



Healthy Homes Guarantee Act Monitoring

Topline report | Wave 6, 2026

verian 



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

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The task at hand

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

The regulations include minimum standards for:

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

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

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

Assessing the Standards

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

This report presents topline results for Wave 6 of a survey of landlords and renters conducted in May 2026. For comparison, it includes key figures from the previous five waves conducted annually since 2020.

Surveying renters and landlords

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

The 2026 surveys were conducted in May 2026. This is the first measure after the Standards came into effect on 1 July 2025 (the 2025 survey was conducted in June, immediately before the deadline).

Renters	Landlords
A nationwide online survey with 1,601 renters aged 18+ and living in a rental property owned by a private person, business, or an entity.* The maximum margin of error on the total sample of 1,400 is +/- 2.6%.** 52% of participants responded in previous years, and 48% responded for the first time this year. Data were weighted by age within gender, ethnicity and region to match Census 2023 population characteristics of renters in privately-owned dwellings nationwide. Data were also weighted on household income by household size using 2023 Statistics NZ Household Economic Survey data for more up to date population estimates. *This excludes renters living in properties owned by Housing NZ, a Council, or a registered community housing provider. **Based on a population of 1,533,936 renters in the 2023 census.	A nationwide online survey with 1,001 landlords who receive rental payments from tenants living in a residential property the landlord owns. The maximum margin of error on the total sample of 1,001 is +/- 3.1%.*** 66% of participants responded in previous years, and 34% responded for the first time this year. As no demographic information is available for landlords, data are unweighted. As some landlords own multiple properties, some results are reported based on the number of properties, rather than the number of landlords responding (e.g. the number of properties with insulation). The 1,001 landlords surveyed own a total of 1,811 rental properties. ***Few statistics are available on landlords, but estimates based on lodged bonds suggest there are about 120,000 landlords in New Zealand





Notes on interpreting the data

Seasonality:

Timing of the surveys can impact some findings due to seasonal changes in attitudes and awareness. The 2025 and 2026 surveys were conducted in winter, whereas previous years were in spring/summer. This means some results, particularly around heating, changed over time which will be partly due to actual changes, but also because topics such as heating are more relevant and top-of-mind for people in winter (i.e. when you are actively using heating).

Statistical significance:

Significance testing has been done using a columns proportion test in Q (our primary analysis software).

Rounding:

Throughout, some percentages may not add to 100% either because the participant could choose more than one answer or due to rounding. Percentages below 0.5% are shown to one decimal point. All other percentages have been rounded to the nearest whole number.

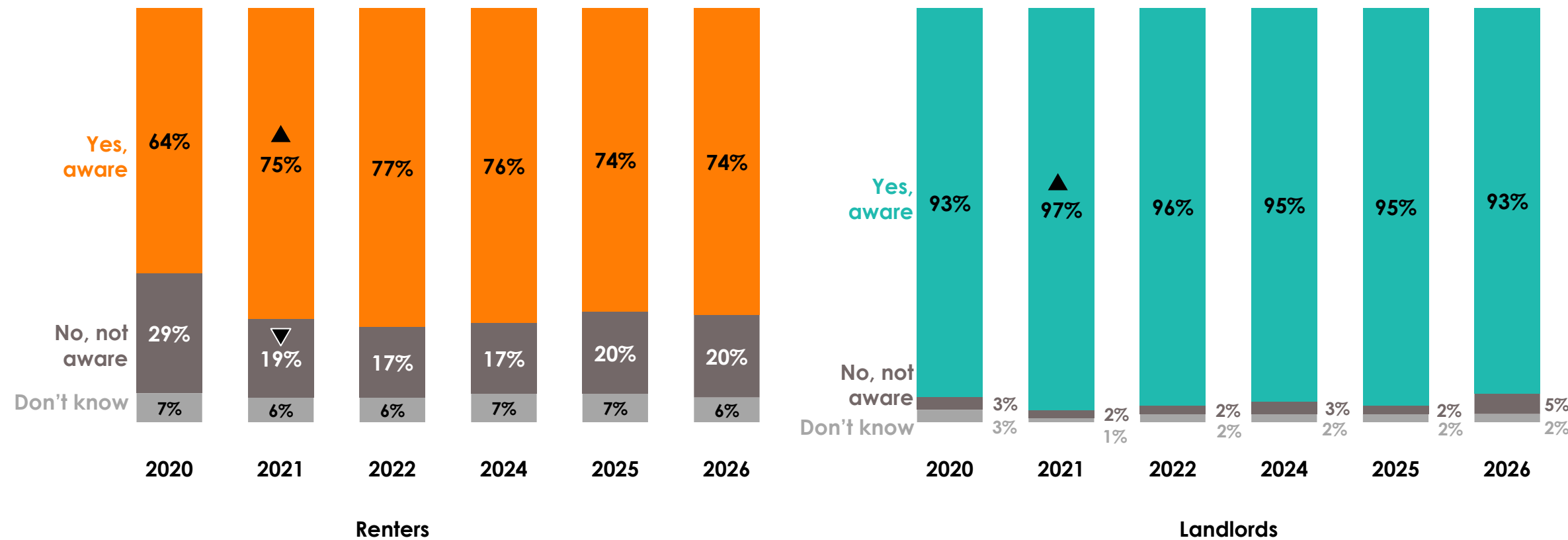
01

Awareness of Healthy Homes Standards

Awareness of the Standards is near-universal among landlords and high among renters.

This has remained stable over time after an increase in awareness for both groups in 2021.

Awareness of Healthy Homes Standards

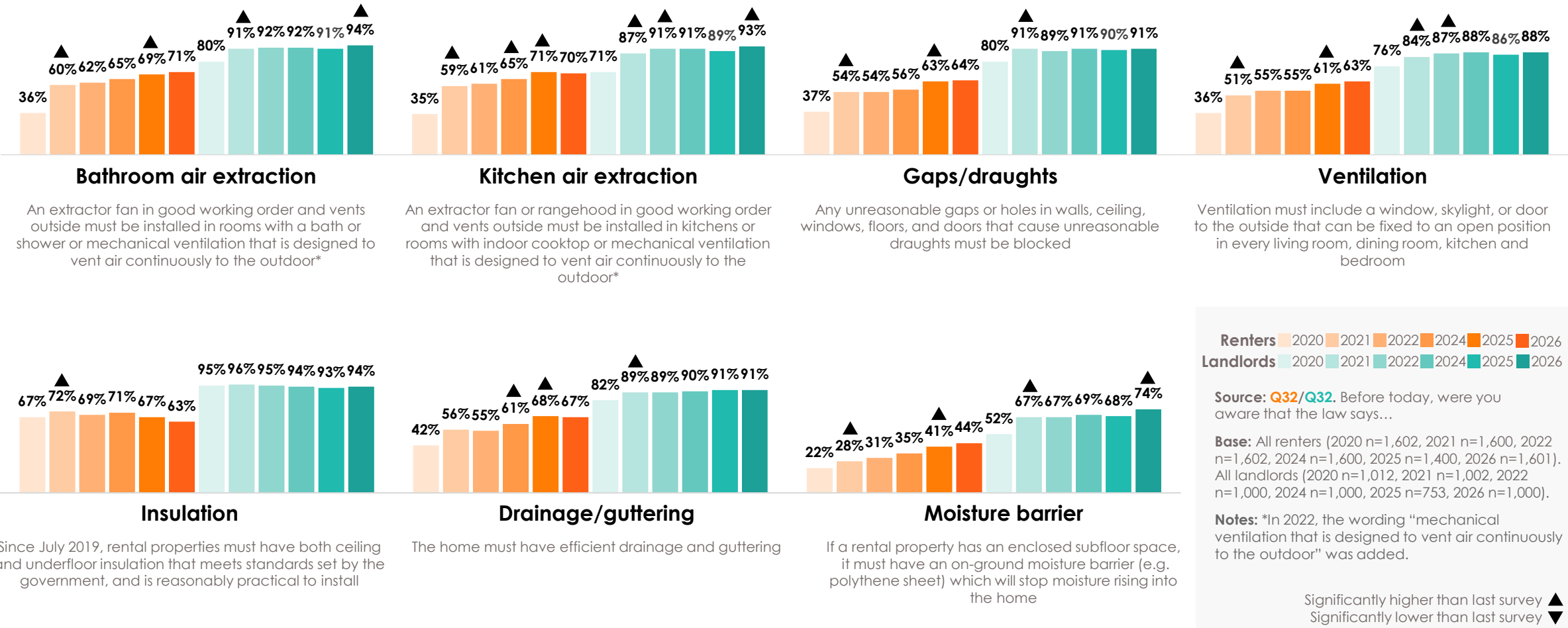


Source: Q31/Q31. Before today, had you seen or heard anything about Healthy Homes Standards? Base: All renters (2020 n=1,602, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000). Significantly higher than last survey ▲ Significantly lower than last survey ▼

Landlords are increasingly aware of air extraction and moisture standards.

After improvements over the last couple of years, renters' awareness of the Standards has plateaued in 2026.

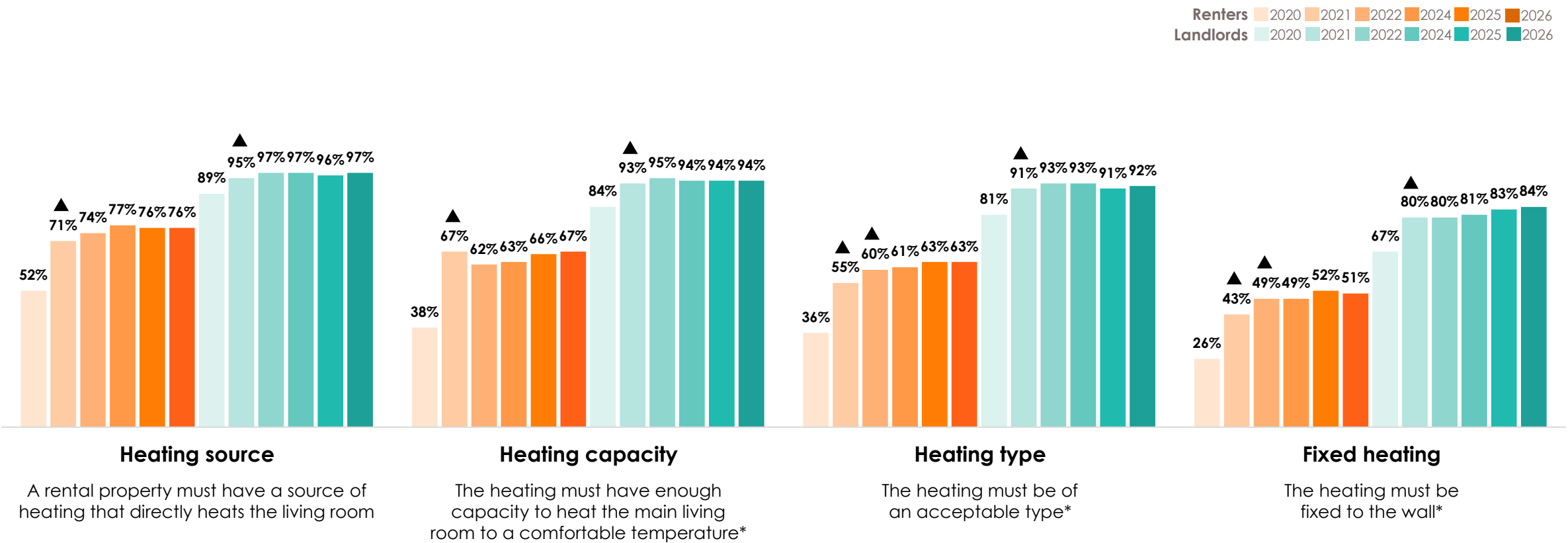
Awareness of airflow, moisture, ventilation and insulation standards - Before today were you aware that the law says...



Awareness of heating standards remains broadly unchanged over the last few years.

There also continues to be a gap in knowledge between renters and landlords across all Standards.

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



Source: Q32/Q32. Before today, were you aware that the law says... Base: All renters (2020 n=1,602, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000). Notes: *Although these were only asked of those who were aware of the need for a direct source of heating in the main living room, all percentages are based on the total sample.

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

02

Landlords' commitment to complying with the standards

Commitment to implementing and maintaining the Healthy Homes Standards

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

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

We measured commitment intensity by assessing landlords'...

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

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

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

More
committed



Advocates

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

Attainers

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

Fluctuators

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

Followers

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

Difficult

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

Denial

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

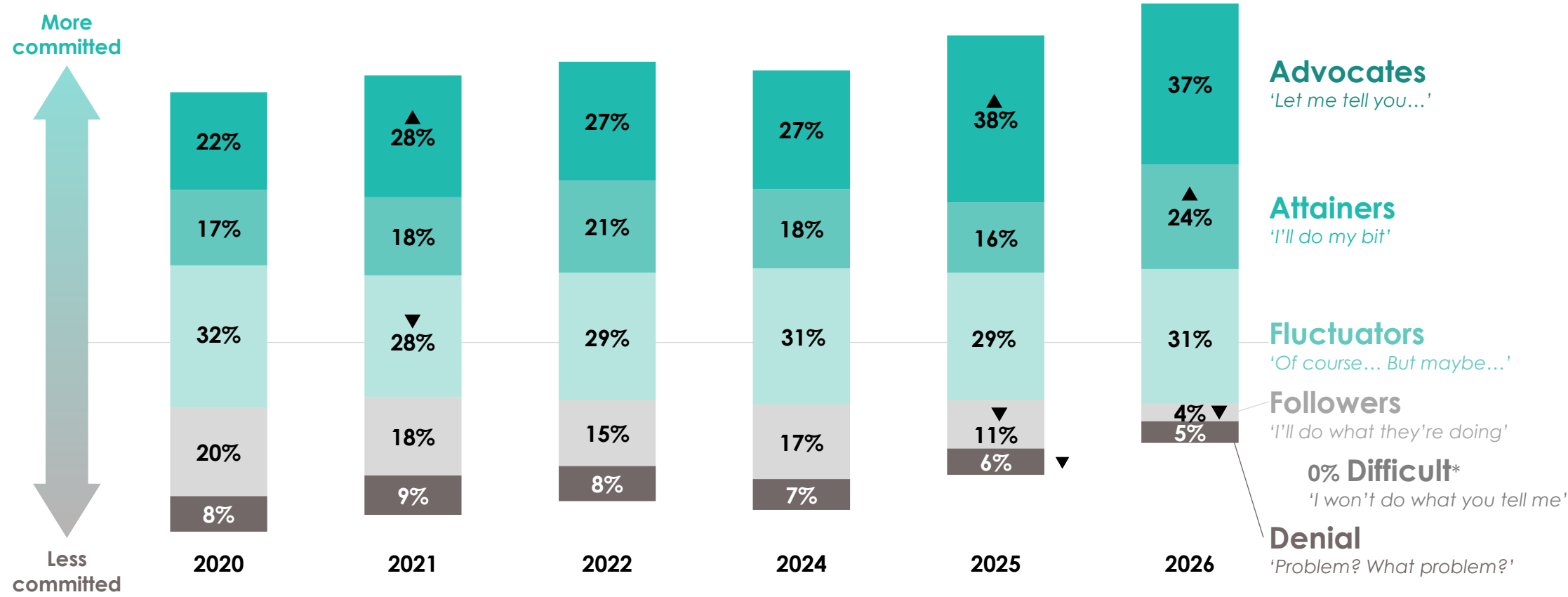
Less
committed



Landlords' commitment to the Standards continues to strengthen in 2026.

Last year, we saw an increase in advocacy. On top of that, in 2026, we are seeing more 'attainers', who are similarly committed, but less likely than advocates to seek to influence others.

Landlords' commitment to the Standards



Base: All landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).
*Since 2020, no landlords have fallen into the 'difficult' segment.

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

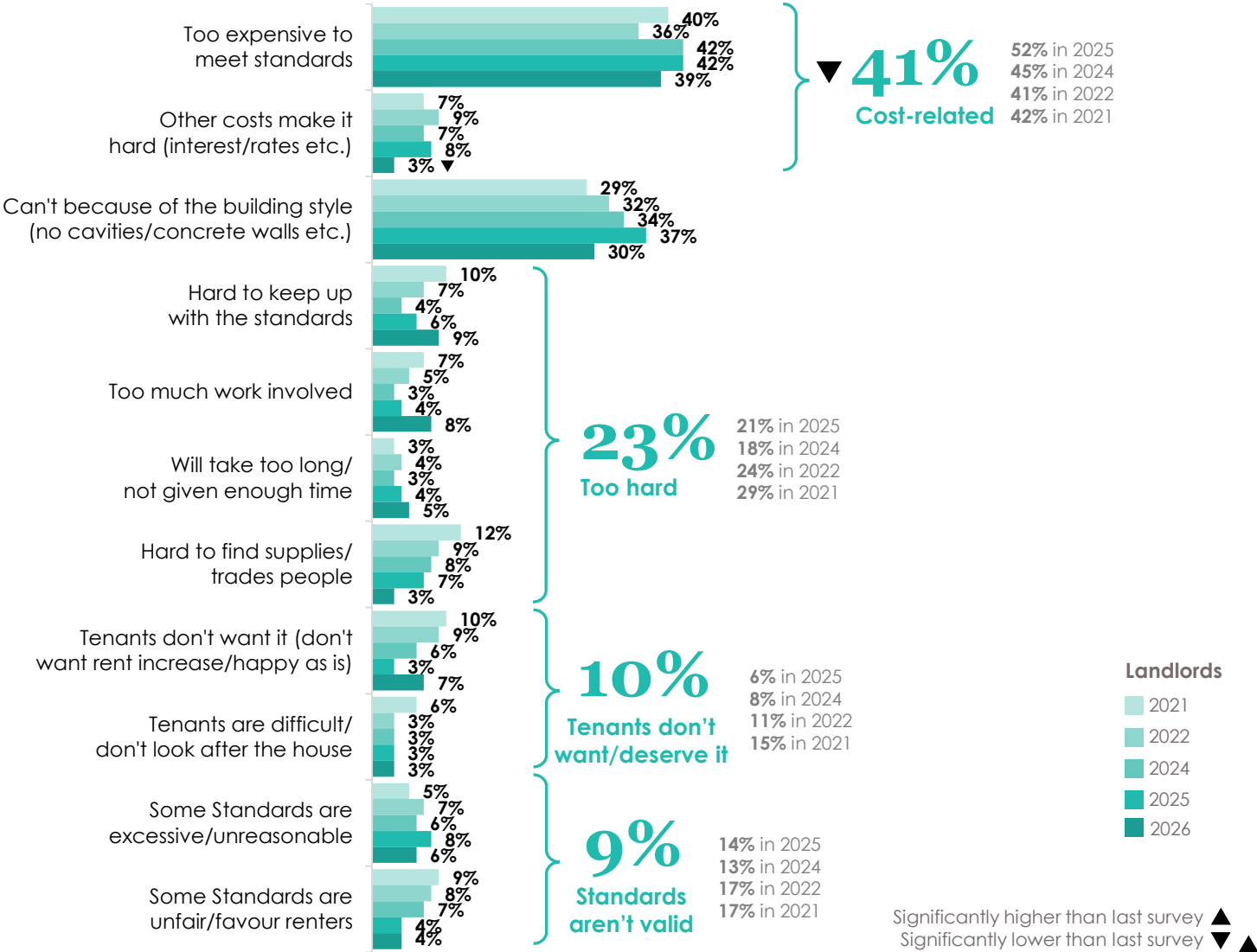
20% of landlords say it's not easy to comply with the Standards* (80% say it's easy)**

The main difficulties landlords have with the Standards are around cost and practicability.

