



# Renters Pulse Survey

**Topline report**

Wave 7 | October 2025

**verian** 



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



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# Research objectives and method

The Ministry of Housing and Urban Development aims to understand the impacts of legislative changes on the residential property market.

To do this, Verian has conducted regular pulse surveys with renters and landlords of private rental properties. This report provides updated renters' results to identify what has changed over time. Previous waves were conducted in...

April 2021 | October 2021 | May 2022 | November 2022 | May 2023 | December 2023 | October 2025

- A nationwide online survey of **1,501 renters**.
- Maximum margin of error on the total sample is **+/-2.5%**.
- Fieldwork was conducted from **21<sup>st</sup> October to 9<sup>th</sup> November 2025**.
- Statistically significant changes over time are shown with triangles on the charts. Statistical significance has been calculated (at the 95% confidence level, unless otherwise stated) using a two column independent proportional t-test.
- Percentages in a graph or table may not always add to 100% (e.g. where a renter could choose more than one answer, or due to rounding). Percentages below 0.5% are shown to one decimal point. All others have been rounded to the nearest number



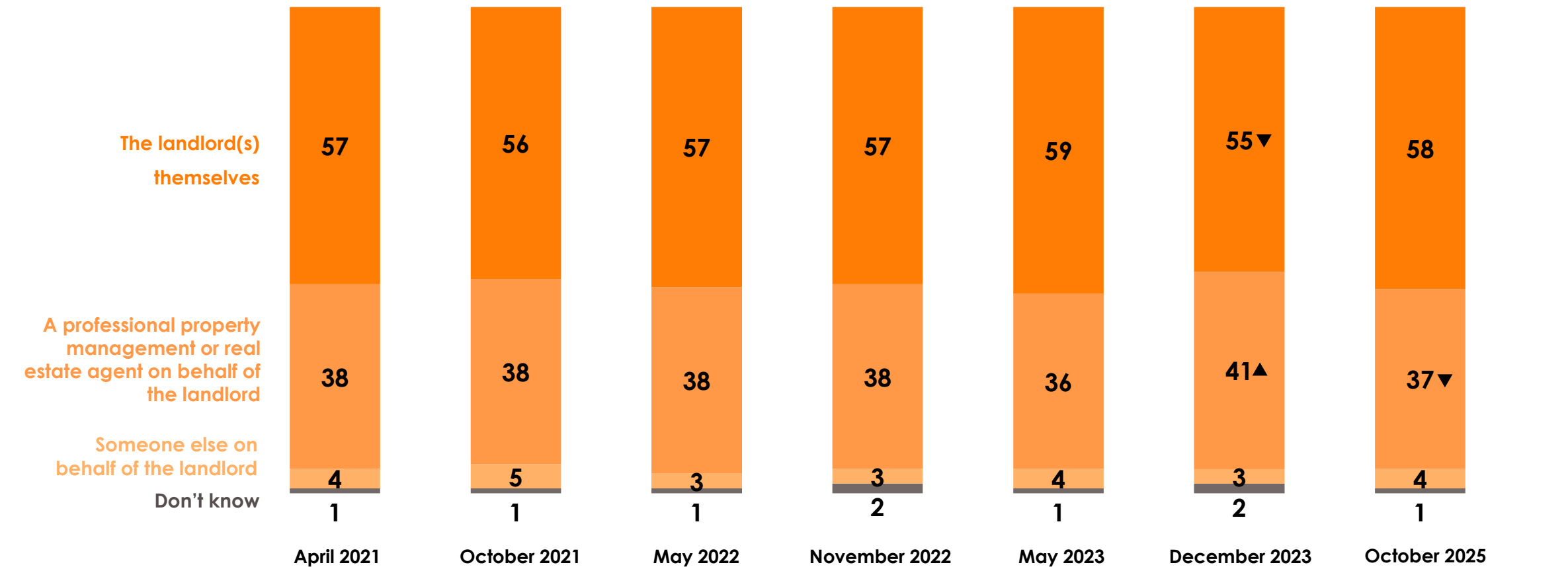
A high-angle photograph of a woman with long, wavy brown hair sitting on a light brown beanbag chair. She is wearing a white, fuzzy, knee-length robe with purple ribbons at the cuffs and waist. She is holding a smartphone in her hands and looking down at it. She is barefoot, and a tattoo of a bird is visible on her right calf. The floor is made of light-colored wooden planks. In the background, there is a large green plant with broad leaves and a small, colorful house-shaped decoration on a shelf. The lighting is warm and natural, suggesting sunlight coming from the left.

# Tenancy characteristics



# After a spike in late 2023, fewer renters now say their property is managed by a property manager.

Who manages the rental property %



Source: Q7. "Who mainly manages the rental property where you live?"  
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501).  
Note: Totals may not add to 100% due to rounding.

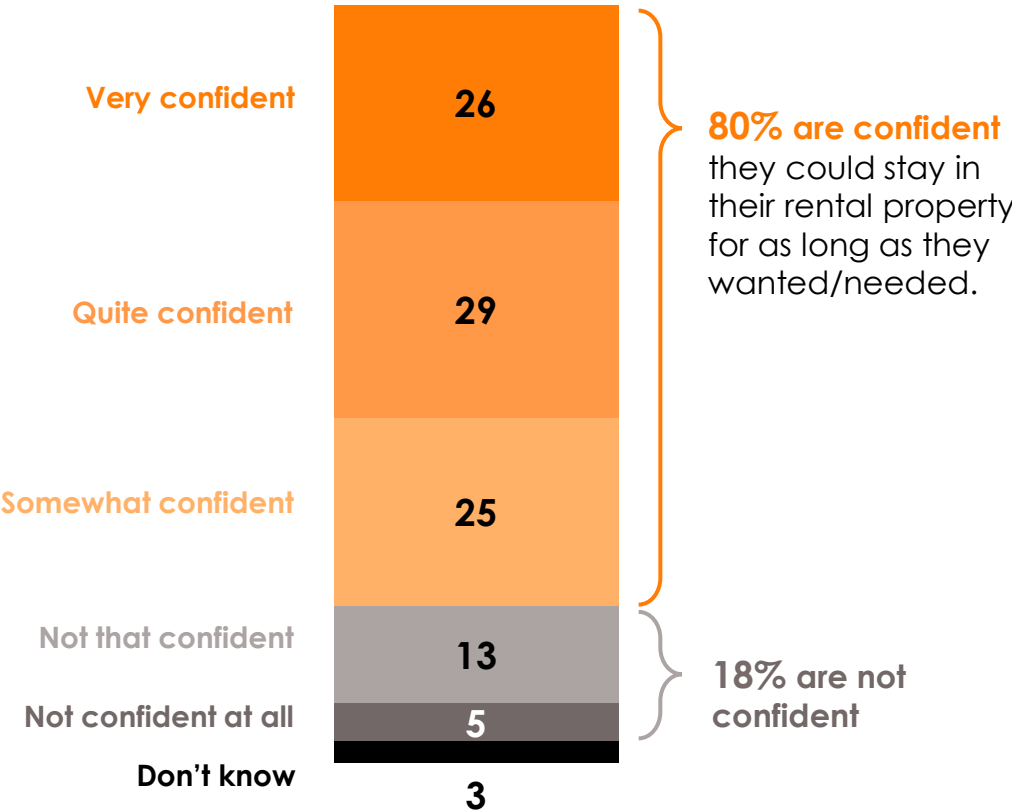
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# Most are at least somewhat confident they can live in their rental as long as needed.

Those who are not very confident most often say this is because their landlord could sell the property, or they have a more general sense of uncertainty (i.e. 'anything could happen').

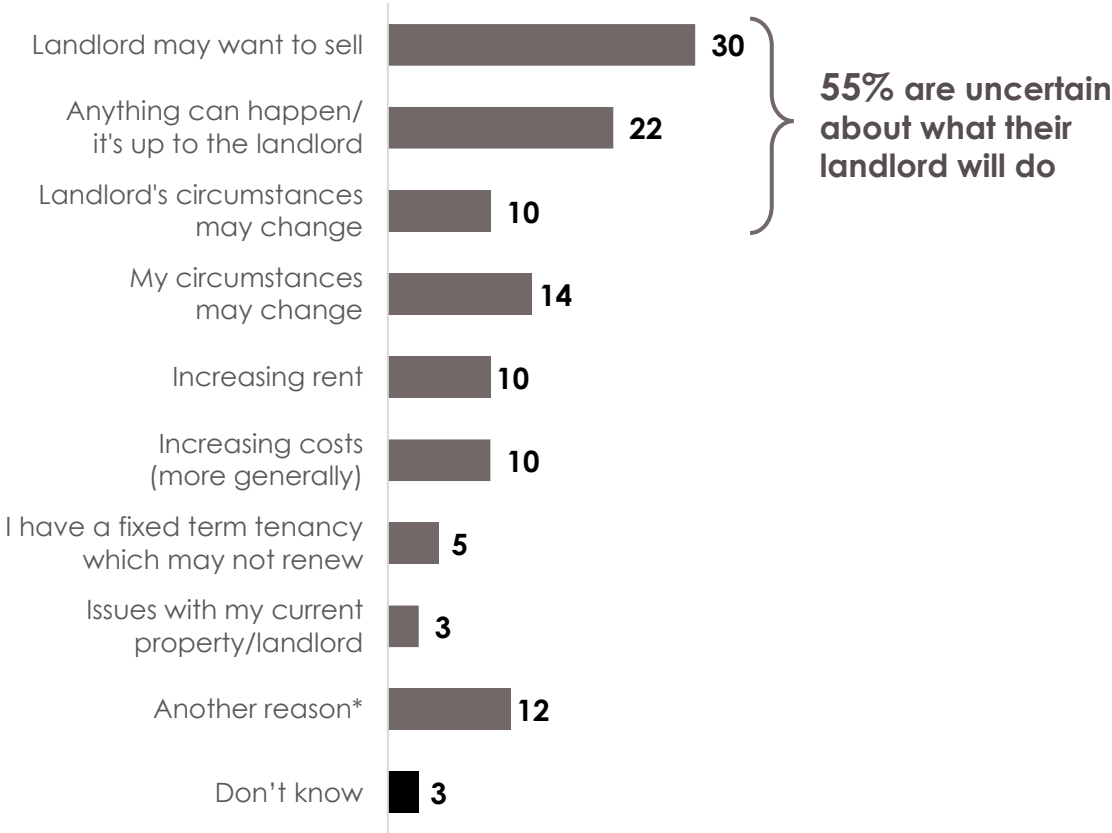
How confident are you that you could stay in your rental property for as long as you want/need?

%



Why are you not very confident?

