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# Healthy Homes Guarantee Act monitoring

*Wave 3 research 2022*

Topline report | December 2022



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Ministry of Housing and Urban Development



# CONTENTS



<b>p3</b>	Task at hand
<b>p4</b>	Method
<b>p5</b>	Sample profile – renters
<b>p6</b>	Sample profile – landlords
<b>p7</b>	Awareness of the Healthy Homes Standards
<b>p9</b>	Landlords' commitment to complying with the Standards
<b>p13</b>	Compliance with the Standards
<b>p37</b>	Tenancy agreements
<b>p42</b>	Tenancy law changes
<b>p53</b>	Changes to tenancies
<b>p58</b>	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 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 3 of the survey of landlords and renters conducted in November 2022. For comparison, it includes some key figures from the previous two waves conducted in 2020 and 2021.



# Method

Wave 3 took a partial cohort approach where part of the sample of renters and landlords were respondents who also participated in 2020 or 2021, and the remainder were new respondents (who only completed wave 3).

## Renters

- A nationwide online survey of 1,602 renters defined as those 18 years and over currently living in a rental property owned by a private person, business or entity. Tenants did not qualify for the survey if they live in a rental property owned by Housing New Zealand, a Council, or a registered community housing provider.
- Of the total sample of 1,602 renters, 610 also completed wave 1 or 2, while 992 were fresh respondents (i.e. only completed wave 3).
- Maximum margin of error for the total sample is +/-2.5%.
- Fieldwork was conducted from 11 November to 12 December 2022. Note, this is slightly later than previous years (usually around August-September).
- Data were weighted by age within gender, ethnicity and region to match Census 2018 population characteristics of renters in privately-owned dwellings nationwide. Data were also weighted on household income by household size using 2021 Statistics NZ Household Economic Survey data for more up to date population estimates (prior to 2022, household income/size was weighted using 2018 Census data).

## Landlords

- A nationwide online survey of 1,000 landlords. The population of interest is landlords who receive rental payments from tenants living in a residential property that the landlord owns.
- Of the total sample of 1,000 landlords, 502 also completed wave 1 or 2, while 498 landlords only completed wave 3.
- Maximum margin of error for the total sample is +/-3.1%.
- Fieldwork was conducted from 11 November to 12 December 2022. Note, this is slightly later than previous years (usually around August-September).
- Data are unweighted.
- For landlords with multiple properties, many of the questions in the survey were asked with respect to each property they own. Therefore survey results for these questions are based on properties (rather than landlords). In total, the 1,000 landlords surveyed own 2,096 rental properties.

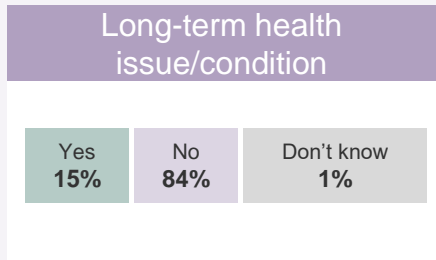
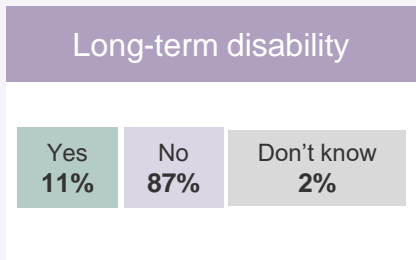
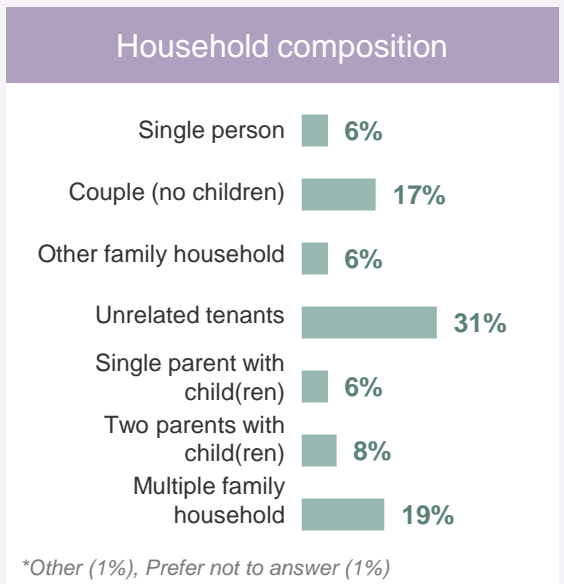
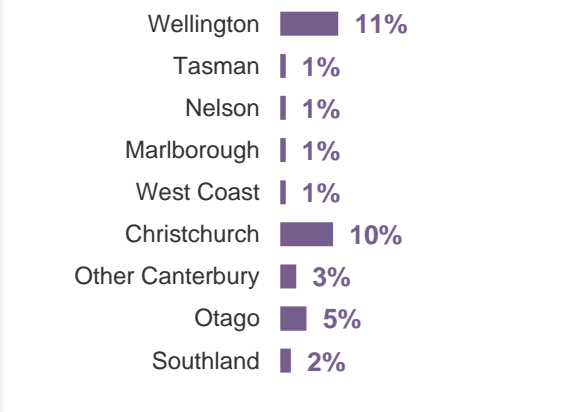
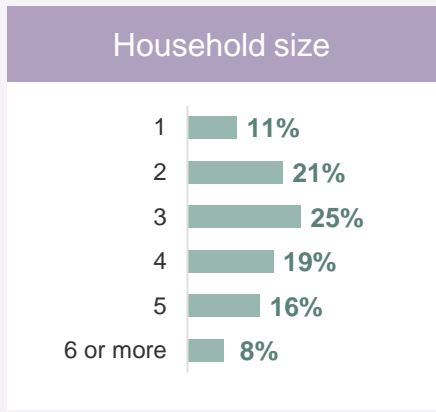
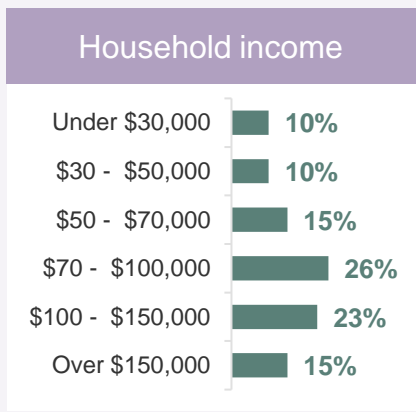
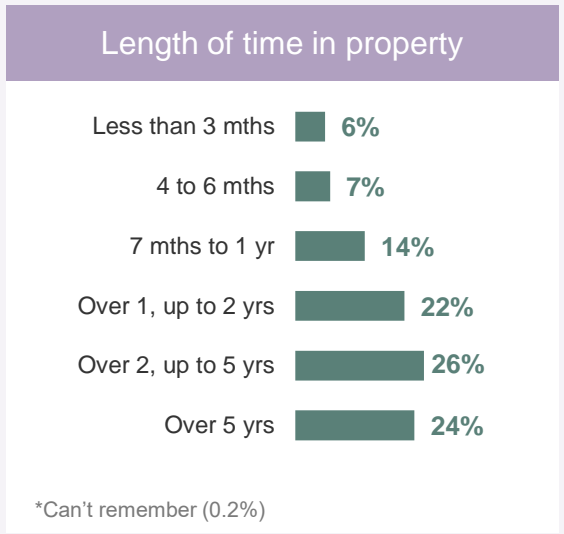
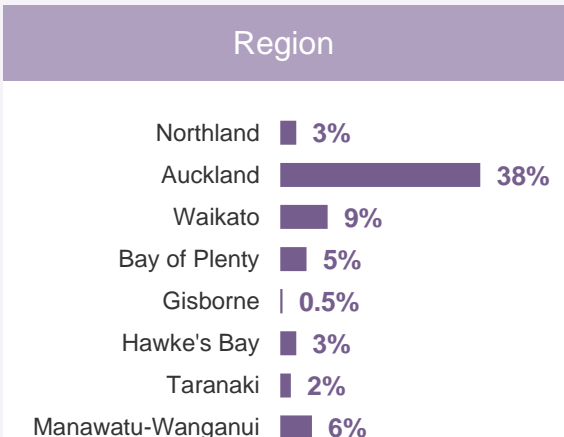
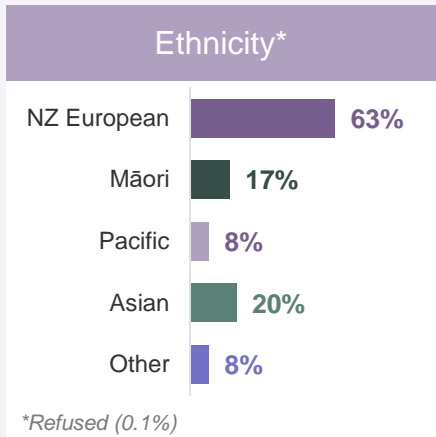
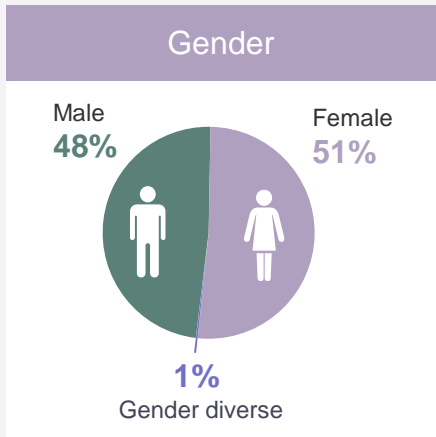
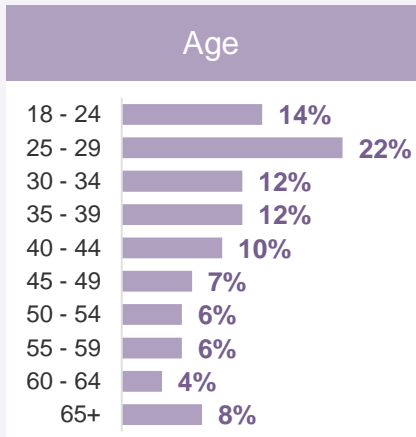
*For simplicity, only the question wording used for landlords with multiple properties is shown at the bottom of each chart (where appropriate).*

### 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.

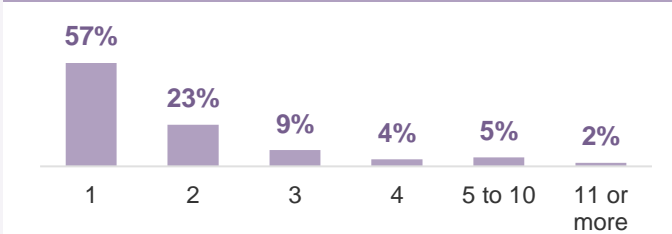
# Sample profile – renters (2022)



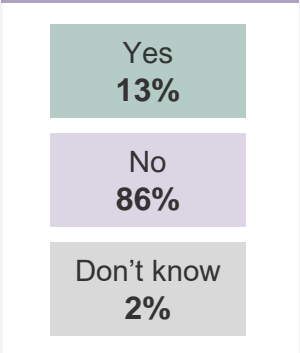
Base: All renters (n=1,602).  
 Source: Q1, Q2, Q3, Q4, Q5, Q6, Q7, Q10, Q11, Q61, Q62, Q63.  
 \*Note: multiple answers can be selected, so totals may not add to 100%  
 Note, Q63 (current health) was added in 2022

# Sample profile – landlords (2022)

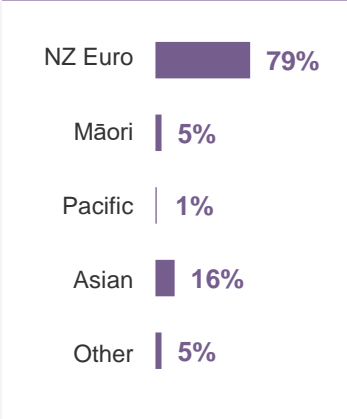
## Number of properties



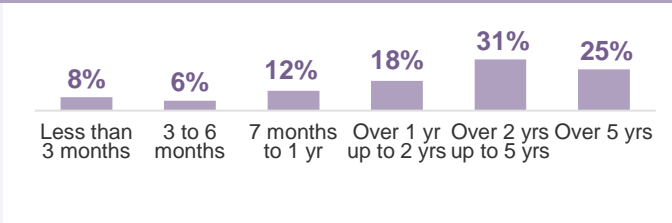
## Whether rental income is main source of income



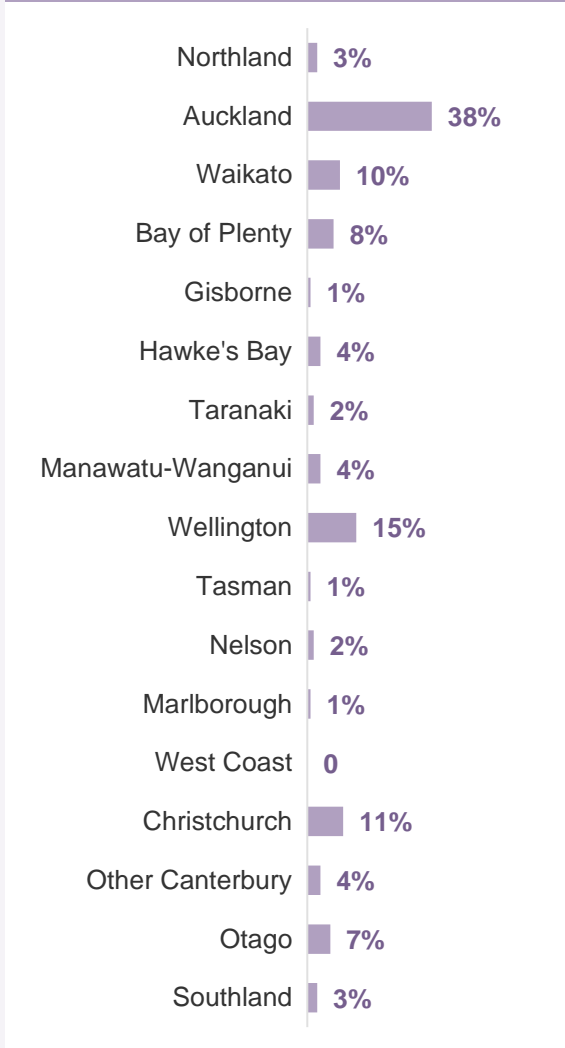
## Ethnicity\*



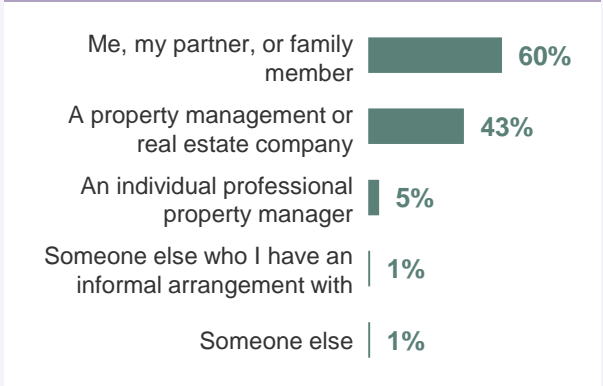
## Length of time of current tenancy\*



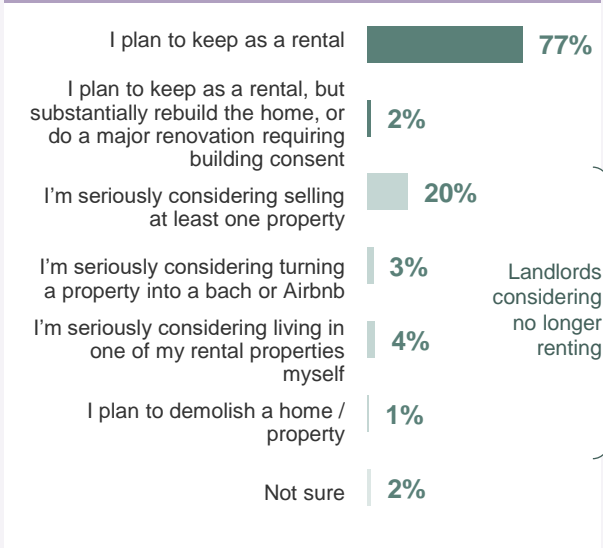
## Location of properties\*



## Property management\*



## Plans for rental property in next 12 months\*



## Why landlord is no longer considering renting\*



Base: Landlords considering no longer renting (n=241)  
Responses with less than 1% are grouped into 'some other reason'.

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# Awareness of Healthy Homes Standards

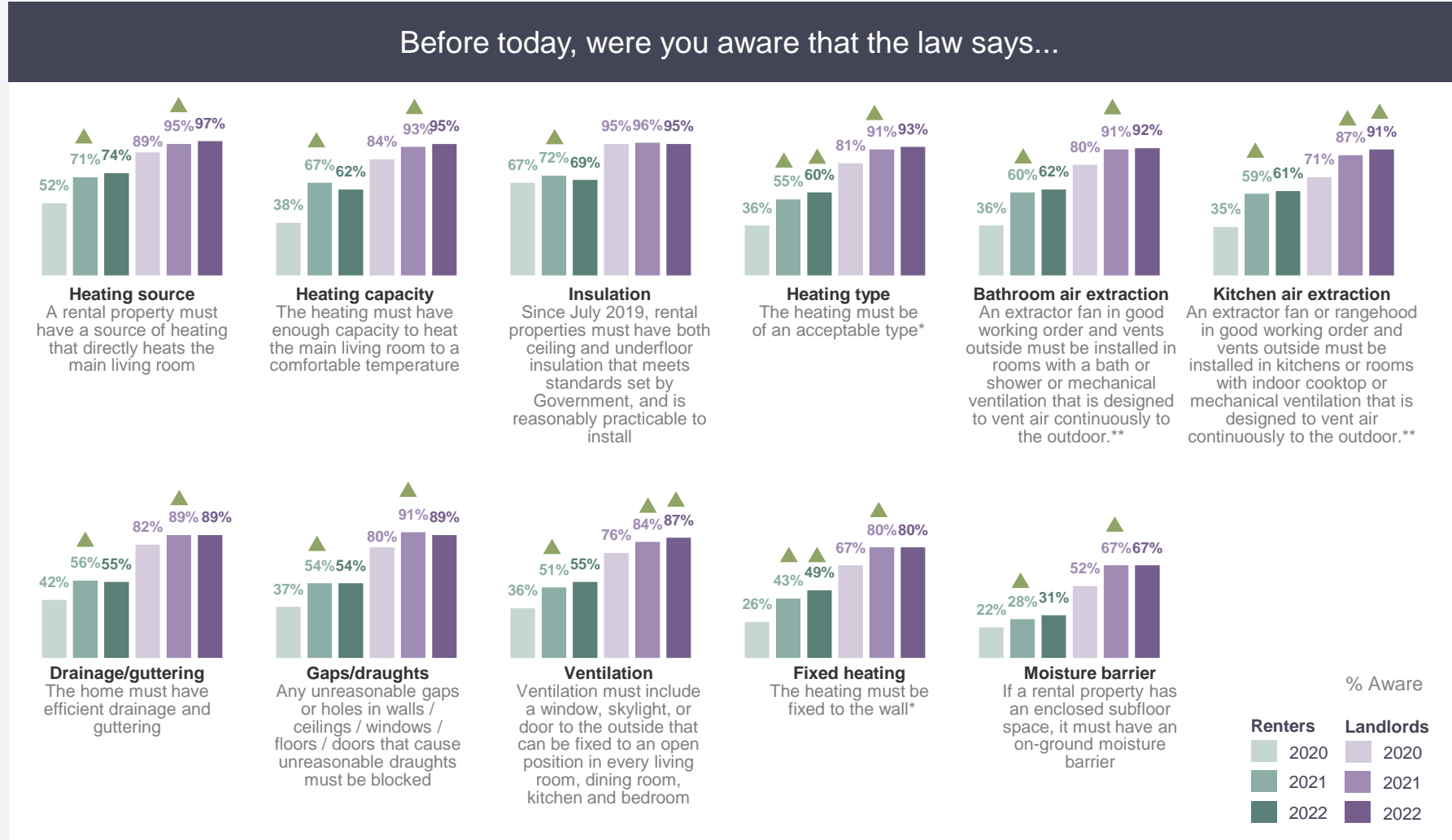
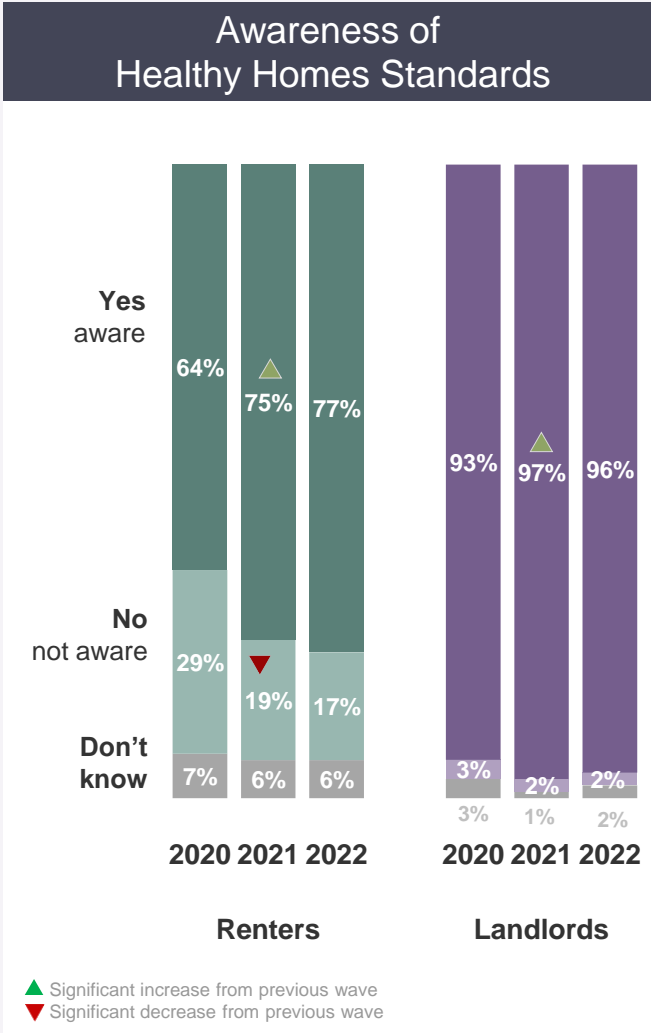


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# Awareness of standards

Almost all landlords (96%) and just over three quarters of renters (77%) are now aware of the Healthy Homes Standards, which is stable following increases in 2021. While awareness of most specific standards are stable, increases are evident in landlords' knowledge of ventilation and air extraction standards, as well as renters' knowledge of standards around heating types.





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02

## Landlords' commitment to complying with the Standards



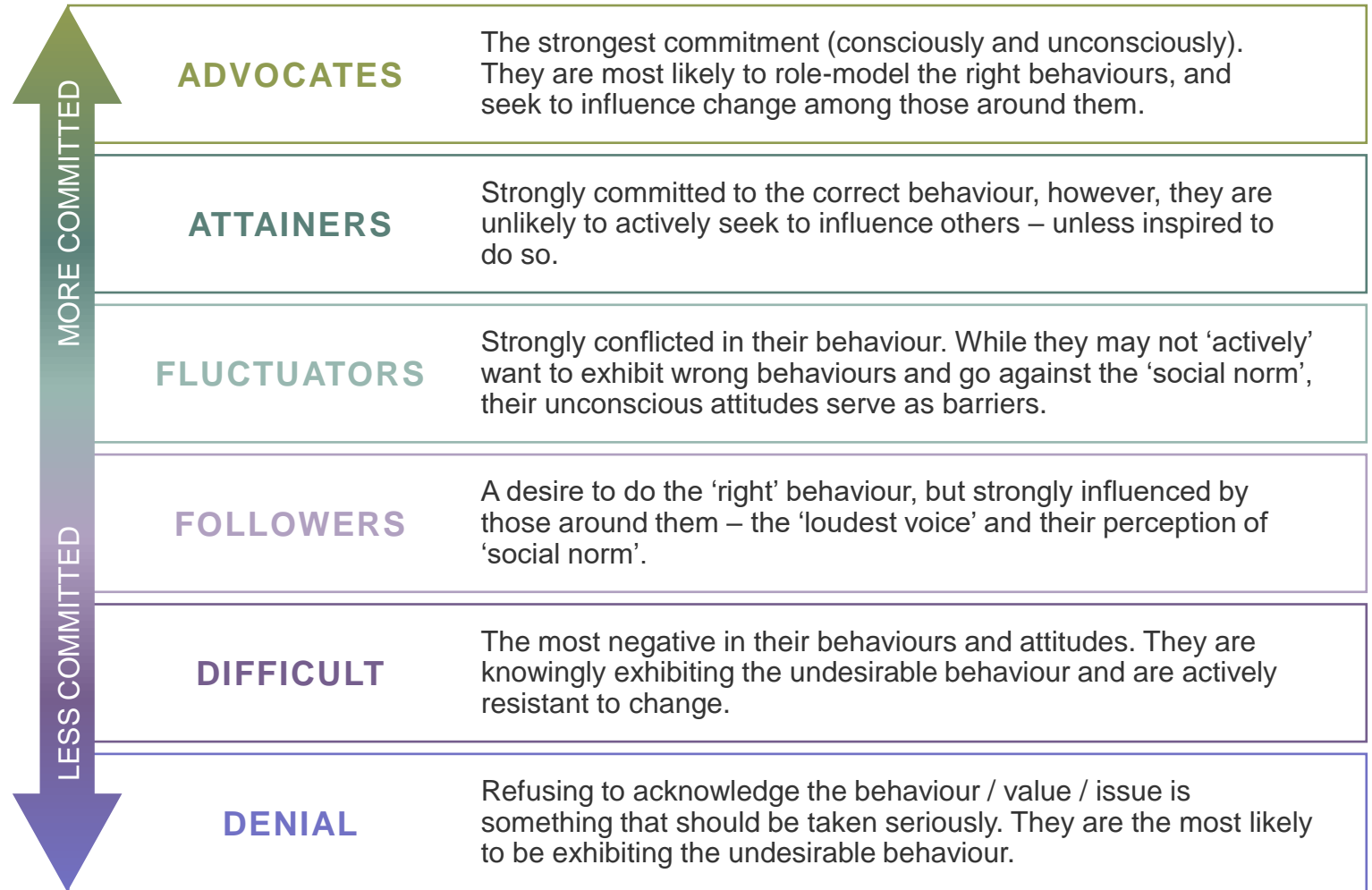
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# Levels of commitment to Healthy Homes Standards






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

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



# Landlord commitment intensity to Healthy Homes

The combined size of the two segments displaying a lack of commitment (Followers and Denial) has reduced (down four points from 27% to 23%).

