

WPQ 18285 (2025) table: Number of complaints made by Emergency Housing occupants relating to safety concerns since 27 November 2023, broken down by region.

Region	Complaints
Auckland	6
Bay of Plenty	3
Canterbury	24
Central	3
East Coast	12
Southern	3
Taranaki	12
Waikato	54
Wellington	12
Total	129

Notes:

- The following tables provide information about complaints lodged in the Ministry's 'Here Is Your Answer' (HIYA) complaints management system.
- The data does not differentiate between types of housing accommodation provider, so may include EH placements other than those in motels, lodges or boarding houses.
- The categories 'EH Occupant - Property Conditions' and 'EH Occupant - Safety Concerns' are included in the counts below, as these are most relevant to the request, ie: they are predominantly complaints about the 'safety or suitability' of emergency housing.
- Property Conditions may include, for example, complaints about unsatisfactory, untidy/dirty, unhealthy facilities. 'Safety Concerns' may include circumstances where clients feel the environment is unsafe, or they have been, or feel threatened by other occupants, as well as actual assaults or injuries etc.
- The complaint category is selected by staff when entering the complaint into HIYA. A complaint which includes issues under more than one category, should be lodged under the one which is deemed most relevant. This means complaints about 'safety or suitability' may have been lodged under other categories and therefore not captured in this response.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two.

