



Healthy Homes Guarantee Act Monitoring

Topline report | Wave 5, 2025

verian 



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

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The task at hand

The Healthy Homes Standards ('The Standards') became law on 1st July 2019 and aim to make a significant change to the quality of New Zealand rental homes.

The regulations include minimum standards for:

- Heating
- Insulation
- Ventilation
- Moisture ingress (dampness) and drainage
- Draught stopping

More information can be found at: <https://www.hud.govt.nz/our-work/healthy-homes-standards/>

The standards came fully into effect on 1st July 2025.

Assessing the Standards

The Ministry of Housing and Urban Development (HUD) aim to understand awareness of, and compliance with, the Standards, evaluating whether the short and long-term outcomes are achieved through implementation of the Standards and understanding the overall impact on the rental market.

This report presents topline results for Wave 5 of a survey of landlords and renters conducted in June 2025. For comparison, it includes some key figures from the previous five waves conducted in 2020, 2021, 2022 and 2024.

Surveying renters and landlords

The surveys took a partial cohort approach where some of the participants had participated in previous rounds of surveying, and the remainder responded for the first time in 2025.

The 2025 surveys were conducted in June 2025. As the Standards came into effect on the 1st July 2025, the surveys provide a measure immediately prior to the 1st July deadline.

Renters	Landlords
<p>A nationwide online survey with 1,400 renters aged 18+ and living in a rental property owned by a private person, business, or an entity.*</p> <p>The maximum margin of error on the total sample of 1,400 is +/- 2.6% (+/-2.5% in 2024).**</p> <p>49% of respondents responded in previous years, and 51% responded for the first time this year.</p> <p>Data were weighted by age within gender, ethnicity and region to match Census 2023 population characteristics of renters in privately-owned dwellings nationwide. Data were also weighted on household income by household size using 2023 Statistics NZ Household Economic Survey data for more up to date population estimates.</p> <p><small>*This excludes renters living in properties owned by Housing NZ, a Council, or a registered community housing provider. **Based on a population of 1,533,936 renters in the 2023 census.</small></p>	<p>A nationwide online survey with 753 landlords who receive rental payments from tenants living in a residential property the landlord owns.</p> <p>The maximum margin of error on the total sample of 753 is +/- 3.6% (+/-3.1% in 2024).***</p> <p>68% of respondents responded in previous years, and 32% responded for the first time this year.</p> <p>As no demographic information is available for landlords, data are unweighted.</p> <p>As some landlords own multiple properties, some results are reported based on the number of properties, rather than the number of landlords responding (e.g. the number of properties with insulation). The 753 landlords surveyed own a total of 1,398 rental properties.</p> <p><small>***Few statistics are available on landlords, but estimates based on lodged bonds suggest there are about 120,000 landlords in New Zealand</small></p>





Notes on interpreting the data

Seasonality:

Timing of the surveys has impacted some findings due to seasonal changes in attitudes and awareness. The 2025 survey was conducted in winter, whereas previous years were in spring/summer. This means some results, particularly around heating, have changed this year which will be partly due to actual changes, but also because topics such as heating are more relevant and top-of-mind for people in winter (i.e. when you are actively using heating).

Statistical significance:

Significance testing has been done using a columns proportion test in Q (our primary analysis software). Q significance testing includes an optional false discovery rate correction for running multiple tests.

Rounding:

Throughout, some percentages may not add to 100% either 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 whole number.

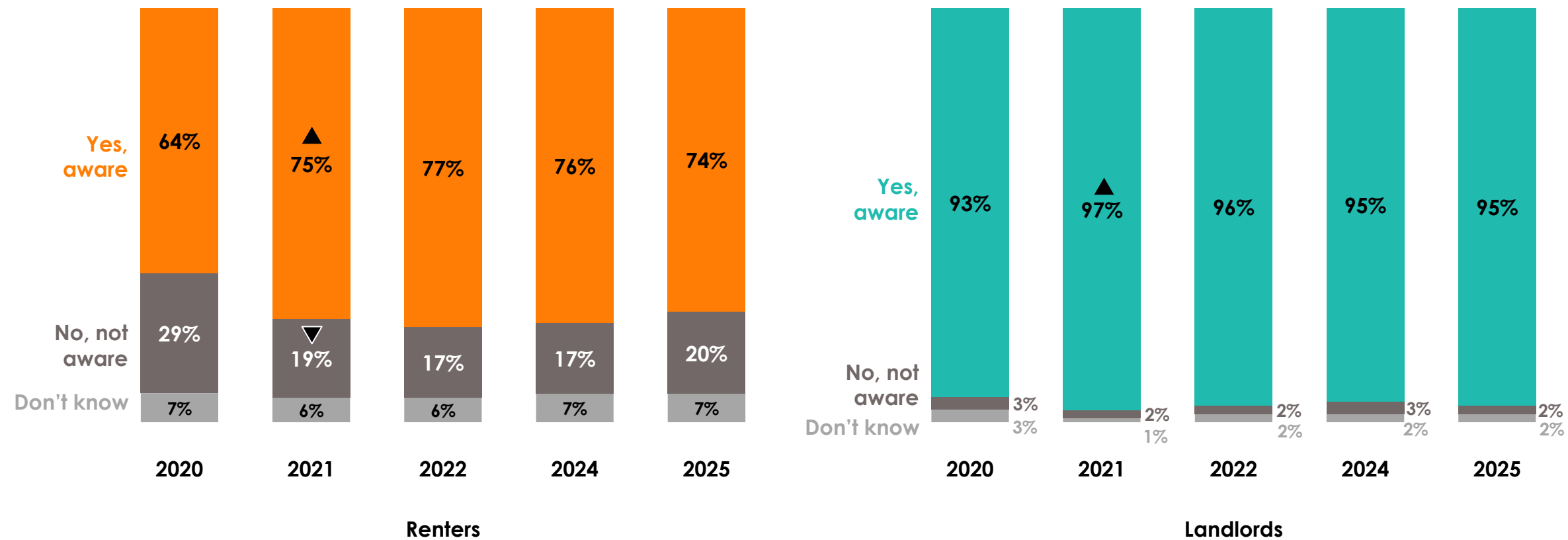
01

Awareness of Healthy Homes Standards

Almost all landlords and three quarters of renters are aware of the Standards.

This has remained stable following increased awareness in 2021 and means a quarter of renters remain who still have not heard of the Standards.

Awareness of Healthy Homes Standards



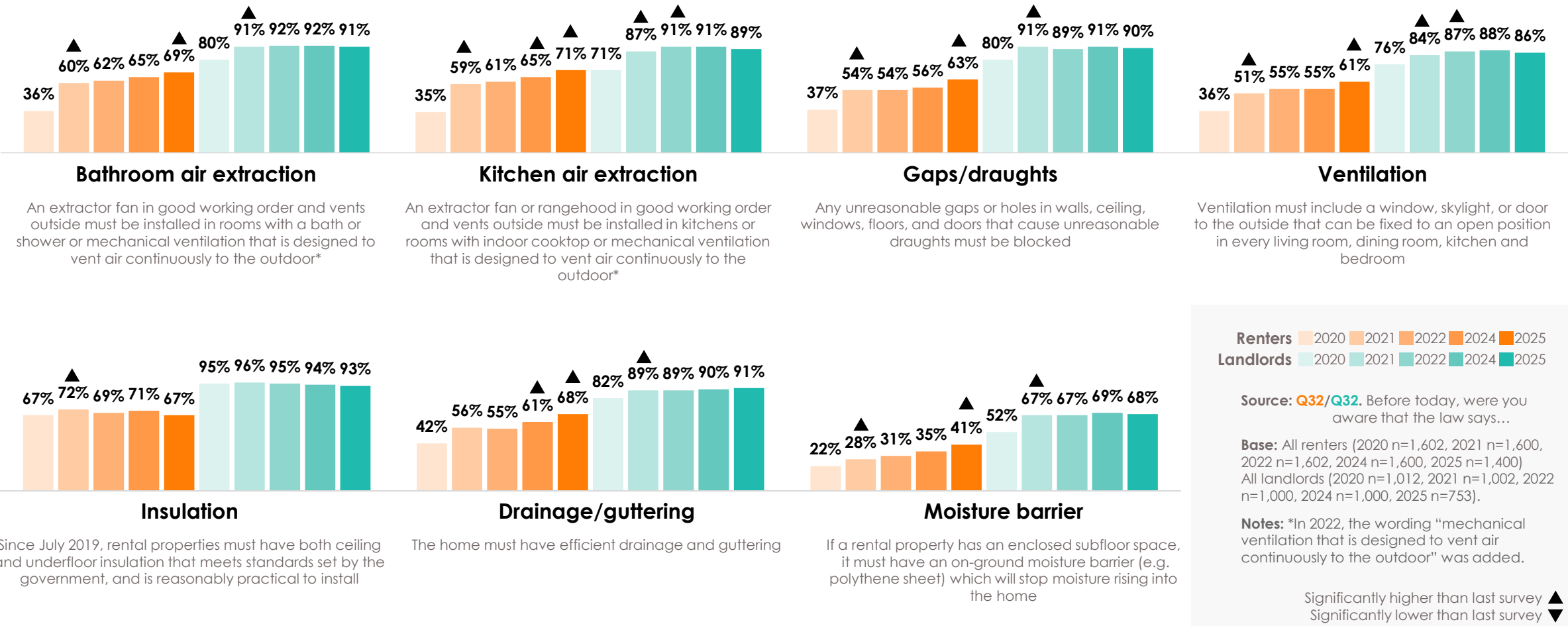
Source: Q31/Q31. Before today, had you seen or heard anything about Healthy Homes Standards?
Base: All renters (2020 n=1,602, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Renters are increasingly aware of airflow, ventilation and moisture standards.

However, renters' awareness around insulation remains unchanged. Similarly, landlords' awareness has not improved for any Standards since 2022 or earlier, meaning there is still room to improve among both groups.

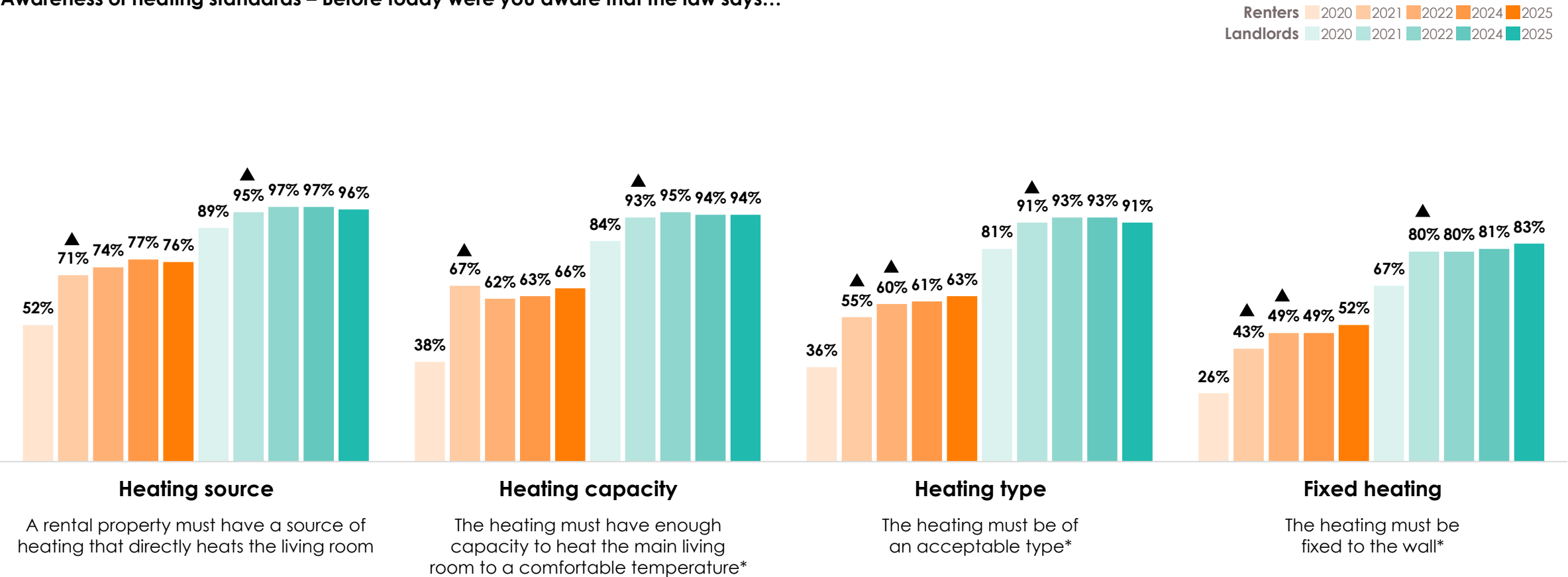
Awareness of airflow, moisture, ventilation and insulation standards - Before today were you aware that the law says...



Similarly, awareness of heating Standards remains similar to previous years.

For all Standards, there continues to be a gap in knowledge between renters and landlords.

Awareness of heating standards – Before today were you aware that the law says...



Source: Q32/Q32. Before today, were you aware that the law says...
Base: All renters (2020 n=1,602, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).
Notes: *Although these were only asked of those who were aware of the need for a direct source of heating in the main living room, all percentages are based on the total sample.

A man with grey hair and a tattoo on his left arm is leaning over a laptop in a workshop. He is wearing a blue striped t-shirt and a tool belt. The background shows wooden beams and various tools.

02

Landlords' commitment to complying with the standards

Commitment to implementing and maintaining the Healthy Homes Standards

Behavioural theory tells us that the more committed a person is to an action, the more likely they are to undertake and sustain it.

In the case of landlords, the desired action is to implement and maintain their rental properties to the required Healthy Homes Standards.

We measured commitment intensity by assessing landlords'...

- Perceived ease of meeting the Standards
- Perceived importance of the Standards
- Degree of ambivalence towards the Standards
- Cognitive dissonance or conflicting beliefs that come with not meeting the Standards

This was used to segment landlords into six groups based on their commitment to the Standards.

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

More
committed



Advocates

The strongest commitment (consciously/ unconsciously). The most likely to role-model behaviours and seek to influence others.

Attainers

Strongly committed, but unlikely to actively seek to influence others unless inspired to do so.

Fluctuators

Strongly conflicted in their commitment. They may not actively want to exhibit wrong behaviours/go against 'social norms', but unconscious attitudes serve as barriers.

Followers

On the fence in their commitment. They want to do the 'right' thing. But, strongly influenced by others around them, listening to the loudest voice and what they see as the 'social norm'.

Difficult

Low levels of commitment. The most negative in their behaviours/ attitudes. Knowingly exhibit undesirable behaviours and actively resist change.

Denial

Very low commitment. Most likely to exhibit undesirable behaviour. Refuse to acknowledge the behaviour/ value/ issue is to be taken seriously.

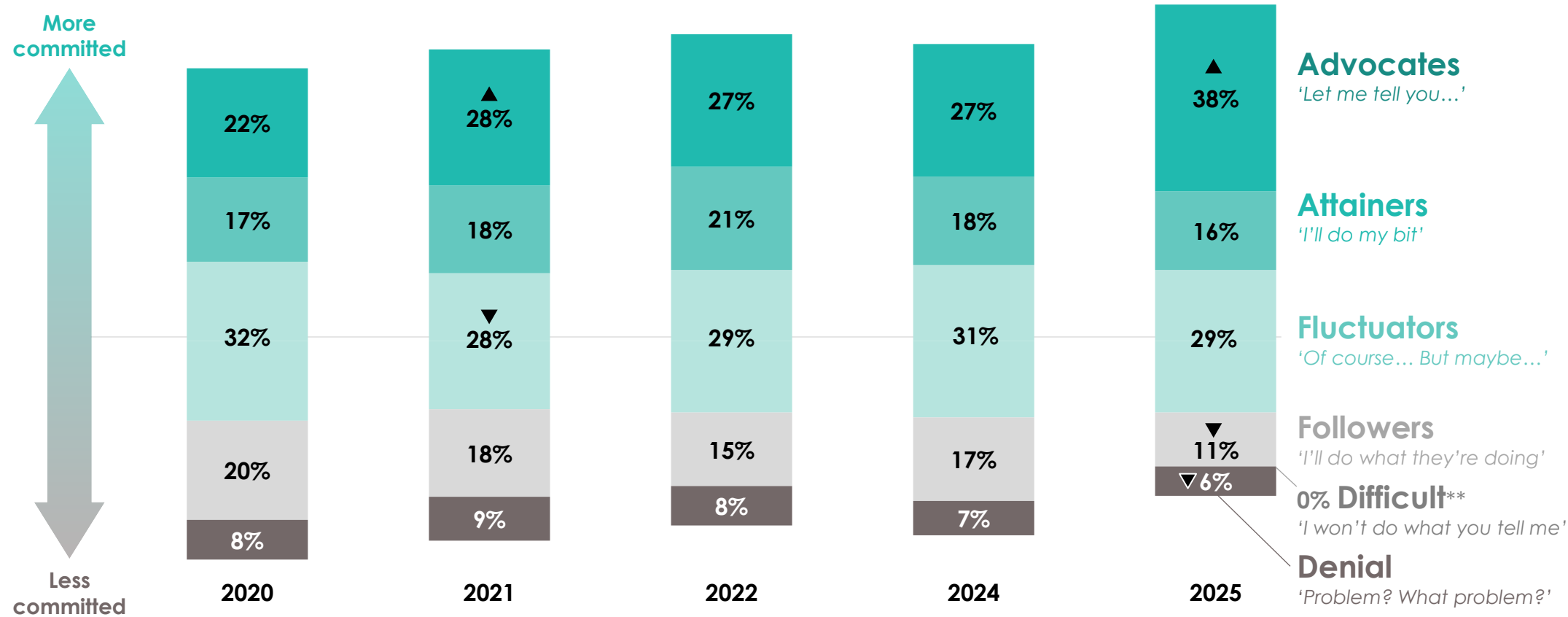
Less
committed



In the last year, landlords are increasingly advocating for the Standards.

This follows a period with little change, suggesting the looming deadline for compliance may have brought the Standards to the forefront, or landlords are more supportive following recent Government policy changes.*

Landlords' commitment to the Standards



Base: All landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).
*This could include changes to regulations around notice periods, 'no cause' terminations, pet bonds, fixed term tenancies etc.
**Since 2020, no landlords have fallen into the 'difficult' segment.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

22% of landlords say it's not easy to comply with the Standards*
(78% say it's easy)**

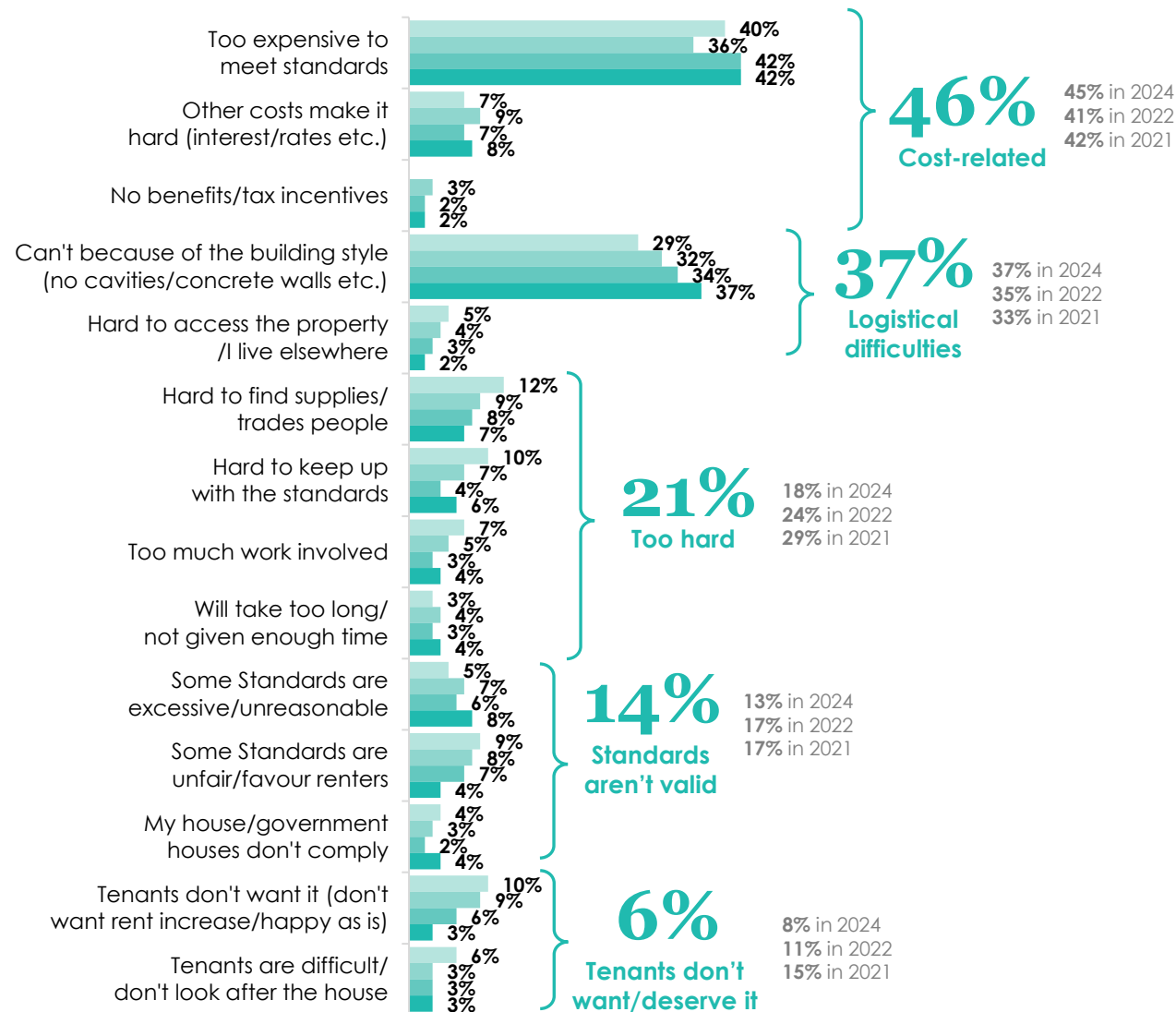
Of the 22% who say it's difficult, cost continues to be the main barrier (almost half of landlords who find it hard mention cost, which is 10% of all landlords).

Landlords with difficulties also often talk about logistical issues or say that compliance takes too much time or work. There is still some resistance to the regulations themselves and an element of antagonism towards tenants, although this is less prevalent than the other barriers.

*Rating ease of compliance 0-6 out of 10

**Rating ease of compliance 7-10 out of 10

What challenges landlords face in trying to fully comply with the Standards*



Source: Q48. Earlier you indicated it wasn't that easy to fully comply with the Healthy Homes Standards. Please tell us what challenges you faced in trying to fully comply.
Base: Landlords who say it's not easy to fully comply with the Healthy Homes Standards (2021 n=347, 2022 n=314, 2024 n=319, 2025 n=167). **Note:** Multiple responses can be selected, so totals will not add to 100%. Not showing the <1% who are not sure. *Some of these have been re-categorised for clarity since previous reports.



03

Compliance with the Standards

Almost nine in ten landlords say that their properties fully meet the Standards.

Another 4% say they aren't fully compliant currently, but aim to meet the 1st July deadline. This leaves relatively few who anticipate they will either meet the Standards late or never meet the Standards.

Landlords' preparation to meet the standards - Do landlords say their properties currently meet the Standards?

Unlikely to currently meet the Standards



Have landlords done work on their properties to get closer to meeting the Standards?

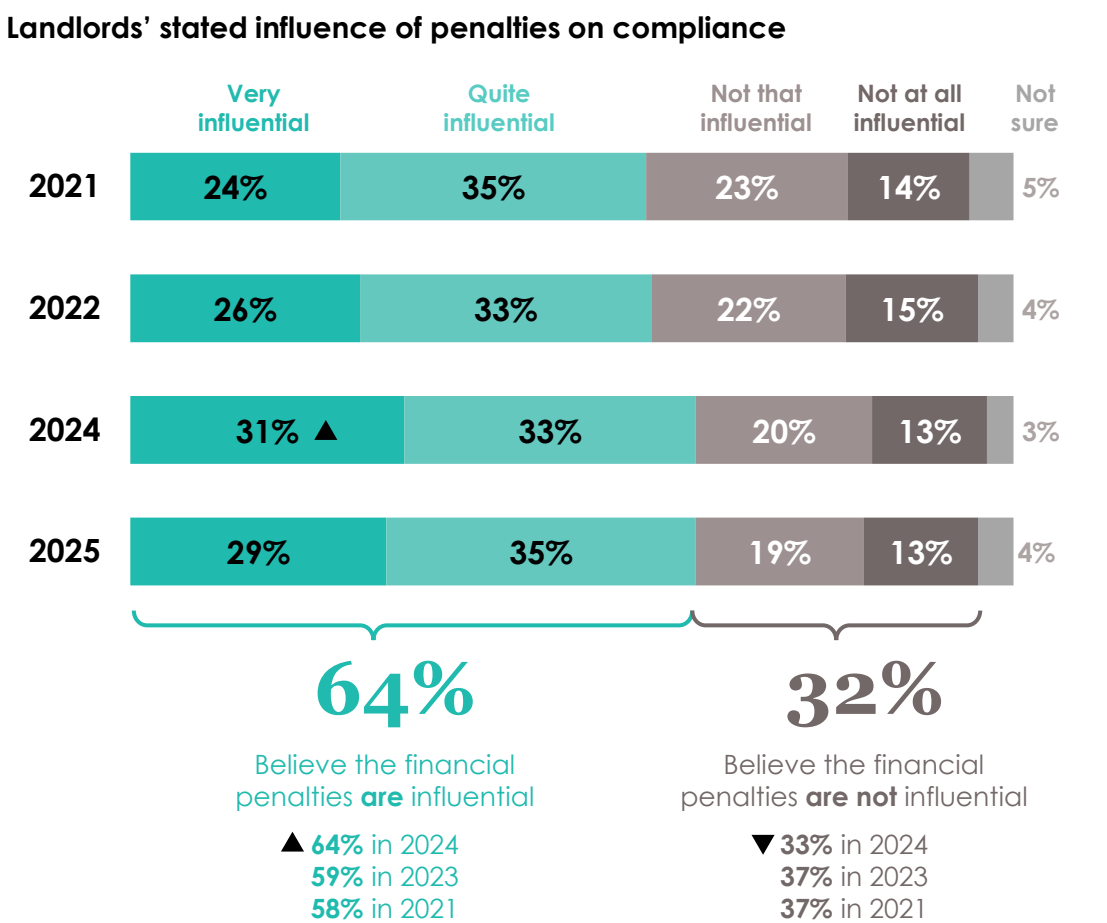
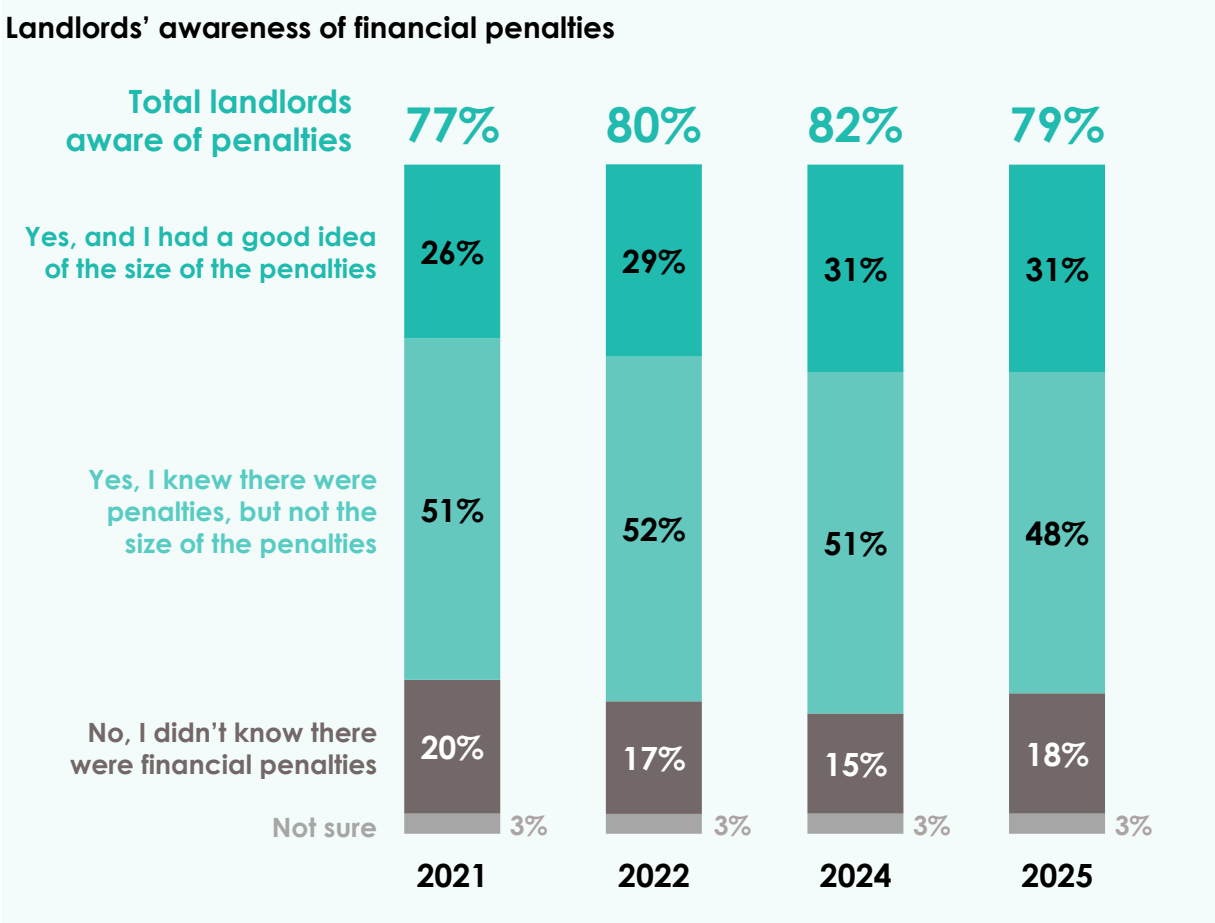
	Will never meet the Standards	Will meet the Standards <u>after</u> 1 st July	Will meet the Standards <u>before</u> 1 st July	Already meets the Standards
Have done work on property to meet the Standards	2%	2%	3%	74%
Have not	1%	1%	1%	13%

Source: Q42. Have you (or your property manager) been doing things to prepare your rental property to meet the Healthy Homes Standards more fully?
Q42b. Will your property fully meet the Healthy Homes Standards in the future? Base: All landlords (2025 n=753). Note: Only the results for 2025 have been shown above.
The wording for Q42 changed in 2025, meaning these results are not directly comparable with previous years' data. Totals may not add to 100% due to rounding

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Awareness and knowledge of penalties is high but mostly unchanged since 2021.

However, there is still room to improve with one in five that are unaware of penalties. About two thirds say the penalties have at least some influence on their compliance.