Commitment intensity					
2020	2021	2022			
22%	28%▲	27%		Advocates	<i>Let me tell you...</i>
17%	18%	21%		Attainers	<i>I'll do my bit</i>
32%	28%▼	29%		Fluctuators	<i>Of course... but maybe...</i>
20%	18%	15%		Followers	<i>I'll do what she's doing</i>
8%	9%	8%		Denial	<i>Problem? What problem?</i>
		27%			23%

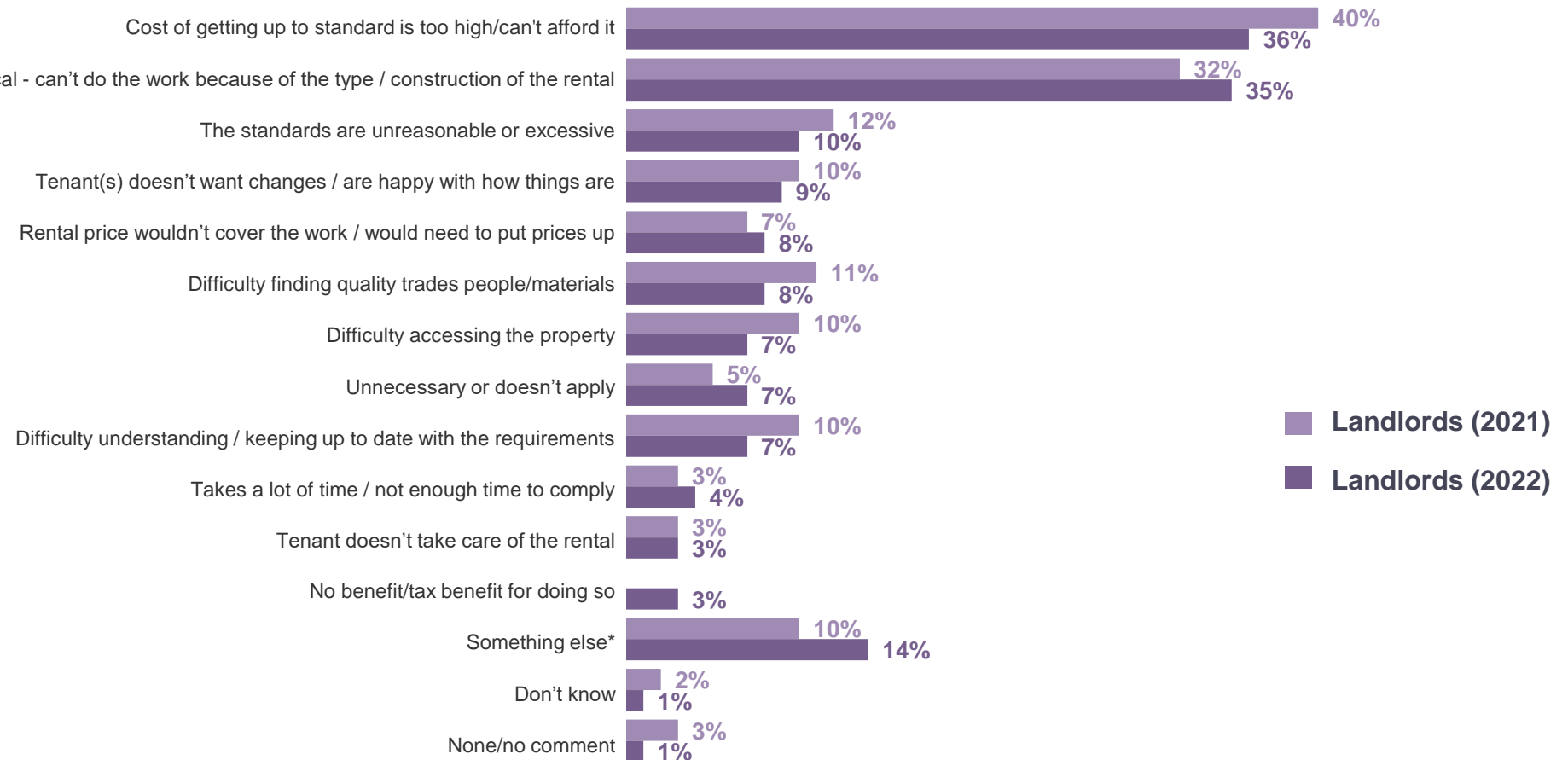
Base: All landlords 2020 (n=1,012), all landlords 2021 (n=1,002), all landlords 2022 (n=1,000).

# Reasons for difficulty in complying with the standards

Landlords who say they struggle to comply with the standards continue to mostly cite barriers related to cost or practicalities.

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

## Landlords



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## Compliance with the Standards



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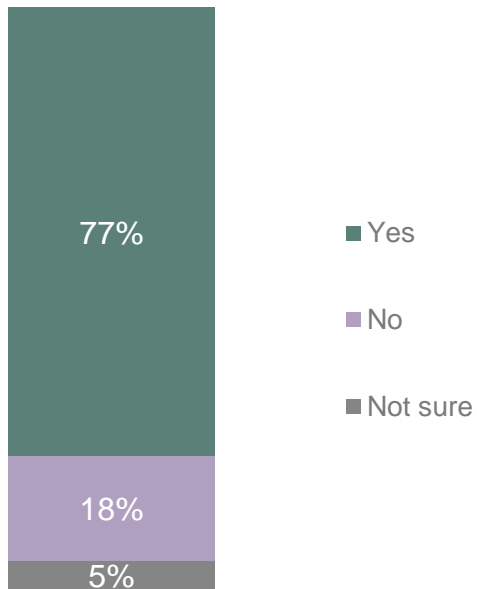


# Landlords' preparation to meet Standards

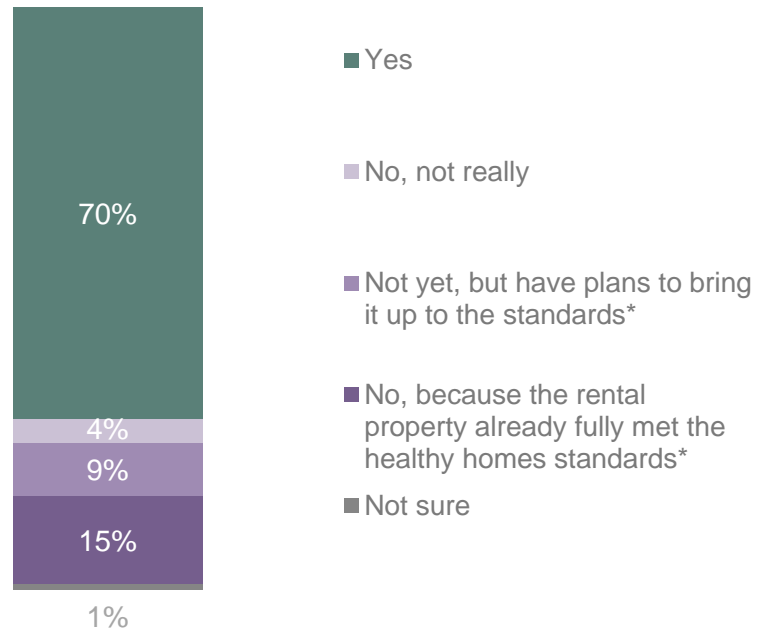
More landlords now say they have done something to prepare their properties to meet the Healthy Homes Standards (up five points since 2021 to 75%). 17% say their properties are already compliant and going forward, just 5% plan to undertake work to get it up to standard.

## Whether done things to prepare property for healthy homes

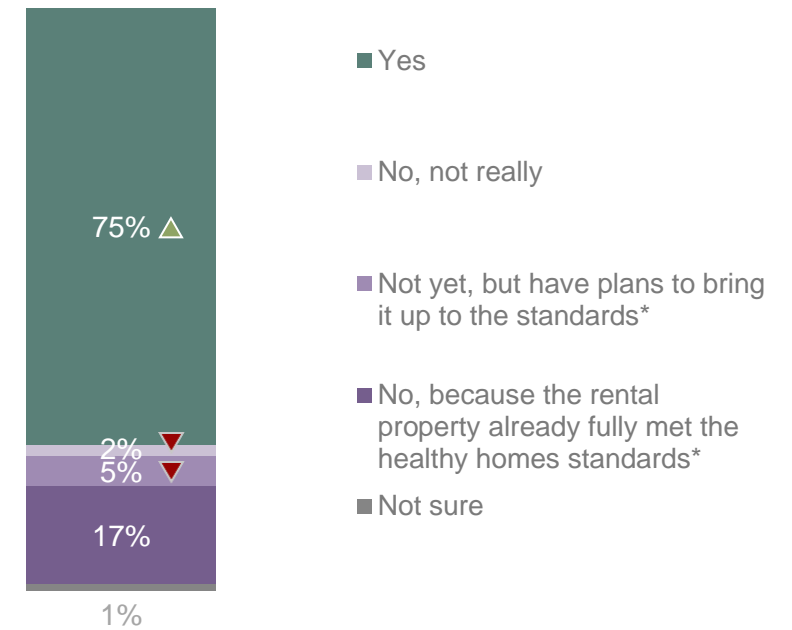
### Landlords (2020)



### Landlords (2021)



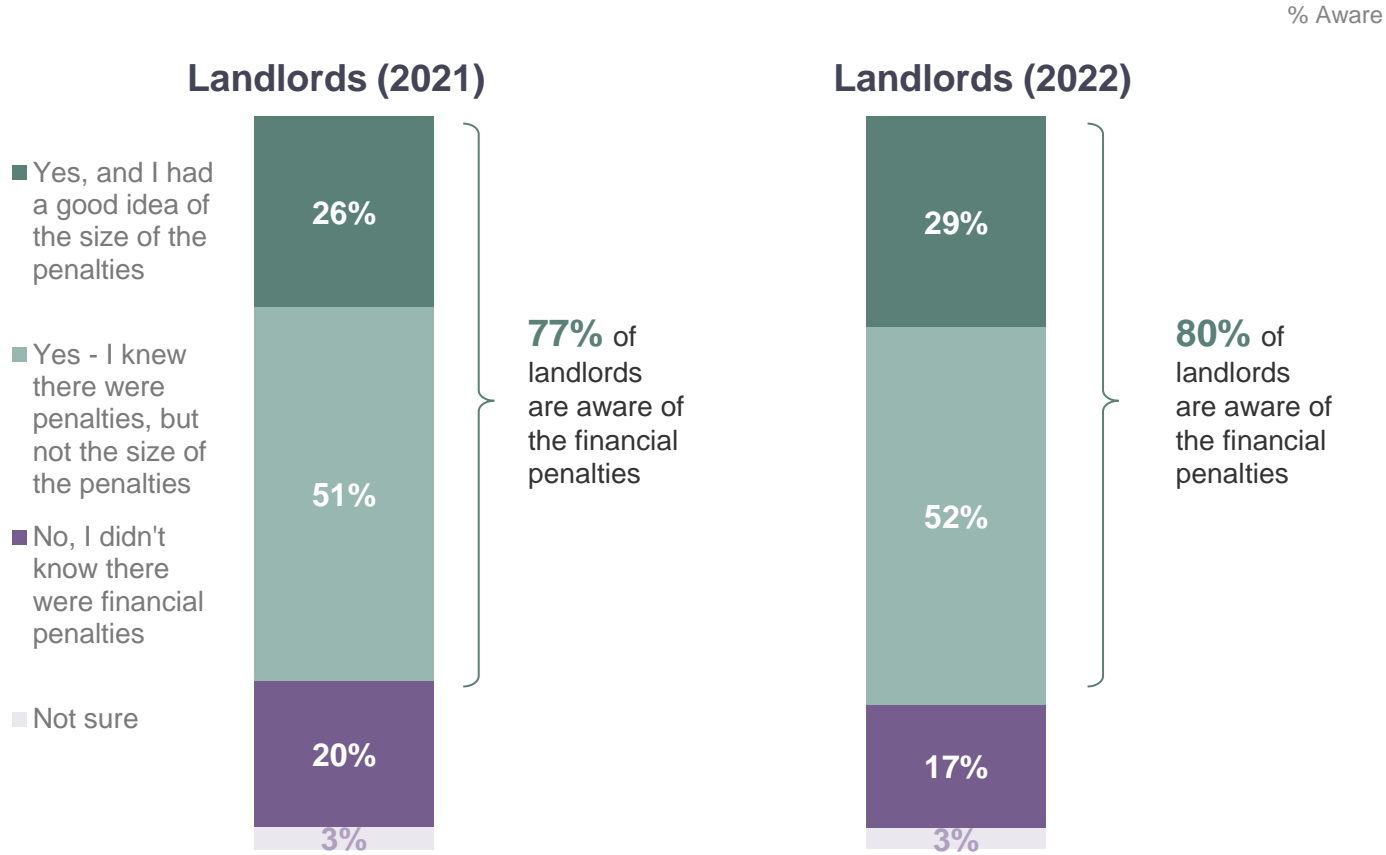
### Landlords (2022)



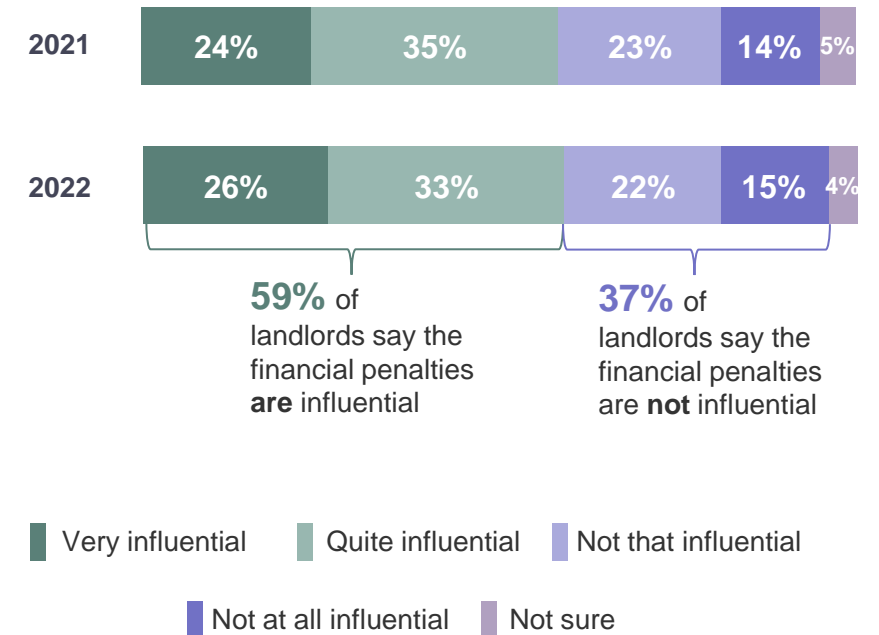
# Financial penalties

Eight in ten landlords are aware that there are financial penalties for non-compliance, including 29% who are aware of the size of the penalty, and 52% who know about the penalty but not the size. Perceived effectiveness of the potential penalties is somewhat mixed – just over half of landlords (59%) think they are sufficient to encourage compliance, leaving 37% who say the penalties are not a motivating factor for them.

## Landlords' awareness of financial penalties



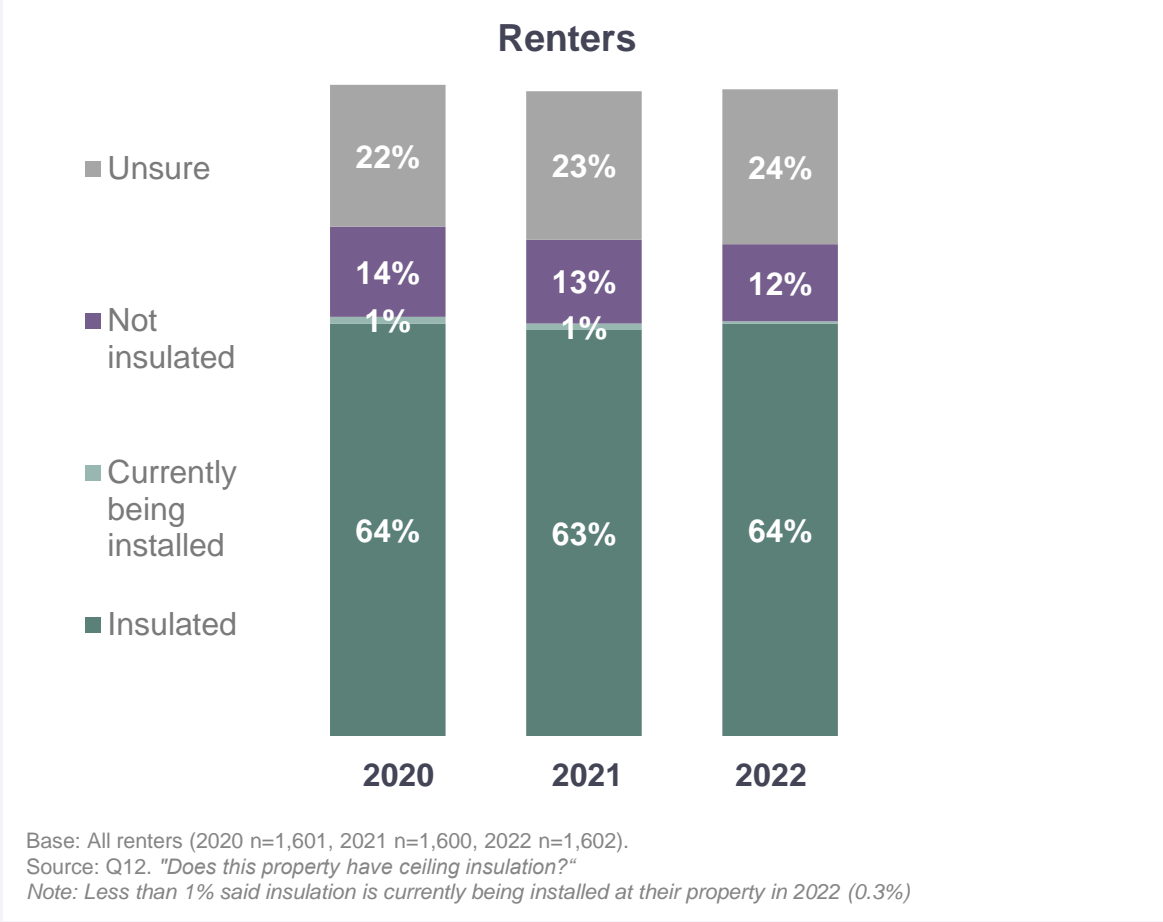
## How influential are the financial penalties on compliance with the standards?



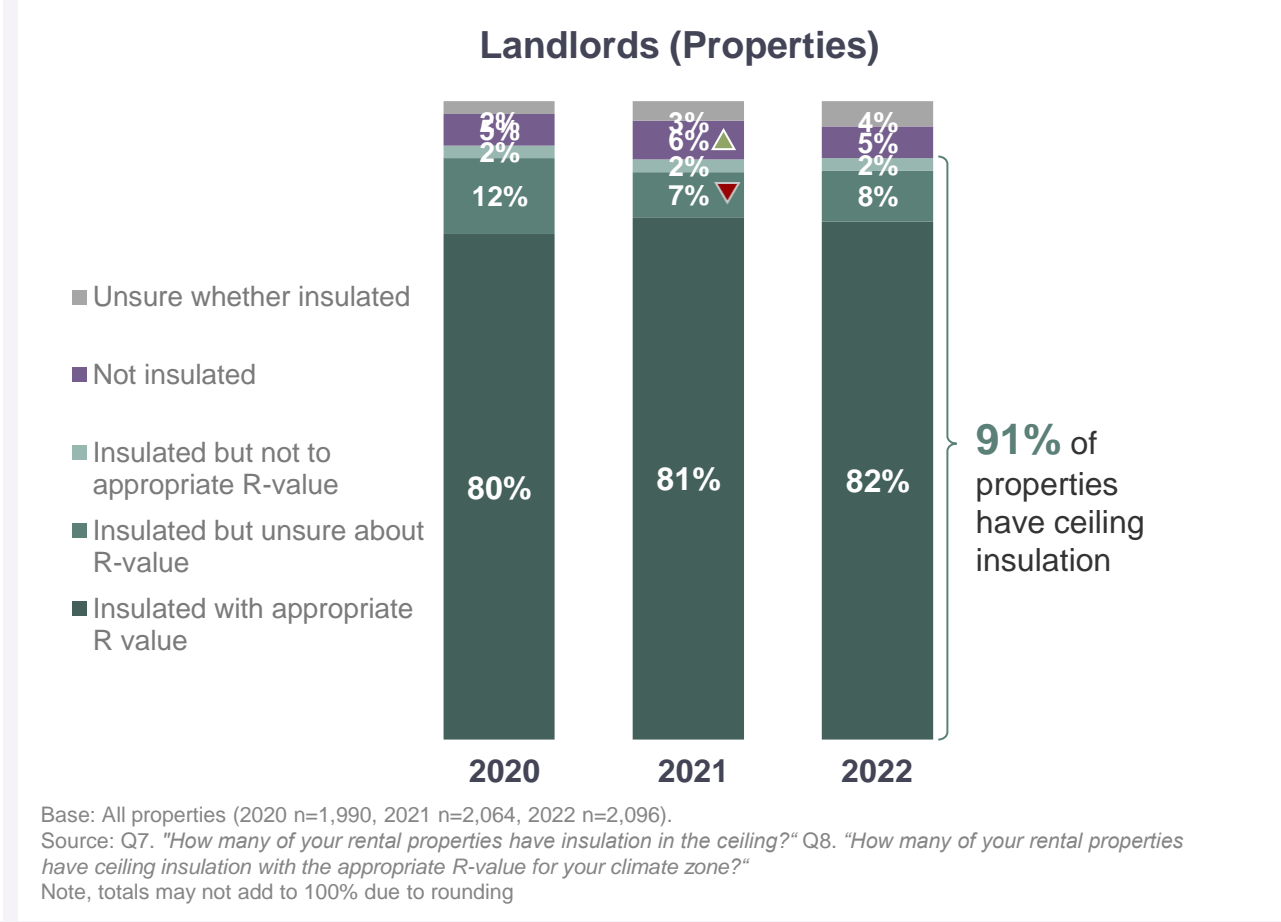
# Ceiling insulation

There continues to be a discrepancy between renters (64%) and landlords (91%) who feel the ceiling of their property is insulated, due in part to uncertainty among renters (24% are unsure). Landlords also report that one in ten properties are insulated but not to the appropriate R-value (8%) or they are not sure of the R-value (2%).

## Renters' views on existence of ceiling insulation



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





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

Landlords whose properties do not have ceiling insulation are more certain than they were in 2021 about whether installation would be practicable (only 5% are unsure in 2022, down from 31% in 2021). Of landlords who say it is not reasonably practicable say, over half say this is because of difficulty accessing the ceiling cavity or because there is no cavity.

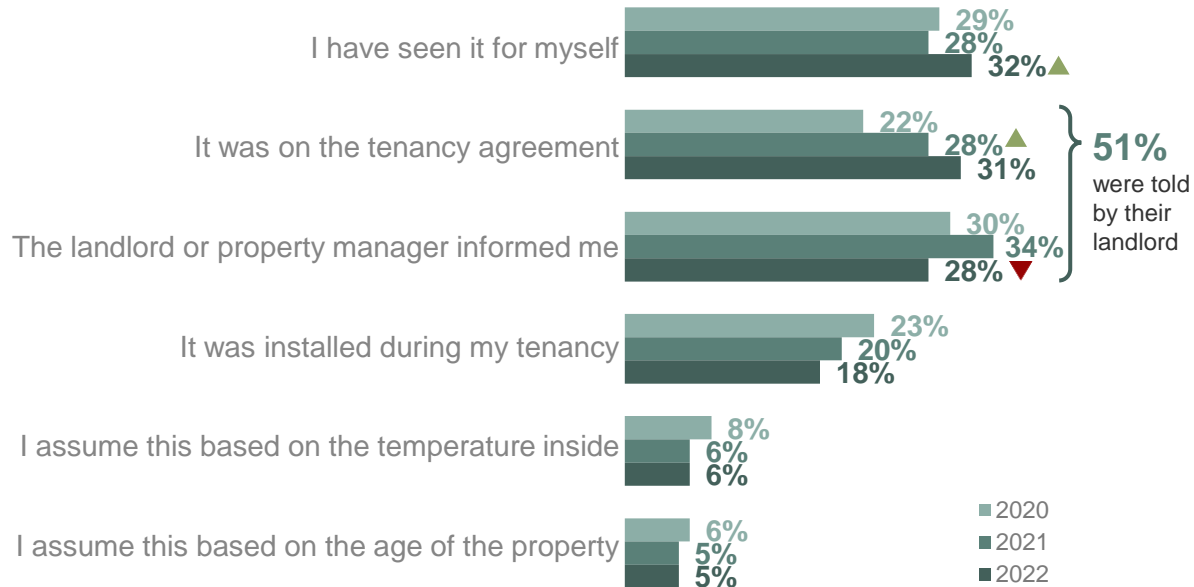


# Sources of renters' knowledge of ceiling insulation

Renters most often rely on their landlord or property manager for information about ceiling insulation, either directly or through a tenancy agreement. However, there has been a small drop in landlords/property managers informing renters directly this year. Renters also tend to rely on their own observations, with those who believe there **is** ceiling insulation relying on this to a slightly greater extent than in 2021.