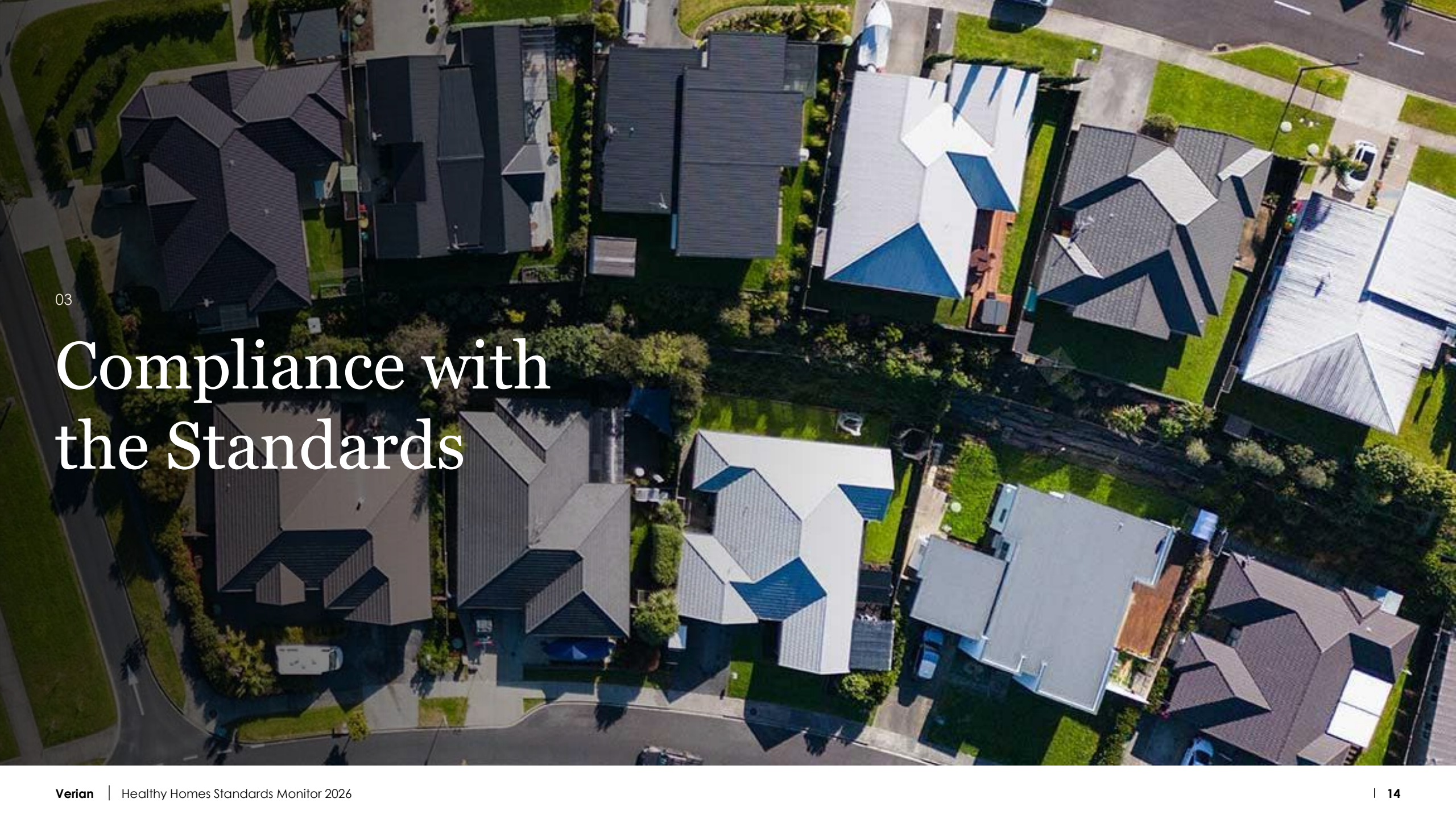
While cost is still the biggest barrier, there has been a drop this year in landlords saying costs like interest or rates make compliance difficult.

*Rating ease of compliance 0-6 out of 10
**Rating ease of compliance 7-10 out of 10

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



Source: Q48. Earlier you indicated it wasn't that easy to fully comply with the Healthy Homes Standards. Please tell us what challenges you faced in trying to fully comply. Base: Landlords who say it's not easy to fully comply with the Healthy Homes Standards (2021 n=347, 2022 n=314, 2024 n=319, 2025 n=167, 2026 n=195). Note: Multiple responses can be selected, so totals will not add to 100%. Only showing responses with more than 1%



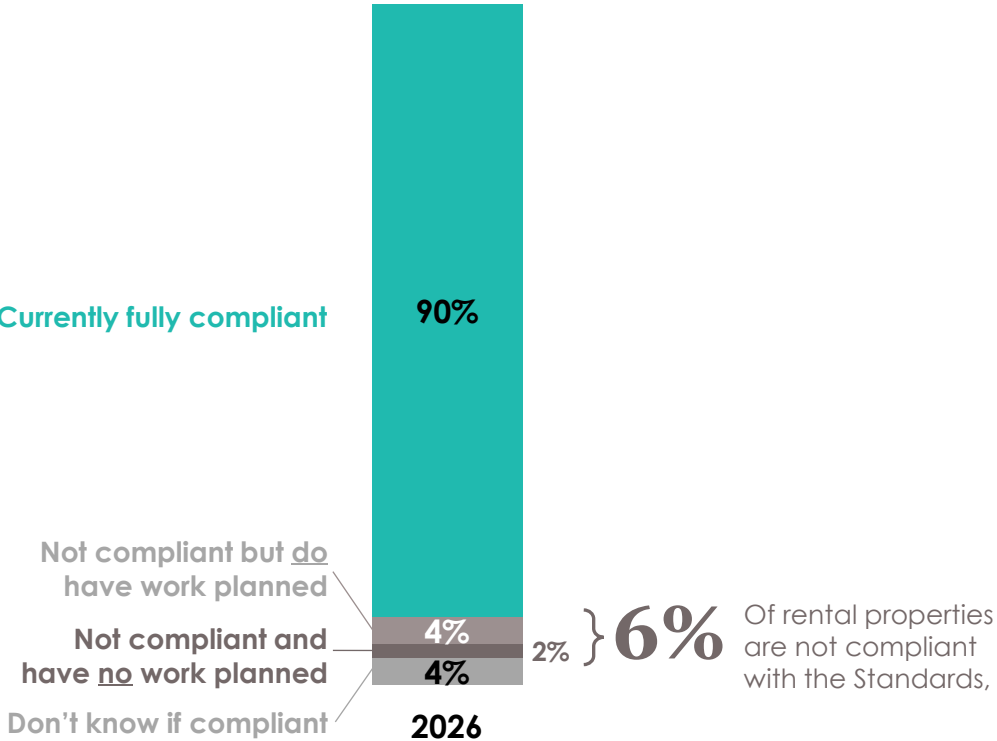
03

Compliance with the Standards

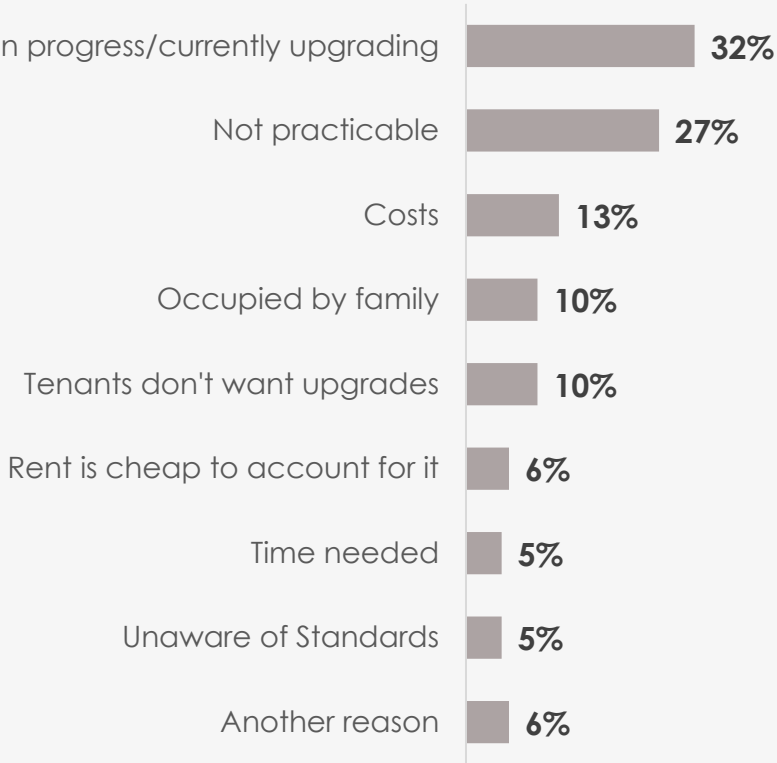
Nine in ten landlords say their properties are fully complaint with the Standards.

A further 6% say they are not yet fully compliant, most often because they are in the process of upgrading their properties, or because full compliance is not currently practicable for them.

Is your property/properties compliant with the Healthy Homes Standards



Reasons why properties aren't fully compliant with the Healthy Homes Standards

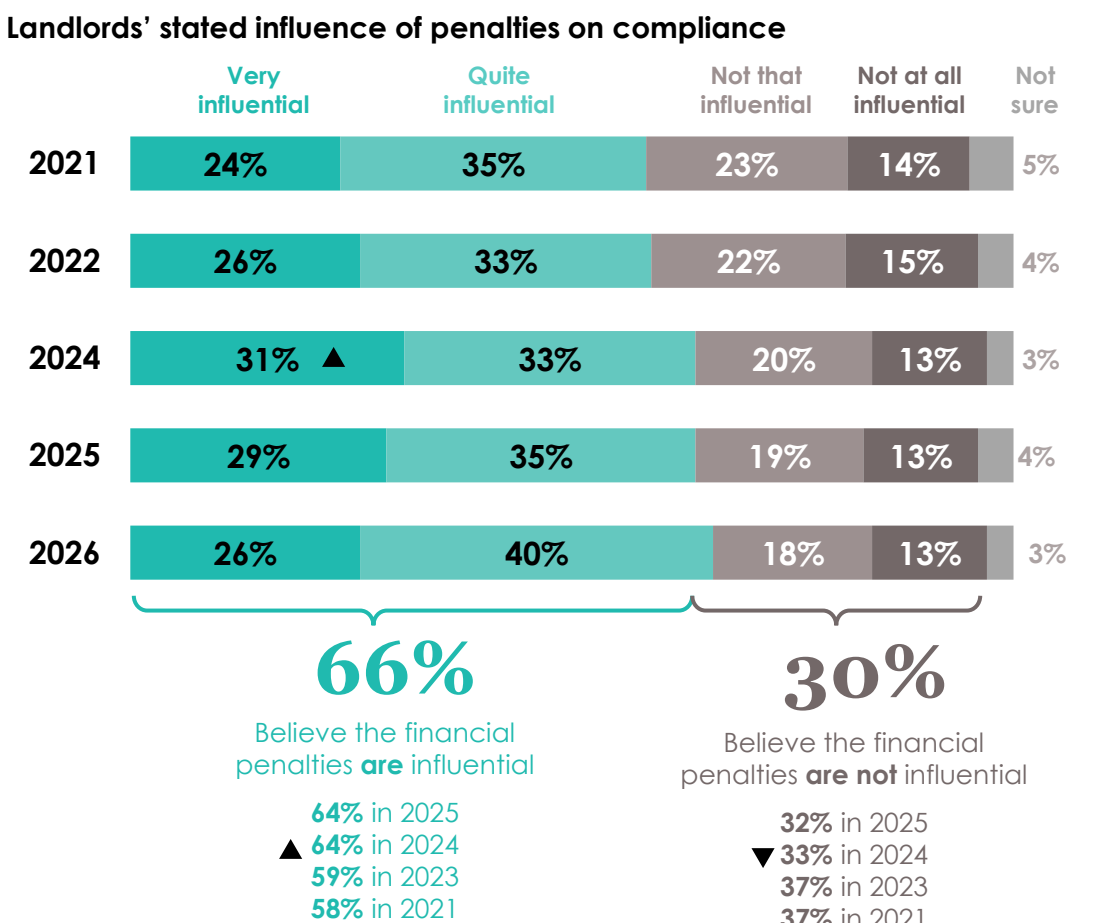
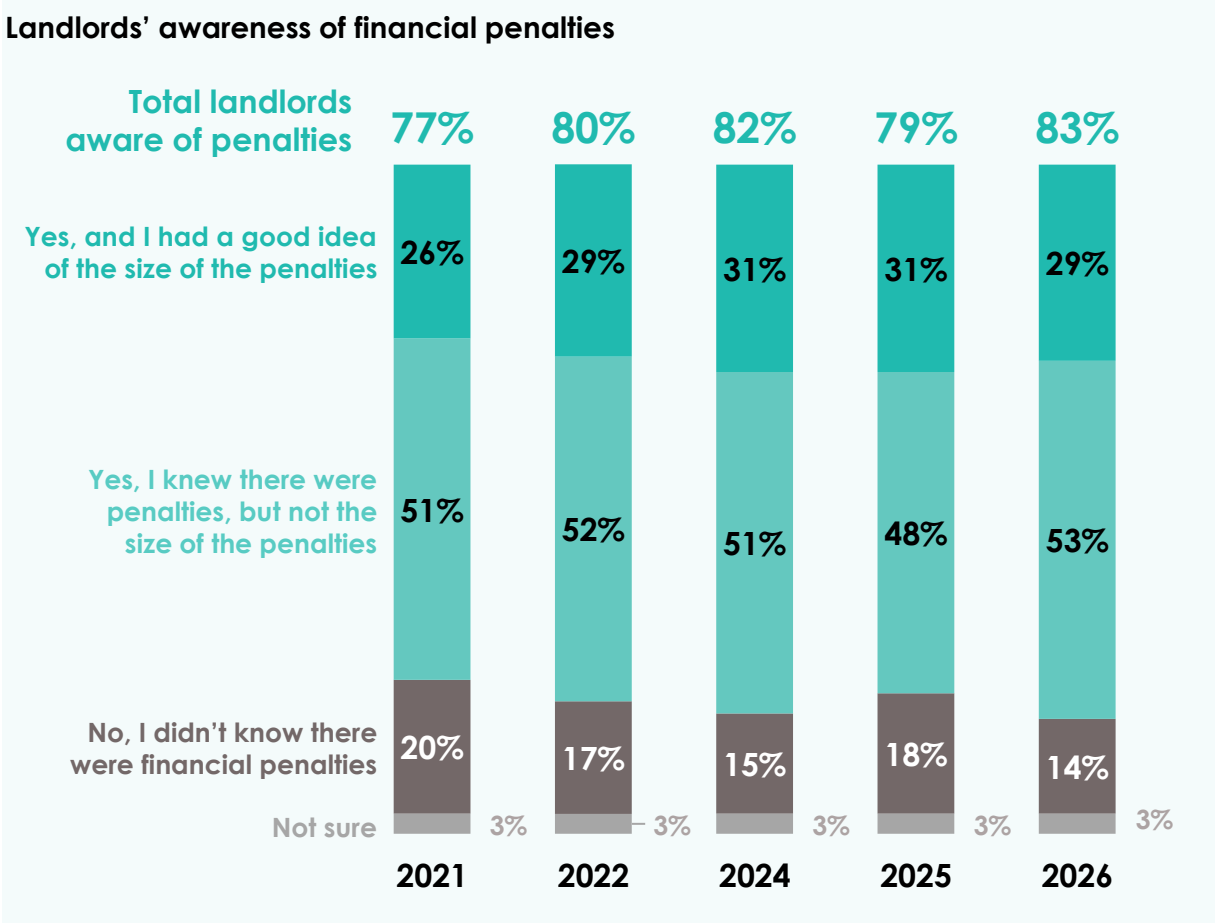


Source: Q42c. Is/are your rental properties currently fully compliant with the Healthy Homes Standards?
Q42e. Do you currently have any work planned to make your property/properties fully compliant?
Base: All landlords (2026 n=1,000).

Source: Q42d. What reasons do you have for your property/properties not being full compliant?
Base: Landlords with non-compliant properties (2026 n=62). Note: Only showing responses with 5% or more

Awareness of financial penalties remains fairly high, with little change over time.

There remains room to improve with 14% unaware of the penalties. The stated influence of penalties has also remained similar over time, with two thirds saying penalties are an influence on their compliance.



Source: Q49. Landlords who don't comply with the Healthy Homes Standards may face financial penalties. Landlords may be liable for exemplary damages of up to \$7,200. Before today, did you know about these penalties? Q50. How influential are the financial penalties in making sure you fully comply with the Healthy Homes Standards?