%

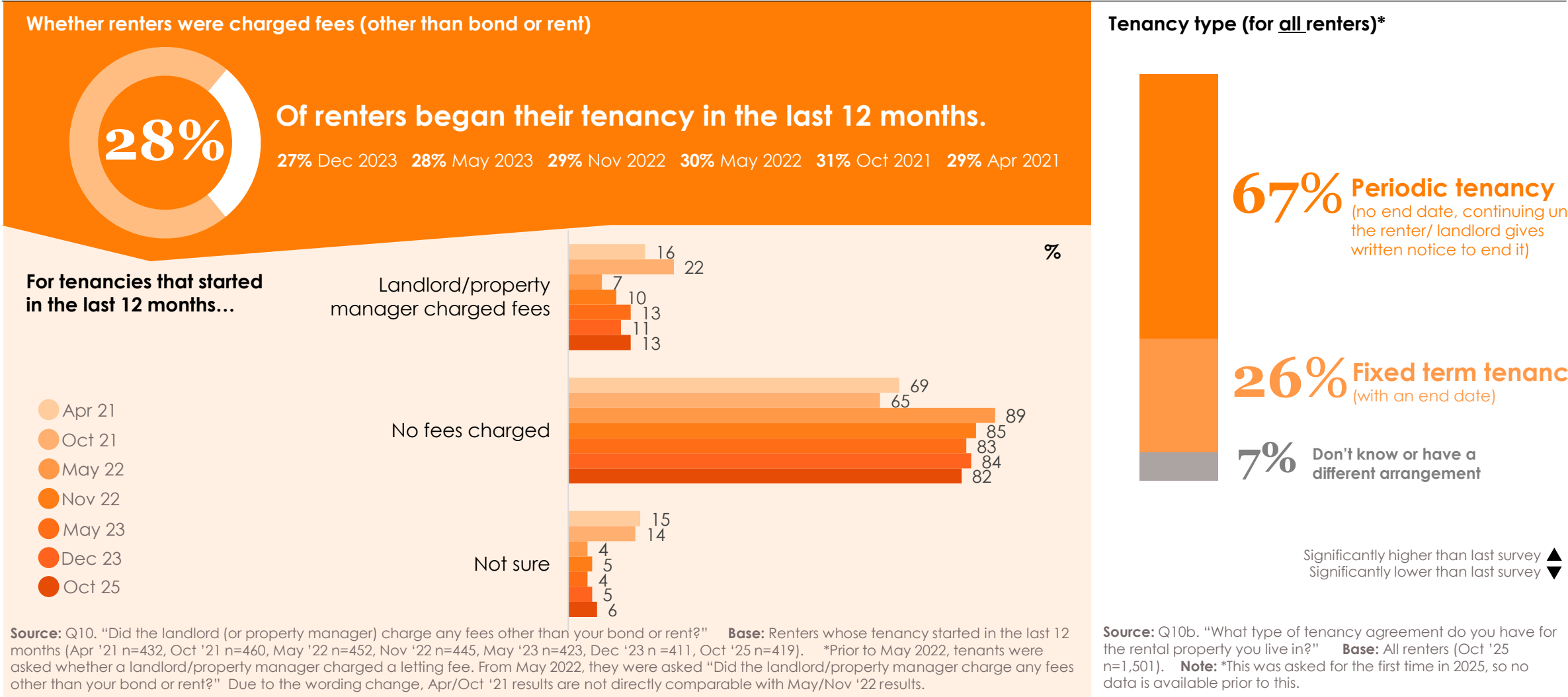


Source: Q7b. "How confident are you that you could stay living in your rental property for as long as you want/need?" Base: All renters (Oct '25 n=1,501)

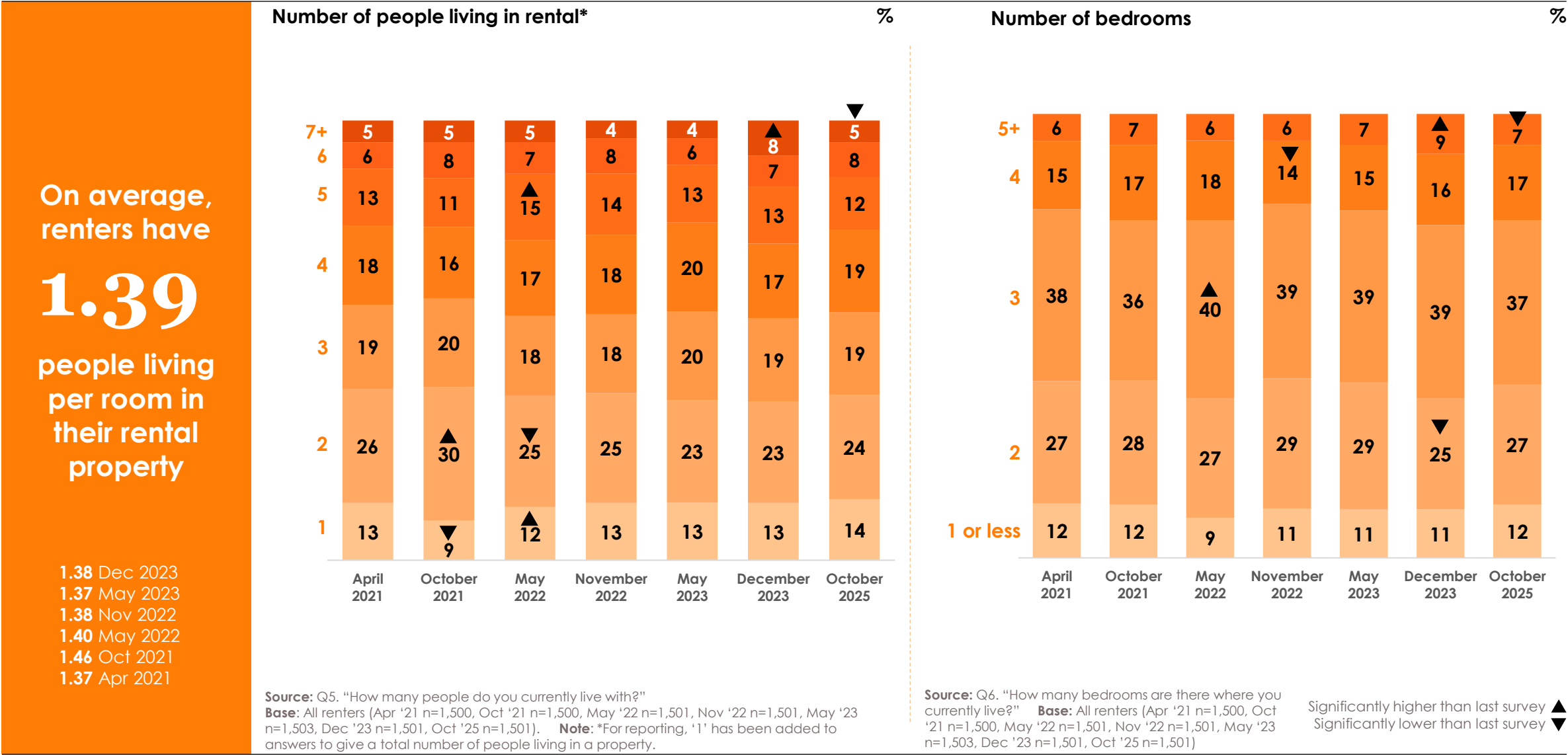
Source: Q7c. "Why are you not fully confident that you could stay living in your rental property for as long as you want/need?" Base: All renters who are not very confident they can stay in their rental as long as they want/need (Oct '25 n=1,063) Note: \*Other reasons include the housing market more generally, motives of developers etc.

# Just over one in ten renters were charged fees on new tenancies in the last year.

Periodic tenancies are the most common type of tenancy (about two thirds have this).



# After an increase in late 2023, fewer properties have 7 or more people living in them.



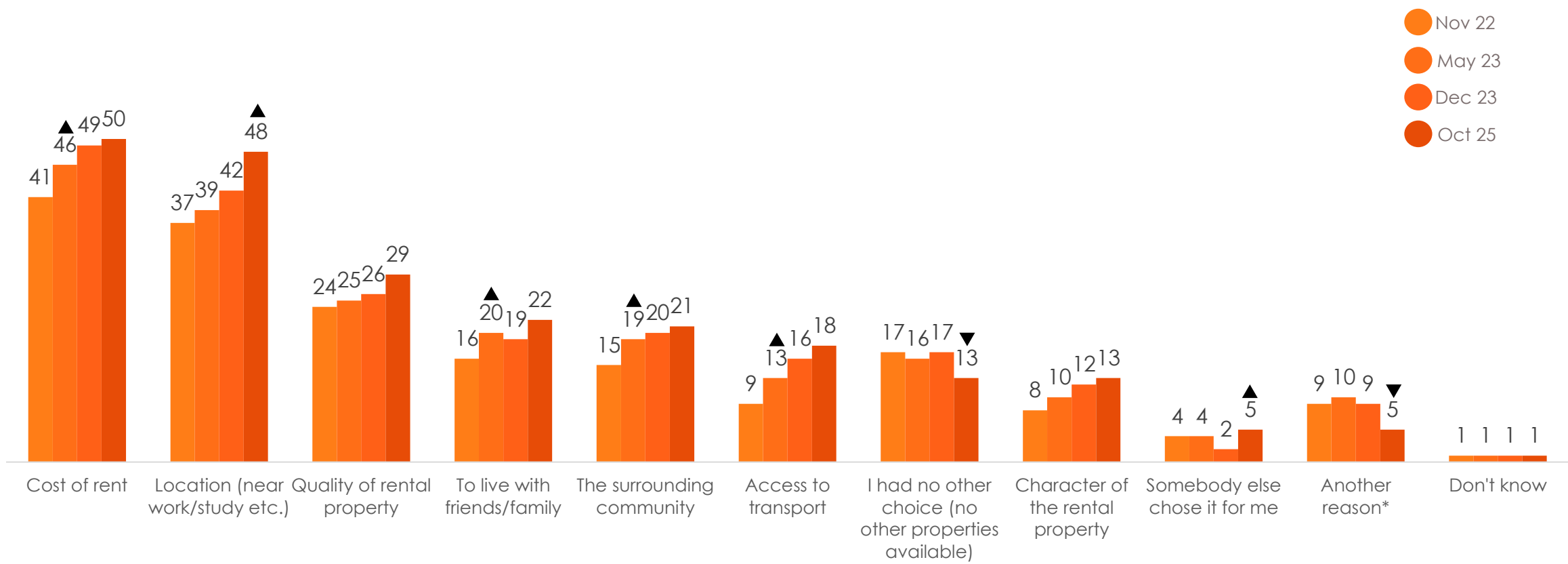


# This year, more renters say they chose their rental for its location.

This has been trending upward over time and is now one of the main motives alongside cost. There are also fewer problems this year with availability, with fewer renters saying they had no choice in properties.

Why tenants chose their rental

%



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

Base: All renters (Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501).