## How renters know there **is** ceiling insulation

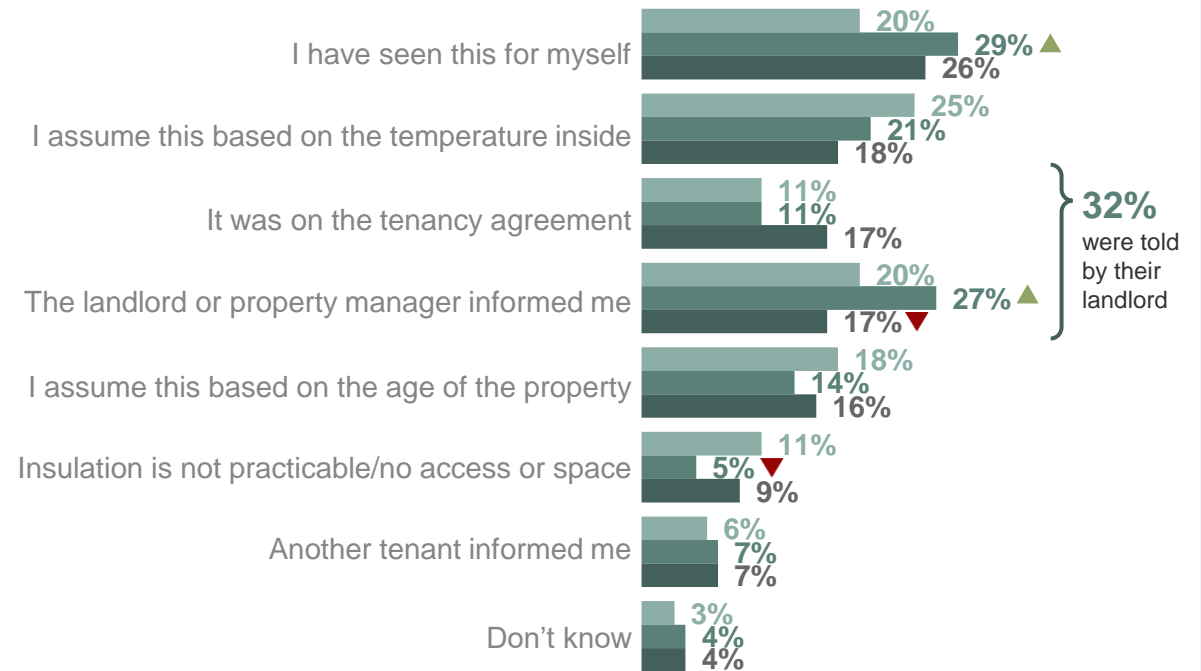
### Renters



Base: Renters who know there is ceiling insulation (2020 n=1,017, 2021 n=1,000, 2022 n=1,027).  
 Source: Q13. "How do you know there **is** ceiling insulation in your rental property?"  
 Note, categories mentioned by 3% or less are not shown.  
 Multiple responses allowed so totals may not add to 100%

## How renters know there **is not** ceiling insulation

### Renters

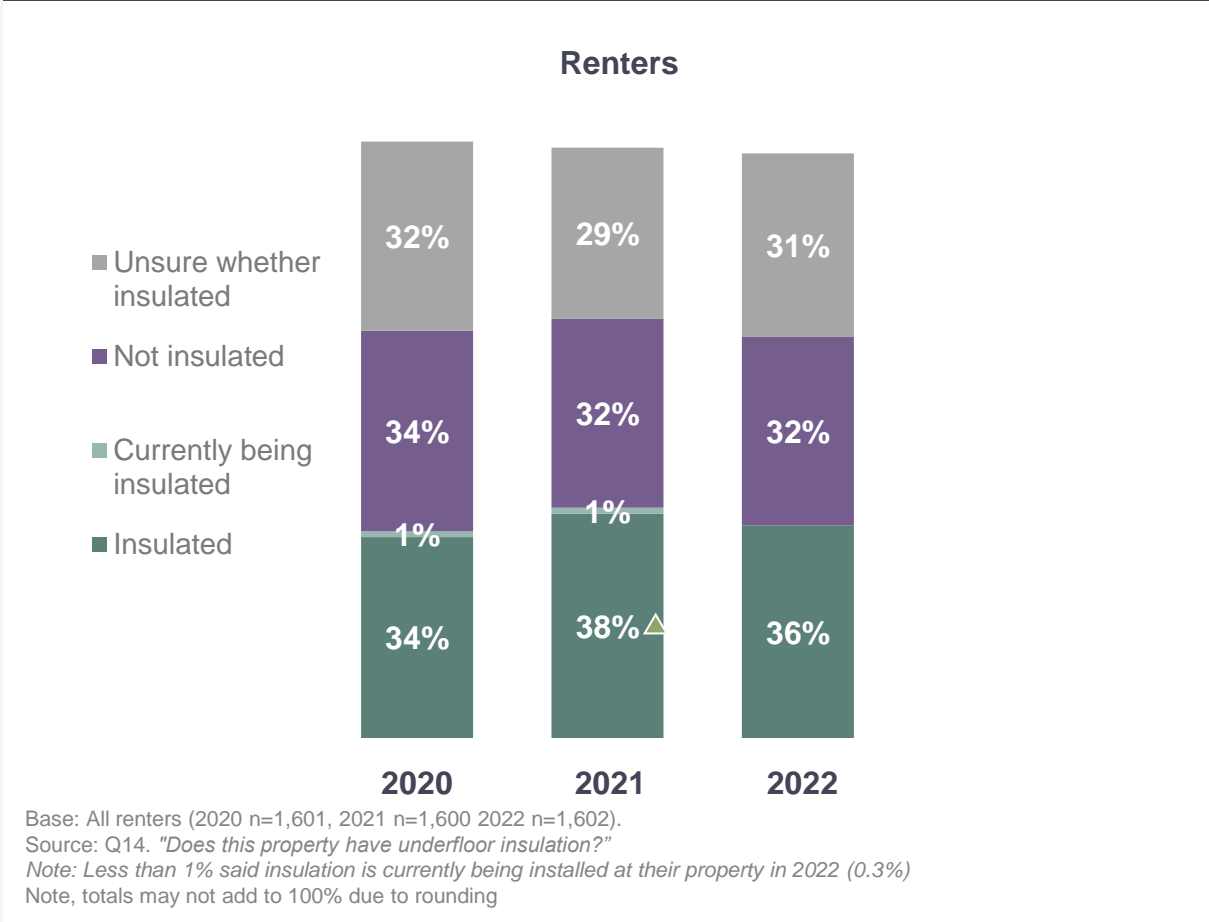


Base: Renters who know there is no ceiling insulation (2020 n=223, 2021 n=216, 2022 n=195).  
 Source: Q13. "How do you know there **is no** ceiling insulation in your rental property?"  
 Note, categories mentioned by 3% or less are not shown.  
 Multiple responses allowed so totals may not add to 100%

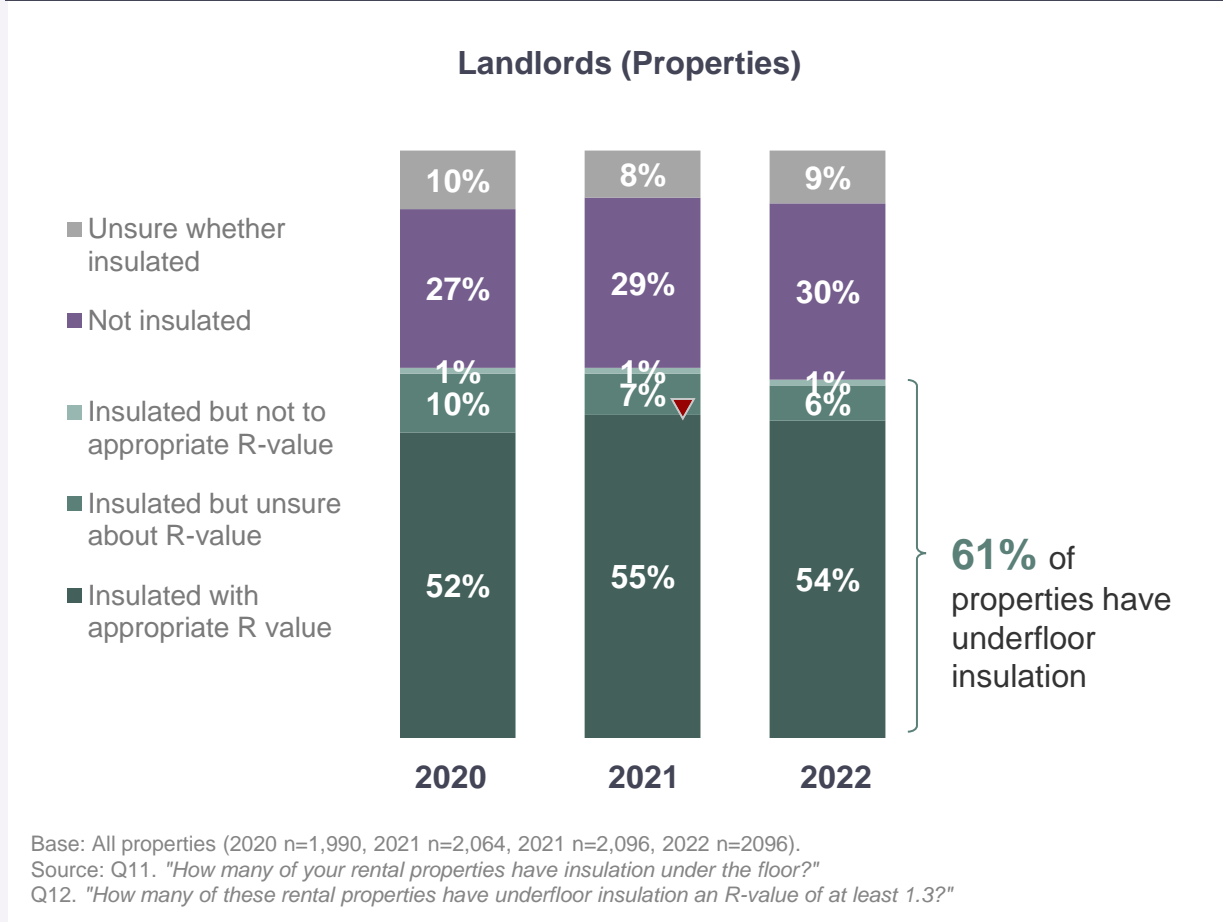
# Underfloor insulation

Both landlord and renters' reported levels of underfloor insulation have not changed since 2021. Just over three in ten renters say they have underfloor insulation (36%) and landlords say six in ten properties have this (61%). Overall, landlords are confident that just over half of properties are insulated with the appropriate R-value (54%).

## Renters' views on existence of underfloor insulation



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

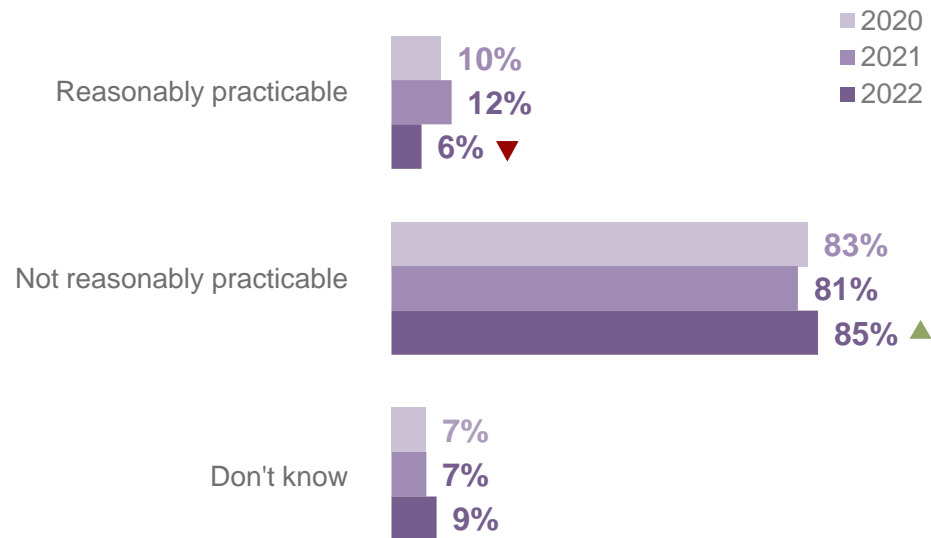


# Landlord views on whether underfloor insulation would be reasonably practicable to install

For landlords whose properties do not have underfloor insulation, most say it is not reasonably practicable to install (85%). This is up from 81% in 2021, leaving 6% of un-insulated properties that landlords believe could be insulated. As in previous years, the majority of landlords say insulation is not practicable as there is no space under the floor or it cannot be accessed.

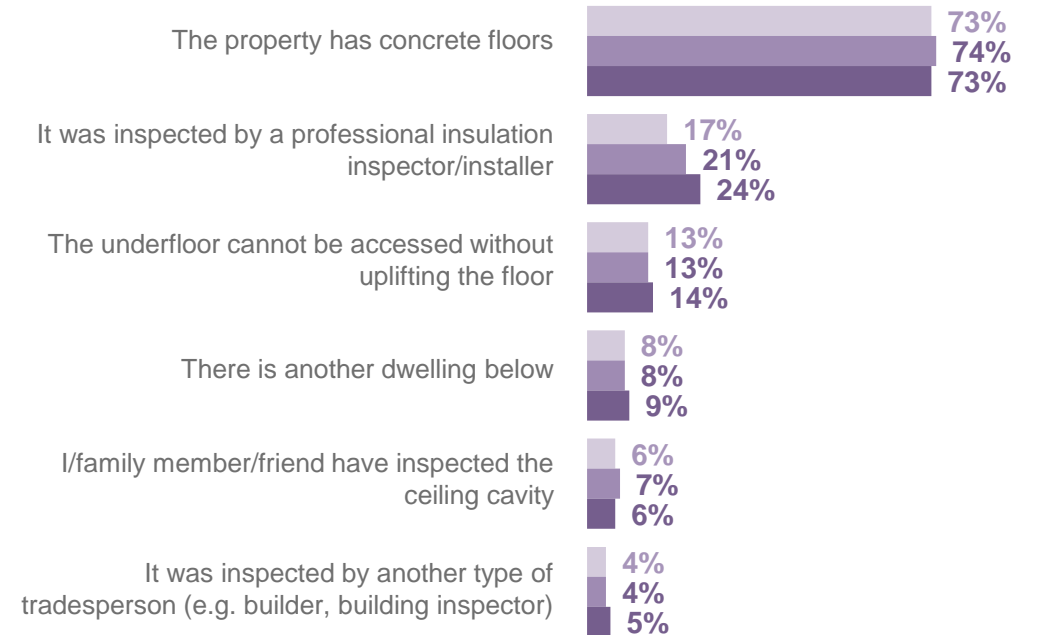
## Would it be reasonably practicable to install underfloor insulation?

### Landlords (Properties)



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

## Reasons why not reasonably practicable to install underfloor insulation

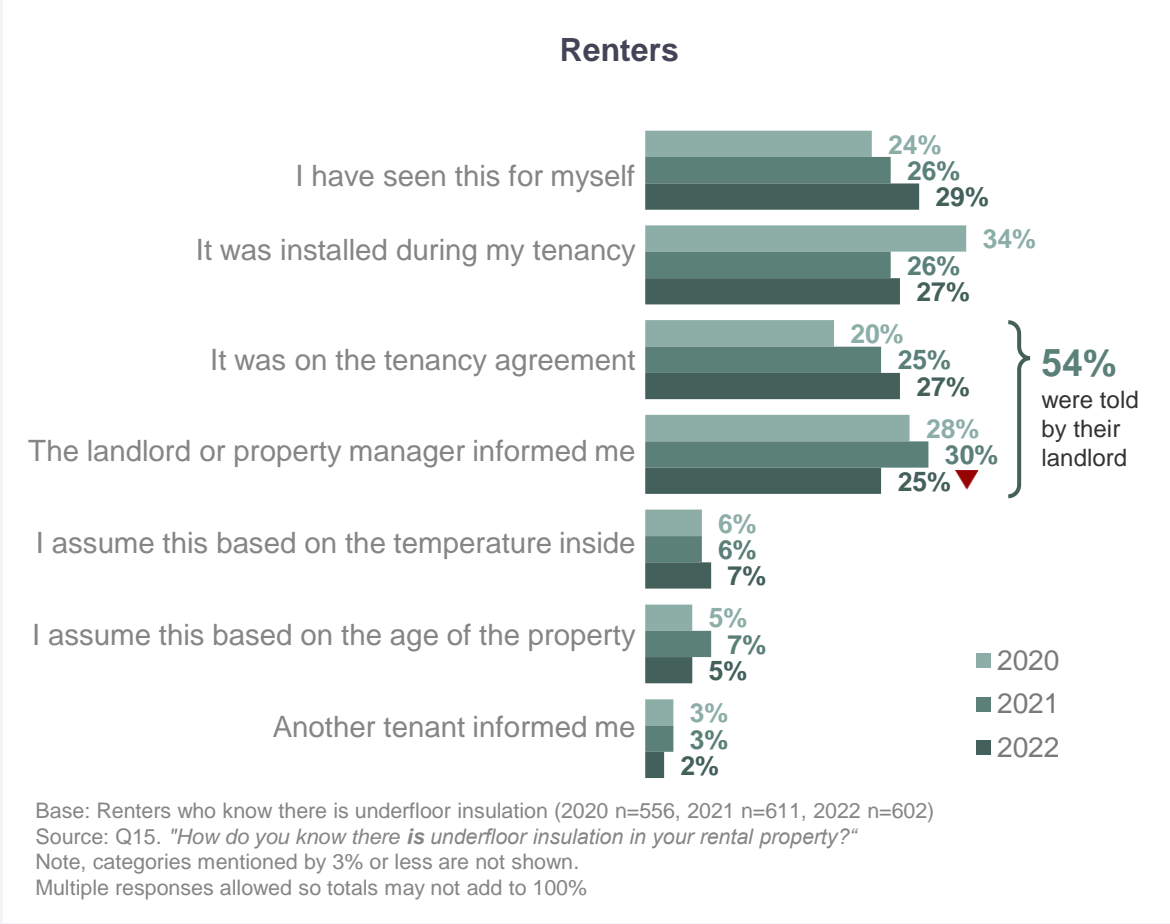


Base: Landlords with one or more property with no underfloor insulation and it is not reasonably practicable to install it (2020 n=360, 2021 n=387, 2022 n=382).  
 Source: Q14. "How do you know it is not reasonably practicable to install underfloor insulation?"  
 Note, categories mentioned by less than 3% are not shown.  
 Multiple responses allowed so totals may not add to 100%

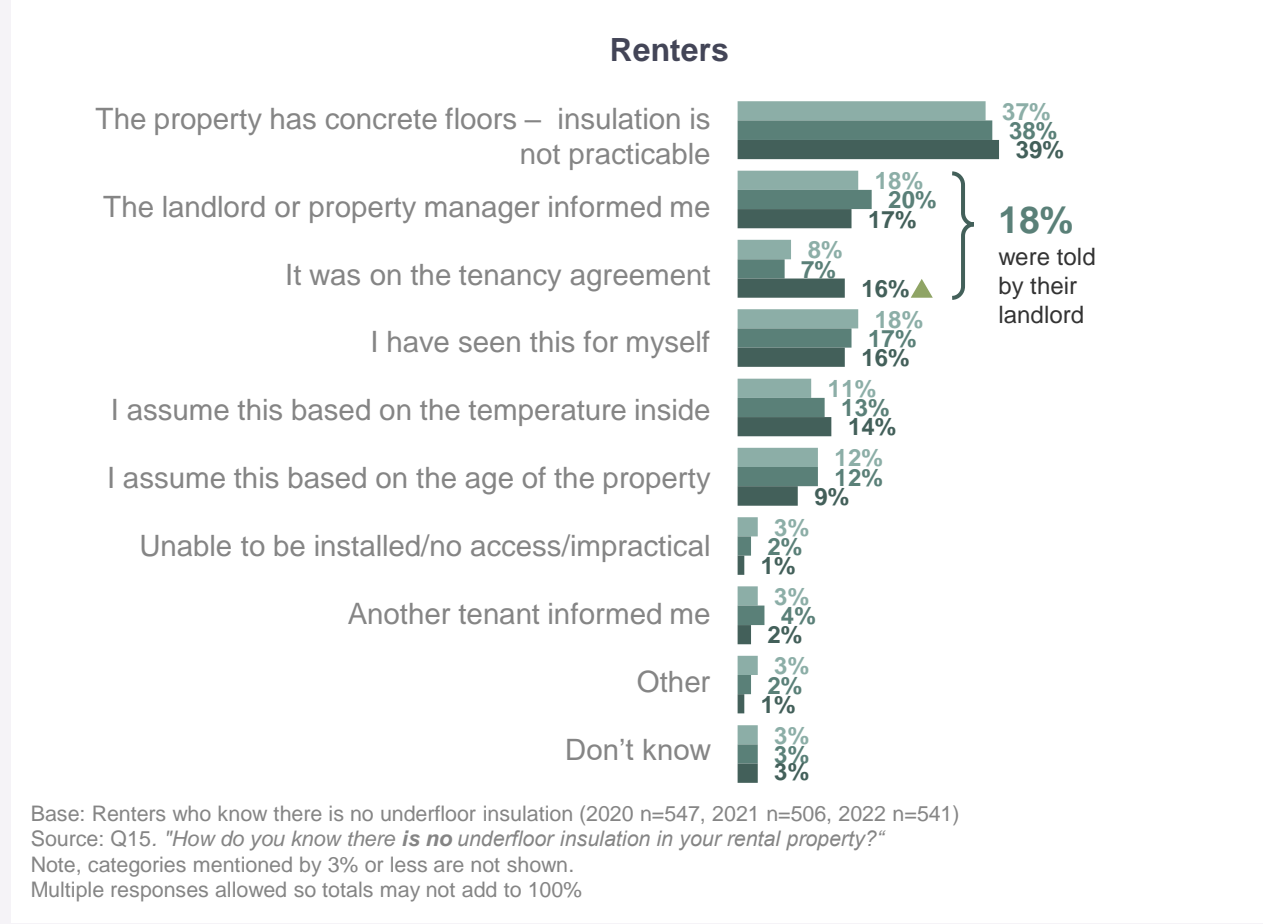
# Sources of renters' knowledge of underfloor insulation

Renters continue to rely on a combination of their own observations and communication from landlords when assessing underfloor insulation. This year, tenancy agreements played more of a role in informing renters that there is **no** insulation (up from 7% in 2021 to 16%), while direct communication from landlords/property managers played less of a role for those who know there **is** insulation (down from 30% to 25%).

## How renters know there **is** underfloor insulation



## How renters know there **is not** underfloor insulation

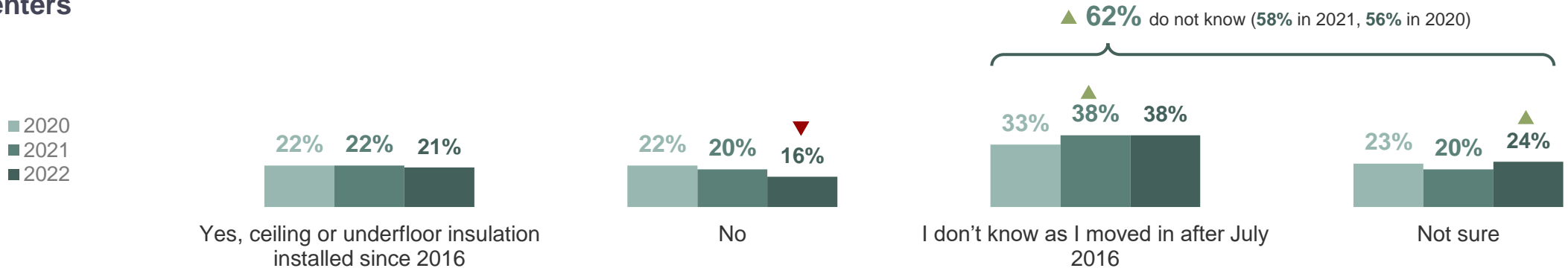


# Recent ceiling and underfloor insulation

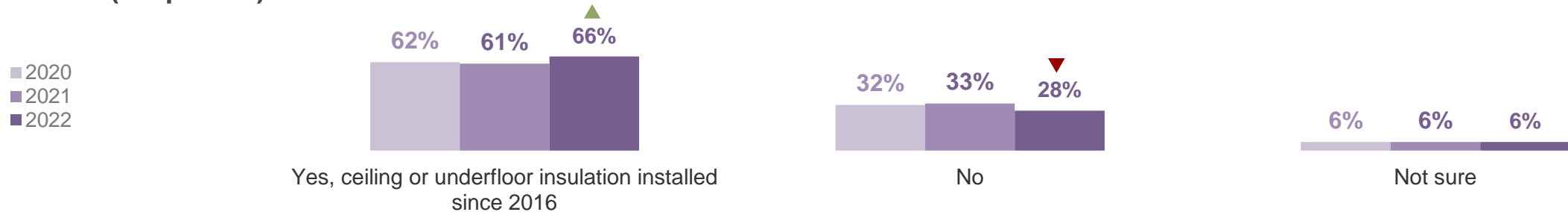
Landlords say that more properties have had insulation installed since July 2016 (up five points since the previous survey wave). Renters, however, are less certain than landlords and this uncertainty has increased since 2021 (up four points to 62%).

## Whether ceiling or underfloor insulation installed since July 2016

### Renters



### Landlords (Properties)



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

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

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

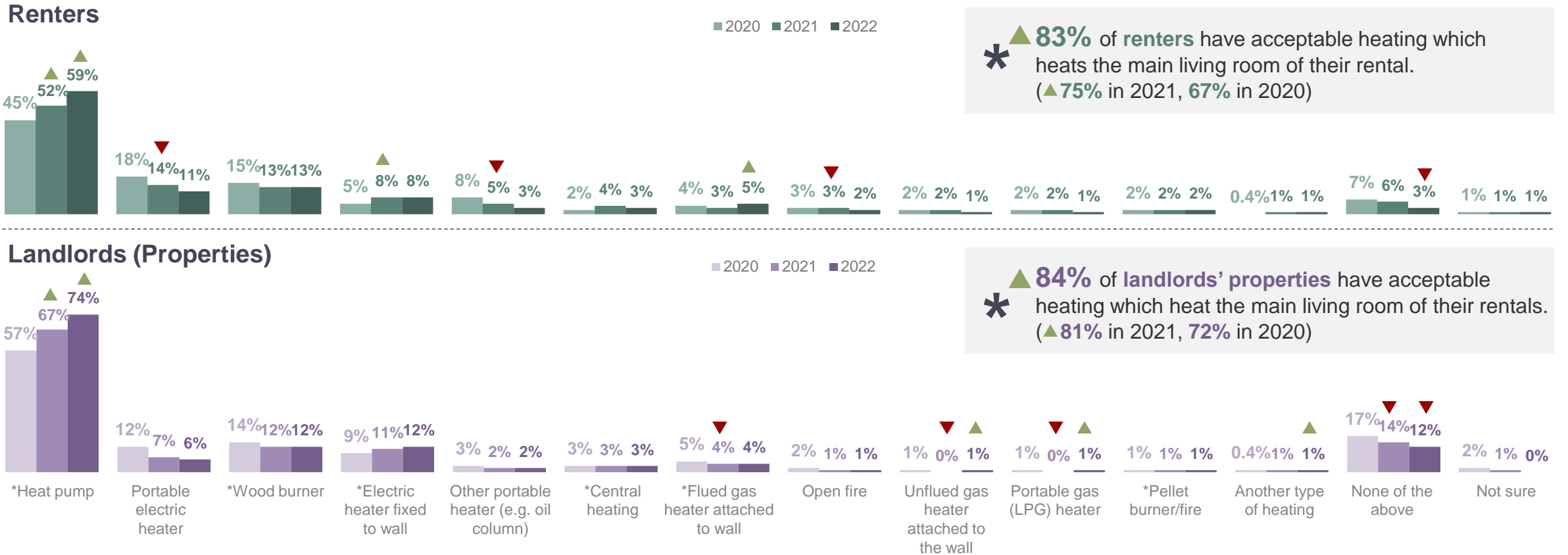
Base: Properties with ceiling and/or underfloor insulation (2020 n=979, 2021 n=1,861, 2022 n=1849).

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

# Heating types

Just over four out of five rental properties have heating installed that meets the Healthy Homes Standards (83% of renters and 84% of landlords' properties), which has steadily improved over the last three years. Heat pumps in particular have increased in popularity over time, as cited by both renters and landlords.

## What type of heating directly heats the main living room?



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

# Heating compliance levels

Most renters and landlords report that their properties with acceptable heating types can be heated to a comfortable temperature. As more healthy-homes-compliant heating has been installed over time, properties that can be heated to a comfortable temperature have also increased.

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

### Renters

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



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

### Landlords (Properties)

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



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

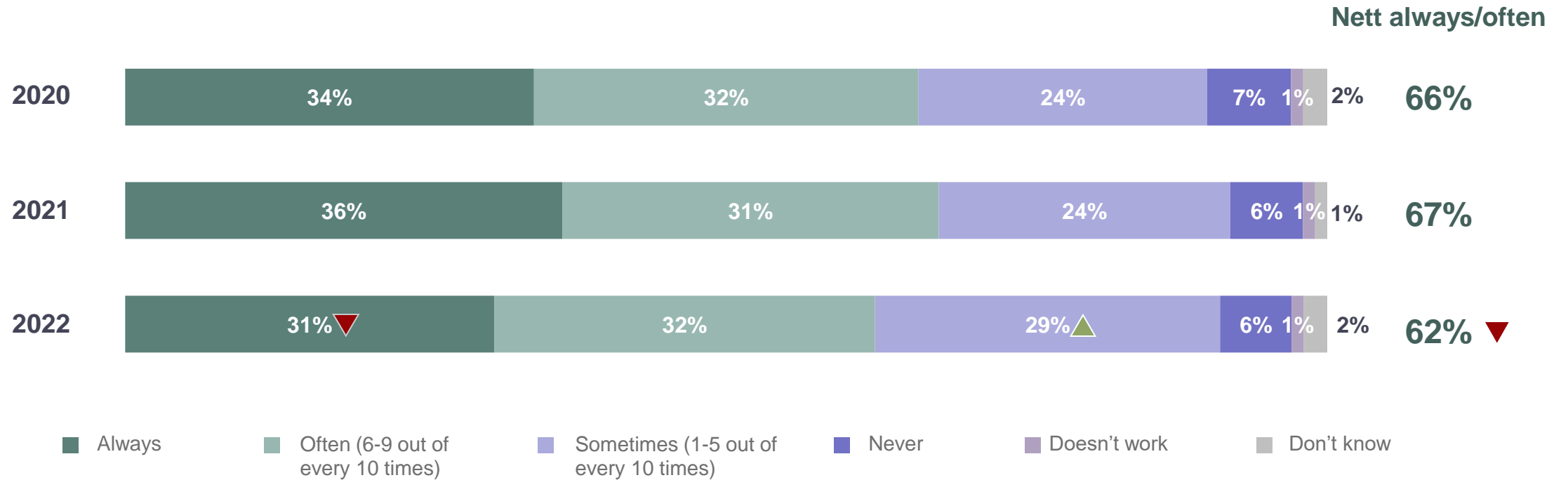


# Renter use of heating

Just over three out of five renters (62%) heat their home always/often whenever someone is in the living room during cold weather. There has been a decline in the frequency that heating is used, with a shift towards using heating just sometimes (up to 29% from 24% in 2021).\*

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

### Renters



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

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

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

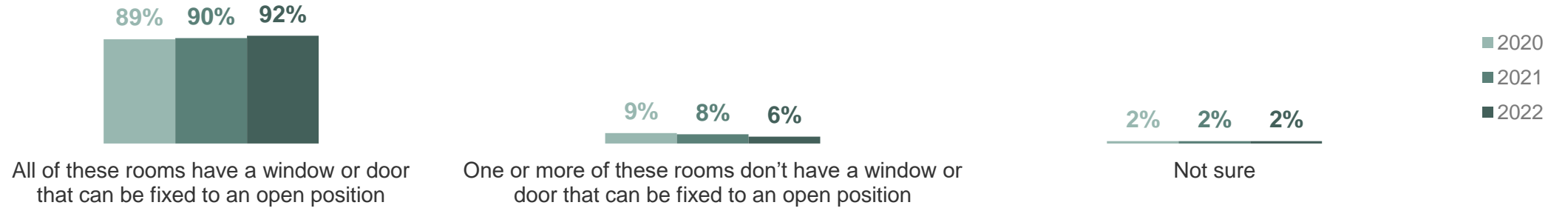
Note, totals may not add to 100% due to rounding

# 'Lived in' rooms with ventilation

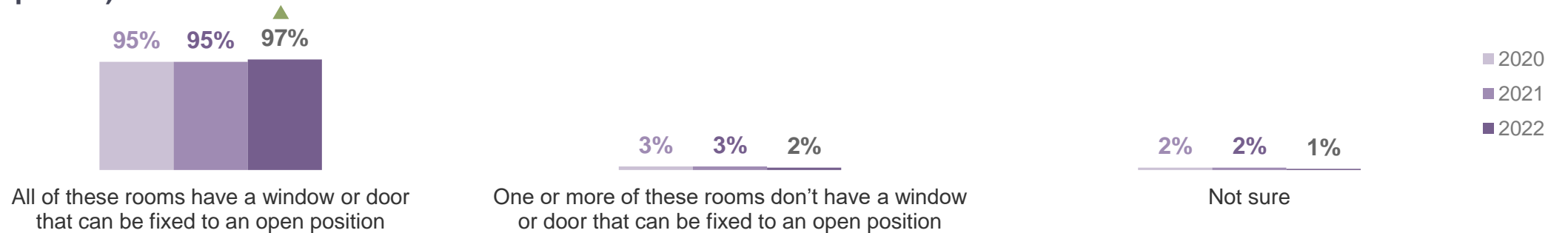
Almost all rental properties (92% of renters and 97% of landlords' properties) have windows or doors that can be fixed to an open position in rooms people live or sleep in. These are the highest levels since the survey began in 2020.

