



Healthy Homes Guarantee Act monitoring

Wave 4 research 2024

Topline report | March 2024



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development



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Task at hand

- The Healthy Homes Standards ('The Standards') became law on 1st July 2019 and aim to make a significant change to the quality of New Zealand rental homes. The regulations include minimum standards for heating, insulation, ventilation, moisture ingress (dampness) and drainage, and draught stopping. More information on The Standards can be found at:
<https://www.hud.govt.nz/our-work/healthy-homes-standards/>
- The Ministry of Housing and Urban Development (HUD) commissioned Verian (formerly Kantar Public) to undertake research with renters and landlords to assist in monitoring the implementation of the Healthy Homes Guarantee Act.
- The key research objective is to monitor awareness of and compliance with the Standards and to evaluate both short and long-term outcomes achieved through their implementation. HUD is also interested in their impact on the rental market.

This report presents topline results for Wave 4 of the survey of landlords and renters conducted in January 2024. For comparison, it includes some key figures from the previous three waves conducted in 2020, 2021 and 2022.



Method

Wave 4 took a partial cohort approach where part of the sample of renters and landlords were respondents who also participated in previous rounds of surveying, and the remainder were new respondents (who only completed wave 4).

Renters

- A nationwide online survey of 1,600 renters defined as those 18 years and over currently living in a rental property owned by a private person, business or entity. Tenants did not qualify for the survey if they live in a rental property owned by Housing New Zealand, a Council, or a registered community housing provider.
- Of the total sample of 1,600 renters, 769 also completed wave 1, 2 or 3, while 831 were fresh respondents (i.e. only completed wave 4).
- Maximum margin of error for the total sample is +/-2.5%.
- Fieldwork was from 15th January to 16th February 2024. Surveying is typically conducted towards the end of the year, however there was no surveying conducted in 2023, meaning the 2024 survey was slightly later than usual.
- Data were weighted by age within gender, ethnicity and region to match Census 2018 population characteristics of renters in privately-owned dwellings nationwide. Data were also weighted on household income by household size using 2021 Statistics NZ Household Economic Survey data for more up to date population estimates (prior to 2022, household income/size was weighted using 2018 Census data).

Landlords

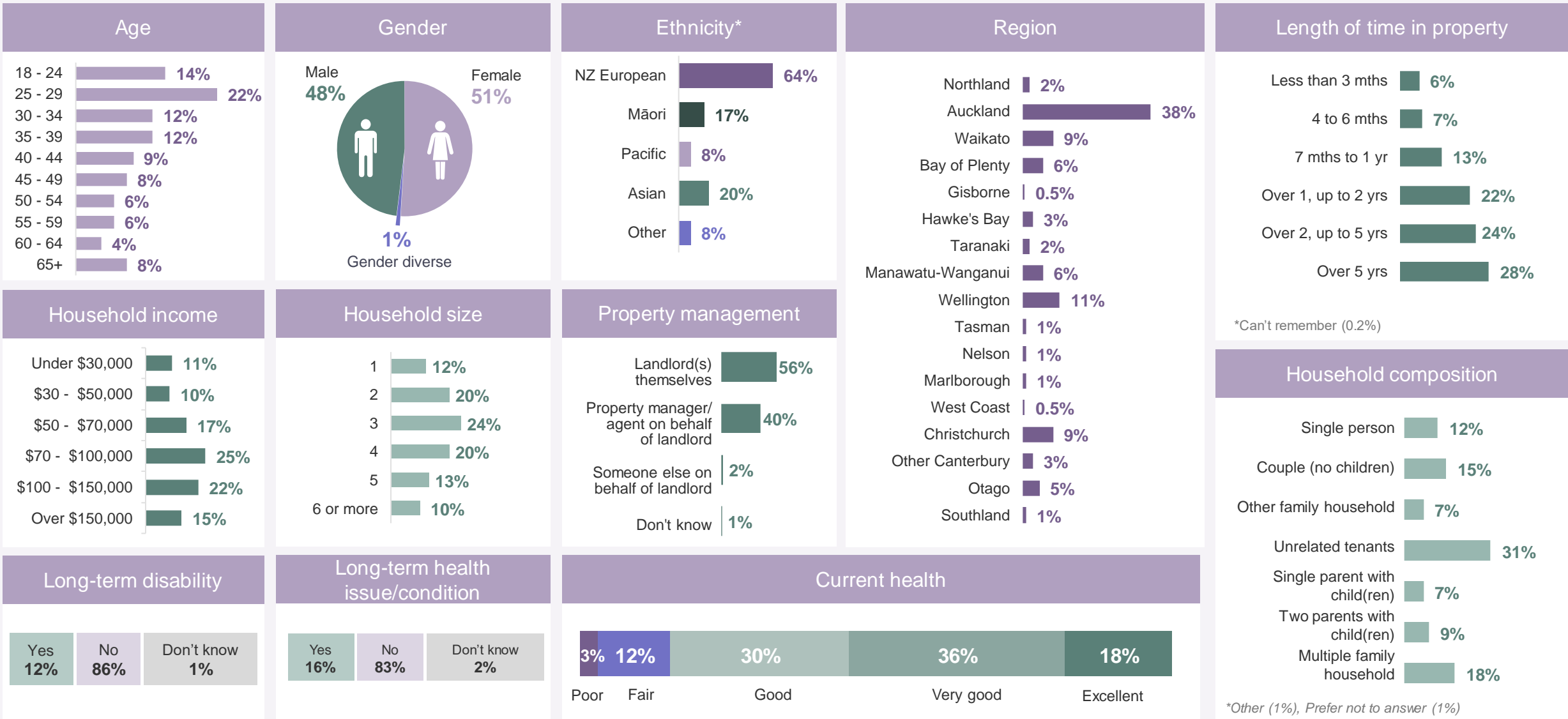
- A nationwide online survey of 1,000 landlords. The population of interest is landlords who receive rental payments from tenants living in a residential property that the landlord owns.
- Of the total sample of 1,000 landlords, 502 also completed wave 1, 2 or 3, while 498 landlords only completed wave 4.
- Maximum margin of error for the total sample is +/-3.1%.
- Fieldwork was from 15th January to 16th February 2024. Surveying is typically conducted towards the end of the year, however there was no surveying conducted in 2023, meaning the 2024 survey was slightly later than usual.
- Data are unweighted.
- For landlords with multiple properties, many of the questions in the survey were asked with respect to each property they own. Therefore survey results for these questions are based on properties (rather than landlords). In total, the 1,000 landlords surveyed own 1,936 rental properties.

Additional notes on statistical significance and rounding

Statistical significance has been calculated using a two column independent proportional t-test at the 95% confidence level.

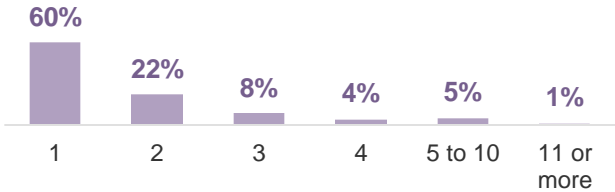
Percentages in a graph or table may not add to 100% because the respondent could choose more than one answer or due to rounding. Percentages below 0.5% are shown to one decimal point. All other percentages have been rounded to the nearest number.

Sample profile – renters (2024)

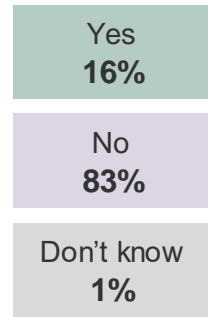


Sample profile – landlords (2024)

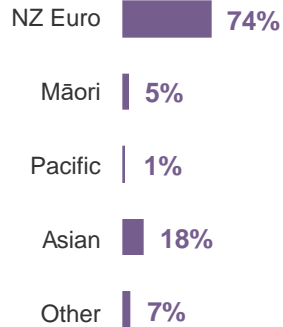
Number of properties



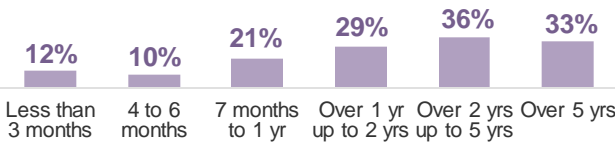
Whether rental income is main source of income



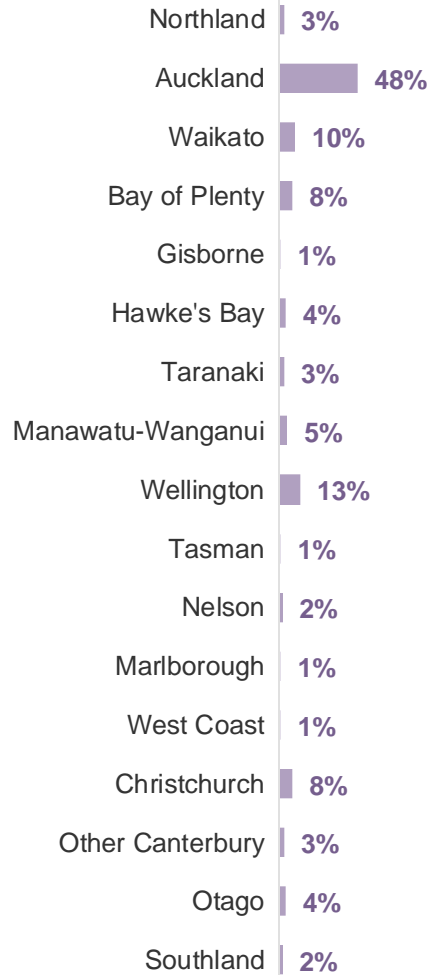
Ethnicity*



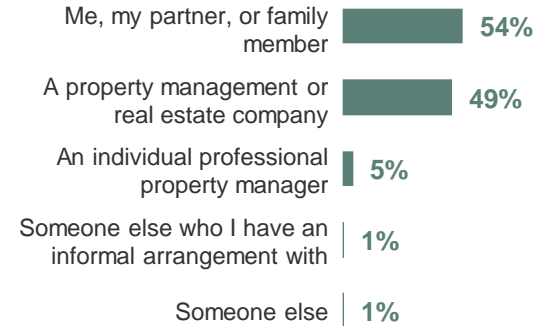
Length of time of current tenancy*



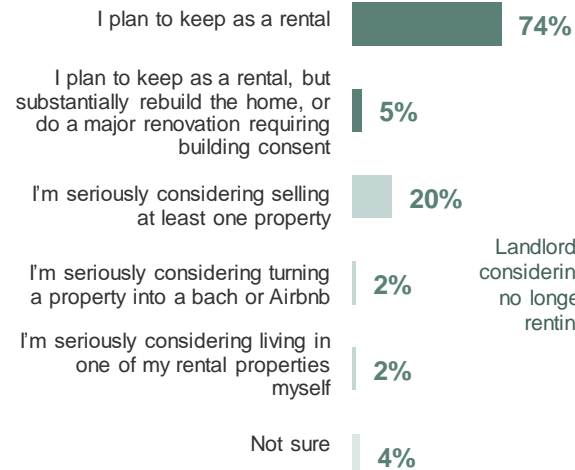
Location of properties*



Property management*

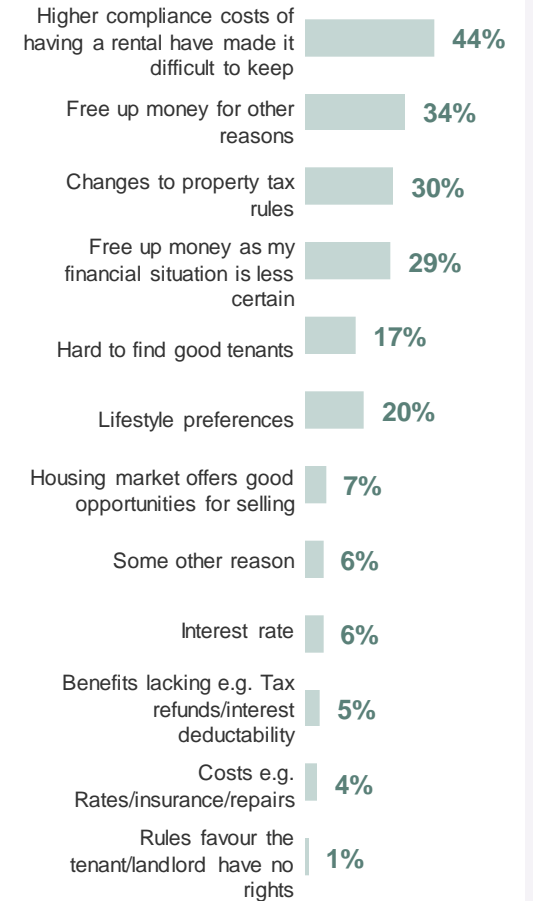


Plans for rental property in next 12 months*



Landlords considering no longer renting

Why landlord is no longer considering renting*



Base: Landlords considering no longer renting (n=228)
Responses with less than 1% are grouped into 'some other reason'.

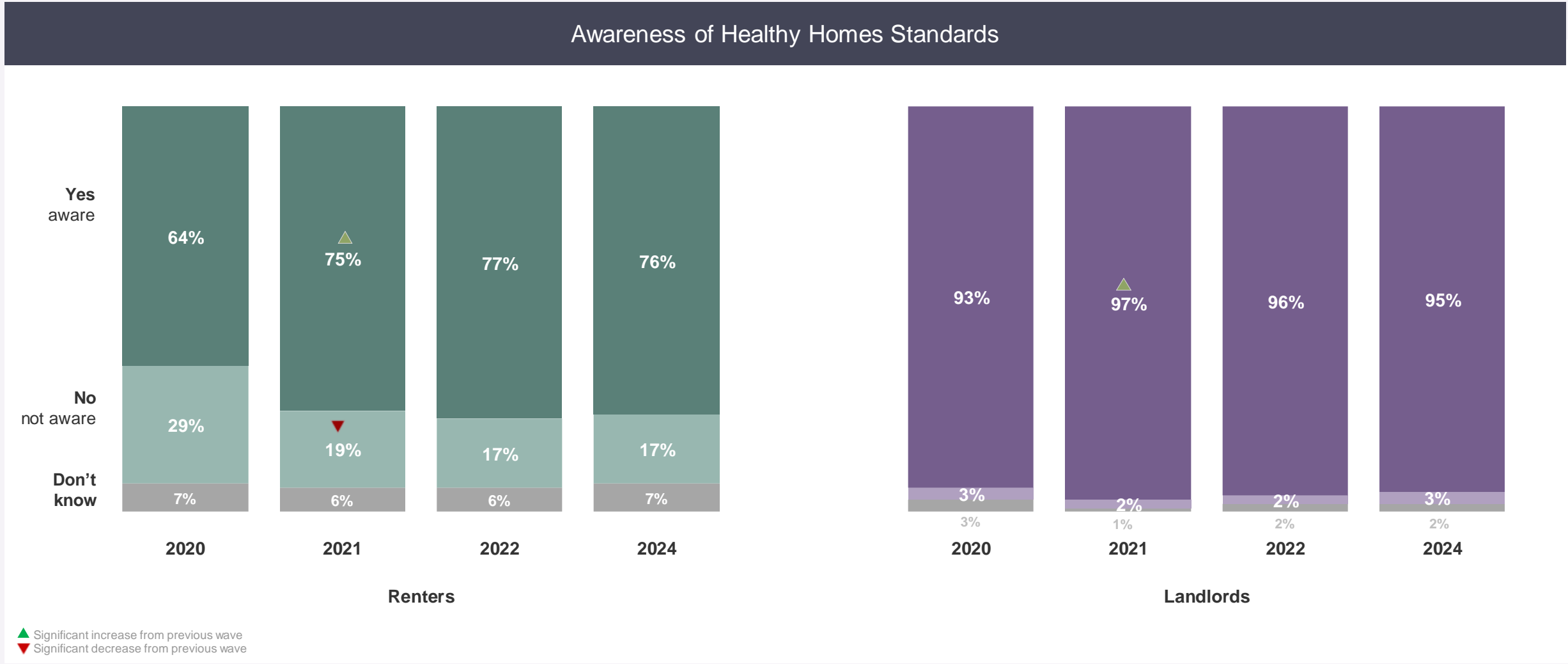
01 —

Awareness of Healthy Homes Standards



Awareness of standards overall

Almost all landlords (95%) and just over three quarters of renters (76%) are now aware of the Healthy Homes Standards. This is consistent with 2022, following increases for both groups in 2021.

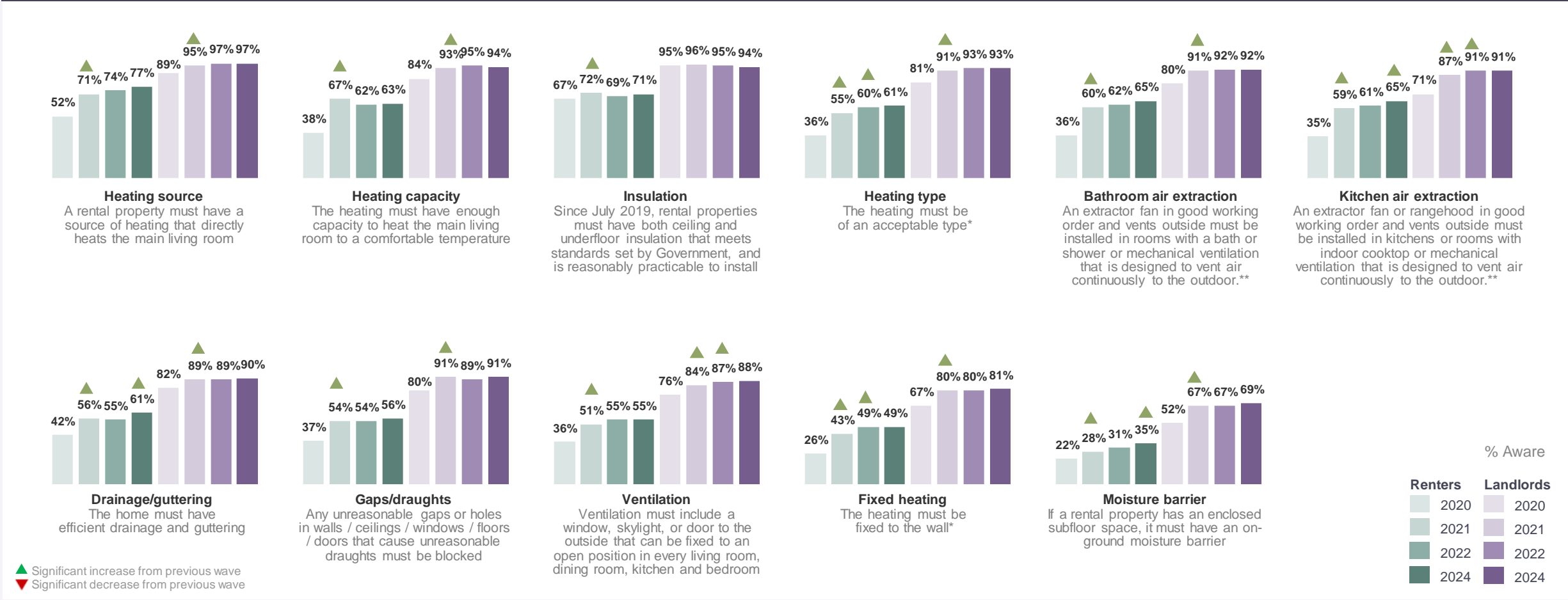


Base: All renters (2020 n=1,602, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000).
Source: Q31. "New minimum Healthy Homes Standards for rental properties in New Zealand became law. In July 2019, had you seen or heard anything about Healthy Homes Standards?"

Awareness of specific standards

As with awareness overall, awareness of specific standards has also mostly stabilised following increases in 2021. However, renters' awareness of standards around drainage and moisture barriers have both improved in the last year.

Before today, were you aware that the law says...



Base: All renters (2020 n=1,602, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000).

Q32. "Before today, were you aware that the law says..."

*Although these were only asked of those who were aware of the need for a direct source of heating in the main living room, all percentages on this page are based on the total samples of renters and landlords.

**In 2022, the wording "mechanical ventilation that is designed to vent air continuously to the outdoor" was added

02

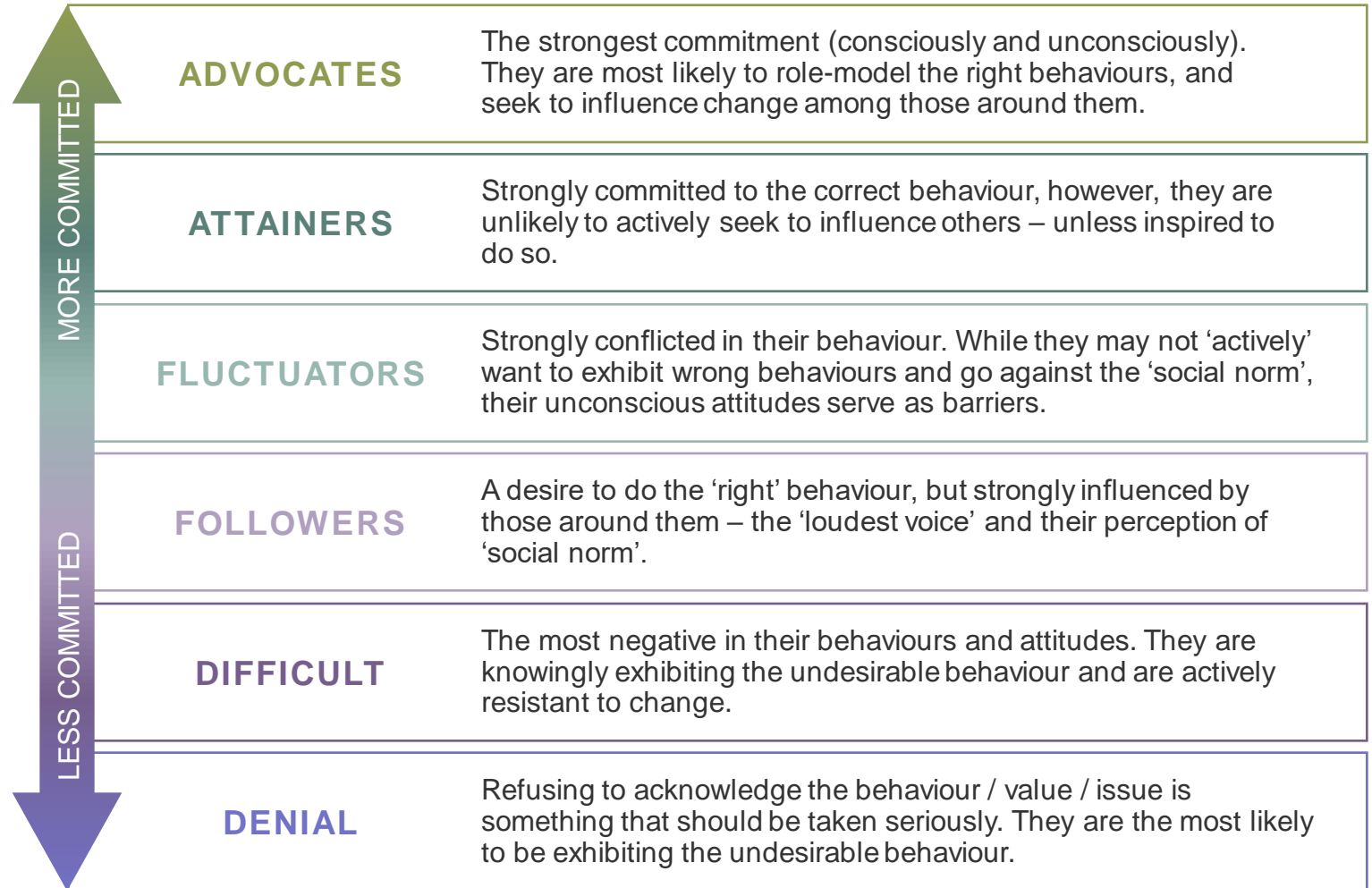
Landlords' commitment to complying with the Standards



Levels of commitment to Healthy Homes Standards

Behavioural theory tells us the more committed a person is to an action, the more likely they will be to undertake and sustain this action (or in the case of landlords, implement and maintain the rental property to the required Healthy Homes Standards).

We measured commitment intensity by measuring landlords' perceived ease of meeting the standards, their degree of ambivalence towards and perceived importance of the standards, as well as their cognitive dissonance with not meeting the standards. We then segmented landlords into the groups on the right.



Landlord commitment intensity to Healthy Homes

Landlords' commitment has remained stable since 2021.

Commitment intensity							
2020	2021	2022	2024				
22%	28%▲	27%	27%		Advocates	Let me tell you...	
17%	18%	21%	18%		Attainers	I'll do my bit	
32%	28%▼	29%	31%		Fluctuators	Of course... but maybe...	
20%	18%	15%	17%		Followers	I'll do what they're doing	
8%	9%	8%	7%		Denial	Problem? What problem?	
	27%	23%	24%				

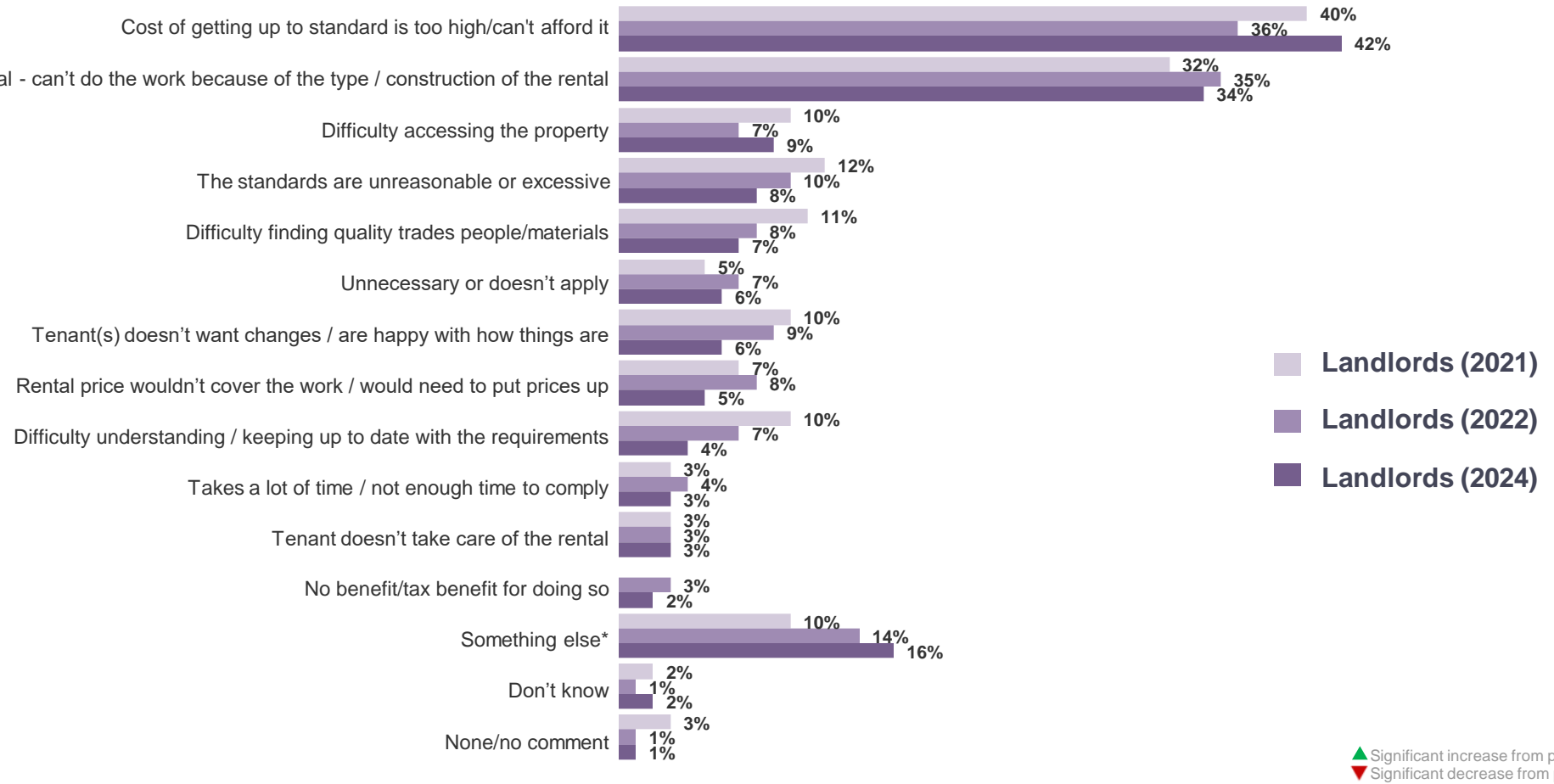
Base: All landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000).

Reasons for difficulty in complying with the standards

Landlords who say they struggle to comply with the standards continue to mostly cite barriers related to costs or the practicalities around accessing the property or installing upgrades. Some are also resistant to the standards, feeling they are unreasonable, unnecessary or unwanted by tenants.

Please tell us what challenges you have faced in trying to fully comply...

Landlords



03

Compliance with the Standards

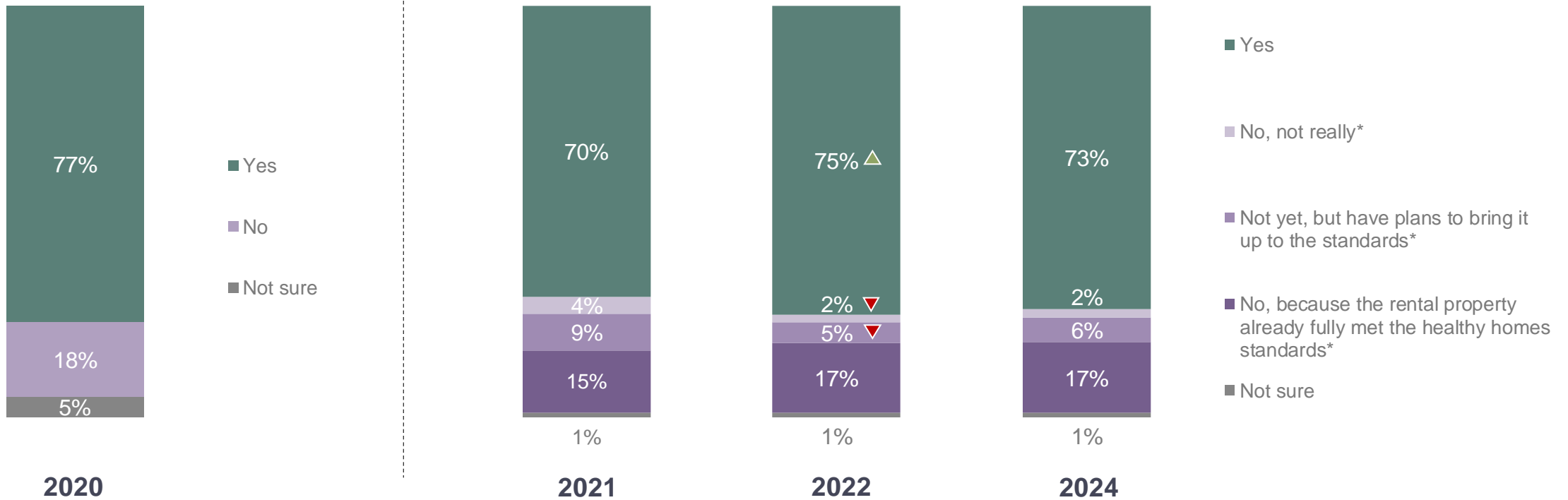


Landlords' preparation to meet Standards

Almost three quarters of landlords say they have done something to prepare their properties to meet the Healthy Homes Standards, which has remained stable over the last year. 17% say their properties were already compliant and required no work and 6% plan to do work in the future.

