

Healthy Homes Guarantee Act monitoring

Wave 2 research 2021



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

TOPLINE REPORT | SEPTEMBER 2021

KANTAR PUBLIC



CONTENTS



p3	Task at hand
p4	Method
p5	Sample profile – renters
p6	Sample profile – landlords
p7	Awareness of the Healthy Homes Standards
p9	Landlords' commitment to complying with the Standards
p13	Compliance with the Standards
p38	Tenancy agreements
p44	Tenancy law changes (since mid-February 2021)
p54	Changes to tenancies
p95	Renters' engagement with landlords

Task at hand

- In February 2019, the Government announced the Healthy Homes Standards (the Standards). These standards were drafted into the Residential Tenancies (Healthy Homes Standards) Regulations 2019, which became law on 1 July 2019.
- The Standards aim to make a significant change to the quality of New Zealand rental homes. They cover improvements to heating, insulation, and ventilation, and address issues with moisture ingress and drainage and draught stopping.
- The Ministry of Housing and Urban Development (HUD) commissioned Kantar Public (formerly Colmar Brunton) to undertake research with renters and landlords to assist HUD in monitoring the implementation of the Healthy Homes Guarantee Act (HHGA).
- 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 2 of the survey of landlords and renters conducted in August 2021. For comparison, it includes some key figures from the 2020 benchmark study.



Method

Wave 2 took a partial cohort approach whereby half of the sample of renters and landlords were from respondents who also participated in wave 1 in 2020 and the other half were new respondents (who only completed wave 2).

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 1,600 total renters, 799 renters also completed wave 1, while 801 renters were fresh respondents (i.e. only completed wave 2).
- Maximum margin of error for the total sample is +/-2.5%.
- Fieldwork was conducted from 11 August to 11 September 2021.
- Data were weighted by age within gender, ethnicity, region, and household income by household size to match Census 2018 population characteristics of renters in privately-owned dwellings nationwide.

LANDLORDS

- A nationwide online survey of 1,002 landlords. The population of interest is landlords who receive rental payments from tenants living in a residential property that the landlord owns.
- Of the 1,002 total landlords, 501 landlords also completed wave 1, while 501 landlords only completed wave 2.
- Maximum margin of error for the total sample is +/-3.1%.
- Fieldwork was conducted from 11 to 30 August 2021.
- Data is 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 1,002 landlords surveyed own 2,064 rental properties.

For simplicity only the question wording used for landlords with multiple properties is shown at the bottom of each chart (where appropriate).

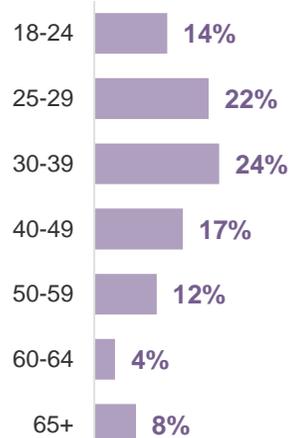
Additional notes on statistical significance and rounding

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

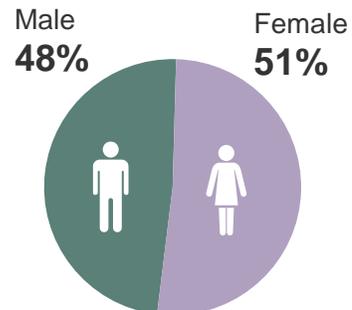
Percentages in a graph or table may not add to 100% because the respondent could choose more than one answer or due to rounding. Percentages below 0.5% are shown to one decimal point. All other percentages have been rounded to the nearest number.

Sample profile – renters (2021)

Age

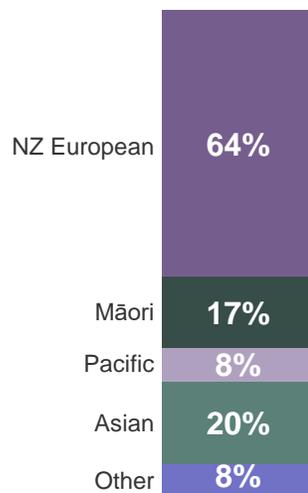


Gender



*0.3% were Gender diverse

Ethnicity



*Refused (0.1%)

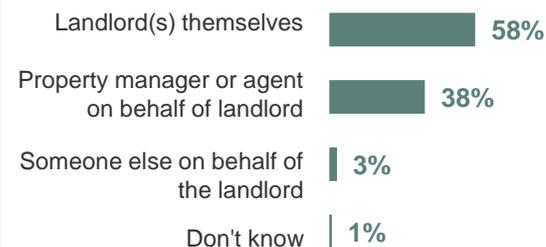
Long-term disability



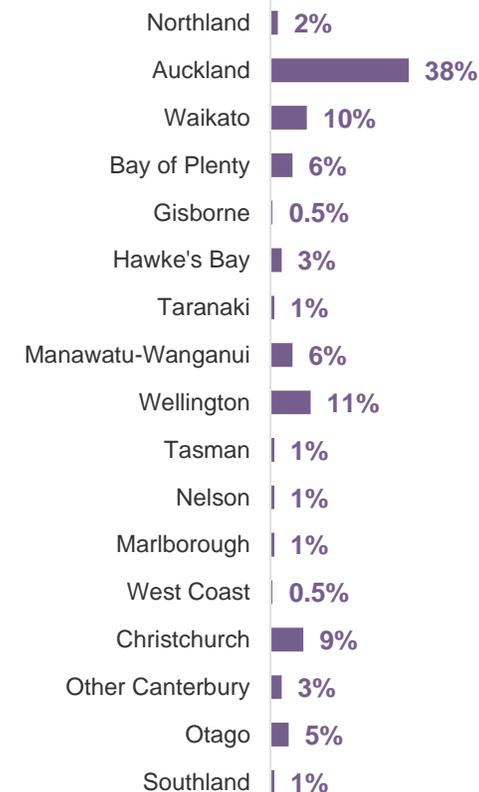
Long-term health issue or condition



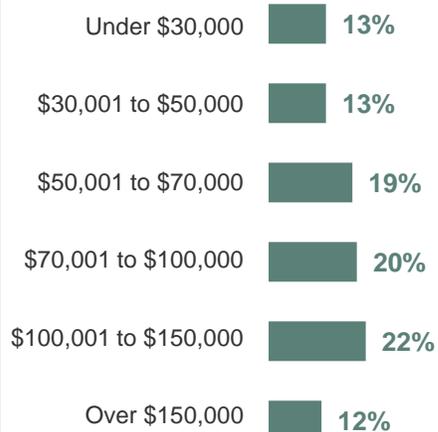
Property management



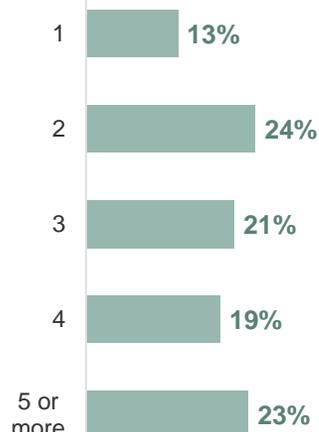
Region



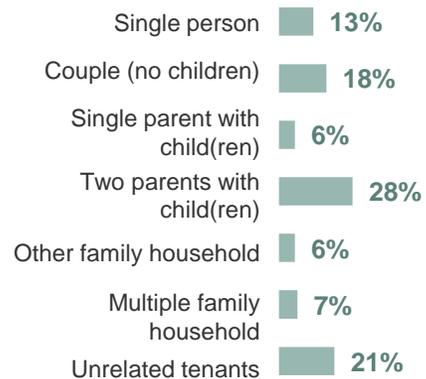
Household income



Household size

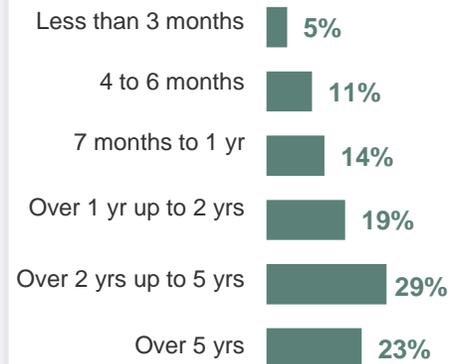


Household composition



*Other (0.2%), Prefer not to answer (1%)

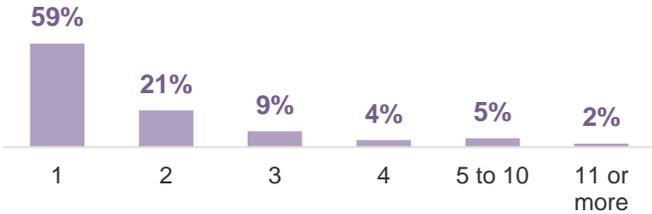
Length of time in property



*Can't remember (0.4%)

Sample profile – landlords (2021)

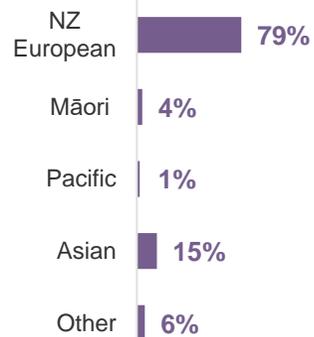
Number of properties



Whether rental income is main source of income



Ethnicity



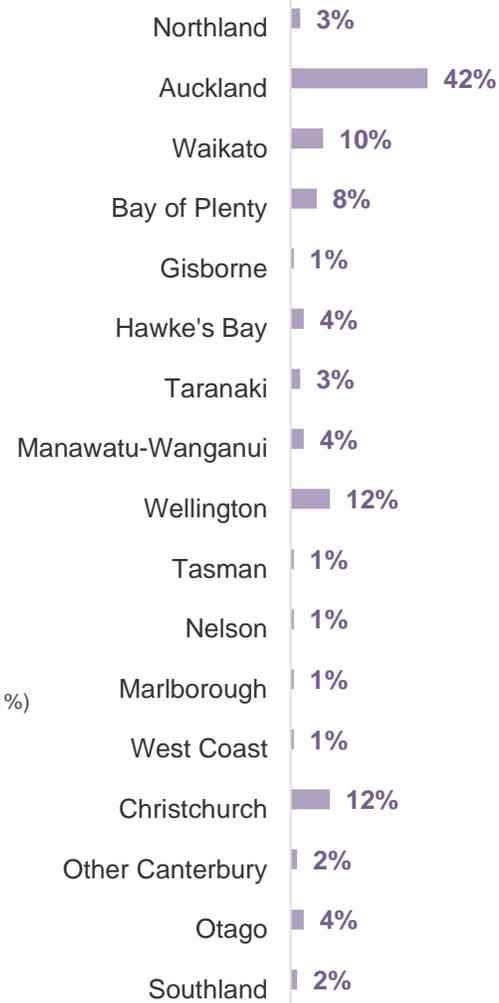
*I plan to demolish a home/property (0.1%)

Length of time of current tenancy

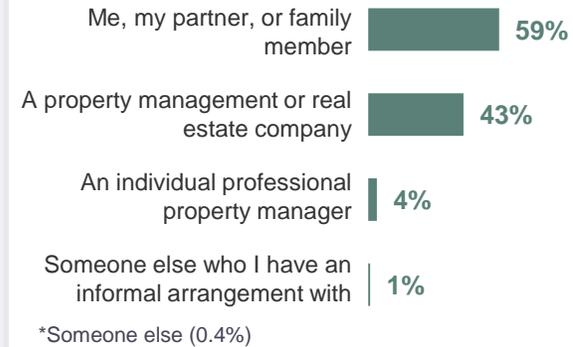


*I plan to demolish a home/property (0.1%)

Location of properties

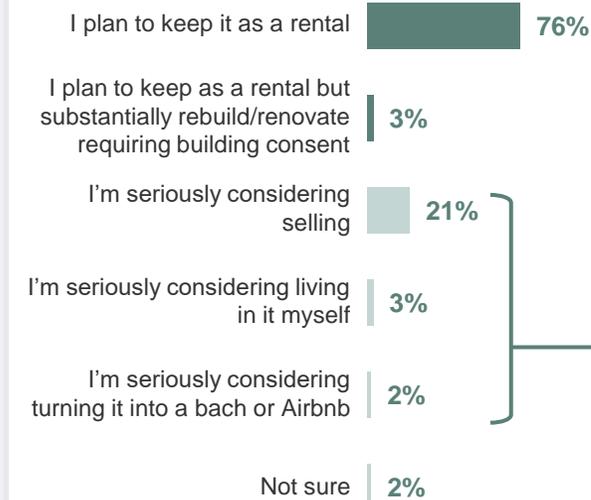


Property management



*Someone else (0.4%)

Plans for rental property in next 12 months



*I plan to demolish a home/property (0.4%)

Why landlord is no longer considering renting



Respondents considering no longer renting (n=253)
*Responses less than 1% are grouped into another reason.

01



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

Awareness of Healthy Homes Standards



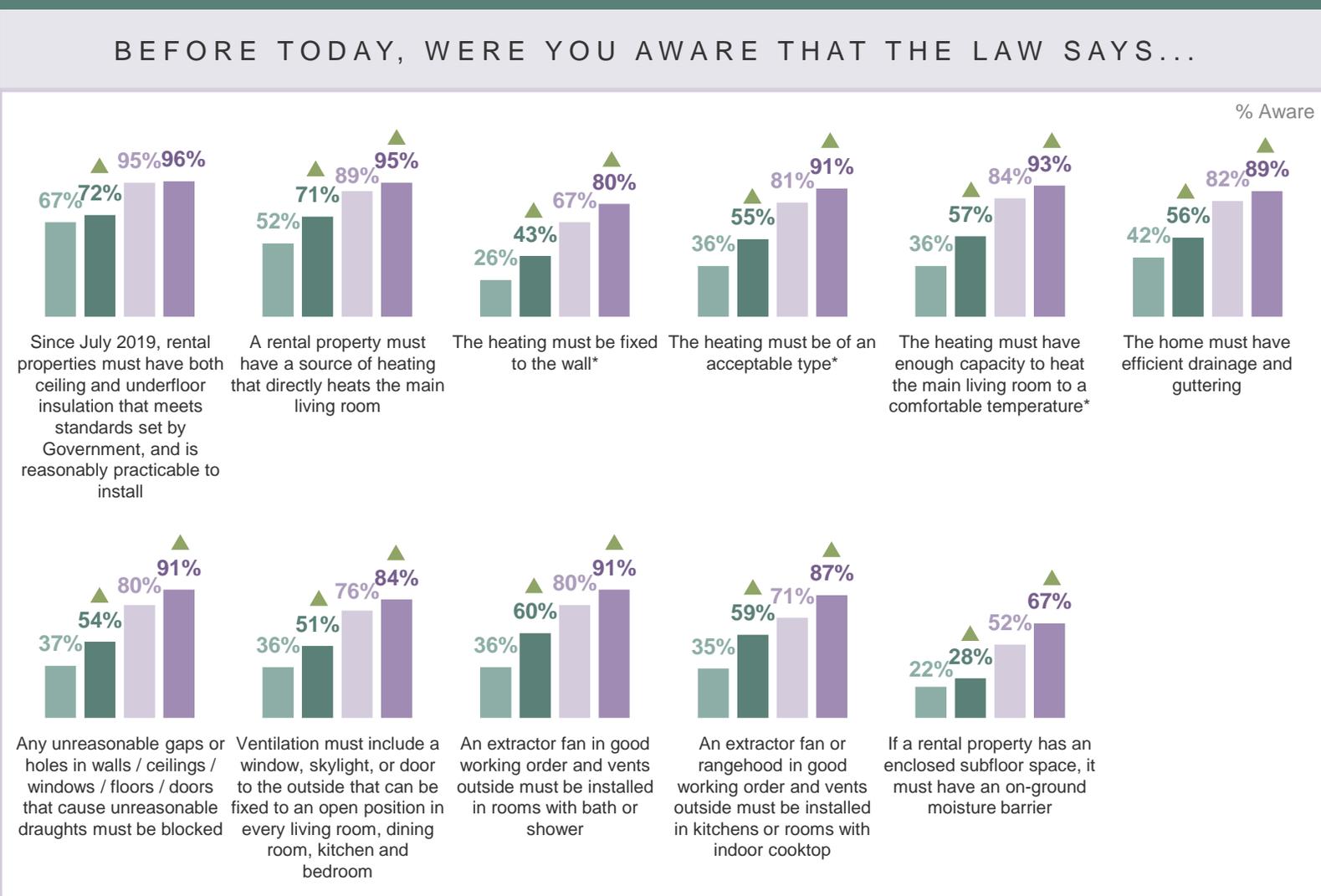
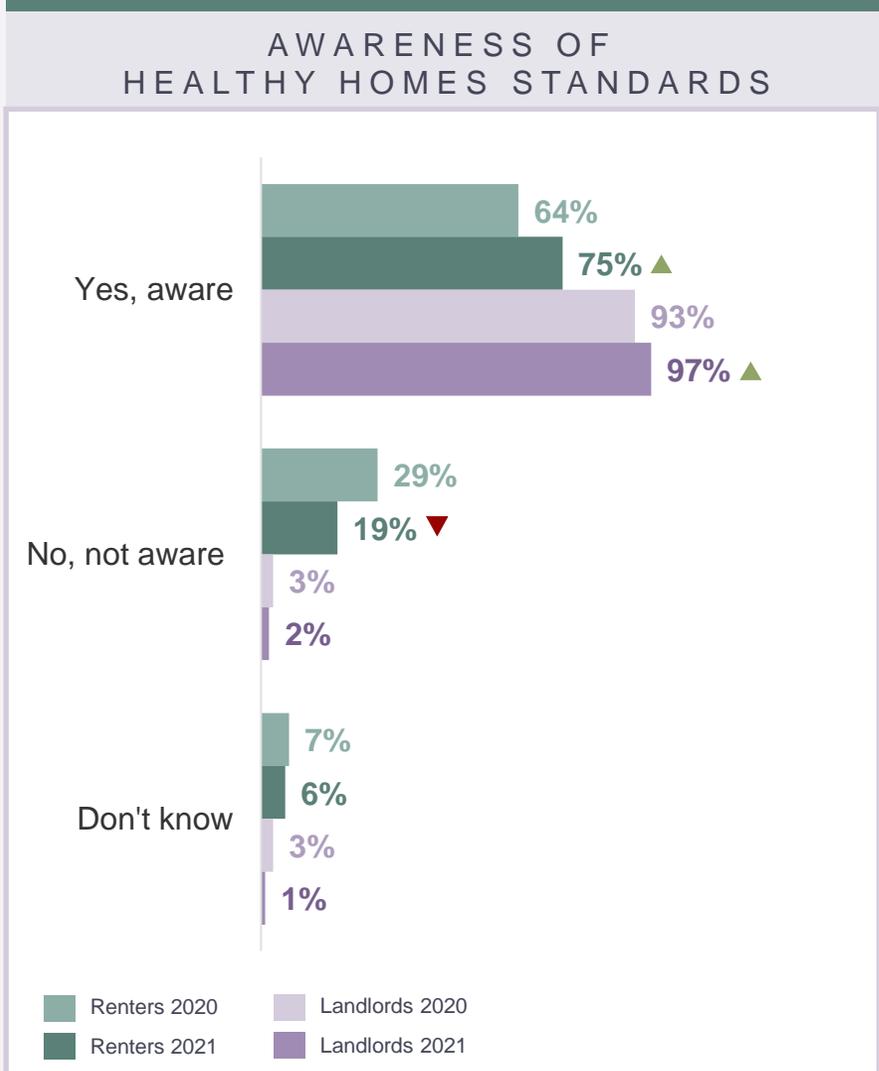
KANTAR PUBLIC



COLMAR BRUNTON
A Kantar Public Company

Awareness of standards

Three quarters (75%) of renters and nearly all (97%) landlords have now heard of the healthy homes standards, an improvement of 11 points and four points respectively compared to last year. Though renters' knowledge of specific standards remains lower than landlords, levels of knowledge have improved across the board for both renters and across all but one standard for landlords.



Base: All renters (2020 n=1,602, 2021 n=1,600) and all landlords (n=1,002).
 Source: Q31. "New minimum healthy homes standards for rental properties in New Zealand became law In July 2019. Before today, had you seen or heard anything about healthy homes standards?"
 Q32. "Before today, were you aware that the law says..."
 *Although the three italicised items 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 sample of renters and landlords.
 ▲ / ▼ Indicates a significant increase/decrease since 2020

02 ———



**MINISTRY OF HOUSING
AND URBAN DEVELOPMENT**

Landlords' commitment to complying with the Standards



KANTAR PUBLIC



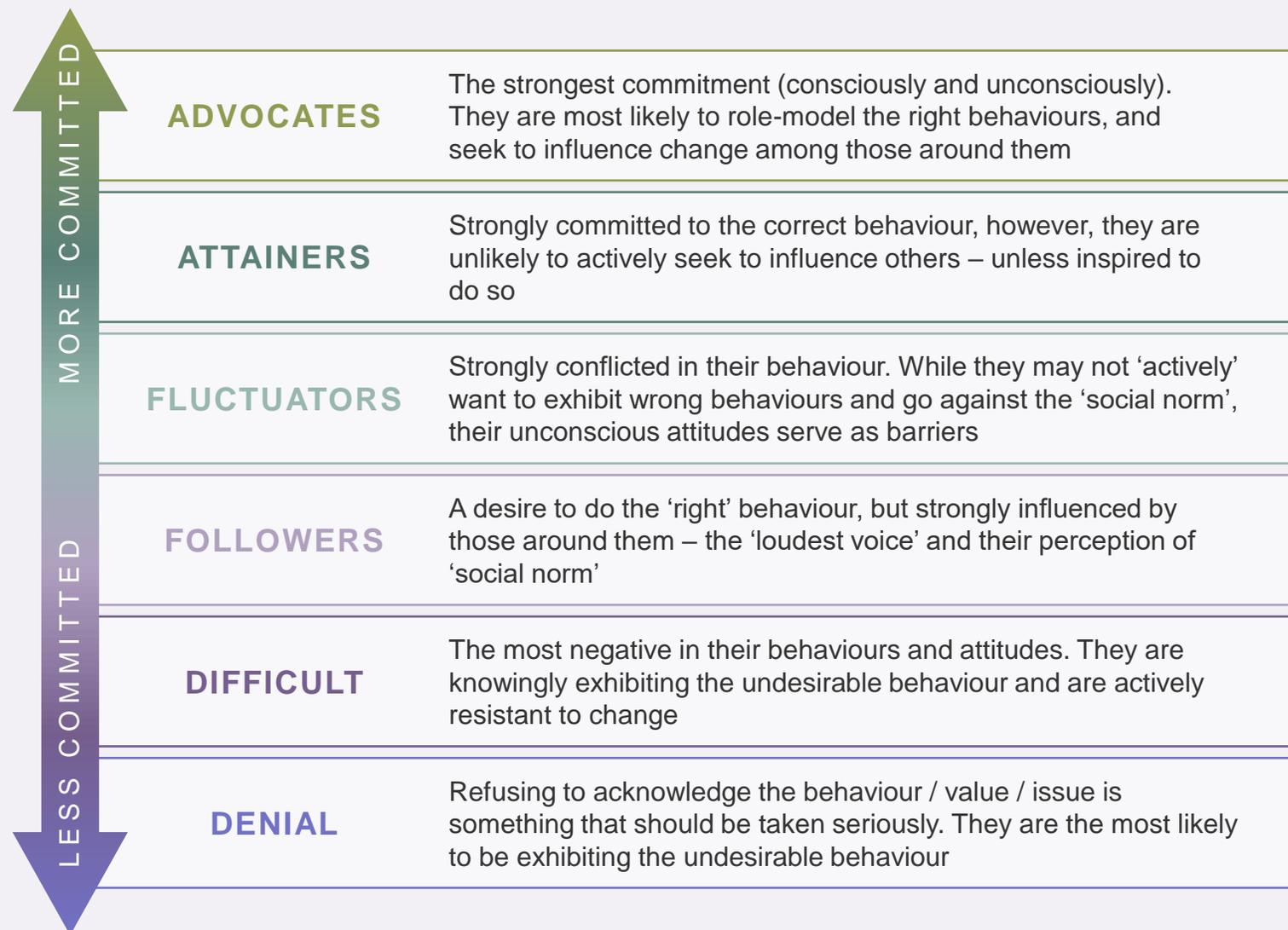
COLMAR BRUNTON

A Kantar Public Company

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).

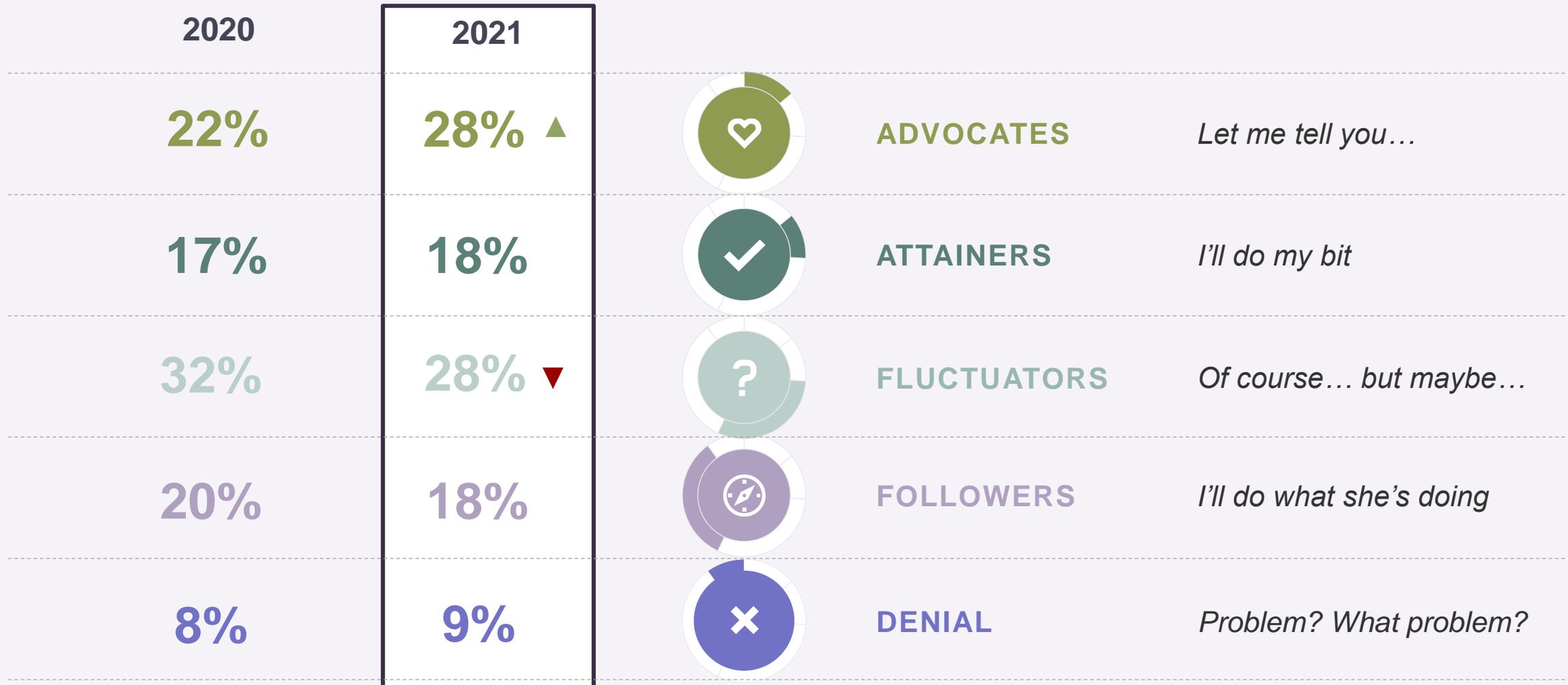
We measured commitment intensity by measuring landlords' perceived ease of meeting the standards, their degree of ambivalence towards and perceived importance of the standards, as well as their cognitive dissonance with not meeting the standards. We then segmented landlords into the groups on the right.



This model was developed by Kantar Public and has been used to measure commitment to a wide range of behaviours for public sector clients in New Zealand and overseas

Over four in ten landlords (46%) display especially strong commitment to the Healthy Homes Standards. The size of the most committed segment (Advocates) has grown since last year.

COMMITMENT INTENSITY

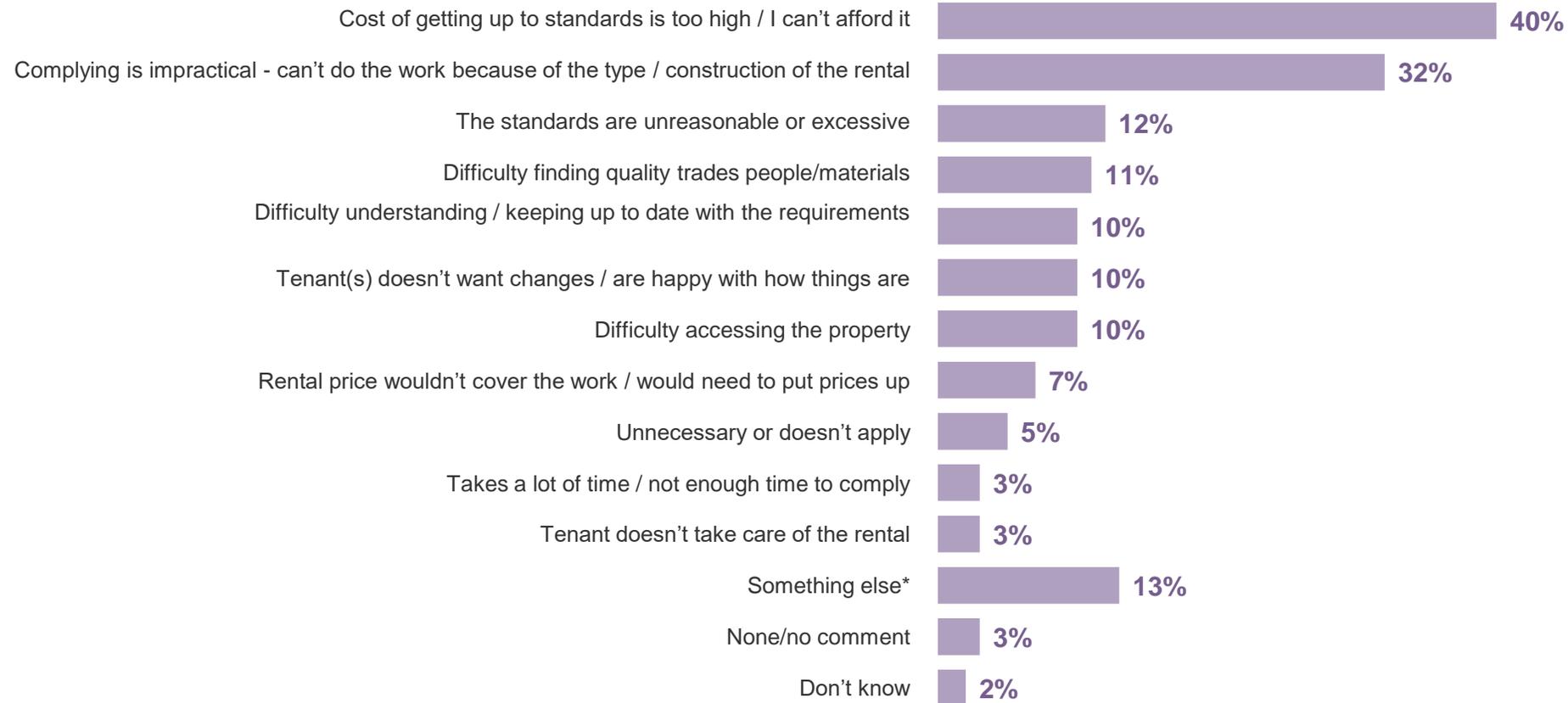


▲ / ▼ Indicates a significant increase/decrease since 2020

Reasons for difficulty in complying with the standards

Landlords who feel it isn't easy to fully comply with the healthy homes standards tend to cite financial constraints or impracticality as their main challenges.

PLEASE TELL US WHAT CHALLENGES YOU HAVE FACED IN TRYING TO FULLY COMPLY...



Landlords (2021)

Base: Landlords who say it's not easy to fully comply with the healthy homes standards (2021 only, n=347)

Source: Q48. "Earlier you indicated it wasn't that easy to fully comply with the healthy homes standards. Please tell us what challenges you have faced in trying to fully comply."

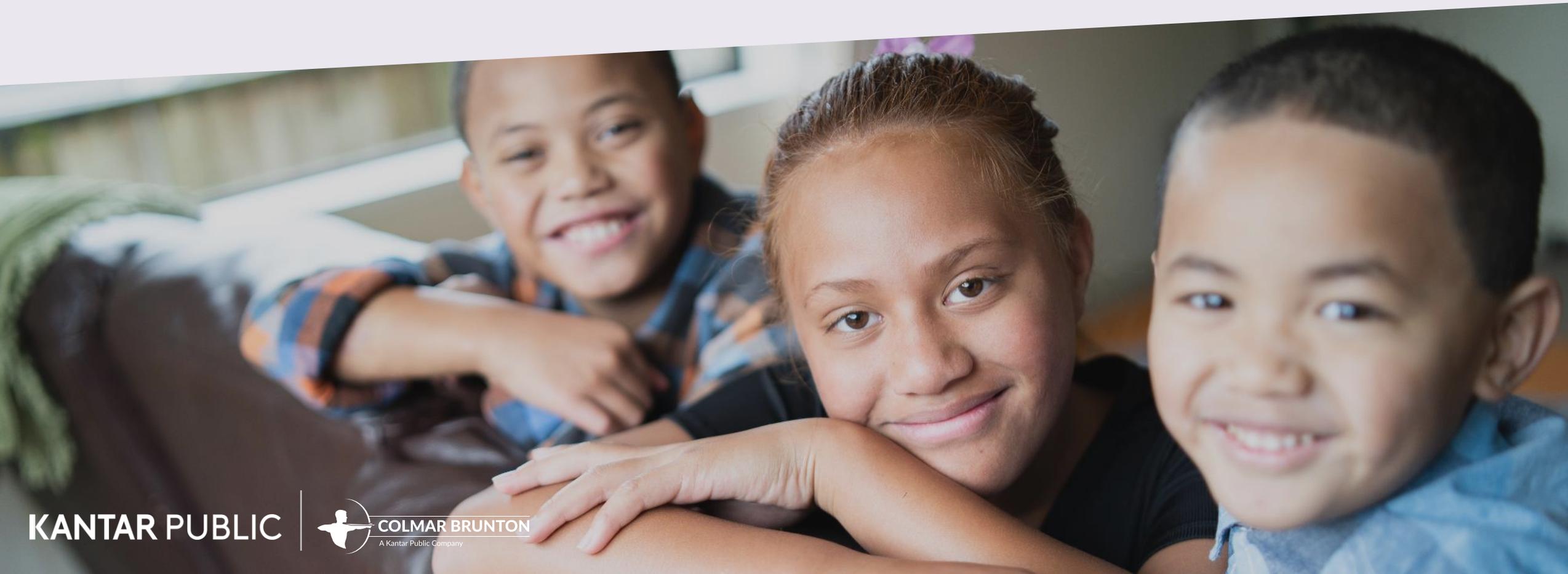
*Other reasons include: Difficulty getting certificates of compliance/assessment reports from inspectors (2%). 2% of landlords also mentioned they are selling their house or turning it into an Airbnb.