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

### Renters



### Landlords (Properties)



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

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

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

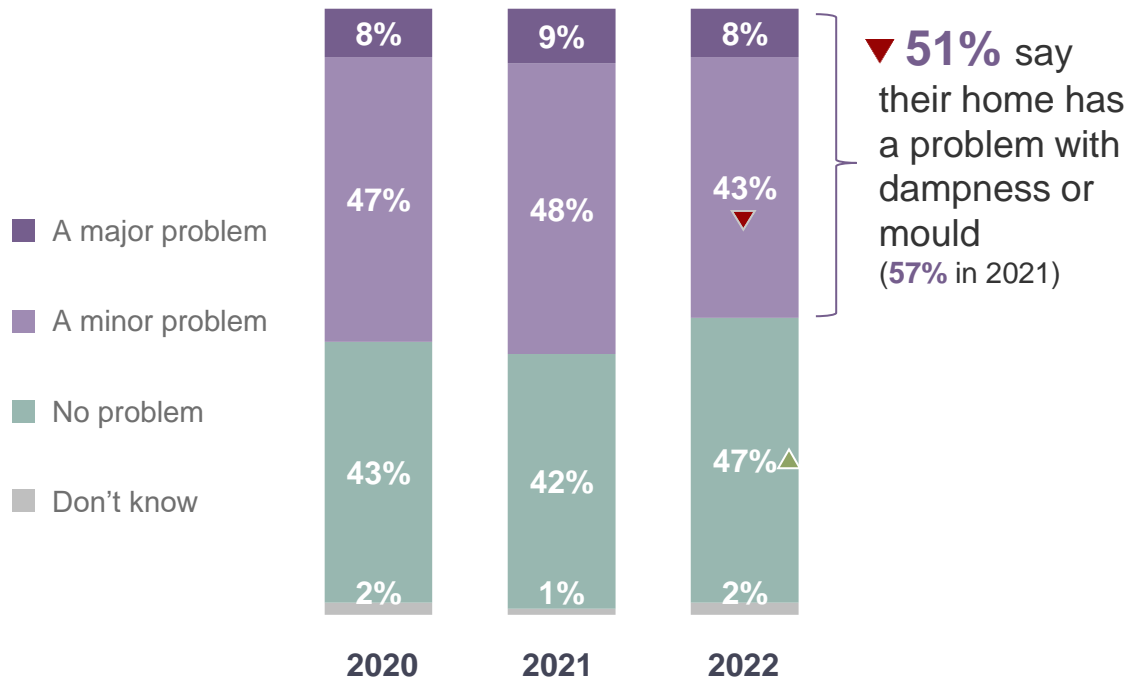
Source: Q18. "This question is only about the rooms in your rental properties that people live or sleep in. This includes any living/dining rooms, kitchens or bedrooms. How many of your rental properties fall into each of these categories?"

# Renter-reported problems

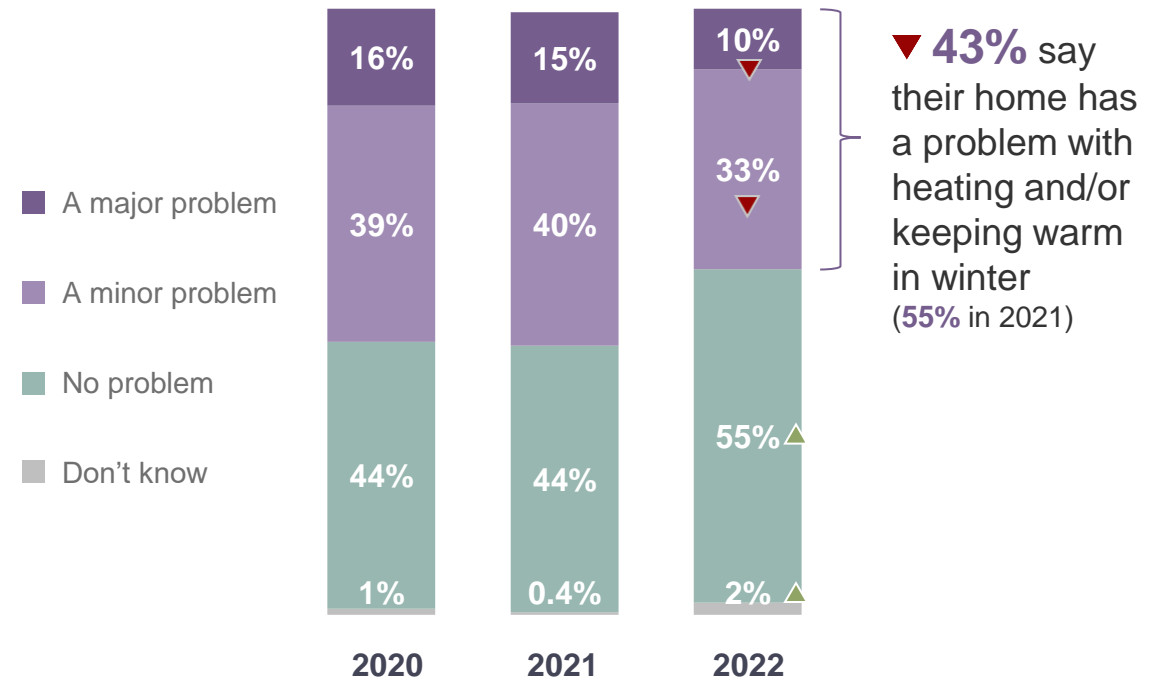
Issues with damp, mould, warmth and heating difficulties have lessened, with five in ten (51%) reporting issues with damp or mould (down from 57% in 2021) and four in ten (43%) reporting difficulties keeping warm in winter (down from 55% in 2021).

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

## Renters - Dampness or mould



## Renters - Heating and/or keeping warm in winter



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

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

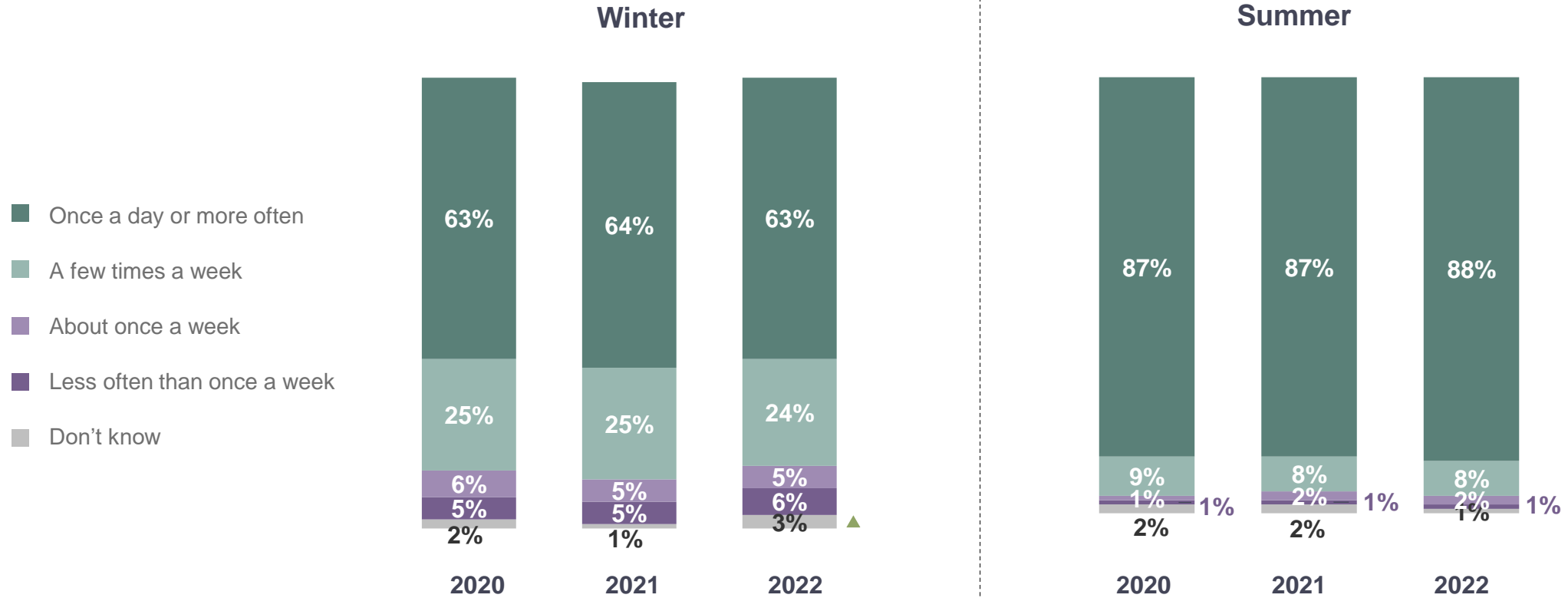
Q9. "Does your rental property have no problem, a minor problem, or a major problem with heating and/or keeping warm in winter?"

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

# Renter ventilation behaviour

In line with the previous two waves, just under nine in ten renters (88%) say they ventilate their home every day for at least 15 minutes during summer, compared to around six in ten (63%) 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, 2022 n=1,602).

Source: Q17. "In winter, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?"

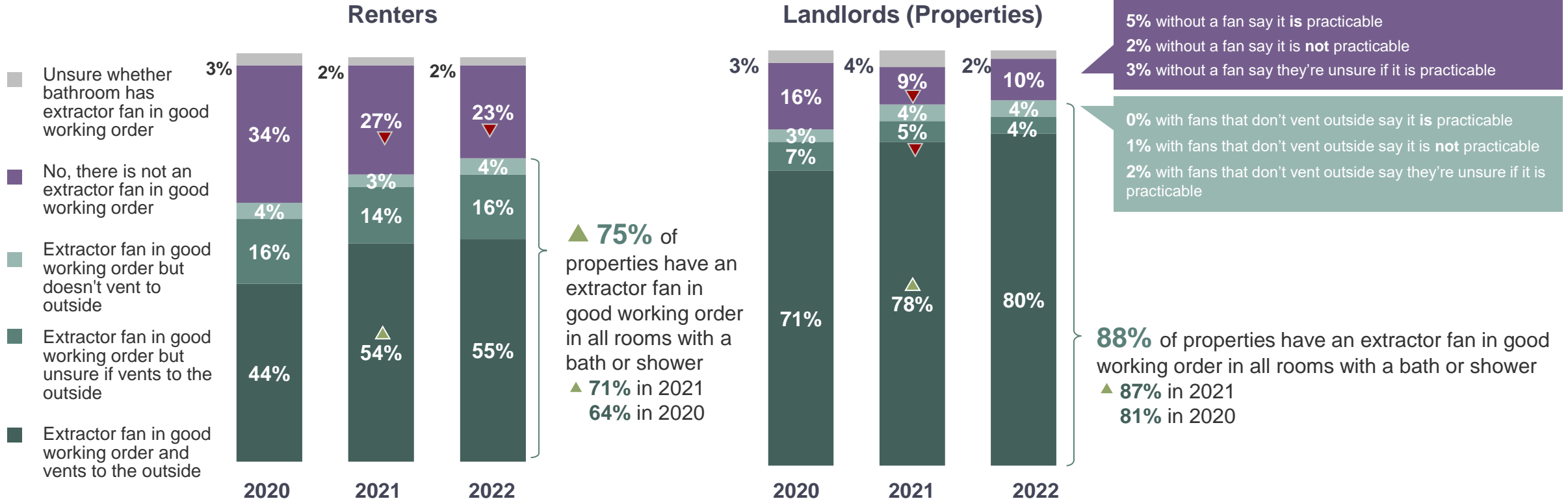
Q18. "In summer, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?"

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

# Extractor fan in bathrooms

Landlords report that most (88%) of their properties have a working extractor fan in all bathrooms. While renters are less likely than landlords to report having a working extractor fan (75%), this measure has been improving steadily over the last two years (up from 64% in 2020).

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



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

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

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

Note: In 2022, those without extractor fans were also asked whether it would be practicable to install one  
 Source: Q19. "How many of your rental properties have an extractor fan that is in good working order in all the room(s) in the property with a bath or shower?" Q20. "In how many of these properties does the extractor fan(s) in the room(s) with a bath or shower vent to the outside?"

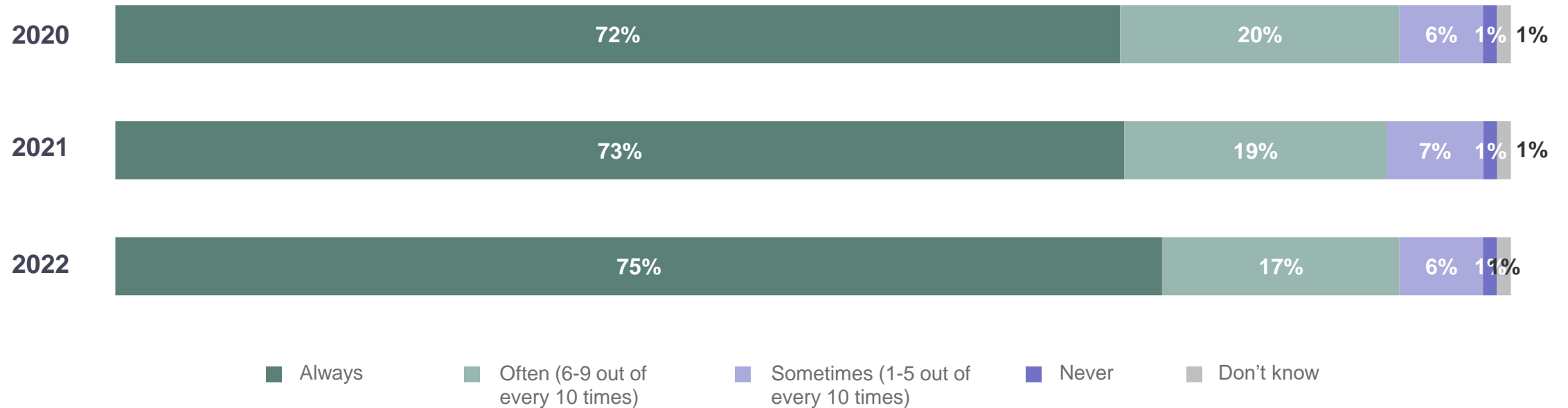
Note: Prior to 2022, only the option 'no, doesn't vent outside' was provided. \*In 2022, this was split into whether it was practicable

## Renter use of extractor fan in bathrooms

Consistent with the last two years, nine out of ten renters (92%) say they use their extractor fan 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



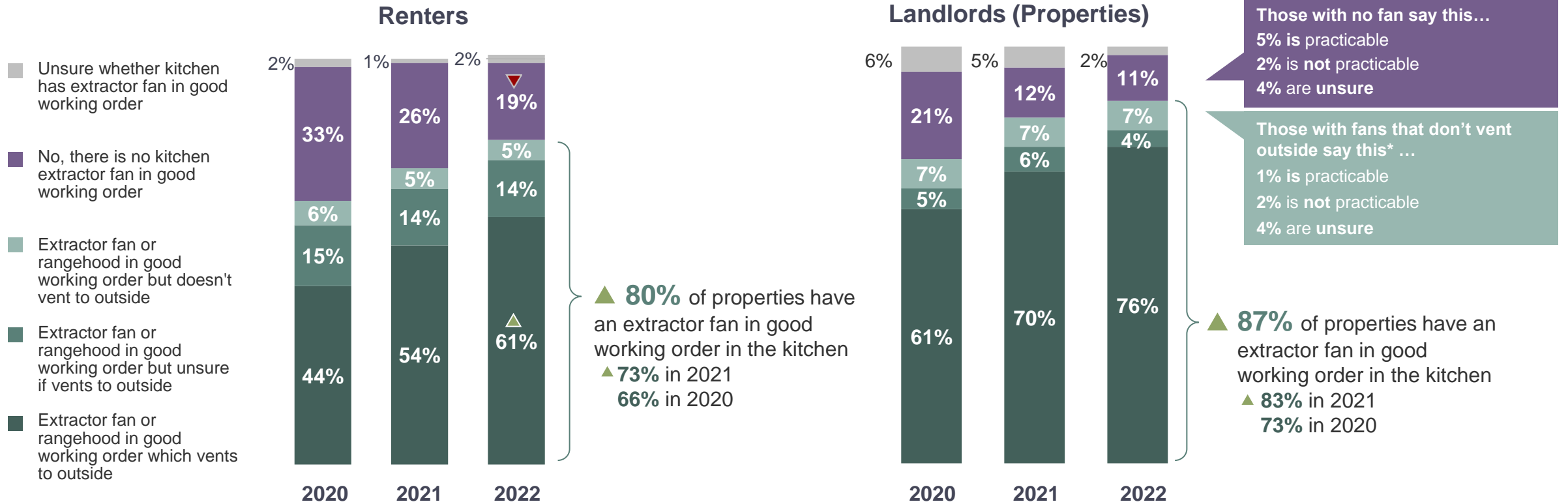
Base: Renters with extractor fan(s) in good working order (2020 n=987, 2021 n=1,128, 2022 n=1,193).

Source: Q24. "How often is the working extractor fan used when someone is bathing or showering?"

# Rangehood or extractor fan in kitchen

The majority of properties have a working extractor fan or rangehood in the kitchen, with landlords reporting this for nine out of ten properties (87%) and renters reporting this for eight out of ten (80%). This has improved year-on-year since 2020.

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



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

Source: Q19. "Does this rental property's kitchen have a rangehood or extractor fan that is in good working order?"

Q20. "Does the kitchen extractor fan/rangehood vent to the outside?"

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

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

Note: Starting in 2022, those without extractor fans or range hoods were asked whether it would be practicable to install one

Source: Q21. "How many of your rental properties have a rangehood or extractor fan that is in good working order in the kitchen?"

Q22. "In how many of these (X AT 21M) properties does the kitchen rangehood or extractor fan vent to the outside?"

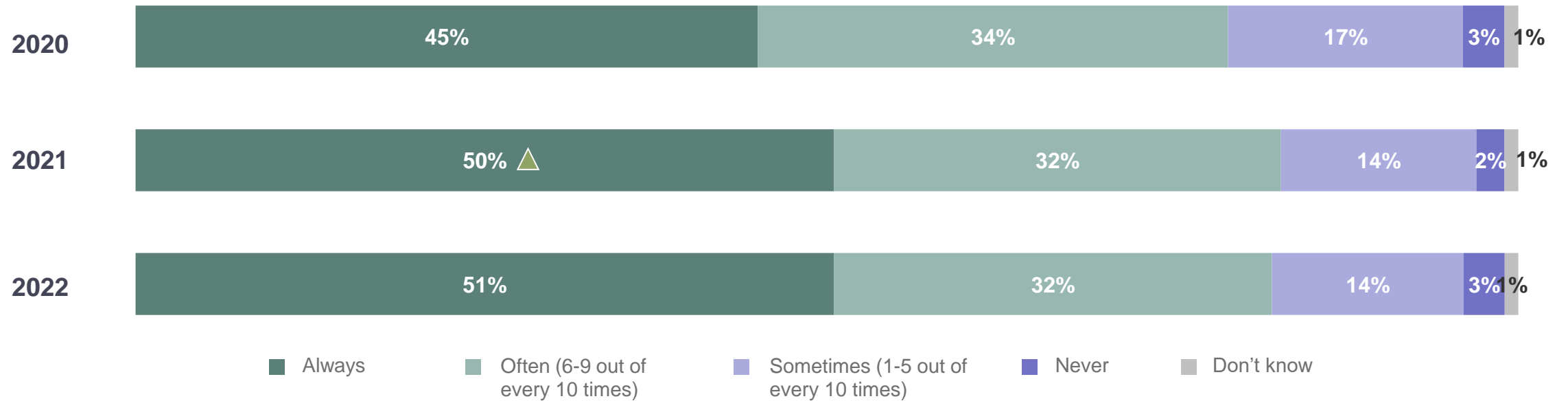
\*In 2022, this was split into whether it was practicable

# Renter use of kitchen extractor fan or rangehood

Most of renters (83%) say they use their extractor fan often or always when cooking food that produces steam, which is in line with 2021.

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

### Renters



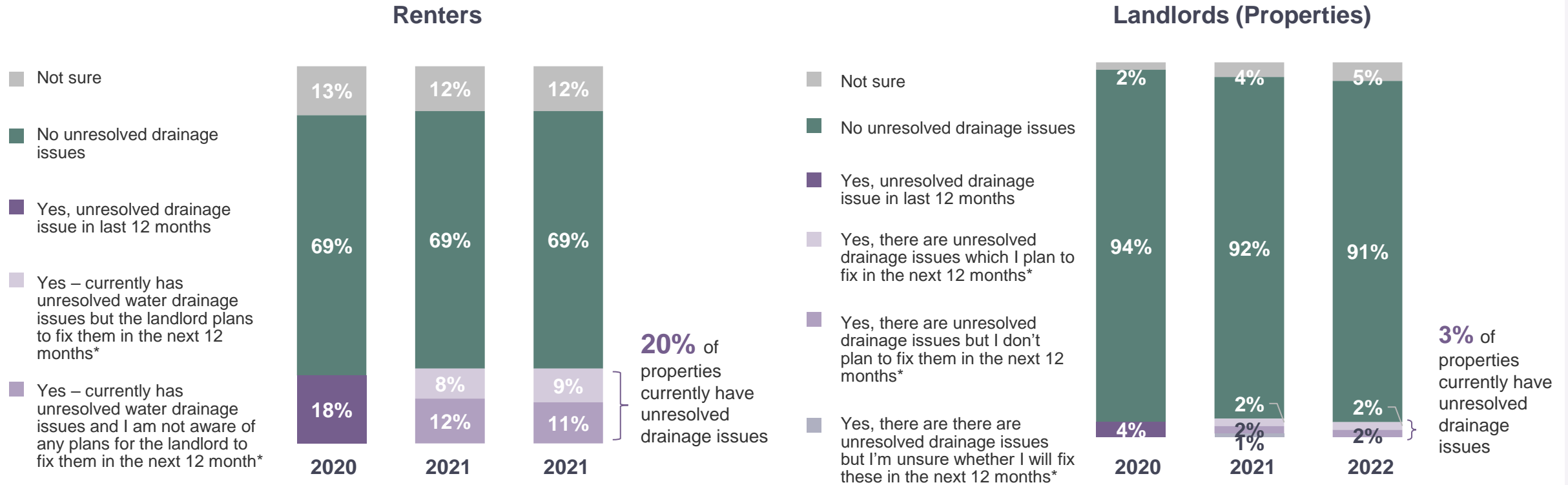
Base: Renters with a fan or rangehood in good working order (2020 n=1,014, 2021 n=1,148, 2022 n=1,246).  
Source: Q21. "How often is this fan or rangehood used when someone is cooking food that produces steam?"  
Note, totals may not add to 100% due to rounding



# Unresolved drainage issues in last 12 months

One in five renters (20%) currently have unresolved drainage issues at their rental property, whereas just 3% of landlords report drainage issues. About half of renters with issues (equating to 11% of renters overall) are aware of plans from the landlord to address the issues and the other half (9% of renters overall) are not aware of plans to do this.

## Whether property has unresolved drainage issues outside

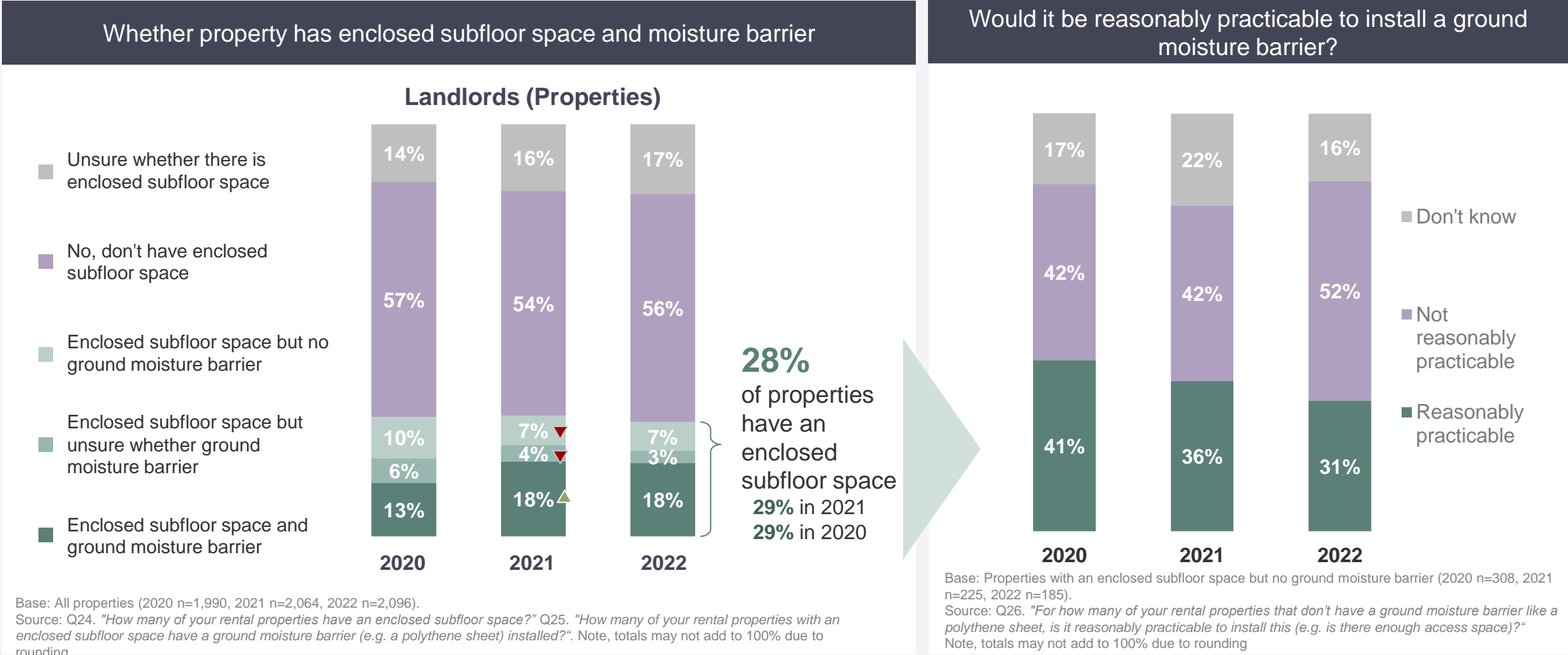


Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602).  
 Source: Q29. "Does your rental property have any unresolved issues outside with the drainage of storm water, ground water, surface water, or roof water?"  
 \*Categories added from 2021. Note, totals may not add to 100% due to rounding

Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096).  
 Source: Q23. "In the last 12 months, how many of your rental properties have had unresolved issues outside with the drainage of storm water, ground water, surface water, or roof water?" | Q23i (not asked in 2020). "How many of your rental properties with unresolved water drainage issues do you plan to fix in the next 12 months?"  
 Note, totals may not add to 100% due to rounding

# Enclosed subfloor space

As in the previous two years, landlords report three in ten properties (28%) have an enclosed subfloor space. The presence of ground moisture barriers has also remained consistent with 2021 (18%). There is still room to improve, with landlords saying that it is practicable to install a ground moisture barrier in just under a third of their properties that currently have an enclosed subfloor space and no moisture barrier (31%).