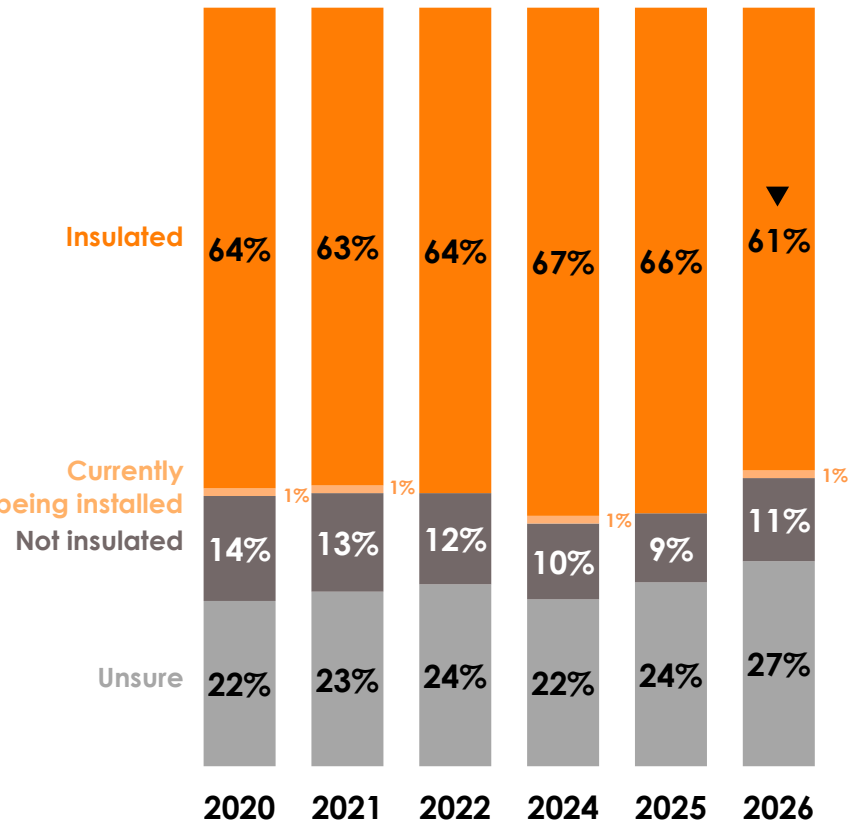
Base: All landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000). Note: this was asked for the first time in 2021, so no data is available for 2020.

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

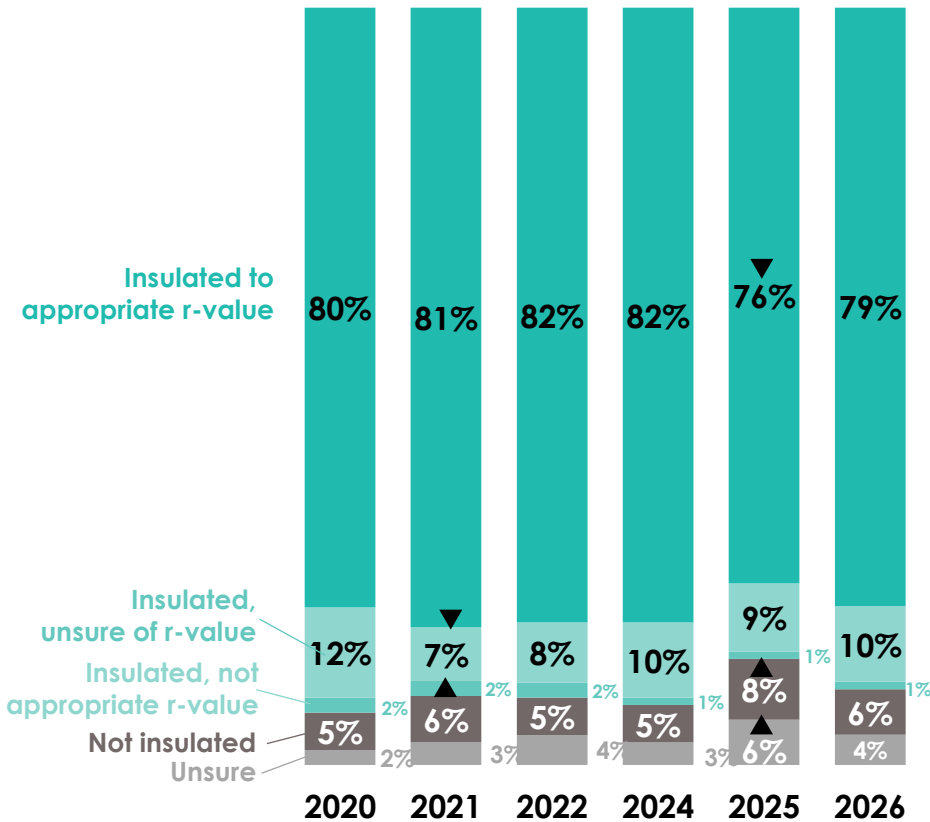
This year, slightly fewer renters say their properties have ceiling insulation.

This is partly due to a slight increase in renters who are not sure.

Renters' views on existence of ceiling insulation



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



Landlords say
90%
of their properties have
ceiling insulation.
(87% in 2025)

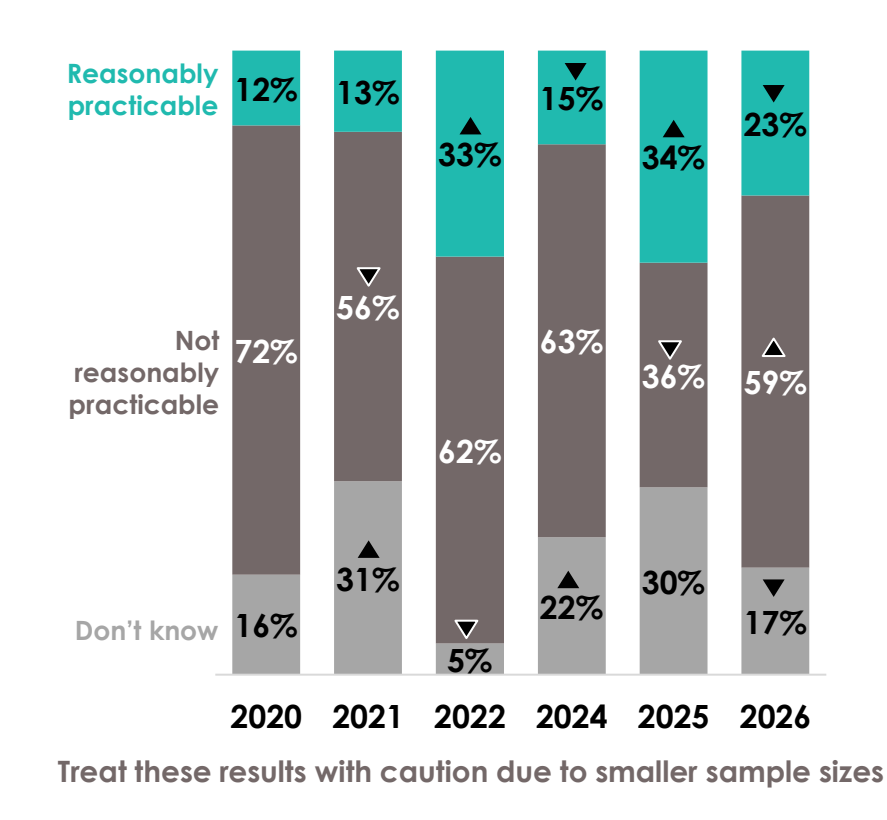
Source: Q12. Does this property have ceiling insulation? Q7. How many of your rental properties have insulation in the ceiling?
Q8. How many of your rental properties have ceiling insulation with the appropriate R-value for your climate zone? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601), all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811).

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

Landlords say almost a quarter of their uninsulated ceilings could be insulated.

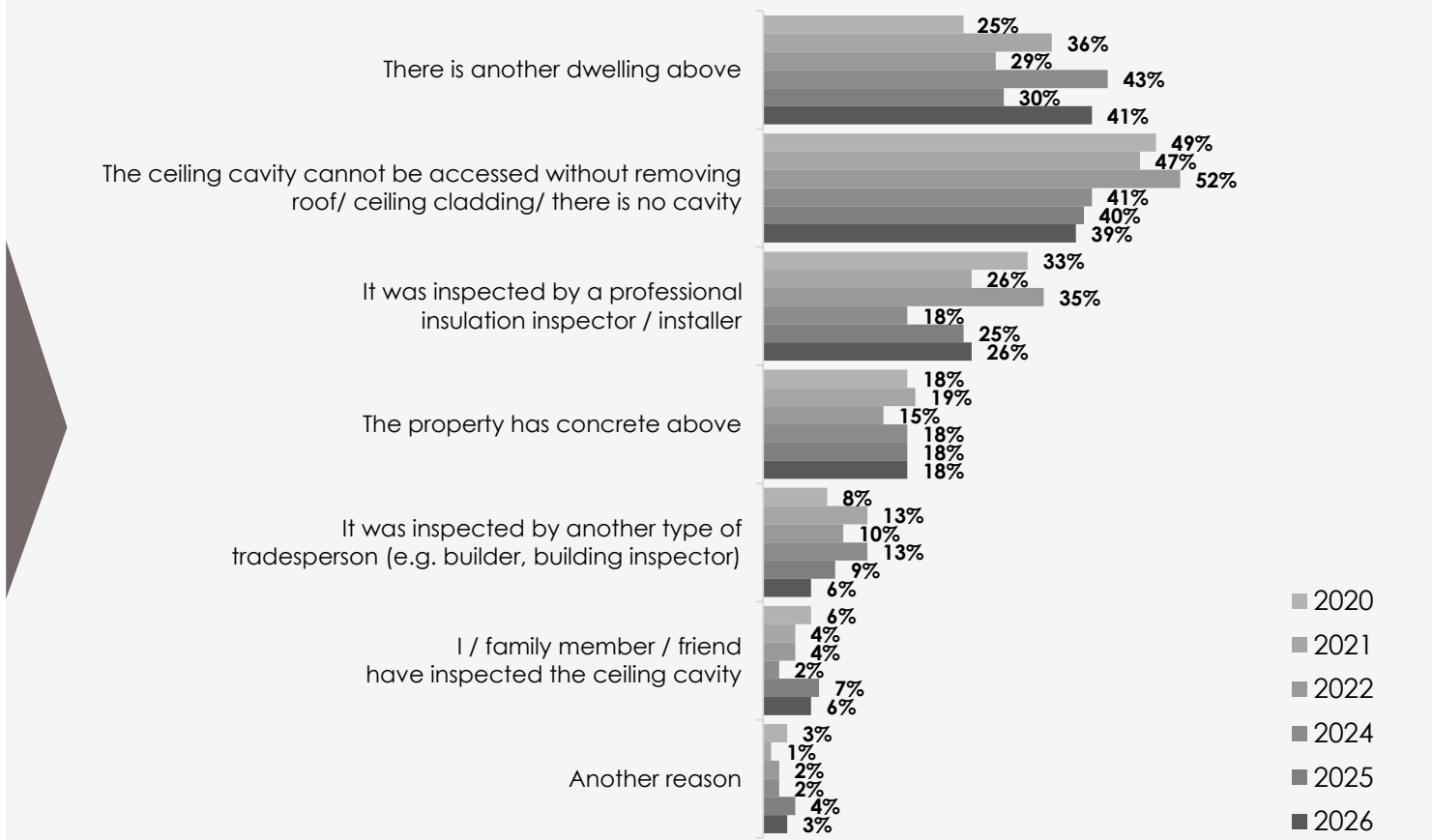
This means 3% of all properties could have ceiling insulation but don't. 9% of all ceilings can not practicably be insulated, most often because there is no cavity or there is another dwelling above.

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



Source: Q9. For your rental properties that don't have ceiling insulation, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this.
Q10. How do you know it is not reasonably practicable to install ceiling insulation? **Base:** Q9. Properties with no ceiling insulation, or the landlord is unsure if they have insulation (2020 n=130, 2021 n=188, 2022 n=181, 2024 n=144, 2025 n=188, 2026 n=269). ***Q10.** Landlords with no ceiling insulation who say it's not reasonably practicable to install, 2020 n=72, 2021 n=70, 2022 n= 84, 2024 n=56, 2025 n=57, 2026 n=80). Multiple responses can be selected, so totals will not add to 100%.

Reasons for not being reasonably practicable to install ceiling insulation*

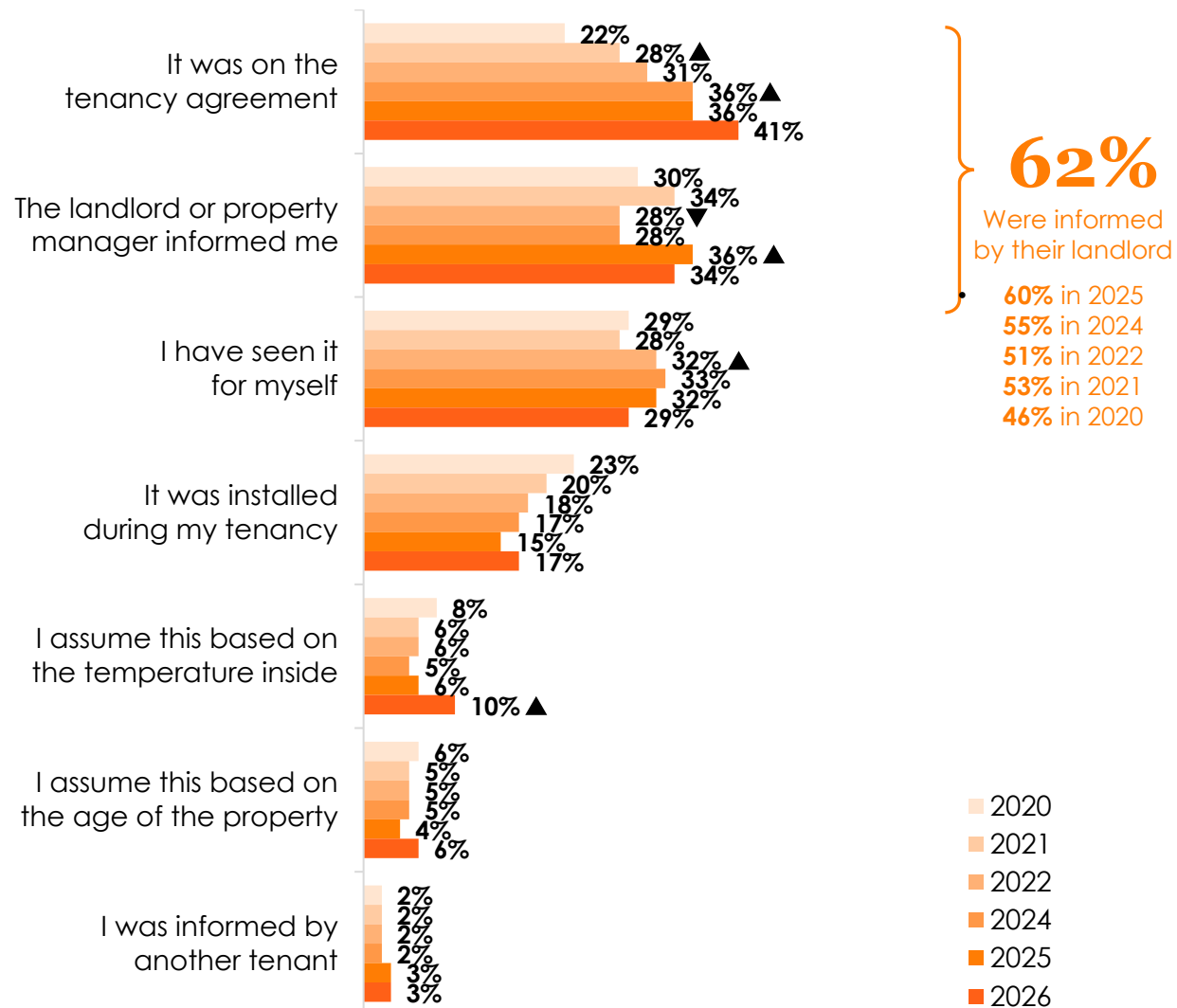


▼61%

of renters say their property has ceiling insulation
(66% in 2025)

Renters who have ceiling insulation most often learn that their property is insulated from their landlord, either directly or via a tenancy agreement.

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

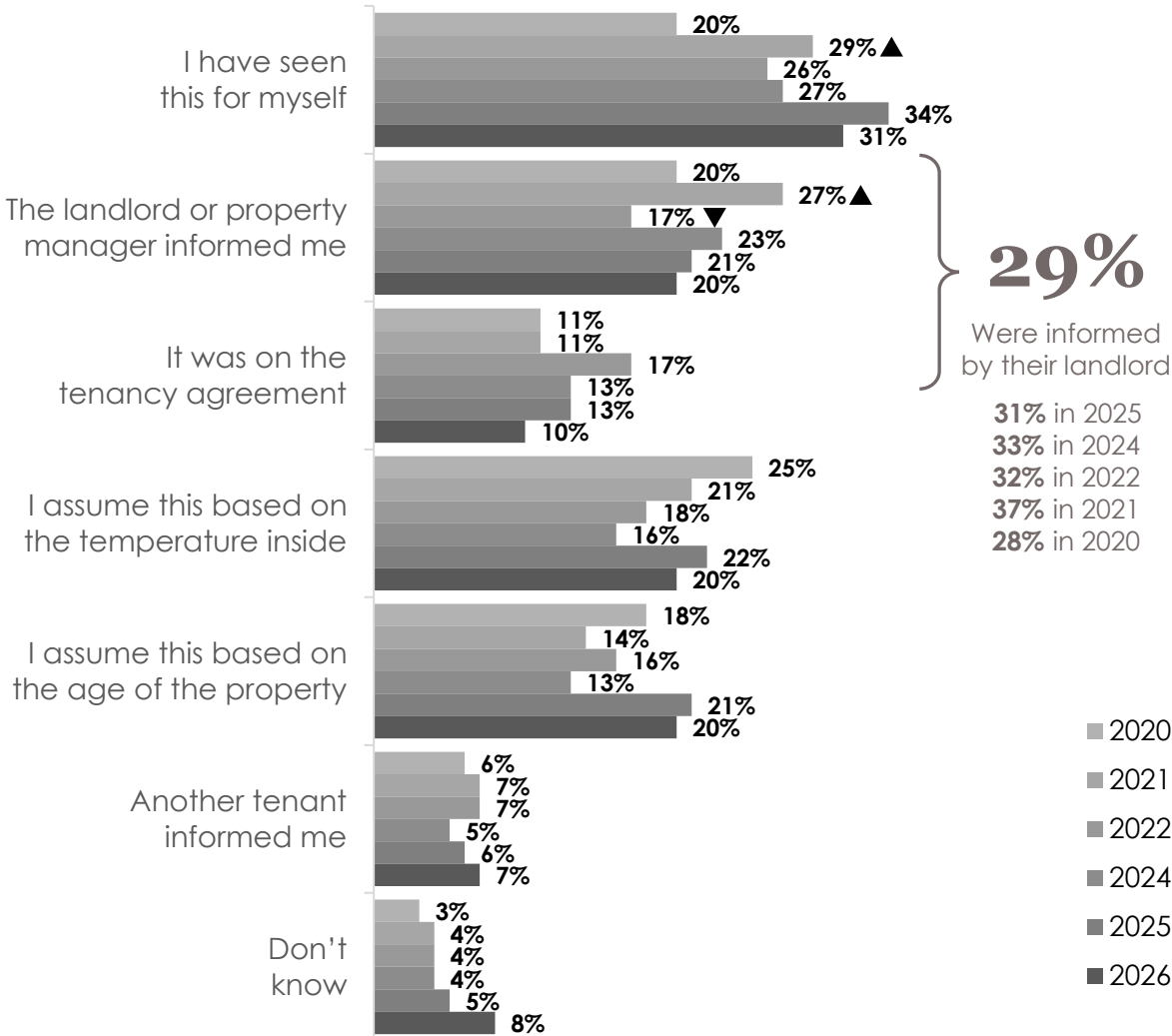


Source: Q13. How do you know there is ceiling insulation in your rental property?
Base: Renters who know there is ceiling insulation (2020 n=1,017, 2021 n=1,000, 2022 n=1,027, 2024 n=1,053, 2025 n=906, 2026 n=993). Note: Responses mentioned by less than 2% are not shown, including 1% who are unsure. Multiple responses can be selected, so totals will not add to 100%

11% of renters say that their property has no ceiling insulation (9% in 2025)

Around three in ten renters without ceiling insulation know this because they have checked for themselves, and about another three in ten have been told there is none by their landlord.