03 ———



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

Compliance with the Standards



KANTAR PUBLIC

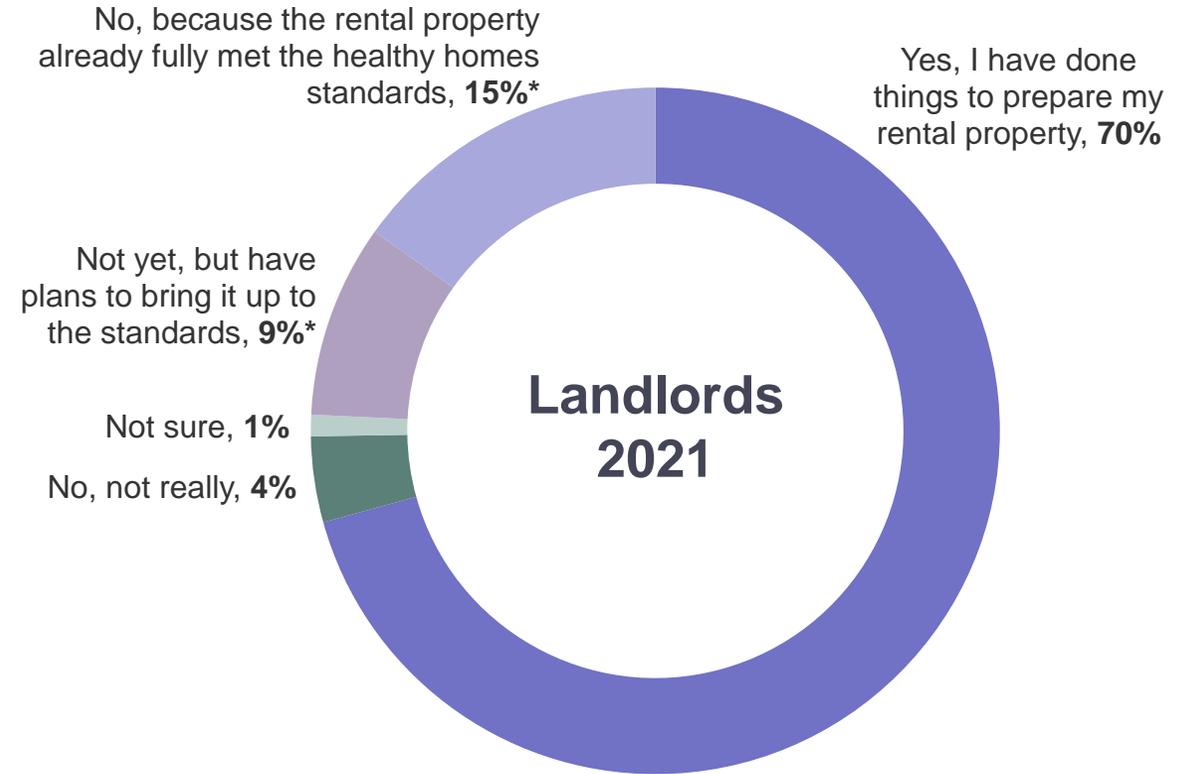
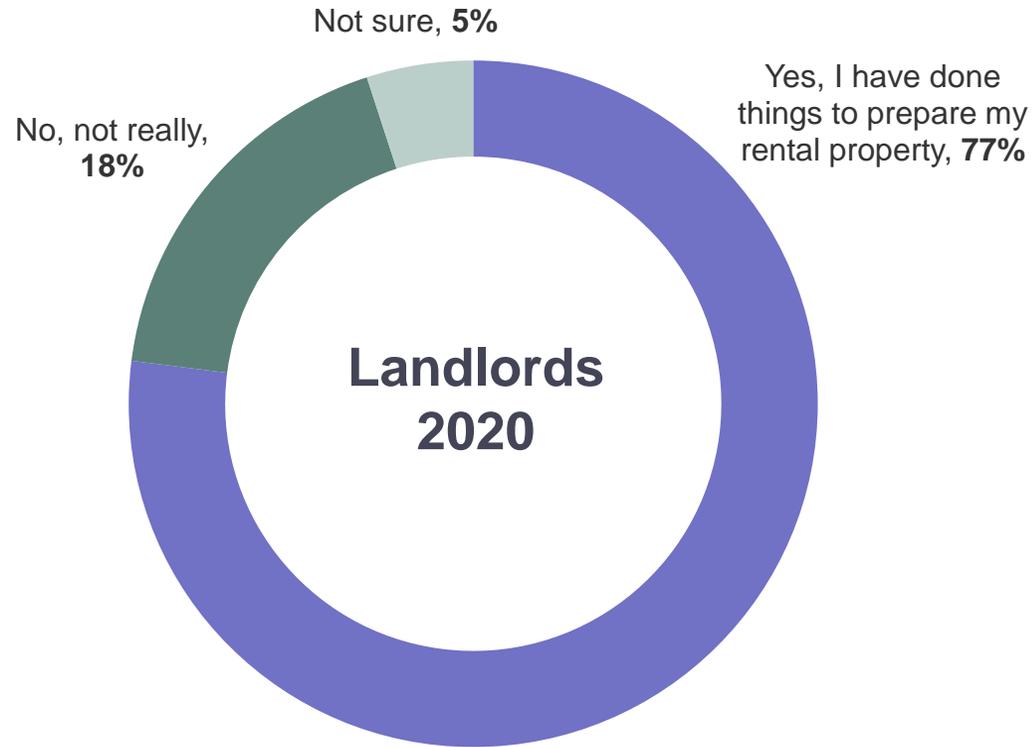


COLMAR BRUNTON
A Kantar Public Company

Landlords' preparation to meet Standards

Seven in ten (70%) landlords say they have done things to prepare their rental property/properties for the healthy homes standards. 15% of landlords say their property is already compliant with the standards, while one in ten say they are working on getting it up to standard. Note, new categories were added in 2021 so results are not directly comparable with Wave 1.

WHETHER DONE THINGS TO PREPARE PROPERTY FOR HEALTHY HOMES



Base: All landlords (2020 n=1,012, 2021 n=1,002)

Source: Q42. "Have you (or your property manager) been doing things to prepare your rental property to meet the healthy homes standards more fully?"

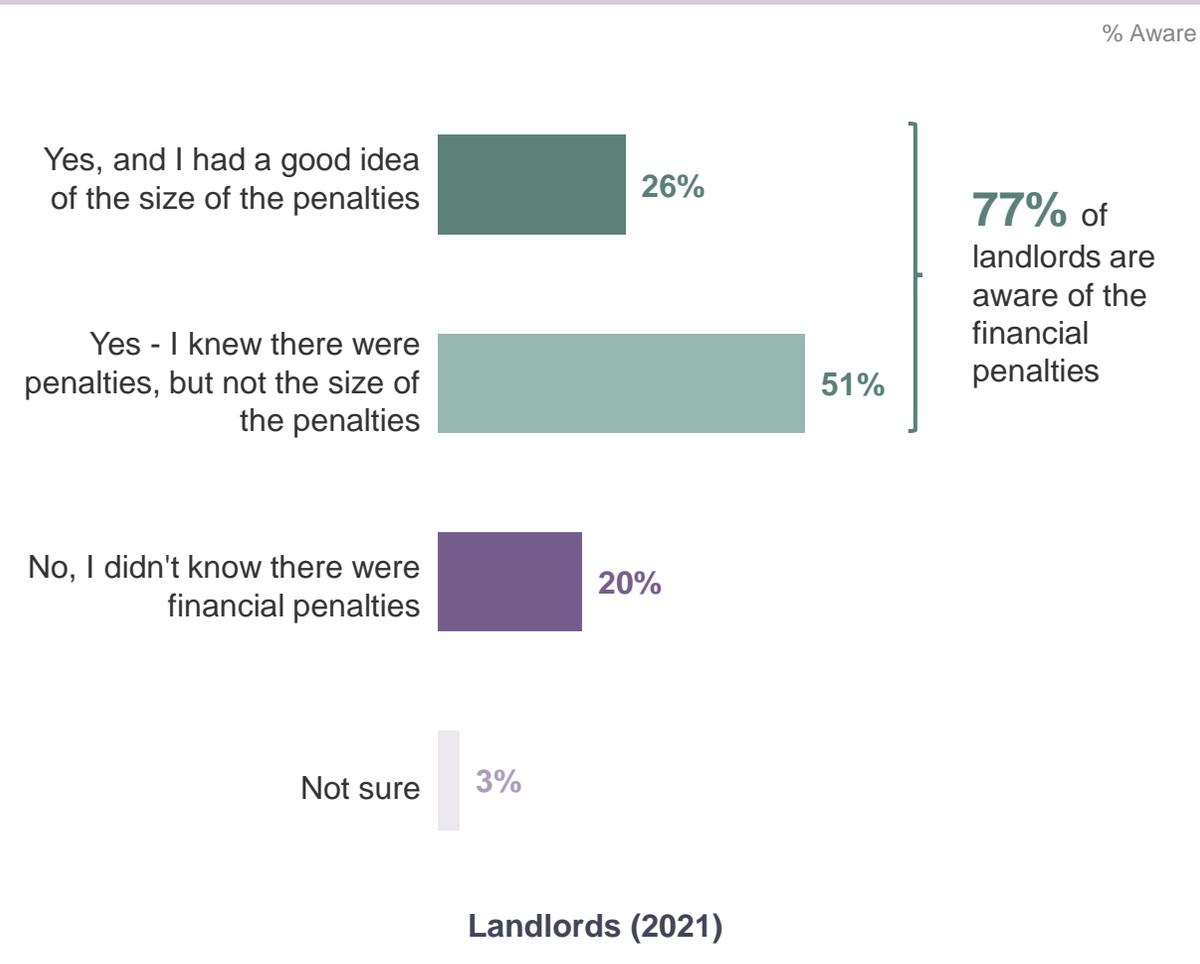
*Categories added in 2021.

▲ / ▼ Indicates a significant increase/decrease since 2020

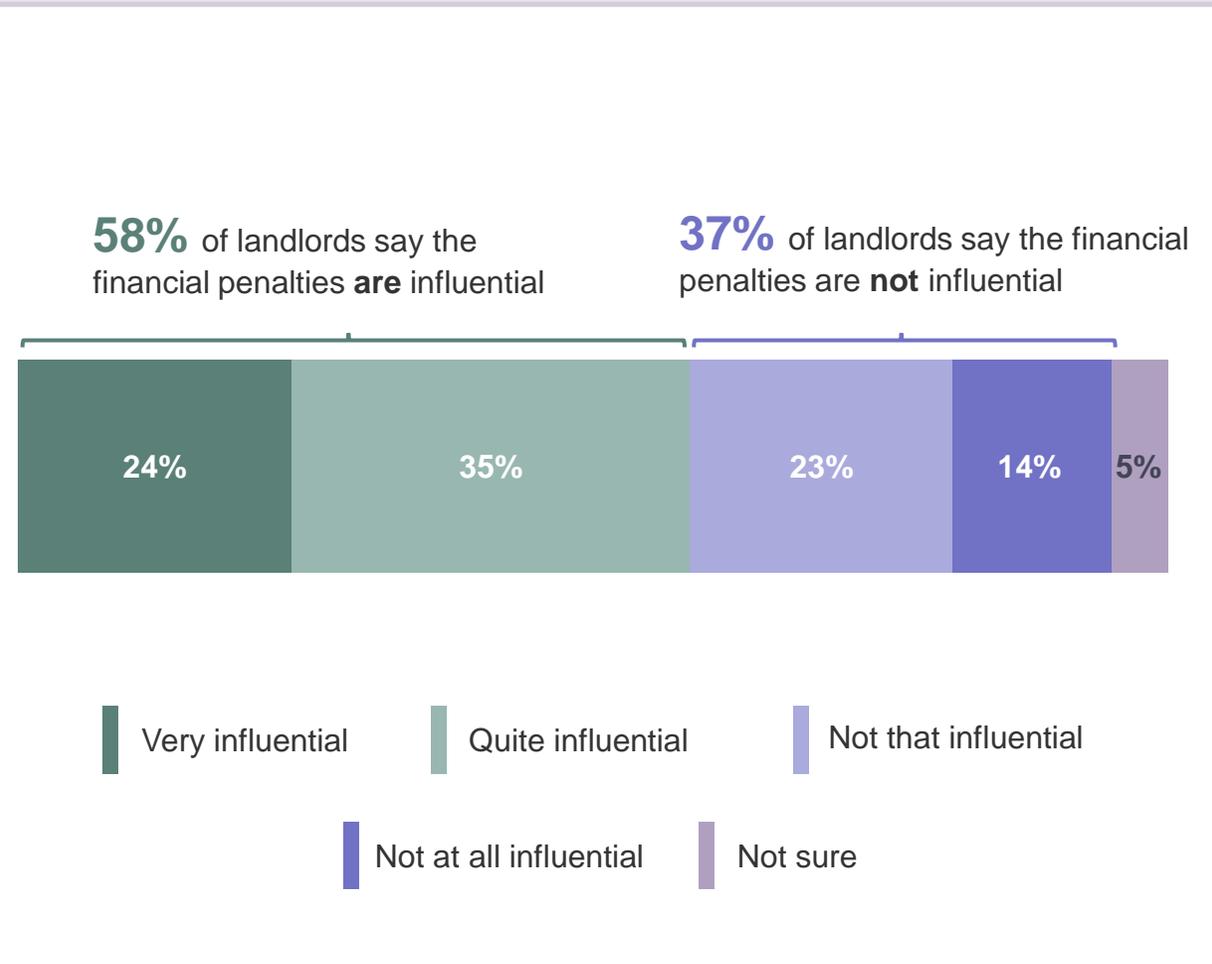
Financial penalties

Around three quarters (77%) of landlords are aware of the financial penalties for non-compliance, though only one quarter are mindful of penalty amounts. Just over half (58%) say these penalties are influential in making sure they fully comply with the healthy homes standards.

LANDLORDS' AWARENESS OF FINANCIAL PENALTIES



HOW INFLUENTIAL ARE THE FINANCIAL PENALTIES ON COMPLIANCE WITH THE STANDARDS?



Base: All landlords (2021 only n=1,002).

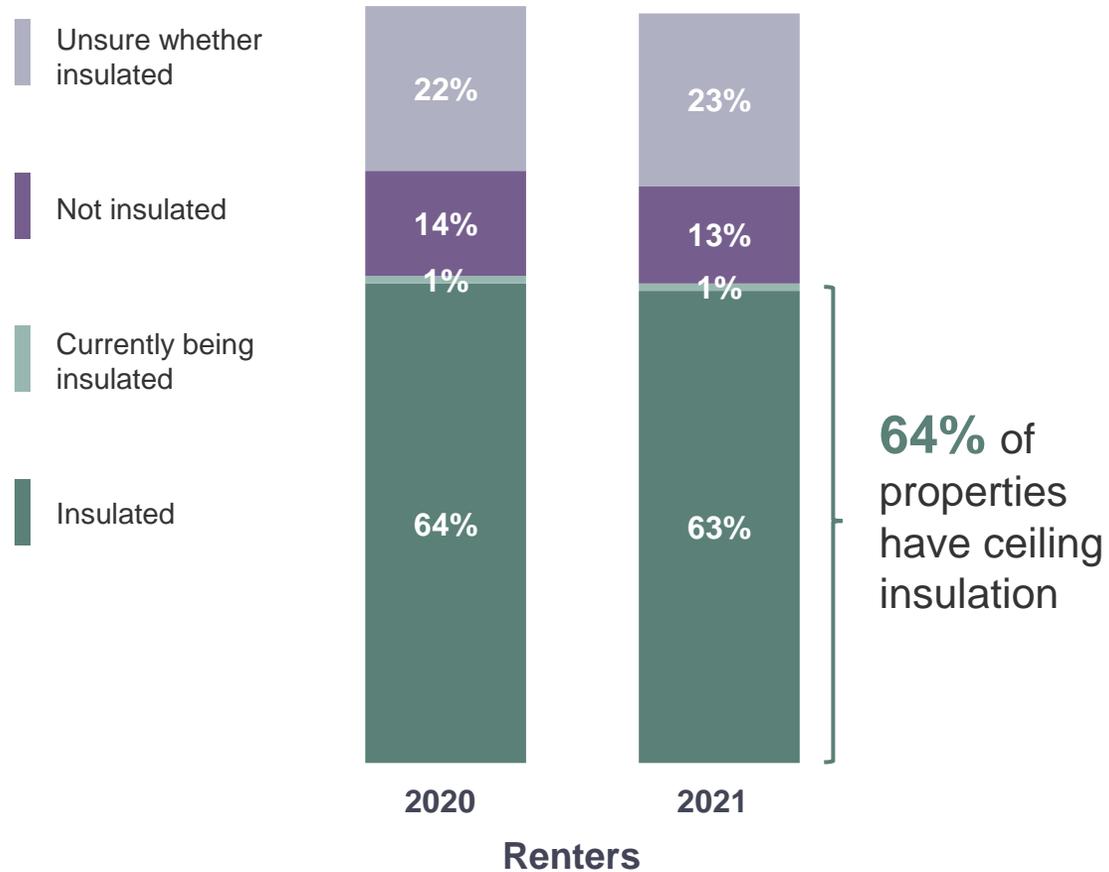
Source: Q49. "Landlords who don't comply with the Healthy Homes standards may face financial penalties. Landlords may be liable for exemplary damages of up to \$7,200. Before today, did you know about these penalties?"

Q50. "How influential are the financial penalties in making sure you fully comply with the healthy homes standards?"

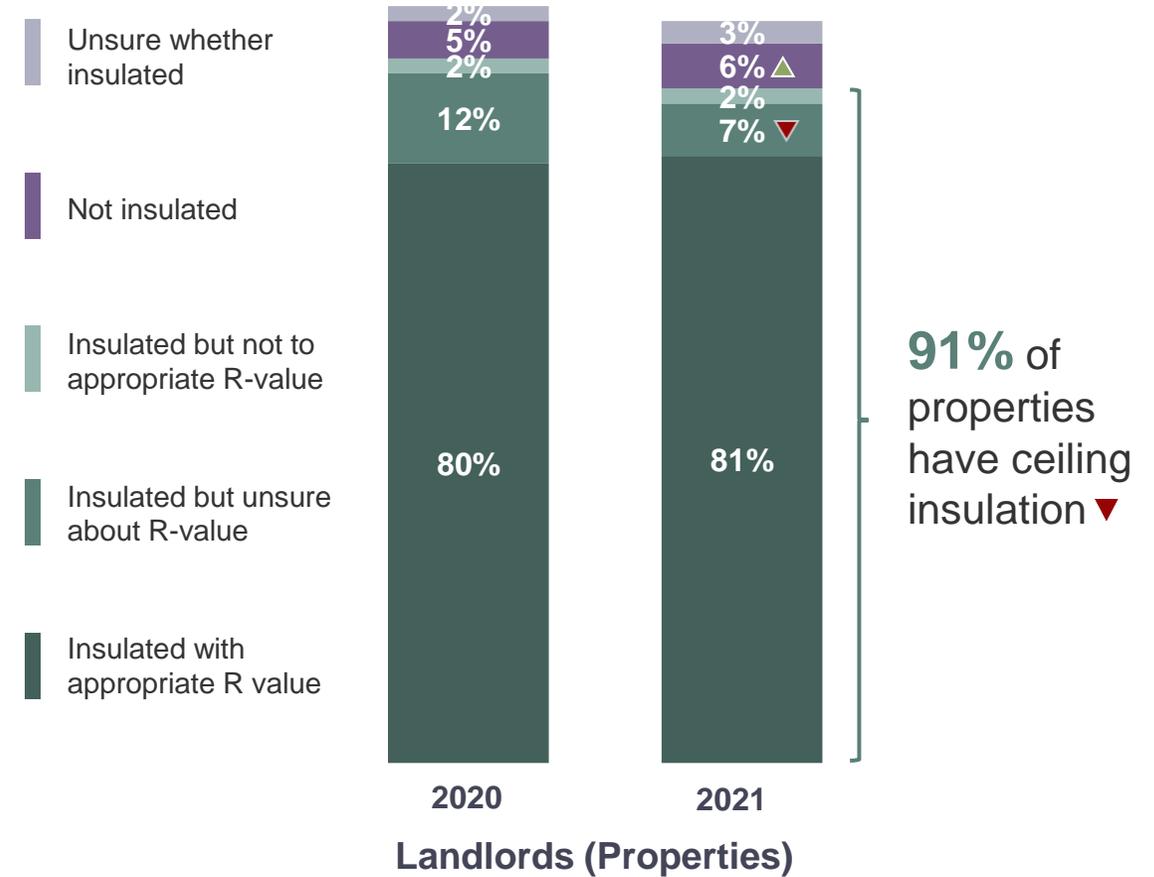
Ceiling insulation

Around six in ten (63%) renters say their property currently has ceiling insulation, while landlords report that eight in ten (81%) of their properties have ceiling insulation with the appropriate R-value for their climate zone.

RENTERS' VIEWS ON EXISTENCE OF CEILING INSULATION



LANDLORD VIEWS ON EXISTENCE OF CEILING INSULATION (AND WITH APPROPRIATE R-VALUE)



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

Source: Q12. "Does this property have ceiling insulation?"

▲ / ▼ Indicates a significant increase/decrease since 2020

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

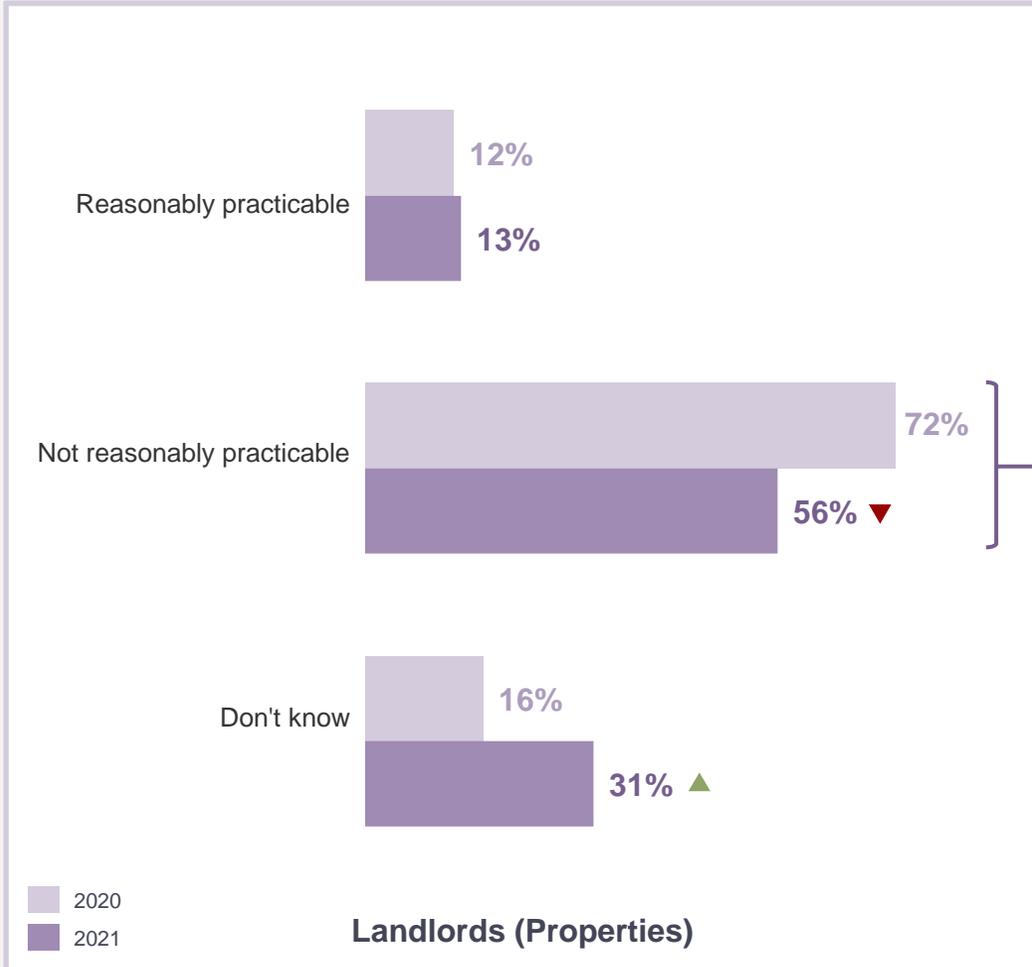
Source: Q7. "How many of your rental properties have insulation in the ceiling?" Q8. "How many of your rental properties have ceiling insulation with the appropriate R-value for your climate zone?"

Landlord views on whether ceiling insulation would be reasonably practicable to install

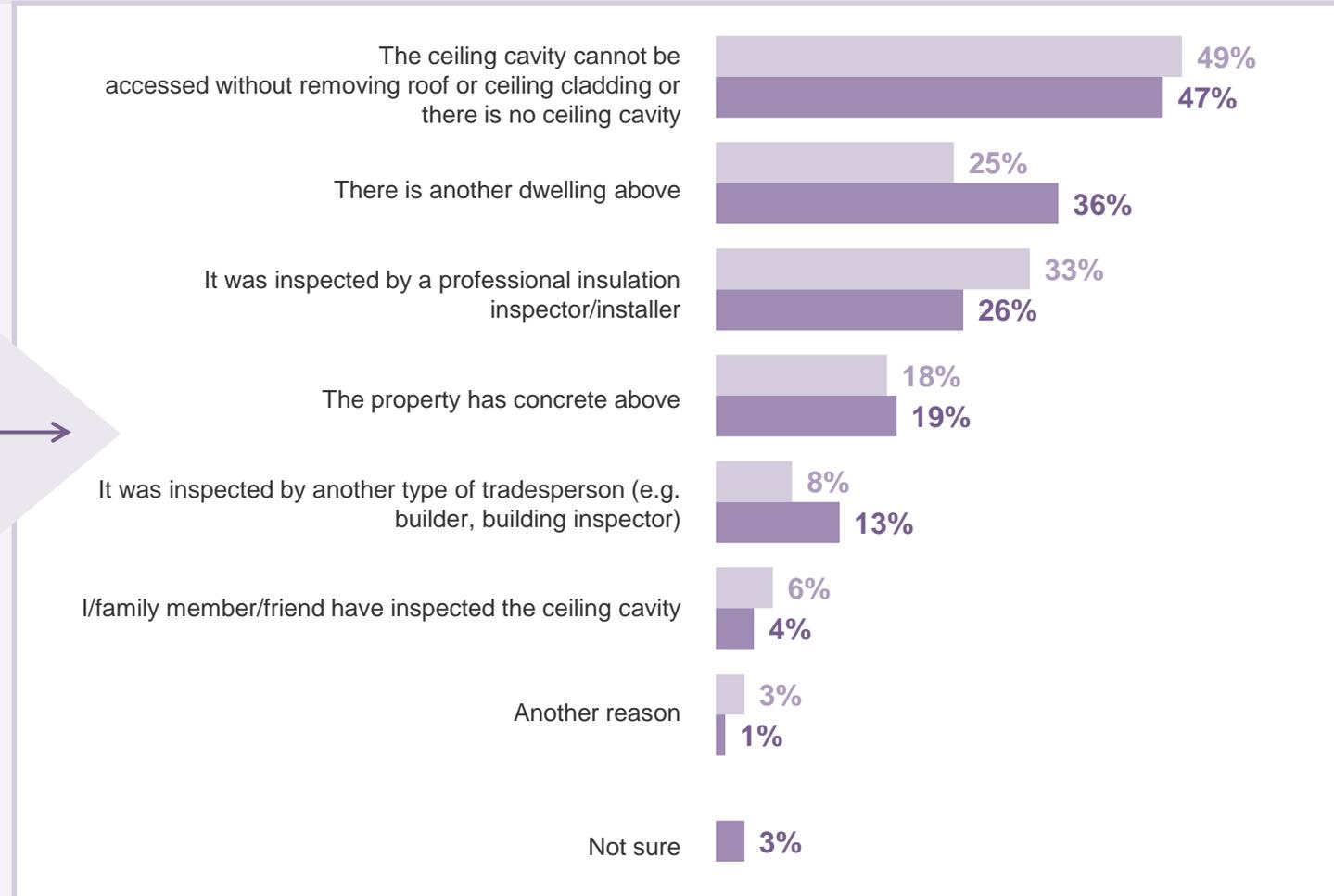
Landlords who don't have ceiling insulation (9% in 2021) are less sure about the practicability of installing insulation compared to 2020 (31% vs 16%).

Landlords who say it is not reasonably practicable say this is because of difficulty accessing the ceiling cavity (47%) or because there is a dwelling above (36%).

WHETHER REASONABLY PRACTICABLE TO INSTALL INSULATION IN THE CEILING



REASONS WHY **NOT** REASONABLY PRACTICABLE TO INSTALL CEILING INSULATION



Base: Properties with no ceiling insulation, or the landlord is not sure if they have insulation (2020 n=130, 2021 n=188).

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."

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).

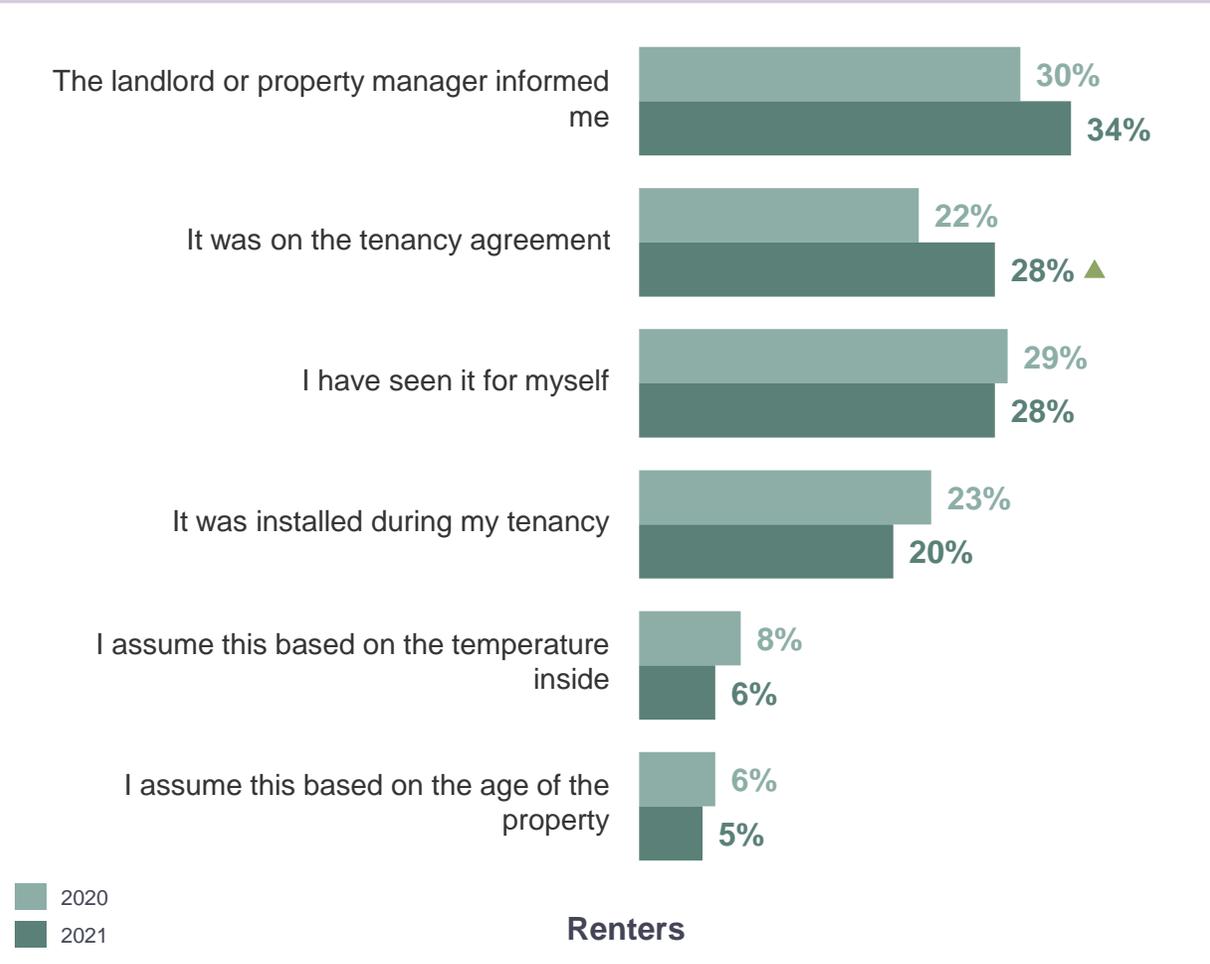
Source: Q10. "How do you know it is not reasonably practicable to install ceiling insulation?"

▲ / ▼ Indicates a significant increase/decrease since 2020

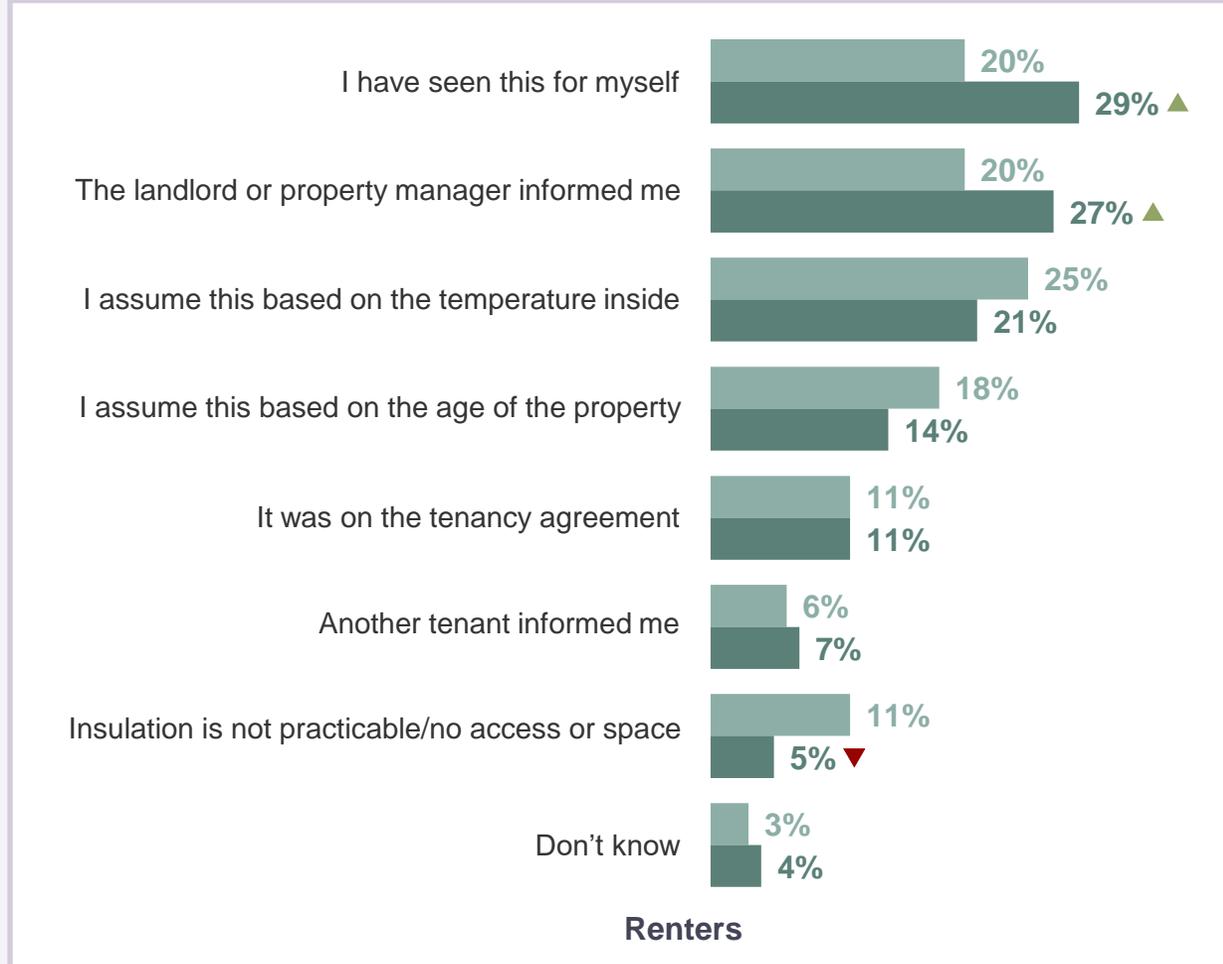
Sources of renters' knowledge of ceiling insulation

More renters now say they rely on their tenancy agreement for information about if the property has ceiling insulation. Those who believe there is no ceiling insulation rely on personal observation to a greater extent than in 2020.

HOW RENTERS KNOW THERE IS CEILING INSULATION



HOW RENTERS KNOW THERE IS NOT CEILING INSULATION



Base: Renters who know there is ceiling insulation (2020 n=1,017, 2021 n=1,000).
 Source: Q13. "How do you know there is/is no ceiling insulation in your rental property?"
 Note, categories mentioned by less than 3% are not shown.