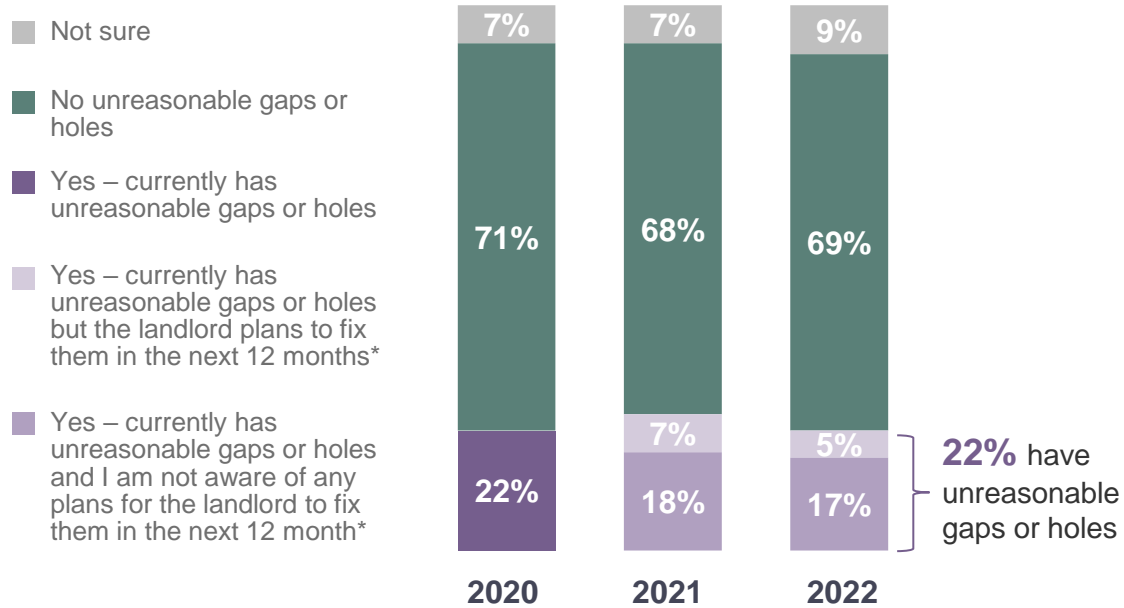


# Draught stopping: unreasonable and unblocked gaps or holes that cause noticeable draughts

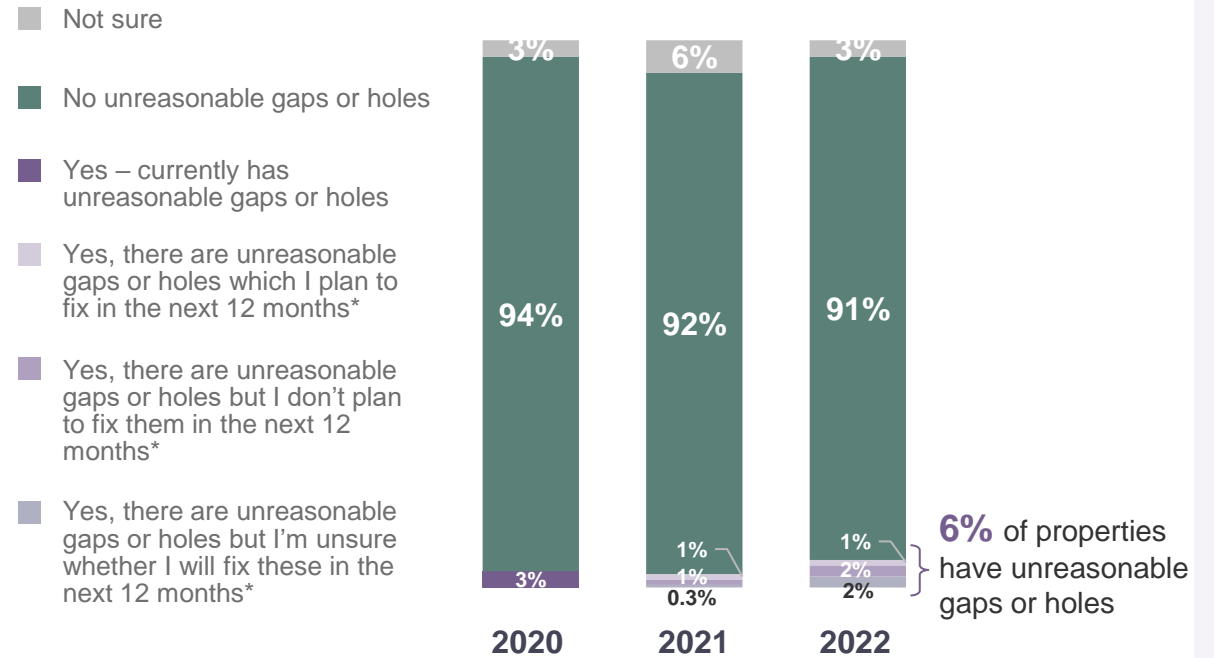
Almost one in five renters (22%) say their rental has unreasonable gaps or holes, causing noticeable draughts. There is a gap between landlords' and renters' recognition of gaps or holes, with landlords saying this is the case in just 6% of their properties. These findings are broadly consistent with the previous two years.

## Whether property has unreasonable and unblocked gaps or holes causing draughts

### Renters



### Landlords (Properties)



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

Source: Q30. "Does the rental property have any unreasonable gaps or holes in walls, ceilings, windows, floors, and doors that have not been blocked and cause noticeable draughts in or out of the building?"

\*New categories added in 2021

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

Source: Q27. "How many of your rental properties have any unreasonable gaps or holes in walls, ceilings, windows, floors and doors that have not been blocked and cause noticeable draughts in or out of the building?"

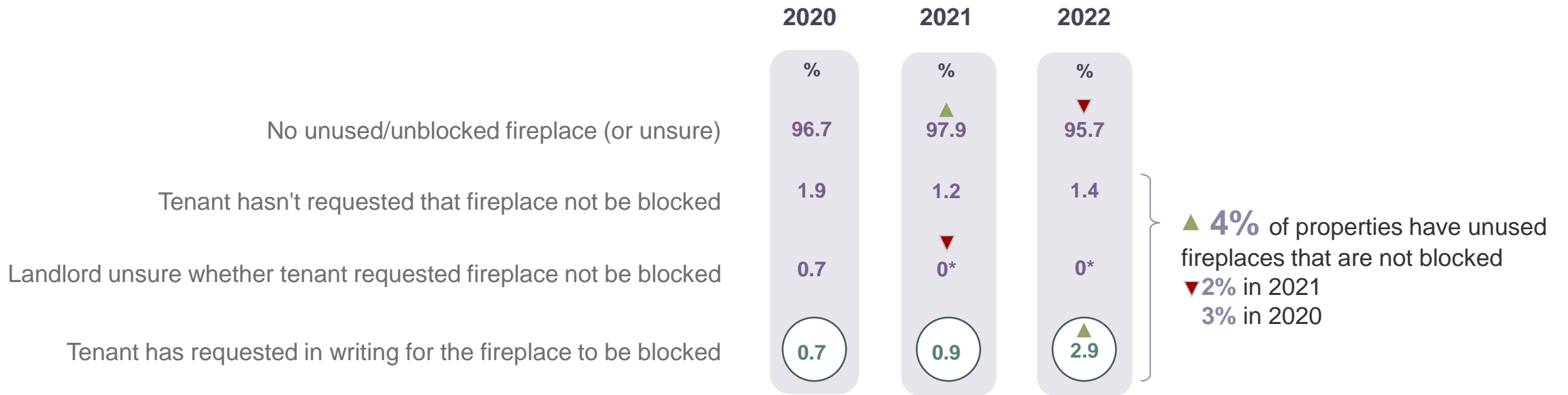
Q27i (not asked before 2021). "How many of your rental properties with unreasonable gaps and holes do you plan to fix in the next 12 months?" \*New categories added in 2021. Note, totals may not add to 100% due to rounding

# Draught stopping: open fireplace

Landlords report a very small proportion (4%) of properties which have unused, unblocked fireplaces, which is up two points from 2% in 2021. Of these, landlords have received requests for fireplaces to be blocked at 60 properties.

## Whether property has unused and unblocked fireplace

### Landlords (Properties)



Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2096).

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

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

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04

Tenancy  
agreements



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

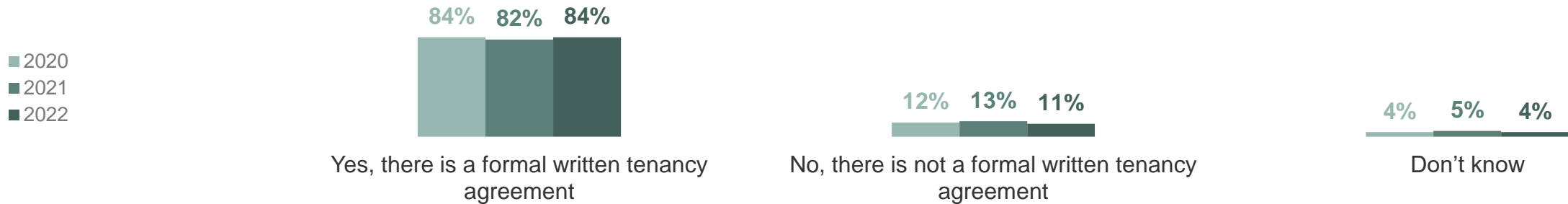


# Formal written tenancy agreement

Consistent with previous years, just over eight in ten renters (84%) report having a formal written tenancy agreement in 2022. Landlords have consistently reported nine in ten of their properties have a formal tenancy agreement (92% in 2022).

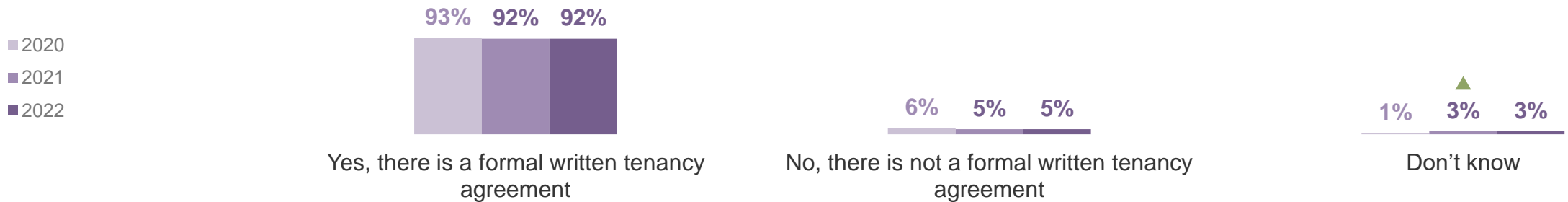
## Whether there is a formal written tenancy agreement between renter(s) and landlord/property manager

### Renters



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

### Landlords (Properties)

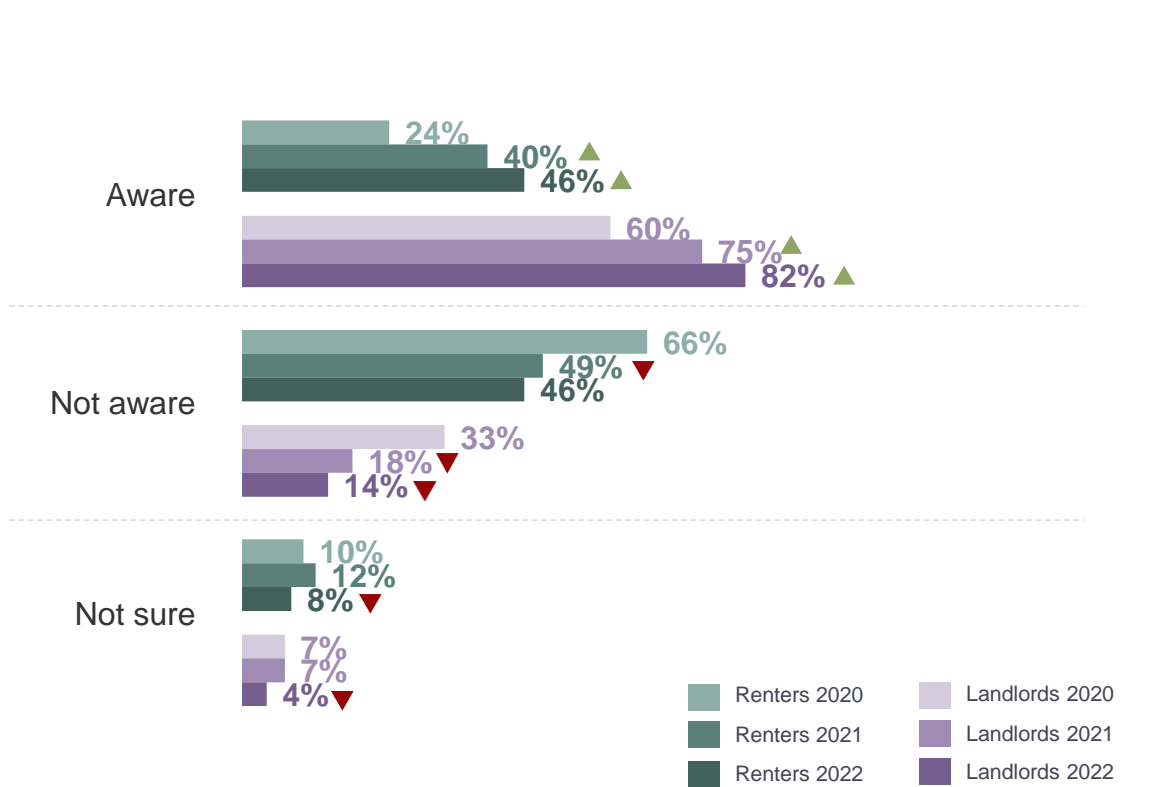


Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096). Source: Q33. "How many of your properties have a formal written tenancy agreement?"

# Intention to comply statement

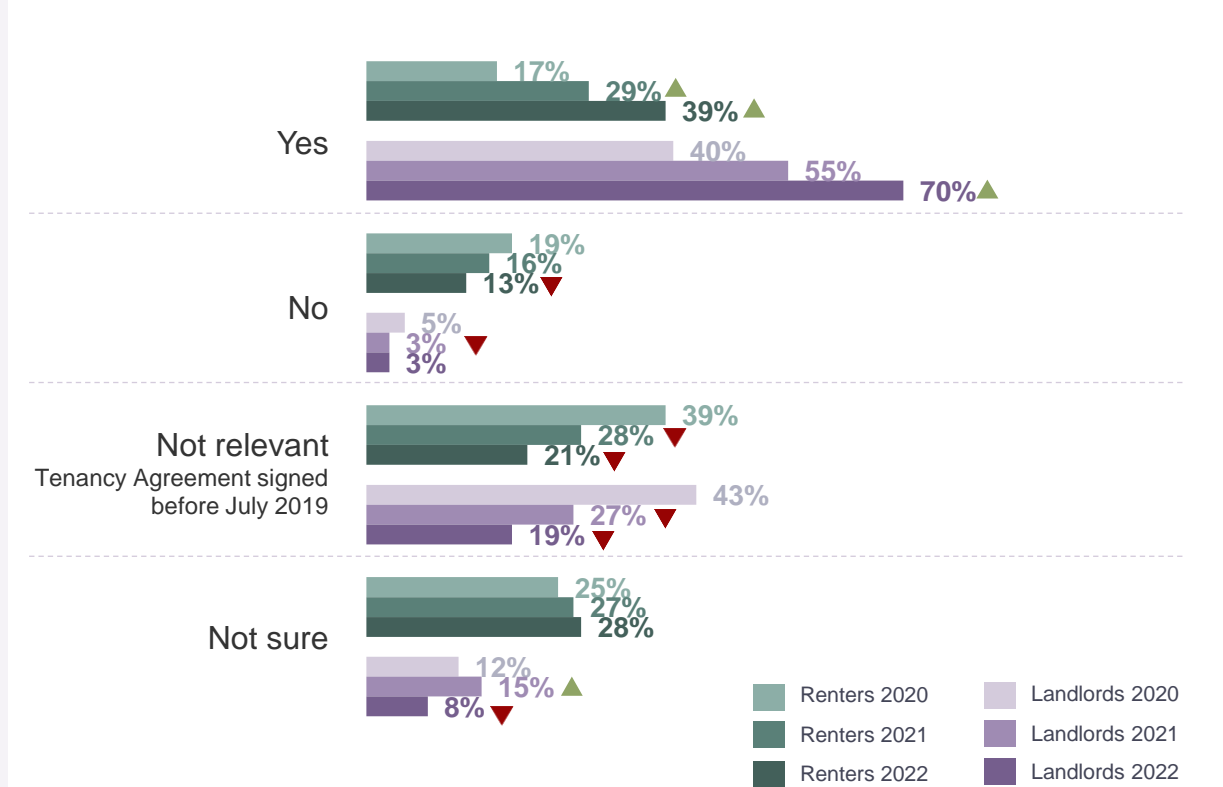
Awareness that landlords must provide a signed document stating their intention to comply with the Healthy Homes Standards has increased over time both for renters (46% aware, up six points from 2021) and landlords (82% aware, up seven points from 2021). It is now much more common for this intention to comply to be included in the tenancy agreement (up 10 points to 39% for renters and up 15 points to 70% for landlords).

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



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

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

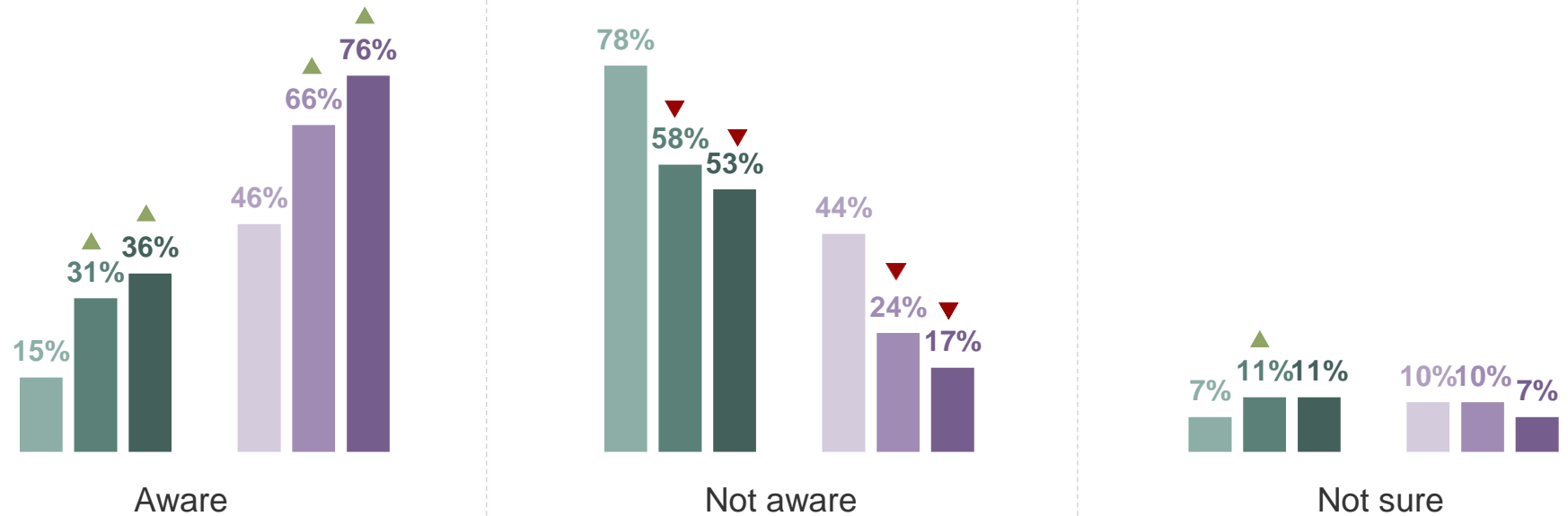
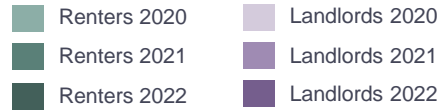


Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,353) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897, 2022 n=1,931). Source: Q43. "Has your landlord (or property manager) provided a signed statement that the landlord intends to comply or currently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

# Statement of current level of compliance

Awareness that tenancy agreements must include a statement of compliance has improved year-on-year since 2020. While this has been improving over time, there still remains a marked gap in awareness between renters (36%) and landlords (76%).

## 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, 2022 n=1,602) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000).

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



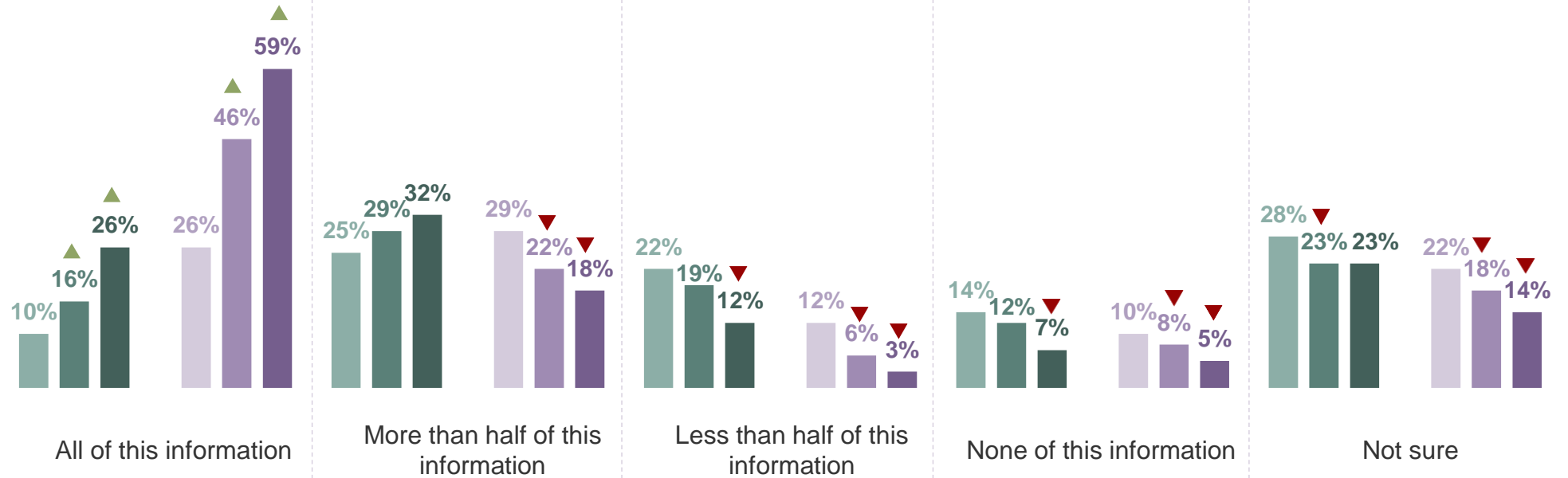
# Statement of current level of compliance

Including detailed information in the compliance statement has climbed over time, with a marked increase in landlords and renters with tenancy agreements saying all necessary information was included and a decline in those saying no information was included.

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

- Renters 2020
- Landlords 2020
- Renters 2021
- Landlords 2021
- Renters 2022
- Landlords 2022

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



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

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05

## Tenancy law changes



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

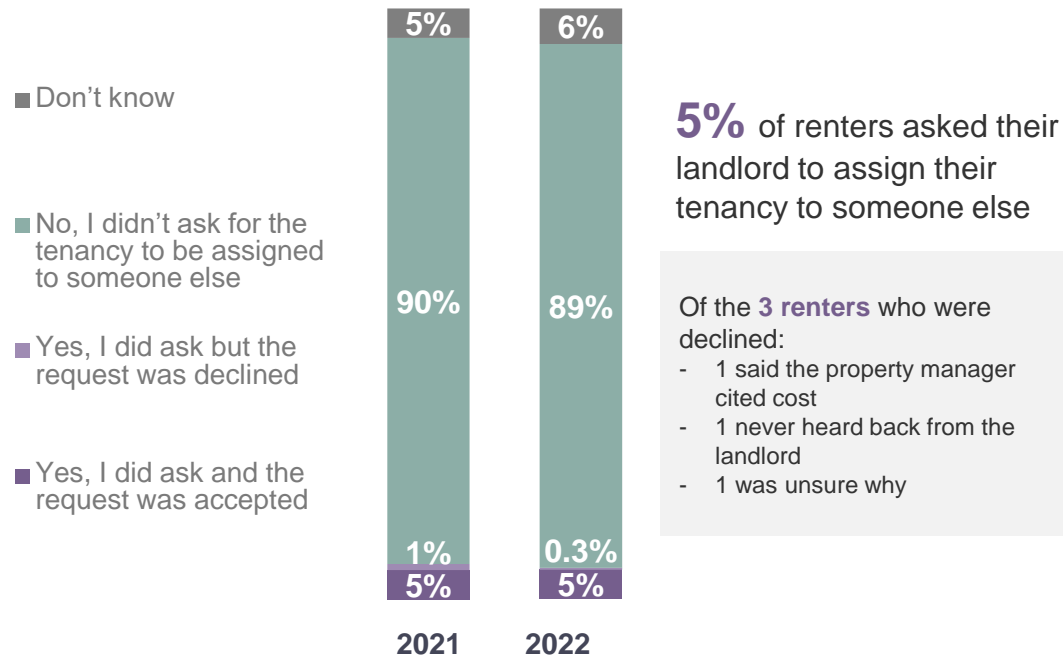


# Assigning tenancy to someone else

Around one in twenty renters (5%) say they requested to reassign their tenancy to someone else and about one in ten (8%) landlords report receiving a request. A small subset of these requests were declined.