Whether landlords have done things to prepare property for healthy homes

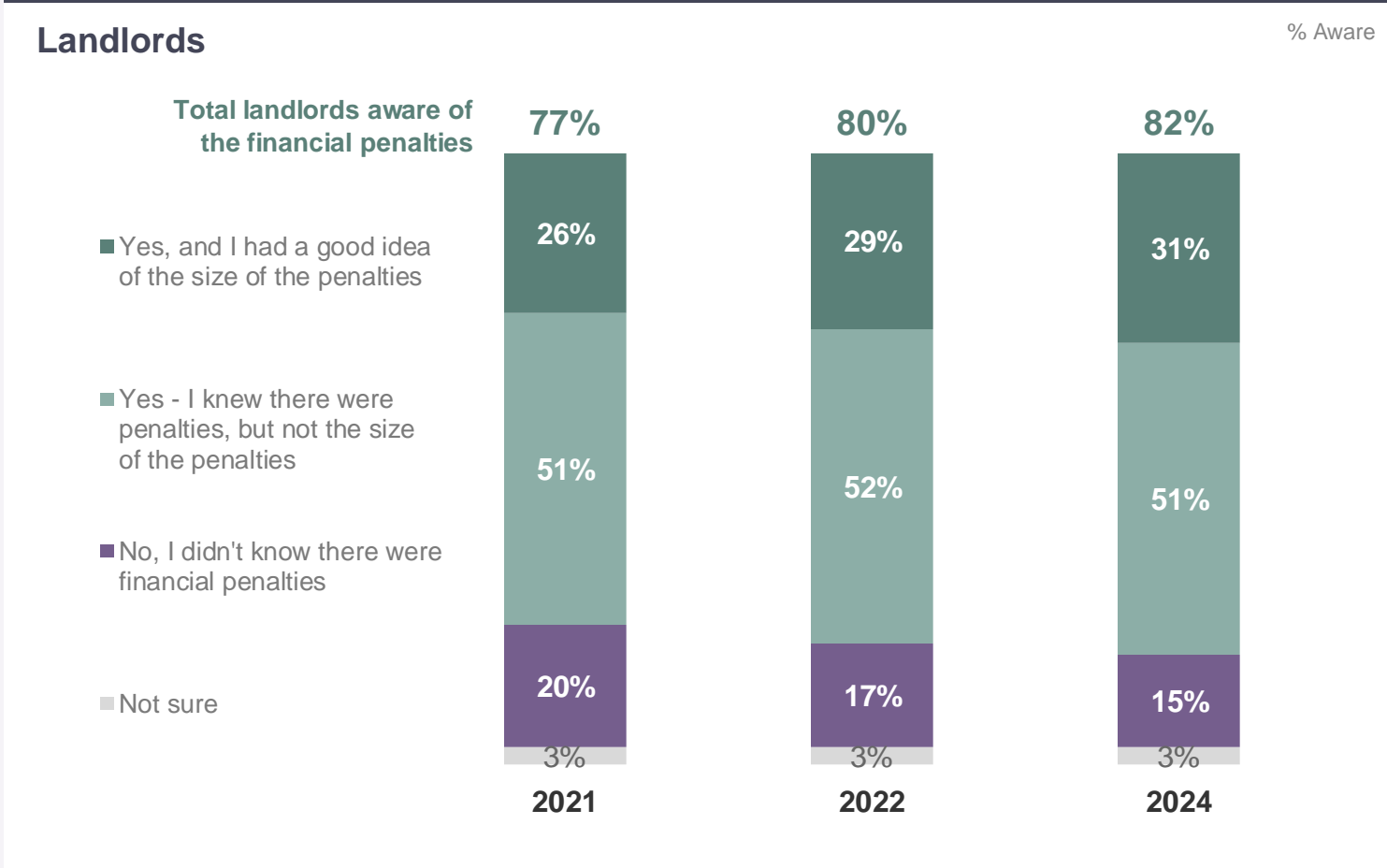
Landlords



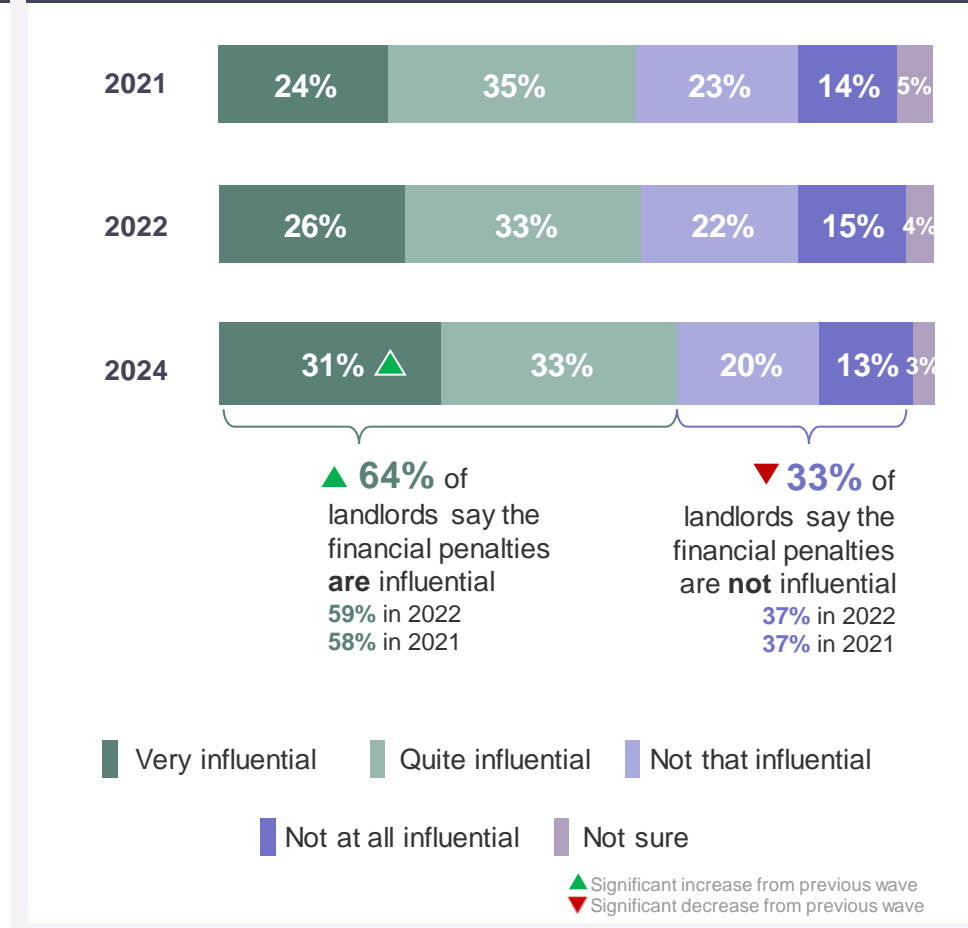
Financial penalties

Eight in ten landlords are aware of financial penalties for non-compliance, including five in ten who are aware of the penalties but not the specifics. Almost two thirds of landlords (64%) say the penalties are influential on their compliance, which has increased (up five points) since 2022.

Landlords' awareness of financial penalties



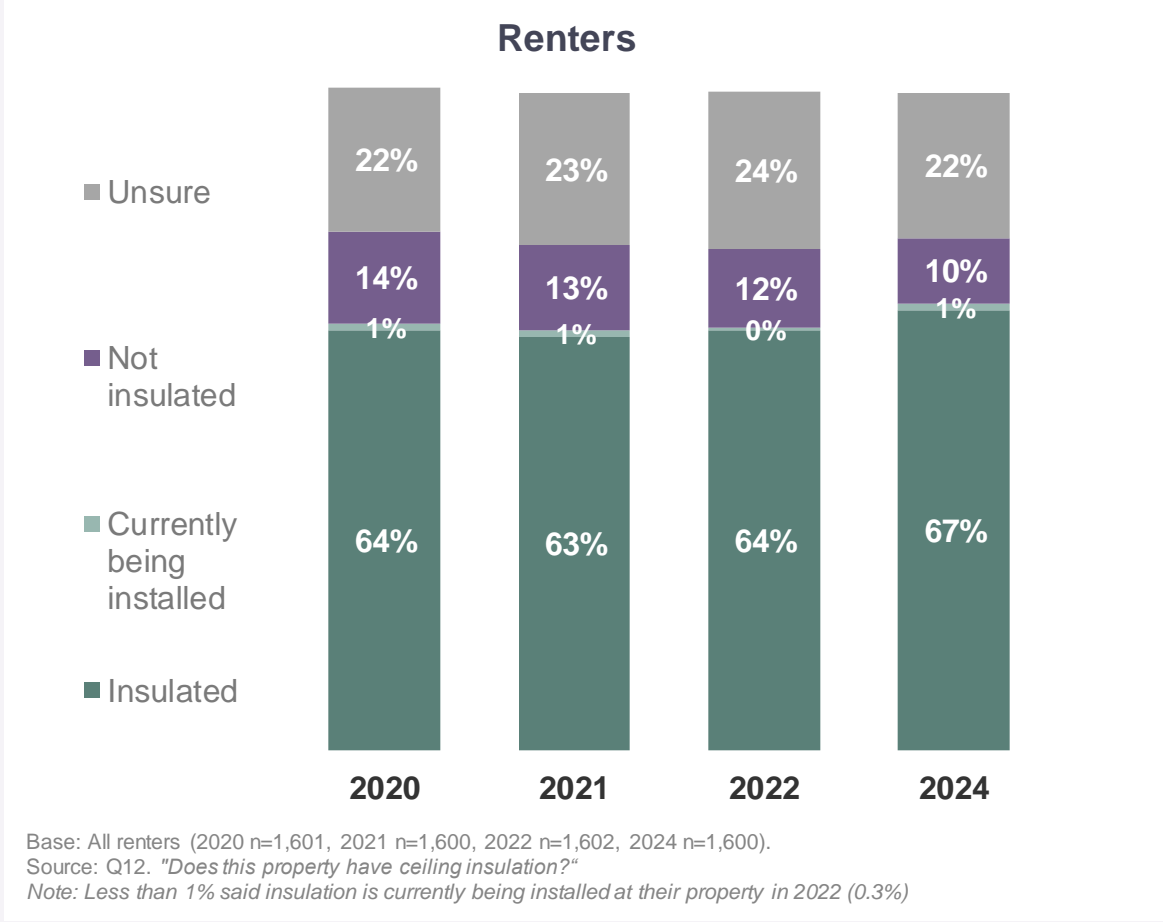
Influence of financial penalties on landlords' compliance with the standards?



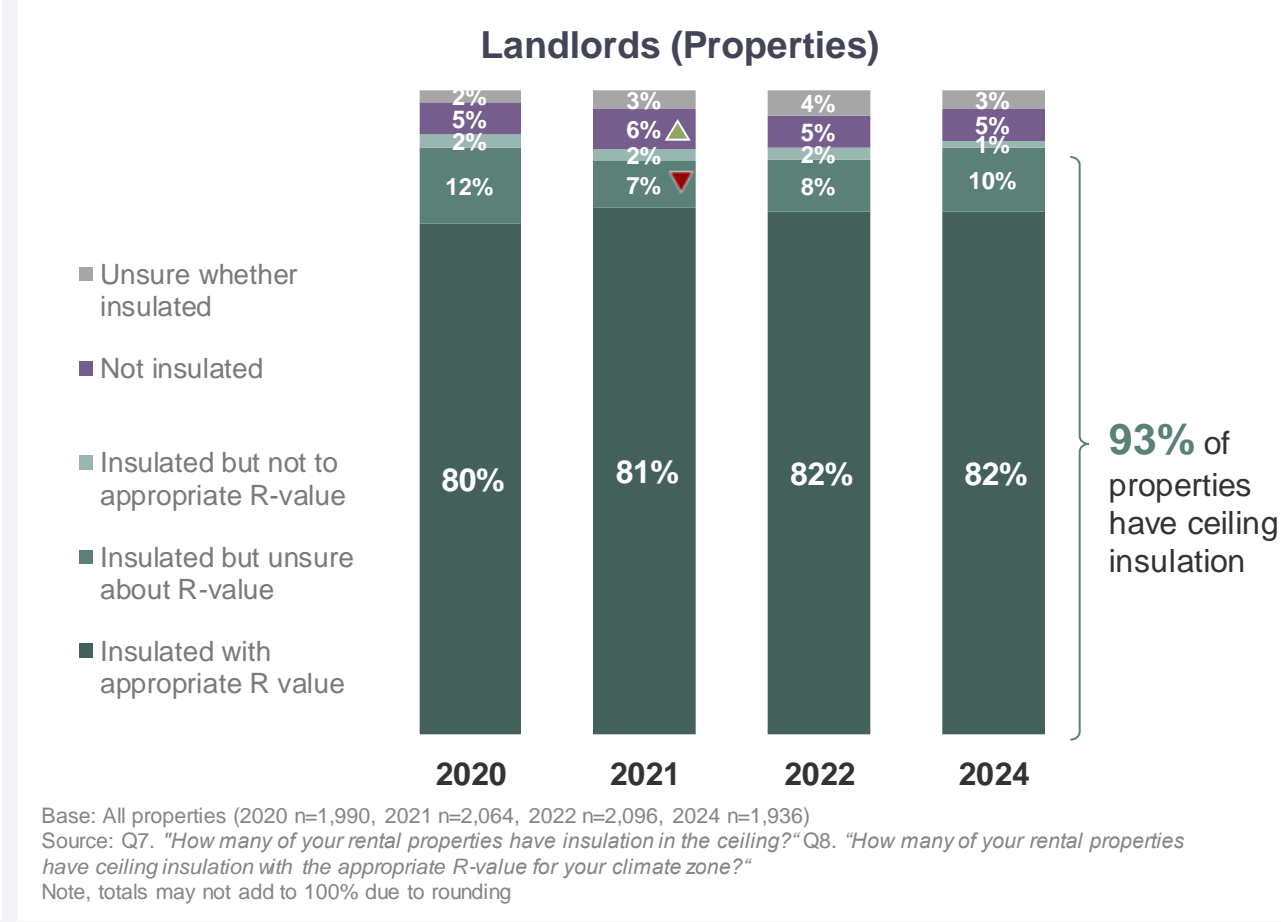
Ceiling insulation

As in previous years, there is a gap between how many renters (67%) and how many landlords (82%) say their properties have ceiling insulation. This is partly due to renters' uncertainty, with one in five unsure (22%). Some landlords are also uncertain, saying their ceiling is insulated, but not knowing if the insulation is to the appropriate R-value (10%).

Renters' views on existence of ceiling insulation



Landlord views on existence of ceiling insulation (and with appropriate r-value)

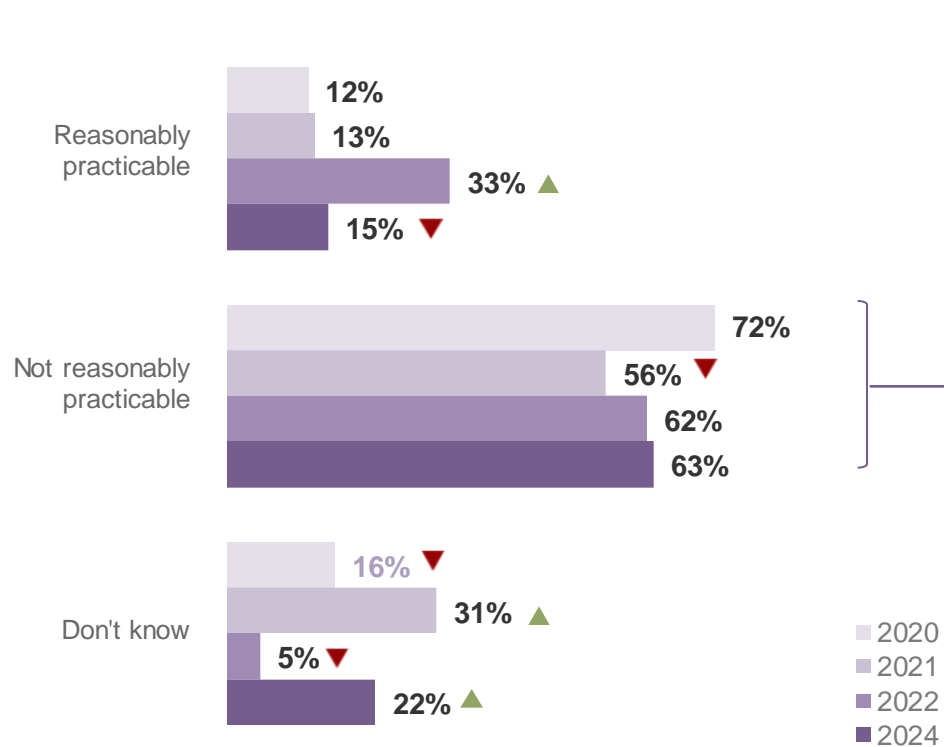


Landlords' views on whether ceiling insulation would be reasonably practicable to install

Landlords are unsure whether it is practicable to install ceiling insulation for one in five properties (22%), which has increased following a dip in 2022. Those who say it is not practicable most often attribute this to a lack of space to do so, i.e. because there is another dwelling above (43%), there is no ceiling cavity (41%) or concrete above (18%). Others rely on professional advice from insulation inspectors/installers (18%) or other trades person (13%).

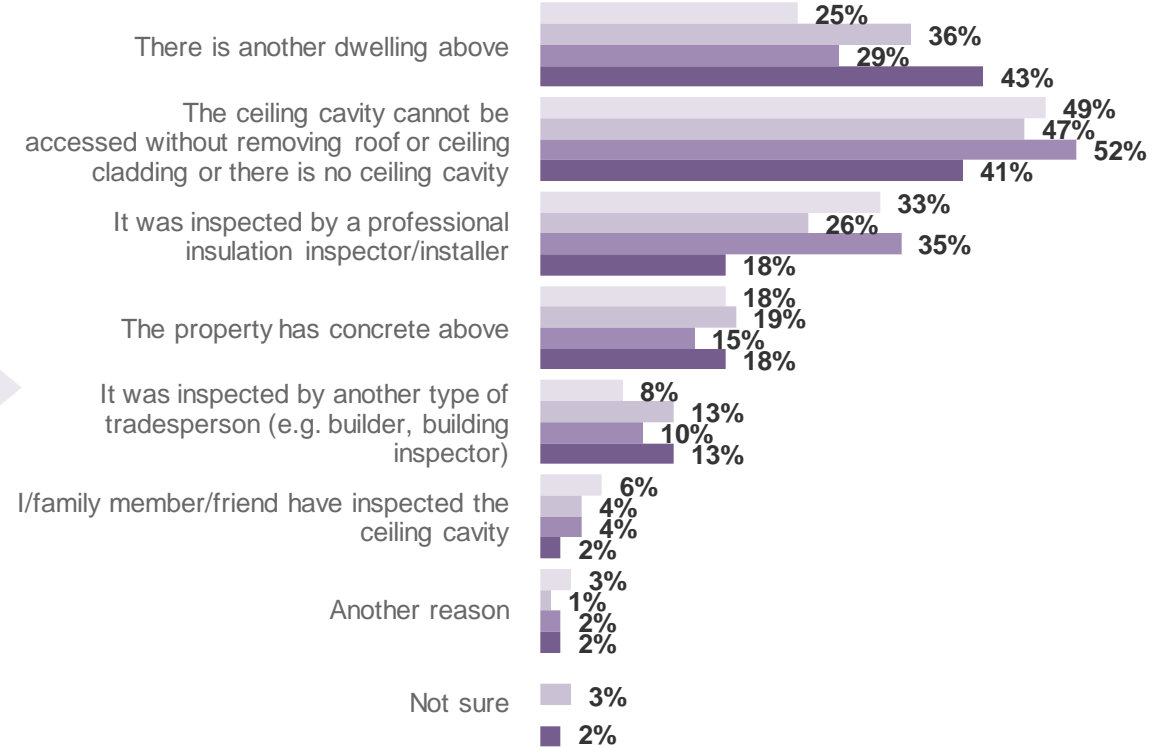
Whether reasonably practicable to install insulation in the ceiling

Landlords (Properties)*



Base: Properties with no ceiling insulation, or the landlord is not sure if they have insulation (2020 n=130, 2021 n=188, 2022 n=181, 2024 n=144). *Treat these results with caution due to the small sample size
 Source: Q9. "For your rental properties that don't have ceiling insulation, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this."

Reasons why not reasonably practicable to install ceiling insulation

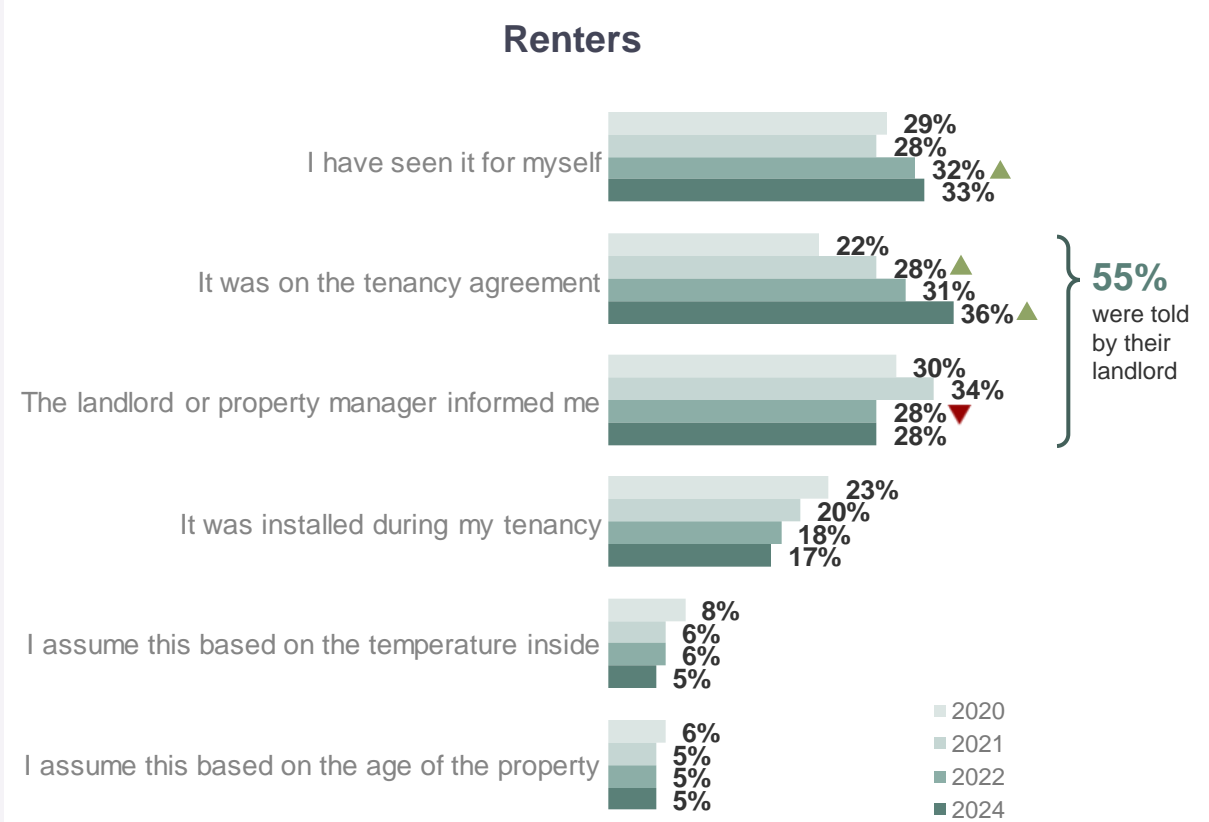


Base: Landlords with one or more property with no ceiling insulation and who say it is not reasonably practicable to install it (2020 n=72, 2021 n=70, 2022 n=84, 2024 n=56).
 Source: Q10. "How do you know it is not reasonably practicable to install ceiling insulation?"
 Multiple responses allowed so totals may not add to 100%

Sources of renters' knowledge of ceiling insulation

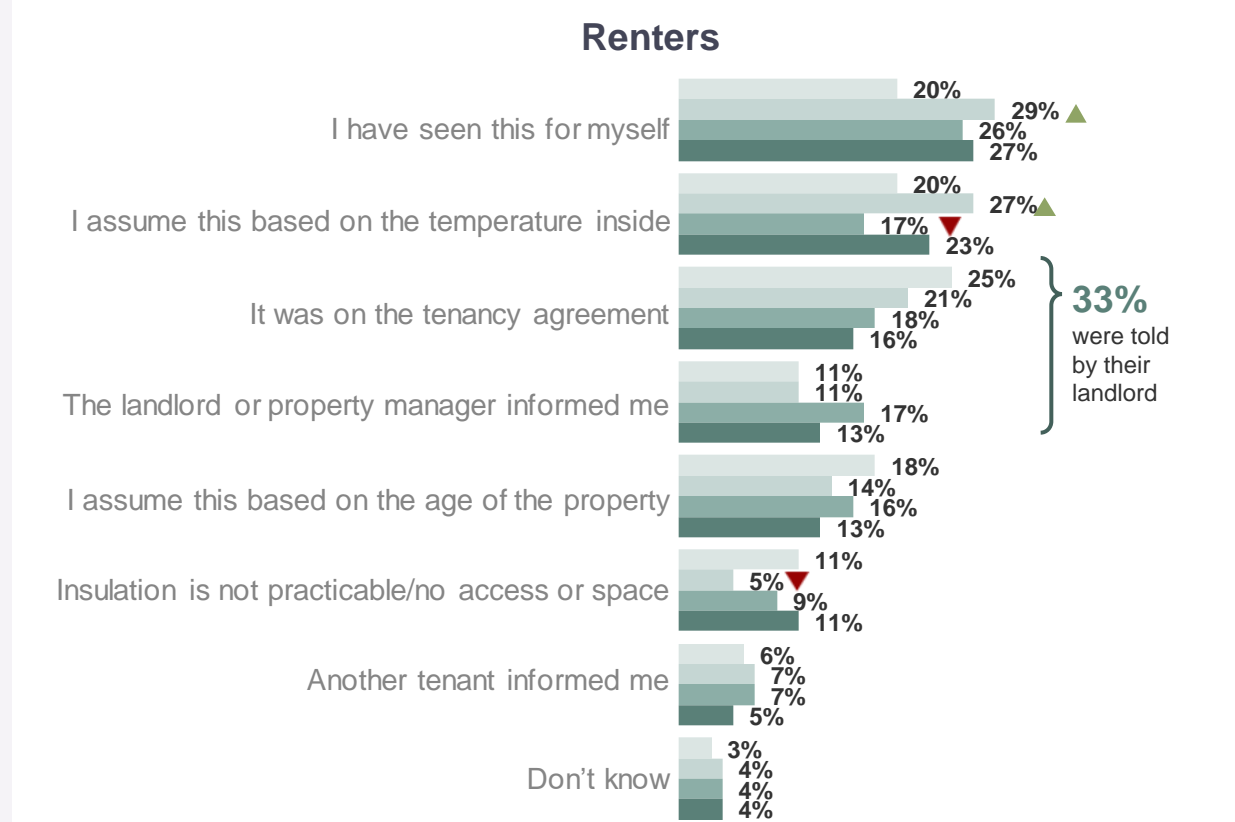
Renters rely mostly on their landlord or property manager to inform them about the presence of ceiling insulation (55% who know there is insulation, 33% who know there isn't insulation). Compared with 2022, there has been an increase in renters who were informed by their tenancy agreement that their property does have ceiling insulation (up five points to 36%).

One or more reasons renters know there **is** ceiling insulation



Base: Renters who know there is ceiling insulation (2020 n=1,017, 2021 n=1,000, 2022 n=1,027, 2024 n=1,053).
 Source: Q13. "How do you know there **is** ceiling insulation in your rental property?"
 Note, categories mentioned by 2% or less are not shown.
 Multiple responses allowed so totals may not add to 100%

One or more reasons renters know there **is not** ceiling insulation

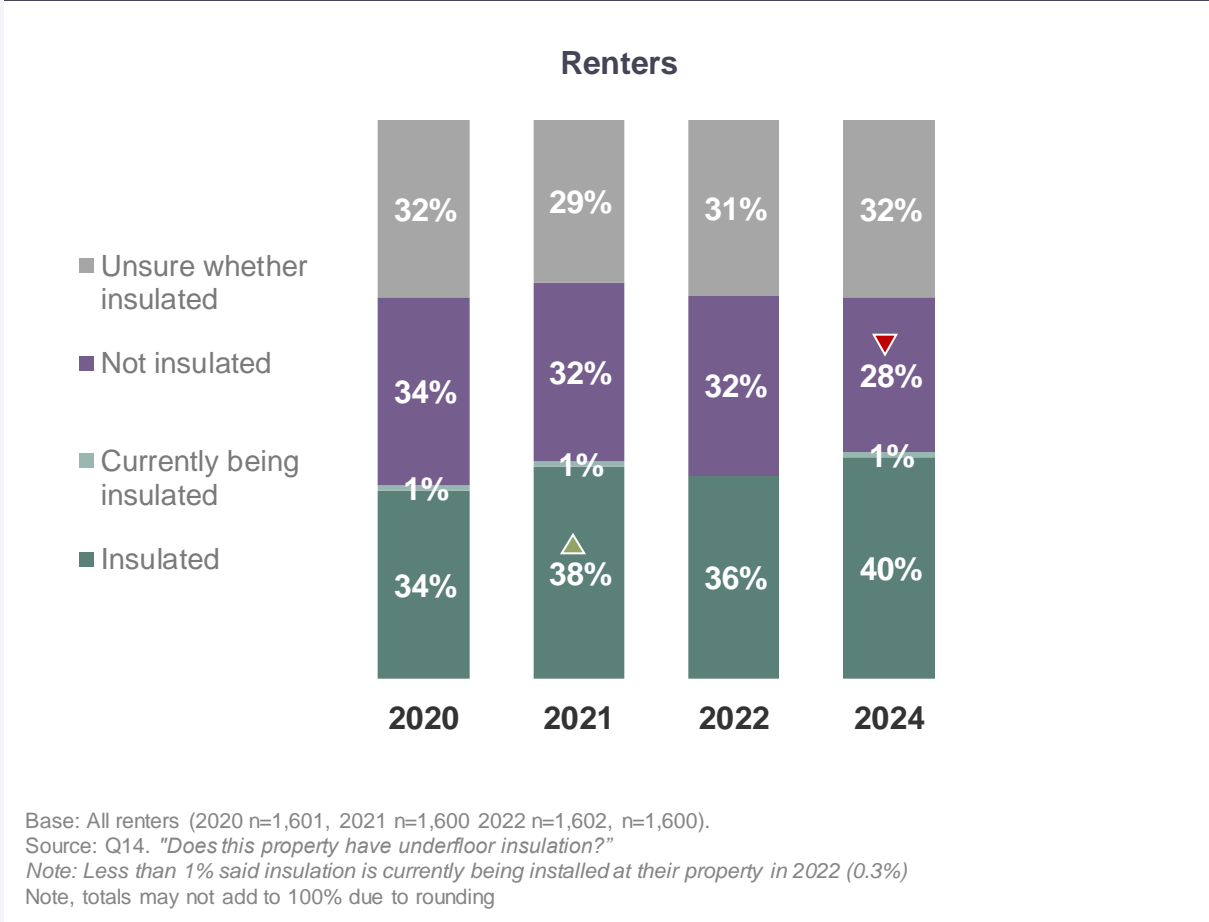


Base: Renters who know there is no ceiling insulation (2020 n=223, 2021 n=216, 2022 n=195, 2024 n=168).
 Source: Q13. "How do you know there **is no** ceiling insulation in your rental property?"
 Note, categories mentioned by 2% or less are not shown.
 Multiple responses allowed so totals may not add to 100%

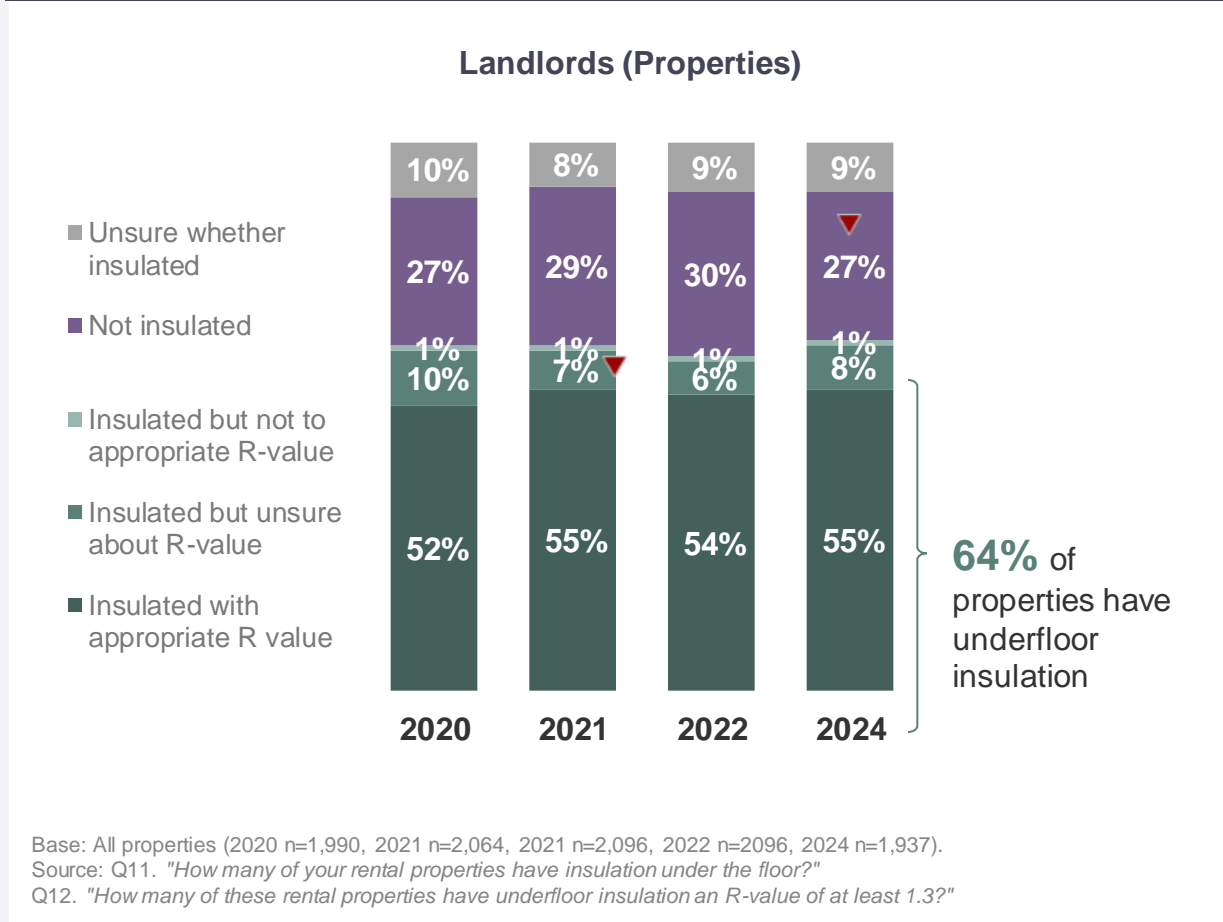
Underfloor insulation

Compared with 2022, there has been a decline in both renters and landlords saying their properties are **uninsulated** under the floor (down four points to 28% for renters and down three points to 27% for landlords).* As in previous years, fewer renters say their property **is insulated** than landlords, owing partly to uncertainty among renters (32% are unsure if their property has underfloor insulation).

