



**MINISTRY OF HOUSING  
AND URBAN DEVELOPMENT**

# Renters Pulse Survey Topline report

November 2022



**KANTAR PUBLIC**

# Contents

Tenancy characteristics	05
Rental payments and government financial support	10
Moving	19
Home buying	22
Renters' relationships with landlords	26



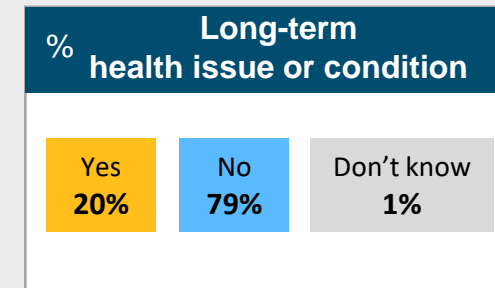
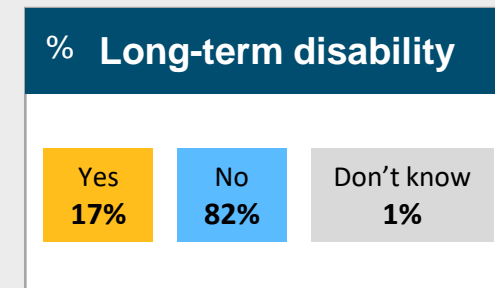
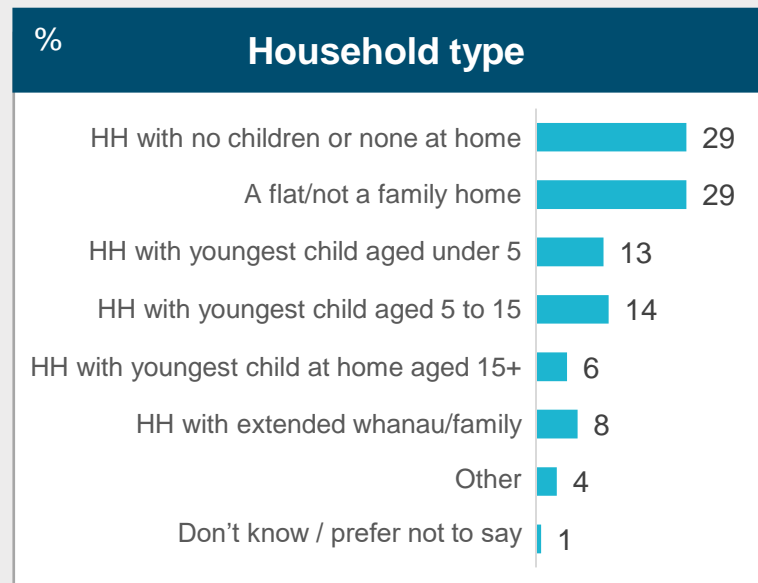
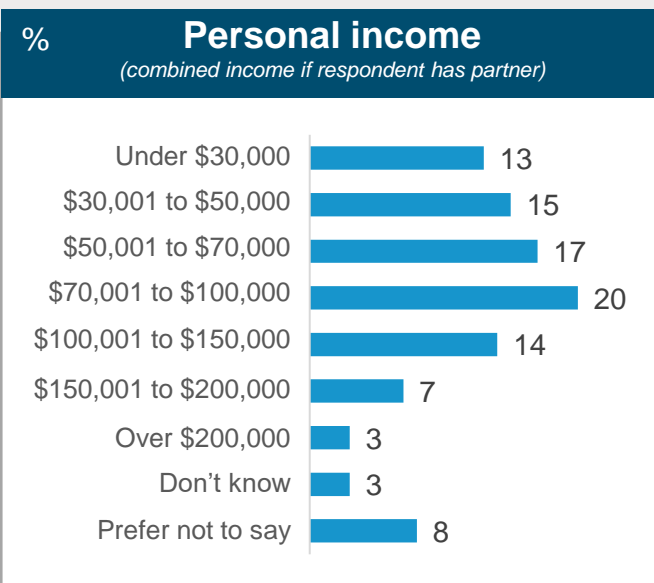
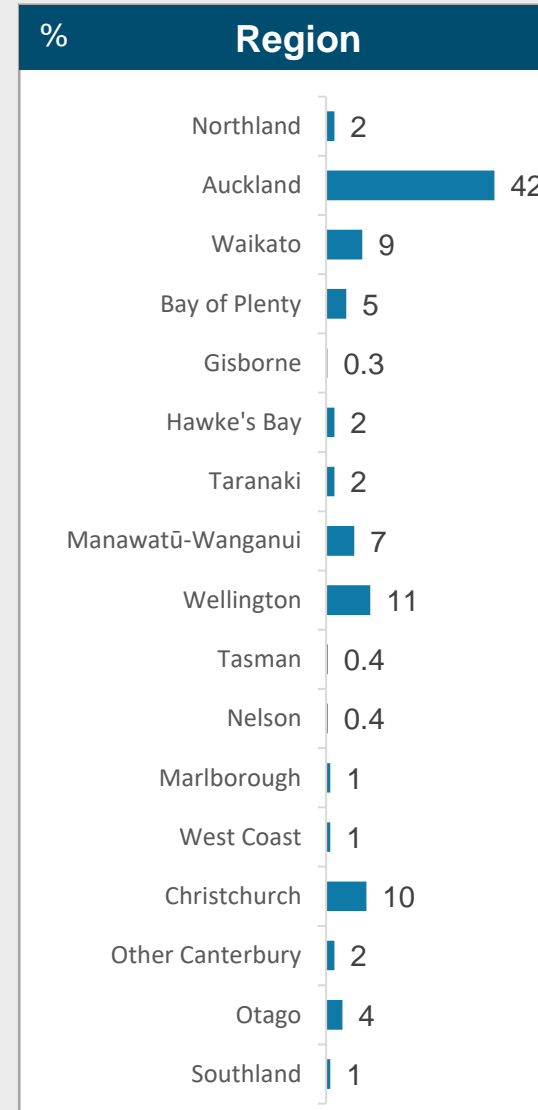
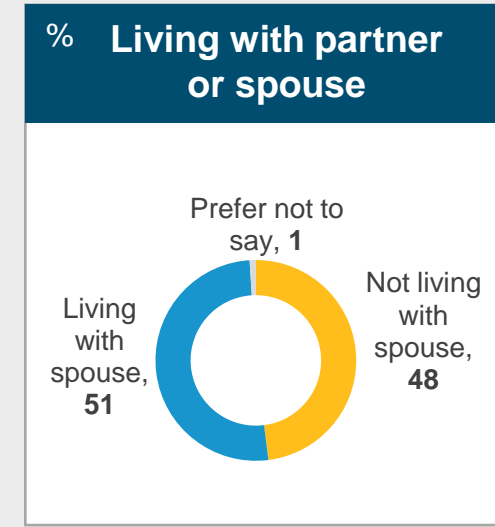
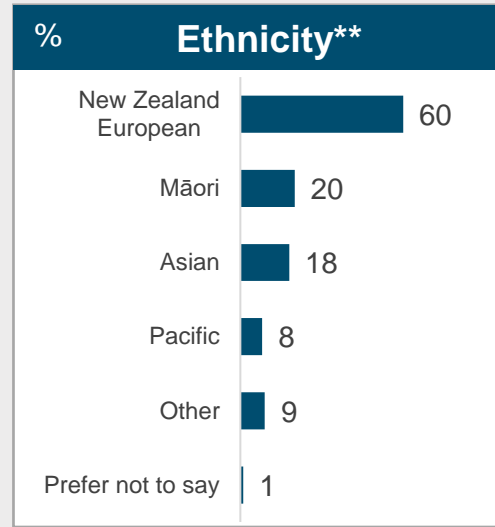
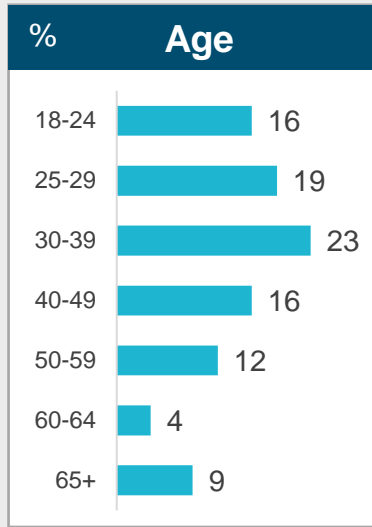
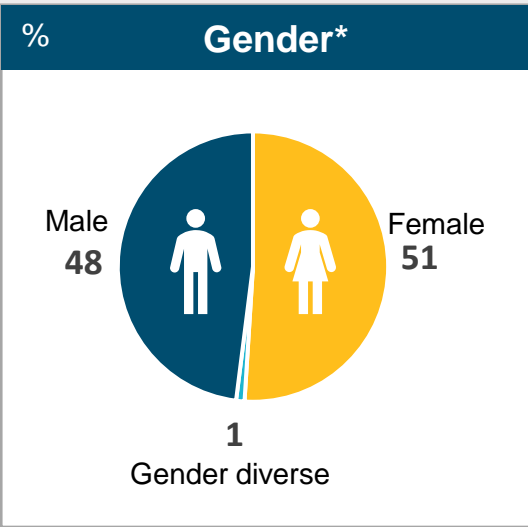


# Research objectives and method

The Ministry of Housing and Urban Development has commissioned Kantar Public to undertake 'pulse' surveys of renters and landlords twice a year to help inform its understanding of the impacts of recent legislative changes on the residential rental market. This report provides the results for the fourth wave (conducted in October and November 2022), with comparisons made with the previous three waves where appropriate (conducted in April 2021, October 2021, and May 2022).

- A nationwide online survey of **1,501 renters**.
- Maximum margin of error on the total sample (at the 95% confidence level) is **+/-2.5%**.
- Fieldwork was conducted from **21 October 2022 to 4 November, 2022**.
- Statistically significant changes over time are denoted on the charts by triangles. Statistical significance has been calculated (at the 95% confidence level, unless otherwise stated) using a two column independent proportional t-test.
- Data were weighted by age within gender, and region, to match Census population characteristics of renters.

# Sample profile of renters (November 2022 only)



Base: All renters (November 2022 only, n=1501).  
Source: S3, S4, S5, S6, Q2, Q3, Q4, Q37, Q38.  
Totals may not always add to 100% due to rounding. \*\*Multiple answers can be selected, so totals may not add to 100%



**MINISTRY OF HOUSING  
AND URBAN DEVELOPMENT**

# Tenancy characteristics

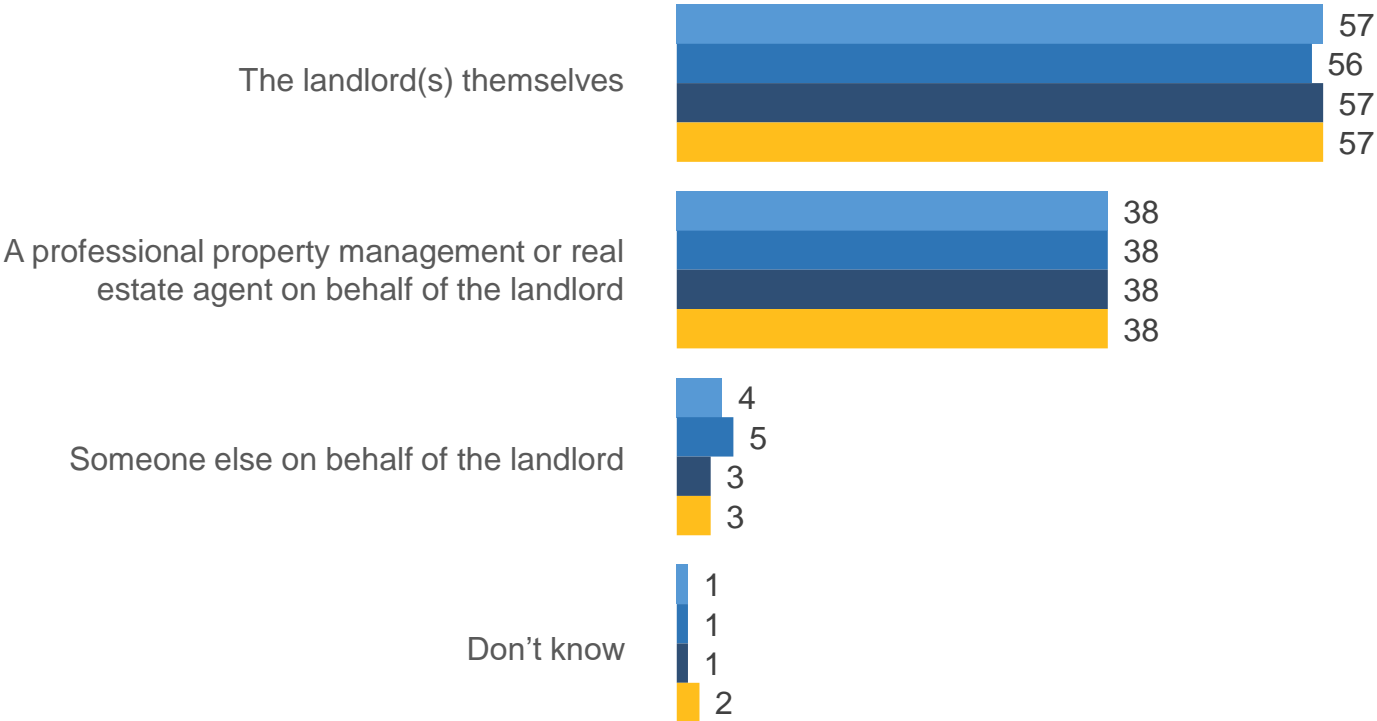
**KANTAR PUBLIC**

# Management of the rental property

Almost three out of five renters (57%) live in a rental that is managed by their landlord(s) and 38% live in a rental managed by a professional property manager or real estate agent. Just 3% say the property is managed by someone else and 2% are unsure. No significant change is evident over time.