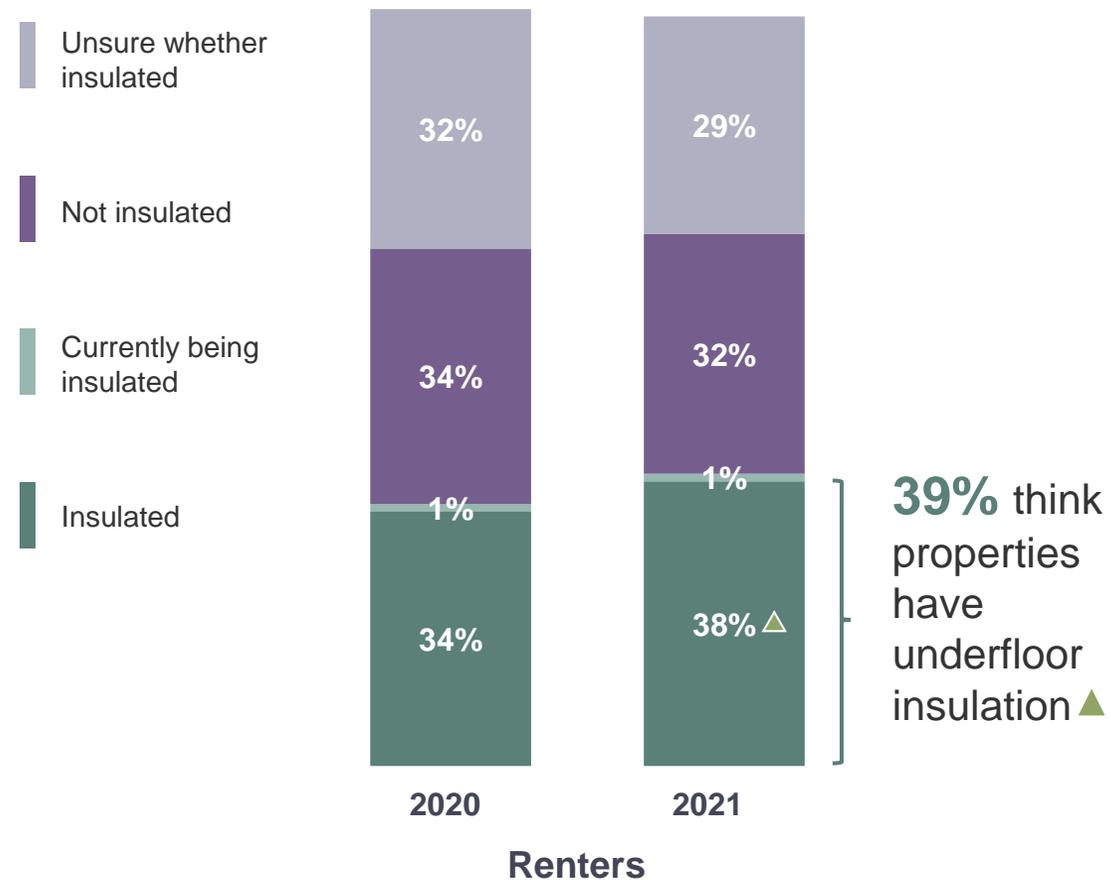
Base: Renters who know there is no ceiling insulation (2020 n=223, 2021 n=216).
 Source: Q13. "How do you know there is/is no ceiling insulation in your rental property?"
 Note, categories mentioned by less than 3% are not shown.

▲ / ▼ Indicates a significant increase/decrease since 2020

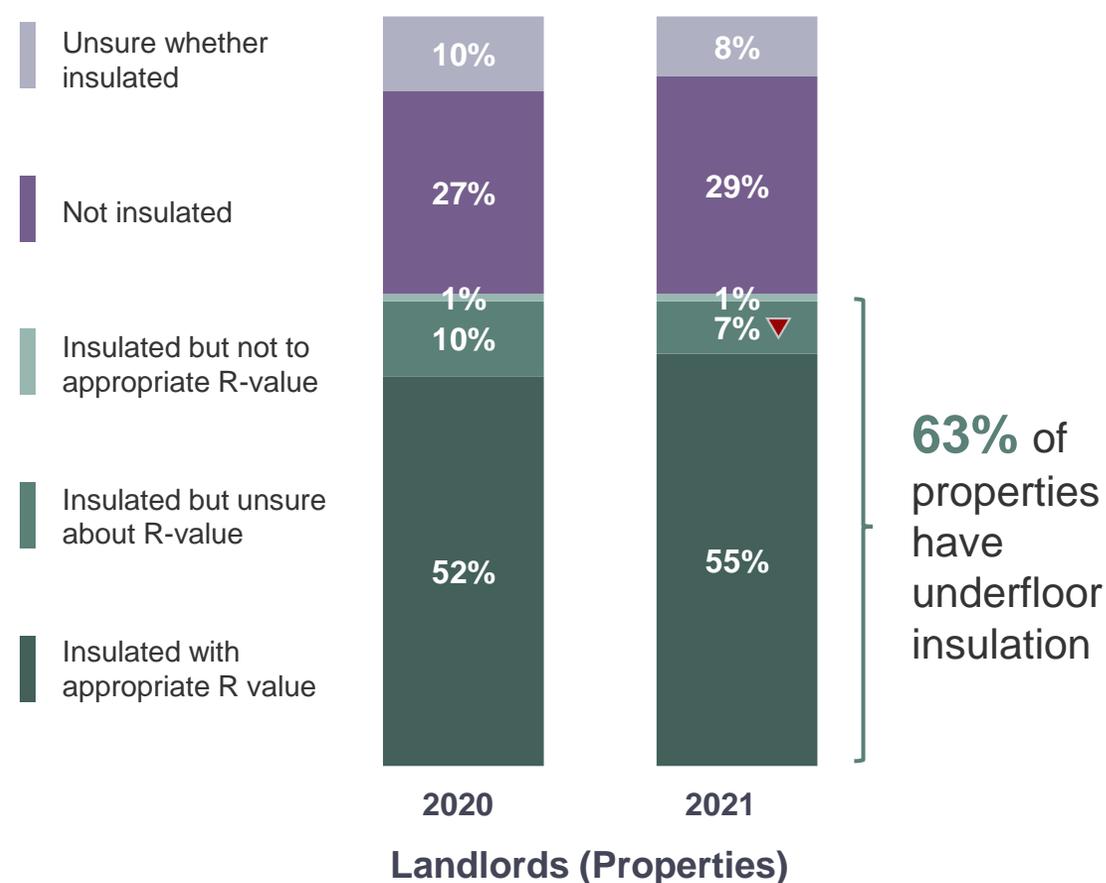
Underfloor insulation

Four in ten (39%) of renters say their property has underfloor insulation, an increase from 35% in 2020. Landlords say almost two thirds (63%) of their properties have underfloor insulation and just over half (55%) of all properties are known to be insulated with the appropriate R-value. This is broadly in line with last year's results.

RENTERS' VIEWS ON EXISTENCE OF UNDERFLOOR INSULATION



LANDLORDS' VIEWS ON EXISTENCE OF UNDERFLOOR INSULATION (AND WITH APPROPRIATE R-VALUE)



Base: All renters (2020 n=1,601, 2021 n=1,600).
Source: Q14. "Does this property have underfloor insulation?"

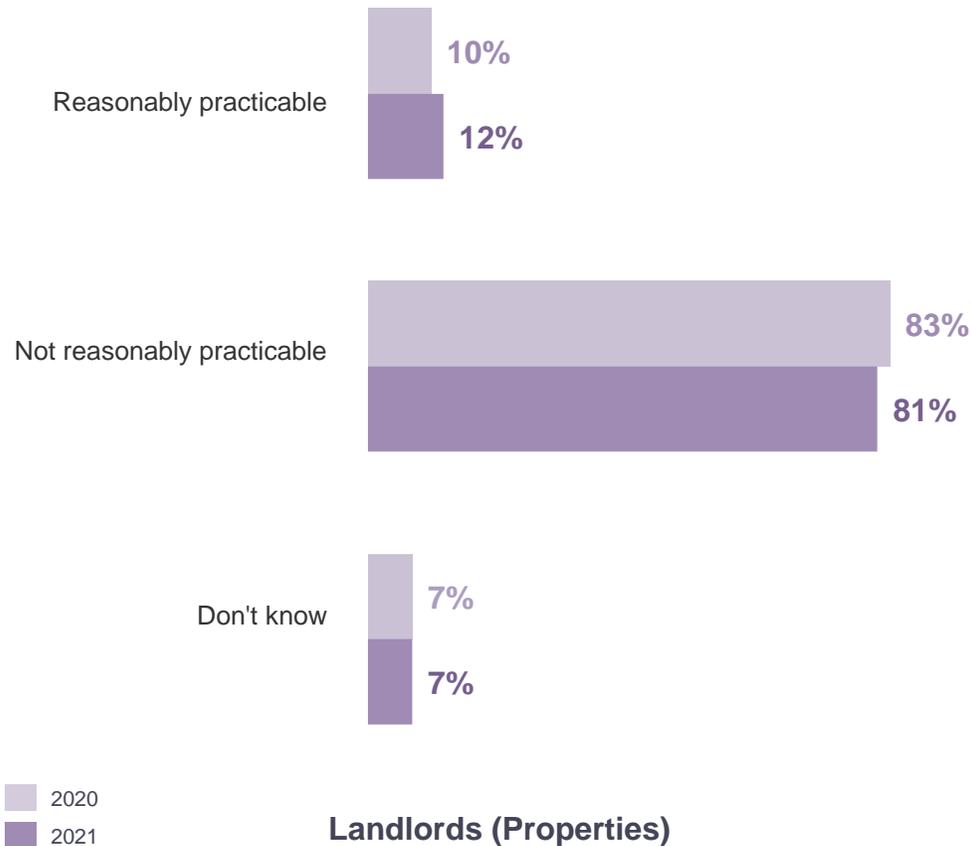
Base: All properties (2020 n=1,990, 2021 n=2,064).
Source: Q11. "How many of your rental properties have insulation under the floor?"
Q12. "How many of these rental properties have underfloor insulation an R-value of at least 1.3?"

▲ / ▼ Indicates a significant increase/decrease since 2020

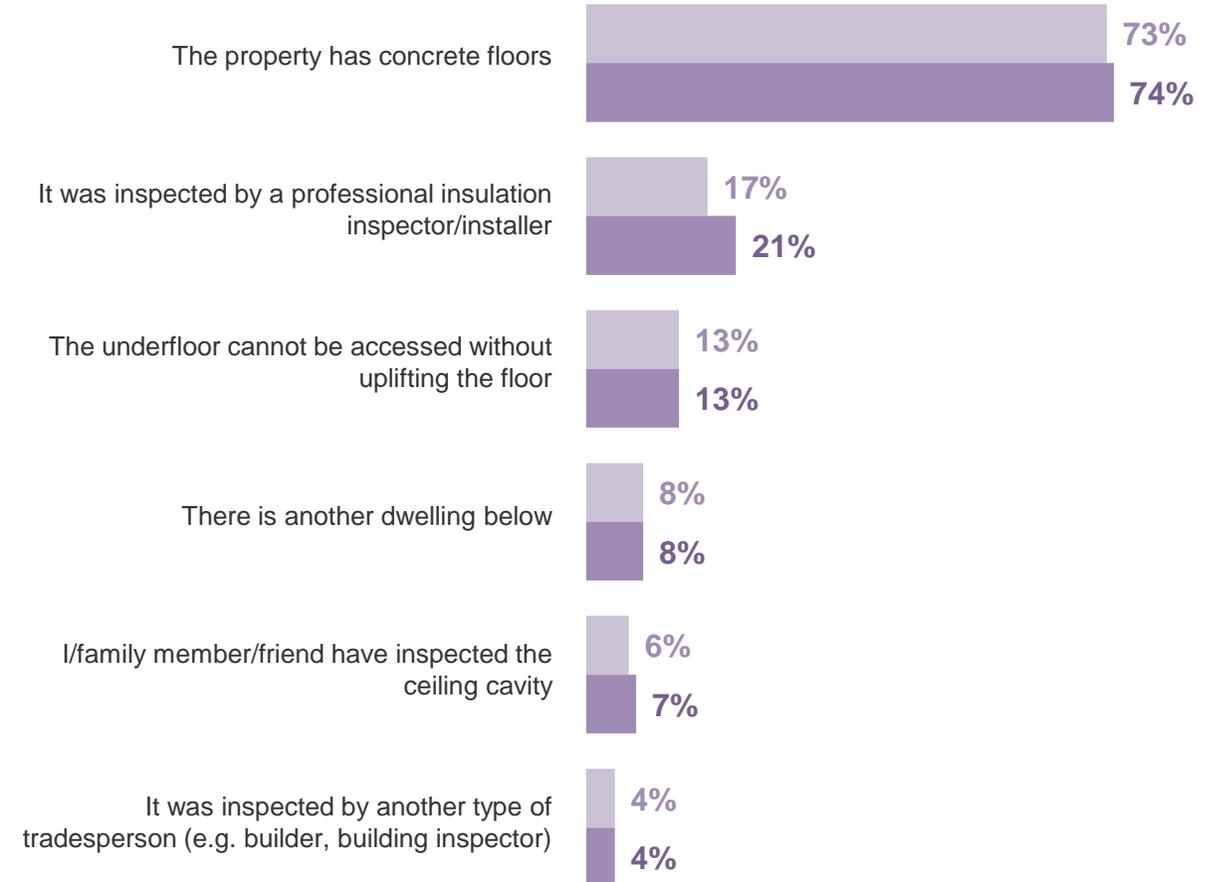
Landlord views on whether underfloor insulation would be reasonably practicable to install

Landlords report that it is not reasonably practicable to install underfloor insulation for most (83%) of their properties currently without it. Three quarters (74%) cite concrete floors as the reason. These results are broadly in line with 2020.

WOULD IT BE REASONABLY PRACTICABLE TO INSTALL UNDERFLOOR INSULATION?



REASONS WHY NOT 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).

Source: Q13. "For your rental properties that don't have underfloor ceiling, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this."

▲ / ▼ Indicates a significant increase/decrease since 2020

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).

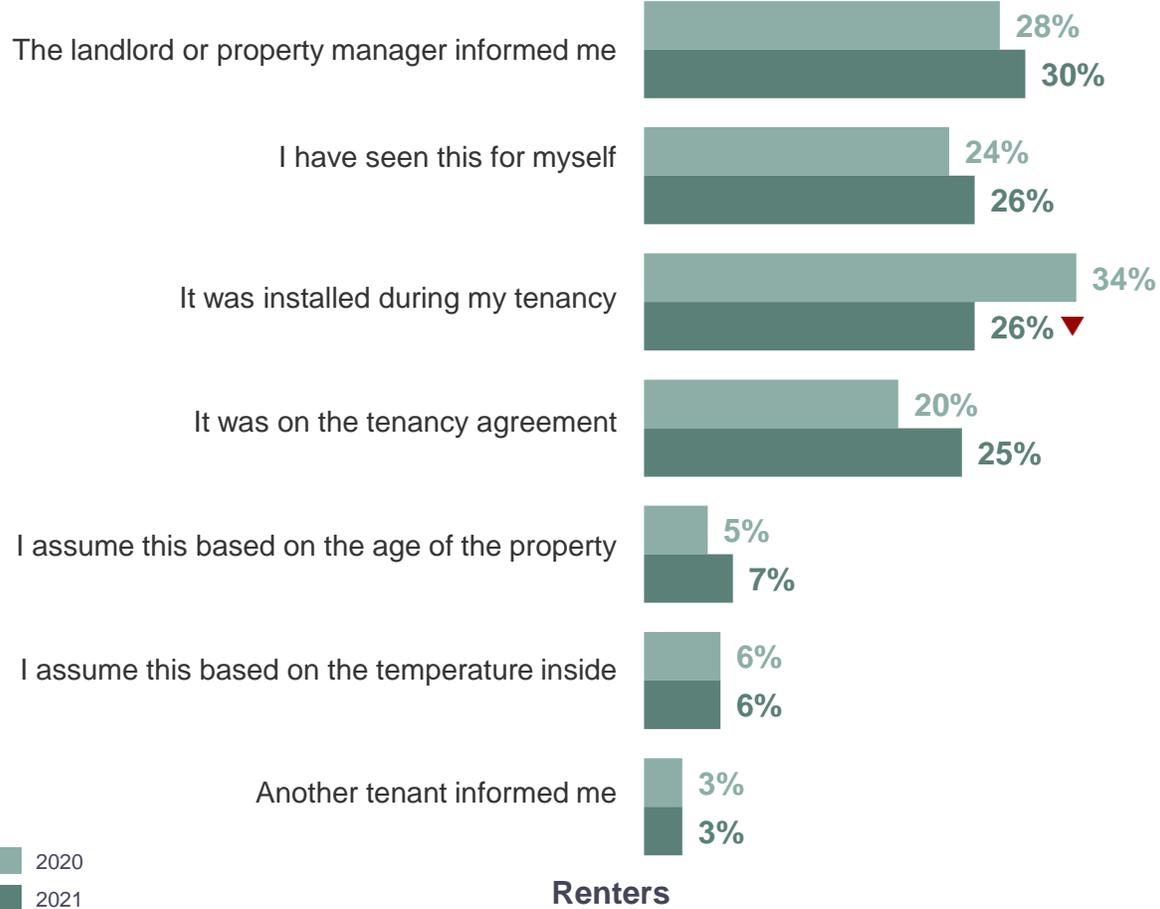
Source: Q14. "How do you know it is not reasonably practicable to install underfloor insulation?"

Note, categories mentioned by less than 3% are not shown.

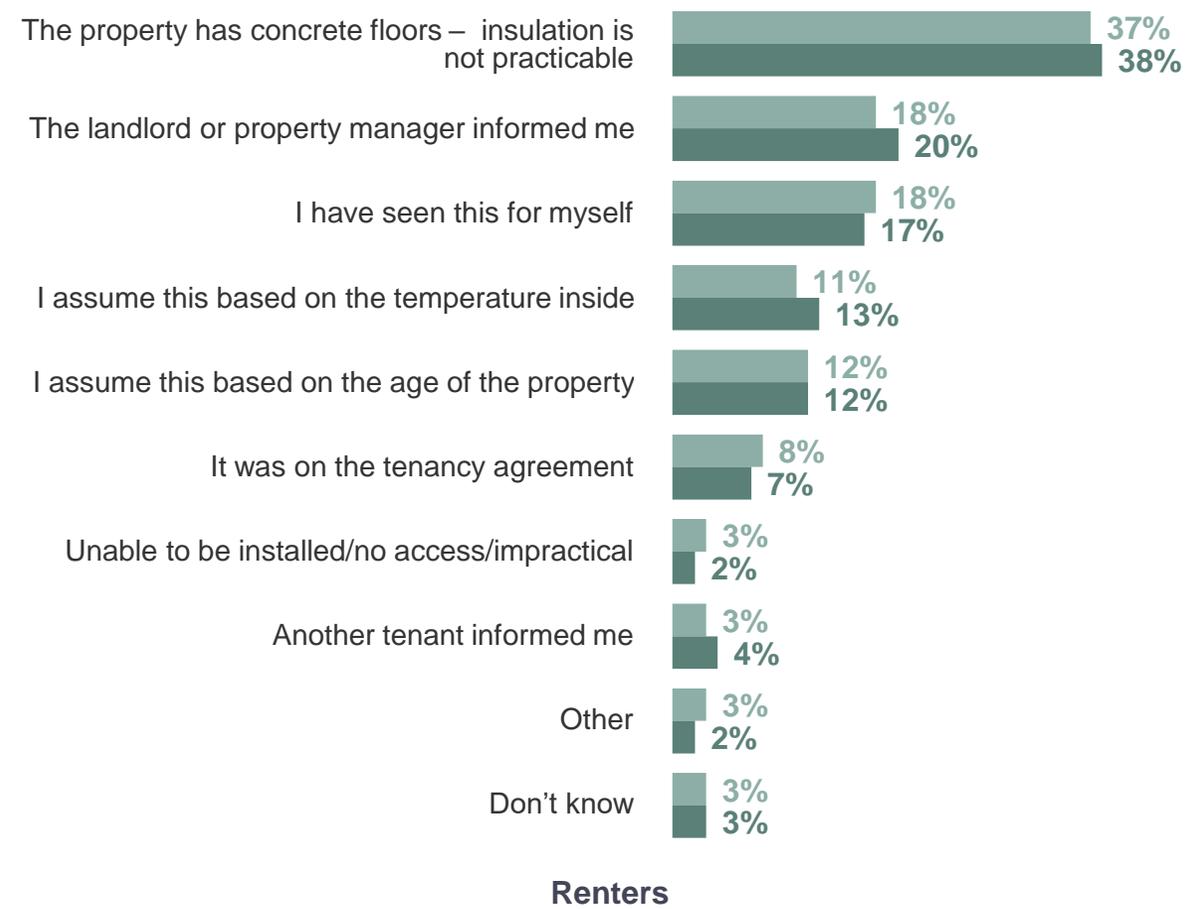
Sources of renters' knowledge of underfloor insulation

Personal observation and landlord communication remain key to renters knowing there is underfloor insulation, though fewer renters say underfloor insulation was installed during their tenancy compared to last year. Knowledge of the property's concrete floors is a key reason why renters know there is not underfloor insulation.

HOW RENTERS KNOW THERE IS UNDERFLOOR INSULATION



HOW RENTERS KNOW THERE IS NOT UNDERFLOOR INSULATION



Base: Renters who know there is underfloor insulation (2020 n=556, 2021 n=611)
 Source: Q15. "How do you know there is/is no underfloor insulation in your rental property?"
 Note, categories mentioned by less than 3% are not shown.

Base: Renters who know there is no underfloor insulation (2020 n=547, 2021 n=506)
 Source: Q15. "How do you know there is/is not underfloor insulation in your rental property?"
 Note, categories mentioned by less than 3% are not shown.

▲ / ▼ Indicates a significant increase/decrease since 2020

Recent ceiling and underfloor insulation

Consistent with the 2020 findings, landlords say three in five (61%) properties have had ceiling or underfloor insulation installed since July 2016. Renters are less certain, with two in five (38%) saying they are unsure whether there is insulation as they moved in after July 2016, up five points from last year.

WHETHER CEILING OR UNDERFLOOR INSULATION INSTALLED SINCE JULY 2016

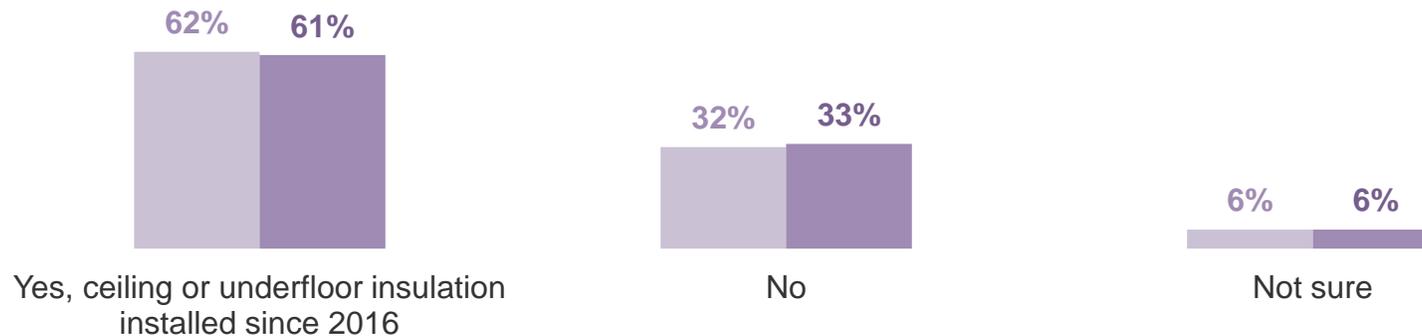
Renters

2020
2021



Landlords (Properties)

2020
2021



Base: All renters (2020 n=1,601, 2021 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."

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

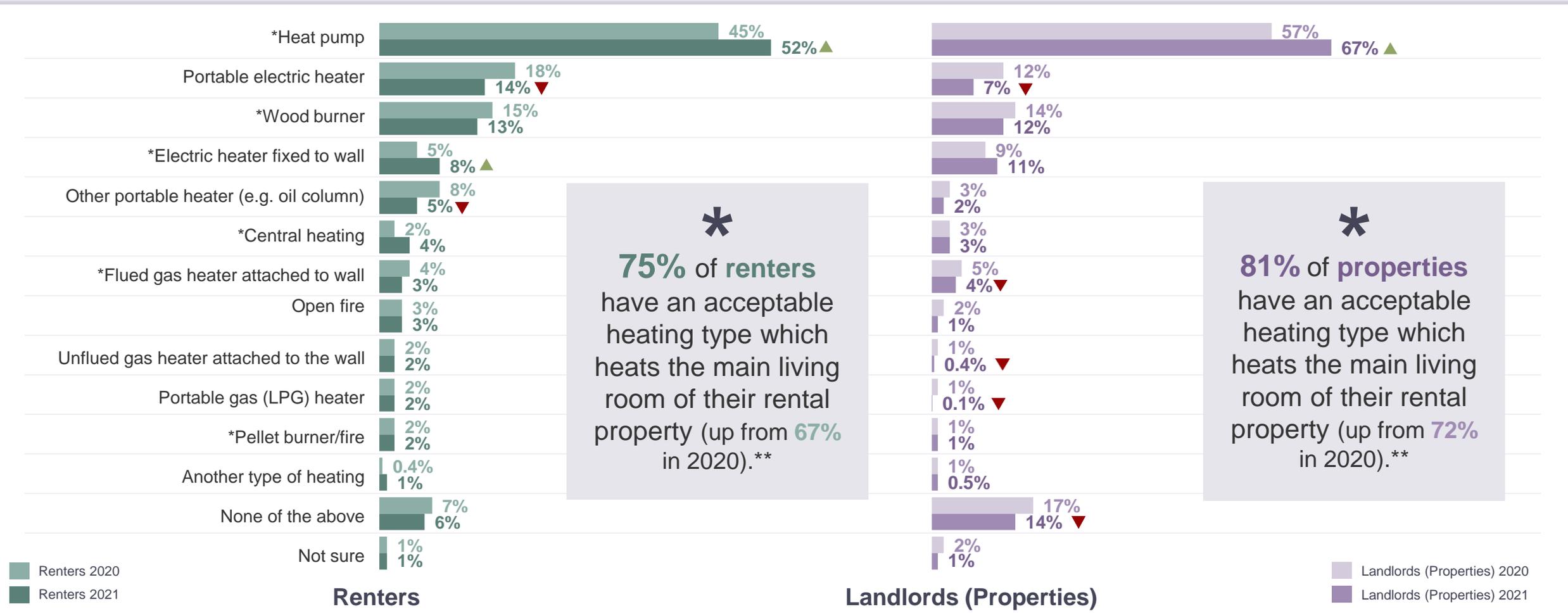
Source: Q15. "How many of your rental properties have had ceiling or underfloor insulation installed since 2016?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Heating types

Three quarters (75%) of renters report having a heating type that meets the healthy homes standards. Landlords results suggest a slightly higher figure of 81% of properties, an increase from 71% in 2020. Heat pumps in particular have increased in popularity, while portable electric heaters are less common.

WHAT TYPE OF HEATING DIRECTLY HEATS THE MAIN LIVING ROOM?



Base: All renters (2020 n=1,601, 2021 n=1,600) and all properties (2020 n=1,990, 2021 n=2,064).

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?"

*Indicates an acceptable heating type as outlined by the healthy homes standards. Note, 'Pellet burner/fire' and 'Wood burner' were added as acceptable heating types in 2021.

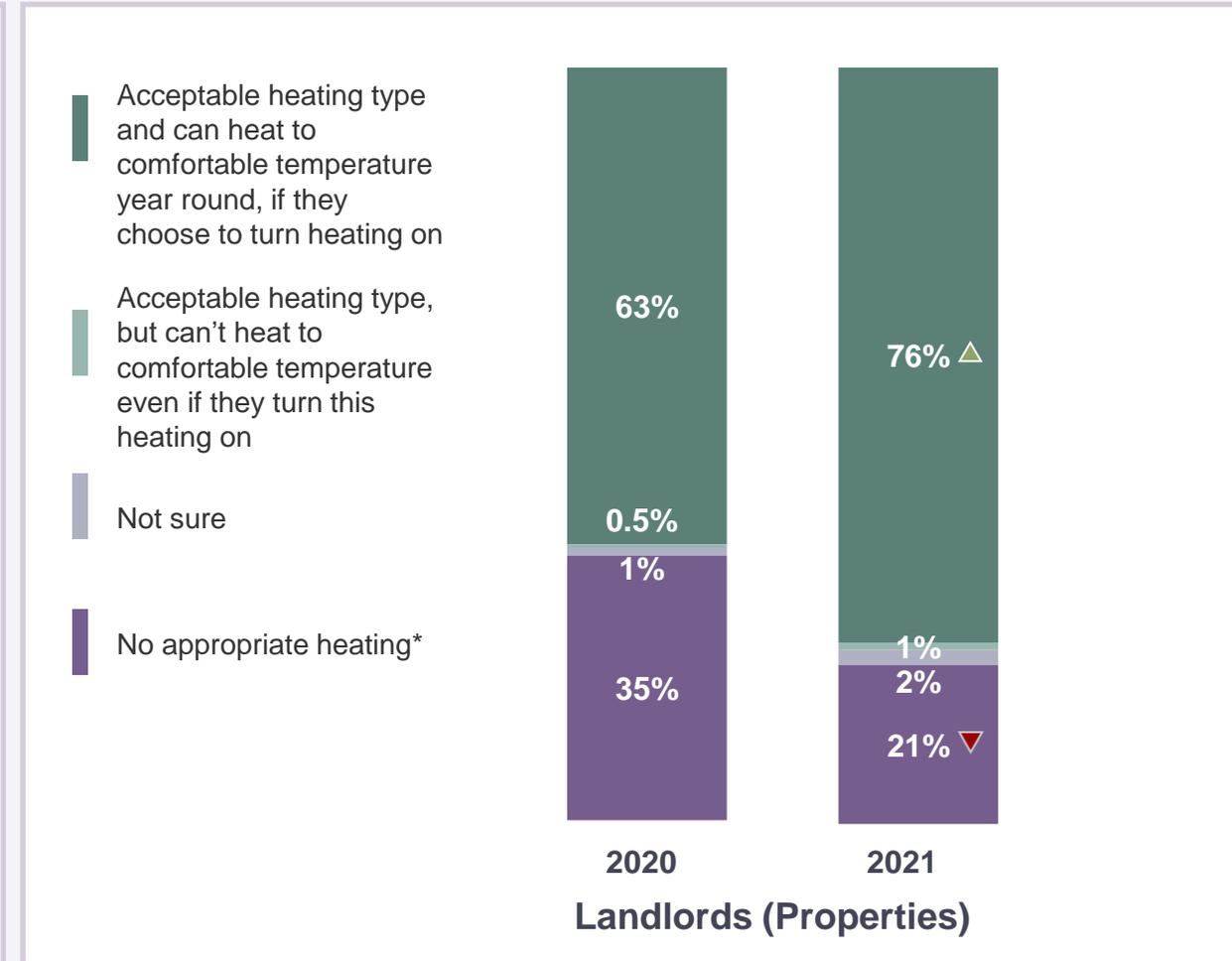
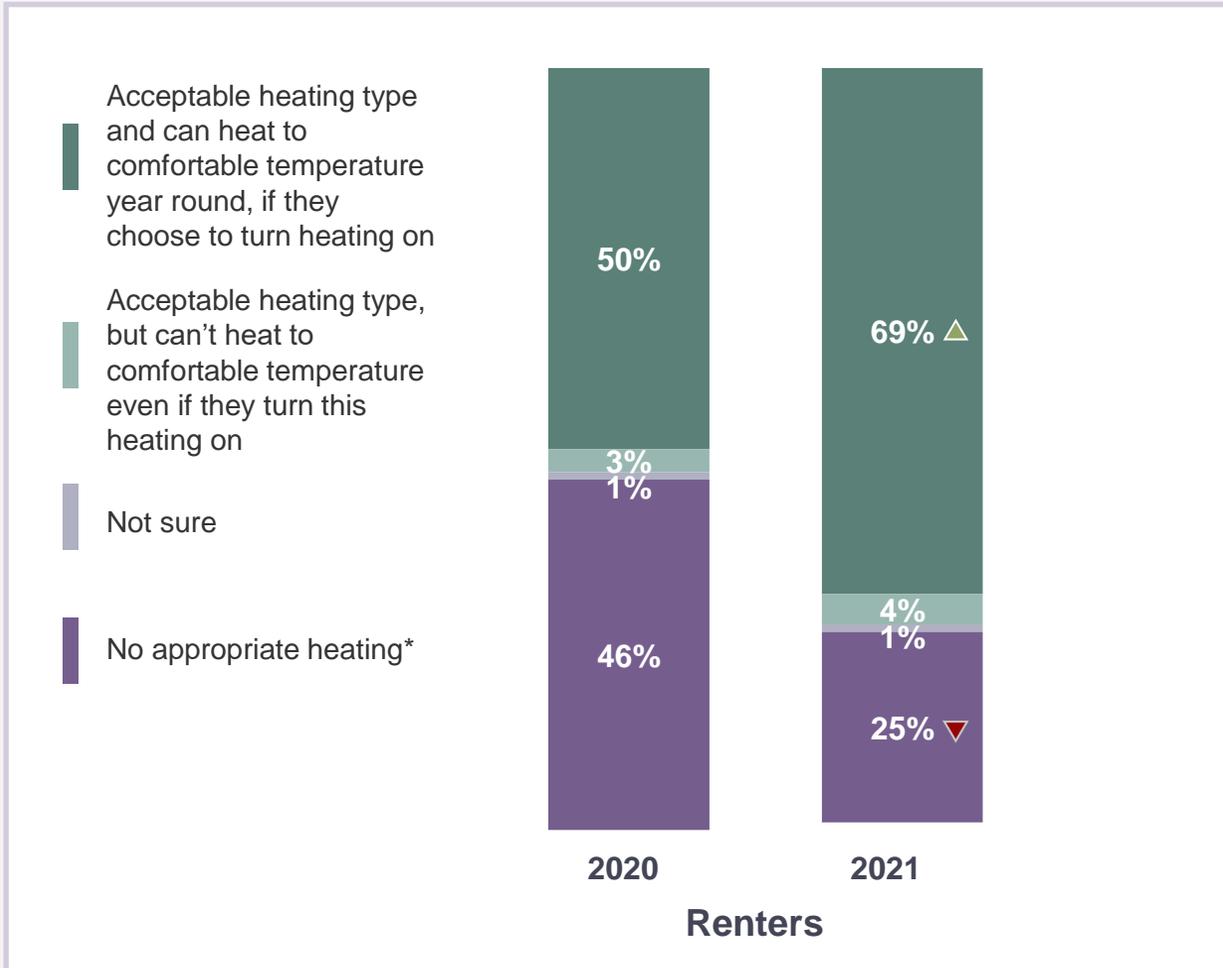
**Note that multiple heating sources can be selected, meaning totals may add to more than 100%

▲ / ▼ Indicates a significant increase/decrease since 2020

Heating compliance levels

Renters and landlords report that most properties with acceptable heating types can heat the room to a comfortable temperature. The overall reported compliance levels (69% for renters and 76% for landlords) have improved since 2020.

ACCEPTABLE HEATING TYPES AND WHETHER THE MAIN LIVING ROOM CAN BE HEATED TO A COMFORTABLE TEMPERATURE YEAR ROUND



Base: All renters (2020 n=1,601, 2021 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?"

*Acceptable heating types are defined as electric heater fixed to wall, heat pump, central heating and flued gas heater attached to wall. Pellet burner/fire and wood burner were added in 2021.

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

Source: Q16. "How many of your rental properties have these types of heating that directly heat the main living room?"

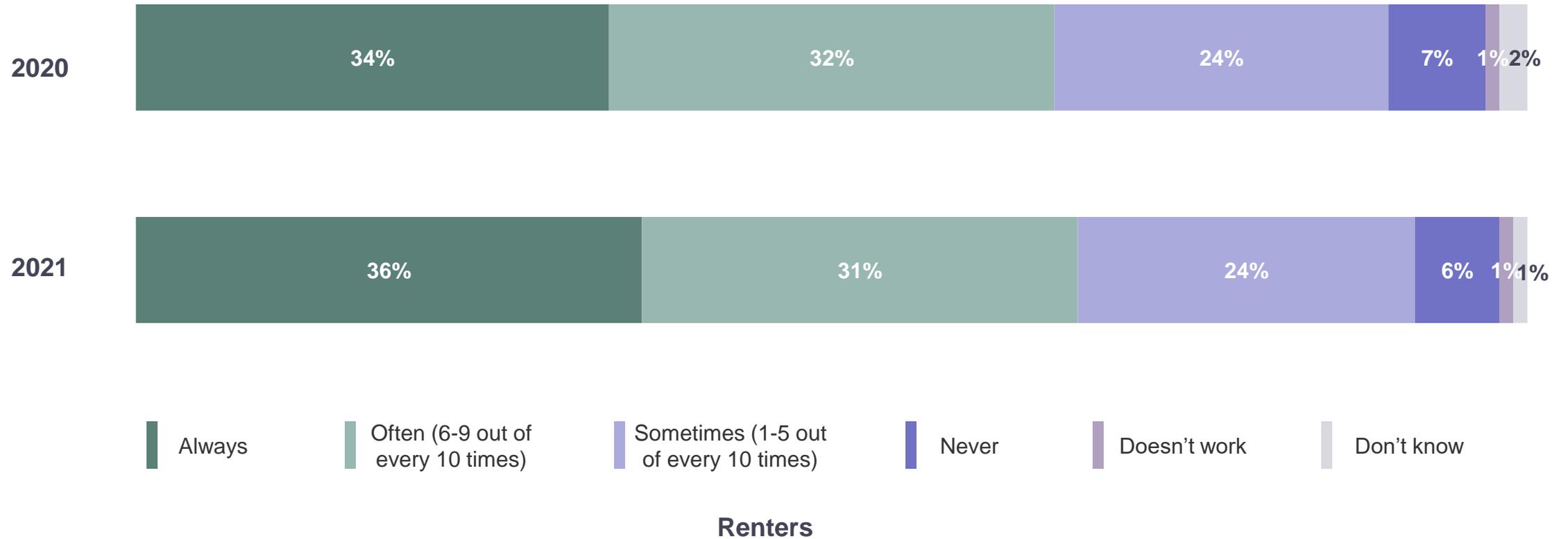
Q17. "In how many of these rental properties can the main living room be heated to a comfortable temperature year round (if the tenants choose to turn this heating on)? By this, we mean a temperature of at least 18 °C."