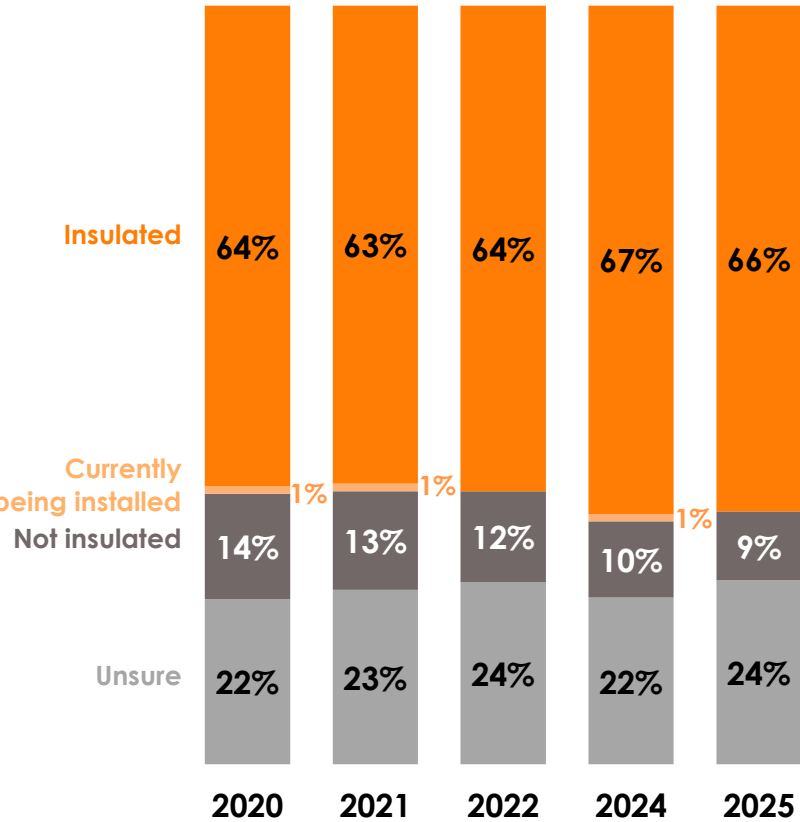
Source: Q49. Landlords who don't comply with the Healthy Homes Standards may face financial penalties. Landlords may be liable for exemplary damages of up to \$7,200. Before today, did you know about these penalties? Q50. How influential are the financial penalties in making sure you fully comply with the Healthy Homes Standards?
Base: All landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753). Note: this was asked for the first time in 202, so no data is available for 2020.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

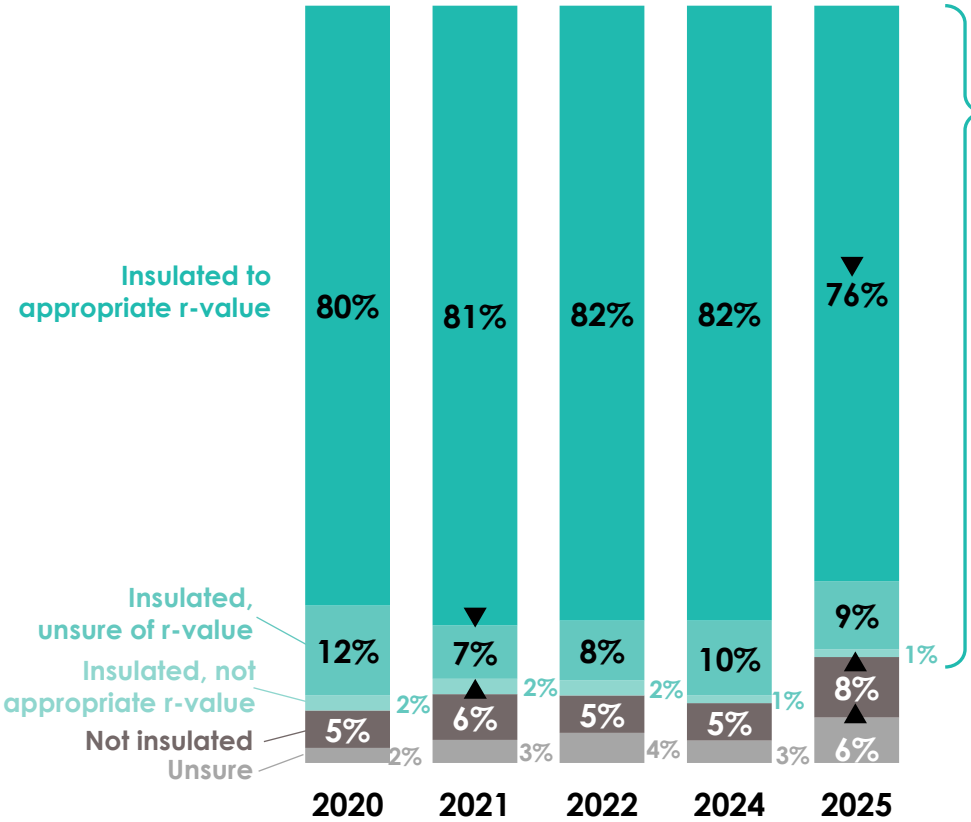
Landlords continue to say most of their properties have ceiling insulation.

However this year, landlords are slightly less certain about whether their insulation is the appropriate r-value. Renters' knowledge also needs improving, as each year about a quarter are unsure if they have insulation.

Renters' views on existence of ceiling insulation



Landlords' views on existence of ceiling insulation to the appropriate r-value
(% of landlords' properties)



Landlords say
87%
of their properties have ceiling insulation.

***Note:** As this is a proportion of properties, not landlords, outliers can impact the results.

In 2025, two landlords with 35+ largely non-compliant properties bring down the total insulated.

Removing them brings the total to 91%, which is more in line with previous years.

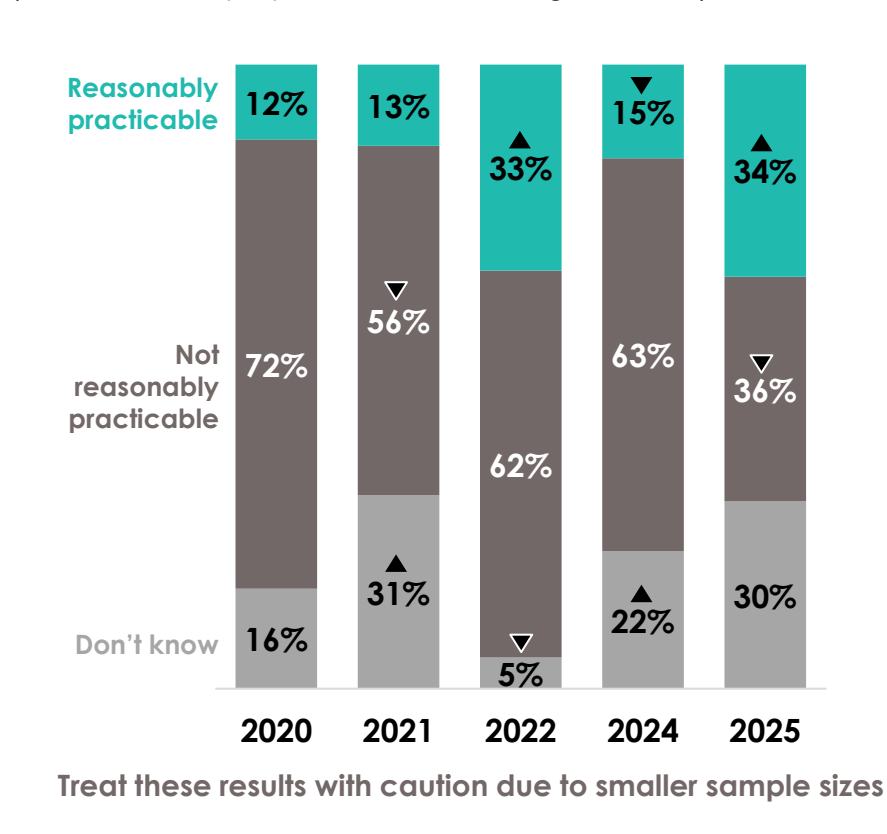
Source: Q12. Does this property have ceiling insulation? Q7. How many of your rental properties have insulation in the ceiling?
Q8. How many of your rental properties have ceiling insulation with the appropriate R-value for your climate zone?
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400), all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

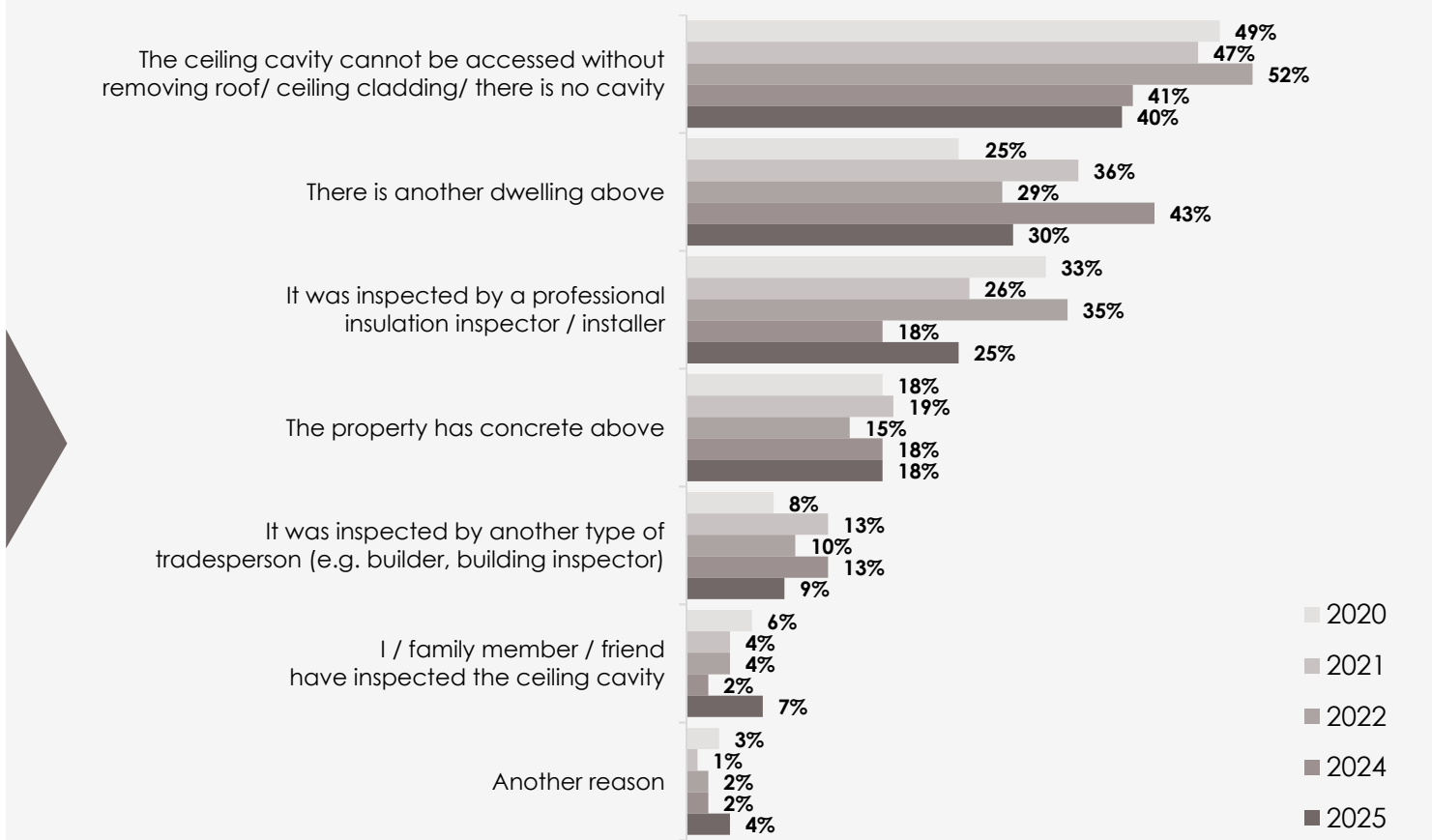
Ceiling insulation could be added to about a third of properties that don't have it.

This means 5% of all properties could be insulated but aren't. Landlords say another third of uninsulated properties cannot be practicably insulated, most often because there is no cavity or ceiling access.

Do landlords feel it's practicable to install ceiling insulation?
(% of landlords' properties with no ceiling insulation)



Reasons for not being reasonably practicable to install ceiling insulation*



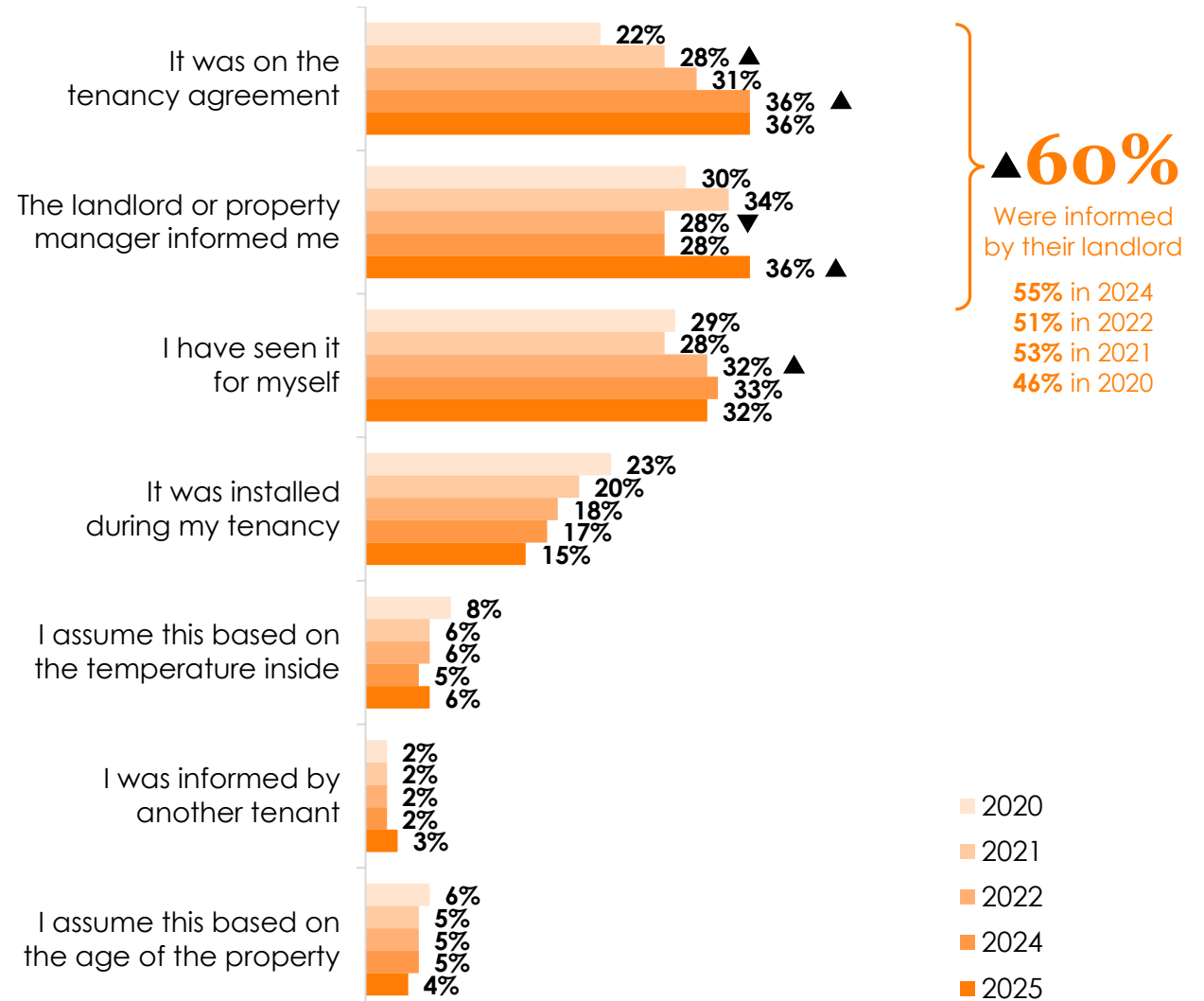
Source: Q9. For your rental properties that don't have ceiling insulation, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this.
Q10. How do you know it is not reasonably practicable to install ceiling insulation? Base: Q9. Properties with no ceiling insulation, or the landlord is unsure if they have insulation (2020 n=130, 2021 n=188, 2022 n=181, 2024 n=144, 2025 n=188). *Q10. Landlords with no ceiling insulation who say it's not reasonably practicable to install, 2020 n=72, 2021 n=70, 2022 n= 84, 2024 n=56, 2025 n=57). Multiple responses can be selected, so totals will not add to 100%.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

66% of renters say their property has ceiling insulation (67% in 2024)

Renters have increasingly learned about their ceiling insulation from their landlord, either directly or via a tenancy agreement.

How renters know their property has ceiling insulation (% of renters with ceiling insulation)



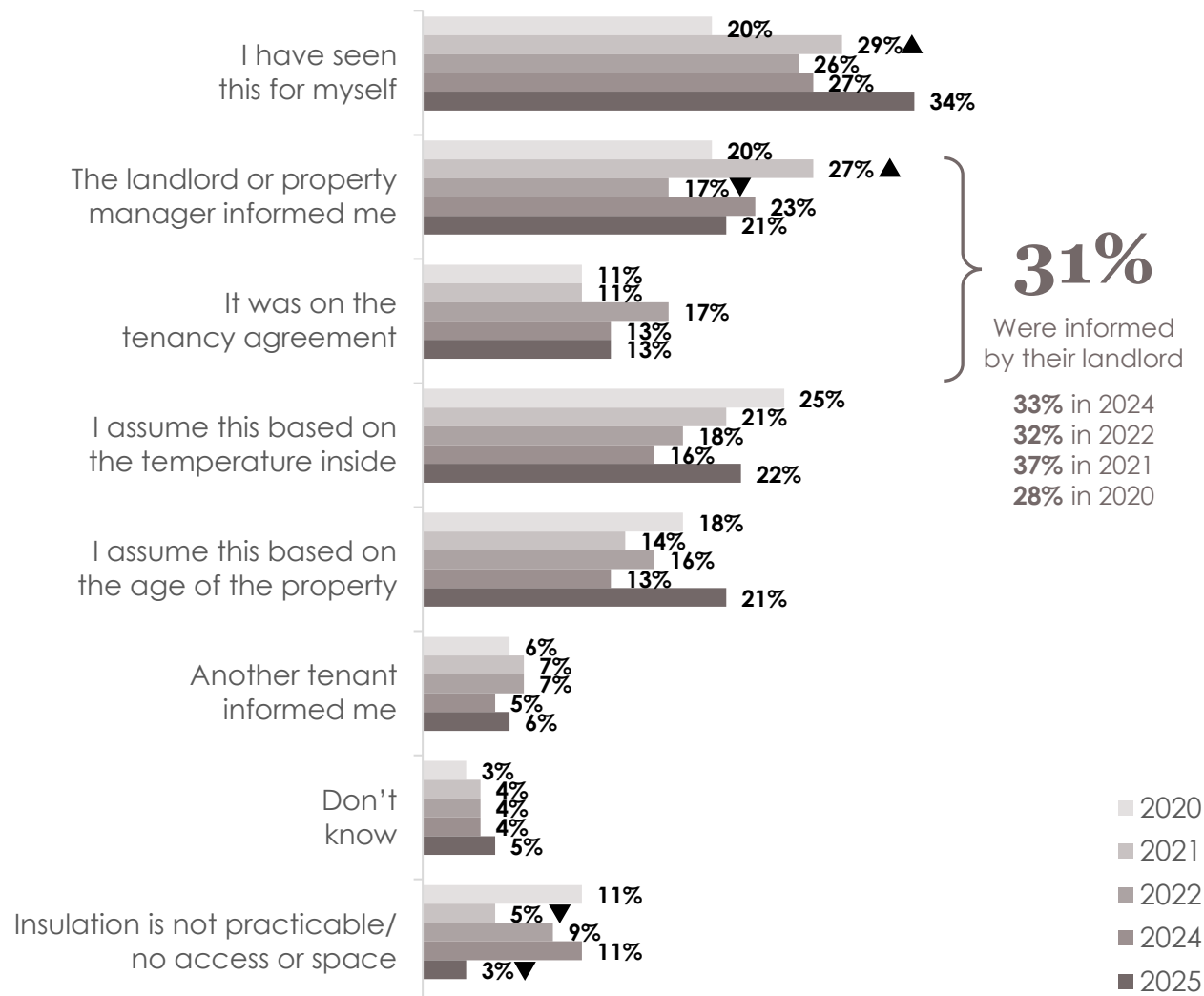
Source: Q13. How do you know there is ceiling insulation in your rental property?
 Base: Renters who know there is ceiling insulation (2020 n=1,017, 2021 n=1,000, 2022 n=1,027, 2024 n=1,053, 2025 n=906). Note: Responses mentioned by less than 2% are not shown.
 Multiple responses can be selected, so totals will not add to 100%

Significantly higher than last survey ▲
 Significantly lower than last survey ▼

9% of renters say that their property has no ceiling insulation (10% in 2024)

Similar to previous years, about a third of renters without ceiling insulation know this because they have checked for themselves, and another third have been told there is none by their landlord.

How renters know their property has no ceiling insulation (% of renters with no ceiling insulation)



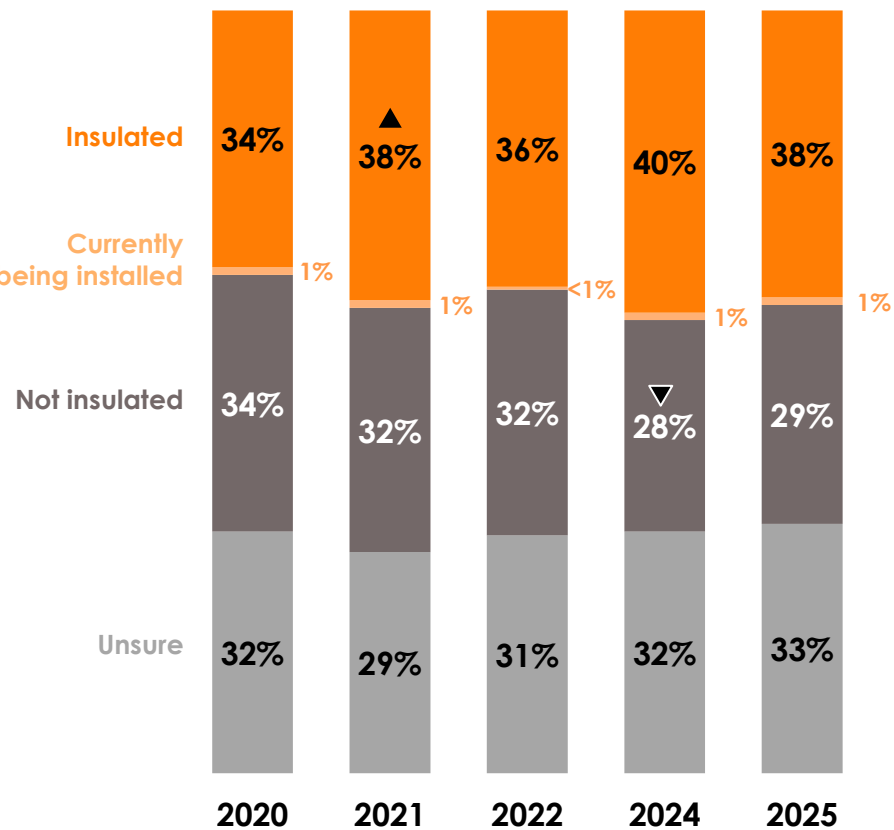
Source: Q13. How do you know there is no ceiling insulation in your rental property?
Base: Renters who know there is no ceiling insulation (2020 n=223, 2021 n=217, 2022 n=195, 2024 n=168, 2025 n=147). **Note:** Responses mentioned by less than 2% are not shown. Multiple responses can be selected, so totals will not add to 100%

Significantly higher than last survey ▲
Significantly lower than last survey ▼

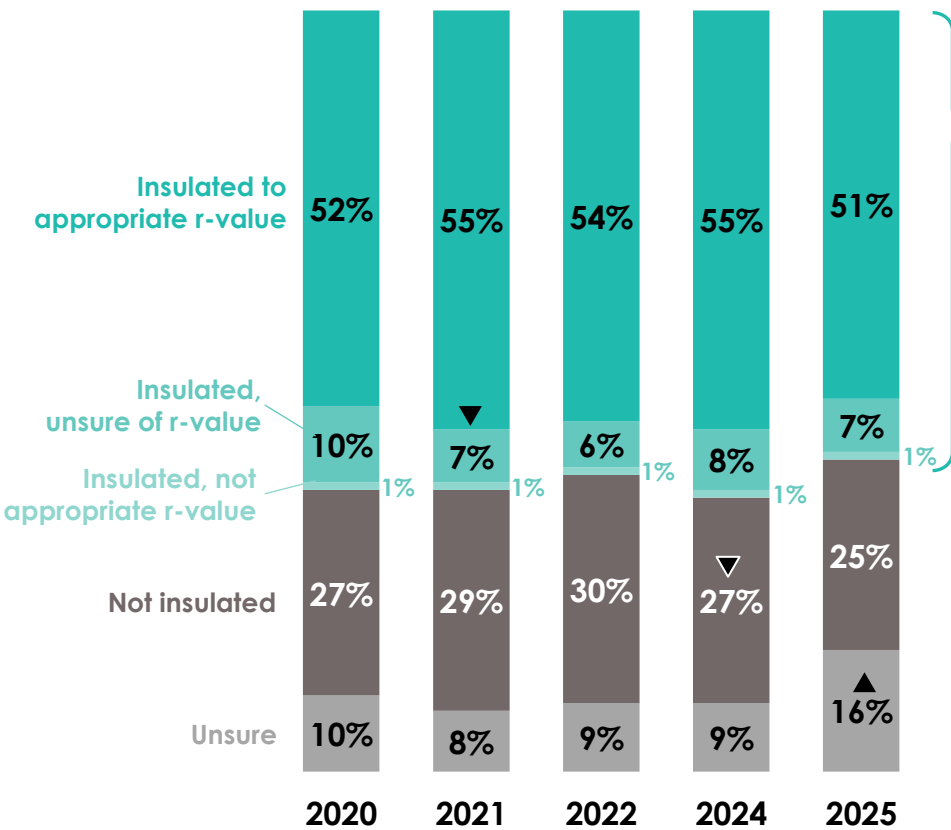
With the compliance deadline nearing, a quarter of landlords' floors are uninsulated.

As with ceiling insulation, there is still room to improve knowledge and understanding among renters as a third are unsure about their floor insulation, which remains unchanged since 2020.

Renters' views on existence of underfloor insulation



Landlords' views on existence of underfloor insulation to the appropriate r-value
(% of landlords' properties)



Landlords say **59%** of their properties have underfloor insulation.

***Note:** As this is a proportion of properties, not landlords, outliers can impact the results. In 2025, two landlords with 35+ largely non-compliant properties bring down the total insulated. Removing them brings the total up to 62%.

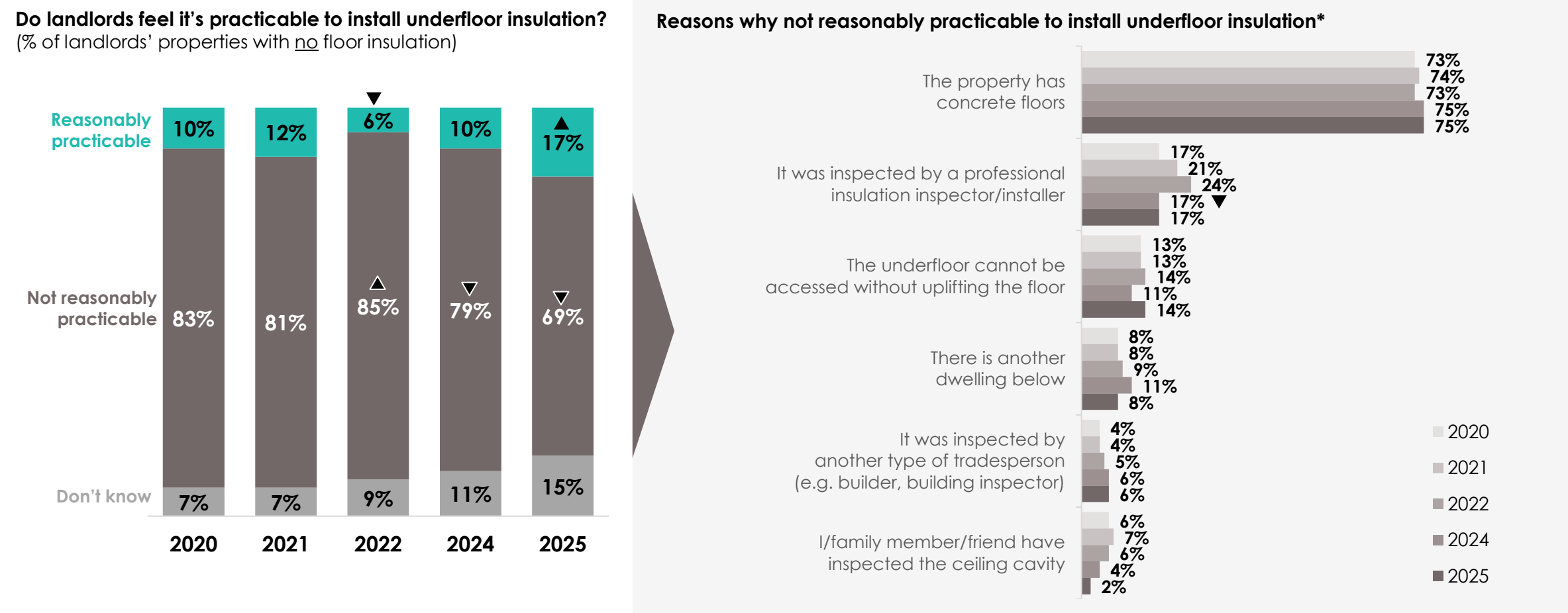
Source: Q14. Does this property have underfloor insulation? Q11. How many of your rental properties have underfloor insulation?
Q12. How many of these rental properties have underfloor insulation at an R-value of at least 1.3?

Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,937, 2025 n=1,398).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Increasingly, landlords say their uninsulated floors could be insulated (but aren't).

17% of properties with un-insulated floors could be insulated (which makes up 7% of all properties). Landlords who say they can't insulate most often say this is because they have concrete floors.



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. Q14. How do you know it is not reasonably practicable to install underfloor insulation? Base: Q13. Properties with no underfloor insulation, or the landlord is unsure if they have insulation (2020 n=738, 2021 n=764, 2022 n=808, 2024 n=700, 2025 n=578). Q14. Landlords with one or more property with no underfloor insulation and who say it is not reasonably practicable to install it, 2020 n=360, 2021 n=387, 2022 n=382, 2024 n=334, 2025 n=274). *Multiple responses can be selected, so totals will not add to 100%. Not showing responses with less than 2%

Significantly higher than last survey ▲
Significantly lower than last survey ▼

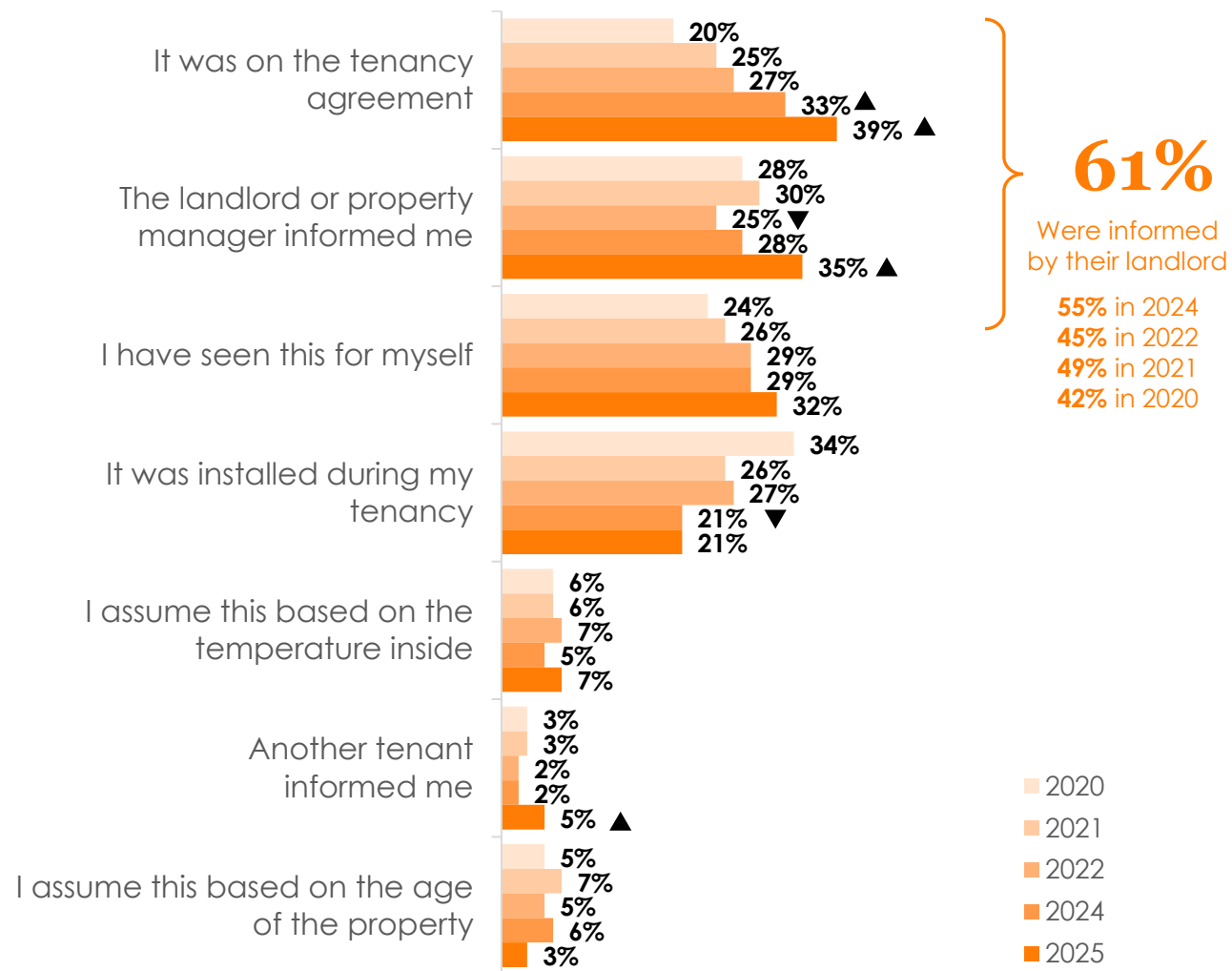
38% of renters say their property has underfloor insulation (40% in 2024)

Over time, more renters are finding out about the presence of underfloor insulation via their landlord or property manager, either through the tenancy agreement or being told directly.