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

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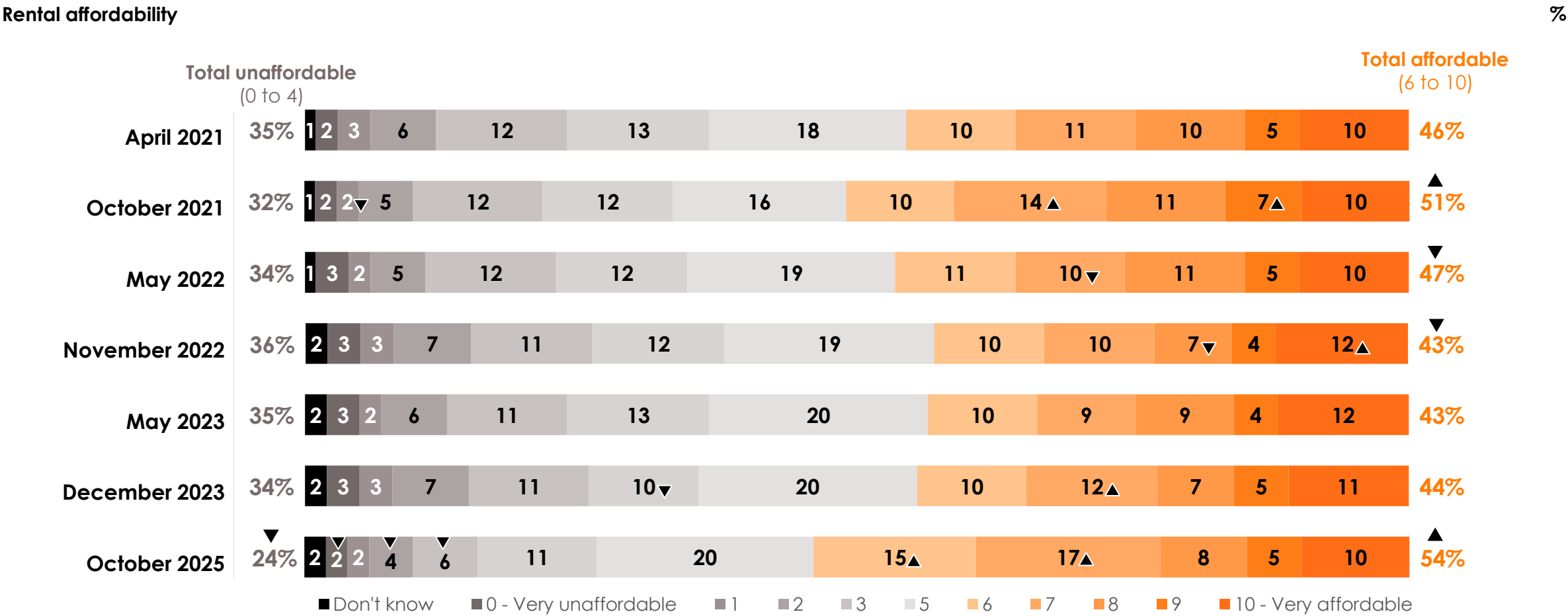
A woman with brown hair tied back is sitting at a desk, looking at a laptop. She is holding a baby in her arms. The desk is cluttered with various items, including a laptop, a mouse, a glass of water, and several boxes. A blue bag is also visible on the desk. The background shows a window with light coming through, and a potted plant is visible on the left side of the frame.

# Rental payments and government financial support



# More renters this year say their rent is affordable.

This is mostly occurring at the lower end of affordability, i.e. moving from being on the fence or saying it is unaffordable, to saying it is somewhat affordable.



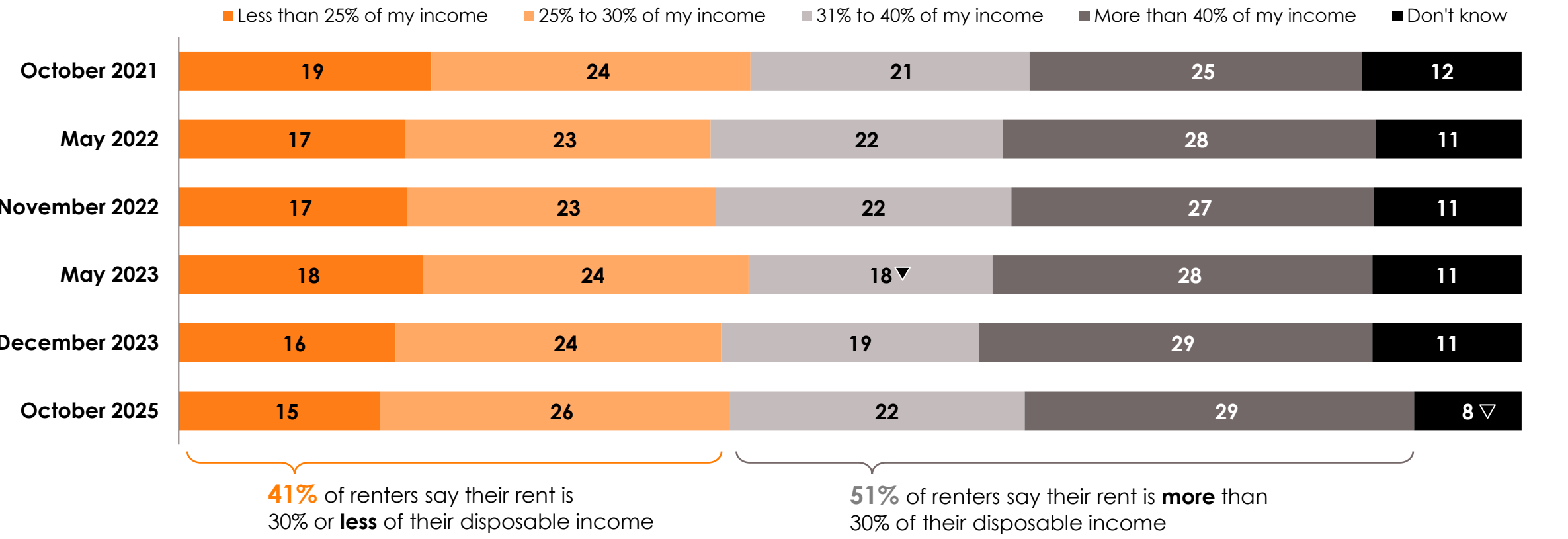
Source: Q12. "How affordable is your current rent?"  
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501, May '23 n=1503, Dec '23 n=1501, Oct '25 n=1,501)  
Note: Due to rounding, totals may not add to 100%.

Significantly higher than last survey ▲  
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# About half of renters (51%) say rent accounts for over 30% of their disposable income.

Whereas, 41% say they spend up to 30% of their disposable income on rent.

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



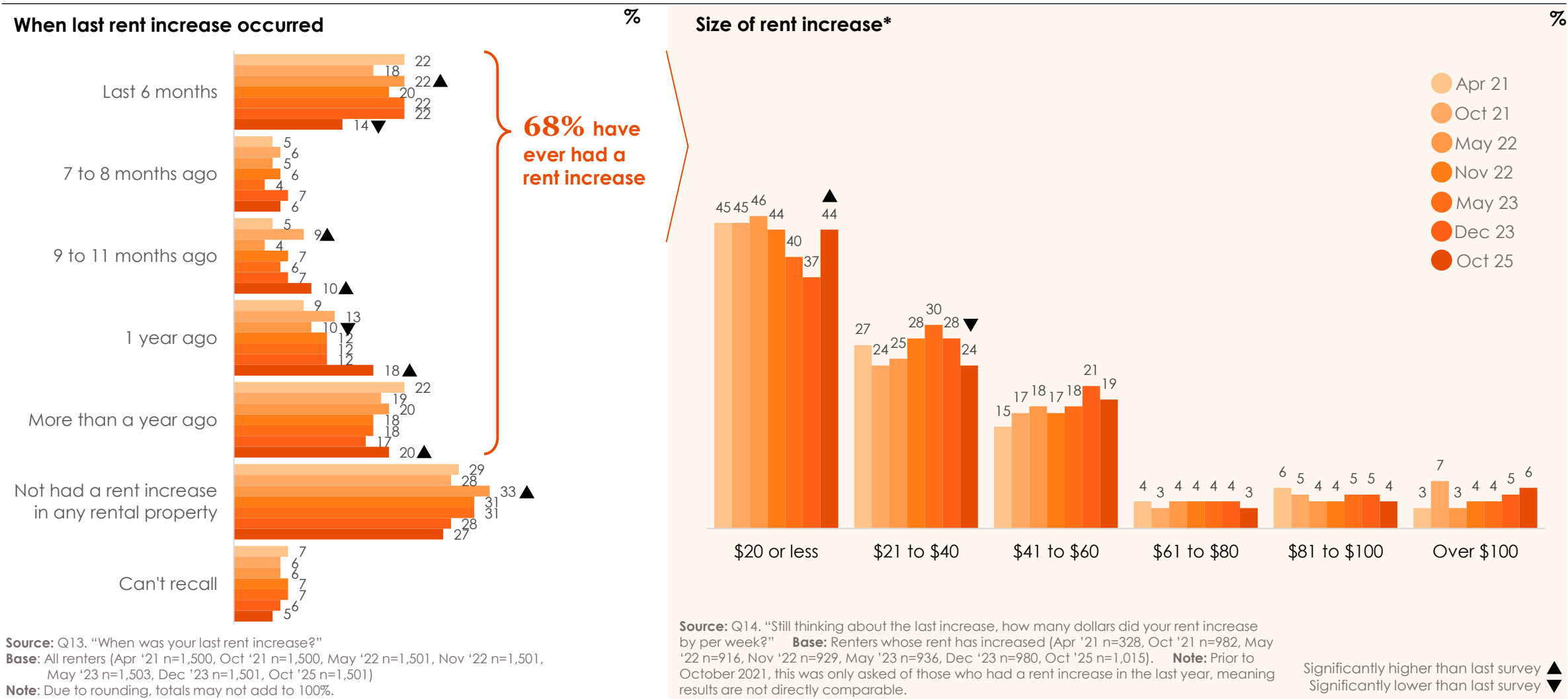
Source: Q12b. "How much approximately is your rent as a percentage of your disposable income (income after tax)? My rent is..."  
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501)  
Note: Due to rounding, totals may not add to 100%.

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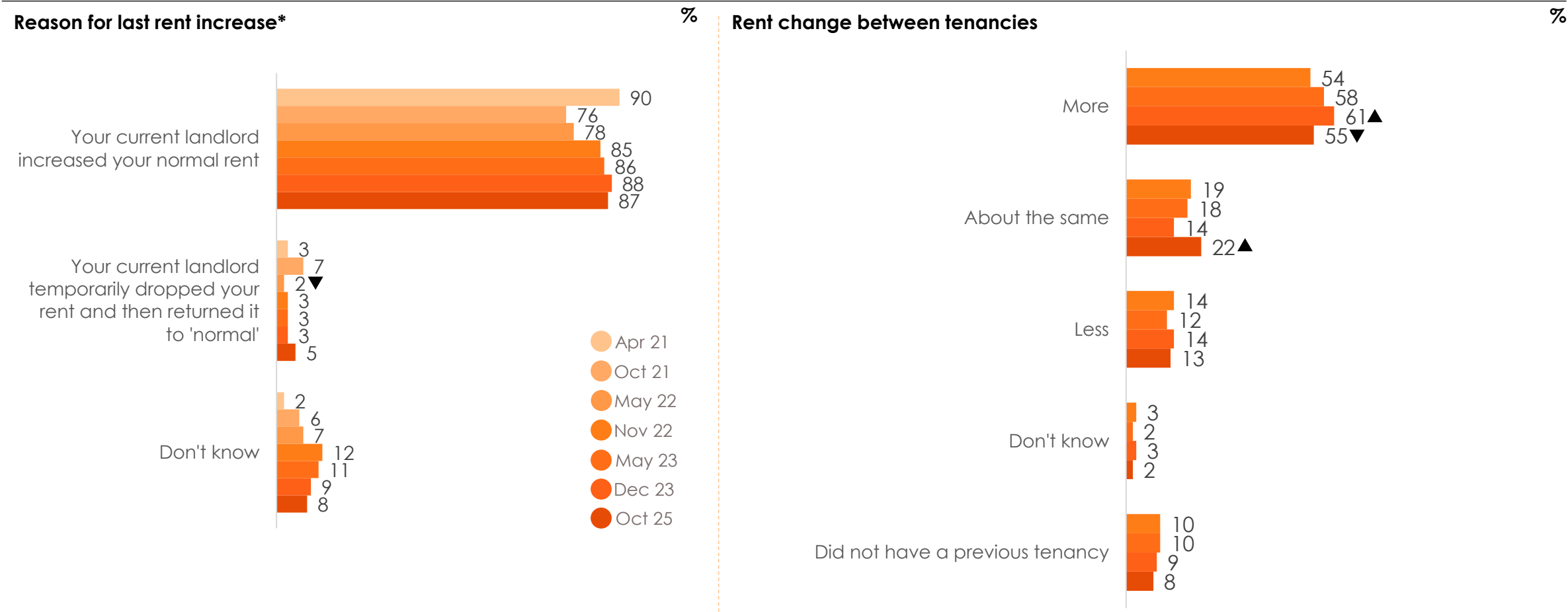
# This year, fewer renters say they have had a rent increase in the last 6 months.