## Who manages the rental property

%



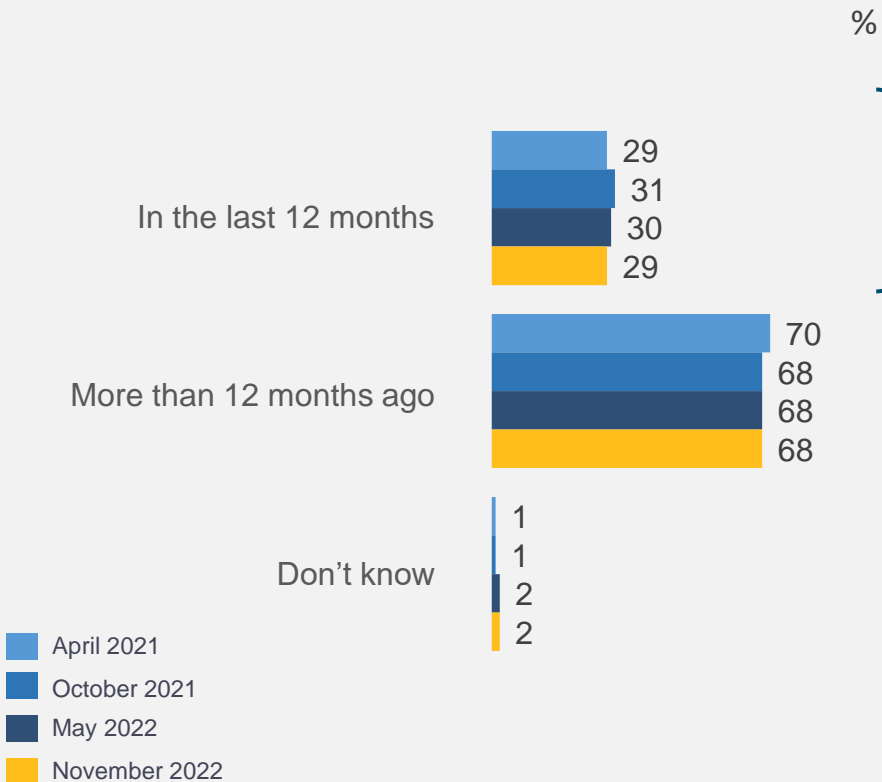
- April 2021
- October 2021
- May 2022
- November 2022

Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501).  
 Source: Q7. "Who mainly manages the rental property where you live?"  
 Totals may not always add to 100% due to rounding.

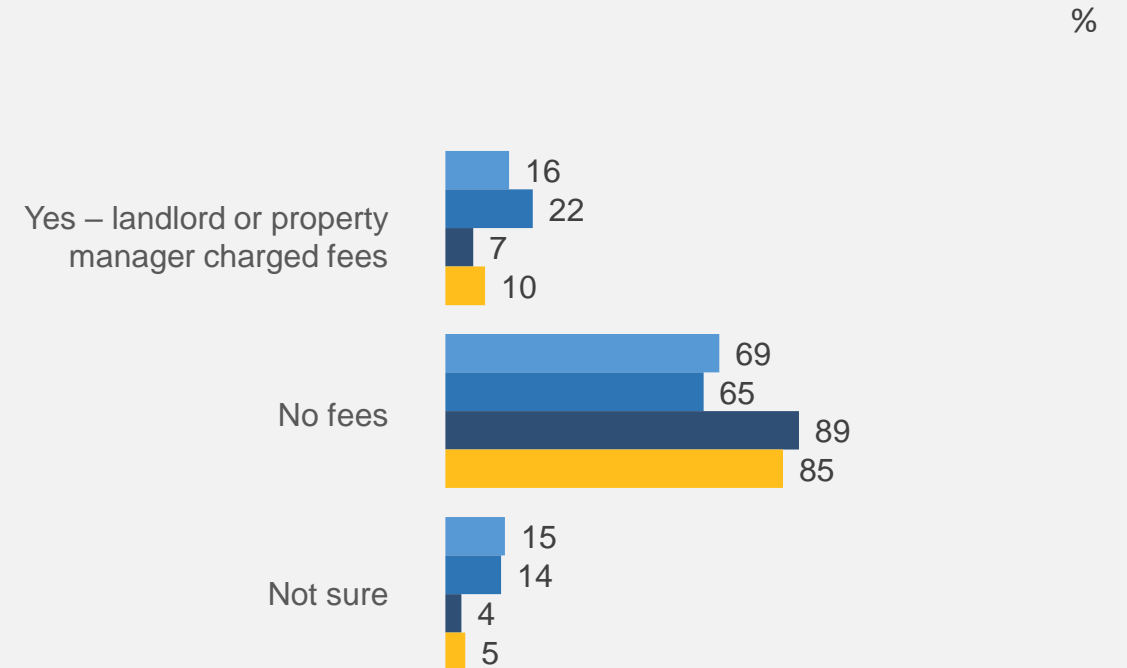
# Start of the tenancy

Nearly seven out of ten renters (68%) say their current tenancy began more than 12 months ago, which is consistent with the previous three waves. Of those who had a tenancy start in the last 12 months (29%), one in ten said their landlord or property manager charged a fee at the beginning of their tenancy (other than bond or rent).

## When renters' current tenancy started



## Whether landlord or property manager charged any fees other than bond or rent?\*



\*Prior to May 2022, tenants were asked whether a landlord/property manager charged a letting fee. From May 2022, they were asked "Did the landlord/property manager charge any fees other than your bond or rent?" Due to the wording change, Apr/Oct '21 results are not directly comparable with May/Nov '22 results.

Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q9. "When did the tenancy start for the rental property you live in?" Totals may not always add to 100% due to rounding.

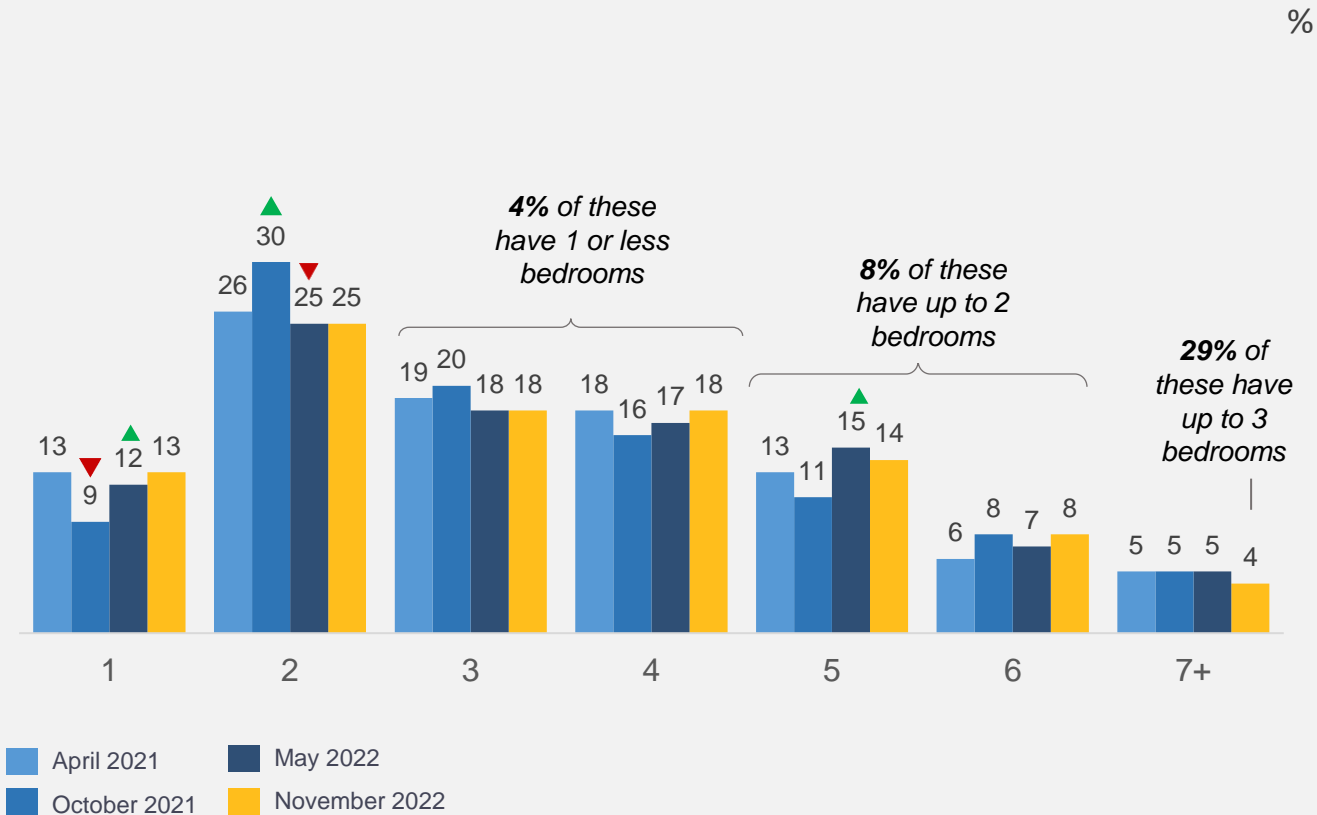
Base: Renters whose tenancy started in the last 12 months (Apr '21 n=432, Oct '21 n=460, May '22 n=452, Nov '22 n=445). Source: Q10. "Did the landlord (or property manager) charge any fees other than your bond or rent? Any fee charged by the property manager or landlord for giving you the tenancy (not including rent or bond)."

▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave  
 Note, statistical significance between Oct 2021 and May 2022 is not shown due to the change in question wording.

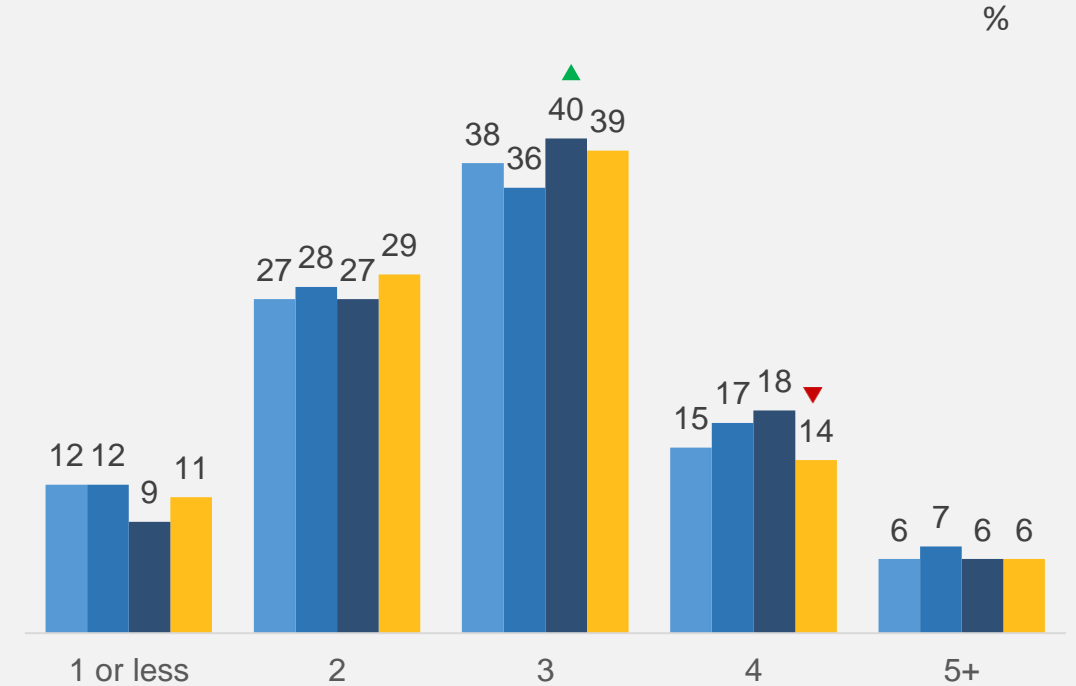
# Tenancy characteristics

As in the previous three waves, around three quarters (74%) live in a household with up to four people. Four out of five renters (79%) live in a property with up to three bedrooms.

### Number of people living in rental\*



### Number of bedrooms



Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q5. "How many people do you currently live with?" \*Note, this question asks how many people live with the respondent. For reporting above, '1' has been added to answers to give a total number of people living in the accommodation.

Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q6. "How many bedrooms are there where you currently live?"

▲ Significant increase from previous wave  
▼ Significant decrease from previous wave

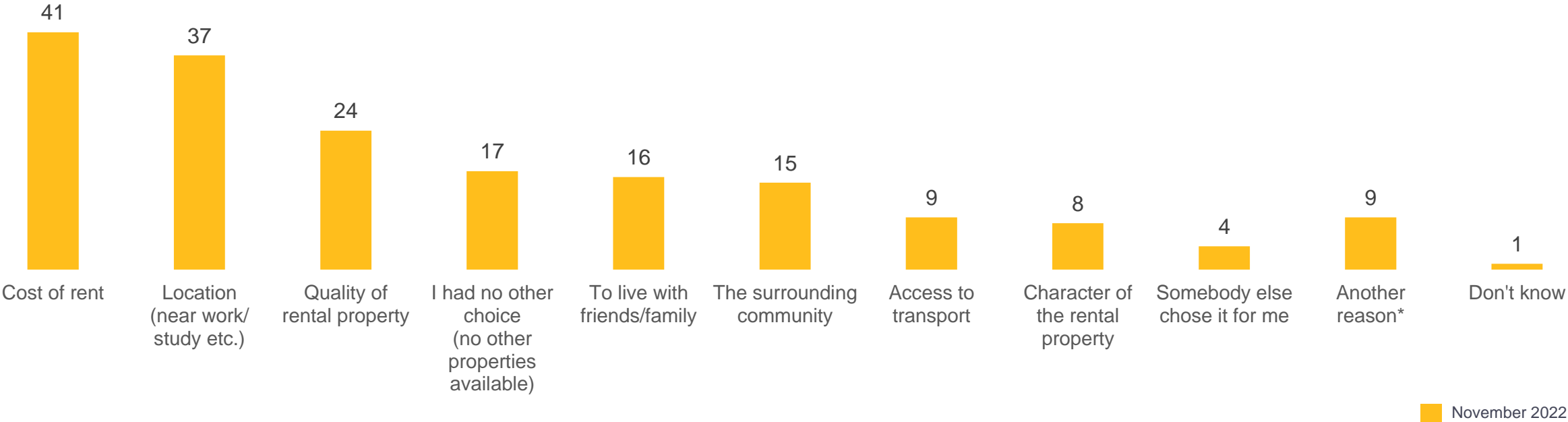


# Reason for choosing rental property

Cost is a key motivating factor for renters when choosing a rental property (41%). Renters also prioritise proximity, whether that is being near their work or study (37%) or near transport (9%). The property itself also plays a role in terms of the quality (24%) or character (8%). Lack of choice is an issue for one in six (17%).

## Why tenants chose their rental

%



Base: All renters (Nov '22 n=1501). Asked for the first time in November 2022

Source: Q6a. "Why did you choose to rent your current rental property?"

