



19 December 2024

HUD2024-005639

s 9(2)(a)

Dear s 9(2)(a)

Thank you for your email of 1 November 2024 requesting the following information under the Official Information Act 1982 (the Act):

*documents that were deemed out-of-scope in the previous request (Reference: HUD2024-005251). Specifically, I request copies of the following documents:*

1. 13 December 2021, 4:33 PM "Tenancy Advocacy Network - Key messages for a response from Hon Williams"
2. 10 November 2022, 12:41 PM "RE: Scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services"
3. 11 November 2022, 3:05 PM "Budget initiative templates - property manager regulation and tenant/RV advocacy funding"
4. 23 November 2022, 2:56 PM "FW: Points for Anne"
5. 2 December 2022, 8:31 AM "FW: Budget bids for establishment of regulatory functions for property management and tenancy advocacy services"
6. 11 May 2023, 5:42 PM "FW: Reactive comms request - Budget bids that did not proceed for Minister Edmonds' delegations"
7. 26 June 2023, 4:39 PM "Tenant advocacy bid"
8. 17 July 2023, 6:40 PM "RE: Tenancy Advocacy budget bid info"
9. 19 July 2023, 8:41 AM "RE: TAN meeting 20 July IN-CONFIDENCE"
10. 24 May 2024, 9:49 AM "Talking points on regulatory priorities for Minister's meeting"

The 10 requested documents are released to you with some information withheld under the following sections of the Act:

Section of Act	Reason to withhold
9(2)(a)	To protect the privacy of natural persons.
9(2)(b)(ii)	To protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.
9(2)(f)(iv)	To maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials.
9(2)(g)(i)	To maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to Ministers of the Crown or employees of the Ministry.

The documents are detailed in the attached document schedule.

In terms of section 9(1) of the Act, I am satisfied that, in the circumstances, the decision to withhold information under section 9 of the Act is not outweighed by other considerations that render it desirable to make the information available in the public interest.

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Yours sincerely



Claire Leadbetter  
**Policy Manager, Housing and Rental Markets**  
**Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development**

## Annex A: Document schedule

Documents released – HUD2024-005639			
	Date	Document	Section of the Act applied
01	13 December 2021 4:33 PM	Tenancy Advocacy Network - Key messages for a response from Hon Williams	n/a
02	10 November 2022 12:41 PM	RE: scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services	9(2)(a) 9(2)(f)(iv) 9(2)(g)(i)
03	11 November 2022 3:05 PM	Budget initiative templates - property manager regulation and tenant/RV advocacy funding	9(2)(b)(ii) 9(2)(f)(iv) 9(2)(g)(i)
04	23 November 2022 2:56 PM	FW: Points for Anne	9(2)(a) 9(2)(b)(ii) 9(2)(f)(iv) 9(2)(g)(i)
05	2 December 2022 8:31 AM	FW: Budget bids for establishment of regulatory functions for property management and tenancy advocacy services	9(2)(a) 9(2)(f)(iv)
06	11 May 2023 5:42 PM	FW: Reactive comms request - Budget bids that did not proceed for Minister Edmonds' delegations	9(2)(a) 9(2)(f)(iv)
07	26 June 2023 4:39 PM	Tenant advocacy bid	9(2)(a) 9(2)(b)(ii) 9(2)(f)(iv)
08	17 July 2023 6:40 PM	RE: Tenancy Advocacy budget bid info	9(2)(a)
09	19 July 2023 8:41 AM	RE: TAN meeting 20 July IN-CONFIDENCE	9(2)(a) 9(2)(g)(i)
10	24 May 2024 9:49 AM	Talking points on regulatory priorities for Minister's meeting	9(2)(a) 9(2)(f)(iv)

**From:** [Claire Leadbetter](#)  
**To:** [Alex McKenzie](#)  
**Cc:** [Georgia Bloor-Wilson](#)  
**Subject:** Tenancy Advocacy Network - Key messages for a reponse from Hon Williams  
**Date:** Monday, 13 December 2021 4:33:27 pm  
**Attachments:** [image001.png](#)  
[image003.png](#)  
[image005.png](#)  
[image002.png](#)  
[image004.png](#)  
[image006.png](#)  
[TAN Letter Ministers Poto Marama 30 Nov21\\_\(002\).docx](#)

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Kia ora Alex

The Minister has received a letter from the Tenants Advocacy Network (attached) that raises concerns about affordability and expresses interest in rent controls.

We need to give the Minister something joined up for the response. We're aware that there is some work going on in the income adequacy space. Is there anything we can say about this work – could the Minister allude to any of this work to some extent?

We will of course also discuss the HSP review and recent changes to the benefit and accommodation supplement.

Also keen to note that in their most recent meeting, TAN was very keen to discuss the relative merits of benefit changes versus a rent freeze. I think it would be best if they could speak with Hud and MSD on this at their next meeting which would be Feb/ March next year

Many Thanks

Claire

**Claire Leadbetter** ([she/her](#))

Manager Tenures and Housing Quality

Place-Based Policy and Programmes

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**Contact:**  
Betsan Martin  
Co-ordinator TAN  
[PolicyBM@nzccss.org.nz](mailto:PolicyBM@nzccss.org.nz)  
30 November 2021

To  
Minister Poto Williams and Minister Marama Davidson  
Cc Minister Megan Woods  
Parliament

### **Follow up to Tenants Advocacy Network National Meeting 27<sup>th</sup> Oct. 2021**

Tēnā koutou

Kia orana ki a Minita Poto, Tēnā koe Minita Marama, cc Minister Megan

Members of the Tenant Advocacy Network very much appreciate your meeting with us on the 27<sup>th</sup> October, and we welcomed the open discussion on pressing matters concerning tenancies.

We are following up on three matters in particular: rent affordability, family violence regulations and an evidence-based resourcing proposal on a rental framework.

#### ***Affordability and Rent Rise Limits***

Tenants Advocates are continually faced with rents that are far too high for lower income renters – single people, students, households, whanau and fanau.

We note the general policy emphasis on supply at the macro level, however supply does not address affordability. The focus should not be on average for affordability and supply, but on supply for on lowest quartile.

The current system places the onus on tenants to prove unfairness of rent hikes this does not work. Out of 102 renters challenging rent rises through the Tribunal, only 20 were successful. This is because rent rises can be justified if they are in line with Market rent. It is our view that the market isn't working to control rent.

HUD has advised us of the availability of Housing Support Products to assist with affordability. These are not well known nor widely accessed. We urge you to prioritize a systemic approach, rather than piecemeal provision of support products. We are cognizant of the complexity of the investment issues for housing, including private investors as providers of public housing in the current situation.

In our discussion we proposed the viability of regulation of rents through providing a 'scope' for permissible rises. Please advise us of pathways for development of holding rents within the scope of tenant incomes and affordability.

#### ***Family Violence Regulations***

This was a matter discussed extensively with HUD Advisor Claire Leadbetter. We were advised that implementing the Regulations are postponed due to COVID priorities.

Tenant Advocates are having to manage the rise in family violence due to COVID. We urge you to bring forward the Family Violence work programme as part of COVID urgency. Please advise us of further steps, following recognition from both Minister Poto and Minister Marama of the urgent need for the regulations.

We also suggested that there needs to be a process for raising rents, and that the onus should be on landlords to prove that a rent increase is justified. We suggest that any landlord wanting to increase rent by more than the CPI should need to apply to the Tenancy Tribunal and prove the increase was justified.

### ***Resourcing Tenant Advocacy***

We brought to your attention the dire situation of only three dedicated Tenant Advocate organizations, in addition to Citizens Advice and Community Law Centres.

The current resourcing of Tenant Advocacy Services is piecemeal, low paid and uncertain. The needs of tenants takes all the time of advocates, and although the staff are highly skilled and policy informed, there is no time to attend to the opportunities of consultations, policy advice, and to utilize the considerable skills of dedicated members.

We propose putting before you a proposal to fund a business case for resourcing a rental framework drawn from practice-based evidence, and for expanding tenancy services. We mention the example of Palmerston North Council's policy of social investment for social benefit. It is doubling funds for social housing, and for limiting rentals to 25% of benefits or National Super.

Tenancy issues should be seen within the whole spectrum of housing provision. Considering one third of the housing market is rentals, the need for expanding dedicated services is crucial. We appreciate the HUD contribution to co-ordination. As noted in our 2020 report, this is a contribution, rather than provision for an expanding network.

Please advise us of the primary contact for such a proposal.

Tenants' Advocates thank you again for your engagement, and we look forward to your specific responses to the three matters raised here.

Ngā mihi nui ki a koutou

Betsan Martin, Sacha Green, Megan Williams, Penny Arthur, Ben Schmidt, Geordie Rogers, Erica Schouten, Tatai Allen.

On behalf Tenants' Advocacy Network

**From:** [Katherine Slaney](#)  
**To:** [Claire Leadbetter](#)  
**Subject:** RE: scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services  
**Date:** Thursday, 10 November 2022 12:41:00 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)

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Will do

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**From:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>  
**Sent:** Thursday, 10 November 2022 12:27 pm  
**To:** Susan O'Neill <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>; Katherine Slaney <[Katherine.Slaney@hud.govt.nz](mailto:Katherine.Slaney@hud.govt.nz)>  
**Cc:** Georgia Bloor-Wilson <[Georgia.Bloor-Wilson@hud.govt.nz](mailto:Georgia.Bloor-Wilson@hud.govt.nz)>; Sian Allen <[Sian.Allen@hud.govt.nz](mailto:Sian.Allen@hud.govt.nz)>; Jeremy Steele <[Jeremy.Steele@hud.govt.nz](mailto:Jeremy.Steele@hud.govt.nz)>  
**Subject:** FW: scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services

Hi all see below some clarity from Tony re how to proceed with he two bids

s 9(2)(f)(iv)

[Redacted]

We are clearer on the benefits provided by tenancy advocacy, we are clearer on the current tenant orgs ability to scale up and deliver on the function and there are more people who stand to benefit, who are generally ( though not always) in more difficult financial situations. Renters generally don't have an asset that they can realise to fund future housing costs, s 9(2)(f)(iv) and s9(2)(g)(i)

Susan - can you discuss as below with Anna J from Justice. And please advise Emily Shrosbree of the approach to evaluations funding

Claire

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**From:** Tony De Gregorio <[Tony.DeGregorio@hud.govt.nz](mailto:Tony.DeGregorio@hud.govt.nz)>  
**Sent:** Thursday, November 10, 2022 11:57 AM  
**To:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>; Jeremy Steele <[Jeremy.Steele@hud.govt.nz](mailto:Jeremy.Steele@hud.govt.nz)>; Ben Richards <[Benjamin.Richards@hud.govt.nz](mailto:Benjamin.Richards@hud.govt.nz)>; Hilary Joy <[Hilary.Joy@hud.govt.nz](mailto:Hilary.Joy@hud.govt.nz)>  
**Cc:** Nick McNabb <[Nick.McNabb@hud.govt.nz](mailto:Nick.McNabb@hud.govt.nz)>  
**Subject:** RE: scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services

Hi Claire,

They would need to include the funding request in their bid and the bid / template needs to clearly call out funding would be given to HUD.

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**From:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>  
**Sent:** Thursday, November 10, 2022 11:54 am

**To:** Tony De Gregorio <[Tony.DeGregorio@hud.govt.nz](mailto:Tony.DeGregorio@hud.govt.nz)>; Jeremy Steele <[Jeremy.Steele@hud.govt.nz](mailto:Jeremy.Steele@hud.govt.nz)>; Ben Richards <[Benjamin.Richards@hud.govt.nz](mailto:Benjamin.Richards@hud.govt.nz)>; Hilary Joy <[Hilary.Joy@hud.govt.nz](mailto:Hilary.Joy@hud.govt.nz)>

**Cc:** Nick McNabb <[Nick.McNabb@hud.govt.nz](mailto:Nick.McNabb@hud.govt.nz)>

**Subject:** Re: scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services

Thanks Tony great update

We will check in with justice re RPM. However we also need \$500k for monitoring by and evaluation of the new regime. As policy lead for the work we had expected that this funding and work would sit with us. How do you think we should manage that?

Thanks

Claire

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**From:** Tony De Gregorio <[Tony.DeGregorio@hud.govt.nz](mailto:Tony.DeGregorio@hud.govt.nz)>

**Sent:** Thursday, November 10, 2022 11:50 AM

**To:** Jeremy Steele <[Jeremy.Steele@hud.govt.nz](mailto:Jeremy.Steele@hud.govt.nz)>; Ben Richards <[Benjamin.Richards@hud.govt.nz](mailto:Benjamin.Richards@hud.govt.nz)>; Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>; Hilary Joy <[Hilary.Joy@hud.govt.nz](mailto:Hilary.Joy@hud.govt.nz)>

**Cc:** Nick McNabb <[Nick.McNabb@hud.govt.nz](mailto:Nick.McNabb@hud.govt.nz)>

**Subject:** RE: scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services

Kia ora koutou,

Had a response from treasury, copied below.

1. { Claire has deleted this from the email trail as is sensitive
2. *Funding for the regulation of residential property managers – this has gone through Vote Justice, as they'll be the ones receiving the funding at the end of it. We've directed the relevant teams from MOJ to reach out to work with HUD to develop the initiative.*
3. *Funding for tenancy advocacy Services – no, this wasn't included on the new initiatives list.*

*Unfortunately, 1 and 3 are new initiatives, and as they have not been identified in MoF's letter, these have not been invited. However, we recognise that there are things that might be high-priority new initiatives in votes, but that haven't been invited. In this case I think 1 and 3 are examples of initiatives that could be included in the cost pressure envelope, if it is decided by HUD that these are a really high priority and it's deemed necessary/advised by your Minister. However, as discussed, heavy prioritisation will be necessary relative to other cost pressures/votes and it may be difficult to justify funding for this within the envelope over other pressures.*

Question from me – do you know who is driving the [ again text deleted by Claire]? @Hilary Joy – memory tells me it was your team?

Looks like we complete a cost pressure bid for the Tenancy Advocacy Group and someone needs to reach out to Justice on the Regulation of Property Managers.

Happy to field further questions.

**Tony De Gregorio** ([he/him](#))

Head of Finance – Chief Financial Officer | Finance  
Organisational Performance

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**From:** Jeremy Steele <[Jeremy.Steele@hud.govt.nz](mailto:Jeremy.Steele@hud.govt.nz)>

**Sent:** Wednesday, November 9, 2022 12:29 pm

**To:** Tony De Gregorio <[Tony.DeGregorio@hud.govt.nz](mailto:Tony.DeGregorio@hud.govt.nz)>

**Subject:** scope of the budget bids for establishment of regulatory functions for property management and tenancy advocacy services

**Importance:** High

Kia ora Tony,

As discussed the two Budget bids that were not included in the letter are below. It would be good if you could clarify that there was a deliberate decision to not fund or how they were expected to be met?

Ngā mihi nui

**Jeremy Steele** ([he/him](#))

General Manager | Policy and Legislation Design  
Solutions Design and Implementation

[jeremy.steele@hud.govt.nz](mailto:jeremy.steele@hud.govt.nz) | Phone: +64 4 8322471 | Mobile: **s 9(2)(a)**

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### **Funding for regulation of residential property managers**

The regulation of the residential property management industry is a Labour Party Manifesto commitment. Regulation aims to promote public confidence in the delivery of residential property management services and protect the interests of property owners, tenants, and other consumers by:

- establishing professional entry requirements
- establishing industry practice standards
- providing accountability through a complaints and disciplinary process.

The initiative seeks:

- \$2 million to fund the expanded Real Estate Authority's establishment cost
- \$4 million to fund the expanded Real Estate Authority's first year operating costs
- \$0.500 million over ten years for evaluation of the regulatory system
- There will also be some cost to the Crown to fund the Real Estate Disciplinary Tribunal.

The bid will go into a Justice appropriation. Note that the costs are likely to be lower than those identified for the other items listed in the bid.

The cost of undertaking policy work to support development of the associated regulatory system will be met from the Ministry's baselines. The Act will enable the recovery of direct and indirect costs associated with implementing the proposed Act.

### **Funding for tenant advocacy services**

This initiative seeks \$1.8m for four years and outyears to fund the provision of tenant advocacy services by NGOs to enable tenants to better exercise their rights. The initiative will increase the

provision of NGO tenant advocacy services and also financially stabilise and ensure the sustainability of some existing NGO tenant advocacy services.

Tenant advocacy services may include:

- providing advice about pathways for resolving tenancy issues,
- supporting tenants to communicate with landlords (or example to assert rights or negotiate solutions, or to prepare a 14-day notice to remedy),
- helping tenants apply and prepare for mediation or the Tenancy Tribunal, or acting as a support person or representing tenants in the Tenancy Tribunal where appropriate.

This initiative will also seek funding for the administration of the fund, which cannot be met from agency baseline resourcing. The initial advice on funding tenant advocacy services did not include the amount that would be required for the administering agency to administer the fund. Our initial rough order estimate is that this would be within the hundreds of thousands of dollars.

**From:** [Georgia Bloor-Wilson](#)  
**To:** [Brad Ward](#); [Ben Richards](#)  
**Cc:** [Susan O'Neill](#); [Katherine Slaney](#); [Sian Allen](#); [Darashpreet Johal](#); [Jeremy Steele](#); [Anne Shaw](#); [Tony De Gregorio](#); [Claire Leadbetter](#)  
**Subject:** Budget initiative templates - property manager regulation and tenant, s 9(2)(f)(iv)  
**Date:** Friday, 11 November 2022 3:05:00 pm  
**Attachments:** [image001.png](#)  
[image003.png](#)  
[image005.png](#)  
[image007.jpg](#)  
[Property managers budget initiative template.docx](#)  
[Tenant and RV advocacy funding budget bid template.docx](#)  
[image009.png](#)  
[image010.png](#)  
[image011.png](#)  
[image012.jpg](#)

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Kia ora Ben and Brad

Here are draft budget bid templates for the pack for:

- Residential property management industry regulation
- Tenant advocacy and s 9(2)(f)(iv)

Some further background information on the bids below –

#### *Property managers*

The property management regulation bid was invited from MoJ, not HUD. We have had further conversations with MoJ, Treasury, and HUD finance on who should lead this bid. MoJ feels that HUD is better placed as the policy lead and that MoJ would not have capacity to lead the bid. We will continue to work things through with MoJ – whoever leads the bid, we will need to work together. HUD finance is talking to TSY about who would be best to lead.

#### *Tenant & s 9(2)(f)(iv)*

The tenant / s 9(2)(f)(iv) funding bid was not invited, but we had been directed to work on funding from the Minister. HUD finance has recommended that this could be included in the cost pressure envelope, if it is decided by HUD that these are a really high priority and it's deemed necessary/advised by the Minister. However of course prioritisation will be necessary relative to other cost pressures.

Whether to include the s 9(2)(f) of the funding would be a question that Brad and Andrew could ask the Minister when they discuss the budget letter in the context that the office considered this to be “something that should be government funded”. However if we had to scale that bid at all, cutting the s 9(2)(f)(iv) funding would be Claire's first suggestion for where to scale. We are clearer on the benefits provided by tenancy advocacy, we are clearer on the current tenant orgs ability to scale up and deliver on the function, and there are more people who stand to benefit, who are generally ( though not always) in more difficult financial situations. Renters generally don't have an asset that they can realise to fund future housing costs, s 9(2)(f)(iv) and s9(2)(g)(i).