About two in five renters with underfloor insulation now say this information was included on their tenancy agreement (which is 23% of all renters).

Note, properties with concrete floors may also have insulation, so the total with underfloor insulation may be higher.

How renters know their property has underfloor insulation



Source: Q15. How do you know there is underfloor insulation in your rental property?
Base: Renters who know there is underfloor insulation (2020 n=556, 2021 n=611, 2022 n=602, 2024 n=627, 2025 n=526). Note: Responses mentioned by less than 2% are not shown above. Multiple responses can be selected, so totals will not add to 100%

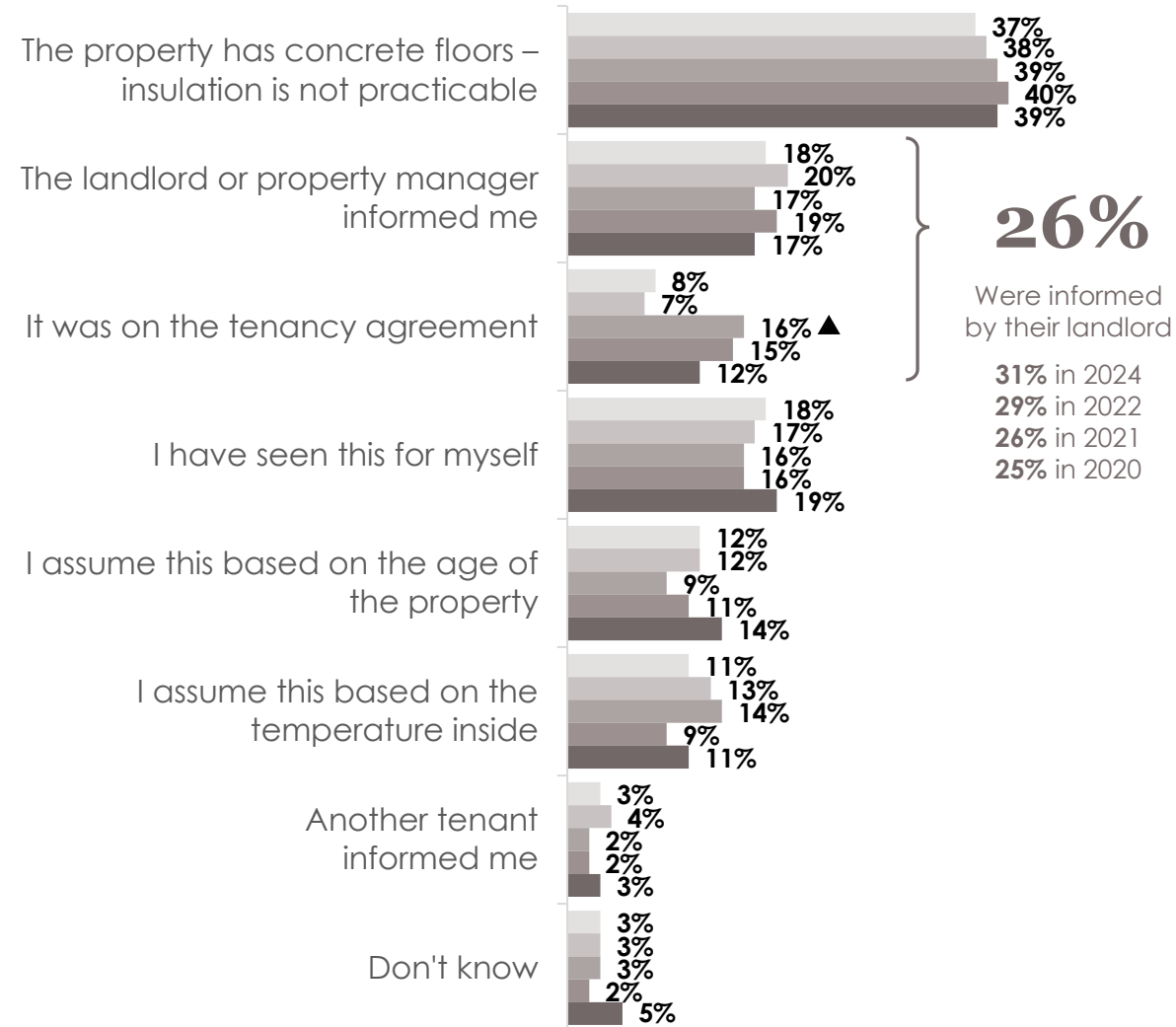
Significantly higher than last survey ▲
Significantly lower than last survey ▼

29% of renters say their property does not have underfloor insulation
(28% in 2024)

Renters without underfloor insulation most often know this because the property has concrete floors. About a quarter without floor insulation were informed of this by their landlord or property manager (which makes up 9% of all renters)

Note, some properties with concrete floors may have insulation, so some of these properties may be insulated.

How renters know their property has no underfloor insulation



Source: Q15. How do you know there is **no** underfloor insulation in your rental property?

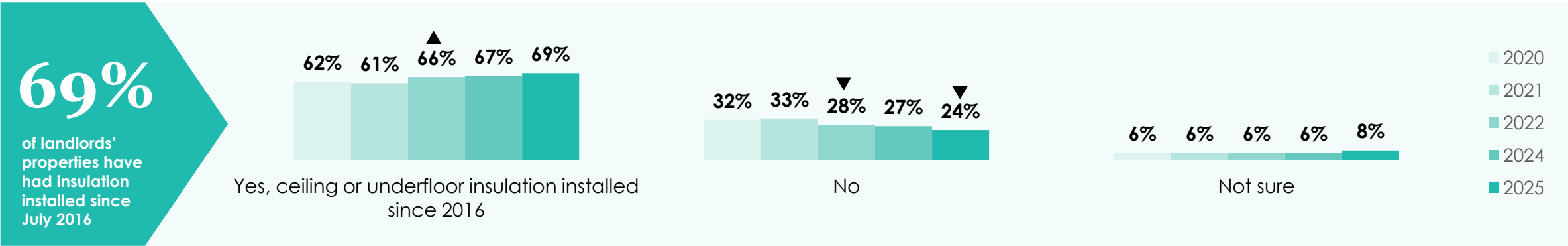
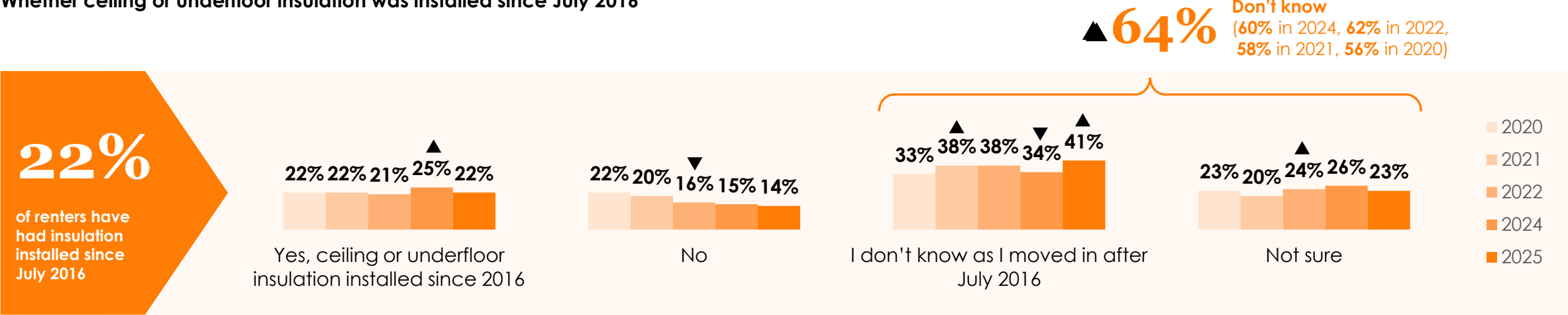
Base: Renters who know there is no underfloor insulation (2020 n=547, 2021 n=506, 2022 n=541, 2024 n=454, 2025 n=424). Note: Responses mentioned by less than 2% are not shown above. Multiple responses can be selected, so totals will not add to 100%

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Landlords say seven in ten properties were insulated after 2016.

This is lower for renters (almost a quarter insulated after 2016), although this is mostly because renters are less sure than landlords about when their insulation was installed.

Whether ceiling or underfloor insulation was installed since July 2016

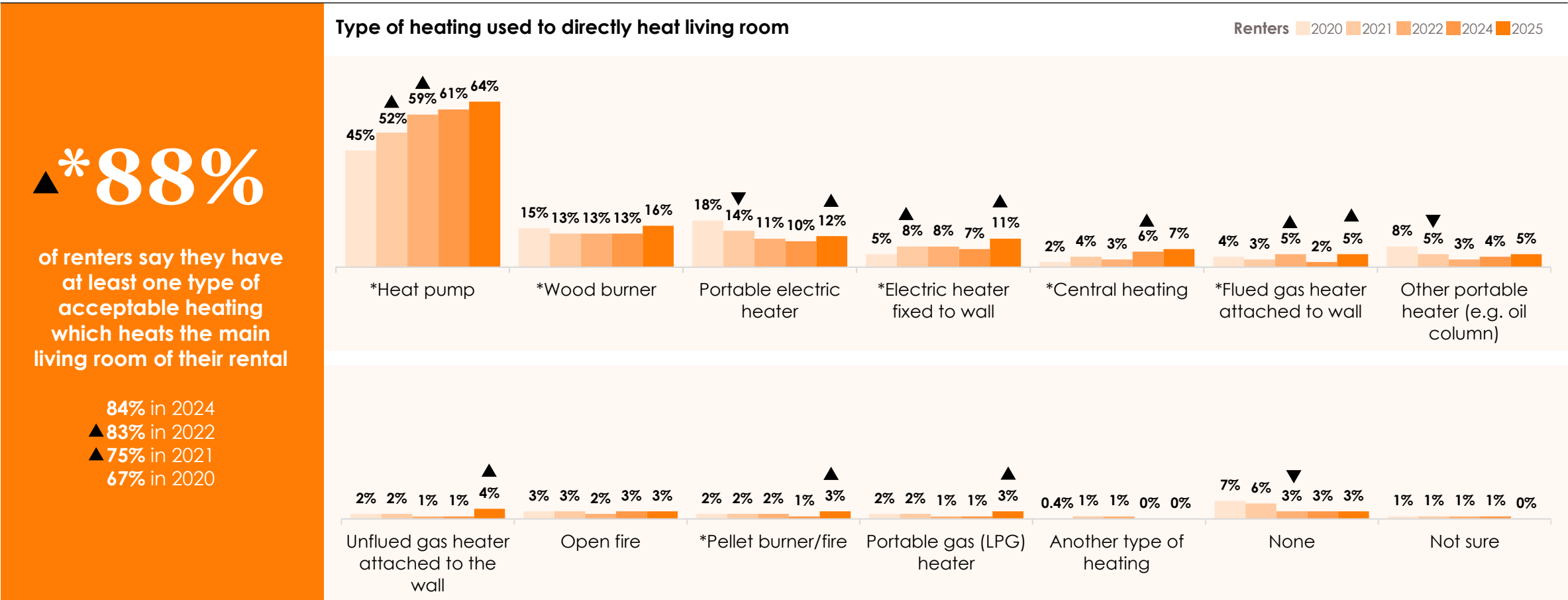


Source: Q16. Has this rental property had either ceiling or underfloor insulation installed since July 2016? Q15. How many of your rental properties have had ceiling or underfloor insulation installed since 2016? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400), and properties with ceiling and/or underfloor insulation (2020 n=979, 2021 n=1,861, 2022 n=1,849, 2024 n=1,744, 2025 n=1,248).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

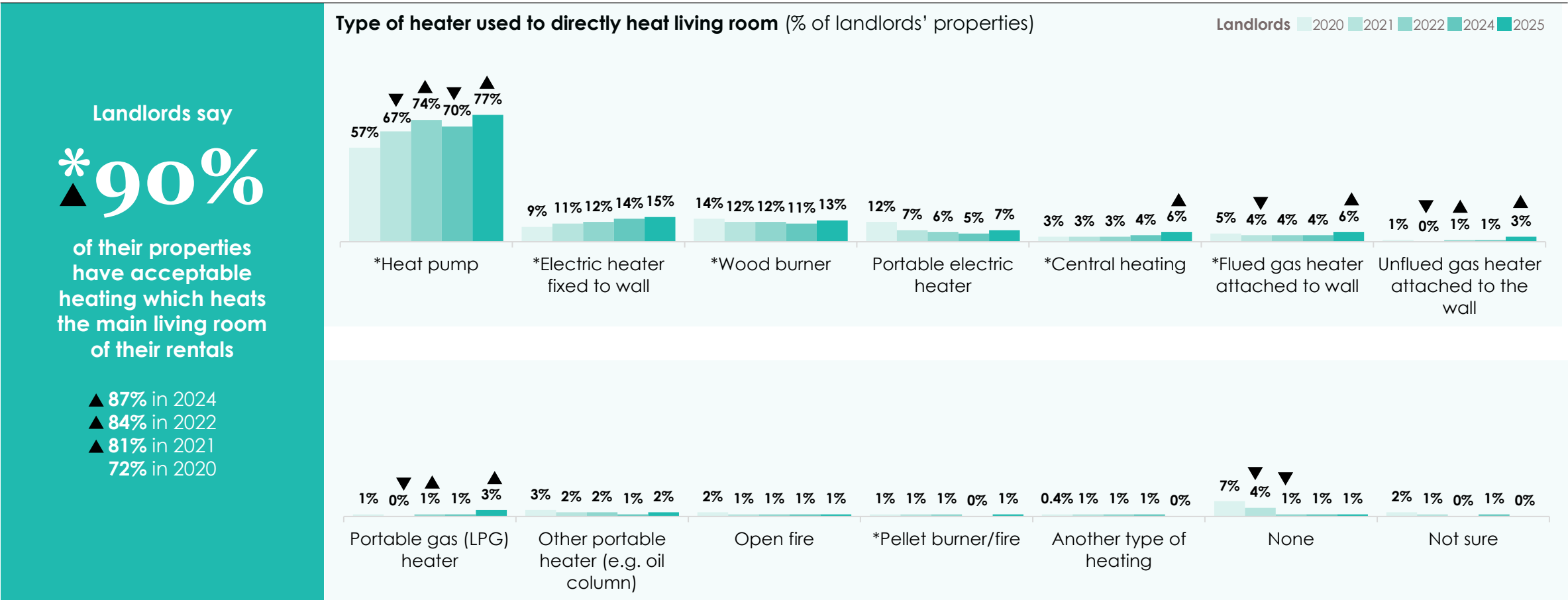
Renters increasingly say they have acceptable types of heating in their properties.

Now, almost nine in ten renters say they have at least one kind of acceptable heating. They also increasingly say they have multiple types of heating, although this will be impacted somewhat by seasonality, as this year's survey was done in winter when heating will be more top-of-mind than previous years.



Landlords say a similar proportion (nine in ten properties) have acceptable heating.

This has increased year-on-year since 2020. Although as with renters, the types of heating mentioned have diversified somewhat in the last year which again will have been impacted partially by the survey timing.



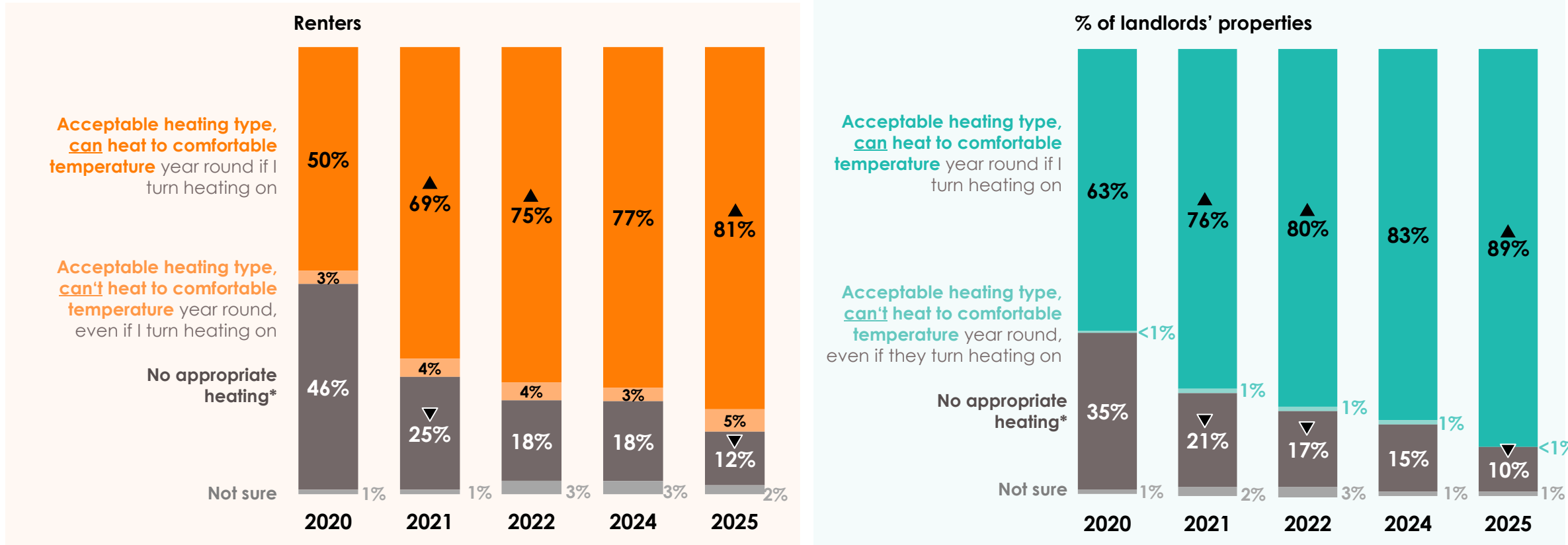
Source: Q16. How many of your rental properties have these types of heating that directly heat the main living room? Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398). Note: *Indicates an acceptable heating type as outlined by the Healthy Home Standards. "Pellet burner/fire" and "Wood burner" were added as acceptable heating types in 2021. Multiple responses can be selected, so totals will not add to 100%

Significantly higher than last survey ▲
Significantly lower than last survey ▼

The ability to comfortably heat rental properties continues to improve over time.

This has increased steadily among both renters and landlords, however landlords still tend to feel slightly more of their properties can be comfortably heated than renters.

Acceptable heating types and whether main living room can be heated to a comfortable temperature (at least 18°C) year round



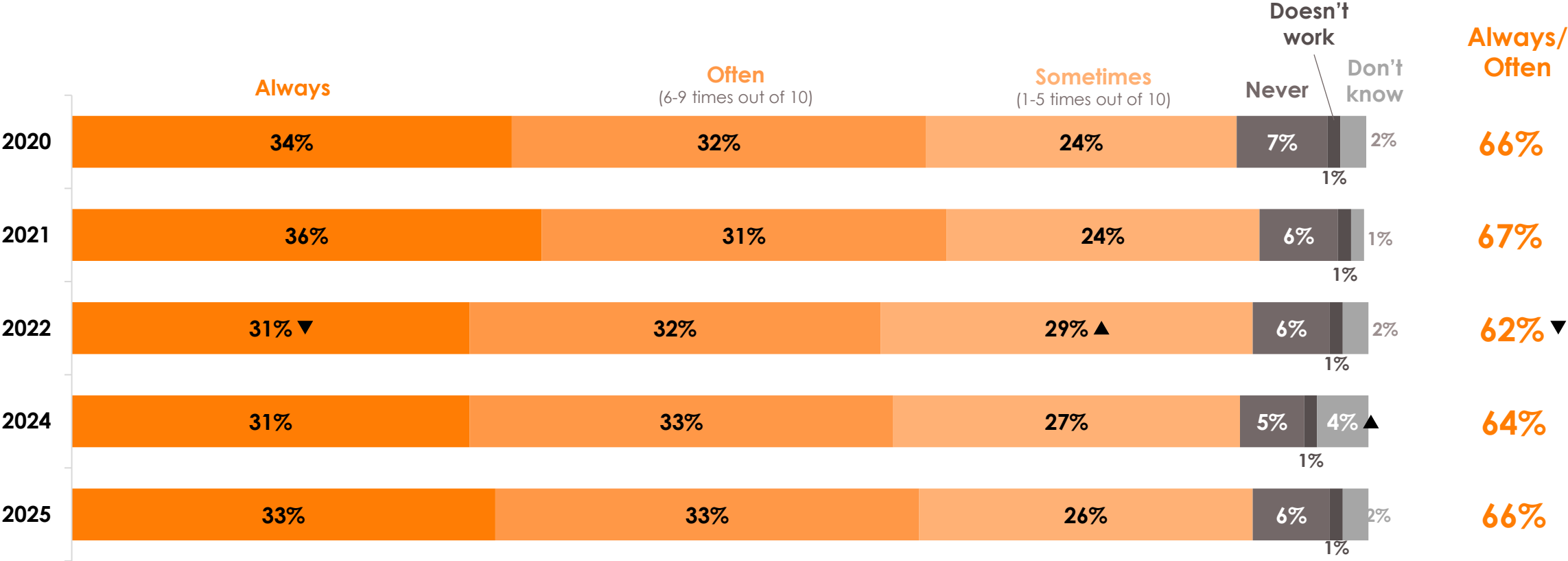
Source: Q25. What type of heating directly heats the main living room? Q26. Using this heating, can the main living room be heated to a comfortable temperature all year round? Q16. How many of your rental properties have these types of heating that directly heat the main living room? Q17. In how many 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)? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398). Note: *Acceptable heating types are electric heater fixed to wall, heat pump, central heating, and flued gas heater attached to wall. Pellet burner/wood fire were added in 2021.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Almost seven in ten renters use heating regularly during cold winter weather.

This remains broadly similar over time, with the exception of a drop in heating use in 2022.

How often renters use heating in the main living room during cold winter weather



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

Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400). Note: *differences over time may be partly due to seasonal differences, with the 2025 survey being conducted in winter when renters have a more accurate idea of heating use as opposed to summer in previous years.

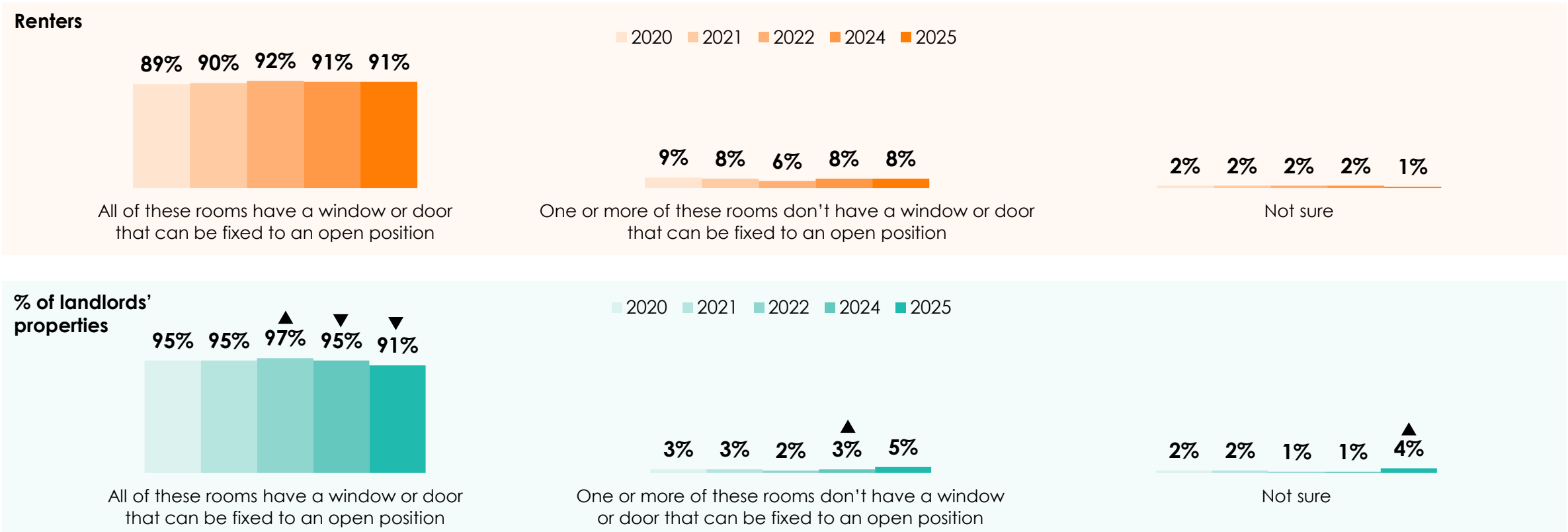
Significantly higher than last survey ▲

Significantly lower than last survey ▼

Nine in ten rental properties can be sufficiently ventilated with doors and windows.

However, landlords this year are slightly less certain about whether doors and windows (in rooms that have these) can be fixed to an open position.

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



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...

Q18. How many of your rental properties fall into each of these categories?

Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398)

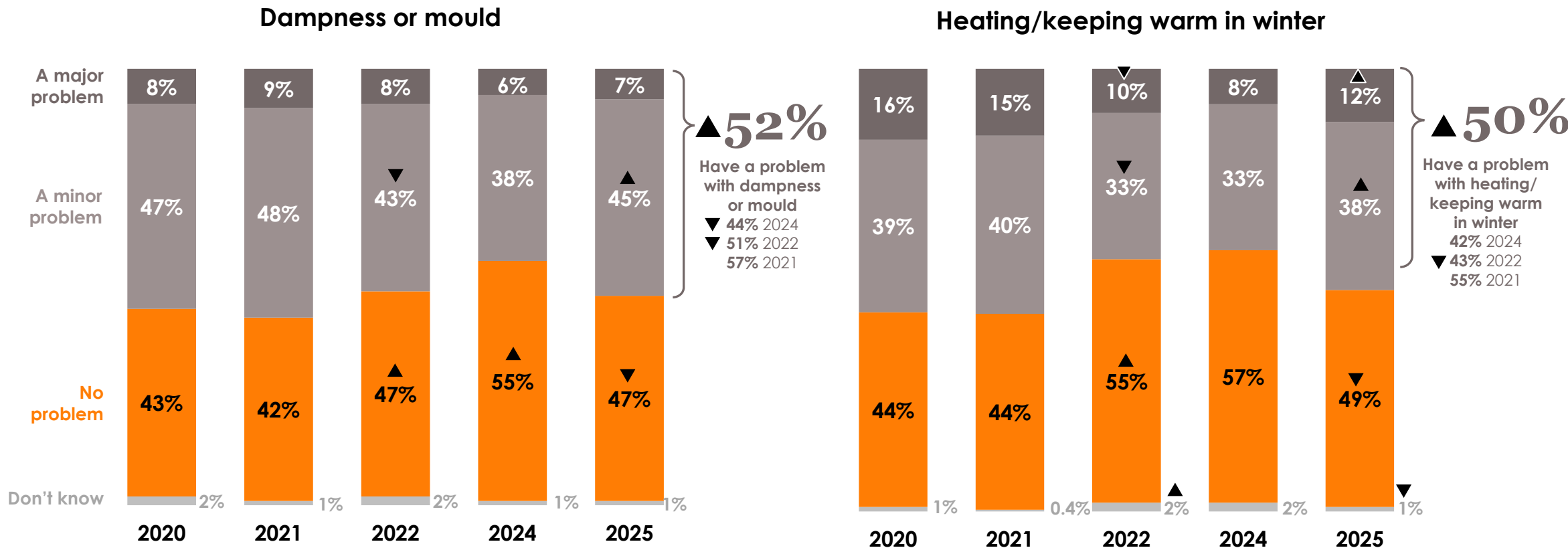
Significantly higher than last survey ▲

Significantly lower than last survey ▼

About half of renters struggle with dampness, mould, or heating.

This has increased since last year, following a period of improvements over the last couple of years. However, this may be partly due to seasonality, with this year’s survey conducted in winter when issues are more top-of-mind.

Whether renters say their property has issues with dampness or mould, or heating in winter

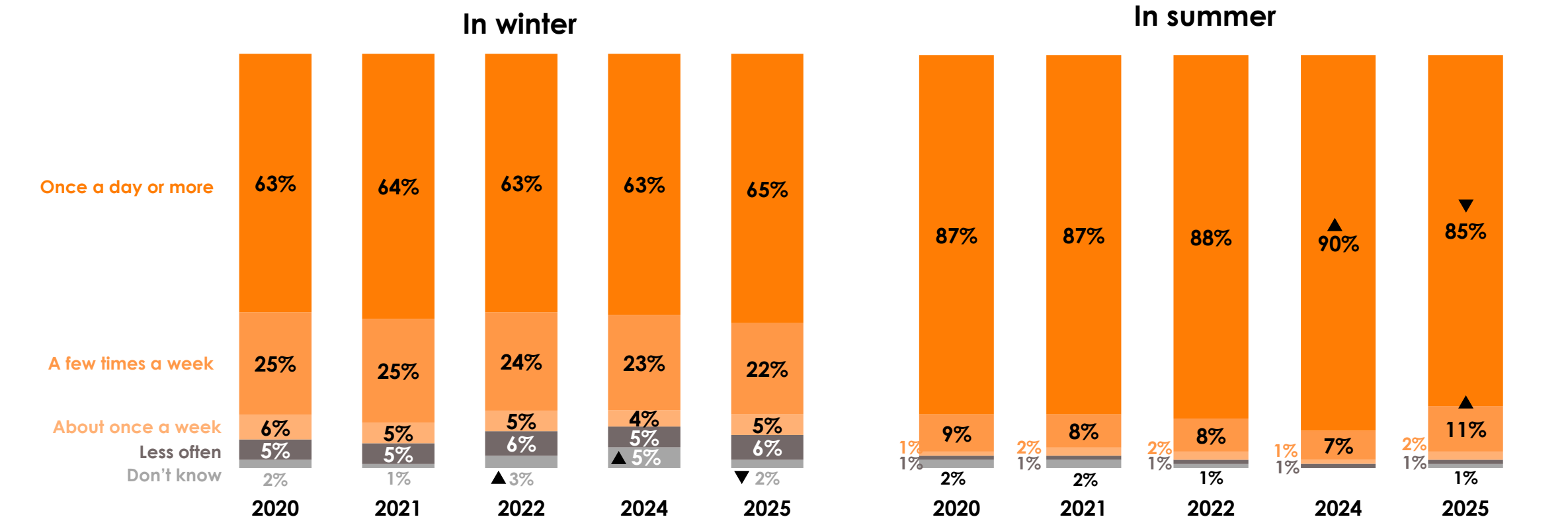


Source: Q8. Does your rental property have no problem, a minor problem, or a major problem with dampness or mould? Q9. Does your rental property have no problem, a minor problem, or a major problem with heating and/or keeping warm in winter? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400). Significantly higher than last survey ▲ Significantly lower than last survey ▼

Ventilation in winter has remained fairly similar over time.