Renters' views on existence of underfloor insulation



Landlords' views on existence of underfloor insulation (and with appropriate r-value)

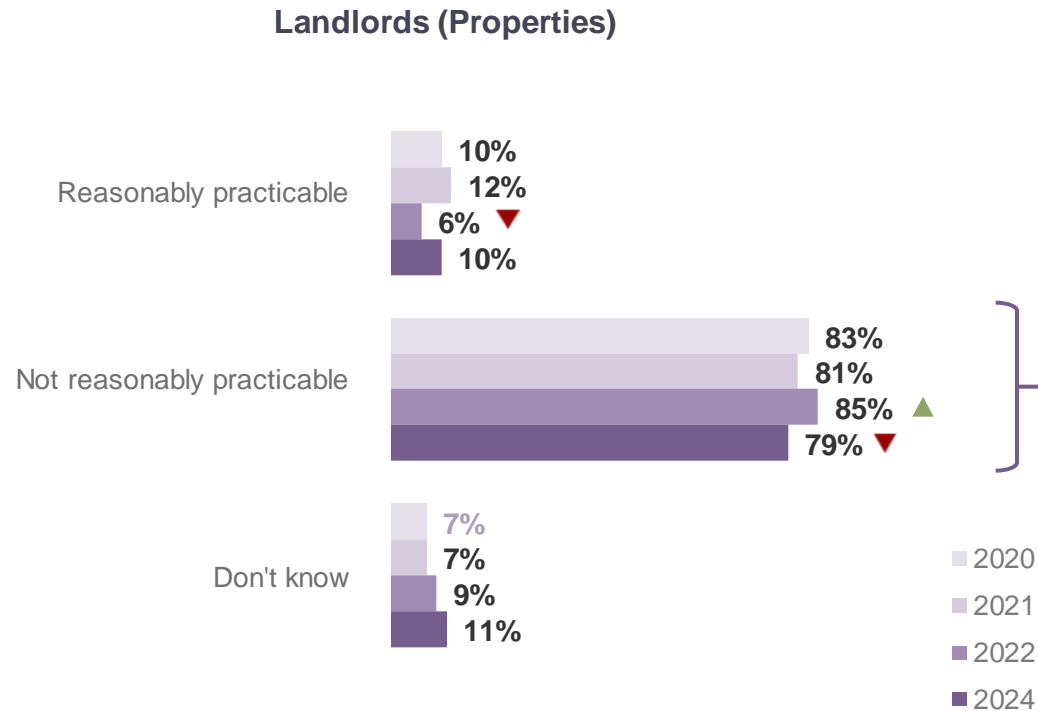


*Note this decrease may be partly due to the 2024 survey being conducted later than usual (in summer), meaning that participants were less aware of low temperatures or a lack of insulation in their property, particularly for renters.

Landlords' views on whether underfloor insulation would be reasonably practicable to install

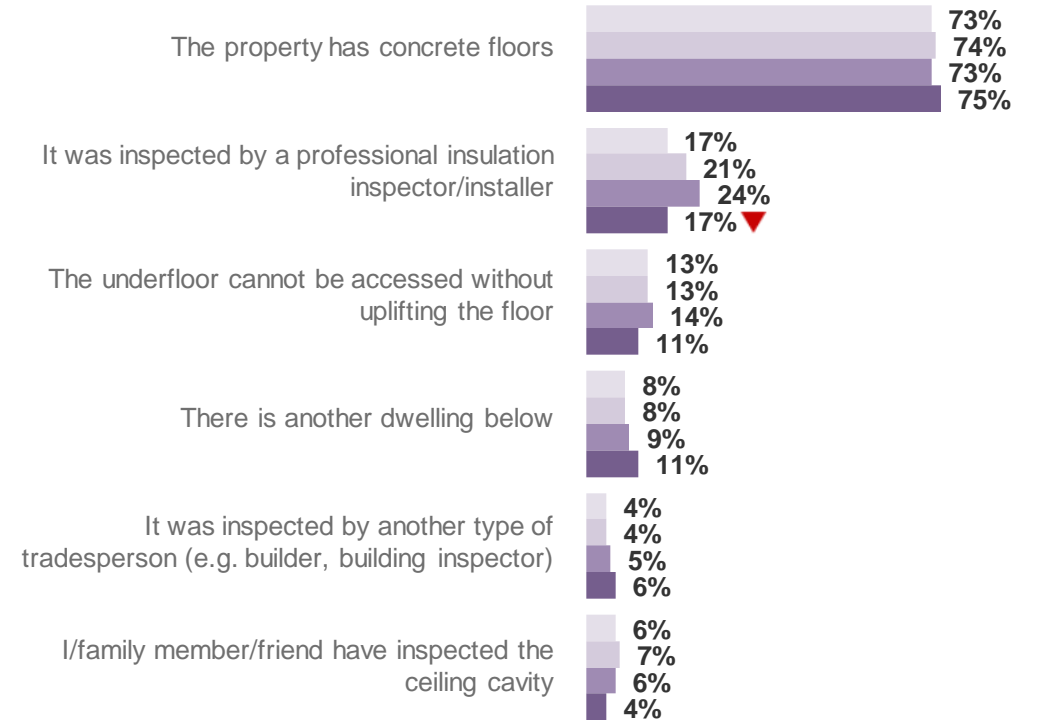
Landlords who are unsure or know they do not have underfloor insulation had fewer properties in 2024 where it is not practicable to install this (down six points to 79%). This leaves one in ten that could be insulated but are not. Concrete floors are the main reason given for it being non-practicable to install. Compared with 2022, fewer landlords were informed by a professional installer/inspector (down seven points to 17%).

Would it be reasonably practicable to install underfloor insulation?



Base: Properties with no underfloor insulation, or the landlord is not sure if they have insulation (2020 n=738, 2021 n=764, 2022 n=808, 2024 n=700).
 Source: Q13. "For your rental properties that don't have underfloor insulation, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this."

Reasons why not reasonably practicable to install underfloor insulation

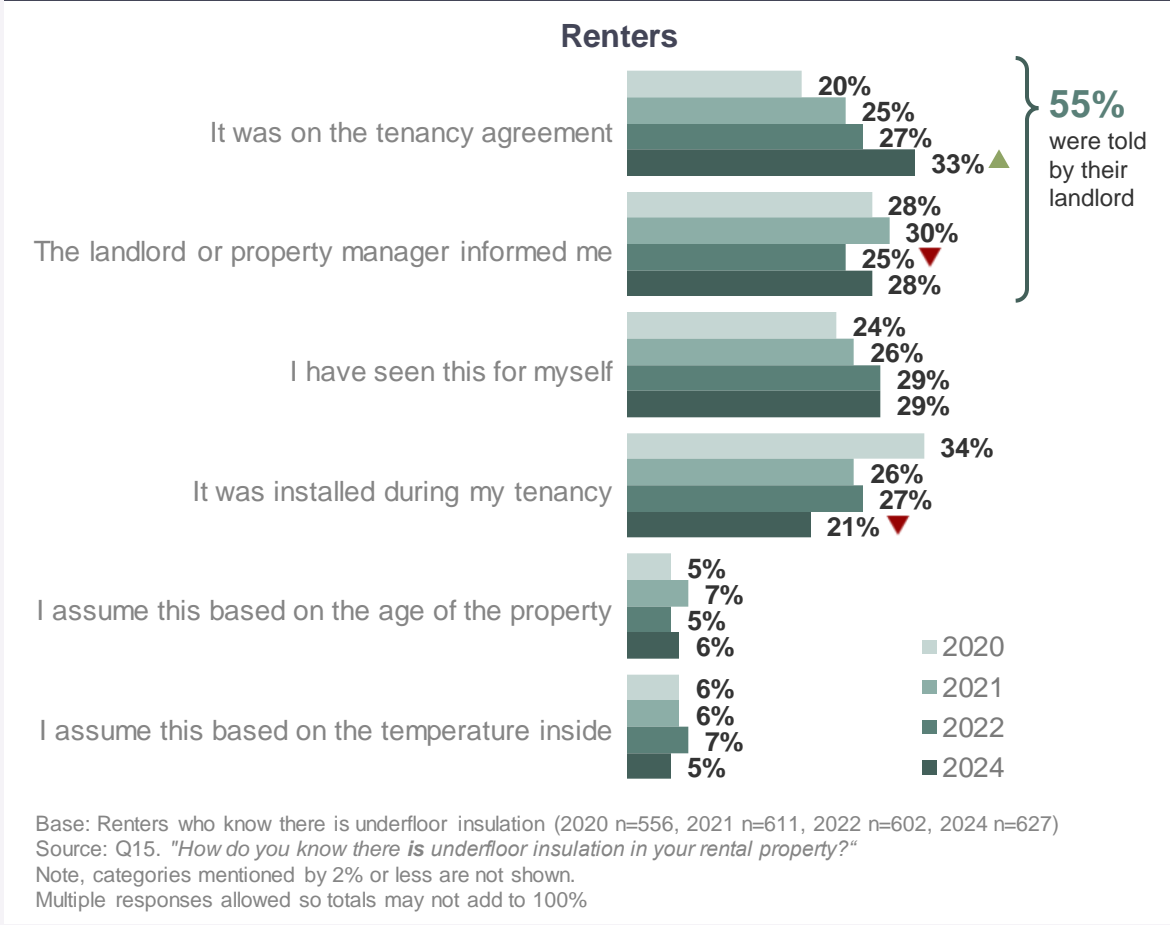


Base: Landlords with one or more property with no underfloor insulation and it is not reasonably practicable to install it (2020 n=360, 2021 n=387, 2022 n=382, 2024 n=334).
 Source: Q14. "How do you know it is not reasonably practicable to install underfloor insulation?"
 Multiple responses allowed so totals may not add to 100%

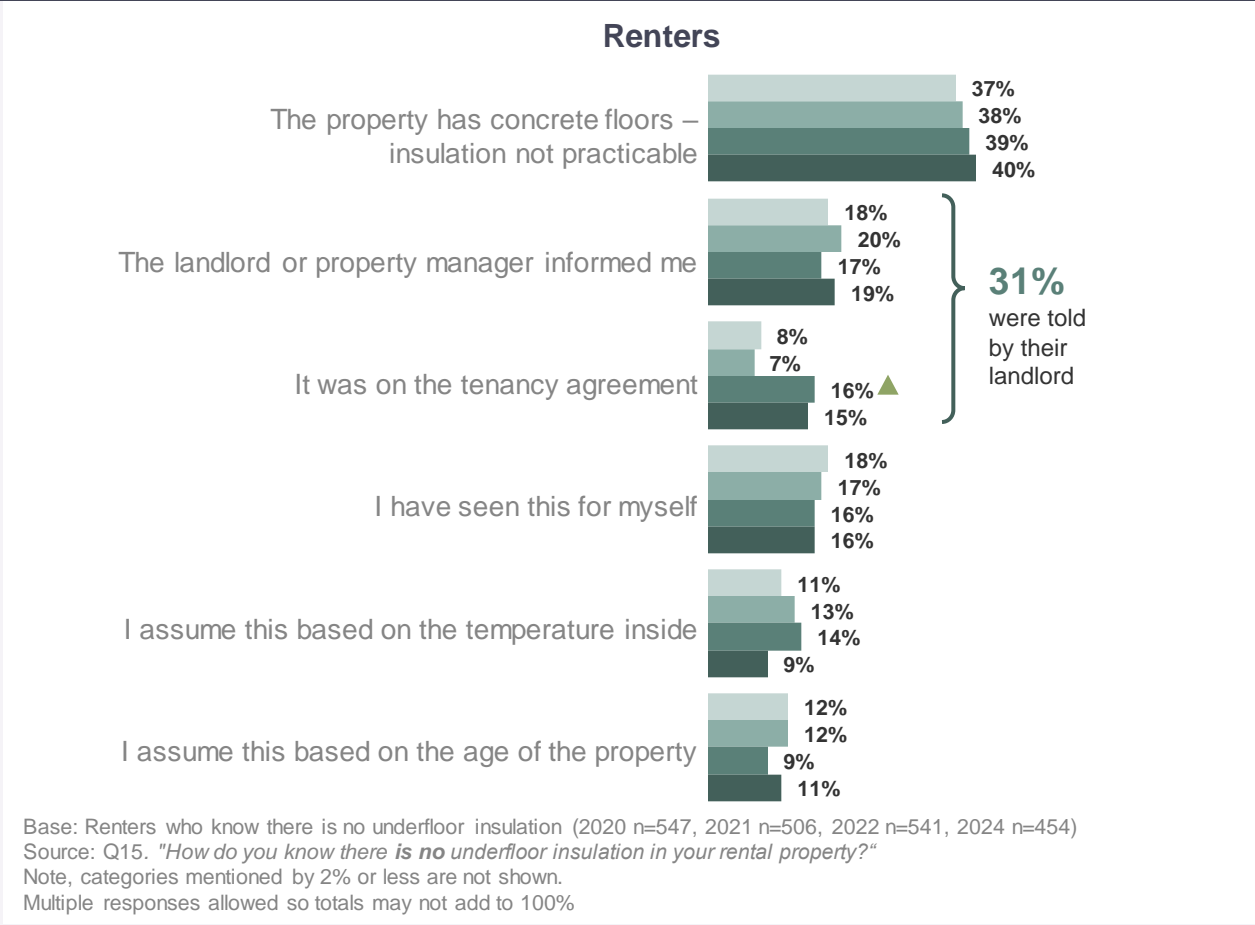
Sources of renters' knowledge of underfloor insulation

Just over half of renters **WITH** underfloor insulation were informed by their landlord or property manager (55%), with an increase this year in those informed via a tenancy agreement (up six points to 33%). Of those who know their property is **not insulated**, three in ten were informed by a landlord or property manager and four in ten know it is not practicable because of concrete floors.

One or more reasons renters know there **is** underfloor insulation



One or more reasons renters know there **is not** underfloor insulation

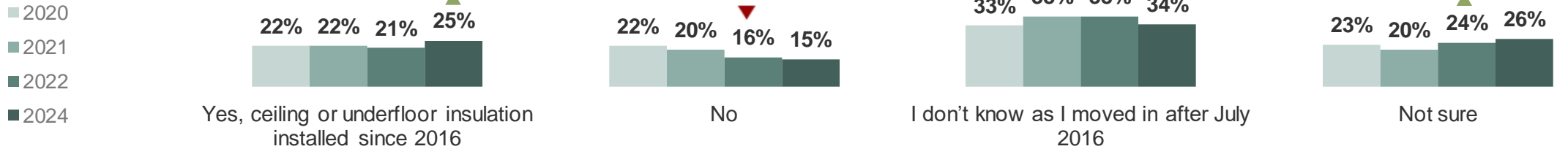


Recent installation of ceiling and underfloor insulation

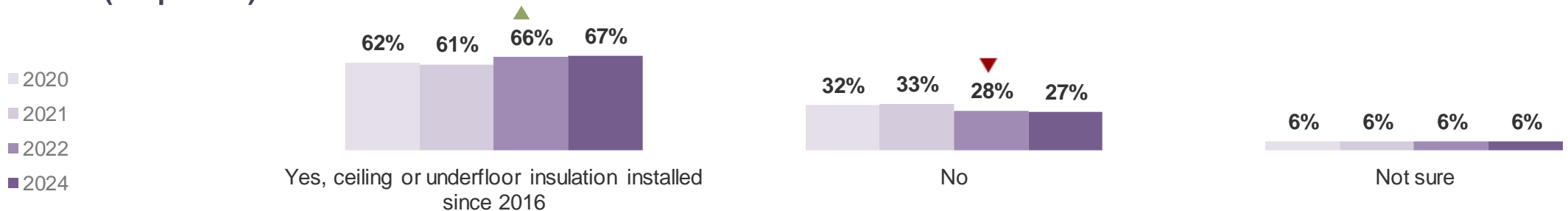
A quarter of renters say they had insulation installed at their property since 2016, which is an increase of four points from 2022, partly due to more certainty, with fewer renters saying they moved in too recently to know. Landlords say two thirds of their properties have had insulation installed since 2016, plateauing after an increase in 2022.

Whether ceiling or underfloor insulation installed since July 2016

Renters



Landlords (Properties)



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).

Source: Q16. "Has this rental property had either ceiling or underfloor insulation installed since July 2016? If you're not sure that's fine."

Note, totals may not add to 100% due to rounding

Base: Properties with ceiling and/or underfloor insulation (2020 n=979, 2021 n=1,861, 2022 n=1,849, 2024 n=1,744).

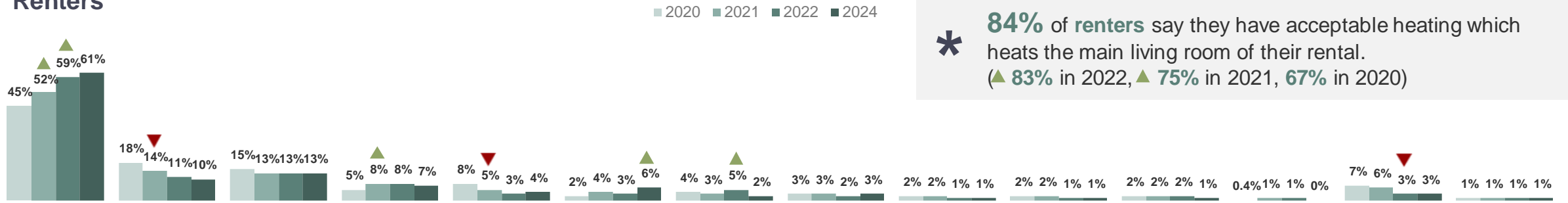
Source: Q15. "How many of your rental properties have had ceiling or underfloor insulation installed since 2016?"

Heating types

Overall, landlords say that 87% of their properties have acceptable heating types and 84% of renters say this. While fewer landlords' properties have heat pumps (down four points from 2022 to 70%), overall there has been an increase in landlords saying they have appropriate heating (up three points).

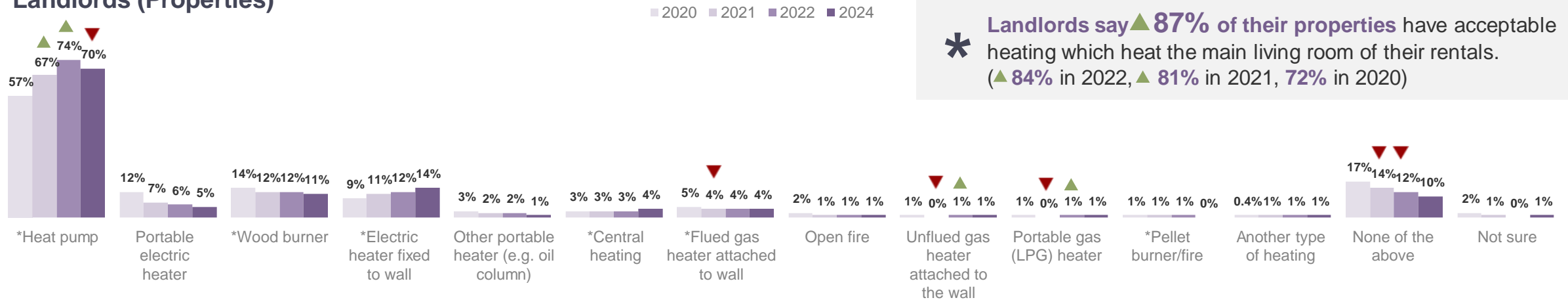
What type of heating directly heats the main living room?

Renters



84% of renters say they have acceptable heating which heats the main living room of their rental. (▲ 83% in 2022, ▲ 75% in 2021, 67% in 2020)

Landlords (Properties)



Landlords say ▲ **87%** of their properties have acceptable heating which heat the main living room of their rentals. (▲ 84% in 2022, ▲ 81% in 2021, 72% in 2020)

Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936). Source: Q25. "What type of heating directly heats the main living room?" | Q16. "How many of your rental properties have these types of heating that directly heat the main living room?"

Heating compliance levels

Most renters and landlords report that their properties with acceptable heating types can be heated to a comfortable temperature. More Healthy-Homes-compliant heating has been installed over time, resulting in more homes that can be heated to a comfortable temperature; however this has stabilised in 2024.

Acceptable heating types and whether the main living room can be heated to a comfortable temperature year round

Renters

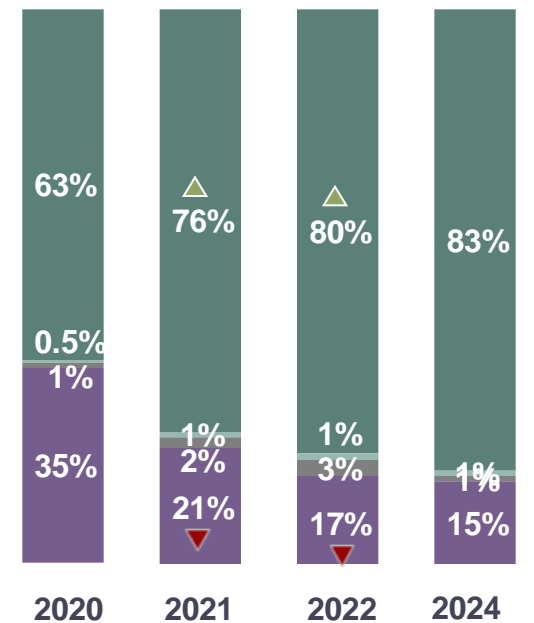
- Acceptable heating type and can heat to comfortable temperature year round, if they choose to turn heating on
- Acceptable heating type, but can't heat to comfortable temperature even if they turn this heating on
- Not sure
- No appropriate heating*



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600)
 Source: Q25. "What type of heating directly heats the main living room?"
 Q26. "Using this heating, can the main living room be heated to a comfortable temperature all year round?
 By this, we mean a temperature of at least 18°C"

Landlords (Properties)

- Acceptable heating type and can heat to comfortable temperature year round, if they choose to turn heating on
- Acceptable heating type, but can't heat to comfortable temperature even if they turn this heating on
- Not sure
- No appropriate heating*



Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).
 Source: Q16. "How many of your rental properties have these types of heating that directly heat the main living room?"
 Q17. "In how many of these rental properties can the main living room be heated to a comfortable temperature year round (if the tenants choose to turn this heating on)? By this, we mean a temperature of at least 18°C."
 Note, totals may not add to 100% due to rounding

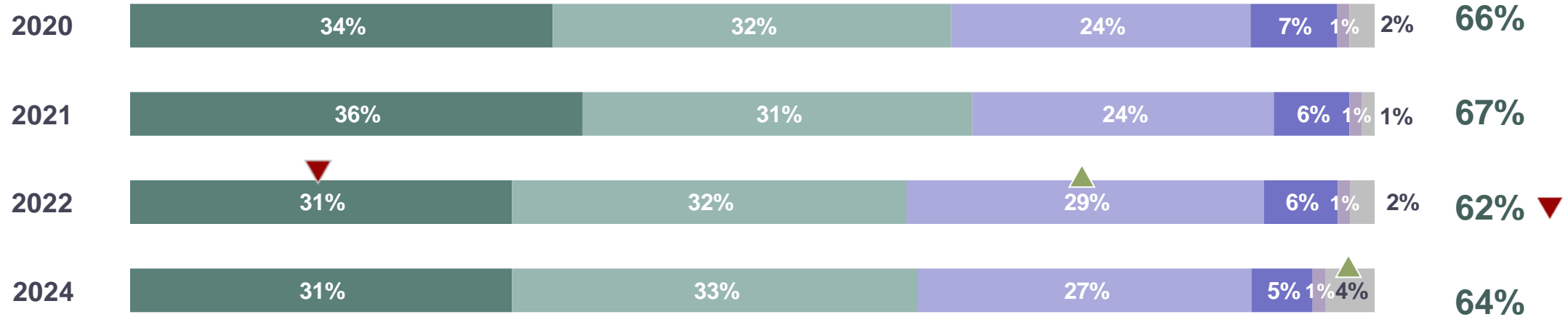
Renter use of heating

Following a decline in 2022, two thirds of renters (64%) say they heat their home always/often whenever someone is in the living room during cold weather.

How often heating in the main living room is used during cold winter weather

Renters

Nett always/often



Always
Often (6-9 out of every 10 times)
Sometimes (1-5 out of every 10 times)
Never
Doesn't work
Don't know

Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,602).

Source: Q27. "When someone is in the living room during cold winter weather, how often is this heating in the main living room used?"

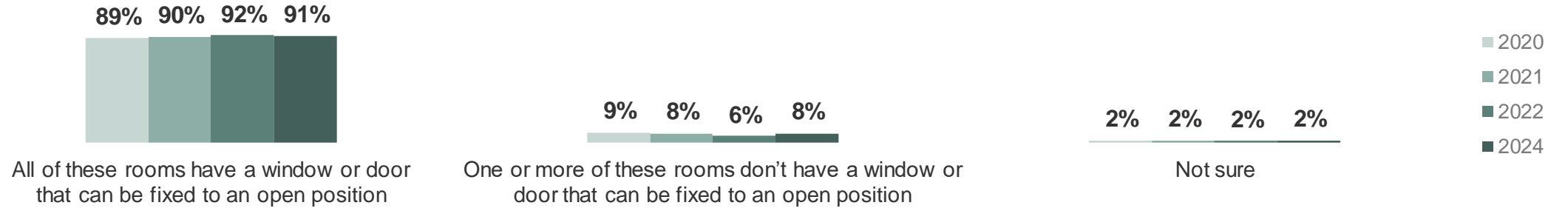
*Note, although the question refers to 'cold winter weather', the later fieldwork period in 2022 and 2024 may have contributed to this difference (e.g. winter is not as recent for renters and memory of heating use may not be front-of-mind). Note, totals may not add to 100% due to rounding

'Lived in' rooms with ventilation

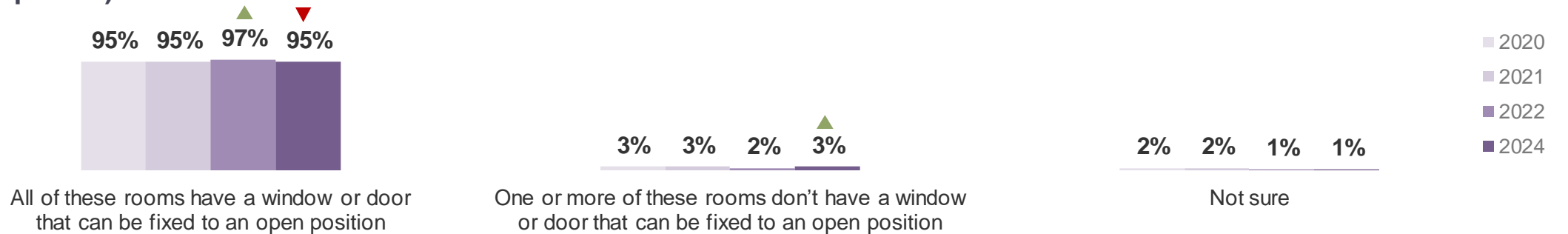
Most rental properties (91% of renters, 95% of landlords' properties) have windows or doors that can be fixed to an open position in rooms people live or sleep in. Landlords' properties with ventilation have returned to 2020-2021 levels following a peak in 2022.

Whether 'lived in' rooms have windows fixable to an open position

Renters



Landlords (Properties)



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).

Source: Q28. "This next question is only about the rooms in your rental property that people live or sleep in. This includes any living/dining rooms, kitchens or bedrooms. Would you say..."

Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).

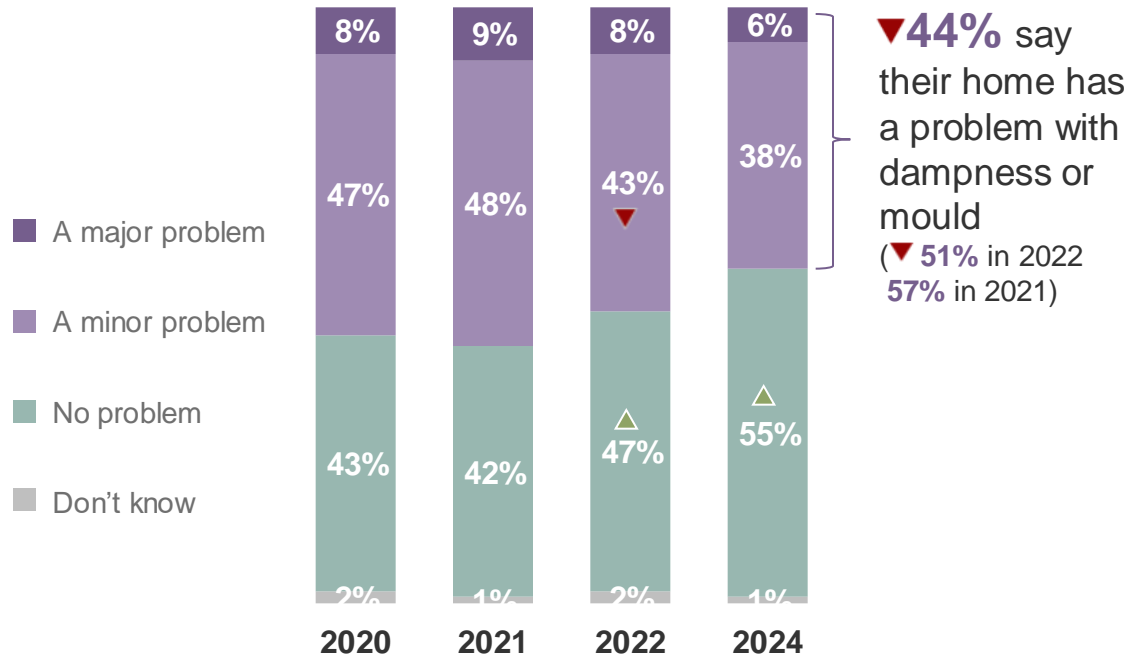
Source: Q18. "This question is only about the rooms in your rental properties that people live or sleep in. This includes any living/dining rooms, kitchens or bedrooms. How many of your rental properties fall into each of these categories?"