Ngā mihi

Georgia

**Georgia Bloor-Wilson** *(she/her)*

Senior Policy Advisor | Tenancy and Tenures Team  
 Policy and Legislation Design

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# Budget 2023 Submission for Invited New Spending Priorities and CERF Initiatives

Please ensure the minimum required information is provided for each question. The minimum required information is set out in italics in each of the answer boxes. Additional guidance is available in the Budget 2023 Guidance. **Please read the guidance before filling out this template.** Additional supplementary documents (e.g. relevant reports and Cabinet papers) may also be attached along with this submission.

## Section 1: Overview

Section 1A: Basic initiative information					
Initiative title (max 120 characters)	<i>Initiative titles should be clear, concise, informative, and self-explanatory. They should not start with generic words such as “increasing”, “additional”, and “establishing”. Initiatives are listed alphabetically so it is important that the first word in the title distinguishes the initiative from others. For example, “Emissions Reduction Plan Performance Monitoring”. Refer to the Annex of the Budget 2023 Guidance for best practice on titles.</i>  Residential Property Management Industry Regulation				
Lead Minister	Minister of Housing	Agency	Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development		
Initiative description (max 800 characters)	<i>The description must succinctly outline in plain language what is being purchased and delivered by the initiative, and whether the initiative is for expanding or initiating a service. For example, “This initiative provides funding for 5 policy and delivery FTEs to develop and run a \$50m fund aimed at building Māori and iwi capacity and capability in the community housing sector.” Refer to the Annex of the Budget 2023 Guidance for best practice on descriptions</i>  The Government made a manifesto commitment to regulate property managers and on 31 October 2022 Cabinet agreed to policy decisions for a regulatory system for the residential property management industry [SWC-22-MIN-0183]. This initiative provides funding to implement the regulation of the property management industry. This includes: <ul style="list-style-type: none"> <li>• \$2 million for establishing the expanded functions of the Real Estate Agents Authority (REA) as the regulator of property managers.</li> <li>• \$4 million for REA’s first year of operating costs with the expanded functions (until the proposed cost recovery arrangement generate sufficient income to fund their activities).</li> <li>• \$0.5 million over 10 years to fund the evaluation of the regulatory system.</li> <li>• Amount TBC for the cost to the Crown for the Ministry of Justice’s costs to administer the Disciplinary Tribunal with its expanded scope.</li> </ul>				
Priority area	New Spending – Invited operating initiatives	<input checked="" type="checkbox"/> New Spending – Invited capital initiatives (outside the Investment Panel process)	<input checked="" type="checkbox"/> Climate Emergency Response Fund (CERF)	<input type="checkbox"/>	
Is this a cross-Vote initiative?	Yes	If yes, indicate which other Votes are affected. Vote Housing, Vote Justice			
Department contact	Name: Phone: Email:	Treasury contact (Vote Analyst)	Name: Phone: Email:		
Section 1B: Summary of funding profile					
Operating funding sought through Budget 2023 (\$m) <i>Further work needed to confirm the FYs funding is needed</i>					
2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total
[●]	[●]	2.0	4.0 plus TBC	0.5 over 10 years plus TBC	11.0 plus TBC
*Extend the profile above to a “steady state” if funding into outyears is irregular. Delete “& outyears” for time-limited funding.					

Capital funding sought through Budget 2023 (\$m)										
22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
[•]	[•]	[•]	TBC	[•]	[•]	[•]	[•]	[•]	[•]	TBC

\*Extend the profile above if funding is needed beyond 2031/32.

## Section 2: Alignment

### Section 2A: Problem definition

The answer to each question must not exceed 2-3 paragraphs

**What is the problem that this initiative is trying to solve and why does it need to be solved now?**

*Describe the problem the initiative is trying to solve by outlining its root cause(s) and consequence(s), and explain why the problem needs to be solved now. The problem should be framed in terms of current and/or future outcome(s) for New Zealanders.*

Funding is needed to fulfil the Labour Party Manifesto Commitment to regulate property managers. Almost one-third of New Zealand households are in rental accommodation and residential property managers are responsible for managing around 42 percent of the residential tenancy market. While those property managers that are members of industry bodies abide by professional standards established by these organisations, the sector as a whole is not required to meet minimum competency and industry practice standards. A lack of common standards and an accessible, independent, disciplinary and dispute resolution process poses risks to property owners that contract property management services, tenants and other consumers that are affected by the delivery of these services, and to the reputation of property managers.

Property owners are at risk from a lack of regulation because they contract property managers to manage and maintain a significant capital asset, which involves managing relationships with tenants and ensuring compliance with a broad range of legal obligations. There is no regulatory assurance available to the owner that a property manager will deliver their services in a manner that meets those legal obligations and there is limited ability for redress for issues that occur outside the Residential Tenancies Act (RTA). For tenants, potential harms due to a lack of regulation include breaches of their rights under the RTA, discrimination, over-collection or inappropriate use of personal information and other breaches under the Privacy Act, misuse or misappropriation of their bond or rent money, sustained rental increases, and being treated without courtesy and respect. Poor quality property management can also lead to high turnover of tenants, resulting in a less secure tenure environment. Moving often can have negative health and wellbeing impacts, especially for children.

Intervention by the Government is required now to improve outcomes for the growing proportion of New Zealanders that are accommodated in rental housing. The proposed legislation to regulate the property management industry supports the Government's goal in the Government Policy Statement on Housing and Urban Development that all New Zealanders have access to secure, healthy, and affordable housing and will fulfil a Labour Party Manifesto commitment. **Funding is required to support the establishment of REA's expanded functions in 2024/25 (TBC some funding may be required for 2023) and their first-year operating costs in 2025/26. If funding is not received, this would mean that the establishment of REA would be delayed for another year and commencement of the regime would not occur until 2027.** To delay commencement would be inconsistent with the timeline set out in the Cabinet paper and fail to address the evidence and stakeholder concerns that an unregulated market poses harm to property owners, tenants, and other consumers.

*Describe the existing arrangements for the asset or service, including (where applicable):*

- How services are currently organised and provided;
- The associated throughput, turnover, and existing cost; and
- Current asset or service availability, utilisation, and condition.


*Departments should be able to demonstrate why the existing arrangements (if there are any) are insufficient to address the problem outlined above.*

There are currently no occupational regulatory requirements that apply to the property management sector. While property managers that are members of industry bodies, such as the Real Estate Institute of New Zealand, the Residential Property Managers Association of New Zealand, or the Property Managers Institute of New Zealand, abide by professional standards established by these organisations, the sector as a whole is not required to meet minimum competency and industry practice standards.

	<p>While industry associations will continue to promote the application of their professional standards, officials anticipate that due to the absence of a mandatory licensing regime that applies to the sector as a whole, a proportion of the residential property management industry will continue to operate outside of these voluntary industry standards. The lack of regulations enforcing professional and industry practice standards, regulatory tools preventing and disciplining bad behaviour, and methods to exclude the worst actors from the industry means there are limited incentives for property managers to practice and enforce good behaviour. This will ultimately result in harm to some property owners and tenants. Even when industry associations and property management companies do require their members and employees to abide by certain professional and industry practice standards, the standards, and consequences for breaching them, may be highly variable across the industry. As a consequence, the market failures that underpin variable standards in the delivery of residential property management services, and the resulting potential for harm, will continue.</p> <p>Submissions from public consultation confirmed officials' original assessment that the lack of universal occupational regulatory requirements that apply to residential property managers pose significant risks to property owners, tenants, and other consumers. The existing means of protection, including industry self-regulation, are considered insufficient to mitigate the risk of significant harm, and intervention by the Government is required to improve outcomes.</p> <p><i>What key partners/stakeholders/customers (including iwi and Māori) have been engaged to understand the problem and develop the initiative? How have you worked with them and how has their input affected the understanding of the problem? You may wish to reference here the <a href="#">key principles of He Ara Waiora</a>.</i></p> <p>Over February-April this year, Te Tūāpapa Kura Kāinga (HUD) held public consultation on a discussion paper canvassing proposals for the regulation of the residential property management sector. We received a total of 456 submissions from individuals and organisations with an interest in the residential property management sector and the wider residential tenancy market. We also conducted a series of hui with representatives from various parts of the sector, including property managers, property owners, tenants and advocacy groups, and Māori housing providers.</p> <p>Public consultation showed broad support for the proposed regulatory model, although various refinements have since been made in light of feedback received. The key changes include:</p> <ul style="list-style-type: none"> <li>• a tiered licensing structure that includes both individual residential property managers and residential property management organisations</li> <li>• amending the RTA to introduce a new power for the Tenancy Tribunal that allows them to require serially non-compliant landlords to use a property manager, and</li> <li>• extending the mandates of REA to act as regulator for the property management regime and the Real Estate Agents Disciplinary Tribunal to provide tribunal functions.</li> </ul> <p>During the public consultation period, the Ministry sought engagement with Māori stakeholders through direct mail to national Māori organisations, WAI2750 claimants, and Māori housing providers. Officials participated in a hui led by the peak body for Māori housing, Te Matapihi, to discuss the proposals outlined in the discussion paper. Some submitters observed that the proposals did not describe how the regulatory system addressed Māori needs or how Māori would be involved in the governance, design, or delivery of the system. In light of feedback received, the following change was incorporated into final policy decisions: requiring the membership of REA's Board to have the competencies required to ensure an appropriate understanding of Te Ao Māori and knowledge of Te Tiriti and Māori perspectives. The drafting for this clause will be discussed with Te Arawhiti's Treaty Provisions Oversight Group and is subject to refinement during the legislative drafting process.</p> <p><i>Has the initiative been developed in collaboration with any other relevant agencies? If so, explain.</i></p> <p>Standard departmental consultation occurred. The development of policy work also included more in-depth collaboration with the Ministry of Business, Innovation and Employment, the Ministry of Justice, and the Real Estate Authority.</p>
<p><b>What needs to improve and/or change to address the problem?</b></p>	<p><i>Describe the department's needs in terms of the improvements and/or changes that are required to address the problem. Outline specifically what will be changed or improved relative to existing arrangements.</i></p> <p>A new occupational regulatory system is required to address the harms caused by lack of regulation in the residential property management industry. The key features of this regime include:</p> <ul style="list-style-type: none"> <li>• compulsory licensing and registration for residential property managers and residential property management organisations</li> <li>• minimum qualification and training requirements for licensees</li> </ul>

	<ul style="list-style-type: none"> <li>• entry requirements including a minimum age of 18, fit and proper person test, and industry experience requirements</li> <li>• professional and industry practice requirements including continuing professional development, code of professional conduct and client care, trust accounts and prescribed insurance arrangements</li> <li>• an independent regulatory authority (REA)</li> <li>• an independent complaints and disciplinary process to address instances of misconduct and unsatisfactory conduct, which includes an independent disciplinary tribunal</li> <li>• a range of offences and penalties to address instances of non-compliance.</li> </ul> <p>Funding is required to establish the expanded functions of REA, and for its first-year operating costs (until the proposed cost recovery arrangement generate sufficient income to fund REA's activities). The establishment costs include the establishment project team, recruitment, systems, personnel, policy development (rules, regulations, notices, code) communications and website development, education content and system build, licensing communications and processing. The operating costs include information and education, licensing and interventions and oversight of the system.</p> <p>Funding will also be required to monitor and evaluate the system, and to cover additional costs for the Ministry of Justice to administer the Disciplinary Tribunal with its expanded scope.</p>
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## Section 2B: Alignment

The answer to each question must not exceed 1-2 paragraphs. If the initiative has more than one intended outcome, select one of the rows below and click the  button that appears at the bottom right to duplicate this section.

<b>Alignment to the Wellbeing Objectives and the economic plan</b>	<p><i>Describe how the initiative aligns with the Wellbeing Objectives, and where relevant, delivery of the Government's economic plan to build a high-wage, low-emissions, secure economy. For CERF initiatives, succinctly outline the relevant CERF eligibility criterion.</i></p> <p>This initiative aligns with the following Wellbeing Objectives: Māori and Pacific Peoples, and Child Wellbeing.</p> <p>Māori and Pacific Peoples disproportionately live in rented properties, and 41 percent of children live in rented properties. Ensuring that all residential property managers are required to meet common and appropriate conduct and competency standards, and will be held to account in the event that they do not meet those standards, supports access to safe and stable housing for Māori, Pacific peoples, and children.</p>
<b>Specific implications regarding the Crown's obligations under the Treaty of Waitangi</b>	<p><i>Briefly describe any specific implications, including any relevant Treaty Settlement commitments. Guidance on applying the Treaty to policy work can be found <a href="#">here</a> and <a href="#">here</a>.</i></p> <p>The legislation will have a specific requirement that when appointing members, the Minister of Housing and Minister of Justice must be satisfied that the Board, collectively, has knowledge of and experience and expertise in relation to Te Tiriti o Waitangi and Māori perspectives. The Ministry of Justice, as monitor of REA, would expect to see evidence that the Board ensures REA discharges its functions in a manner that delivers equitable outcomes for iwi/Māori as citizens, residential tenants, residential property owners and residential property managers.</p>

## Section 3: Value

### Section 3A: Benefits and outcomes

The answer to each question must not exceed 1-2 paragraphs. If the initiative has more than one intended outcome, select one of the rows below and click the  button that appears at the bottom right to duplicate this section.

<b>What outcome(s) would the initiative achieve?</b>	<p><i>What is the initiative intended to achieve in terms of the identifiable and measurable social, economic and/or environmental benefits? What is the specific impact or difference that this initiative will achieve? Provide a brief description of the key benefits that will arise through this initiative, with reference to the <a href="#">wellbeing domain(s)</a> from the <a href="#">Living Standards Framework</a> that each benefit relates to. You may also wish to reference the <a href="#">key principles of He Ara Waiora</a>. <a href="#">The Wellbeing Impacts Template</a> can be attached to support your answer. For CERF initiatives, refer to section 3.5 of the <a href="#">Budget 2023 Guidance</a>.</i></p> <p>The intended outcome of the regulatory system is to protect the interests of property owners, tenants, and other consumers. Property owners will benefit in the form of avoided costs including avoided revenue losses, liabilities, property value effects, and operating and maintenance expenditure caused by improvements in</p>
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	<p>overall service levels. They also reflect possible improvements in the ability for property owners to compare services being offered by residential property managers more readily, thereby enhancing competition and overall market price setting and efficiency. These benefits relate to the LSF wellbeing domain of income, consumption and wealth.</p> <p>Tenants will benefit in the form of avoided costs, including housing/living condition improvement, housing temperature improvements, and reduction in discrimination. These benefits relates to the LSF wellbeing domain of housing.</p> <p>Residential property managers well benefit in the form of avoided costs, including reduced conflict, liabilities, disputes, and management costs. These benefits relate to the LSD wellbeing domain of income, consumption and wealth.</p> <p><i>Explain how the initiative's intended outcomes will be measured after the initiative is implemented.</i></p> <p>Te Tūāpapa Kura Kāinga will undertake monitoring and evaluation of the regulatory regime as part of its regulatory stewardship obligations. Te Tūāpapa Kura Kāinga envisages that a substantive review of the regulatory system's effectiveness will take place five years after legislation's commencement.</p>											
<b>Distributional/system impacts</b>	<p><i>If the initiative has any of the following distributional and/or system impacts, tick the relevant impact(s) and answer additional questions in Section 5 of this template, where applicable:</i></p> <table border="1" data-bbox="419 846 1401 958"> <tr> <td data-bbox="419 846 576 958"> <input checked="" type="checkbox"/>  Māori </td> <td data-bbox="576 846 732 958"> <input checked="" type="checkbox"/>  Pacific Peoples </td> <td data-bbox="732 846 888 958"> <input checked="" type="checkbox"/>  Child Poverty </td> <td data-bbox="888 846 1045 958"> <input type="checkbox"/>  Women and Girls </td> <td data-bbox="1045 846 1201 958"> <input type="checkbox"/>  Environment </td> <td data-bbox="1201 846 1401 958"> <input type="checkbox"/>  Regulatory Systems </td> </tr> </table>						<input checked="" type="checkbox"/> Māori	<input checked="" type="checkbox"/> Pacific Peoples	<input checked="" type="checkbox"/> Child Poverty	<input type="checkbox"/> Women and Girls	<input type="checkbox"/> Environment	<input type="checkbox"/> Regulatory Systems
<input checked="" type="checkbox"/> Māori	<input checked="" type="checkbox"/> Pacific Peoples	<input checked="" type="checkbox"/> Child Poverty	<input type="checkbox"/> Women and Girls	<input type="checkbox"/> Environment	<input type="checkbox"/> Regulatory Systems							
<b>Timeframes</b>	<p><i>Indicate if the key benefits will be realised in the short term (&lt;5 years), medium term (5-10 years), long term (&gt;10 years) or inter-generationally. Indicate whether, and why, benefits vary across different timeframes. This can also be done through the Wellbeing Impacts Template (hyperlinked above).</i></p> <p>The key benefits will be realised in the medium term (5-10 years). The regulatory system is expected to be in force in 2026.</p>											
<b>Evidence and assumptions</b>	<p><i>Provide evidence (data/other information) and assumptions to support the existence and timeframes of the identified benefits, including any gaps or uncertainties. It is optional to attach the Investment Logic Map. This can also be done through the Wellbeing Impacts Template (hyperlinked above).</i></p> <p>The Cost Benefit Analysis (CBA) commissioned by HUD and undertaken by MartinJenkins in October 2022 indicates that the largest portion of incremental benefits are avoided costs for residential property owners, in the form of avoided revenue losses, liabilities, property value effects, and operating and maintenance expenditure caused by improvements in residential property management services.</p> <p>Avoided costs for the residential property management sector include reduced conflict, liabilities, disputes, and management costs from variations in training, the ratio of residential property managers to residential properties, risk management and overall performance.</p> <p>For tenants, the CBA finds that they will benefit from improved levels of property management services, leading to avoided costs from unsatisfactory housing standards and discrimination.</p>											
<b>Section 3B: Expenditure profile and cost breakdown</b>												
The answer to each question must not exceed 1-2 paragraphs.												
<b>Formula and assumptions underlying costings</b>	<p><i>What assumptions, if any, have been used to prepare the costings for this initiative? E.g. for new FTE, salary assumptions, role/seniority, associated overheads. See section 3.3 of the Budget 2023 Guidance on common assumptions.</i></p> <p>[We will need to undertake further work with REA to determine the financial years for which the funding will be split across.</p>											

We will need to undertake further work with the Ministry of Justice to determine how much funding will be required to administer the Disciplinary Tribunal with the expanded scope. We anticipate that this funding will be required the year before the regulatory system comes into force; i.e. FY 2025/26 to enable preparation for the regulatory system to come into force.]


*Provide any formula that has been used to support the calculation of the costings. Alternatively, a spreadsheet of the costing that demonstrates the formula used to calculate the costing can be attached.*

REA has estimated that for the establishment of their expanded functions, up to \$2m will be required. This includes the cost of activities to enable them to commence on time such as cost of the establishment project team, recruitment, systems, personnel, policy development (rules, regulations, notices, code) communications and website development, education content and system build, licensing communications and processing.

REA will need to undertake further work to complete their full establishment plan and activities costings. Based on the current REA operating model, they would expect to allocate the \$4m for first year operating costs as follows:

- Consumer/sector information, education and communication
- Licensing, complaints, interventions, regulatory activity
- Oversight of system - research, Te Tiriti, stakeholder engagement across system issues, regulatory policy

This assumes that the model will map REA's current structure. These percentages might need to be adjusted if there are variations to REA's current regulatory framework.