And increases are generally smaller than in 2023 (i.e. more renters now say it went up by \$20 or less).



# This year, there are also fewer renters saying their rent increased when they moved.

There appears to be more stability in rent, with more renters saying they were charged about the same when changing tenancies.



**Source:** Q15. "Was your last rent increase because..." Q15a. "Thinking of your previous tenancy, do you now pay more or less rent for your current tenancy compared to your previous tenancy?" **Base:** Apr '21: Renters whose rent has increased within the last six months (n=328), from Oct '21 on: Renters whose rent increased at any point (Oct '21 n=982, May '22 n=919, May '23 n=936, Dec '23 n=980, Oct '25 n=1,015). **Note:** \*In November 2022, the option 'you moved house or rental property' was removed to ensure only renters who have experienced a rent increase under an existing tenancy are included. This means that results are not directly comparable prior to November 2022.

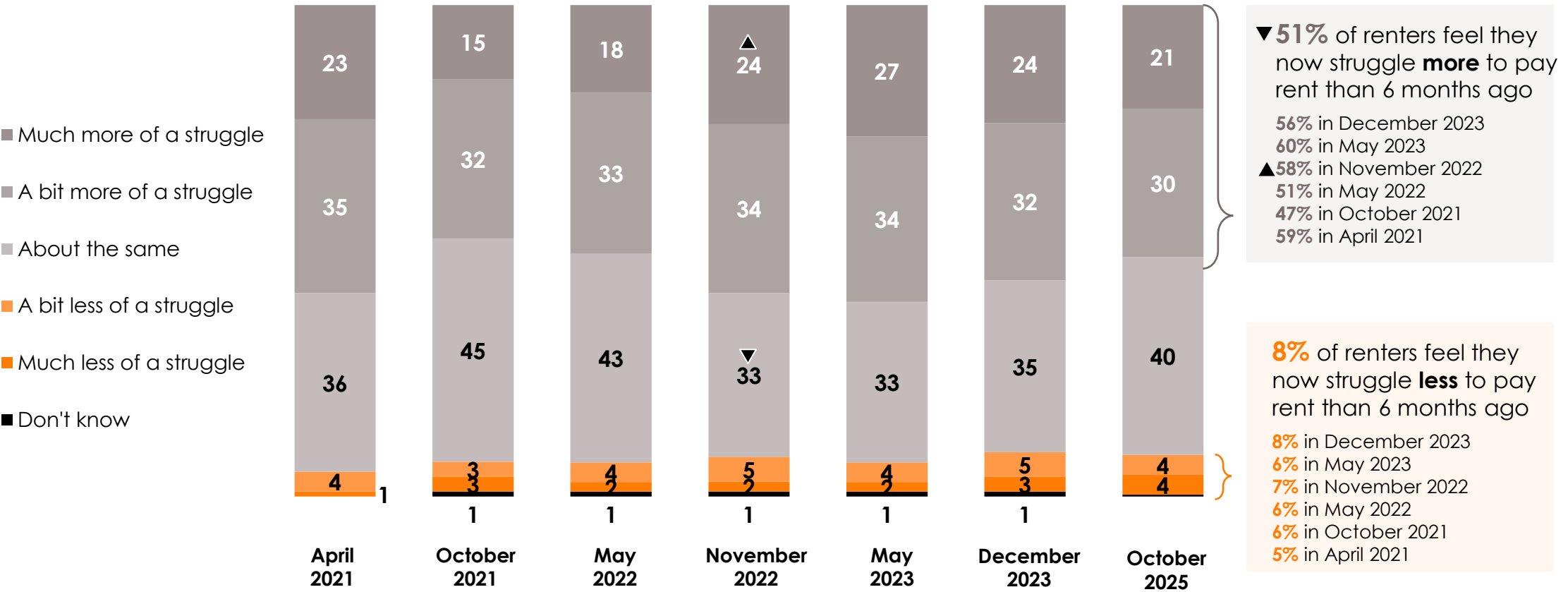
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# This year, fewer renters say rent is more of a struggle than 6 months ago.

This is a return to levels seen in early 2022, following an increase in renters saying they were struggling to pay their rent which, again, may suggest slightly more stability.

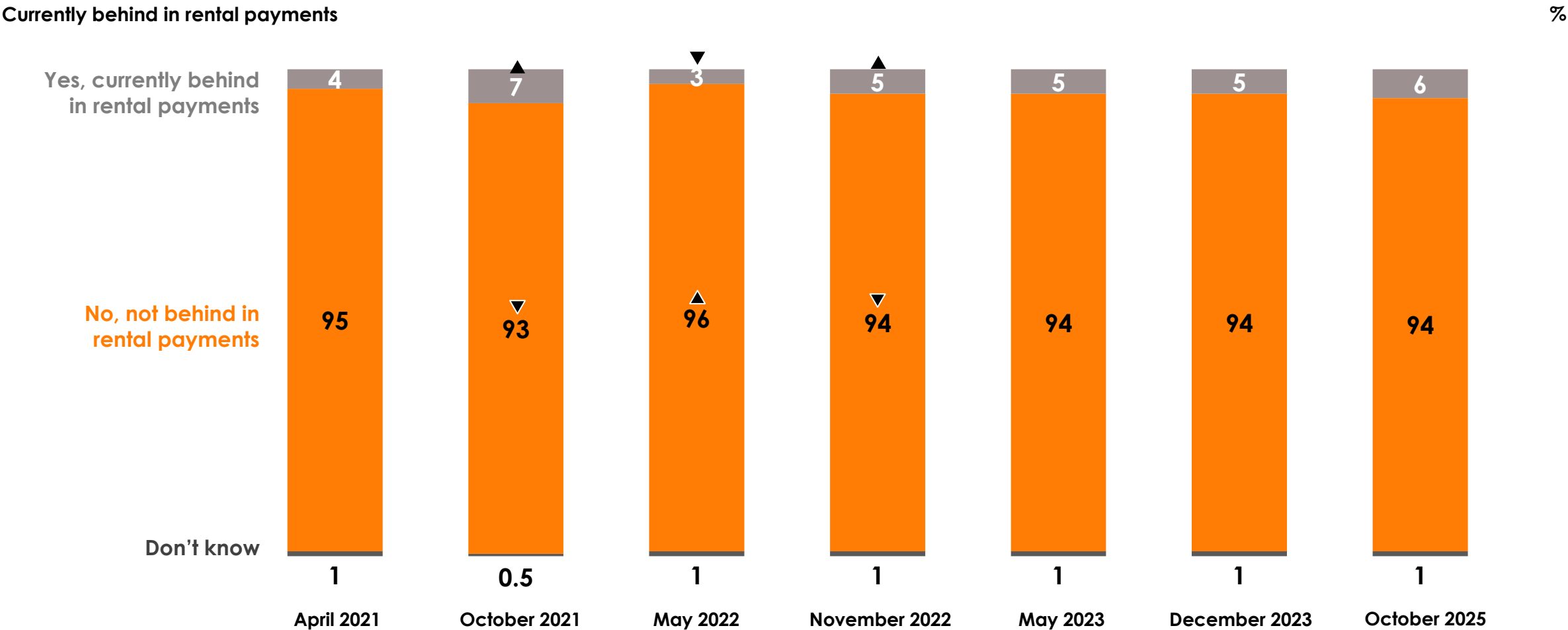
Struggles to pay rent compared with six months ago %



Source: Q16. "Is paying your rent now more or less of a struggle than it was 6 months ago? It is now..."  
Base: Apr '21: Renters whose rent has increased in the last six months (n=328), Oct '21: Renters whose rent has increased at any point (Oct '21 n=982, Nov '22 n=929, May '23 n=936, Dec '23 n=980, Oct '25 n=1,015). Note: Due to rounding, totals may not add to 100%  
Significantly higher than last survey ▲  
Significantly lower than last survey ▼

# A small proportion of renters (6%) are behind on their rental payments.

This has remained consistent over time.



Source: Q17. "Are you currently behind in your rental payments?"  
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,015).

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# Moving

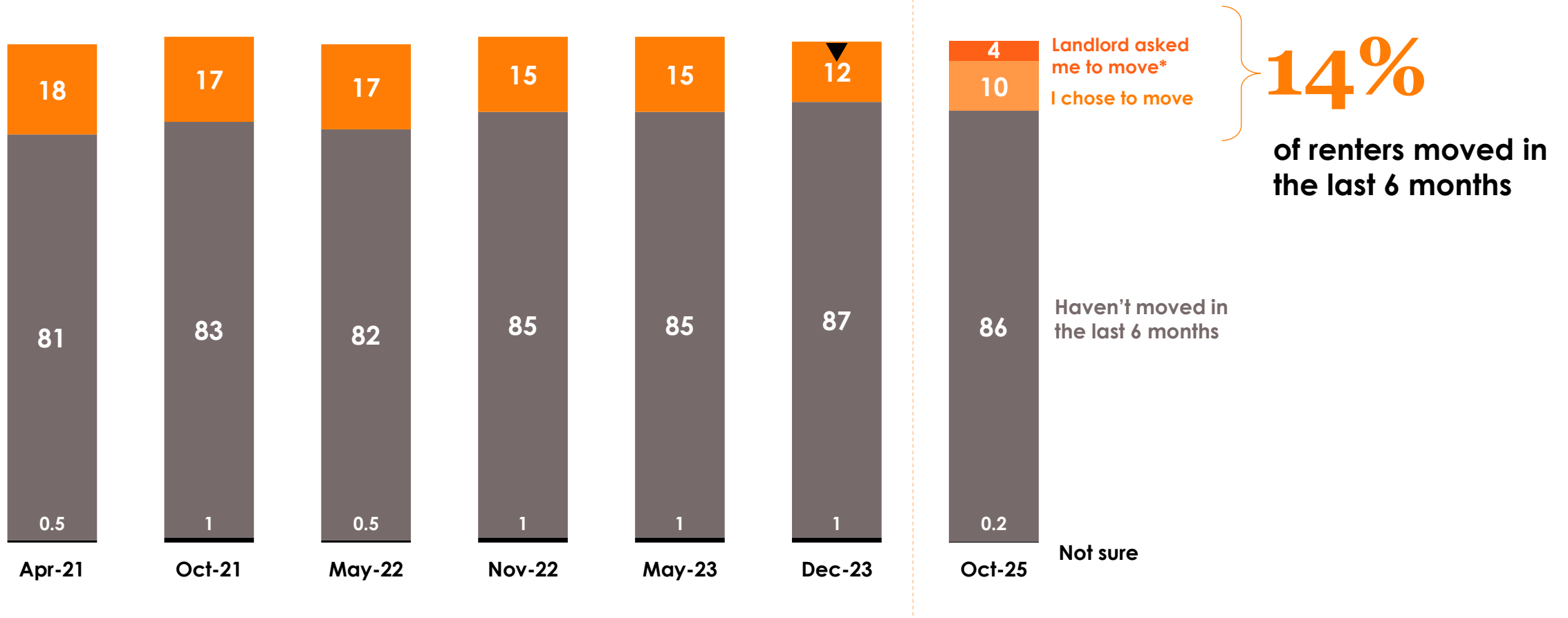




# About one in seven renters moved in the last six months.

This includes 10% who chose to move, and 4% who were asked to by their landlord or property manager.