▲ / ▼ Indicates a significant increase/decrease since 2020

Renter use of heating

Two thirds (67%) of renters use their heating often or always during cold weather when someone is in the living room. This is in line with the 2020 results.

HOW OFTEN HEATING IN THE MAIN LIVING ROOM IS USED DURING COLD WINTER WEATHER



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

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

▲ / ▼ Indicates a significant increase/decrease since 2020

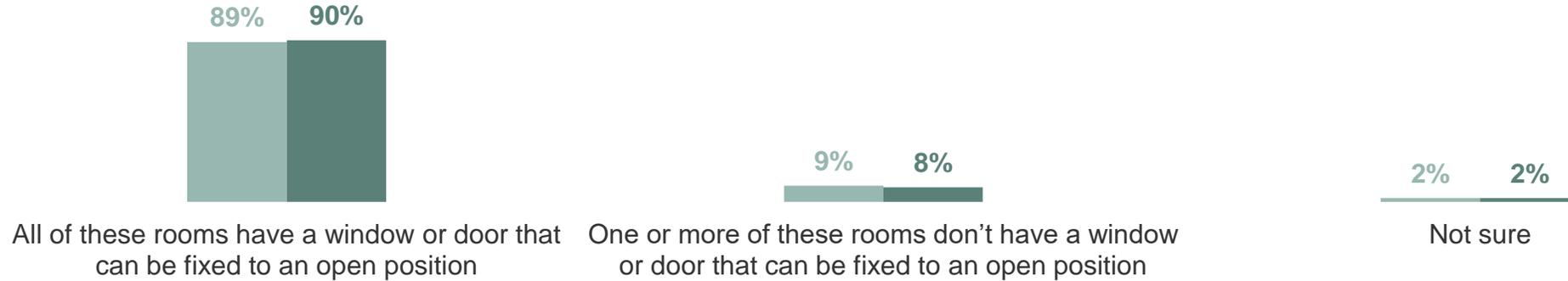
'Lived in' rooms with ventilation

Consistent with the 2020 findings, nine in ten renters (90%) and almost all landlords (95%) say all the rooms people live or sleep in in their rental(s) have a window or door that can be fixed to an open position.

WHETHER 'LIVED IN' ROOMS HAVE WINDOWS FIXABLE TO AN OPEN POSITION

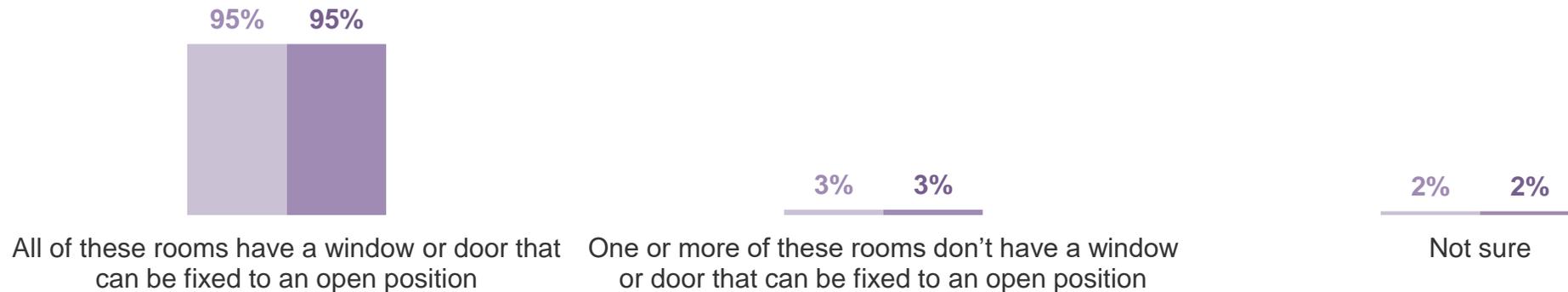
Renters

2020
2021



Landlords (Properties)

2020
2021



Base: All renters (2020 n=1,601, 2021 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).

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?"

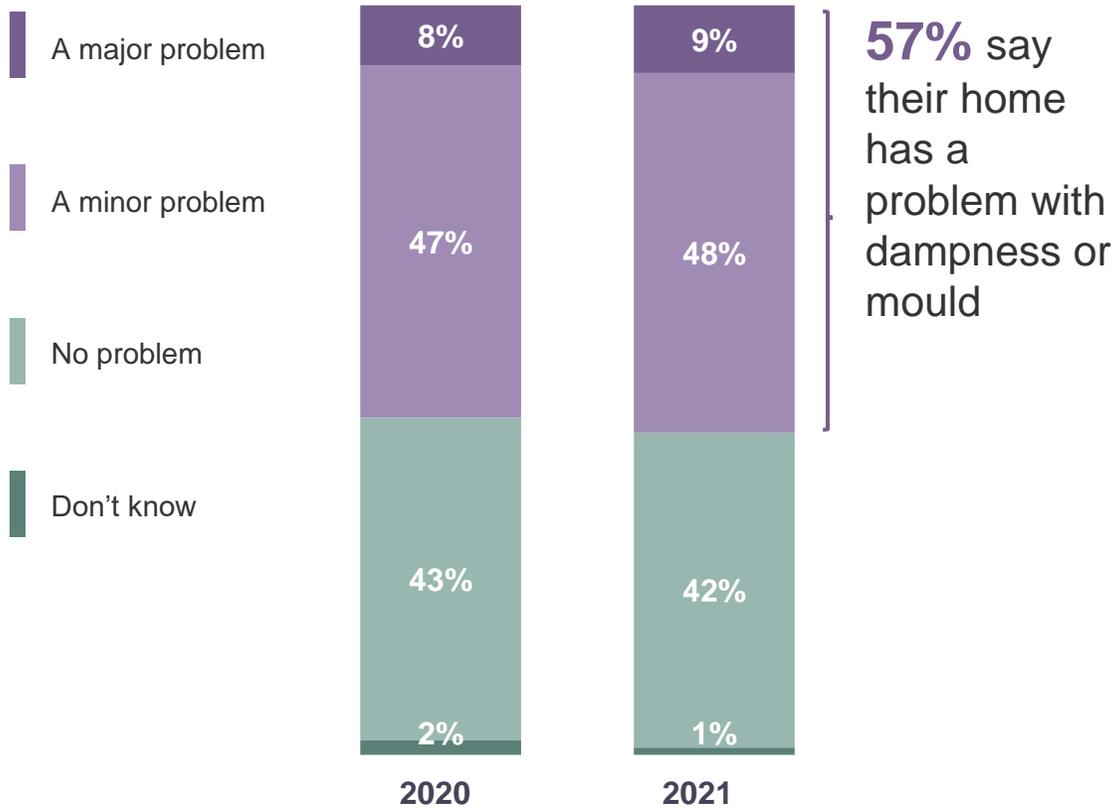
▲ / ▼ Indicates a significant increase/decrease since 2020

Renter-reported problems

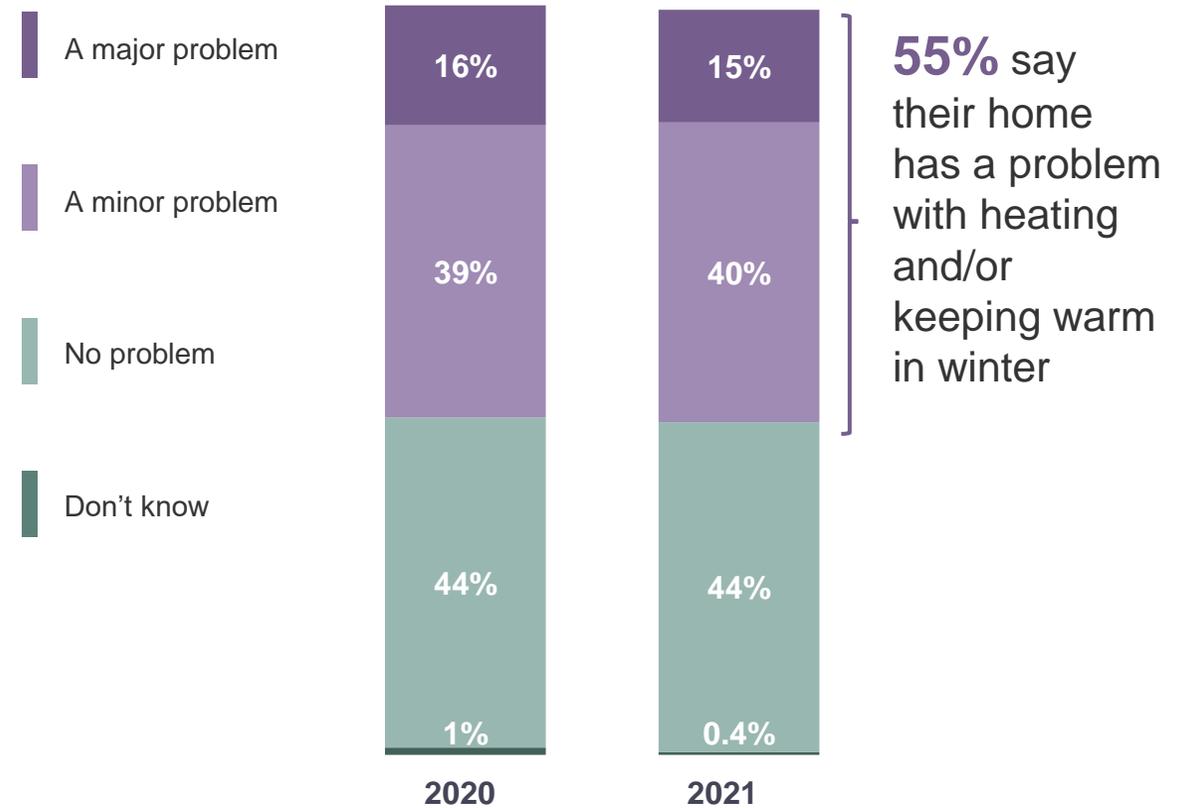
Around six in ten (57%) renters report living in a rental with a problem with dampness or mould. A similar proportion (55%) say their rental has a problem with heating/keeping warm in winter. Levels of both renter-reported problems are consistent with 2020.

WHETHER PROPERTY HAS NO PROBLEM, A MINOR PROBLEM, OR MAJOR PROBLEM WITH...

Dampness or mould



Heating and/or keeping warm in winter



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

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

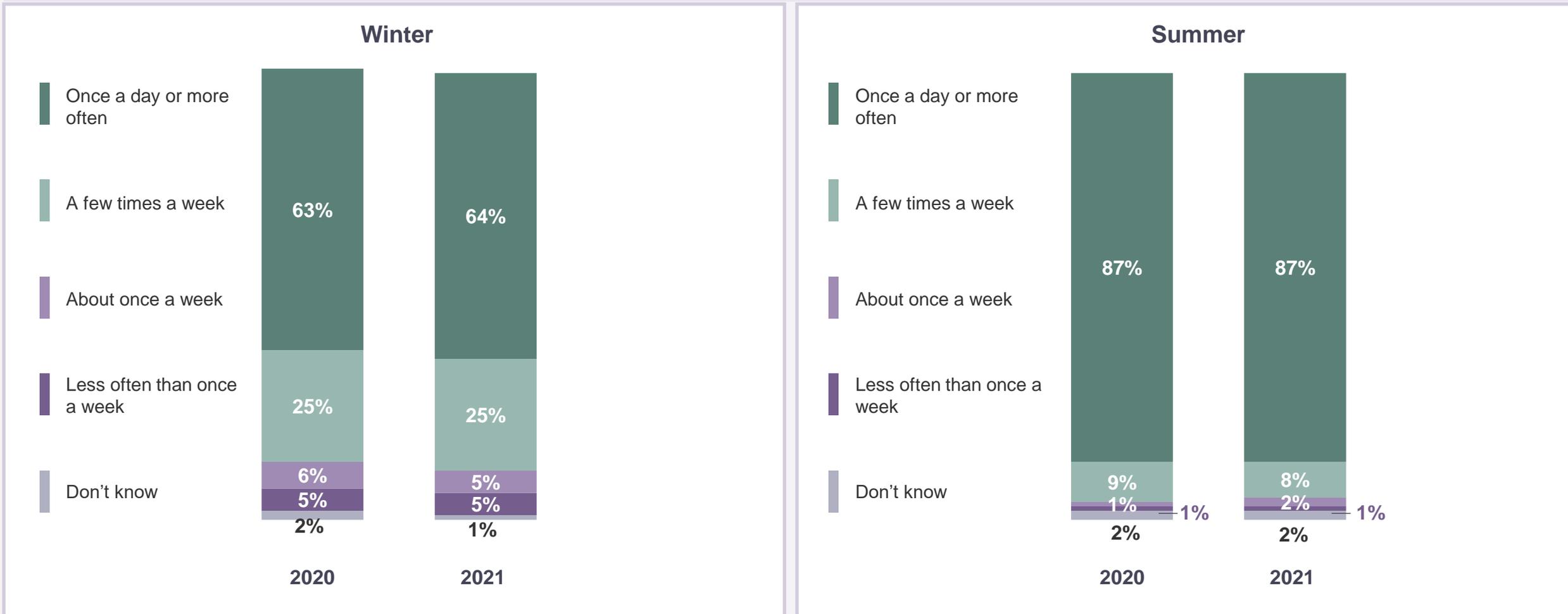
Q9. "Does your rental property have no problem, a minor problem, or a major problem with heating and/or keeping warm in winter?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Renter ventilation behaviour

In line with Wave one findings, just under nine in ten (87%) renters say they ventilate their home everyday for at least 15 minutes during summer, compared to around six in ten (64%) during 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).

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?"

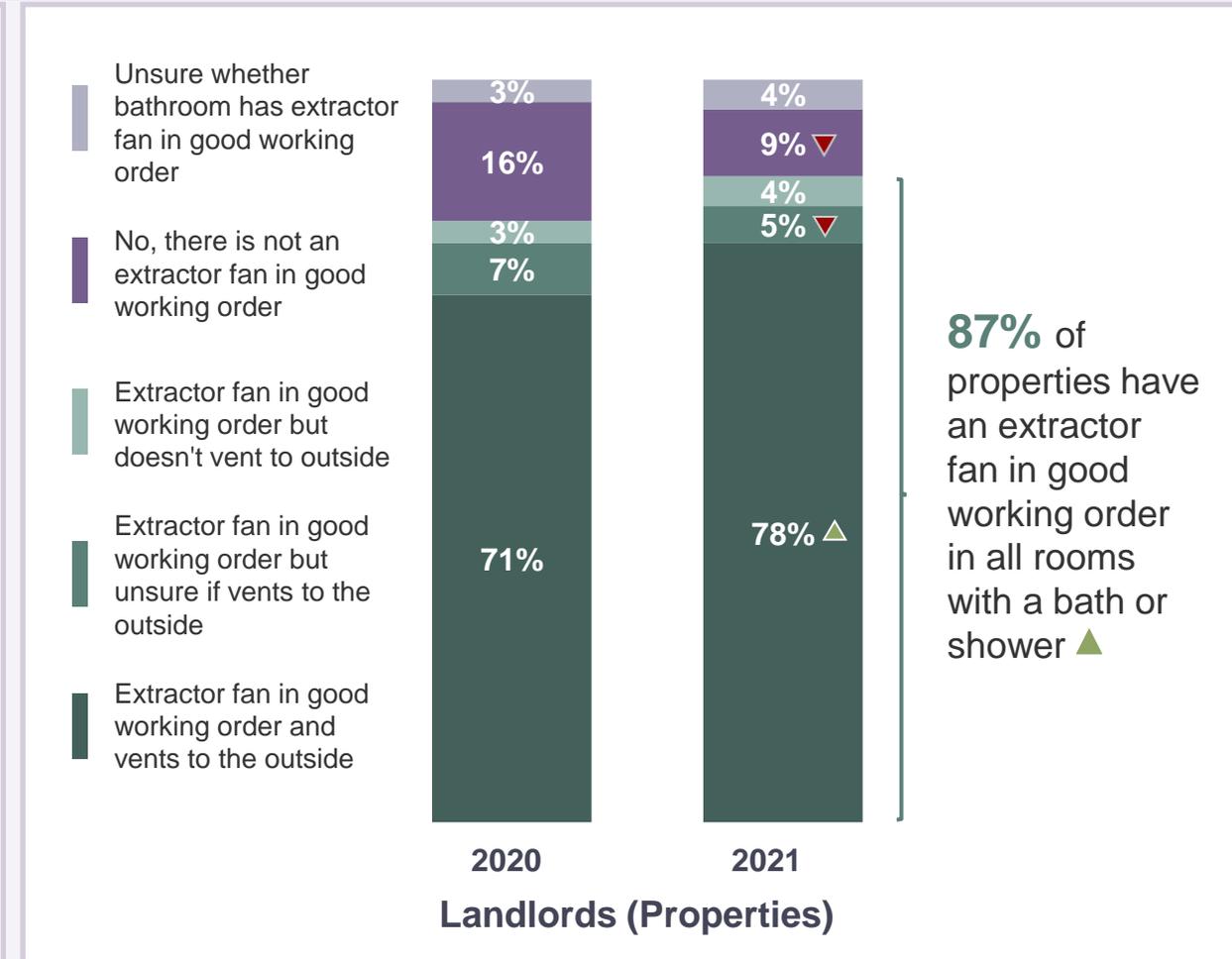
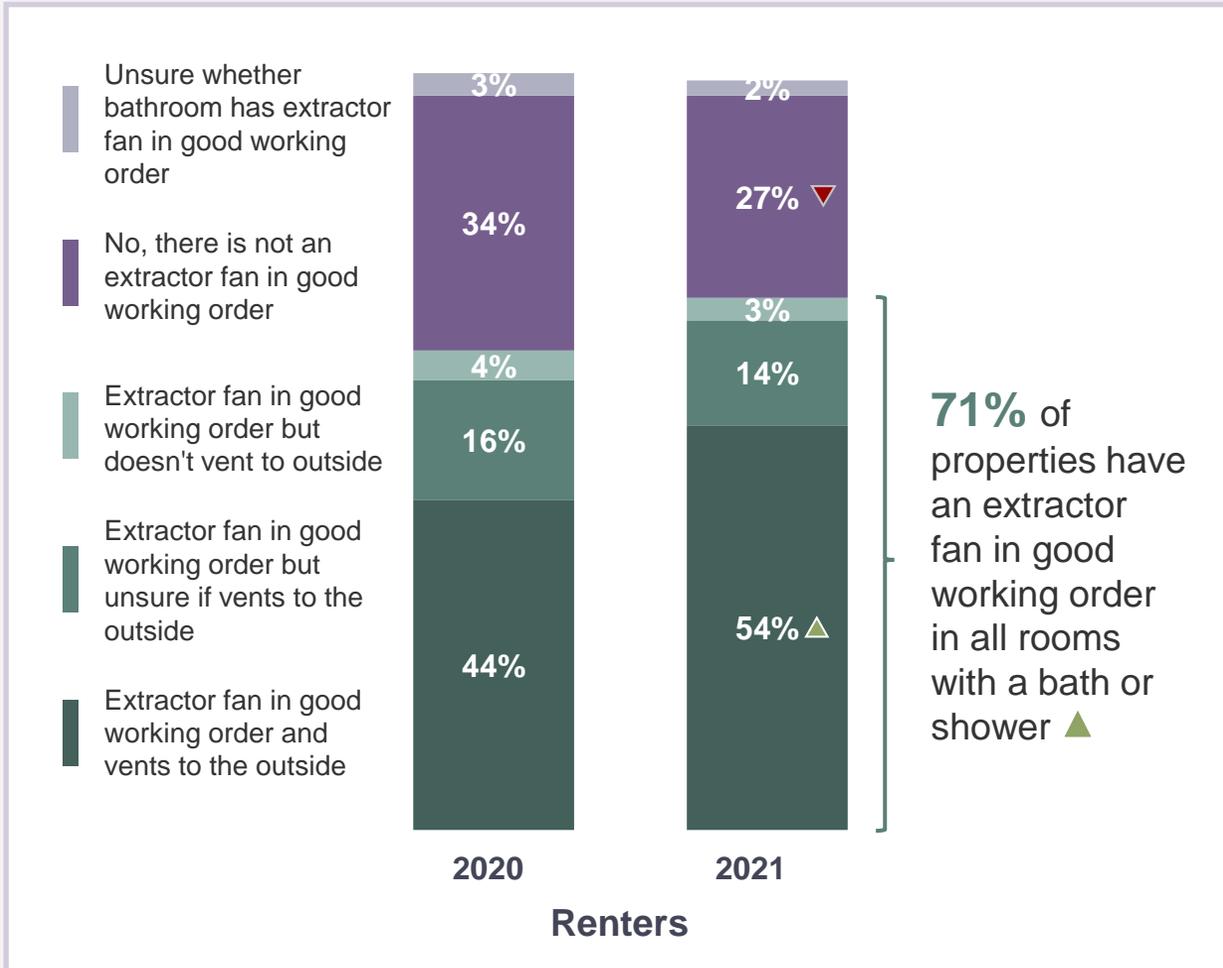
Q18. "In summer, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Extractor fan in bathrooms

Landlords report that a sizeable majority (86%) of their properties have a working extractor fan in all bathrooms. While renters are less likely to report a working extractor fan (71%), both figures have significantly improved on the 2020 findings. Landlords believe most of these extractor fans vent to the outside. Renters are less sure of the fan ventilation compared to landlords, though more say their extractor fan does vent outside than in 2020.

WHETHER ROOM(S) WITH A BATH OR SHOWER HAVE A WORKING EXTRACTOR FAN IN GOOD WORKING ORDER THAT VENTS TO THE OUTSIDE



Base: All renters (2020 n=1,601, 2021 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?"

▲ / ▼ Indicates a significant increase/decrease since 2020

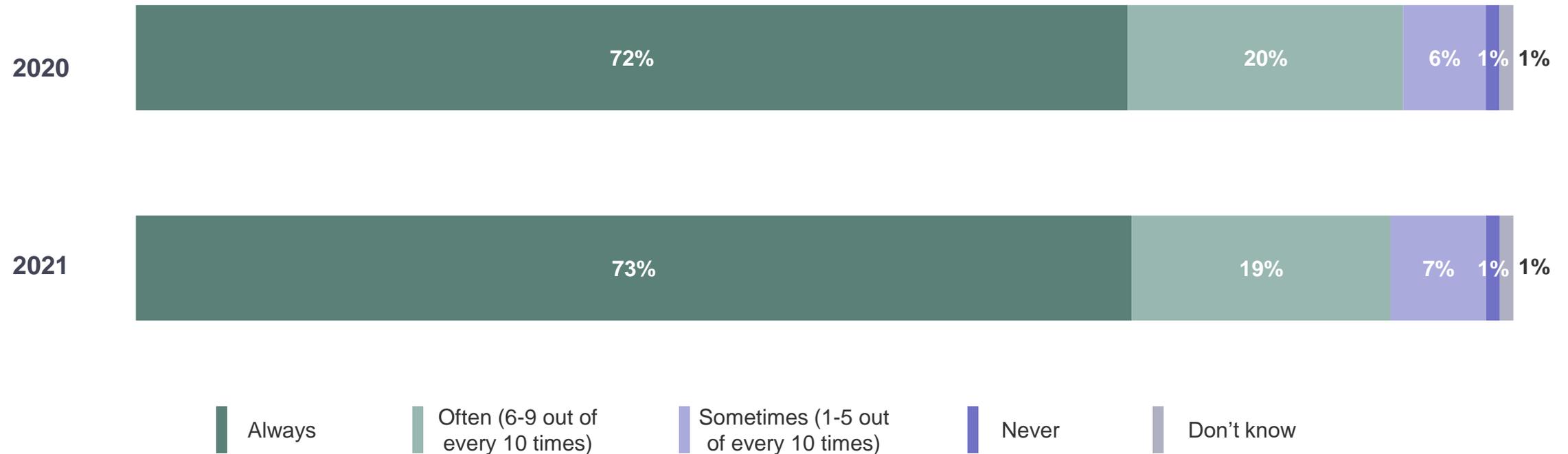
Base: All properties (2020 n=1,990, 2021 n=2,064).

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?"

Renter use of extractor fan in bathrooms

In line with the 2020 findings, a large majority (92%) of renters say their extractor fan is used all or most of the time when someone is bathing or showering.

HOW OFTEN IS WORKING EXTRACTOR FAN USED WHEN SOMEONE IS BATHING OR SHOWERING?



Renters

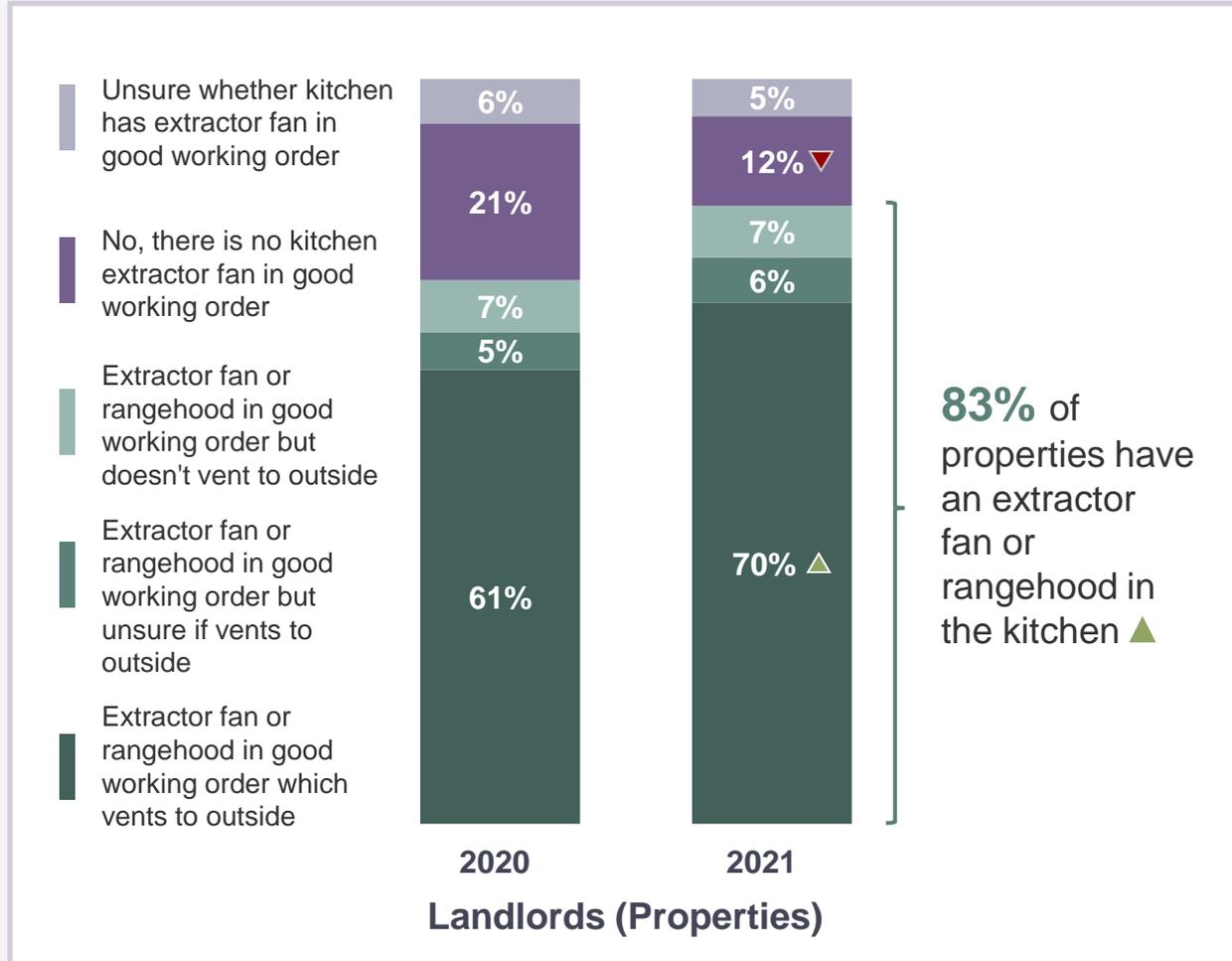
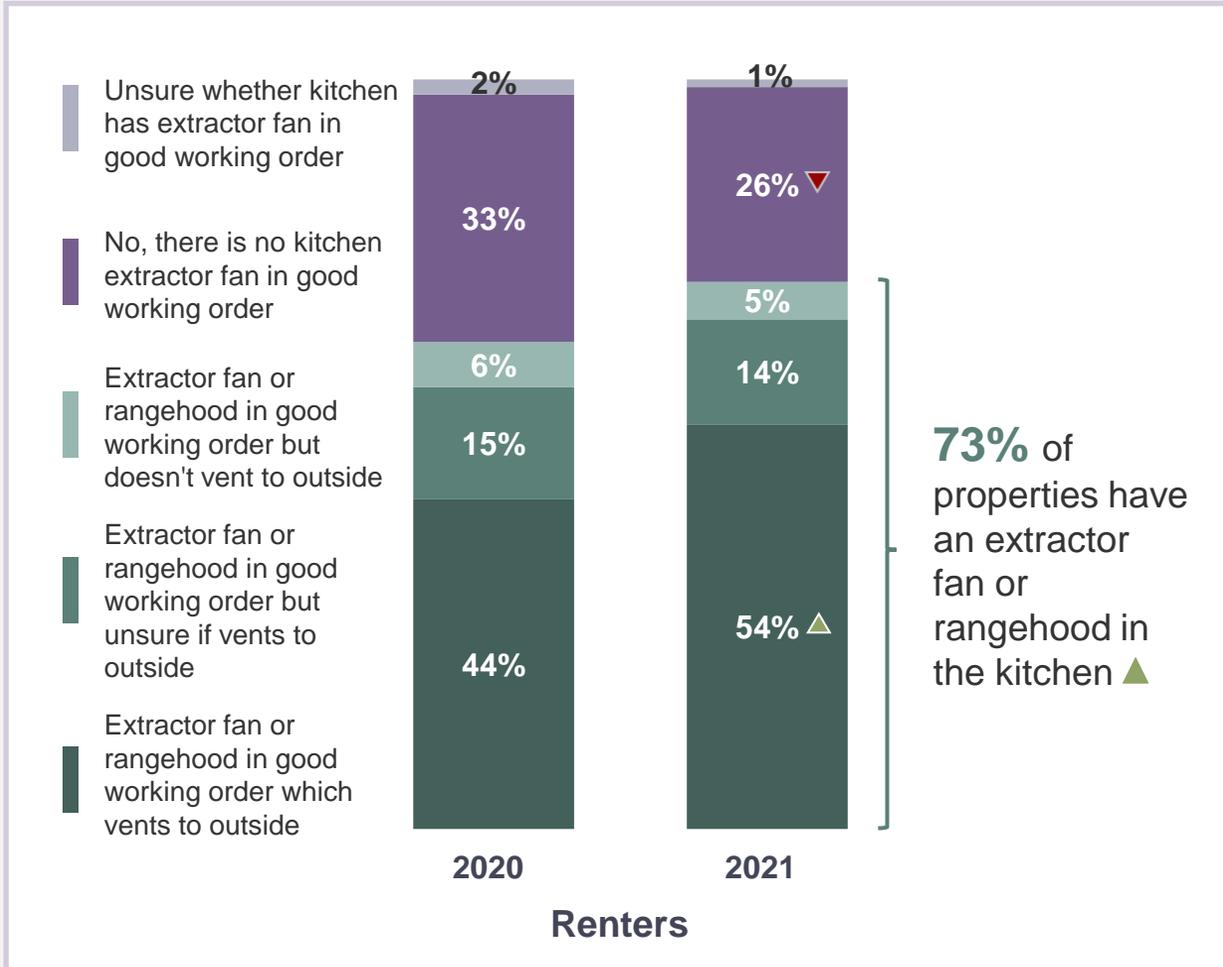
Base: Renters with extractor fan(s) in good working order (2020 n=987, 2021 n=1,128).
Source: Q24. "How often is the working extractor fan used when someone is bathing or showering?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Rangehood or extractor fan in kitchen

Landlords report that eight in ten (83%) properties have a working extractor fan or rangehood in the kitchen, and landlords believe most of these vent to the outside. Renters are a little less likely than landlords to report a working extractor fan or rangehood (73%). Both figures are significant improvements on last year's results.

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).
 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 or rangehood vent to the outside?"

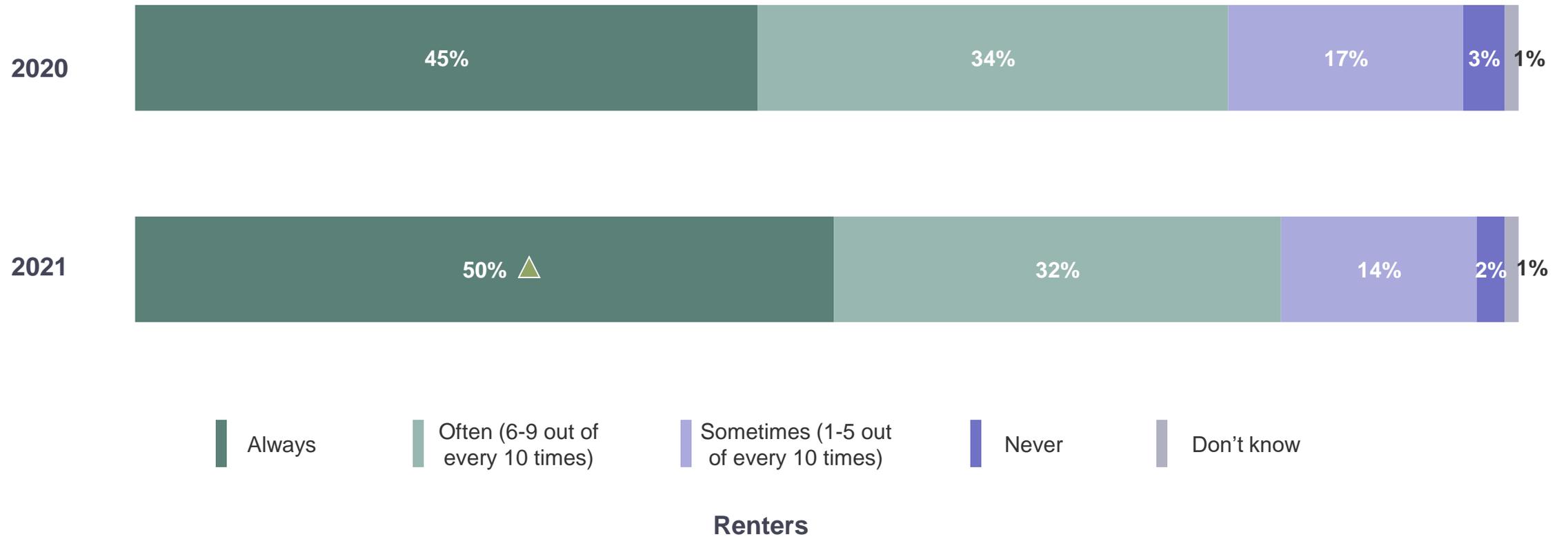
Base: All properties (2020 n=1,990, 2021 n=2,064).
 Source: Q21. "How many of your rental properties have a rangehood or extractor fan that is in good working order in the kitchen?"
 Q22. "In how many of these (X AT 21M) properties does the kitchen rangehood or extractor fan vent to the outside?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Renter use of kitchen extractor fan or rangehood

Half of renters (50%) say they always use their extractor fan when cooking food that produces steam, up from 45% in 2020.