Renter-reported problems

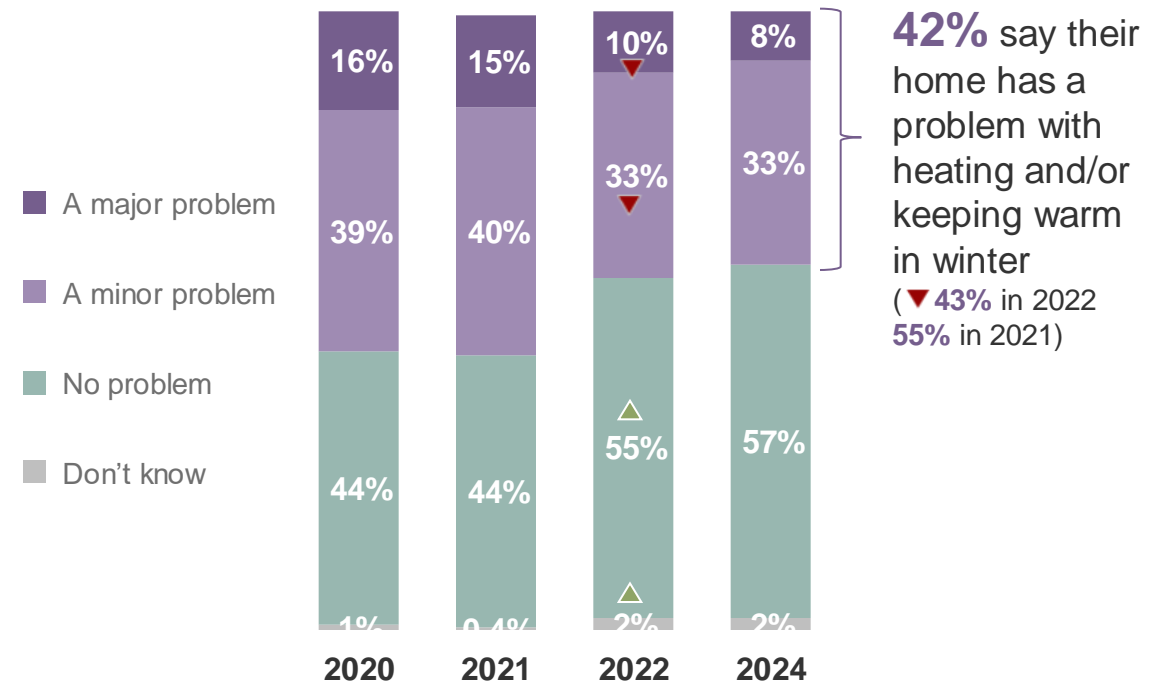
Issues with damp, mould, warmth and heating difficulties have decreased over time, however this remains an issue for just over four in ten (44% of renters) who say they experience issues with damp or mould (down seven points since 2022) and 42% saying they struggle to keep their home warm in the winter.*

Whether property has no problem, a minor problem, or major problem with...

Renters - Dampness or mould



Renters - Heating and/or keeping warm in winter



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).

Source: Q8. "Does your rental property have no problem, a minor problem, or a major problem with dampness or mould?"

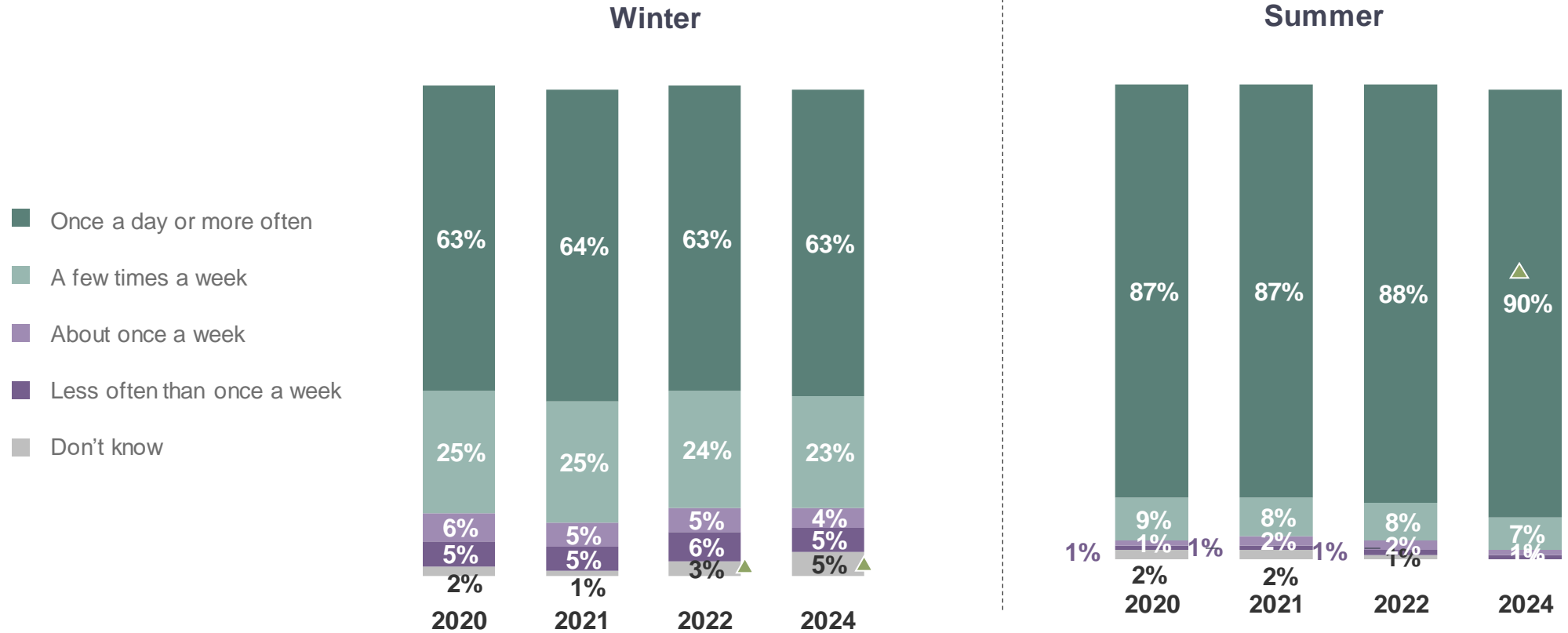
Q9. "Does your rental property have no problem, a minor problem, or a major problem with heating and/or keeping warm in winter?"

Note, totals may not add to 100% due to rounding

Renter ventilation behaviour

Nine in ten renters (up two points from 2022) ventilate their home every day for at least 15 minutes during summer, compared to just over six in ten (63%) in winter.

How often windows and/or doors are opened to the outside for at least 15 minutes

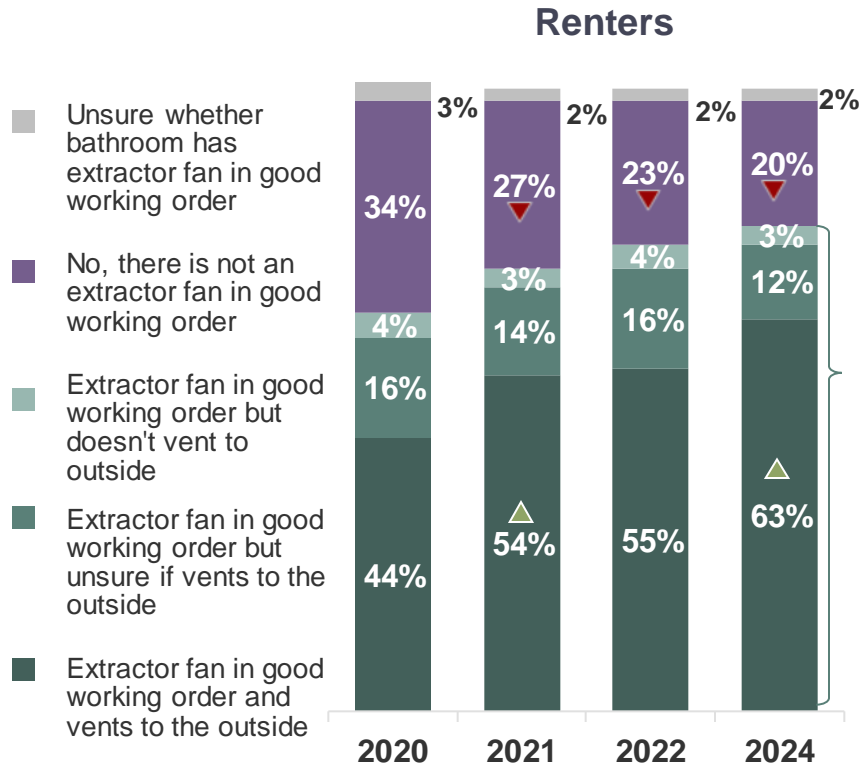


Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).
 Source: Q17. "In winter, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?"
 Q18. "In summer, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?"
 Note, totals may not add to 100% due to rounding

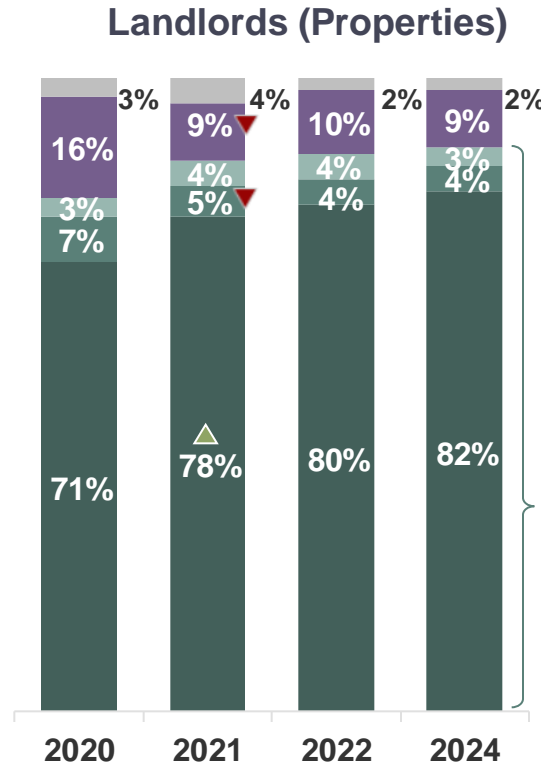
Extractor fan in bathrooms

Landlords report that most (88%) of their properties have a working extractor fan in all bathrooms. While renters are less likely than landlords to report having a working extractor fan (79%), this measure has been improving steadily over the last two years (up from 64% in 2020).

Whether room(s) with a bath or shower have a working extractor fan in good working order that vents to the outside



▲ **79%** of properties have an extractor fan in good working order in all rooms with a bath or shower
 ▲ 75% in 2022
 ▲ 71% in 2021
 ▲ 64% in 2020



88% of properties have an extractor fan in good working order in all rooms with a bath or shower
 ■ 88% in 2022
 ▲ 87% in 2021
 ■ 81% in 2020

2% without a fan say it is practicable
 3% without a fan say it is **not** practicable
 4% without a fan say they're unsure if it is practicable

1% with fans that don't vent outside say it is practicable
 1% with fans that don't vent outside say it is **not** practicable
 1% with fans that don't vent outside say they're unsure if it is practicable

Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).

Source: Q22. "Do all the room(s) with a bath or shower in your rental property have an extractor fan that is in good working order?" Q23. "Does the extractor fan(s) in the room(s) with a bath or shower vent to the outside?"

Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).

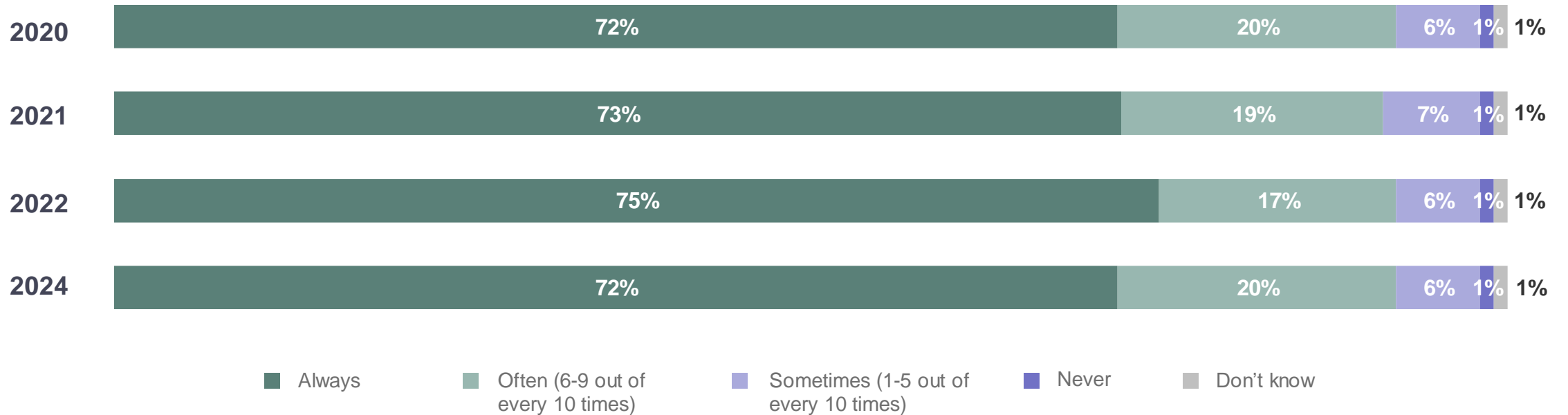
Note: Starting in 2022, those without extractor fans were also asked whether it would be practicable to install one
 Source: Q19. "How many of your rental properties have an extractor fan that is in good working order in all the room(s) in the property with a bath or shower?" Q20. "In how many of these properties does the extractor fan(s) in the room(s) with a bath or shower vent to the outside?"
 Note: Prior to 2022, only the option 'no, doesn't vent outside' was provided. In 2022, this was split into whether it was practicable

Renters' use of extractor fan in bathrooms

Just over nine in ten renters (92%) say they use their extractor fan all or most of the time when someone is bathing or showering, which has remained fairly stable since 2020.

How often is working extractor fan used when someone is bathing or showering?

Renters

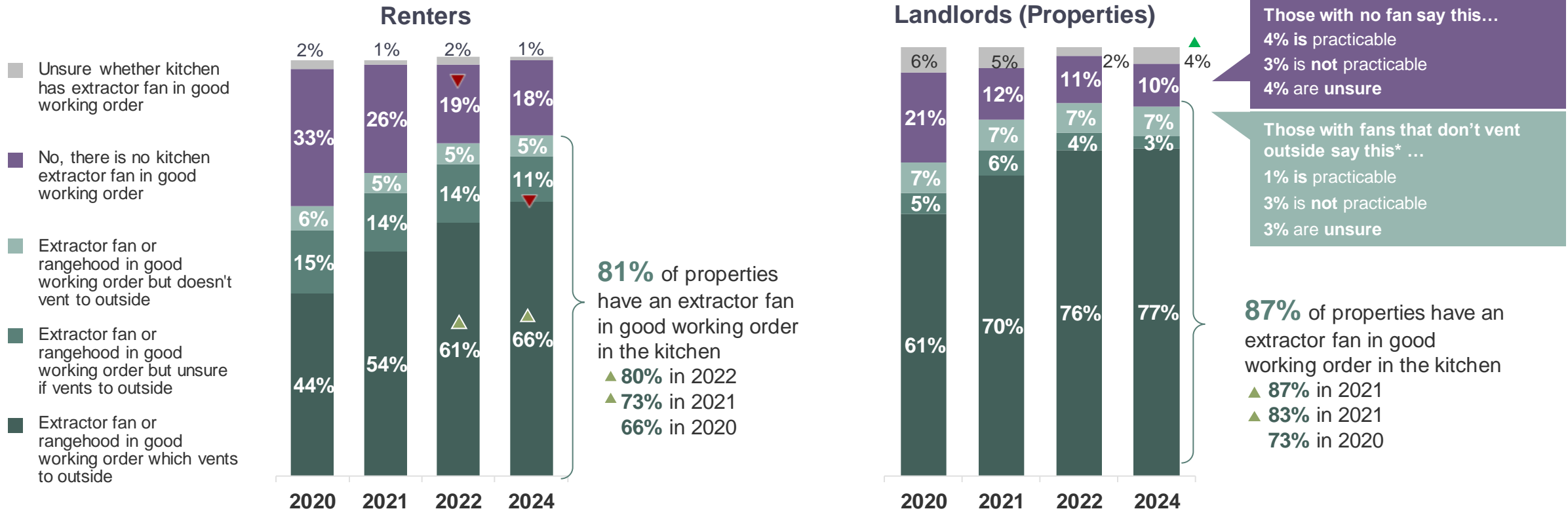


Base: Renters with extractor fan(s) in good working order (2020 n=987, 2021 n=1,128, 2022 n=1,193, 2024 n=1,245).
 Source: Q24. "How often is the working extractor fan used when someone is bathing or showering?"

Rangehood or extractor fan in kitchen

Most rental properties have a working extractor fan or rangehood in the kitchen, with landlords reporting this for almost nine in ten (87% of properties) and about eight in ten renters reporting this (81%). This has stabilised for both groups following steady increases since 2020; however renters' certainty around whether the fan vents to the outside has improved (up five points since 2022).

Whether kitchen has rangehood or extractor fan in good working order that vents to the outside



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).
 Source: Q19. "Does this rental property's kitchen have a rangehood or extractor fan that is in good working order?"
 Q20. "Does the kitchen extractor fan/rangehood vent to the outside?"
 Note, totals may not add to 100% due to rounding

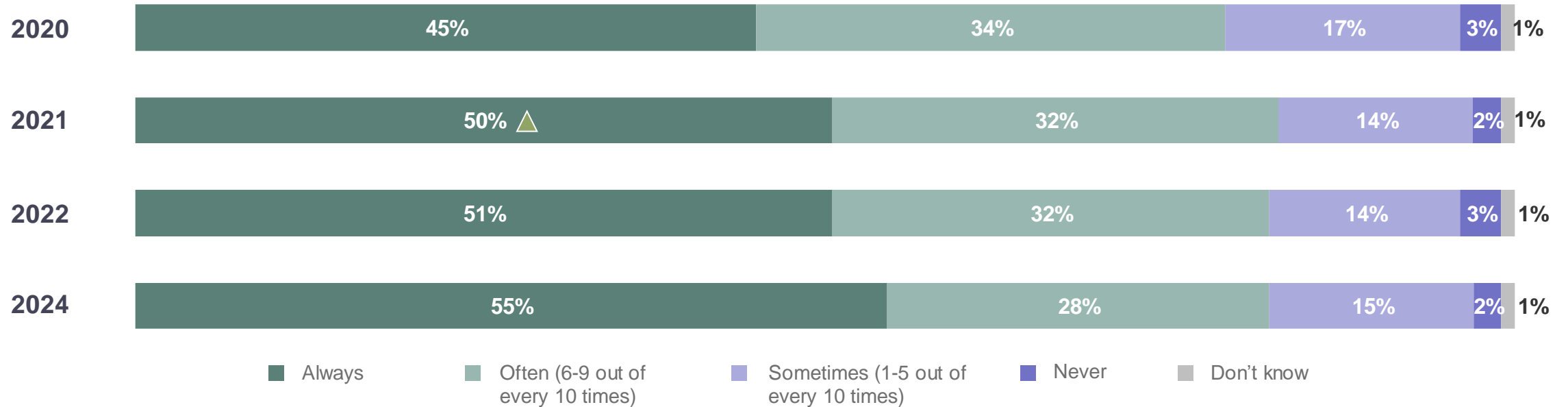
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).
 Note: Starting in 2022, those without extractor fans or range hoods were asked whether it would be practicable to install one.
 Source: Q21. "How many of your rental properties have a rangehood or extractor fan that is in good working order in the kitchen?"
 Q22. "In how many of these (X AT 21M) properties does the kitchen rangehood or extractor fan vent to the outside?"
 *In 2022, this was split into whether it was practicable

Renters' use of kitchen extractor fan or rangehood

Most renters (83%) say they use their extractor fan often or always when cooking food that produces steam, which is similar to levels seen in 2021 and 2022.

How often fan/rangehood is used when cooking food that produces steam

Renters



Base: Renters with a fan or rangehood in good working order (2020 n=1,014, 2021 n=1,148, 2022 n=1,246, 2024 n=1,600).

Source: Q21. "How often is this fan or rangehood used when someone is cooking food that produces steam?"

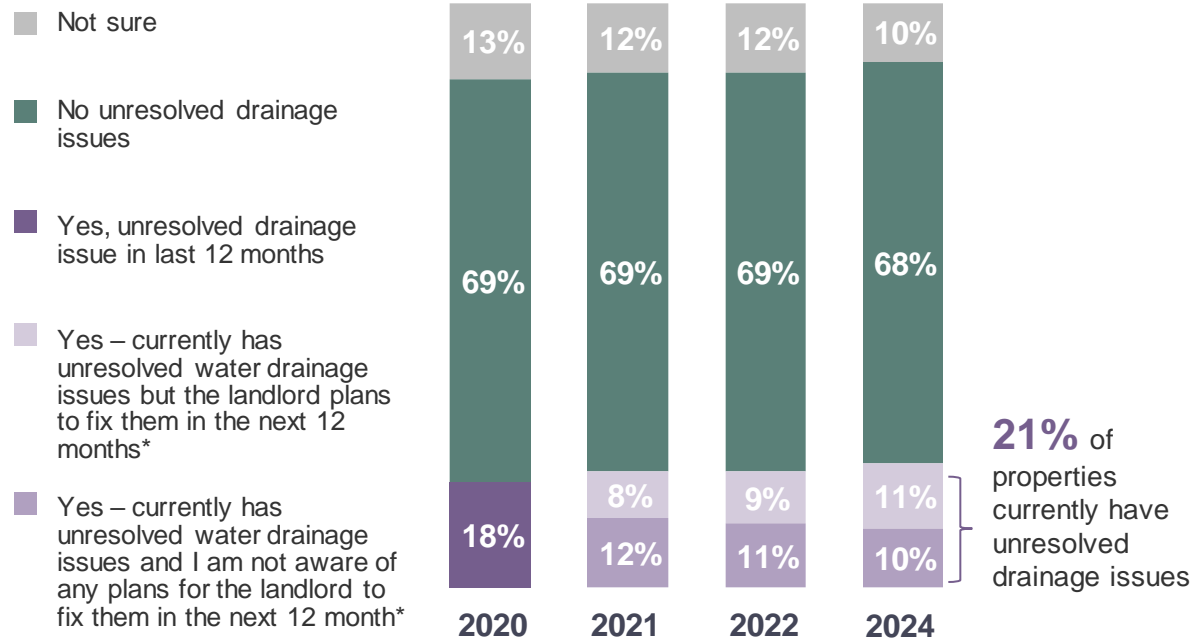
Note, totals may not add to 100% due to rounding

Unresolved drainage issues in last 12 months

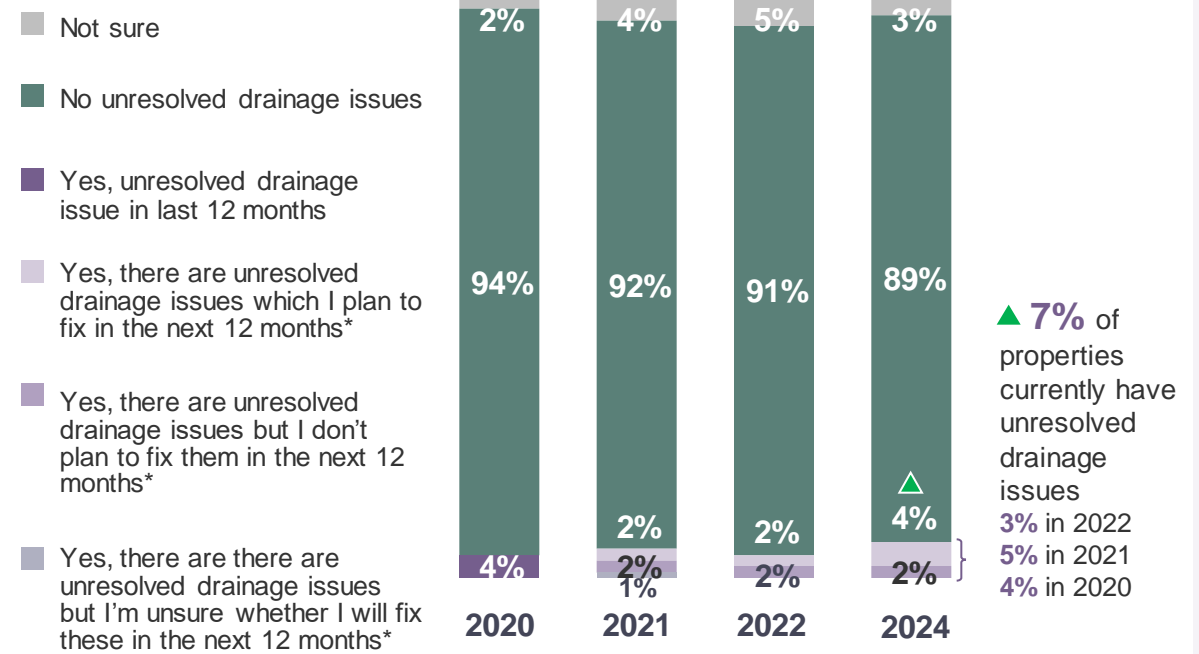
Just over one in five renters (21%) say they have unresolved drainage issues at their property, whereas landlords report just 7% of their properties have drainage issues. While landlords are less likely than renters to report having issues, more landlords are reporting issues than in previous years (up four points since 2022). About half of renters who have issues (11% of renters overall) are aware of their landlords' plans to remedy the issues.

Whether property has unresolved drainage issues outside

Renters



Landlords (Properties)



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).

Source: Q29. "Does your rental property have any unresolved issues outside with the drainage of storm water, ground water, surface water, or roof water?"

*Categories added from 2021. Note, totals may not add to 100% due to rounding

Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).

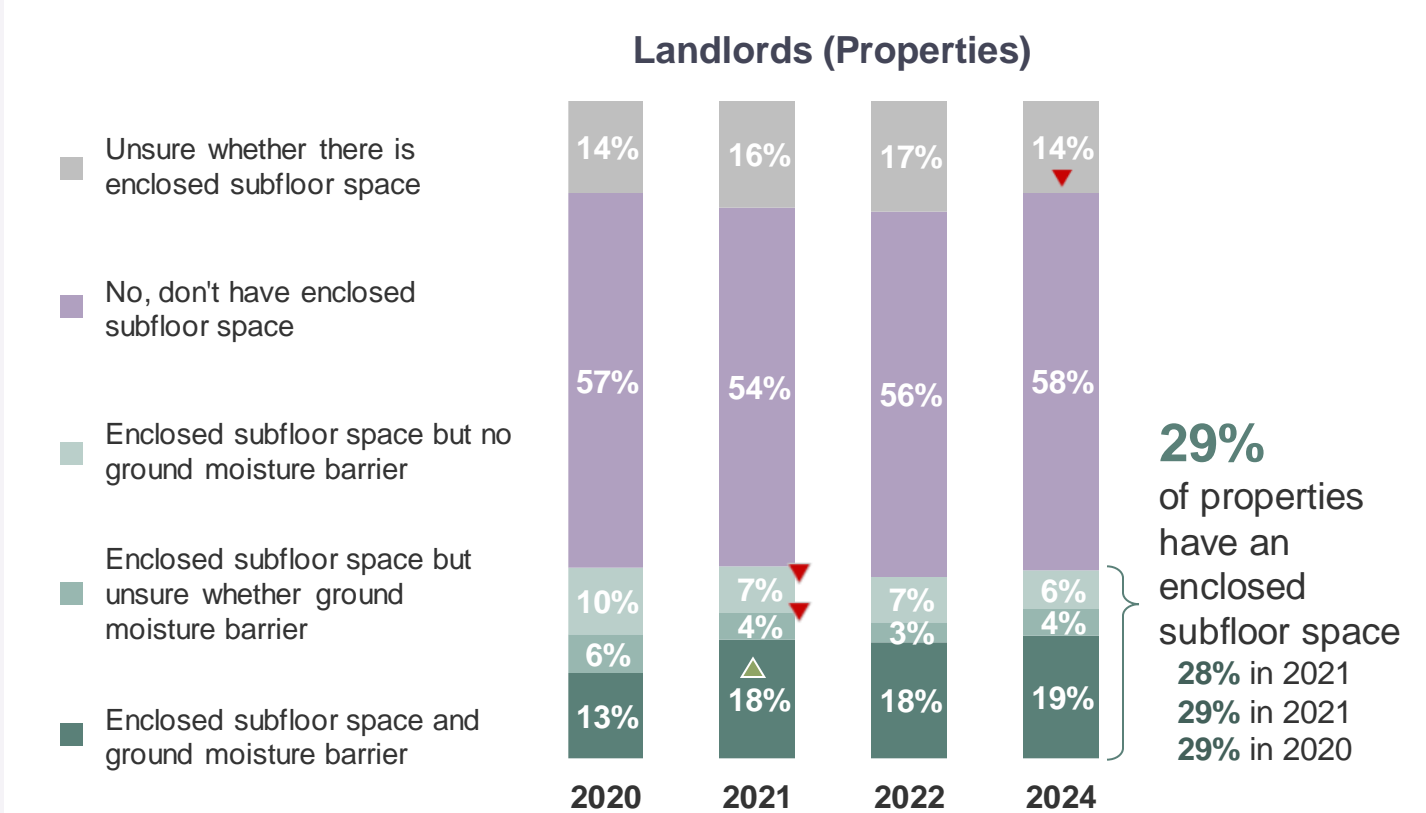
Source: Q23. "In the last 12 months, how many of your rental properties have had unresolved issues outside with the drainage of storm water, ground water, surface water, or roof water?" | Q23i (not asked in 2020). "How many of your rental properties with unresolved water drainage issues do you plan to fix in the next 12 months?"