Whether renters moved in the last 6 months



Source: Q20. "In the last 6 months, have you moved to a new place to live? Q21b. "Did you decide to move out, or did your landlord/property manager ask you to move?"  
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501)  
\*Prior to 2025, renters were just asked whether they had moved. Starting in 2025, they were asked who instigated this move.

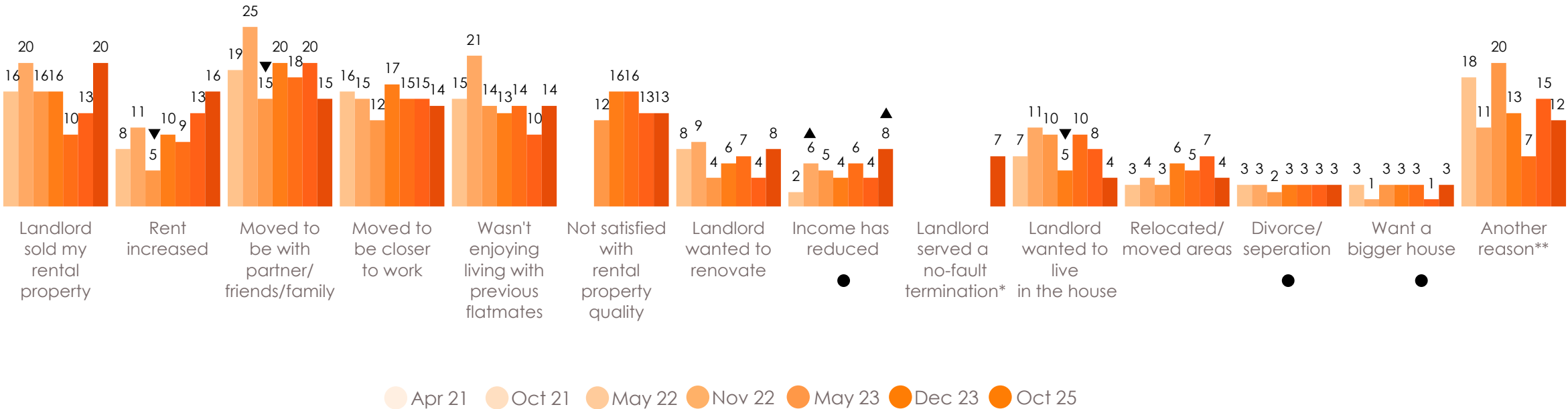
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# Renters most often move because of their landlord selling or increasing rent.

Although, it is also common to move because renters wish to change their own living situation or location.

14% of renters moved in the last 6 months, and did so because...

%



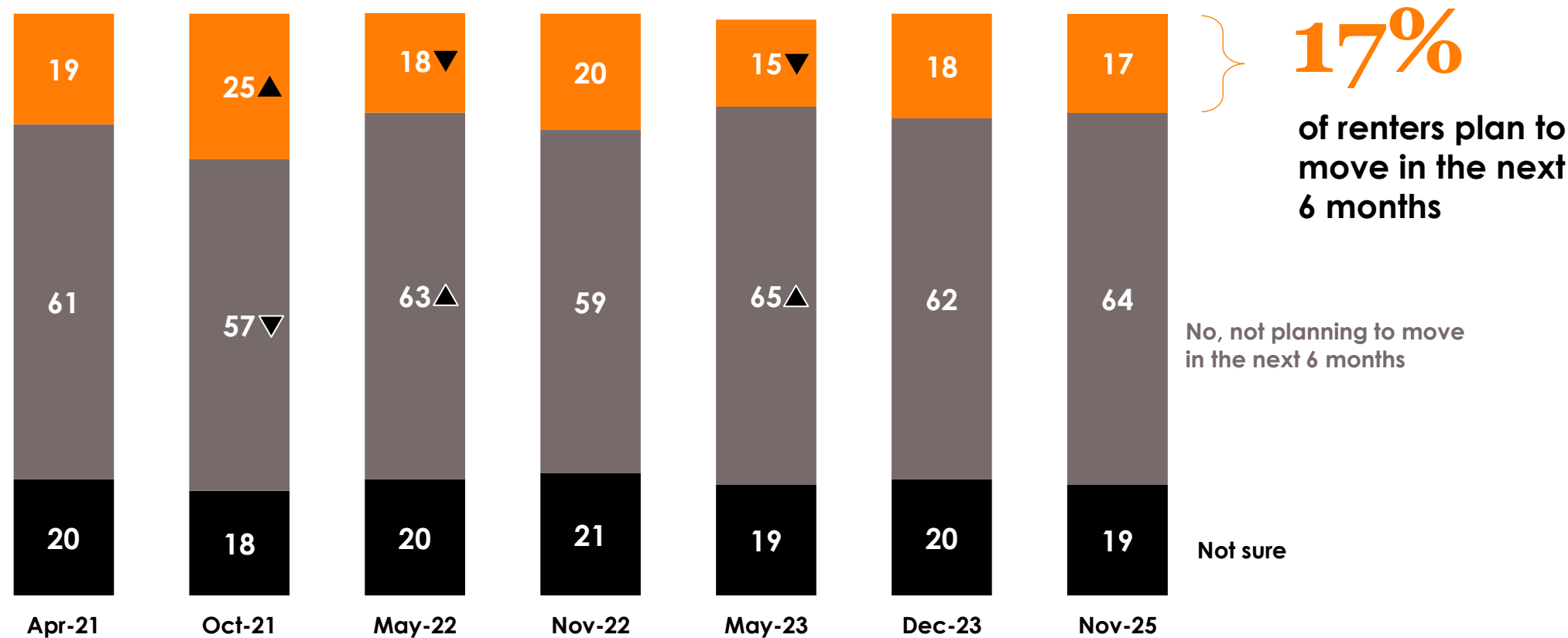
Source: Q21. "Why did you move?"  
Base: Renters who have moved in the last six months (Apr '21 n=273, Oct '21 n=252, May '22 n=260, Nov '22 n=221, May '23 n=222, Dec '23 n=180, Oct '25 n=202).  
Note: Only showing reasons more than 1%. \*This was added to the survey in 2025. \*\*other reasons include being asked to leave, leases ending, flood damage etc.  
\*\*Other reasons include: being asked to leave, down/upsizing, lease ending, flood damage etc.

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

# Almost one in five renters (17%) plan to move in the next six months.

This is consistent with the results from last year.

Whether renters plan to move in the next 6 months %



Source: Q22. "Are you planning on moving over the next 6 months to a new place to live?"  
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501).

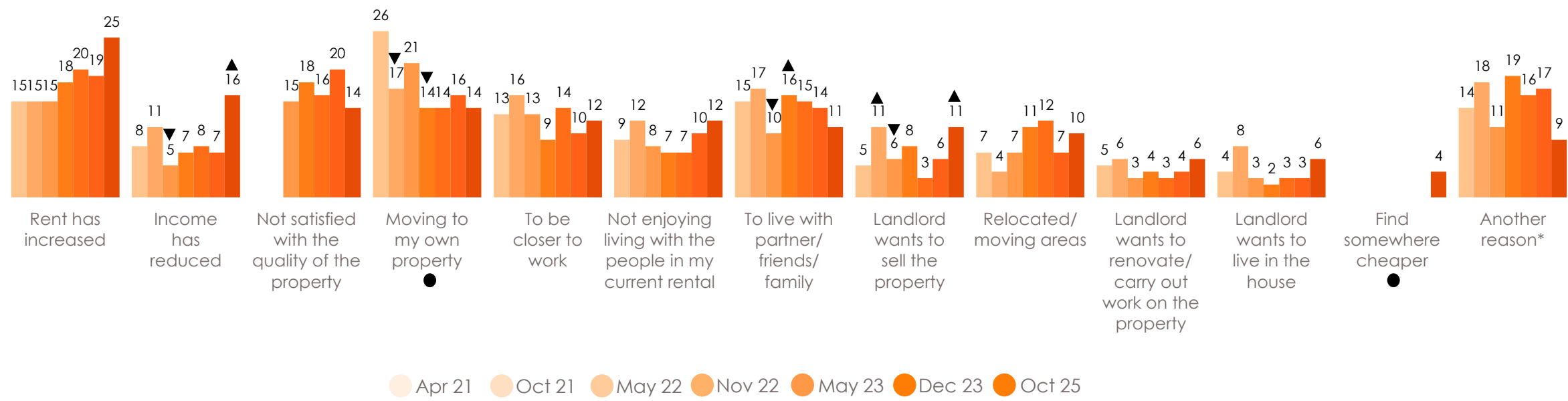
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# Price is the main motive for considering moving in the future.

Loss of income is a bigger factor this year than in previous years.

Renters who are thinking of moving in the next 6 months are planning do so because... %



Source: Q23. "Why are you planning on moving?"  
Base: Renters who are planning to move in the next six months (Apr '21 n=293, Oct '21 n=378, May '22 n=267, Nov '22 n=306, May '23 n=233, Dec '23 n=272, Oct '25 n=249).  
Note: Only showing reasons more than 1%. \*other reasons include the property not suiting their needs, flatmates moving out etc.