However, the frequency of ventilation in summer has decreased after a peak in 2024*.

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



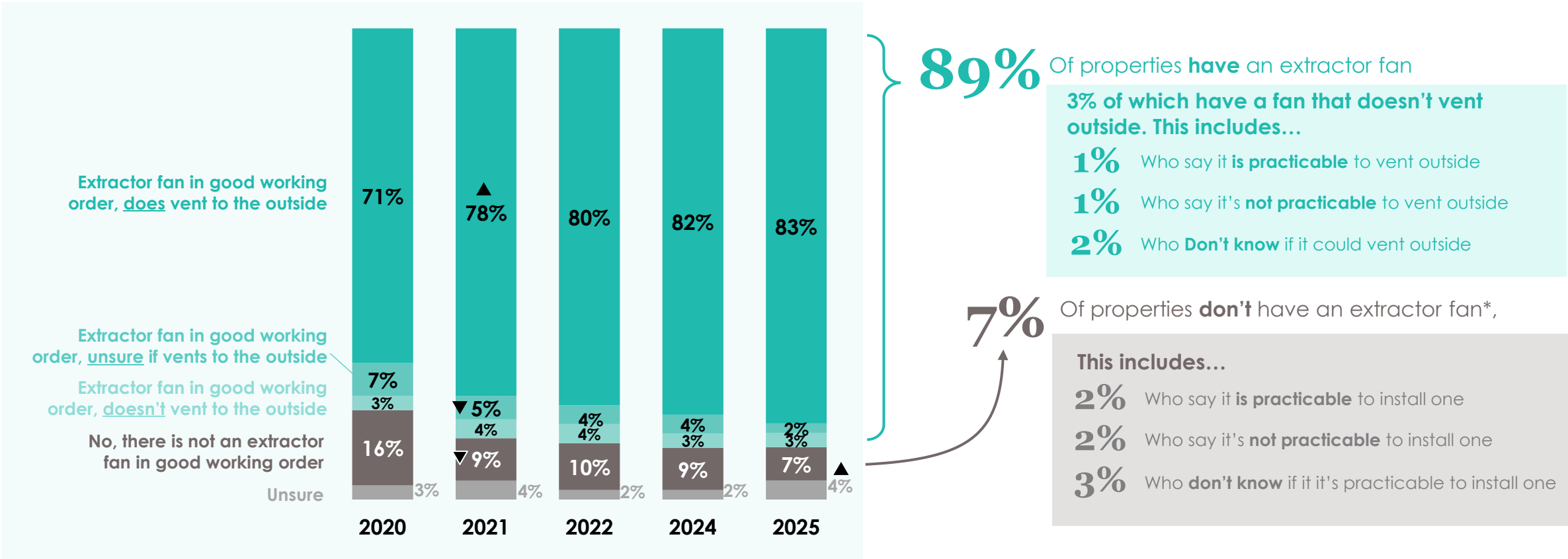
Source: Q17. In winter, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?
Q18. In summer, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400). *This decrease may be due to seasonal differences in the surveying, i.e. 2024 was conducted in summer when renters would have a better memory of ventilation frequency, compared to 2025 which was conducted in winter.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

The majority of properties (nine in ten) now have bathroom extractor fans.

It is uncommon for landlords to say that they could install a fan that vents to the outside but have not. Landlords' uncertainty around whether their properties have extractor fans has increased slightly this year (from 2% to 4%).

Bathroom extractor fans – whether rooms with a bath/shower in landlords' properties have a working extractor fan that vents to the outside (% of landlords' properties)



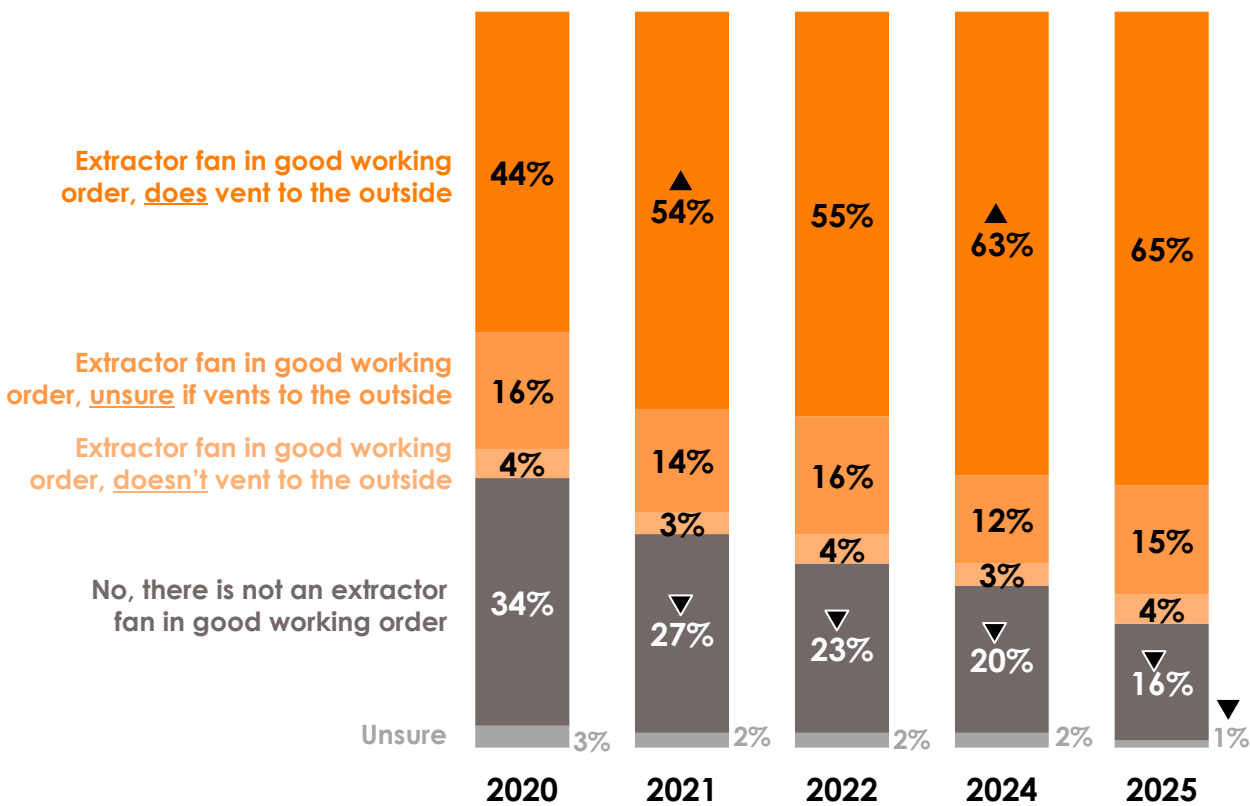
Source: Q19. How many of your rental properties have an extractor fan that is in good working order in all the room(s) in the property with a bath or shower?
Q20. In how many of these properties does the extractor fan(s) in the room(s) with a bath or shower vent to the outside?
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398).
Note: *Prior to 2022, only the option "no, doesn't vent outside" was provided. In 2022, this was split into whether it was practicable. Totals may not add to 100% due to rounding

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Very few renters have a bathroom fan that they do not use.

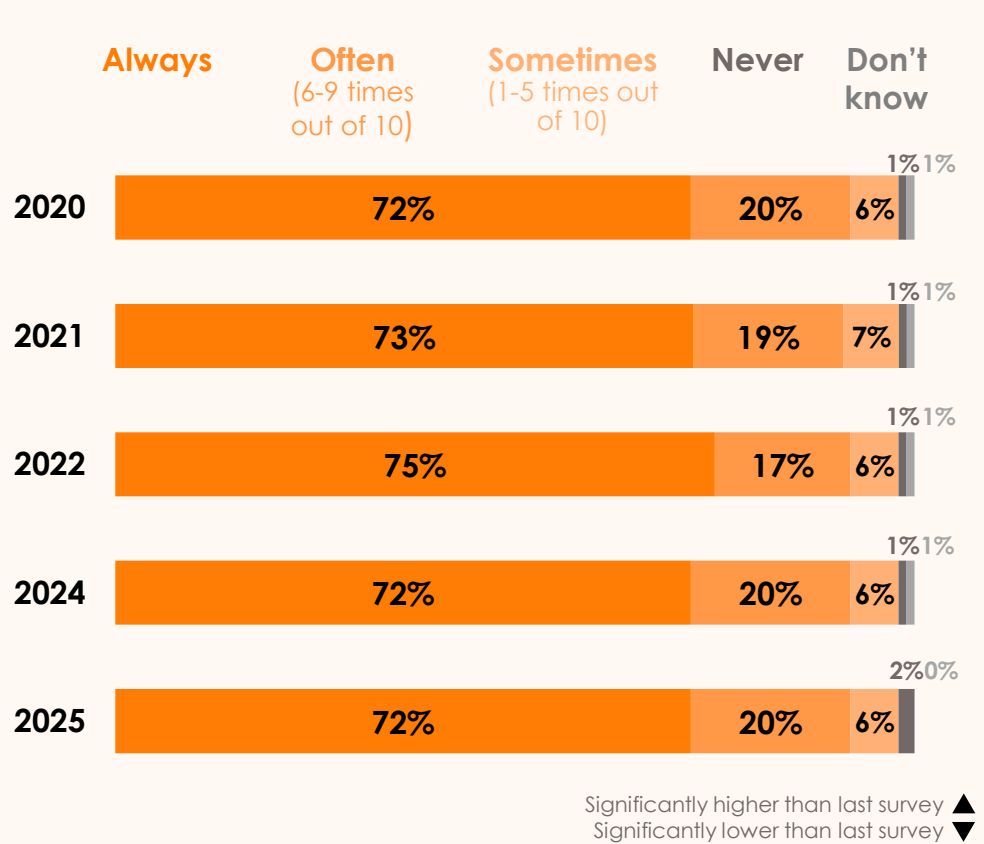
Use of fans has remained stable over time, even while provision of fans has increased, suggesting that most renters will use a fan if provided with one.

Whether renters' room(s) with a bath/shower have a working extractor fan that vents outside



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 renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400).

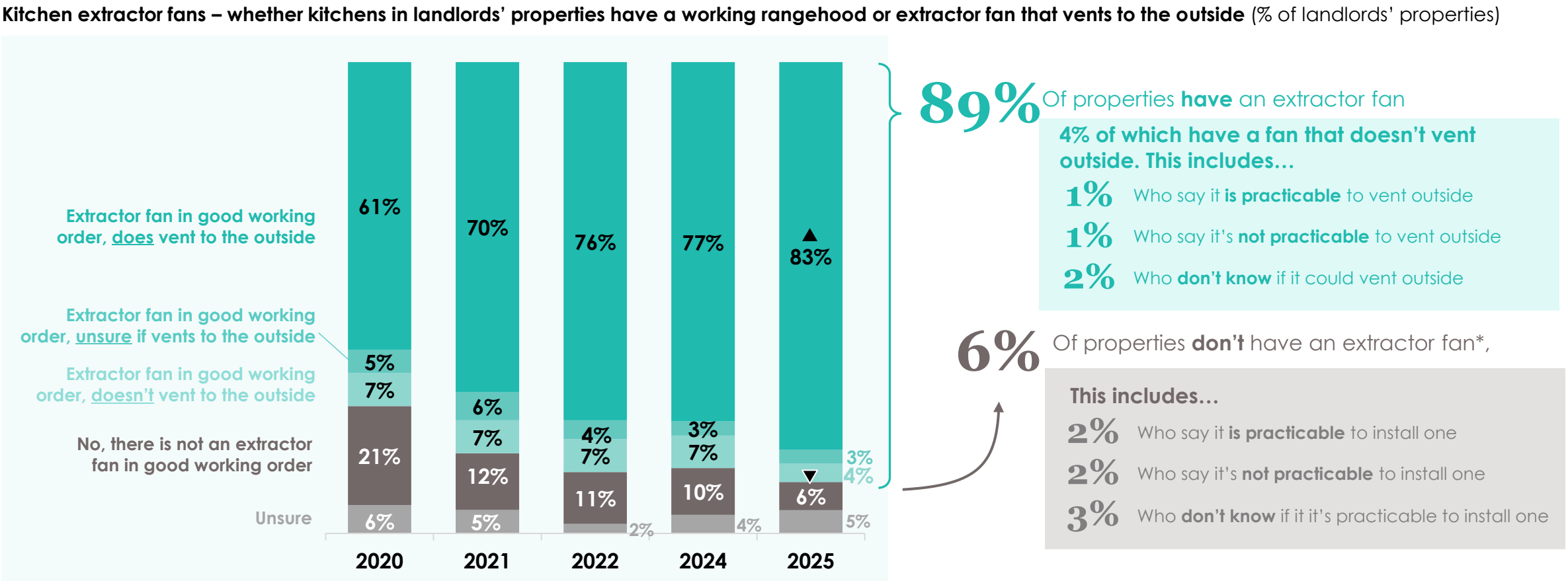
How often renters use the extractor fan when bathing/showering



Source: Q24. How often is the working extractor fan used when someone is bathing or showering?
Base: Renters with an extractor fan in good working order (2020 n=987, 2021 n=1,128, 2022 n=1,193, 2024 n=1,245, 2025 n=1,156).

This year, more kitchens in landlords' properties have fans that vent outside.

Now, the majority of properties have a kitchen fan (about nine in ten). Very few landlords feel they could install a fan but have not (this is the case for 2% of their properties).



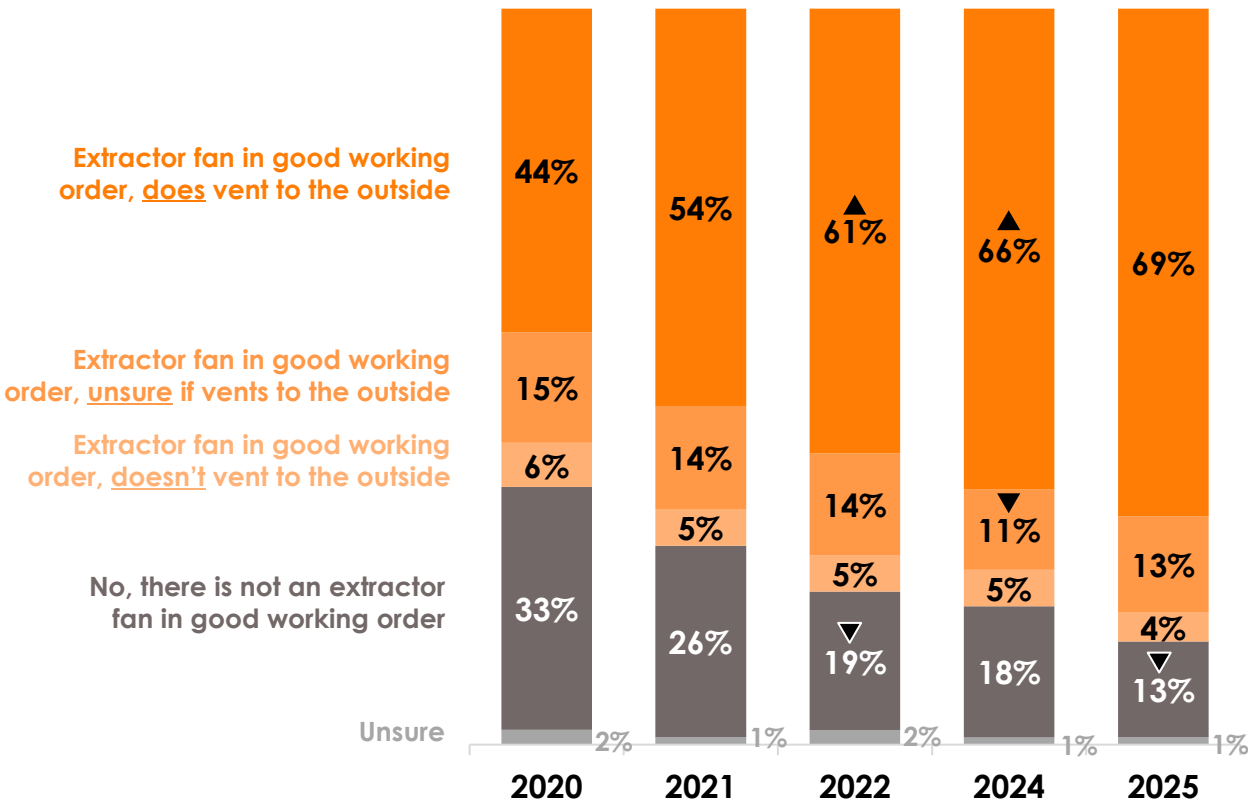
Source: Q21. How many of your rental properties have a rangehood or extractor fan that is in good working order in the kitchen?
Q22. In how many of these properties does the rangehood or extractor fan vent to the outside?
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398).
Note: *Prior to 2022, only the option "no, doesn't vent outside" was provided. In 2022, this was split into whether it was practicable.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Fewer renters this year have no fan in their kitchen.

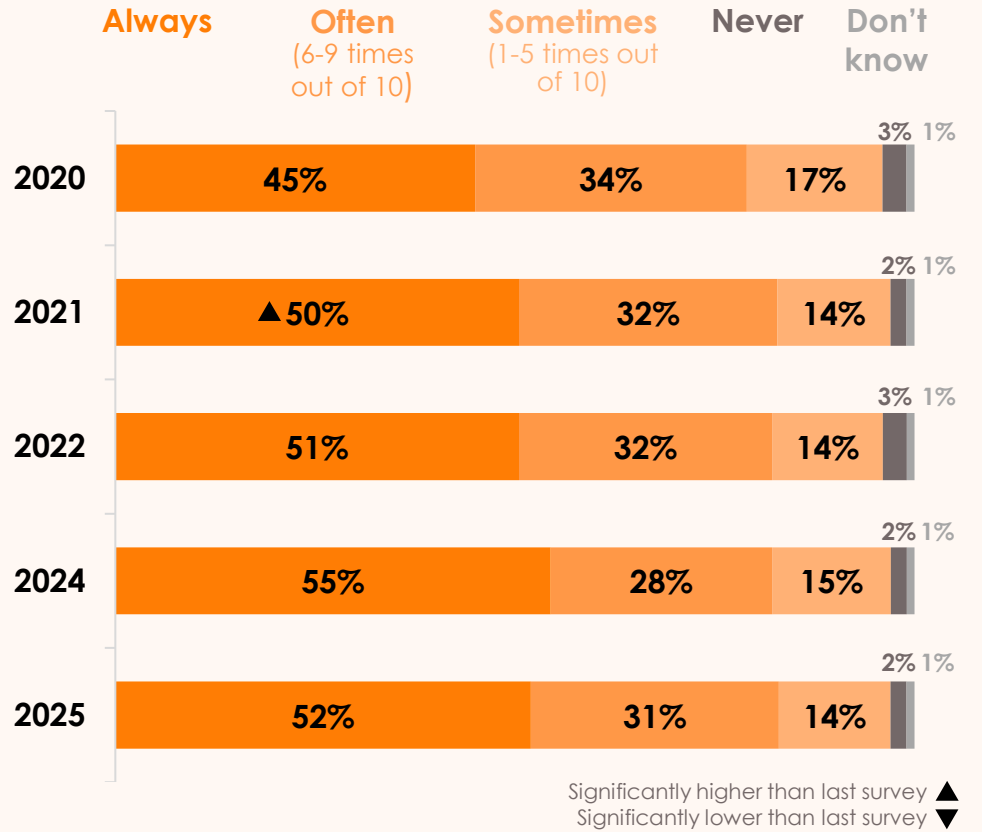
Fan usage remains consistently high, suggesting that as landlords provide more fans in their rental properties, renters are using them.

Whether renters' kitchens have a working rangehood/extractor fan that vents to the outside



Source: Q19. Does this rental property's kitchen have a rangehood or extractor fan that is in good working order?
Q20. Does the kitchen extractor fan or rangehood vent to the outside?
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400).

How often renters use a rangehood/extractor fan when cooking



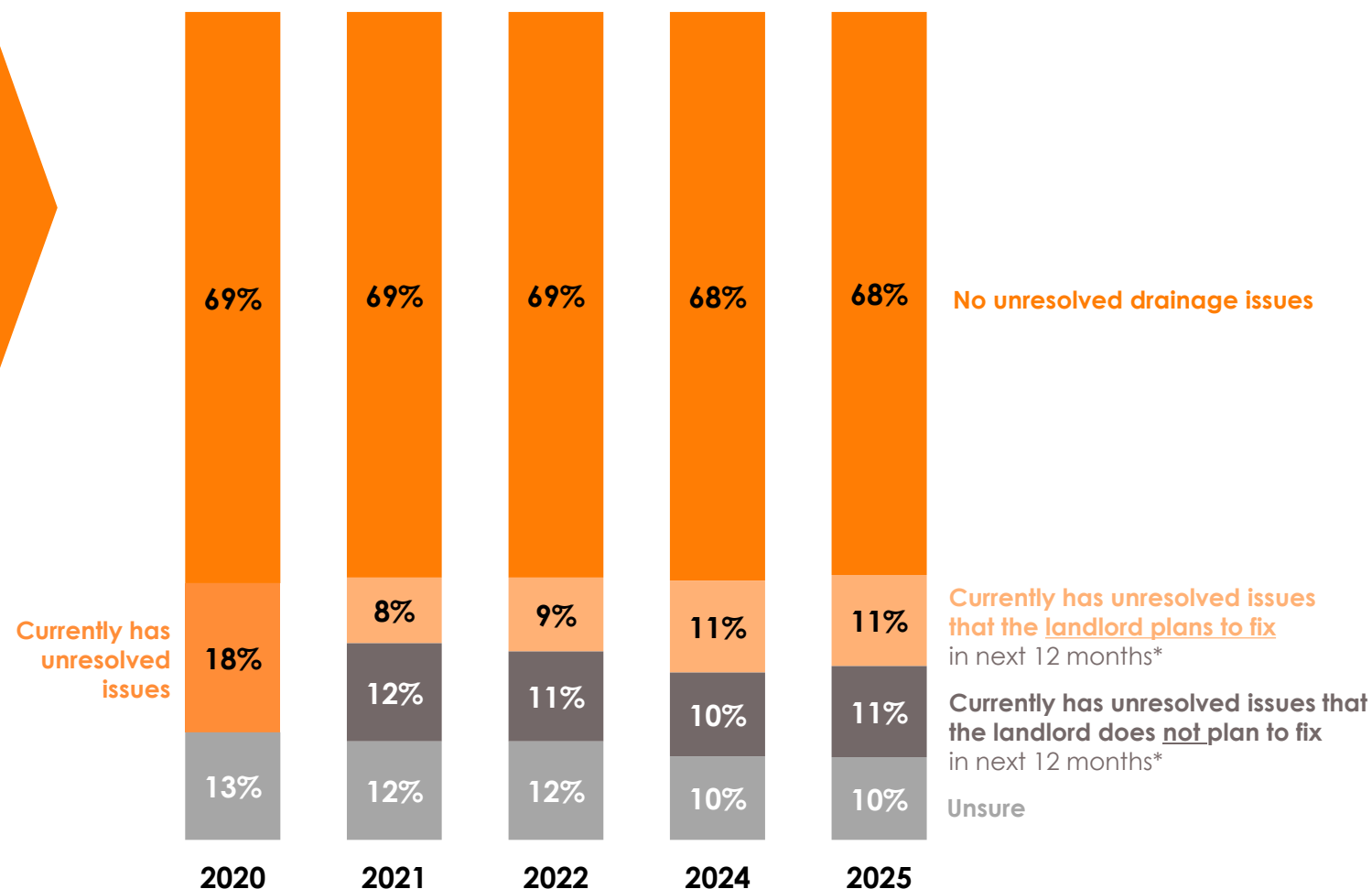
Source: Q21. How often is this fan or rangehood used when someone is cooking food that produces steam?
Base: Renters with a fan or rangehood in good working order (2020 n=1,014, 2021 n=1,148, 2022 n=1,246, 2024 n=1,286, 2025 n=1,179).

Whether renters have unresolved drainage issues at their property

68% of renters say their rental property has no unresolved drainage issues
(68% in 2024)

This has remained similar over time, with about seven in ten each year saying they have no unresolved issues.

Of the 22% who have drainage issues, half say their landlord intends to fix the issue, which again has not changed much over time.



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

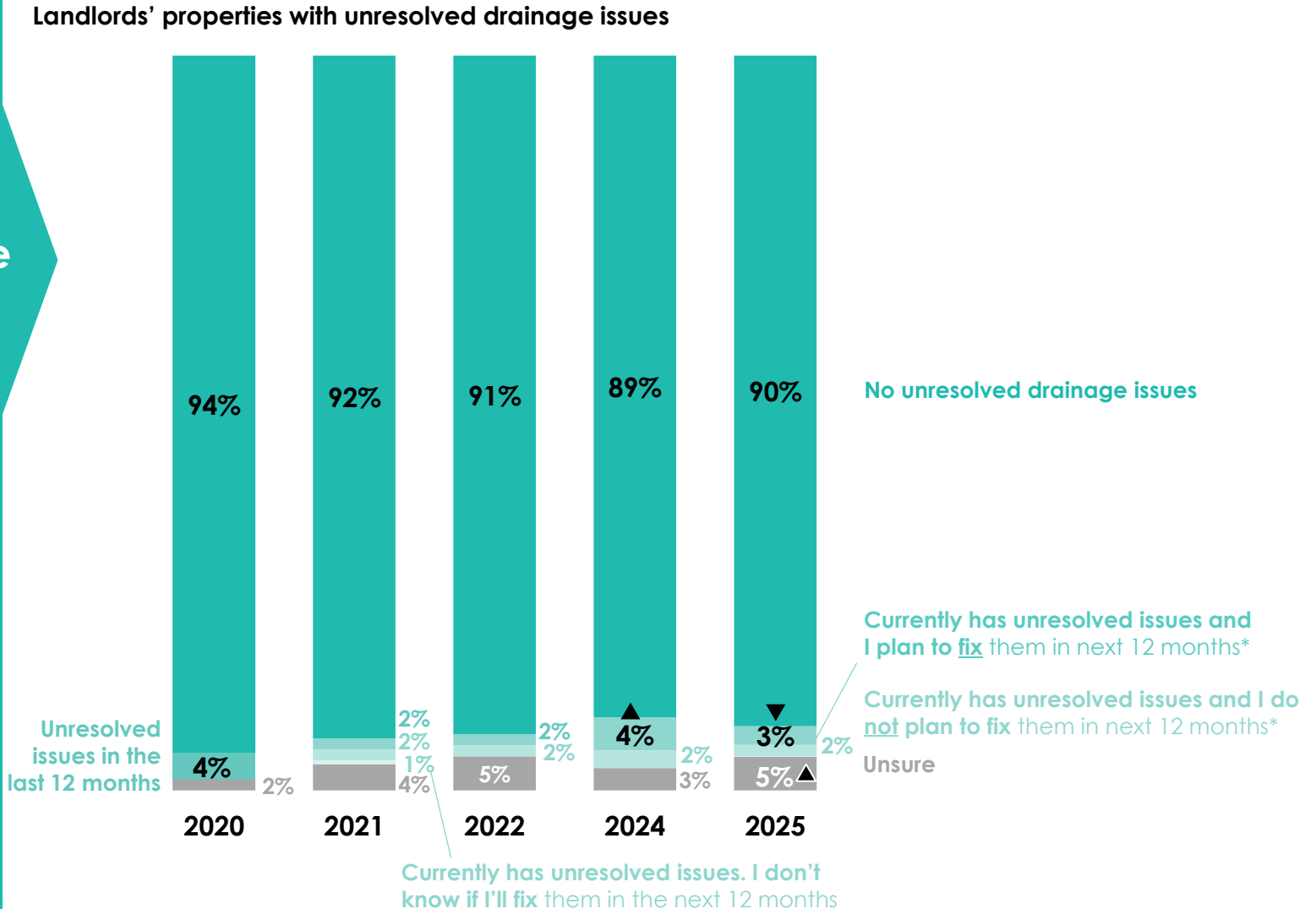
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400).

Note: *Starting in 2021, those with unresolved issues were asked if their landlord plans to fix it.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

90% of landlords say their properties currently have no unresolved drainage issues
(89% in 2024)

There has been a slight increase in landlords who are not sure about drainage issues at their properties, although this is likely due in part to property manager use among these landlords.



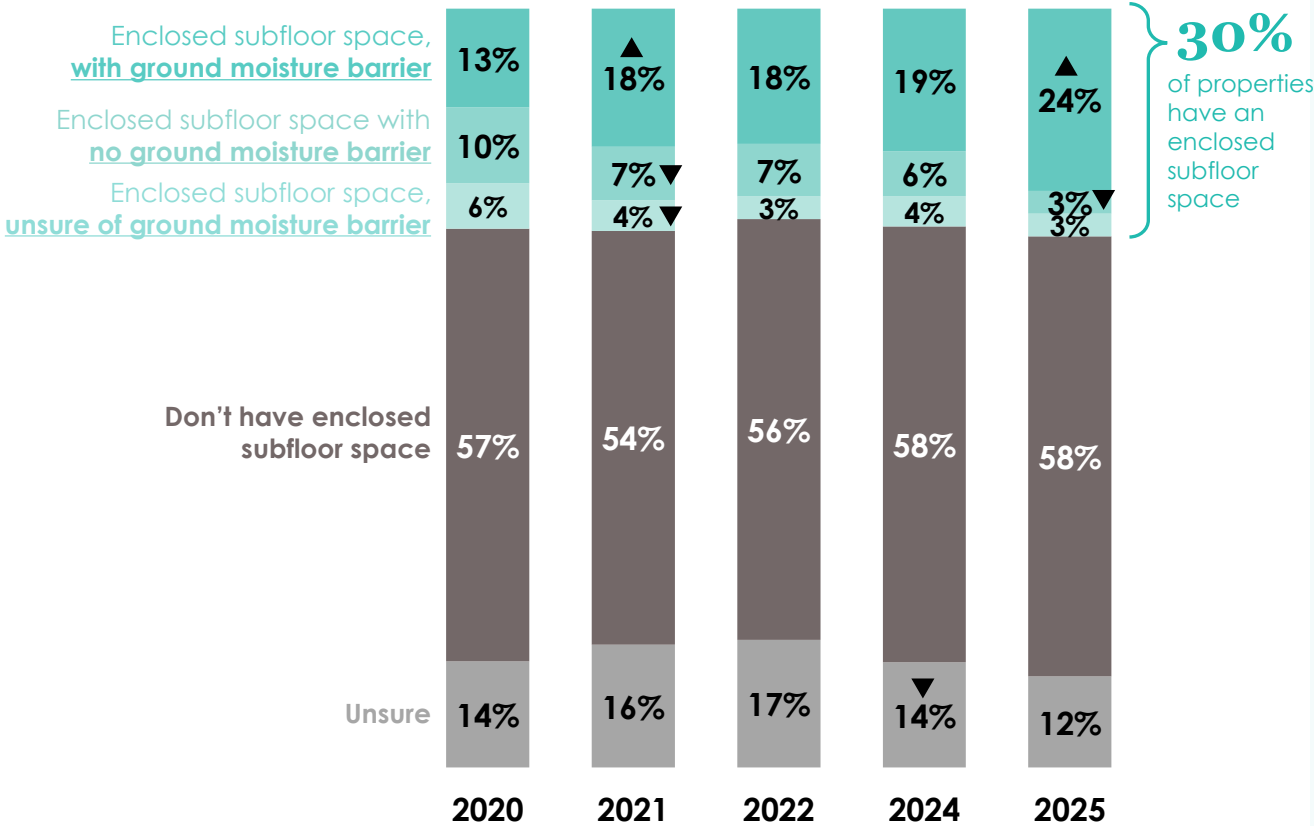
Source: Q23. In the last 12 months, how many of your rental properties have had unresolved issues outside with the drainage of stormwater, ground water, surface water, or roof water? Q23i (not asked in 2020) How many of your rental properties with unresolved water drainage issues do you plan to fix in the next 12 months?
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398).
Note: *Starting in 2021, those with unresolved issues were asked whether they plan to fix it

Significantly higher than last survey ▲
 Significantly lower than last survey ▼

Moisture barriers have been installed in more enclosed subfloors in the last year.

