

Healthy Homes Guarantee Act monitoring

Baseline research 2020



MINISTRY OF HOUSING
AND URBAN DEVELOPMENT

TOPLINE REPORT | SEPTEMBER 2020



COLMAR BRUNTON
A Kantar Company

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Task at hand

- In February 2019, the Government announced the Healthy Homes Standards (the Standards). These standards are now 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 Colmar Brunton to undertake research with renters and landlords to assist HUD in monitoring the implementation of the Healthy Homes Guarantee Act (HHGA).
- The key research objective is to monitor awareness of and compliance with the Standards and to evaluate both short and long-term outcomes achieved through their implementation. HUD is also interested in their impact on the rental market.

This report presents topline results for the benchmark survey of landlords and renters conducted in August/September 2020.



Method

RENTERS

A nationwide online survey of 1,601 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.

Maximum margin of error is +/-2.4%.

Fieldwork was conducted from 19 August to 6 September 2020.

Data were weighted by age within gender, ethnicity, region, and household income by household size to match Census 2018 population characteristics of renters in privately-owned dwellings nationwide.

LANDLORDS

A nationwide online survey of 1,012 landlords. The population of interest is landlords who receive rental payments from tenants living in a residential property that the landlord owns.

Maximum margin of error is +/-3.1%.

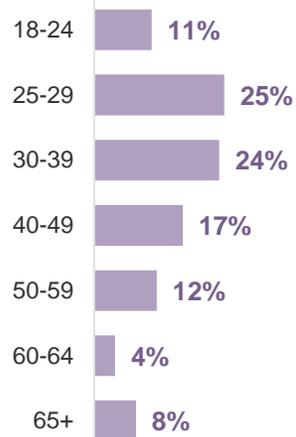
Fieldwork was conducted from 18 to 30 August 2020.

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 1,012 landlords surveyed own 1,990 rental properties.

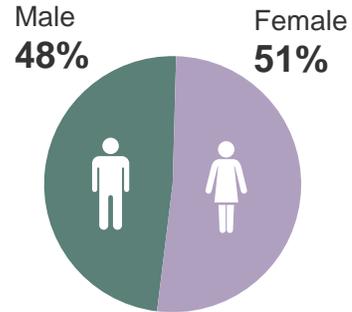
For simplicity only the question wording used for landlords with multiple properties is shown at the bottom of each chart (where appropriate).

Sample profile – renters

Age

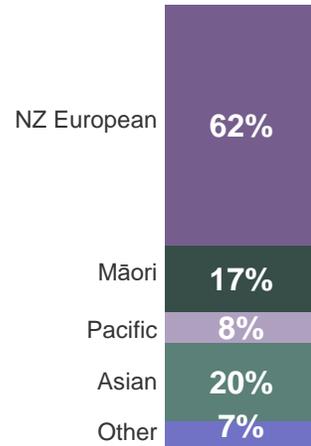


Gender

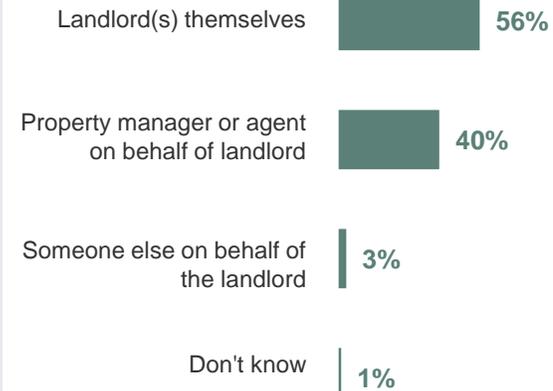


*0.3% were Gender diverse

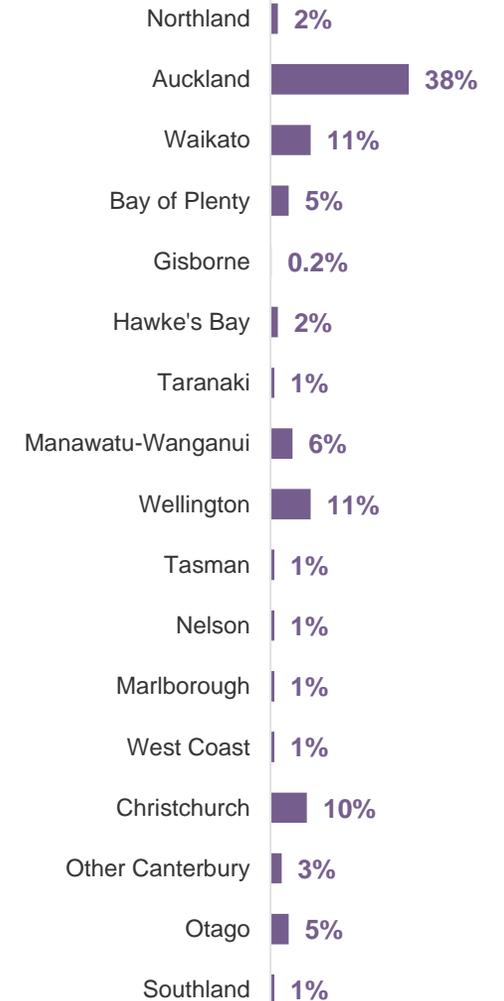
Ethnicity



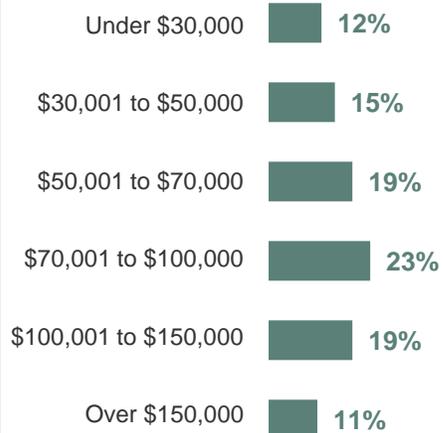
Property management



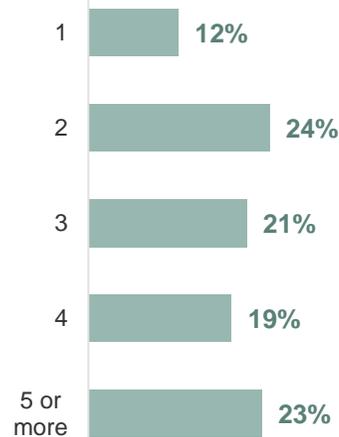
Region



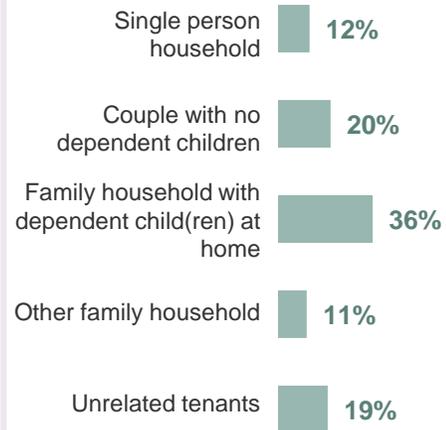
Household income



Household size

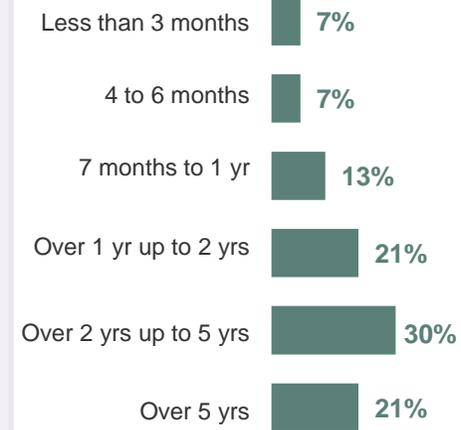


Household composition



*Other (0.4%), Prefer not to answer (1%)

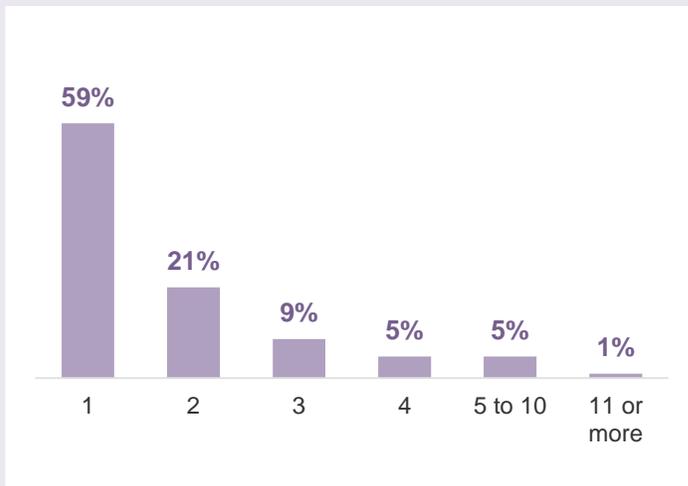
Length of time in property



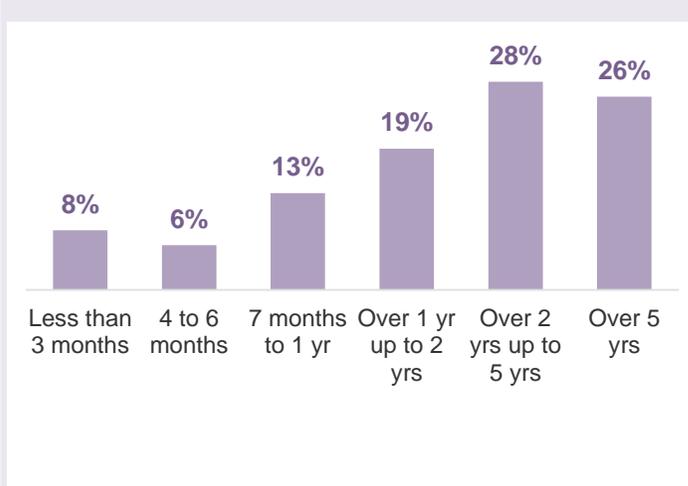
*Can't remember (0.2%)

Sample profile – landlords

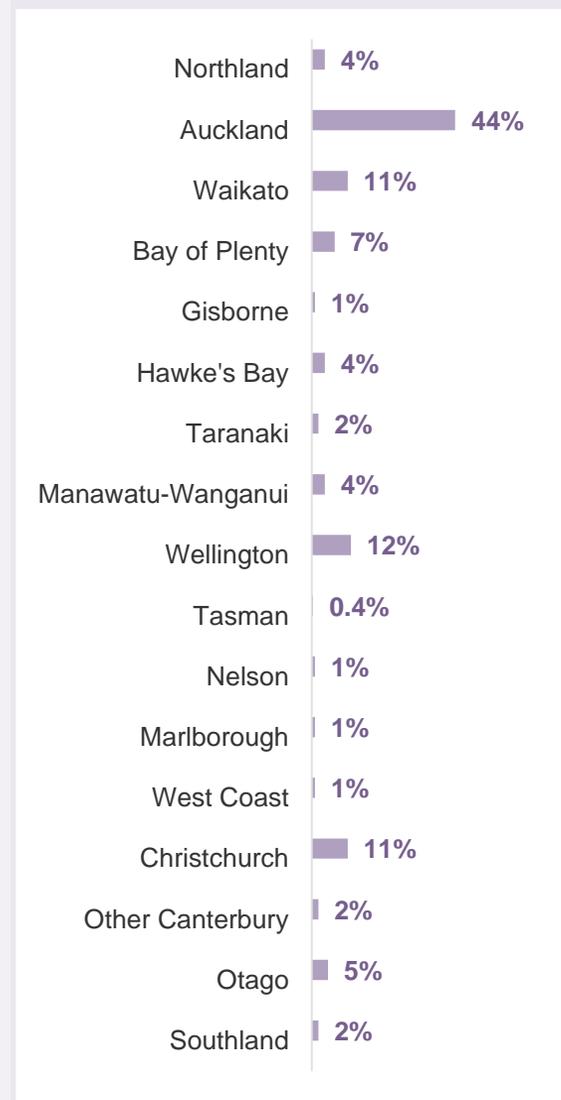
Number of properties



Length of time of current tenancy



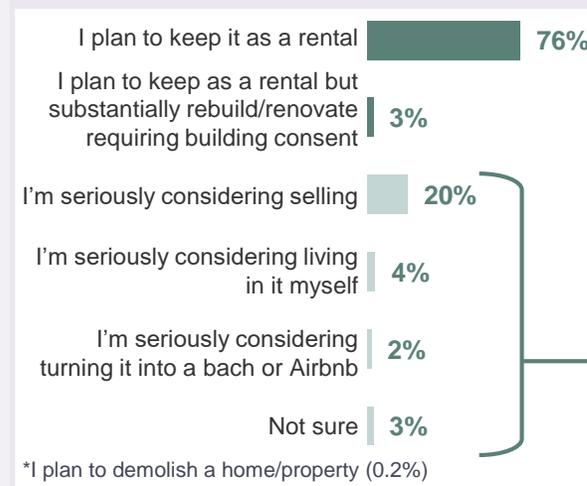
Location of properties



Property management



Plans for rental property in next 12 months



Why landlord is no longer considering renting



Base: All landlords (n=1,012).
Source: Q1, Q2, Q3, Q4, Q5, Q6.

01



**MINISTRY OF HOUSING
AND URBAN DEVELOPMENT**

Awareness of Healthy Homes Standards

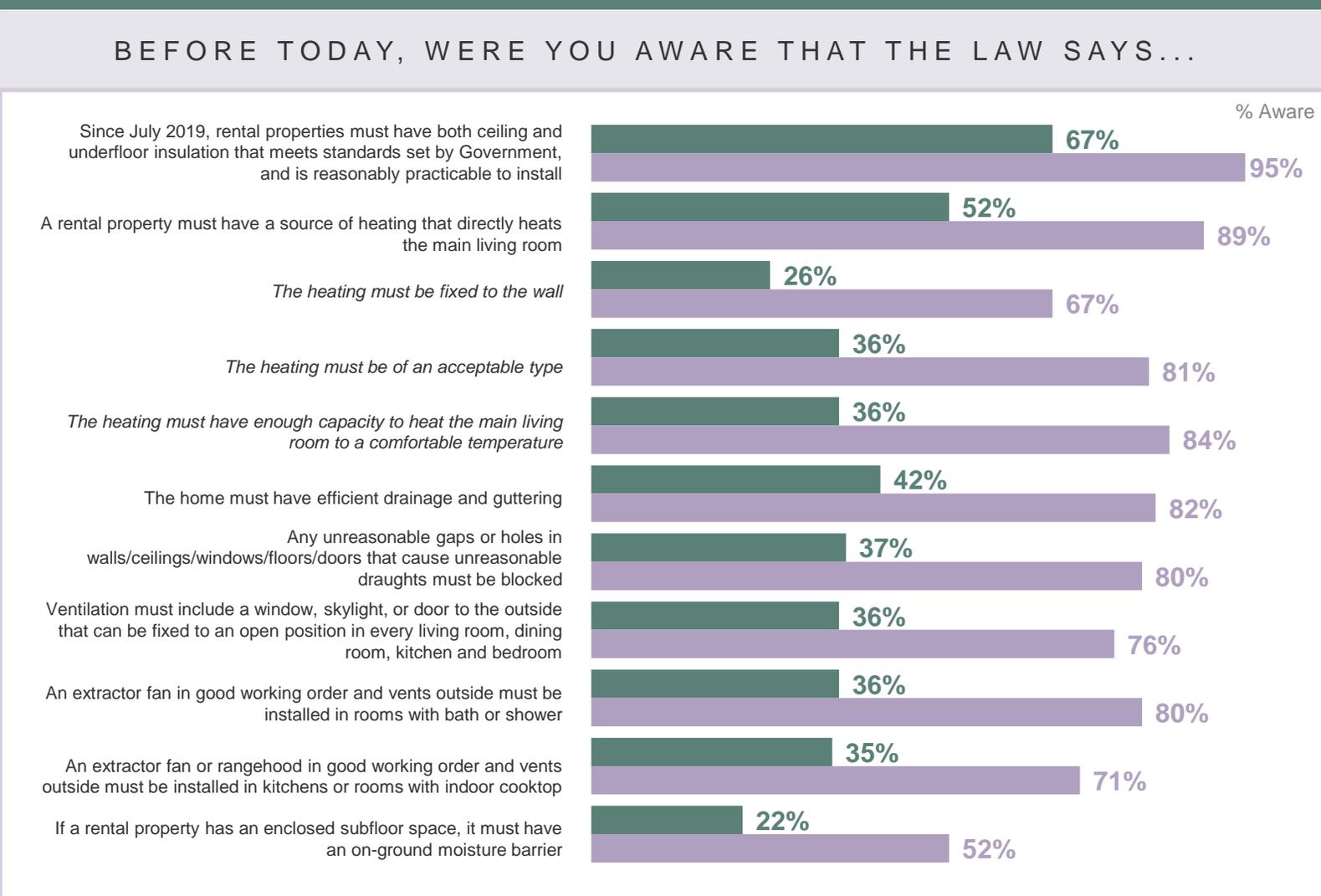
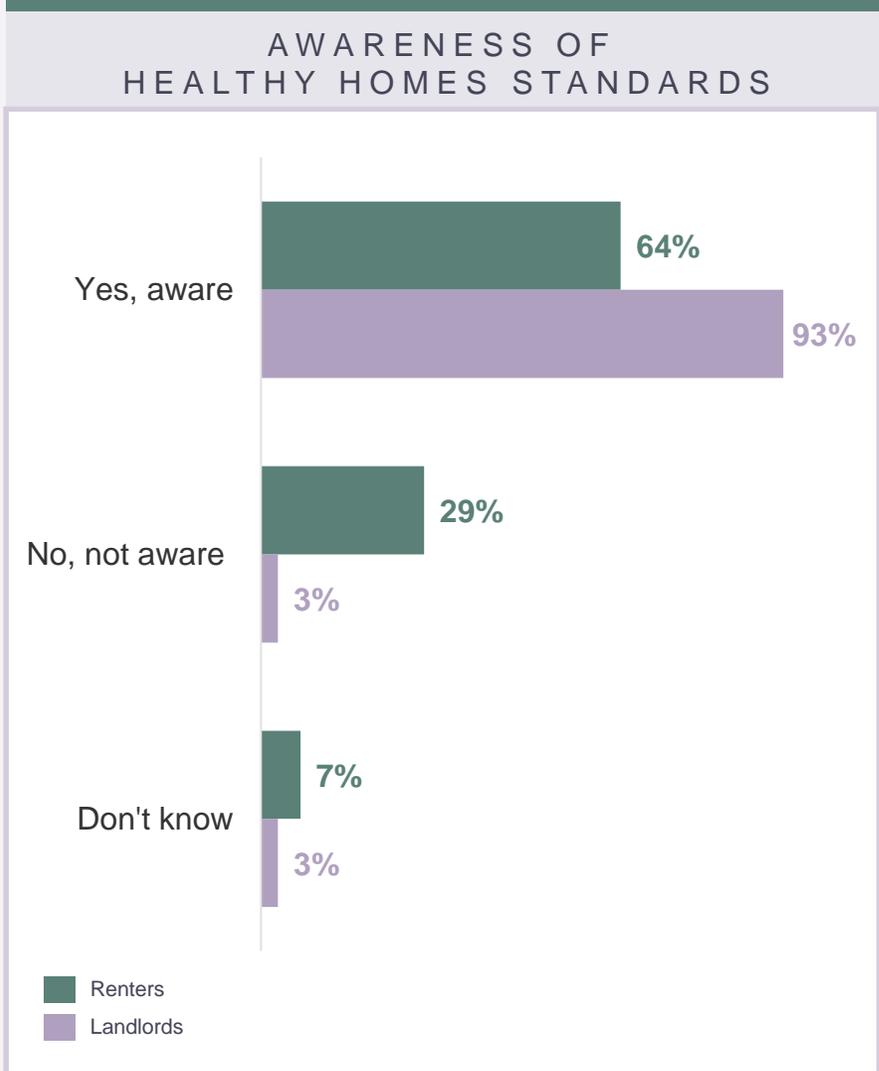


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Awareness of standards

Two thirds (64%) of renters and nearly nine in ten (93%) landlords have heard of the Healthy Homes Standards. Knowledge of specific standards is far lower among renters than landlords.



Base: All renters (n=1,601) and all landlords (n=1,012).

Source: Q31. "New minimum healthy homes standards for rental properties in New Zealand became law last year. Before today, had you seen or heard anything about healthy homes standards?"