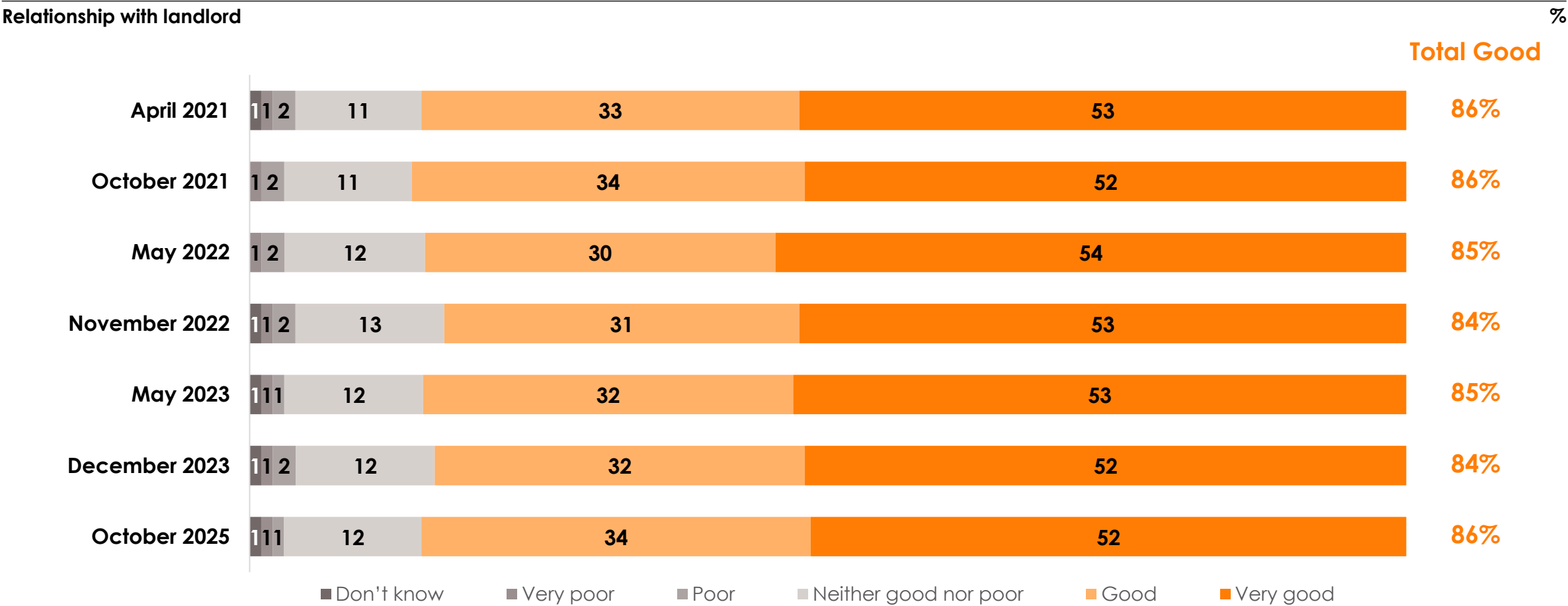
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A man wearing a cap, a striped shirt, and paint-splattered overalls is painting a white wall with a brush. He is standing on a small wooden step. The background is a plain white wall with a window on the left.

# Renters' relationships with landlords

# Most renters feel they have a good relationship with their landlord.

This has remained consistent over time.



Source: Q8a. "Overall, which of these best describes your relationship with your landlord (or property manager)?"

Base: Renters whose rental is managed by their landlord, or a professional property manager or real estate agent on the landlord's behalf (Apr '21 n=1,429, Oct '21 n=1,406, May '22 n=1,432, Nov '22 n=1,430, May '23 n=1,423, Dec '23 n=1,435, Oct '25 n=1,421)

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



# Positive relationships with landlords stem from good communication, independence and trust.

“ Any issues that have arisen have been managed and sorted promptly.

“ We pay on time, have been with them for a long time to have built trust and good ongoing communication.

“ They are lovely people who resolve issues quickly and in turn we are low effort tenants who look after the property.

“ Easy to deal with and they leave us to look after the place.

“ He mostly leaves me alone, he trusts me and I only contact him if I have an issue with the flat that he needs to fix.

“ Our property manager is very approachable and if we need anything fixed, she is always on to it. Nice lady.

“ They regularly check the property's condition and address maintenance issues promptly.

“ We have great communication with each other, and house inspections are always positive.

**Source:** Q8b “Why do you feel your relationship with your landlord (or property manager) is good?” **Base:** Renters who feel their relationship is good (Oct '25 n=1,222)

# Negative relationships with landlords tend to come from poor communication and lack of maintenance.

“ Things around the house need attention and have done since I moved in, even after repeated emails and phone calls to them.

“ They do the bare minimum in all aspects of their responsibilities, don't follow rules as per tenancy legislation, take a long time to respond to any problems, make false promises, and take advantage of vulnerable tenants.

“ I'm often behind on my rent.

“ Useless property management and ripping me off.

“ They do not answer my calls when the flat needs maintenance work. Nothing has been updated or fixed since I moved in. He lied about maintaining the lawns and has since avoided me the whole time I've lived here.

“ Communication is poor and no understanding.

“ We feel threatened by the person from the management company.

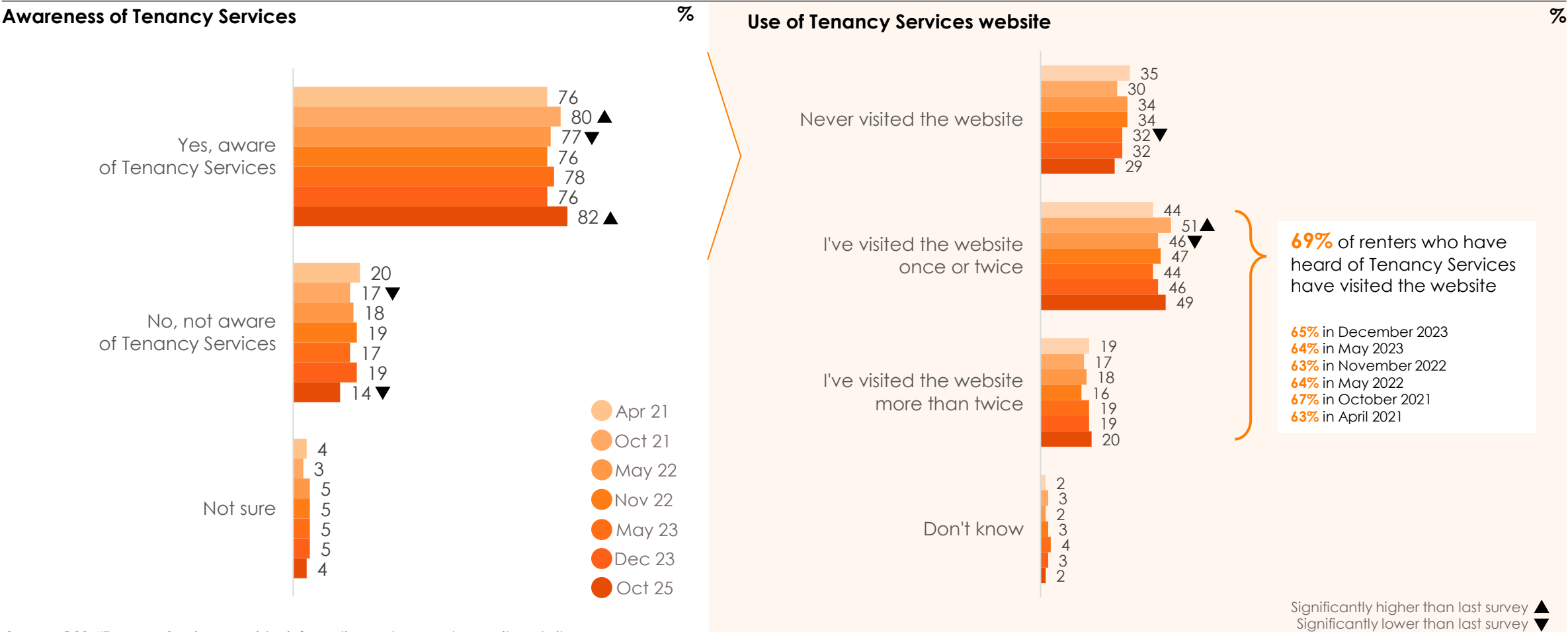
“ They are absolutely useless and add no value whatsoever. To the degree that I have paid all maintenance costs the past few years.

Source: Q8c “Why do you feel your relationship with your landlord (or property manager) is bad?”

Base: Renters who feel their relationship is bad (Oct '25 n=25)

# This year, more renters say they are aware of Tenancy Services.

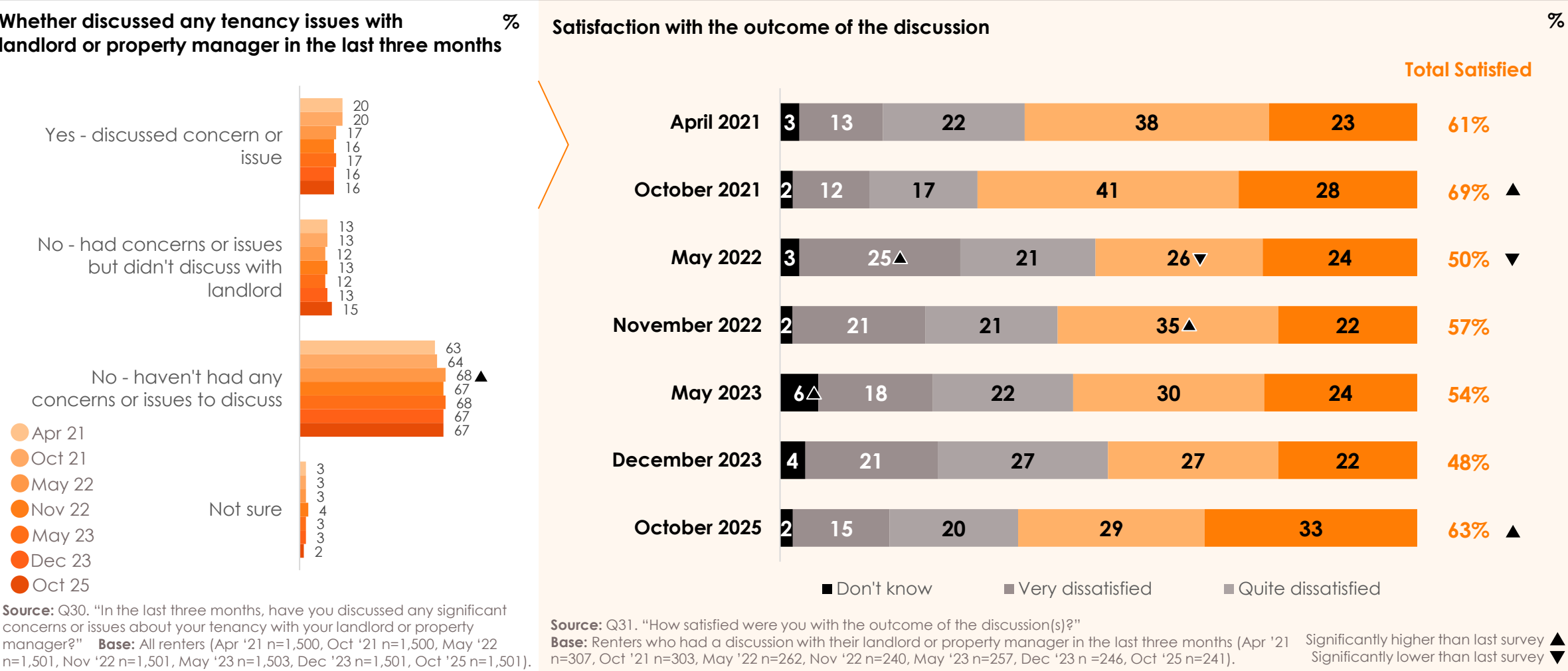
About eight in ten are aware, and of them, seven in ten say they have visited the Tenancy Services website.