\*Other reasons include: Property owned by friends/family, pets were allowed, came with a job etc. Multiple answers can be selected so totals do not add to 100%



**MINISTRY OF HOUSING  
AND URBAN DEVELOPMENT**

# Rental payments and government financial support

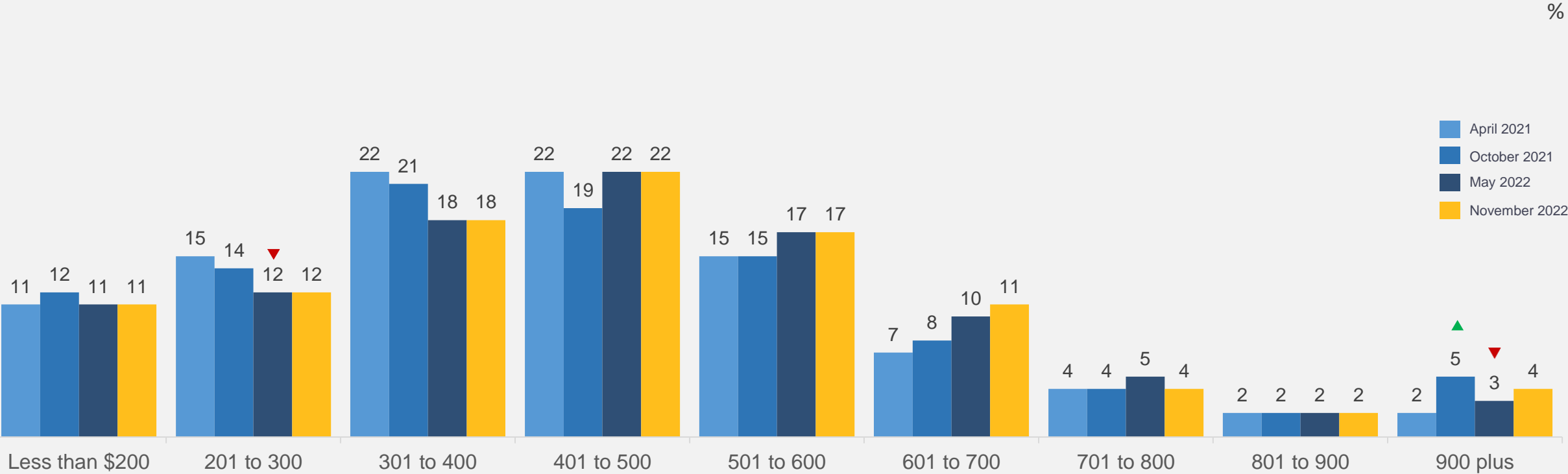


KANTAR PUBLIC

# Rental affordability (1)

Rent has remained stable since May 2022, with just under two thirds (62%) of renters saying they pay \$500 or less. Rent remains significantly lower than in April 2021, with 70% paying under \$500 a week in April 2021 and 62% in November 2022.

## Weekly rent (total for property)



Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501).  
 Source: Q11a. "How much rent does your landlord (or property manager) charge in total for your current rental property per week?"

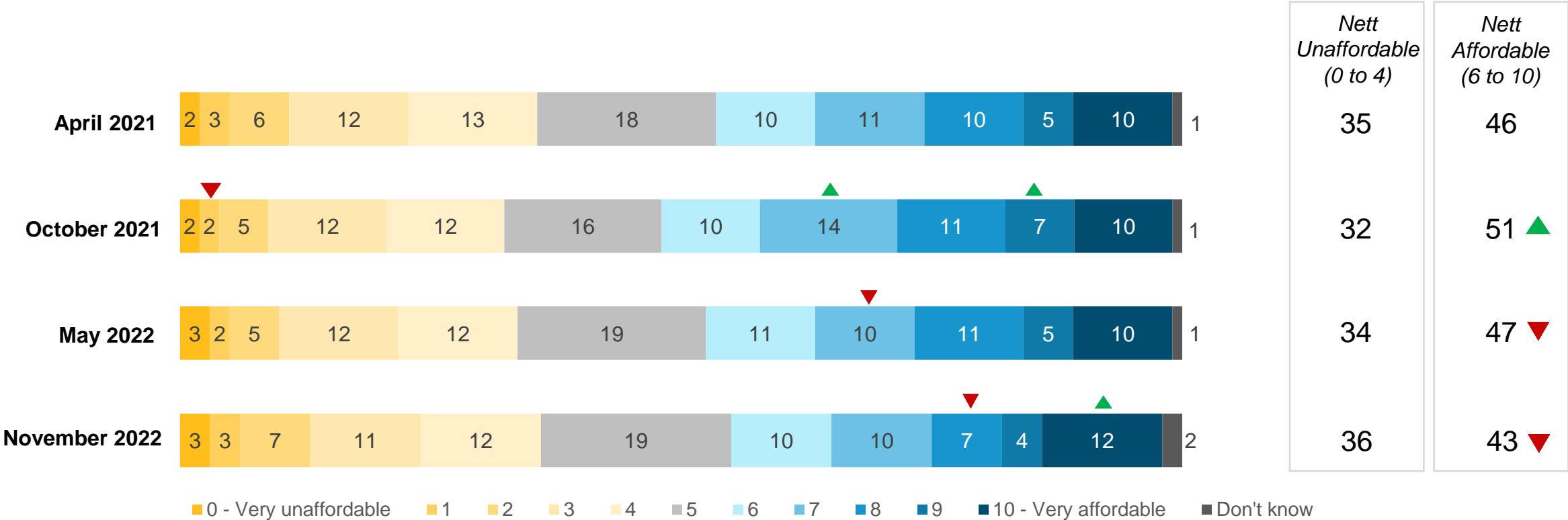
▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave

# Rental affordability (2)

Perceptions of affordability have declined, with just over four out of ten (43%) saying their rent is affordable (down four points since May 2022).

## Affordability

%



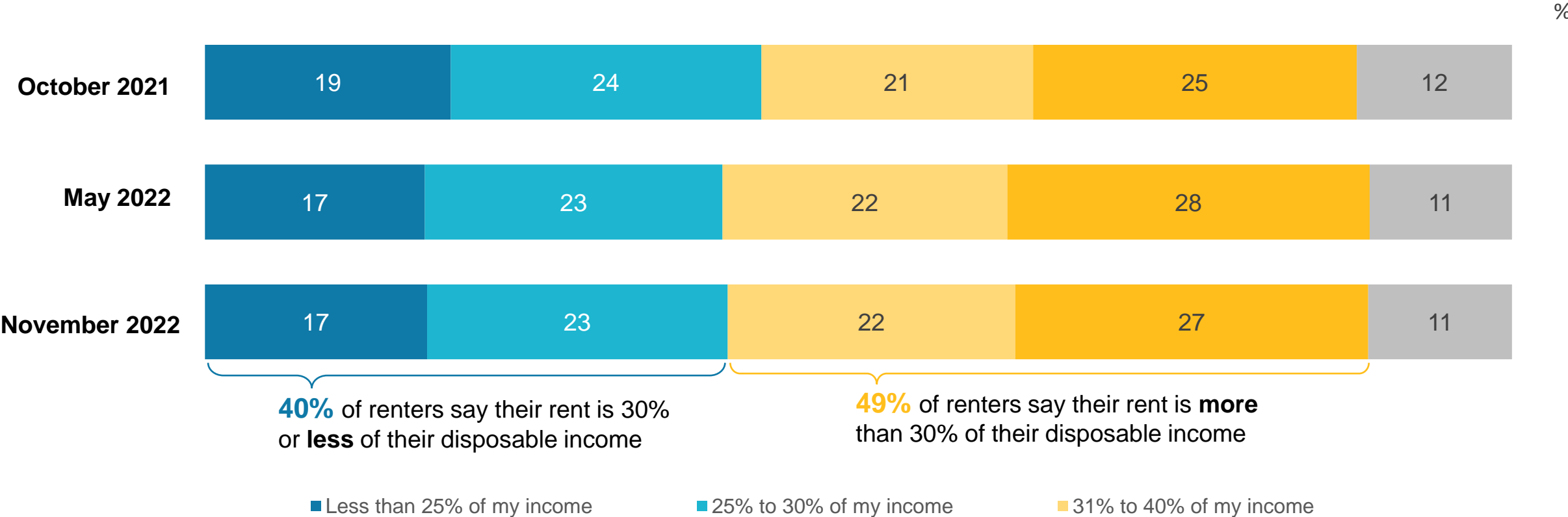
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501).  
 Source: Q12. "How affordable is your current rent?"

▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave

# Rental affordability (3)

Four out of ten (40%) renters say they spend up to 30% of their disposable income on rent and five out of ten (49%) say rent takes up more than 30% of their disposable income. This is broadly consistent with the previous two waves.

## How much is rent as a percentage of renters' disposable incomes



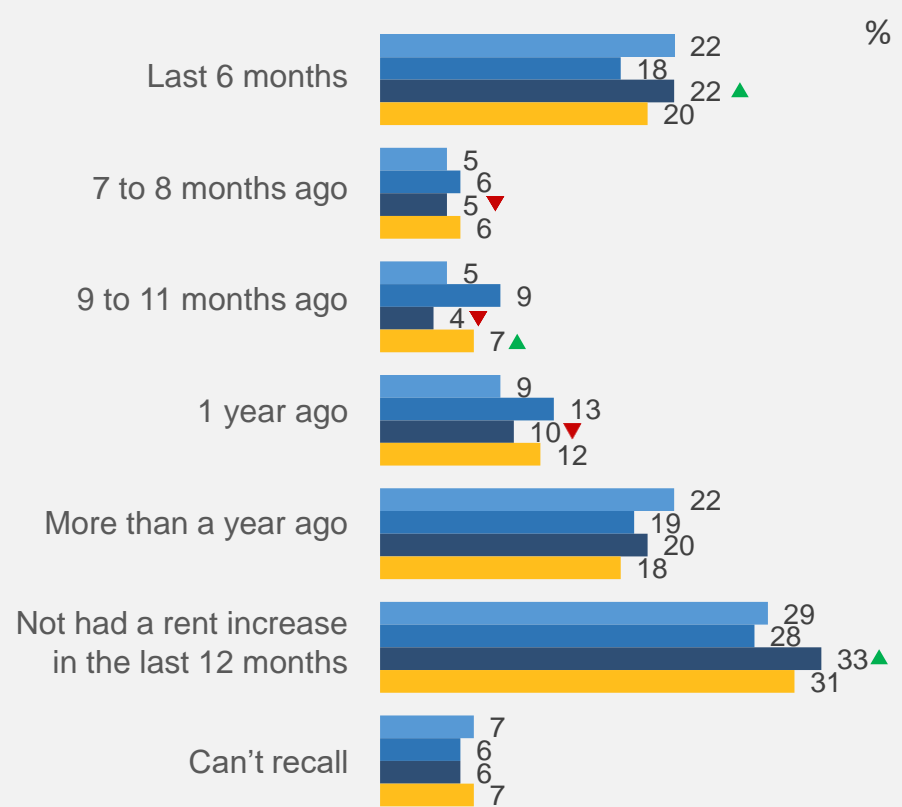
Base: All renters (Oct '21 n=1500, May '22 n=1501, Nov '22 n=1501).  
 Source: Q12b. "How much approximately is your rent as a percentage of your disposable income (income after tax)? My rent is..."  
 Note, due to rounding, totals may not add to 100%. Asked for the first time in October 2021, so no data is available for April 2021

▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave

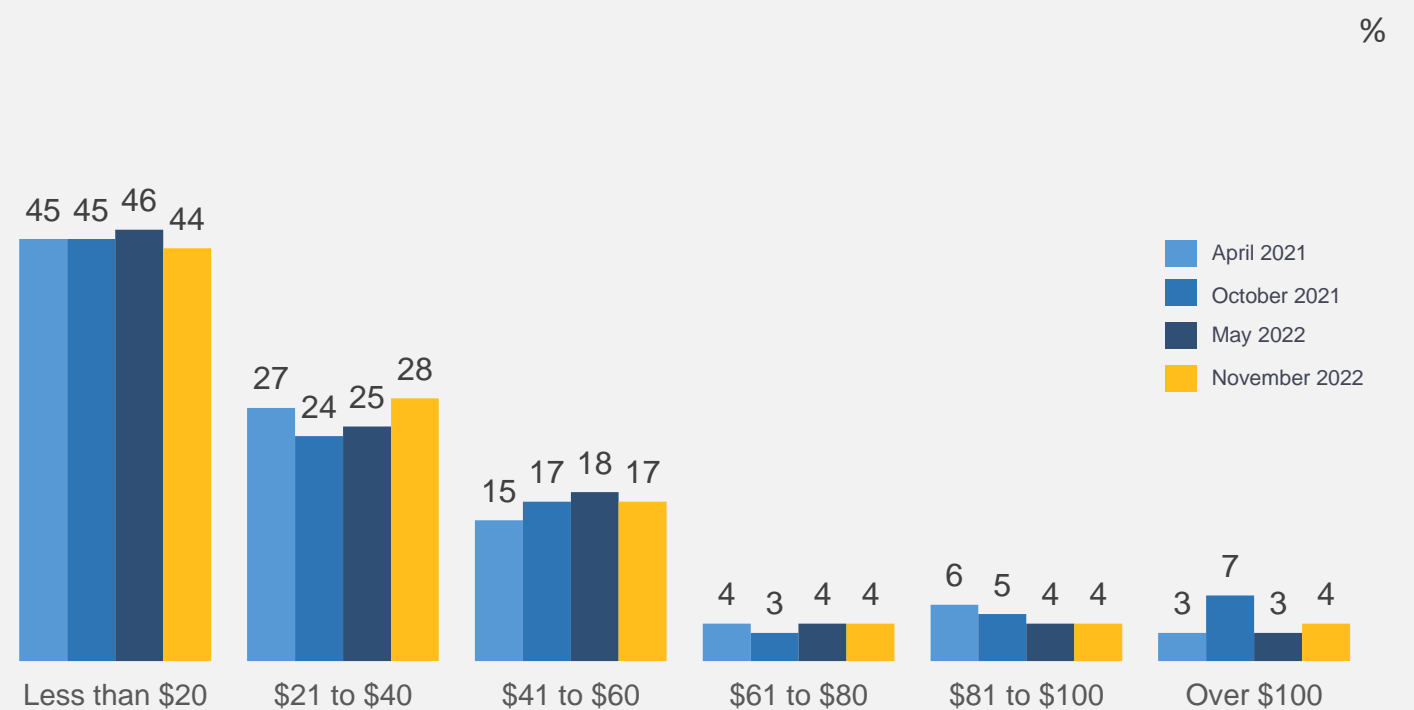
# Rent increases (1)

The proportion of tenants facing recent rent increases has not changed significantly since the last wave; 20% faced an increase in the last 6 months (versus 22% last wave) and 44% faced an increase in the last 12 months (versus 41% last wave). Most of those who experienced an increase faced an increase of \$40 or less (72%, which is consistent with the previous waves).

## When last rent increase occurred



## Size of rent increase\*



\*Apr '21: Asked if increased rent in last 6 months. From Oct '21: Asked if increased rent in last year (meaning April 2021 not directly comparable)

Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May 2022 n=1501, Nov '22 n=1501).  
Source: Q13. "When was your last rent increase?"