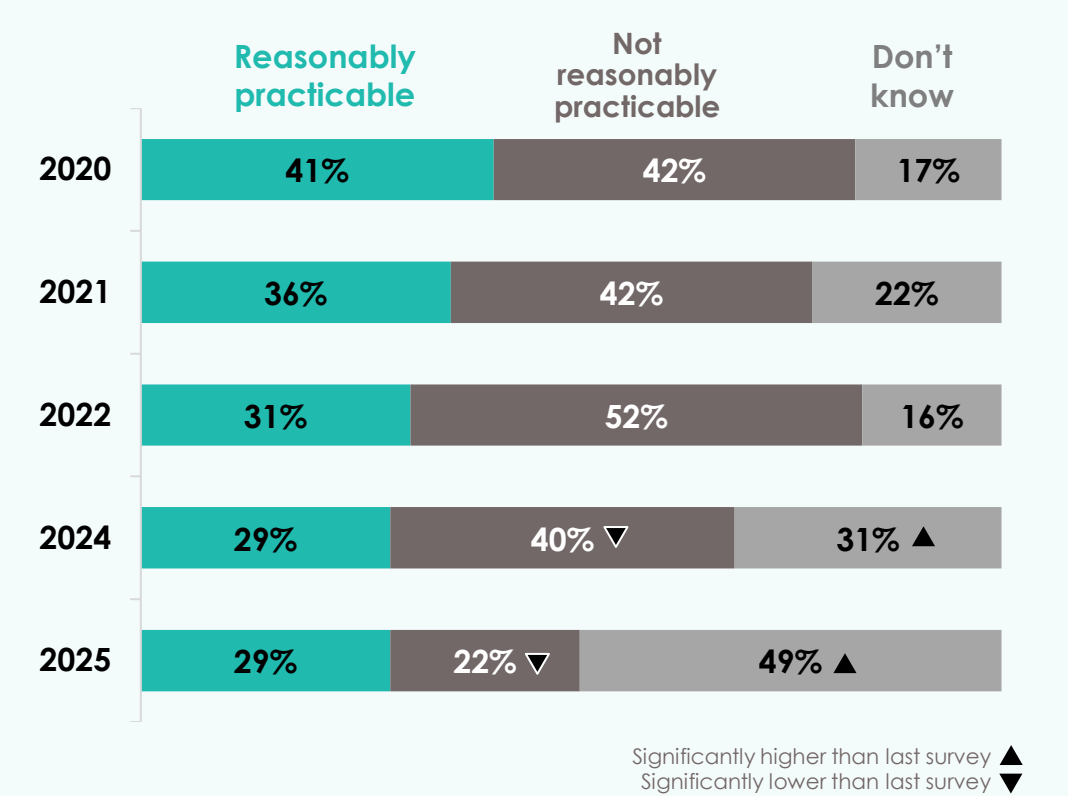
For the remaining 6% of properties with an enclosed space but no barrier (where landlords say there isn't one, or they don't know), landlords are increasingly unsure of whether it would be practicable to install one.

Whether property has enclosed subfloor space and moisture barrier
(% of landlords' properties)



Source: Q24. How many of your rental properties have an enclosed subfloor space? Q25. How many of your rental properties have with an enclosed subfloor space have a ground moisture barrier (e.g. a polythene sheet) installed?
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398)

Whether reasonably practicable to install a ground moisture barrier in landlords' properties that have a subfloor space but no barrier
(% of landlords' properties)



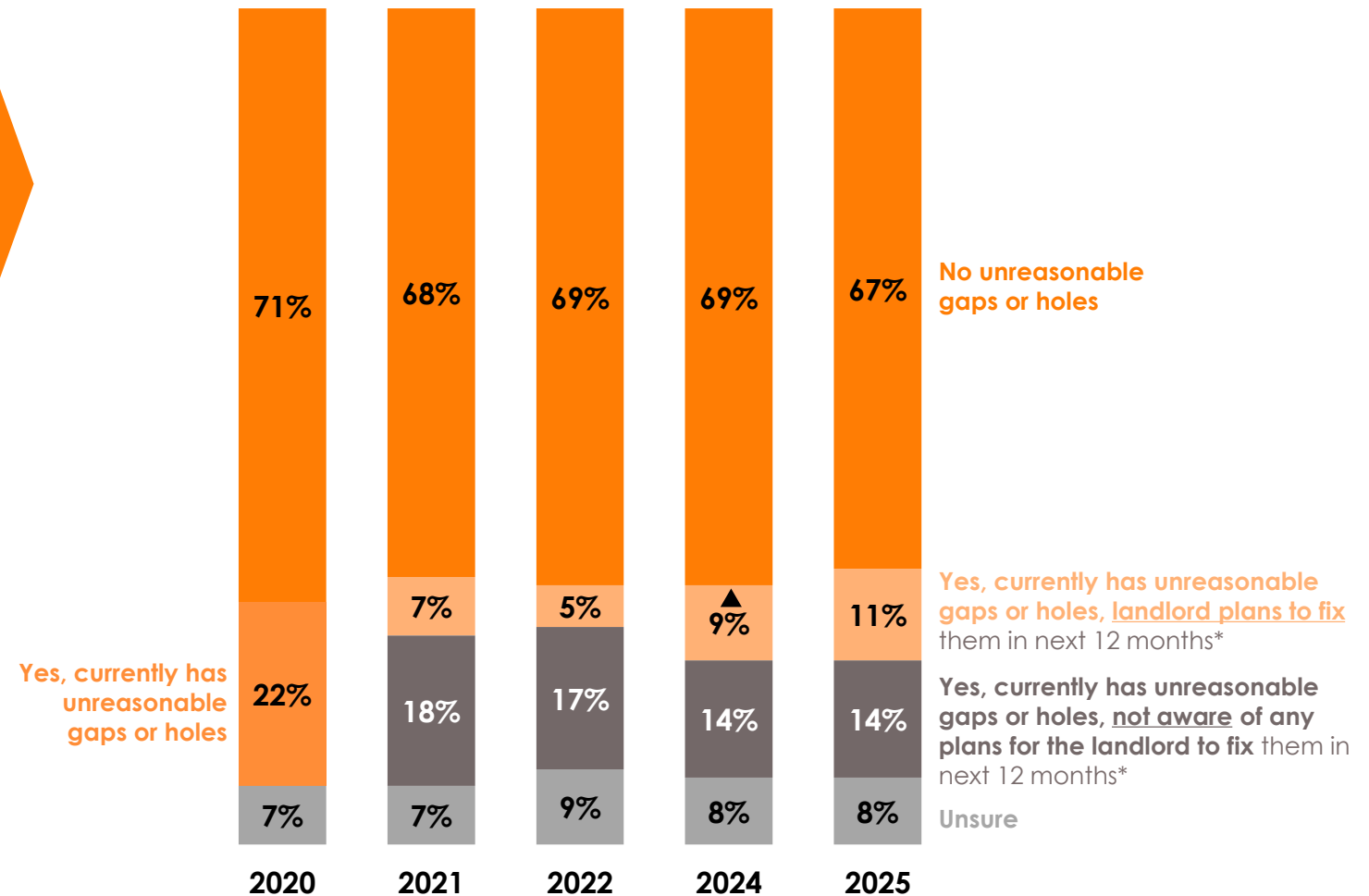
Source: Q26. For how many of your rental properties that don't have a ground moisture barrier like a polythene sheet, is it reasonably practical to install this (e.g. is there enough space)?
Base: Properties with an enclosed subfloor space but no ground moisture barrier (2020 n=308, 2021 n=225, 2022 n=185, 2024 n=167, 2025 n=91)

67% of renters live in a property that currently has no unreasonable gaps or holes
(69% in 2024)

Similar to drainage issues, about seven in ten renters say they have no unreasonable gaps or holes which has remained consistent over time.

Slightly less than half of renters who have issues say they're aware of their landlords' plans to fix the issue.

Whether renters' properties have unreasonable and unblocked gaps or holes causing draughts



Source: Q30. Does your rental property have any unreasonable gaps or holes in the walls, ceilings, windows, floors, and doors that have not been blocked and cause noticeable draughts in or out of the building? **Base:** All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400). **Note:** *Starting in 2021, those with gaps/holes were asked if their landlord plans to fix it

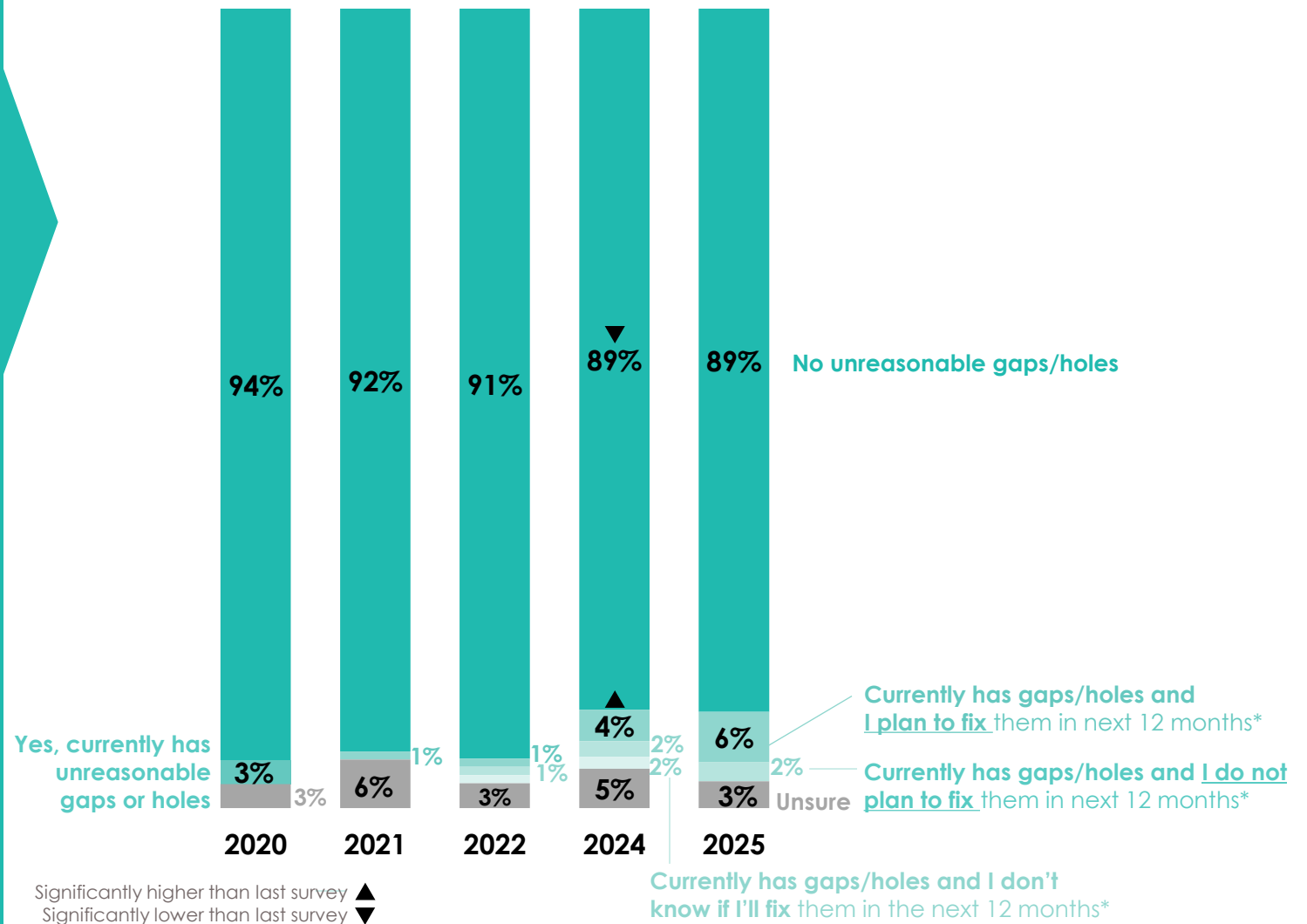
Significantly higher than last survey ▲
Significantly lower than last survey ▼

89% of landlords say their properties currently have no unreasonable gaps or holes

(89% in 2024)

This means just 8% say their properties have holes or gaps, including 6% who say they plan to fix it.

Landlords' properties with unreasonable and unblocked gaps or holes causing draughts



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. How many of your rental properties with unreasonable gaps or holes do you plan to fix in the next 12 months? **Base:** All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398). **Note:** * Starting in 2021, those with gaps/holes were asked whether they plans to fix it.

In 2025 slightly more landlords say they had requests to leave fireplaces unblocked.

This will be partially due to seasonal differences, with more fireplaces being used in winter than in summer.

Landlords' properties with unused and unblocked fireplace

	2020	2021	2022	2024	2025
No unused/blocked fireplace (or unsure)	96.7%	▲ 97.9%	▼ 95.7%	94.5%	93.5%
Tenant hasn't requested that fireplace not be blocked	1.9%	1.2%	1.4%	2.2%	1.6%
Landlord unsure whether tenant requested fireplace not be blocked	0.7%	▼* 0*	0*	0*	0*
Tenant has requested in writing for the fireplace <u>not</u> to be blocked	0.7%	0.9%	▲ 2.9%	3.0%	▲ 4.7%**

***Note:** As this is a proportion of properties, not landlords, outliers can impact the results. In 2025, two landlords have 35+ properties each, many of which they say received requests to leave fireplaces unblocked. Removing them brings the total to 3.3%.

Source: Q28. How many of your rental properties have an unused 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? Base: All properties, (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398) *Percentage is less than 0.5%. **This increase may be due to seasonal differences in the surveying, i.e. 2024 was conducted in summer when renters are less likely to be using their fireplaces, as opposed to 2025 which was conducted in winter when renters are more likely to be actively using their fireplaces. Note also, this may include some landlords who received verbal requests rather than in writing.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

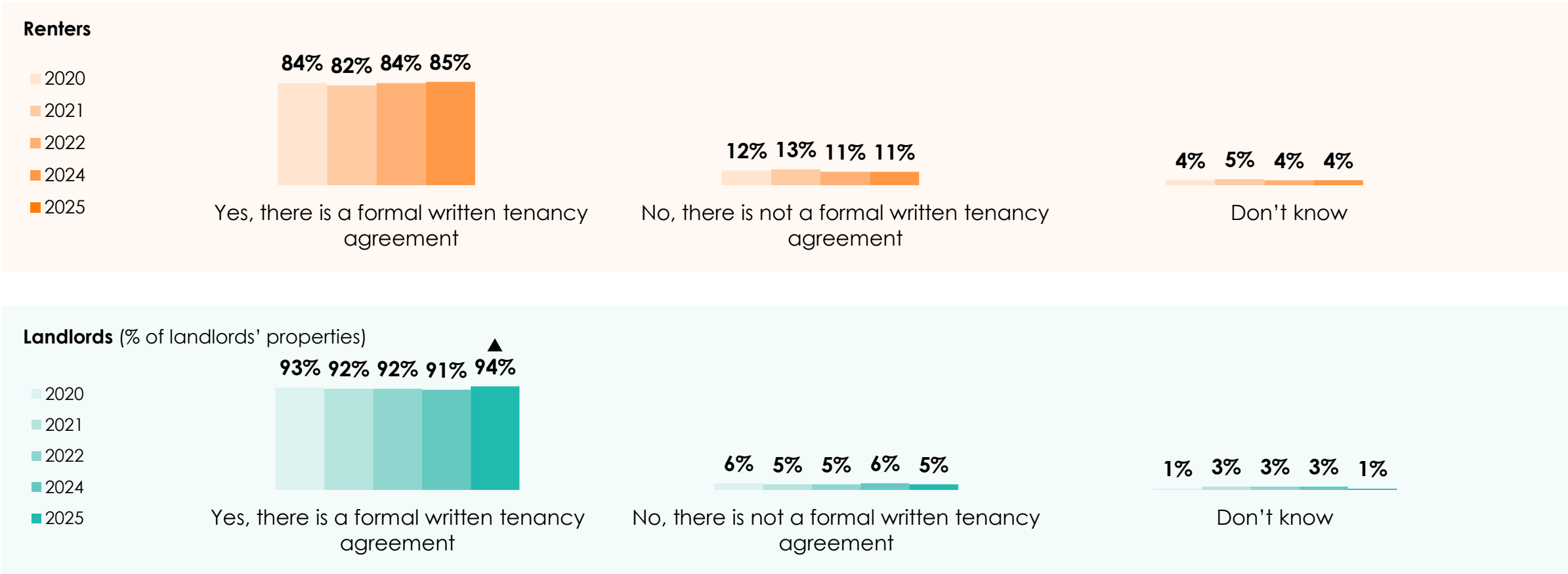
04

Tenancy Agreements

This year, landlords say more of their properties have written tenancy agreements.

This means that landlords now say almost all of their properties have an agreement, which is slightly lower among renters.

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

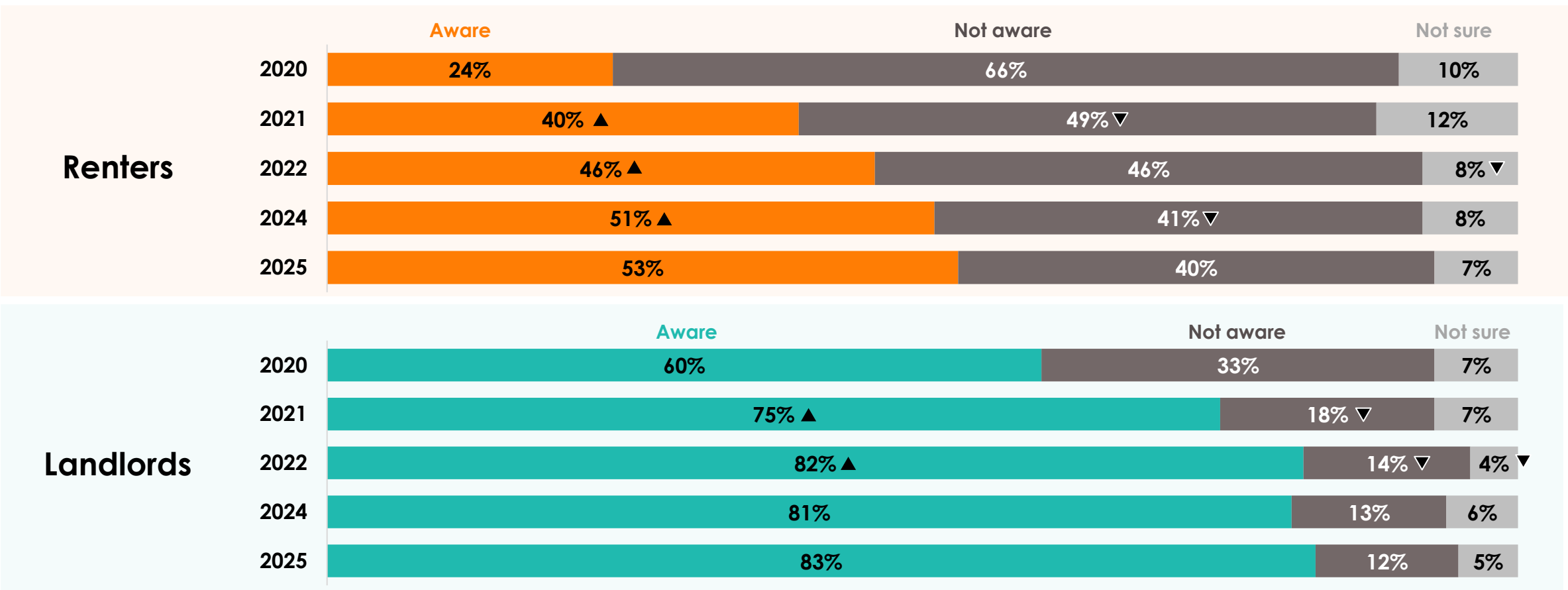


Source: Q37. Do you (or others you live with) have a written tenancy agreement with your landlord (or property manager)? Q33. How many of your rental properties have a formal written tenancy agreement? Base: All renters (2020 n=1,601, 2021 n=1,600, 2024 n=1,600, 2025 n=1,400) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398). Significantly higher than last survey ▲ Significantly lower than last survey ▼

Gains to awareness around intention to comply statements is slowing.

Awareness is plateauing after steady increases to awareness, especially among renters, since 2020. This means almost half of renters remain who aren't aware. As in previous years, there is a gap between renters and landlords.

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



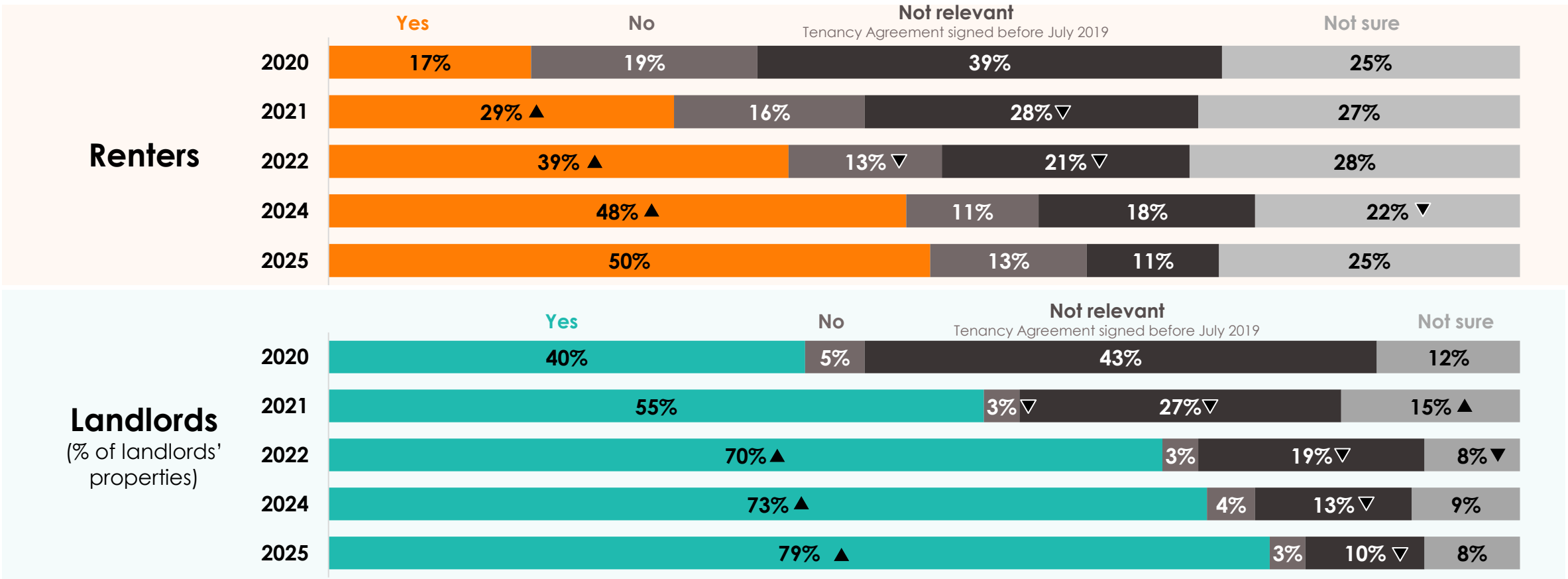
Source: Q42. / Q38. Before today, were you aware that since July 2019 any new, renewed, or revised tenancy agreements must now have a signed statement that the landlord intends to comply or already complies with the Healthy Homes Standards?
Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

As a result, gains to the inclusion of these statements is also slowing for renters.

However, landlords say that they are increasingly including these in their tenancy agreements, which may suggest that some renters have these statements but aren't aware, reflected in the quarter of renters who aren't sure.

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



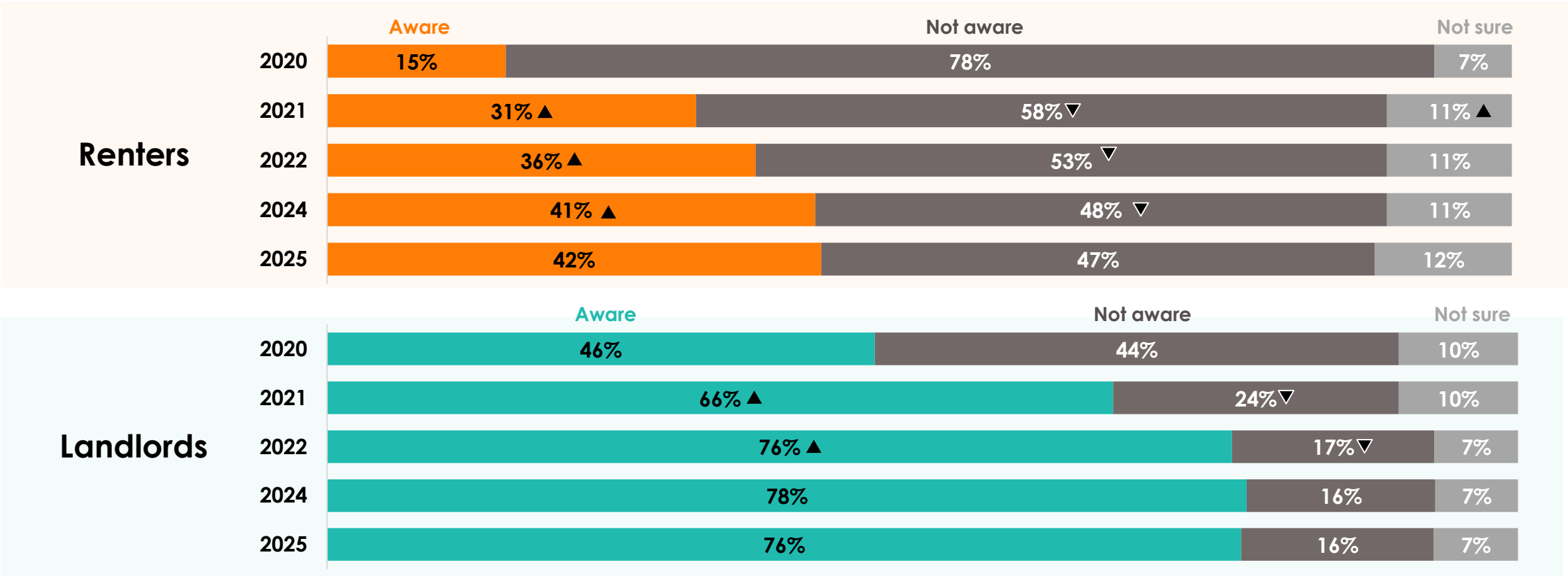
Source: Q43. Has your landlord (or property manager) provided a signed statement that the landlord intends to comply or currently complies with the Healthy Homes Standards?
Q39. For how many of your rental properties, have you provided your tenants with a signed statement that you intend to comply or already comply with the Healthy Homes Standards?
Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,344, 2024 n=1,350, 2025 n=1,207) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897, 2022 n=1,931, 2024 n=1,765, 2025 n=1,314).

Significantly higher than last survey ▲
Significantly lower than last survey ▽

Similarly, awareness around current compliance statements is also slowing.

As with intention to supply statements, awareness of the need for current compliance statements has plateaued this year. This means over half of renters remain who are not aware.

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



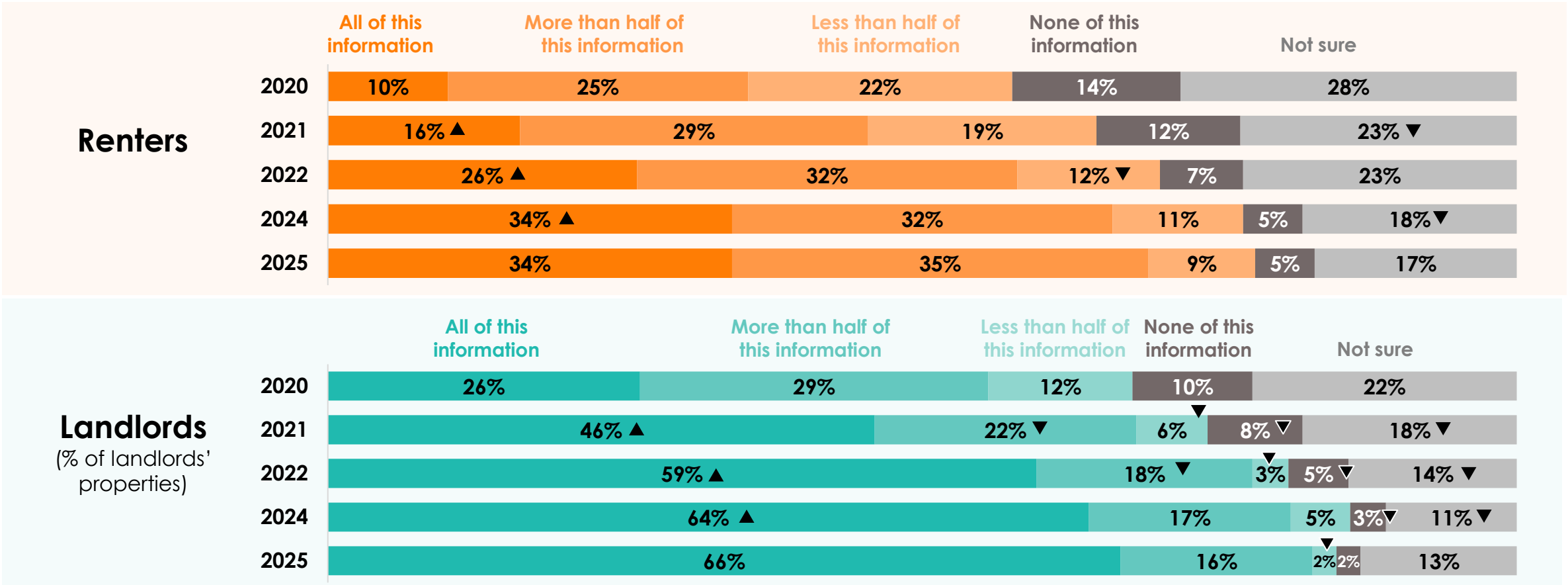
Source: Q44. / Q40. Before today, were you aware that from 1st December 2020 any new, renewed, or revised tenancy agreements must include a statement of the property's current level of compliance with the Healthy Homes Standards and information about the level of insulation in the property?
Base: All renters (2020 n=1,344, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

As a result, inclusion of these statements in tenancy agreements is also slowing.

This is the case for both renters and landlords, but there is a gap between the two groups, suggesting again that some renters may have this information but don't realise it.

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



Source: Q45. / Q41. Having read the information requirements on the last screen, how much of this information would you say your tenancy agreement includes...
Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,344, 2024 n=1,350, 2025 n=1,207) and all landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897, 2022 n=1,931, 2024 n=1,765, 2025 n=1,314). *The information shown was a list of twelve items of the type of information that is required in the statement of compliance.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

05

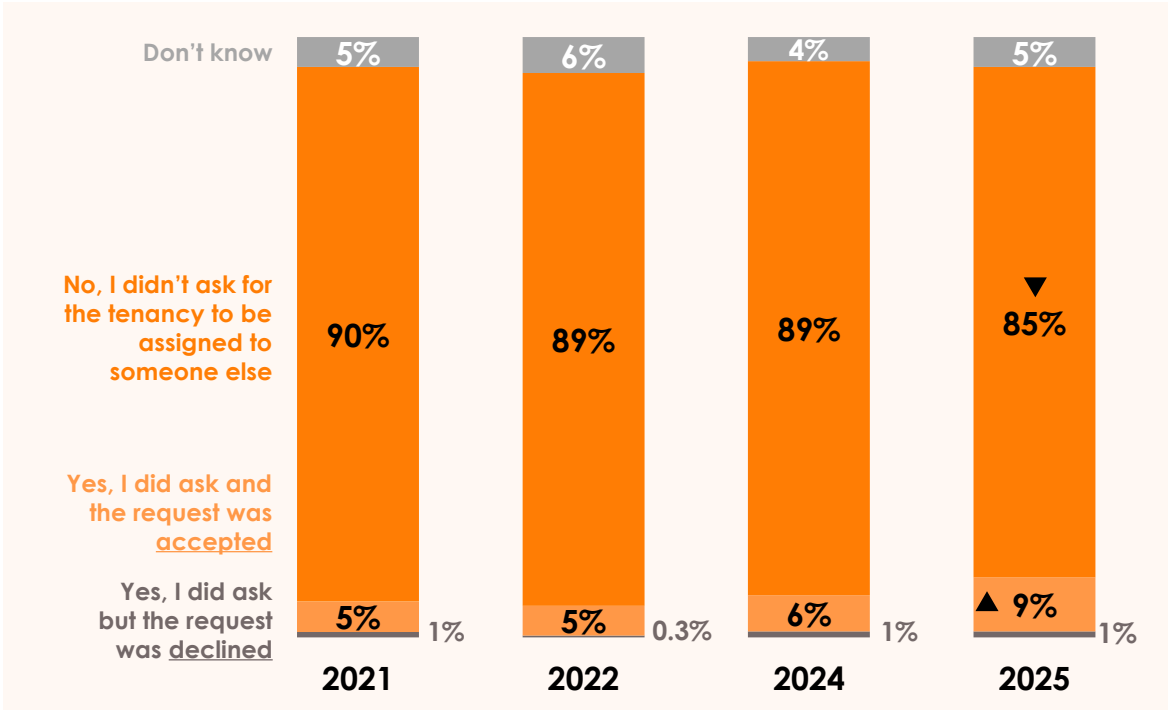
Tenancy Law Changes



More renters this year have asked for their tenancy to be reassigned.