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

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

02 ———

Landlords' commitment to complying with the Standards



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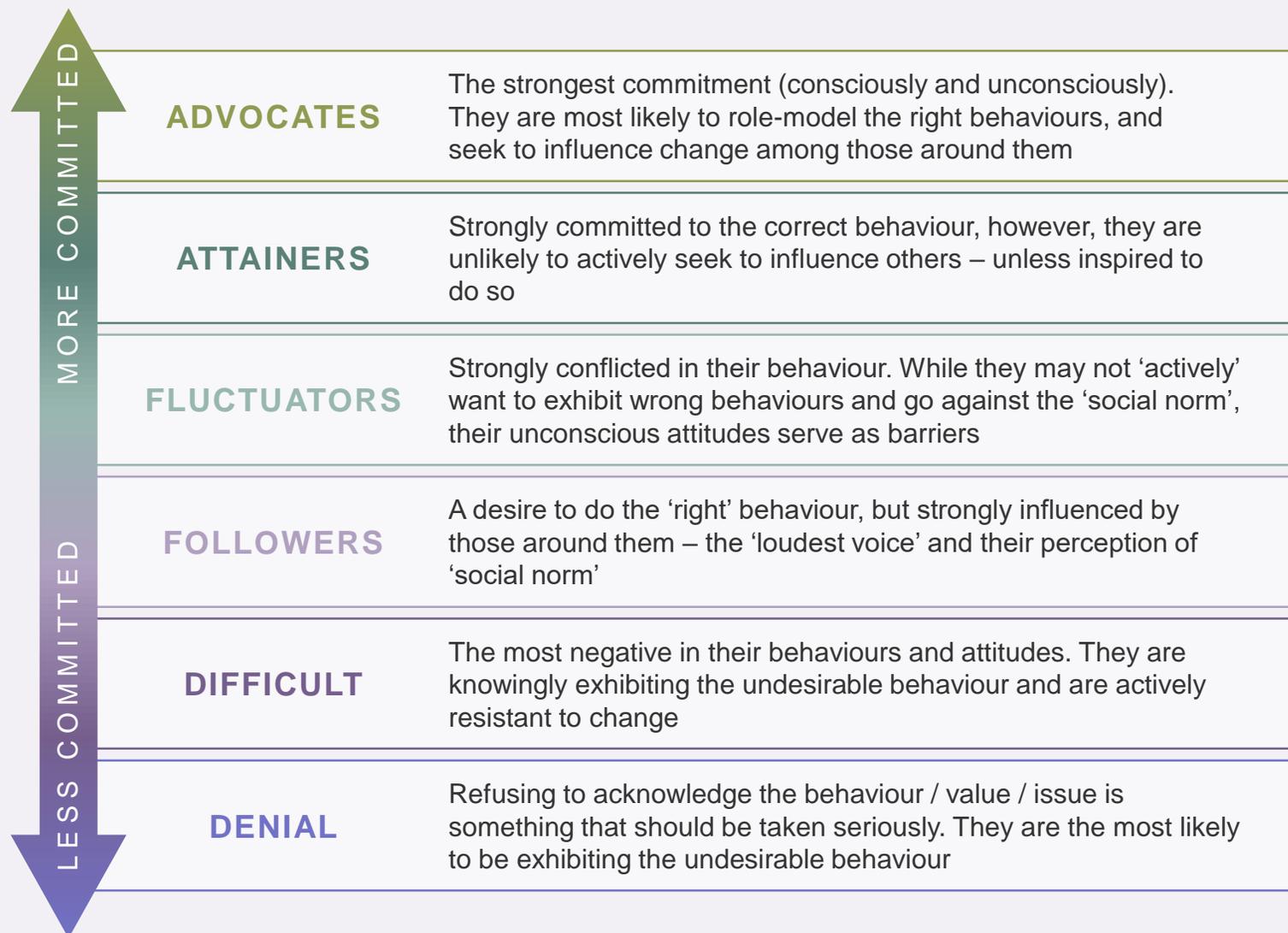
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Levels of commitment to Healthy Homes Standards

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.



Around four in ten landlords (39%) display especially strong commitment to the Healthy Homes Standards.

COMMITMENT INTENSITY

22%



ADVOCATES

Let me tell you...

17%



ATTAINERS

I'll do my bit

32%



FLUCTUATORS

Of course... but maybe...

20%



FOLLOWERS

I'll do what she's doing

8%



DENIAL*

Problem? What problem?

*As only 2 landlords were segmented into the 'Difficult' group, we have combined the Difficult and Denial groups.

03 ———

Compliance with the Standards



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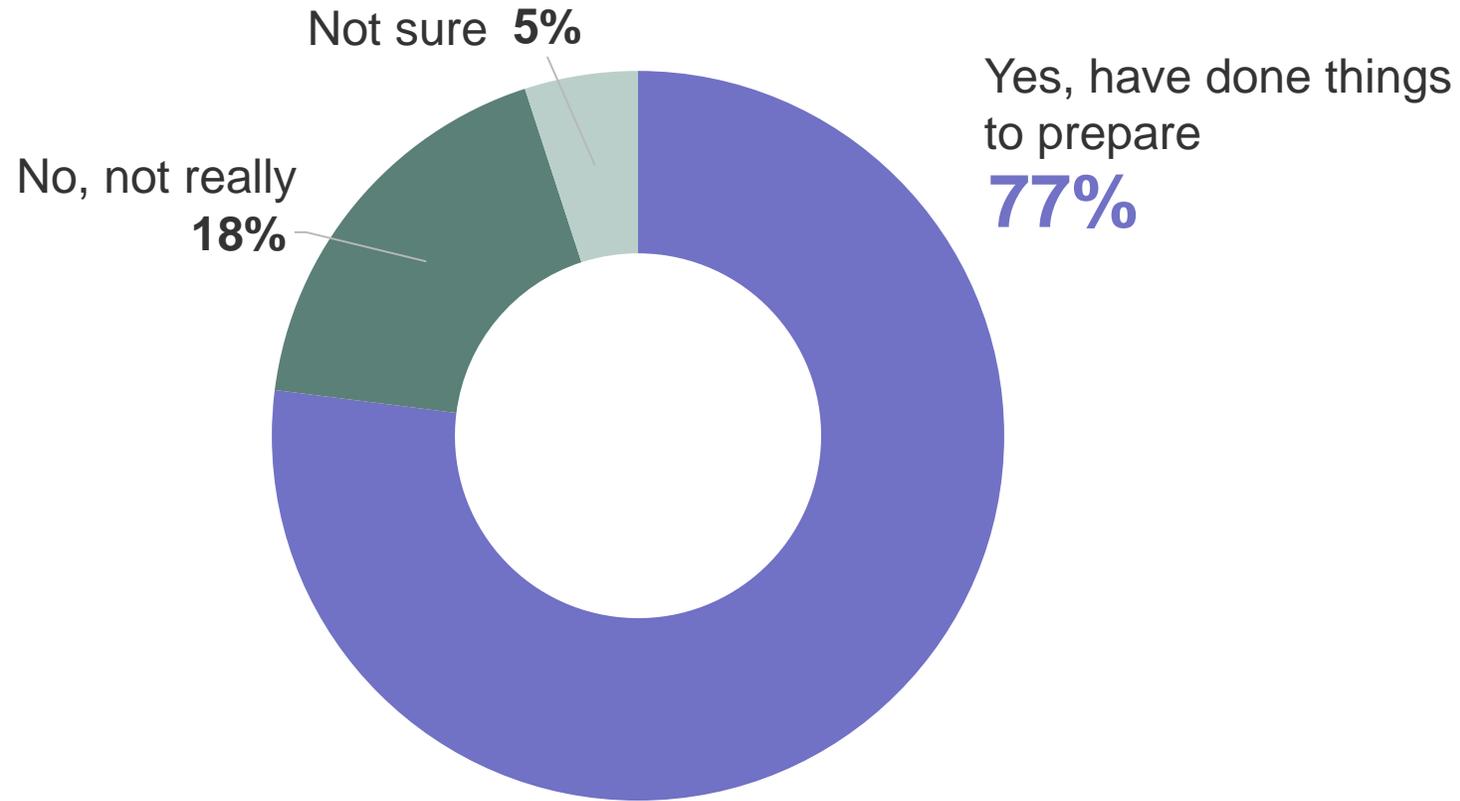
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Preparing property to meet Standards

Around three quarters (77%) of landlords have done things to prepare their rental property/properties for the Healthy Homes Standards.

WHETHER DONE THINGS TO PREPARE PROPERTY FOR HEALTHY HOMES



Landlords

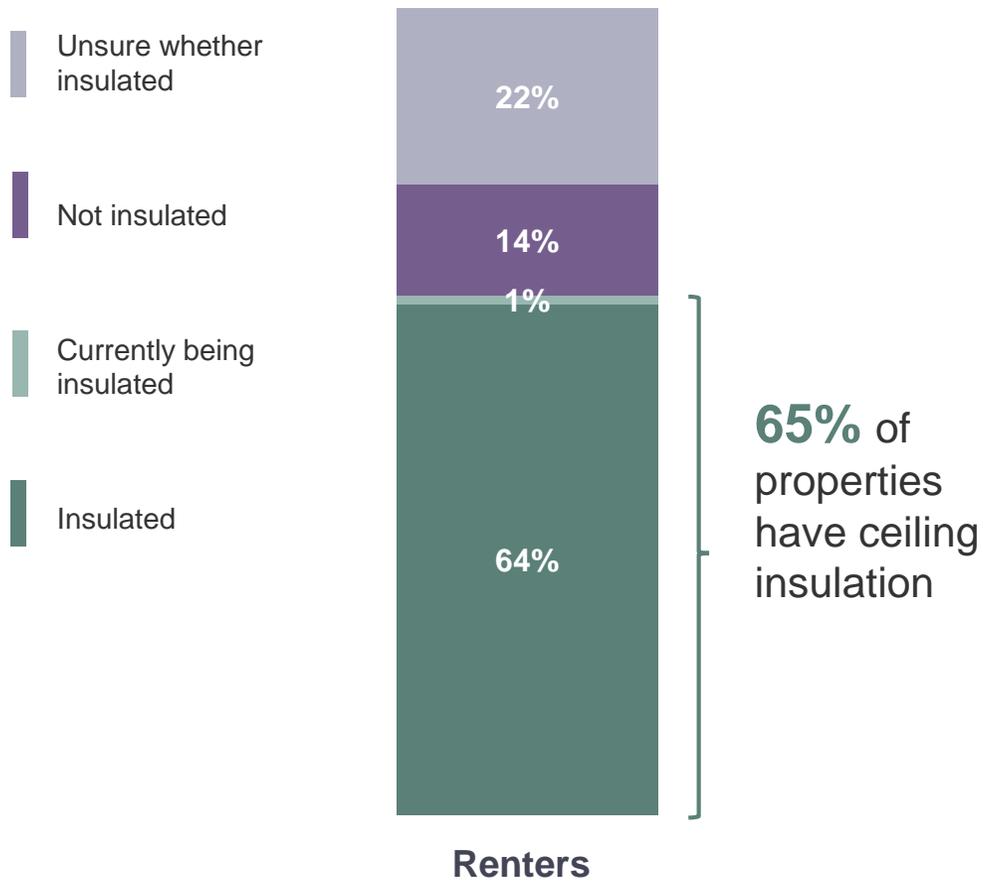
Base: All landlords (n=1,012)

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

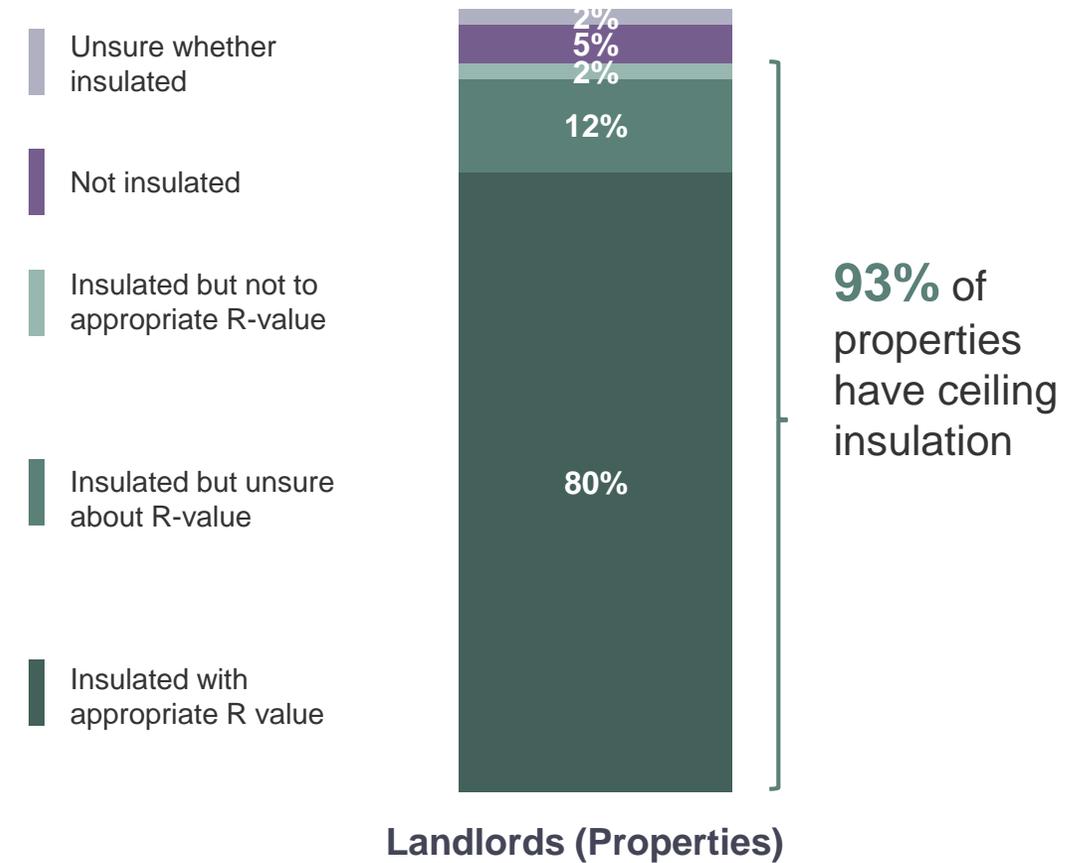
Ceiling insulation

Two thirds (65%) of renters say their property has ceiling insulation. According to landlords, a sizeable majority (80%) of their properties have ceiling insulation with the appropriate R-value for their climate zone.

RENTERS' VIEWS ON EXISTENCE OF CEILING INSULATION



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



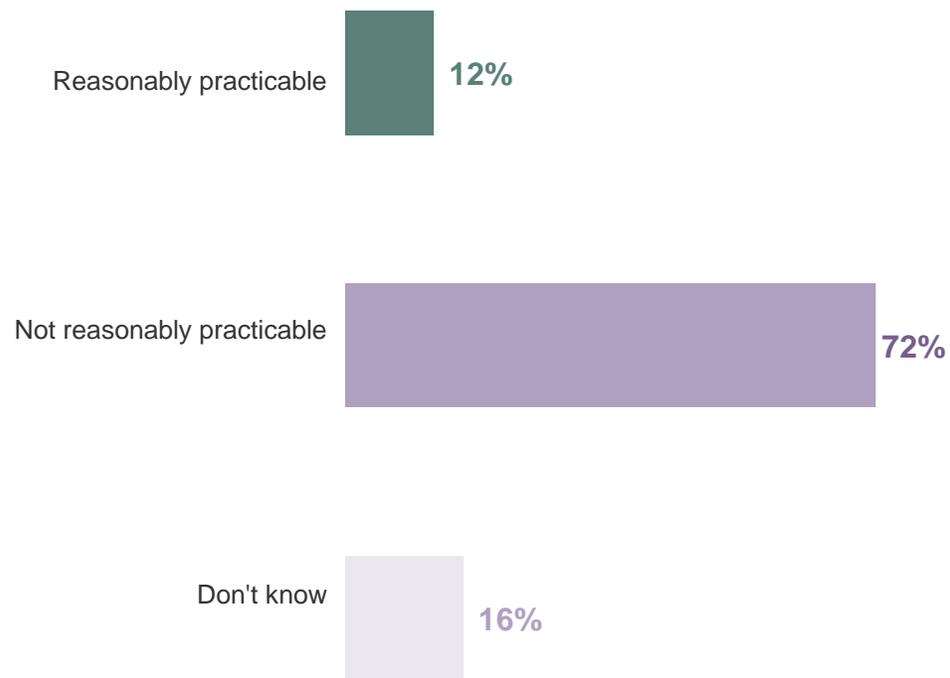
Base: All renters (n=1,601).
Source: Q12. "Does this property have ceiling insulation?"

Base: All properties (n=1,990).
Source: Q7. "How many of your (x) rental properties have insulation in the ceiling?" Q8. "How many of these (x) rental properties have ceiling insulation with the appropriate R-value for your climate zone?"

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

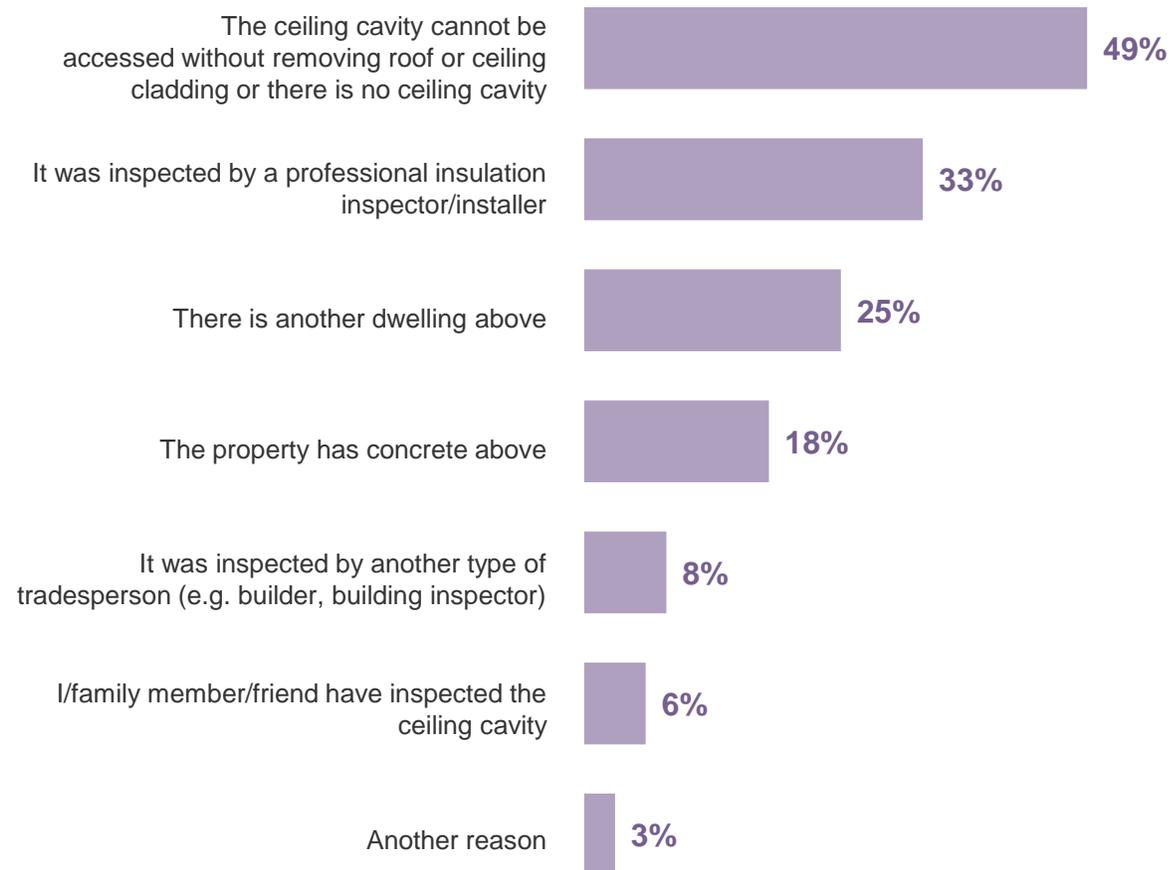
For 72% of properties without ceiling insulation, landlords say it is not reasonably practicable to install it. Landlords most commonly attribute this to an inaccessible ceiling cavity (49%) or advice by an inspector or tradesperson (33%).

WHETHER REASONABLY PRACTICABLE TO INSTALL INSULATION IN THE CEILING



Landlords (Properties)

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



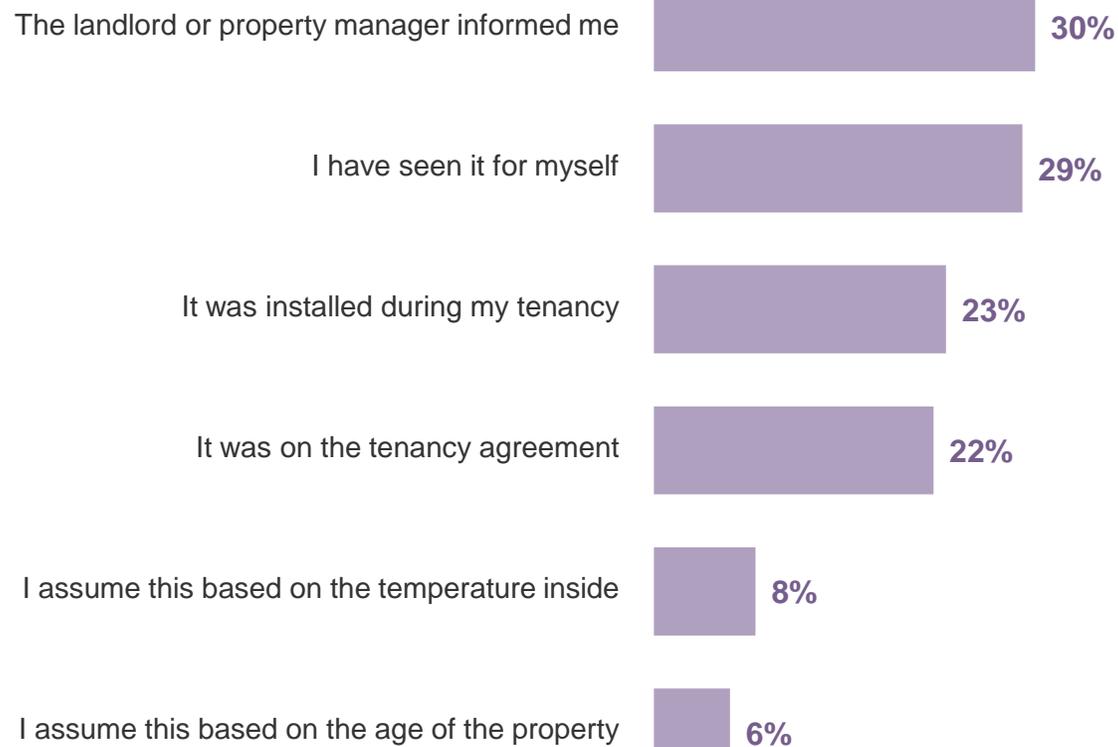
Base: Properties with no ceiling insulation, or the landlord is not sure if they have insulation (n=130).
Source: Q9. "For your (x) rental properties that don't have ceiling insulation, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this."