Provide a breakdown of total initiative expenditure by individual expense category. Total operating and capital expenses in this section must match the totals in Section 1B: Summary of funding profile. To duplicate these rows for additional rows, select the applicable row below and click the  button that appears at the bottom right.

Operating expenses (\$m)						
Operating expense category	2022/23	2023/24	2024/25	2025/26	2026/27	Total
Establishment of expanded REA			\$2.0 TBC the FY(s) this is required for – see caveat above. May need to split this funding across FYs, with some for 2023.			\$2.0
First year operating costs of expanded REA (until the proposed cost recovery arrangement generate sufficient income to fund the their activities)				\$4.0 TBC the FY(s) this is required for – see caveat above.		\$4.0
Evaluation of the regulatory system					\$0.5 over 10 years – TBC the first FY this is required for.	\$5.0
Cost to the Crown for the Ministry of Justice's costs to administer the Disciplinary Tribunal with its expanded scope.				TBC	TBC outyears	TBC

<b>Total (\$m)</b>			\$2.0	\$4.0 plus TBC	\$0.5 over 10 years plus TBC	\$11.0 plus TBC
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\*Extend the profile above to a “steady state” if funding into outyears is irregular. Delete “& outyears” for time-limited funding.

# of new FTEs (incl. contractors) over the forecast period	2022/23	2023/24	2024/25	2025/26	2026/27	Total
	[•]	[•]	[•]	[•]	[•]	[•]

Capital expenses (\$m)											
Capital expense category	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
TBC	[•]	[•]	TBC	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
[Name of capital expense category]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
[Name/type of contingency]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<b>Total (\$m)</b>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]

\*Extend the profile above if funding is needed beyond 2031/32.

### Section 3C: Options analysis

The answer to each question must not exceed 1-2 paragraphs.


<b>What were the range of options considered?</b>	<p><i>Describe how the longlist of options was generated. Briefly summarise each shortlisted option and describe whether and how each shortlisted option would achieve the initiative’s intended outcome(s)</i></p> <p>Options for cost recovery versus government funding were considered for various aspects of the regime. We consider that the cost of services that provide direct benefits to individual property managers (e.g. completing a training course that is a prerequisite to obtaining a licence) should be paid by individual property managers in the form of a fee, rather than by core government funding.</p> <p>Services that provide benefits to property managers collectively (e.g. provision of professional and industry standard setting services) should be met through a levy on all licensed property managers that is paid in conjunction with the licensing registration fee, rather than by core government funding. The complaints based disciplinary process should primarily be funded via a levy on the property management industry, rather than by core government funding. In addition to this levy, a modest application fee should also apply to any party wishing to use the system’s disputes resolution process.</p> <p>The costs associated with the regulatory stewardship responsibilities for Te Tūāpapa Kura Kāinga are proposed to be met from core government funding. The service is provided primarily to the responsible Minister and to Parliament and has wider public good benefits.</p>
<b>What was the process used to select the preferred option?</b>	<p><i>Describe what analyses and methodologies were used to evaluate the long-list and short-list options. Attach any further Options Analysis and/or Cost Benefit Analysis to support your answer. This could include any He Ara Waiora and/or the Living Standards Framework considerations.</i></p> <p>We applied New Zealand Treasury guidelines about how private goods should be recovered – usually through a fee and how club goods are charged for – usually through a levy.</p> <p><i>Detail the monetary and non-monetary costs and benefits to the agency, broader public sector, New Zealand society and environment that were included in the options analysis, and how they were quantified, including from a Te Ao Māori perspective.</i></p> <p><i>Describe how engagement/consultation with partners/stakeholders/customers, including iwi and Māori, informed the identification and quantification of costs and benefits.</i></p> <p>Public consultation revealed that stakeholders generally agreed with the cost recovery proposals.</p> <p><i>Describe the climate impacts analysis used to support the options analysis, and the selection of the preferred option. Attach the Climate Implications of Policy Assessment (if relevant) and any other supporting evidence.</i></p>

	N/A
	<p><i>Describe how the preferred option represents best public value.</i></p> <p>We consider a significant proportion of the cost associated with the delivery of regulatory system services should be met by property managers as it is their activity that creates the risks the system is designed to manage. The modest application fee to use the system's disputes resolution process acts as a check on frivolous claims and recognises there is a private benefit derived from the action. The fee will be aligned with the current fee charged for lodging appeals with the REA Disciplinary Tribunal, which is currently set at \$30. The costs associated with regulatory stewardship should be met from core government funding as it is a wider public good benefits.</p> <p>The principles guiding the approach to cost recovery include equity, efficiency, justifiability, and transparency.</p>
	<p><i>What sensitivity analysis was undertaken and how did it influence the choice of preferred option?</i></p> <p>MartinJenkins performed a sensitivity analysis on the preferred regulatory model.</p>
<b>Counter-factual question</b>	<p><i>Explain the implications if funding is deferred or not approved. If there are options (e.g. choosing to reduce either output or quality of an existing service if funding is not approved), detail these here. Explain how the department would address the pressure or problem if the funding is not approved.</i></p> <p>If funding is not approved the Government cannot deliver on its manifesto commitment to regulate residential property managers and implement the policy agreed by Cabinet. In the absence of regulation, a portion of the residential property management industry will continue to operate outside voluntary industry association standards, posing risks to those who employ or are affected by their services. The lack of mandatory and universal regulations enforcing appropriate standards, regulatory tools to discipline poor behaviour, and methods to exclude the worst actors from the industry means there are limited incentives for property managers to practice and enforce good behaviour. Without Government intervention, the market failures that underpin variable standards in the delivery of residential property management services, and the resulting potential for harm, will continue.</p>

### Section 3D: Scaled option

The answer to each question must not exceed 1-2 paragraphs.

<b>Scaling option overview</b>	<p><i>Provide a concise overview of the scaled down option to fund this initiative (the funding level below which it would be better to defer the initiative than fund it).</i></p> <p>There may be options for scaled down funding for monitoring and evaluation.</p> <p>TBC whether a scaled down option for funding the regulator is feasible. We would need to undertake further work with REA and the Ministry of Justice. The CBA estimated that \$3.5m may be required for establishment costs.</p>
	<p><i>Explain how the initiative's expected outputs and outcomes would differ if fully funded and any risks associated with scaling down.</i></p> <p>TBC – we would need to undertake further work with REA and the Ministry of Justice.</p>
	<p><i>If the initiative cannot feasibly achieve its objectives without full funding (i.e. scaling option is not viable), succinctly explain why (e.g. if the initiative is to purchase a discrete asset at a set price).</i></p>
	<p><i>Explain the formula and assumptions for the scaled option if they are different from those for the preferred option.</i></p>

Provide a breakdown of what the scaled down option would purchase. Add additional rows to the table as needed by selecting a row and clicking the  button that appears at the bottom right.

Operating expenses (\$m)						
Operating expense category	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total
[Name of operating expense category]	[•]	[•]	[•]	[•]	[•]	[•]
[Name of operating expense category]	[•]	[•]	[•]	[•]	[•]	[•]
Depreciation and/or capital charge (if relevant)	[•]	[•]	[•]	[•]	[•]	[•]
New FTE wage funding	[•]	[•]	[•]	[•]	[•]	[•]
New contractor wage funding	[•]	[•]	[•]	[•]	[•]	[•]
New FTE/contractor overhead funding	[•]	[•]	[•]	[•]	[•]	[•]
[Name/type of contingency]	[•]	[•]	[•]	[•]	[•]	[•]
<b>Total (\$m)</b>	[•]	[•]	[•]	[•]	[•]	[•]

\*Extend the profile above to a "steady state" if funding into outyears is irregular. Delete "& outyears" for time-limited funding.

# of new FTEs (incl. contractors) over the forecast period	2022/23	2023/24	2024/25	2025/26	2026/27	Total
	[•]	[•]	[•]	[•]	[•]	[•]

Capital expenses (\$m)											
Capital expense category	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
[Name of capital expense category]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
[Name of capital expense category]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
[Name/type of contingency]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<b>Total</b>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]

\*Extend the profile above if funding is needed beyond 2031/32.

## Section 4: Delivery

### Section 4A: Procurement and workforce requirements

The answer to each question must not exceed 2-3 paragraphs.

<b>What is the initiative purchasing/funding?</b>	<i>Describe the key resources (workforce, goods, assets, services) that need to be sourced, including any ancillary services. The answer should align with the initiative description and the problem definition in Section 1A and Section 2A respectively. It is optional to attach the Procurement Plan for the initiative.</i>
<b>Is there a market that can meet these needs?</b>	<i>Describe the market you are looking to procure the above key resources from. Support your answer with evidence of any market testing that has been completed, and any engagement that has been undertaken with the relevant supply markets.</i>
	<i>What is the capacity and capability of the market to provide these resources and how has this been tested?</i>  <i>For new FTEs and/or contractors, outline occupation and skills area and indicate the market capacity to fill these roles.</i>

	<i>What potential suppliers have been identified for the initiative, are they interested in participating in the procurement, and do they have the capacity and capability to meet these needs?</i>
	<i>What other competitors are there for similar workforce, goods, and services around the same time as this initiative? Have opportunities to collaborate or strategies to deconflict competing timelines been explored?</i>
<b>Government Procurement Rules</b>	<i>Does the proposed approach align with Government Procurements Rules? If not, on what basis is the initiative exempted?</i>

### Section 4B: Risks, constraints, and dependencies

The answer to each question must not exceed 1-2 paragraphs

<b>What are the main risks?</b>	<i>Describe the main risks associated with this initiative and the proposed mitigations to address these. Focus on the 20% of risks which are likely to provide 80% of the initiative's risk values. It is optional to attach the Risk Register for the initiative.</i>
<b>What are the key constraints?</b>	<i>Describe any key constraints that have been and/or could be placed on the initiative.</i>
<b>What are the key dependencies?</b>	<i>Describe any key dependencies that are outside the scope of the initiative and may determine the initiative's success.</i>

### Section 4C: Governance and timeframes

The answer to each question must not exceed 1-2 paragraphs.

<b>What are the governance arrangements for this initiative?</b>	<i>What is the governance structure, including decision making and any advisory groups? It is optional to attach the Governance Diagram showing the governance structure.</i>
	<i>Explain how the governance structure provides for input from partners/stakeholders/customers, including iwi and Māori?</i>
<b>Timeframes and monitoring</b>	<i>Outline key milestones and the expected timeframe for the delivery of these milestones. When will the responsible Minister(s) receive information on implementation and delivery of this initiative?</i>

### Section 4D: Demonstrating performance

The answer to each question must not exceed 1-2 paragraphs.

*Does this meet the threshold of a significant initiative? Is it part of an existing strategy / work programme / initiative with existing reporting, and if so what is it called?*

*Outline the type (or types) of evaluation planned and their timeframe(s). Indicate what funding is proposed to be allocated for evaluation.*

*Describe the performance information that would be included in the Estimates if this initiative was funded, or if the performance information in the Estimates is not expected to change then describe the reasons for that decision.*

## Section 5: Initiatives with Distributional/System Impacts

### Section 5A: Māori initiatives

The answer to each question must not exceed 2-3 paragraphs.

<b>What kind of impact would the initiative have on Māori?</b>	<b>A</b>	Direct impact	<input type="checkbox"/>	<i>Explain your answer to A.</i>	
		Indirect impact	<input type="checkbox"/>		
	<b>B</b>	Targeted and tailored impact	<input type="checkbox"/>	<i>Explain your answer to B.</i>	
		Disproportionate positive impact	<input type="checkbox"/>		
		Other	<input type="checkbox"/>		
	<b>C</b>	<i>List any assumptions you have made in considering impacts for Māori/iwi/hapū/whanau.</i>			
<b>How does the initiative align with any of the means of <a href="#">He Ara Waiora</a>?</b>	Kotahitanga	Tikanga	Whanaungatanga	Manaakitanga	Tiakitanga
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Discuss how the initiative demonstrates one or more of the Means of He Ara Waiora identified above, this should draw on responses highlighted in previous sections.</i>					

How will the initiative contribute to the ends of <a href="#">He Ara Waiora</a> ?	Te Taiao <input type="checkbox"/>	Demonstrate how the initiative will contribute to one or more of the Ends of He Ara Waiora, this should draw on responses highlighted in previous sections.
	Te Ira Tangata <input type="checkbox"/>	

### Section 5B: Pacific initiatives

The answer to each question must not exceed 2-3 paragraphs.

What kind of impact would the initiative have on Pacific people?	A	Direct impact	<input type="checkbox"/>	Explain your answer to A.				
		Indirect impact	<input type="checkbox"/>					
	B	Targeted and tailored impact	<input type="checkbox"/>	Explain your answer to B.				
		Disproportionate positive impact	<input type="checkbox"/>					
		Other	<input type="checkbox"/>					
	C	List any assumptions you have made in considering impacts for Pacific communities.						
How would the initiative contribute to the focus areas of the <a href="#">All-of-Government Pacific Wellbeing Strategy</a> ?	Lalaga Potu: Cultural Values and Principles	<input type="checkbox"/>	Fale Fono: Partnership and Governance	<input type="checkbox"/>	Vaka Moana: Performance and Improvement	<input type="checkbox"/>	Te Kupega: Capability	<input type="checkbox"/>
	Demonstrate how the initiative will support system shifts in one or more of the Strategy's four focus areas identified above. Reviewing the outcomes diagrams in the Pacific Wellbeing Outcomes Framework will help you to identify how your initiative aligns with these system shifts ( <a href="#">see pages 31 to 37</a> ).							

How would the initiative contribute to the outcomes for Pacific communities articulated in the <a href="#">Pacific Wellbeing Outcomes Framework</a> ?	Goal 1: Thriving Pacific languages, cultures, and identities	<input type="checkbox"/>	Goal 2: Prosperous Pacific communities	<input type="checkbox"/>	Goal 3: Resilient and healthy Pacific families	<input type="checkbox"/>	Goal 4: Confident, resilient, and thriving Pacific young people	<input checked="" type="checkbox"/>
	Demonstrate how the initiative will contribute to one or more of the community outcome statements for Pacific communities found in the Pacific Wellbeing Outcomes Framework ( <a href="#">see pages 6 to 28</a> ).							

### Section 5C: Child poverty initiatives

The answer to each question must not exceed 2-3 paragraphs.

What kind of impact would the initiative have on reducing child poverty?	A	Direct impact	<input type="checkbox"/>	Explain your answer to A.			
		Indirect impact	<input type="checkbox"/>				
	B	Targeted and tailored impact	<input type="checkbox"/>	Explain your answer to B.			
		Disproportionate positive impact	<input type="checkbox"/>				
		Other	<input type="checkbox"/>				
Does the initiative align with the Child and Youth Wellbeing Strategy?	Y/N	If yes, indicate which of the six high-level wellbeing outcomes it aligns to. Further information on the Child and Youth Wellbeing strategy can be found at <a href="#">Child and Youth Wellbeing (childyouthwellbeing.govt.nz)</a> .					

### Section 5D: Initiatives with impacts on women and girls

The answer to each question must not exceed 2-3 paragraphs.

Which group(s) of women and girls would be impacted by the initiative? Select all that apply.	Māori	<input type="checkbox"/>	Pacific	<input type="checkbox"/>	Asian	<input type="checkbox"/>	Culturally and linguistically diverse	<input type="checkbox"/>
	Older persons	<input type="checkbox"/>	Younger persons	<input type="checkbox"/>	Migrants	<input type="checkbox"/>	Refugees	<input type="checkbox"/>
	LGBTQIA+	<input type="checkbox"/>	Rural persons and communities	<input type="checkbox"/>	Students	<input type="checkbox"/>	Disabled people and those with disabilities	<input type="checkbox"/>

	Business owners	<input type="checkbox"/>	Employees	<input type="checkbox"/>	Specific industries or sectors	<input type="checkbox"/>	Other	<input type="checkbox"/>
<i>Provide any additional information to support or clarify your answer.</i>								
<b>How many women and girls would be affected by this initiative?</b>	<i>Provide disaggregated data on the women and girls who would be affected by the initiative. Where applicable, identify the number of women and girls who are already being supported by the current initiative or policy (status quo), and the number of women and girls who will be targeted (aspirational outcome).</i>							
<i>Qualitative impacts: Refer to the guidance for examples.</i>								
<b>What is the initiative expected to achieve that will help to improve outcomes for women and girls, including for wāhine Māori and kōtiro?</b>	<i>Describe the overall aspirations of the initiative in how it would benefit women and girls (the vision). Secondly, consider and describe how the initiative may help to overcome gender stereotypes, roles, and pressures.</i>							
<b>What direct and indirect impacts on women and girls is the initiative expected to have, including on wāhine Māori and kōtiro?</b>	<i>Describe the <b>direct</b> impacts, including the immediate impacts on women and girls as a proportion of the targeted demographic. Secondly, describe the <b>indirect</b> impacts, such as the secondary benefits or long-term benefits.</i>							

<b>Are there any anticipated negative impacts of the initiative on women and girls, including on wāhine Māori and kōtiro?</b>	<i>This could be both short and long-term impacts. For example, are there any groups of women and girls who may be excluded from the initiative? Will the initiative inadvertently reinforce or rely on existing gender roles, stereotypes and/or pressures?</i>
<b>Describe how the initiative contributes to the wellbeing objectives and improves outcomes for women and girls.</b>	<i>This question is to explain the overlap, not to reiterate the impacts identified above.</i>

## Section 5E: Initiatives with environmental impacts

The answer to each question must not exceed 2-3 paragraphs.

<b>Does the initiative align to a category within the <a href="#">Green Bond Framework?</a></b>	Clean Transport	<input type="checkbox"/>	Energy Efficiency and Renewable Energy	<input type="checkbox"/>	Living and Natural Resources and Land Use	<input type="checkbox"/>	Terrestrial and Aquatic Biodiversity	<input type="checkbox"/>
	Climate Change Adaptation	<input type="checkbox"/>	Sustainable Water and Wastewater Management	<input type="checkbox"/>	Pollution Prevention and Control	<input type="checkbox"/>	Green Buildings	<input type="checkbox"/>
	<i>Please advise whether the initiative meets the category specific criteria for the Green Bonds Programme (see section 4.5 of the Budget 2023 Guidance).</i>							

<b>Does the initiative have significant direct or indirect environmental impacts (positive or negative) beyond any climate change implications caught by CERF?</b>	<b>A</b>	Direct impacts	<input type="checkbox"/>	<i>Explain the nature and size of the environmental impacts by type (both positive and negative).</i>
		Indirect impacts	<input type="checkbox"/>	
	<b>B</b>	Avert long-term tipping-points	<input type="checkbox"/>	<i>Explain how the impact of the initiative relates to environmental tipping-points.</i>
		Advance long-term tipping-points	<input type="checkbox"/>	
	<b>C</b>	<i>List any assumptions you have made in considering these impacts (see section 4.5 of the Budget 2023 Guidance).</i>		

## Section 5F: Regulatory systems initiatives

The answer to each question must not exceed 2-3 paragraphs.