Note, totals may not add to 100% due to rounding

Enclosed subfloor space

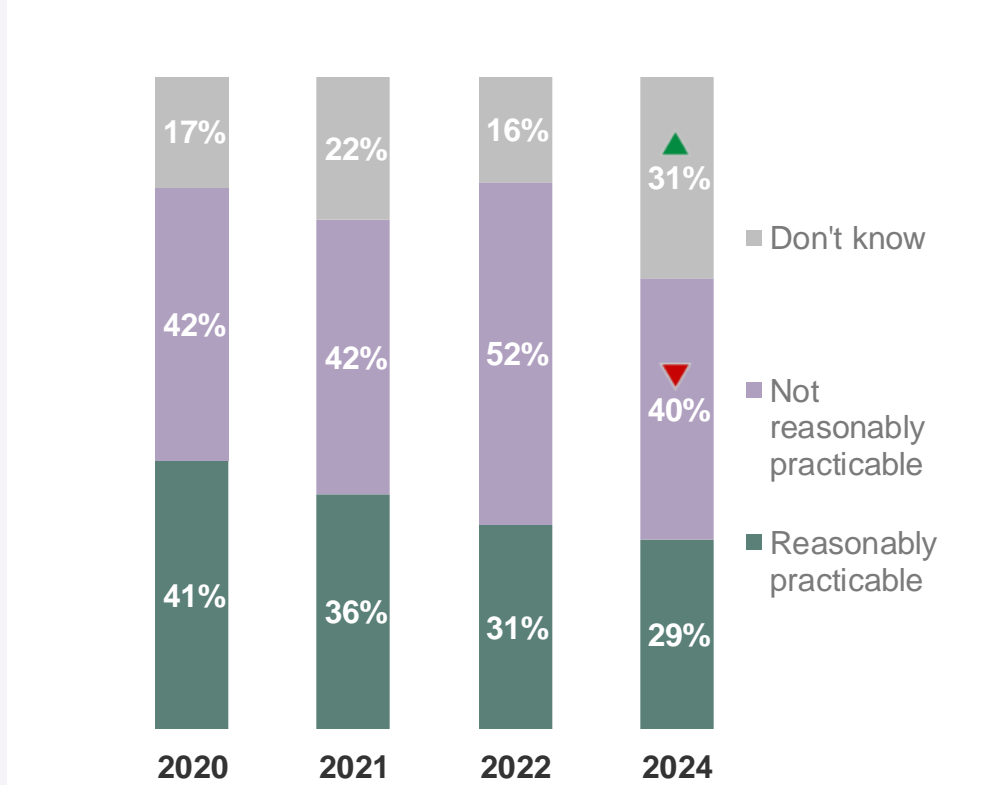
As in the previous two years, landlords report that three in ten properties (29%) have an enclosed subfloor space. Of landlords with an enclosed space and no moisture barrier, 29% say that it would be practicable to install this. Compared with 2022, more landlords are unsure about practicability (up 15 points to 31%), suggesting there is room to improve on understanding.

Whether property has enclosed subfloor space and moisture barrier



Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).
 Source: Q24. "How many of your rental properties have an enclosed subfloor space?" Q25. "How many of your rental properties with an enclosed subfloor space have a ground moisture barrier (e.g. a polythene sheet) installed?". Note, totals may not add to 100% due to rounding

Would it be reasonably practicable to install a ground moisture barrier in properties without one?



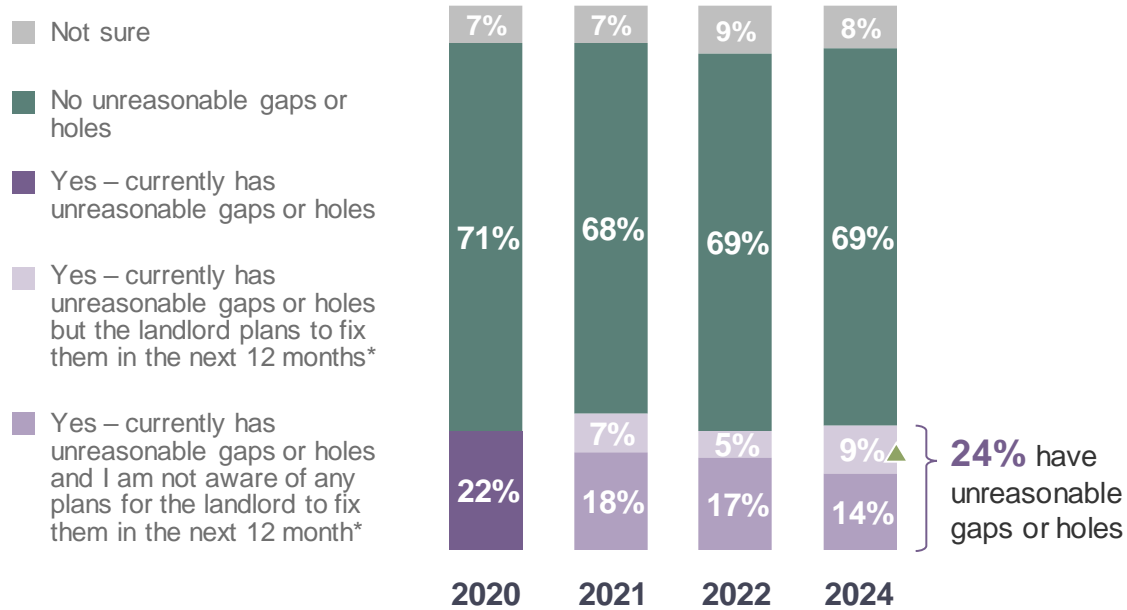
Base: Properties with an enclosed subfloor space but no ground moisture barrier (2020 n=308, 2021 n=225, 2022 n=185, 2024 n=167).
 Source: Q26. "For how many of your rental properties that don't have a ground moisture barrier like a polythene sheet, is it reasonably practicable to install this (e.g. is there enough access space)?"
 Note, totals may not add to 100% due to rounding

Draught stopping: unreasonable and unblocked gaps or holes that cause noticeable draughts

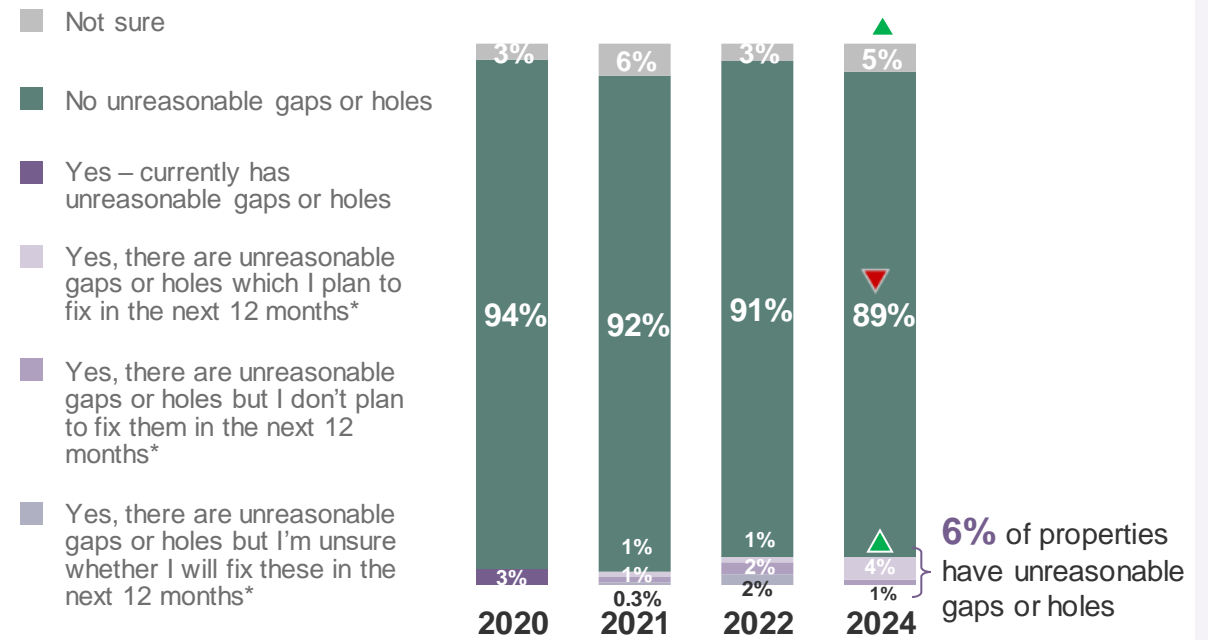
Just under a quarter of renters say their property has unreasonable gaps or holes, which is similar to levels reported in 2022; however there has been an increase in renters who are aware of landlords' plans to fix this (up four points to 9%). Consistent with renters, landlords also report they are more likely to say they plan to remedy holes or gaps (up two points to 4%).

Whether property has unreasonable and unblocked gaps or holes causing draughts

Renters



Landlords (Properties)



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600).
 Source: Q30. "Does the rental property have any unreasonable gaps or holes in walls, ceilings, windows, floors, and doors that have not been blocked and cause noticeable draughts in or out of the building?"
 *New categories added in 2021

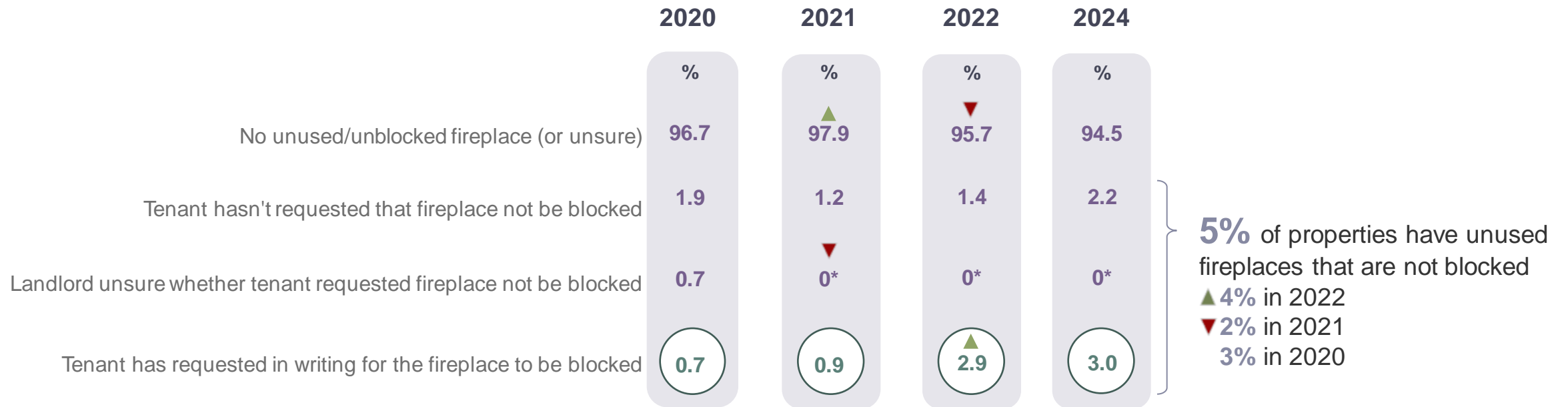
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).
 Source: Q27. "How many of your rental properties have any unreasonable gaps or holes in walls, ceilings, windows, floors and doors that have not been blocked and cause noticeable draughts in or out of the building?"
 Q27i (not asked before 2021). "How many of your rental properties with unreasonable gaps and holes do you plan to fix in the next 12 months?" *New categories added in 2021. Note, totals may not add to 100% due to rounding

Draught stopping: open fireplace

Landlords report a very small proportion (5%) of properties with unused, unblocked fireplaces, which is similar to levels reported in 2022. Of these 107 properties, landlords have received requests to block fireplaces at 59 properties.

Whether property has unused and unblocked fireplace

Landlords (Properties)



Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936).

Source: Q28. "How many of your rental properties have an unused open fireplace that hasn't been blocked?" | Q29. "For how many of these properties did the tenant request in writing that the fireplace not be blocked?"

Note: Q30 was removed from 2021. Q30 results from 2020 have been combined with Q29 in this chart to allow for comparison over time. *Percentage is <0.5%

04

Tenancy agreements

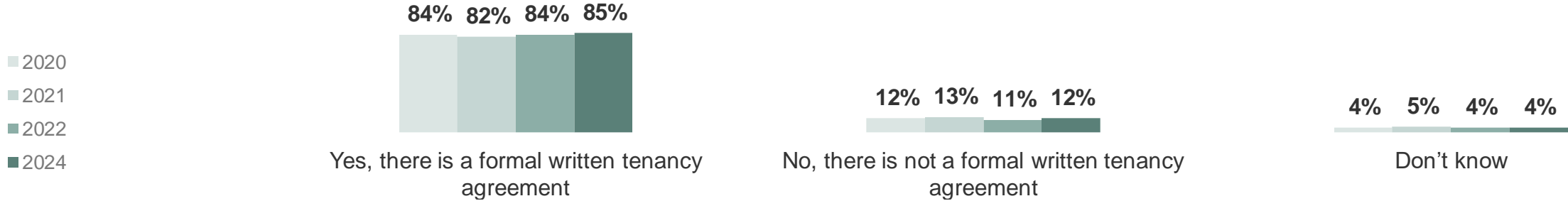


Formal written tenancy agreement

Similar to previous years, 85% of renters report having a formal written tenancy agreement and landlords report that 91% of their properties have a formal tenancy agreement.

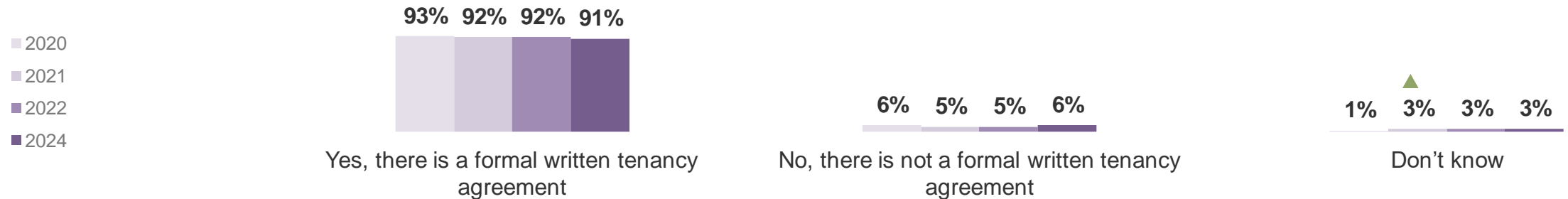
Whether there is a formal written tenancy agreement between renter(s) and landlord/property manager

Renters



Base: All renters (2020 n=1,601, 2021 n=1,600, 2024 n=1,600). Source: Q37. "Do you (or others you live with) have a written tenancy agreement with your landlord (or property manager)?" . Note, totals may not add to 100% due to rounding

Landlords (Properties)

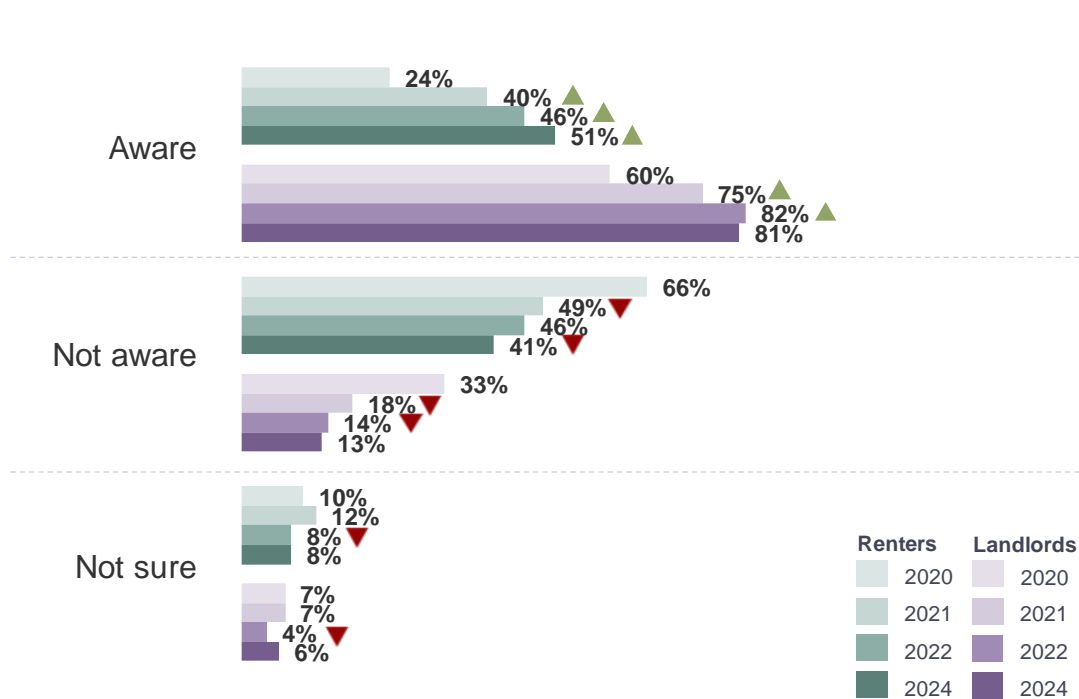


Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936). Source: Q33. "How many of your properties have a formal written tenancy agreement?"

Intention to comply statement

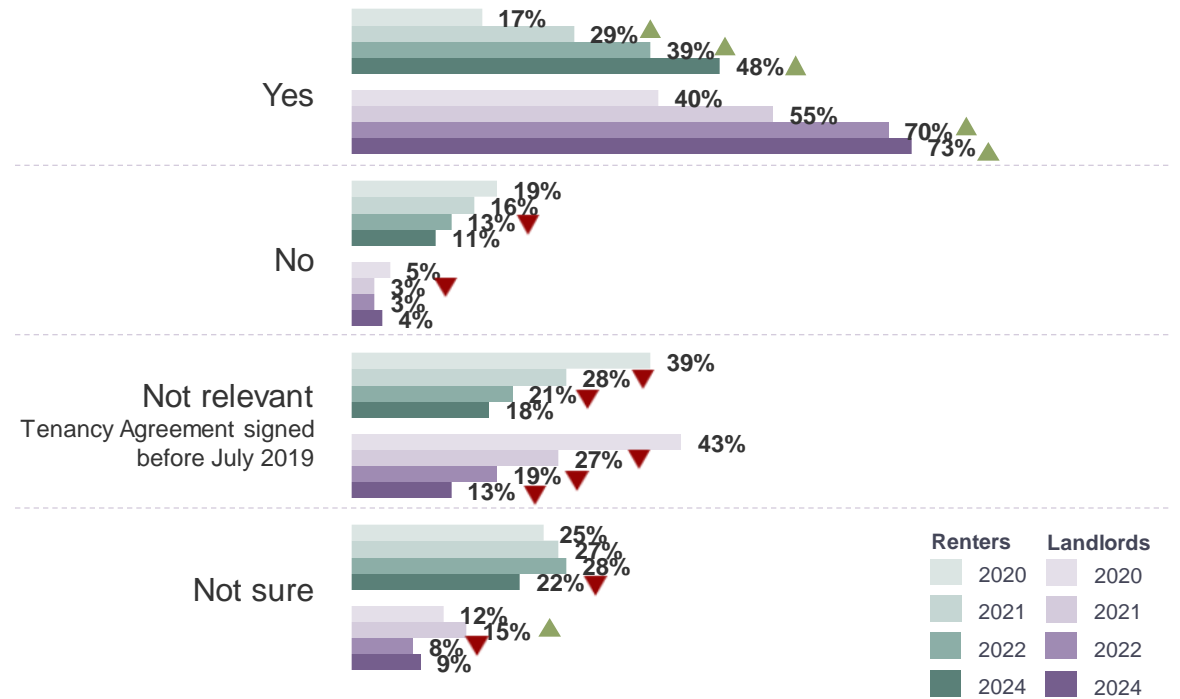
Awareness that landlords must provide a signed document stating intention to comply with the Healthy Homes Standards has stabilised for landlords (81% aware) following increases in previous years, and continues to increase for renters (up five points to 51% aware). There have also been steady increases in both groups saying their agreement includes this (up nine points to 48% for renters and up three points to 73% of landlords' properties).

Awareness of requirement for intention to supply statement to be in tenancy agreement



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,602, 2024 n=1,600) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000). Source: Q42, Q38. "Before today, were you aware that since July 2019, any new, renewed, or revised tenancy agreements must now have a signed statement that the landlord intends to comply or already complies with the Healthy Homes Standards?"

Inclusion of intention to comply statement in their tenancy agreement(s)



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,353, 2024 n=1,600) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897, 2022 n=1,931, 2024 n=1,765). Source: Q43. "Has your landlord (or property manager) provided a signed statement that the landlord intends to comply or currently complies with the Healthy Homes Standards?" | Q39. "For how many of your rental properties, have you provided your tenants with a signed statement that you intend to comply or already comply with the Healthy Homes Standards?". Note, totals may not add to 100% due to rounding.

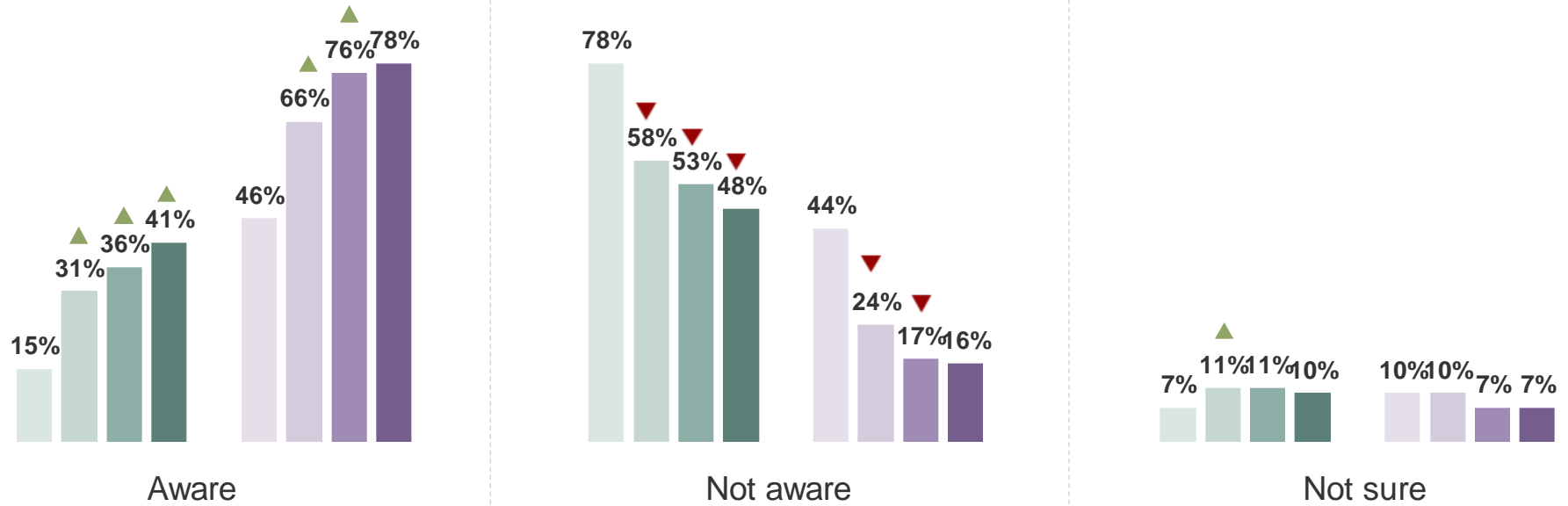
Statement of current level of compliance

Awareness that tenancy agreements must include a statement of compliance has been improving over time since 2020, with two in five renters now aware (41% compared with 15% in 2020). Landlords' awareness has also been improving over time but has plateaued in 2024 at 78%.

Awareness of requirement for current compliance statement to be in tenancy agreement

Renters
 2020
 2021
 2022
 2024

Landlords
 2020
 2021
 2022
 2024



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,602, 2024 n=1,600) and all landlords (2020 n=1,012, 2021 n=1,002, 2021 n=1,000, 2022 n=1,000, 2024 n=1,000).

Source: Q44, Q40. "Before today, were you aware that from 1st December 2020 any new, renewed, or revised tenancy agreements must include a statement of the property's current level of compliance with the Healthy Homes Standards and information about the level of insulation in the property?" Note, in 2022, "and information about the level of insulation in the property" was added to this question

Statement of current level of compliance

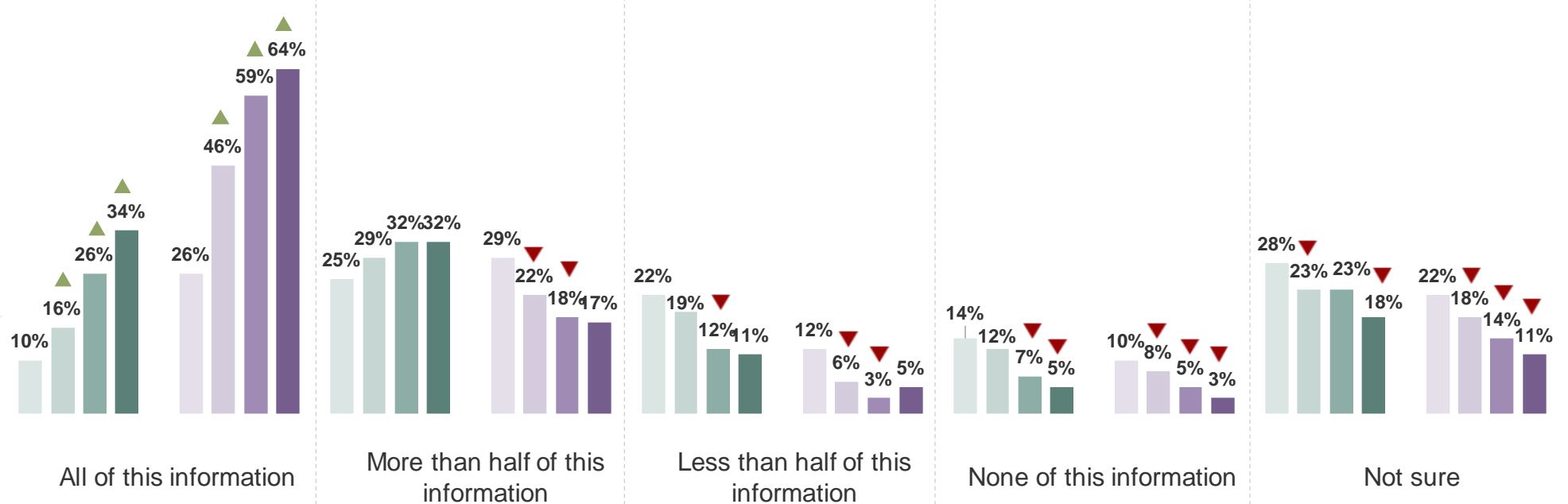
The inclusion of detailed information on the compliance statement has steadily increased over time for both renters and landlords, with 34% of renters saying all of this is included in their agreement and landlords saying 64% of their properties include all of this information.

Inclusion of detailed information in current compliance statement in tenancy agreement(s)

Renters
 2020
 2021
 2022
 2024

Landlords
 2020
 2021
 2022
 2024

The information shown was a list of twelve items of the type of information that is required to be included in the statement of compliance



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,344, 2024 n=1,351) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897, 2022 n=1,931, 2024 n=1,765).
 Source: Q45, Q41. "Having read the information requirements on the last screen, how much of this information would you say your tenancy agreement includes..." Note, totals may not add to 100% due to rounding

05

Tenancy law changes

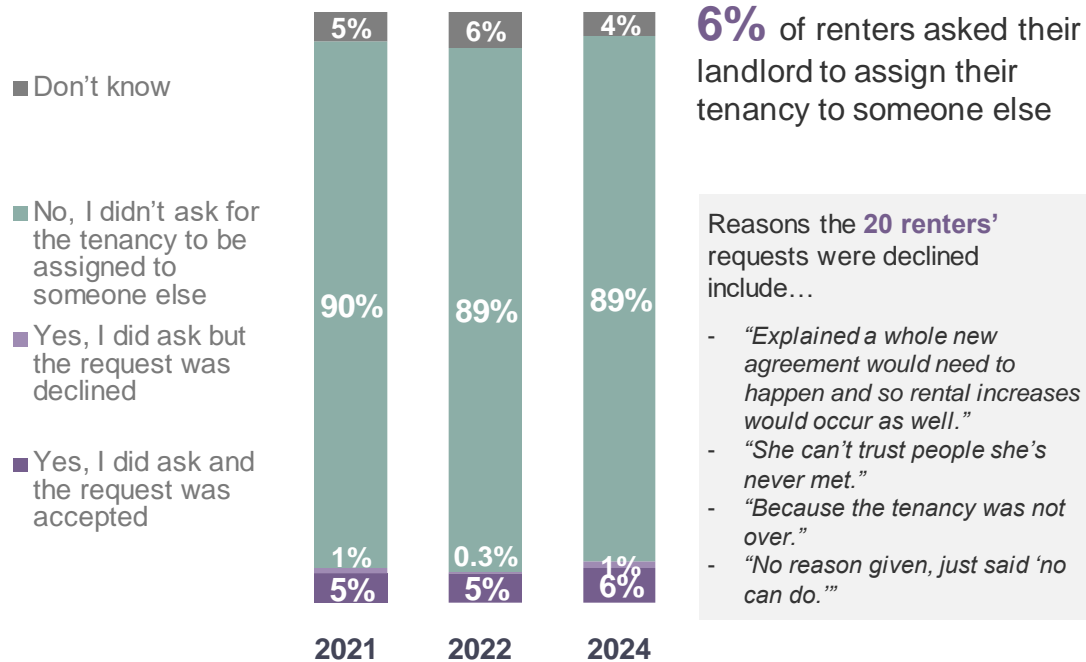


Assigning tenancy to someone else

6% say they requested to reassign their tenancy to someone else and about one in ten (11%) landlords report receiving a request. Of these landlords, more approved requests than in previous years (up four points since 2022). A small subset of these requests were declined (1%).

Whether renter asked their landlord to assign their tenancy to someone else

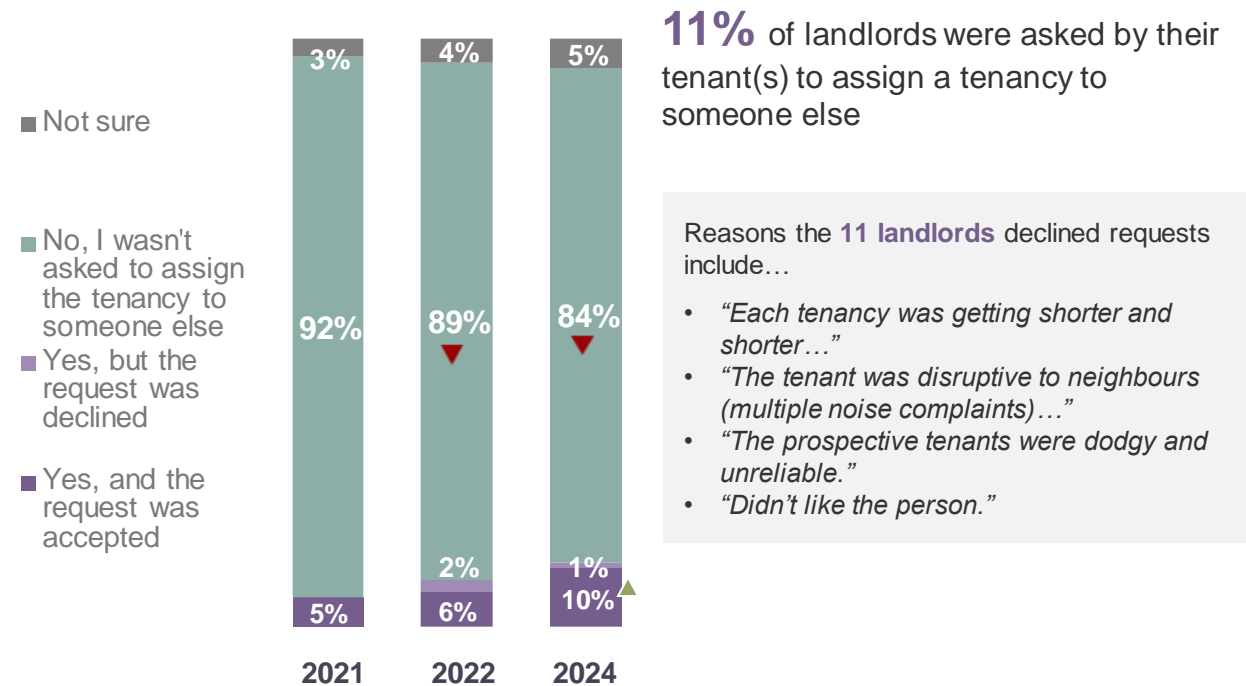
Renters



Base: Renters with a tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,351).
 Source: Q46. "Have you asked your landlord (or property manager) to allow your tenancy to be assigned to someone else?" Q47. "What were the reasons given for declining your request?"