# Renters who discussed concerns with their landlord/property manager are increasingly satisfied with the outcome.

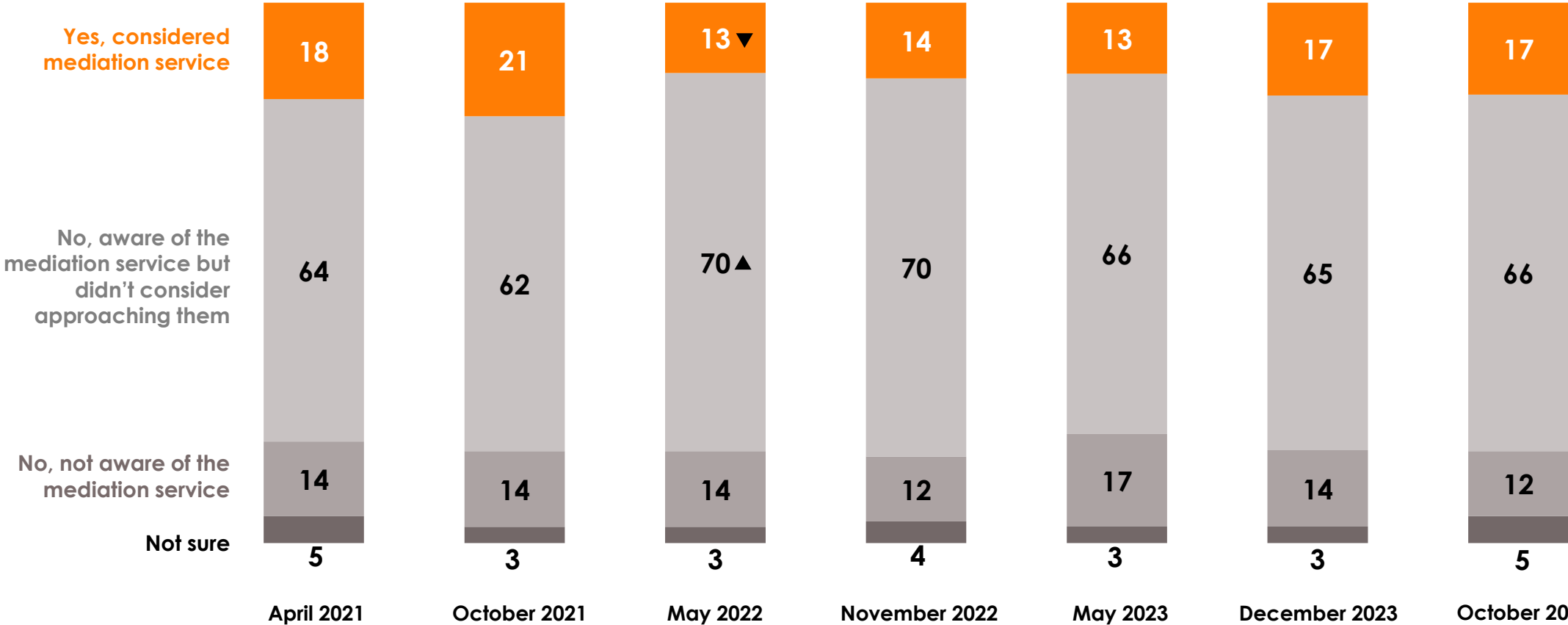
About half of renters who had concerns discussed them with a landlord/property manager (the other half did not), and of those who had discussions, nearly two thirds are satisfied with the outcome.



# Renters’ awareness and consideration of mediation services remains unchanged.

While the majority are aware of the mediation service, just 17% say they have considered using it.

Whether seriously considered Tenancy Services’ mediation service %



Source: Q32. "Had you seriously considered the mediation service?"

Base: Renters who are aware of Tenancy Services and had a concern or issue with their tenancy in the last three months (Apr '21 n=399, Oct '21 n=407, May '22 n=357, Nov '22 n=331, May '23 n=344, Dec '23 n=357, Oct '25 n=396).

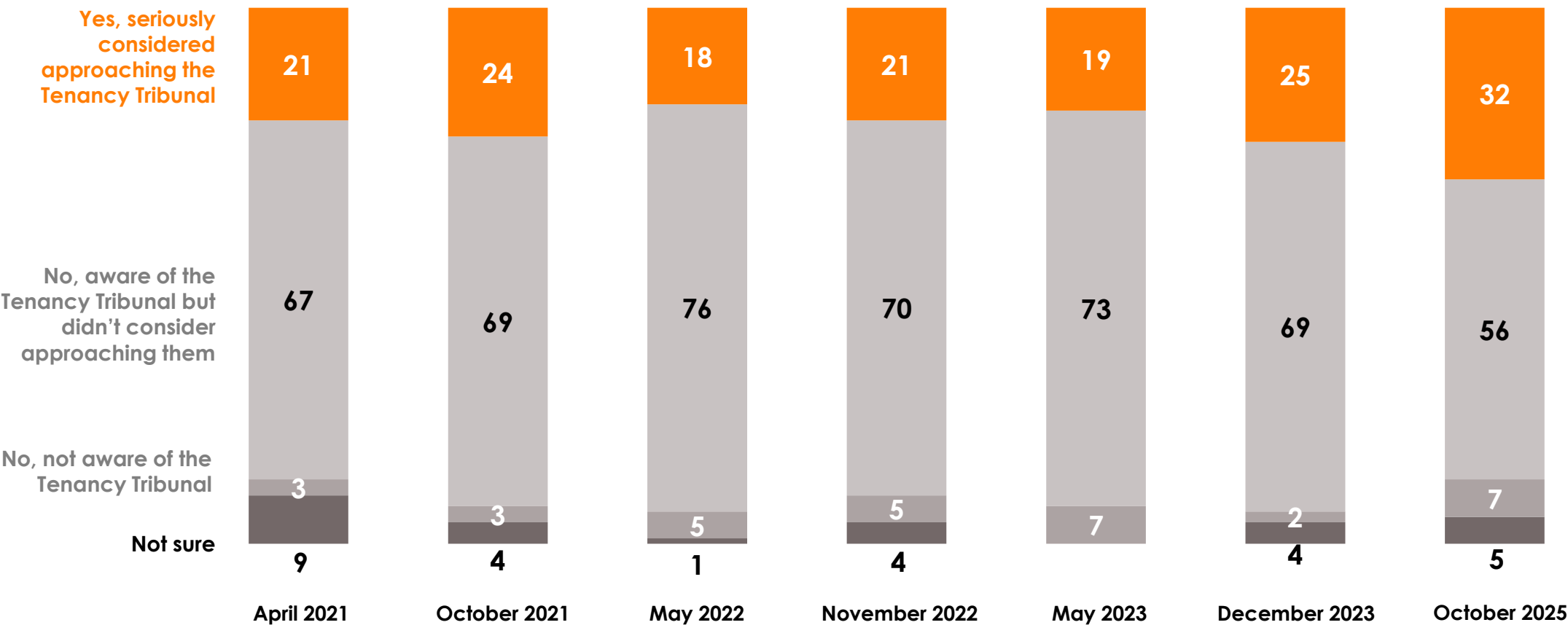
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# About a third of renters who have experienced issues have considered the Tribunal.

Note, the apparent increase since 2023 is not statistically significant.

Whether seriously considered approaching the Tenancy Tribunal %

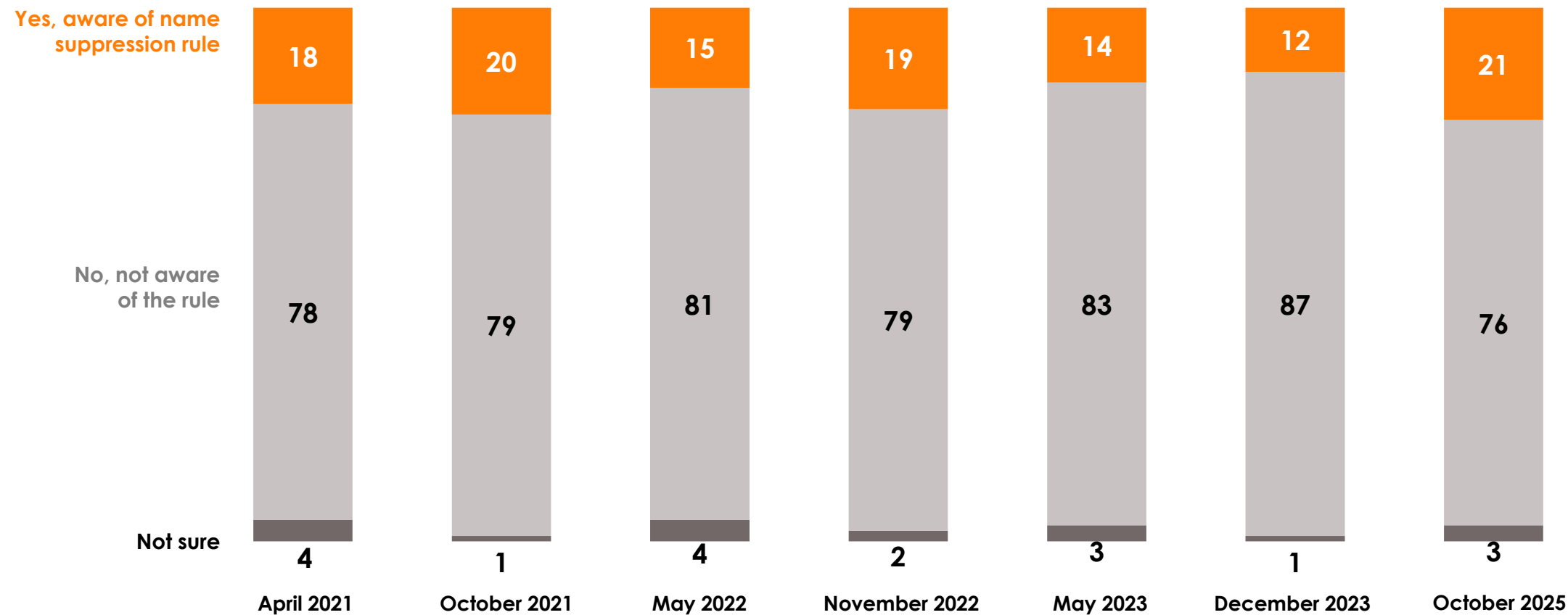


Source: Q33. "Had you seriously considered approaching the Tenancy Tribunal to help resolve the issue?"  
Base: Renters who have had issues, were dissatisfied with the outcome of discussions about the issue (Apr '21 n=92, Oct '21 n=72, May '22 n=101, Nov '22 n=83, May '23 n=83, Dec '23 n=96, Oct '25 n=83).  
Significantly higher than last survey ▲  
Significantly lower than last survey ▼