<b>Which regulatory system(s) does the initiative relate to?</b>	<i>List the name(s) of the regulatory system(s). For example, Consumer and Commercial; Courts and Tribunals; Climate Change.</i>							
<b>Which category does the initiative primarily relate to?</b>	A major government reform priority (e.g. manifesto commitments)	<input type="checkbox"/>	<i>Managing or mitigating operational performance of risks</i>	<input type="checkbox"/>	<i>Enabling economic activity and/or easing compliance burdens</i>	<input type="checkbox"/>	<i>Other</i>	<input type="checkbox"/>
	<i>If other, describe here.</i>							
<b>Which stage of the policy or legislative process is the proposal at?</b>	<i>If Cabinet decisions on the policy have been made, provide the relevant Cabinet Minute.</i>							

# Budget 2023 Submission for Individual Cost Pressure Initiatives

Please ensure the minimum required information is provided for each question. The minimum required information is set out in italics in each of the answer boxes. Additional guidance is available in the Budget 2023 Guidance. **Please read the guidance before filling out this template.** Additional supplementary documents (e.g. relevant reports and Cabinet papers) may also be attached along with this submission.

## Section 1: Overview

Section 1A: Basic initiative information				
<b>Initiative title</b> (max 120 characters)	<p><i>Initiative titles should be clear, concise, informative, and self-explanatory. They should not start with generic words such as “increasing”, “additional”, and “establishing”. Initiatives are listed alphabetically so it is important that the first word in the title distinguishes the initiative from others. For example, “Defence Force Construction Cost Pressures”. Refer to the Annex of the Budget 2023 Guidance for best practice on titles.</i></p> <p>Tenant advocacy and retirement village resident advocacy funding</p>			
<b>Lead Minister</b>	Minister of Housing	<b>Agency</b>	Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development	
<b>Initiative description</b> (max 800 characters)	<p><i>The description must succinctly outline in plain language what is being purchased and delivered by the initiative, and whether the initiative is for expanding or initiating a service. For example, “This initiative provides sustainable funding for 5 policy and delivery FTEs to continue running a \$50m fund aimed at building Māori and iwi capacity and capability in the community housing sector.” Refer to the Annex of the Budget 2023 Guidance for best practice on descriptions.</i></p> <p>This initiative will fund the provision of tenant advocacy and retirement village resident advocacy services by NGOs to enable tenants and retirement village residents to better exercise their rights. The initiative will increase the provision of NGO tenant and retirement village resident advocacy services and also financially stabilise and ensure the sustainability of some existing NGO tenant advocacy services. This initiative would improve the satisfaction levels of residents and give them power, and support to make complaints.</p> <p>This initiative will provide:</p> <ul style="list-style-type: none"> <li>\$1.8m for the provision of tenant advocacy services by NGOs</li> <li>s 9(2)(f)(iv)</li> </ul> <p><b>Tenant advocacy services</b> may include (but are not limited to):</p> <ul style="list-style-type: none"> <li>providing advice about pathways for resolving tenancy issues,</li> <li>supporting tenants to communicate with landlords (for example to assert rights or negotiate solutions, or to prepare a 14-day notice to remedy), and</li> <li>helping tenants apply and prepare for mediation or the Tenancy Tribunal, or acting as a support person or representing tenants in the Tenancy Tribunal where appropriate.</li> </ul> <p><b>Retirement Village residents’ advocacy services</b> would:</p> <ul style="list-style-type: none"> <li>provide advice and support to residents on retirement villages matters,</li> <li>provide legal or financial advice to residents for example in relation to their occupational rights agreements, code of practice and Code of Residents’ Rights,</li> <li>Assist in resolving disputes by distilling issues, identifying resolution options and facilitating outcomes,</li> <li>Represent or advocate for residents in relation to complaints and disputes with retirement village operators.</li> </ul>			
<b>Type of cost pressure</b>	Wage <input type="checkbox"/>	Price <input type="checkbox"/>	Volume <input type="checkbox"/>	Other <input checked="" type="checkbox"/>

<b>Ranking within package</b>	Indicate the numerical ranking of this cost pressure initiative within the overall cost pressure package, with 1 being the highest priority, 2 being second highest etc.		
<b>Is this a cross-Vote initiative?</b>	<b>No</b>	If yes, indicate which other Votes are affected.	
<b>Department contact</b>	Name: Phone: Email:	<b>Treasury contact (Vote Analyst)</b>	Name: Phone: Email:

## Section 1B: Summary of funding profile

### Operating funding proposed in cost pressure package through Budget 2023 (\$m)

2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total
s 9(2)(f)(iv)					

\*Extend the profile above to a "steady state" if funding into outyears is irregular. Delete "& outyears" for time-limited funding.

### Capital funding proposed in cost pressure package through Budget 2023 (\$m)

22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]

\*Extend the profile above if funding is needed beyond 2031/32.

## Section 2: Alignment

### Section 2A: Problem definition


The answer to each question must not exceed 2-3 paragraphs

<p><b>What is the problem that this initiative is trying to solve and why does it need to be solved now?</b></p>	<p>Describe the existing arrangements for the asset or service, including (where applicable):</p> <ul style="list-style-type: none"> <li>- How services are currently organised and provided;</li> <li>- The associated throughput, turnover, and existing cost;</li> <li>- Current asset or service availability, utilisation, and condition, and</li> <li>- Interdependencies with other agencies or public services.</li> </ul> <p>Departments should be able to demonstrate why the existing arrangements (if there are any) are insufficient to address the problem outlined above.</p> <p><b>Tenant advocacy</b></p> <p>Tenants experience barriers to exercising their rights, in part due to lacking the skills or confidence to enforce them. In contrast, landlords are generally well resourced. Tenant advocacy services provide valuable services to enable tenants to exercise their rights, however, the current scale of the provision of tenant advocacy services is not adequately meeting tenant need, which means that tenants are not experiencing the full benefit of recent legislative changes to improve tenant rights.</p> <p>Tenant advocacy organisations run on marginal funds and voluntary work. MBIE holds individual funding agreements with TPA Auckland (\$25,000) and MTU (\$10,000). MBIE also contributes \$145,000 to a cross government agency funding agreement for CABNZ for tenancy related queries. Community Law also receives funding from the Ministry of Justice to provide general legal services (not exclusively tenancy-related). Tenant advocacy organisations may receive funding from other government agencies. Tenant advocacy organisations receive some funding from contestable non-government grants, but this funding can be unreliable, making it difficult to recruit staff, and the amount currently received is not meeting current need.</p>
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	<p><b>Retirement village resident advocacy</b></p> <p>Retirement Village residents find the disputes process complicated, confusing, intimidating, lengthy and experience a power imbalance when taking on RV operators, who are well resourced. Currently, the Ministry of Business, Innovation and Employment (MBIE) manages an 0800 Retirement Village Helpline, answering calls related to retirement villages matters. Operators also use this service for queries related to retirement villages filing requirements with the Registrar. Te Ara Ahunga Ora Retirement Commission (TAAORC) also provides information on the complaints and disputes process and responds to calls and emails raising concerns come through from residents, their families, and prospective residents of retirement villages.</p> <p>However, neither TAAORC nor MBIE have a role in the legislative complaints and disputes process: they can only ensure residents understand their rights, and the process to follow to resolve complaints and disputes (as set out in the Act, Regulations and Code) and advise them to engage with the operator to resolve issues. TAAORC has no mandate to intervene in individual cases, or a mediation or dispute resolution role, and cannot provide financial or legal advice.</p> <p>There is an upcoming review of the Retirement Villages Act 2003, which is yet to be scoped.</p>
<p><b>What needs to improve and/or change to address the problem?</b></p>	<p><i>Describe the department's needs in terms of the improvements and/or changes that are required to address the problem. Outline specifically what will be changed or improved relative to existing arrangements.</i></p> <p><b>Tenant advocacy</b></p> <p>Tenant advocacy service providers require additional funding to provide more tenant advocacy services, and to financially stabilise some existing providers.</p> <p><b>Retirement village resident advocacy</b></p> <p>There is currently no government provided advocacy service available for residents of retirement villages. The Retirement Villages Residents Association NZ (RVRANZ) provides ad hoc support to some residents through the complaints and disputes process, but they can only provide minimal support due to a lack of funding. TAAORC is not resourced to provide support for residents over and above that which covers their statutory functions (for retirement villages and other retirement related statutory functions). Most of the RVRANZ workers are volunteers. <b>s 9(2)(f)(iv)</b></p>
<p><b>Section 2B: Alignment</b></p>	
<p>The answer to each question must not exceed 1-2 paragraphs.</p>	
<p><b>Alignment to the Wellbeing Objectives and the economic plan</b></p>	<p><i>Describe how the initiative aligns with the Wellbeing Objectives, and where relevant, delivery of the Government's economic plan to build a high-wage, low-emissions, secure economy</i></p> <p><b>Tenant advocacy</b></p> <p>This initiative contributes to the following wellbeing objectives: Physical and Mental Wellbeing, Māori and Pacific, and Child Wellbeing. Funding tenant advocacy and residential services will directly improve access to affordable, safe, and stable housing for Māori and Pacific peoples, and children. Funding tenant advocacy services will indirectly support physical and mental wellbeing, by supporting tenants to exercise their rights with regards to healthy housing and security of tenure.</p> <p><b>Retirement village resident advocacy</b></p> <p><b>s 9(2)(f)(iv)</b></p>
<p><b>Specific implications regarding the Crown's obligations under the Treaty of Waitangi</b></p>	<p><i>Briefly describe any specific implications, including any relevant Treaty Settlement commitments. Guidance on applying the Treaty to policy work can be found <a href="#">here</a> and <a href="#">here</a>.</i></p> <p><b>Tenant advocacy</b></p> <p>Māori disproportionately live in rented homes. Funding tenant advocacy services will better support Māori tenants to exercise their rights.</p> <p><b>Retirement village resident advocacy</b></p>

## Section 3: Value

### Section 3A: Benefits and outcomes

The answer to each question must not exceed 1-2 paragraphs. If the initiative has more than one intended outcome, select one of the rows below and click the  button that appears at the bottom right to duplicate this section.

**What outcome(s) would the initiative achieve?**

*What is the initiative intended to achieve in terms of the identifiable and measurable social, economic and/or environmental benefits, if funded at your proposed level/priority in your cost pressure package? Alternatively, what negative impacts will be avoided or mitigated?*

*Please note which wellbeing domain(s) from the Living Standards Framework each benefit relates to. You may also wish to reference here the key principles of He Ara Waiora. The Wellbeing Impacts Template can be attached to support your answer.*

#### **Tenant advocacy**

More stable and secure tenancies that meet minimum standards due to more tenants exercising their rights with the help of tenant advocacy services. This aligns with the LSF wellbeing domain of housing. Positive flow on effects for tenants such as improved health, education and employment outcomes. This aligns with the LSF wellbeing domains of housing, health, jobs and earnings, and knowledge and skills. Reduced need for other services such as emergency housing or health services. This aligns with the LSF wellbeing domains of housing and health.

#### **Retirement village resident advocacy**

An effective advocacy services for residents would fill a critical gap in the regulatory system, whereby there is no funded role or power to require information from village operators and influence behaviour. For example, the Retirement Commissioner is limited to a monitoring and informative function only (unlike Commissioners in other fields, who have tools for advocacy, investigation and complaint determination to assist and influence outcomes on a case by case basis). **S 9(2)(f)(iv)**

**Distributional/system impacts**

*If the initiative has any of the following distributional and/or system impacts, tick the relevant impact(s) and answer additional questions in Section 5 of this template, where applicable:*



Māori



Pacific Peoples



Child Poverty



Women and Girls



Environment



Regulatory Systems

**Evidence**

*Provide evidence (data/other information) and assumptions to support the existence of the identified benefits, including any gaps or uncertainties. It is optional to attach the Investment Logic Map. This can also be done through the Wellbeing Impacts Template (hyperlinked above).*

#### **Tenant advocacy**

The positive flow on effects for tenants are achieved by tenants successfully exercising their tenancy rights which support stable and healthy housing, for example, preventing the unlawful termination of a tenancy or ensuring that a rental property meets the healthy homes standards. Evidence shows that security of tenure supports positive health, education and employment outcomes. The reduced need for other services is achieved by tenants successfully exercising their tenancy rights which support stable and healthy housing, for example, preventing the unlawful termination of a tenancy or ensuring that a rental property meets the healthy homes standards. Sustaining a tenancy means the tenant may not require emergency housing or other housing support services. Improving tenant health through healthy housing means the tenant may not require additional health services. Tenant advocacy organisations report that there is significant unmet need across the country for tenant advocacy services.

Retirement Villages Resident Advocacy  
s 9(2)(f)(iv)

### Section 3B: Expenditure profile and cost breakdown

If this initiative includes a significant wage component or adds 10 or more FTEs, please skip section 3B and instead fill out the Annex of this template.

The answer to each question must not exceed 1-2 paragraphs.

Formula and assumptions  
underlying costings

*What assumptions, if any, have been used to prepare the costings for this initiative? See section 3.3 of the Budget 2023 Guidance on common assumptions.*

*If there is an inflation assumption, state the percentage here. Inflation adjustments should be entered as their own line(s) in the expenditure profile template below. Inflation adjustments should only apply to the 2022/23 year, flatlining into future years, unless a different approach has been agreed with your Vote Analyst.*

*Provide any formula that has been used to support the calculation of the costings. Alternatively, a spreadsheet of the costing that demonstrates the formula used to calculate the costing can be attached.*

s 9(2)(b)(ii)

Manawatū Tenants Union estimated that:


- \$50,000 worth of funding would largely go towards making up for anticipated loss of funding and towards ensuring MTU can offer remuneration at a rate which enables it to continue to recruit and retain staff.
- \$100,000 worth of funding would enable 1500 additional contacts by visiting other areas in the Manawatū region.

Auckland Tenant Protection Association said it would be hard for them to calculate how many additional tenants could be supported with additional funding. They noted that in the two-month period August-

September they received 241 calls and around a quarter to a half are very complex and may end up in the Tenancy Tribunal.

We need to undertake further work with tenant advocacy organisations to obtain more information about how they calculated these numbers.

**Retirement village resident advocacy**  
 s 9(2)(f)(iv) There are approximately 44,500 residents in retirement villages. There is increased growth in this sector and there are likely to be more residents residing in retirement villages in the near future as the ageing population continues grow. Further work may need to be undertaken to refine this figure.

Provide a breakdown of existing and additional funding sought by individual expense category. To duplicate these rows for additional rows, select the applicable row and click the  button that appears at the bottom right.

Operating expenses (\$m)											
Existing operating funding											
Operating expense category	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total				
<i>[Type of funding currently allocated or set aside in contingency. E.g. current baseline funding allocated.]</i>	[•]	[•]	[•]	[•]	[•]	[•]	[•]				
Operating funding proposed in cost pressure package											
Operating expense category	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total					
Provision of tenant advocacy services	[•]	1.8	1.8	1.8	1.8	7.2	<b>plus outyears</b>				
RV	s 9(2)(f)(iv)										
Inflation adjustment	[•]	[•]	[•]	[•]	[•]	[•]	[•]				
Depreciation and/or capital charge (if relevant)	[•]	[•]	[•]	[•]	[•]	[•]	[•]				
<b>Total (\$m)</b>	s 9(2)(f)(iv)										
*Extend the profile above to a “steady state” if funding into outyears is irregular. Delete “& outyears” for time-limited funding.											
# of new FTEs (incl. contractors) over the forecast period	2022/23	2023/24	2024/25	2025/26	2026/27	Total					
	[•]	[•]	[•]	[•]	[•]	[•]	[•]				
Capital funding proposed in cost pressure package (\$m)											
Capital expense category	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
<i>[Name of capital expense category]</i>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<i>[Name of capital expense category]</i>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<i>[Name/type of contingency]</i>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<b>Total (\$m)</b>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
*Extend the profile above if funding is needed beyond 2031/32.											

### Section 3C: Scaled option and counter-factual

The answer to each question must not exceed 1-2 paragraphs.

**Can the initiative be scaled?**

No – it would be better to defer funding for this initiative than try to deliver it with scaled funding.

Yes – scaling is possible.

If yes, describe what has been scaled from the initiative, and provide a brief cost breakdown of the scaled funding below.

Operating expenses (\$m)											
Funding proposed in cost pressure package											
Operating	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total					
<b>Total (\$m)</b>	[●]	0.8	0.8	0.8	0.8	3.2					
*Extend the profile above to a "steady state" if funding into outyears is irregular. Delete "& outyears" for time-limited funding.											
# of new FTEs (incl. contractors) over the forecast period	2022/23	2023/24	2024/25	2025/26	2026/27	Total					
	[●]	[●]	[●]	[●]	[●]	[●]					
Capital expenses (\$m)											
Capital	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
<b>Total (\$m)</b>	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]
*Extend the profile above if funding is needed beyond 2031/32.											

**Counter-factual**

*Explain the implications and risks if funding is deferred or not approved, excluding reprioritising existing funding. If there are options (e.g. choosing to reduce either output or quality of an existing service if funding is not approved), detail these here.*

**Tenant advocacy**

If no funding is provided, some tenant advocacy service providers may be forced to reduce in capacity due to being unable to source adequate funding to sustain staff at current hours. This means fewer tenants will receive support, and unmet need will increase, which may have flow on effects for other services. Other tenant advocacy services providers may continue providing services at current levels, in which case the current level of unmet need for tenants will continue.

If scaled funding is provided, a lower level of tenant advocacy services can be provided. Once an envelope of funding is determined, we can work with tenant advocacy organisations to determine what they could provide with the funding available.

Tenant advocacy services can look for funding from contestable non-government grants, and already receive some funding this way, but this funding can be unreliable, making it difficult to recruit staff, and the amount current received is not meeting current need

*Counter-factual wellbeing impact: provide a brief description of the key benefits that will be lost or negative impacts that will occur if this counter-factual occurs, with a reference to the wellbeing domain(s) from the Living Standards Framework that each benefit or negative outcome relates to. You also may wish to reference here the key principles of He Ara Waiora. Note if there are downstream impacts on other public services or wellbeing domains.*

**Tenant advocacy**

If some tenant advocacy organisations are forced to reduce in capacity, this will negatively impact some tenants' ability to exercise their rights which support stable and healthy housing. This would negatively impact the LSF wellbeing domain of housing. This could have flow on negative impacts for tenant health, education and employment, and increase need for some public services (for example, public housing, Tenancy Services, and health services), negatively impacting the wellbeing domains of housing, health, jobs and earnings, and knowledge and skills.

**Retirement village resident advocacy**

s 9(2)(f)(iv)

s 9(2)(f)(iv)

### Section 3D: Relation to cost pressure package

The answer to each question must not exceed 1-2 paragraphs.

<b>Cost pressure package interdependencies</b>	<i>Note any links or dependencies this initiative has with other initiatives in your proposed cost pressure package.</i>
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## Section 4: Delivery

### Section 4A: Procurement and workforce requirements

The answer to each question must not exceed 2-3 paragraphs.

<b>What is the initiative purchasing/funding?</b>	<i>Describe the key resources (workforce, goods, assets, services) that need to be sourced, including any ancillary services. The answer should align with the initiative description and the problem definition in Section 1A and Section 2A respectively. It is optional to attach the Procurement Plan for the initiative.</i>
<b>What market constraints or other delivery risks exist?</b>	<i>Briefly describe key market constraints or other delivery risks that may prevent delivering the outcome sought, and whether there are any possible mitigations.</i>
<b>Government Procurement Rules</b>	<i>Does the proposed procurement approach align with Government Procurements Rules? If not, on what basis is the initiative exempted?</i>

## Section 5: Initiatives with Distributional/System Impacts

### Section 5A: Māori initiatives

The answer to each question must not exceed 2-3 paragraphs.