HOW OFTEN FAN/RANGEHOOD IS USED WHEN COOKING FOOD THAT PRODUCES STEAM



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

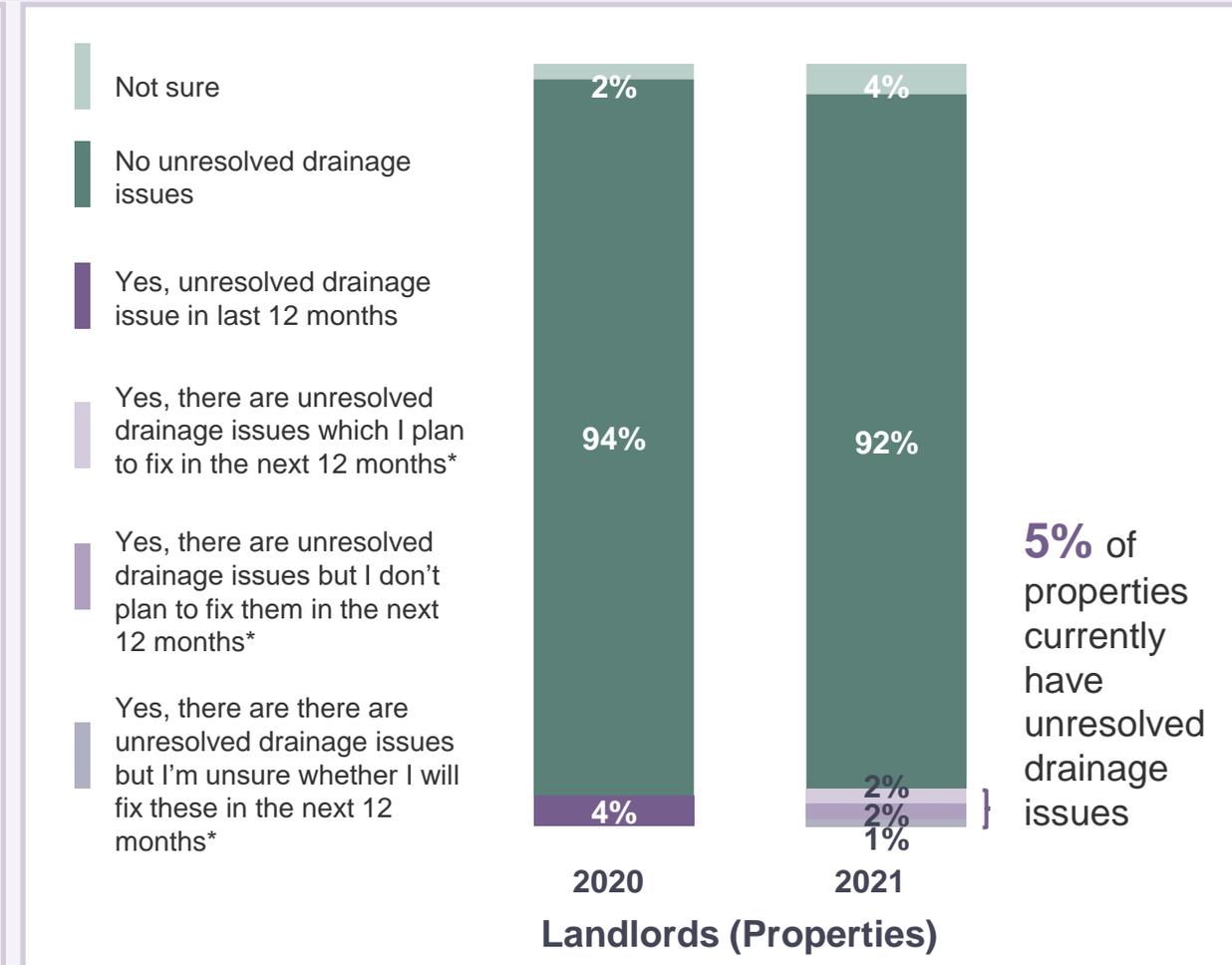
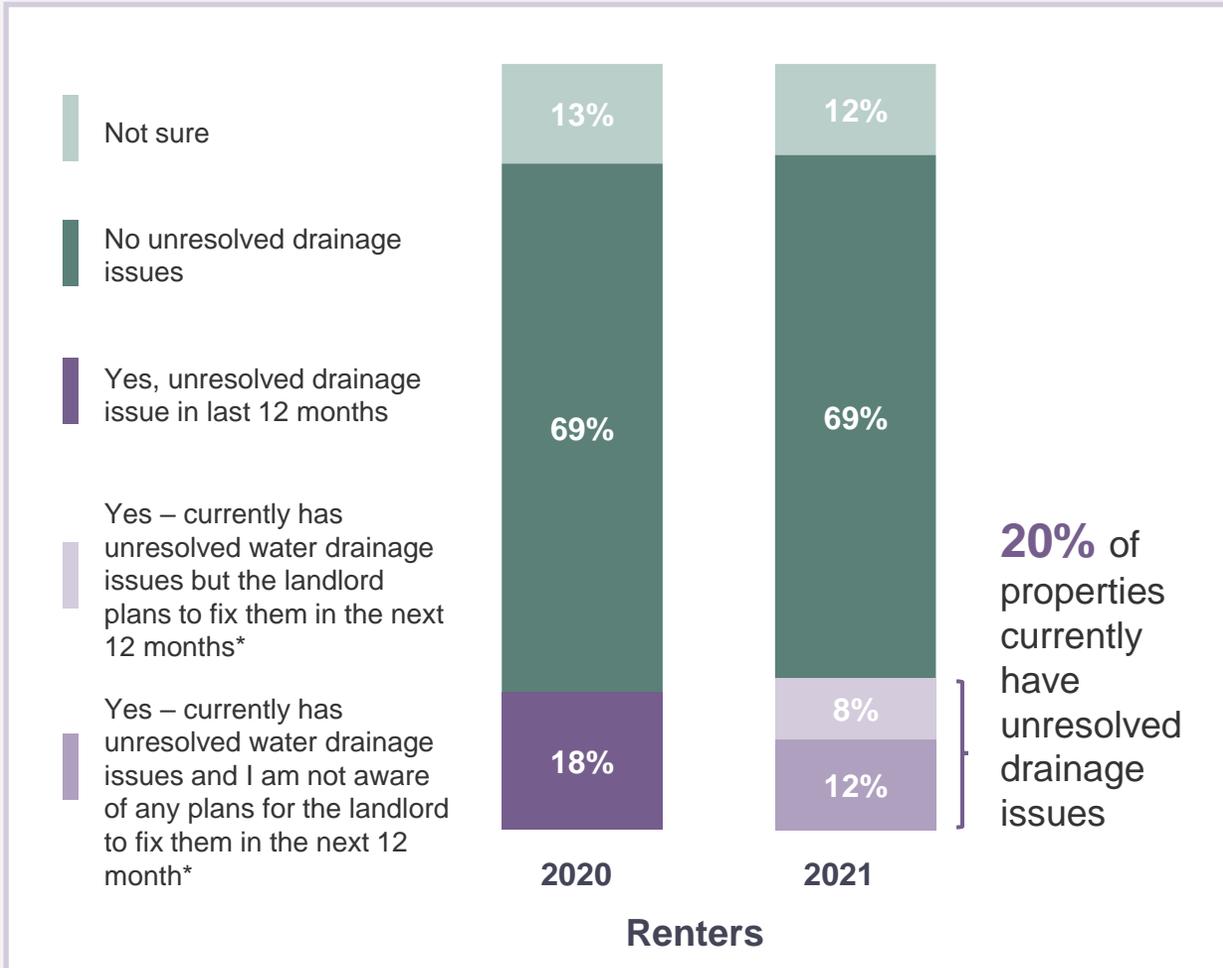
Source: Q21. "How often is this fan or rangehood used when someone is cooking food that produces steam?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Unresolved drainage issues in last 12 months

According to renters, one in five (20%) currently have an unresolved drainage issue in their rental property. In contrast, landlords report just 5% of rental properties have this issue. Slightly more renters are not aware of plans for the landlord to address the issues in the next 12 months, than those who are. Landlords are split on whether or not they plan to fix the drainage issues in their properties.

WHETHER PROPERTY HAS UNRESOLVED DRAINAGE ISSUES OUTSIDE



Base: All renters (2020 n=1,601, 2021 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 are in 2021 only.

▲ / ▼ Indicates a significant increase/decrease since 2020

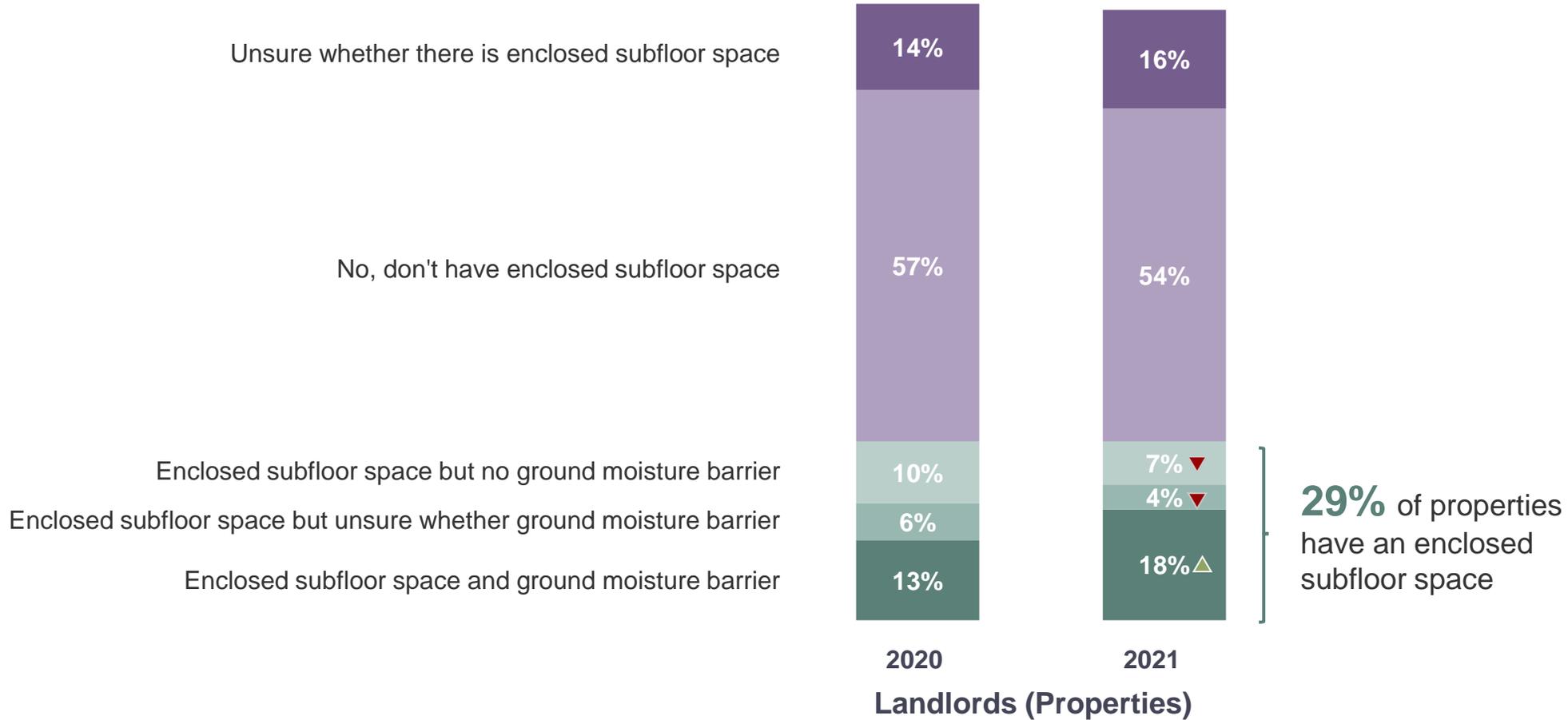
Base: All properties (2020 n=1,990, 2021 n=2,064).

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 (2021 only). "How many of your rental properties with unresolved water drainage issues do you plan to fix in the next 12 months?"

Enclosed subfloor space

As in 2020, landlords report three in ten (29%) properties has an enclosed subfloor space. More landlords say these properties have a ground moisture barrier installed compared to last year.

WHETHER PROPERTY HAS ENCLOSED SUBFLOOR SPACE AND MOISTURE BARRIER



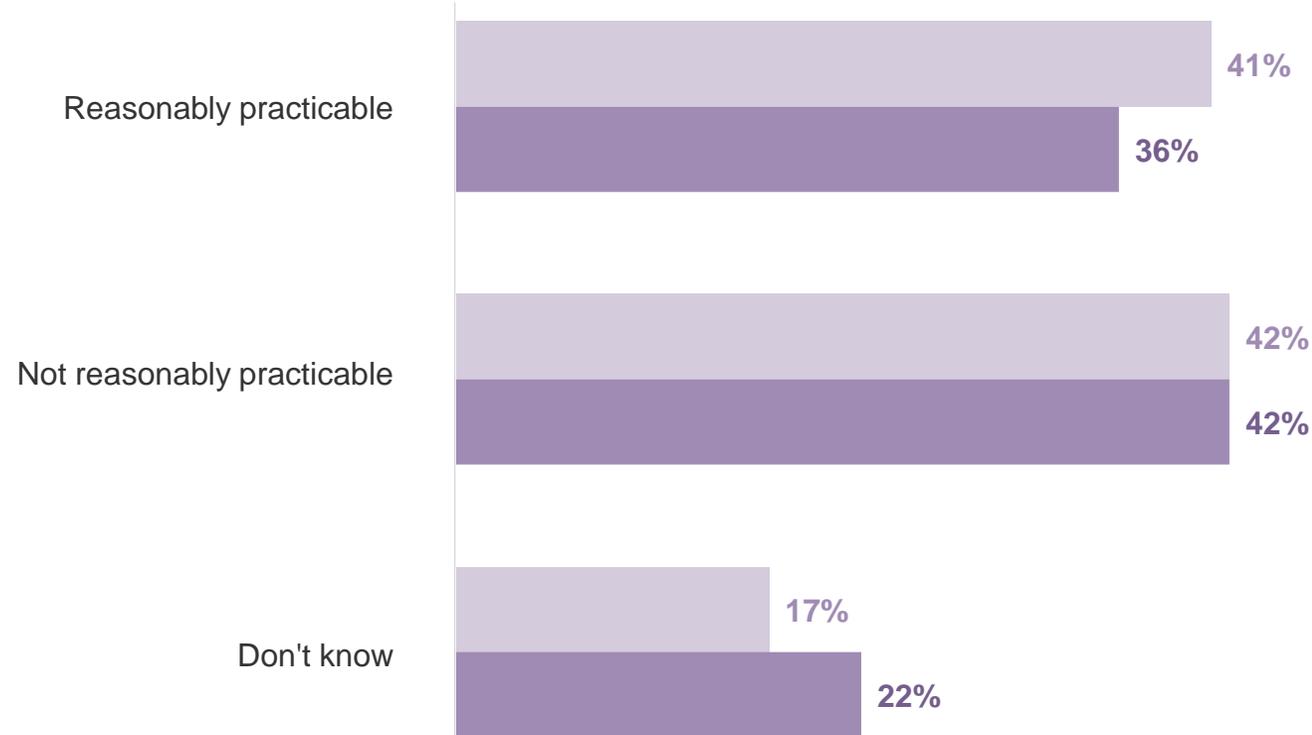
Base: All properties (2020 n=1,990, 2021 n=2,064). Source: Q24. "How many of your rental properties have an enclosed subfloor space?" Q25. "How many of your rental properties with an enclosed subfloor space have a ground moisture barrier (e.g. a polythene sheet) installed?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Whether reasonably practicable to install a ground moisture barrier

Landlords say that it is reasonably practicable to install a ground moisture barrier in just over one third (36%) of their properties with an enclosed subfloor space but no ground moisture barrier. These results are broadly in line with last year.

WOULD IT BE REASONABLY PRACTICABLE TO INSTALL A GROUND MOISTURE BARRIER?



2020
2021

Landlords (Properties)

Base: Properties with an enclosed subfloor space but no ground moisture barrier (2020 n=308, 2021 n=225).

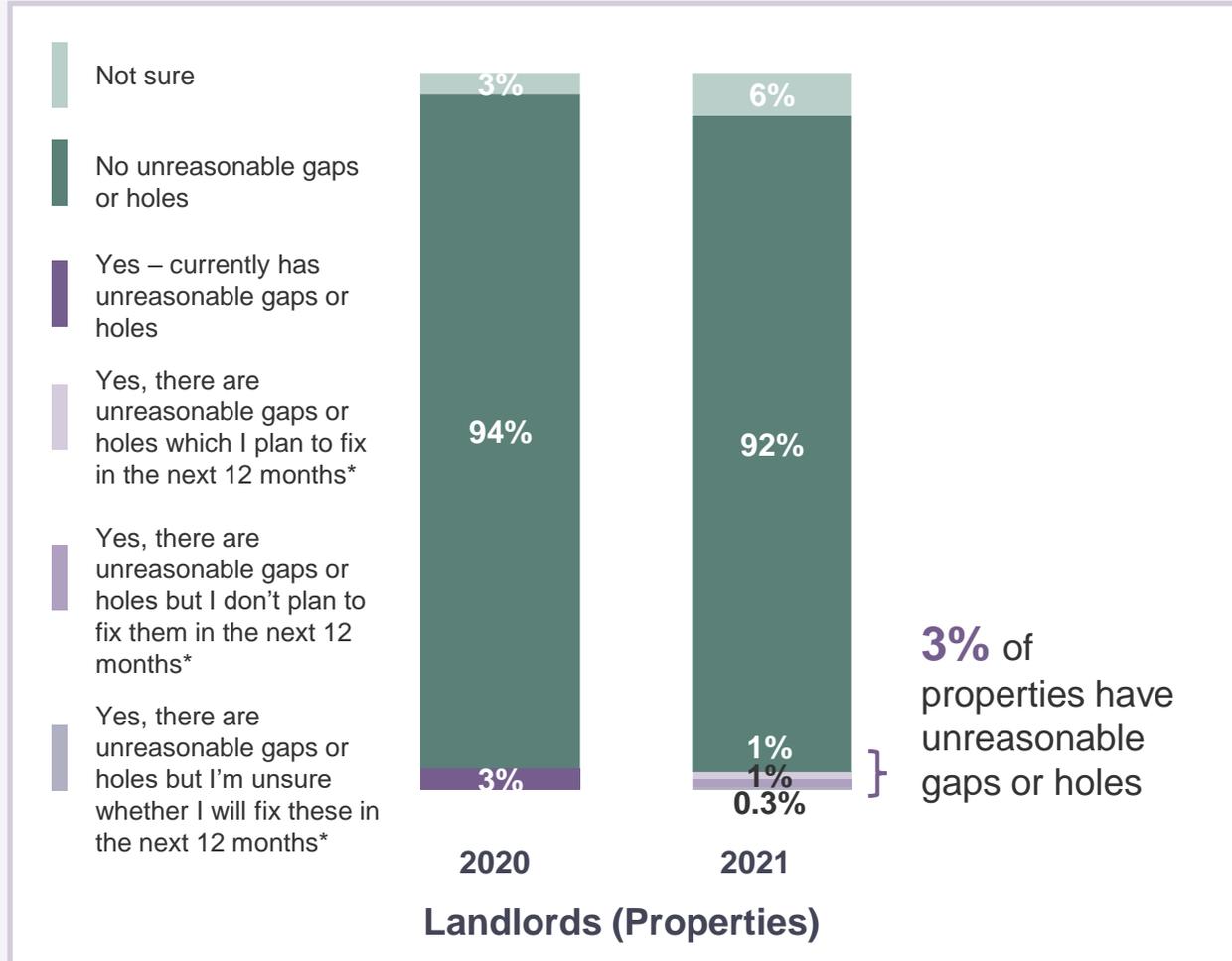
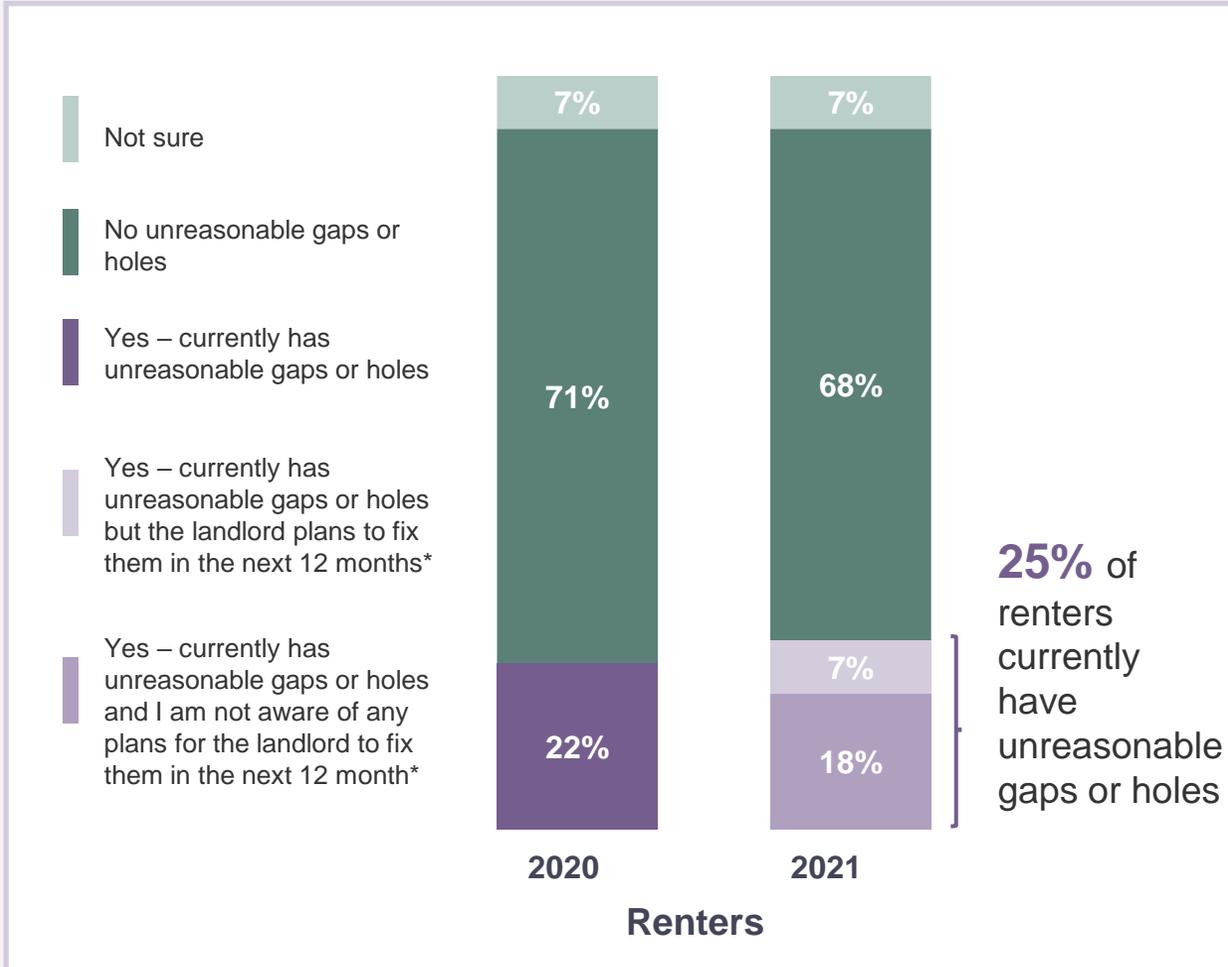
Source: Q26. "For how many of your rental properties that don't have a ground moisture barrier like a polythene sheet, is it reasonably practicable to install this (e.g. is there enough access space)?"

▲ / ▼ Indicates a significant increase/decrease since 2020

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

One in four (25%) renters report unreasonable gaps or holes in their rental which that have not been blocked and cause noticeable draughts. According to landlords, only 3% of properties have this. These findings are in line with 2020.

WHETHER PROPERTY HAS UNREASONABLE AND UNBLOCKED GAPS OR HOLES CAUSING DRAUGHTS



Base: All renters (2020 n=1,601, 2021 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?"

*Categories are in 2021 only.

▲ / ▼ Indicates a significant increase/decrease since 2020

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

Source: Q27. "How many of your (X AT Q1) 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?"

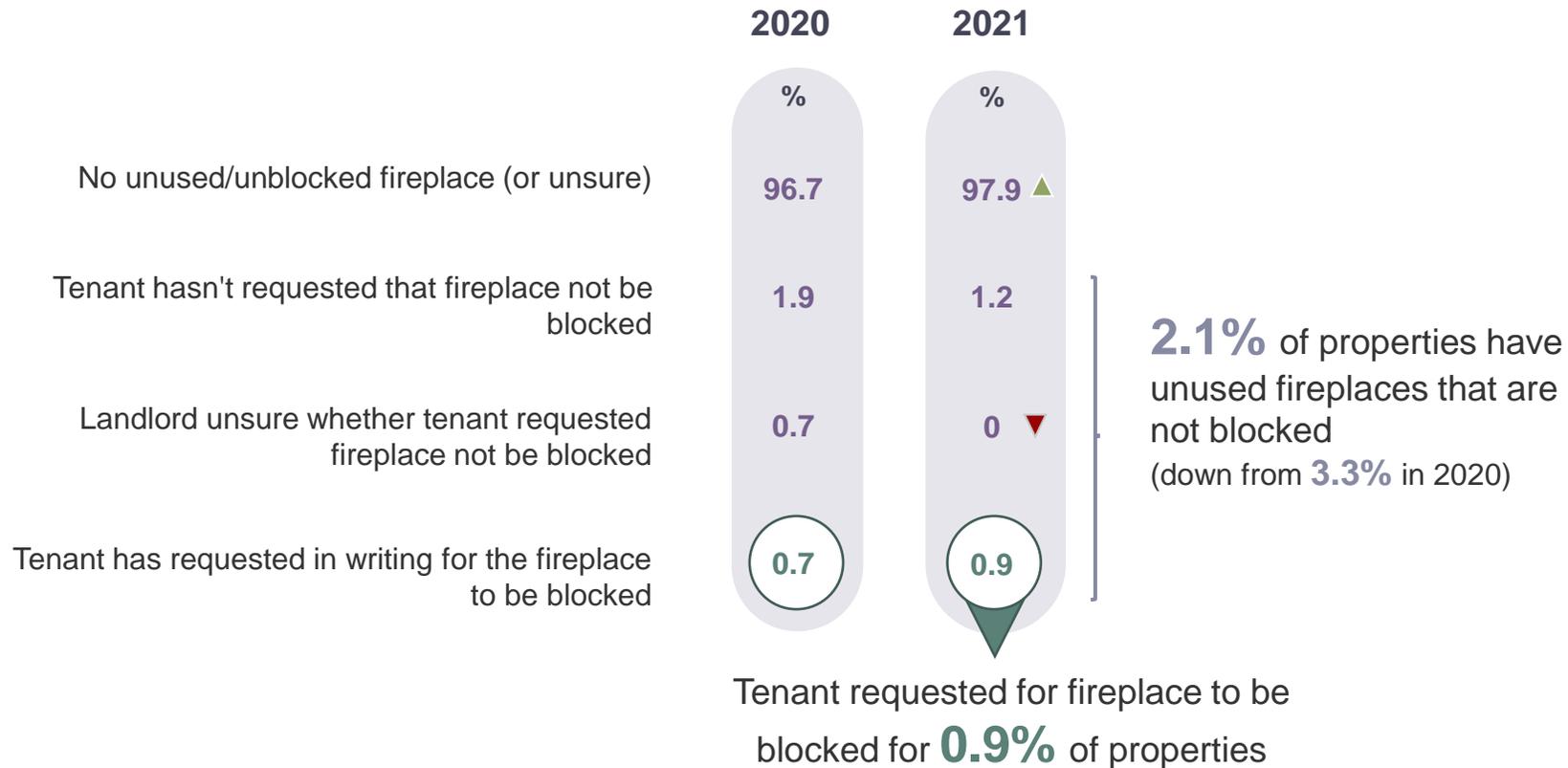
Q27i (2021 only). "How many of your rental properties with unreasonable gaps and holes do you plan to fix in the next 12 months?"

*Categories are in 2021 only.

Draught stopping: open fireplace

Landlords report a very small proportion (2.1%) of properties have unused, unblocked fireplaces, a significant decrease from 3.3% in 2020. For just over half of these (1.2% of all properties), the tenants have not requested that the fireplace not be blocked.

WHETHER PROPERTY HAS UNUSED AND UNBLOCKED FIREPLACE



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

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 not asked in 2021. Q30 results from 2020 have been combined with Q29 in this chart to allow for comparison with 2021.

*Percentage is <0.5%

▲ / ▼ Indicates a significant increase/decrease since 2020

04 ———



**MINISTRY OF HOUSING
AND URBAN DEVELOPMENT**

Tenancy agreements



KANTAR PUBLIC



COLMAR BRUNTON
A Kantar Public Company

Formal written tenancy agreement

Consistent with the findings from 2020, eight in ten (82%) renters and nine in ten (92%) landlords report having a formal written tenancy agreement.

WHETHER THERE IS A FORMAL WRITTEN TENANCY AGREEMENT BETWEEN RENTER(S) AND LANDLORD/PROPERTY MANAGER

Renters



Landlords (Properties)



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

Source: Q37. "Do you (or others you live with) have a written tenancy agreement with your landlord (or property manager)?"

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

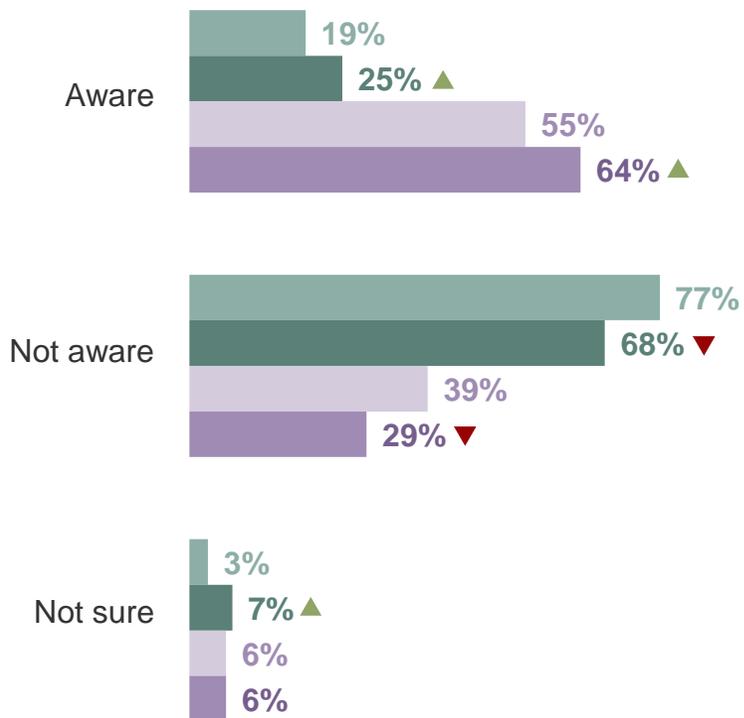
Source: Q33. "How many of your properties have a formal written tenancy agreement?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Insurance information

Awareness of the need to include insurance information in any new tenancy agreement has improved (particularly among landlords). According to landlords, half (51%) of their tenancy agreements have all three of the insurance information requirements, up five points since last year. There is relatively high uncertainty among renters.

AWARENESS OF REQUIREMENT FOR INSURANCE INFORMATION TO BE IN TENANCY AGREEMENT

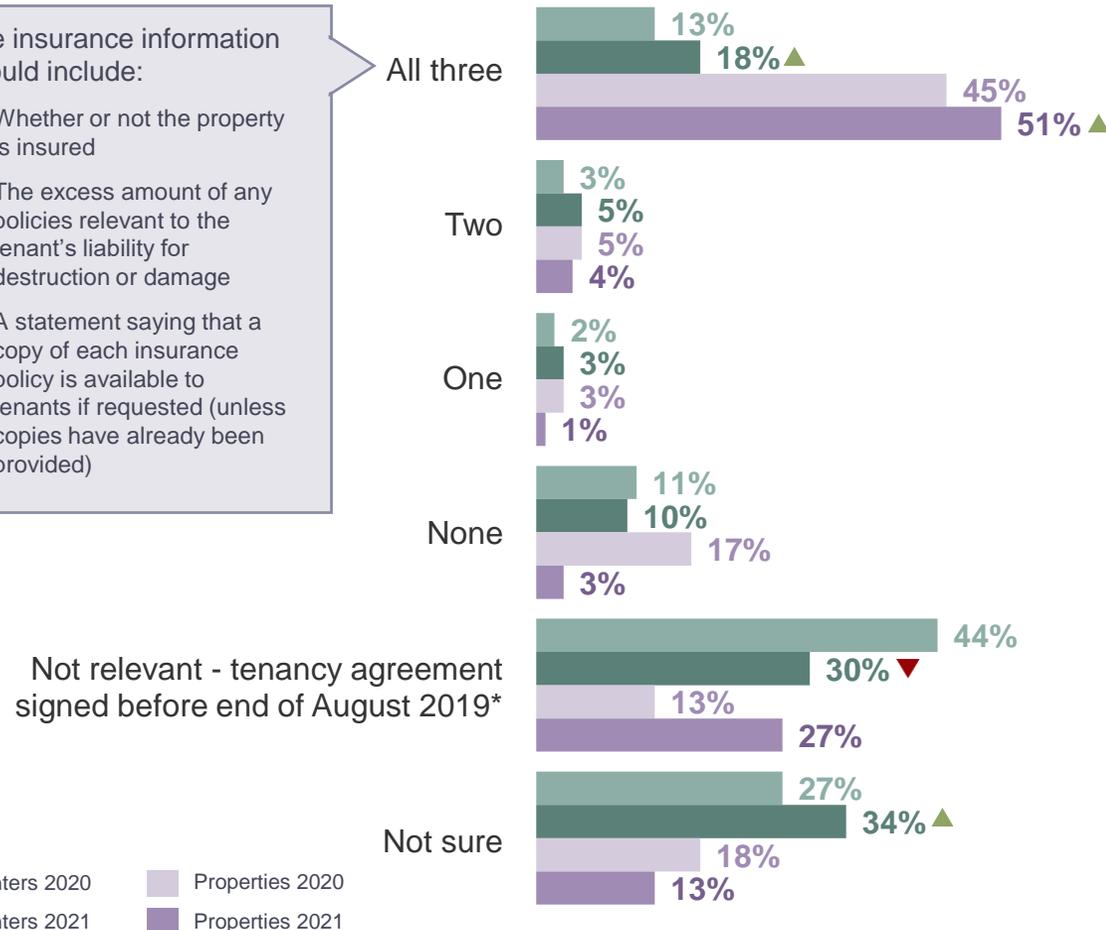


■ Renters 2020 ■ Landlords 2020
■ Renters 2021 ■ Landlords 2021

INCLUSION OF INSURANCE INFORMATION IN TENANCY AGREEMENT(S)

The insurance information should include:

- Whether or not the property is insured
- The excess amount of any policies relevant to the tenant's liability for destruction or damage
- A statement saying that a copy of each insurance policy is available to tenants if requested (unless copies have already been provided)



■ Renters 2020 ■ Properties 2020
■ Renters 2021 ■ Properties 2021

Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311) and all landlords (2020 n=1,012, 2021 n=1,002). Source: Q38, Q34. "Before today, were you aware that any new, renewed or revised tenancy agreements (after August 2019) now need to provide insurance information?"

Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897).

Source: Q39, Q35 "The insurance information in the tenancy agreement should include...How many of these three things does your tenancy agreement include?"

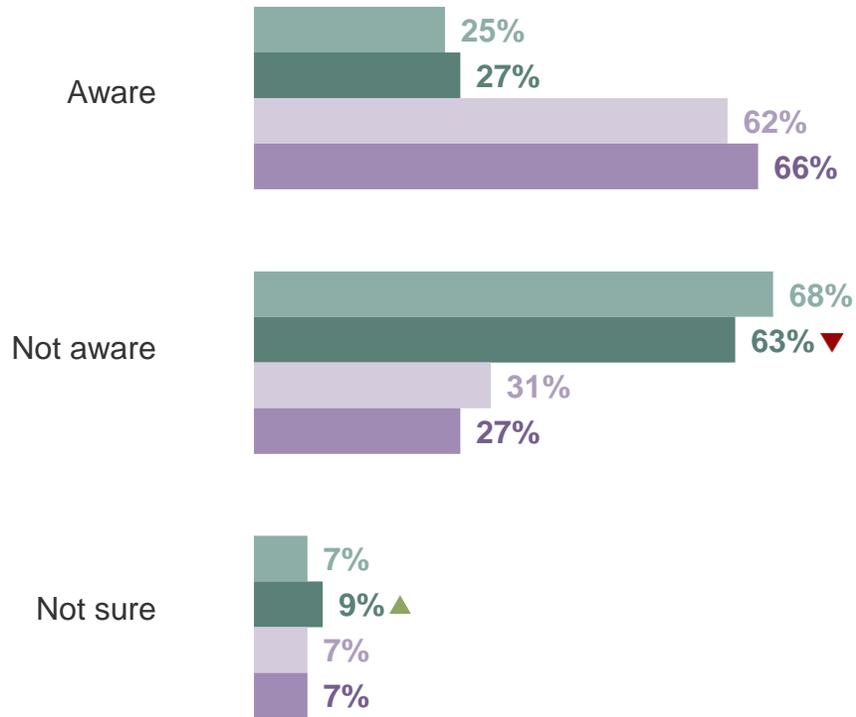
*Note, this option did not appear in the 2020 survey for landlords with multiple properties. For this reason, no comparisons between 2020 and 2021 for 'None' and 'Not relevant' and 'Not sure' have been made.