Base: Landlords with one or more property with no ceiling insulation and who say it is not reasonably practicable to install it (n=72).
Source: Q10. "How do you know it is not reasonably practicable to install ceiling insulation?"

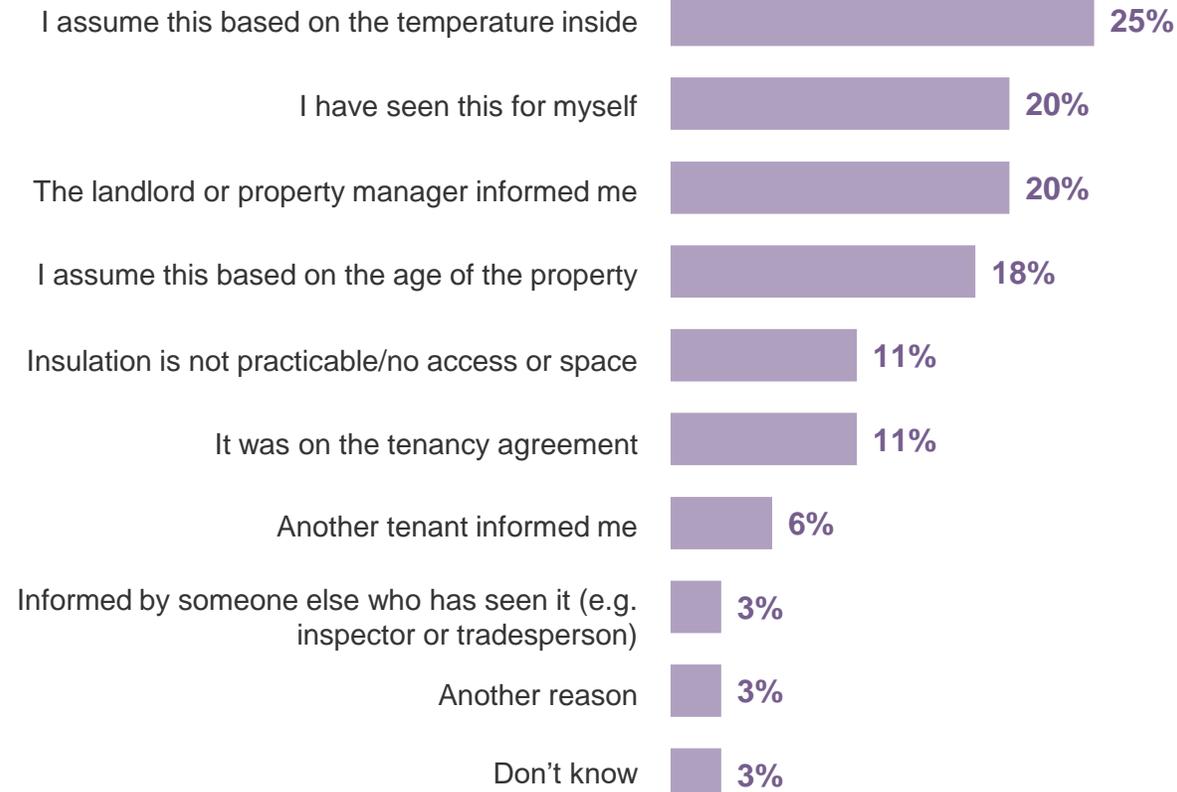
Sources of renters' knowledge of ceiling insulation

While landlord communication (including a tenancy agreement) and personal observation are important sources of information for whether a renter believes the property has ceiling insulation, assumptions based on temperature and age of property come into play for those who believe there is no ceiling insulation.

HOW RENTERS KNOW THERE IS CEILING INSULATION



HOW RENTERS KNOW THERE IS NOT CEILING INSULATION



Base: Renters who know there is ceiling insulation (n=1,017).

Source: Q13. "How do you know there is/is not ceiling insulation in your rental property?"

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

Base: Renters who know there is not ceiling insulation (n=223)

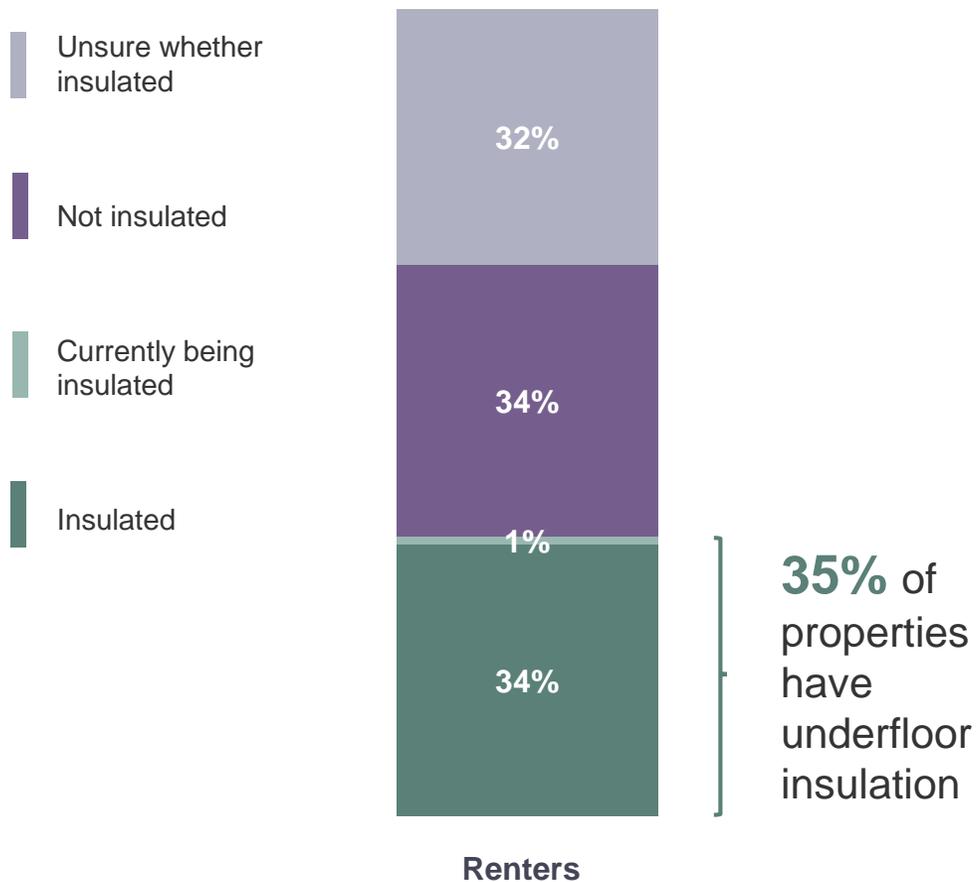
Source: Q13. "How do you know there is/is not ceiling insulation in your rental property?"

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

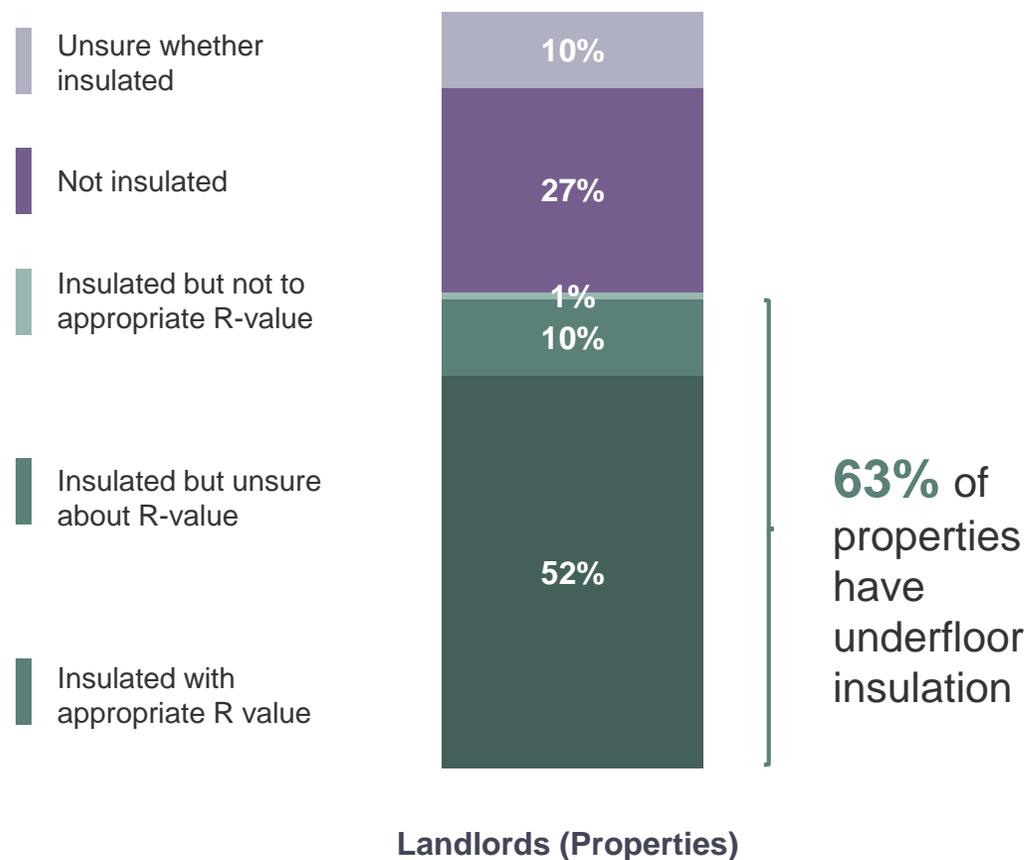
Underfloor insulation

Over one third (35%) of renters say their property has underfloor insulation. According to landlords, almost two thirds (63%) of their properties have underfloor insulation and half (52%) of all properties are known to be insulated with the appropriate R-value.

RENTERS' VIEWS ON EXISTENCE OF UNDERFLOOR INSULATION



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



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

Source: Q14. "Does this property have underfloor insulation?"

Base: All properties (n=1,990).

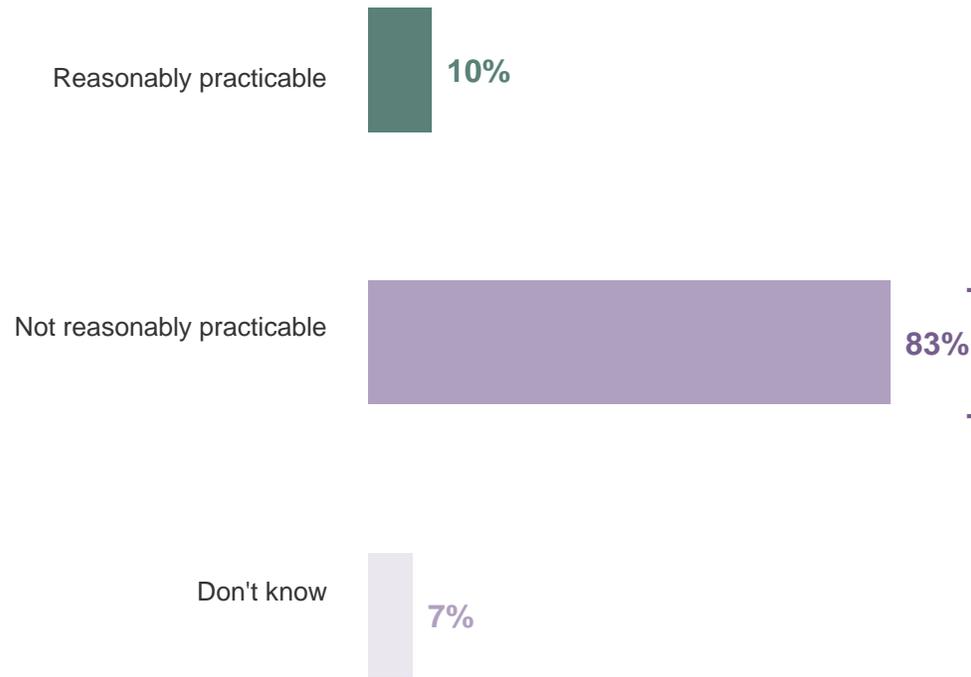
Source: Q11. "How many of your (x) rental properties have insulation under the floor?"

Q12. "How many of these (x) rental properties have underfloor insulation an R-value of at least 1.3?"

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

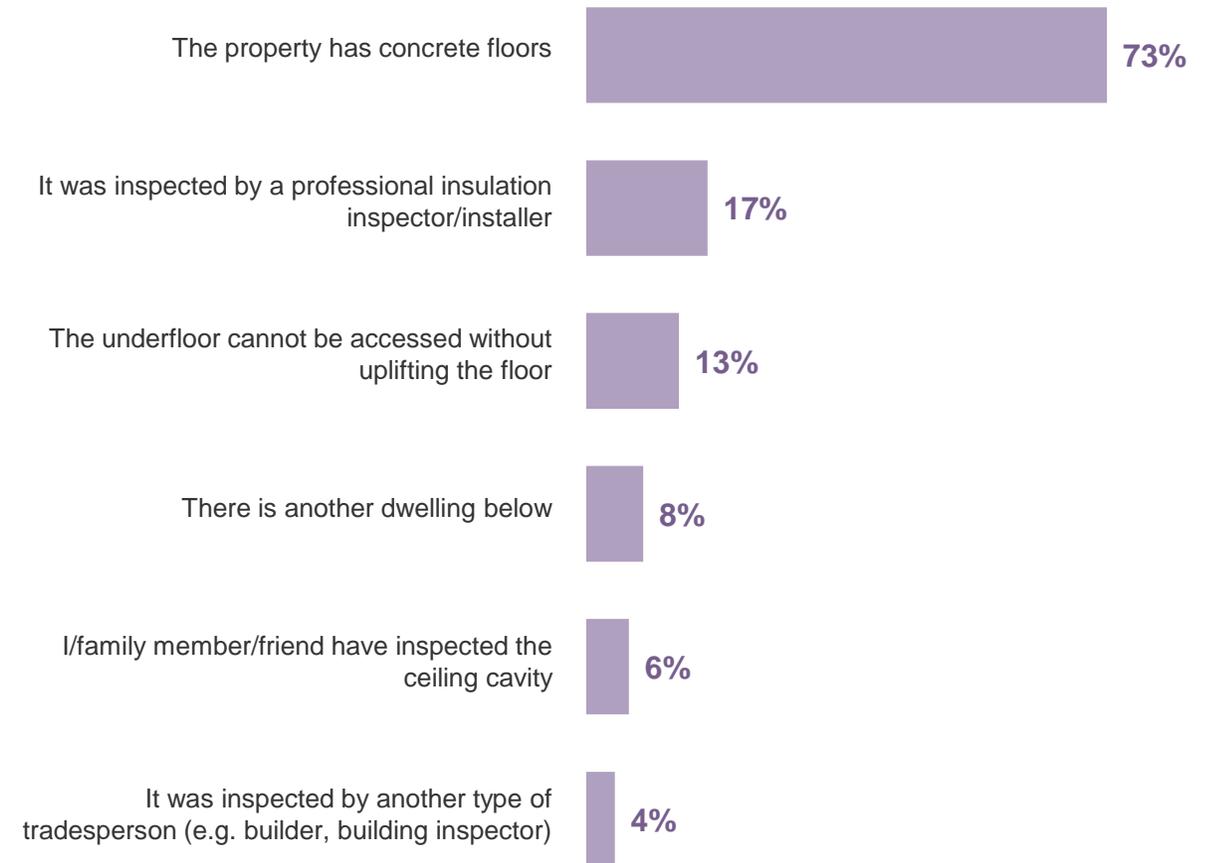
For most (83%) of properties without underfloor insulation, landlords say it is not reasonably practicable to install it. Concrete floors is the main reason for this.

WOULD IT BE REASONABLY PRACTICABLE TO INSTALL UNDERFLOOR INSULATION?



Landlords (Properties)

REASONS WHY NOT REASONABLY PRACTICABLE TO INSTALL UNDERFLOOR INSULATION



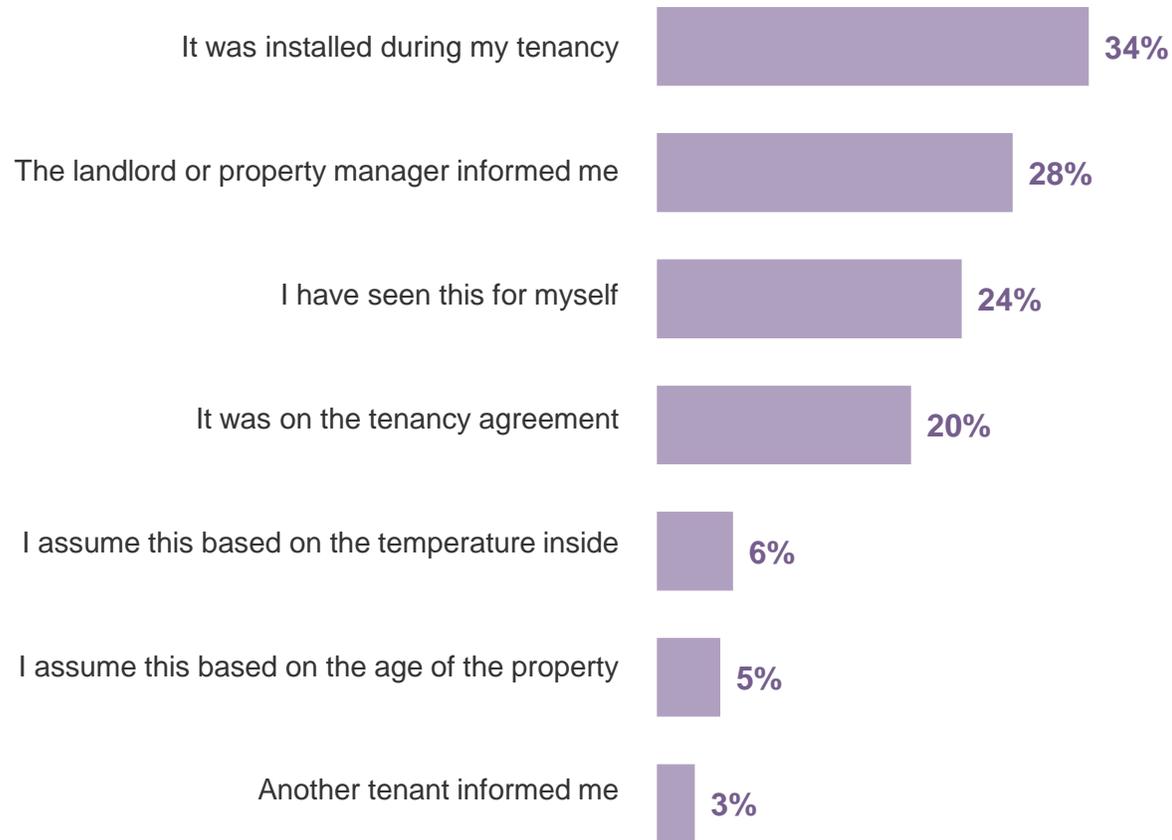
Base: Properties with no underfloor insulation, or the landlord is not sure if they have insulation (n=738).
Source: Q13. "For your (x) rental properties that don't have underfloor ceiling, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this."

Base: Landlords with one or more property with no underfloor insulation and it is not reasonably practicable to install it (n=360).
Source: Q14. "How do you know it is not reasonably practicable to install underfloor insulation?"
Note, categories mentioned by less than 3% are not shown.

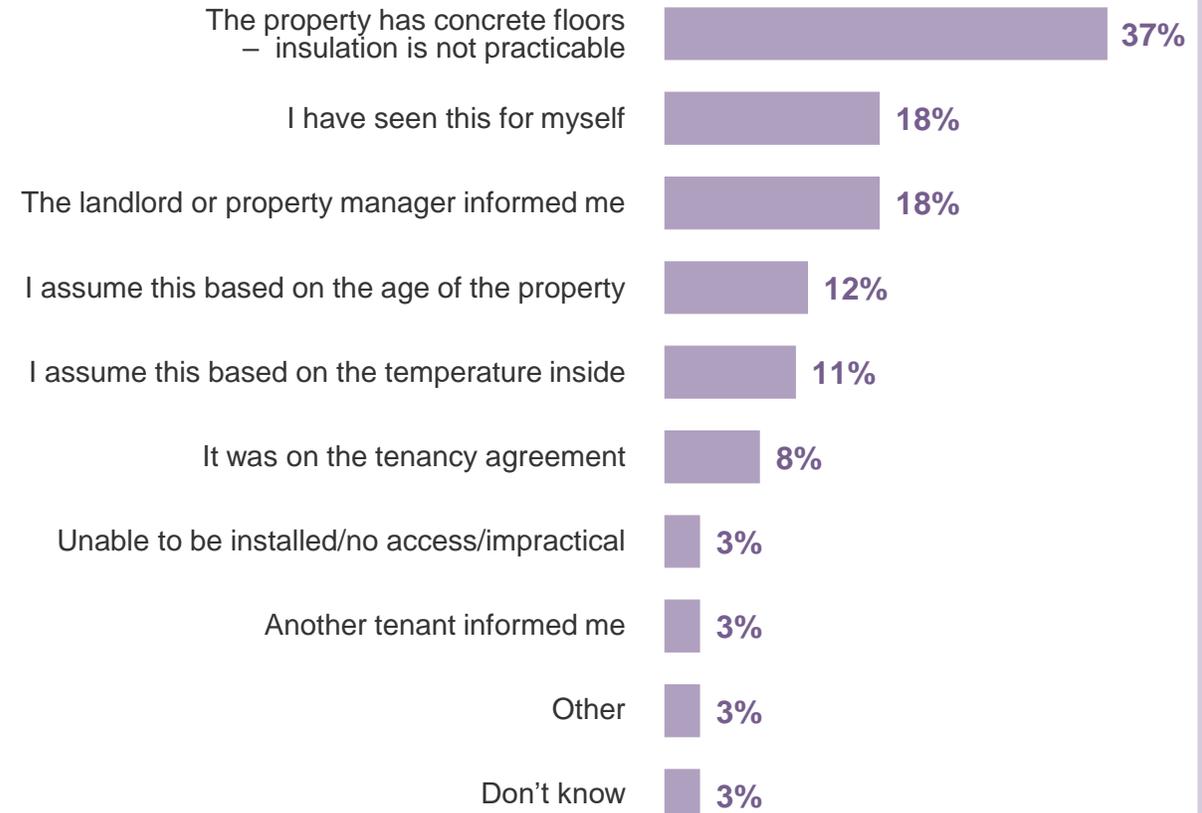
Sources of renters' knowledge of underfloor insulation

Personal observation and landlord communication are key to renters knowing there is underfloor insulation. Knowledge of the property's concrete floors is a key reason why renters know there is not underfloor insulation.