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



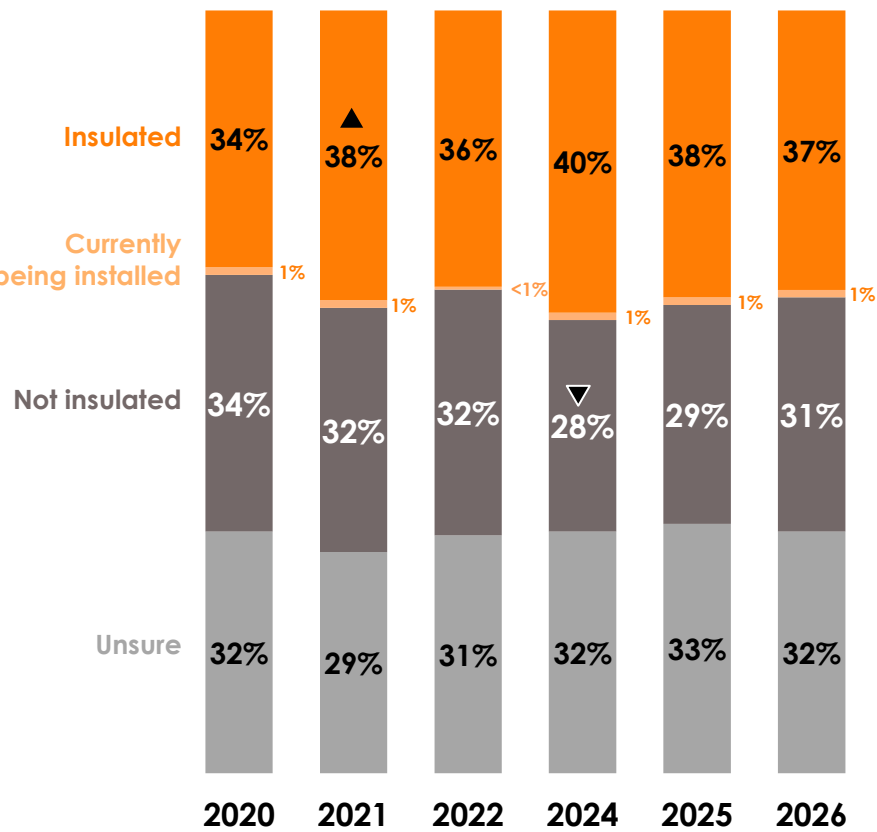
Source: Q13. How do you know there is no ceiling insulation in your rental property?
Base: Renters who know there is no ceiling insulation (2020 n=223, 2021 n=217, 2022 n=195, 2024 n=168, 2025 n=147, 2026 n=174). Note: Responses mentioned by less than 2% are not shown. Multiple responses can be selected, so totals will not add to 100%

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

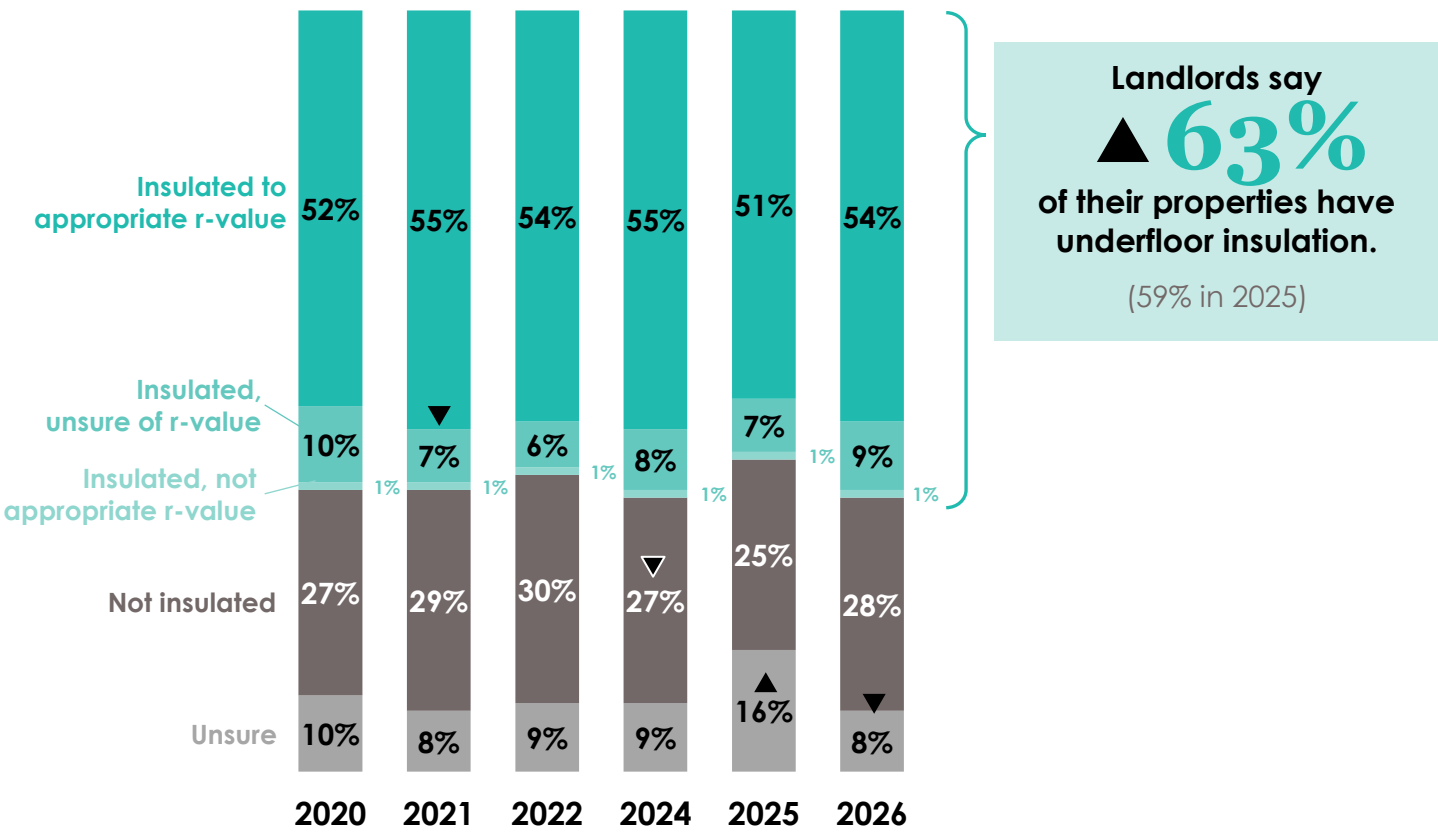
Renters continue to be less certain about their underfloor insulation than landlords.

As with ceiling insulation, renters' knowledge remains an opportunity area, with about a third consistently saying they aren't sure since 2020.

Renters' views on existence of underfloor insulation



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

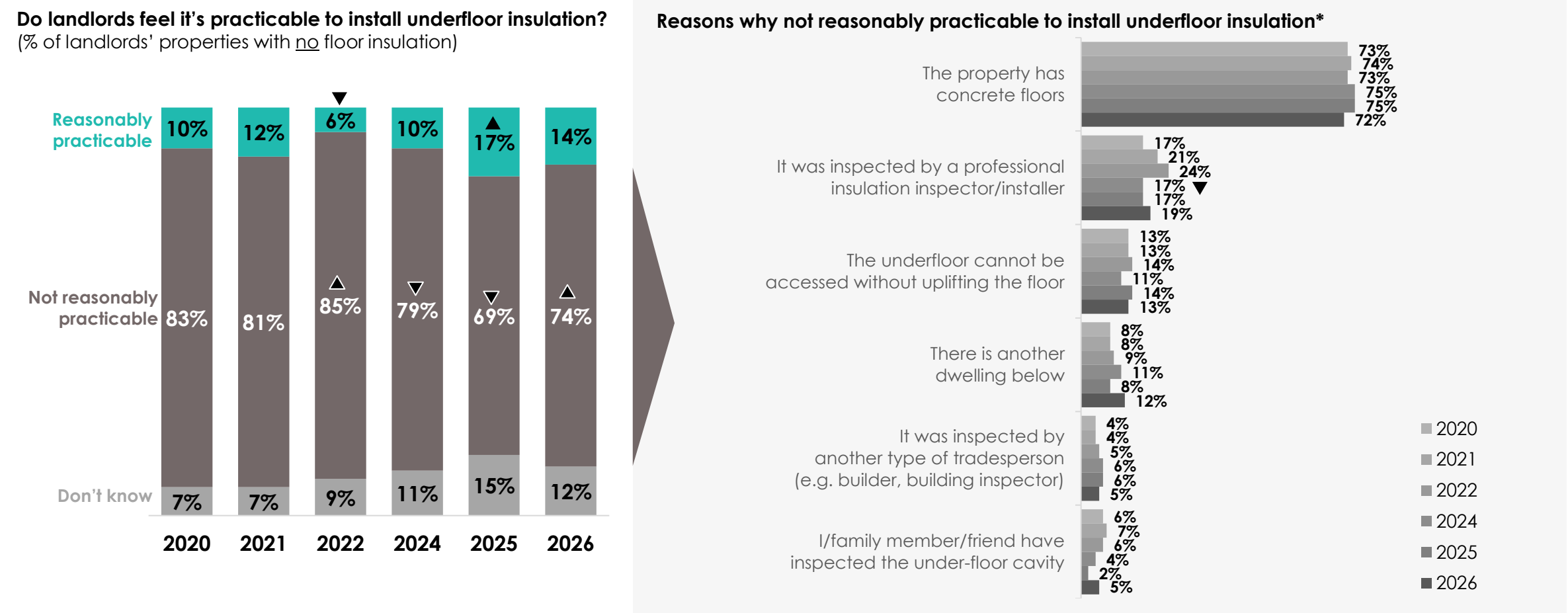


Source: Q14. Does this property have underfloor insulation? Q11. How many of your rental properties have underfloor insulation at an R-value of at least 1.3? Q12. How many of these rental properties have underfloor insulation at an R-value of at least 1.3? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,937, 2025 n=1,398, 2026 n=1,811).

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

This year, more landlords say their uninsulated floors can't be practicably insulated.

14% of properties with un-insulated floors could be insulated (which makes up 5% of all properties). Landlords who say it's not practicable most often attribute this to having concrete floors.



Source: Q13. For your rental properties that don't have underfloor insulation, is it reasonably practicable to install this? For example, is there enough space, or is it safe to install this. Q14. How do you know it is not reasonably practicable to install underfloor insulation? Base: Q13. Properties with no underfloor insulation, or the landlord is unsure if they have insulation (2020 n=738, 2021 n=764, 2022 n=808, 2024 n=700, 2025 n=578, 2026 n=672). Q14. Landlords with one or more property with no underfloor insulation and who say it is not reasonably practicable to install it, 2020 n=360, 2021 n=387, 2022 n=382, 2024 n=334, 2025 n=274, 2026 n=336). *Multiple responses can be selected, so totals will not add to 100%. Not showing responses with less than 2%

▲ Significantly higher than last survey

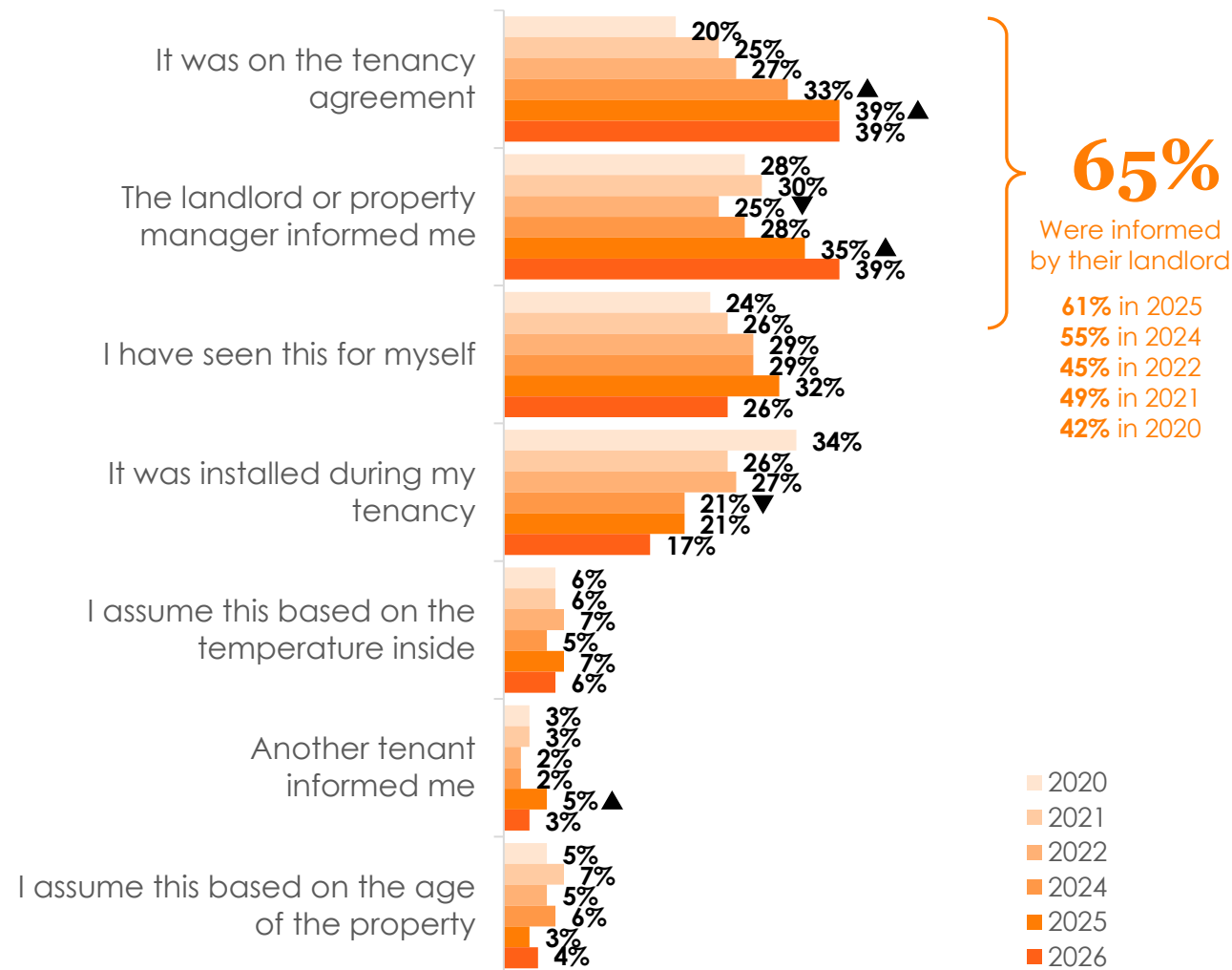
▼ Significantly lower than last survey

37% of renters say their property has underfloor insulation (38% in 2025)

As in 2025, most renters learn about the presence of underfloor insulation via their landlord or property manager, either through the tenancy agreement or being told directly.