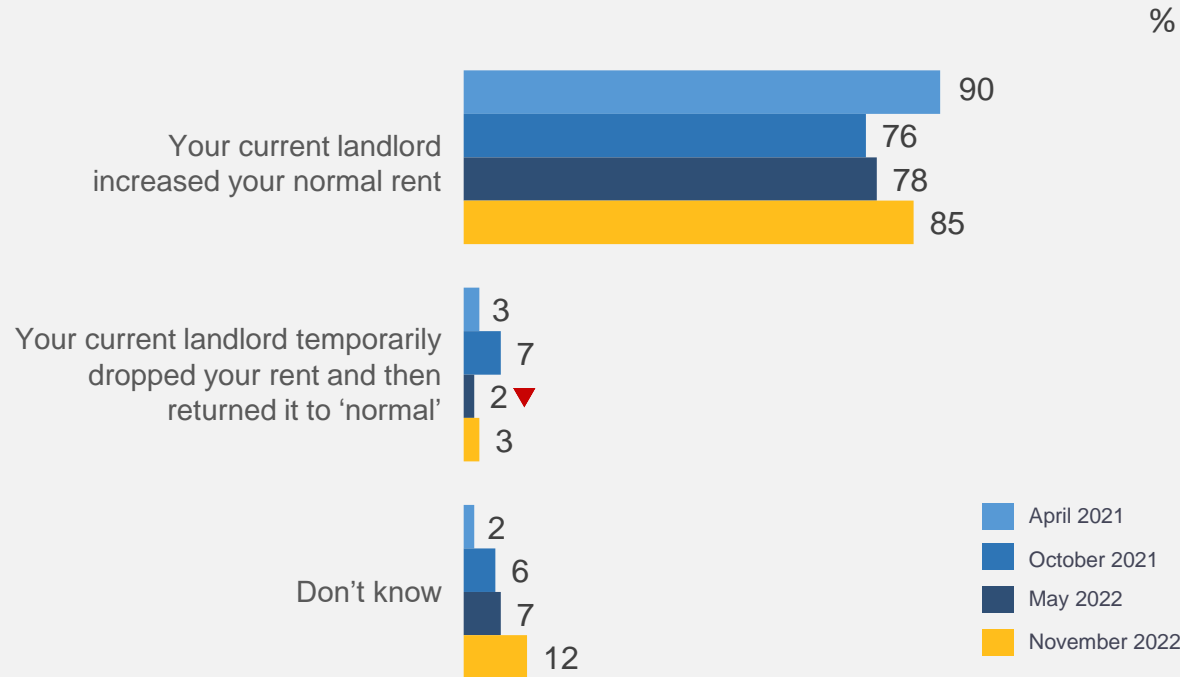
▲ / ▼ Indicates a significant increase/decrease since previous wave

Base: Apr '21: Renters whose rent has increased within the last six months (n=328),  
From Oct '21 on: Renters whose rent increased at any point (Oct '21 n=982, May '22 n=916, Nov '22 n=929).  
Source: Q14. "Still thinking about the last increase, how many dollars did your rent increase by per week?"

# Rent increases (2)

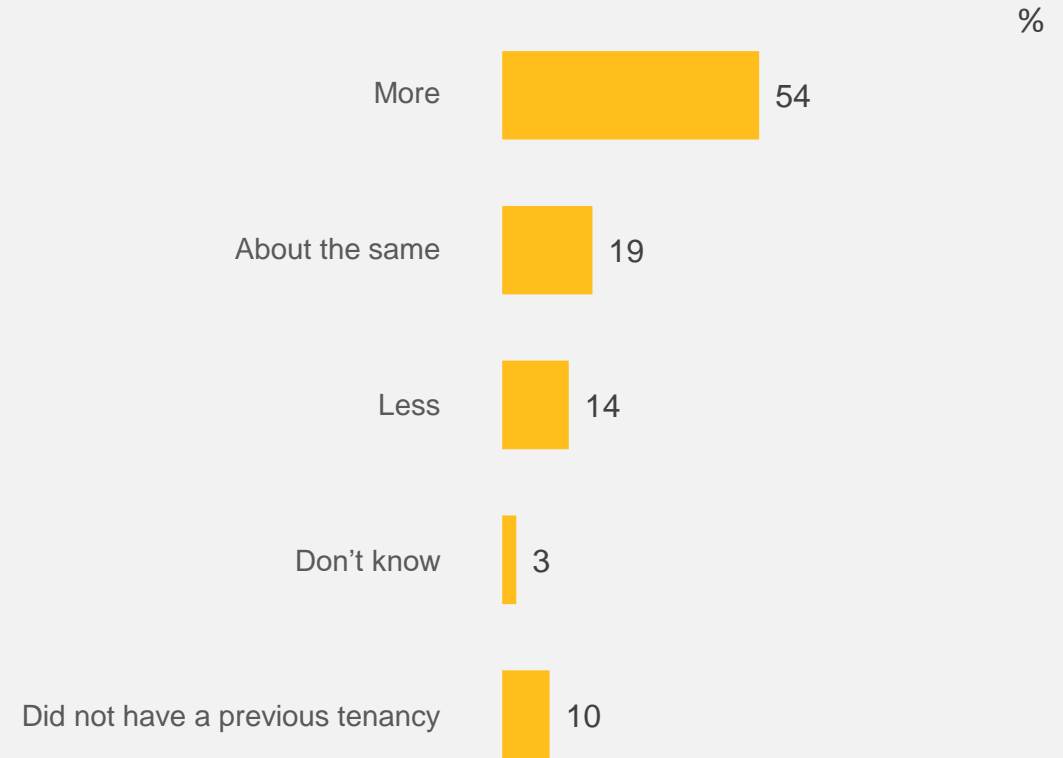
Over four out of five renters (85%) who have experienced a rent increase in the last year say this was in addition to their 'normal' rent rather than a temporary drop. When changing tenancies, most renters either experienced an increase in rent (54%) or said it stayed the same (19%).

## Reason for last rent increase\*



\*In November 2022, the response category for 'you moved house or rental property' was removed to ensure only renters who have experienced a rent increase under an existing tenancy are included. This means that results are not directly comparable between November 2022 and the previous waves.

## Rent change between tenancies



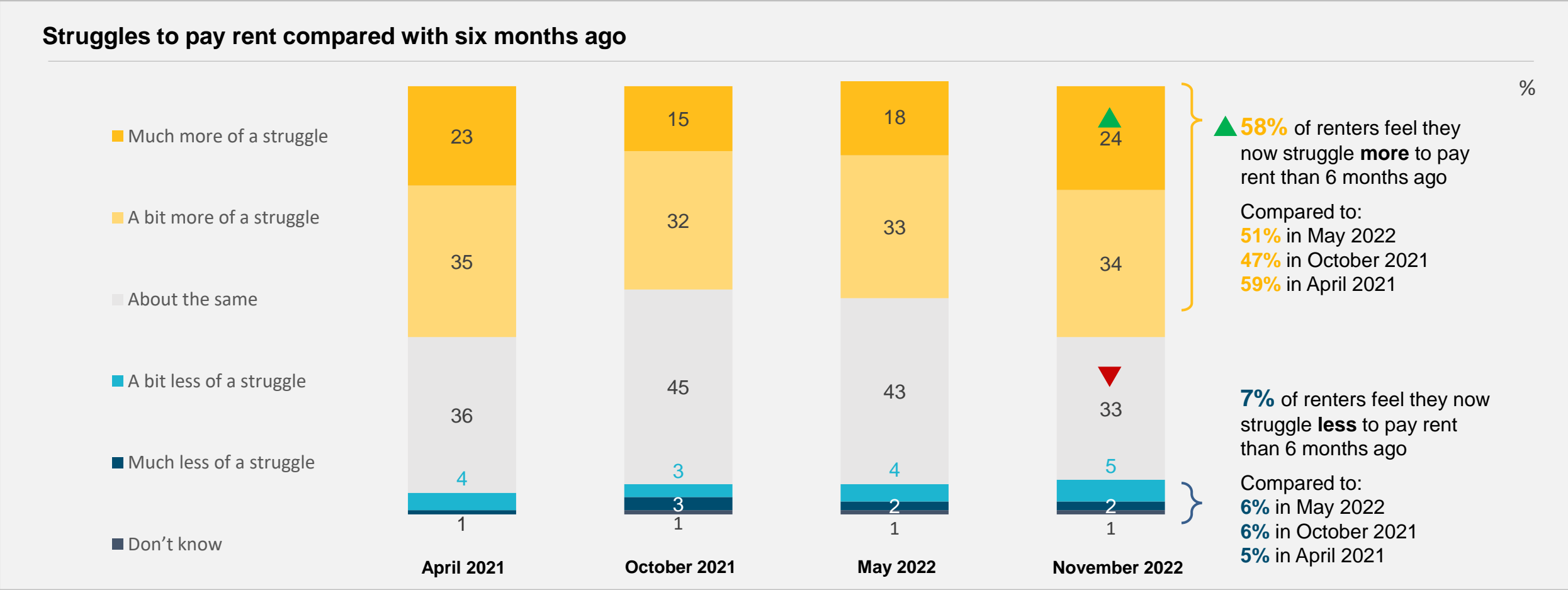
Base: All renters Nov '22 n=1501. Source: Q15a. "Thinking of your previous tenancy, do you now pay more or less rent for your current tenancy compared to your previous tenancy?". Asked for the first time in November 2022

▲ Significant increase from previous wave  
▼ Significant decrease from previous wave

Base: Apr '21: Renters whose rent has increased within the last six months (n=328),  
From Oct '21 on: Renters whose rent increased at any point (Oct '21 n=982, May '22 =916, Nov '22 n=929).  
Source: Q15. "Was your last rent increase because..."

# Rent increases (3)

Growing financial strain is evident, with almost six in ten renters (58%) struggling more than they were six months ago to pay their rent (up seven points since May 2022).



Base: Apr '21: Renters whose rent has increased in last six months (n=328), Oct '21: Renters whose rent increased at any point (Oct '21 n=982, May '22 n= 916, Nov '22 n=929). Source: Q16. "Is paying your rent now more or less of a struggle than it was 6 months ago? It is now..."

▲ Significant increase from previous wave  
▼ Significant decrease from previous wave

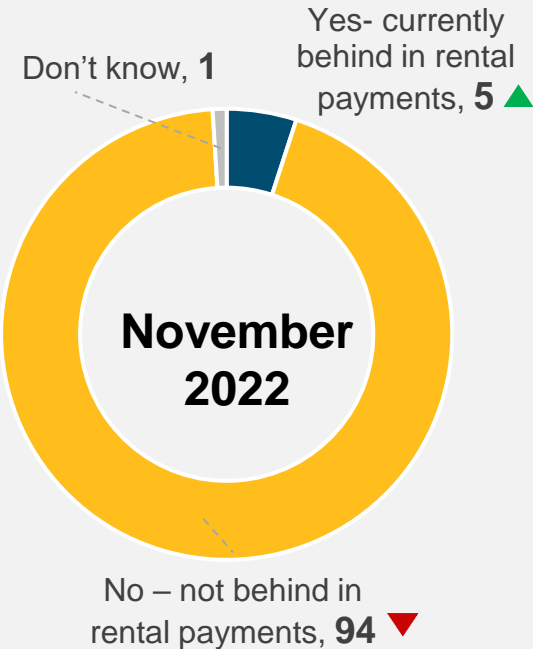
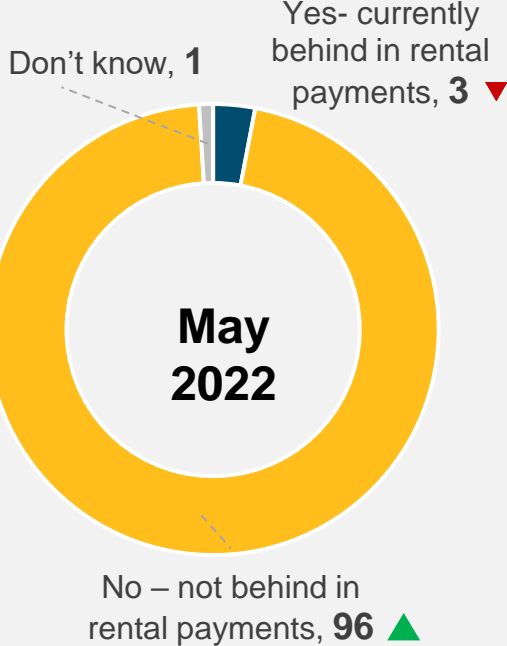
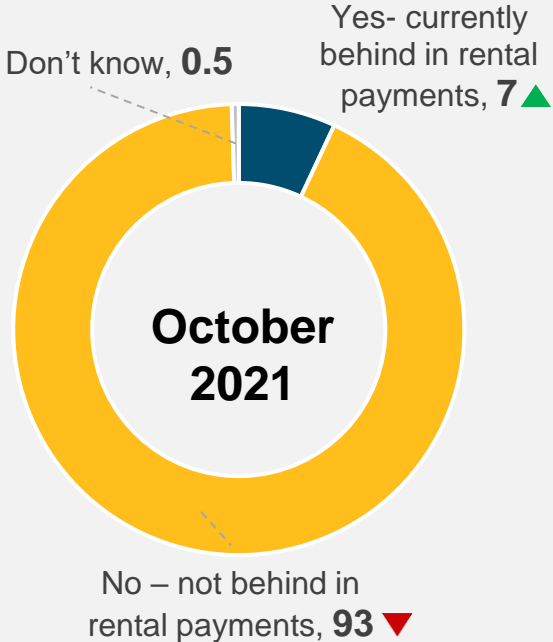
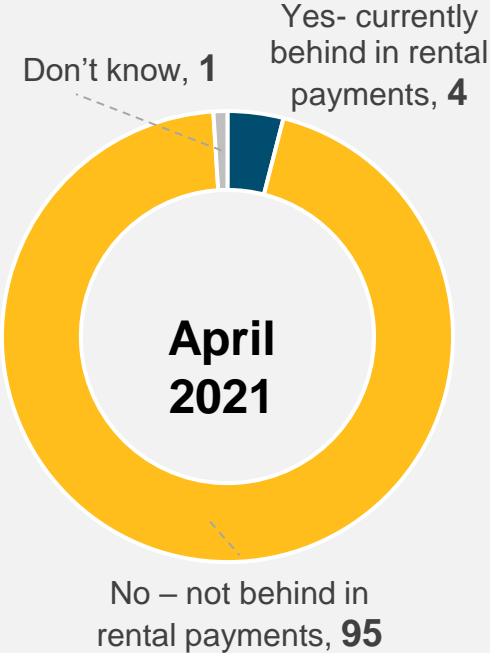


# Rent arrears

In November 2022, 5% of renters are in rent arrears, which is up two points from May 2022 (3%).