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

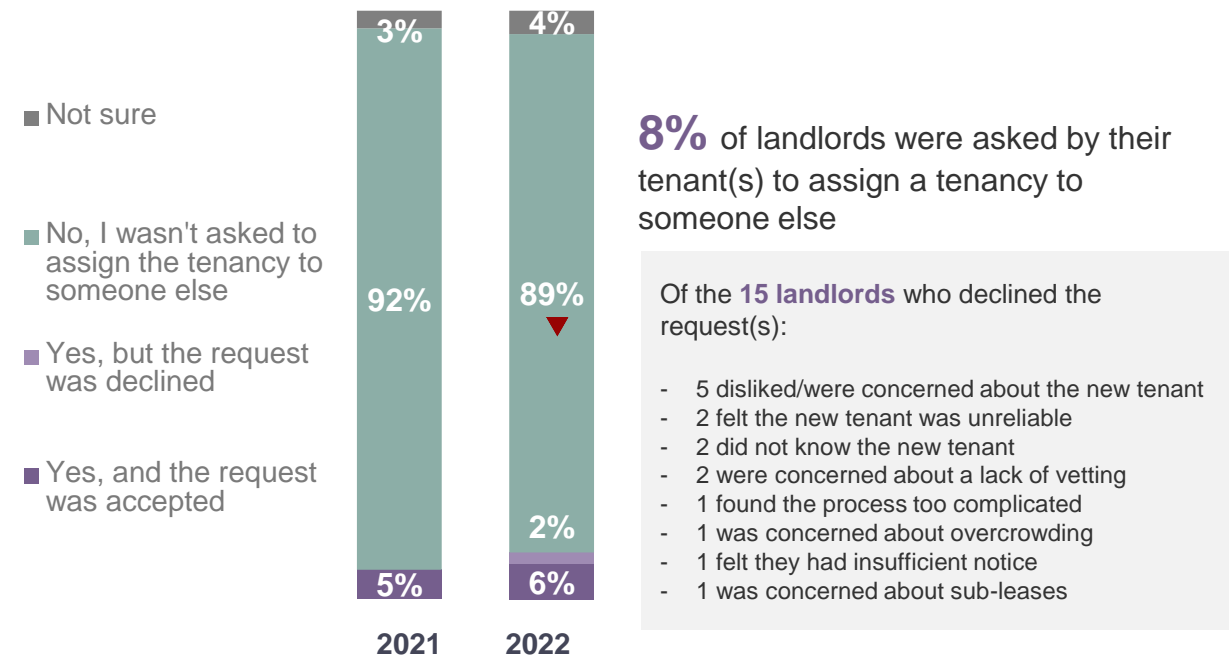
### Renters



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

## Whether landlord was asked to assign a tenancy to someone else

### Landlords



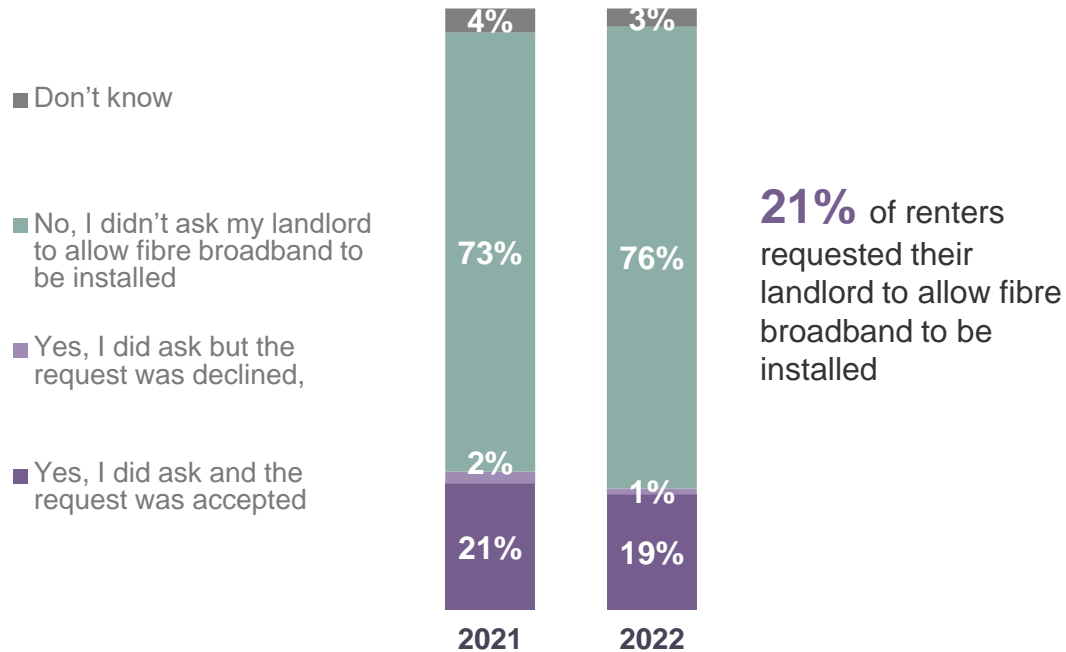
Base: All landlords (2021 n=1,002, 2022 n=1,000).  
 Source: Q51. "Have (any of) your tenants asked you (or your property manager) to assign a tenancy to someone else?"  
 Q52. "What were your reasons for declining the request?"  
 Note, totals may not add to 100% due to rounding

# Installing fibre broadband

Around one in five renters (21%) requested that fibre broadband be installed and a similar share of landlords (21%) have received requests. Almost all requests were accepted, with just 1% of renters saying they were declined.

## Whether renter asked their landlord to allow installation of fibre broadband

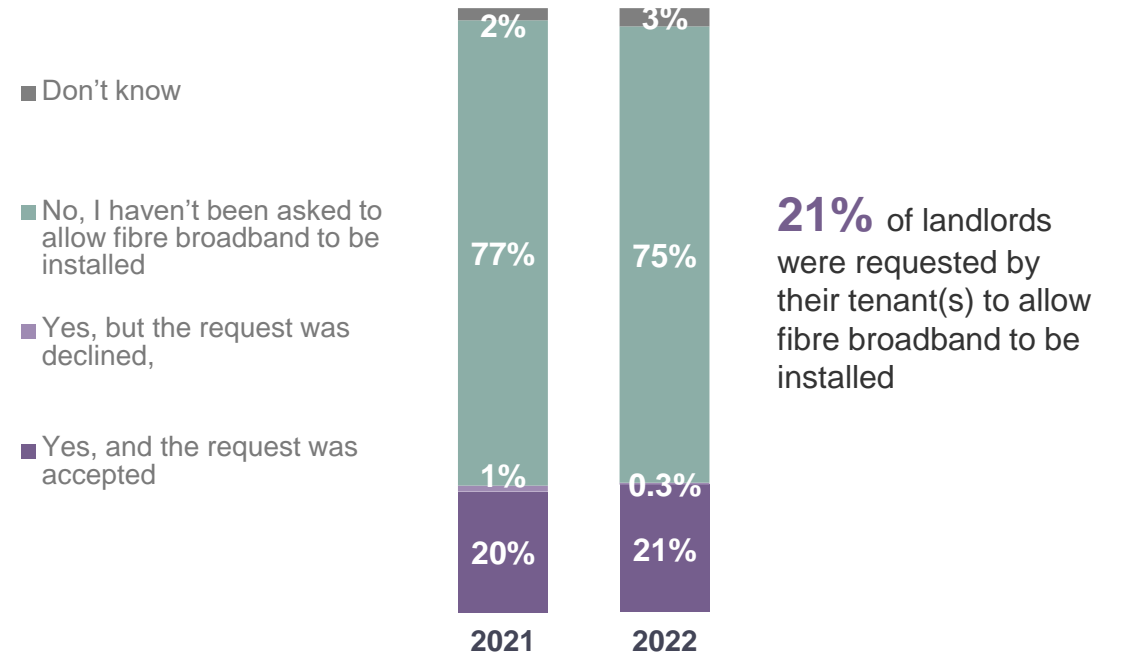
### Renters



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

## Whether landlord was asked to allow installation of fibre broadband

### Landlords



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

## Type of rental agreement

Of the few renters whose request for fibre broadband to be installed was rejected, cost and property damage were most commonly cited as the main reason by their landlord.

### Reasons for the declined request to allow installation of fibre broadband

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

Base: Renters whose request to allow the installation of fibre broadband was declined (2021 n=31; 2022 n=24) and landlords who declined a request to allow the installation of fibre broadband (2021 n=7, 2022 n=5).  
Source: Q54. "What were your reasons for declining the request?"  
Q49. "What were the reasons given for declining your request?"

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

*"We live out in the country and it's going to cost \$19,000 to get fibre broadband installed here, even though the fibre connection is just a few metres up the road."*

*"Too expensive"*

*"Something about shared driveway access"*

*"Landlord does not want fibre digging holes in their garden"*

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

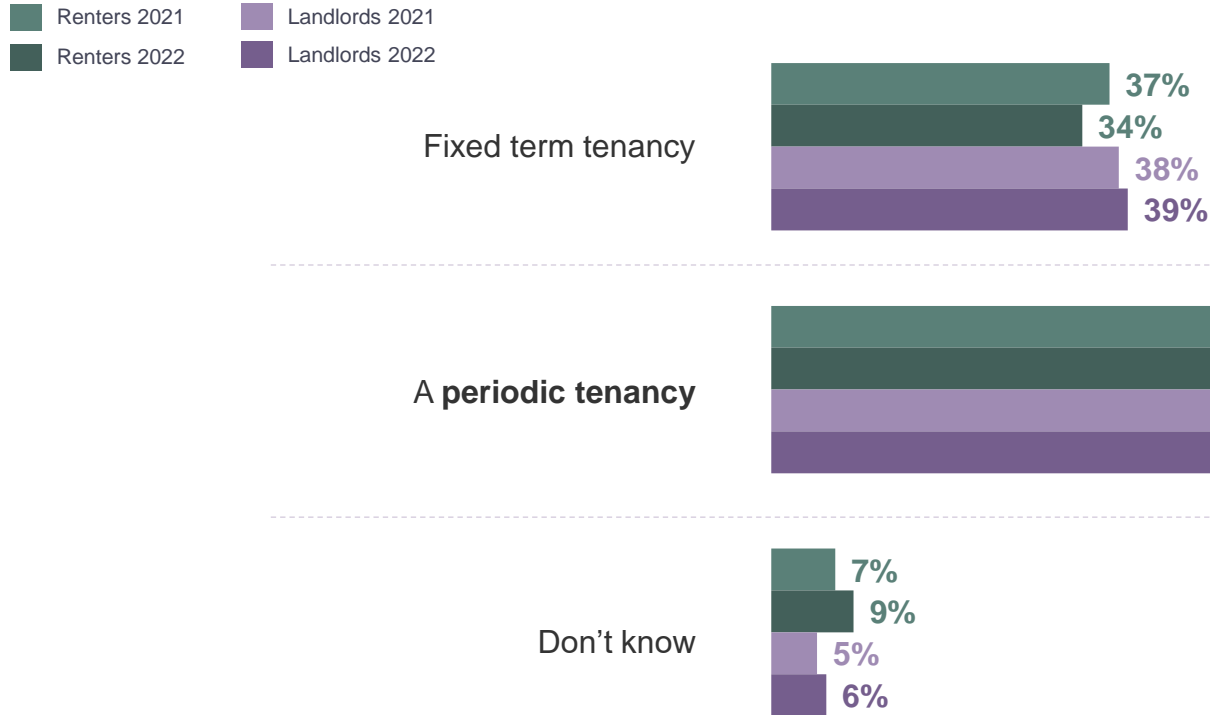
*"Pulling up fixed carpets to concrete floors would damage carpets"*

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

# Type of rental agreement

Periodic tenancies continue to be more common than fixed term tenancies. Consistent with 2021, about three in five with a written tenancy agreement have periodic tenancies (57% of renters, 64% of landlords' properties). About one in five tenancies (according to 20% of renters and 21% of landlords) began as a fixed term tenancy which has since rolled over.

## Type of rental agreement have had since mid-February 2021



### How periodic tenancy started\*

- 37% started as a periodic tenancy
- 20% rolled over from a fixed term tenancy
- 47% started as a periodic tenancy\*\*
- 21% rolled over from a fixed term tenancy\*\*

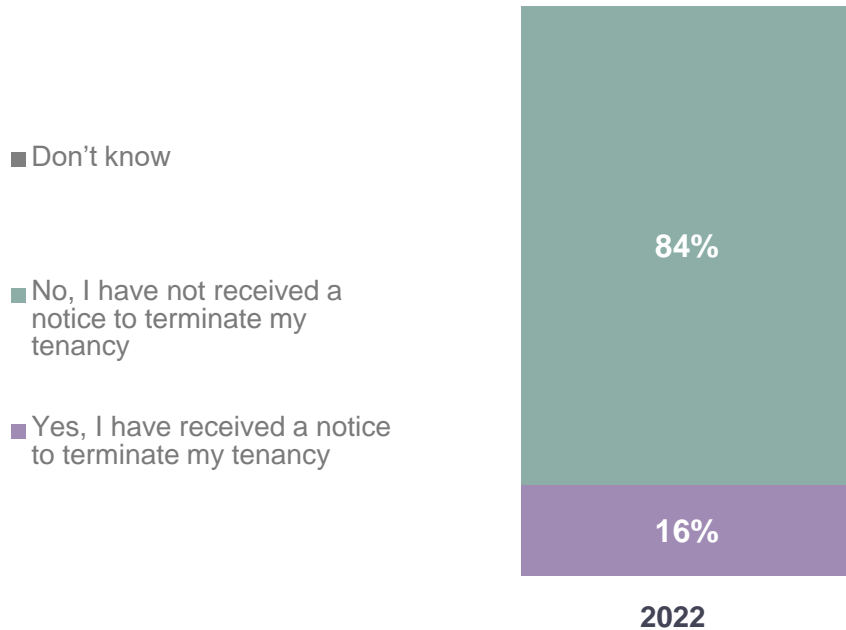
Base: Renters with a written tenancy agreement (2021 n=1,311; 2022 n=1344) and all landlords (2021 n=1,002, 2022 only, n=1,000). Note that landlords with multiple properties can select multiple tenancy types and totals may not add to 100%  
 Source: Q50, Q55 "What type of tenancy agreement(s) do you have?"  
 Note, landlords can select multiple responses, meaning totals may not add to 100% \*Note, this was asked for the first time in 2022.. Multiple responses allowed so totals may not add to 100%

# Notice to terminate tenancy

About one in seven renters (16%) on a periodic tenancy said they have received a notice to terminate their tenancy. This is more common among landlords, of whom a quarter have issued a notice (25%).

## Whether renters have received a notice to terminate a periodic tenancy

### Renters



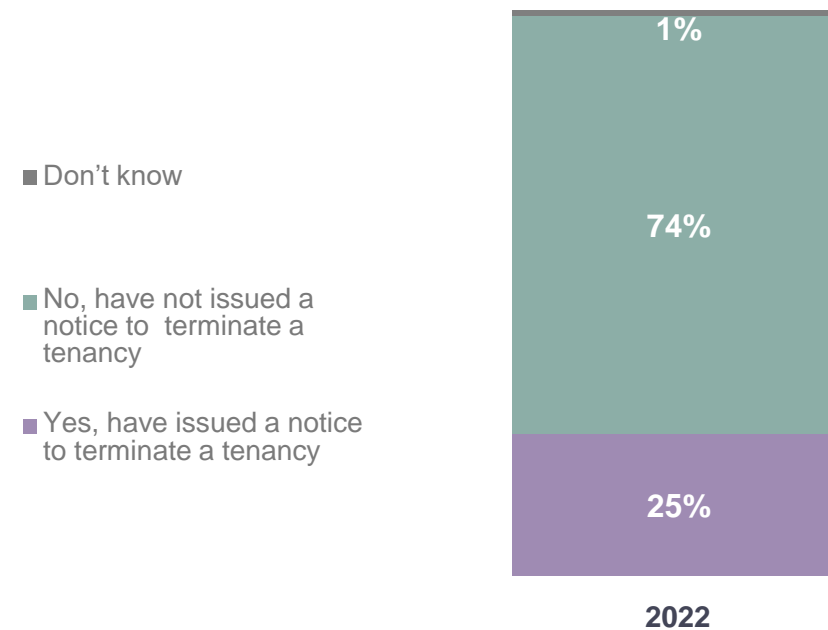
Base: Renters on a periodic tenancy agreement (2021 n=770; 2022 n=782).

Source: Q51. "Have you received a notice to terminate your tenancy (or a previous tenancy)?"

Note, This question was added in 2021, however the question was changed to include "or a previous tenancy" in 2022. As this is not comparable, results are only shown here from 2022 on.

## Whether landlord has issued a notice to terminate a periodic tenancy

### Landlords



Base: Landlords with tenants on a periodic tenancy agreement (2021 n=621, 2022 n=640).

Source: Q56. "Have you issued a notice to terminate a tenancy, or terminated a tenancy (for any reason)?"

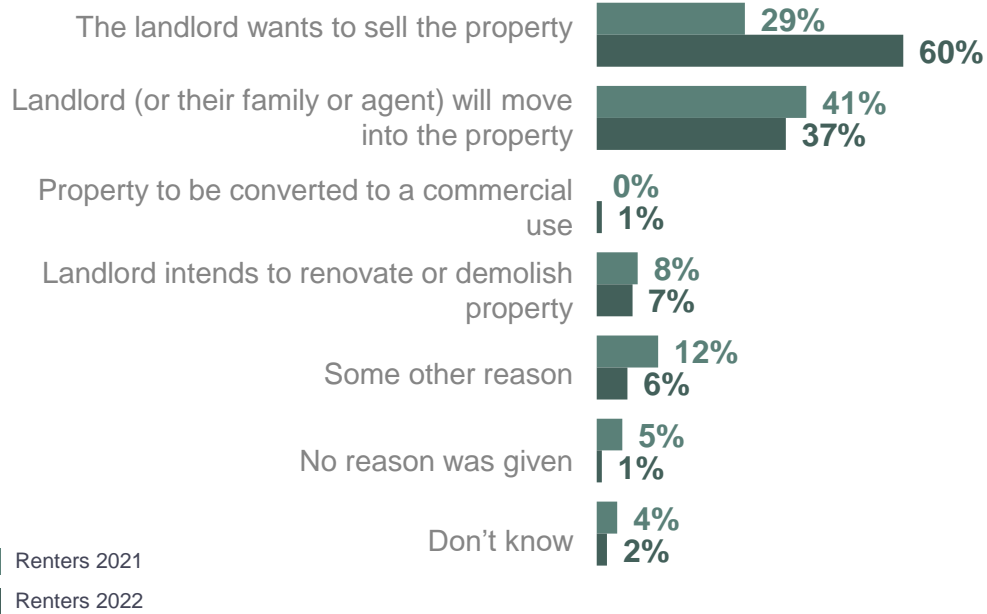
Note, This question was added in 2021, however the question was changed to include landlords who have terminated a tenancy (not just those who have issued a notice) in 2022. As this is not comparable, results are only shown here from 2022 on.

# Reasons for terminating a tenancy

Renters who received a notice to terminate their tenancy most often cite a change in their landlord’s circumstances, including the decision to sell, demolish or convert their property, or to move themselves or family into the property. The most common reason cited by landlords is that they got a Tenancy Tribunal order to terminate the tenancy\*\*.

## Reasons renters were given for the termination of their tenancy

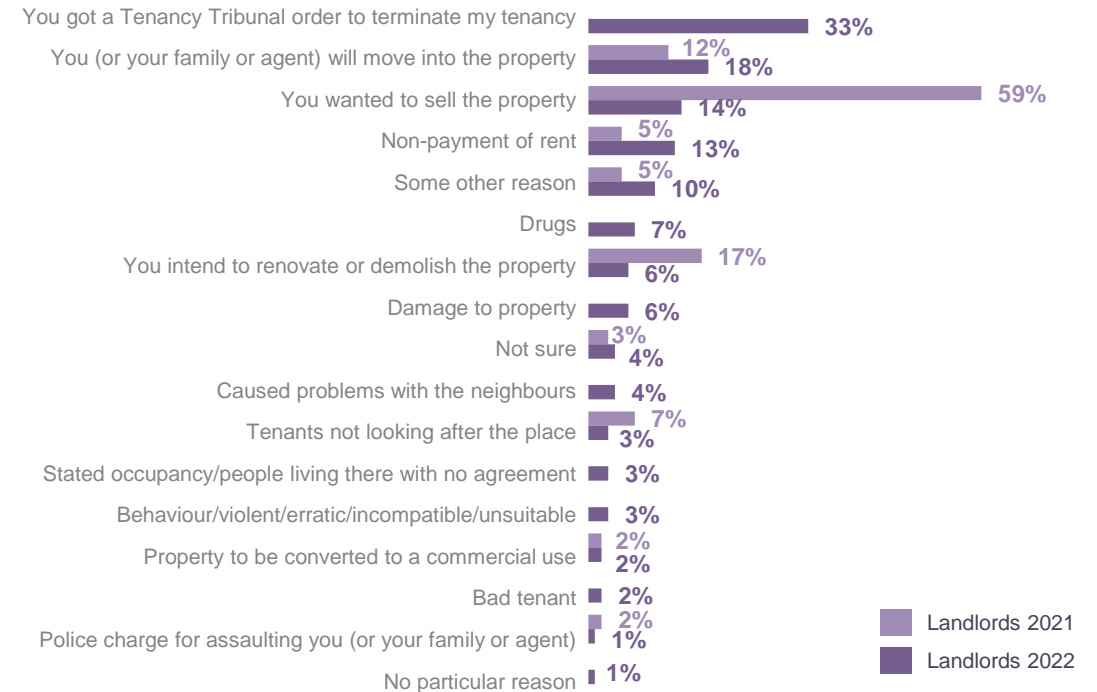
### Renters\*



Base: Renters who received a notice to terminate their tenancy since mid-February 2021 (2021 n=26, 2022 n=131)  
 Source: Q52. "What were the reasons given for terminating your tenancy?" \*Caution: Small base size.  
 \*\*Prior to 2022, tenants were given the option "Police charge for assaulting the landlord (or their family or agent)". In 2022 this was changed to "My landlord got a Tenancy Tribunal order to terminate my tenancy". Note that only n=1 renter selected this option. Multiple responses allowed so totals may not add to 100%

## Reasons landlords gave for terminating a tenancy

### Landlords\*



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



## Reasons for getting a Tenancy Tribunal order to terminate a tenancy

Rent arrears is the most common grounds for ending the tenancy (92%). Other reasons include renters who caused or threatened damage (46%) or showed anti-social behaviour (40%). Just one renter in the survey said they were issued with an order, suggesting unfamiliarity with the term 'Tenancy Tribunal order' from renters

### Grounds for a tenancy tribunal order to terminate their tenancy



Base: Landlords who terminated a tenancy (2021 n=41, 2022 n=52)

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

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

This question was also asked of renters (Q52a), however only n=1 renter said they were issued with a Tenancy Tribunal order to terminate.

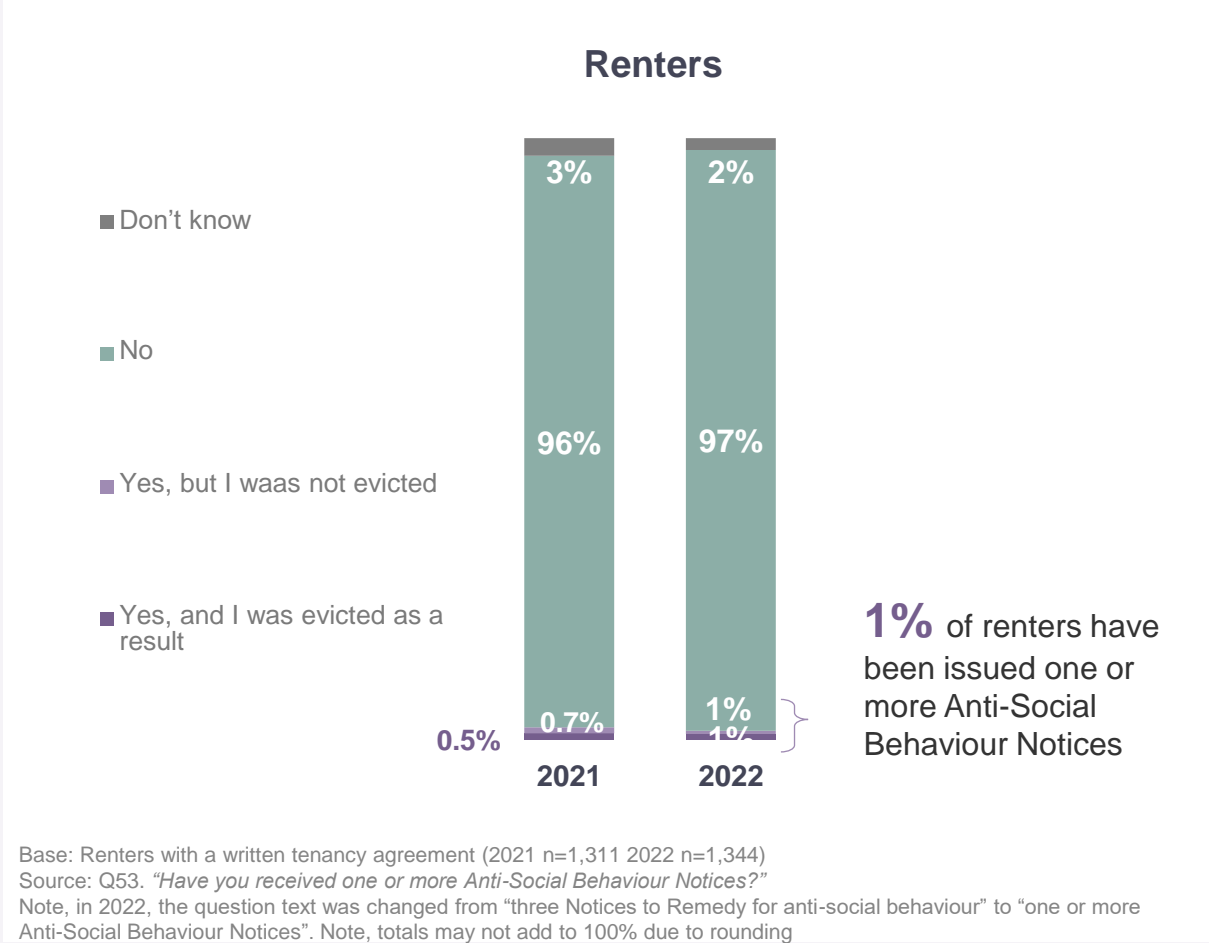
Multiple responses allowed so totals may not add to 100%

# Anti-Social Behaviour Notices

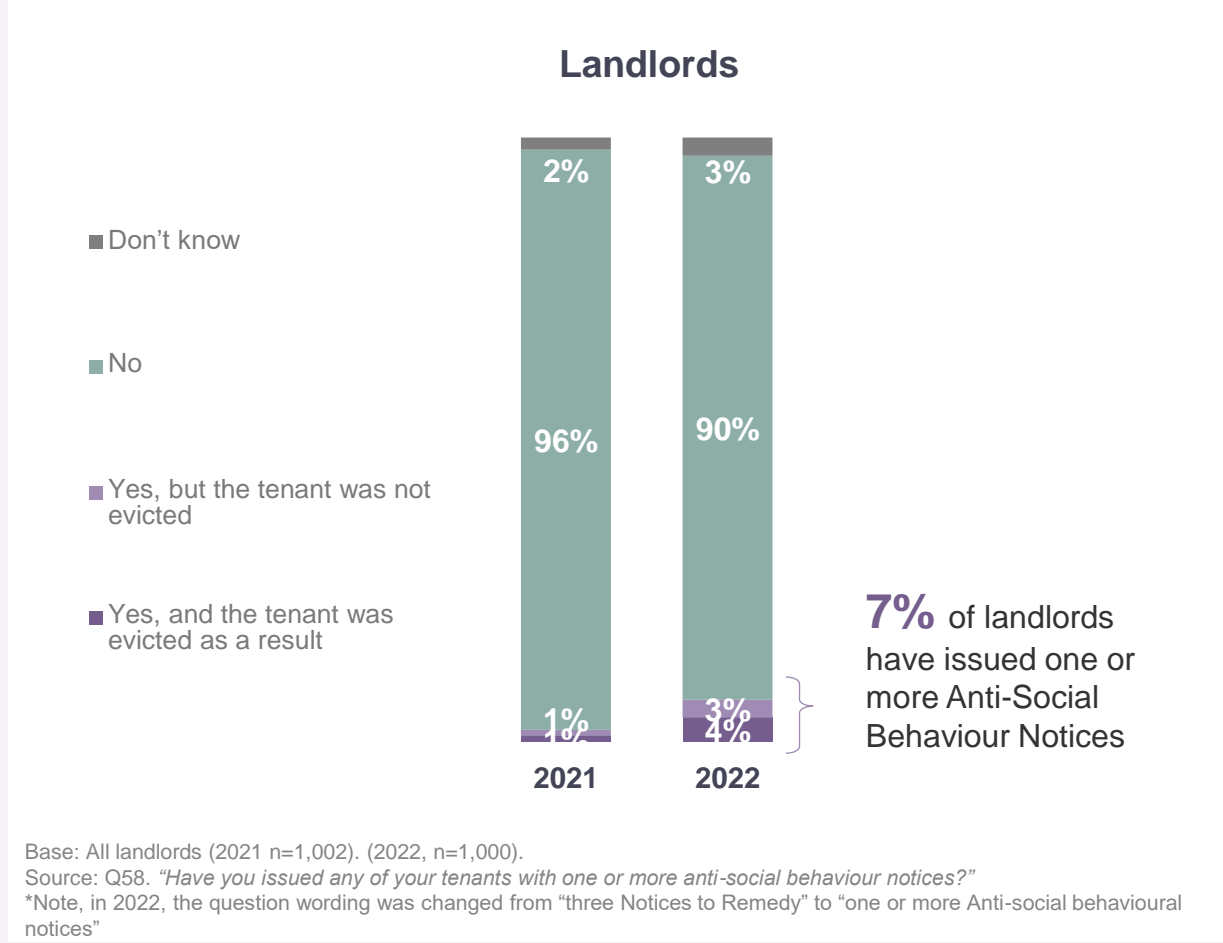
Anti-Social Behaviour Notices are uncommon – they are rarely reported by renters (1%), although landlords are more likely to say they have issued one (7%).