Whether landlord was asked to assign a tenancy to someone else

Landlords



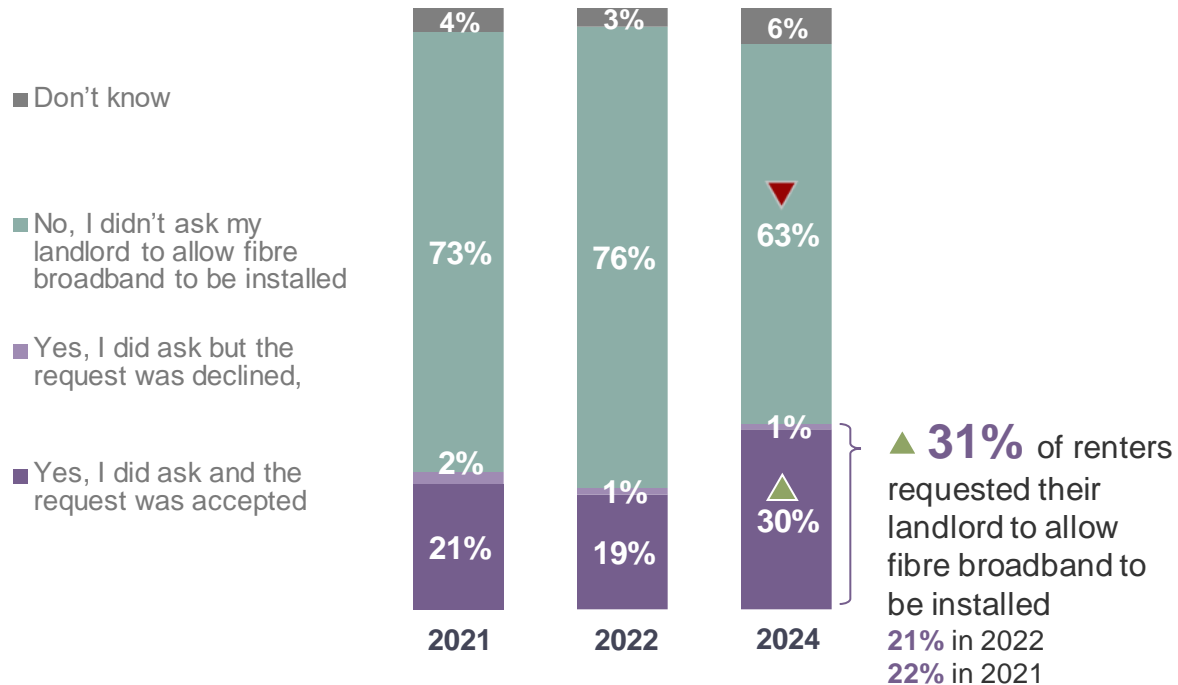
Base: All landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000).
 Source: Q51. "Have (any of) your tenants asked you (or your property manager) to assign a tenancy to someone else?" Q52. "What were your reasons for declining the request?"
 Note, totals may not add to 100% due to rounding

Installing fibre broadband

Around three in ten renters (31%) requested fibre broadband installation and a similar share (33%) of landlords received requests. This is an increase from 21% of renters and 21% of landlords in 2022. Almost all requests were approved.

Whether renter asked their landlord to allow installation of fibre broadband

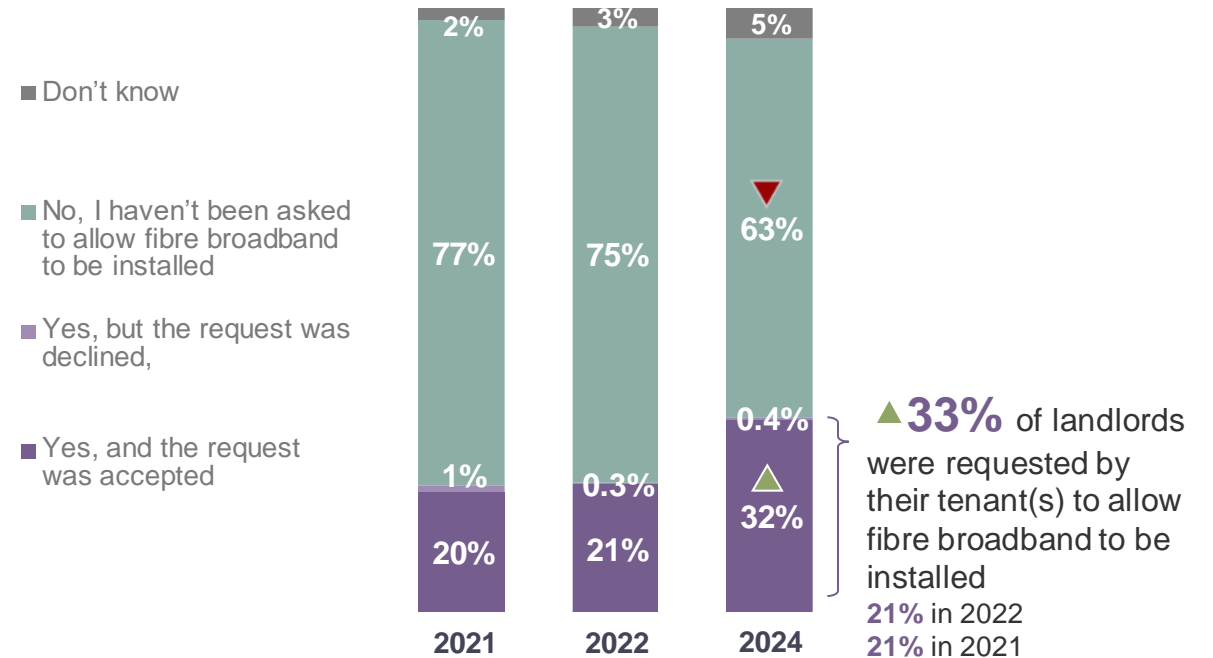
Renters



Base: All renters (2021 n=1,600, 2022 n=1,602, 2024 n=1,600).
 Source: Q48. "Since mid-February this year, have you asked your landlord (or property manager) to allow fibre broadband to be installed at your rental property?". Note, totals may not add to 100% due to rounding

Whether landlord was asked to allow installation of fibre broadband

Landlords



Base: All landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000).
 Source: Q53. "Since mid-February this year, have (any of) your tenants asked you (or property manager) to allow fibre broadband to be installed at your rental property(s)?" Note, totals may not add to 100% due to rounding

Declining fibre installation

Of the few renters whose request for the installation of fibre broadband was rejected, most were unsure why this was rejected and others attribute this to high costs or damage caused in the installation process.

Reasons for the declined request to allow installation of fibre broadband

	Renters			Landlords		
	2021 n=31	2022 n=12	2024 n=23	2021 n=7	2022 n=2	2024 n=2
High cost / not eligible for free installation	5	2	5	2	-	-
Not available in my area yet	2	-	-	-	-	-
It will damage the house / land	2	1	2	1	1	1
No reason given	-	-	6	-	-	-
Heritage building	-	-	1	1	1	-
Other	8	4	4	1	1	1
Don't know	14	9	5	3	-	-

Base: Renters whose request to allow the installation of fibre broadband was declined (2021 n=31; 2022 n=12, 2024 n=23) and landlords who declined a request to allow the installation of fibre broadband (2021 n=7, 2022 n=5, 2024 n=2).

Source: Q54. "What were your reasons for declining the request?"
Q49. "What were the reasons given for declining your request?"

Reasons their request was declined in renters' own words...

"Body corp issues."

"Broadband was installed far from our unit."

"Because before I moved in, someone cut the wire. Chorus would not fix it until someone paid an electrician to fix it. [I] don't have a landline either."

"It'd require making a hole in the wall in the main area."

"It's going to cost us \$14,000 to get it installed where we live."

"The shape of the building won't work."

"Too costly and they live in China [so] won't be using [it] themselves."

"Only if I were to pay for it."

Reasons for declining the request in landlords' own words...

"Fibre connection is not compulsory by law. We still need landline phone to work in power cut."

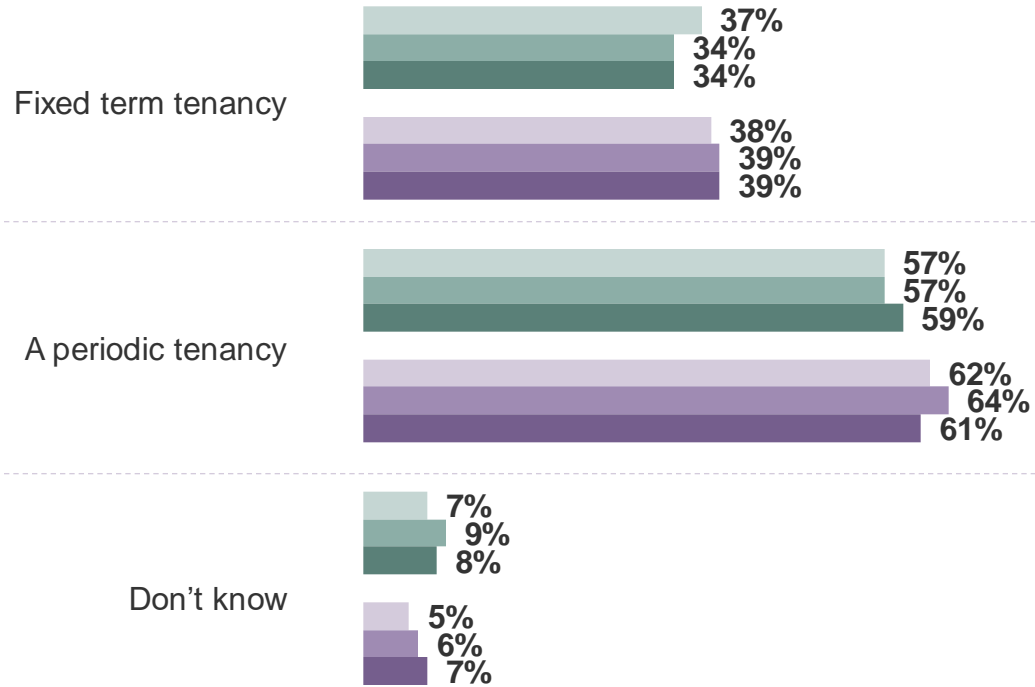
"Pulling up fixed carpets to concrete floors would damage carpets."

Type of rental agreement

Periodic tenancies remain more common than fixed term tenancies (approximately three in five for both landlords and tenants), which has been the case for the last three years. About one in five tenancies (20% of renters and 20% of landlords) began as a fixed term tenancy which have since rolled over.

Type of rental agreement have had since mid-February 2021

Renters **Landlords**
 2021 2021
 2022 2022
 2024 2024



How periodic tenancy started *

- 39% started as a periodic tenancy
- 20% rolled over from a fixed term tenancy
- 43% started as a periodic tenancy**
- 20% rolled over from a fixed term tenancy**

Base: Renters with a written tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,350) and all landlords (2021 n=1,002, 2022 only, n=1,000, 2024 n=1,000).

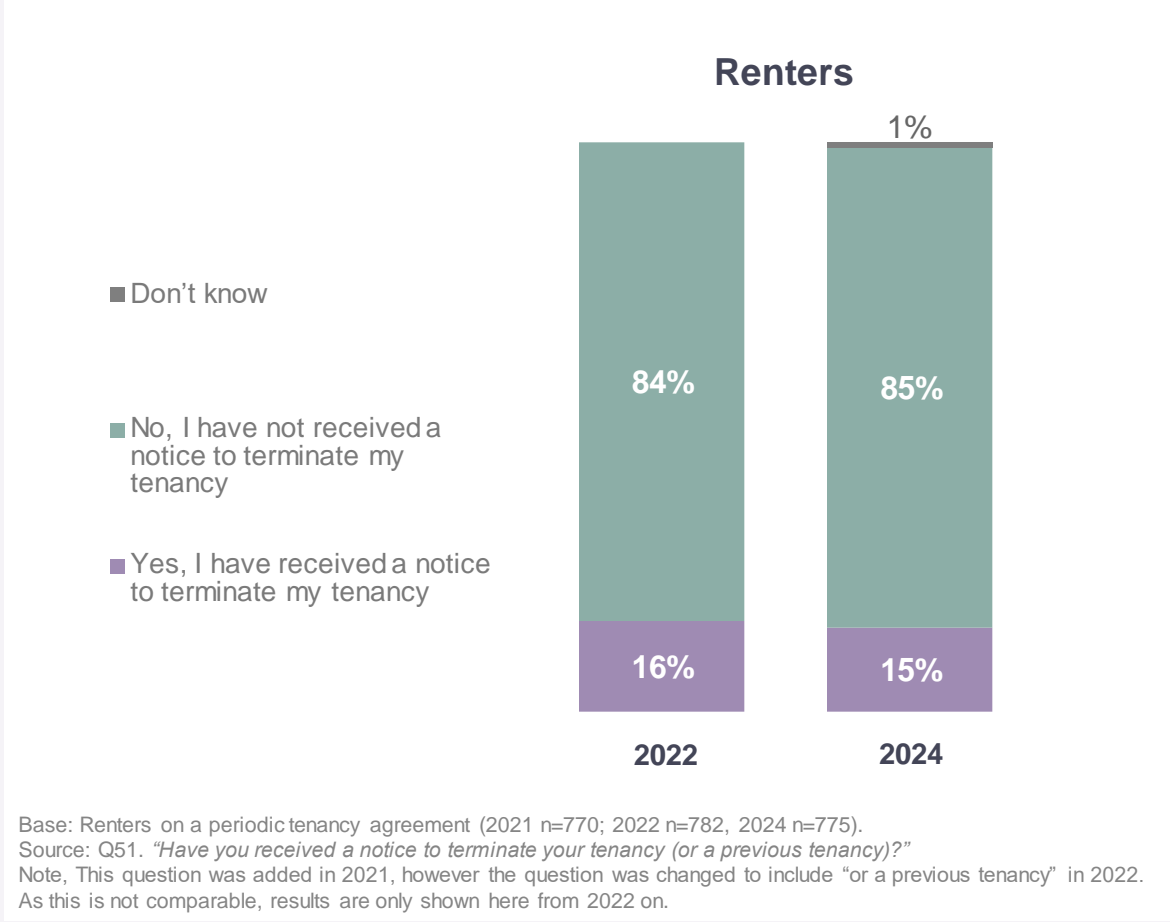
Source: Q50, Q55 "What type of tenancy agreement(s) do you have?"

Note, landlords can select multiple responses, meaning totals may not add to 100% *Note, this was asked for the first time in 2022.. Multiple responses allowed so totals may not add to 100%

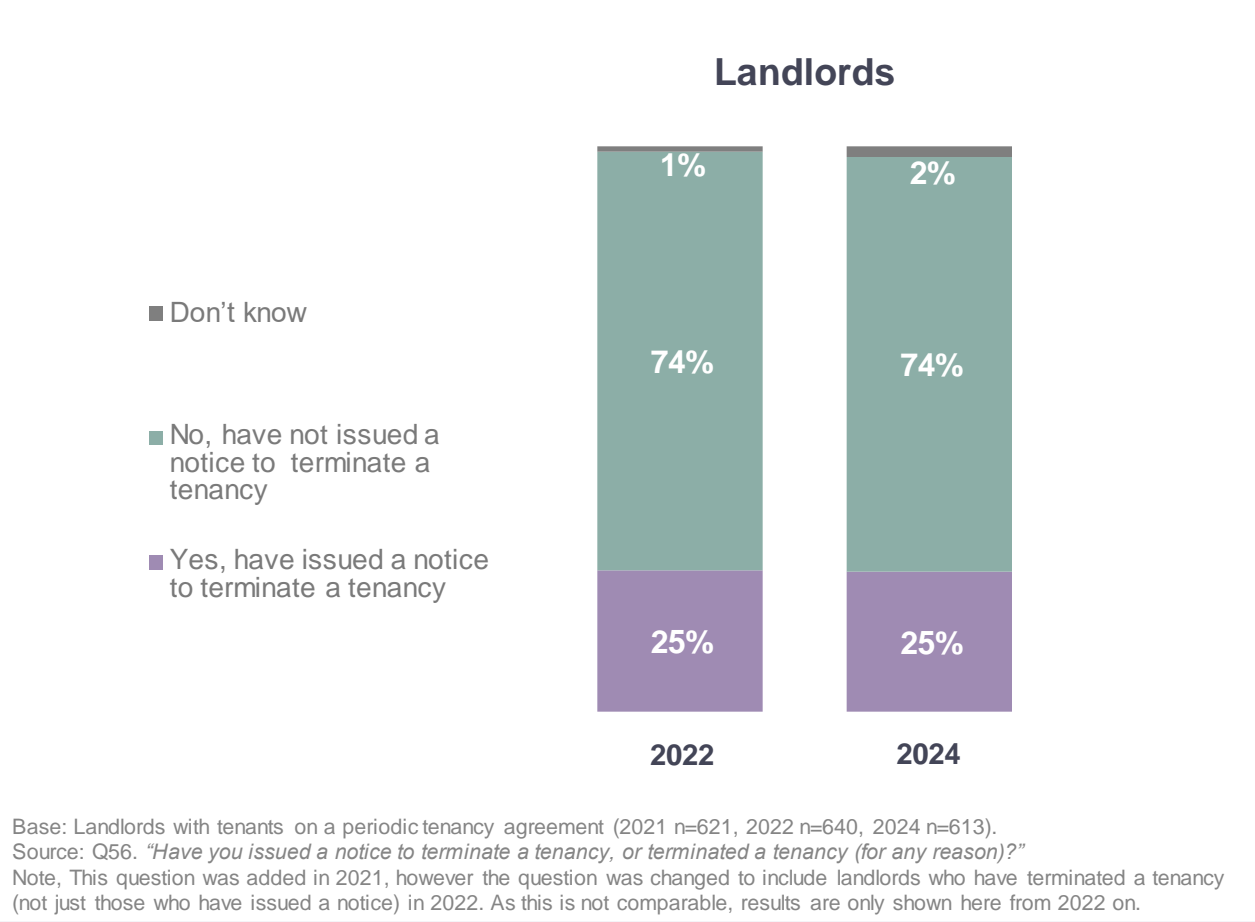
Notice to terminate tenancy

About one in seven renters (15%) on a periodic tenancy said they have received a notice to terminate their tenancy. This is more common among landlords, of whom a quarter have issued a notice (25%). Both are consistent with 2022 levels.

Whether renters have received a notice to terminate a periodic tenancy



Whether landlord has issued a notice to terminate a periodic tenancy

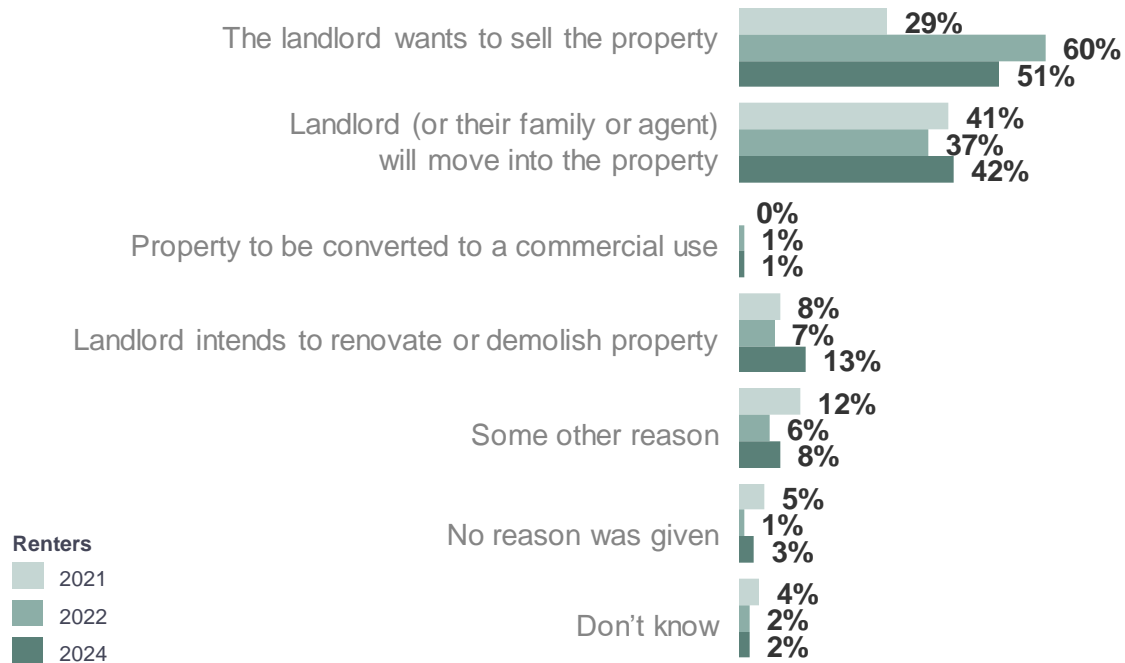


Reasons for terminating a periodic tenancy

The most common reasons cited by both landlords and renters for terminating a periodic tenancy is a change in landlords' circumstances, including the decision to sell, demolish or convert their property, or to move themselves or family into the property. Landlords also often say this is because they got a Tenancy Tribunal order to terminate the tenancy.

Reasons renters were given for the termination of their tenancy

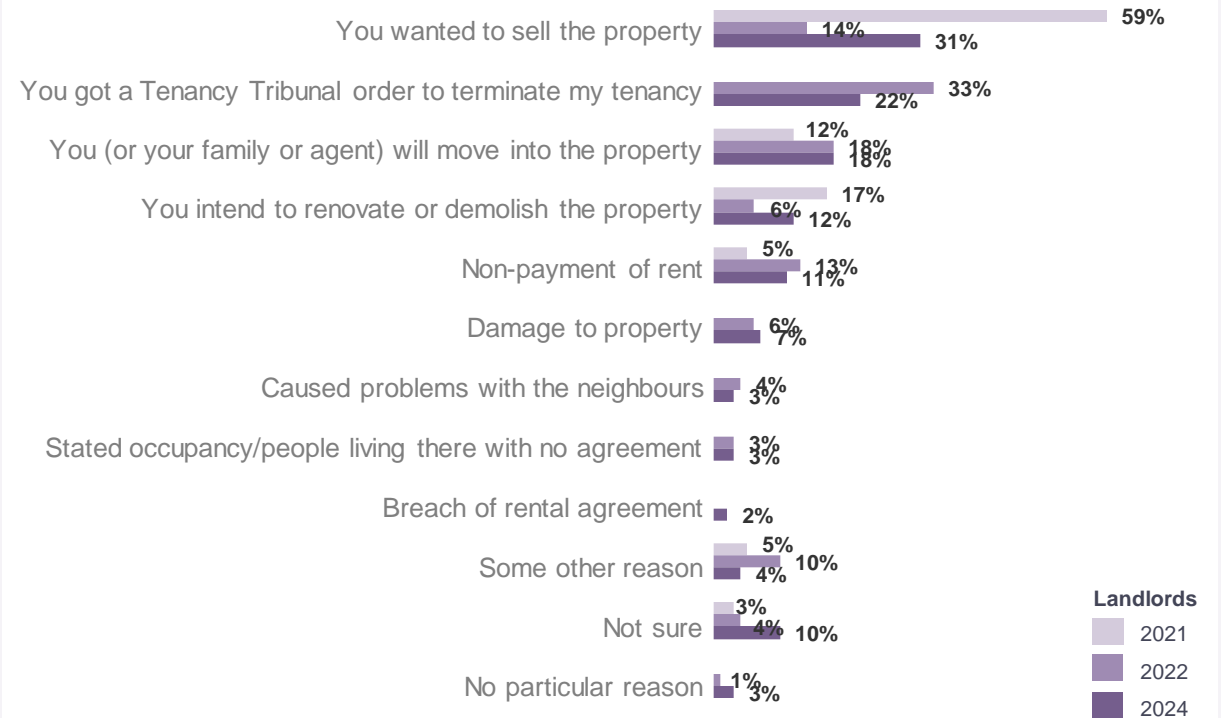
Renters*



Base: Renters who received a notice to terminate their tenancy since mid-February 2021 (2021 n=26, 2022 n=131, 2024 n=117). Source: Q52. "What were the reasons given for terminating your tenancy?" *Caution: Small base size. **Prior to 2022, tenants were given the option "Police charge for assaulting the landlord (or their family or agent)

Reasons landlords gave for terminating a tenancy

Landlords*

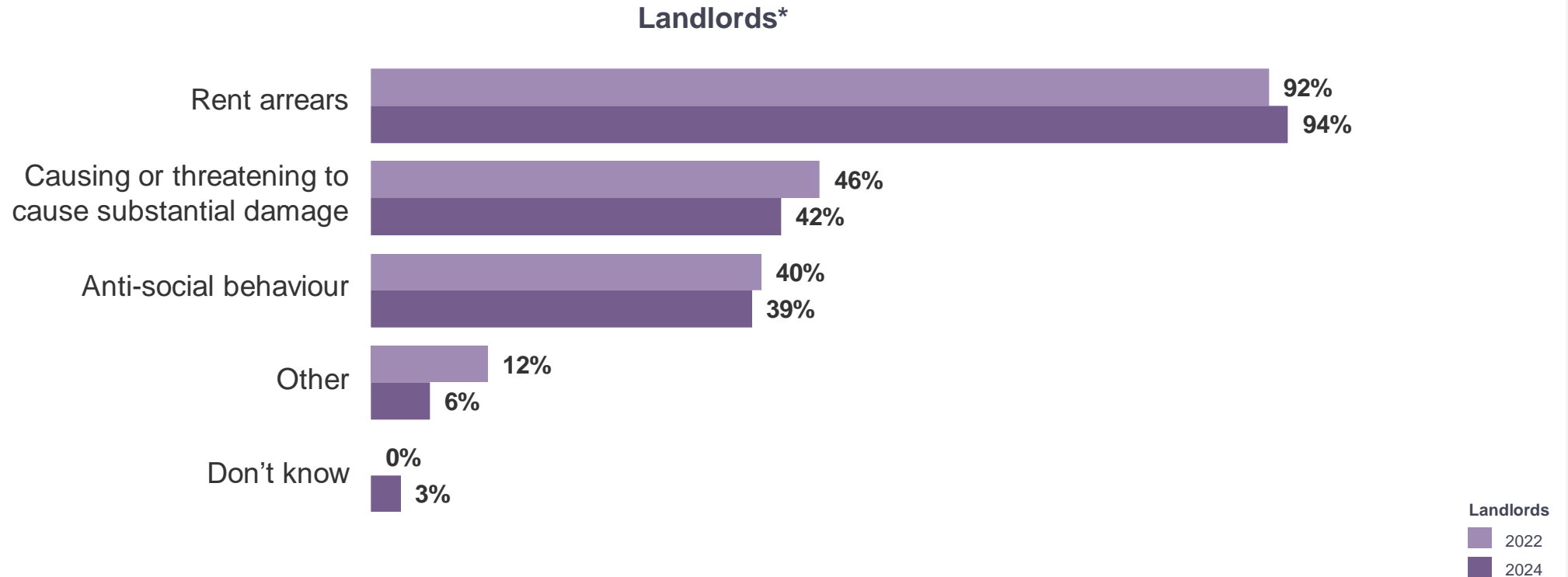


Base: Landlords who terminated a tenancy/tenancies since mid-Feb '21 (2021 n=41, 2022 n=157, 2024 n=151). Source: Q57. "What were your reasons for terminating the tenancy (or tenancies)?" *Caution: Small base size. Note, Prior to 2022, landlords were given the option "Police charge for assaulting you (or your family or agent)". In 2022 this changed to "You issued a Tenancy Tribunal order to terminate your tenancy". Multiple responses allowed so totals may not add to 100%. Only showing responses with 2% or higher.

Reasons for getting a Tenancy Tribunal order to terminate a tenancy

For landlords who got an order from the Tribunal (22% of landlords who terminated a rental agreement in 2024), rent arrears continues to be the most common grounds for ending a tenancy (94%). Other reasons include renters causing or threatening damage (46%), or anti-social behaviour (40%). No renters in the survey said they were issued with an order, suggesting unfamiliarity with the term 'Tenancy Tribunal order' from renters.

Grounds for a tenancy tribunal order to terminate their tenancy



Base: Landlords who terminated a tenancy (2022 n=52, 2024 n=33)

Source: Q57a. "Under what grounds did the Tenancy Tribunal terminate your tenancy?" *Caution: Small base size.

*Note, this question was added in 2022, so no data prior to this is available.

This question was also asked of renters (Q52a), however no renter said they were issued with a Tenancy Tribunal order to terminate.

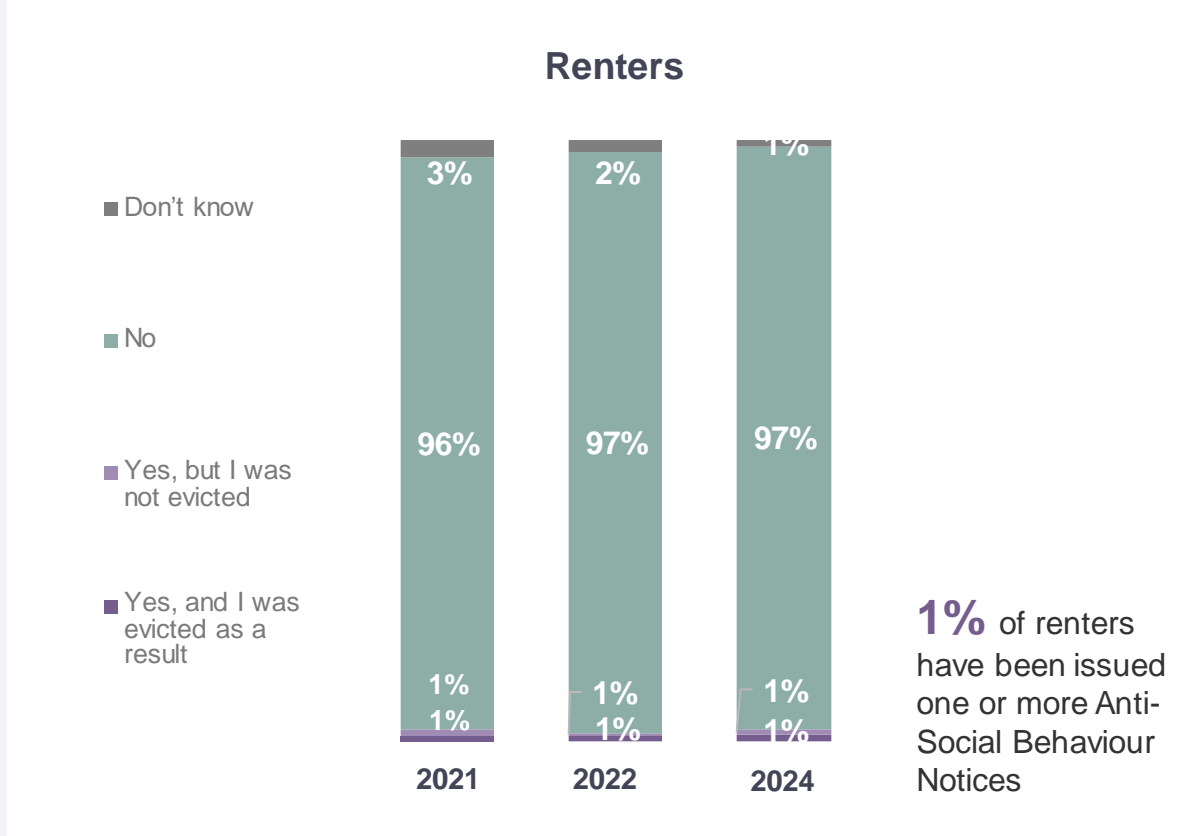
Multiple responses allowed so totals may not add to 100%

Anti-Social Behaviour Notices

Anti-Social Behaviour Notices remain uncommon. Just 1% of renters say they have been issued one and 6% of landlords say they have issued one.