HOW RENTERS KNOW THERE IS UNDERFLOOR INSULATION



HOW RENTERS KNOW THERE IS NOT UNDERFLOOR INSULATION



Base: Renters who know there is underfloor insulation (n=556)

Source: Q15. "How do you know there is/is not) underfloor insulation in your rental property?"

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

Base: Renters who know there is not underfloor insulation (n=547)

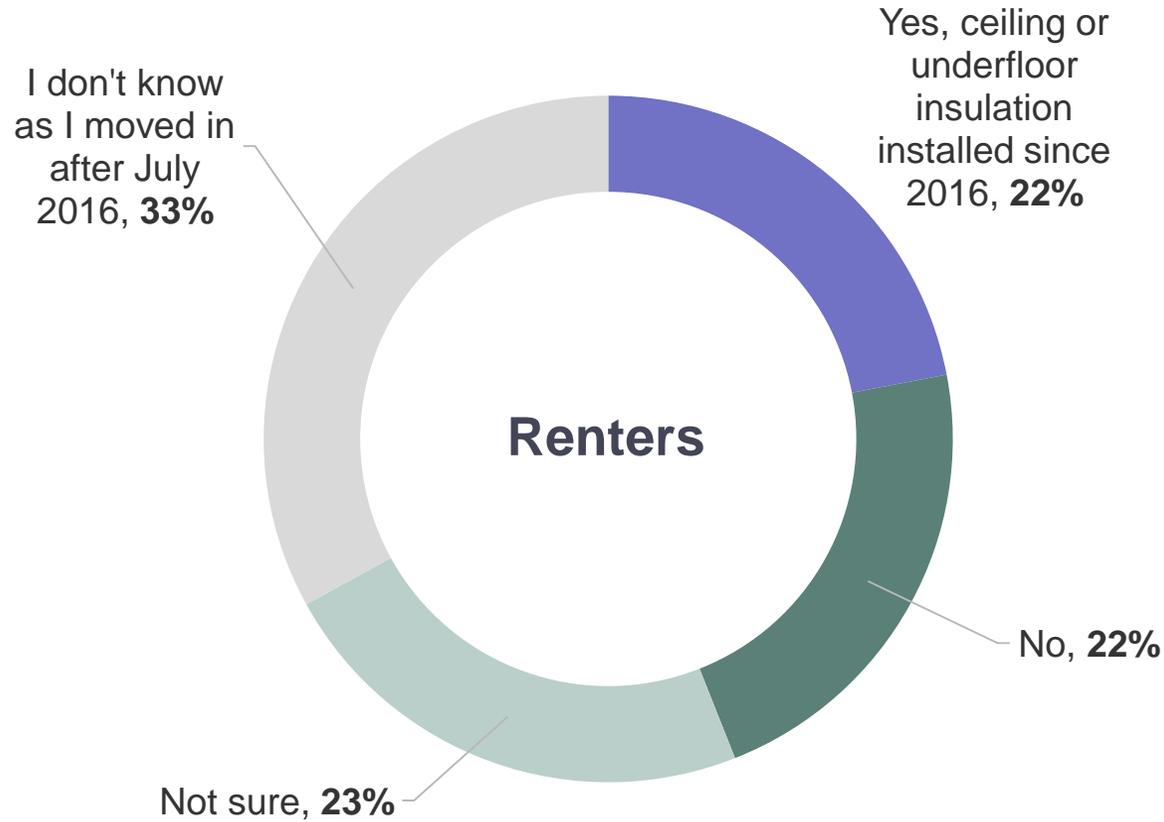
Source: Q15. "How do you know there is/is not) underfloor insulation in your rental property?"

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

Recent ceiling and underfloor insulation

Landlord results indicate three in five (62%) properties have had ceiling or underfloor insulation installed since July 2016. Renters are much less certain.

WHETHER CEILING OR UNDERFLOOR INSULATION INSTALLED SINCE JULY 2016



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

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

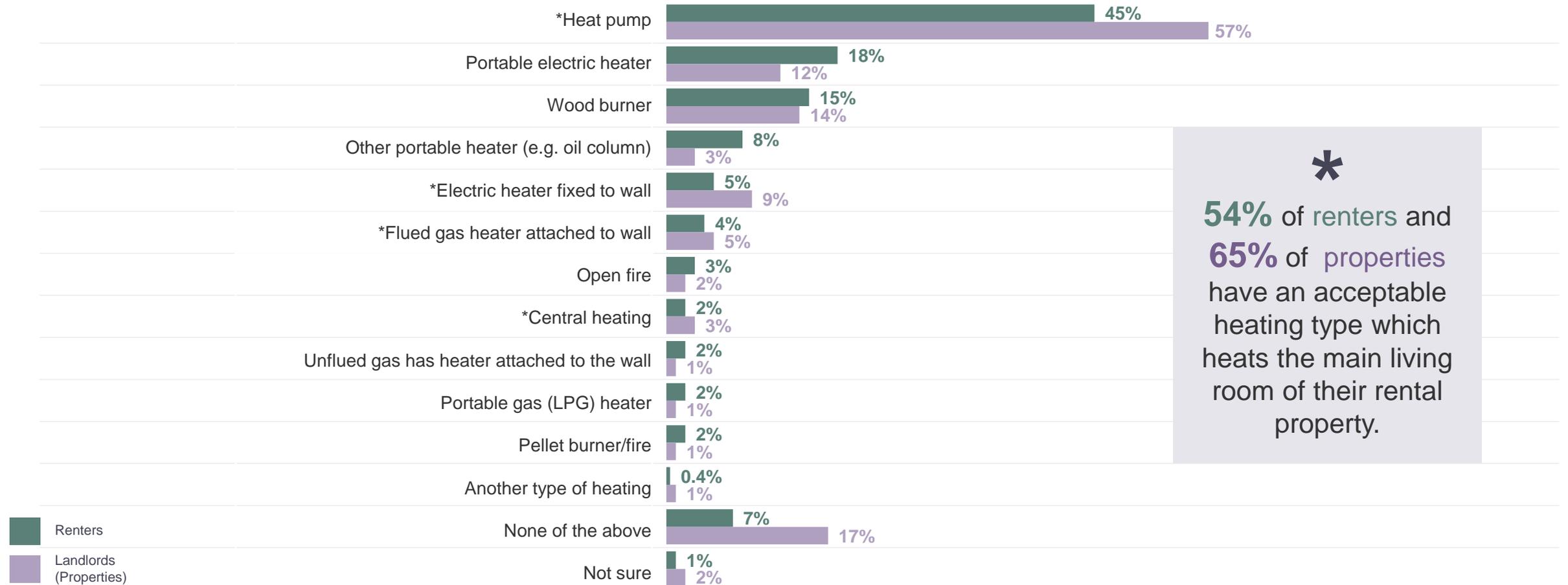
Base: Properties with ceiling and/or underfloor insulation (n=979).

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

Heating types

Just over half (54%) of renters report having a heating type that meets the Healthy Homes Standards. Landlords results suggest a somewhat higher figure (65% of properties).

WHAT TYPE OF HEATING DIRECTLY HEATS THE MAIN LIVING ROOM?



Base: All renters (n=1,601) and all properties (n=1,990).

Source: Q25. "What type of heating directly heats the main living room?"

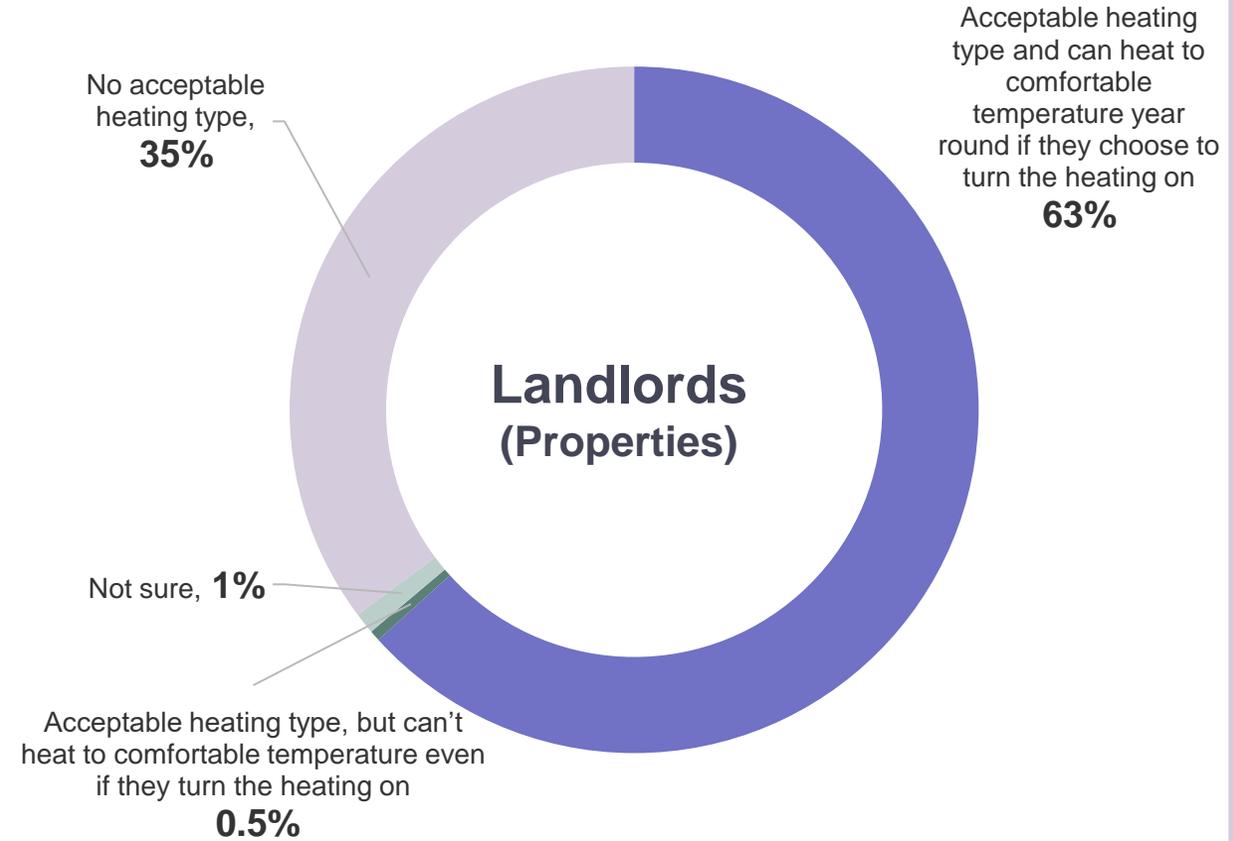
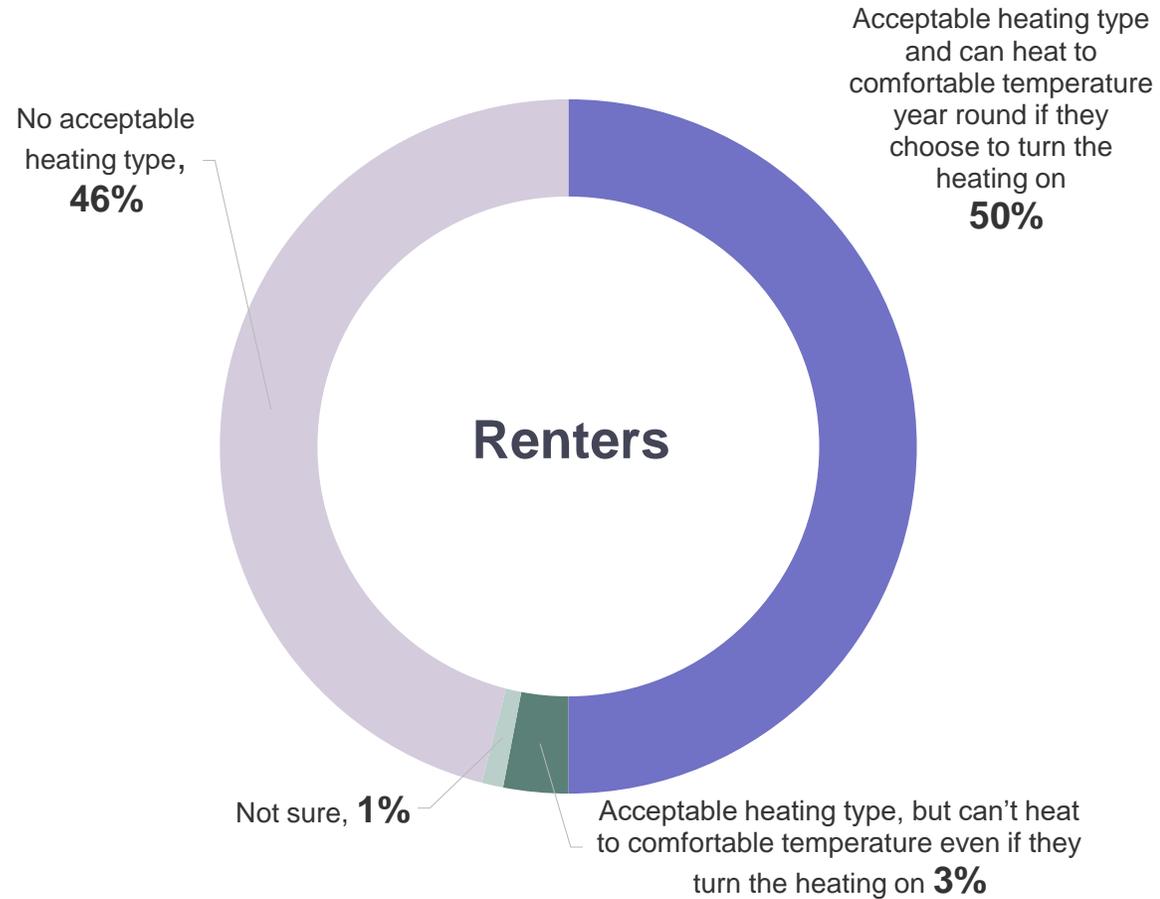
Q16. "How many of your rental properties have these types of heating that directly heat the main living room?"

*Indicates an acceptable heating type as outlined by the Healthy Homes Standards.

Heating compliance levels

According to both renter and landlord survey results most properties with acceptable heating types can heat the room to a comfortable temperature. The overall compliance levels (50% and 63% in the renter and landlord surveys respectively) are therefore only slightly lower than on the last page.

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



Base: All renters (n=1,601)

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?"

Base: All properties (n=1,990).

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

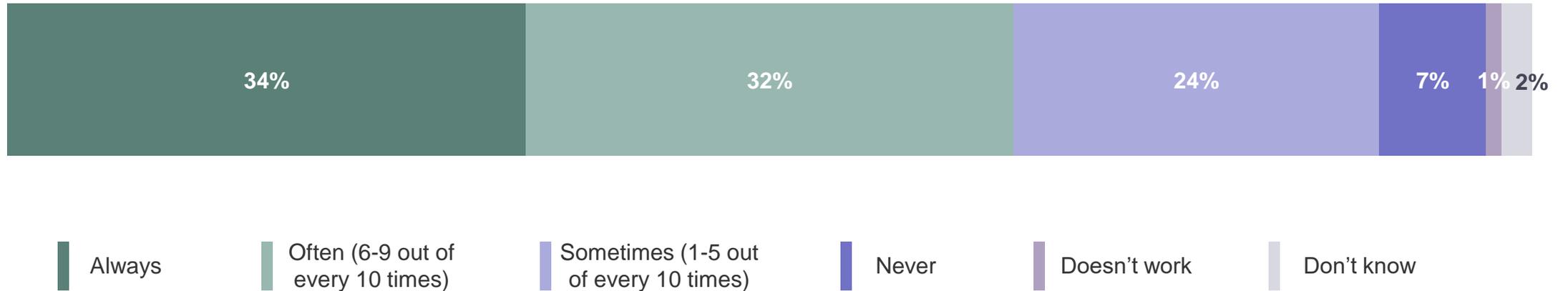
Q17. "In how many of these rental properties can the main living room be heated to a comfortable temperature year round (if the tenants choose to turn this heating on)?"

*Acceptable heating types are defined as electric heater fixed to wall, heat pump, central heating and flued gas heater attached to wall.

Renter use of heating

When someone is in the main living room, two thirds (66%) of renters use their heating often or always during cold weather.

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



Renters

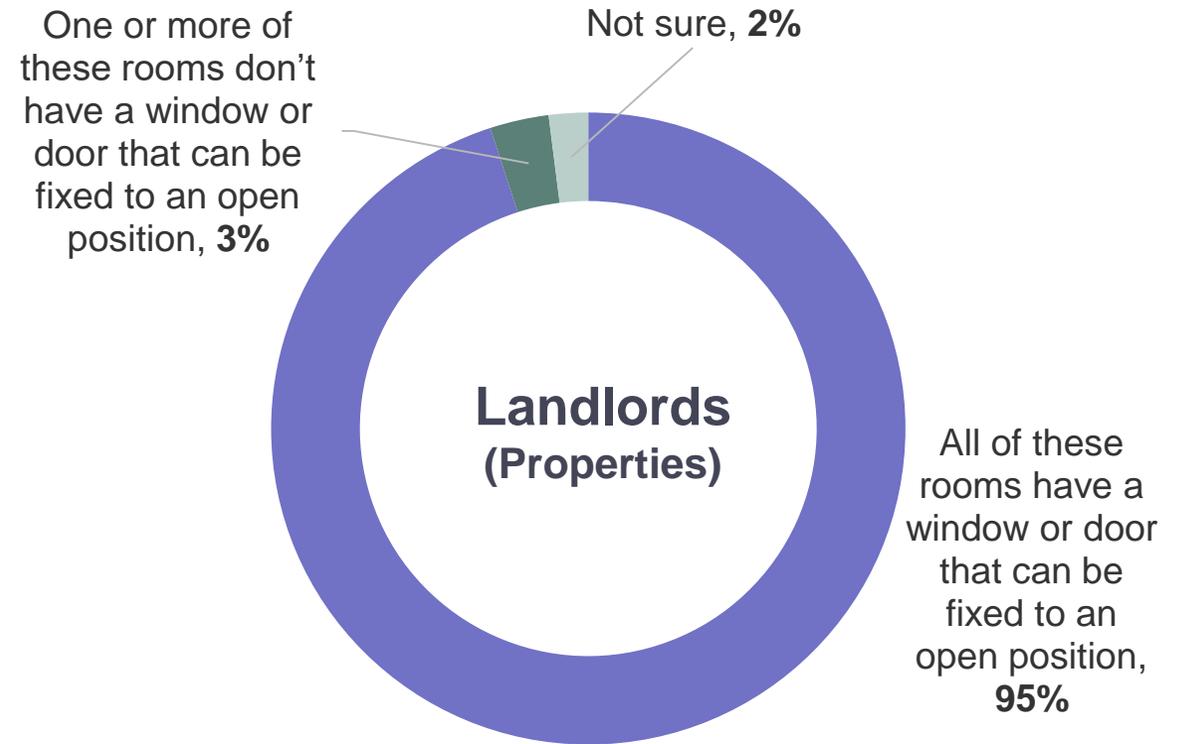
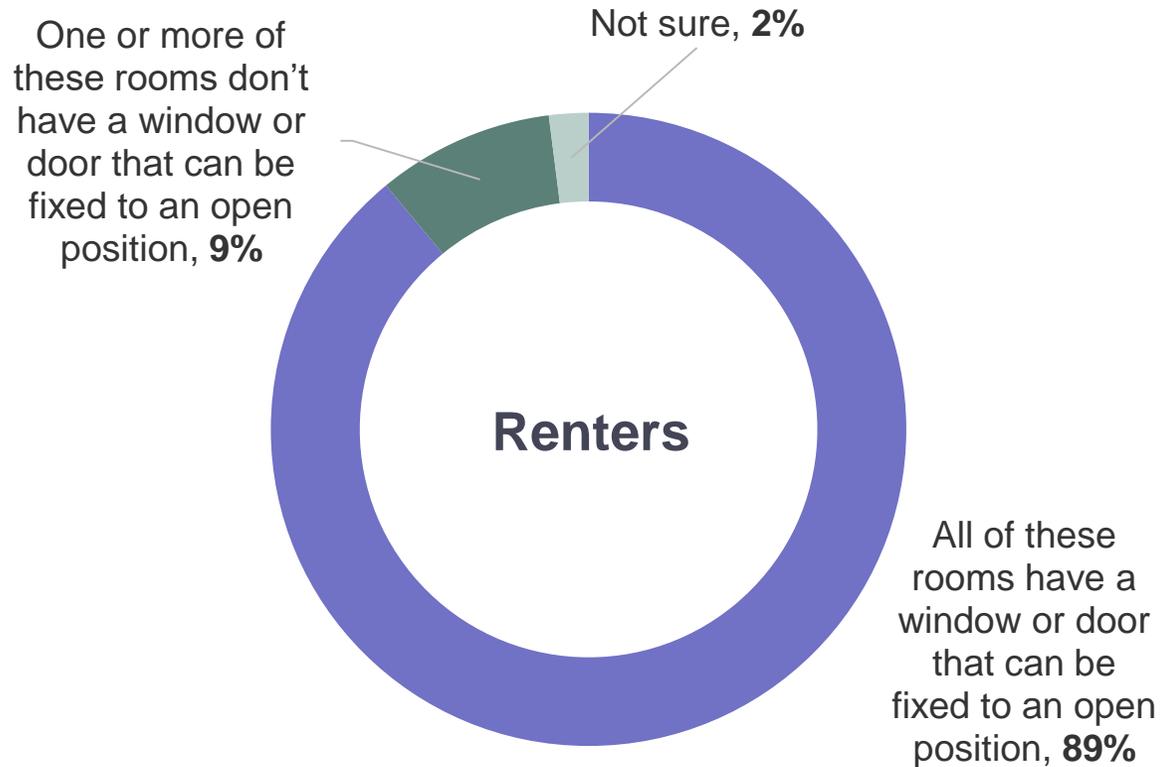
Base: All renters (n=1,601).