## Currently behind in rental payments

%



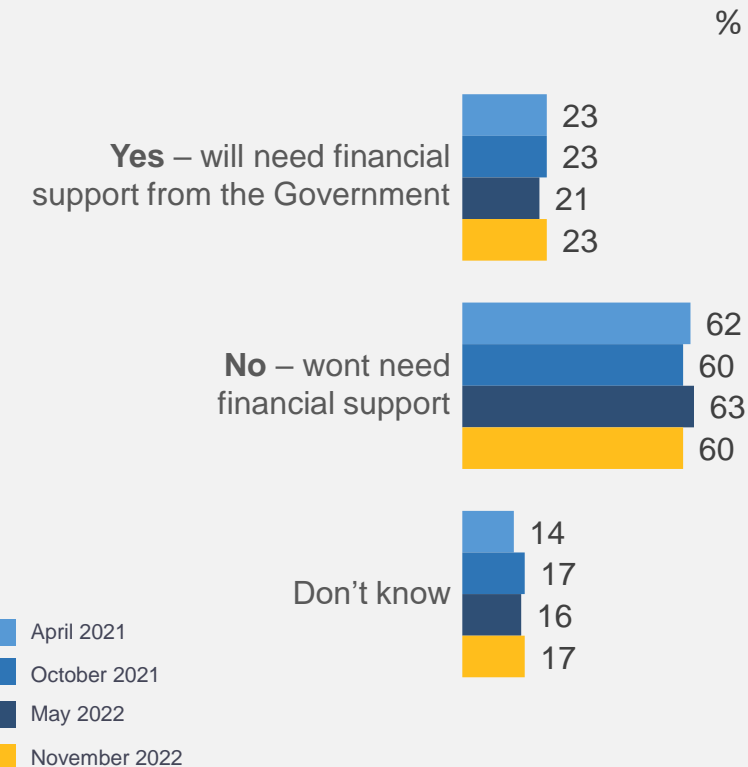
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501).  
 Source: Q17. "Are you currently behind in your rent payments?"

▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave

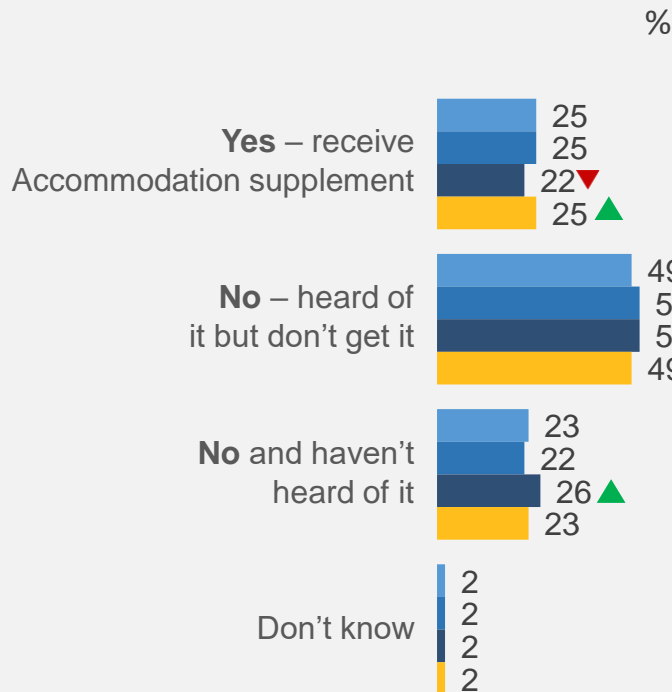
# Financial support

Anticipated need for government financial support remains fairly stable. The small increase in receipt of the Accommodation Supplement brings receipt of this support back to 2021 levels. Almost one in five (17%) have received assistance from friends and family.

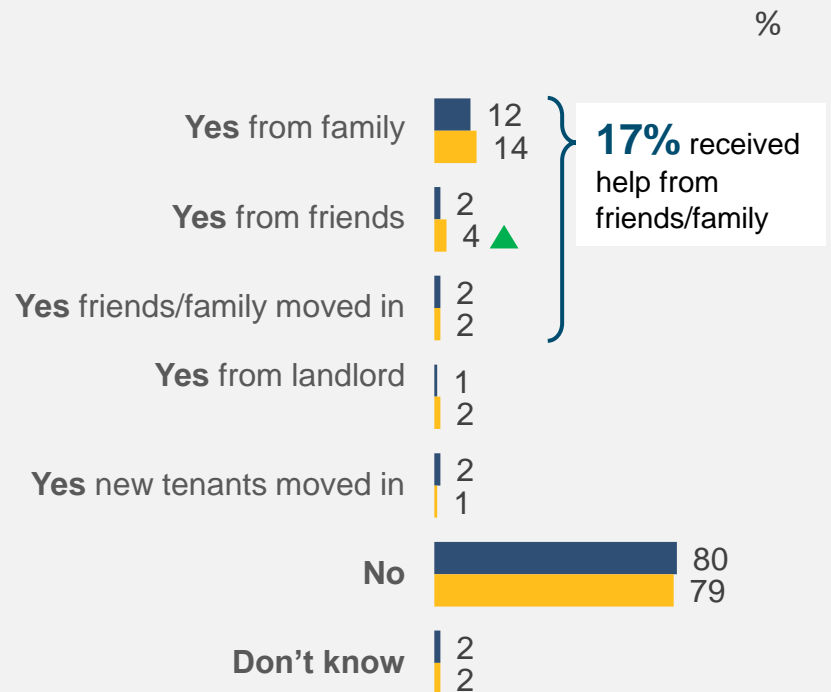
## Perceived need for Government financial support to pay rent over next few months



## Accommodation Supplement



## Other financial support



Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q18. "Do you think you'll need financial support from the Government over the next few months to pay your rent?"

Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q19a. "Do you receive the Accommodation Supplement?"  
▲ / ▼ Indicates a significant increase/decrease since previous wave

Base: All renters (May '22 n=1501, Nov '22 n=1501). Source: Q19b "Have you received any other financial support/help with your rent payments in the last 6 months?" Asked for the first time in May '22. Multiple answers can be selected so totals do not add to 100%



**MINISTRY OF HOUSING  
AND URBAN DEVELOPMENT**

# Moving

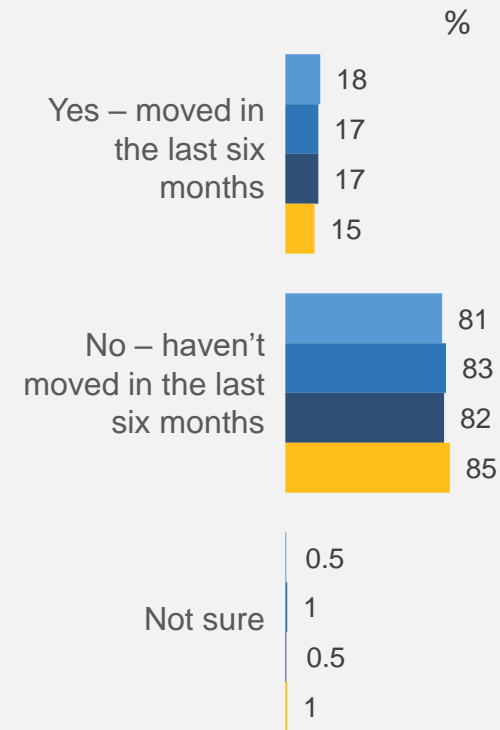


KANTAR PUBLIC

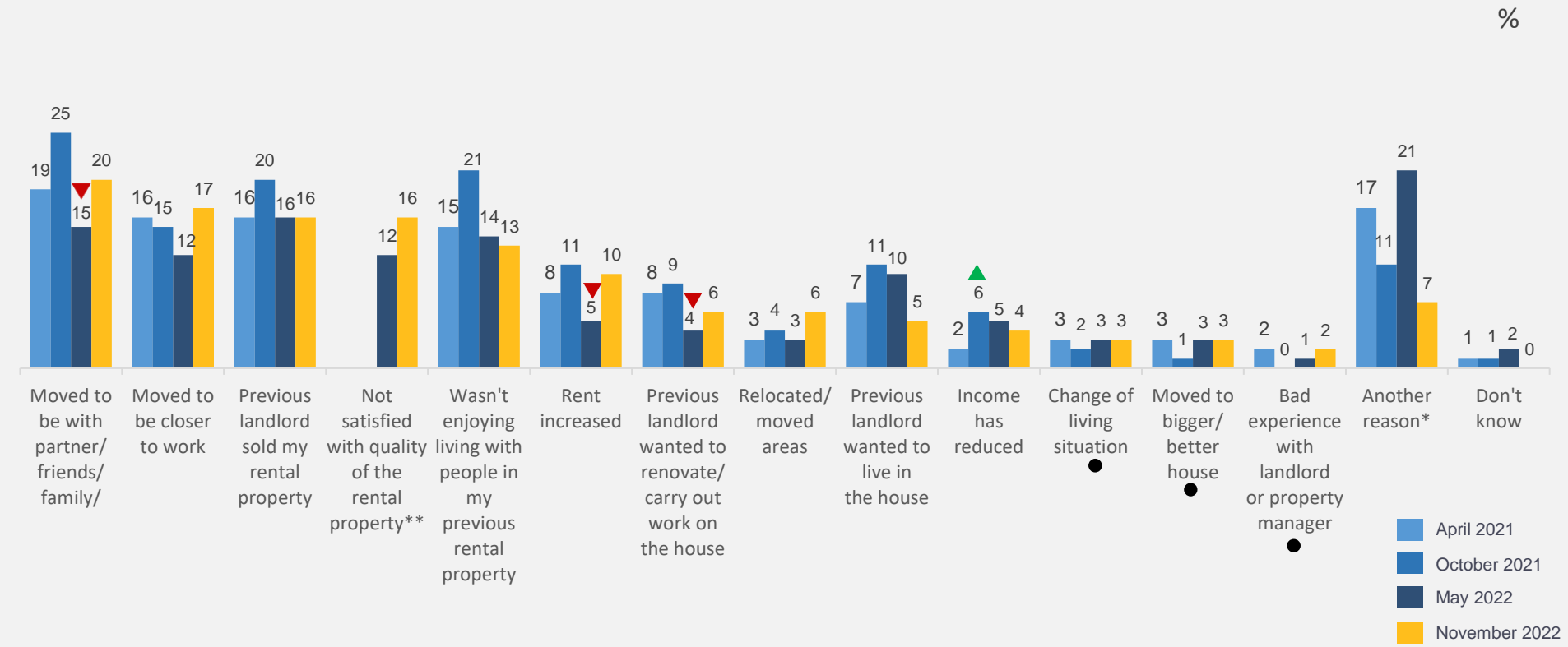
# Recent moves

Just over one in seven (15%) renters have moved to a new rental property in the last six months. Renters who have moved are most likely to have done so to live with a partner or friends/family (20%) or be closer to work (17%). Other reasons include landlords opting to sell the rental or being dissatisfied with the quality of the rental property (both 16%).

## Whether moved in the last six months



## Reasons for moving



Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q20. "In the last 6 months, have you moved to a new place to live?"

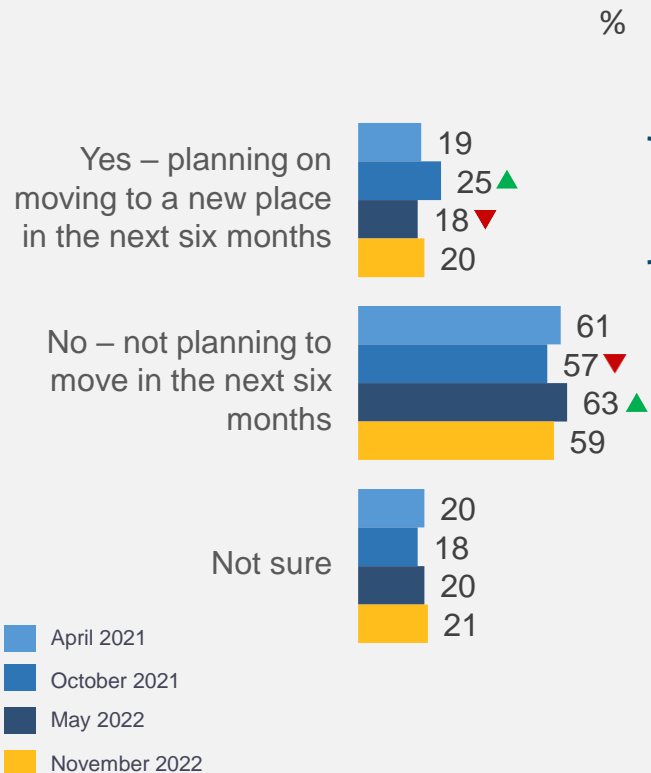
Base: Renters who have moved in the last six months (Apr '21 n=273, Oct '21 n=252, May '22 n=260, Nov '22 n=221). Source: Q21. "Why did you move?" \*Other reasons include: downsizing, relocating for work/study, lease ending etc. \*\*New response category added in May 2022

▲ Significant increase from previous wave  
▼ Significant decrease from previous wave  
● Unprompted response (coded post fieldwork)

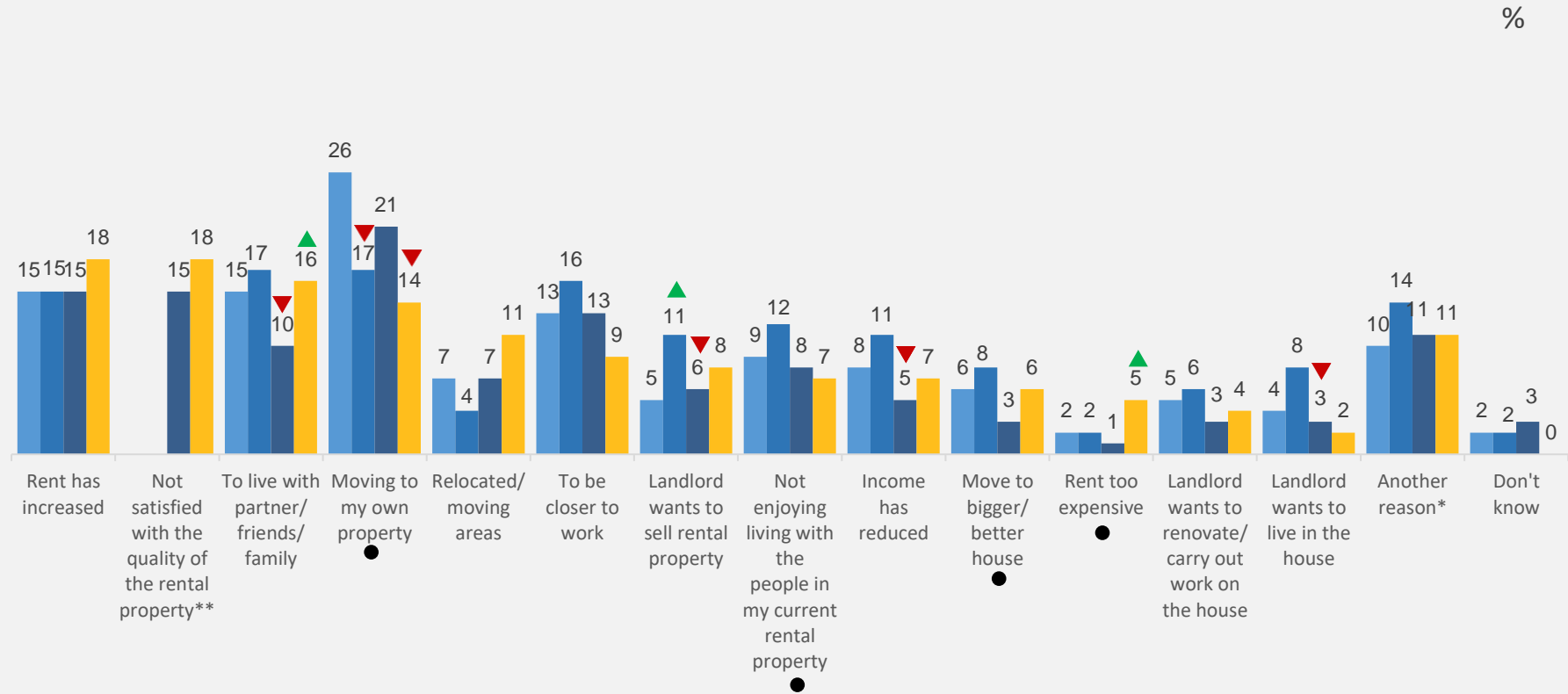
# Plans to move

One in five renters (20%) plan to move in the next six months (fairly consistent with May 2022). The most common reasons relate to rent increases (18%), dissatisfaction with the property itself (18%) or to live with a partner or friends/family (16%, up six points from May 2022). Renters are now less likely to consider owning their own property (14% versus 21% in May 2022).