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

How renters know their property has underfloor insulation



Source: Q15. How do you know there is underfloor insulation in your rental property?
Base: Renters who know there is underfloor insulation (2020 n=556, 2021 n=611, 2022 n=602, 2024 n=627, 2025 n=526, 2026 n=602). **Note:** Responses mentioned by less than 2% are not shown above. Multiple responses can be selected, so totals will not add to 100%

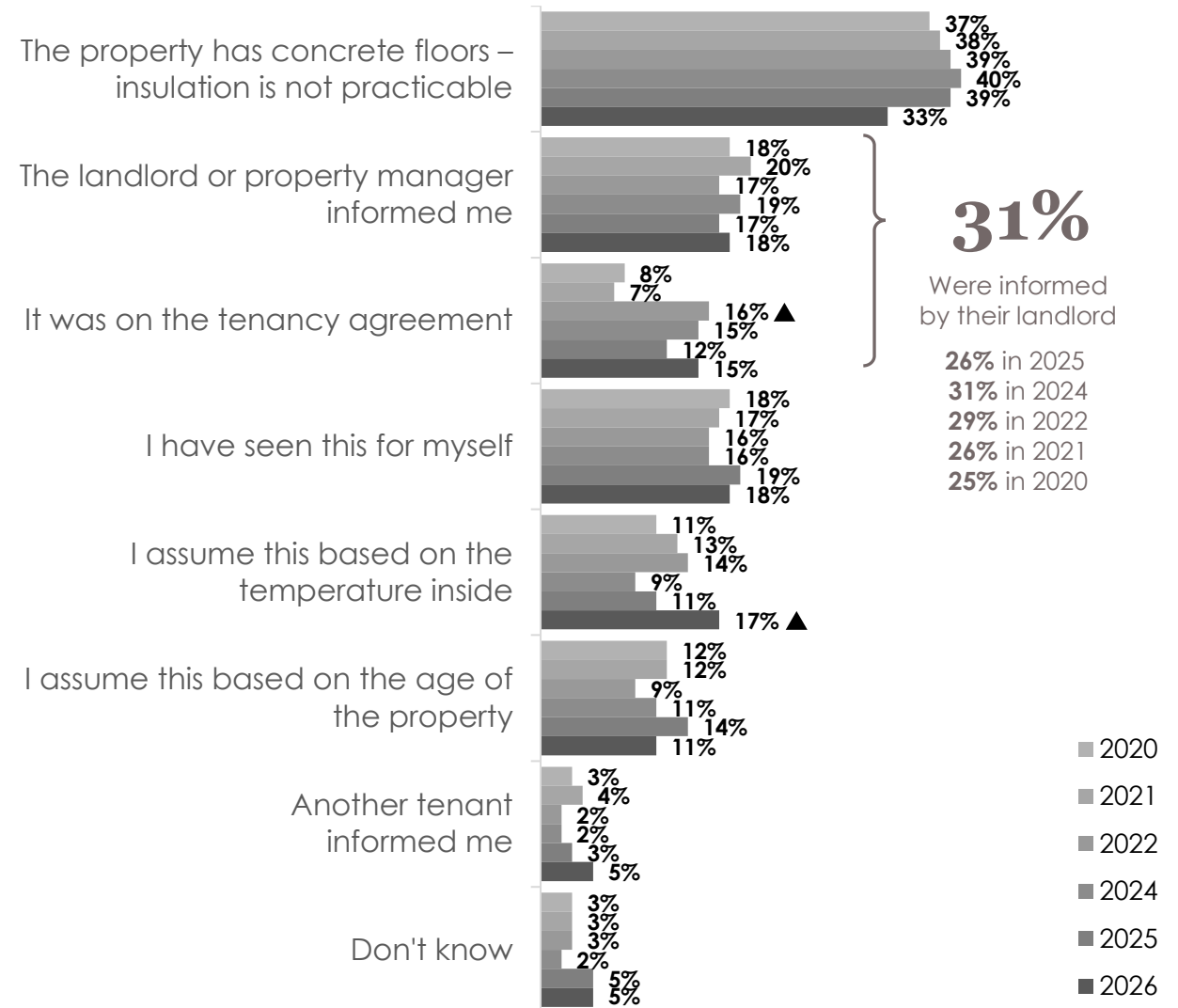
31% of renters say their property does not have underfloor insulation (29% in 2025)

Renters without underfloor insulation most often know this is the case because their property has concrete floors.

Additionally, nearly a third without under- floor insulation were told this by their landlord or property manager (which makes up 9% of all renters)

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

How renters know their property has no underfloor insulation

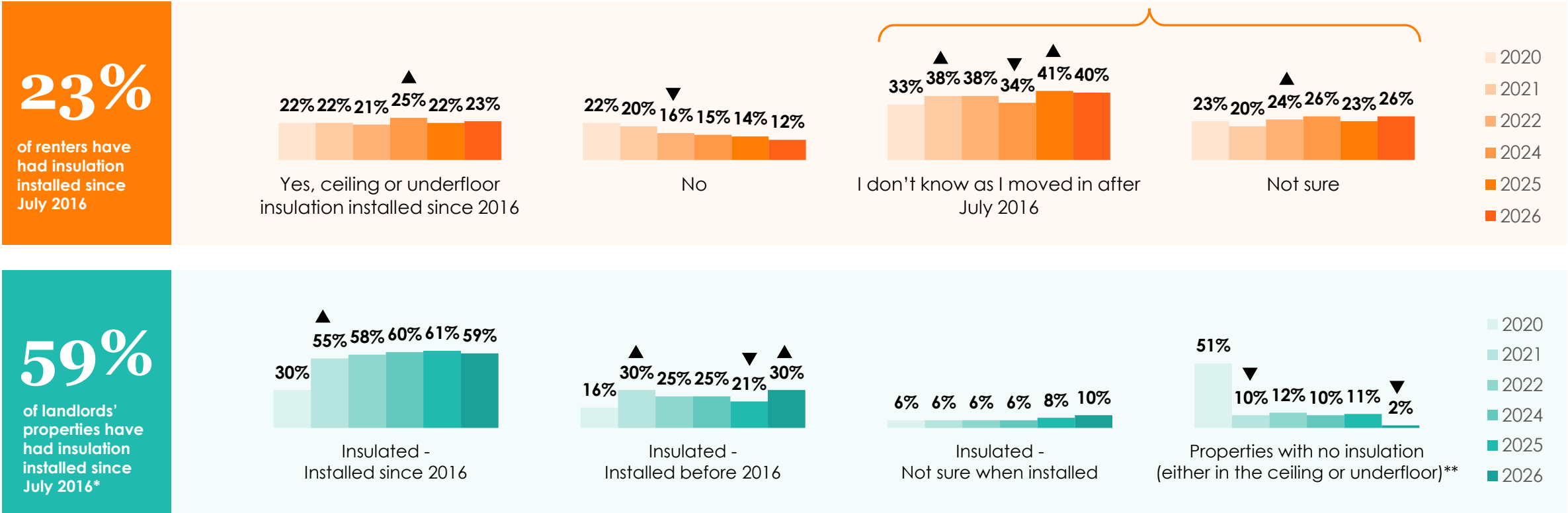


Source: Q15. How do you know there is no underfloor insulation in your rental property?

Base: Renters who know there is no underfloor insulation (2020 n=547, 2021 n=506, 2022 n=541, 2024 n=454, 2025 n=424, 2026 n=480). Note: Responses mentioned by less than 2% are not shown above. Multiple responses can be selected, so totals will not add to 100%

This year, fewer landlords have properties with no insulation in both the ceiling and under-floor. On top of this, about two thirds of renters don't know.

Whether ceiling or underfloor insulation was installed since July 2016

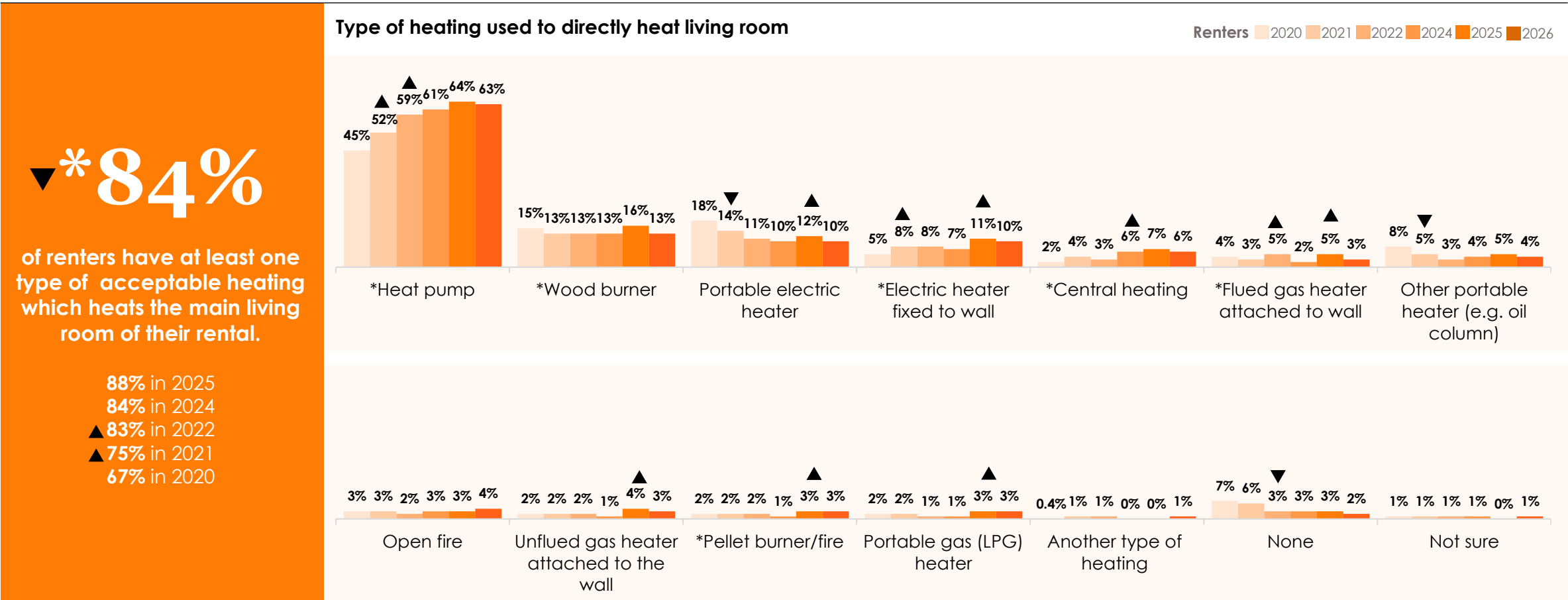


Source: Q16. Has this rental property had either ceiling or underfloor insulation installed since July 2016? Q15. How many of your rental properties have had ceiling or underfloor insulation installed since 2016? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601), and properties with ceiling and/or underfloor insulation (2020 n=979, 2021 n=1,861, 2022 n=1,849, 2024 n=1,744, 2025 n=1,248, 2026 n=1,779). *Note in previous years, this was shown as a % of properties with ceiling insulation, not a % of all properties. **This only includes properties with no insulation in both the ceiling and underfloor (e.g. Landlords who have one type of insulation but not the other were asked when this was installed).

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

84% of renters have a type of heating supplied that meets the Standards.

This is a slight decrease from 2025, largely due to the number of heating types mentioned last year (i.e. on average, renters said they have more types of heating than in other years), which may have been due to the upcoming compliance deadline in 2025 bringing heating to the forefront of renters' minds.



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

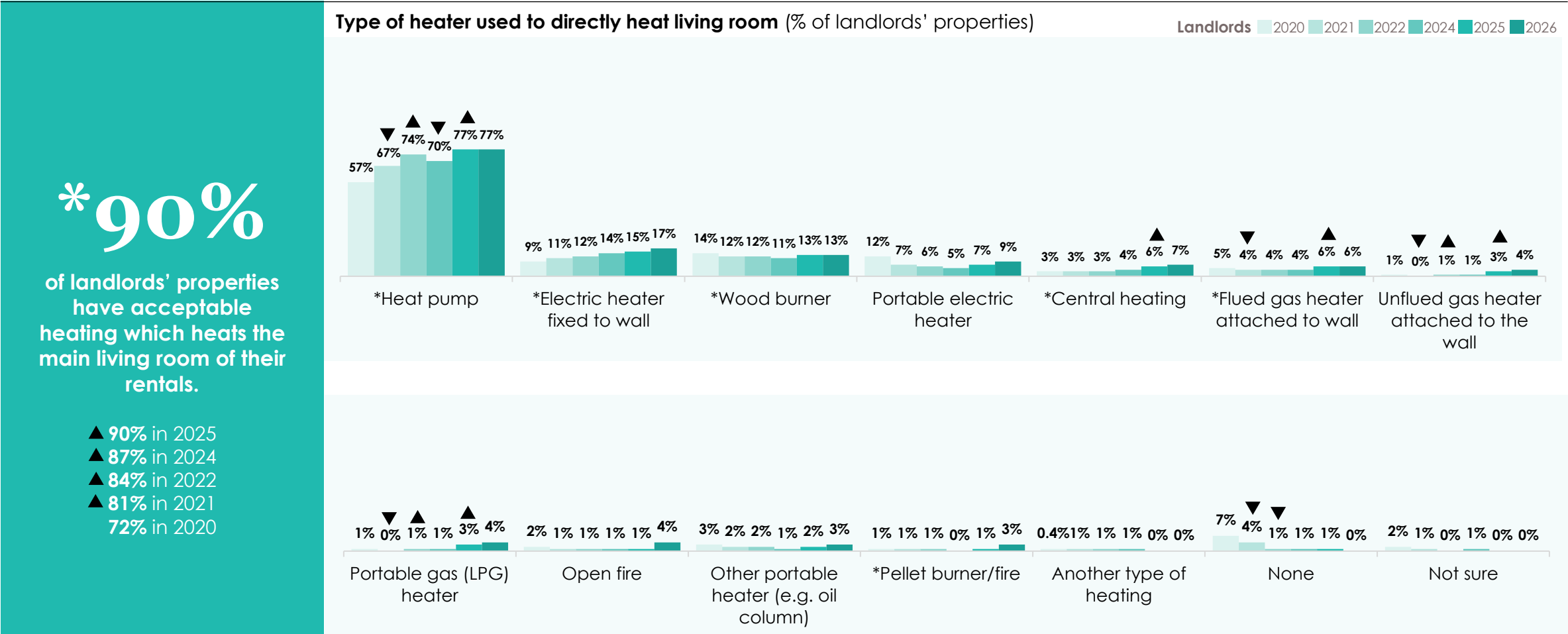
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601).

Note: *Indicates an acceptable heating type as outlined by the Healthy Home Standards. "Pellet burner/fire" and "Wood burner" were added as acceptable heating types in 2021. Multiple responses can be selected, so totals will not add to 100%

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

Landlords say nine in ten of their properties have heating that meet the Standards.

This steadily increased in the lead-up to the 2025 deadline for compliance, but now the deadline has passed, provision of heating has plateaued, leaving a persistent one in ten properties that are non-compliant for heating.



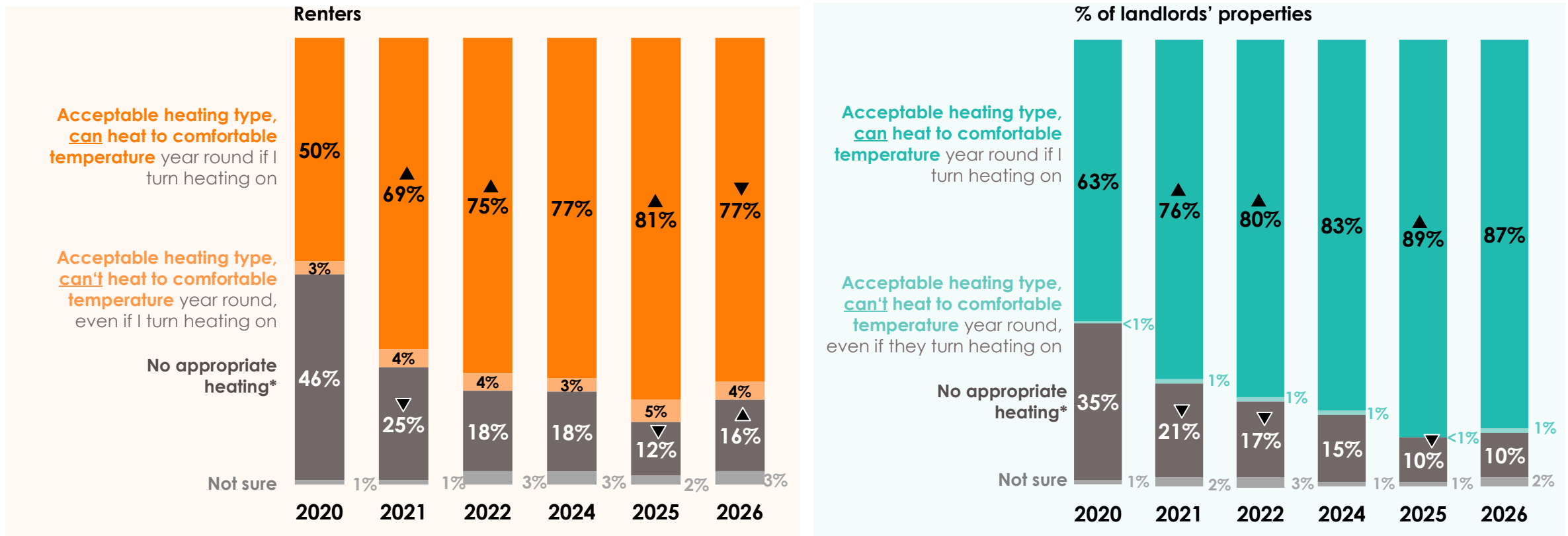
Source: Q16. How many of your rental properties have these types of heating that directly heat the main living room? Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811). Note: *Indicates an acceptable heating type as outlined by the Healthy Home Standards. "Pellet burner/fire" and "Wood burner" were added as acceptable heating types in 2021. Multiple responses can be selected, so totals will not add to 100%

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

Most renters and landlords with acceptable heating types say it can be used to heat their property to a comfortable temperature.

Note, the increase in acceptable heating among renters in 2025 is due to renters saying they have more types of heating generally, possibly due to increased awareness in the leadup to the compliance deadline (refer to page 26)

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



Source: Q25. What type of heating directly heats the main living room? Q26. Using this heating, can the main living room be heated to a comfortable temperature all year round? Q16. How many of your rental properties have these types of heating that directly heat the main living room? Q17. In how many of these rental properties can the main living room be heated to a comfortable temperature year round (if the tenants choose to turn this heating on)? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811).

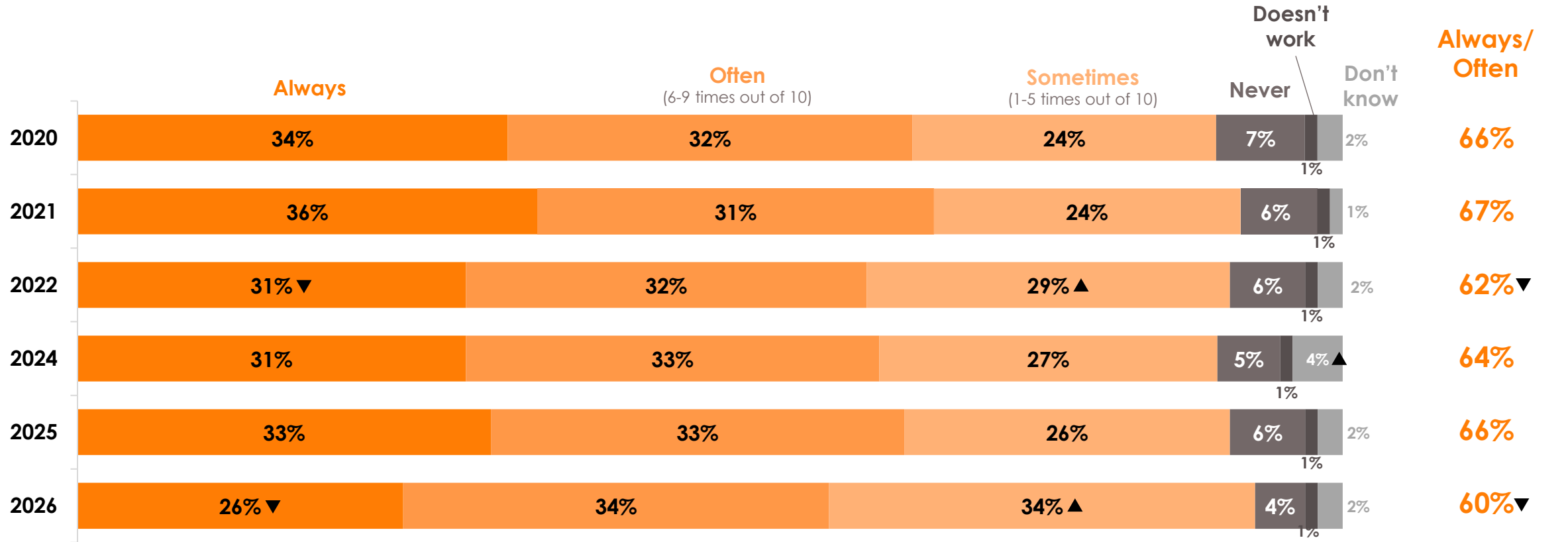
Note: *Acceptable heating types are electric heater fixed to wall, heat pump, central heating, and flued gas heater attached to wall. Pellet burner/wood fire were added in 2021.