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

'Lived in' rooms with ventilation

Nine in ten renters (89%) and almost all landlords (95%) say all the rooms people live or sleep in in their rental(s) have a window or door that can be fixed to an open position.

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



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

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 (n=1,990).

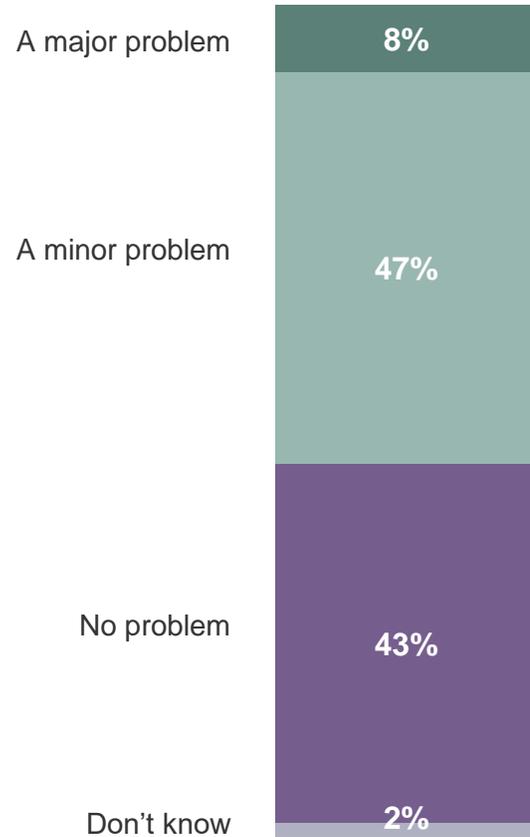
Source: Q18. "This question is only about the rooms in your rental properties that people live or sleep in. This includes any living/dining rooms, kitchens or bedrooms. How many of your (x) rental properties fall into each of these categories?"

Renter-reported problems

Just over half (55%) of renters say the property they live in has a problem with dampness or mould. The same proportion (55%) live in rentals that have a problem with heating/keeping warm in winter.

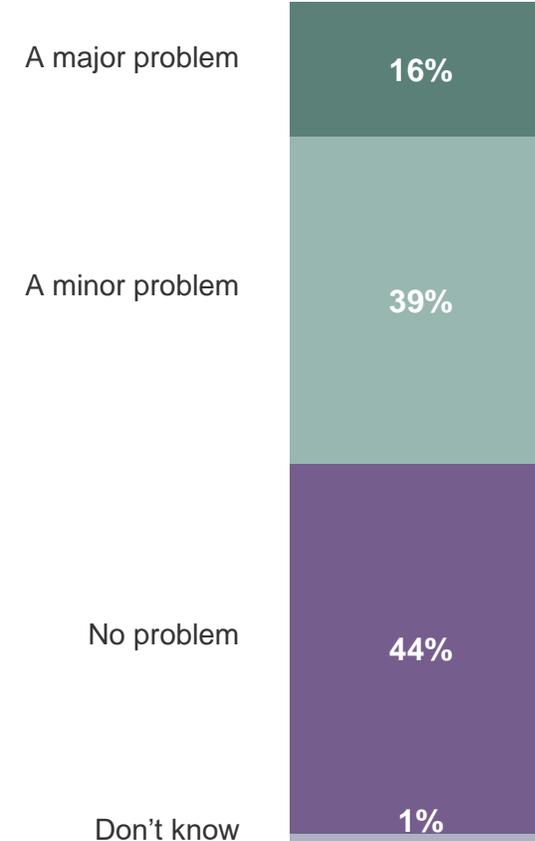
WHETHER PROPERTY HAS NO PROBLEM, A MINOR PROBLEM, OR MAJOR PROBLEM WITH...

Dampness or mould



55% say their home has a problem with dampness or mould

Heating and/or keeping warm in winter



55% say their home has a problem with heating and/or keeping warm in winter

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

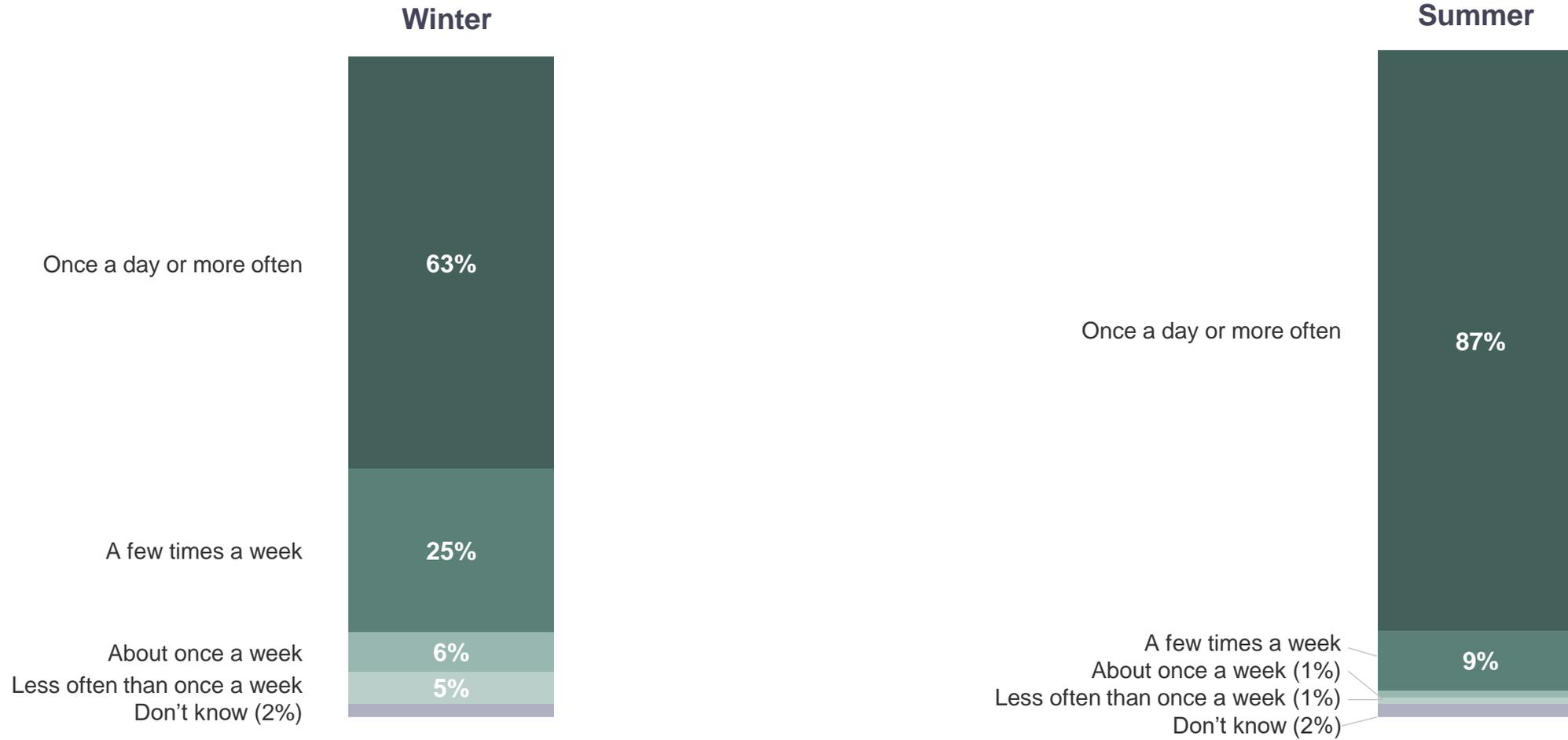
Source: Q8. "Does your rental property have no problem, a minor problem, or a major problem with dampness or mould?"

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

Renter ventilation behaviour

Just under nine in ten (87%) renters report that they ventilate their home everyday 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 (n=1,601).

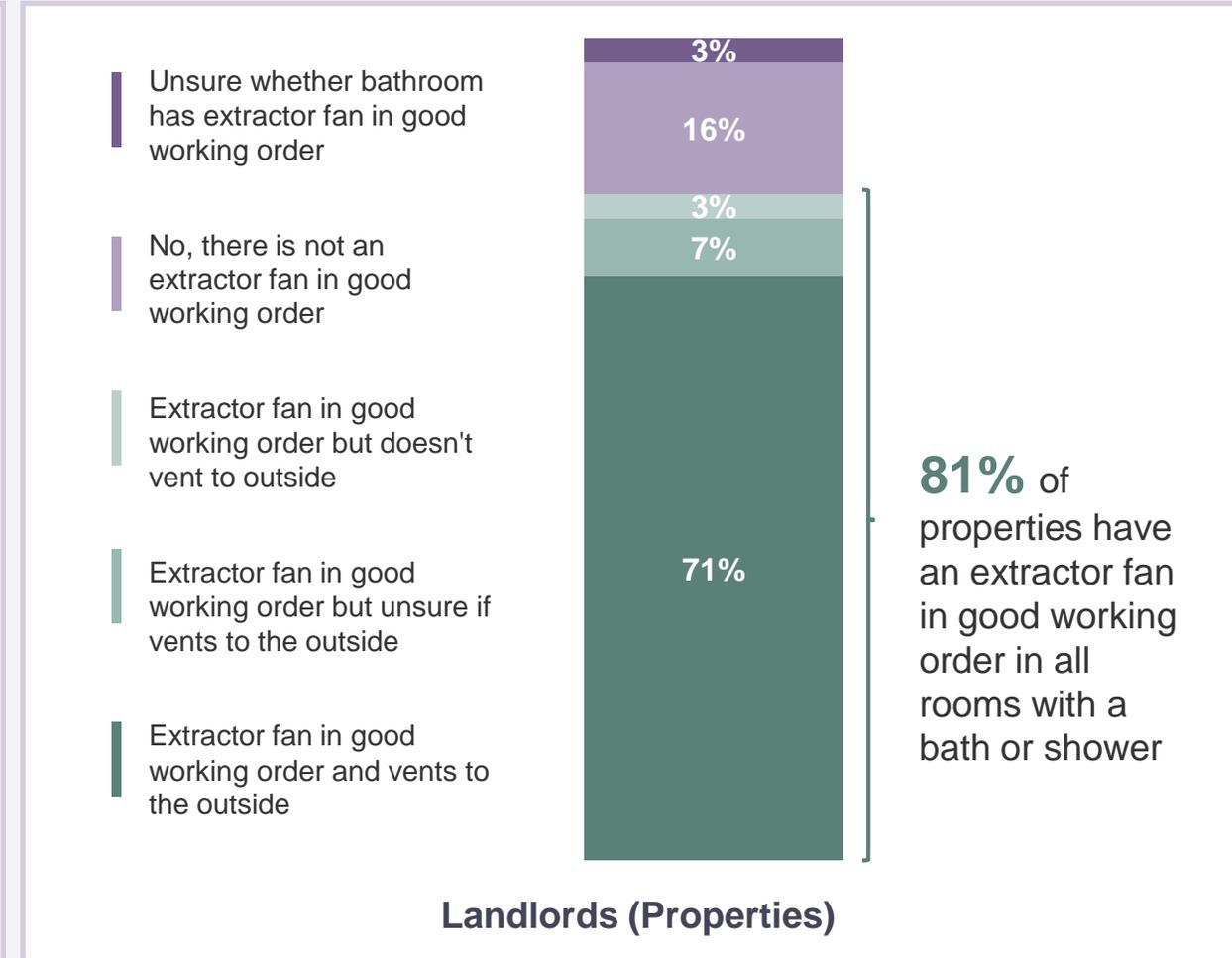
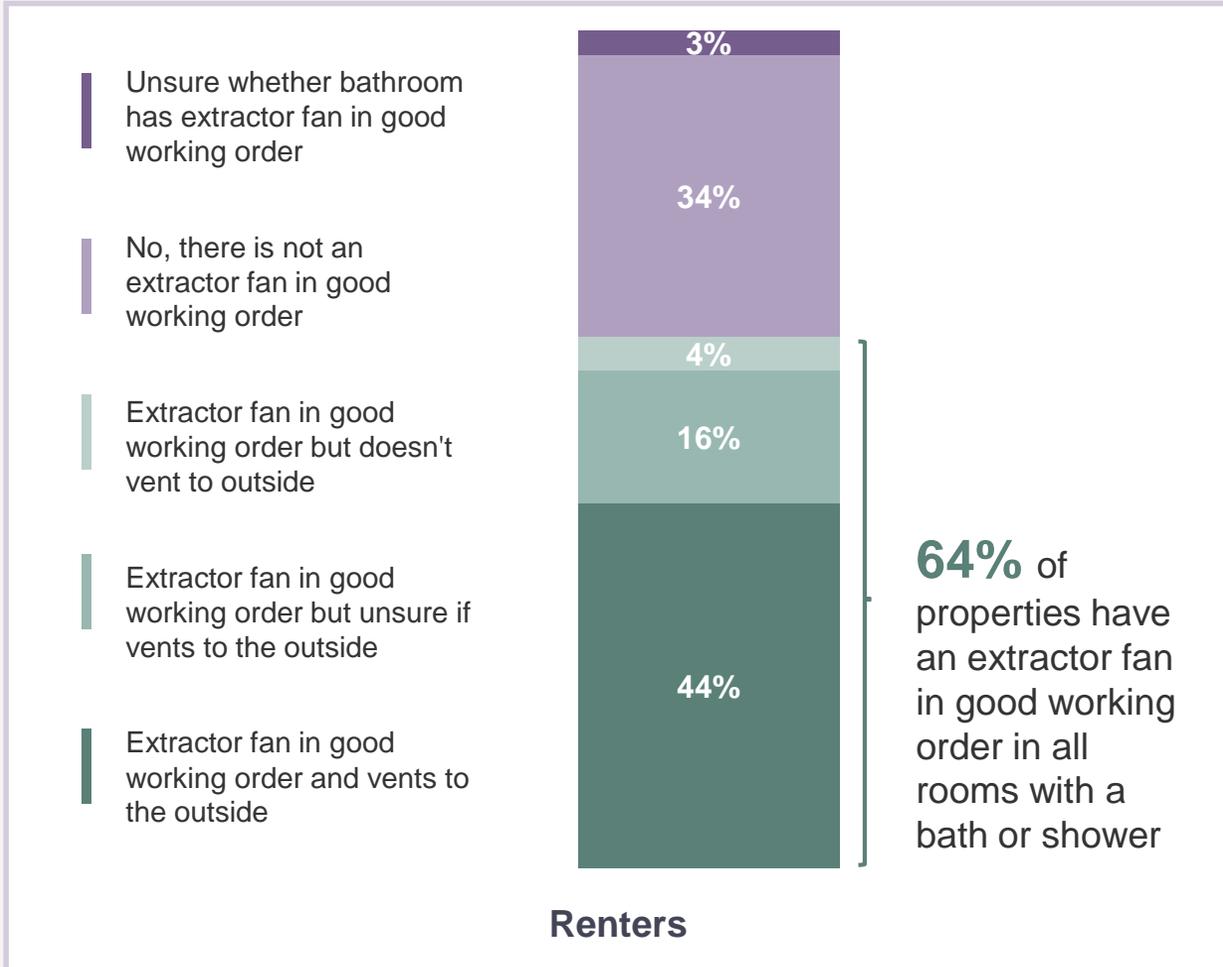
Source: Q17. "In winter, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?"

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?"

Extractor fan in bathrooms

Landlords results show that around eight in ten (81%) properties have a working extractor fan in all bathrooms, and landlords believe most of these vent to the outside. Renters are much less likely to report a working extractor fan (64%) and are less certain about whether it vents to the outside.

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 (n=1,601).

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?"

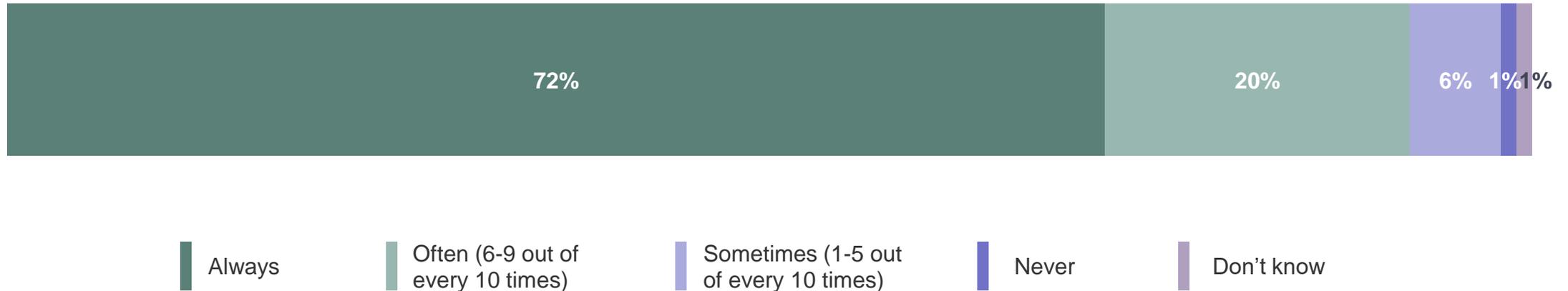
Base: All properties (n=1,990).

Source: Q19. "How many of your (X AT Q1) 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 (X AT 19M) properties does the extractor fan(s) in the room(s) with a bath or shower vent to the outside?"

Renter use of extractor fan in bathrooms

A large majority (92%) of renters say their extractor fan is used all or most of the time when someone is bathing or showering.

