortable with us in her home and entrusting us to handle her possessions.

From Oct-Dec 2023 we were able to assist s 9(2)(a) by clearing the hallway and removing 9 full bags of clothing, shoes and accessories. This being the 1<sup>st</sup> stage of sorting and letting go for s 9(2)(a). We transported these bags to a small venue that provided a safe space for her to go through each item at her pace. s 9(2)(a) was able to let go of at least 35% of these items. The saved bags of items were returned to the limited space in her spare room. This was a start.

With s 9(2)(a)'s ongoing medical issues and other barriers including some resistance to change, our progress was hindered. Understandably this process was both physically and emotionally challenging for her, particularly after many years of living in these conditions and her deteriorating health.

Fast forward to March 2024. Timeframes were introduced with the change of roles of our kaimahi. This assisted with the momentum we gained from s 9(2)(a) and with it came a shift in her mind set for positive change. Each step was carefully planned and discussed with s 9(2)(a) to prepare her for the big move. From 11-22 March we worked on sorting and clearing the lounge and spare room.

s 9(2)(a)

Figure 1: Lounge Oct 23

Figure 2: Cleared walkway into lounge.

Figure 3: Cleared walkway into lounge

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

Figure 4: Cleared corner. Sorted items placed in this space.

Figure 5: 2nd phase of sorting outside her home. Cars parked to provide some privacy.

Figure 6: Rubbish added to pile as we cleared lounge & spare room.

The 2<sup>nd</sup> skip bin arrived on Thurs 28 Mar and was filled during the long weekend by s 9(2)(a) neighbours and friends. The 30 rubbish bags from the trailer were also added.

s 9(2)(a)

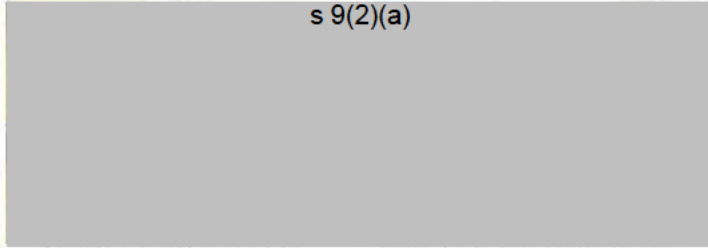


Figure 1: Side of house 27 Mar.

Figure 2: Side of house 5 Apr 24.

s 9(2)(a)



Figure 3: Front of House as of 5 Apr 24.

#### IN CONCLUSION

The front and side of the house is now clean and tidy. There is still a considerable amount of work needing to be done inside each room:

- Furniture needing to be discarded: 2 x 2 seater and 1 x 1 seater couch, TV cabinet.
- Other smaller items are yet to be sorted and discarded.
- Main bedroom and kitchen, we are unsure of what is hidden in these areas.
- The bathroom should be the easiest area to clear.
- Restore and re-organise each room.

I would appreciate it if we could review your offer to provide Zap Contractors to assist once we have completed our part of the project. However, for us to continue and complete this task another skip bin is necessary to avoid build-up of rubbish outside of the home from reoccurring. s 9(2)(a)

I look forward to your response.