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

Compared to last year, fewer renters are regularly using heating during winter.

Overall, a similar proportion of renters use heating at least some of the time, but this year they are using it less frequently (i.e. fewer use it ‘always’ and more are using it ‘sometimes’), potentially due to the cost of living.

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

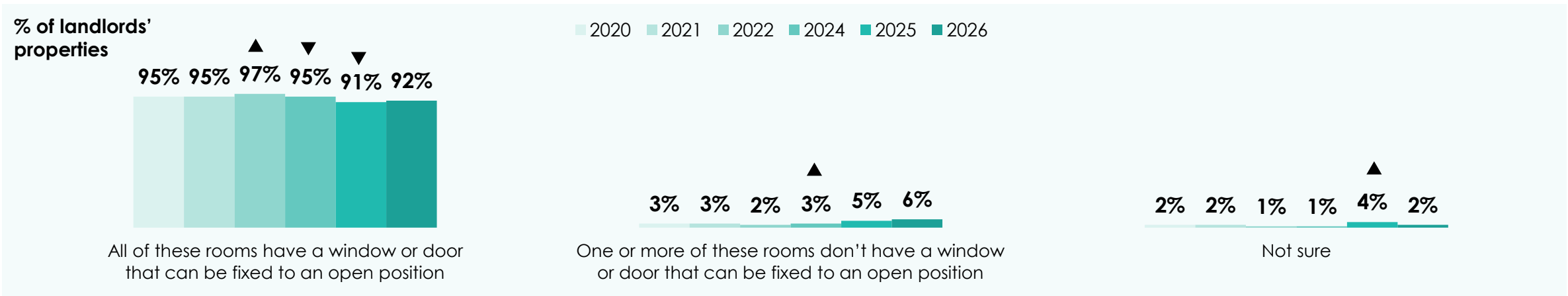
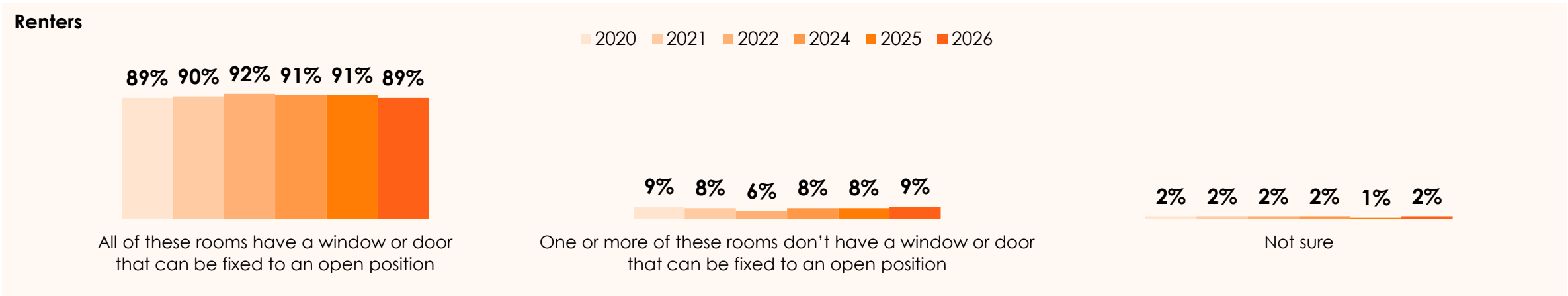


Source: Q27. When someone is in the living room during cold winter weather, how often is this heating in the main living room used?
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601). Note: *differences over time may be partly due to seasonal differences, with the 2025 survey being conducted in winter when renters have a more accurate idea of heating use as opposed to summer in previous years.

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

Window and door ventilation remains common across all rental properties.

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



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

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

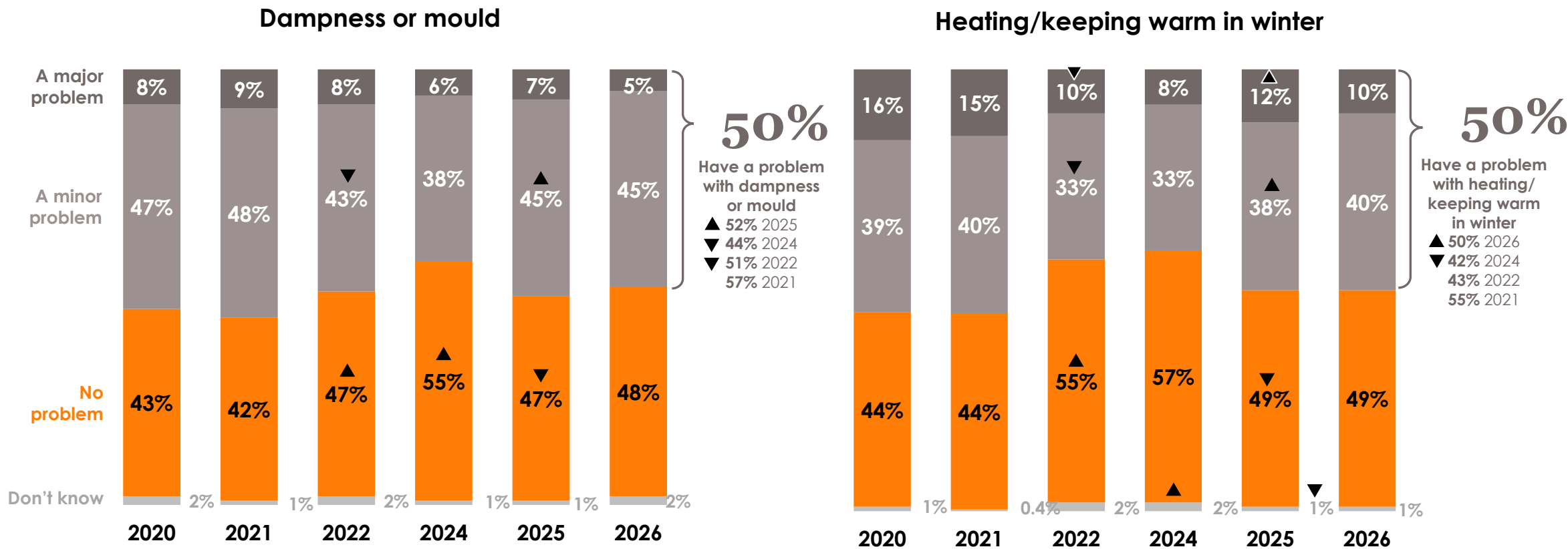
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811)

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

Half of renters experience issues with dampness, mould, or heating in winter.

In 2025, renters increasingly had issues with heating sufficiently, which has continued into 2026. This may be partly due to renters using their heating less frequently.

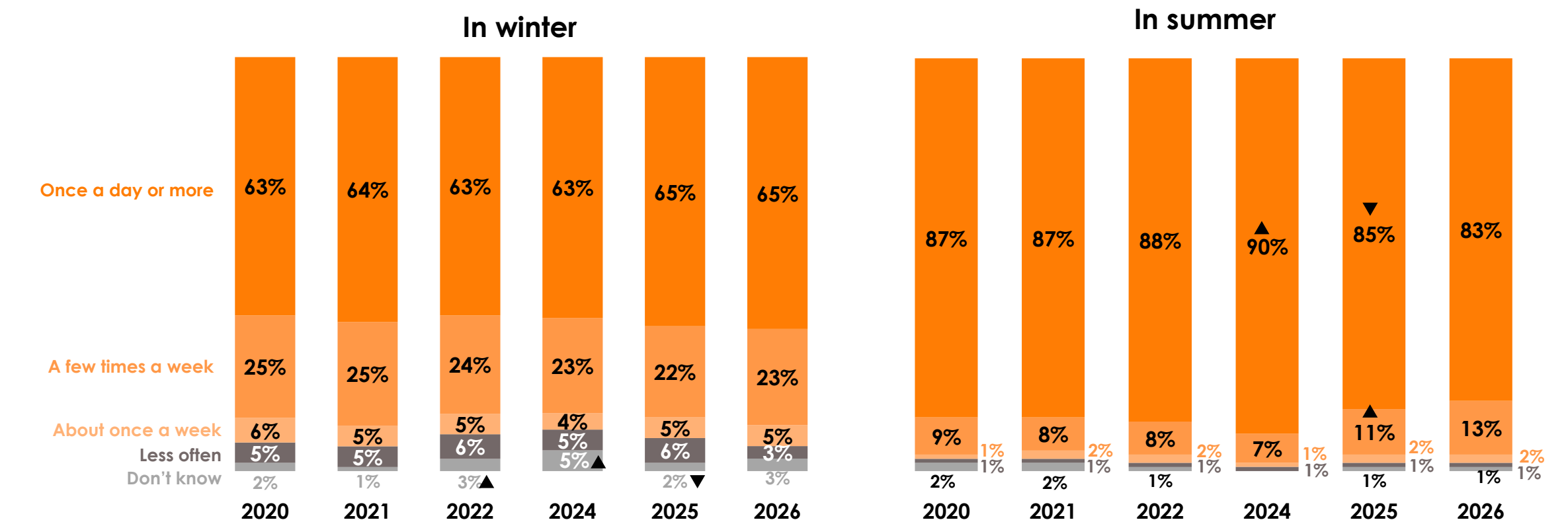
Whether renters say their property has issues with dampness or mould, or heating in winter



Source: Q8. Does your rental property have no problem, a minor problem, or a major problem with dampness or mould? Q9. Does your rental property have no problem, a minor problem, or a major problem with heating and/or keeping warm in winter? Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601). Significantly higher than last survey ▲ Significantly lower than last survey ▼

Ventilation in both winter and summer remains similar to last year.

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

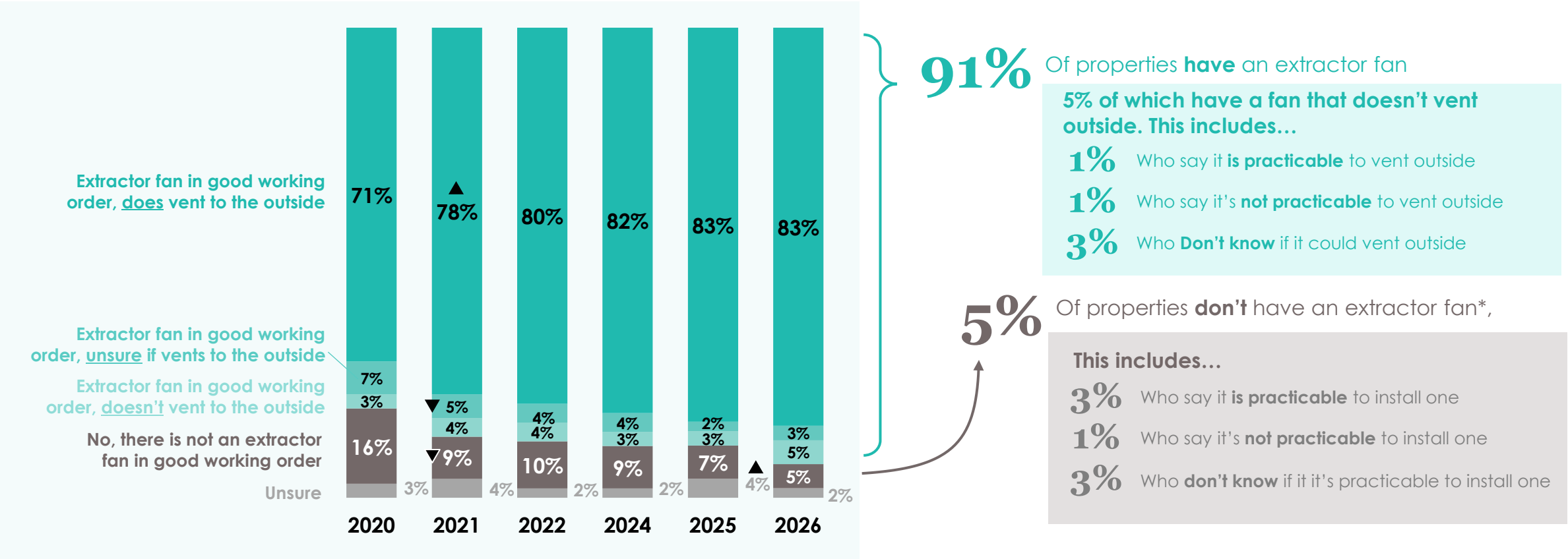


Source: Q17. In winter, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?
Q18. In summer, how often are some of this rental property's windows and/or doors to the outside opened for at least 15 minutes at a time?
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601). *This decrease may be due to seasonal differences in the surveying, i.e. 2024 was conducted in summer when renters would have a better memory of ventilation frequency, compared to 2025/2026 which were conducted in winter.

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

Landlords say the majority of rental properties have bathroom extractor fans.

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

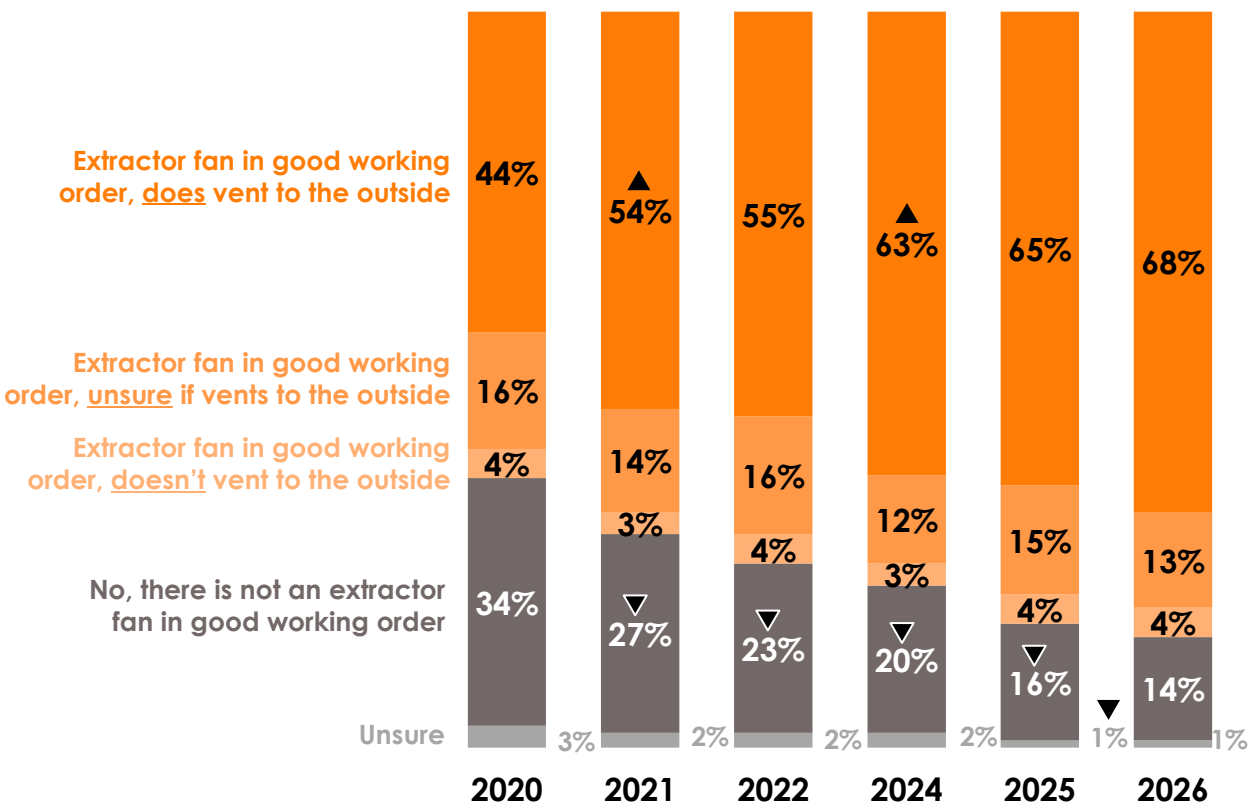


Source: Q19. How many of your rental properties have an extractor fan that is in good working order in all the room(s) in the property with a bath or shower?
Q20. In how many of these properties does the extractor fan(s) in the room(s) with a bath or shower vent to the outside?
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811).
Note: *Prior to 2022, only the option “no, doesn't vent outside” was provided. In 2022, this was split into whether it was practicable. Totals may not add to 100% due to rounding

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Significantly lower than last survey ▼

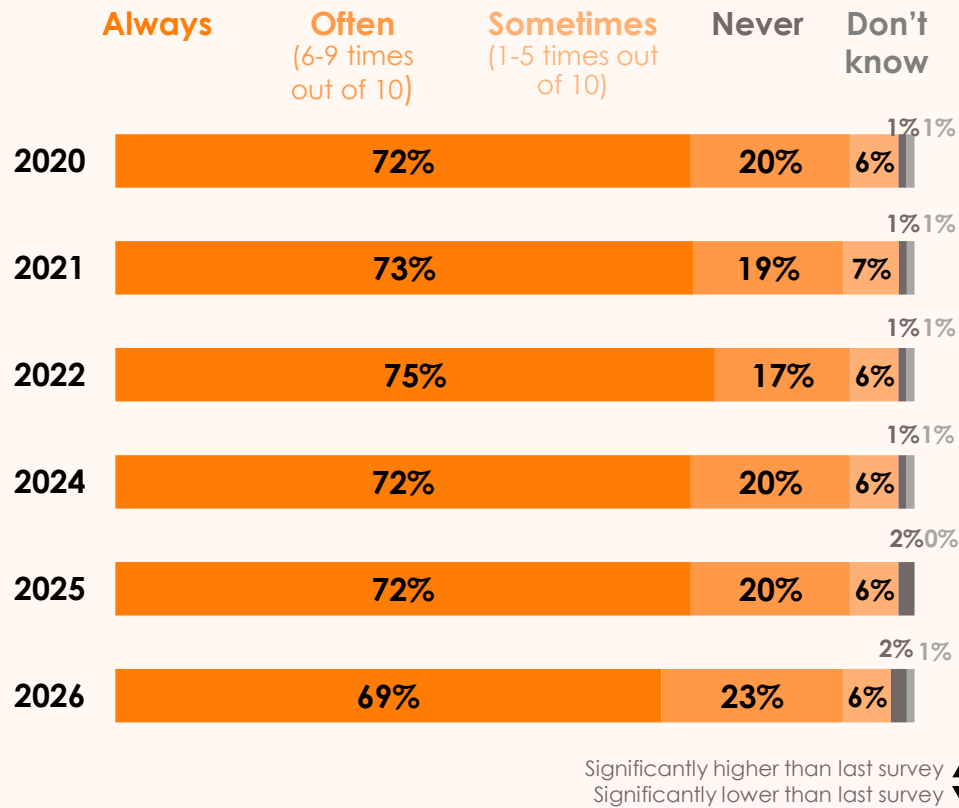
Since 2020, renters continue to say bathroom fan installation is steadily increasing.