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



Renters

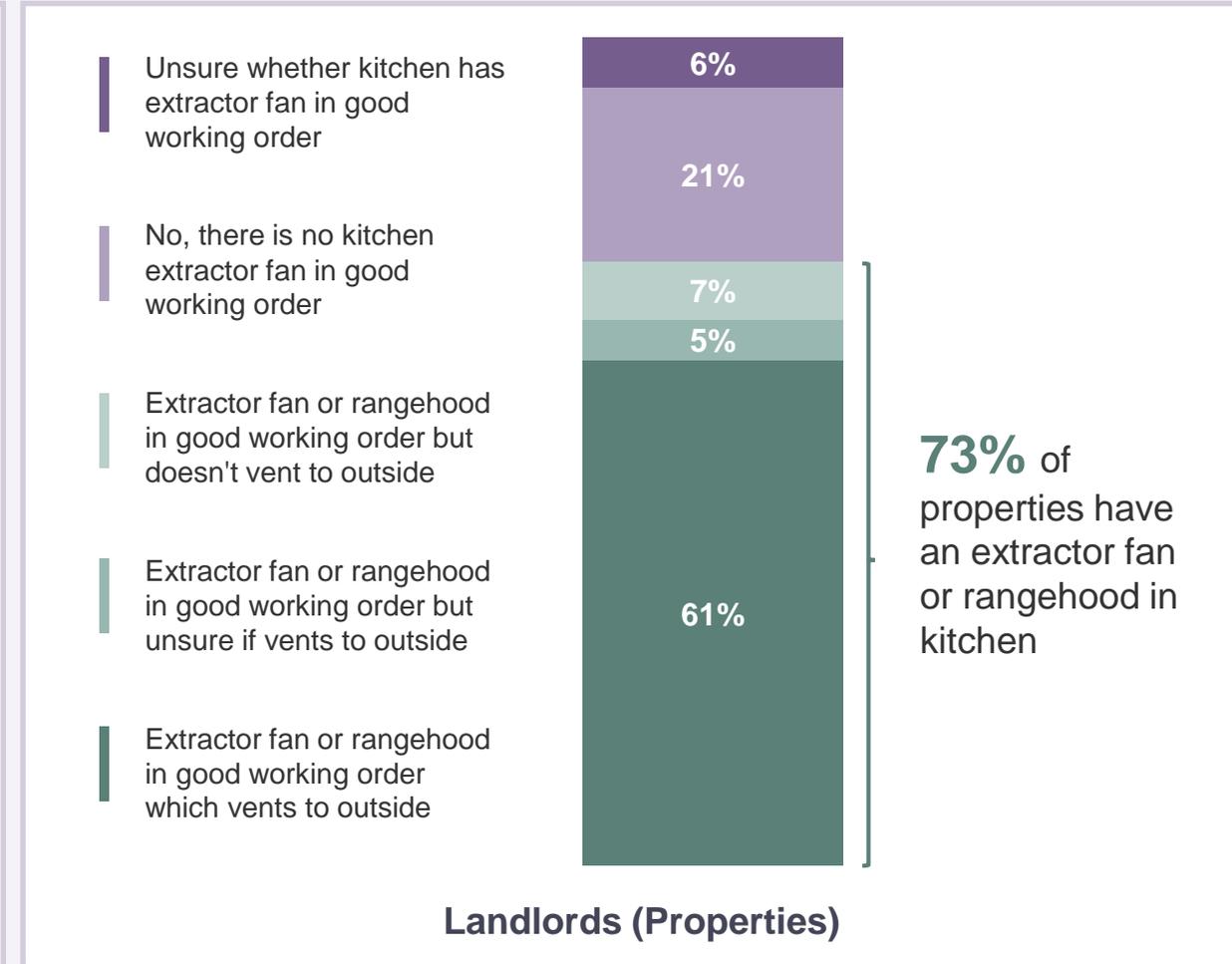
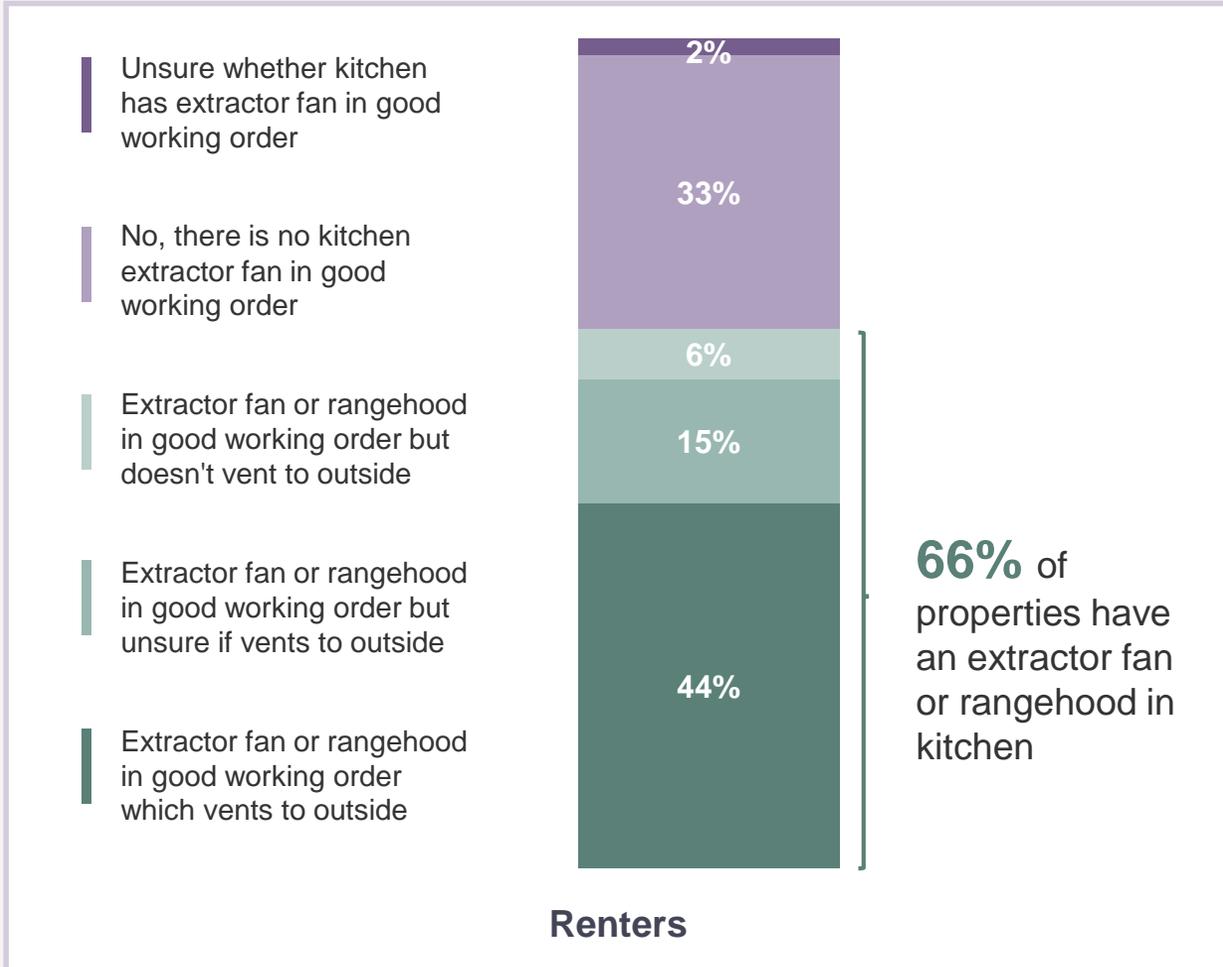
Base: Renters with extractor fan(s) in good working order (n=987).

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

Rangehood or extractor fan in kitchen

Landlords results show that nearly three quarters (73%) of properties have a working extractor fan or rangehood in the kitchen, and landlords believe most of these vent to the outside. Renters are a little less likely to report a working extractor fan or rangehood (66%).

WHETHER KITCHEN HAS RANGEHOOD OR EXTRACTOR FAN IN GOOD WORKING ORDER THAT VENTS TO THE OUTSIDE



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

Source: Q19. "Does this rental property's kitchen have a rangehood or extractor fan that is in good working order?"
Q20. "Does the kitchen extractor fan or rangehood vent to the outside?"

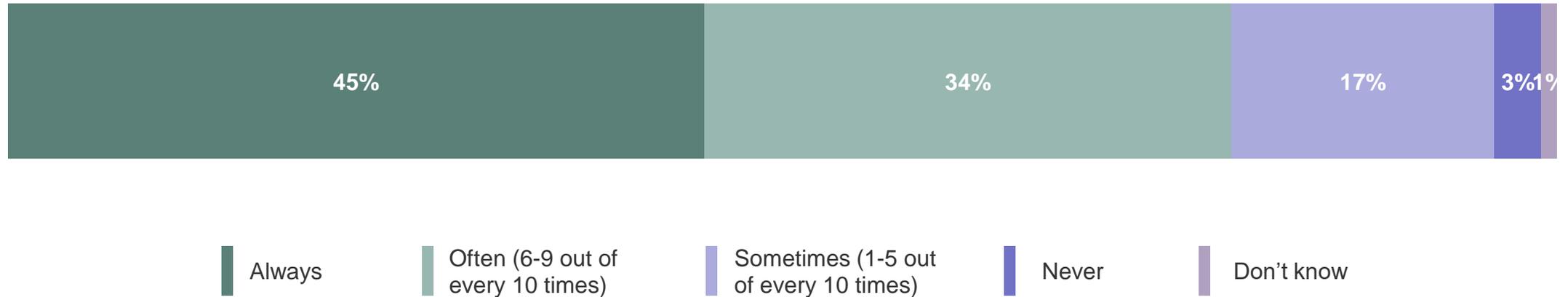
Base: All properties (n=1,990).

Source: Q21. "How many of your (x) 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?"

Renter use of kitchen extractor fan or rangehood

Eight in ten (79%) renters report they always or often use their extractor fan when cooking food that produces steam.

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



Renters

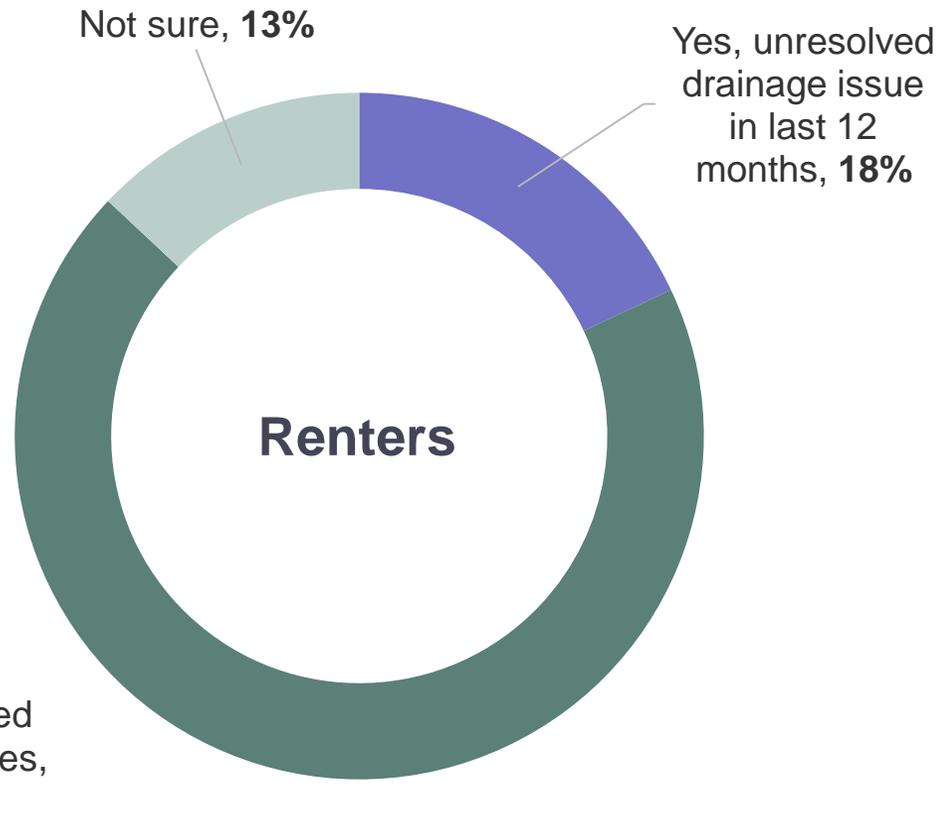
Base: Renters with a fan or rangehood in good working order (n=1,014).

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

Unresolved drainage issues in last 12 months

According to renters, one in five (18%) have an unresolved drainage issue in their rental property. In contrast, landlords report just 4% of rental properties have this issue.

WHETHER PROPERTY HAS UNRESOLVED DRAINAGE ISSUES OUTSIDE



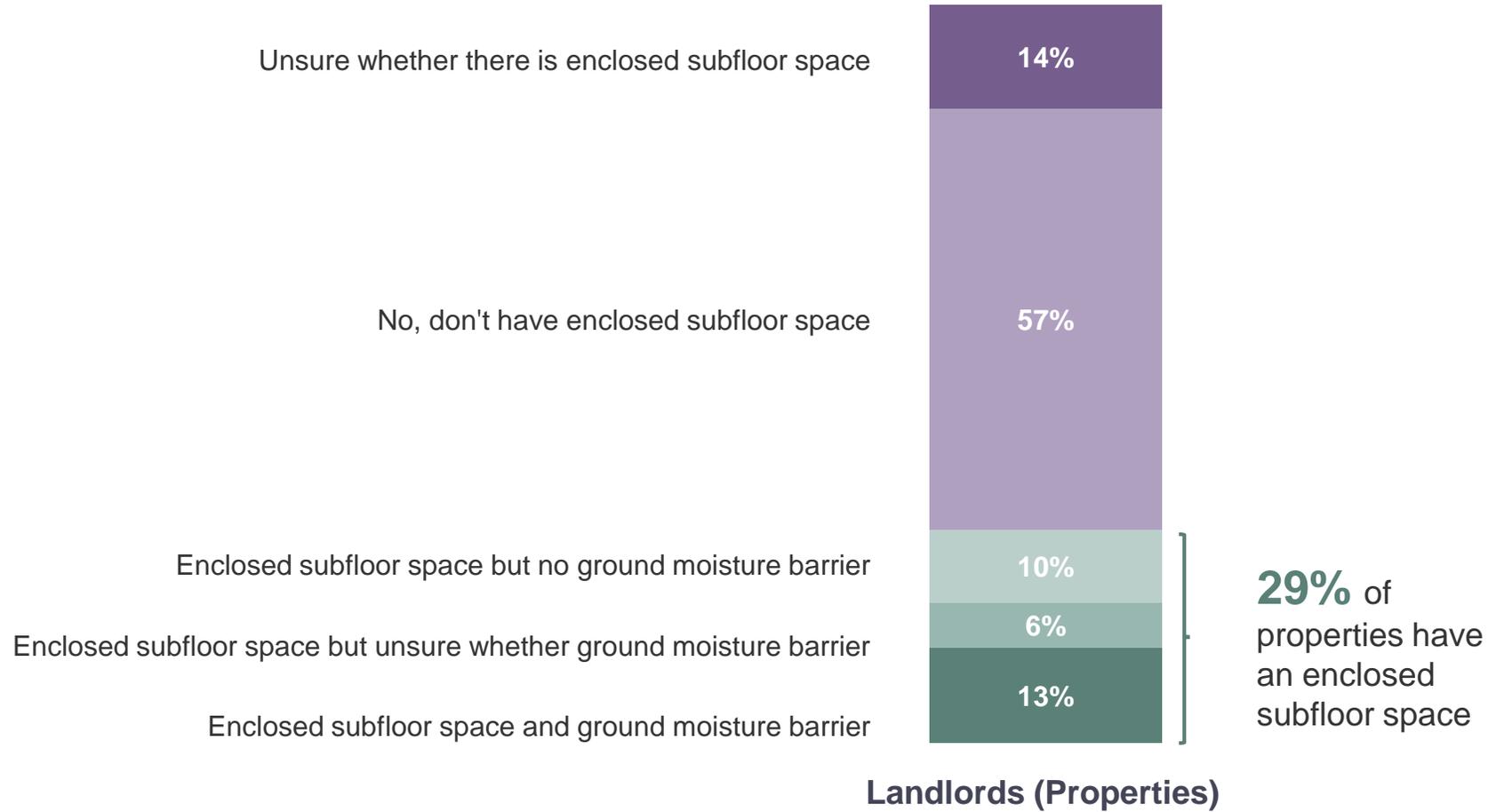
Base: All renters (n=1,601).
Source: Q29. "Does your rental property have any unresolved issues outside with the drainage of storm water, ground water, surface water, or roof water?"

Base: All properties (n=1,990).
Source: Q23. "In the last 12 months, how many of your (X AT Q1) rental properties have had unresolved issues outside with the drainage of storm water, ground water, surface water, or roof water?"

Enclosed subfloor space

Landlords indicate one in three (29%) properties has an enclosed subfloor space. Over half of those (16% of all properties) do not have a ground moisture barrier installed (or the landlord is unsure).

WHETHER PROPERTY HAS ENCLOSED SUBFLOOR SPACE AND MOISTURE BARRIER



Base: All properties (n=1,990).

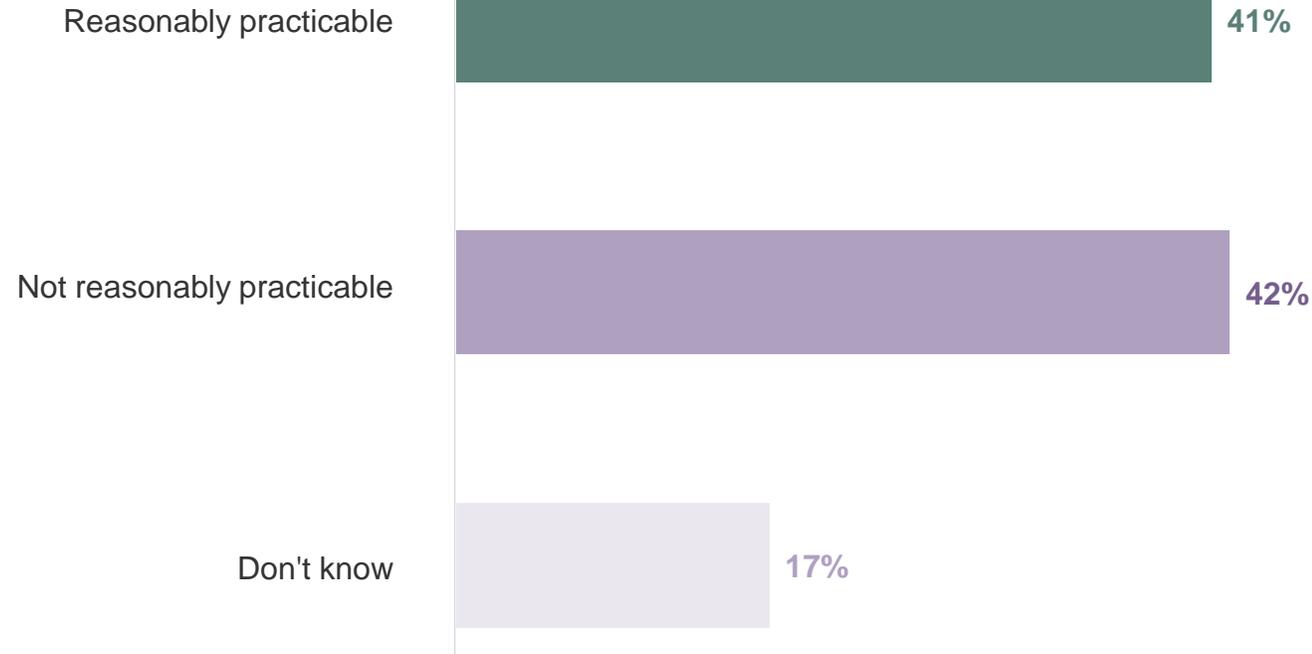
Source: Q24. "How many of your (x) rental properties have an enclosed subfloor space?"

Q25. "How many of your (x) rental properties with an enclosed subfloor space have a ground moisture barrier (e.g. a polythene sheet) installed?"

Whether reasonably practicable to install a ground moisture barrier

Landlords indicate that it is reasonably practicable to install a ground moisture barrier in four in ten (41%) properties with an enclosed subfloor space but no ground moisture barrier.

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



Landlords (Properties)

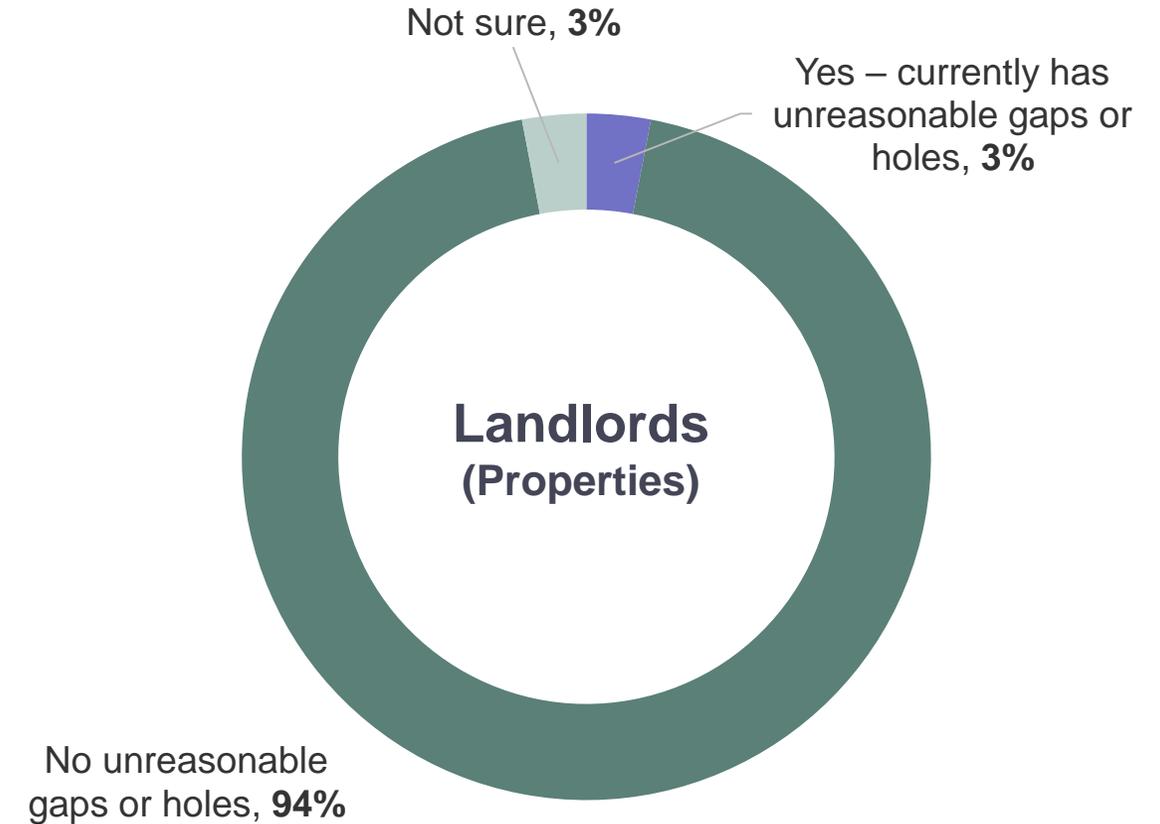
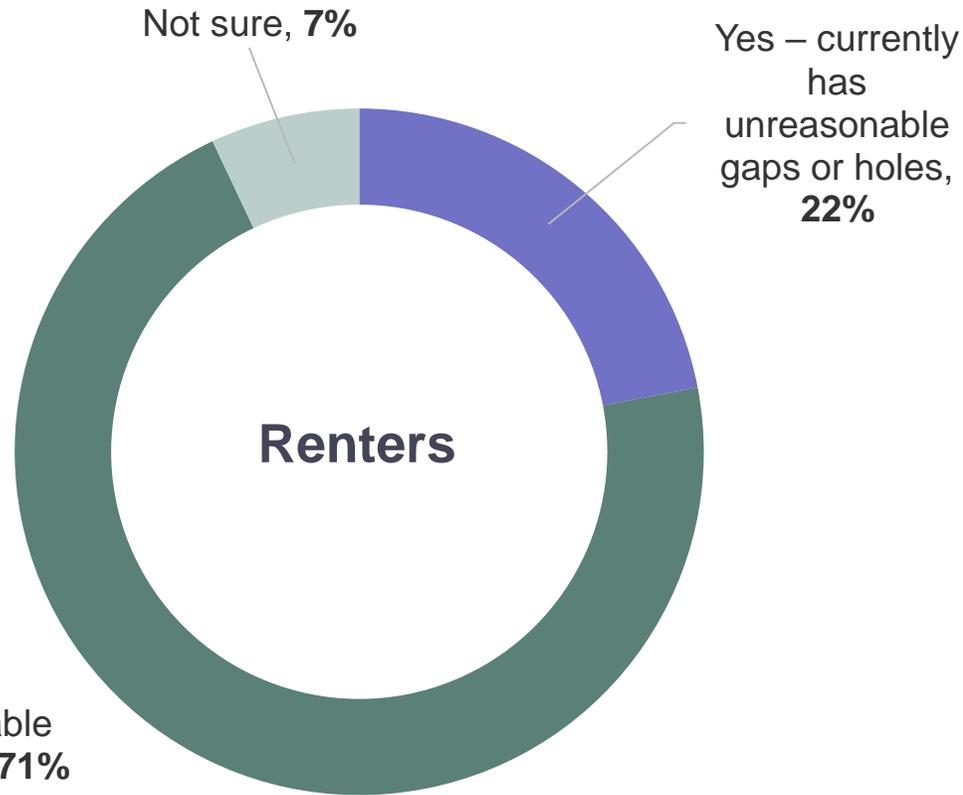
Base: Properties with an enclosed subfloor space but no ground moisture barrier (n=308).