## Whether planning to move in the next six months



## Reasons for planning to move



Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q22. "Are you planning on moving over the next 6 months to a new place to live?"

Base: Renters who are planning to move in the next six months (Apr '21 n=293, Oct '21 n= 378, May '22 n=267, Nov '22 n=306). Source: Q23. "Why are you planning on moving?" \*Other reasons include: landlord not doing necessary repairs, end of lease, being unhappy with the area/property etc. \*\*New response category added in May '22

▲ Significant increase from previous wave  
▼ Significant decrease from previous wave  
● Unprompted response (coded post fieldwork)



**MINISTRY OF HOUSING  
AND URBAN DEVELOPMENT**

# Home buying

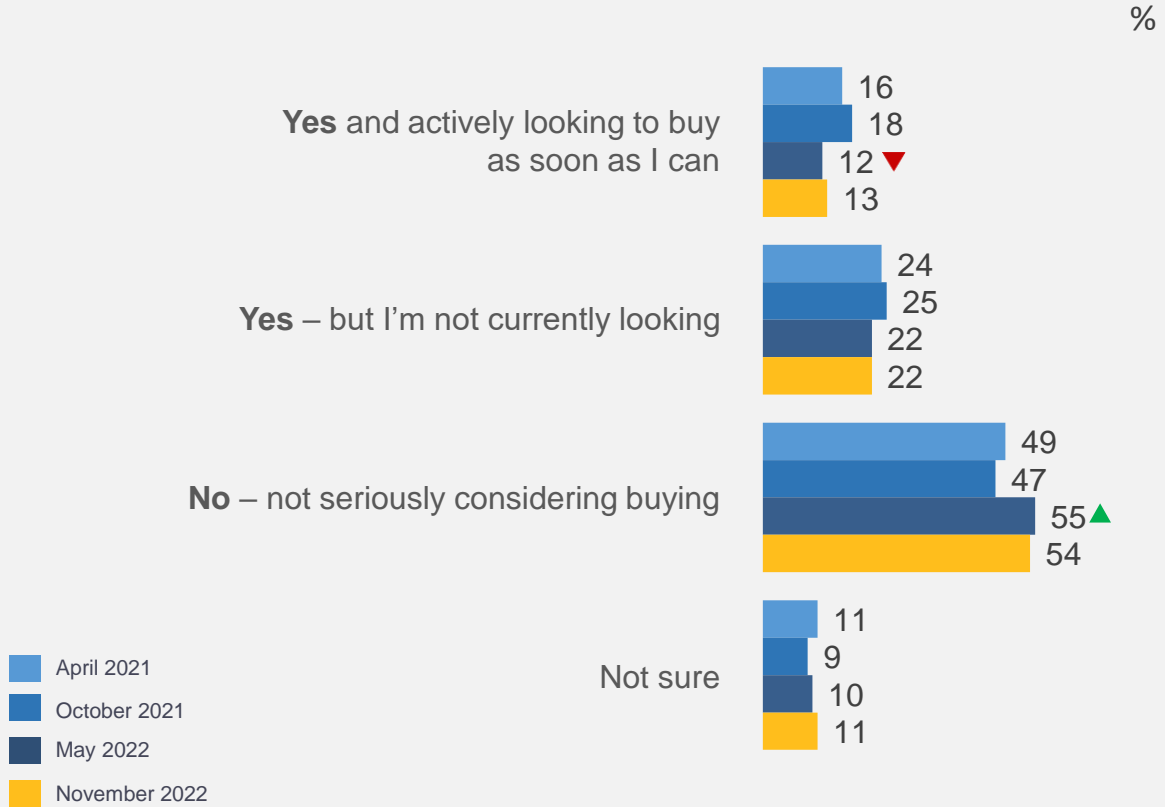


**KANTAR PUBLIC**

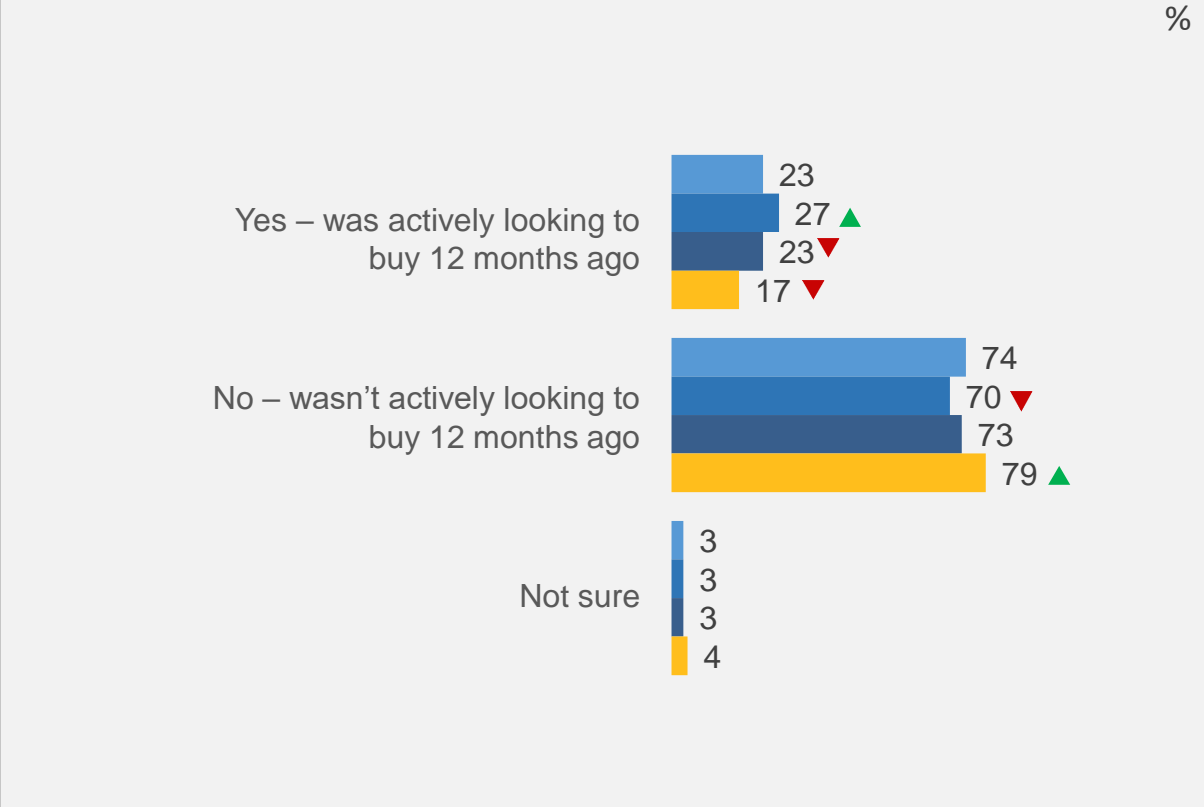
# Home buying intentions

Home buying intentions in 2022 remain lower than in 2021. The proportion of tenants who say they were actively looking to buy 12 months ago is at its lowest level across the waves (17%). Looking ahead, just over three in ten (35%) renters are considering buying a home in the next 12 months, including 13% who are actively looking. This level of intent is similar to May 2022 and remains lower than in 2021.

## Whether considering buying home in next 12 months



## Whether actively looking to buy 12 months ago



Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q24. "Are you seriously considering buying your own home in the next 12 months?"

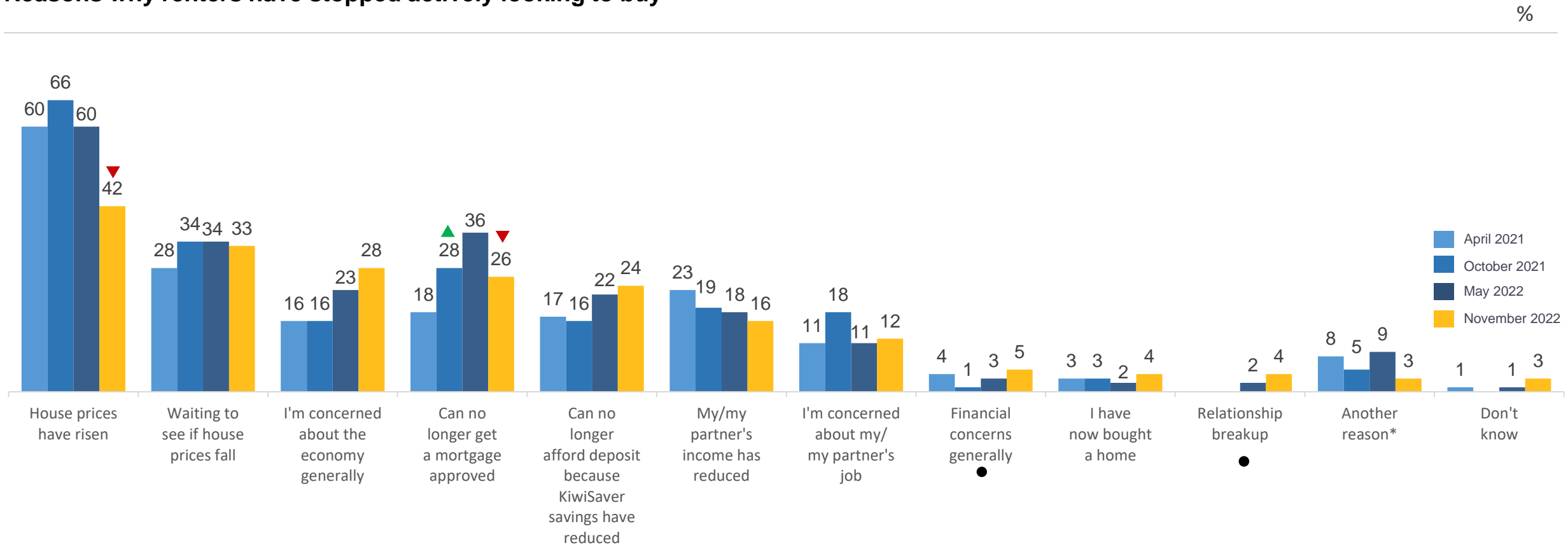
▲ / ▼ Indicates a significant increase/decrease since previous wave

Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q25. "Were you actively looking to buy your own home a year ago?"

# Barriers to looking

The housing market downturn is evident, with a reduction in tenants who said they are no longer looking to buy because of rising house prices (although it is still the most common barrier at 42%, suggesting housing remains unaffordable for many). One third are still waiting to see if house prices fall further. Financial concerns are again evident with over a quarter (28%) expressing concern about the economy. However, the ability to get a mortgage is a less common barrier than in May (down 10 points to 26% in November 2022).

## Reasons why renters have stopped actively looking to buy



%

April 2021  
 October 2021  
 May 2022  
 November 2022

▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave  
 ● Unprompted response (coded post fieldwork)

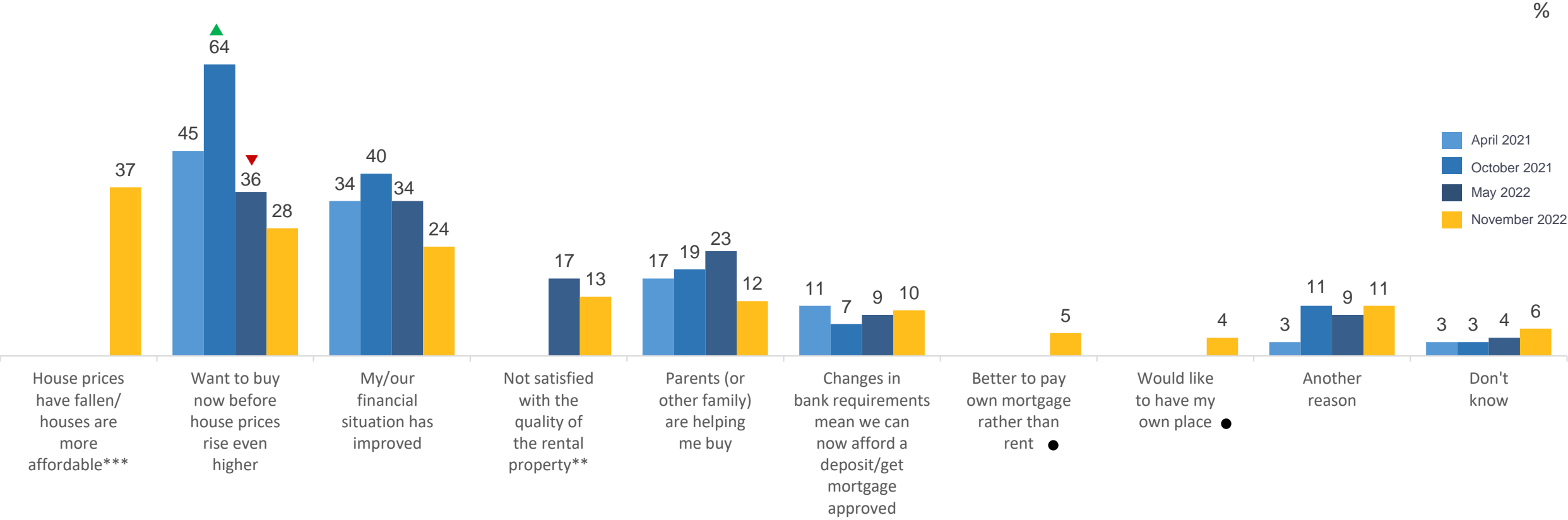
Base: Renters who were actively looking to buy 12 months ago, but are not currently looking or considering buying (Apr '21 n=191, Oct '21 n=204, May '22 n=212, Nov '22 n=150). Source: Q26. "Why are you no longer actively looking to buy your own home?"  
 \*Other reasons include: General concerns about the housing market, relocating etc.



# Reasons for looking

Falling house prices are driving renters who are actively looking to buy (37%). Likewise, compared with a year ago, fewer renters feel the pressures of house inflation, with almost three in ten (28%) renters now wanting to buy a house before prices rise further (down from 64% in October 2021).