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

## Whether renter received one or more anti-social behaviour notices



## Whether landlord issued one or more anti-social behaviour notices



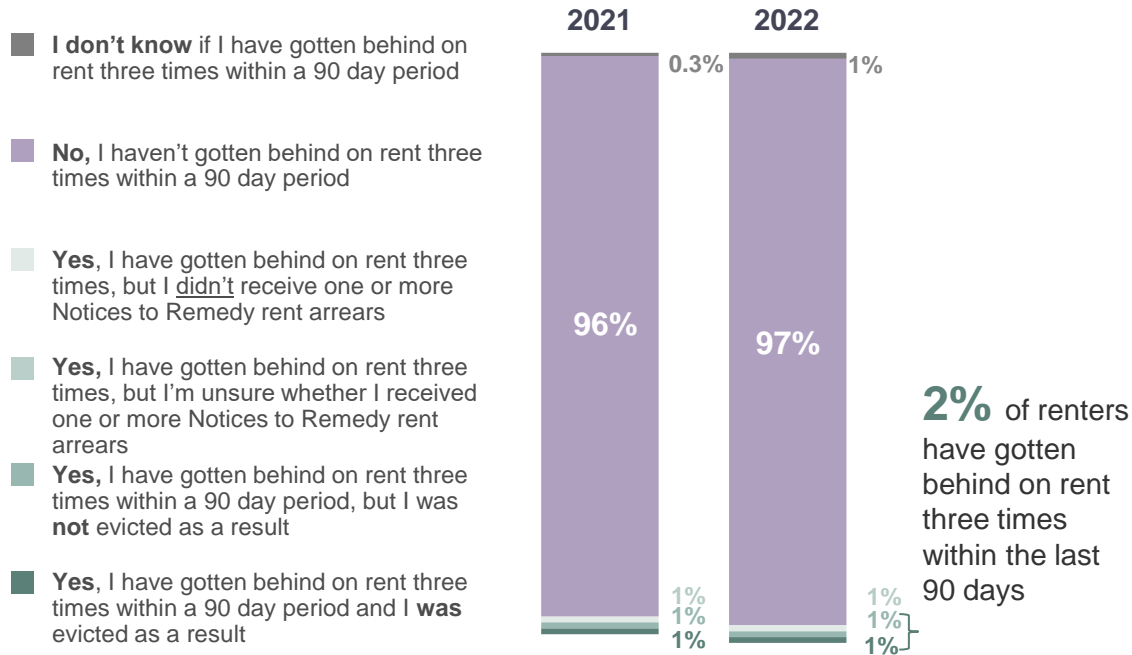
# Rental payments

Just 2% of renters say they have got behind on rent three times in the last 90 days. One in five landlords (19%) say they have had a tenant where this has happened. 5% of landlords who have experienced this evicted a tenant as a result.

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

## Whether renter got behind on rent within a 90 day period

### Renters

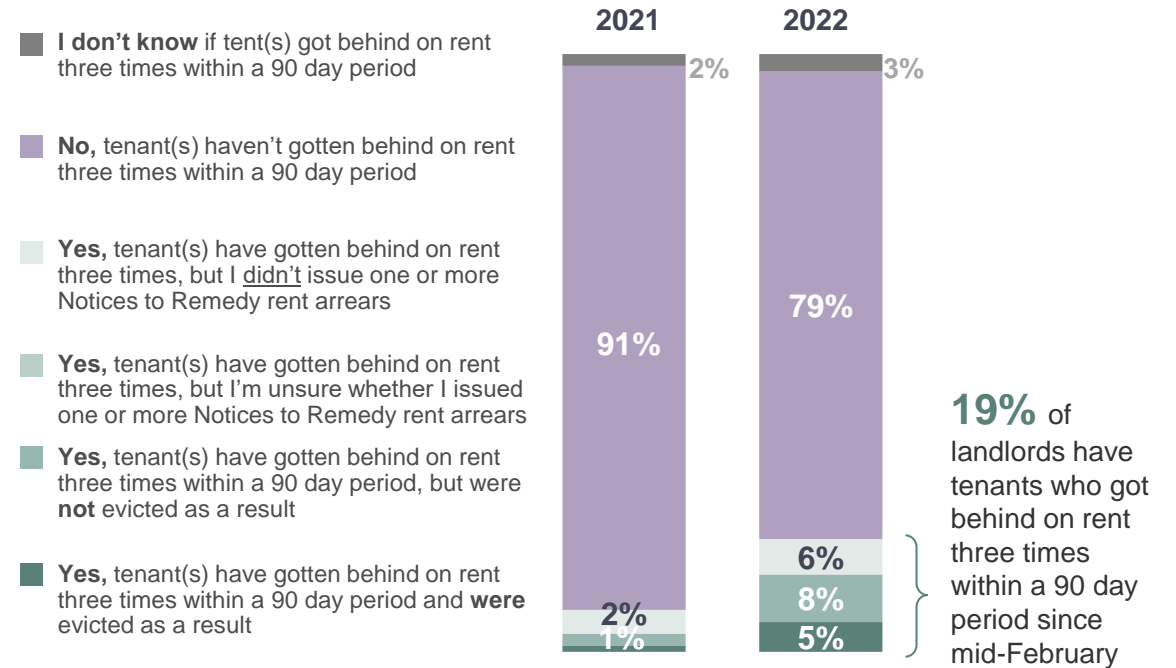


Base: Renters with a written tenancy agreement (2021 n=1,311; 2022 n=1344).  
Source: Q54a. "Have you got behind on rent three times within a 90 day period?"  
Q54b. "Have you received one or more Notices to Remedy rent arrears?"

Note, in 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears"  
Note, totals may not add to 100% due to rounding

## Whether tenant got behind on rent within a 90 day period

### Landlords



Base: Landlords with a written tenancy agreement (2021 n=1,002, 2022 n=1,000)  
Source: Q59a. "Have you had a tenant who has got behind in their rent three times within a 90 day period?"  
Q59b. "Have you issued any of your tenants one or more Notices to Remedy for rent arrears?"

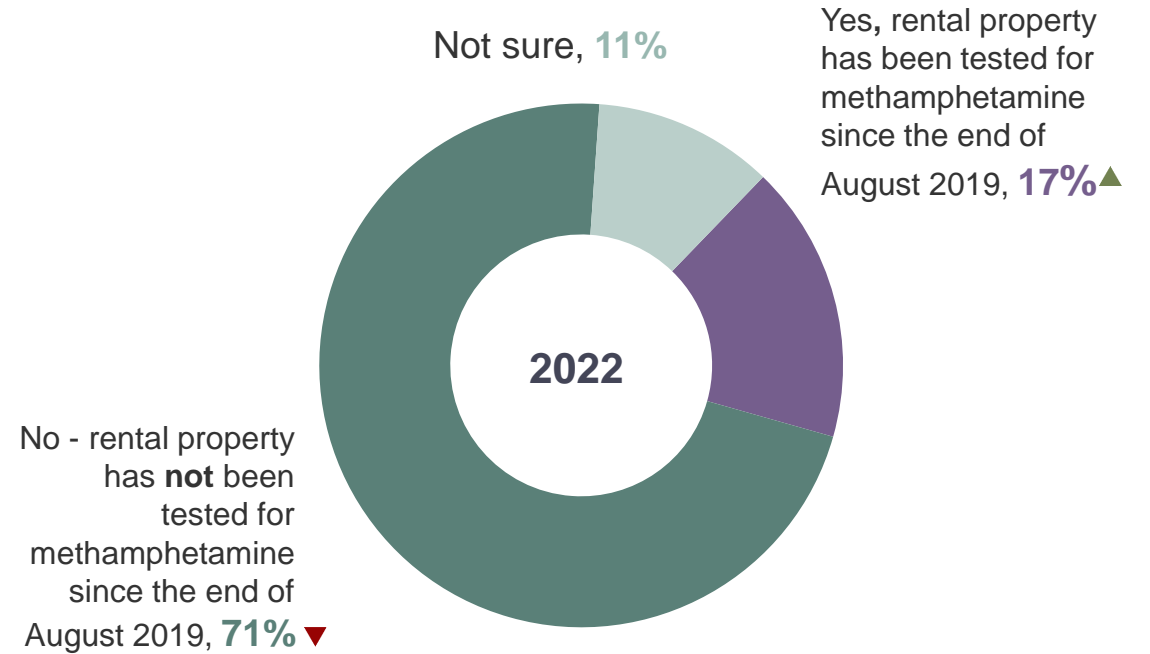
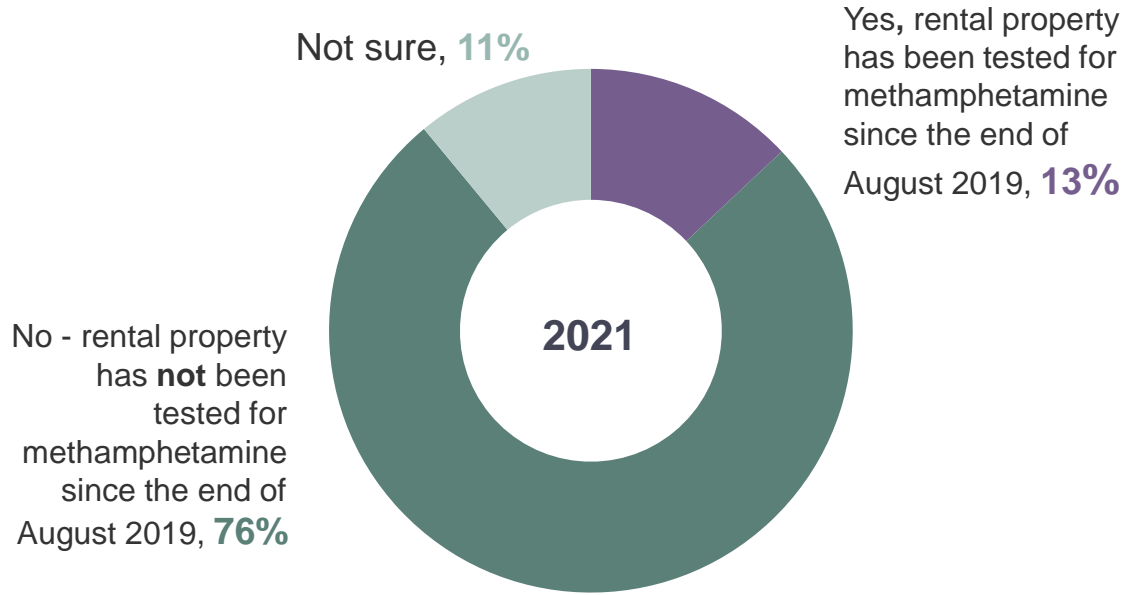
Note, in 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears"  
Note, totals may not add to 100% due to rounding

# Methamphetamine testing

According to landlords, almost one in five (17%) of their properties have been tested for methamphetamine, which has increased (up four points) since 2021.

## Whether rental properties have been tested for methamphetamine since 2019

### Landlord (Properties)



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

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

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

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06

## Changes to tenancies



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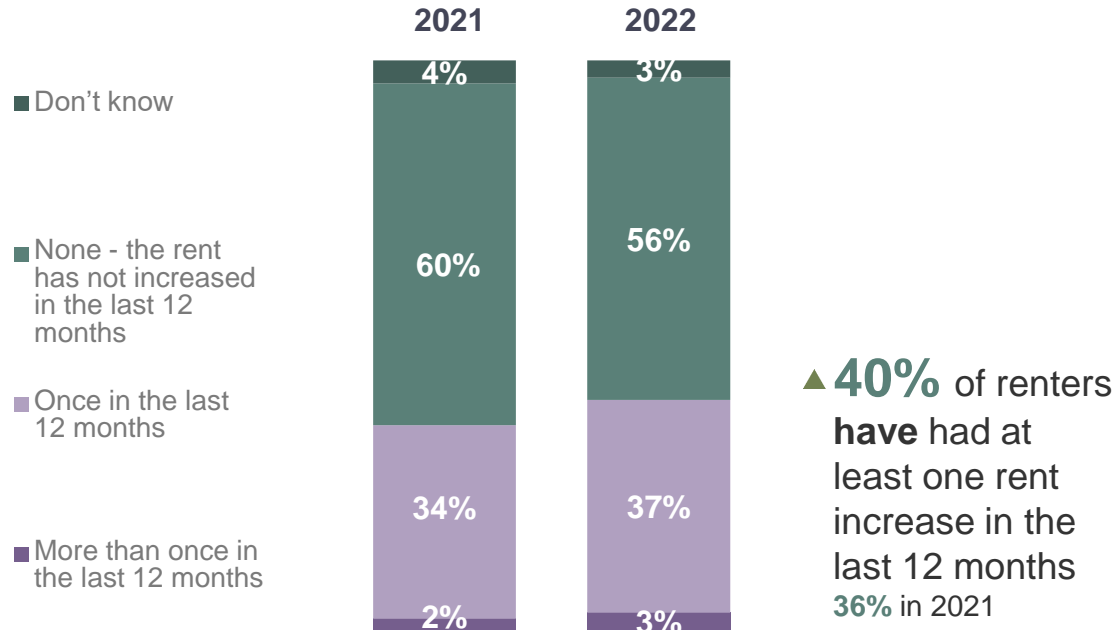


# Rent increases

There has been an uptick in rent increases over the last year (up four points since 2021 to 41% of renters). More landlords report multiple rent increases for the same tenancy (up two points from 2021 to 5%).

## How many times rent has increased in the last 12 months

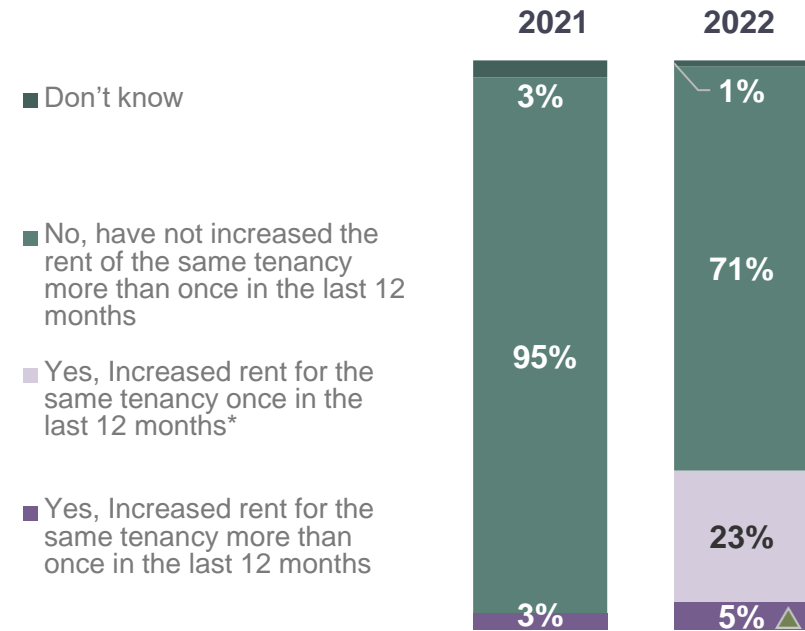
### Renters



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

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

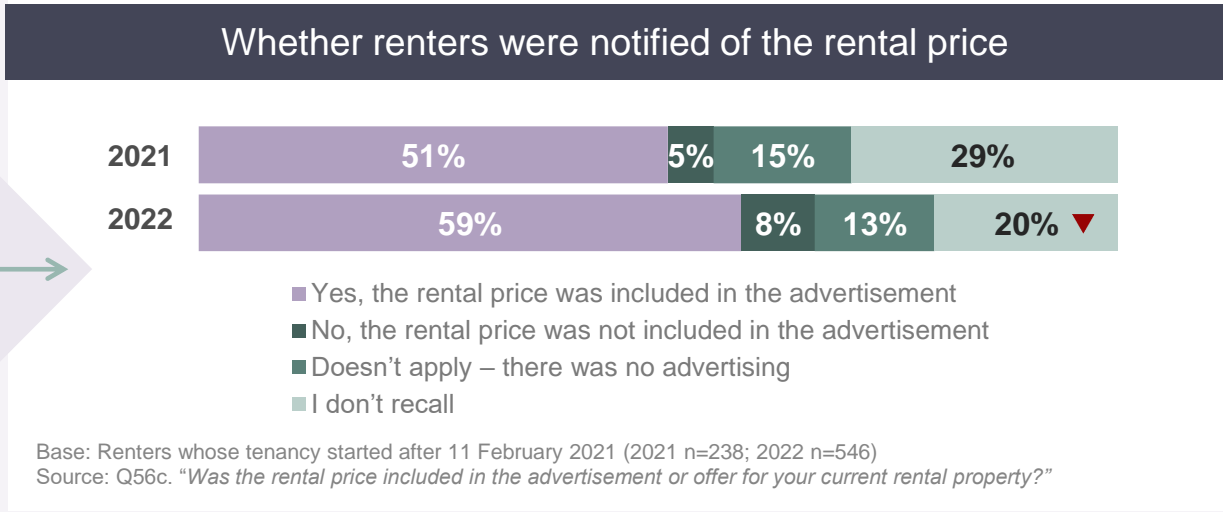
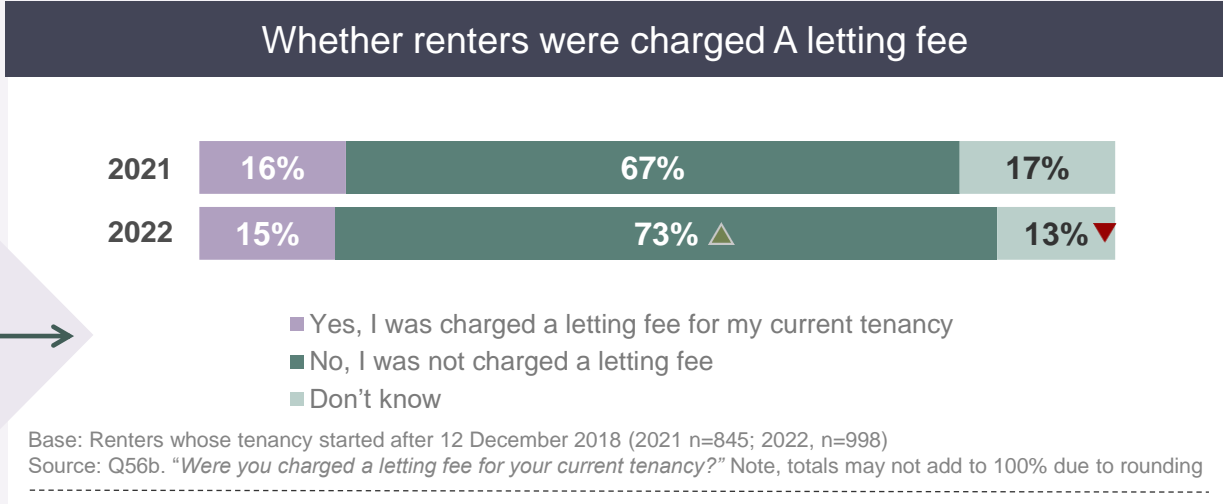
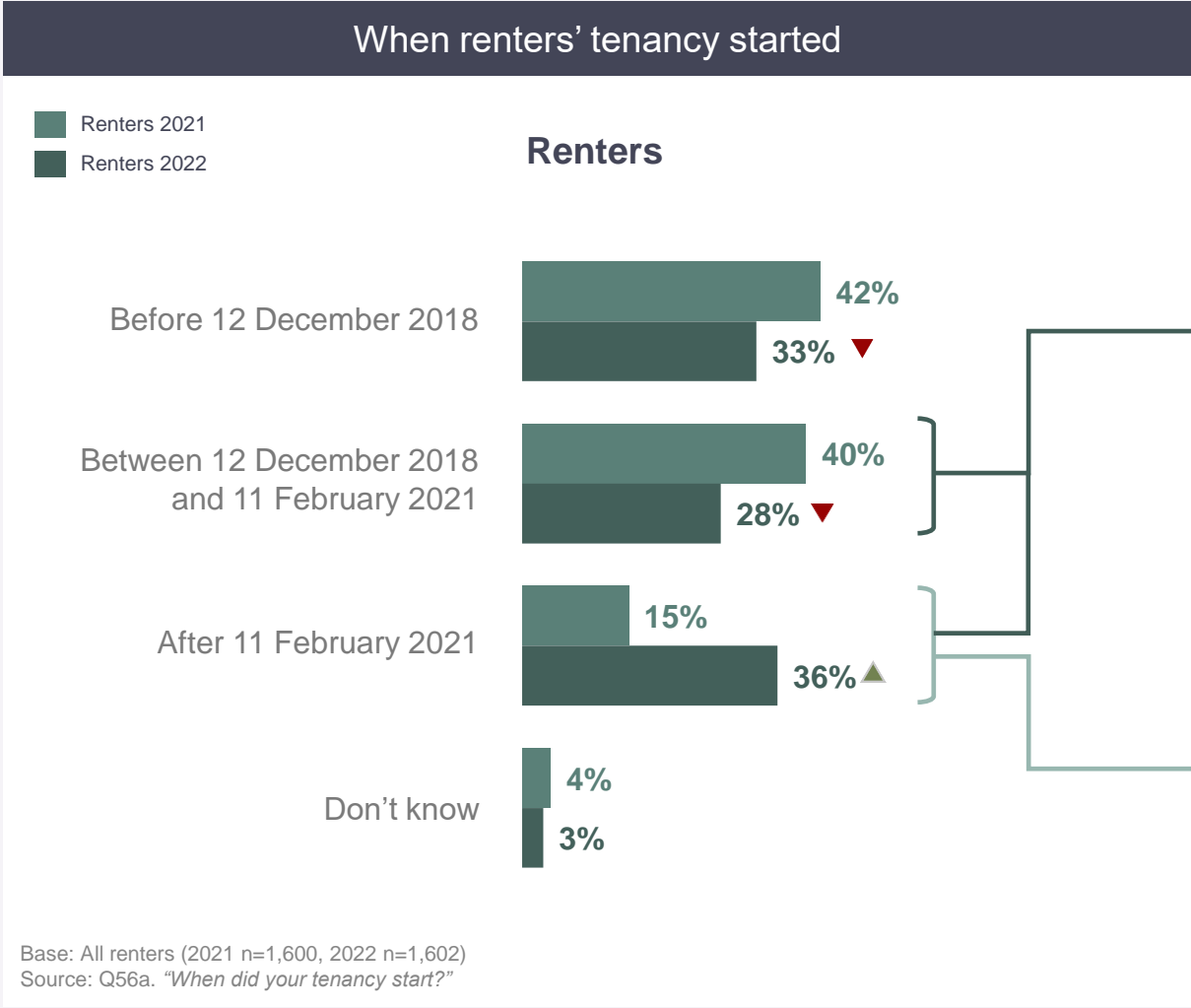
### Landlords (Properties)



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

# New laws – Renters

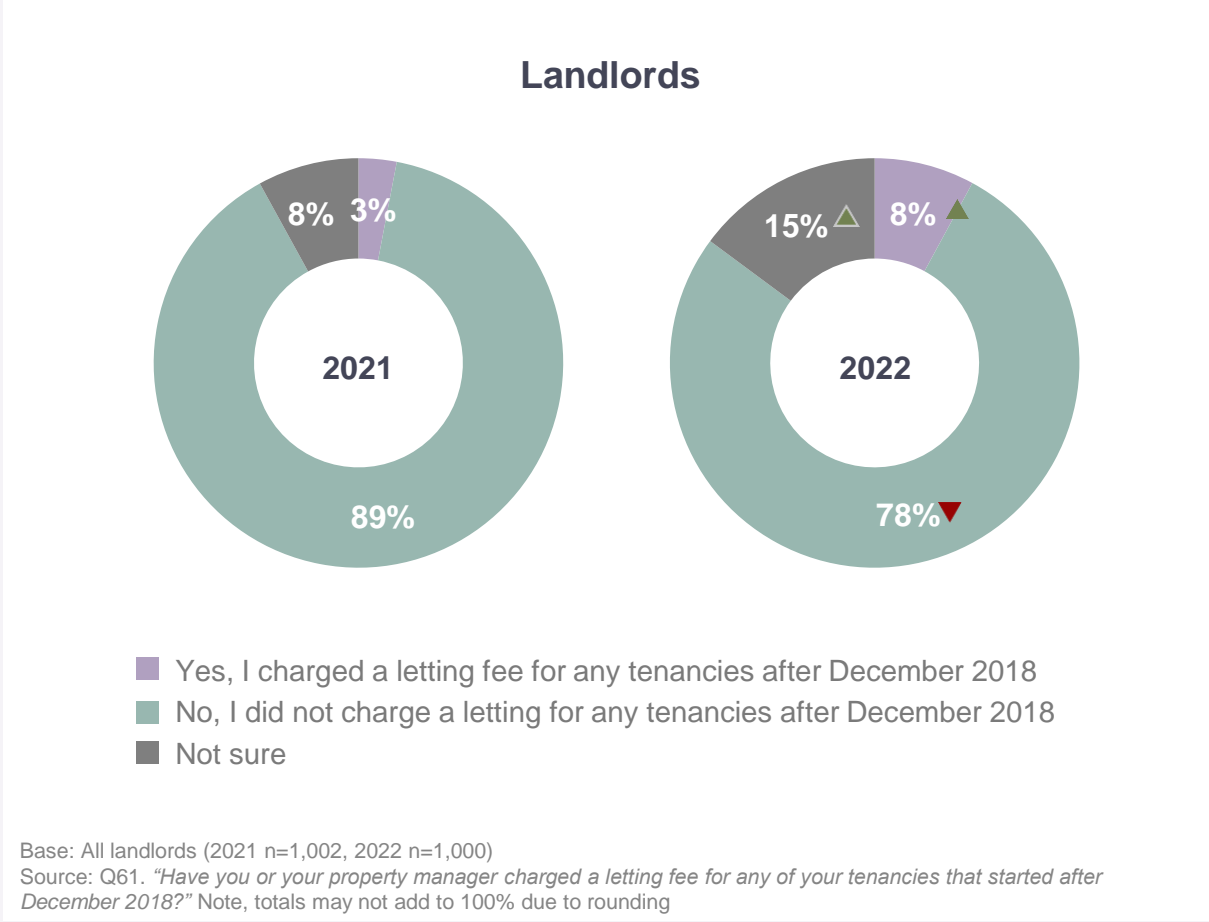
Almost two thirds of renters’ tenancies started after 12 December 2018. A minority of these (15%) were charged a letting fee. A third of renters started their tenancy after the 11<sup>th</sup> February 2021 (36%), of whom almost one in ten (8%) said the rental price was not included in the ad. Compared with 2021, renters are now somewhat more certain about whether a fee was charged or whether the rental price was advertised.