<b>What kind of impact would the initiative have on Māori?</b>	<b>A</b>	Direct impact	<input type="checkbox"/>	<i>Explain your answer to A.</i>						
		Indirect impact	<input type="checkbox"/>							
	<b>B</b>	Targeted and tailored impact	<input type="checkbox"/>	<i>Explain your answer to B.</i>						
		Disproportionate positive impact	<input type="checkbox"/>							
Other		<input type="checkbox"/>								
<b>C</b>	<i>List any assumptions you have made in considering impacts for Māori/iwi/hapū/whanau.</i>									
<b>How does the initiative align with any of the means of <a href="#">He Ara Waiora</a>?</b>	Kotahitanga	<input type="checkbox"/>	Tikanga	<input type="checkbox"/>	Whanaungatanga	<input type="checkbox"/>	Manaakitanga	<input type="checkbox"/>	Tiakitanga	<input type="checkbox"/>
	<i>Discuss how the initiative demonstrates one or more of the Means of He Ara Waiora identified above, this should draw on responses highlighted in previous sections.</i>									
<b>How will the initiative contribute to the ends of <a href="#">He Ara Waiora</a>?</b>	Te Taiao	<input type="checkbox"/>	<i>Demonstrate how the initiative will contribute to one or more of the Ends of He Ara Waiora, this should draw on responses highlighted in previous sections.</i>							
	Te Ira Tangata	<input type="checkbox"/>								

### Section 5B: Pacific initiatives

The answer to each question must not exceed 2-3 paragraphs.

<b>What kind of impact would the initiative have on Pacific people?</b>	<b>A</b>	Direct impact	<input type="checkbox"/>	<i>Explain your answer to A.</i>
		Indirect impact	<input type="checkbox"/>	
	<b>B</b>	Targeted and tailored impact	<input type="checkbox"/>	<i>Explain your answer to B.</i>
		Disproportionate positive impact	<input type="checkbox"/>	

	Other	<input type="checkbox"/>	
<b>C</b> List any assumptions you have made in considering impacts for Pacific communities.			
How would the initiative contribute to the focus areas of the <a href="#">All-of-Government Pacific Wellbeing Strategy</a> ?	<b>Lalaga Potu:</b> Cultural Values and Principles	<input type="checkbox"/>	<b>Fale Fono:</b> Partnership and Governance
	<input type="checkbox"/>	<input type="checkbox"/>	<b>Vaka Moana:</b> Performance and Improvement
		<input type="checkbox"/>	<b>Te Kupega:</b> Capability
Demonstrate how the initiative will support system shifts in one or more of the Strategy's four focus areas identified above. Reviewing the outcomes diagrams in the Pacific Wellbeing Outcomes Framework will help you to identify how your initiative aligns with these system shifts ( <a href="#">see pages 31 to 37</a> ).			
How would the initiative contribute to the outcomes for Pacific communities articulated in the <a href="#">Pacific Wellbeing Outcomes Framework</a> ?	<b>Goal 1:</b> Thriving Pacific languages, cultures, and identities	<input type="checkbox"/>	<b>Goal 2:</b> Prosperous Pacific communities
	<input type="checkbox"/>	<input type="checkbox"/>	<b>Goal 3:</b> Resilient and healthy Pacific families
		<input type="checkbox"/>	<b>Goal 4:</b> Confident, resilient, and thriving Pacific young people
Demonstrate how the initiative will contribute to one or more of the community outcome statements for Pacific communities found in the Pacific Wellbeing Outcomes Framework ( <a href="#">see pages 6 to 28</a> ).			

### Section 5C: Child poverty initiatives

The answer to each question must not exceed 2-3 paragraphs.

What kind of impact would the initiative have on reducing child poverty?	<b>A</b>	Direct impact	<input type="checkbox"/>	Explain your answer to A.
		Indirect impact	<input type="checkbox"/>	
	<b>B</b>	Targeted and tailored impact	<input type="checkbox"/>	Explain your answer to B.
		Disproportionate positive impact	<input type="checkbox"/>	
		Other	<input type="checkbox"/>	
Does the initiative align with the Child and Youth Wellbeing Strategy?	<b>Y/N</b>	If yes, indicate which of the six high-level wellbeing outcomes it aligns to. Further information on the Child and Youth Wellbeing strategy can be found at <a href="#">Child and Youth Wellbeing (chilyouthwellbeing.govt.nz)</a> .		

### Section 5D: Initiatives with impacts on women and girls

The answer to each question must not exceed 2-3 paragraphs.

Which group(s) of women and girls would be impacted by the initiative? Select all that apply.	Māori	<input type="checkbox"/>	Pacific	<input type="checkbox"/>	Asian	<input type="checkbox"/>	Culturally and linguistically diverse	<input type="checkbox"/>
	Older persons	<input type="checkbox"/>	Younger persons	<input type="checkbox"/>	Migrants	<input type="checkbox"/>	Refugees	<input type="checkbox"/>
	LGBTQIA+	<input type="checkbox"/>	Rural persons and communities	<input type="checkbox"/>	Students	<input type="checkbox"/>	Disabled people and those with disabilities	<input type="checkbox"/>
	Business owners	<input type="checkbox"/>	Employees	<input type="checkbox"/>	Specific industries or sectors	<input type="checkbox"/>	Other	<input type="checkbox"/>
Provide any additional information to support or clarify your answer.								
How many women and girls would be affected by this initiative?	Provide disaggregated data on the women and girls who would be affected by the initiative. Where applicable, identify the number of women and girls who are already being supported by the current initiative or policy (status quo), and the number of women and girls who will be targeted (aspirational outcome).							
Qualitative impacts: Refer to the guidance for examples.								
What is the initiative expected to achieve that will help to improve outcomes for women and girls,	Describe the overall aspirations of the initiative in how it would benefit women and girls (the vision). Secondly, consider and describe how the initiative may help to overcome gender stereotypes, roles, and pressures.							

including for wāhine Māori and kōtiro?	
What direct and indirect impacts on women and girls is the initiative expected to have, including on wāhine Māori and kōtiro?	Describe the <b>direct</b> impacts, including the immediate impacts on women and girls as a proportion of the targeted demographic. Secondly, describe the <b>indirect</b> impacts, such as the secondary benefits or long-term benefits.
Are there any anticipated negative impacts of the initiative on women and girls, including on wāhine Māori and kōtiro?	This could be both short and long-term impacts. For example, are there any groups of women and girls who may be excluded from the initiative? Will the initiative inadvertently reinforce or rely on existing gender roles, stereotypes and/or pressures?
Describe how the initiative contributes to the wellbeing objectives and improves outcomes for women and girls.	This question is to explain the overlap, not to reiterate the impacts identified above.

## Section 5E: Initiatives with environmental impacts

The answer to each question must not exceed 2-3 paragraphs.

Does the initiative align to a category within the <a href="#">Green Bond Framework?</a>	Clean Transport	<input type="checkbox"/>	Energy Efficiency and Renewable Energy	<input type="checkbox"/>	Living and Natural Resources and Land Use	<input type="checkbox"/>	Terrestrial and Aquatic Biodiversity	<input type="checkbox"/>
	Climate Change Adaptation	<input type="checkbox"/>	Sustainable Water and Wastewater Management	<input type="checkbox"/>	Pollution Prevention and Control	<input type="checkbox"/>	Green Buildings	<input type="checkbox"/>
	Please advise whether the initiative meets the category specific criteria for the Green Bonds Programme (see section 4.5 of the Budget 2023 Guidance).							
Does the initiative have significant direct or indirect environmental impacts (positive or negative) beyond any climate change implications caught by CERF?	A Direct impacts		<input type="checkbox"/>	Explain the nature and size of the environmental impacts by type (both positive and negative).				
	Indirect impacts		<input type="checkbox"/>					
	B Avert long-term tipping-points		<input type="checkbox"/>	Explain how the impact of the initiative relates to environmental tipping-points.				
Advance long-term tipping-points		<input type="checkbox"/>						
C		List any assumptions you have made in considering these impacts (see section 4.5 of the Budget 2023 Guidance).						

## Section 5F: Regulatory systems

The answer to each question must not exceed 2-3 paragraphs.

Which regulatory system(s) does the initiative relate to?	List the name(s) of the regulatory system(s). For example, Consumer and Commercial; Courts and Tribunals; Climate Change.							
Which category does the initiative primarily relate to?	A major government reform priority (e.g. manifesto commitments)	<input type="checkbox"/>	Managing or mitigating operational performance of risks	<input type="checkbox"/>	Enabling economic activity and/or easing compliance burdens	<input type="checkbox"/>	Other	<input type="checkbox"/>
	If other, describe here.							
Which stage of the policy or legislative process is the proposal at?	If Cabinet decisions on the policy have been made, provide the relevant Cabinet Minute.							

## Annex: Wage and Workforce Expenditure Profile


As in previous years, Budget Ministers are particularly interested in detailed information for initiatives with significant wage or FTE components. This is particularly so for Budget 2023 given current negotiations for public sector pay, inflation challenges in the broader economy, and fiscal and economic constraints on government spending. To meet Ministerial expectations on wage and workforce analysis and enable quick turn-around costings with different assumptions, cost pressure initiatives with significant wage or workforce components are asked to complete the below detailed expenditure profile. See section 3.3 of the guidance for more information.

### Wage and workforce expenditure profile and cost breakdown

This section is for cost pressure initiatives with a significant wage or FTE component only; initiatives that have no or minor wage and FTE components should instead fill out section 3B.

The answer to each question must not exceed 1-2 paragraphs.

<b>Formula and assumptions underlying costings</b>	<p><i>What assumptions, if any, have been used to prepare the costings for this initiative? See section 3.3 of the Budget 2023 Guidance on common assumptions.</i></p> <p><i>Average salary assumption(s):</i></p> <p><i>Average overhead assumption(s):</i></p> <p><i>Inflation assumption: x%. Only apply to 2023/24 year and flatline after that.</i></p> <p><i>If there are any reprioritisation initiatives in your cost pressure package related to wages or workforce, note the titles here.</i></p> <p><i>Provide any formula that has been used to support the calculation of the costings. Alternatively, a spreadsheet of the costing that demonstrates the formula used to calculate the costing can be attached.</i></p>
--	---

Provide a breakdown of existing and additional funding sought by individual expense category. To duplicate these rows for additional rows, select the applicable row and click the  button that appears at the bottom right.

#### Operating expenses (\$m)

#### Section 6.1 Current funding and FTEs (\$m)

Operating expense category	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total
Baseline funding appropriated for wages	[•]	[•]	[•]	[•]	[•]	[•]	[•]
Baseline funding appropriated for overheads	[•]	[•]	[•]	[•]	[•]	[•]	[•]
Funding in tagged contingencies for rem increases / bargaining	[•]	[•]	[•]	[•]	[•]	[•]	[•]
# of total FTE (incl. contractors) forecast at the department, agency, entity or sector (based on current funding) over the forecast period	2022/23	2023/24	2024/25	2025/26	2026/27	Total	
	[•]	[•]	[•]	[•]	[•]	[•]	

Does the department, agency or entity have a position management system?	<input type="checkbox"/> Yes	<input type="checkbox"/> No – see section 3.3 of the guidance for a formula to calculate a vacancy rate
--	------------------------------	---

Forecast vacancy rate at the department, agency, entity or sector (based on current funding) over the forecast period	[•]	[•]	[•]	[•]	[•]	[•]
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**Section 6.2 Proposed operating funding and additional FTEs in cost pressure package (\$m)**

Operating expense category	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total
New funding for existing FTEs with ongoing baseline funding – inflation/wage bargaining cost pressure	[•]	[•]	[•]	[•]	[•]	[•]
New funding for existing FTEs without ongoing baseline funding – ongoing wage funding to replace time-limited funding	[•]	[•]	[•]	[•]	[•]	[•]
New funding for existing FTEs – overhead cost pressure	[•]	[•]	[•]	[•]	[•]	[•]
New funding for new FTEs - wages	[•]	[•]	[•]	[•]	[•]	[•]
New funding for new contractors – contracted funding for services	[•]	[•]	[•]	[•]	[•]	[•]
New funding for new FTEs / contractors – overheads	[•]	[•]	[•]	[•]	[•]	[•]
<i>[Name of any other operating expense category for additional funding sought.]</i>	[•]	[•]	[•]	[•]	[•]	[•]
Depreciation and/or capital charge (if relevant)	[•]	[•]	[•]	[•]	[•]	[•]
<b>Total (\$m)</b>	[•]	[•]	[•]	[•]	[•]	[•]

\*Extend the profile above to a “steady state” if funding into outyears is irregular. Delete “& outyears” for time-limited funding.

**Section 6.3 Sought additional FTEs**

# of new FTEs (incl. contractors) the initiative	2022/23	2023/24	2024/25	2025/26	2026/27	Total
	[•]	[•]	[•]	[•]	[•]	[•]

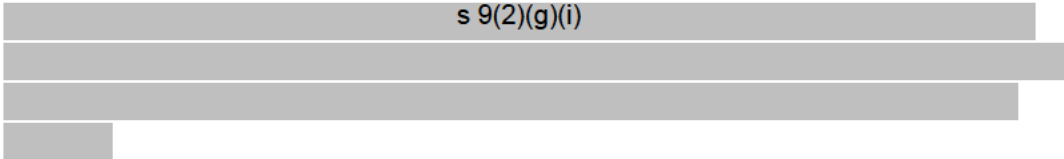
<b>proposes to add over the forecast period</b>											
<b>Section 6.4 Proposed capital funding in cost pressure package (\$m)</b>											
<b>Capital expense category</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>	<b>26/27</b>	<b>27/28</b>	<b>28/29</b>	<b>29/30</b>	<b>30/31</b>	<b>31/32*</b>	<b>Total</b>
<i>[Name of capital expense category]</i>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<i>[Name of capital expense category]</i>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<i>[Name/type of contingency]</i>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<b>Total (\$m)</b>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
*Extend the profile above if funding is needed beyond 2031/32.											

**From:** [Georgia Bloor-Wilson](#)  
**To:** [Anne Shaw](#)  
**Cc:** [Jeremy Steele](#); [Claire Leadbetter](#); [Darashpreet Johal](#); [Katherine Slaney](#)  
**Subject:** FW: Points for Anne  
**Date:** Wednesday, 23 November 2022 2:56:00 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.jpg](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.jpg](#)

Kia ora Anne,  
 Here are talking points on the tenant and RV advocacy budget bid for your meeting with the Minister.

**Funding tenant and retirement village resident advocacy services**

*Tenant advocacy services*

- We were asked to look into options for funding tenant advocacy services following the Minister’s meeting with the Tenant Advocates Network, following the closure of the Tenants Protection Association Christchurch.
-  s 9(2)(g)(i)
- This initiative would fund tenant advocacy services by NGOs to enable tenants to better exercise their rights.
- Tenants experience barriers to exercising their rights and the current scale of tenant advocacy services is not meeting tenant need. This means that tenants are not experiencing the full benefit of recent legislative reform.
- Option to scale this to \$0.8m per year, which would result in less regional cover. But we would recommend scaling retirement village advocacy funding first.

*Retirement village resident advocacy services*

s 9(2)(f)(iv)



*Funding for administering the fund*

Previous advice has not covered costs for management of the fund. There is no baseline funding available for HUD to manage the fund.

- [Redacted] s 9(2)(b)(ii)  
[Redacted]  
[Redacted]

*Test with the Minister*

- [Redacted] s 9(2)(b)(ii)
- [Redacted] s 9(2)(f)(iv)
- [Redacted] s 9(2)(b)(ii)  
[Redacted]

---

**From:** Jeremy Steele <[Jeremy.Steele@hud.govt.nz](mailto:Jeremy.Steele@hud.govt.nz)>

**Sent:** Wednesday, 23 November 2022 8:17 am

**To:** Georgia Bloor-Wilson <[Georgia.Bloor-Wilson@hud.govt.nz](mailto:Georgia.Bloor-Wilson@hud.govt.nz)>; Sian Allen <[Sian.Allen@hud.govt.nz](mailto:Sian.Allen@hud.govt.nz)>

**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>

**Subject:** RE: Points for Anne


Ideally could we please get points by 2:30pm and are we looking for a steer from the Minister on anything at this point in time?

**Jeremy Steele** ([he/him](#))

General Manager | Policy and Legislation Design

Solutions Design and Implementation

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**From:** Jeremy Steele

**Sent:** Wednesday, November 23, 2022 8:14 am

**To:** Georgia Bloor-Wilson <[Georgia.Bloor-Wilson@hud.govt.nz](mailto:Georgia.Bloor-Wilson@hud.govt.nz)>; Sian Allen <[Sian.Allen@hud.govt.nz](mailto:Sian.Allen@hud.govt.nz)>

**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>

**Subject:** Points for Anne

**Importance:** High

Kia ora Georgia,

Anne has asked if she could have a few points on the Tenancy Advocacy/ RV Advocacy Bid ahead of a meeting with the Minister at 4 this afternoon. She really just needs:

- Quick description of the bid (and what it's buying?) and one sentence on why needed
- How much funding sought and what scaling options are (what's minimum we think is

needed?).

I'm looking to get someone from Julia's team to help with the bid and hope to let you know later today.

Ngā mihi nui

**Jeremy Steele** ([he/him](#))

General Manager | Policy and Legislation Design

Solutions Design and Implementation

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**From:** [Brandon Twigley](#)  
**To:** [Georgia Bloor-Wilson](#)  
**Cc:** [Claire Leadbetter](#); [Tony De Gregorio](#)  
**Subject:** FW: Budget bids for establishment of regulatory functions for property management and tenancy advocacy services  
**Date:** Friday, 2 December 2022 8:31:00 am  
**Attachments:** [image001.png](#)  
[image010.png](#)  
[image012.png](#)  
[image014.jpg](#)  
[2022\\_11 - Budget 2023 Template - Invited New Spending Priorities and CERF Initiatives.docx](#)  
[2022\\_11 - Budget 2023 - Guidance for Agencies.pdf](#)  
[image006.png](#)  
[image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image011.png](#)  
[image013.png](#)  
[image015.jpg](#)

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Mōrena Georgia,

Tony has been seeking clarification from Treasury around which B23 templates should be completed for the initiatives you are working on. To summarise:

- Both initiatives are currently drafted on the cost pressure template
- The tenancy advocacy should remain on the cost pressure template
- The regulation of property managers needs to be novated from the current cost pressure template to a new spending template (hopefully these isn't to much difference between the templates)

I have attached the new spending template, any questions or assistance you need let me know.

Ngā mihi

**Brandon Twigley** ([he/him](#))

Finance Business Partner | CFO

Organisational Performance

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---

**From:** Tony De Gregorio <[Tony.DeGregorio@hud.govt.nz](mailto:Tony.DeGregorio@hud.govt.nz)>

**Sent:** Thursday, December 1, 2022 9:48 pm

**To:** Brandon Twigley <[Brandon.Twigley@hud.govt.nz](mailto:Brandon.Twigley@hud.govt.nz)>

**Subject:** FW: Budget bids for establishment of regulatory functions for property management and tenancy advocacy services

Cost pressure....