## Reasons why renters are now actively looking to buy



Base: Renters who were not actively looking to buy 12 months ago, but are now actively looking to buy (Apr '21 n=117, Oct '21 n=96, May '22 n=76, Nov '22 n=100). Source: Q27. "Why are you now actively looking to buy your own home?". \*\*New response category added in May 2022. \*\*\*New response category added in November 2022

▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave  
 ● Unprompted response (coded post fieldwork)



**MINISTRY OF HOUSING  
AND URBAN DEVELOPMENT**

# Renters' relationships with landlords

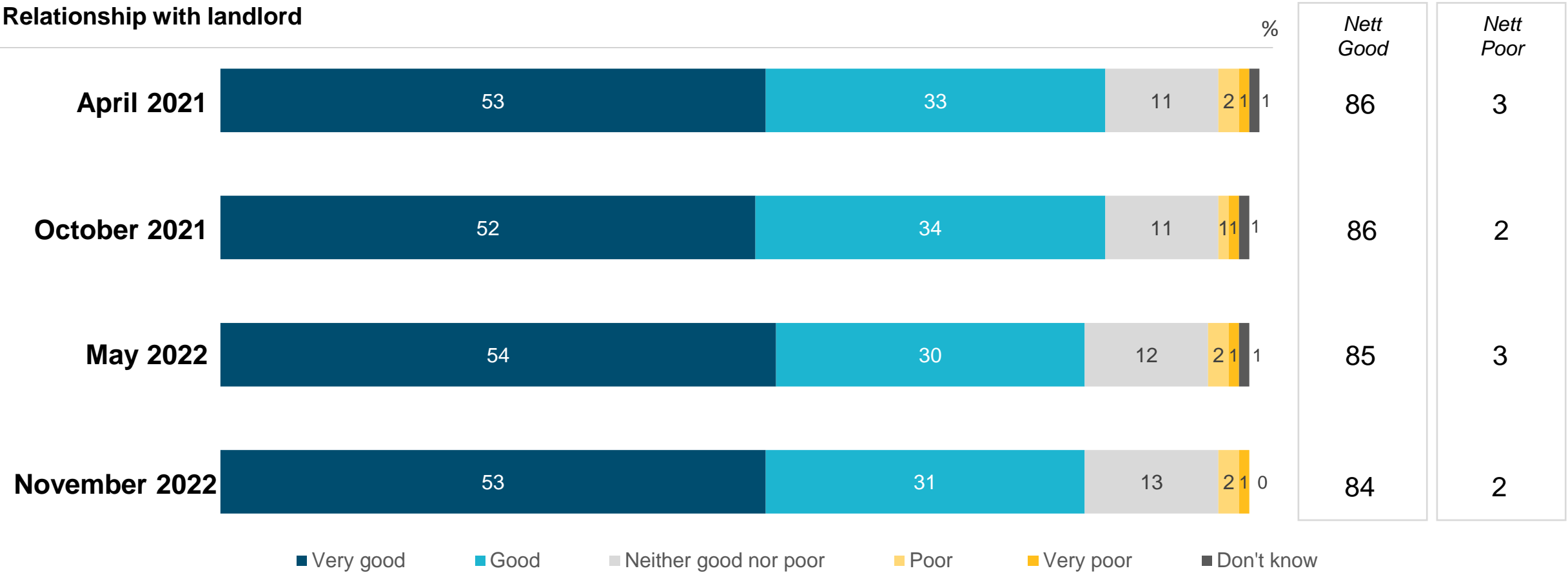


**KANTAR PUBLIC**

# Relationship with landlord

Most renters (84%) feel they have a good or very good relationship with their landlord or property manager, which is similar to the previous three waves.

## Relationship with landlord



Base: Renters whose rental is managed by their landlord, or a professional property manager or real estate agent on the landlord's behalf (Apr '21 n=1,429, Oct '21 n=1,406, May '22 n=1432, Nov '22 n=1430).  
 Source: Q8. "Overall, which of these best describes your relationship with your landlord (or property manager)?"

▲ Significant increase from previous wave  
 ▼ Significant decrease from previous wave

# Why your relationship with the landlord is good

Renters who feel their relationship with their landlord is good were asked to explain why they feel this way. Note, this data has not been coded into like categories (i.e. quantified). However, the verbatim responses suggest tenants feel that good relationships stem from a positive give-and-take relationship, prompt resolution and communication when issues arise, and infrequent rent increases.

“Upgraded ventilation and heating system [which] got rid of mould. [It is] now healthy and warm...”

“They often checked in to ensure I’m ok during lockdowns and have followed up immediately on any housekeeping issues. Also gave me a rent holiday for Christmas during COVID.”

“...they are grateful to have us, and we are grateful to have a nice warm home.”

“They are very responsive and look after the house. I feel there is a trust built over the 8+ years I’ve been renting the property.”

“We usually only see or hear from her when we have our inspections but if there is ever a problem with the property she is onto it straight away.”

“Open and honest dialogue.”

“Mutual understanding of circumstances affecting the property.”

“They have good communication and update us when needed.”

“I pay rent every week and take care of the house and she leaves me alone.”

# Why your relationship with the landlord is bad

Renters who feel their relationship with their landlord is bad were asked to explain why they feel this way. Poor relationships with landlords and property managers tend to come from a lack of respect, maintenance or communication. Other concerns relate to non-compliance with Healthy Homes Standards.

“Never checks the property. No fixes or improvements done. Only request for the rent to be paid.”

“We have no heating, insulation etc but don’t do them in because our rent is cheaper than some.”

“They take a very long time to address problems with the property and when they do fix things, they don’t do a quality job”

“She is far too strict, takes extreme action over minor issues.”

“I have a disability and I feel they do not understand the difficulties I face.”

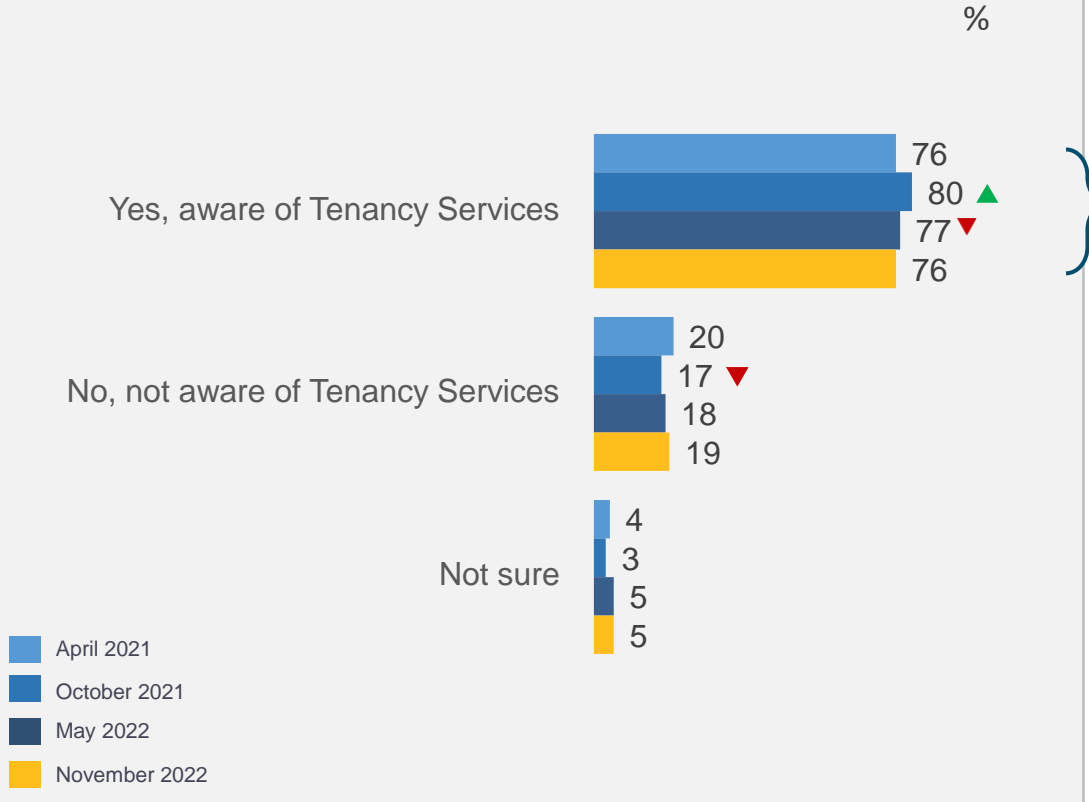
“Condition of [the] property [is] very poor and not up to standards.”

“She is rude, doesn’t respond to emails or texts and then says she can ‘never get hold of the landlord’ when I request fixes.”

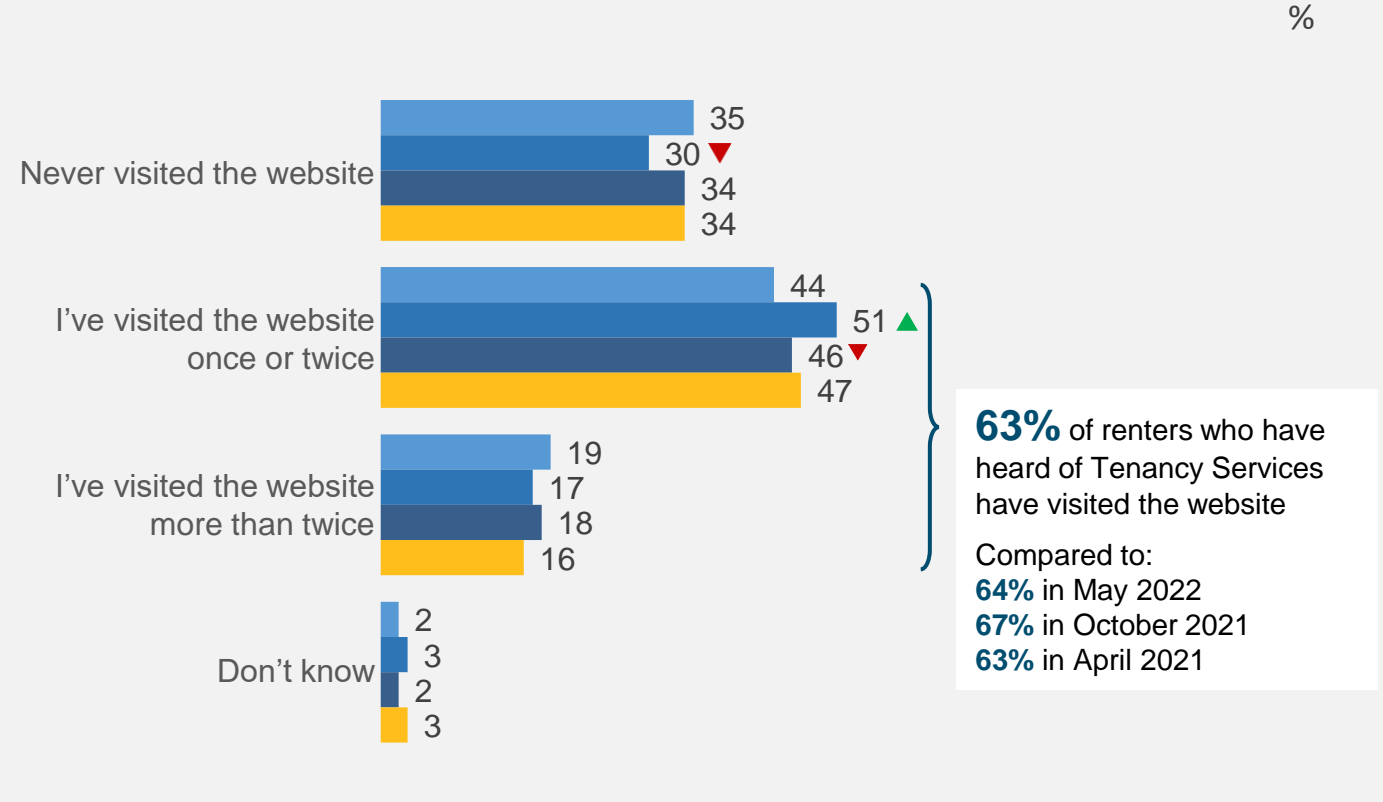
# Awareness of Tenancy Services and website use

Just over three quarters (76%) of renters are aware of Tenancy Services – around two thirds (63%) of these renters visited the website. These levels are similar to May 2022.

## Awareness of Tenancy Services



## Use of Tenancy Services website



**63%** of renters who have heard of Tenancy Services have visited the website

Compared to:  
**64%** in May 2022  
**67%** in October 2021  
**63%** in April 2021

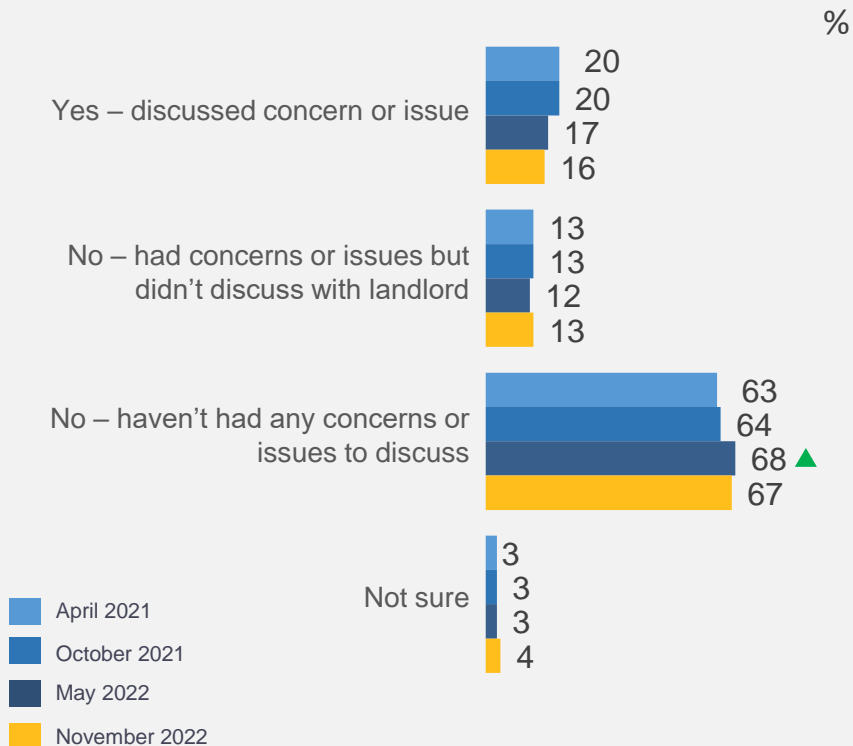
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501).  
 Source: Q28. "Tenancy Services provides information on tenancy law on its website [www.tenancy.govt.nz](http://www.tenancy.govt.nz). Before today, were you aware of Tenancy Services?"  
 ▲ / ▼ Indicates a significant increase/decrease since previous wave