This is similar to the share of landlords who have been asked, and just 1% of renters were declined.

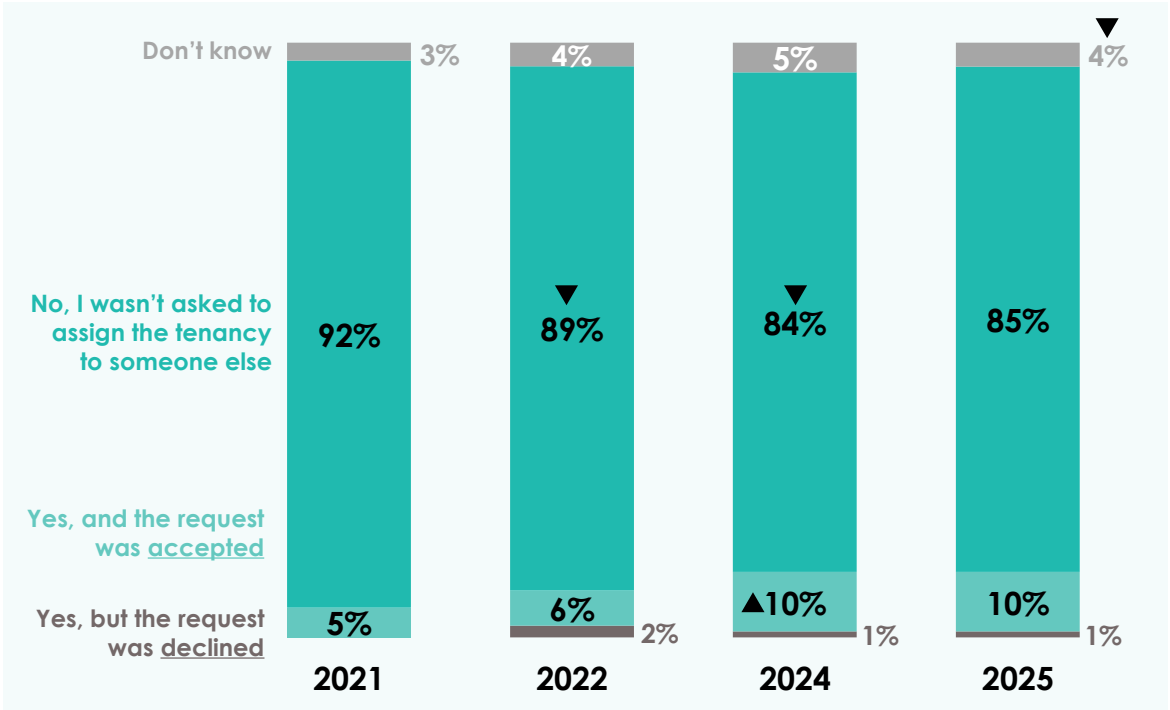
Whether renters have asked their landlord to reassign a tenancy to someone else



Reasons for request being declined:

"They said that in order to change the tenancy name, they would have to reset the bond and start the process again."
"Wanted control of tenants."

Whether landlords have been asked to reassign a tenancy to someone else



Reasons for declining the request:

"I like to select the best tenants for my property myself."
"Not good references and lack of income."
"Not happy with new option."

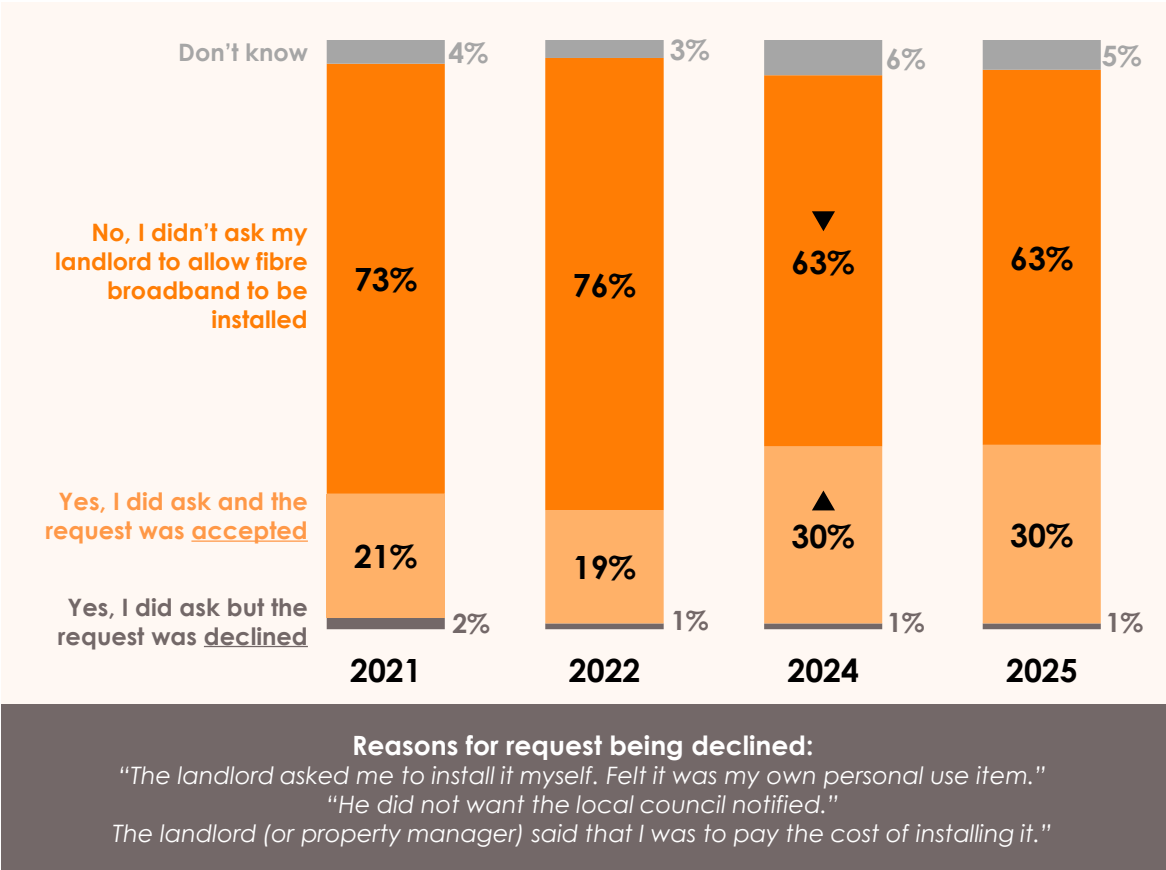
Source: Q46. Have you asked your landlord (or property manager) to allow your tenancy to be assigned to someone else? Q47. What were the reasons given for declining your request? Q51. Have (any of) your tenants asked you (or your property manager) to assign a tenancy to someone else? Q52. What were your reasons for declining the request? Base: Renters with a tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,351, 2025 n=1,207), all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).

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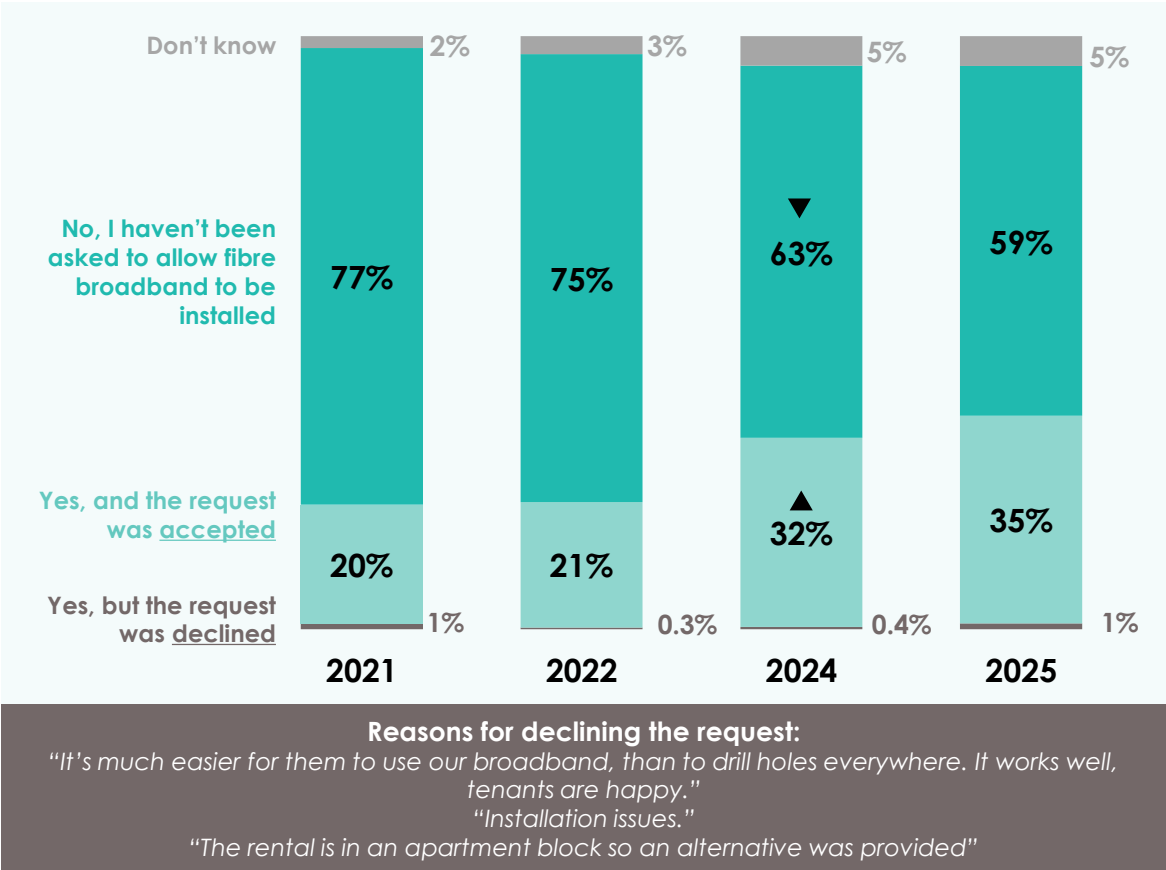
Similar to last year, three in ten renters requested fibre broadband to be installed.

This is similar for landlords, and a very small group had their request denied.

Whether renters have asked landlords to allow installation of fibre broadband



Whether landlords have been asked by renters to allow installation of fibre broadband



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? Q49. What were the reasons why your request was declined? 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)? Q54. What were your reasons for declining the request?

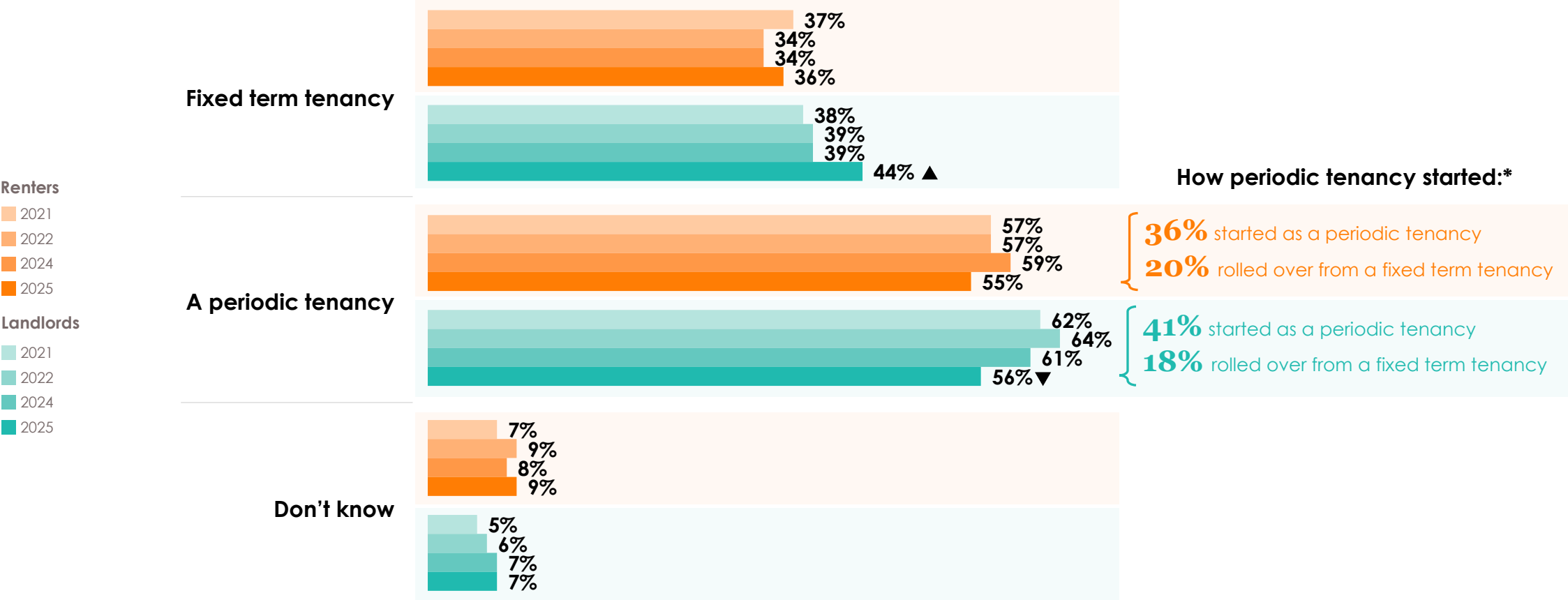
Base: All renters (2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400), all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Landlords are increasingly using fixed term tenancy agreements.

Almost half of landlords have started a fixed term tenancy since early 2021 which has seen a marked increase in the last year, reflected in a decline in periodic tenancies.

Type of rental agreement have had since mid-February 2021

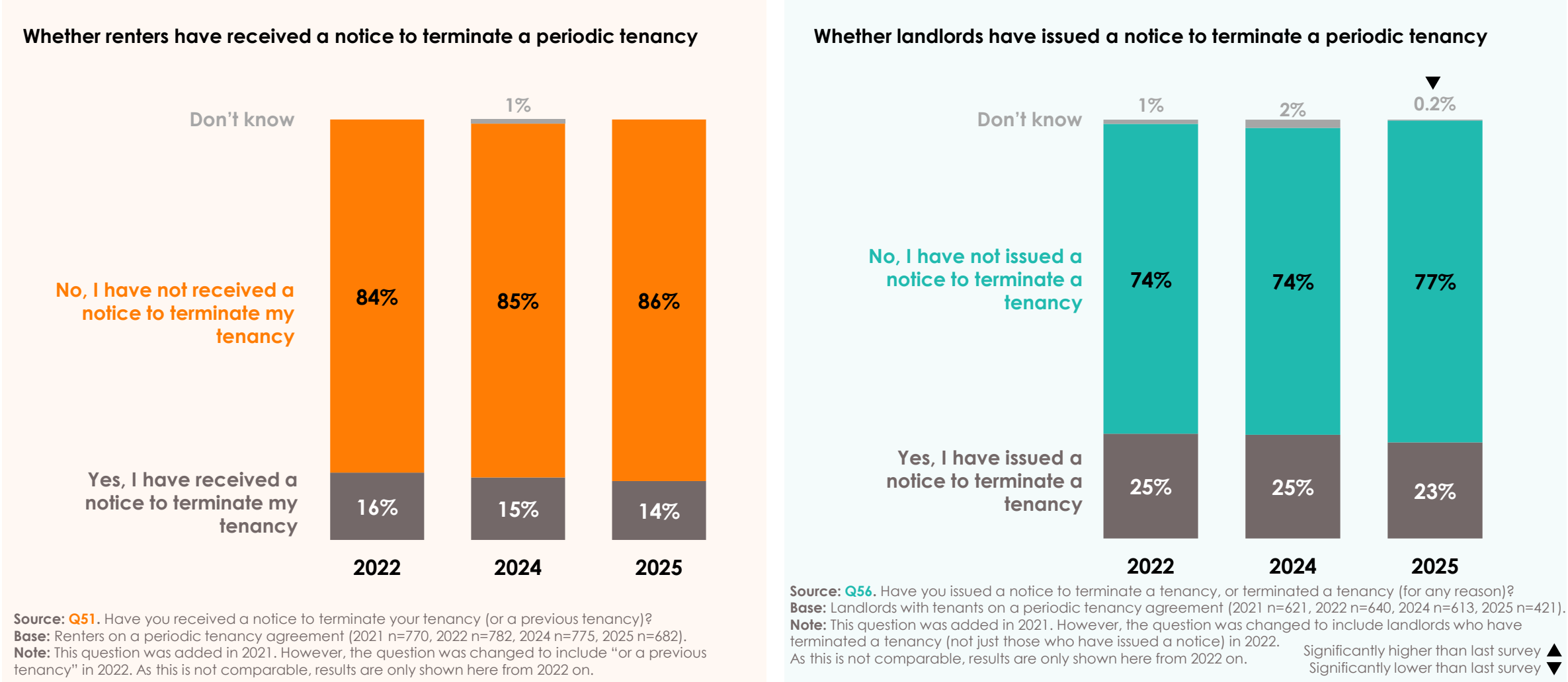


Source: Q50/Q55. What type of tenancy agreement(s) do you have?
Base: Renters with a written tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,350, 2025 n=1,207) and all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).
Note: Landlords can select multiple responses, meaning the total may not add to 100%. *This was asked for the first time in 2022.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

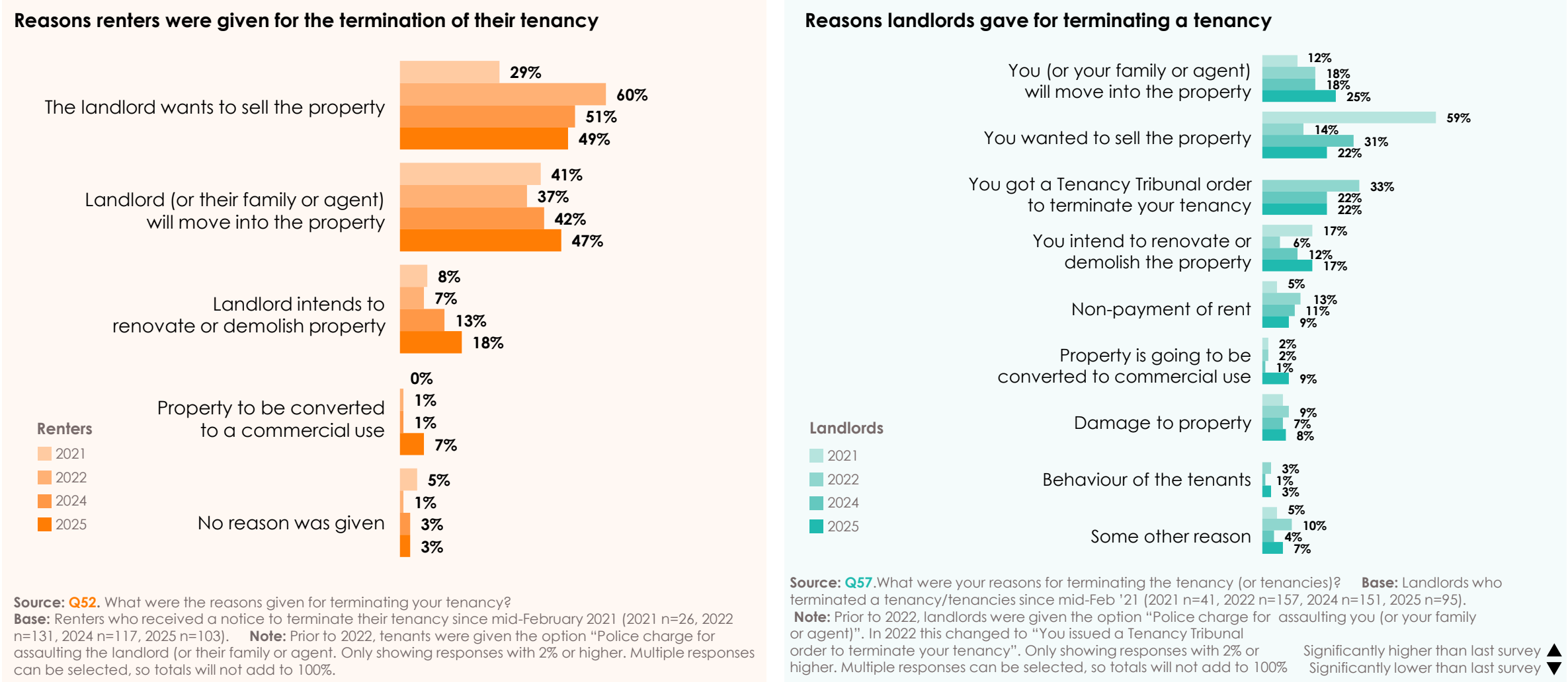
A quarter of landlords say they have issued a notice to terminate a periodic tenancy.

On the other hand, slightly fewer renters say they have received a notice to terminate, although this is consistent with previous years.



Terminated tenancies were often ended due to changes in landlords' circumstances.

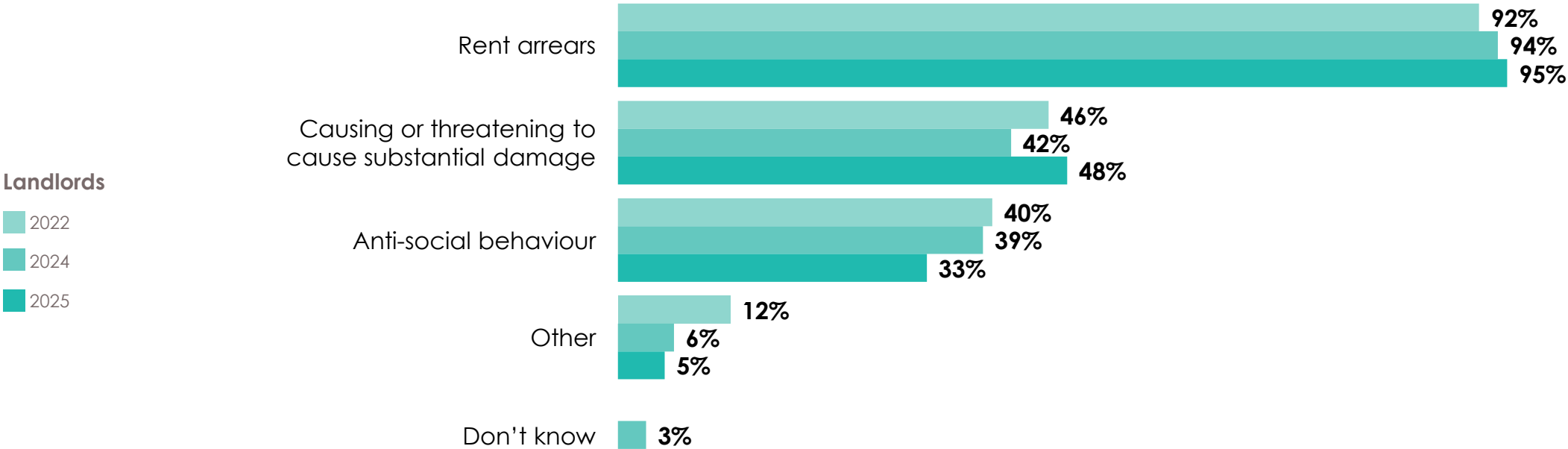
Some landlords also say they ended tenancies because of issues with tenants, however renters do not give this as a reason for termination, suggesting it is a motive for landlords, but tenants are not aware of this.



Rent arrears continue to be the main reason for Tribunal orders to end tenancies.

This is similar to previous years.

Grounds for a tenancy tribunal order to terminate their tenancy



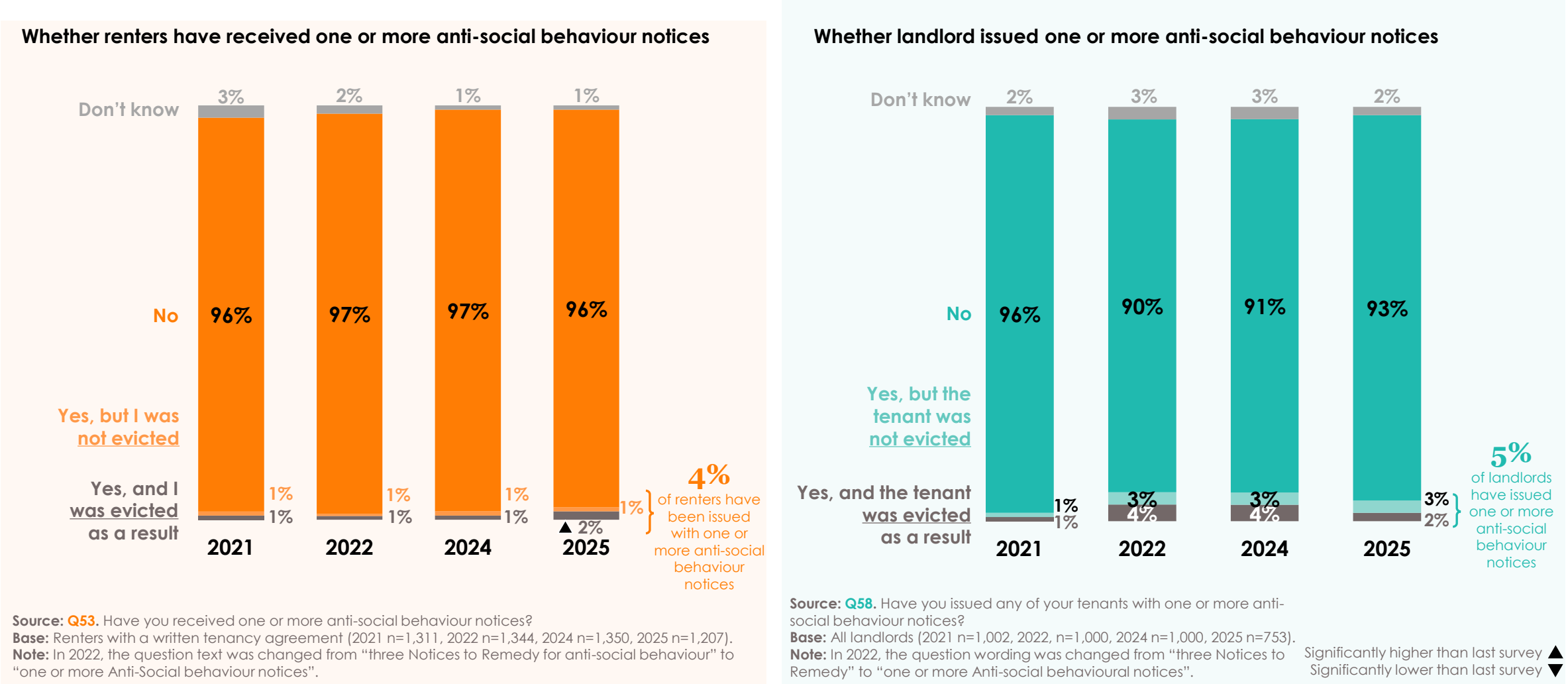
Treat these results with caution due to smaller sample sizes

Source: Q57a. Under what grounds did the Tenancy Tribunal terminate your tenancy?
Base: Landlords who terminated a tenancy (2022 n=52, 2024 n=33, 2025 n=21).
Note: This question was added in 2022, so no data prior to this is available. Multiple responses can be selected, so totals will not add to 100%. This question was also asked of renters (Q52a), however no renter said they were issued with a Tenancy Tribunal order to terminate.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

It remains rare to issue or receive anti-social behaviour notices.

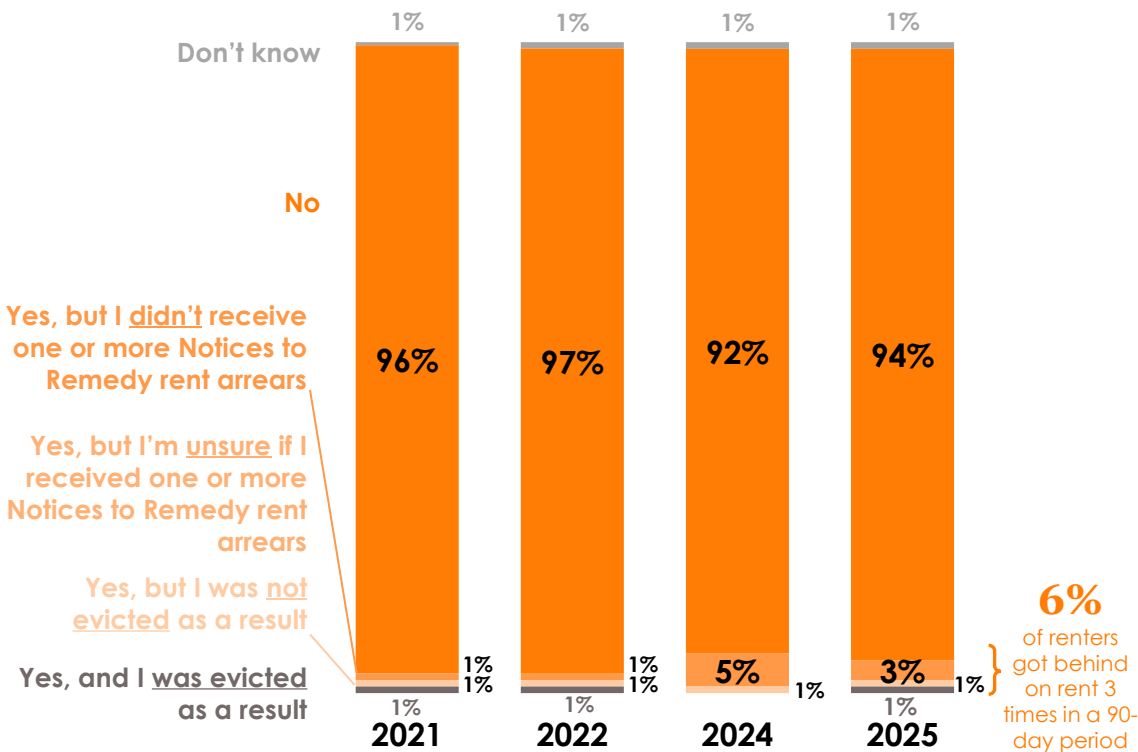
While this is still very uncommon, there has been an increase in the last year from one to two percent of renters saying they were evicted as a result.



Most renters have not got behind on rent more than three times.