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



Source: Q22. Do all the room(s) with a bath or shower in your rental property have an extractor fan that is in good working order? Q23. Does the extractor fan(s) in the room(s) with a bath or shower vent to the outside?
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601).

How often renters use the extractor fan when bathing/showering

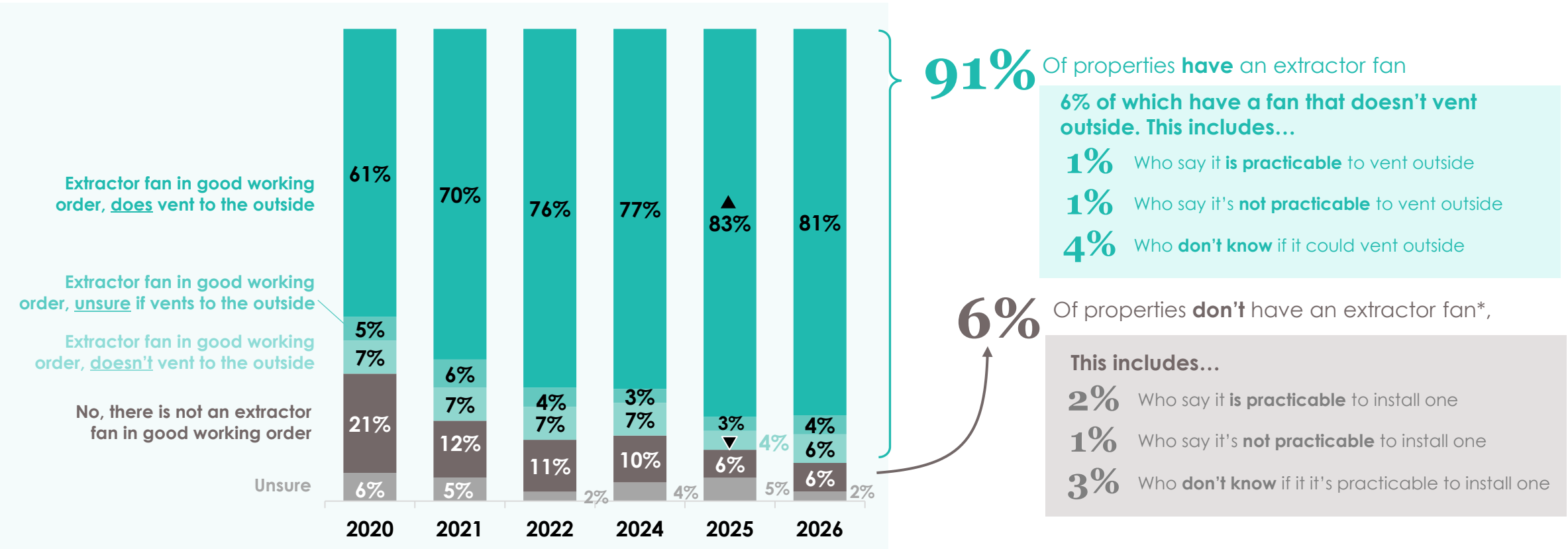


Source: Q24. How often is the working extractor fan used when someone is bathing or showering?
Base: Renters with an extractor fan in good working order (2020 n=987, 2021 n=1,128, 2022 n=1,193, 2024 n=1,245, 2025 n=1,156, 2026 n=1,355).

Landlords say almost all of their properties have kitchen extractor fans installed.

Only a very small proportion of landlords (around 2%) say ventilation outdoors is feasible but not yet installed.

Kitchen extractor fans – whether kitchens in landlords' properties have a working rangehood or extractor fan that vents to the outside (% of landlords' properties)



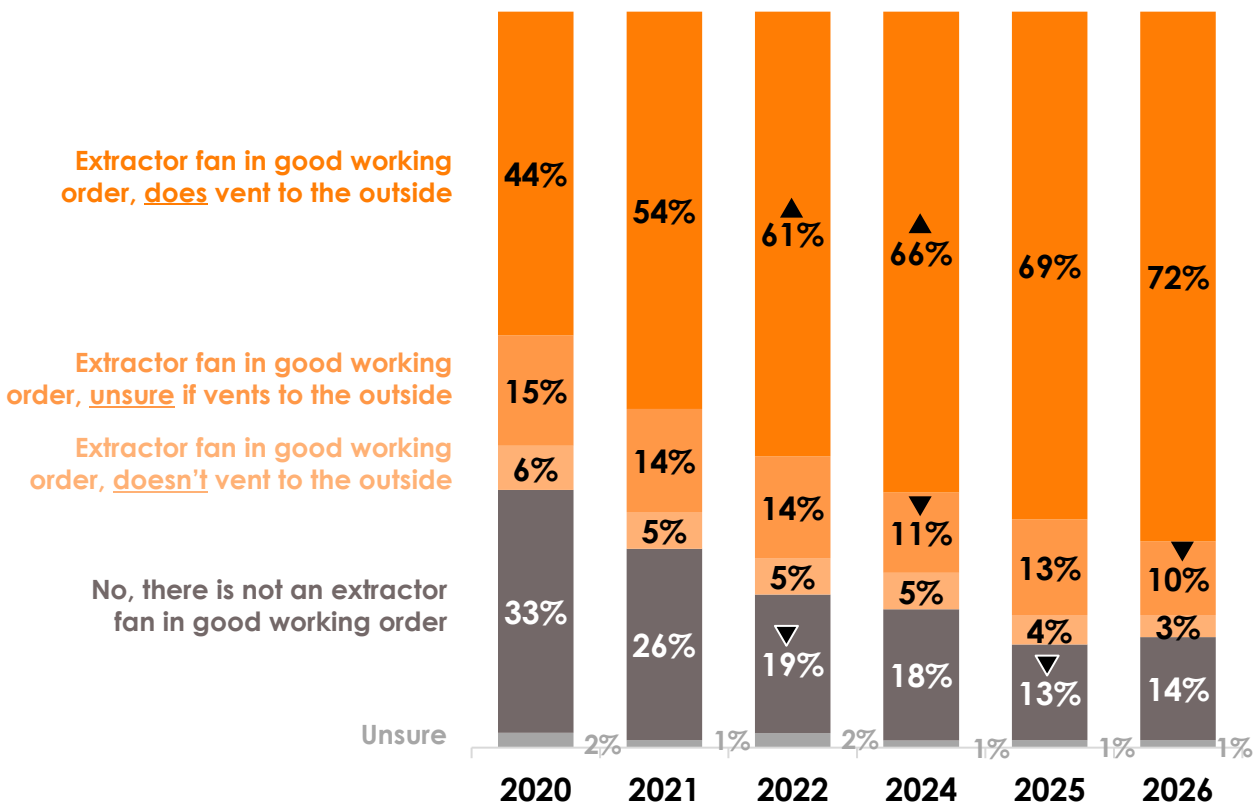
Source: Q21. How many of your rental properties have a rangehood or extractor fan that is in good working order in the kitchen? Q22. In how many of these properties does the rangehood or extractor fan vent to the outside? Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811).
Note: *Prior to 2022, only the option "no, doesn't vent outside" was provided. In 2022, this was split into whether it was practicable.

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

After increases over time, kitchen fan installation has plateaued this year.

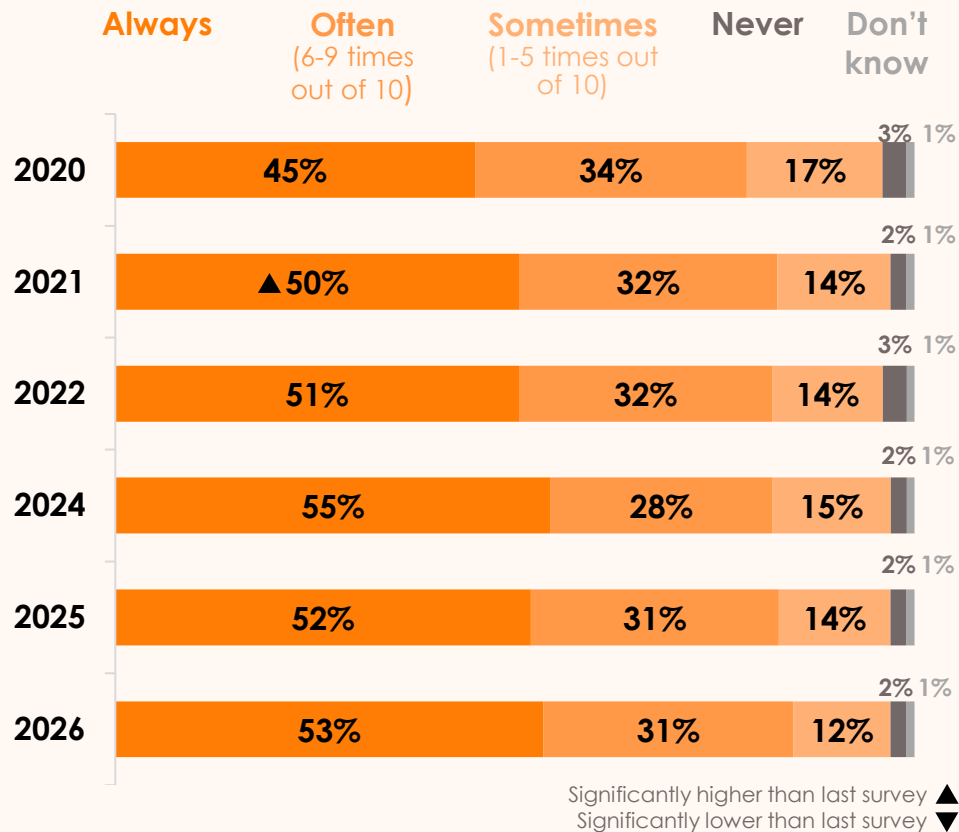
Most renters with a kitchen fan say they use it regularly when cooking (i.e. either often or always).

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



Source: Q19. Does this rental property's kitchen have a rangehood or extractor fan that is in good working order?
Q20. Does the kitchen extractor fan or rangehood vent to the outside?
Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601).

How often renters use a rangehood/extractor fan when cooking

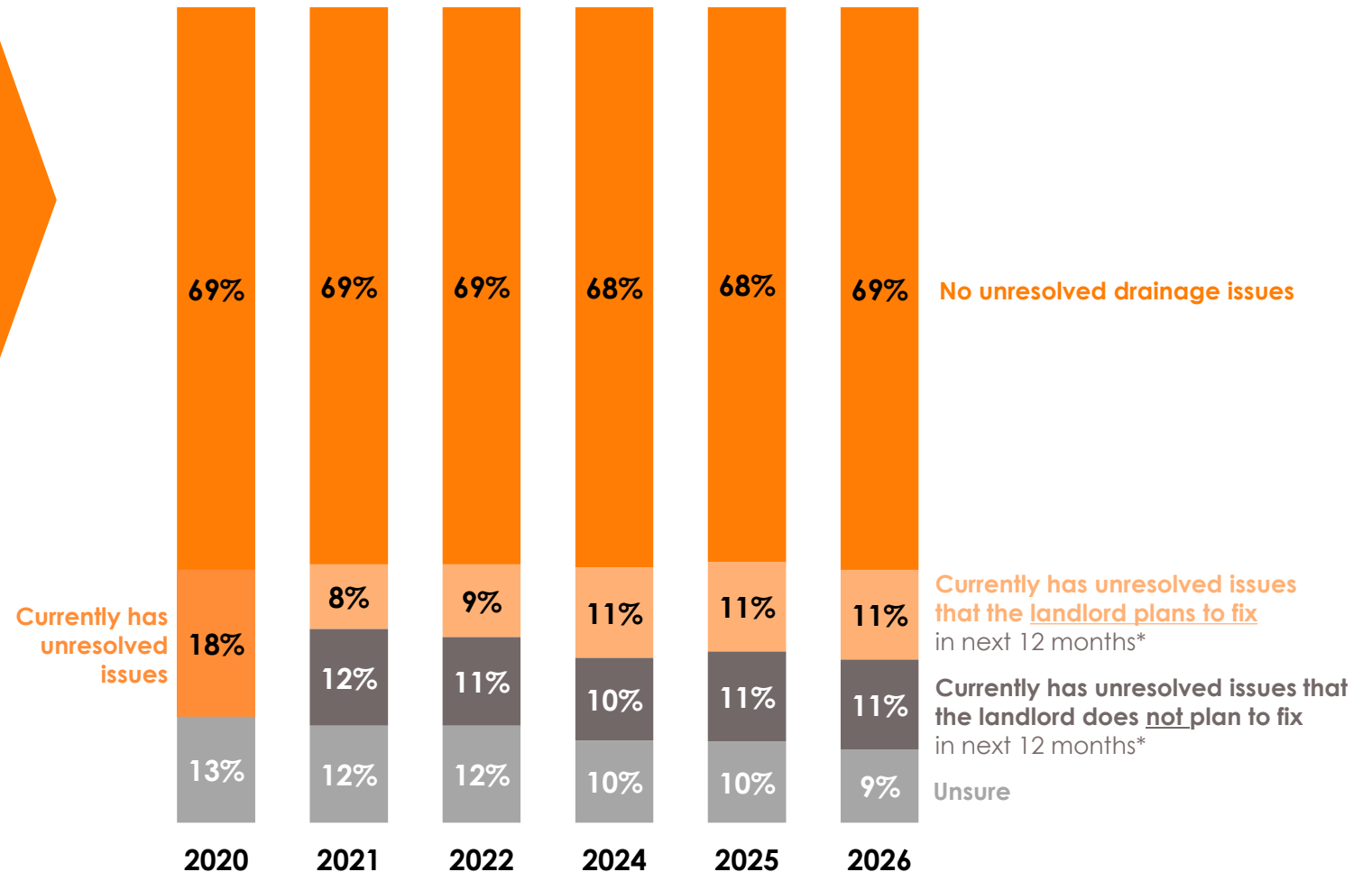


Source: Q21. How often is this fan or rangehood used when someone is cooking food that produces steam?
Base: Renters with a fan or rangehood in good working order (2020 n=1,014, 2021 n=1,148, 2022 n=1,246, 2024 n=1,286, 2025 n=1,179, 2026 n=1,338).

69% of renters say their rental property has no unresolved drainage issues (68% in 2025)

This has remained stable over time, with around seven in ten consistently reporting no unresolved drainage issues. Among the 22% who do have issues, half say their landlord plans to address them.

Whether renters have unresolved drainage issues at their property



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

Base: All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601).

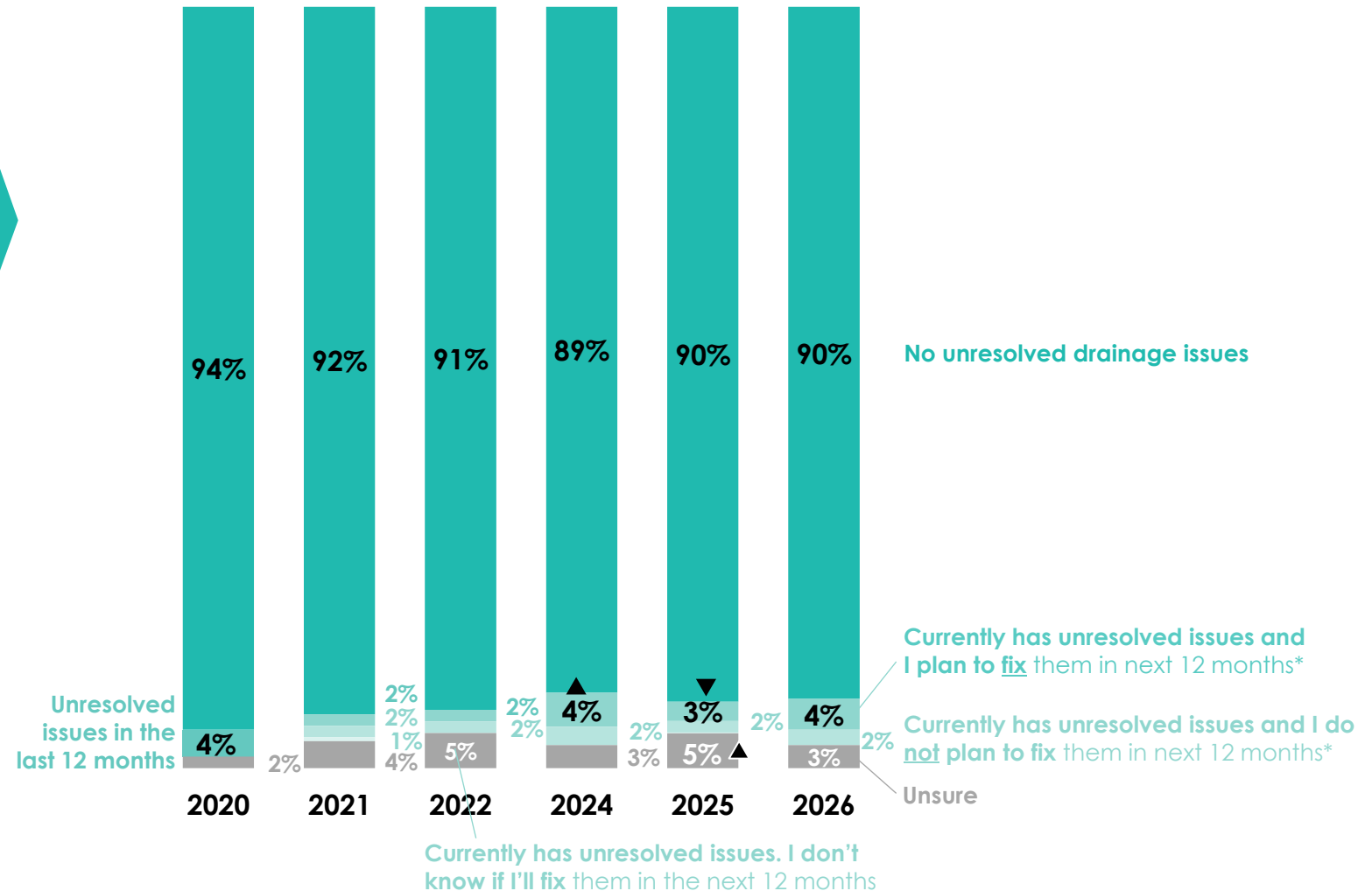
Note: *Starting in 2021, those with unresolved issues were asked if their landlord plans to fix it.