Base: Renters who are aware of Tenancy Services (Apr '21 n=1,142, Oct '21 n=1,199, May '22 n=1154, Nov '22 n=1140).  
 Source: Q29. "How often have you visited the Tenancy Services website for information or to find answers to questions about your tenancy situation?"  
 KANTAR PUBLIC 2022 30

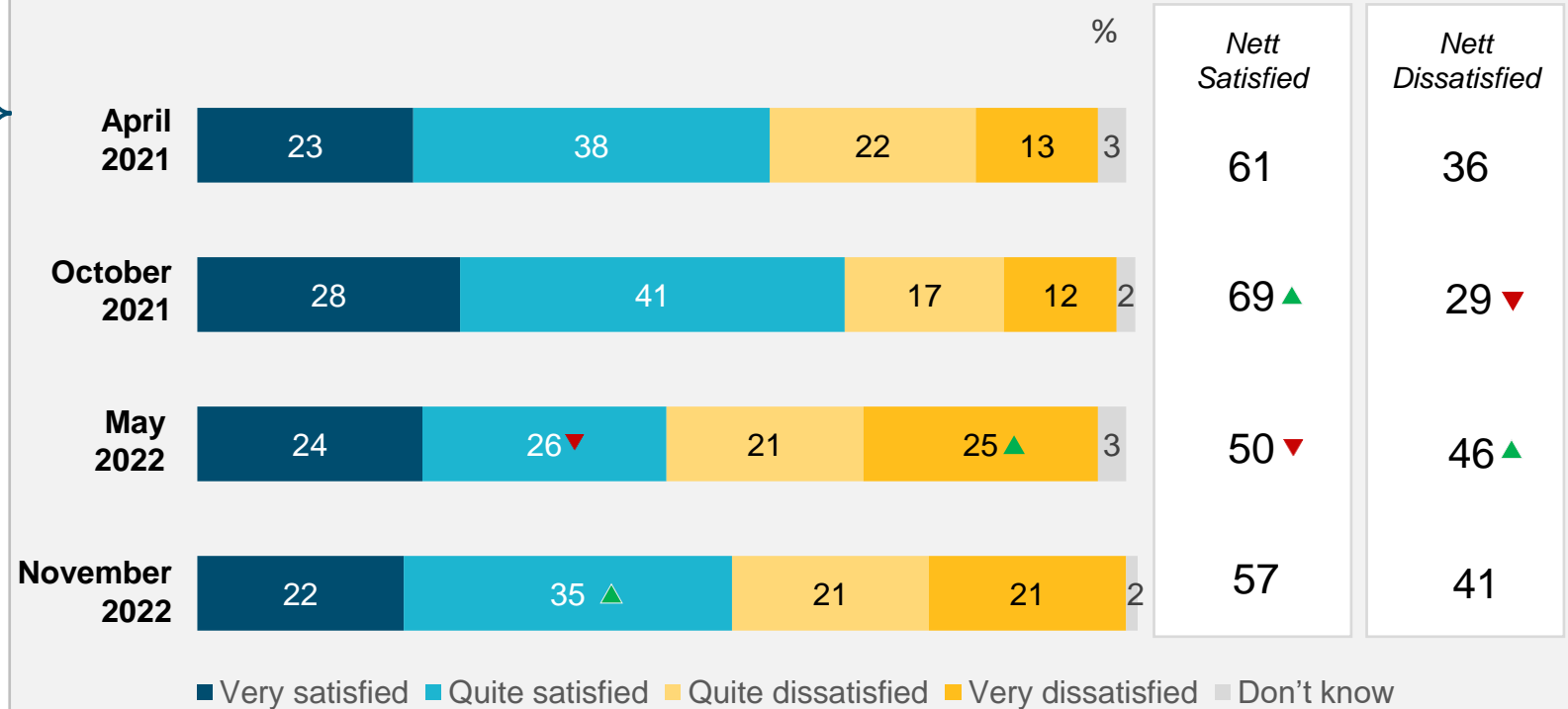
# Prevalence of tenancy issues

Around three in ten renters (29%) had a concern or issue about their tenancy, of which 16% discussed this issue with their landlord. Almost six in ten (57%) are satisfied with the outcome of the discussion they had with the landlord or property manager about the issue, but around four in ten (41%) are dissatisfied.

## Whether discussed any tenancy issues with landlord or property manager in the last three months



## Satisfaction with the outcome of the discussion



Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501). Source: Q30. "In the last three months, have you discussed any significant concerns or issues about your tenancy with your landlord or property manager?"

Base: Renters who had discussion with landlord or property manager in the last three months (Apr '21 n=307, Oct '21 n=303, May '22 n=262, Nov '22 n=240). Source: Q31. "How satisfied were you with the outcome of the discussion(s)?"

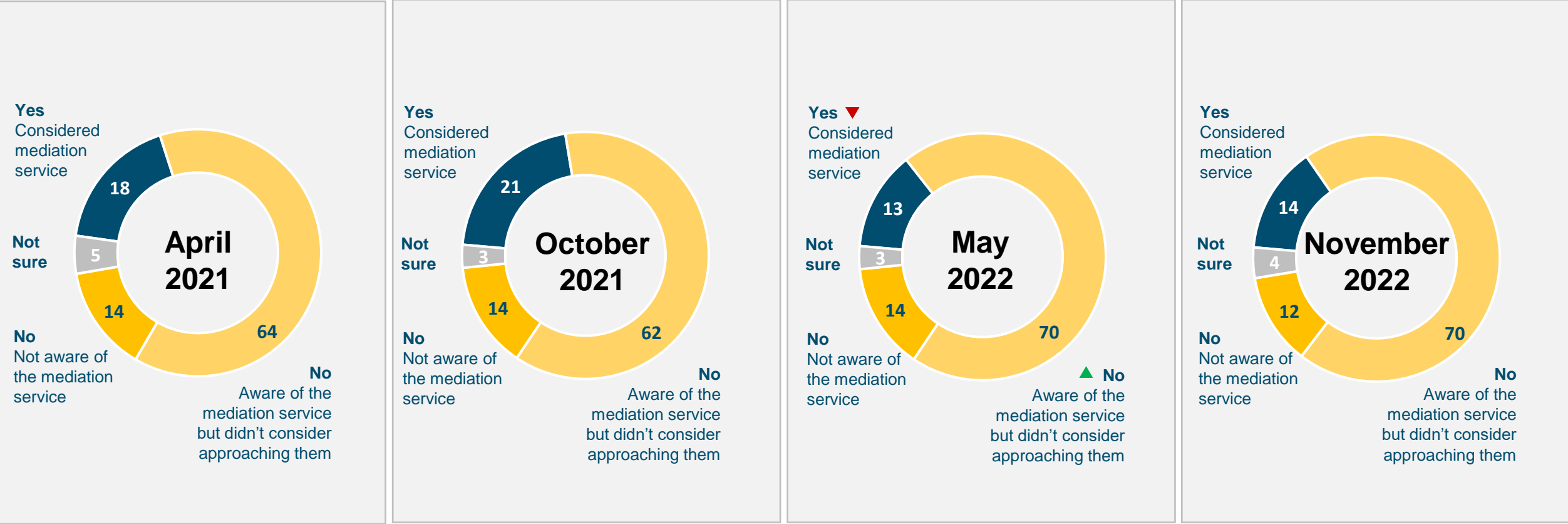
▲ Significant increase from previous wave  
▼ Significant decrease from previous wave

# Resolving tenancy issues

Most tenants were aware of the Tenancy Services' mediation service (84%) which is consistent with the previous waves. Of those who knew about the service, only 14% had considered using it (following a decline in May 2022), while 70% had not considered using the service.

## Whether seriously considered Tenancy Services' mediation service

%



Base: Renters who are aware of Tenancy Services and had a concern or issue with their tenancy in the last three months (Apr '21 n=399, Oct '21 n=407, May '22 n=357, Nov '22 n=331). Source: Q32. "Had you seriously considered the mediation service that Tenancy Services provides, to assist with resolving the issues with your landlord?"

▲ / ▼ Indicates a significant increase/decrease since previous wave

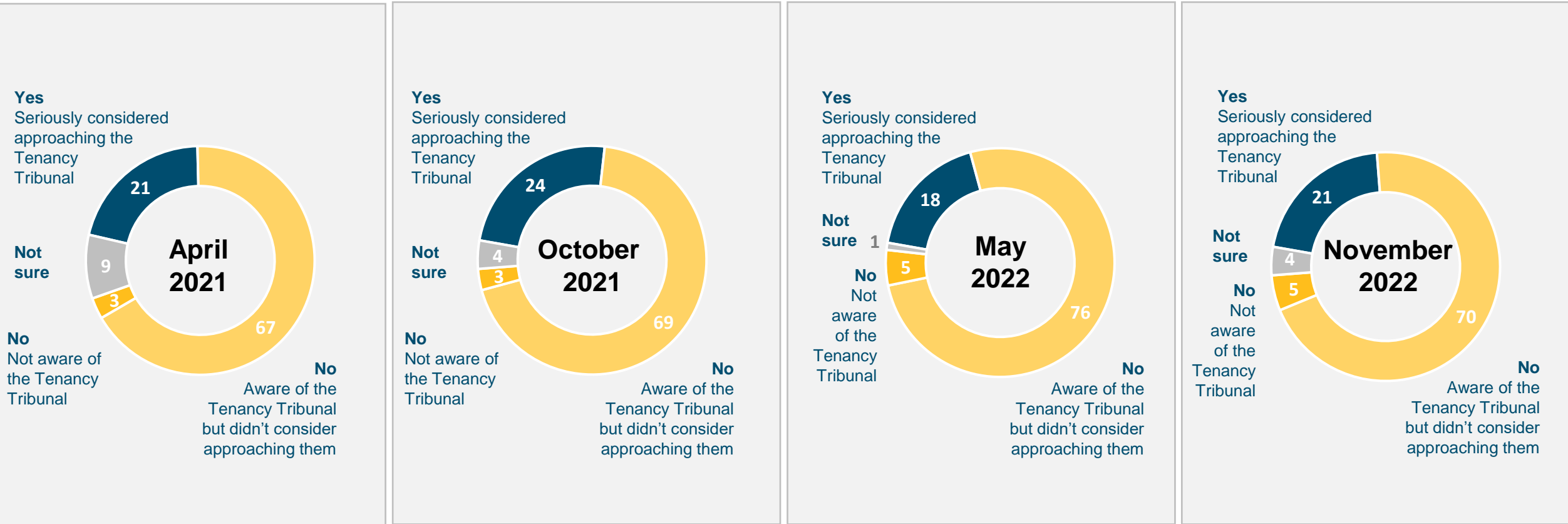


# Tenancy Tribunal

Around two in ten renters (21%) who were dissatisfied with the outcome of discussions with their landlord or property manager are aware of the Tenancy Tribunal and have considered using this service. A further 70% were aware of the service, but had not considered using it.

## Whether seriously considered approaching the Tenancy Tribunal

%



Base: Renters who are aware of Tenancy Services and were dissatisfied with the outcome of their discussion with their landlord or property manager (Apr '21 n=92, Oct '21 n=72, May '22 n=101, Nov '22 n=83).  
 Source: Q33. "Had you seriously considered approaching the Tenancy Tribunal to help resolve the issue?"

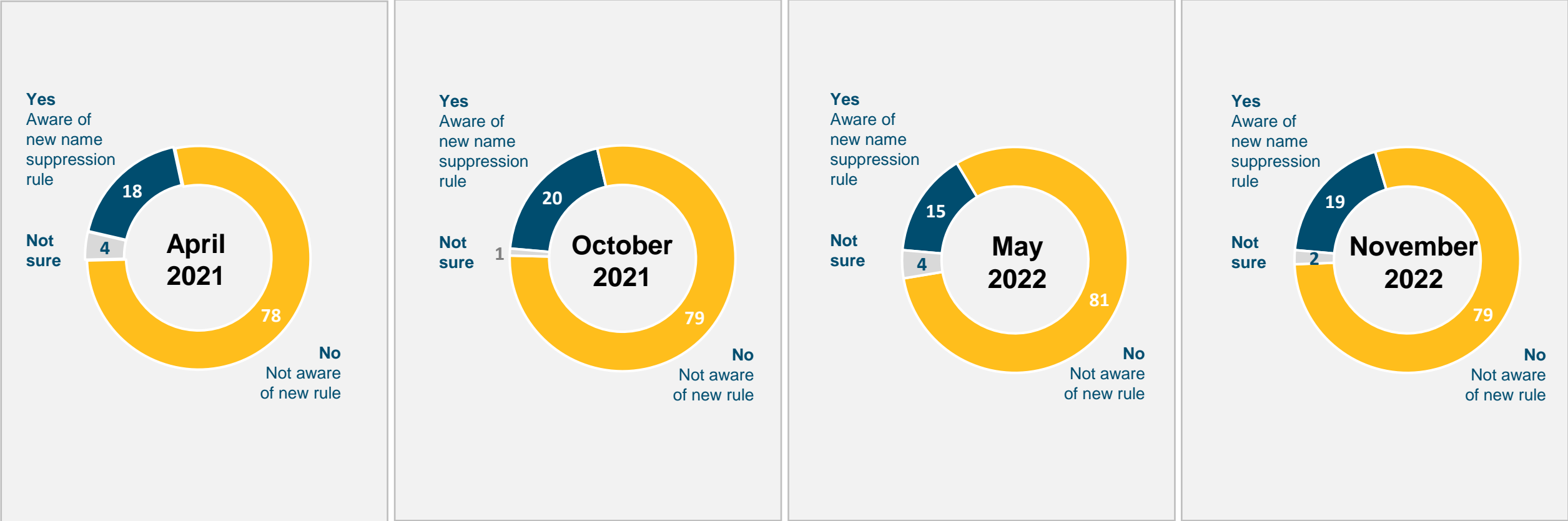
▲ / ▼ Indicates a significant increase/decrease since previous wave

# Name suppression rule

One in five renters (19%) who are aware of the Tenancy Tribunal are also aware of the name suppression rule.

## Awareness of the Tenancy Tribunal's name suppression rule

%



Base: Renters who are aware of the Tenancy Tribunal (Apr '21 n=89, Oct '21 n=70, May '22 n=96, Nov '22 n=79).

Source: Q36. "Rules allowing name suppression in the Tenancy Tribunal for people who are successful in their applications came into force last year. Before today, were you aware of the name suppression rules?"

▲ / ▼ Indicates a significant increase/decrease since previous wave



FOR FURTHER INFORMATION PLEASE CONTACT

## Michael Winder

---

**KANTAR PUBLIC**

Level 1, 46 Sale Street, Auckland 1010

PO Box 33690, Auckland 0740

Phone (09) 919 9200

[www.kantarpublic.com/nz](http://www.kantarpublic.com/nz)

# IMPORTANT INFORMATION

## Research Association NZ Code of Practice

**Kantar Public** 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**™ New Zealand 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**