▲ / ▼ Indicates a significant increase/decrease since 2020

Insulation statement

Broadly in line with 2020, a minority (27%) of renters and two thirds (66%) of landlords are aware that new tenancy agreements must have a separately signed insulation statement. According to landlords, just over half of tenancy agreements have all four of the specific requirements, an improvement on the 2020 findings.

AWARENESS OF REQUIREMENT FOR INSULATION STATEMENT TO BE IN TENANCY AGREEMENT

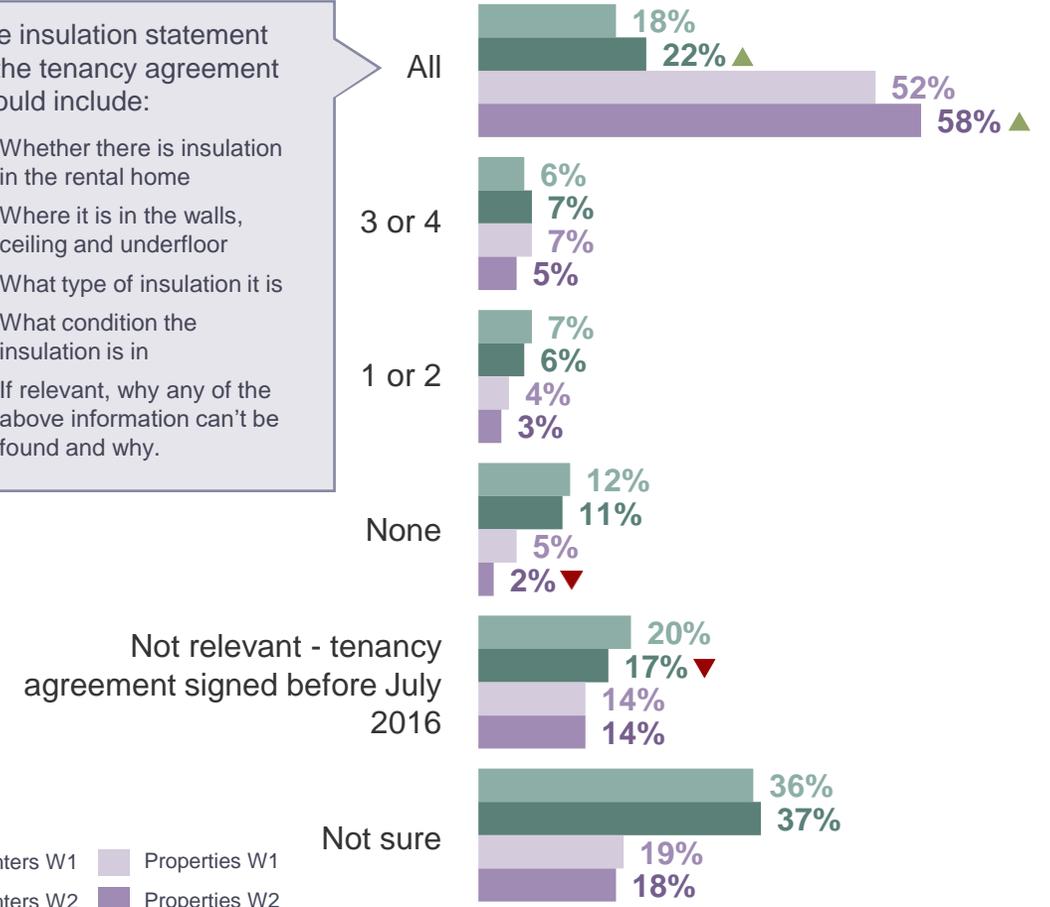


■ Renters 2020 ■ Landlords 2020
 ■ Renters 2021 ■ Landlords 2021

INCLUSION OF INSULATION STATEMENT IN THEIR TENANCY AGREEMENT(S)

The insulation statement in the tenancy agreement should include:

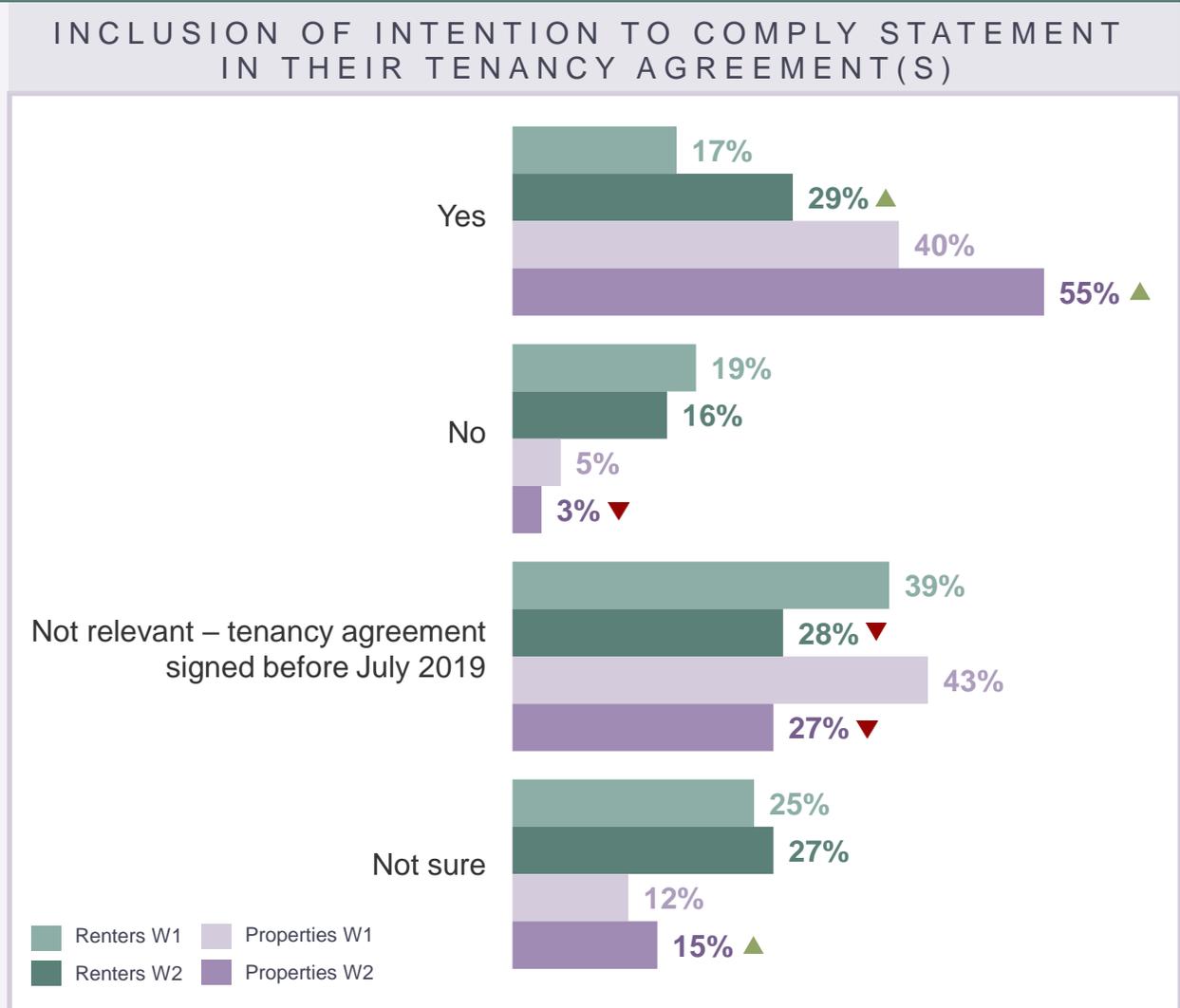
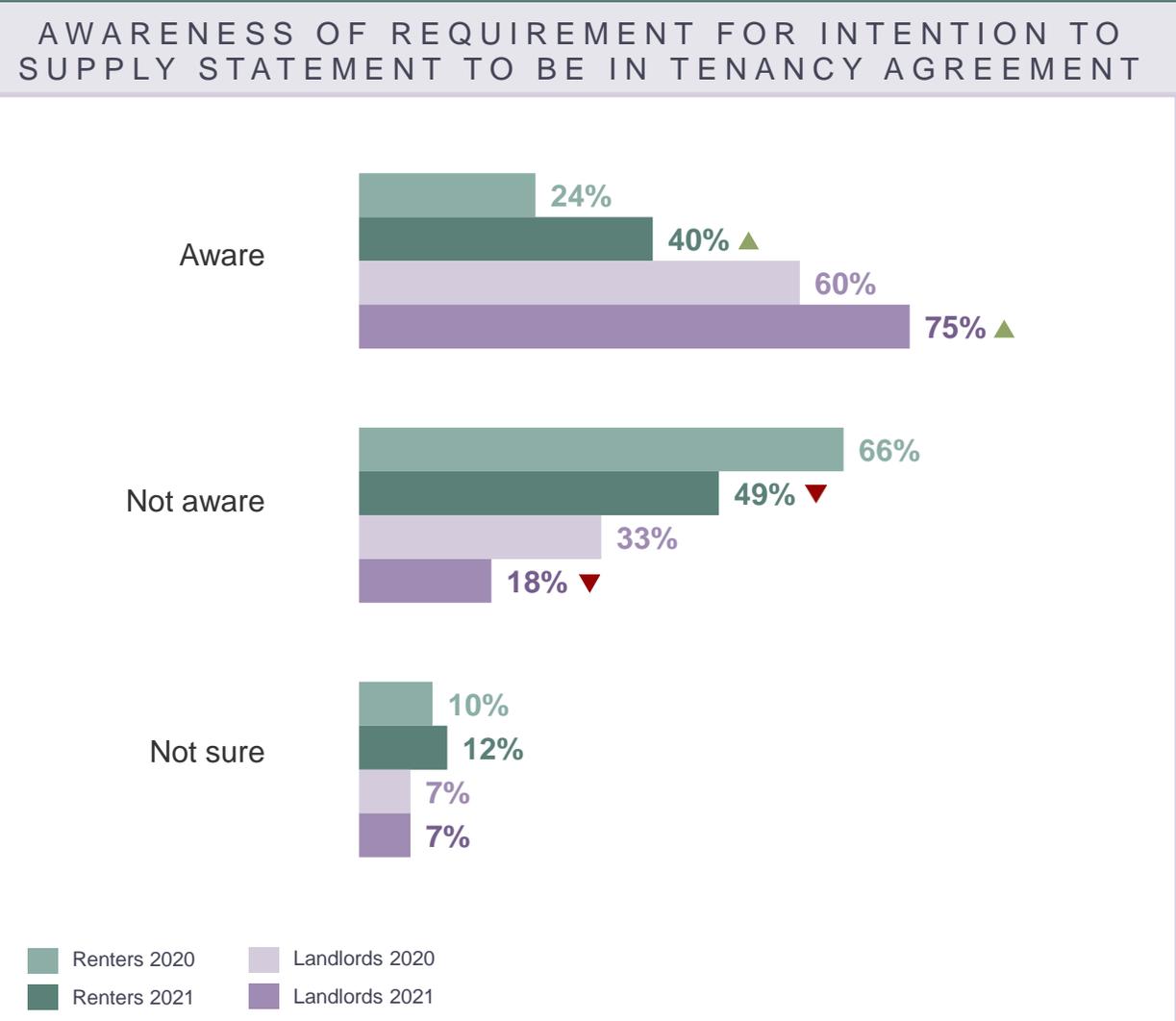
- Whether there is insulation in the rental home
- Where it is in the walls, ceiling and underfloor
- What type of insulation it is
- What condition the insulation is in
- If relevant, why any of the above information can't be found and why.



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897).
 Source: Q41, Q37. "The insulation statement in the tenancy agreement should include...How many of these things does your tenancy agreement include?"

Intention to comply statement

Less than half (40%) of renters and three quarters of landlords are aware that the tenancy agreement must include a signed statement of the landlord's intention to comply with the Healthy Homes Standards, an improvement since 2020. The number of renters and landlords who indicate their agreement does have this has also increased, though there is higher uncertainty among landlords compared to last year.



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311) and all landlords (2020 n=1,012, 2021 n=1,002). 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?"

Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897).

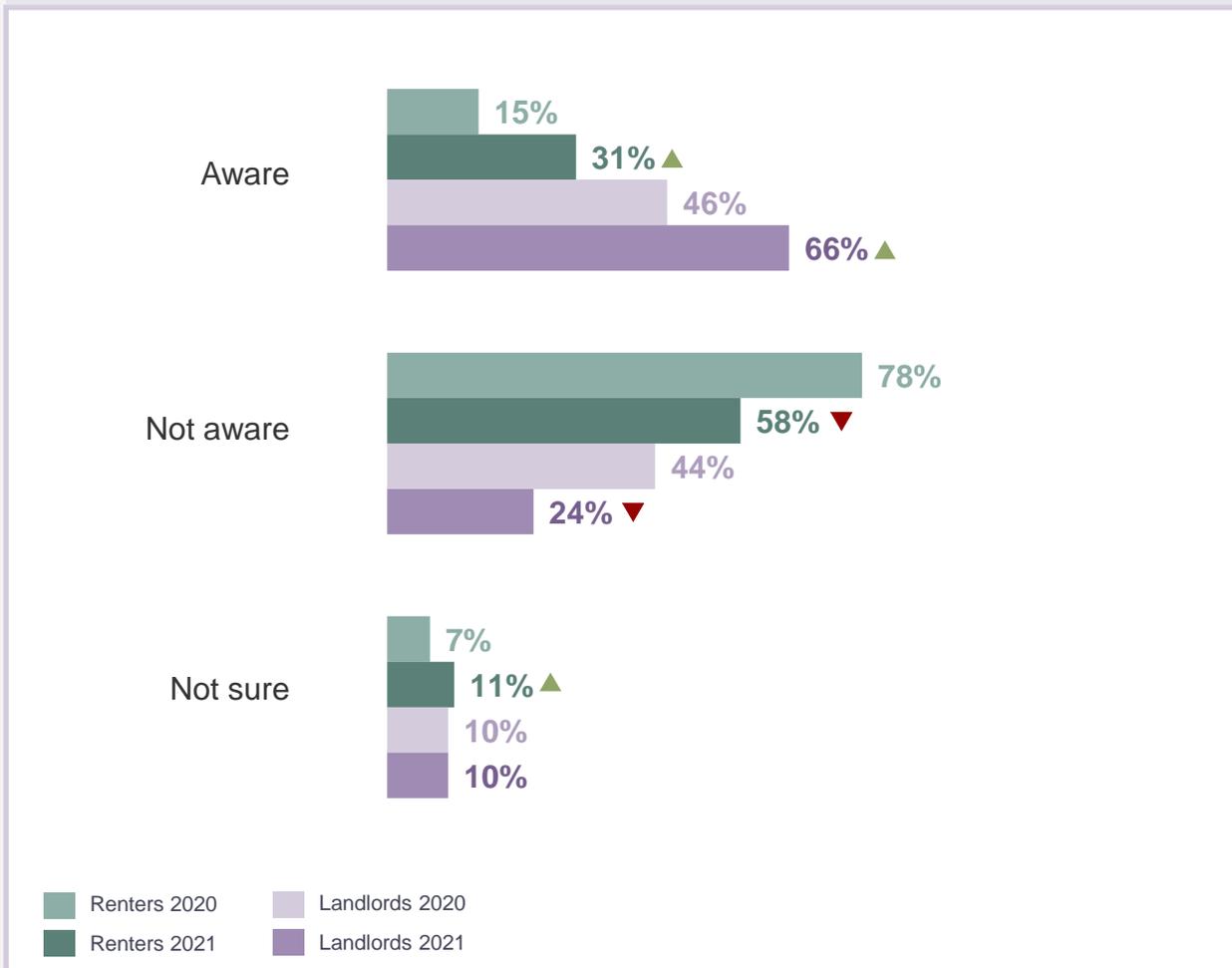
Source: Q43. "Has your landlord (or property manager) provided a signed statement that the landlord intends to comply or currently complies with the healthy homes standards?" | Q39. "For how many of your rental properties, have you provided your tenants with a signed statement that you intend to comply or already comply with the healthy homes standards?"

▲ / ▼ Indicates a significant increase/decrease since 2020

Statement of current level of compliance

Around one third of renters and two thirds of landlords now know that their tenancy agreement must include a statement of compliance, both marked improvements from the 2020 findings. Landlords are now more confident that their compliance statements have all of this information.

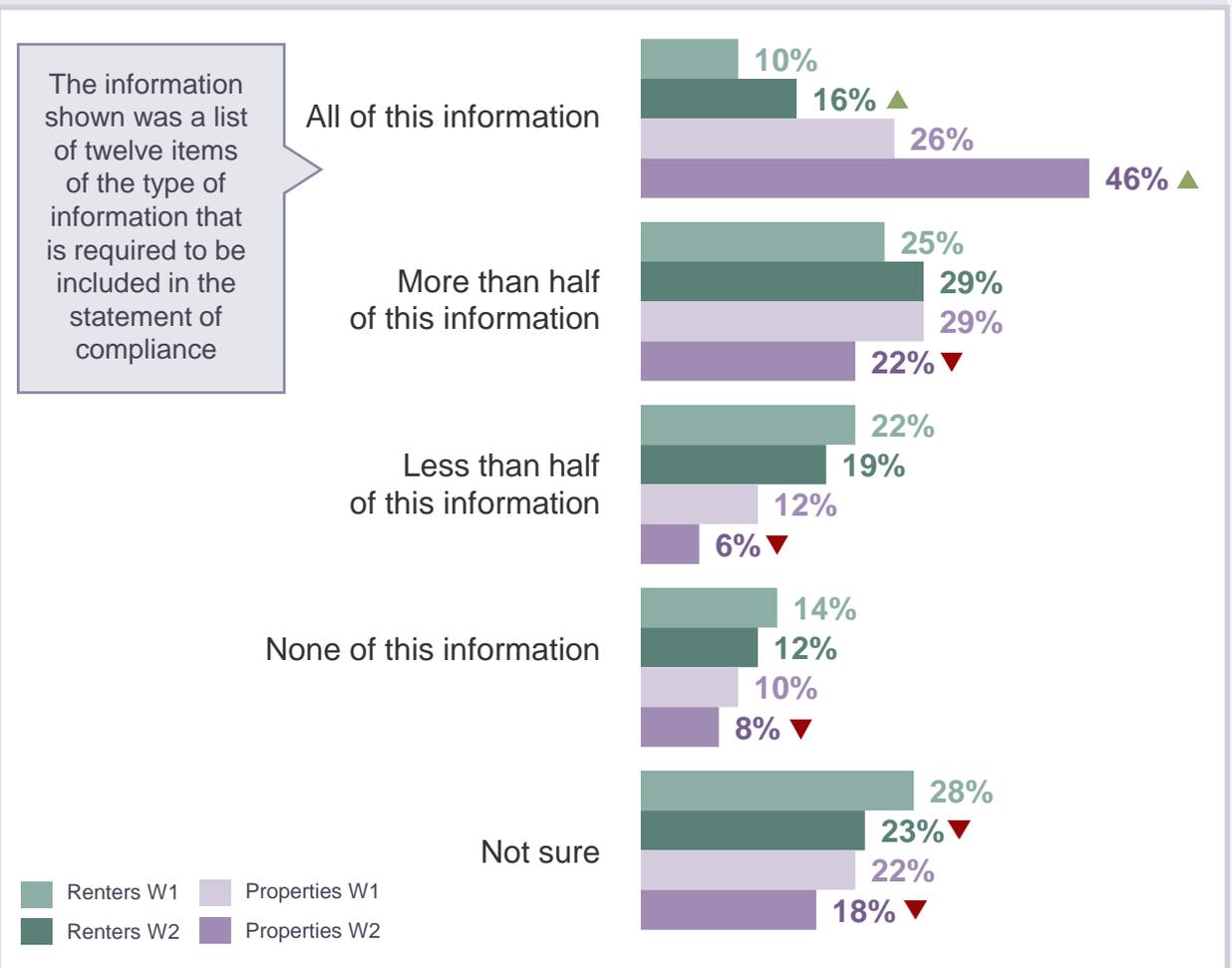
AWARENESS OF REQUIREMENT FOR CURRENT COMPLIANCE STATEMENT TO BE IN TENANCY AGREEMENT



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311) and all landlords (2020 n=1,012, 2021 n=1,002). Source: Q44, Q40. "Before today, were you aware that from 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?"

▲ / ▼ Indicates a significant increase/decrease since 2020

INCLUSION OF CURRENT COMPLIANCE STATEMENT IN TENANCY AGREEMENT(S)



Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897). Source: Q45, Q41. "Having read the information requirements on the last screen, how much of this information would you say your tenancy agreement includes..."

05 ———



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

Tenancy law changes (since mid-February 2021)



KANTAR PUBLIC



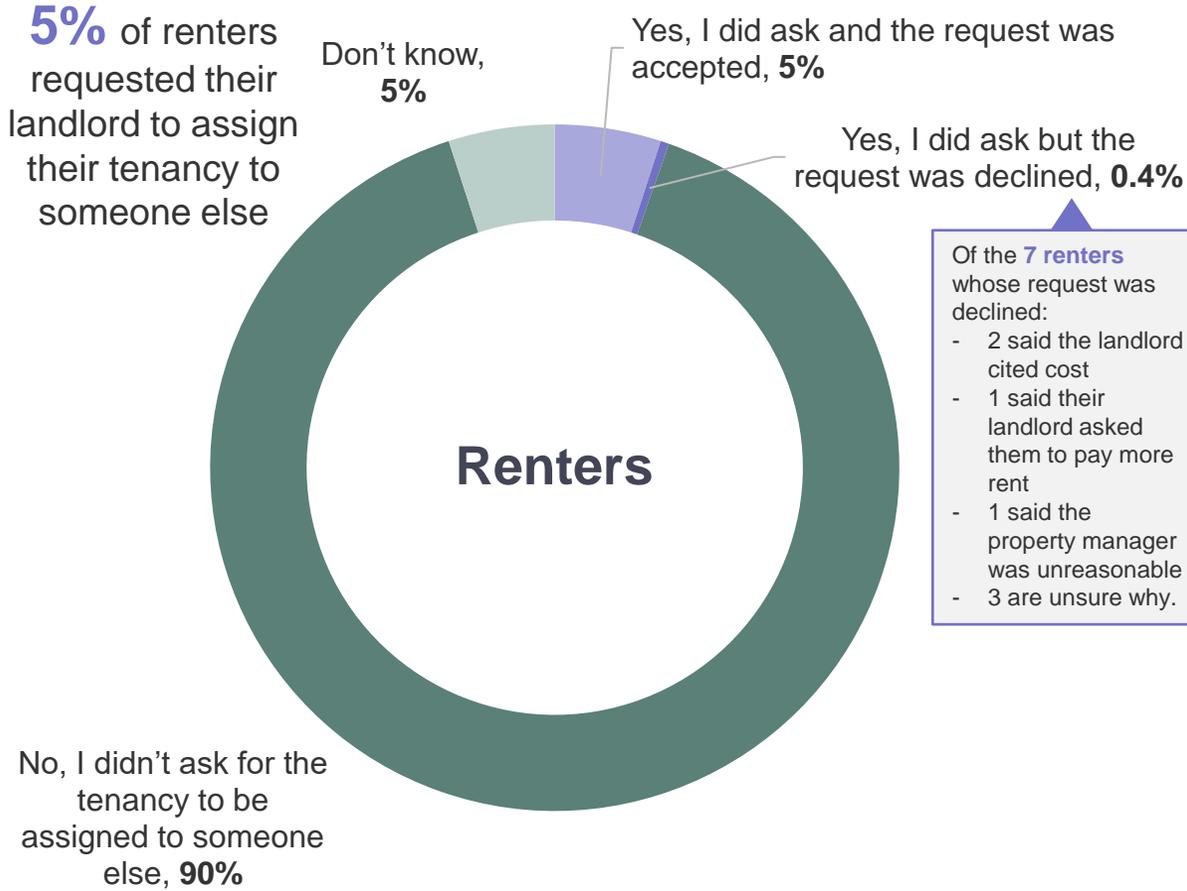
COLMAR BRUNTON

A Kantar Public Company

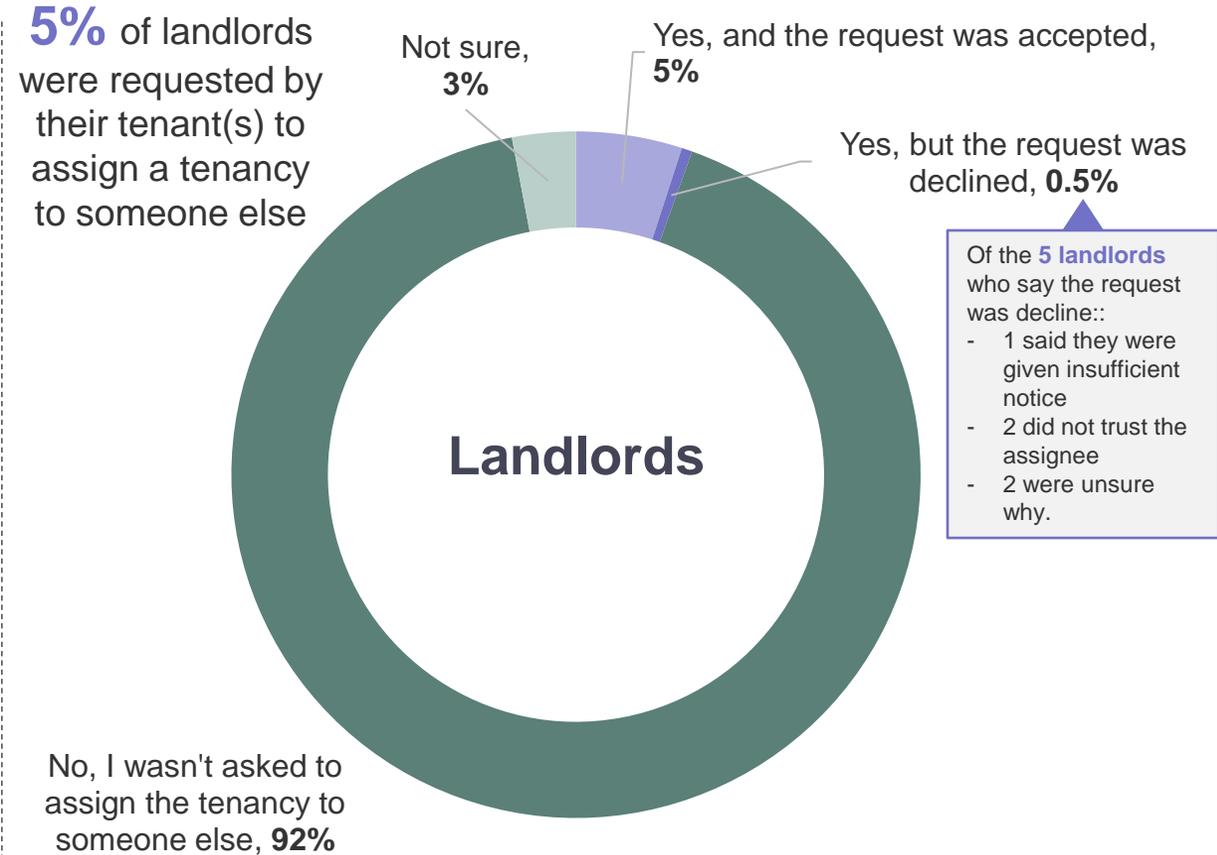
Assigning tenancy to someone else

Around one in twenty (5%) renters say they requested to assign their tenancy to someone else. The same proportion of landlords say they were asked by their tenant to assign the tenancy to someone else. A small subset of these requests were declined.

WHETHER RENTER ASKED THEIR LANDLORD TO ASSIGN THEIR TENANCY TO SOMEONE ELSE



WHETHER LANDLORD WAS ASKED TO ASSIGN A TENANCY TO SOMEONE ELSE



Base: All renters (2021 only, n=1,600).

Source: Q46. "Since mid-February this year, 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?"

Note: This section includes questions that were added in 2021 only, so no comparisons can be made to 2020.

Base: All landlords (2021 only, n=1,002).

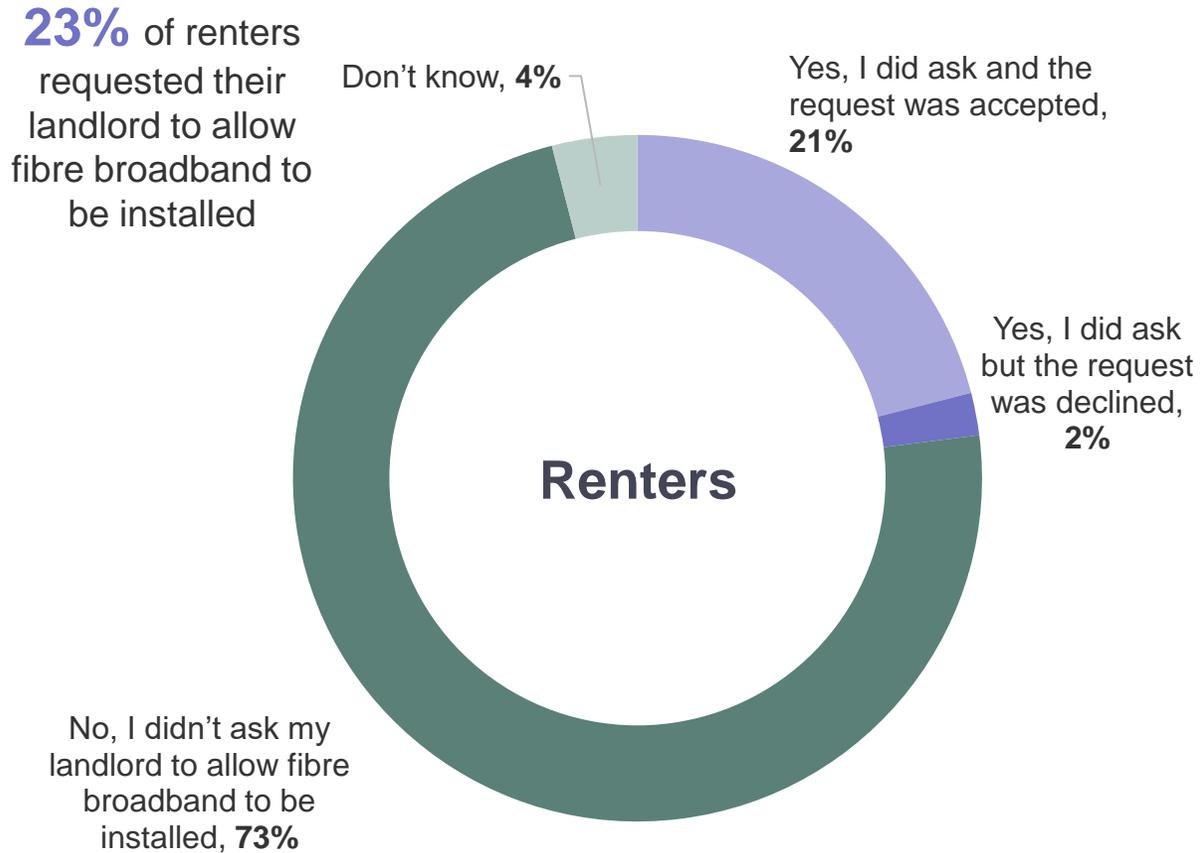
Source: Q51. "Since mid-February this year, have (any of) your tenants asked you (or your property manager) to assign a tenancy to someone else?"

Q52. "What were your reasons for declining the request?"

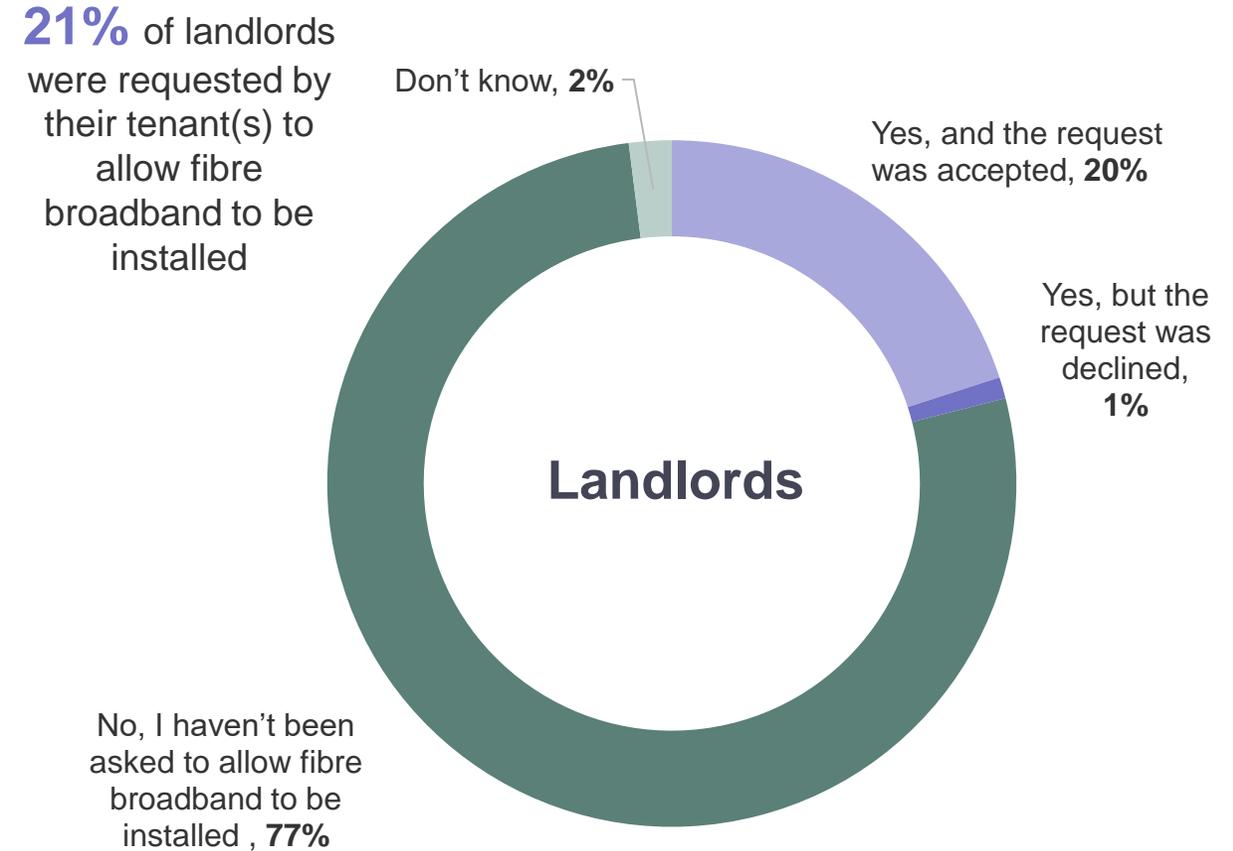
Installing fibre broadband

Around one in five (23%) renters requested for fibre broadband to be installed. A similar proportion of landlords report being asked by their tenant to allow the installation of fibre broadband. Most of these requests were accepted.

WHETHER RENTER ASKED THEIR LANDLORD TO ALLOW INSTALLATION OF FIBRE BROADBAND



WHETHER LANDLORD WAS ASKED TO ALLOW INSTALLATION OF FIBRE BROADBAND



Base: All renters (2021 only, 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?"

Base: All landlords (2021 only, n=1,002).

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)?"

Type of rental agreement

Of the 2% of renters whose request for fibre broadband to be installed was rejected, cost was most commonly cited by their landlord as the main reason. Financial concerns were also top of mind for the small group (1%) of landlords who declined their tenants' request for broadband to be installed.

REASONS FOR THE DECLINED REQUEST TO ALLOW INSTALLATION OF FIBRE BROADBAND

	Renters n=31	Landlords n=7
High cost / not eligible for free installation	5	2
Not available in my area yet	2	-
It will damage the house / land	2	1
Other	8	1
Don't know	14	3

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



"The cost was too high for installation. As tenants we were also unable to pay for it."

"The house is too far from the street and is ineligible for 'free' installation by chorus."

"'It's coming' but it wont happen. ADSL that cuts out daily is my norm."

"She didn't know enough about it and neither did I really. It has now been installed in our area and will be ready to use in September although I haven't yet been given the option to use it."

"'It's coming' but it wont happen. ADSL that cuts out daily is my norm."

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

"The cable would be above ground and meant the driveway had to be dug up. Too expensive and ugly for the house."

"If for any reason the broadband stops working for this tenant, or any other tenant, I'm going to be held responsible for making sure it works. I'm not prepared to do that. I did say to one lot of tenants if they have it installed, they sign an agreement to say they will remove it when they leave and restore everything back to how it was."