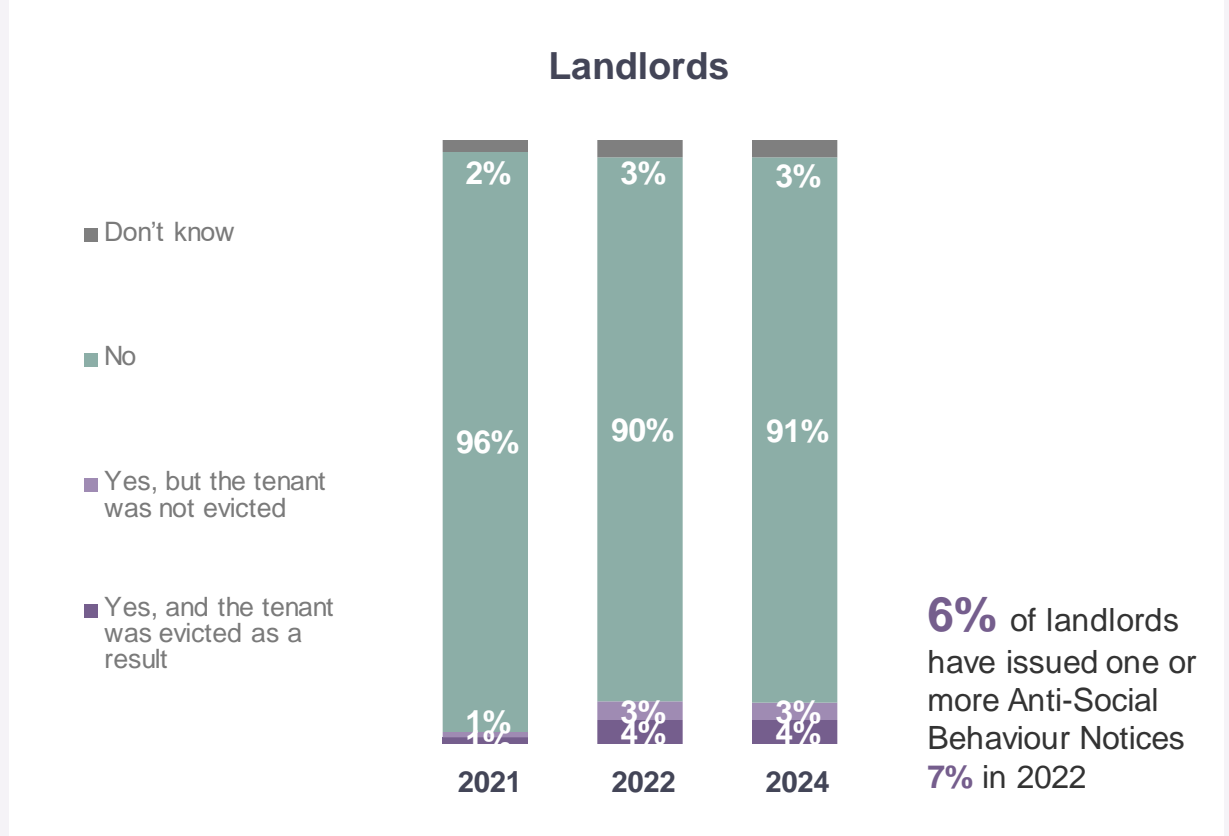
Note, due to questionnaire changes*, data is not directly comparable with 2021

Whether renter received one or more anti-social behaviour notices



Base: Renters with a written tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,350)
 Source: Q53. "Have you received one or more Anti-Social Behaviour Notices?"
 Note, in 2022, the question text was changed from "three Notices to Remedy for anti-social behaviour" to "one or more Anti-Social Behaviour Notices". Note, totals may not add to 100% due to rounding

Whether landlord issued one or more anti-social behaviour notices



Base: All landlords (2021 n=1,002). (2022, n=1,000, 2024 n=1,000).
 Source: Q58. "Have you issued any of your tenants with one or more anti-social behaviour notices?"
 *Note, in 2022, the question wording was changed from "three Notices to Remedy" to "one or more Anti-social behavioural notices"

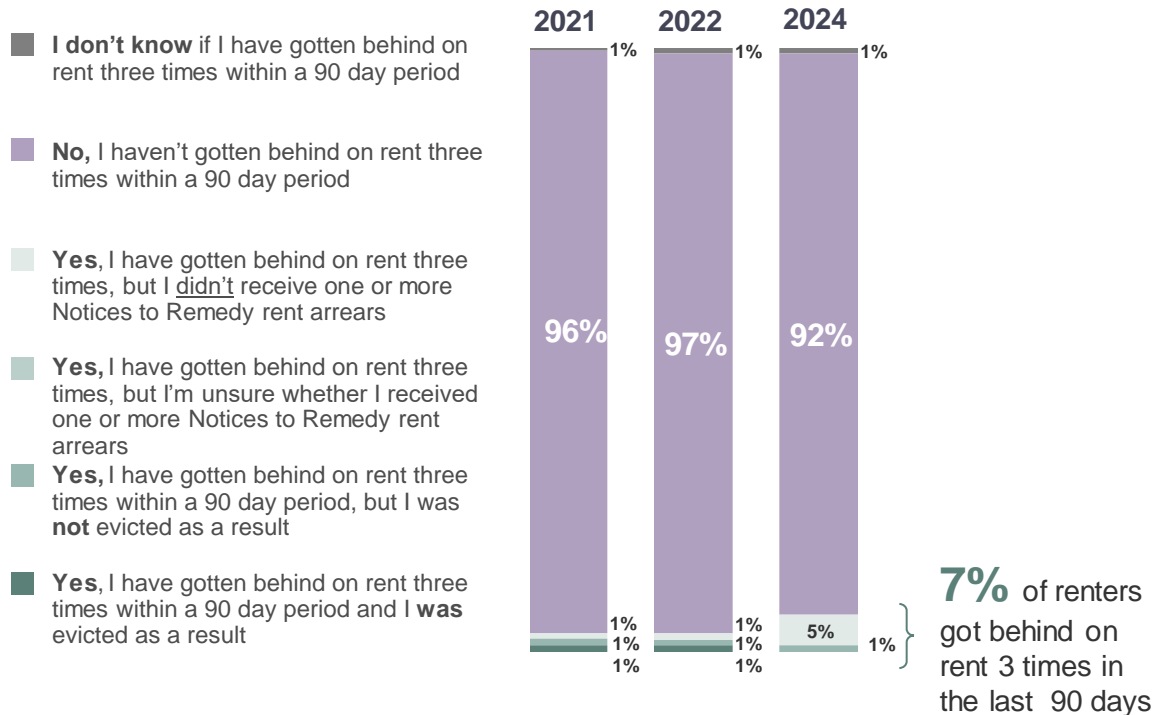
Rental payments

Seven percent of renters say they got behind on rent three times in the last 90 days. A quarter of landlords (24%) say they have had a tenant where this has happened, which has increased by five points since 2022. Six percent of all landlords have evicted a tenant for getting behind on rent.

Note, due to questionnaire changes, data is not directly comparable with 2021*

Whether renter got behind on rent within a 90 day period

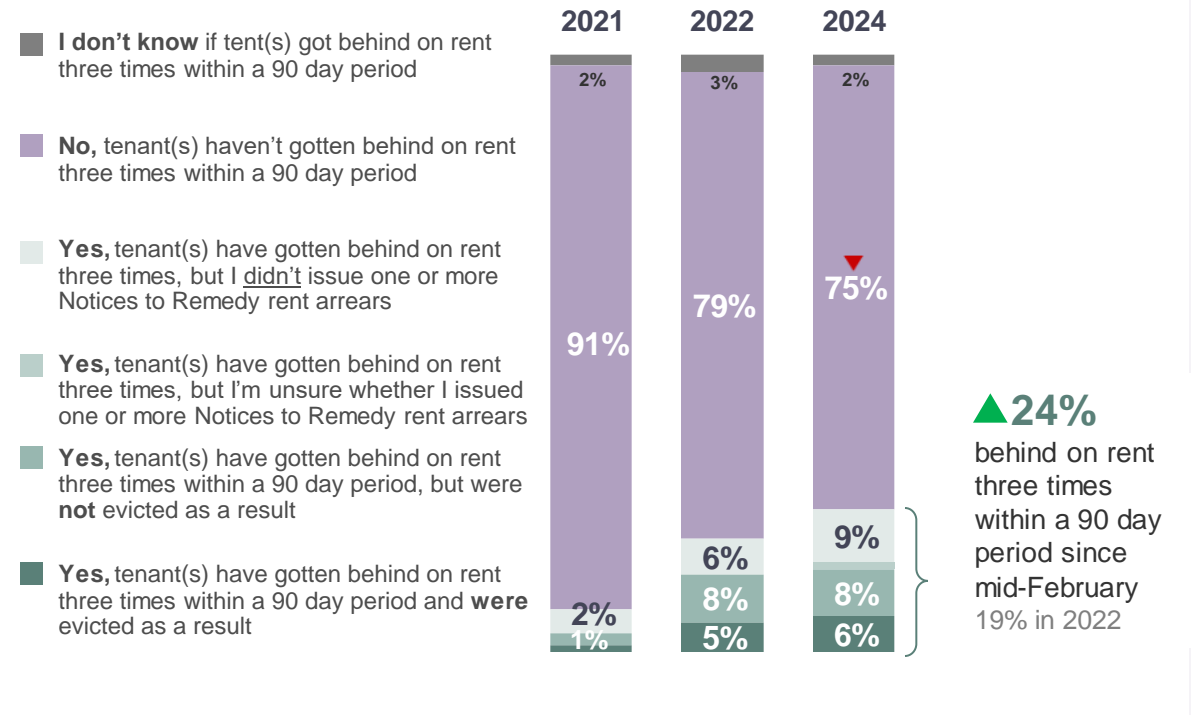
Renters



Base: Renters with a written tenancy agreement (2021 n=1,311; 2022 n=1,344, 2024 n=1,351).
 Source: Q54a. "Have you got behind on rent three times within a 90 day period?"
 Q54b. "Have you received one or more Notices to Remedy rent arrears?"
 Note, in 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears"
 Note, totals may not add to 100% due to rounding

Whether tenant got behind on rent within a 90 day period

Landlords



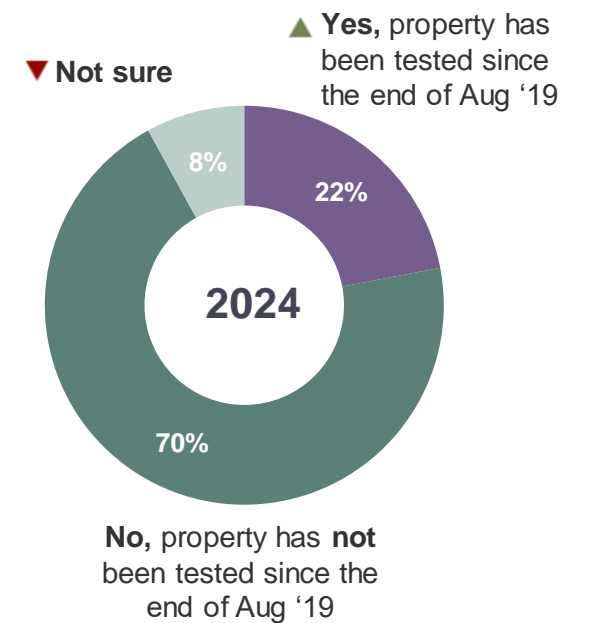
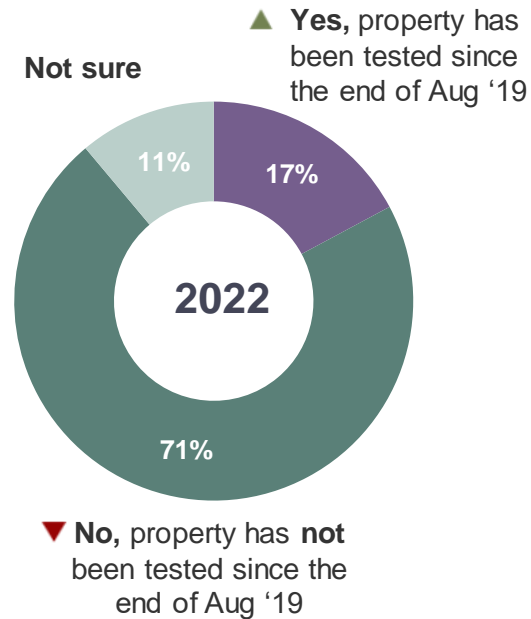
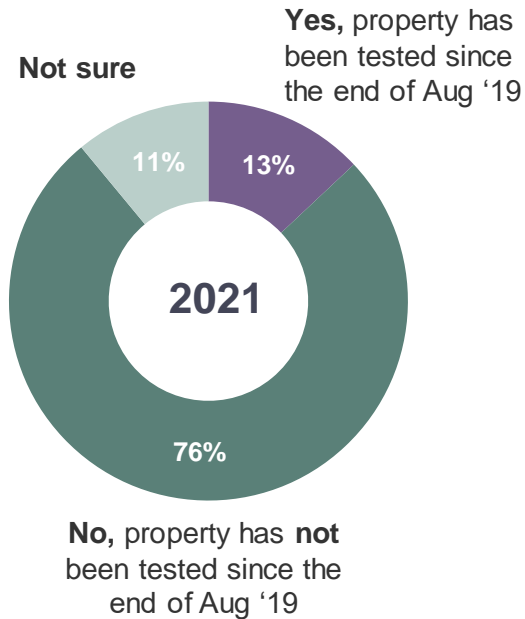
Base: Landlords with a written tenancy agreement (2021 n=1,002, 2022 n=1,000, 2024 n=1,000)
 Source: Q59a. "Have you had a tenant who has got behind in their rent three times within a 90 day period?"
 Q59b. "Have you issued any of your tenants one or more Notices to Remedy for rent arrears?"
 Note, in 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears"
 Note, totals may not add to 100% due to rounding

Methamphetamine testing

Landlords say about one in five (22%) rental properties have been tested for methamphetamine since 2019, which is an increase from 17% in 2022.

Whether rental properties have been tested for methamphetamine since 2019

Landlord (Properties)



Base: All properties (2021 n=2,064; 2022, n= 2,096, 2024 n=1,936)

Source: Q63. "How many of your rental properties have you tested for methamphetamine (either before or during your current tenancy) since September 2019?" Asked for the first time in 2021, so no data is available prior to this

Note, totals may not add to 100% due to rounding

06

Changes to tenancies

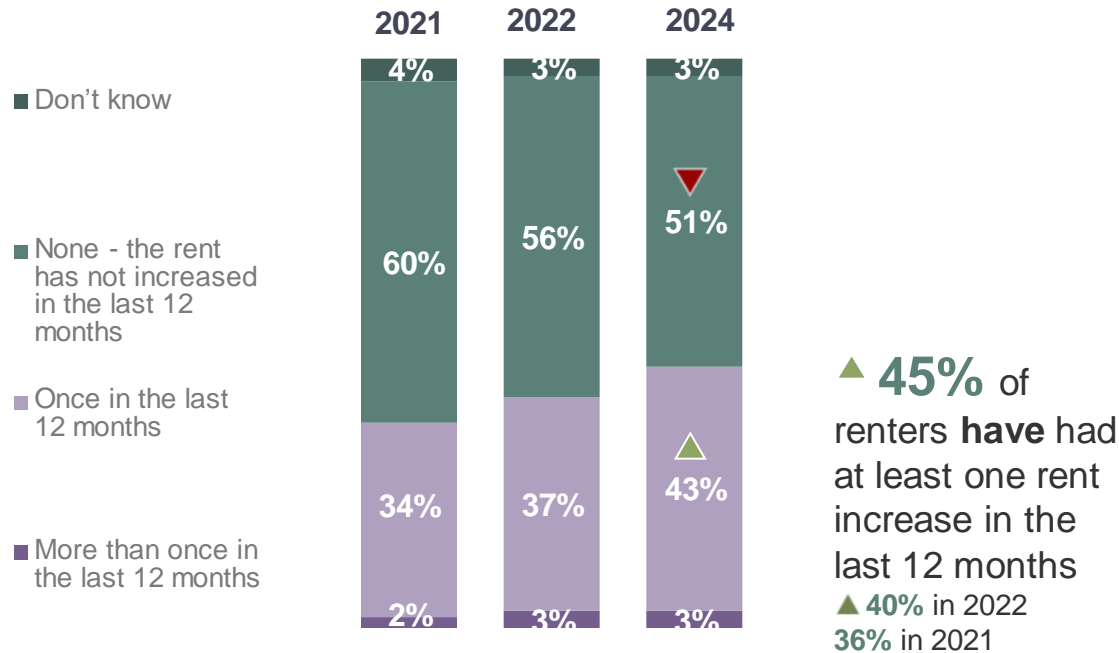


Rent increases

Both renters and landlords report more rent increases in the last year, with 45% of renters reporting an increase (up six points from 2022) and landlords saying they increased rent for 32% of their properties (up five points since 2022).

How many times rent has increased in the last 12 months

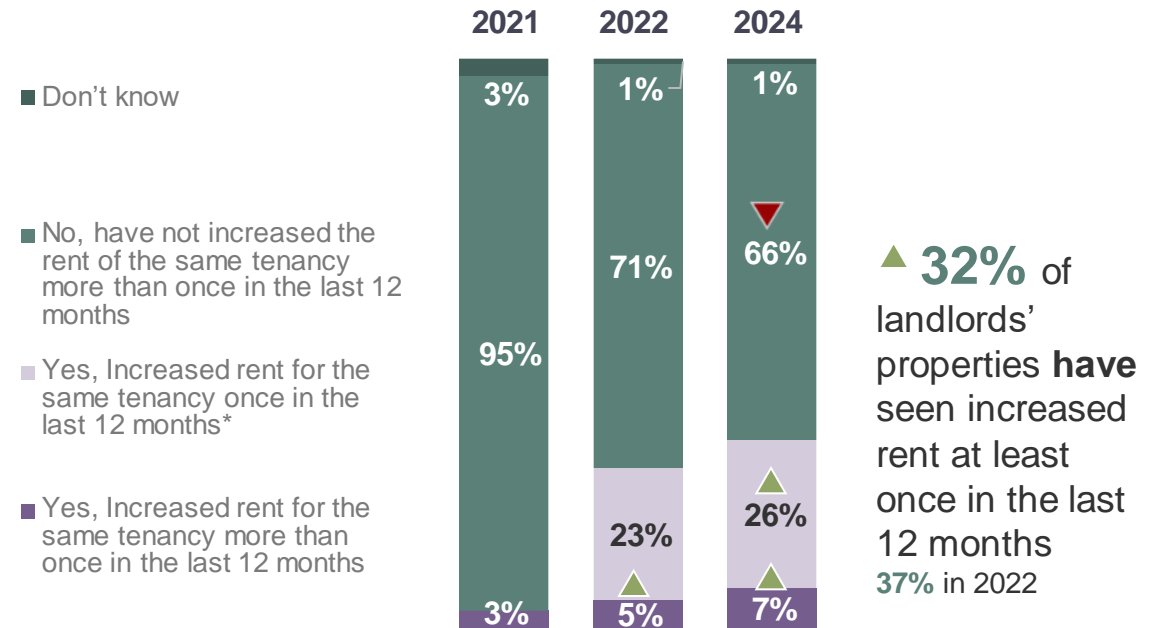
Renters



Base: All renters (2021 n=1,600; 2022 n=1,602, 2024 n=1,600).
 Source: Q55. "In the last 12 months, how many times has your rent increased?"
 Note, totals may not add to 100% due to rounding

How many properties landlords have increased the rent for in the last 12 months

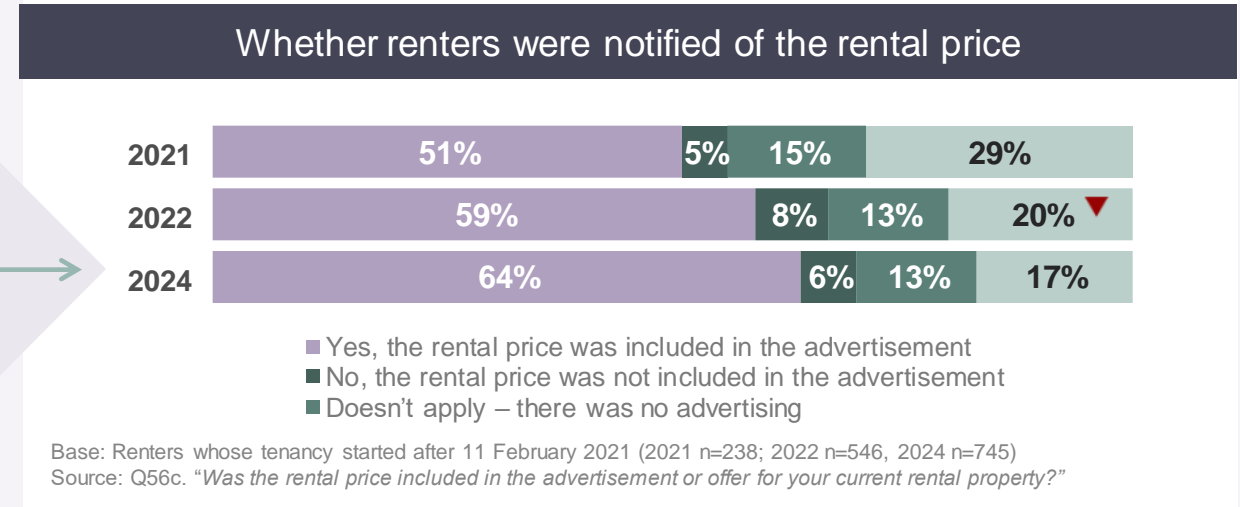
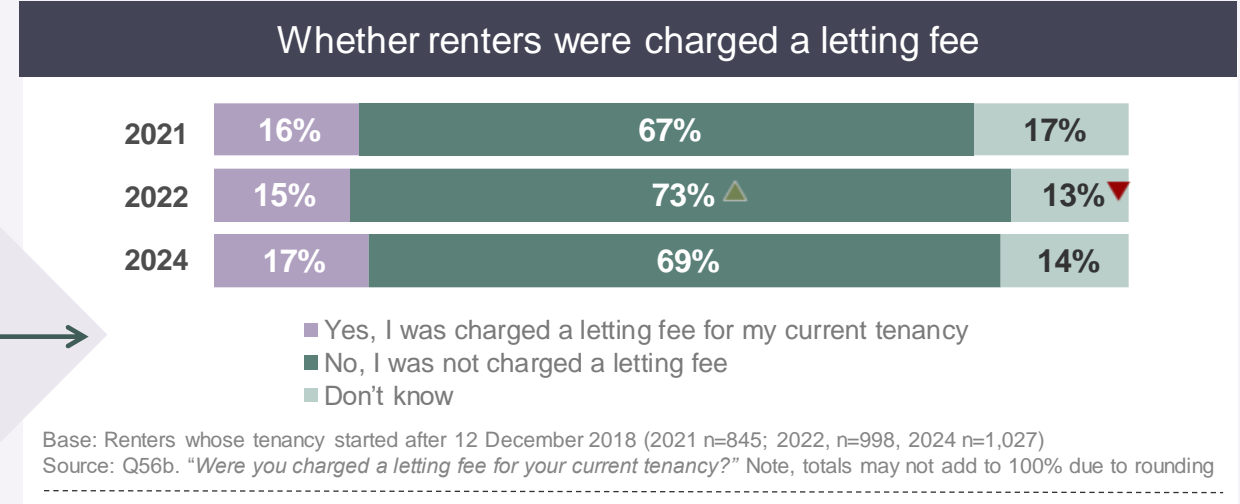
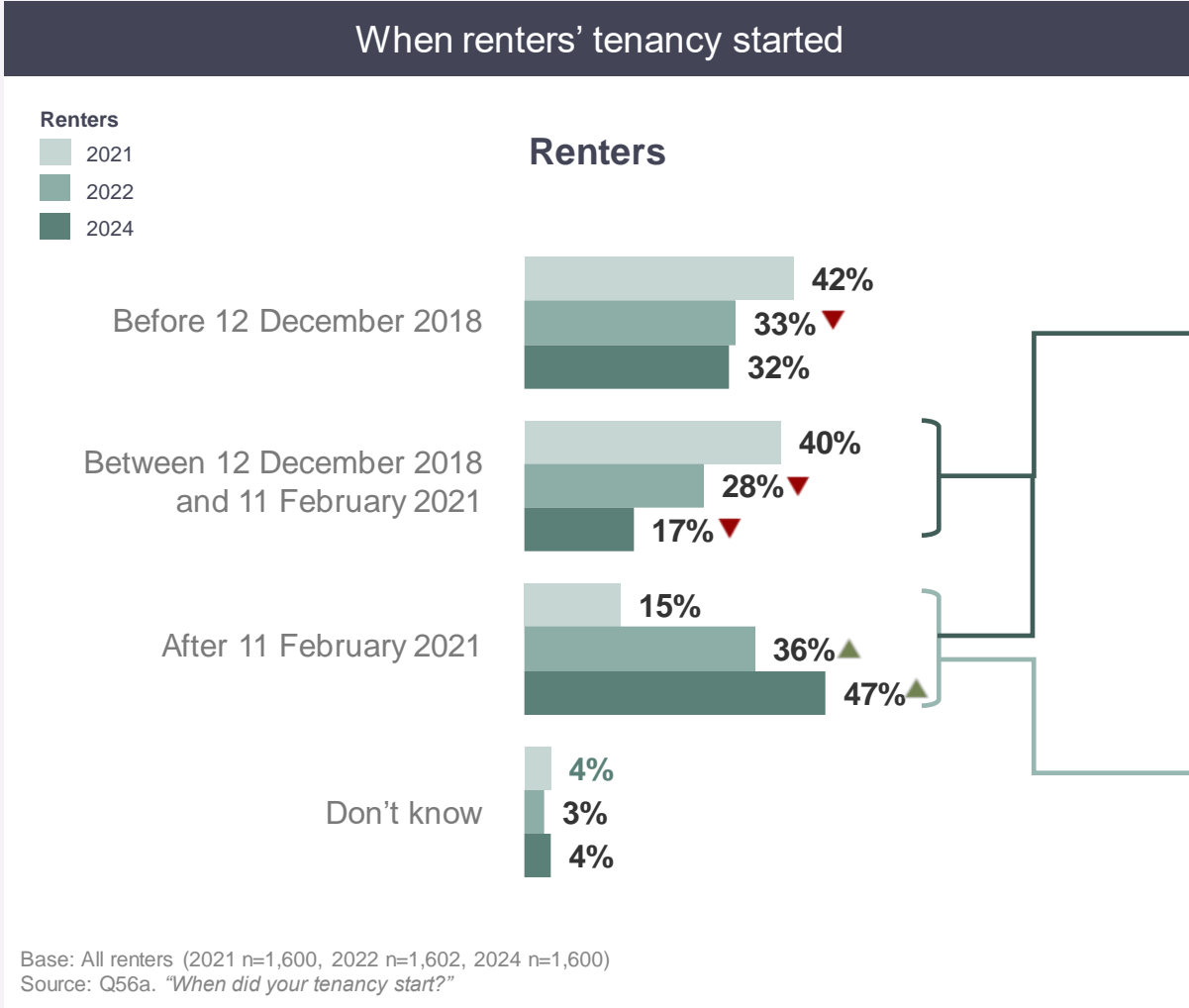
Landlords (Properties)



Base: All properties (2021 n=2,064; 2022, n= 2,096, 2024 n=1,936)
 Source: Q60. "For any of your rental properties, have you increased the rent of the same tenancy in the last 12 months?"
 *Prior to 2022, the question asked whether rent was increased **more than once** in the last 12 months. In 2022, this was changed to ask whether rent was increased at all in the last 12 months and the option to say for 'once in the last 12 months' was added.

Changes to letting fees and advertising rents – Renters

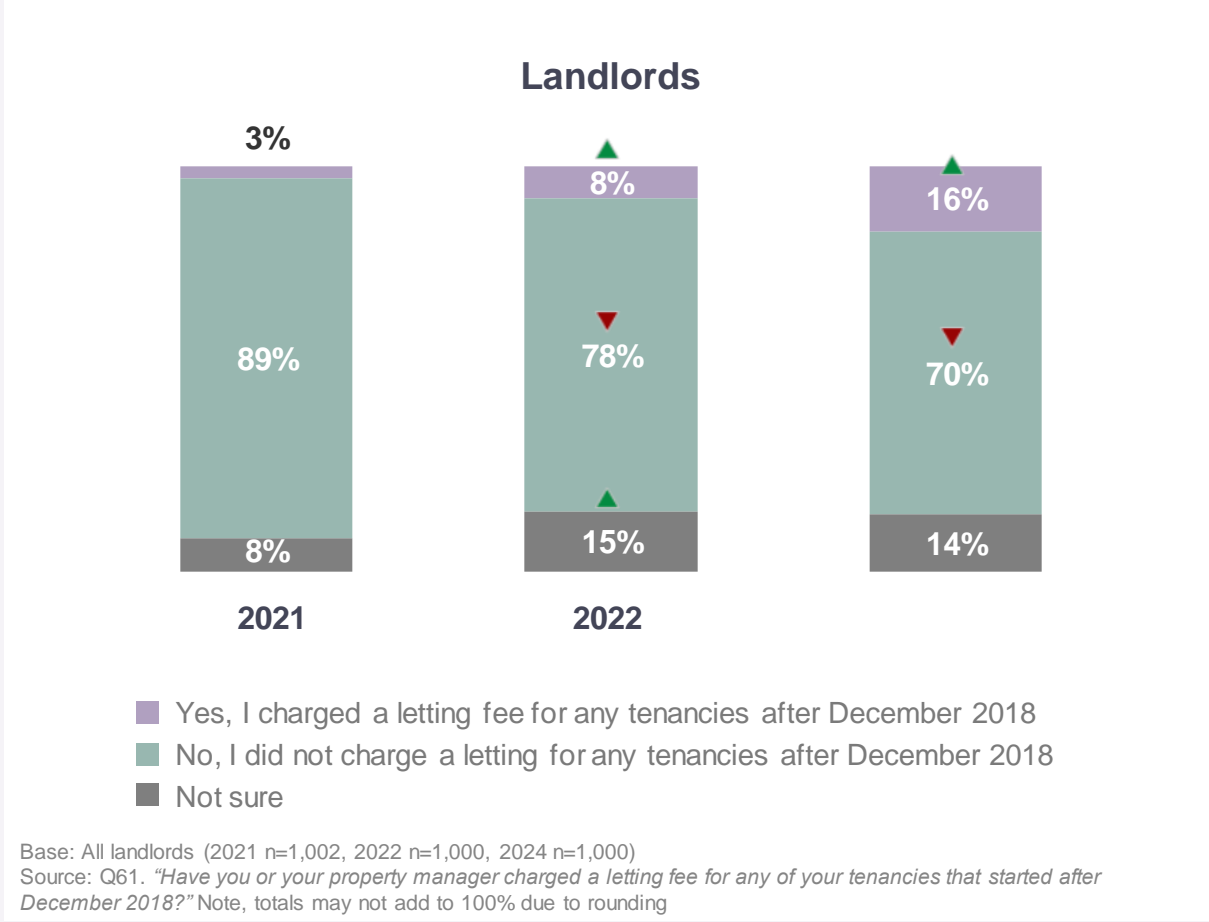
Almost two thirds of renters' tenancies started after December 2018 and of these, just 17% were charged a letting fee, which is consistent with 2022. Almost half of renters' tenancies started after February 2021 and of these, 6% said the rental price was not included in the advertisement.