---

**From:** Kate McDonald [TSY] <[Kate.McDonald@treasury.govt.nz](mailto:Kate.McDonald@treasury.govt.nz)>

**Sent:** Thursday, November 10, 2022 11:19 am

**To:** Tony De Gregorio <[Tony.DeGregorio@hud.govt.nz](mailto:Tony.DeGregorio@hud.govt.nz)>

**Cc:** Mark Hodge [TSY] <[Mark.Hodge@treasury.govt.nz](mailto:Mark.Hodge@treasury.govt.nz)>; Dax Dullabh <[Dax.Dullabh@hud.govt.nz](mailto:Dax.Dullabh@hud.govt.nz)>

**Subject:** RE: Budget bids for establishment of regulatory functions for property management and tenancy advocacy services

Mōrena,

Good questions.

1. **s 9(2)(f)(iv)**

s 9(2)(f)(iv)

2. Funding for the regulation of residential property managers – this has gone through Vote Justice, as they'll be the ones receiving the funding at the end of it. We've directed the relevant teams from MOJ to reach out to work with HUD to develop the initiative.
3. Funding for tenancy advocacy Services – no, this wasn't included on the new initiatives list.

Unfortunately, 1 and 3 are new initiatives, and as they have not been identified in MoF's letter, these have not been invited. However, we recognise that there are things that might be high-priority new initiatives in votes, but that haven't been invited. In this case I think 1 and 3 are examples of initiatives that *could* be included in the cost pressure envelope, if it is decided by HUD that these are a really high priority and it's deemed necessary/advised by your Minister. However, as discussed, heavy prioritisation will be necessary relative to other cost pressures/votes and it may be difficult to justify funding for this within the envelope over other pressures.

I know it's a bit strange because these really are new initiatives, rather than cost pressures, but that's where these will need to go since they weren't included in the invite list.

Ngā mihi nui,

Kate

**Kate McDonald** (she/her) | **Analyst, Housing and Urban Growth | Te Tai Ōhanga – The Treasury**

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---

**From:** Tony De Gregorio <[Tony.DeGregorio@hud.govt.nz](mailto:Tony.DeGregorio@hud.govt.nz)>

**Sent:** Thursday, 10 November 2022 10:30 am

**To:** Kate McDonald [TSY] <[Kate.McDonald@treasury.govt.nz](mailto:Kate.McDonald@treasury.govt.nz)>

**Cc:** Mark Hodge [TSY] <[Mark.Hodge@treasury.govt.nz](mailto:Mark.Hodge@treasury.govt.nz)>; Dax Dullabh <[dax.dullabh@hud.govt.nz](mailto:dax.dullabh@hud.govt.nz)>

**Subject:** Budget bids for establishment of regulatory functions for property management and tenancy advocacy services

**Importance:** High

Kia ora Kate,

These two areas were not on the new investments list. We have briefly discussed these plus the s 9(2)(f)(iv), which I think the later has gone nowhere?

Question – do I get the team to work up bids for these two as new investments – manifesto related or tell them “sorry” not on the invite list. If the later then I think the team will then brief our Minister which may involve some last minute scrambling?

Views?

**Tony De Gregorio** ([he/him](#))

Head of Finance – Chief Financial Officer | Finance  
Organisational Performance

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**Funding for regulation of residential property managers**

The regulation of the residential property management industry is a Labour Party Manifesto commitment. Regulation aims to promote public confidence in the delivery of residential property management services and protect the interests of property owners, tenants, and other consumers by:

- establishing professional entry requirements
- establishing industry practice standards
- providing accountability through a complaints and disciplinary process.

### **Funding for tenant advocacy services**

This initiative seeks \$1.8m for four years and outyears to fund the provision of tenant advocacy services by NGOs to enable tenants to better exercise their rights. The initiative will increase the provision of NGO tenant advocacy services and also financially stabilise and ensure the sustainability of some existing NGO tenant advocacy services.

Tenant advocacy services may include:

- providing advice about pathways for resolving tenancy issues,
- supporting tenants to communicate with landlords (or example to assert rights or negotiate solutions, or to prepare a 14-day notice to remedy),
- helping tenants apply and prepare for mediation or the Tenancy Tribunal, or acting as a support person or representing tenants in the Tenancy Tribunal where appropriate.

This initiative will also seek funding for the administration of the fund, which cannot be met from agency baseline resourcing. The initial advice on funding tenant advocacy services did not include the amount that would be required for the administering agency to administer the fund. Our initial rough order estimate is that this would be within the hundreds of thousands of dollars.

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**To:** [Scott Petty](#)  
**Cc:** [Ben Richards](#); [Jeremy Steele](#); [Georgia Bloor-Wilson](#); [Tony Wallace](#); [Andrew Gregory](#); [Tony De Gregorio](#); [Wynn McLaughlin \(Guest\)](#)  
**Subject:** FW: Reactive comms request - Budget bids that did not proceed for Minister Edmonds' delegations  
**Date:** Thursday, 11 May 2023 5:42:54 pm  
**Attachments:** [image002.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.jpg](#)  
[Failed Budget Bids - Minister Edmonds Request.docx](#)  
[image009.png](#)  
[image010.png](#)  
[image011.png](#)  
[image012.jpg](#)

---

Hi Scott

Please see attached for lines re budget bids that did not proceed related to Hon Edmonds portfolio.

Let me know if you have any questions.

Many Thanks

Claire

**Claire Leadbetter** ([she/her](#))

Manager, Tenancy and Tenures | Tenancy and Tenures  
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[UNCLASSIFIED]

---

**From:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>

**Sent:** Tuesday, May 9, 2023 4:15 PM

**To:** Andrew Gregory <[Andrew.Gregory@hud.govt.nz](mailto:Andrew.Gregory@hud.govt.nz)>; Ministerial Services <[Ministerial\\_Services@hud.govt.nz](mailto:Ministerial_Services@hud.govt.nz)>; Media <[media@hud.govt.nz](mailto:media@hud.govt.nz)>; Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>

**Cc:** Wynn McLaughlin (Guest) <[Wynn.McLaughlin@parliament.govt.nz](mailto:Wynn.McLaughlin@parliament.govt.nz)>

**Subject:** Reactive comms request - Budget bids that did not proceed for Minister Edmonds' delegations

Kia ora Andrew, etc.

As mentioned in the All Housing Ministers meeting, Minister Edmonds' office will need reactive comms on budget bids that didn't succeed. My understanding is that this includes:

- Funding for regulation of property managers administration costs (for REA?)
- Advocacy stakeholder bids – for Tenants Advocates Network, etc.

Good to have those emailed back to me by COB Thurs if possible, so I can include in the Minister's weekend bag to get familiar with in lead up to budget week.

Probably wouldn't hurt for our office to have general housing budget comms materials to hand also, if that is ok with Woods' office? [@Wynn McLaughlin](#)

Thanks

Scott

**Scott Petty** ([he/him](#))

Private Secretary (Housing) - Office of Hon Barbara Edmonds  
[scott.petty@parliament.govt.nz](mailto:scott.petty@parliament.govt.nz) | **s 9(2)(a)**

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## Failed Budget Bids for Minster Edmonds

- Funding for regulation of property managers administration costs (for REA?)
- Advocacy stakeholder bids – for Tenants Advocates Network, etc.

Due to MO by COP Thursday 11 May


### Framing questions for each are:

- What were the bids and what would have been funded?
- What outcomes were the bids seeking to achieve?
- On what basis were the bids rejected?
- Will there be an opportunity for these bids to be considered again in the future?
- Is there any alternative sources of funding outside of Budget that is available?
- Are these programmes of work considered a priority?

## Residential property management industry regulation

### What was the bid and what would have been funded?

s 9(2)(f)(iv)



### What outcome was the bid seeking to achieve?

The Government made a manifesto commitment to regulate property managers and in October 2022, Cabinet agreed to policy decisions for a regulatory system for the residential property management industry, to protect both landlords and tenants.

This bid sought funding to implement the regulation of the property management industry, including for establishing the expanded functions of the regulator.

### **On what basis was the bid rejected?**

#### *General reprioritisation lines*

We have had to make hard trade-offs and difficult decisions on where to focus the Government's resources. The government has been looking to prioritise recovery from extreme weather events and focus on cost of living challenges.

### **Will there be an opportunity for this bid to be considered again in the future?**

A budget bid may be considered next year to seek funding for the remaining years.

### **Are there any alternative sources of funding outside of Budget that is available?**

HUD is committed to funding the interim establishment costs for the regulator in year 1 (estimated in the bid to be \$1.25m) and will be looking to provide this funding from existing non-departmental HUD funding.

### **Are these programmes of work considered a priority?**

Regulating residential property managers is a manifesto commitment. It is important we support the property management regulator to set up in time for the regime to be in force. The government is committed to funding the interim costs for the regulator.

## Tenant advocacy and retirement village resident advocacy funding

### **What was the bid and what would have been funded?**

This bid sought s 9(2)(f)(iv) over four years to fund the provision of tenant advocacy and retirement village resident advocacy services by NGOs. This includes:

- \$7.2m for tenant advocacy services.
- s 9(2)(f)(iv) for retirement village advocacy services.
- \$0.475m to cover departmental costs associated with administering the fund and \$0.1m as a one off for evaluation.

### **What outcome was the bid seeking to achieve?**

The bid would have funded the provision of tenant advocacy and retirement village resident advocacy services by NGOs.

The bid sought to increase the overall provision of advocacy services to better meet demand and provide stable funding to NGOs to strengthen the financial sustainability of services offered, delivering better outcomes for tenants and retirement village residents.

**On what basis was the bid rejected?**

*General reprioritisation lines*

We have had to make hard trade-offs and difficult decisions on where to focus the Government's resources. The government has been looking to prioritise recovery from extreme weather events and focus on cost of living challenges.

**Will there be an opportunity for this bid to be considered again in the future?**

Subject to government priorities, a budget bid may be considered next year to seek funding for the remaining years.

**Are there any alternative sources of funding outside of Budget that is available?**

s 9(2)(f)(iv)

The Ministry of Business, Innovation and Employment provides funding to some tenant advocacy organisations.

MBIE holds individual funding agreements with Tenants Protection Association Auckland (\$25,000) and Manawatū Tenants Union (\$10,000) to provide tenant support in the community including general advice and guidance, support with disputes, and representation at the Tenancy tribunal where required. MBIE also contributes \$145,000 to a cross-government agency funding agreement for CABNZ for tenancy related queries. MBIE also has a formalised Funding Agreement with the New Zealand Council of Christian Social Services (as the coordinator of the TAN) of \$30,000 for the 2022-2023 Financial Year, for administration of the network and associated costs of holding meetings.

Subject to availability within baselines, HUD and MBIE are looking at options to provide very limited interim funding to tenant advocacy organisations from within existing HUD and MBIE funding.

**Are these programmes of work considered a priority?**

The Government recognises the valuable work tenant advocacy and retirement village resident advocacy organisations do.

**Post cyclone more people are in housing need and are in need of tenant advocacy services, why would you not provide support for these services?**

*General reprioritisation lines*

We have had to make hard trade-offs and difficult decisions on where to focus the Government's resources. The government has been looking to prioritise recovery from extreme weather events and focus on cost of living challenges.

**Auckland Council is considering cutting funding for Citizen's Advice Bureau, is the government going to provide further funding?**

*General reprioritisation lines*

We have had to make hard trade-offs and difficult decisions on where to focus the Government's resources. The government has been looking to prioritise recovery from extreme weather events and focus on cost of living challenges.

**From:** [Georgia Bloor-Wilson](#)  
**To:** [Claire Leadbetter](#)  
**Subject:** Tenant advocacy bid  
**Date:** Monday, 26 June 2023 4:39:00 pm  
**Attachments:** [CFIS loaded Tenant and RV advocacy funding budget bid template.docx](#)  
[image001.png](#)  
[image002.png](#)  
[image003.png](#)

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**Georgia Bloor-Wilson** ([she/her](#))

Senior Policy Advisor | Tenancy and Tenures Team  
Policy and Legislation Design

[Georgia.Bloor-Wilson@hud.govt.nz](mailto:Georgia.Bloor-Wilson@hud.govt.nz) | Phone: **s 9(2)(a)**  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 8, 7 Waterloo Quay, Pipitea, Wellington

# Budget 2023 Submission for Individual Cost Pressure Initiatives

## Section 1: Overview

Section 1A: Basic initiative information										
Initiative title (max 120 characters)	Tenant advocacy and retirement village resident advocacy funding									
Lead Minister	Minister of Housing	Agency	Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD)							
Initiative description (max 800 characters)	<p>This initiative will fund the provision of tenant advocacy and retirement village resident advocacy services by NGOs. It will increase the overall provision of advocacy services to better meet demand and provide stable funding to NGOs to strengthen the financial sustainability of services offered. This initiative will help to deliver better outcomes for tenants in line with Residential Tenancies Act reforms to balance the rights and responsibilities of tenants and landlords.</p> <p>This initiative will provide:</p> <ul style="list-style-type: none"> <li>\$1.8m per year for <b>tenant advocacy services</b></li> <li><b>s 9(2)(f)(iv)</b> for <b>retirement village advocacy services</b></li> <li>\$0.25m to cover <b>departmental costs</b> (1.5 FTE) associated with administering the funding in the first year (reduced in subsequent years) and \$0.1m as a one off for <b>evaluation</b>.</li> </ul>									
Type of cost pressure	Wage <input type="checkbox"/>	Price <input type="checkbox"/>	Volume <input type="checkbox"/>	Other <input checked="" type="checkbox"/>						
Ranking within package	9									
Is this a cross-Vote initiative?	No	Click or tap here to enter text.								
Department contact	Name: <i>Claire Leadbetter</i> Phone: <b>s 9(2)(a)</b> Email: <a href="mailto:Claire.leadbetter@hud.govt.nz">Claire.leadbetter@hud.govt.nz</a>		Treasury contact (Vote Analyst)	Name: <i>Kate McDonald</i> Phone: <b>s 9(2)(a)</b> Email: <a href="mailto:kate.mcdonald@treasury.govt.nz">kate.mcdonald@treasury.govt.nz</a>						
Section 1B: Summary of funding profile										
Operating funding proposed in cost pressure package through Budget 2023 (\$m)										
2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total					
s 9(2)(f)(iv)										
*Extend the profile above to a "steady state" if funding into outyears is irregular. Delete "& outyears" for time-limited funding.										
Capital funding proposed in cost pressure package through Budget 2023 (\$m)										
22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
*Extend the profile above if funding is needed beyond 2031/32.										

## Section 2: Alignment

### Section 2A: Problem definition

The answer to each question must not exceed 2-3 paragraphs

**What is the problem that this initiative is trying to solve and why does it need to be solved now?**

#### **Tenant advocacy**

Almost one third of households rent in New Zealand and tenants have lower incomes than owner-occupiers. Funding for independent tenant advocacy would support and empower tenants and help to address the power imbalance that can exist between landlords and tenants. Tenants can experience barriers to exercising their rights, in part due to lacking the knowledge, skills or confidence to realise them. Tenant advocacy services enable tenants to understand and exercise their rights, however, the current scale of tenant advocacy services is not adequately meeting tenant need. Consequently, many tenants are not experiencing the full benefit of recent legislative changes to improve tenant' security and stability.

Tenant advocacy organisations run on marginal funds and voluntary work. The Ministry of Business, Innovation and Employment (MBIE) holds individual funding agreements with the Tenants Protection Association Auckland (\$25,000) and the Manawatu Tenants Union (\$10,000). MBIE also contributes \$145,000 to a cross government agency funding agreement for the Citizens Advice Bureau New Zealand (CABNZ) for tenancy related queries. Community Law also receives funding from the Ministry of Justice to provide general legal services (not exclusively tenancy-related). Tenant advocacy organisations may receive funding from other government agencies, local authorities and contestable non-government grants, but this funding can be short-term, making it challenging to recruit and retain staff and ensure continuity of services.

#### **Retirement village resident advocacy**

Retirement village residents can find the disputes process complicated, confusing, intimidating and lengthy. They may experience a power imbalance in making a complaint or a dispute retirement village operators. Government does not currently fund the provision of advocacy services to support residents in making complaints or to navigate the disputes system.

MBIE manages an 0800 Retirement Village Helpline, answering calls related to retirement villages matters. Operators also use this service for queries related to retirement villages filing requirements with the Registrar.

Te Ara Ahunga Ora Retirement Commission (TAAORC) also provides information on the complaints and disputes process and responds to other enquiries from residents, their families, and prospective residents. TAAORC is not resourced to provide support for residents over and above its statutory functions (for retirement villages and other retirement related statutory functions). It is limited to a monitoring and informative function only.

Neither TAAORC nor MBIE have a role in the legislative complaints and disputes process: they can only ensure residents understand their rights, and the process to follow to resolve complaints and disputes (as set out in the Act, Regulations and Code) and advise them to engage with the operator to resolve issues. TAAORC has no mandate to intervene in individual cases, or a mediation or dispute resolution role, and cannot provide financial or legal advice.

The Retirement Villages Residents Association NZ (RVRANZ) provides ad hoc support to some residents through the complaints and disputes process, but they can only provide limited support due to capacity constraints. Most of the RVRANZ workers are volunteers.

**What needs to improve and/or change to address the problem?**

#### **Tenant advocacy**

Tenant advocacy service providers require additional, stable and longer-term funding to make services available to more people, expand the scope of the services they currently provide and improve their financial sustainability. The provision of tenancy services currently available is not meeting the level of need for advocacy support.

#### **Retirement village resident advocacy**

s 9(2)(f)(iv)


## Section 2B: Alignment

The answer to each question must not exceed 1-2 paragraphs.

<p><b>Alignment to the Wellbeing Objectives and the economic plan</b></p>	<p><b>Tenant advocacy</b> This initiative contributes to the following wellbeing objectives:</p> <ul style="list-style-type: none"> <li>• Physical and Mental Wellbeing</li> <li>• Māori and Pacific Wellbeing</li> <li>• Child Wellbeing.</li> </ul> <p>Funding tenant advocacy services would enable more people to access and maintain affordable, safe, and secure housing through access to support to understand and exercise their rights and navigate mediation and dispute processes with landlords. Security of tenure in affordable, warm, dry housing is vital for physical and mental wellbeing. Māori and Pacific peoples, and families with children are over-represented in the renting population so will disproportionately benefit from increased access to tenant advocacy services.</p> <p><b>Retirement village resident advocacy</b> s 9(2)(f)(iv)</p>
<p><b>Specific implications regarding the Crown's obligations under the Treaty of Waitangi</b></p>	<p><b>Tenant advocacy</b> Māori are overrepresented in non-owner-occupied households so can be expected to disproportionately benefit from the initiative. Funding tenant advocacy services will enhance overall wellbeing for whanau who are renting through support to exercise their rights and address any cultural barriers when experiencing issues with landlords. The Crown's obligations under the Treaty of Waitangi will inform how the fund is designed and implemented.</p> <p><b>Retirement village resident advocacy</b> s 9(2)(f)(iv)</p>

## Section 3: Value

### Section 3A: Benefits and outcomes

The answer to each question must not exceed 1-2 paragraphs. If the initiative has more than one intended outcome, select one of the rows below and click the  button that appears at the bottom right to duplicate this section.