Base: Renters whose request to allow the installation of fibre broadband was declined (2021 only, n=31) and landlords who declined a request to allow the installation of fibre broadband (2021 only, n=7).

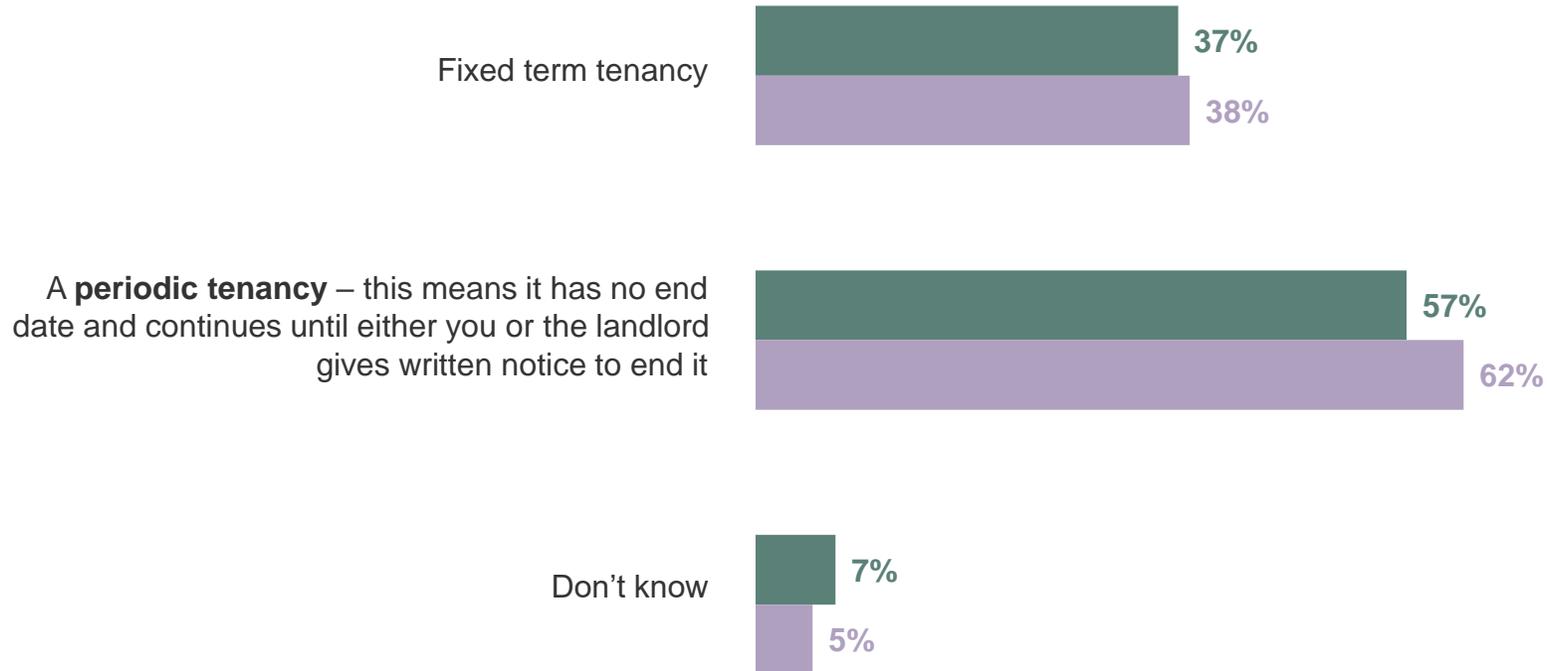
Source: Q54. "What were your reasons for declining the request?"

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

Type of rental agreement

Periodic tenancies are more common than fixed term tenancies. Just under six in ten (57%) renters with a written tenancy agreement are on periodic tenancies. A similar proportion (62%) of landlords report having a period tenancy agreement.

TYPE OF RENTAL AGREEMENT HAVE HAD SINCE MID-FEBRUARY 2021



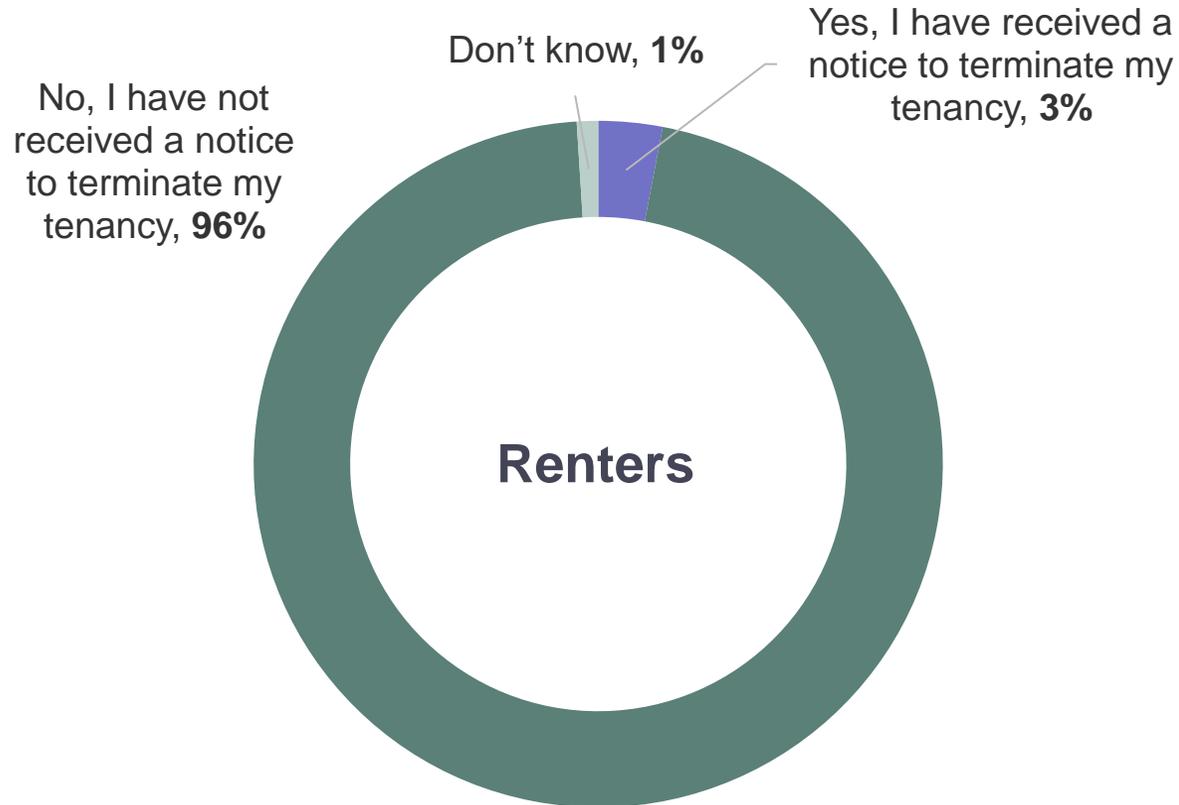
■ Renters (2021)
■ Landlords (2021)

Base: Renters with a written tenancy agreement (2021 only, n=1,311) and all landlords (2021 only, n=1,002). Note that landlords with multiple properties can select multiple tenancy types and totals may not add to 100%
Source: Q50. "What type of rental agreement(s) have you had since mid-February this year?"
Q55. "What type of rental agreement(s) have you had since mid-February this year?"

Notice to terminate tenancy

Less than one in twenty (3%) renters on a periodic tenancy say they have received a notice to terminate their tenancy. Slightly more (7%) landlords with tenants on a periodic tenancy agreement report having issued a notice to terminate a tenancy.

WHETHER RENTERS ON HAS RECEIVED A NOTICE TO TERMINATE A PERIODIC TENANCY



WHETHER LANDLORD HAS ISSUED A NOTICE TO TERMINATE A PERIODIC TENANCY



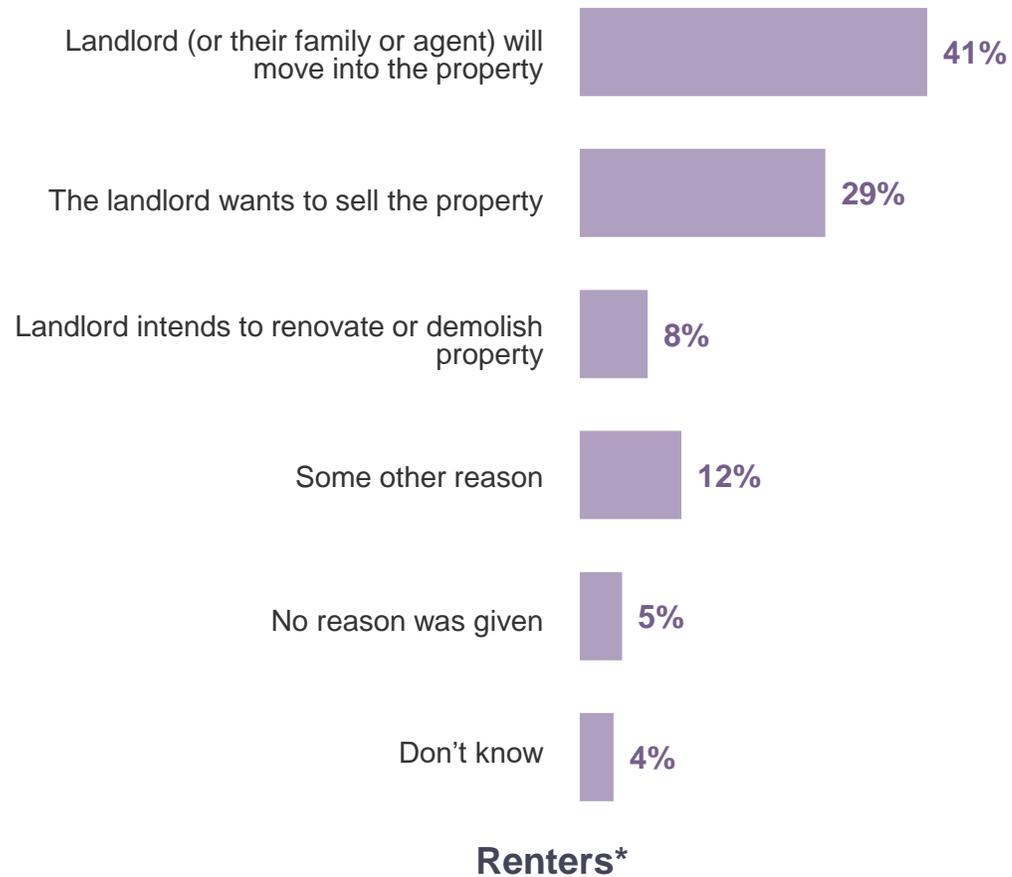
Base: Renters on a periodic tenancy agreement (2021 only, n=770).
Source: Q51. "Since mid-February, have you received a notice to terminate your tenancy?"

Base: Landlords with tenants on a periodic tenancy agreement (2021 only, n=621).
Source: Q56. "Since mid-February, have you issued a notice to terminate a tenancy?"
Note: Only 1 landlord said 'Not sure' which is not included in the chart.

Reasons for terminating a tenancy

Renters who received a notice to terminate their tenancy cite their landlord, their family or the agent moving into the property, or the landlord wanting to sell the property as the main reasons they were given. A small majority (59%) of landlords who have terminated a tenancy say this was because they wanted to sell the property.

REASONS RENTERS WERE GIVEN FOR THE TERMINATION OF THEIR TENANCY



Base: Renters who received a notice to terminate their tenancy since mid-February 2021 (2021 only, n=26)

Source: Q52. "What were the reasons given for terminating your tenancy?"

*Caution: Small base size.

REASONS LANDLORDS GAVE FOR TERMINATING A TENANCY



Base: Landlords who terminated a tenancy or tenancies since mid-February 2021 (2021 only, n=41)

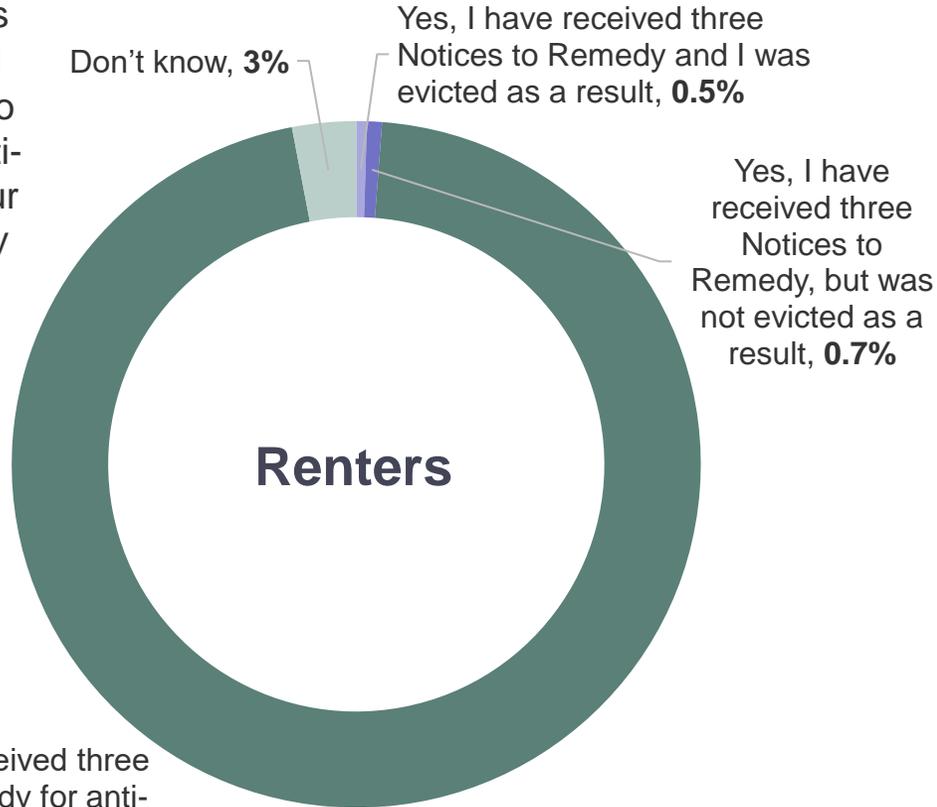
Source: Q57. "What were your reasons for terminating the tenancy (or tenancies)?"

Notices to Remedy for anti-social behaviour

Notices to Remedy for anti-social behaviour are very uncommon, with only 1% of renters reporting they have been issued three notices within a 90 day period. 2% of landlords say they have issued three notices within a 90 day period.

WHETHER RENTER RECEIVED THREE NOTICES TO REMEDY FOR ANTI-SOCIAL BEHAVIOUR WITHIN A 90 DAY PERIOD

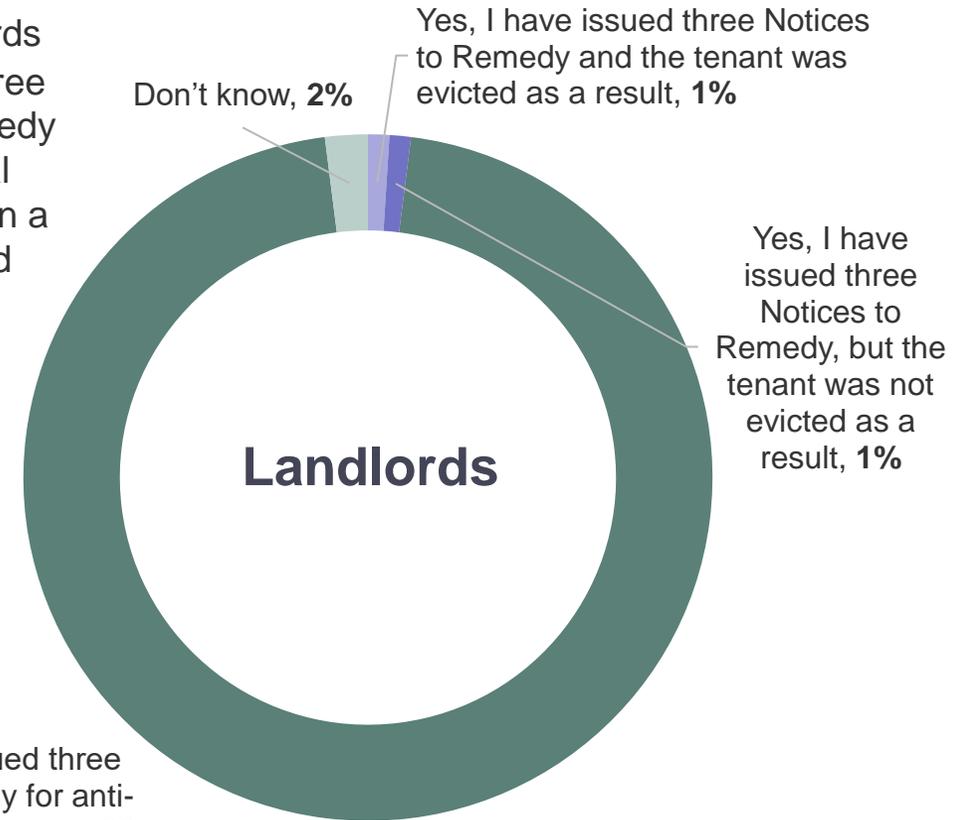
1% of renters have received three Notices to Remedy for anti-social behaviour within a 90 day period



No, I haven't received three Notices to Remedy for anti-social behaviour within a 90 day period, **96%**

WHETHER LANDLORD ISSUED THREE NOTICES TO REMEDY FOR ANTI-SOCIAL BEHAVIOUR WITHIN A 90 DAY PERIOD

2% of landlords have issued three Notices to Remedy for anti-social behaviour within a 90 day period



No, I haven't issued three Notices to Remedy for anti-social behaviour within a 90 day period, **96%**

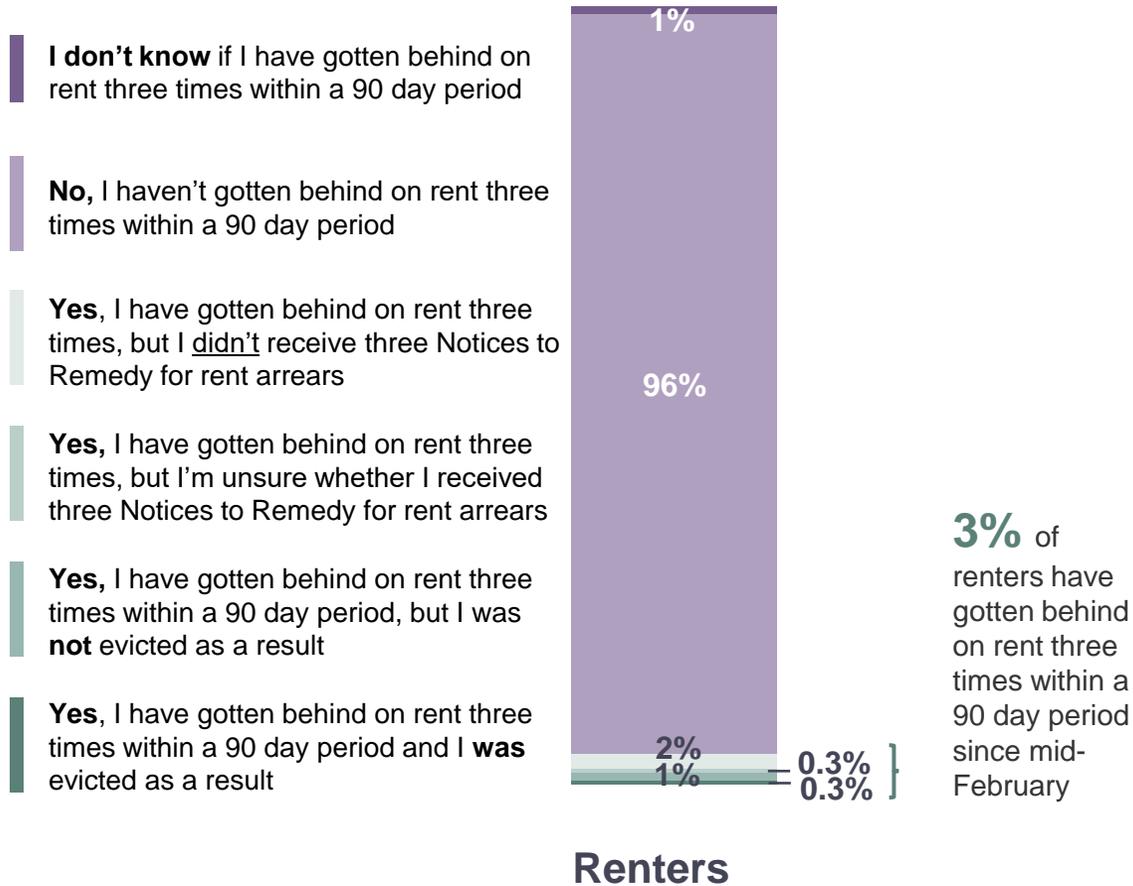
Base: Renters with a written tenancy agreement (2021 only, n=1,311)
Source: Q53. "Since mid-February this year, have you received three Notices to Remedy for anti-social behaviour within a 90 day period?"

Base: All landlords (2021 only, n=1,002).
Source: Q58. "Since mid-February this year, have you issued any of your tenants with three Notices to Remedy for anti-social behaviour within a 90 day period?"

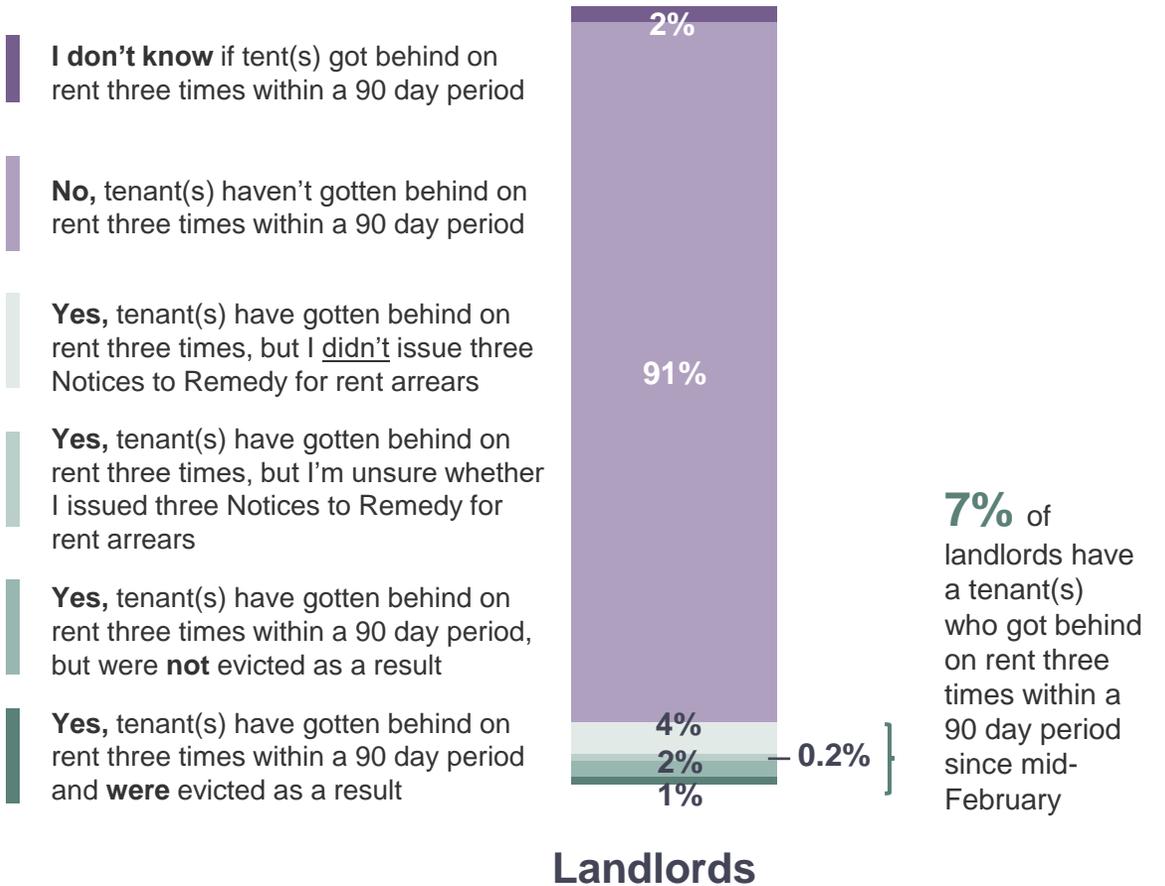
Rental payments

A small subset of renters (3%) say they have got behind on rent three times within 90 days, though only 0.3% have been evicted as a result. According to landlords, tenants getting behind on rent is slightly more common (7%) with 1% reporting they have evicted tenants.

WHETHER RENTER GOT BEHIND ON RENT WITHIN A 90 DAY PERIOD SINCE MID-FEBRUARY 2021



WHETHER TENANT GOT BEHIND ON RENT WITHIN A 90 DAY PERIOD SINCE MID-FEBRUARY 2021



Base: Renters with a written tenancy agreement (2021 only, n=1,311).

Source: Q54a. "Since mid-February this year, have you got behind on rent three times within a 90 day period?"

Q54b. "Have you received three Notices to Remedy for rent arrears within a 90 day period?"

Base: Landlords with a written tenancy agreement (2021 only, n=1,990).

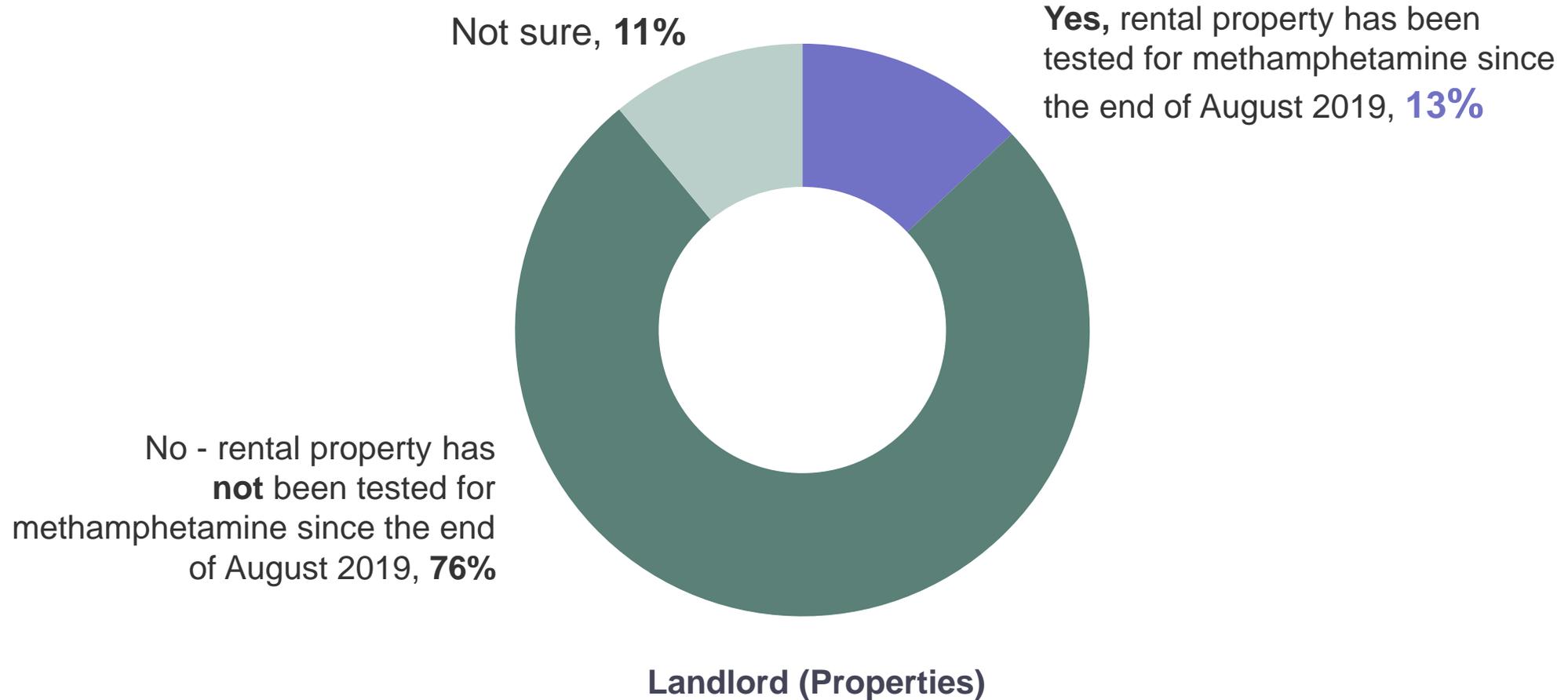
Source: Q59a. "Since mid-February this year, have you had a tenant who has got behind in their rent three times within a 90 day period?"

Q59b. "Did you issue them three Notices to Remedy for rent arrears within a 90 day period?"

Methamphetamine testing

Methamphetamine testing is relatively uncommon. According to landlords, just over one in ten (13%) of their properties have been tested for methamphetamine.

WHETHER RENTAL PROPERTIES HAVE BEEN TESTED FOR METHAMPHETAMINE SINCE THE END OF AUGUST 2019



Base: All properties (2021 only, n=2,064).

Source: Q63. "How many of your rental properties have you tested for methamphetamine (either before or during your current tenancy) since the end of August 2019?"

06 ———



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

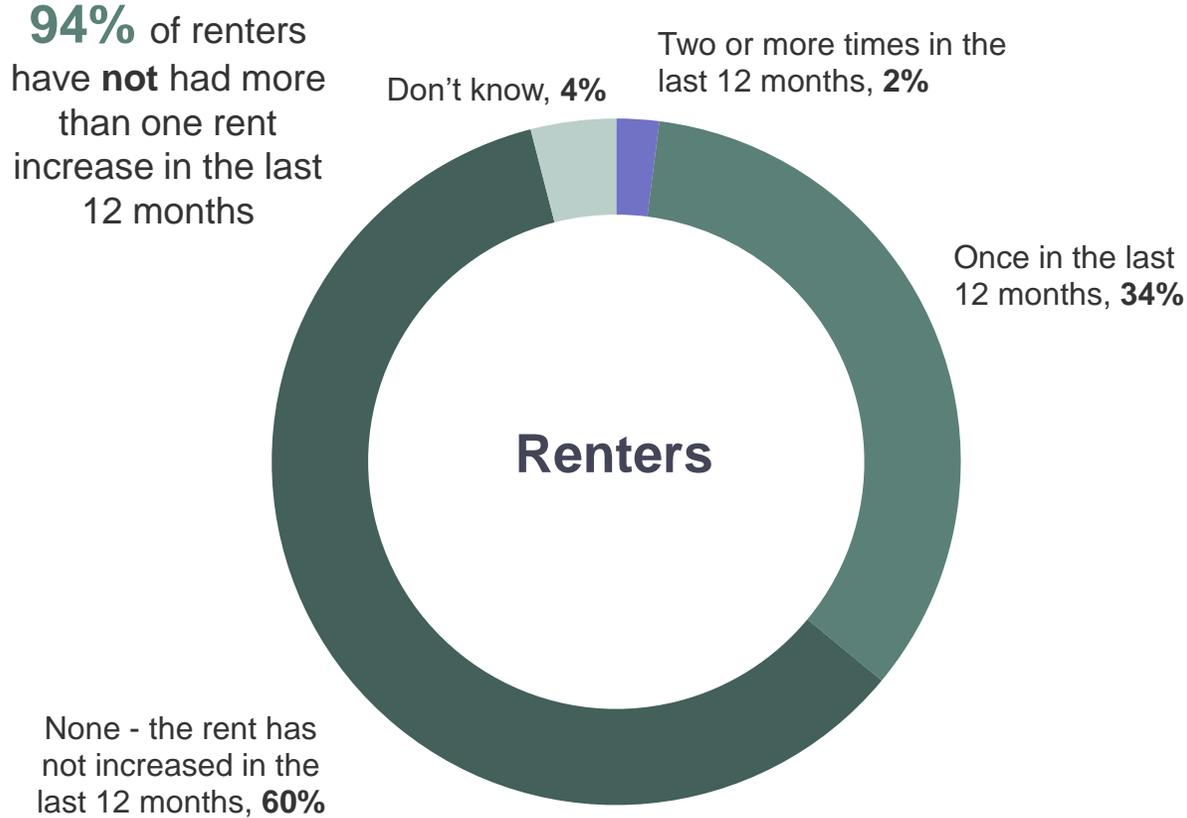
Changes to tenancies



Rent increases

A large majority (94%) of renters have had one or no rent increases in the last 12 months. A similar proportion (95%) of landlords report they have not increased the rent of the same tenancy more than once in the same period.

HOW MANY TIMES RENT HAS INCREASED IN THE LAST 12 MONTHS



HOW MANY PROPERTIES LANDLORDS HAVE INCREASED THE RENT FOR IN THE LAST 12 MONTHS



Base: All renters (2021 only, n=1,600).

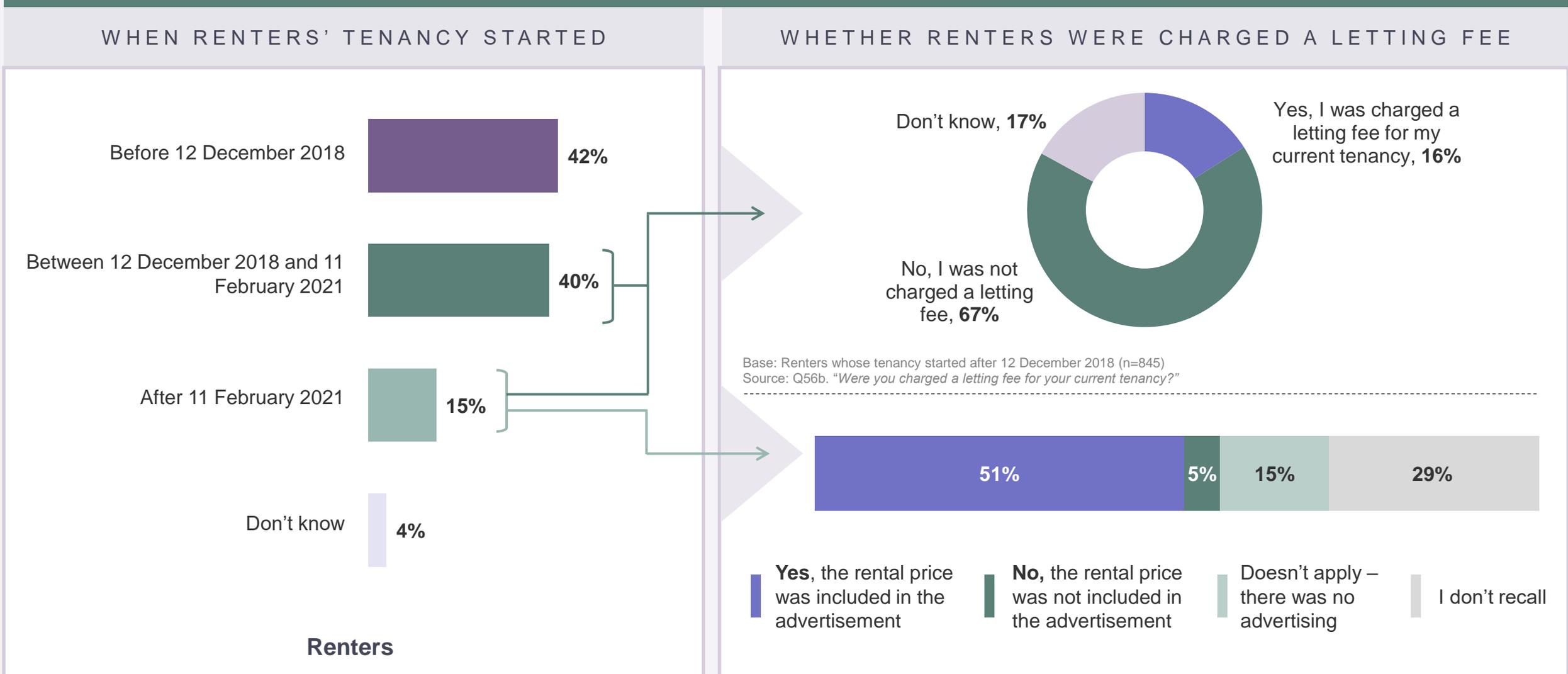
Source: Q55. "In the last 12 months, how many times has your rent increased?"

Base: All properties (2021 only, n=2,064).

Source: Q60. "For any of your rental properties, have you increased the rent of the same tenancy more than once in the last 12 months?"

New laws - Renters

Just over half of renters' tenancies started after 12 December 2018. A minority (16%) of these renters were charged a letting fee, and a similar proportion are unsure. For the 15% of all renters whose tenancy started after 11 February 2021, a small group (5%) say the rental price was not included in the advertisement, while many are uncertain.