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

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

One in five (22%) renters say their rental has unreasonable gaps or holes that have not been blocked and cause noticeable draughts. According to landlords, only 3% of properties have this.

WHETHER PROPERTY HAS UNREASONABLE AND UNBLOCKED GAPS OR HOLES CAUSING DRAUGHTS



Base: All renters (1,601).

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?"

Base: All properties (1,990).

Source: Q27. "How many of your (X AT Q1) rental properties have any unreasonable gaps or holes in walls, ceilings, windows, floors and doors that have not been blocked and cause noticeable draughts in or out of the building?"

Draught stopping: open fireplace

According to landlords, a very small proportion (3.3%) of properties have unused, unblocked fireplaces. Over half of these (1.9% of all properties) have not been requested to be kept unblocked by the tenant.

WHETHER PROPERTY HAS UNUSED AND UNBLOCKED FIREPLACE



Base: All properties (n=1,990).

Source: Q28. "How many of your (x) rental properties have an unused open fireplace that hasn't been blocked?"

Q29. "For how many of these (x) properties did the tenant request in writing that the fireplace not be blocked?"

Q30. "For how many of these (x) properties did you (or your property manager) agree to the tenant's request for the fireplace not to be blocked?"

04 ———

Tenancy agreements



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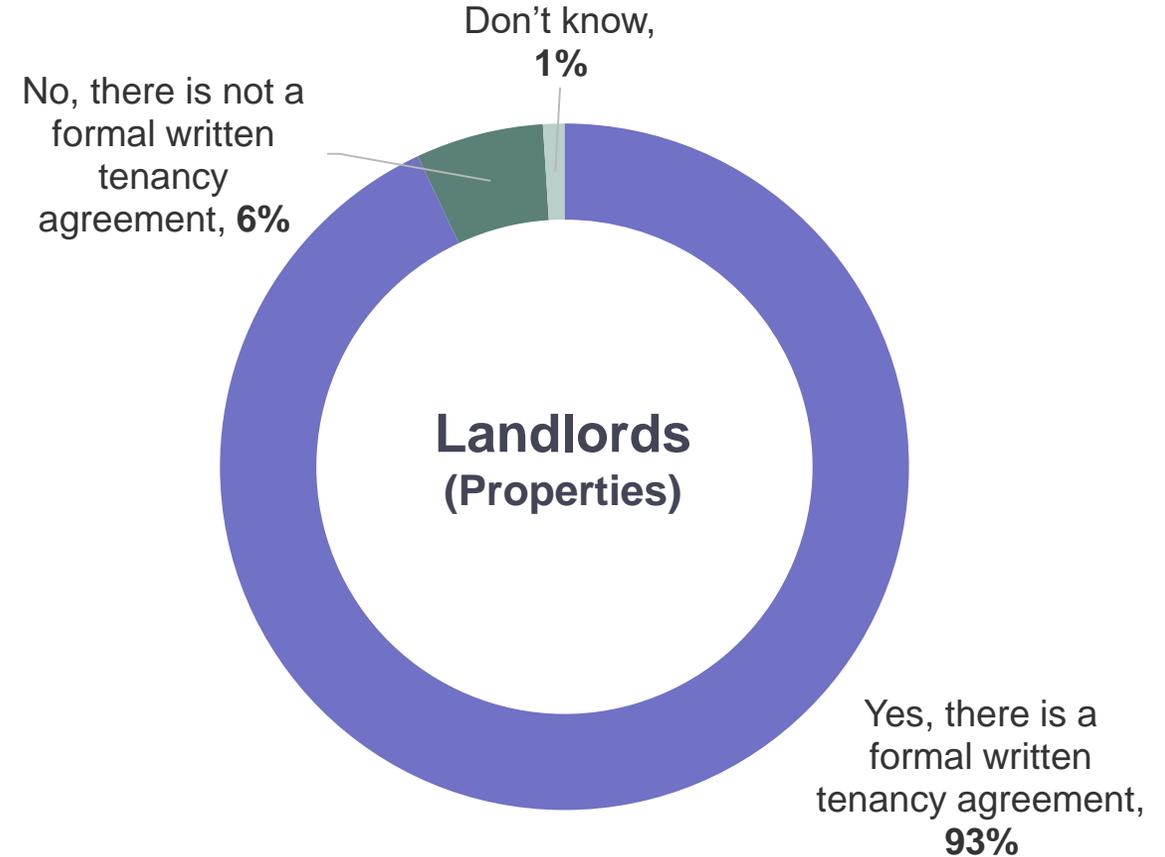
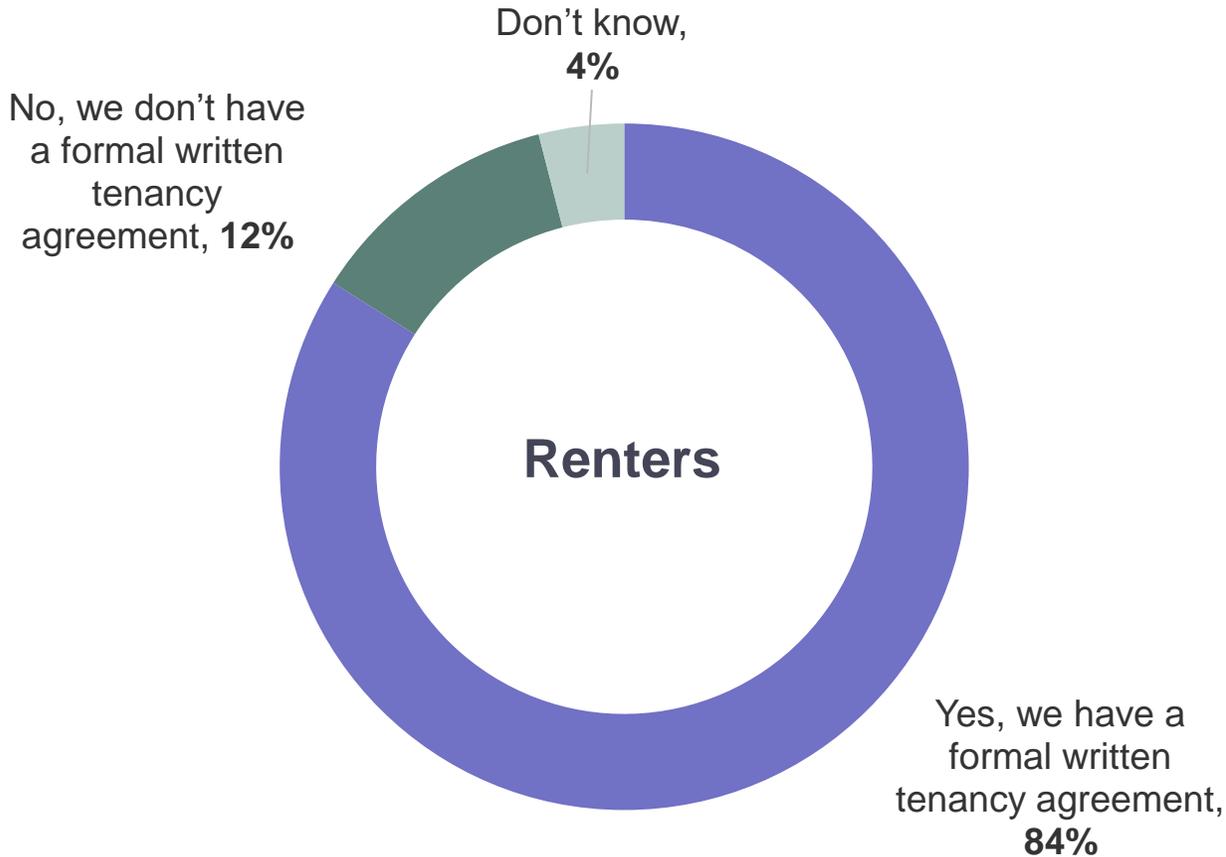
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Formal written tenancy agreement

Both landlords and renters report most properties have a formal written tenancy agreement (93% of properties according to landlords, and 84% of renters).

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



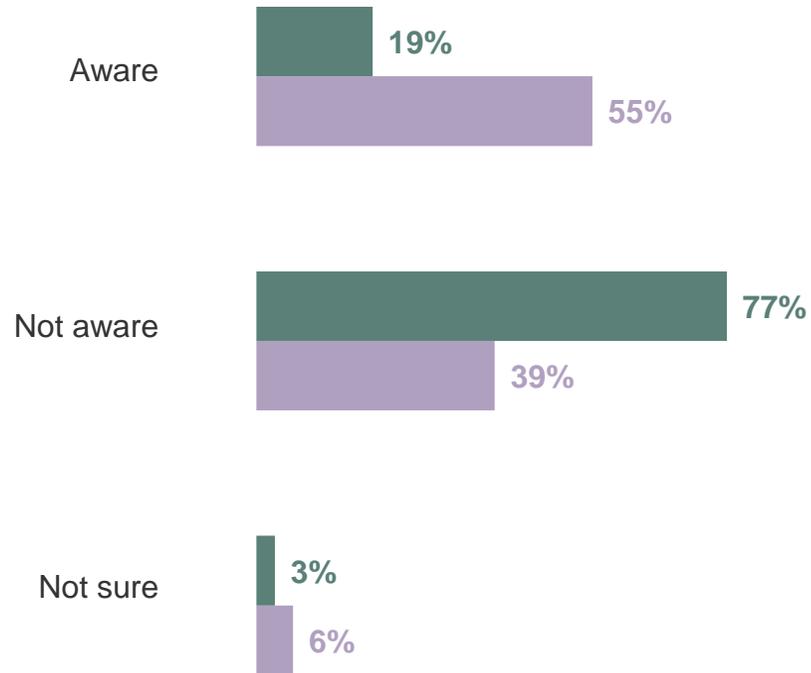
Base: All renters (n=1,601).
Source: Q37. "Do you (or others you live with) have a written tenancy agreement with your landlord (or property manager)?"

Base: All properties (n=1,990).
Source: Q33. "How many of your (x) properties have a formal written tenancy agreement?"

Insurance information

There is low awareness of the need to include insurance information in any new tenancy agreement (especially among renters). According to landlords less than half of tenancy agreements have all three of the insurance information requirements.

AWARENESS OF REQUIREMENT FOR INSURANCE INFORMATION TO BE IN TENANCY AGREEMENT

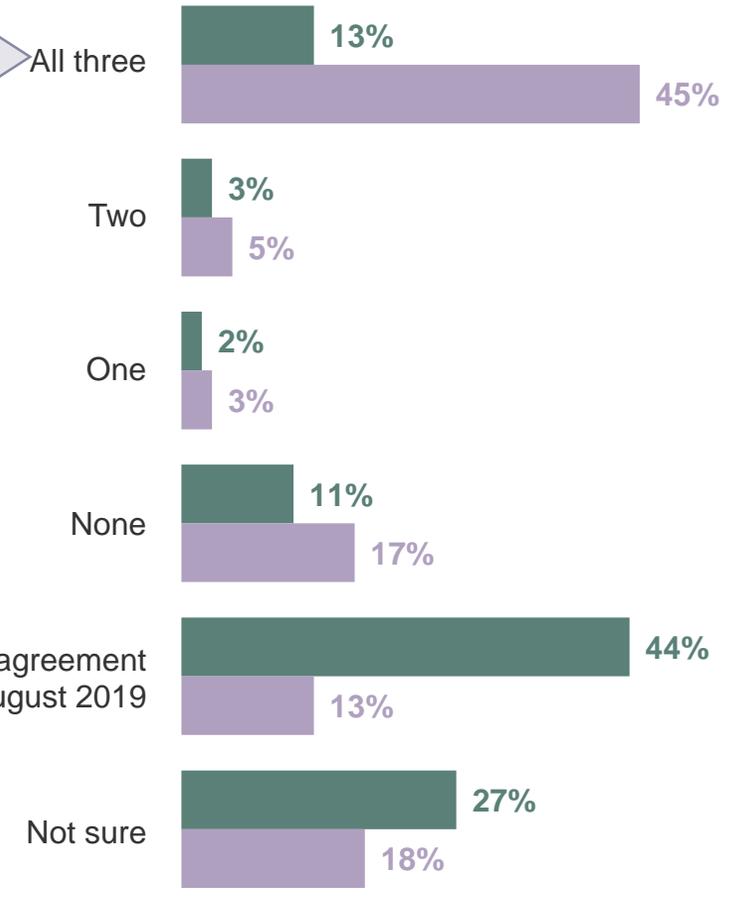


■ Renters
■ Landlords

INCLUSION OF INSURANCE INFORMATION IN TENANCY AGREEMENT(S)

The insurance information should include:

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



■ Renters
■ Landlords (Properties)

Base: Renters with a tenancy agreement (n=1,344) and all landlords (n=1,012).

Source: Q38. "Before today, were you aware that any new tenancy agreement (after August 2019) now needs to provide insurance information?"

Q34. "Before today, were you aware that any new tenancy agreement (after August 2019) now needs to provide insurance information?"

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

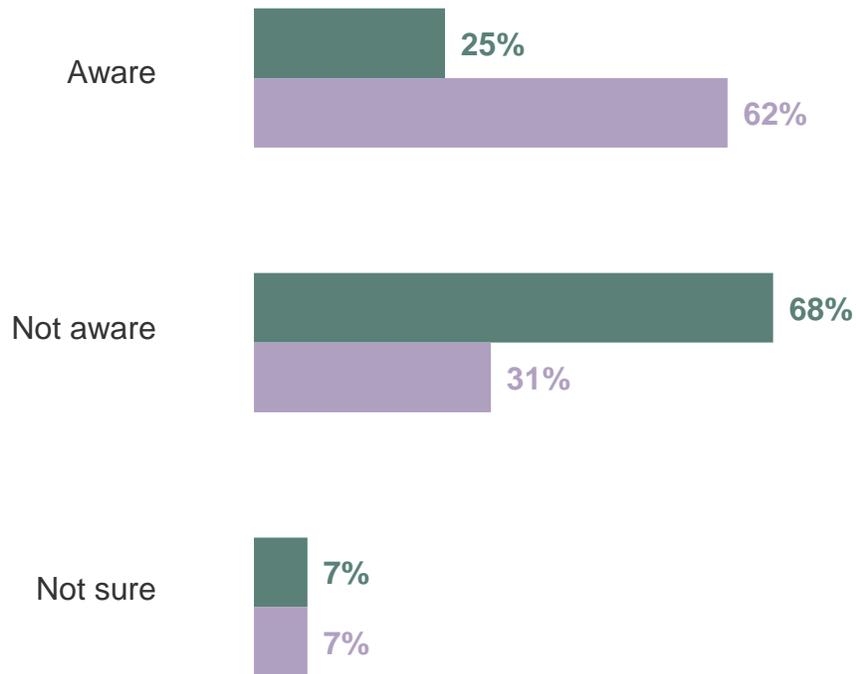
Source: Q39. "The insurance information in the tenancy agreement should include...How many of these three things does your tenancy agreement include?"

Q35. "The insurance information in the tenancy agreement should include...How many of these three things do your tenancy agreements include?"

Insulation statement

Few renters and less than two thirds of landlords are aware that new tenancy agreements must have a separately signed insulation statement. According to landlords around half of tenancy agreements have all four of the specific requirements.

AWARENESS OF REQUIREMENT FOR INSULATION STATEMENT TO BE IN TENANCY AGREEMENT

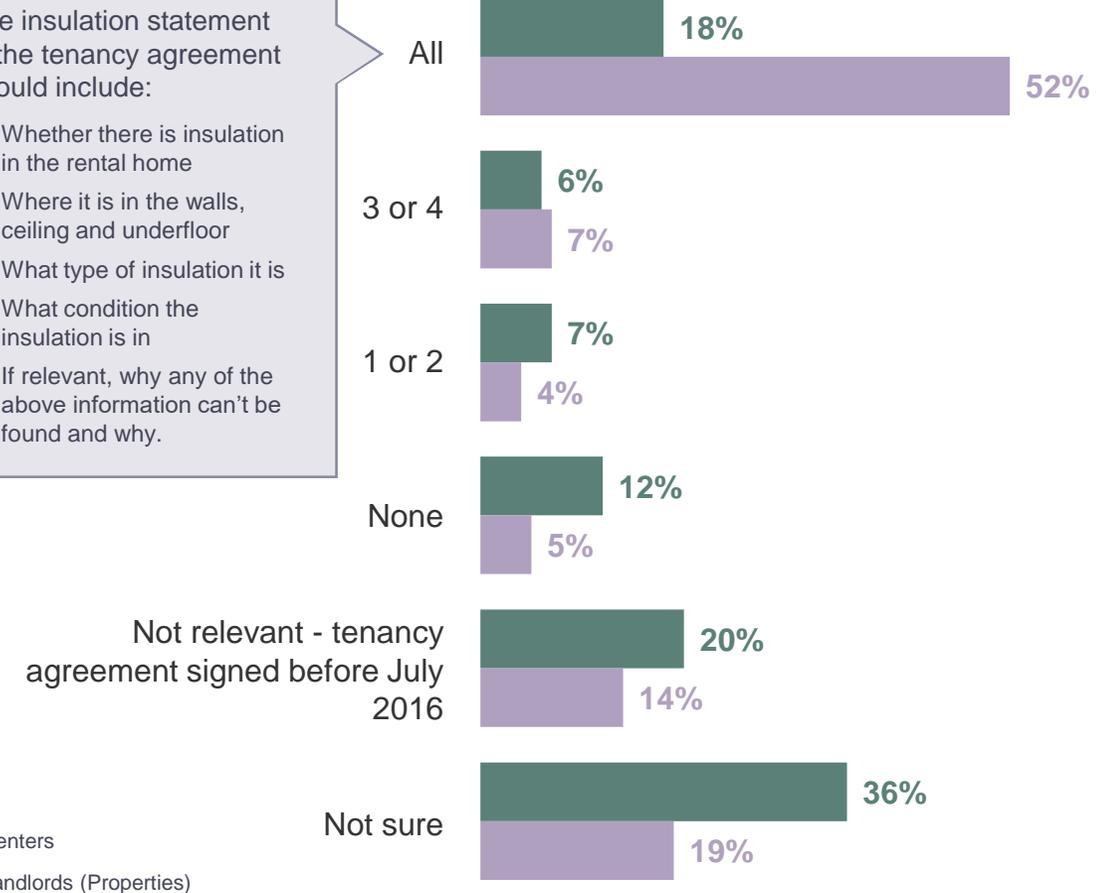


■ Renters
■ Landlords

INCLUSION OF INSULATION STATEMENT IN THEIR TENANCY AGREEMENT(S)

The insulation statement in the tenancy agreement should include:

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



■ Renters
■ Landlords (Properties)

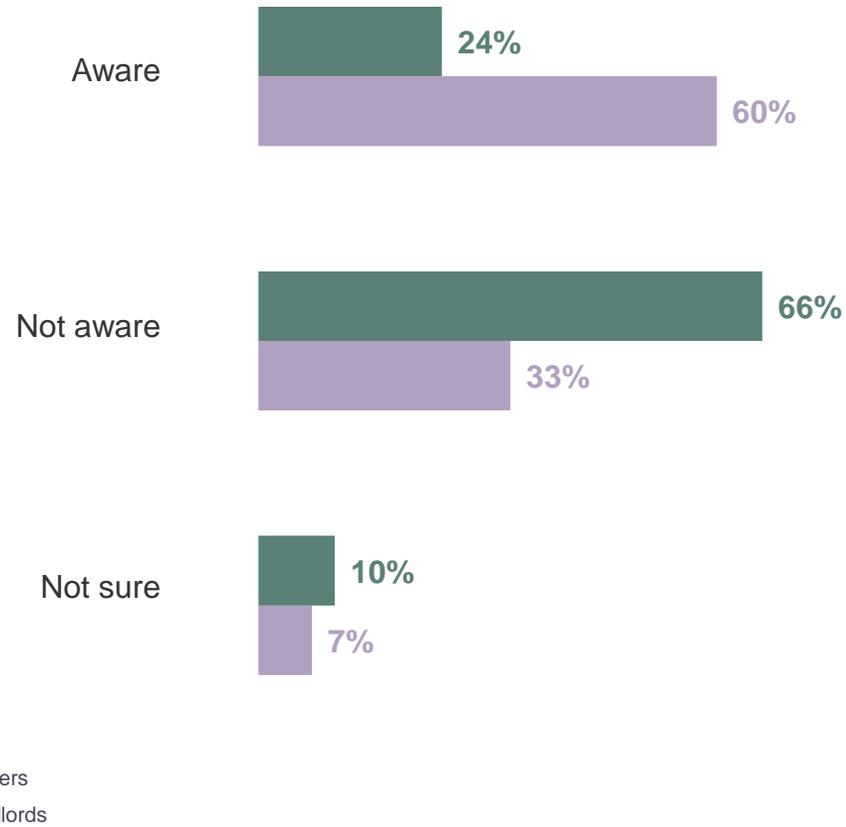
Base: Renters with a tenancy agreement (n=1,344) and all landlords (n=1,012).
Source: Q40. "Before today, were you aware that any new tenancy agreements (since July 2016) must include a separately signed insulation statement?"
Q36. "Before today, were you aware that any new tenancy agreements (since July 2016) must include a separately signed insulation statement?"