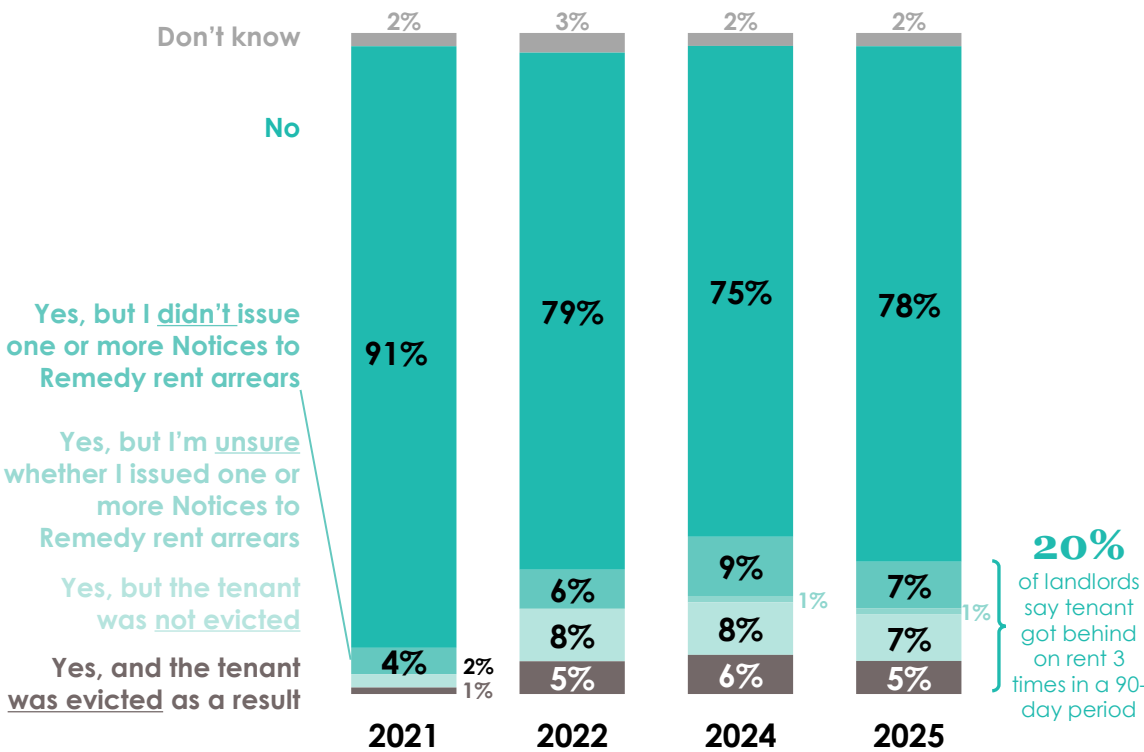
However, landlords say one in five renters have got behind on rent. As in previous years, renters report this happening less often than landlords.

Whether renter got behind on rent 3 times within a 90-day period



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?
Base: Renters with a written tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,351, 2025 n=1,207).
Note: In 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears."

Whether tenant got behind on rent 3 times within a 90-day period



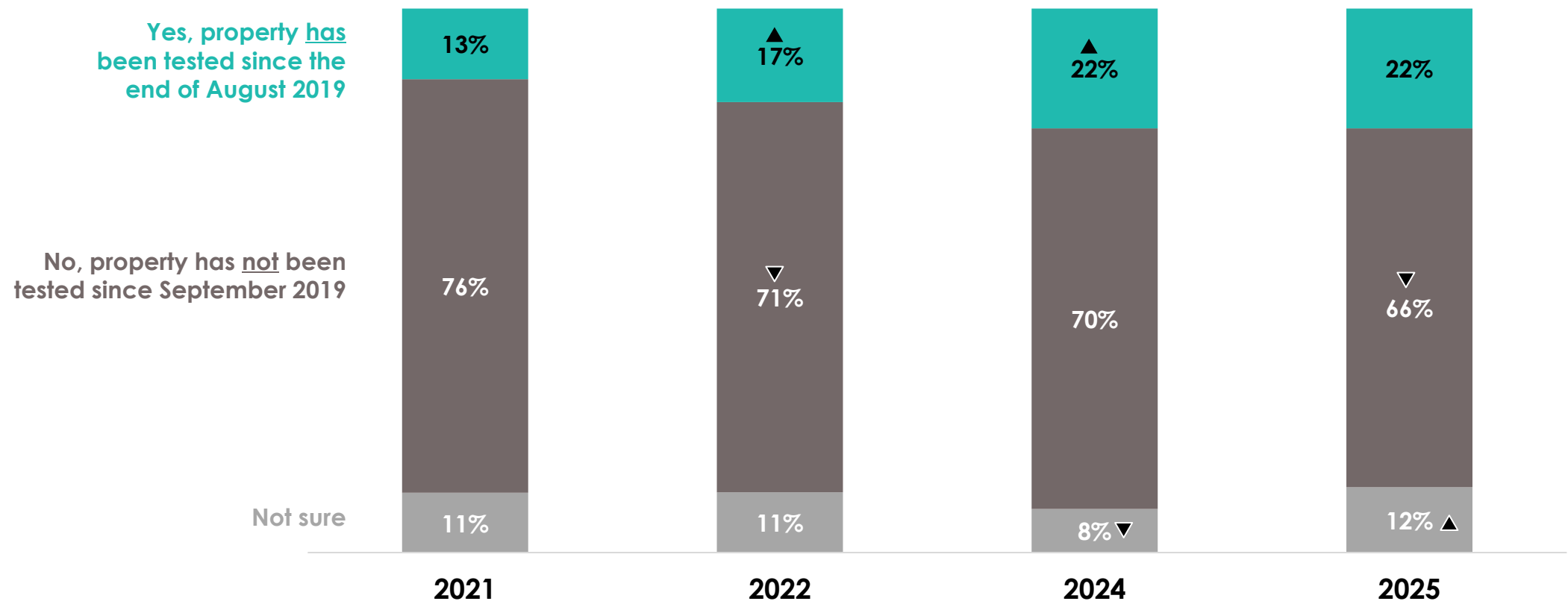
Source: Q59a. Have you had a tenant who had got behind in their rent three times within a 90 day period?
Q59b. Have you issued any of your tenants one or more Notices to Remedy rent arrears?
Base: All landlords (2021 n=1,002, 2022, n=1,000, 2024 n=1,000, 2025 n=753).
Note: In 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears."

Significantly higher than last survey ▲
Significantly lower than last survey ▼

The prevalence of meth testing is starting to slow down.

Currently about a fifth of landlords' properties have been tested at some point since 2019 which is the same as last year.

Whether rental properties have been tested for methamphetamine since 2019 (% of landlords' properties)



Source: Q63. How many of your rental properties have you tested for methamphetamine (either before or during your current tenancy) since September 2019?
Base: All properties (2021 n=2,064; 2022, n= 2,096, 2024 n=1,936, 2025 n=1,398). Note: Asked for the first time in 2021, so no data is available prior to this.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

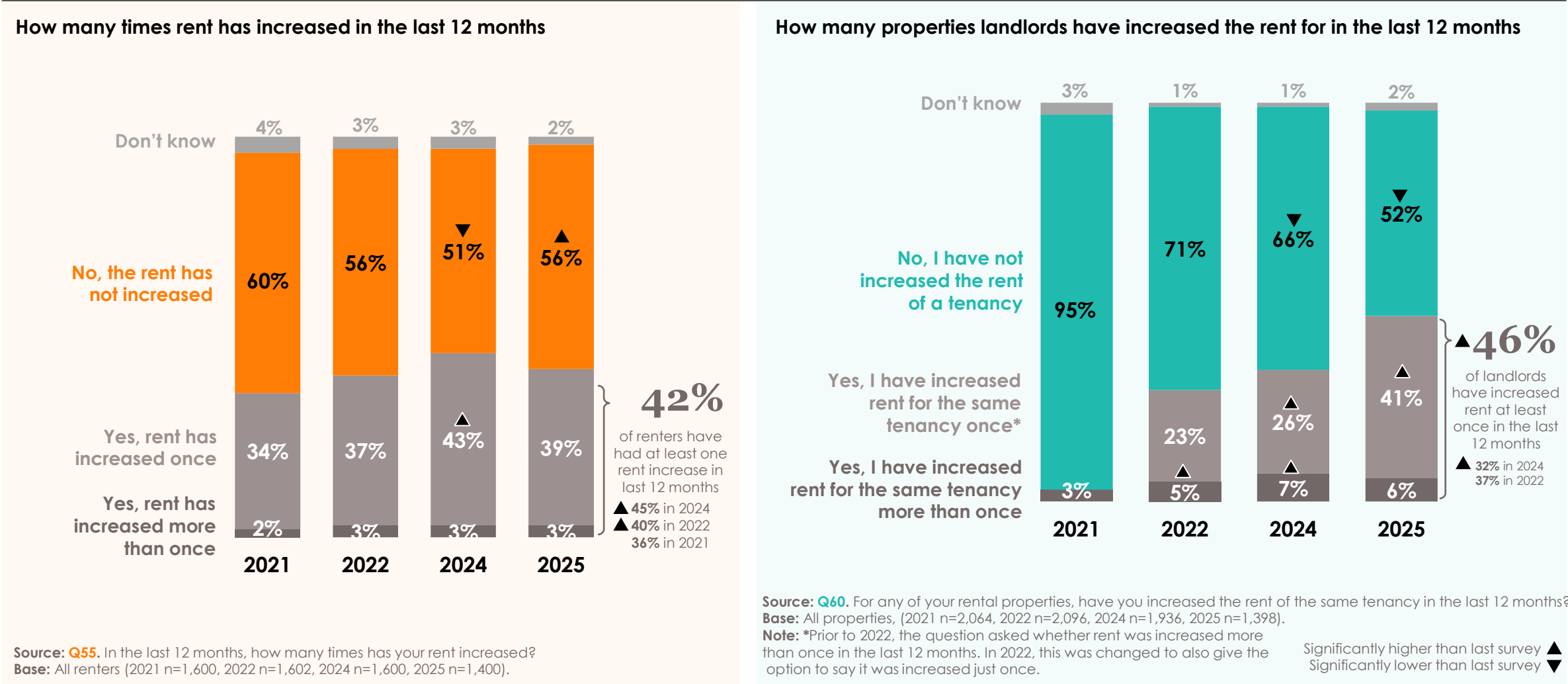
06

Changes to Tenancies



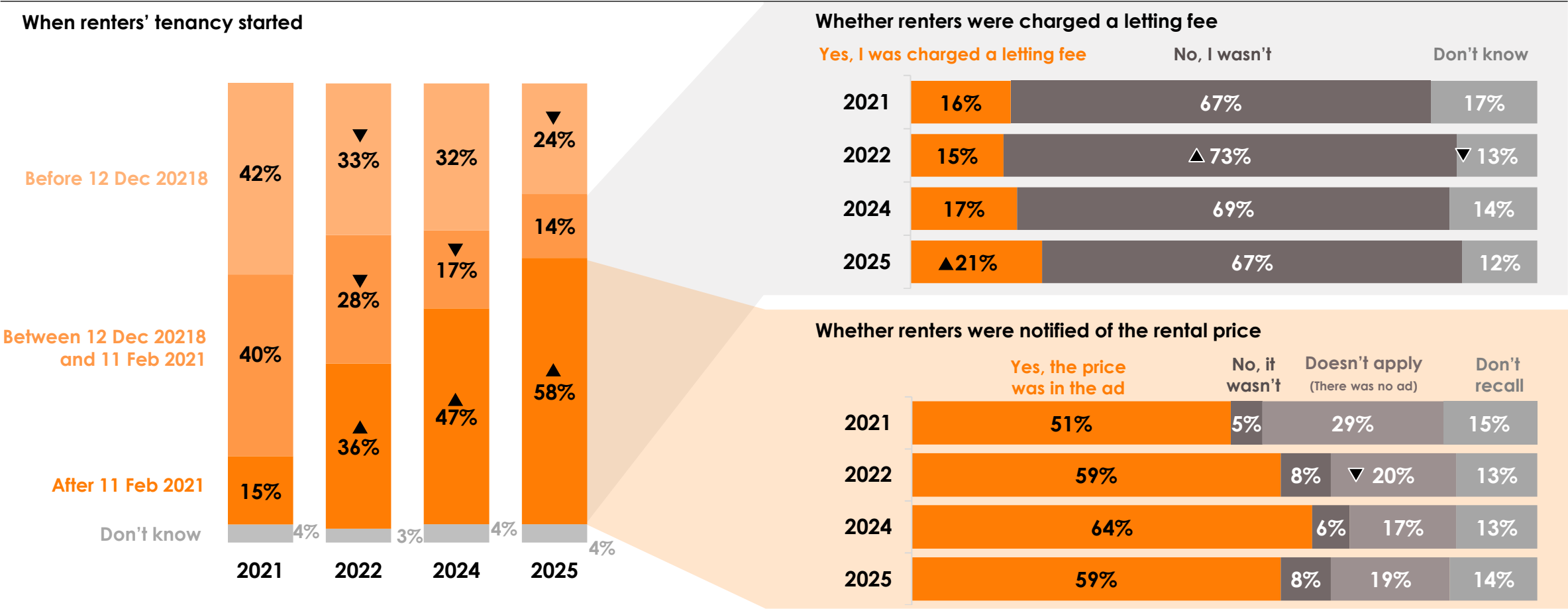
Almost half of landlords increased their rent in the last year.

This continues to increase, with more landlords raising rent each year. Slightly fewer renters say they had their rent increased, suggesting some landlords may have increased rent on new tenancies, not just existing ones.



Renters are increasingly being charged letting fees after this was disallowed.

This was disallowed after December 2018, but a fifth of renters say they were charged a fee after this date. Inclusion of the rental price in ads remains fairly stable, with about three in five renters saying this was in the ad.

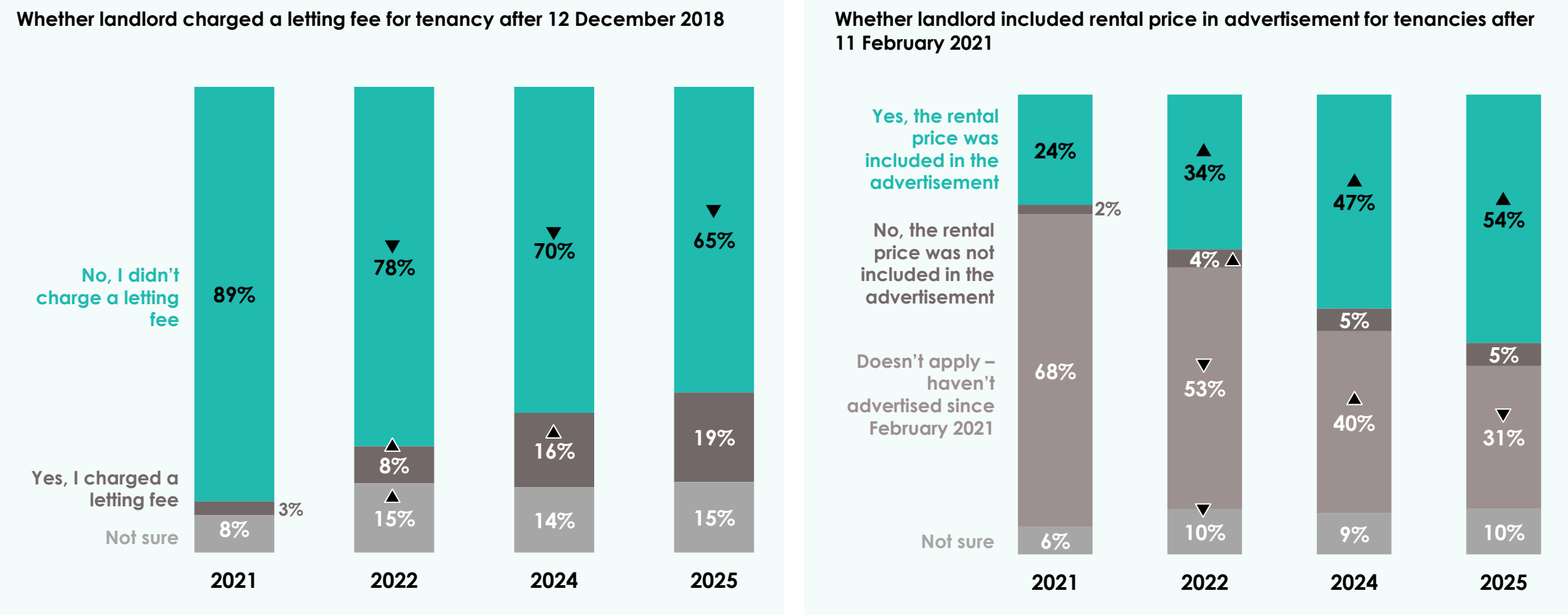


Source: Q56a. When did your tenancy start? Q56b. Were you charged a letting fee for your current tenancy? Q56c. Was the rental price included in the advertisement or offer for your current rental property? Base: All renters (2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400), renters whose tenancy started after 12 December 2018 (2021 n=845; 2022, n=998, 2024 n=1,027, 2025 n=987), renters whose tenancy started after 11 February 2021 (2021 n=238; 2022 n=546, 2024 n=745, 2025 n=780).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

However, fewer landlords say they have not charged a letting fee after December '18.

This may suggest a gap in understanding between renters and landlords around what constitutes a letting fee. Also, landlords continue to increasingly say they include rental prices in advertising.



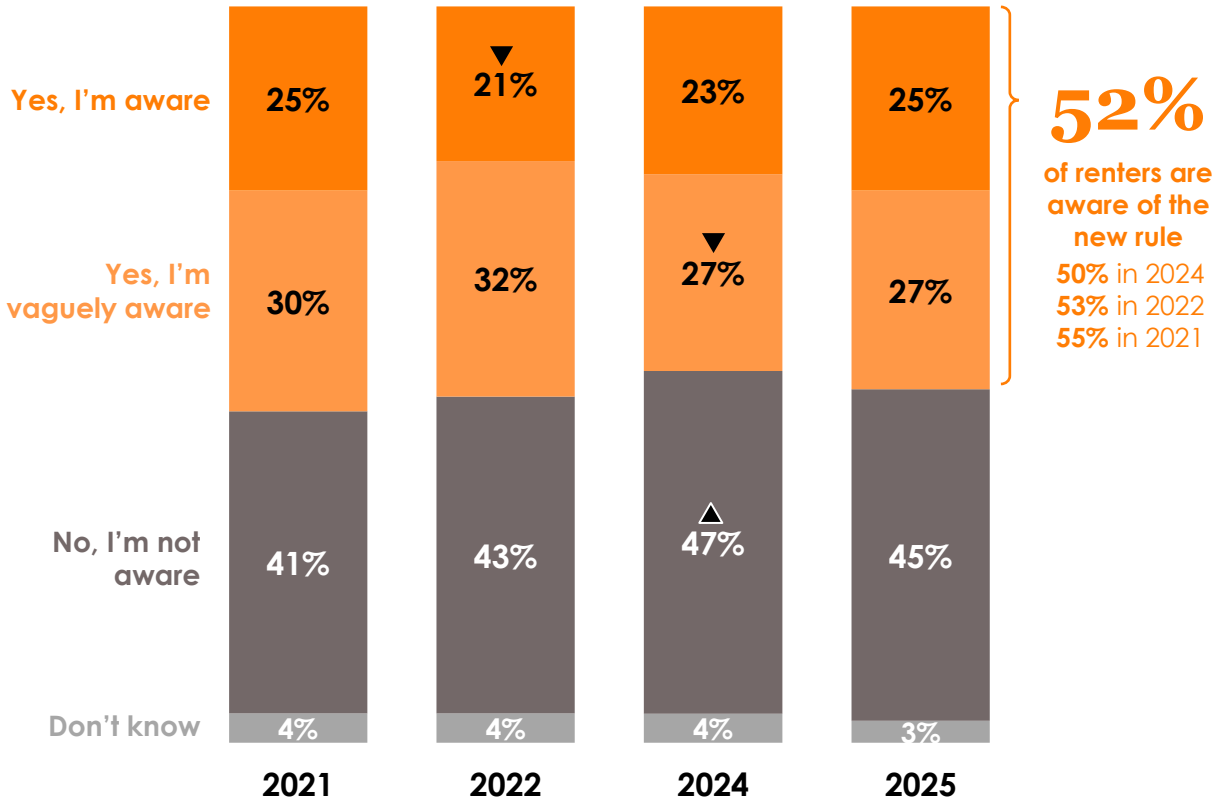
Source: Q61. Have you or your property manager charged a letting fee for any of your tenancies that started after December 2018? Q62. Did you include a specific rental price in the advertisement for all of your tenancies that started after mid-February 2021?
Base: All landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).

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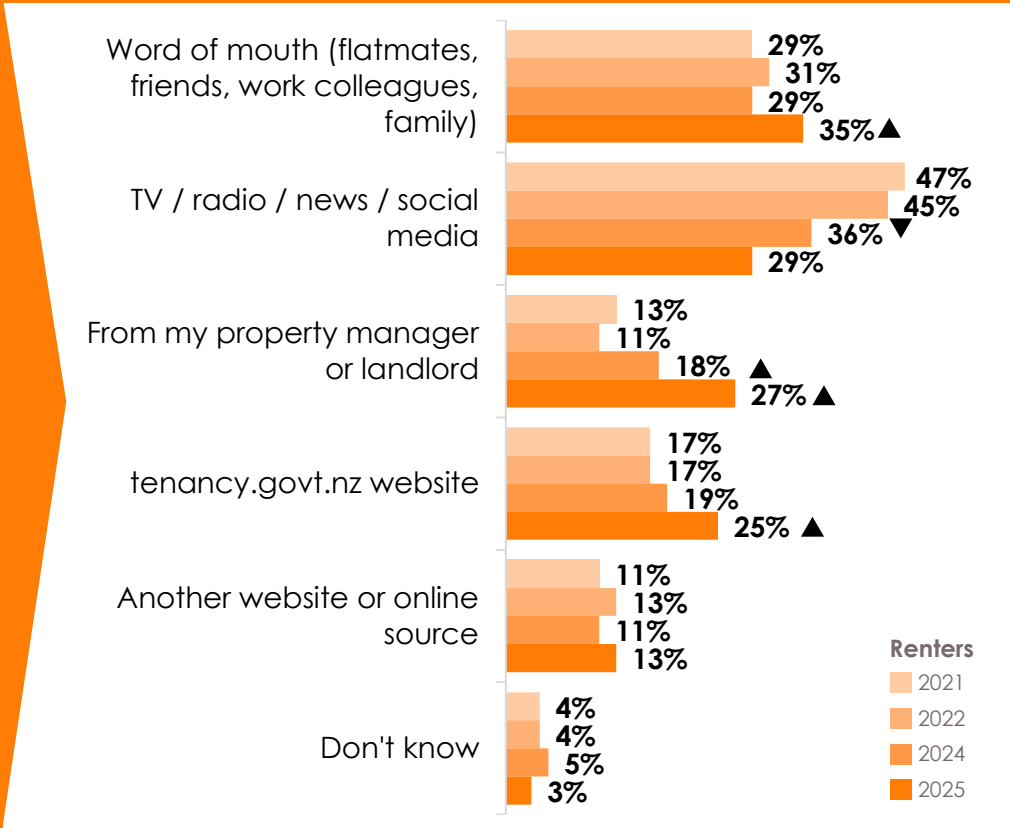
Renters’ knowledge that they can make minor changes to a rental remains stable.

Over time, renters who are aware are getting their information less from the media and more from the tenancy.govt.nz website or word of mouth, including via their property manager or landlord.

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



How renters became aware of the new rule*



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? Q60. How did you become aware of the new rules about making minor changes to your rental property?
Base: All renters (2021 n=1,600 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and renters who are aware of the new rules about making minor changes to rental properties (2021 n=878, 2022 n=842, 2024 n=801, 2025 n=734). *Multiple responses can be selected, so totals will not add to 100%. Responses mentioned by less than 2% are not shown.

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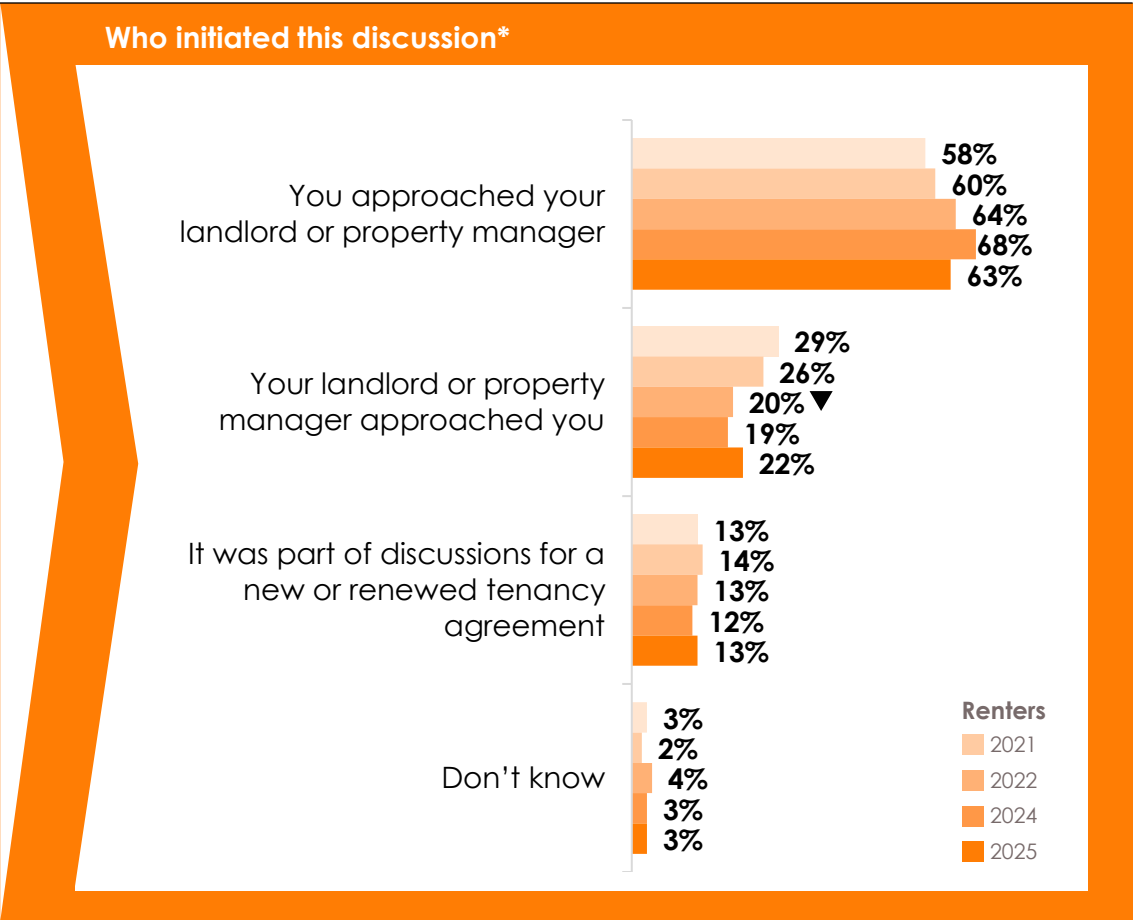
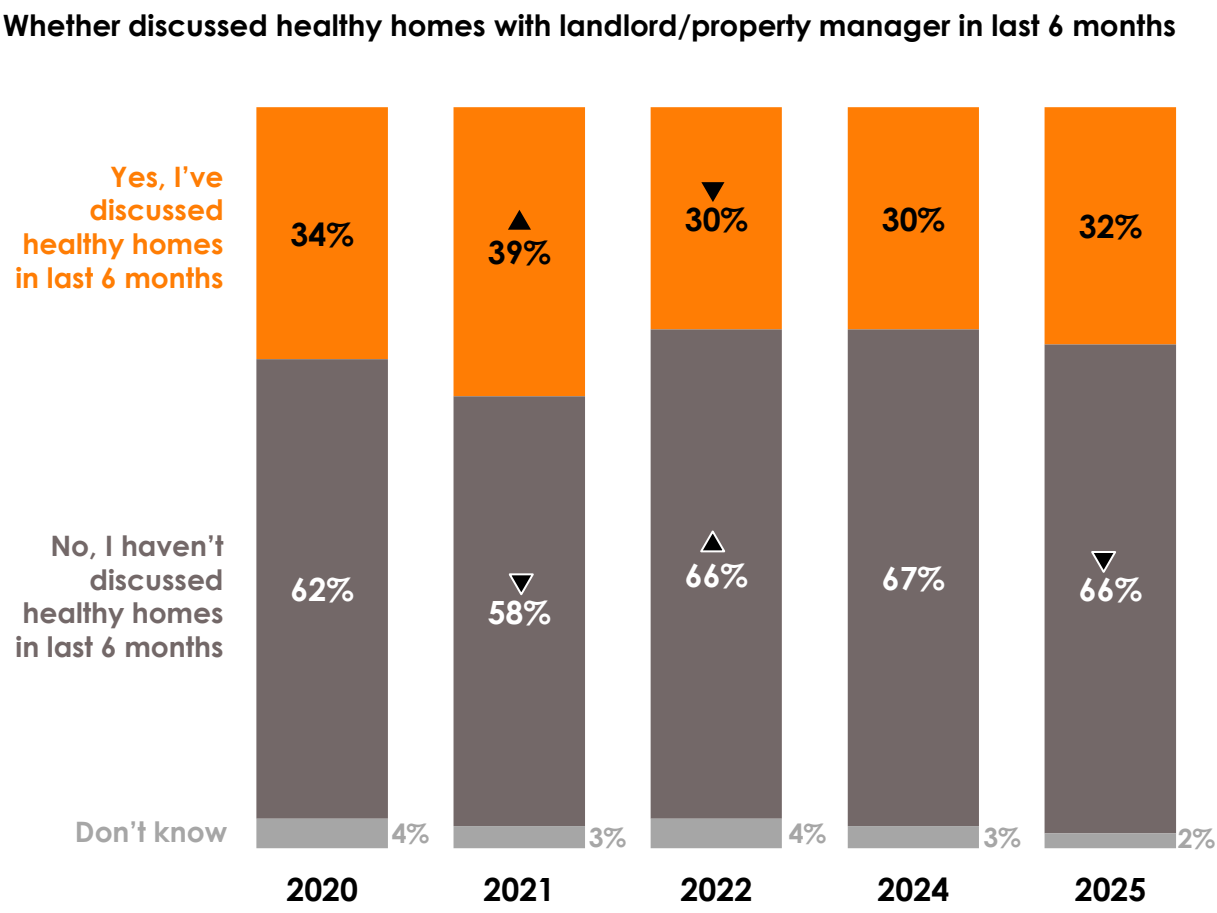


07

Renters' engagement with landlords

About a third of renters discussed Healthy Homes with their landlord recently.

This is similar to the last two years, suggesting the July 2025 deadline for compliance has not prompted more conversations. Renters also say conversations tend to be mostly initiated by themselves rather than landlords.

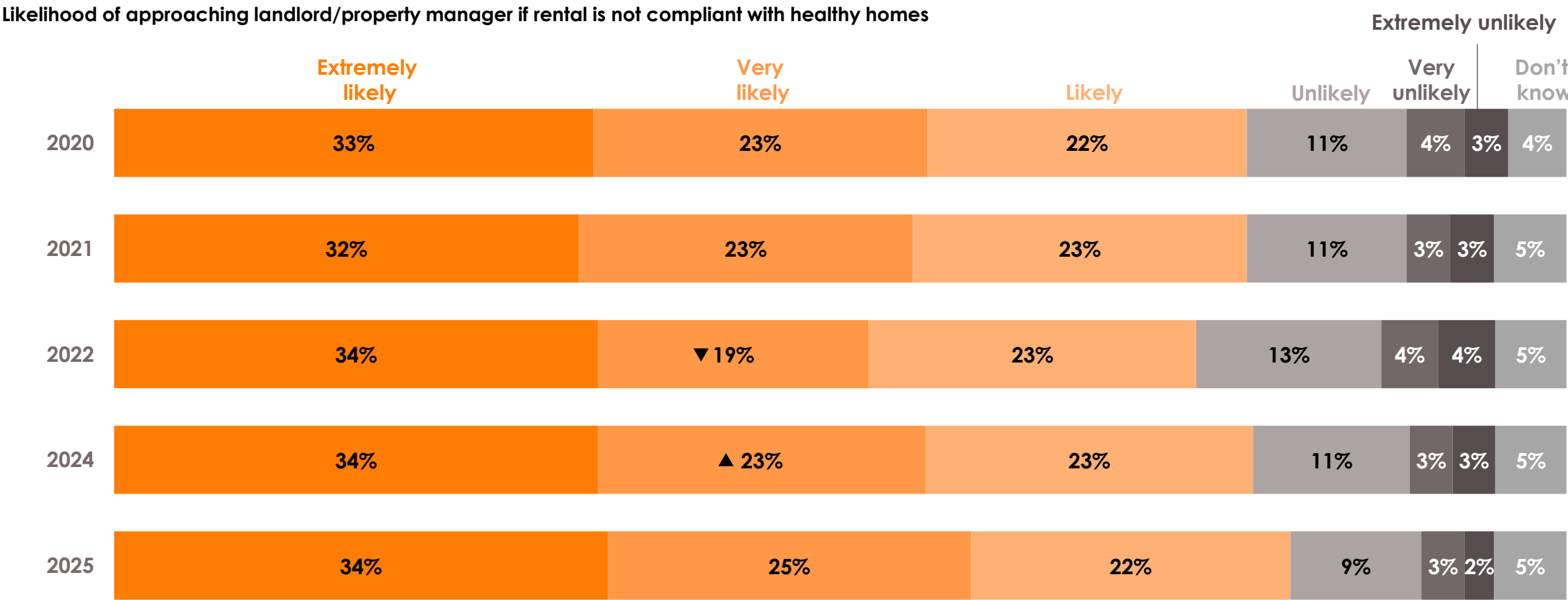


Source: Q33. The last lot of questions were about the standards the law requires rental properties to meet...In the last six months, have you discussed any of these things with your landlord or property manager? Q34. Did the discussion come about because...
Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400), renters who have discussed healthy homes with their landlord/property manager (2020 n=548, 2021 n=623; 2022 n=491, 2024 n=447, 2025 n=470). *Multiple responses can be selected, so totals will not add to 100%.