<p><b>What outcome(s) would the initiative achieve?</b></p>	<p><b>Tenant advocacy</b> Supporting tenants to exercise their rights will help to improve security of tenure. It will also support tenants to ensure minimum rental housing standards and other requirements are met by landlords. While this aligns with the Living Standards Framework <b>housing domain</b>, there will also be important gains in other domains including the:</p> <ul style="list-style-type: none"> <li>• <b>subjective wellbeing domain</b> as tenants will be able to access support to progress issues or complaints with landlords, which, without support, might be stressful and traumatic</li> <li>• <b>health domain</b>, given that warm, dry housing and security of tenure are important for health outcomes</li> <li>• <b>knowledge and skills, and work, care and volunteering domains</b>, where this initiative can support renting households to avoid moving which can disrupt education and employment continuity.</li> </ul> <p><b>Retirement village resident advocacy</b> s 9(2)(f)(iv)</p>
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	s 9(2)(f)(iv)					
<b>Distributional/system impacts</b>	<i>If the initiative has any of the following distributional and/or system impacts, tick the relevant impact(s) and answer additional questions in Section 5 of this template, where applicable:</i>					
	<input checked="" type="checkbox"/> Māori	<input checked="" type="checkbox"/> Pacific Peoples	<input checked="" type="checkbox"/> Child Poverty	<input type="checkbox"/> Women and Girls	<input type="checkbox"/> Environment	<input checked="" type="checkbox"/> Regulatory Systems
<b>Evidence</b>	<p><b>Tenant advocacy</b> The positive flow on effects for tenants are achieved by tenants successfully exercising their tenancy rights which support stable and healthy housing, for example, preventing the unlawful termination of a tenancy or ensuring that a rental property meets maintenance requirements and the healthy homes standards. Evidence shows that security of tenure supports positive health, education and employment outcomes. The reduced need for other services is achieved by tenants successfully exercising their tenancy rights which support stable and healthy housing, for example, preventing the unlawful termination of a tenancy or ensuring that a rental property meets the healthy homes standards. Sustaining a tenancy means the tenant may not require emergency housing or other housing support services. Improving tenant health through healthy housing means the tenant may not require additional health services. Tenant advocacy organisations report that there is significant unmet need across the country for tenant advocacy services.</p> <p><b>Retirement Villages Resident Advocacy</b> Funded advocacy services for retirement village residents would better support retirement villages residents' welfare. Under the current process, operators must respond to the complaints within 20 working days. 271 complaints were raised in the year 1 October 2021 to 31 March 2022, of which 77% were resolved. The most frequent type of complaints lodged was about resident behaviour, followed by service quality. 39.9% of the complaints were not resolved within 20 working days and 60.1% were resolved within 20 working days.</p>					
	s 9(2)(f)(iv)					

### Section 3B: Expenditure profile and cost breakdown

The answer to each question must not exceed 1-2 paragraphs.

<b>Formula and assumptions underlying costings</b>	<p><b>Tenant advocacy</b> The total amount of funding sought was based on information from existing tenancy services providers. The total amount of funding sought is good value for money, comparable with other advocacy services.</p>
	s 9(2)(b)(ii)

s 9(2)(b)(ii)

Manawatū Tenants Union estimated that:

- \$100,000 worth of funding would enable 1500 additional contacts by visiting other areas in the Manawatū region.
- \$50,000 worth of funding would largely go towards making up for anticipated loss of funding and towards ensuring it can offer remuneration at a rate which enables it to continue to recruit and retain staff.


Auckland Tenant Protection Association said it would be hard for them to calculate how many additional tenants could be supported with additional funding. They noted that in the two-month period August-September they received 241 calls and around a quarter to a half are very complex and may end up in the Tenancy Tribunal.

**Retirement village resident advocacy**

s 9(2)(f)(iv) There are approximately 44,500 residents in retirement villages. There is increased growth in this sector and there are likely to be more residents residing in retirement villages in the near future as the ageing population continues grow. Further work may need to be undertaken to refine this figure.

**Fund design and implementation**

We estimate \$0.25m is required to cover departmental costs associated with this initiative in the first year. This includes funding for 1.5 FTE for engagement with NGOs providing tenancy services, specifying the outcomes sought from the funding, developing funding criteria and contract negotiation. Departmental costs will reduce after the first year. Further one-off funding of \$0.1m is sought in 2024/25 for evaluation.

Provide a breakdown of existing and additional funding sought by individual expense category. To duplicate these rows for additional rows, select the applicable row and click the  button that appears at the bottom right.

**Operating expenses (\$m)**

**Existing operating funding**

Operating expense category	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total
	[●]	[●]	[●]	[●]	[●]	[●]	[●]

**Operating funding proposed in cost pressure package**

Operating expense category	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total
Tenant advocacy services	[●]	1.8	1.8	1.8	1.8	7.2
Retirement village resident advocacy services	s 9(2)(f)(iv)					
Fund design and implementation	[●]	0.25	0.075	0.075	0.075	0.475
Fund evaluation	[●]	[●]	0.1	[●]	[●]	0.1
Inflation adjustment	[●]	[●]	[●]	[●]	[●]	[●]
Depreciation and/or capital charge (if relevant)	[●]	[●]	[●]	[●]	[●]	[●]

<b>Total (\$m)</b>	s 9(2)(f)(iv)					
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\*Extend the profile above to a “steady state” if funding into outyears is irregular. Delete “& outyears” for time-limited funding.

# of new FTEs (incl. contractors) over the forecast period	2022/23	2023/24	2024/25	2025/26	2026/27	Total
	[•]	1.5	1.0	0.5	0.5	3.5

**Capital funding proposed in cost pressure package (\$m)**

Capital expense category	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
[Name of capital expense category]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
[Name of capital expense category]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
[Name/type of contingency]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]
<b>Total (\$m)</b>	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]	[•]

\*Extend the profile above if funding is needed beyond 2031/32.

**Section 3C: Scaled option and counter-factual**

The answer to each question must not exceed 1-2 paragraphs.

**Can the initiative be scaled?**

No – it would be better to defer funding for this initiative than try to deliver it with scaled funding.

Yes – scaling is possible.  
Scaling is possible but would be at the margins for this initiative.

If the bid needed to be scaled, s 9(2)(f)(iv) before scaling the tenant advocacy portion of the bid.

This is due to:

- s 9(2)(f)(iv)
- there are a greater number of more mature tenant advocacy organisations and there is more evidence of their ability to scale up.

If the bid needed to be further scaled, the tenant advocacy portion of the bid could be scaled to \$0.8m per year. This would result in fewer tenants being helped by tenant advocacy services and would reduce the regional cover. Once an envelope of funding is determined, we can work with tenant advocacy organisations to determine what they could provide with the funding available.

The costs per annum for implementation and evaluation of the funding cannot be scaled.

Operating expenses (\$m)											
Funding proposed in cost pressure package											
Operating	2022/23	2023/24	2024/25	2025/26	2026/27 & outyears*	Total					
<b>Total (\$m)</b>	[●]	1.05	0.975	0.875	0.875	3.775					
*Extend the profile above to a "steady state" if funding into outyears is irregular. Delete "& outyears" for time-limited funding.											
# of new FTEs (incl. contractors) over the forecast period	2022/23	2023/24	2024/25	2025/26	2026/27	Total					
	[●]	1.5	1.0	0.5	0.5	3.5					
Capital expenses (\$m)											
Capital	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32*	Total
<b>Total (\$m)</b>	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]	[●]
*Extend the profile above if funding is needed beyond 2031/32.											

**Counter-factual**

**Tenant advocacy**

If funding is not approved, some tenant advocacy service providers may be forced to reduce in capacity due to being unable to source adequate funding to sustain staff at current hours. For example, the Tenants Protection Association Christchurch has recently closed altogether. Further closures or a reduction in services means fewer tenants will receive support, and unmet need will increase, which may have flow on effects for other services. Even if tenant advocacy services providers continue providing services at current levels, the level of tenant need will continue to be unmet. Some tenants will not experience the full benefit of recent legislative changes to improve tenant rights.

Tenant advocacy services can look for funding from contestable non-government grants, and already receive some funding this way, but this funding can be short-term and not renewable, making it difficult to recruit and retain staff.

**Retirement village resident advocacy**

s 9(2)(f)(iv)

**Tenant advocacy**

The impacts of this initiative not being funded could include housing instability for renting households who lack the confidence or knowledge to deal with a dispute without support. Some households might choose to accept housing that doesn't meet minimum standards or alternatively move rather than navigate a dispute process, given the imbalance in resources between most tenants and landlords.

This could have flow on negative impacts for tenant health, subjective wellbeing, knowledge and skills, and work, care and volunteering. This could increase need for some public services (for example, public housing, Tenancy Services, and health services).

**Retirement village resident advocacy**

s 9(2)(f)(iv)

### Section 3D: Relation to cost pressure package

The answer to each question must not exceed 1-2 paragraphs.

Cost pressure package interdependencies	Not applicable
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## Section 4: Delivery

### Section 4A: Procurement and workforce requirements

The answer to each question must not exceed 2-3 paragraphs.

<b>What is the initiative purchasing/funding?</b>	<p>The initiative is funding the provision of tenant advocacy and retirement village resident advocacy services by NGOs.</p> <p>This initiative will provide:</p> <ul style="list-style-type: none"><li>• \$1.8m per year for the provision of tenant advocacy services by NGOs</li><li>• s 9(2)(f)(iv) for the provision of retirement village advocacy services by NGOs</li><li>• \$0.25 in 2023/24 to cover departmental costs associated with establishing the fund and \$0.15 in subsequent years including outyears</li><li>• \$0.1m one off departmental funding for fund evaluation.</li></ul> <p><b>Tenant advocacy services</b> may include (but are not limited to):</p> <ul style="list-style-type: none"><li>• providing advice about pathways for resolving tenancy issues,</li><li>• supporting tenants to communicate with landlords (for example to assert rights or negotiate solutions, or to prepare a 14-day notice to remedy), and</li><li>• helping tenants apply and prepare for mediation or the Tenancy Tribunal or acting as a support person or representing tenants in the Tenancy Tribunal where appropriate.</li></ul> <p><b>Retirement Village residents' advocacy services</b> may include (but are not limited to):</p> <ul style="list-style-type: none"><li>• provide advice and support to residents on retirement villages matters,</li><li>• provide legal or financial advice to residents for example in relation to their occupational rights agreements, code of practice and Code of Residents' Rights,</li><li>• assist in resolving disputes by distilling issues, identifying resolution options and facilitating outcomes,</li><li>• represent or advocate for residents in relation to complaints and disputes with retirement village operators.</li></ul>
<b>What market constraints or other delivery risks exist?</b>	<p><b>Tenant advocacy services</b> delivery risks include:</p> <ul style="list-style-type: none"><li>• there are few tenant advocacy services available at the moment. This initiative would require providers to expand their current services and bring on additional resource or would require new services to be established. Given the scale of the funding sought, we do not consider there are any significant market constraints.</li><li>• ensuring that tenant advocacy NGOs which receive funding provide advocacy services to support tenants to exercise their rights and improve tenant outcomes. This can be mitigated through fund design and implementation, evaluation of applications and contracting with successful applicants, including through appropriate reporting and monitoring requirements. Requirements around outreach services and engaging with Māori would be fully considered in the fund design stage.</li></ul> <p><b>Retirement villages residents' advocacy services</b> risks include:</p> <ul style="list-style-type: none"><li>• s 9(2)(f)(iv)</li><li>• </li></ul>

**Government Procurement Rules**

It is anticipated that the funding will be a conditional grant of some sort. Under the Procurement Rules a conditional grant is regarded as an opt-out procurement activity. The eventual activity will be designed in line with the Procurement Rules and the Office of the Auditor General's guidance on funding arrangements ensuring that the main principles of accountability, openness, value for money / public value, lawfulness and fairness applied during the planning, evaluation and execution of the grant funding.

## Section 5: Initiatives with Distributional/System Impacts

### Section 5A: Māori initiatives

The answer to each question must not exceed 2-3 paragraphs.

What kind of impact would the initiative have on Māori?	A	Direct impact	<input type="checkbox"/>	<p><b>Tenant Advocacy Services:</b></p> <p>This initiative will indirectly support the MAIHI Ka Ora –National Māori Housing Strategy goal that whānau have better access to housing support that is fit for purpose and enables them to attain and maintain their preferred housing option.</p> <p>A significant aspect of tenant advocacy services is providing tenants with the knowledge they require to advocate on their own behalf. This initiative contributes to the principle of Tino Rangatiratanga by providing Māori with the ability to determine their own housing decisions and solutions.</p> <p>While tenancy support and advocacy services will be available to all rental tenants, Māori make up a disproportionate amount of the renting population.</p> <p><b>Retirement Villages Advocacy Services:</b></p> <p>This initiative will indirectly support the MAIHI Ka Ora –National Māori Housing Strategy goal that whānau have better access to housing support that is fit for purpose and enables them to attain and maintain their preferred housing option.</p> <p>A significant aspect of tenant advocacy services is providing tenants with the knowledge they require to advocate on their own behalf. This initiative contributes to the principle of Tino Rangatiratanga by providing Māori with the ability to determine their own housing decisions and solutions.</p>	
		Indirect impact	<input checked="" type="checkbox"/>		
	B	Targeted and tailored impact	<input type="checkbox"/>		<p><b>Tenant Advocacy Services:</b></p> <p>In 2018 the Māori home ownership rate was 31 percent, compared to 52 percent for the total population. This initiative will have a disproportionately positive impact on Māori, given that whānau are overrepresented in the rental sector. Increased funding may support outreach to Māori.</p> <p><b>Retirement Villages Advocacy Services:</b></p> <p>Māori are a relatively small minority in retirement villages. A retirement village resident advocacy system will empower Māori residents, give them ability to exercise their rights and address any cultural barriers they may face.</p>
		Disproportionate positive impact	<input checked="" type="checkbox"/>		
		Other	<input type="checkbox"/>		
	C	<p><b>Tenant Advocacy Services:</b></p> <p>The disproportionate positive impact for Māori depends on services being accessed proportionately.</p> <p><b>Retirement Villages Advocacy Services:</b></p> <p>While Māori are underrepresented, there is no data available on Māori residents in retirement villages to understand how many will be supported by this initiative.</p>			

How does the initiative align with any of the means of <a href="#">He Ara Waiora</a> ?	Kotahitanga	Tikanga	Whanaungatanga	Manaakitanga	Tiakitanga
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Manaakitanga: by increasing advocacy services, which include building relationships and understanding and navigating processes to resolve issues, to support wellbeing and reduce power imbalances.</p> <p>Whanaungatanga: by establishing the foundation for strong relationships within the community.</p>					

How will the initiative contribute to the ends of <a href="#">He Ara Waiora</a> ?	Te Taiao	<b>Tenant Advocacy Services</b> Tenancy advocacy services focus on improving the security of housing for tenants, and thereby contribute to Te Ira Tangata. The ability for a tenant to remain in secure housing, enables them to participate and connect with their wider community. The initiative further empowers tenants – through better access to resources, advocacy and support – with the capability to determine their own aspirations and achieve improved outcomes.  s 9(2)(f)(iv)
	Te Ira Tangata	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

### Section 5B: Pacific initiatives

The answer to each question must not exceed 2-3 paragraphs.

What kind of impact would the initiative have on Pacific people?	A	Direct impact	<input type="checkbox"/>	<b>Tenant Advocacy Services</b> This initiative will indirectly support the Pacific Wellbeing Strategy goal of resilient and healthy Pacific peoples. While tenancy support and advocacy services will be available to all rental tenants, Pacific people make up a disproportionate amount of the renting population.  s 9(2)(f)(iv)
		Indirect impact	<input checked="" type="checkbox"/>	
	B	Targeted and tailored impact	<input type="checkbox"/>	<b>Tenant Advocacy Services</b> In 2018 the Pacific home ownership rate was 21 percent, compared to 52 percent for the total population. This initiative will have a disproportionately positive impact on Pacific people, given they are overrepresented in the rental sector. Increased funding may support outreach to Pacific people.  s 9(2)(f)(iv)
Disproportionate positive impact		<input checked="" type="checkbox"/>		
Other		<input type="checkbox"/>		
C	<b>Tenant Advocacy Services</b> The disproportionate positive impact for Pacific peoples depends on services being accessed proportionately.  s 9(2)(f)(iv)			

How would the initiative contribute to the focus areas of the <a href="#">All-of-</a>	Lalaga Potu: Cultural	<input checked="" type="checkbox"/>	Fale Fono: Partnership	<input type="checkbox"/>	Vaka Moana: Performance and Improvement	<input type="checkbox"/>	Te Kupega: Capability	<input type="checkbox"/>
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<a href="#">Government Pacific Wellbeing Strategy?</a>	Values and Principles		and Governance					
<p><i>Demonstrate how the initiative will support system shifts in one or more of the Strategy's four focus areas identified above. Reviewing the outcomes diagrams in the Pacific Wellbeing Outcomes Framework will help you to identify how your initiative aligns with these system shifts (see pages 31 to 37).</i></p>								
How would the initiative contribute to the outcomes for Pacific communities articulated in the <a href="#">Pacific Wellbeing Outcomes Framework</a> ?	Goal 1: Thriving Pacific languages, cultures, and identities	<input type="checkbox"/>	Goal 2: Prosperous Pacific communities	<input checked="" type="checkbox"/>	Goal 3: Resilient and healthy Pacific families	<input type="checkbox"/>	Goal 4: Confident, resilient, and thriving Pacific young people	<input type="checkbox"/>
	<p><b>Tenant Advocacy Services</b>  The Pacific Outcomes Framework recognises housing as a prerequisite of health. These initiatives will contribute resilient and healthy Pacific families but supporting Pacific tenants through increasing the availability of advocacy services, prosperous Pacific communities by supporting vulnerable tenants, supporting the outcome of suitable housing. This includes building relationships with tenants, understanding issues that might be causing concern and navigating processes to resolve them, improving the renting experience and supporting increased wellbeing. This can help to address a power imbalance between tenants and landlords (including retirement villages) when dealing with tenancy issues and disputes.</p> <p><b>Retirement Villages Advocacy Services</b>  As above.</p>							

### Section 5C: Child poverty initiatives

The answer to each question must not exceed 2-3 paragraphs.

What kind of impact would the initiative have on reducing child poverty?	A	Direct impact	<input type="checkbox"/>	<b>Tenant Advocacy Services</b> Forty-one percent of children live in rented properties. The availability of tenant advocacy services will indirectly impact families who live in rented properties.
		Indirect impact	<input checked="" type="checkbox"/>	
	B	Targeted and tailored impact	<input type="checkbox"/>	<b>Tenant Advocacy Services</b> Increasing tenant advocacy services will support renting households with children and young people experiencing poverty to exercise their tenancy rights, including security of tenure and housing quality.
	Disproportionate positive impact	<input checked="" type="checkbox"/>		
	Other	<input type="checkbox"/>		
Does the initiative align with the Child and Youth Wellbeing Strategy?	Y/N	<b>Tenant Advocacy Services</b> The initiative aligns with the high-level wellbeing outcome that children and young people 'have what they need'. Increasing tenant advocacy services will support parents and caregivers to exercise tenancy rights which support them to live in stable housing that is affordable, warm and dry.		

### Section 5D: Initiatives with impacts on women and girls

The answer to each question must not exceed 2-3 paragraphs.