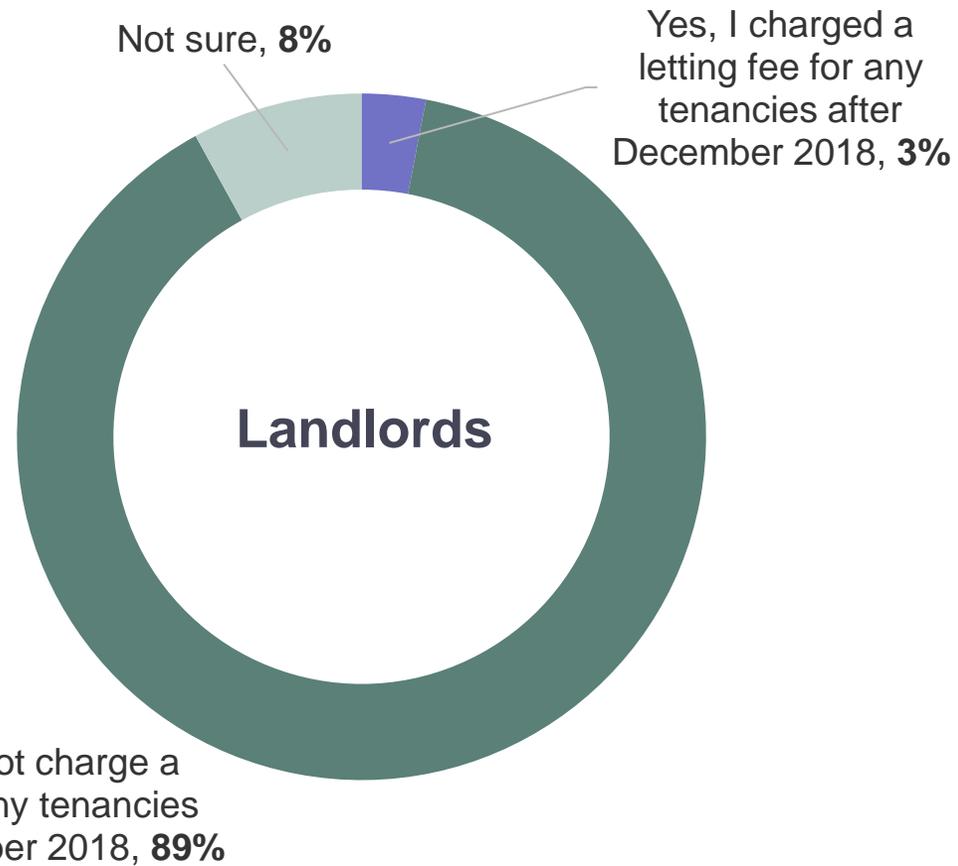
Base: All renters (2021 only, n=1,600)
Source: Q56a. "When did your tenancy start?"

Base: Renters whose tenancy started after 11 February 2021 (n=238)
Source: Q56c. "Was the rental price included in the advertisement for your current rental property?"

New laws – Landlords

Only a small subset of landlords (3%) say they charged a letting fee for any tenancies which started after December 2018. A similar proportion (2%) say they did not include the rental price in the advertisement for tenancies which started after mid-February 2021.

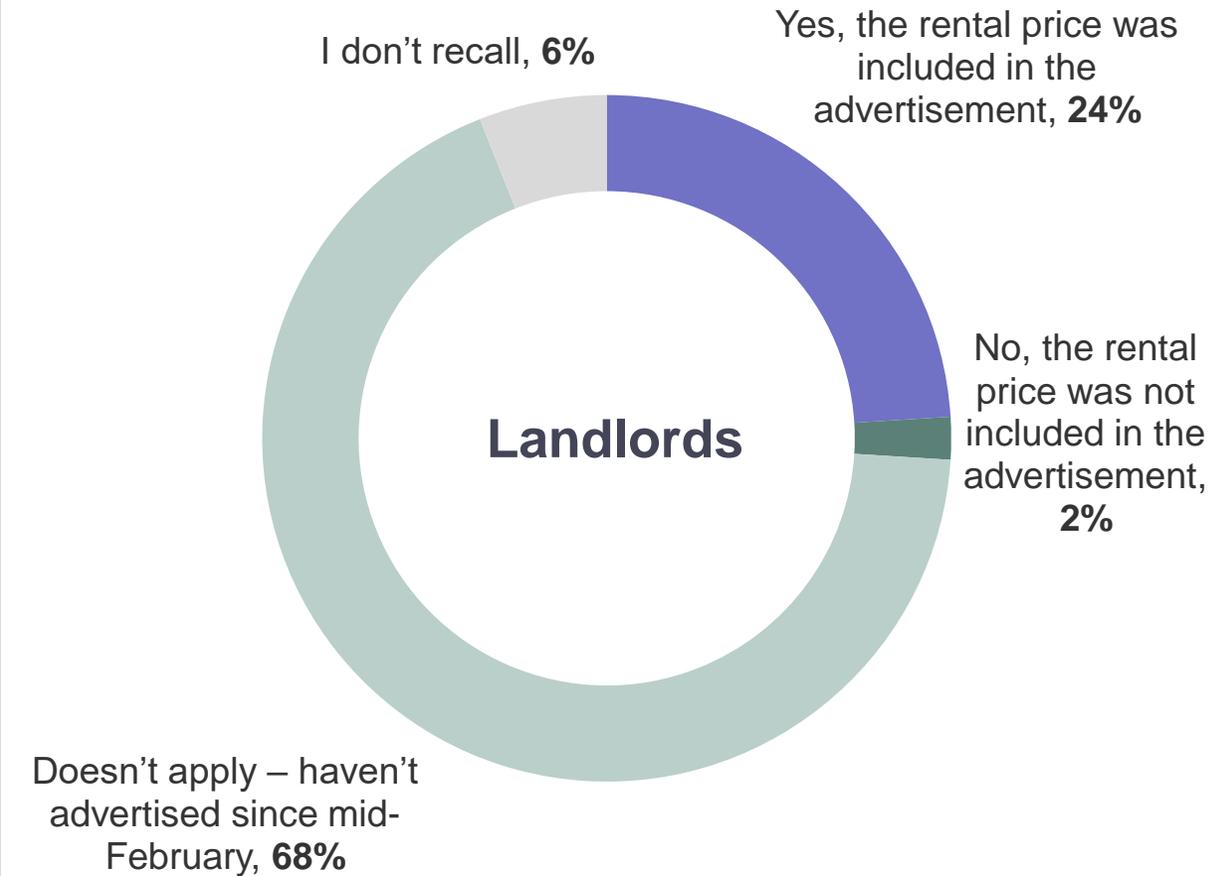
WHETHER LANDLORD CHARGED A LETTING FEE FOR TENANCY AFTER 12 DECEMBER 2018



Base: All landlords (2021 only, n=1,002)

Source: Q61. "Have you charged a letting fee for any of your tenancies that started after December 2018?"

WHETHER LANDLORD INCLUDED RENTAL PRICE IN ADVERTISEMENT FOR TENANCIES AFTER 11 FEBRUARY 2021



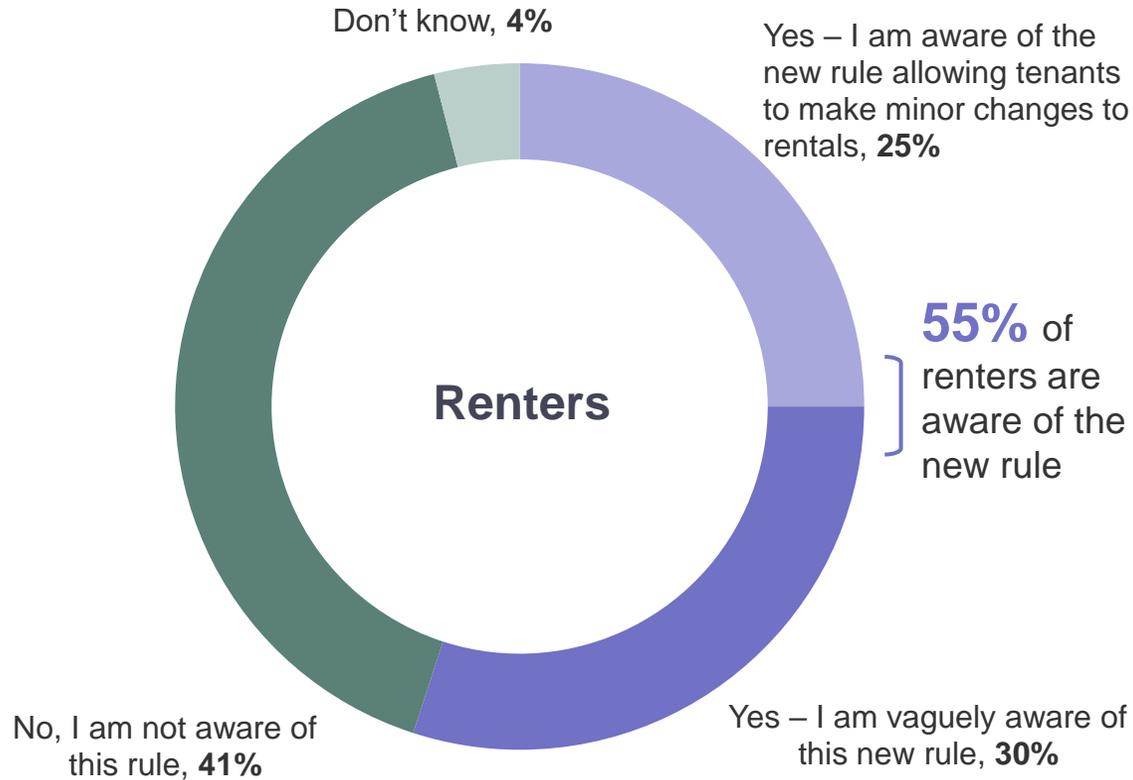
Base: All landlords (2021 only, n=1,002)

Source: Q62. "Did you include a specific rental price in the advertisement for all of your tenancies that started after mid-February 2021?"

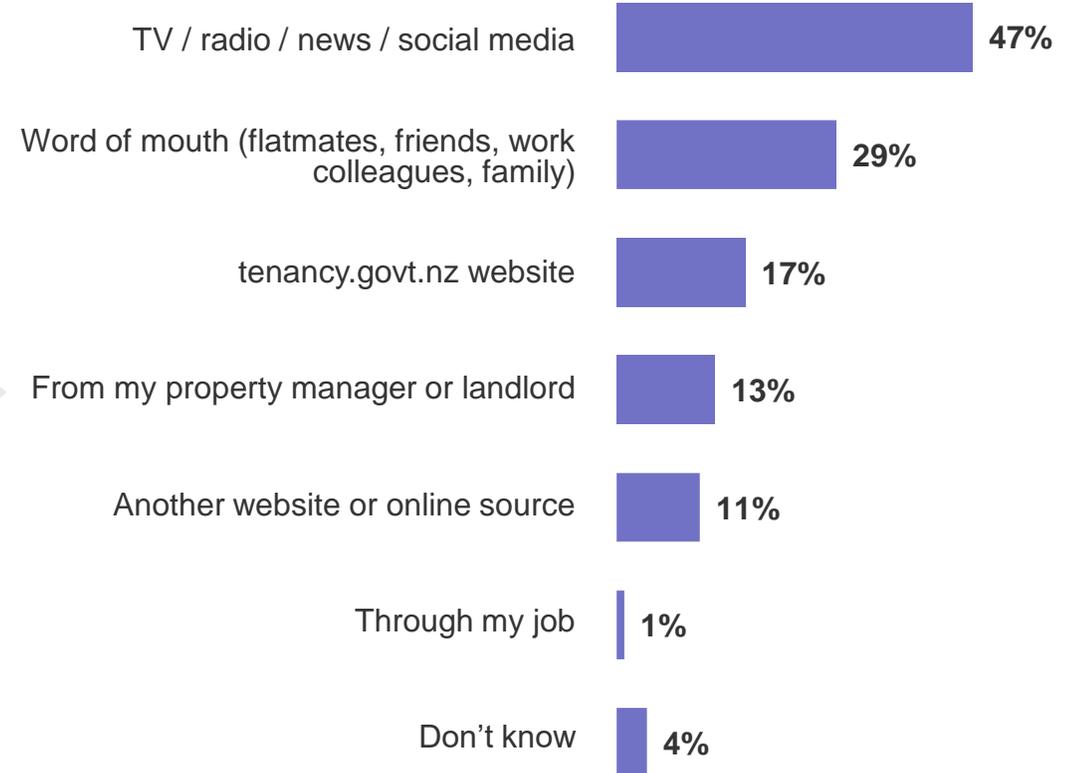
New rule for minor changes to rental property

Just over half (55%) of renters are aware of the new rule allowing them to make minor rental changes, though 30% say they have limited knowledge. Renters typically found out about the new rule through the media (traditional sources as well as social media).

RENTERS' AWARENESS OF NEW RULE ALLOWING THEM TO MAKE MINOR CHANGES TO THEIR RENTAL



HOW RENTERS BECAME AWARE OF THE NEW RULE



Base: All renters (2021 only, n=1,600).

Source: Q59. "Earlier this year, new rules were introduced allowing tenants to ask to make changes to the rental property. Landlords cannot decline the request if the change is minor. Before today, were you aware of these new rules about making minor changes to your rental property?"

Base: Renters who are aware of the new rules about making minor changes to rental properties (n=878).

Source: Q60. "How did you become aware of the new rules about making minor changes to your rental property?"

07 —



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

Renters' engagement with landlords



KANTAR PUBLIC

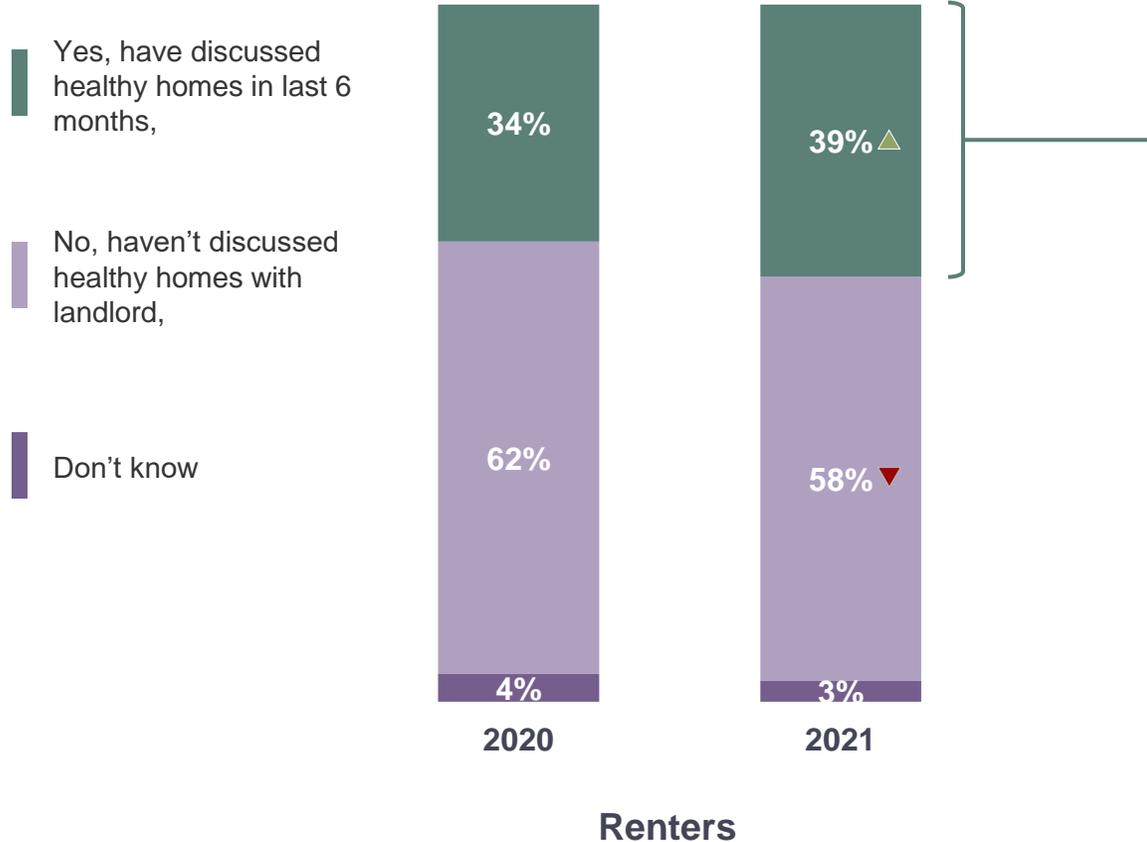


COLMAR BRUNTON
A Kantar Public Company

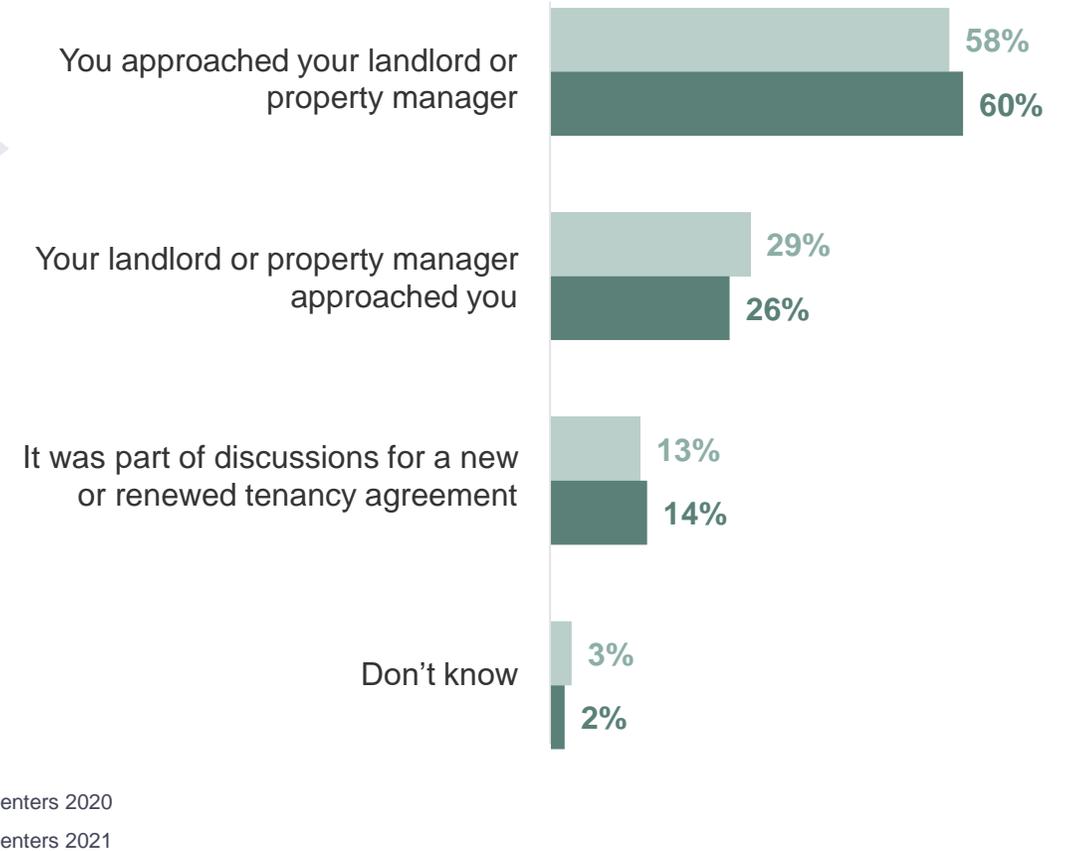
Renters' engagement with landlord over healthy homes

Slightly more (39%) renters now say that in the last six months they have spoken to their landlord or property manager about the standards the law requires rental properties to meet. Six in ten (60%) of these renters say they initiated the discussion.

WHETHER DISCUSSED HEALTHY HOMES WITH LANDLORD/PROPERTY MANAGER IN LAST 6 MONTHS



WHO INITIATED THIS DISCUSSION



Base: All renters (2021 only, 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?"

Base: Renters who have discussed healthy homes with their landlord/property manager (n=623).

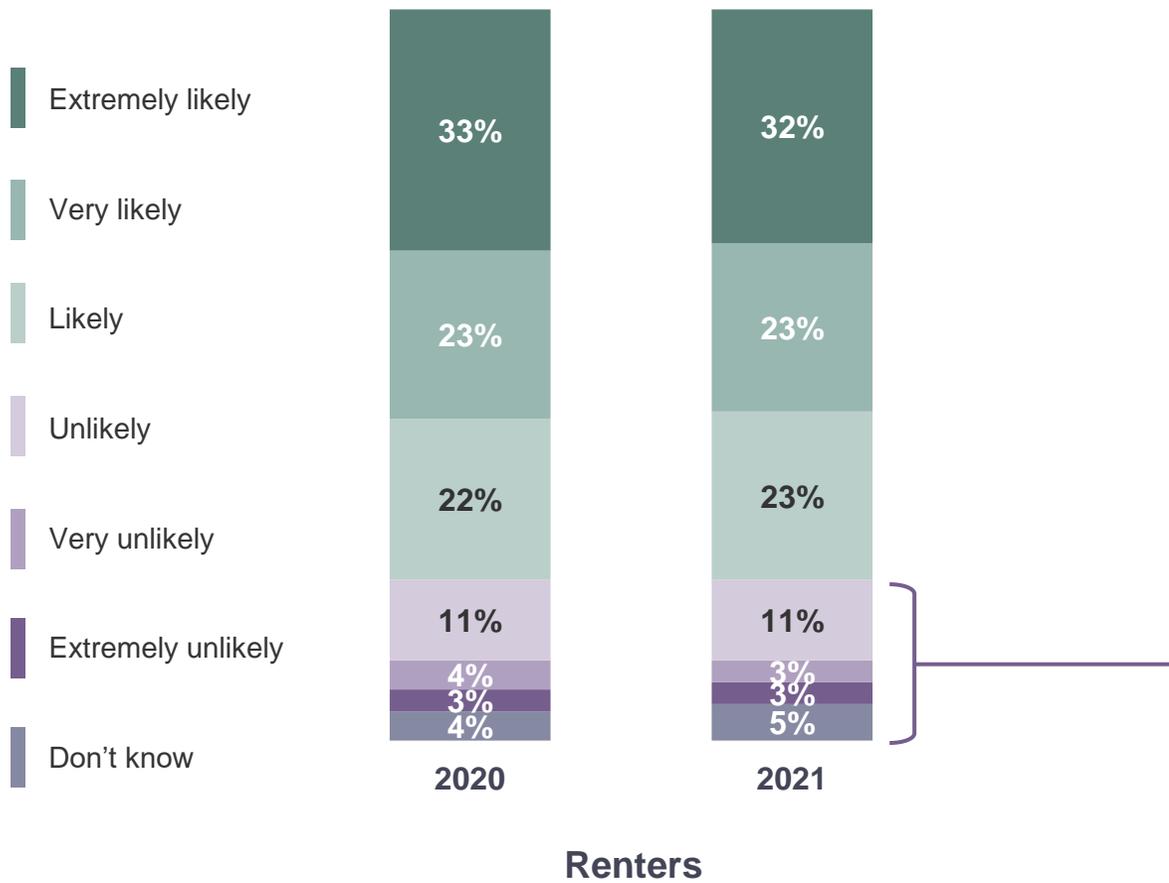
Source: Q34. "Did the discussion come about because..."

▲ / ▼ Indicates a significant increase/decrease since 2020

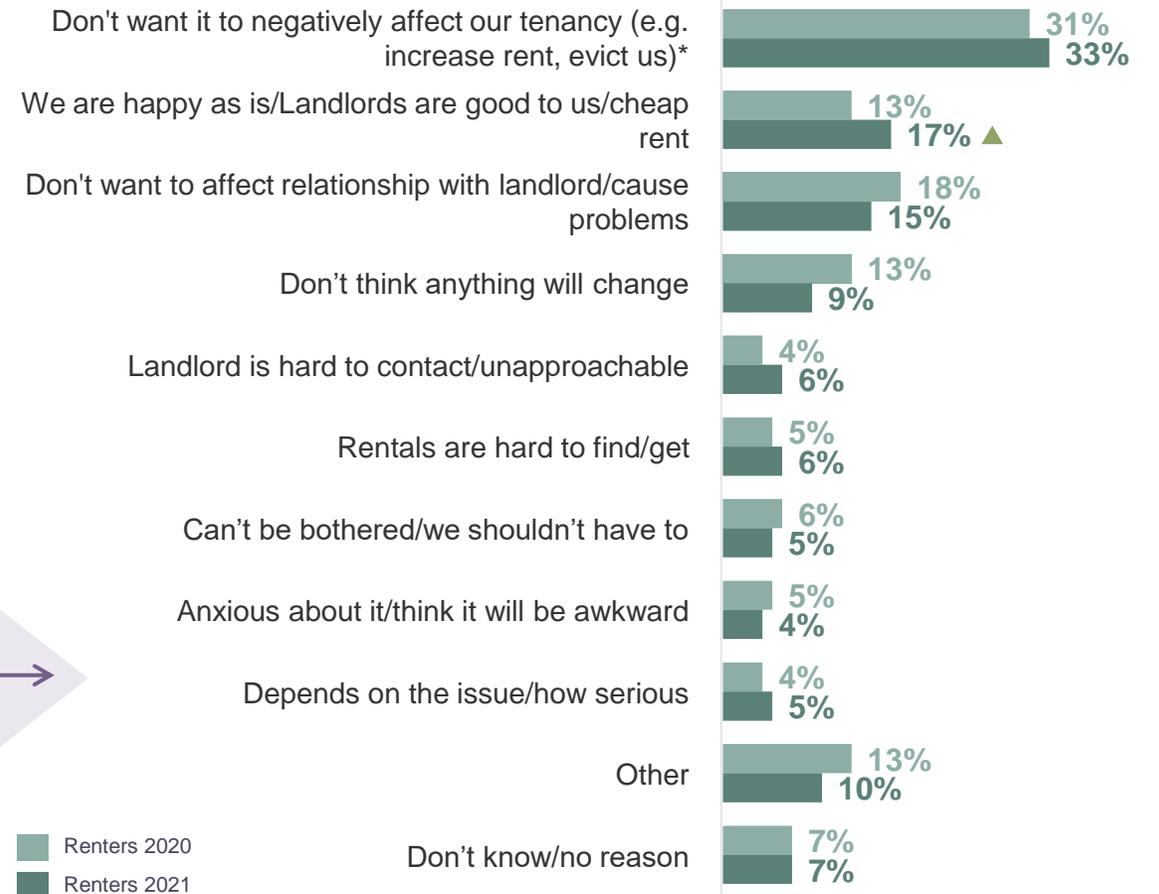
Renters' engagement with landlord

Just over half (55%) of renters are 'extremely' or 'very' likely to approach their landlord if they weren't complying with legal requirements about rental property standards. Concerns about how this might negatively affect their tenancy or relationship with the landlord continue to be top of mind for renters.

LIKELIHOOD OF APPROACHING LANDLORD/PROPERTY MANAGER IF RENTAL IS NOT COMPLIANT WITH HEALTHY HOMES



WHY THEY WOULDN'T APPROACH LANDLORD/PROPERTY MANAGER



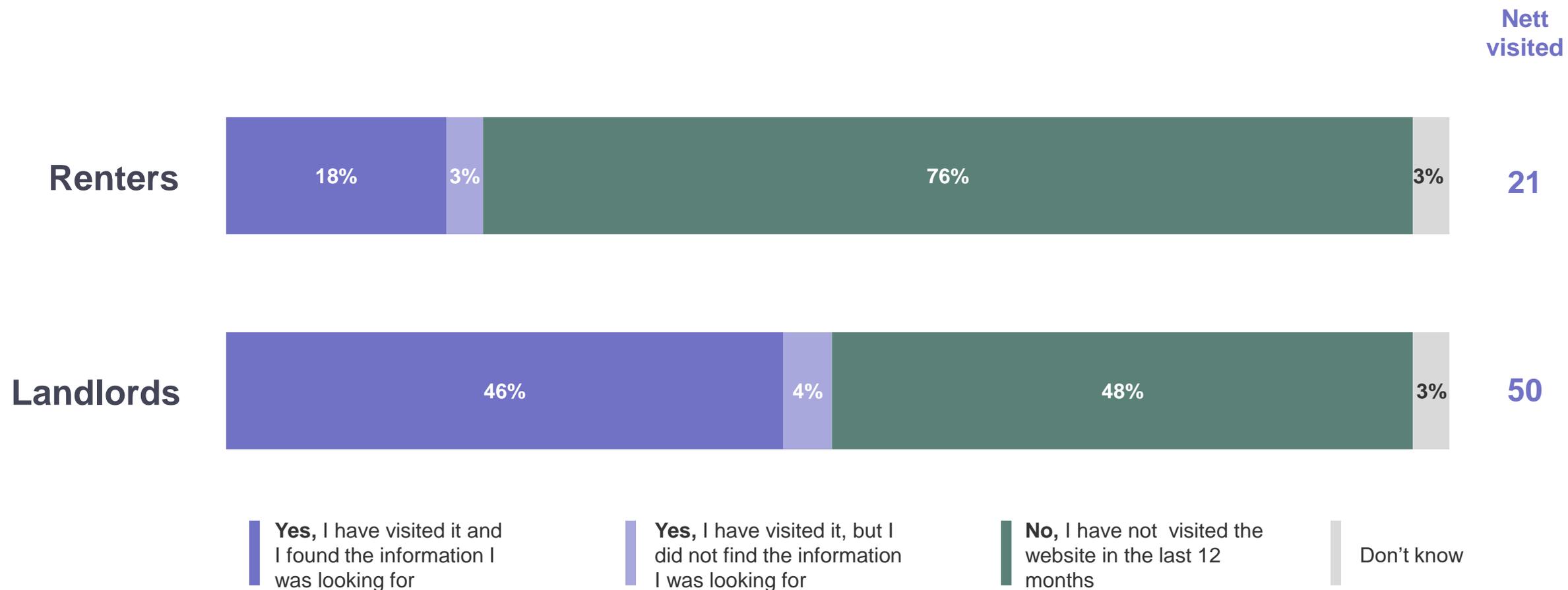
Base: All renters (2020 n=1,601, 2021 n=1,600).
 Source: Q35. "If you were aware your landlord was not complying with what the law says about rental property standards, how likely or unlikely would you (or someone you live with) be to approach your landlord (or property manager) to talk to them about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

Base: Renters who would not be more likely to speak to their landlord (2020 n=641, 2021 n=657).
 Source: Q36. "Why would you not be more likely to talk to your landlord (or property manager) about this?"
 *Includes reasons: 'In case they increase rent' (17% both waves) and 'In case we get evicted/asked to leave' (2020 15%, 2021 14%).

Use of tenancy website

21% of renters, and 50% of landlords, have visited the tenancy.govt.nz website in the last 12 months. Only a small subset of renters and landlords did not find the information they were looking for.

WHETHER RENTERS AND LANDLORDS HAVE VISITED TENANCY.GOV.T.NZ WEBSITE IN THE LAST 12 MONTHS



Base: All renters (n=1,600) and all landlords (n=1,002) (2021 only).

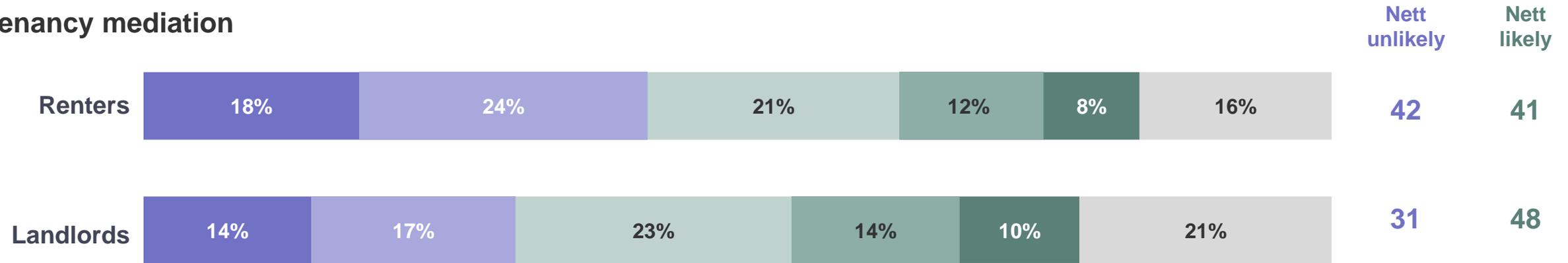
Source: Q57 and Q64. "Have you visited the tenancy.govt.nz website in the last 12 months for information on residential tenancy or healthy homes standards?"

Resolving tenancy issues

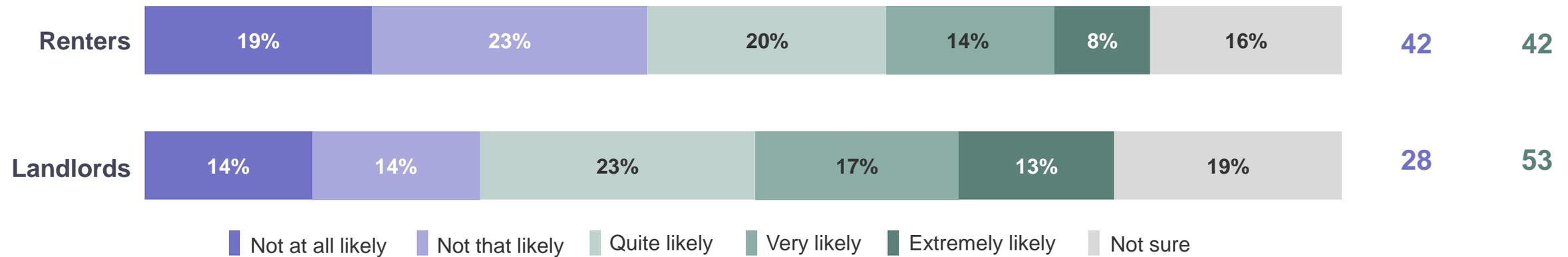
Landlords are relatively more willing to engage in tenancy mediation and/or a Tenancy Tribunal hearing than renters. Renters tend to be more torn, with similar proportions saying they are likely versus unlikely to engage with both processes. Relatively high 'Not sure' scores indicate there is substantial uncertainty among both landlords and renters, perhaps about what these processes involve.

LIKELIHOOD OF RENTERS AND LANDLORDS APPLYING FOR TENANCY MEDIATION AND/OR THE TENANCY TRIBUNAL IF SIGNIFICANT TENACY ISSUE OR ISSUE ABOUT HEALTHY HOMES STANDARDS AROSE

Tenancy mediation



Tenancy Tribunal hearing



Base: All renters (n=1,600) and all landlords (n=1,000) (2021 only).

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?"

Kantar Public (formerly Colmar Brunton)
Level 1, 46 Sale Street, Auckland 1010
PO Box 6621, Auckland 1142
Phone (09) 919 9200
www.colmarbrunton.co.nz



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

KANTAR PUBLIC



IMPORTANT INFORMATION

Research Association NZ Code of Practice

Kantar Public (formerly Colmar Brunton) practitioners are members of the Research Association NZ and are obliged to comply with the Research Association NZ Code of Practice. A copy of the Code is available from the Executive Secretary or the Complaints Officer of the Society.

Confidentiality

Reports and other records relevant to a Market Research project and provided by the Researcher shall normally be for use solely by the Client and the Client's consultants or advisers.

Research Information

Article 25 of the Research Association NZ Code states:

- a. The research technique and methods used in a Marketing Research project do not become the property of the Client, who has no exclusive right to their use.
- b. Marketing research proposals, discussion papers and quotations, unless these have been paid for by the client, remain the property of the Researcher.
- c. They must not be disclosed by the Client to any third party, other than to a consultant working for a Client on that project. In particular, they must not be used by the Client to influence proposals or cost quotations from other researchers.

Publication of a Research Project

Article 31 of the Research Association NZ Code states:

Where a client publishes any of the findings of a research project the client has a responsibility to ensure these are not misleading. The Researcher must be consulted and agree in advance to the form and content for publication. Where this does not happen the Researcher is entitled to:

- a. Refuse permission for their name to be quoted in connection with the published findings
- b. Publish the appropriate details of the project
- c. Correct any misleading aspects of the published presentation of the findings

Electronic Copies

Electronic copies of reports, presentations, proposals and other documents must not be altered or amended if that document is still identified as a Kantar Public document. The authorised original of all electronic copies and hard copies derived from these are to be retained by Kantar Public.

Kantar Public is certified to International Standard ISO 20252 (2012). This project will be/has been completed in compliance with this International Standard.

This presentation is subject to the detailed terms and conditions of Kantar Public, a copy of which is available on request or [online here](#).

KANTAR PUBLIC