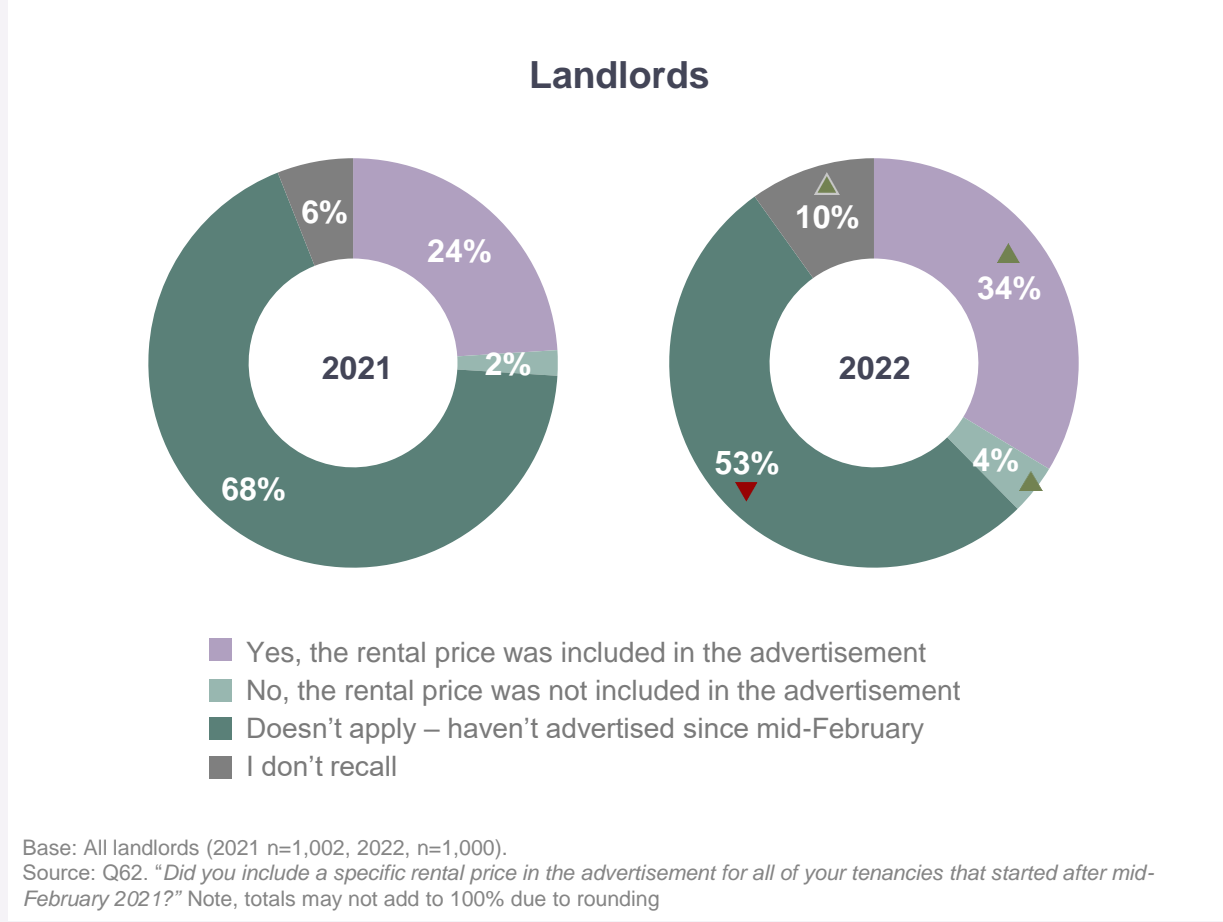
## New laws – Landlords

Almost one in ten landlords (8%) charged a letting fee for tenancies starting after 12 December 2018 (up five points from 2021). A third of landlords (34%) advertised the rental price for tenancies starting after 11 February 2021, which is also an increase from 2021 (up ten points).

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



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



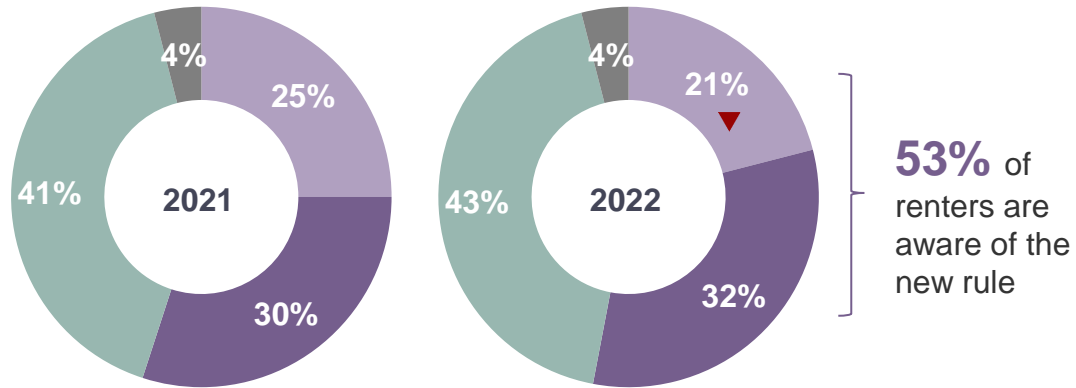


# New rule for minor changes to rental property

Just over half of renters (53%) are aware that they can now make minor changes to their rental, although 32% feel their knowledge about the rules is limited. Renters typically found out about the new rule through the media, including traditional and social media, or through word of mouth.

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

### Renters



**53%** of renters are aware of the new rule

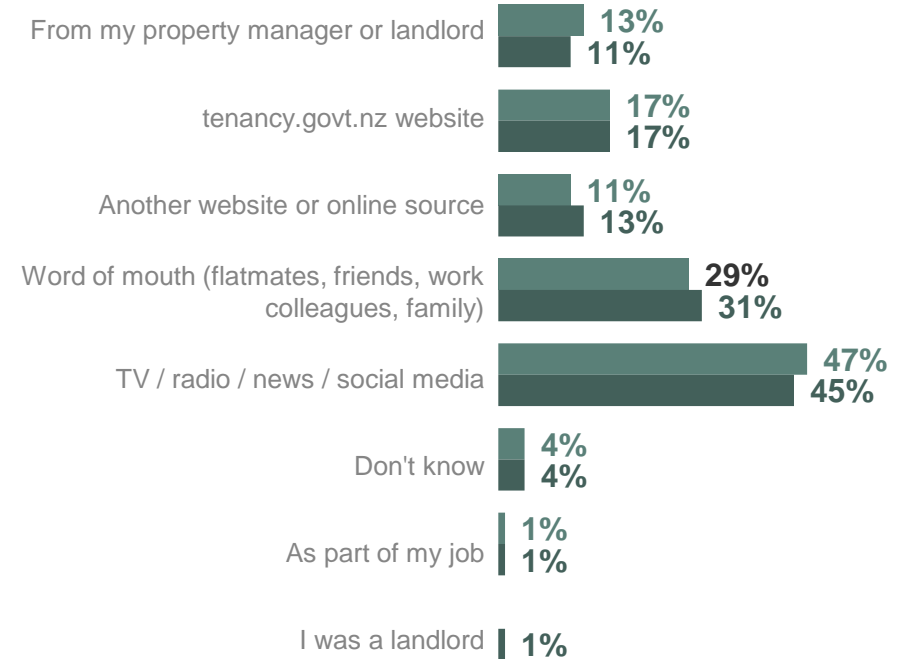
- Yes – I am aware of the new rule allowing tenants to make minor changes to rentals
- Yes – I am vaguely aware of this new rule
- No, I am not aware of this rule
- Don't know

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

Source: Q59. "Last 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?"

## How renters became aware of the new rule

- Renters 2021
- Renters 2022



Base: Renters who are aware of the new rules about making minor changes to rental properties (2021 n=878; 2022 n=842)

Source: Q60. "How did you become aware of the new rules about making minor changes to your rental property?" Multiple responses are allowed, so totals may not add to 100%

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07

## Renters' engagement with landlords



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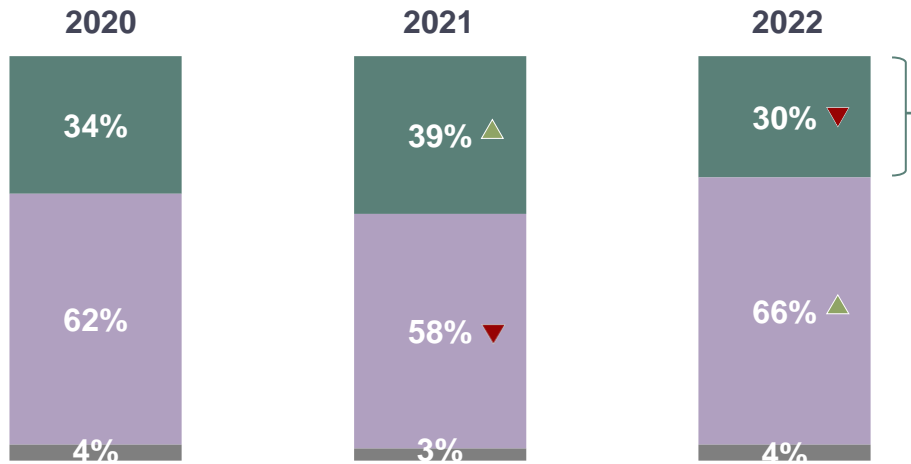


# Renters' engagement with landlord over Healthy Homes

With the Healthy Homes Standards now more established, there has been a decline in renters discussing healthy homes with their landlord or property manager in the last six months (down nine points to 30%). Conversations were most often initiated by the renter, with a decline this year in property managers/landlords approaching their tenants.

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

### Renters

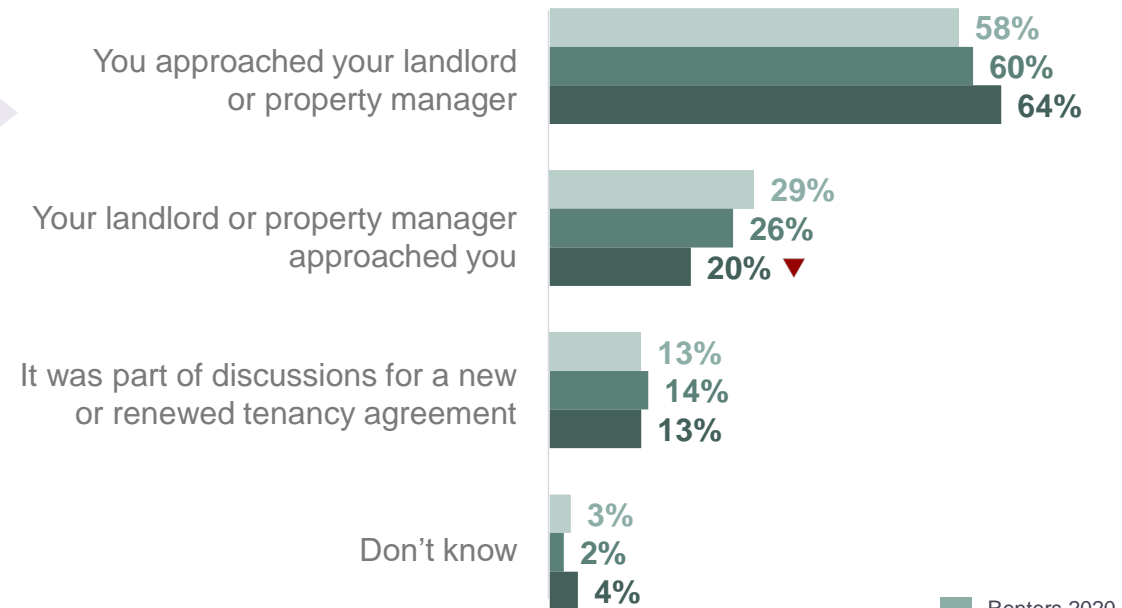


- Yes, have discussed healthy homes in last 6 months
- No, haven't discussed healthy homes with landlord
- Don't know

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

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

## Who initiated this discussion



- Renters 2020
- Renters 2021
- Renters 2021

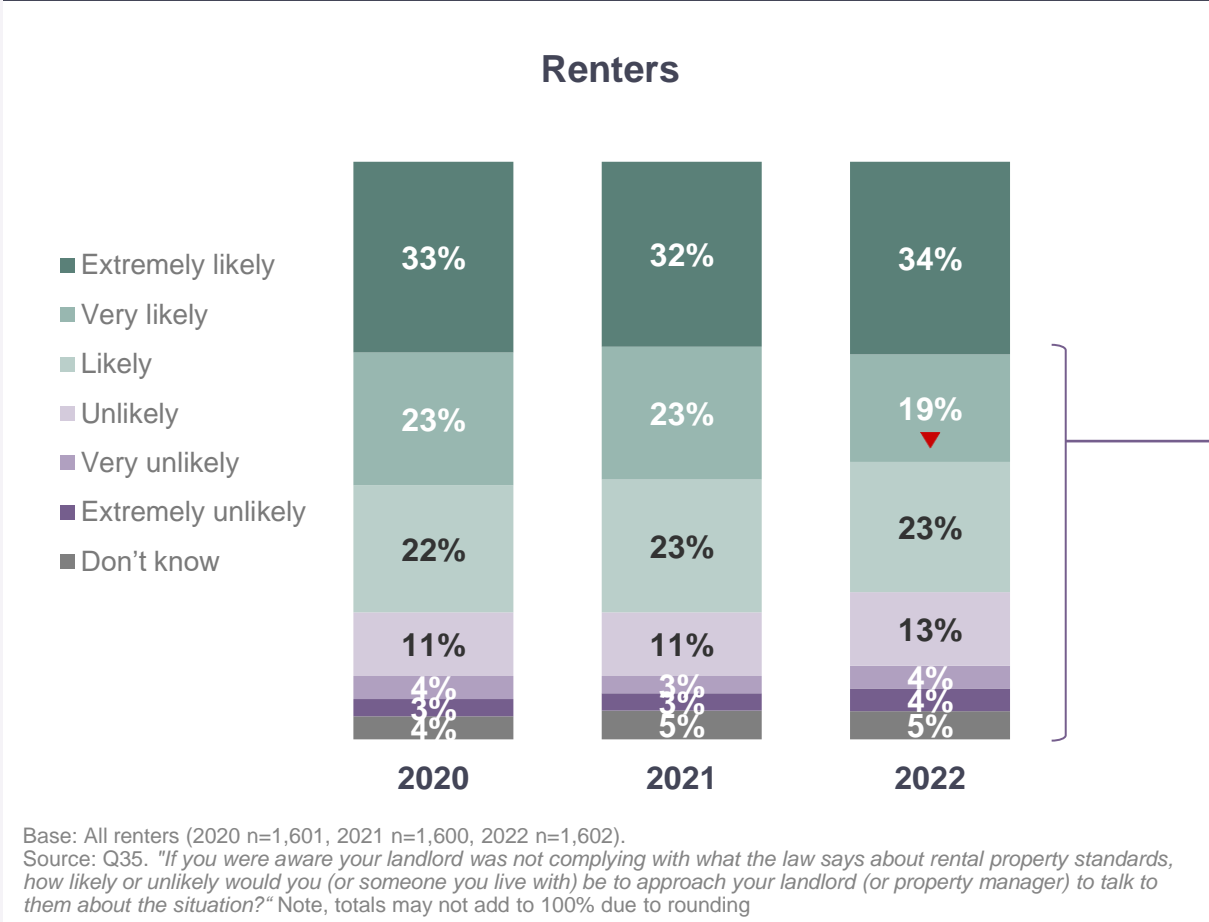
Base: Renters who have discussed healthy homes with their landlord/property manager (2021 n=623; 2022 n=491)

Source: Q34. "Did the discussion come about because..." Note, totals may not add to 100% due to rounding

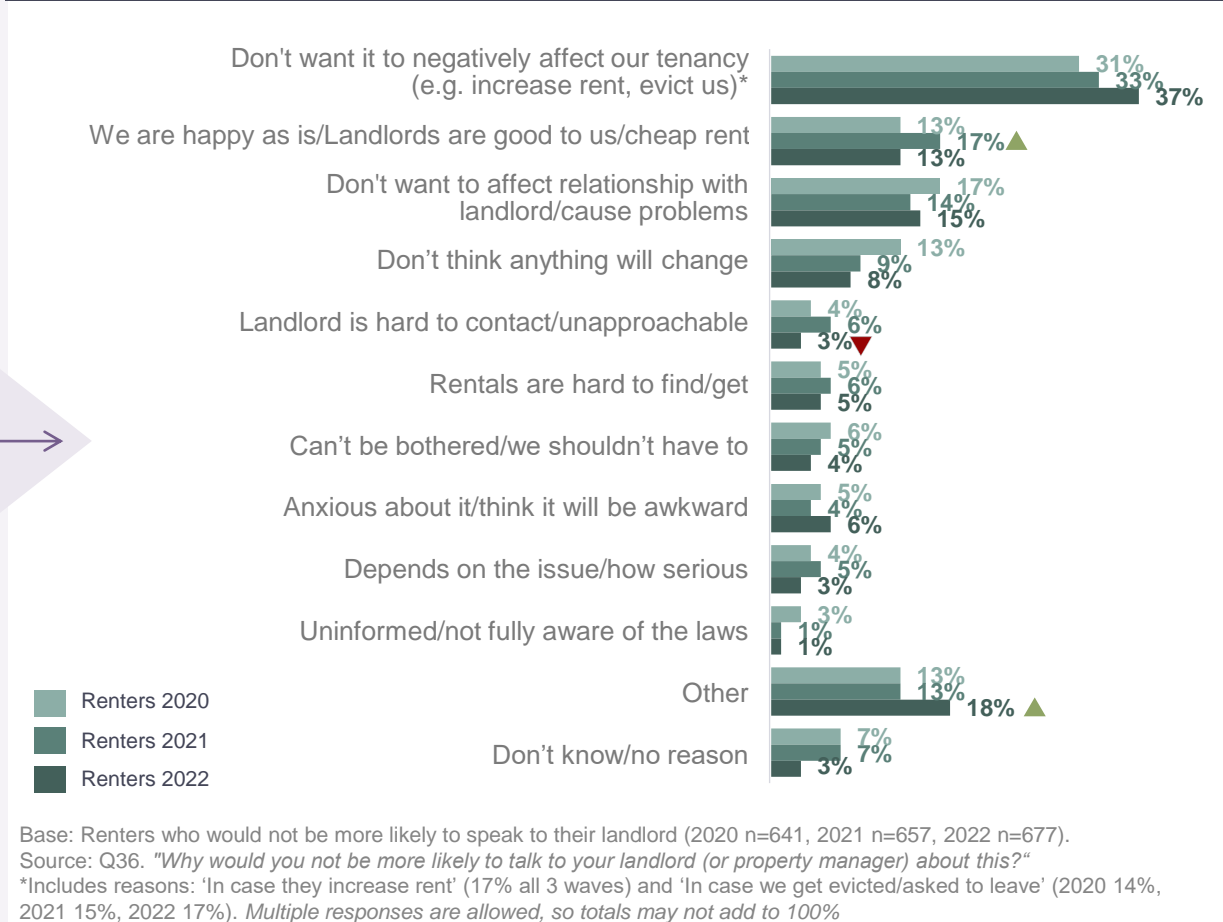
# Renters' engagement with landlord

Just over half (53%) of renters say they are 'extremely' or 'very' likely to approach their landlord if compliance issues arose. Key barriers to doing so tend to relate to concerns around disrupting the status quo, either by negatively affecting the tenancy (e.g. increasing rent or risking eviction) or ruining a good situation (e.g. cheap rent or a good relationship with the landlord).

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



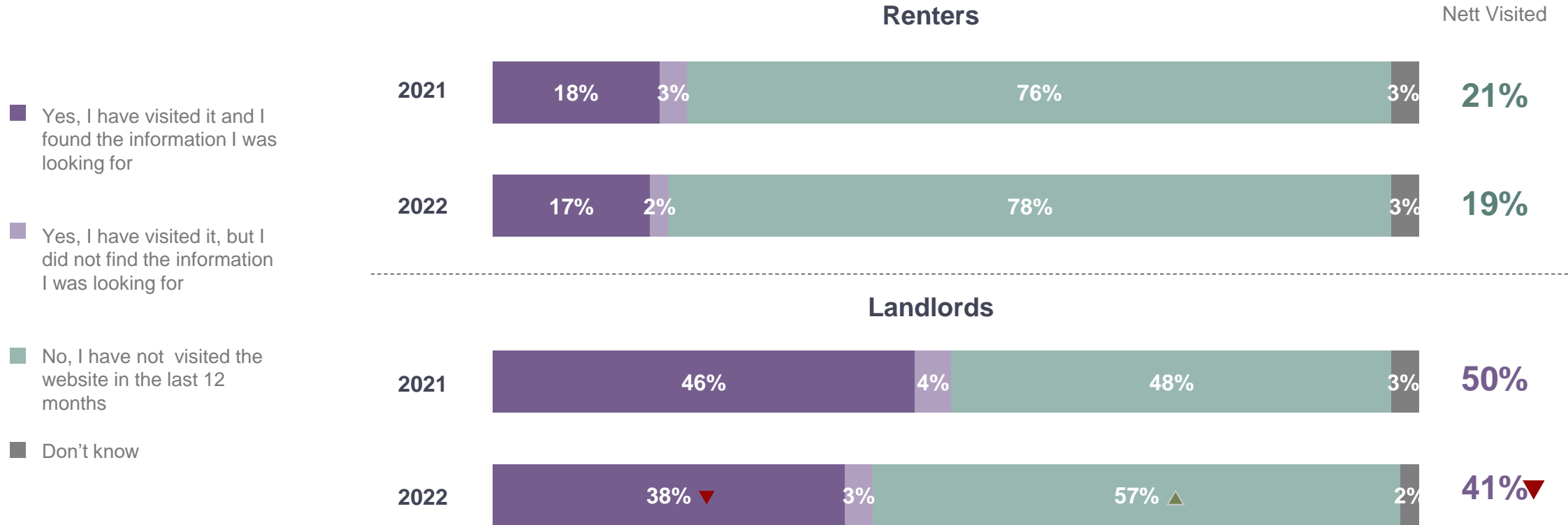
## Why they wouldn't approach landlord/property manager



# Use of tenancy website

One in five renters (19%) and two in five landlords (41%) have visited the tenancy website in the last 12 months. Fewer landlords visited the website than in the previous year. Of those who have visited the site, a small subset of renters and landlords said they were unable to find what they were looking for.

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



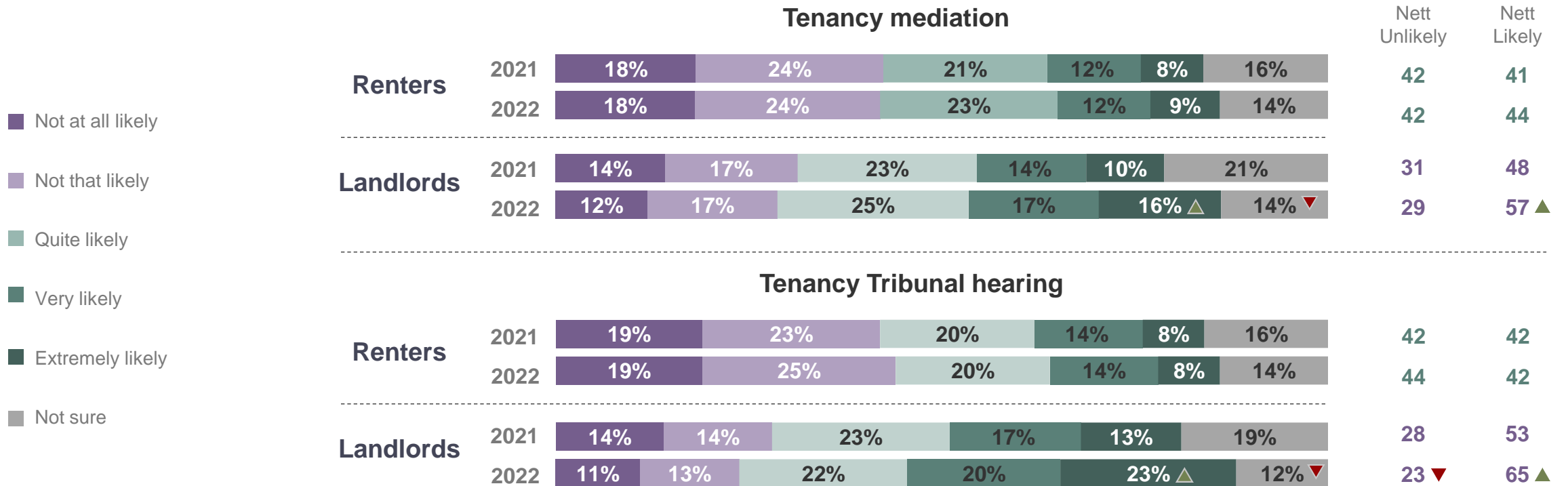
Base: All renters (2021 n=1,600; 2022 n=1,602) and all landlords (2021, n=1,002, 2022 n=1,602).

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 more willing to engage in tenancy mediation or hearings than renters. Landlord willingness has increased since the previous year. Renters continue to be more torn, with similar proportions saying they are likely and unlikely to engage with either process.

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



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

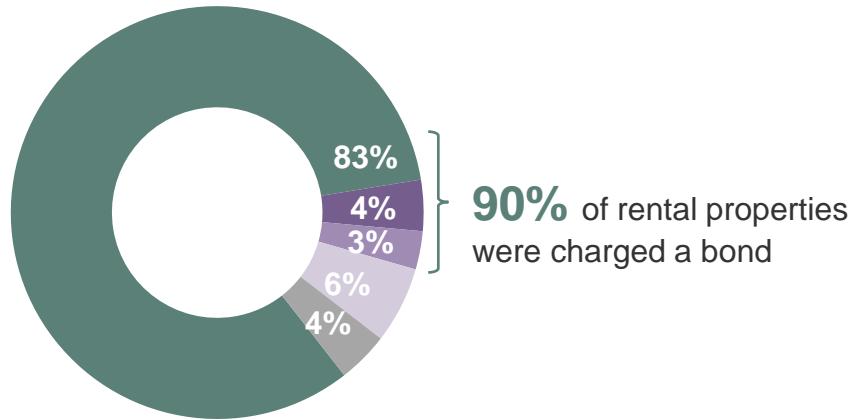
Source: Q58i. "Next we'd like you to imagine you have a significant tenancy issue or issue about Healthy Homes Standards. Imagine you have discussed the issue with your landlord directly, but the issue remains unresolved after three months. How likely are you to apply for Tenancy mediation AND/ OR the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

# Bond lodgement

Landlords charged a bond for almost all of their properties (90%), most of which were lodged with Tenancy Services. However there remains 7% who have charged a bond but not lodged it. There is a similar share of landlords who were not aware of this requirement (7%), suggesting lodgement would increase with greater awareness.

## Whether lodged a bond

Landlords (properties)

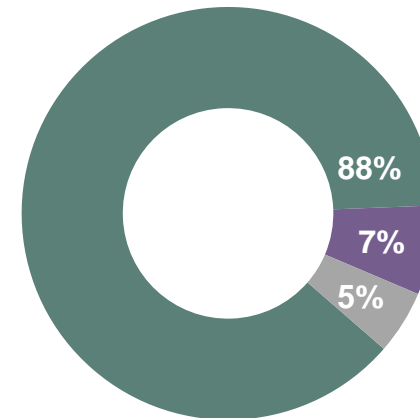


- Yes, I charged **and** lodged a bond
- No – I charged a bond but did not lodge it
- No – I charged a bond but unsure whether it was lodged
- No – I did not charge a bond
- Not sure

Base: All properties (2022 n=2,096).  
 Source: Q33a. "How many of your rental properties have you lodged a bond for?"  
 This question was asked for the first time in 2022, so no data is available before this

## Awareness that bonds must be lodged with tenancy services

Landlords



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

Base: All landlords (2022 n=1,000)  
 Source: Q33b. "Did you know that you if you charge a bond, you have to lodge the bond with Tenancy Services within 23 days?" This question was asked for the first time in 2022, so no data is available before this



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