Which group(s) of women and girls would be impacted by the initiative? Select all that apply.	Māori	<input type="checkbox"/>	Pacific	<input type="checkbox"/>	Asian	<input type="checkbox"/>	Culturally and linguistically diverse	<input type="checkbox"/>
	Older persons	<input type="checkbox"/>	Younger persons	<input type="checkbox"/>	Migrants	<input type="checkbox"/>	Refugees	<input type="checkbox"/>

	LGBTQIA+	<input type="checkbox"/>	Rural persons and communities	<input type="checkbox"/>	Students	<input type="checkbox"/>	Disabled people and those with disabilities	<input type="checkbox"/>
	Business owners	<input type="checkbox"/>	Employees	<input type="checkbox"/>	Specific industries or sectors	<input type="checkbox"/>	Other	<input type="checkbox"/>

**How many women and girls would be affected by this initiative?**

*Provide disaggregated data on the women and girls who would be affected by the initiative. Where applicable, identify the number of women and girls who are already being supported by the current initiative or policy (status quo), and the number of women and girls who will be targeted (aspirational outcome).*

*Qualitative impacts: Refer to the guidance for examples.*

**What is the initiative expected to achieve that will help to improve outcomes for women and girls, including for wāhine Māori and kōtiro?**

*Describe the overall aspirations of the initiative in how it would benefit women and girls (the vision). Secondly, consider and describe how the initiative may help to overcome gender stereotypes, roles, and pressures.*

**What direct and indirect impacts on women and girls is the initiative expected to have, including on wāhine Māori and kōtiro?**

*Describe the **direct** impacts, including the immediate impacts on women and girls as a proportion of the targeted demographic. Secondly, describe the **indirect** impacts, such as the secondary benefits or long-term benefits.*

**Are there any anticipated negative impacts of the initiative on women and girls, including on wāhine Māori and kōtiro?**

*This could be both short and long-term impacts. For example, are there any groups of women and girls who may be excluded from the initiative? Will the initiative inadvertently reinforce or rely on existing gender roles, stereotypes and/or pressures?*

**Describe how the initiative contributes to the wellbeing objectives and improves outcomes for women and girls.**

*This question is to explain the overlap, not to reiterate the impacts identified above.*

## Section 5E: Initiatives with environmental impacts

The answer to each question must not exceed 2-3 paragraphs.

<b>Does the initiative align to a category within the <a href="#">Green Bond Framework?</a></b>	Clean Transport	<input type="checkbox"/>	Energy Efficiency and Renewable Energy	<input type="checkbox"/>	Living and Natural Resources and Land Use	<input type="checkbox"/>	Terrestrial and Aquatic Biodiversity	<input type="checkbox"/>
	Climate Change Adaptation	<input type="checkbox"/>	Sustainable Water and Wastewater Management	<input type="checkbox"/>	Pollution Prevention and Control	<input type="checkbox"/>	Green Buildings	<input type="checkbox"/>

*Please advise whether the initiative meets the category specific criteria for the Green Bonds Programme (see section 4.5 of the Budget 2023 Guidance).*

Does the initiative have significant direct or indirect environmental impacts (positive or negative) beyond any climate change implications caught by CERF?	A	Direct impacts	<input type="checkbox"/>	Explain the nature and size of the environmental impacts by type (both positive and negative).
		Indirect impacts	<input type="checkbox"/>	
	B	Avert long-term tipping-points	<input type="checkbox"/>	Explain how the impact of the initiative relates to environmental tipping-points.
		Advance long-term tipping-points	<input type="checkbox"/>	
	C	List any assumptions you have made in considering these impacts (see section 4.5 of the Budget 2023 Guidance).		

## Section 5F: Regulatory systems

The answer to each question must not exceed 2-3 paragraphs.

Which regulatory system(s) does the initiative relate to?	Residential Tenancies regulatory system and Retirement Village regulatory system							
Which category does the initiative primarily relate to?	A major government reform priority (e.g. manifesto commitments)	<input checked="" type="checkbox"/>	Managing or mitigating operational performance of risks	<input type="checkbox"/>	Enabling economic activity and/or easing compliance burdens	<input type="checkbox"/>	Other	<input checked="" type="checkbox"/>
Which stage of the policy or legislative process is the proposal at?	The initiative will support tenants to exercise the rights provided from recent legislative reforms including the Residential Tenancies Amendment Act 2020. <b>s 9(2)(f)(iv)</b>							
	The RTA reform has completed its regulatory and legislative stages. Advice on the scoping of the Retirement Villages Act Review is currently being considered by the Minister of Housing. The Minister has indicated to stakeholders that the aim is to release a discussion document on policy proposals prior to the 2023 election.							

**From:** [Claire Leadbetter](#)  
**To:** [Scott Petty](#)  
**Cc:** [Jeremy Steele](#); [Julia Pearce](#)  
**Subject:** RE: Tenancy Advocacy budget bid info  
**Date:** Monday, 17 July 2023 6:40:46 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[CFIS loaded Tenant and RV advocacy funding budget bid template.docx](#)

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Hi Scott

Please see attached. Please ensure that the officials you pass this on to are aware that this bid is not publicly available, and we don't anticipate releasing it publicly prior to the next budget process.

I am looping in Julia as the bid also relates to Retirement Villages Residents advocacy funding

Thanks

Claire

**Claire Leadbetter** ([she/her](#))

Manager, Tenancy and Tenures | Tenancy and Tenures  
[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz) | Phone: +64 4 832 2431 | Mobile: **s 9(2)(a)**  
[www.hud.govt.nz](http://www.hud.govt.nz) | Level 8,7 Waterloo Quay, Pipitea, Wellington

---

**From:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>  
**Sent:** Monday, July 17, 2023 6:09 PM  
**To:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>  
**Subject:** Tenancy Advocacy budget bid info

As discussed in the meeting, can you send me relevant tenancy advocacy budget bid info that can be shared with the relevant DIA official for community grant funding query?

**Scott Petty** ([he/him](#))

Private Secretary (Housing) - Office of Hon Barbara Edmonds  
[scott.petty@parliament.govt.nz](mailto:scott.petty@parliament.govt.nz) | **s 9(2)(a)**

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**From:** [Greg Rowe](#)  
**To:** [Scott.Petty \(Guest\)](#); [Susan O'Neill](#)  
**Cc:** [Claire Leadbetter](#); [Allan Galloway](#)  
**Subject:** RE: TAN meeting 20 July  
**Date:** Wednesday, 19 July 2023 8:41:10 am  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Morning Scott,

There's been some late changes to attendee details. The following will be attending in-person, and further down online. Can I confirm you will be sending the Zoom meeting link directly to the three members attending online, or will you forward on to me to share with them?

Hamish Jarvie – Policy Analyst, New Zealand Council of Christian Social Services (NZCCSS)  
Erica Schouten - Student Support, Victoria University Student Association (VUWSA)  
Katherine Blow - Engagement Officer, Victoria University Student Association (VUWSA)  
Cam Jenkins - Coordinator, Manawatu Tenants Union  
Amy Proctor - Kaimahi Toko, Te Whatu Ora Mid Central  
Geordie Rogers - President, Renters United

And attending via Zoom link:

Sacha Green, National Advisor – Legal & Strategic, CABNZ [Sacha.Green@cab.org.nz](mailto:Sacha.Green@cab.org.nz)  
Bridgette Smith, Anglican Care [bridgette@anglicancare.org.nz](mailto:bridgette@anglicancare.org.nz)  
Rupert O'Brien, Law Reform Coordinator, Community Law Centres o Aotearo  
[rupert@clca.co.nz](mailto:rupert@clca.co.nz)

Ngā mihi,

**Greg Rowe**

PRINCIPAL ENGAGEMENT ADVISOR (ACTING)

Information and Education | Te Whakatairanga Service Delivery  
Ministry of Business, Innovation & Employment Hīkina Whakatutuki

[greg.rowe@mbie.govt.nz](mailto:greg.rowe@mbie.govt.nz) | DDI: +64 (0)4 901 8439 | Mobile: **s 9(2)(a)**

145 – 161 Cashel Street, Christchurch 8011

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**MAHI TAHI**  
BETTER TOGETHER

**PONO  
ME TE TIKI**  
OWN IT

**From:** Greg Rowe  
**Sent:** Thursday, 13 July 2023 3:16 pm  
**To:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>; 'Susan O'Neill' <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>  
**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>  
**Subject:** RE: TAN meeting 20 July

Hi Scott,

Yes, please on Zoom. TAN have come back with two externals:

Bridgette Smith [bridgette@anglicancare.org.nz](mailto:bridgette@anglicancare.org.nz)

Rupert O'Brien [rupert@clca.co.nz](mailto:rupert@clca.co.nz)

On confirming the contact list. I've asked the TAN lead to confirm final list late Tuesday (to try as best possible to take into account last minute changes). Hoping that timeframe is okay.

Ngā mihi,  
Greg

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**From:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>  
**Sent:** Tuesday, 11 July 2023 4:04 pm  
**To:** Greg Rowe <[Greg.Rowe@mbie.govt.nz](mailto:Greg.Rowe@mbie.govt.nz)>; 'Susan O'Neill' <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>  
**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>  
**Subject:** RE: TAN meeting 20 July

Thanks – Beehive reception have also asked for a contact list due to the number of externals and since we are using the Ministerial Meeting Room (EW 2.1) – same room as last TAN meeting. Could you send that through when ready. I think just names and organisations is fine.

BTW – is there any Zoom set up required this time? We had a remote attendee last time.

---

**From:** Greg Rowe <[Greg.Rowe@mbie.govt.nz](mailto:Greg.Rowe@mbie.govt.nz)>  
**Sent:** Tuesday, 11 July 2023 9:03 AM  
**To:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>; 'Susan O'Neill' <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>  
**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>  
**Subject:** RE: TAN meeting 20 July

Yes, have been in touch with the TAN Lead and he has confirmed this new time would work.

Thanks Scott,  
Greg

---

**From:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>

**Sent:** Tuesday, 11 July 2023 8:47 am

**To:** Greg Rowe <[Greg.Rowe@mbie.govt.nz](mailto:Greg.Rowe@mbie.govt.nz)>; 'Susan O'Neill' <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>

**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>

**Subject:** Re: TAN meeting 20 July

Hi can you check if 12-1230 on the 20th suits then?

Thanks

Scott

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**From:** Greg Rowe <[Greg.Rowe@mbie.govt.nz](mailto:Greg.Rowe@mbie.govt.nz)>

**Sent:** Tuesday, July 11, 2023 7:48:34 AM

**To:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>; 'Susan O'Neill' <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>

**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>

**Subject:** RE: TAN meeting 20 July

Morning Scott,

Thought I'd touch base to see if there has been any firming up of when the Minister is able to meet TAN on next Thursday? If not, do you have an idea on when we'll be sure of meeting time?

Ngā mihi,

Greg

---

**From:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>

**Sent:** Thursday, 6 July 2023 3:12 pm

**To:** 'Susan O'Neill' <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>

**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>; Greg Rowe <[Greg.Rowe@mbie.govt.nz](mailto:Greg.Rowe@mbie.govt.nz)>

**Subject:** RE: TAN meeting 20 July

Thanks Susan, and apologies for the delayed reply.

Yes the meeting was set up slightly before the last meeting we had with them in May so I had assumed HUD was aware of this.

On timing of the meeting, I have been trying to seek clarity on this as the meeting time may need to shift to earlier in the day, as the Minister now seems to have an Auckland engagement in the evening. I'm hoping that travelling TAN members are generally available for times earlier in the day since I know officials usually have a pre meet with them? Our SPS has been unwell so it's difficult to get diary clarity at the moment unfortunately!

Thanks for the Renters United doc.

Re when the Aide-Mem needs to be done, I'm a little on your hands on that. Ideally, in time for next week's weekend bag as we'll have upcoming stakeholder meetings on the agenda for Minister Edmonds' meeting with officials on the 17<sup>th</sup>/18<sup>th</sup>. However it is a short week next week with Matariki which would mean COB Wednesday for the weekend bag, which I imagine could be

tricky for the team with everything else on? I think given we have housing meetings with REINZ and NZPIF in the week of the 17<sup>th</sup> and Minister Edmonds hasn't met those groups yet, it might be ok to have the TAN Aide Mem coming into the office during the week of the 17<sup>th</sup> if you need extra time, especially if there are a few things to clarify with TAN closer to the time. Perhaps on Monday/Tuesday 17<sup>th</sup>/18<sup>th</sup>. We could put an agenda in the pack for the Minister's meeting with officials in the meantime and officials could speak to that with the Minister. Claire you might have views on this as well in terms of ensuring the Minister is adequately briefed. COB 12<sup>th</sup> would be a "nice to have", but let me know what is feasible. The office certainly understands that HUD are hard at work on some priority policy items at present!

Topics: my notes in red

1. Funding for Tenant Advocates [note that Renters United sent an email through to offices yesterday – see attached. I assume the reason officials haven't said anything is because of the upcoming TSY B23 proactive release – do we know when that is? Would it be worth flagging at this point by email that Minister Edmonds can give TAN an update on the 20<sup>th</sup> in advance of the OIA response?]
2. Price of Rentals [I think include some summarised content on the rent setting provisions as mentioned in the last TAN meeting. You could refer to the previous HUD advice (BRF21/22021232 and BRF21/22031265) which was provided to the office. s 9(2)(g)(i) ]
3. Healthy Homes Compliance/Rental WOF [Greg – I have been dealing with Brett Wilson, Dan Herlihy, Allan Galloway on numbers of HHS compliance checks – if you are not looped into that, can you please ensure some of those numbers are included in the AM?. Other than that, I think just lift what we've previously used on why we didn't do a rental WOF]
4. Rights of Non-Tenant Renters [Greg the Minister did consider your Aide Mem on this topic – she had two questions in relation to it. Sorry – just getting around to passing these back now. 1. She wanted to know the reason for such non-RTA disputes going to Disputes Tribunal rather than Tenancy Tribunal. 2. She made a comment about high rental need for Māori and Pacific peoples and asked if MBIE could work with Ministry for Pacific Peoples etc (TPK as well?) on increasing awareness around these issues. I think if you can include comment on these issues as part of the Aide-Mem that would be appreciated.

Otherwise, good to include some quick facts on rent levels and perhaps some high level analysis on that. The Minister has been reading monthly housing market updates so will be generally informed on this.

Greg – I haven't heard from MBIE on the monthly tenancy dashboard for over a month – could you check in on the situation there? Could be something to include as well in advance of the meeting.

Any questions, let me know!

Thanks  
Scott

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**From:** Susan O'Neill <[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz)>  
**Sent:** Thursday, 6 July 2023 12:13 PM  
**To:** Scott Petty <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>  
**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>; Greg Rowe <[Greg.Rowe@mbie.govt.nz](mailto:Greg.Rowe@mbie.govt.nz)>  
**Subject:** RE: TAN meeting 20 July

Hi again Scott

We also wanted to share the document by Renters United that was also sent through. We expect TAN will want to discuss aspects of this.

Is there anything else in particular you want the talking points to cover, apart from the attached and the topics outlined below?

Thanks, Susan

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**From:** Susan O'Neill  
**Sent:** Thursday, July 6, 2023 10:05 AM  
**To:** Scott.Petty (Guest) <[Scott.Petty@parliament.govt.nz](mailto:Scott.Petty@parliament.govt.nz)>  
**Cc:** Claire Leadbetter <[Claire.Leadbetter@hud.govt.nz](mailto:Claire.Leadbetter@hud.govt.nz)>  
**Subject:** TAN meeting 20 July

Kia ora Scott

Greg Rowe at MBIE has advised the TAN meeting is on 20 July from 4.30-5. Is that correct?

Can you please send through any commissioning so we get this formally in the Min Services system for the meeting invite and aide memoire:

1. please confirm when you want the AM.
2. We have a list of priority speaking topics from TAN via Greg. Is there anything else required?

Priority speaking topics:

1. Funding for Tenant Advocates
2. Price of Rentals
3. Healthy Homes Compliance/Rental WOF
4. Rights of Non-Tenant Renters

We expect Claire and Jeremy will attend.

Thanks,

**Susan O'Neill** ([she/her](#))

Acting Manager | Tenancy and Tenures

Policy and Legislation Design

[Susan.ONeill@hud.govt.nz](mailto:Susan.ONeill@hud.govt.nz) | Phone: +64 4 832 2571

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**From:** [Georgia Bloor-Wilson](#)  
**To:** [Jeremy Steele](#)  
**Cc:** [Susan O'Neill](#); [Claire Leadbetter](#); [Julia Pearce](#)  
**Subject:** Talking points on regulatory priorities for Minister's meeting  
**Date:** Friday, 24 May 2024 9:49:00 am  
**Attachments:** [image001.png](#)  
[image003.png](#)  
[image005.png](#)  
[image007.jpg](#)  
[image002.png](#)  
[image004.png](#)  
[image006.png](#)  
[image008.jpg](#)  
[image009.png](#)

Kia ora Jeremy,

The Minister met with the Tenant Advocates Network (TAN) on 22 May. At the meeting, TAN raised a number of issues and the Minister indicated interest in undertaking further work in a number of areas. We expect the Minister will raise these in the officials meeting on Monday. I have provided background info and talking points below. Claire is able to attend the meeting if that would be helpful.

**Key talking point:**

- We will brief you in mid-late June on an updated tenancy and regulatory work programme, to facilitate discussion of relative priorities, scoping and sequencing of this work.
- Our briefing will take into account the capacity of the Policy Group, which is currently in a change process.

TOPIC	CONTEXT	TALKING POINT
<b>Regulation of residential property managers</b>	TAN expressed disappointment in the decision to not progress the Residential Property Managers Bill. The Minister indicated interest in a 'lighter touch' regulatory regime and suggested setting up a sector working group.	<ul style="list-style-type: none"> <li>• Secretariat for a working group would require policy resource.</li> <li>• Would the Minister be open to the working group starting early 2025 after the RTA Bill has passed?</li> </ul>
<b>Long-term tenancy option</b>	The Minister indicated he is interested in exploring an option to legislate for a more secure, long-term tenancy option. TAN were supportive of this.	<ul style="list-style-type: none"> <li>• We will be reporting back in June on options to enable build-to-rent (one type of long-term tenancy model) in New Zealand.</li> <li>• Our report back will include advice on whether further work should be undertaken to better enable build-to-rent tenancies, and may include advice about long-term tenancies generally.</li> </ul>
<b>Funding for housing advocates</b>	TAN wants government funding for housing advocates to enable them to better support renters. Current funding settings for Manawatū Tenants Union (MTU) were discussed.	<ul style="list-style-type: none"> <li>• We can provide information in early-mid June about current funding settings including what funding conversations MSD is currently having with Manawatū Tenants Union.</li> <li>• We could begin work in late June to summarise our previous advice on</li> </ul>

	The Minister indicated he could look into funding.	options for further government funding of housing advocates.
<b>Protections for non-tenant renters</b>	<p>Non-tenant renters (e.g. flatmates) aren't covered by the protections of the RTA. Applicants for dispute resolution often end up 'bouncing' between the Disputes Tribunal and Tenancy Tribunal to determine jurisdiction, which is not efficient.</p> <p>The Minister indicated he could look into policy work on this issue.</p>	<ul style="list-style-type: none"> <li>• A regulatory change around the rights and responsibilities of non-tenant renters would be too complex to do in the current RTA Bill.</li> <li>• There may be other more minor amendments that could potentially be included in the RTA Bill. They may have operational and funding issues and we would need to engage further with the Ministry of Justice. s 9(2)(f)(iv)</li> </ul>
<b>Information, education and compliance work for landlords and tenants</b>	<p>TAN discussed how some landlords are unaware of their legal obligations. The Minister expressed interest in what is done to educate landlords. MBIE is responsible for this work.</p>	<ul style="list-style-type: none"> <li>• MBIE can provide information about their current approach to education and compliance. They can work with your office on timing.</li> </ul>

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