# Nearly a fifth of renters who are aware of the Tribunal are also aware of name suppression rules.

Awareness of the Tenancy Tribunal's name suppression rule %



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

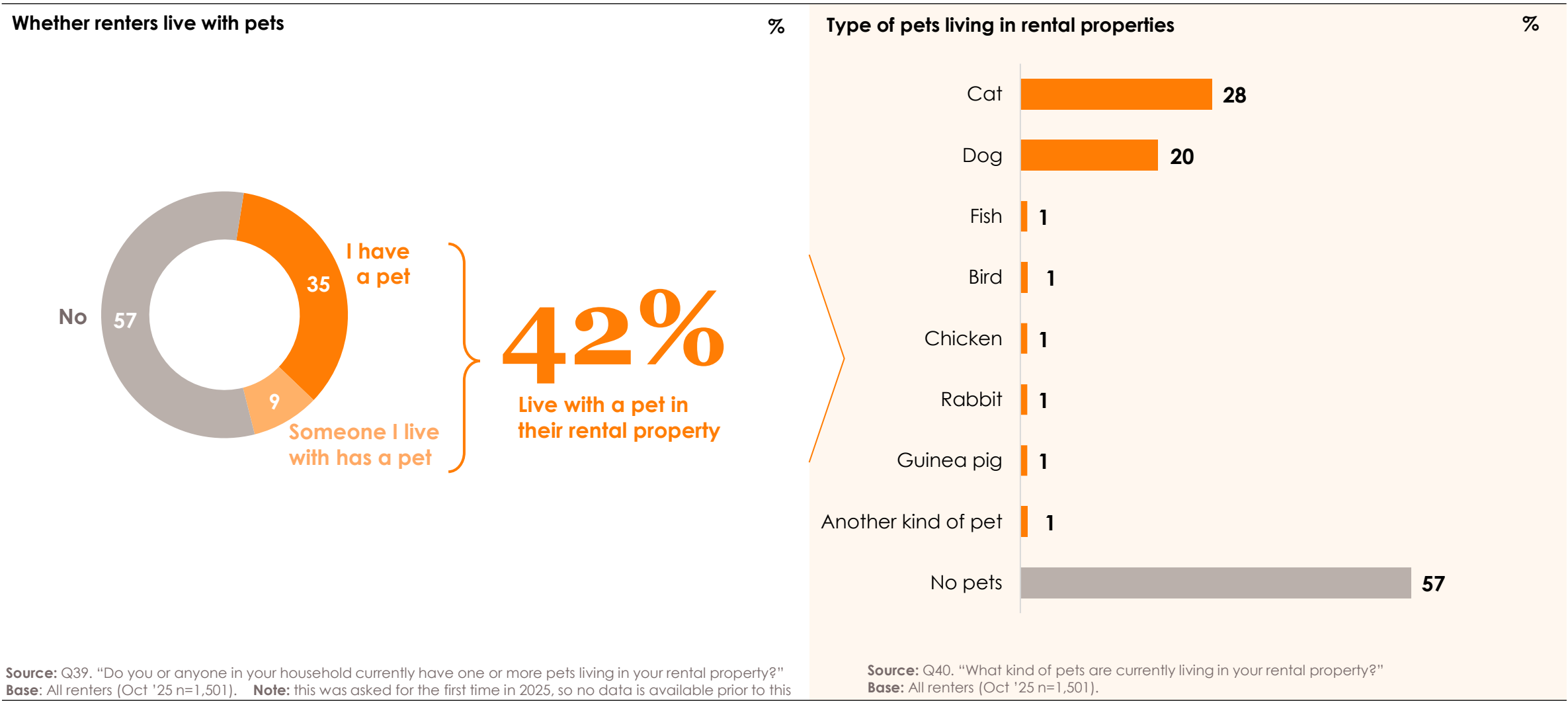
**Base:** Renters who are aware of the Tenancy Tribunal (Apr '21 n=89, Oct '21 n=70, May '22 n=96, Nov '22 n=79, May '23 n=77, Dec '23 n=94, Oct '25 n=74)

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Significantly lower than last survey ▼

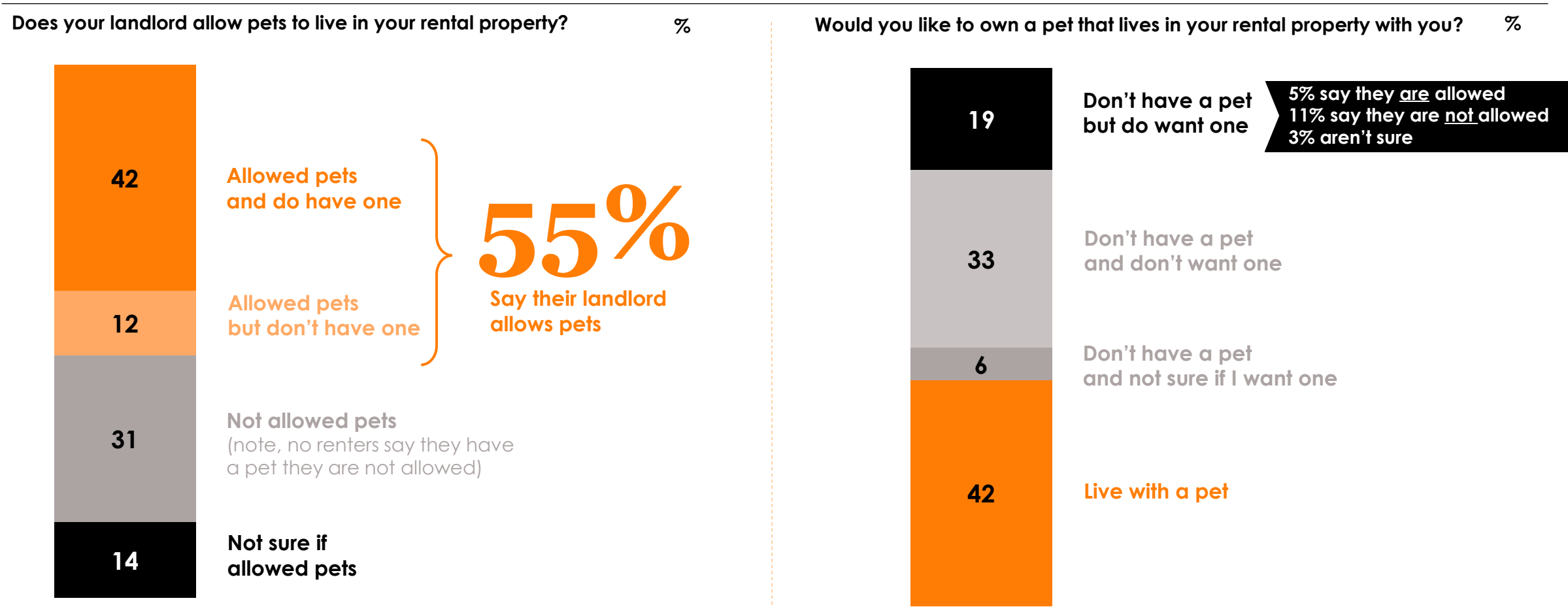
# Just over two in five renters currently have pets living in their rental property.

Of those with pets, cats are most common, followed by dogs.



# Just over half of renters say their landlord allows pets.

One in ten renters want a pet but do not have one because they are not allowed.



Source: Q41. "Does your landlord allow pets to live in your rental property?"  
Base: All renters (Oct '25 n=1,501). Note: this was asked for the first time in 2025, so no data is available prior to this.

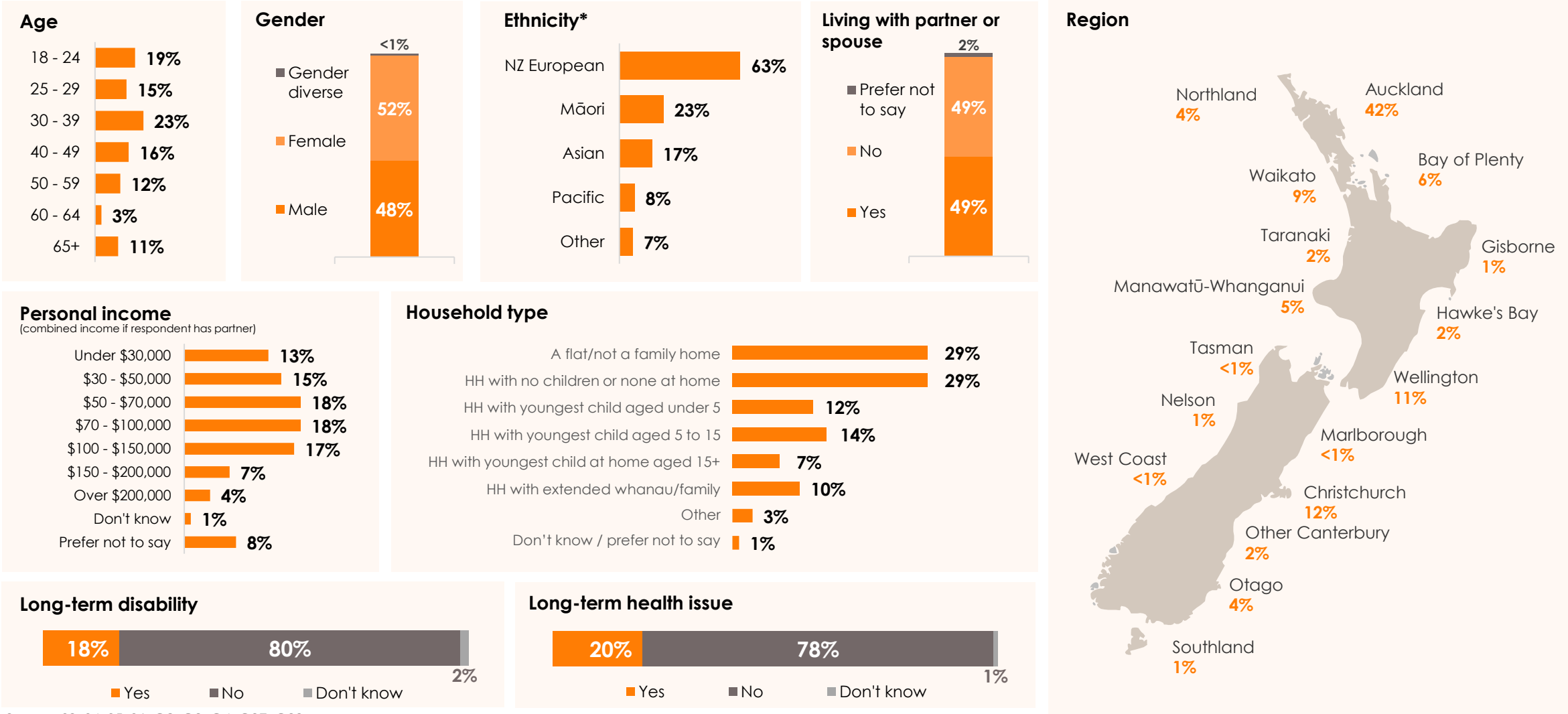
Source: Q42. "Would you like to own a pet that lives in your rental property with you?"  
Base: Renters who do not have pets at their rental property (Oct '25 n=853).  
Note: this was asked for the first time in 2025, so no data is available prior to this.

# Appendix: Sample profile





# Sample profile – Renters (weighted)



Source: S3, S4, S5, S6, Q2, Q3, Q4, Q37, Q38.  
Base: All renters (Oct '25 only, n=1,501).  
Note: Multiple answers can be selected, so totals may not add to 100%

# Ngā mihi