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

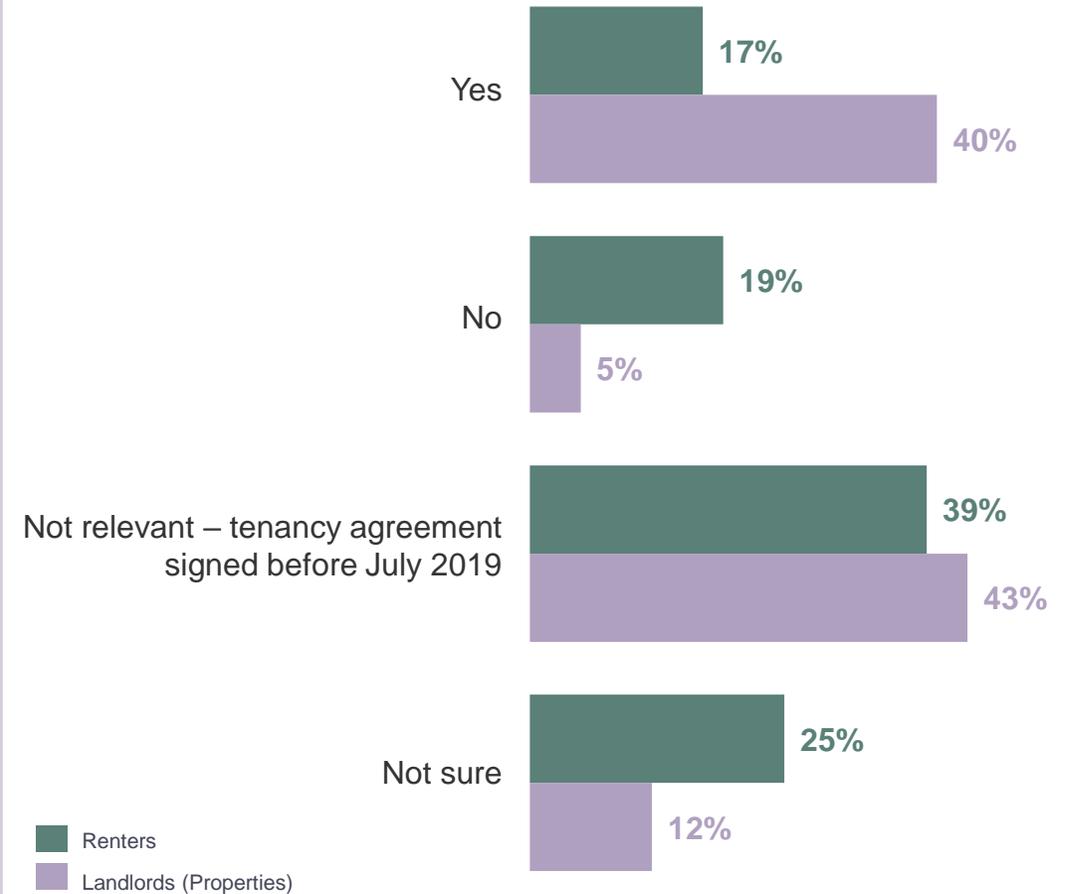
Intention to comply statement

Few renters, and six in ten landlords, are aware that the tenancy agreement must include a signed statement of the landlord's intention to comply with the Healthy Homes Standards. 17% of landlords indicate their agreement does not have this or they are unsure (but that the timing of the tenancy agreement signing makes it relevant).

AWARENESS OF REQUIREMENT FOR INTENTION TO SUPPLY STATEMENT TO BE IN TENANCY AGREEMENT



INCLUSION OF INTENTION TO COMPLY STATEMENT IN THEIR TENANCY AGREEMENT(S)



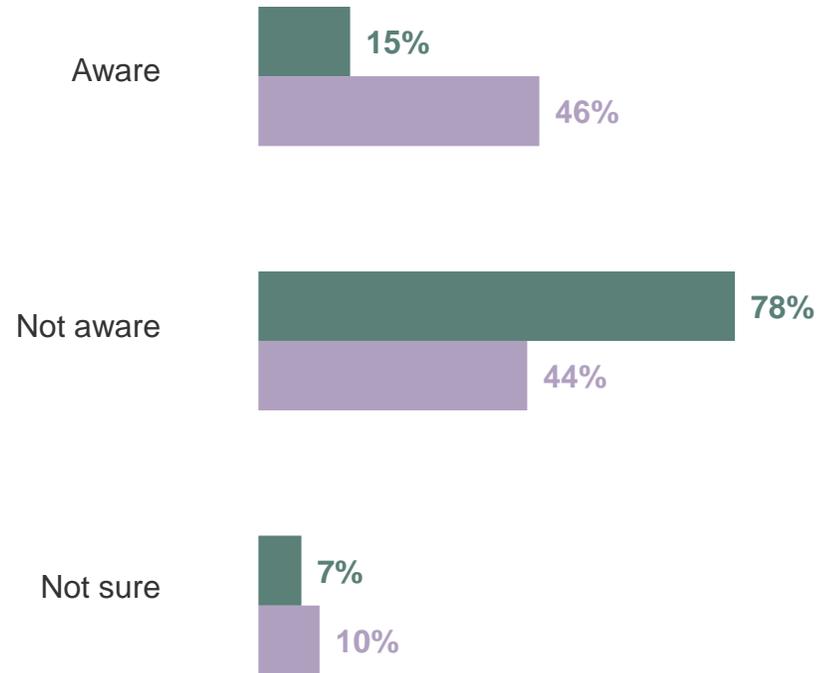
Base: Renters with a tenancy agreement (n=1,344) and landlords with a tenancy agreement (n=1,849).
 Source: Q42. "Before today, were you aware that since July 2019, any new, renewed, or revised tenancy agreements must now have a signed statement that the landlord intends to comply or already complies with the healthy homes standards?" | Q38. "Before today, were you aware that any new, renewed, or revised tenancy agreement (since July 2019) must include a signed statement that the landlord intends to comply or already complies with the healthy homes standards?"

Base: Renters with a tenancy agreement (n=1,344) and landlords' properties with a tenancy agreement (n=1,849).
 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?"

Statement of current level of compliance

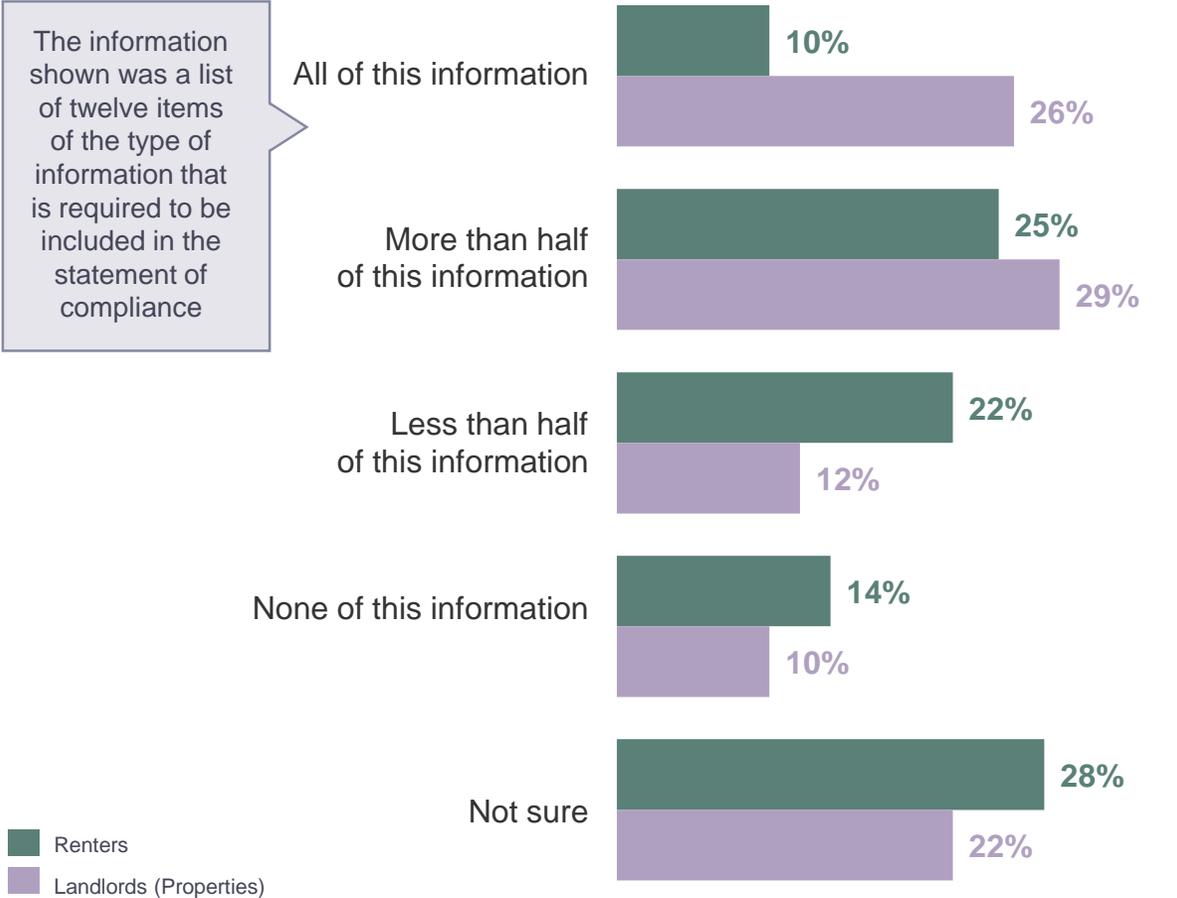
Few renters and under half of landlords know that their tenancy agreement must include a statement of compliance. According to landlords, most compliance statements have at least some missing information.

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



■ Renters
■ Landlords

INCLUSION OF CURRENT COMPLIANCE STATEMENT IN TENANCY AGREEMENT(S)



■ Renters
■ Landlords (Properties)

Base: Renters with a tenancy agreement (n=1,344) and landlords with a tenancy agreement (n=1,849).
Source: Q44. "Before today, were you aware that from December 2020 any new, renewed, or revised tenancy agreements must include a statement of the property's current level of compliance with the healthy homes standards?" Q40. "Before today, were you aware that from 1 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?"

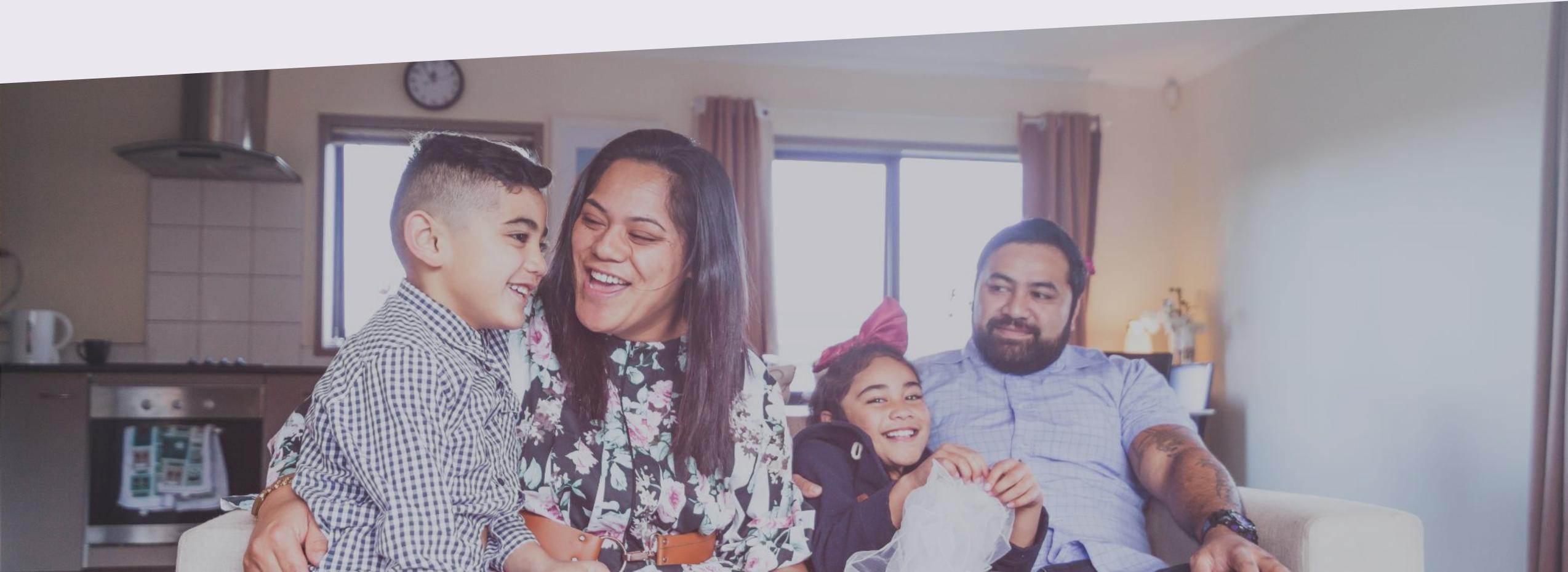
Base: Renters with a tenancy agreement (n=1,344) and landlords' properties with a tenancy agreement (n=1,849).
Source: Q45. "Having read the information requirements on the last screen, how much of this information would you say your tenancy agreement includes..." Q41. "Having read the information requirements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

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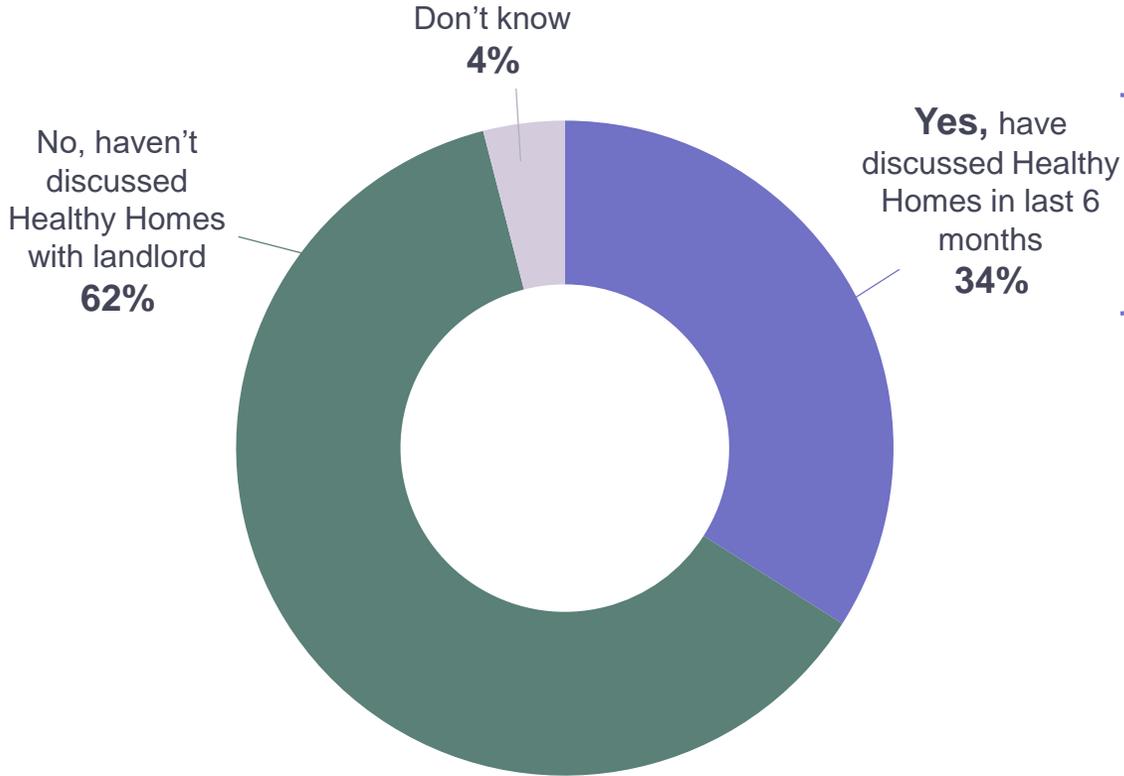
Renters' engagement with landlords



Renters' engagement with landlord over Healthy Homes

One third (34%) of renters say that in the last six months they have spoken to their landlord or property manager about the standards the law requires rental properties to meet. Just over half of these renters say they initiated the discussion.

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



WHO INITIATED THIS DISCUSSION



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

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

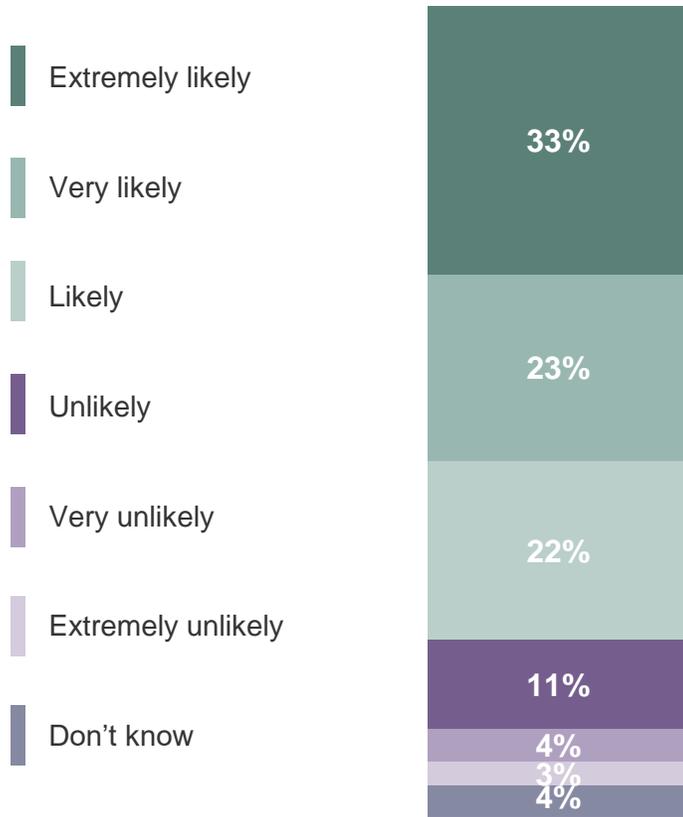
Base: Renters who have discussed Healthy Homes with their landlord/property manager (n=548).

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

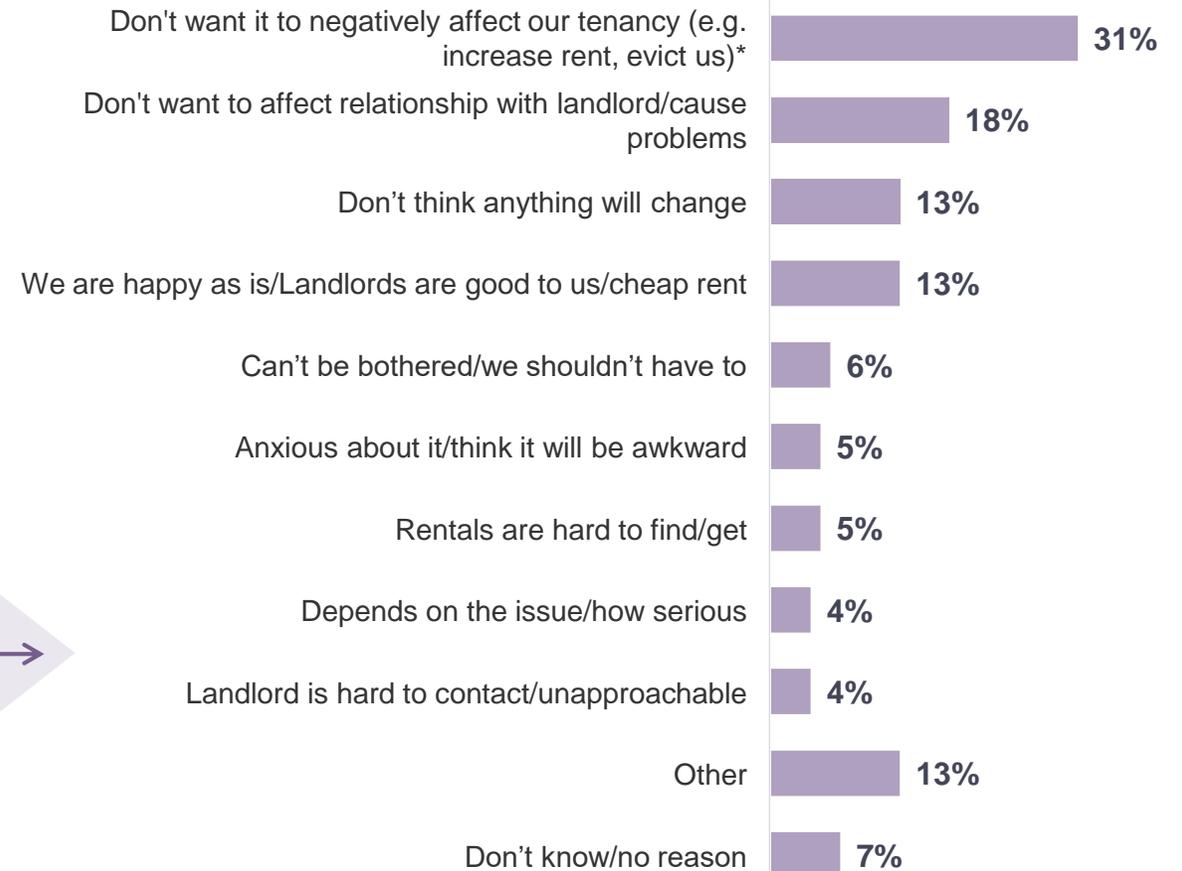
Renters' engagement with landlord

Renters are divided over whether they would approach their landlord if they weren't complying with legal requirements about rental property standards. Concerns about how this might negatively affect their tenancy or relationship with the landlord drive renter reluctance to approach their landlord.

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



WHY THEY WOULDN'T APPROACH LANDLORD/PROPERTY MANAGER



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

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

Base: All renters (n=641).

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

*Includes reasons: 'In case they increase rent' (17%) and 'In case we get evicted/asked to leave' (15%).

FOR FURTHER INFORMATION PLEASE CONTACT:

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