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Two thirds of renters say they would speak up about a non-compliant property.

This includes a third who say they are extremely likely to speak up. This is similar to levels seen in 2021 following a dip in willingness to speak up in 2022.



Source: Q35. If you were aware that your landlord was not complying with what the law says about rental property standards, how likely or unlikely would you (or someone you live with) be to approach your landlord (or property manager) to talk to them about the situation?
Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400).

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Significantly lower than last survey ▼

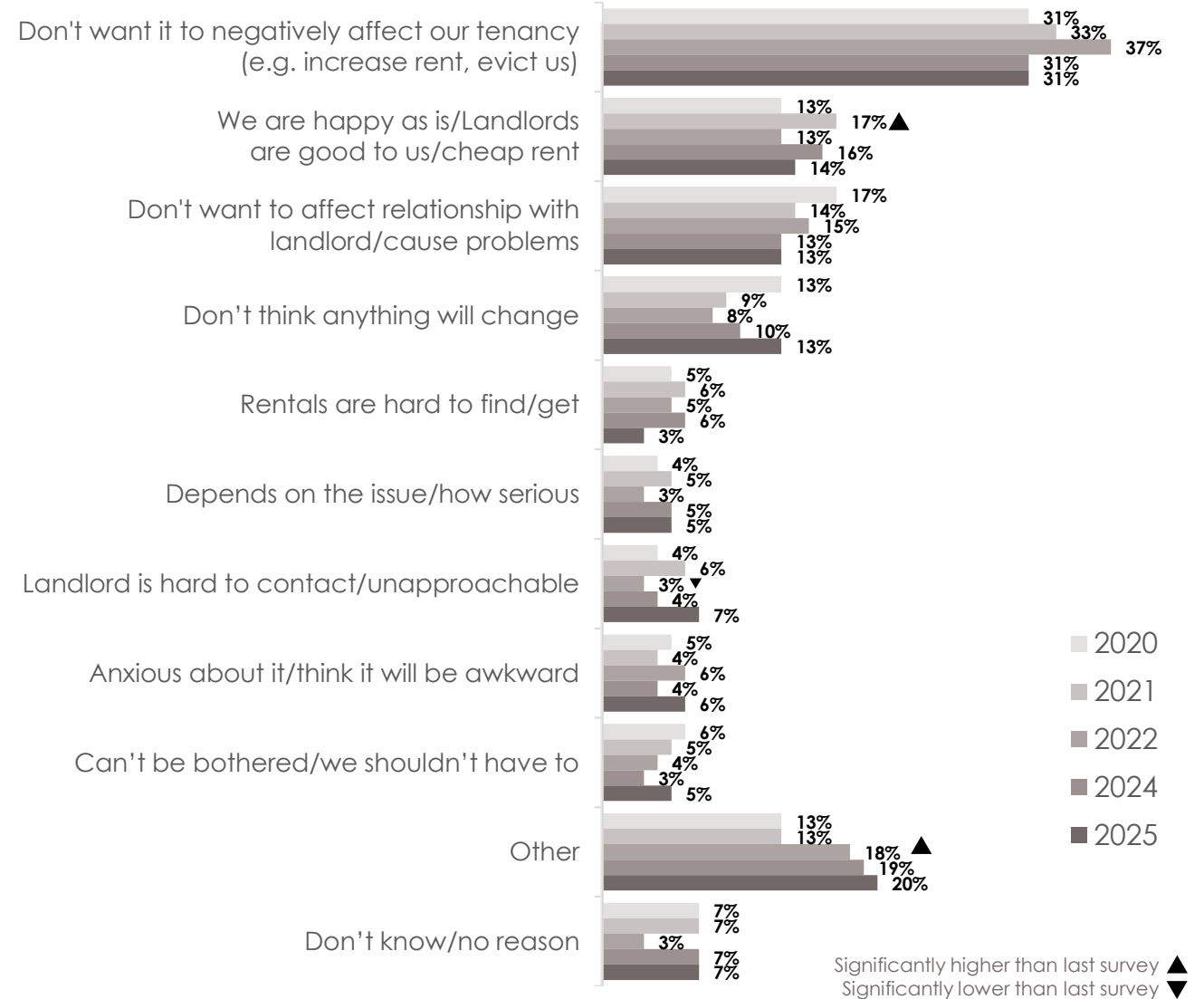
37% of renters are less likely* to approach their landlord/property manager about a non-compliant property.

(39% in 2024)

As in previous years, repercussions from landlords is the biggest barrier to speaking up.

*Renters who are not extremely/very likely.

Why renters wouldn't approach landlord/property manager



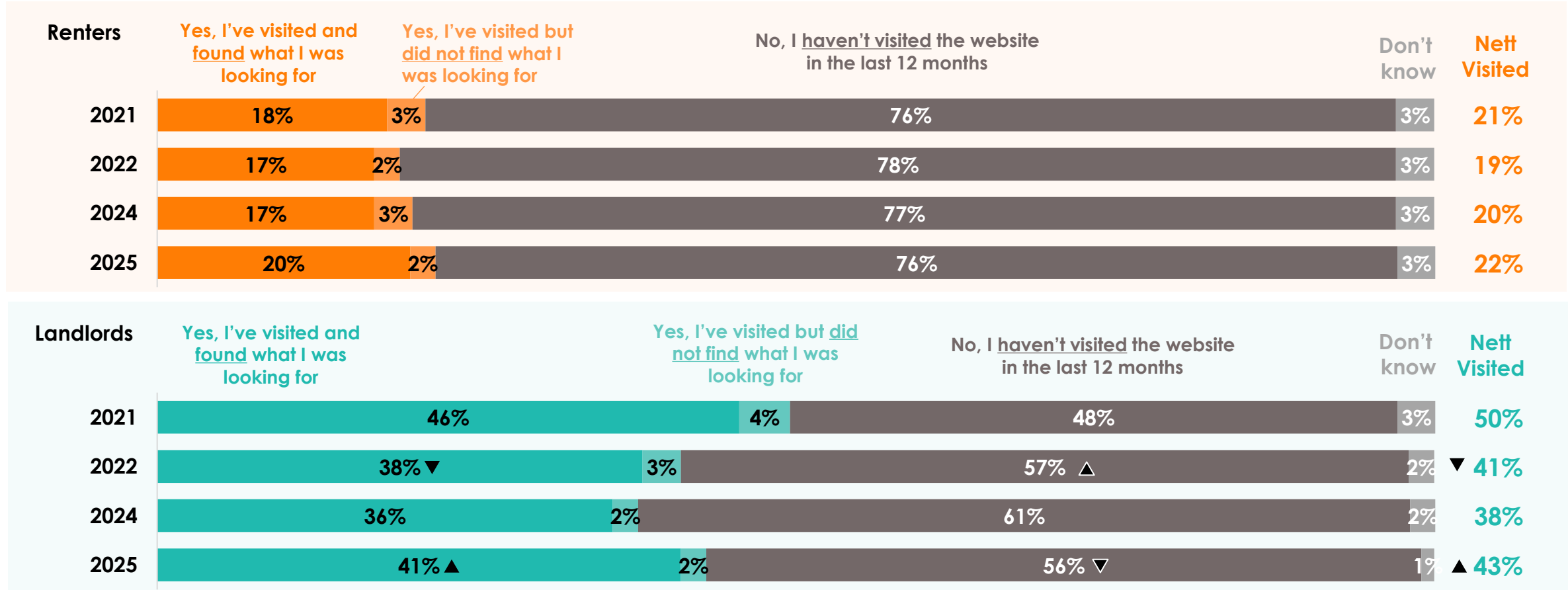
Source: Q36. Why would you not be more likely to talk to your landlord (or property manager) about this?

Base: Renters who would not be more likely to speak to their landlord (2020 n=641, 2021 n=657, 2022 n=677, 2024 n=643, 2025 n=505). Multiple responses can be selected, so totals will not add to 100%. Responses mentioned by less than 2% are not shown.

About one in five renters and two in five landlords have visited tenancy.govt.nz.

This has increased for landlords after a dip in 2024, which may be due to the upcoming deadline for compliance. As in previous years, most of those who visited the website say they found the information they were looking for.

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



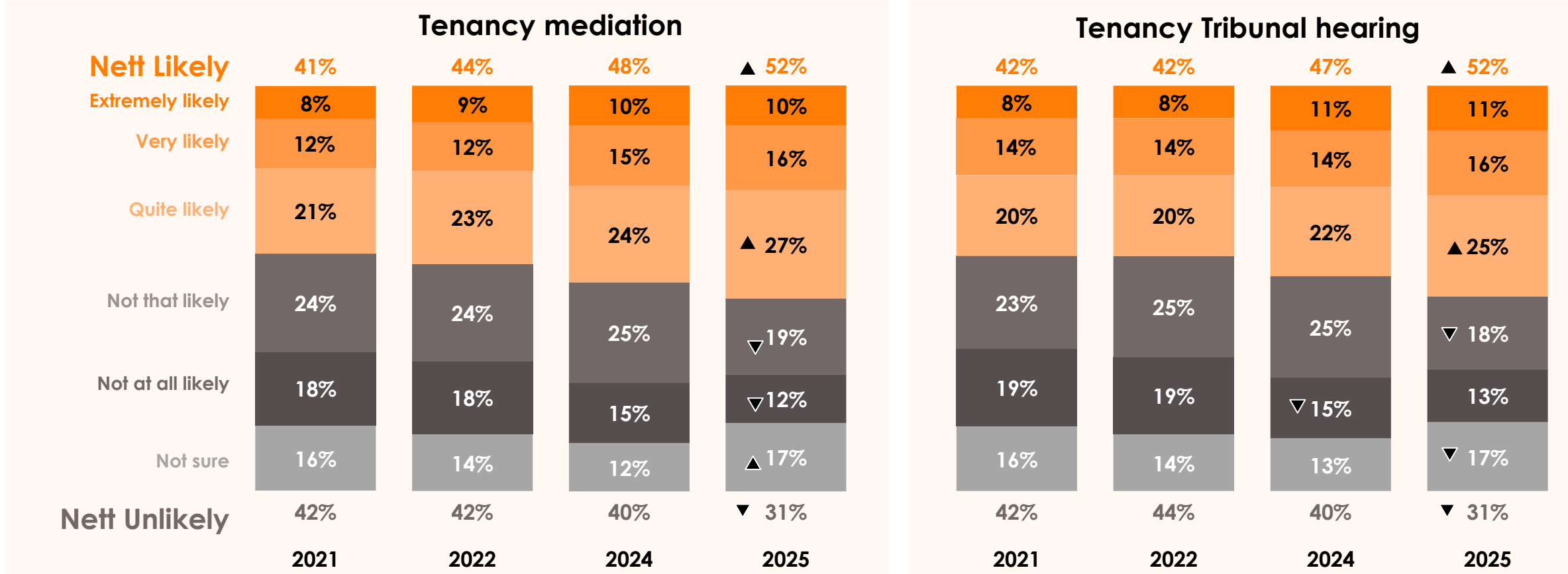
Source: Q57 / Q64. Have you visited the tenancy.govt.nz website in the last 12 months or information on residential tenancy or Health Homes Standards?
Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400) and all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753).

Significantly higher than last survey ▲
Significantly lower than last survey ▼

Renters are increasingly willing to go to mediation or the Tribunal if needed.

Just over half of renters are now willing to do either.

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

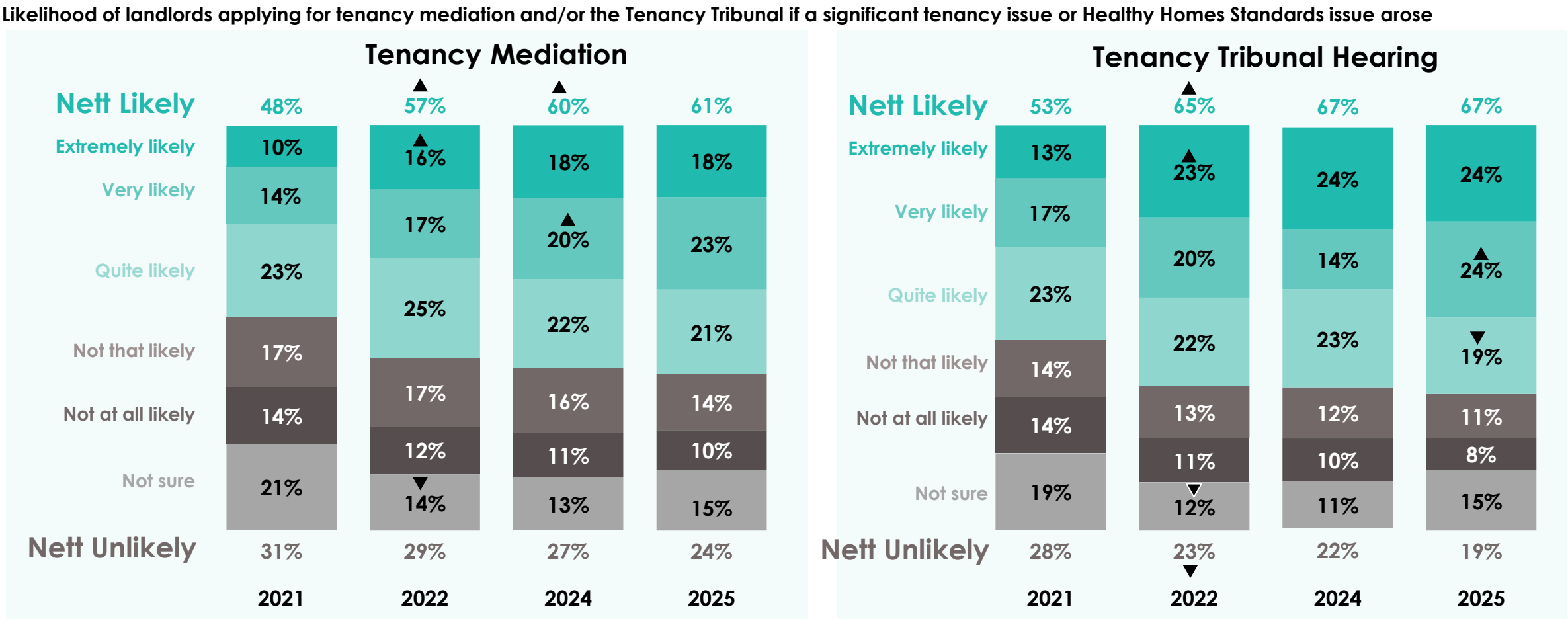


Source: Q58i. Next we'd like you to imagine that you have a significant tenancy issue or issue about healthy homes standards. Imagine you have discussed this with your landlord directly, but the issue remains unresolved after three months. How likely are you to apply for Tenancy mediation AND/OR the Tenancy Tribunal for a hearing? You can apply for neither, just one or both. Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400).

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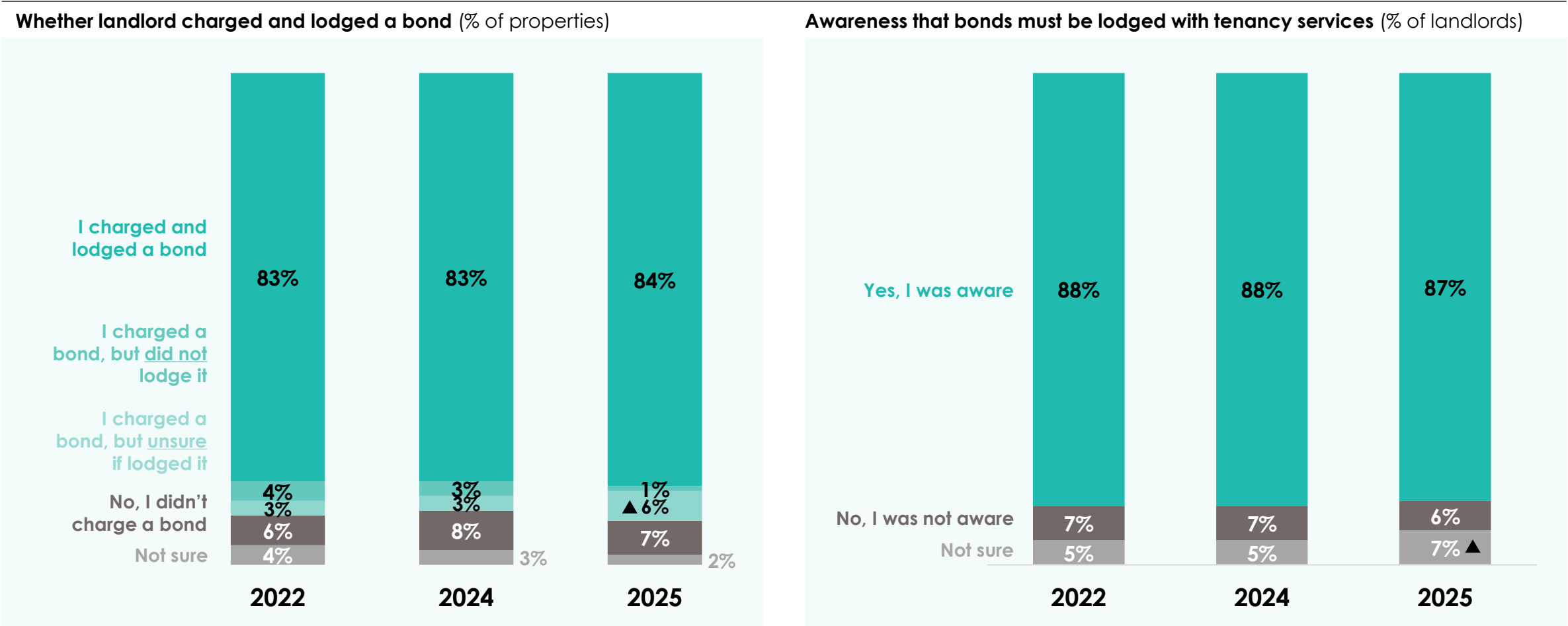
Willingness to go to mediation or the Tribunal remains similar for landlords.

However, while the total who are open to going to the Tribunal remains the same, the strength of willingness among those who are willing has grown in the last year (i.e. from quite likely to very likely)



The majority of landlords say they have charged and lodged a bond.

The majority are also aware of regulations around lodging bonds. However, while most landlords say they understand the regulations, there is also an increasing uncertainty around whether bonds were lodged or not.



Source: Q33a. How many of your rental properties have you lodged a bond for? Q33b. Did you know that if you charge a bond, you have to lodge the bond with Tenancy Services within 23 days? Base: All properties (2022 n=2,096, 2024 n=1,936, 2025 n=1,398) and all landlords (2022 n=1,000, 2024 n=1,000, 2025 n=753). Note: These questions were asked for the first time in 2022.

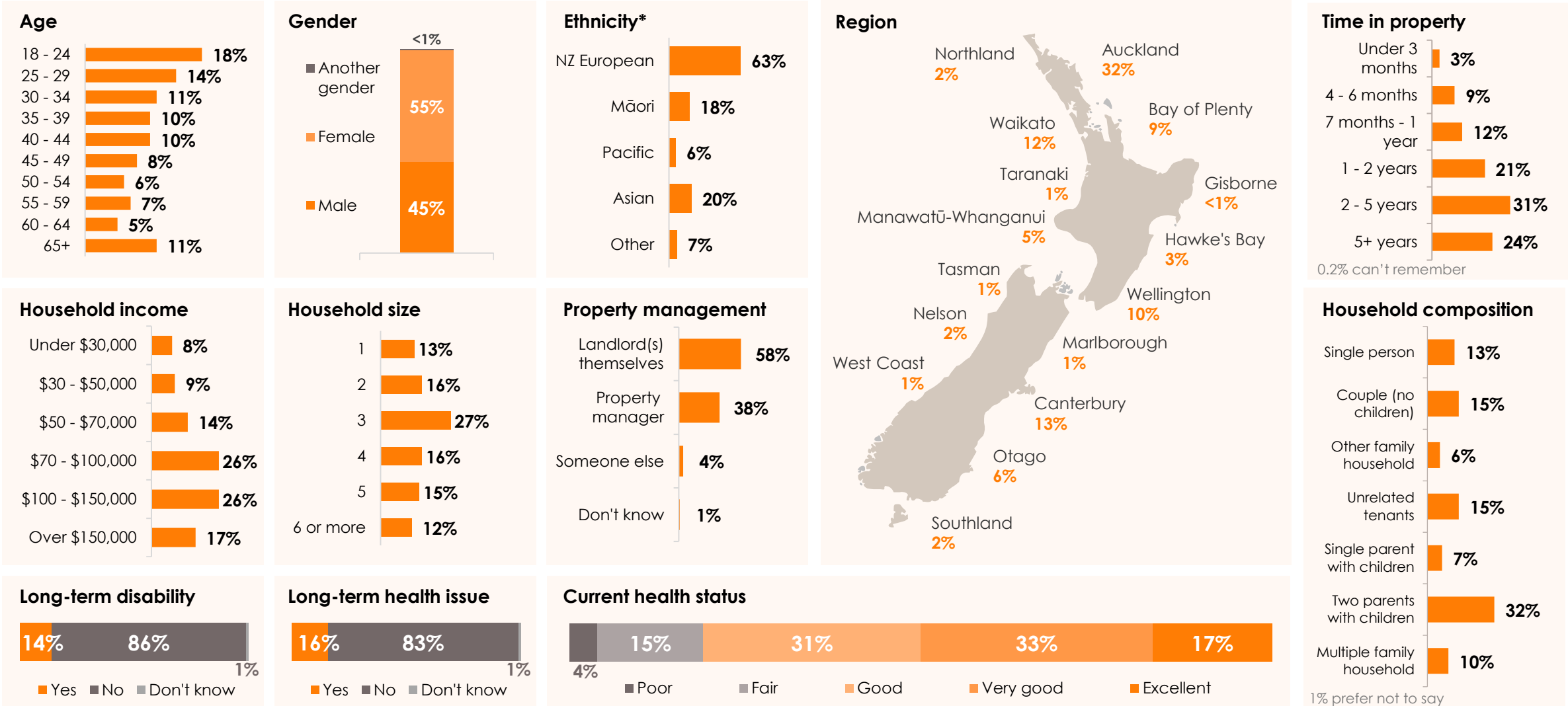
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An aerial night photograph of a city, likely Seattle, showing a dense urban area with numerous buildings and streets. The image is characterized by long, bright light trails from cars moving through the streets, creating a sense of motion. The city is illuminated by warm streetlights and building lights, contrasting with the dark blue night sky. The city extends to the edge of a body of water, visible in the upper right corner.

08

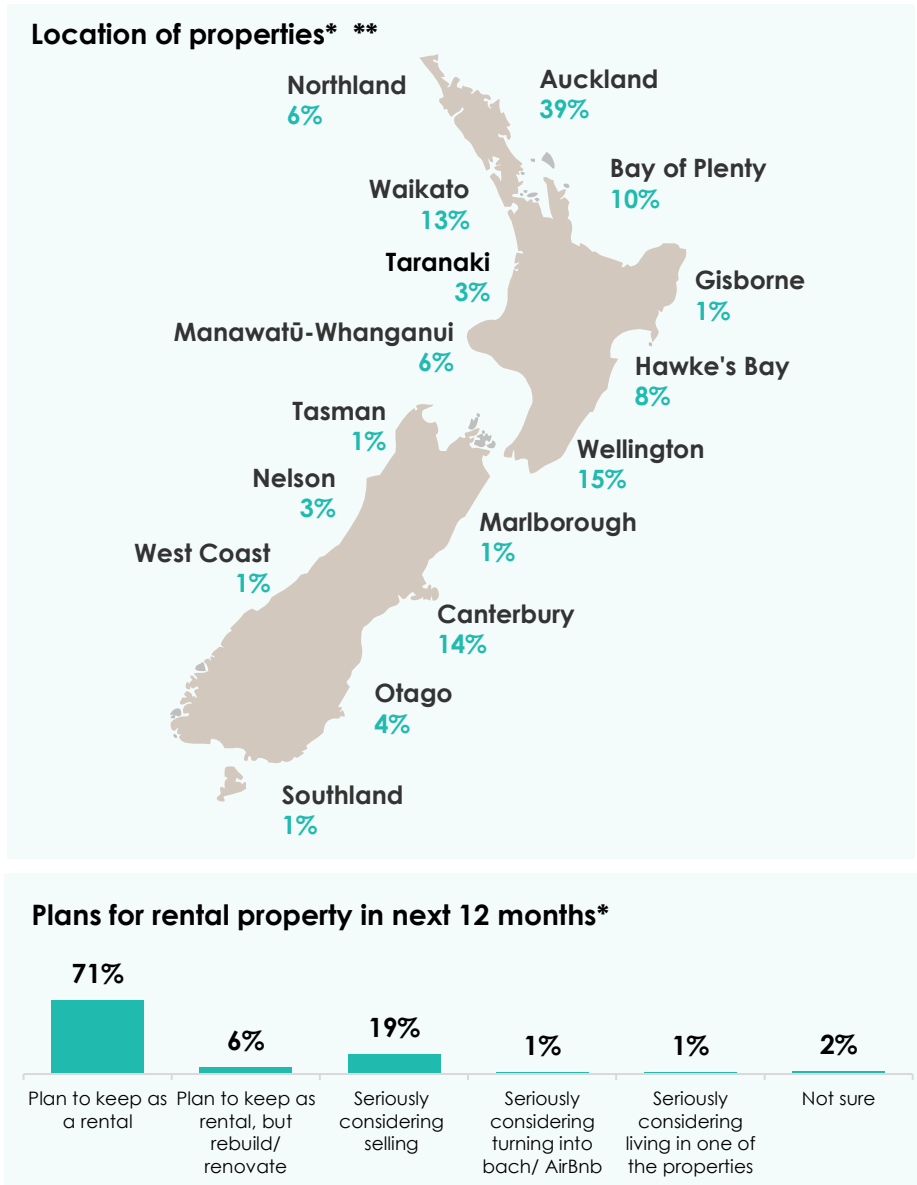
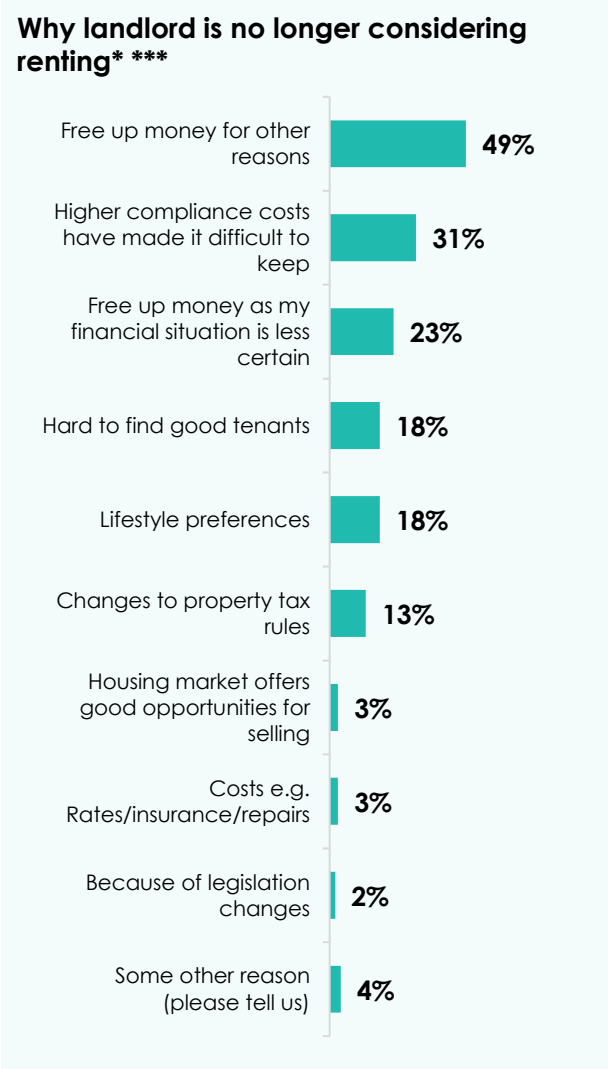
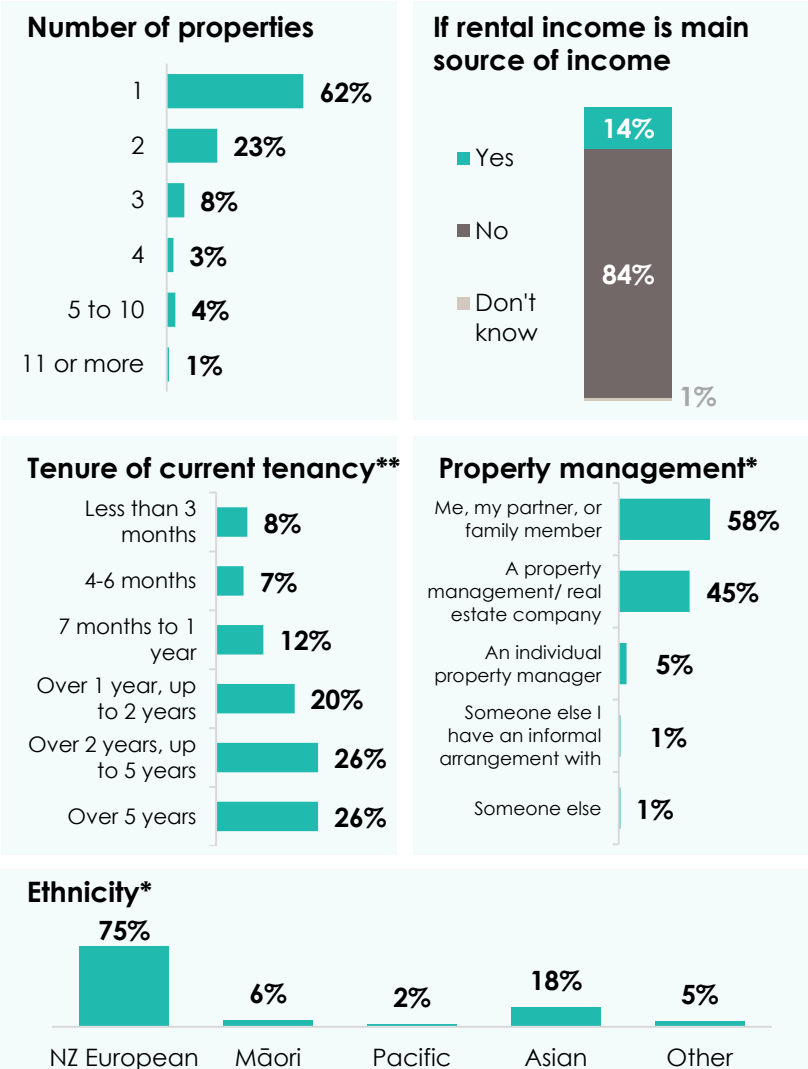
Appendix

Sample profile – Renters



Source: Q1. Q2. Q3. Q4.,Q5.,Q6. Q7. Q10. Q11. Q61. Q62. Q63.
Base: All renters, n=1,400 *Note: multiple answers can be selected, so totals may not add to 100%

Sample profile – Landlords



Source: Q1, Q2, Q3, Q4, Q5, Q6, Q66, Q67. Base: All landlords, n=753.
*Note: multiple answers can be selected, so totals may not add to 100% **Based on all properties, n=1,398 ***Based on those who are no longer considering renting (n=158) & only showing results mentioned by 1% or more