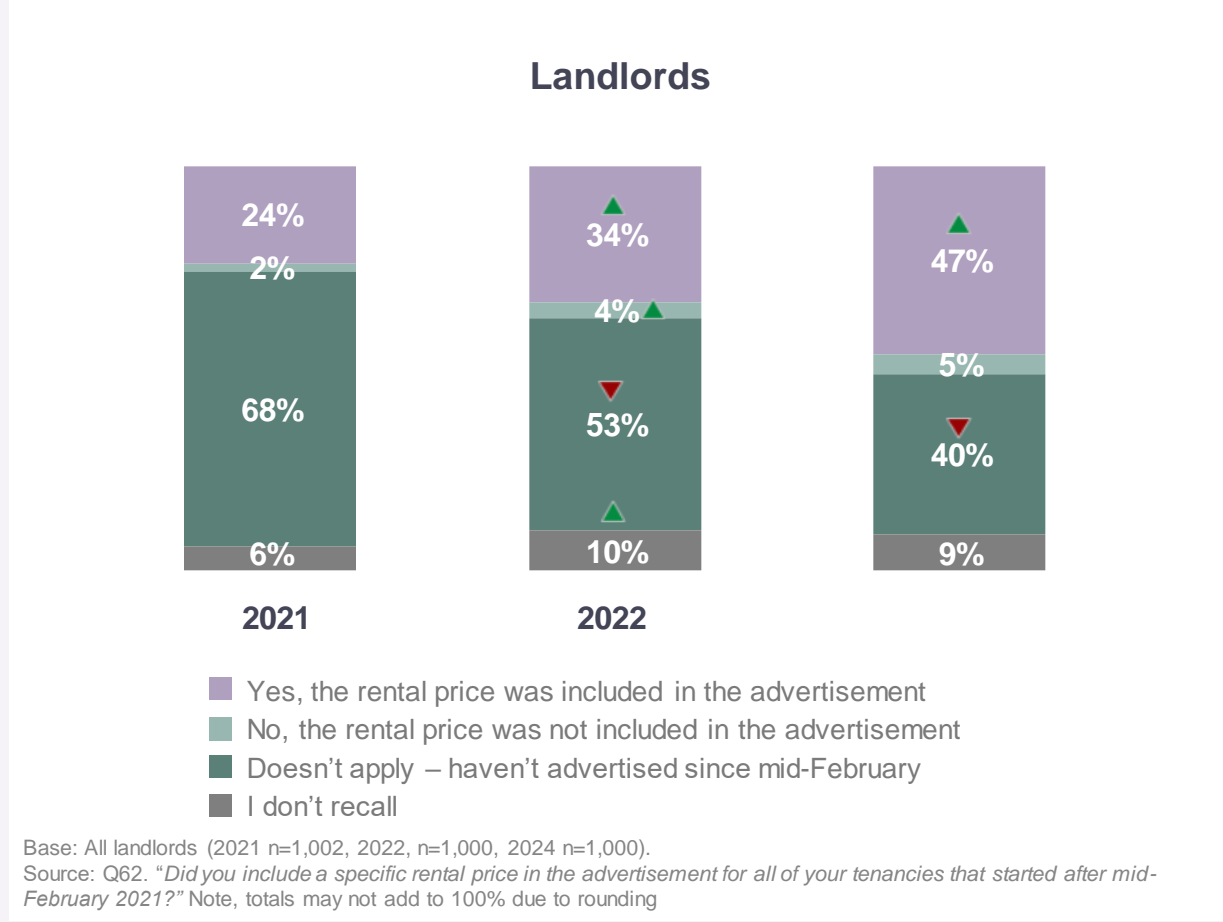
Changes to letting fees and advertising rents – Landlords

Over time more landlords are charging a letting fee for new tenancies (up eight points to 16% since 2022). There has also been an increase in landlords including the rental price in advertisements (up 13 points since 2022 to 47%).

Whether landlord charged a letting fee for tenancy after 12 December 2018



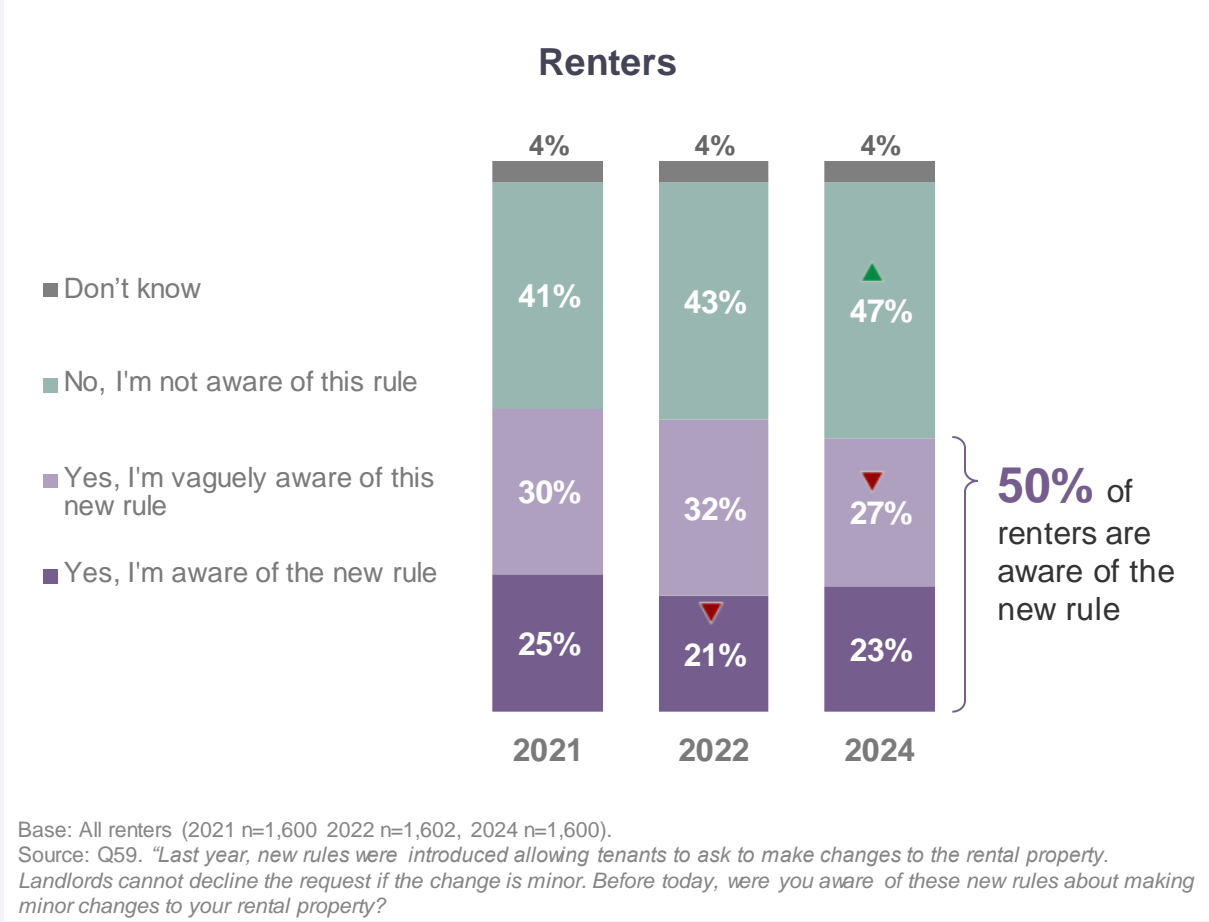
Whether landlord included rental price in advertisement for tenancies after 11 February 2021



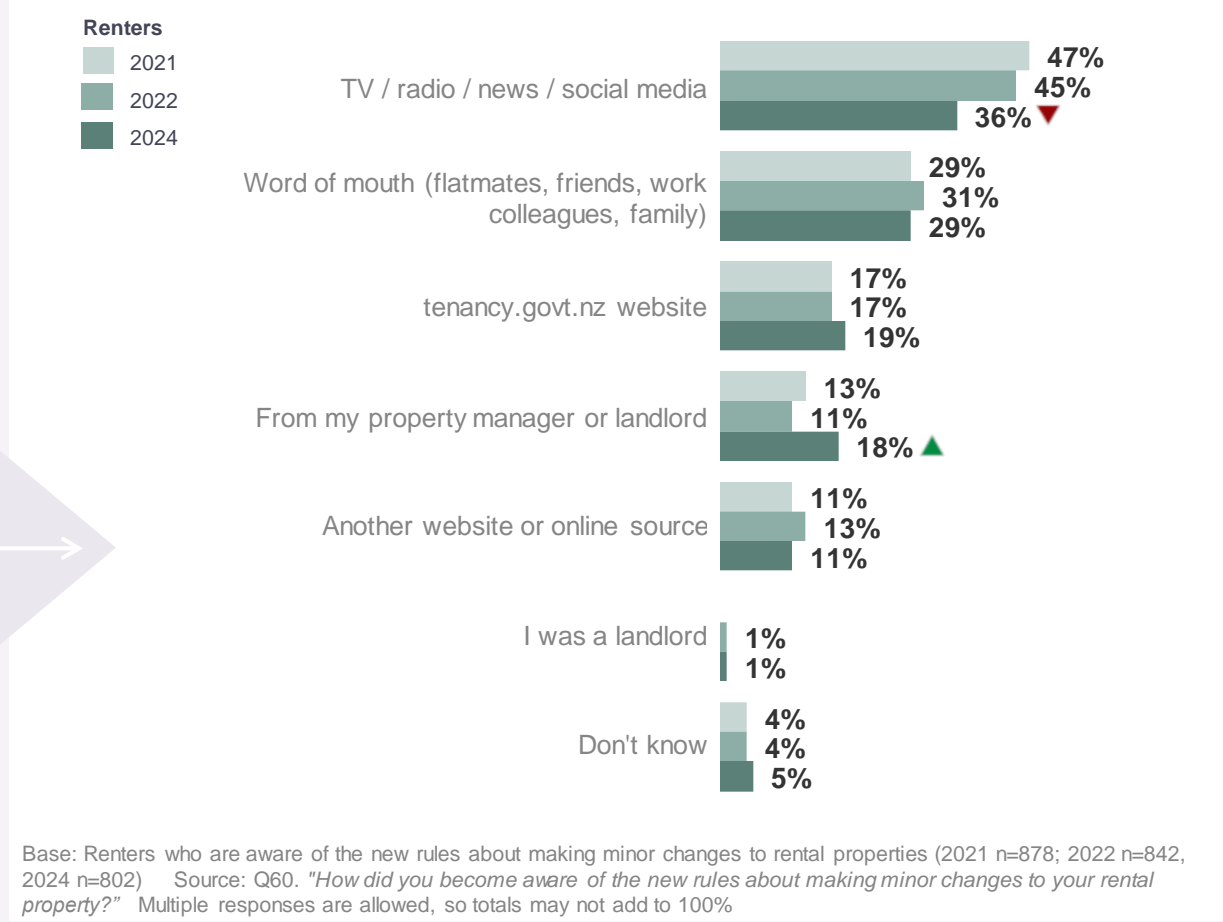
New rule for minor changes to rental property

Almost half of renters (47%) are **not** aware they can now make minor changes to their rental, which has increased from 43% in 2022. The most common source of information about these rules is TV, radio, news or social media, although this has declined from 2022 (down nine points to 36%). Meanwhile, there has been an increase in those learning of the rules directly from their property manager or landlord (up seven points to 18%).

Renters' awareness of new rule allowing them to make minor changes to their rental



How renters became aware of the new rule



07

Renters' engagement with landlords

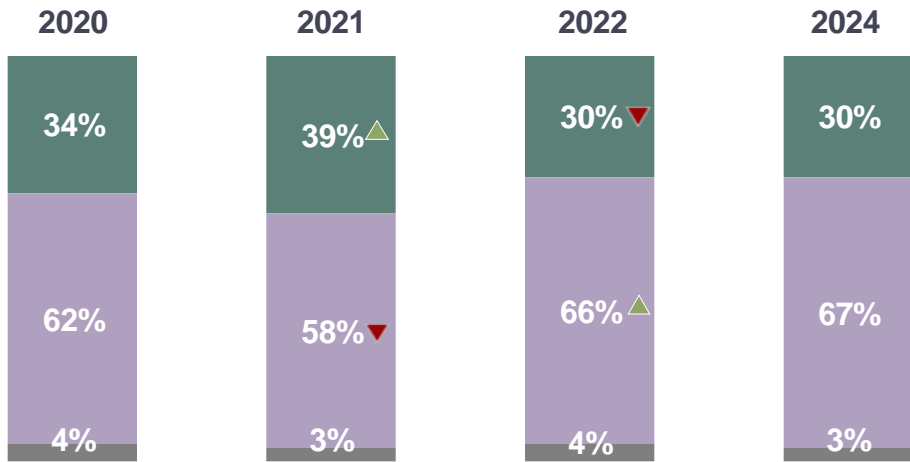


Renters' engagement with landlords over Healthy Homes

Following a drop in 2022, a similar share in 2024 spoke to their landlord or property manager about the Healthy Homes rules (30%). Those who did discuss the rules most often raised the issue themselves (68%), rather than their landlord or property manager raising it (19%).

Whether discussed healthy homes with landlord/property manager in last 6 months

Renters

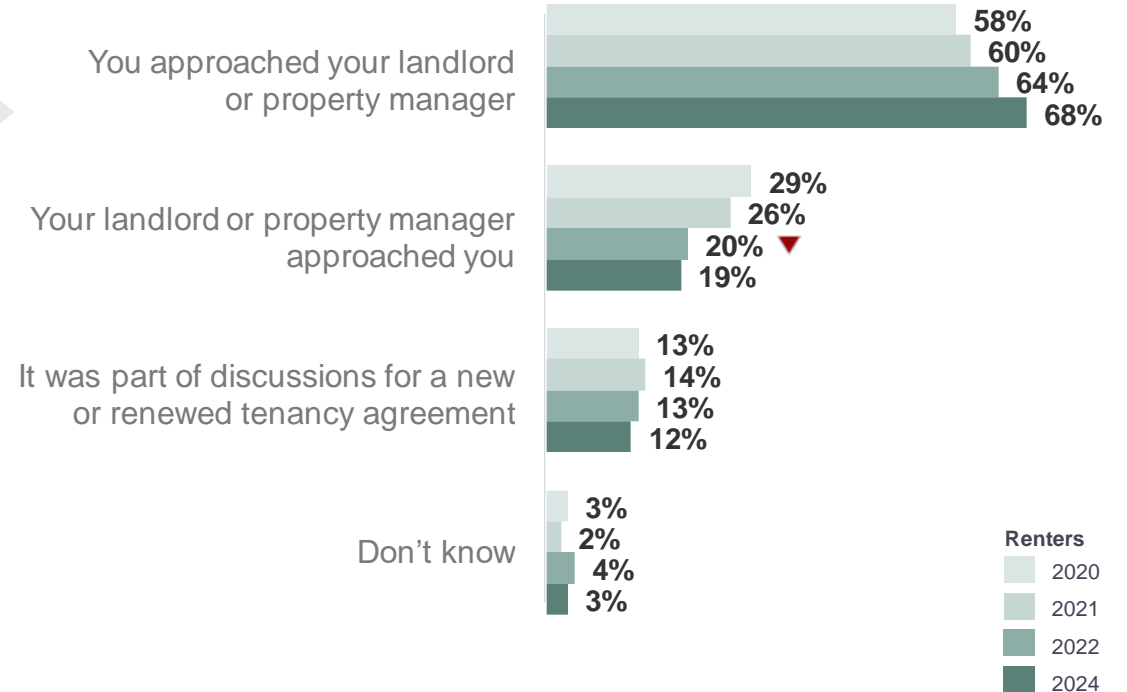


- Yes, have discussed healthy homes in last 6 months,
- No, haven't discussed healthy homes with landlord,
- Don't know

Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600).

Source: Q33. "The last lot of questions were about the standards the law requires rental properties to meet...In the last six months, have you discussed any of these things with your landlord or property manager?"

Who initiated this discussion



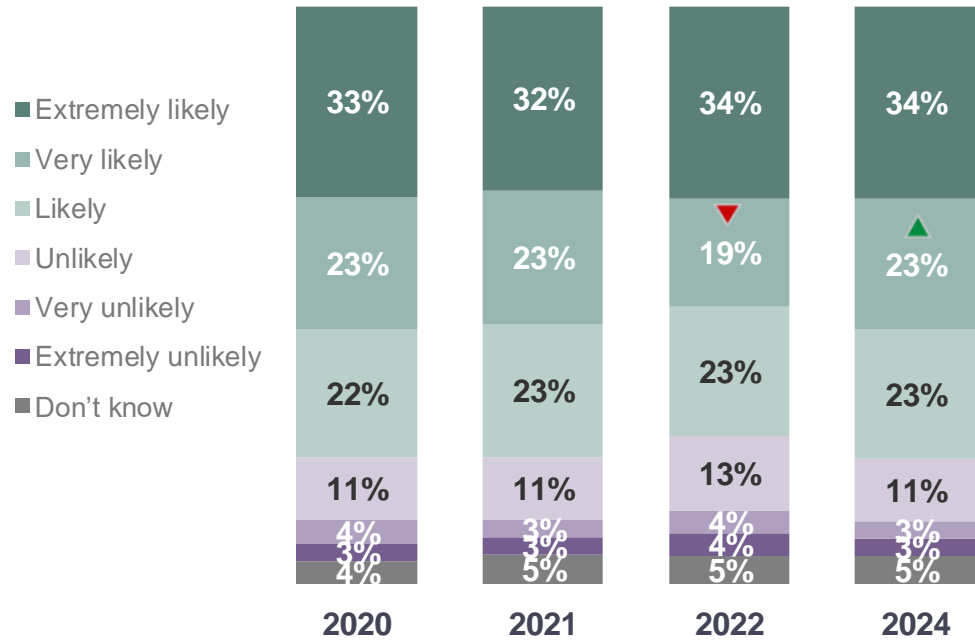
Base: Renters who have discussed healthy homes with their landlord/property manager (2020 n=548, 2021 n=623; 2022 n=491, 2024 n=447) Source: Q34. "Did the discussion come about because..." Note, totals may not add to 100% due to rounding

Renters' engagement with landlords

Renters' likelihood of approaching their landlord or property manager about a non-compliant rental has increased a little since 2022; while the proportion who say they are 'extremely likely' has not changed (34%) there has been an increase in those who are very likely (up four points to 23%). The most common barrier to approaching a landlord remains concerns about negative impacts like increased rent or evictions etc (31%).

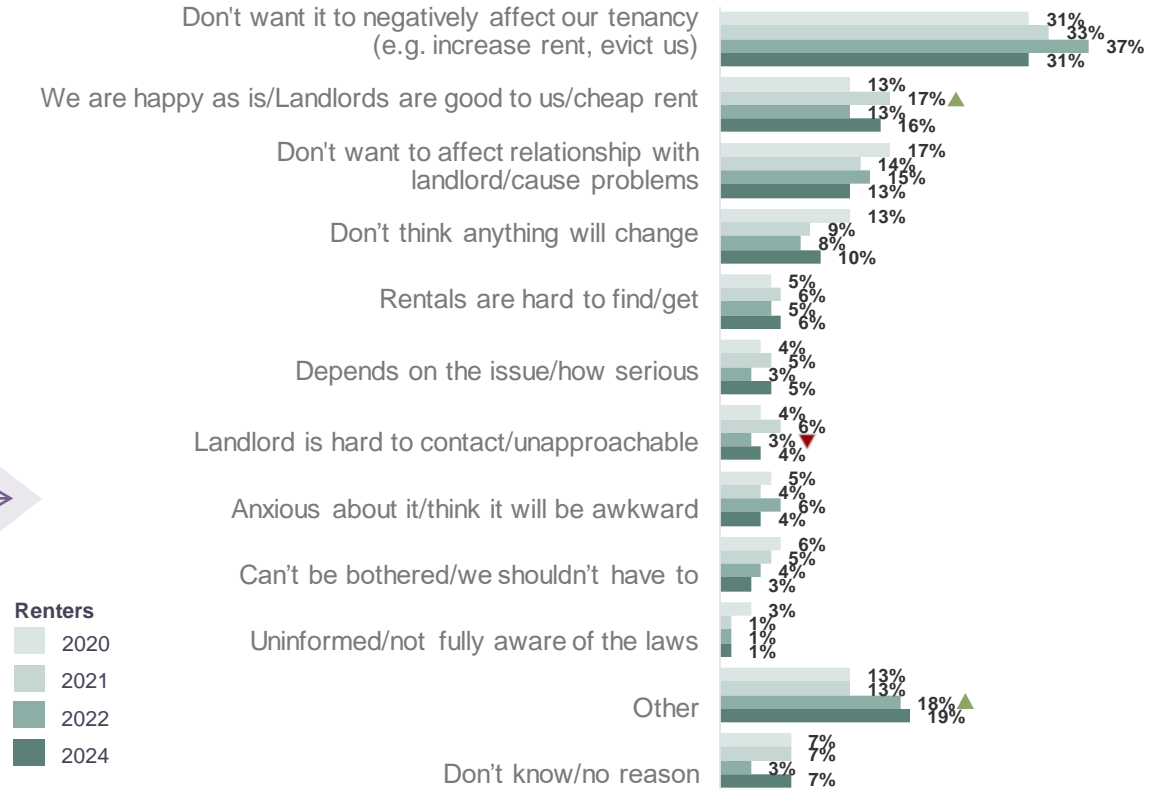
Likelihood of approaching landlord/property manager if rental is not compliant with healthy homes

Renters



Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600). Source: Q35. "If you were aware your landlord was not complying with what the law says about rental property standards, how likely or unlikely would you (or someone you live with) be to approach your landlord (or property manager) to talk to them about the situation?" Note, totals may not add to 100% due to rounding

Why they wouldn't approach landlord/property manager

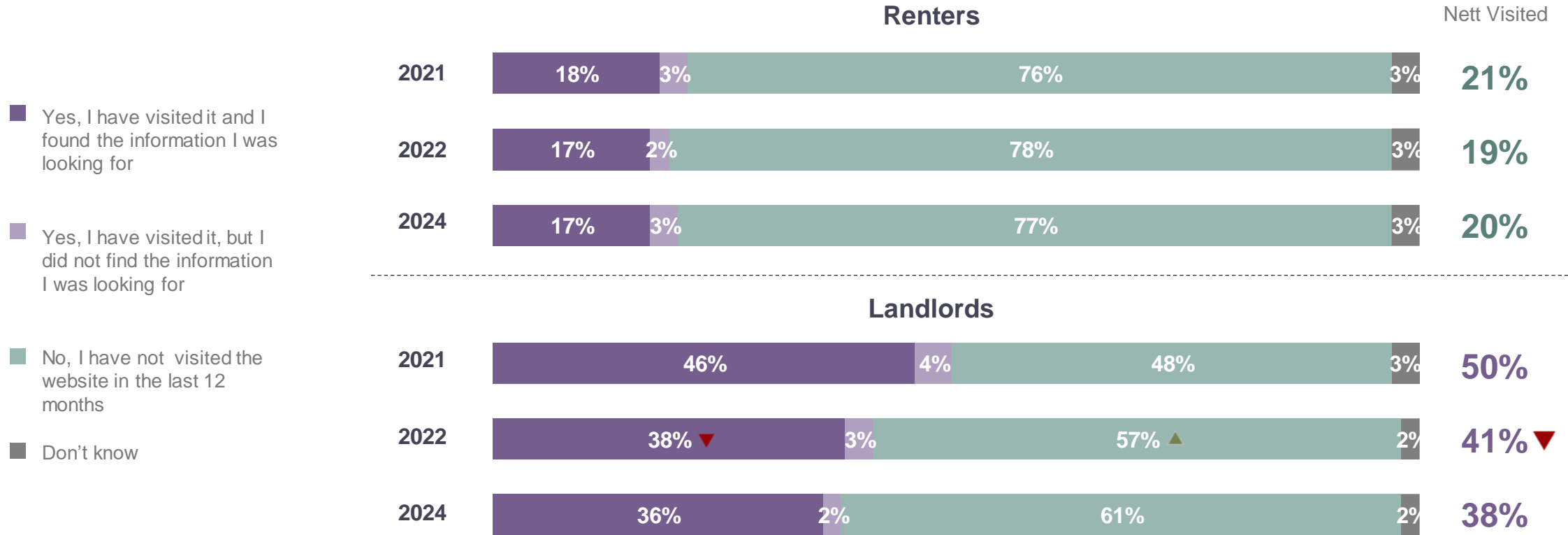


Base: Renters who would not be more likely to speak to their landlord (2020 n=641, 2021 n=657, 2022 n=677, 2024 n=643). Source: Q36. "Why would you not be more likely to talk to your landlord (or property manager) about this?" Multiple responses are allowed, so totals may not add to 100%

Use of tenancy website

Twice as many landlords have visited the tenancy.govt.nz website compared with renters (38% of landlords, 20% of renters), which is similar to 2022.

Whether renters and landlords have visited tenancy.govt.nz website in the last 12 months



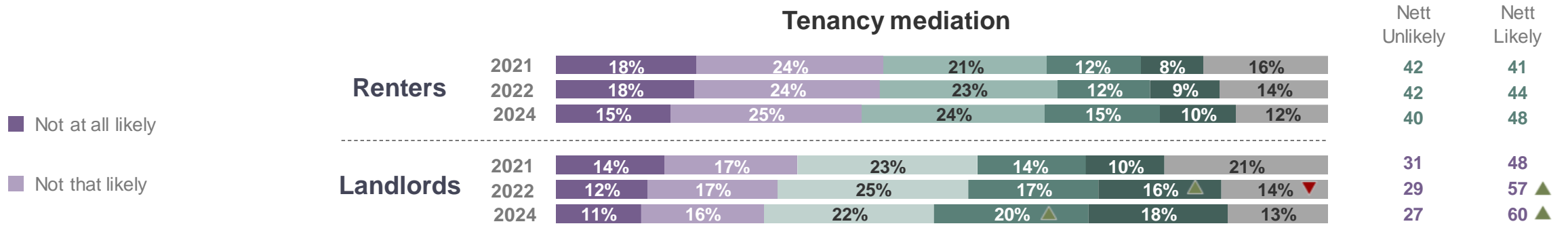
Base: All renters (2021 n=1,600; 2022 n=1,602, 2024 n=1,600) and all landlords (2021, n=1,002, 2022 n=1,000, 2024 n=1,000).
 Source: Q57 and Q64. "Have you visited the tenancy.govt.nz website in the last 12 months for information on residential tenancy or Healthy Homes Standards?"

Resolving tenancy issues

Landlords remain more willing to engage in tenancy mediation or hearings than renters. Landlords' willingness to go to mediation has increased over the last two years, up to 60% in 2024. As in 2022, renters continue to be more torn, with slightly more renters willing to engage than not.

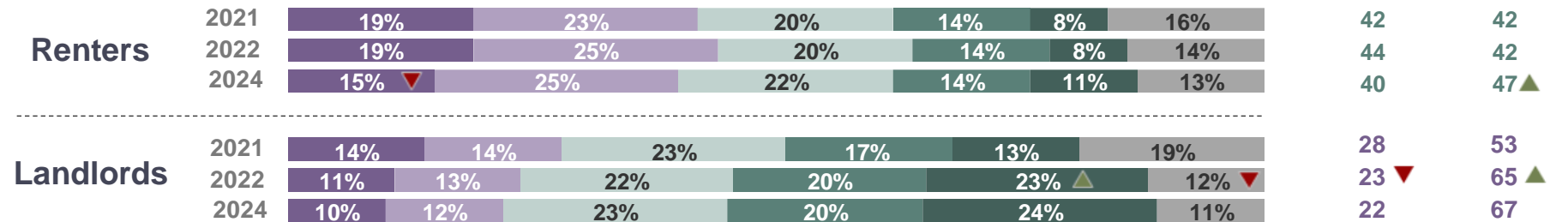
Likelihood of renters and landlords applying for tenancy mediation and/or the Tenancy Tribunal if significant tenancy issue or issue about Healthy Homes Standards arose

Tenancy mediation



- Not at all likely
- Not that likely
- Quite likely
- Very likely
- Extremely likely
- Not sure

Tenancy Tribunal hearing



Base: All renters (2021 n=1,600; 2022 n=1,602, 2024 n=1,600) and all landlords (2021, n=1,000, 2022 n=1,000, 2024 n=1,000).

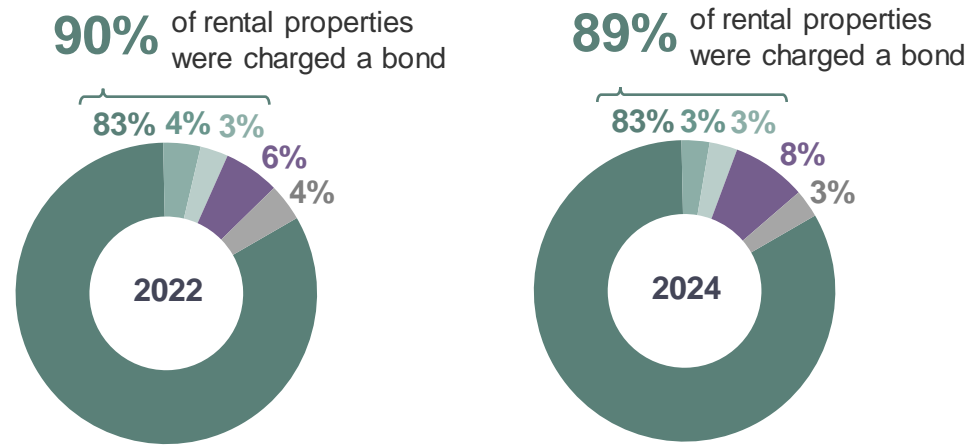
Source: Q58i. "Next we'd like you to imagine you have a significant tenancy issue or issue about Healthy Homes Standards. Imagine you have discussed the issue with your landlord directly, but the issue remains unresolved after three months. How likely are you to apply for Tenancy mediation AND/ OR the Tenancy Tribunal for a hearing?" Q65. "Next we'd like you to imagine you have a significant tenancy issue that you've discussed with your tenants, but the issue remains unresolved after three months. How likely are you to apply for Tenancy mediation AND/ OR the Tenancy Tribunal for a hearing?" Note, totals may not add to 100% due to rounding

Bond lodgement

Landlords say they charged a bond for about nine in ten properties (89%) and lodged the bond for most (83%) properties, meaning 6% of bonds were not lodged. A similar share of landlords are not aware that a bond needs to be lodged (7%), which remains unchanged from 2022.

Whether landlord charged and lodged a bond

Landlords (properties)



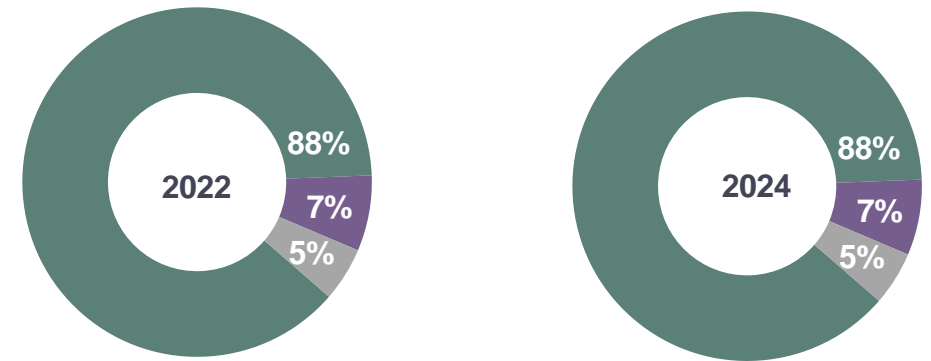
- Yes, I charged **and** lodged a bond
- No – I charged a bond but did not lodge it
- No – I charged a bond but unsure whether it was lodged
- No – I did not charge a bond
- Not sure

Base: All properties (2022 n=2,096, 2024 n=1,936).

Source: Q33a. "How many of your rental properties have you lodged a bond for?" This question was asked for the first time in 2022, so no data is available before this

Awareness that bonds must be lodged with tenancy services

Landlords



- Yes, I was aware
- No, I was not aware
- Not sure

Base: All landlords (2022 n=1,000, 2024 n=1,000)

Source: Q33b. "Did you know that you if you charge a bond, you have to lodge the bond with Tenancy Services within 23 days?" This question was asked for the first time in 2022, so no data is available before this

Introducing Verian

Verian is the new name for Kantar Public (formerly ColmarBrunton).

Following our divestment from our former parent company, we are now an independent research and evaluation agency, providing evidence and advisory services to government and the public realm, across Aotearoa New Zealand and around the world.

Please get in touch if you have questions or would like to know more.

Michael Winder

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