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

90% of landlords' properties currently have no unresolved drainage issues
(90% in 2025)

Compared with renters, fewer landlords say they have unresolved drainage issues at their properties.

Landlords' properties with unresolved drainage issues



Source: Q23. In the last 12 months, how many of your rental properties have had unresolved issues outside with the drainage of stormwater, ground water, surface water, or roof water? Q23i (not asked in 2020) How many of your rental properties with unresolved water drainage issues do you plan to fix in the next 12 months? **Base:** All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811).

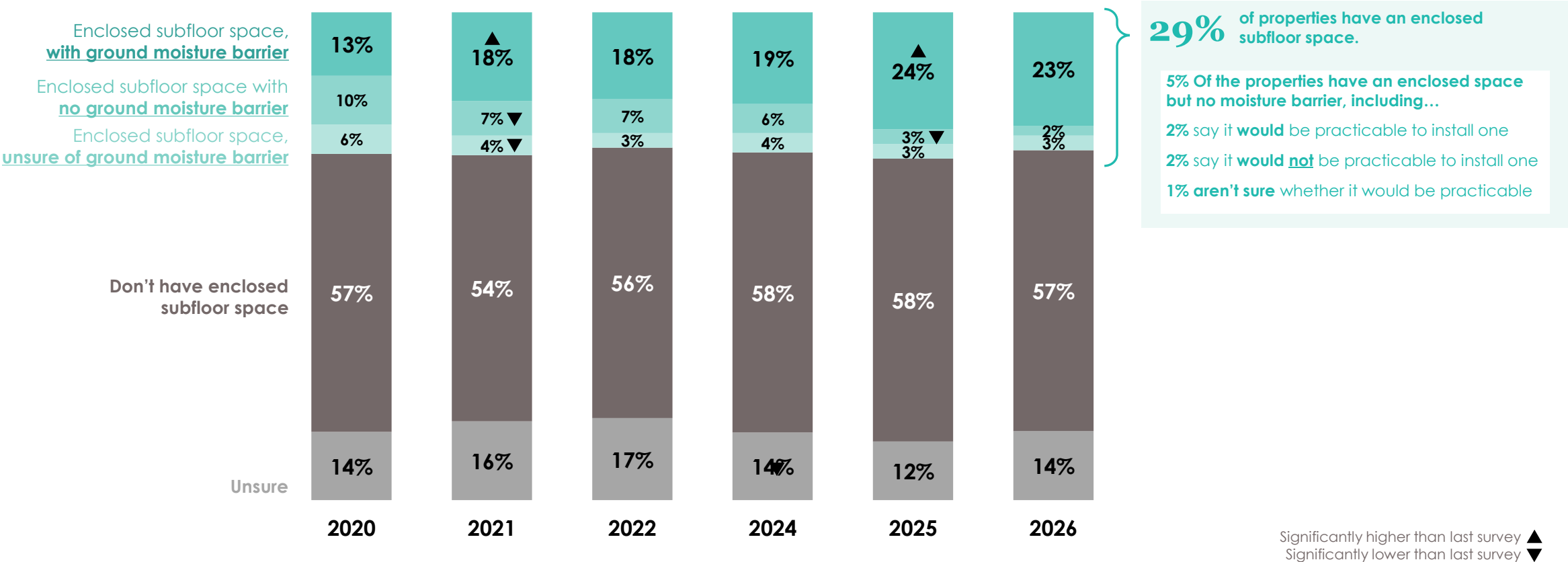
Note: *Starting in 2021, those with unresolved issues were asked whether they plan to fix it

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

Landlords say almost all properties have moisture barriers where practicable.

Just 2% of landlords say they have an enclosed space that could have a barrier installed but doesn't currently. However, on top of this, a persistent proportion are unsure about the space, meaning there are potentially more properties that could practicably have this installed.

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

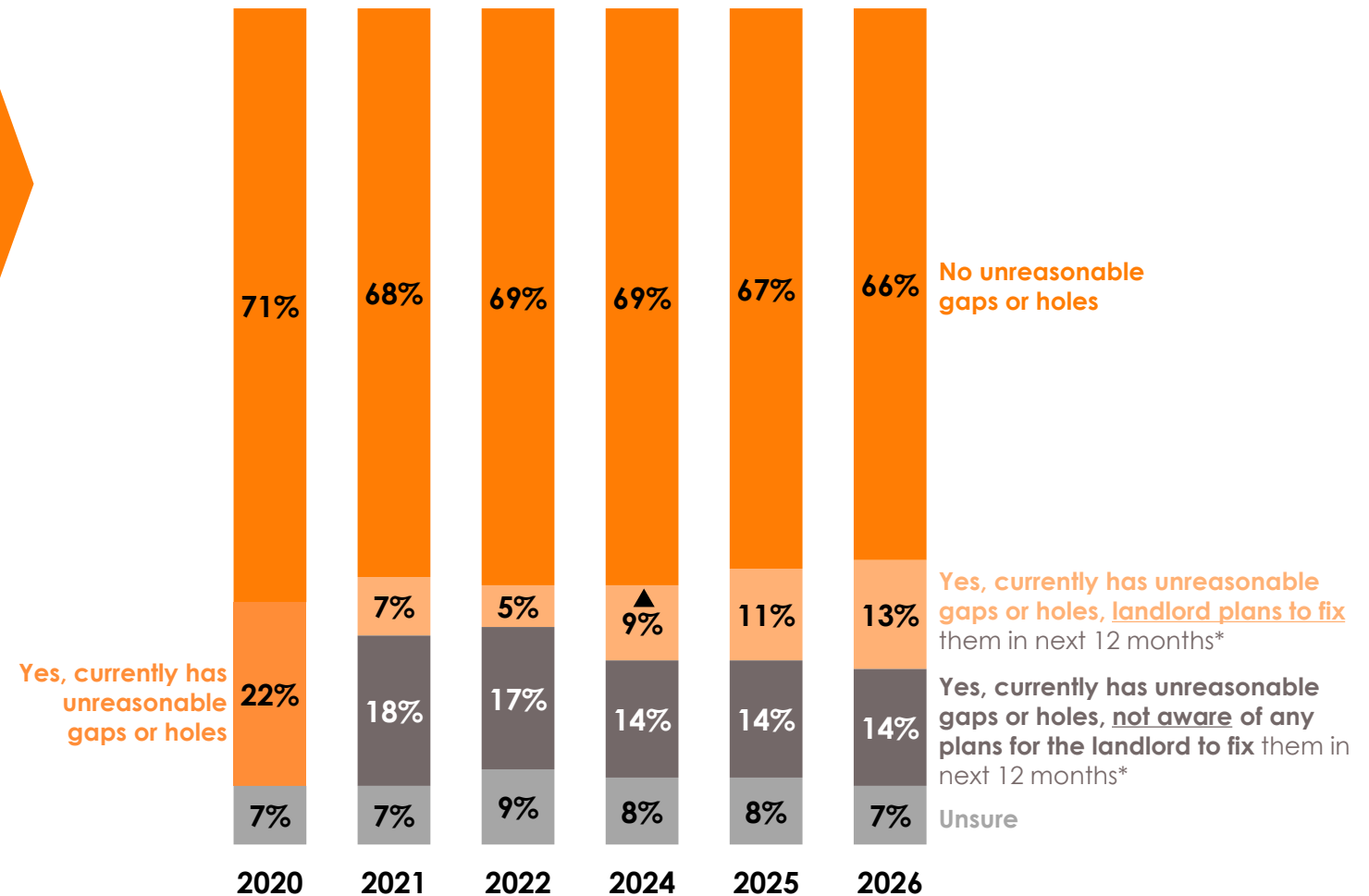


Source: Q24. How many of your rental properties have an enclosed subfloor space? Q25. How many of your rental properties have with an enclosed subfloor space have a ground moisture barrier (e.g. a polythene sheet) installed? Q26. For how many of your rental properties that don't have a ground moisture barrier like a polythene sheet, is it reasonably practical to install this (e.g. is there enough space)?
Base: All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811)

66% of renters live in a property that currently has no unreasonable gaps or holes
(67% in 2025)

Similar to drainage issues, about half of renters who say they have an issue with gaps/holes also say their landlord has plans to fix this.

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



Source: Q30. Does your rental property have any unreasonable gaps or holes in the walls, ceilings, windows, floors, and doors that have not been blocked and cause noticeable draughts in or out of the building? **Base:** All renters (2020 n=1,601, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601). **Note:** *Starting in 2021, those with gaps/holes were asked if their landlord plans to fix it

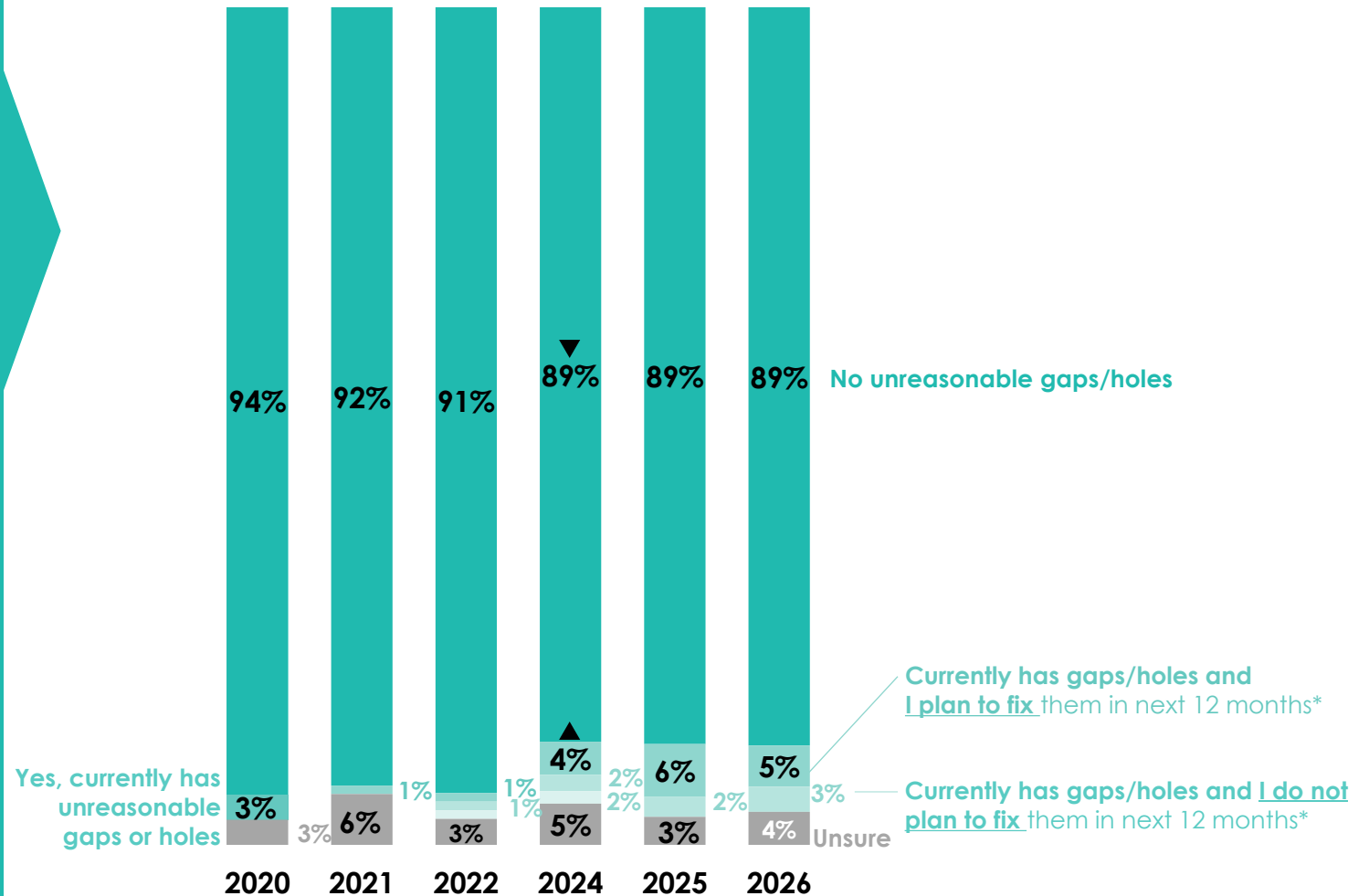
Significantly higher than last survey ▲
Significantly lower than last survey ▼

89% of landlords' properties currently have no unreasonable gaps or holes
(89% in 2025)

Again, there is a gap between renters and landlords, with more renters saying their properties have gaps/holes.

Landlords say only 8% of their properties have gaps or holes in their properties, with close to half of them saying they already have plans to fix this.

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



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

Source: Q27. How many of your rental properties have any unreasonable gaps or holes in walls, ceilings, windows, floors, and doors that have not been blocked and cause noticeable draughts in or out of the building? Q27i. How many of your rental properties with unreasonable gaps or holes do you plan to fix in the next 12 months? **Base:** All properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811). **Note:** * Starting in 2021, those with gaps/holes were asked whether they plans to fix it.

Landlords say most of their properties have no unused/blocked fireplaces.

Landlords' properties with unused and unblocked fireplace

	2020	2021	2022	2024	2025	2026
No unused/blocked fireplace (or unsure)	96.7%	▲ 97.9%	▼ 95.7%	94.5%	93.5%	94.4%
Tenant hasn't requested that fireplace not be blocked	1.9%	1.2%	1.4%	2.2%	1.6%	3.3%
Landlord unsure whether tenant requested fireplace not be blocked	0.7%	▼ 0*	0*	0*	0*	0.1%
Tenant has requested in writing for the fireplace <u>not</u> to be blocked	0.7%	0.9%	▲ 2.9%	3.0%	▲ 4.7%**	2.7%

Source: Q28. How many of your rental properties have an unused fireplace that hasn't been blocked? Q29. For how many of these properties did the tenant request in writing that the fireplace not be blocked? Base: All properties, (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811) *Percentage is less than 0.5%. **This increase may be due to seasonal differences in the surveying, i.e. 2024 was conducted in summer when renters are less likely to be using their fireplaces, as opposed to 2025 which was conducted in winter when renters are more likely to be actively using their fireplaces. Note also, this may include some landlords who received verbal requests rather than in writing.

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

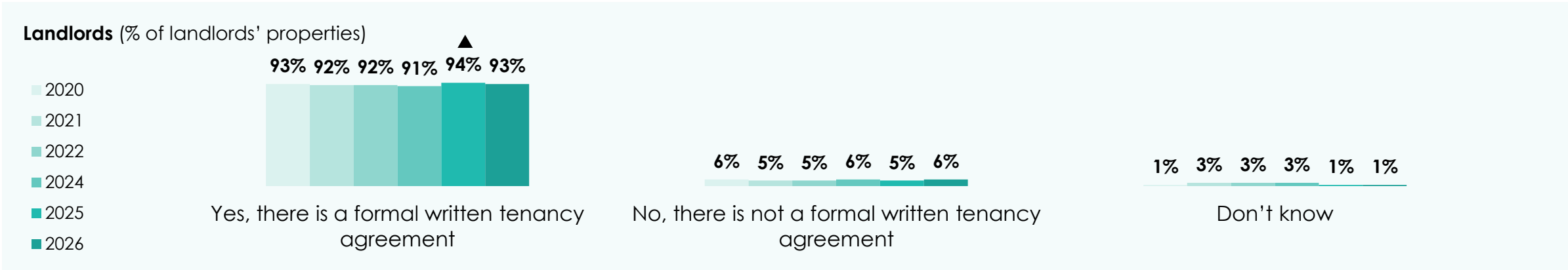
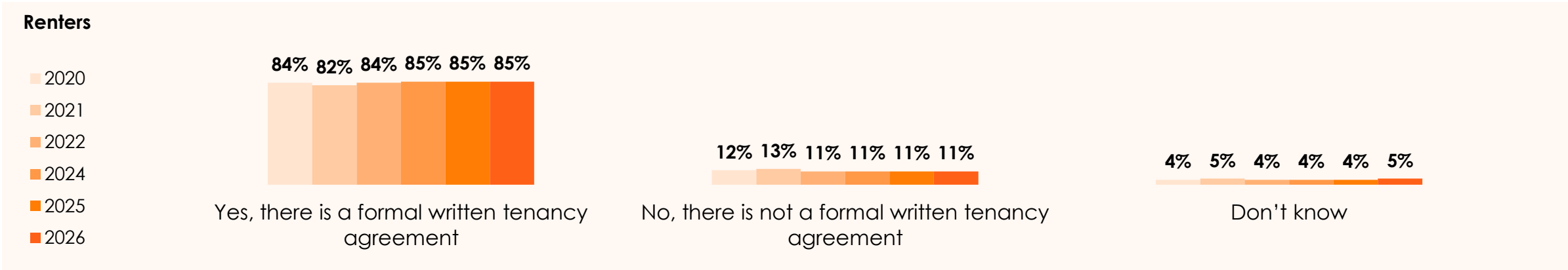
04

Tenancy Agreements



Formal written tenancy agreements remain the most common type of agreement.

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

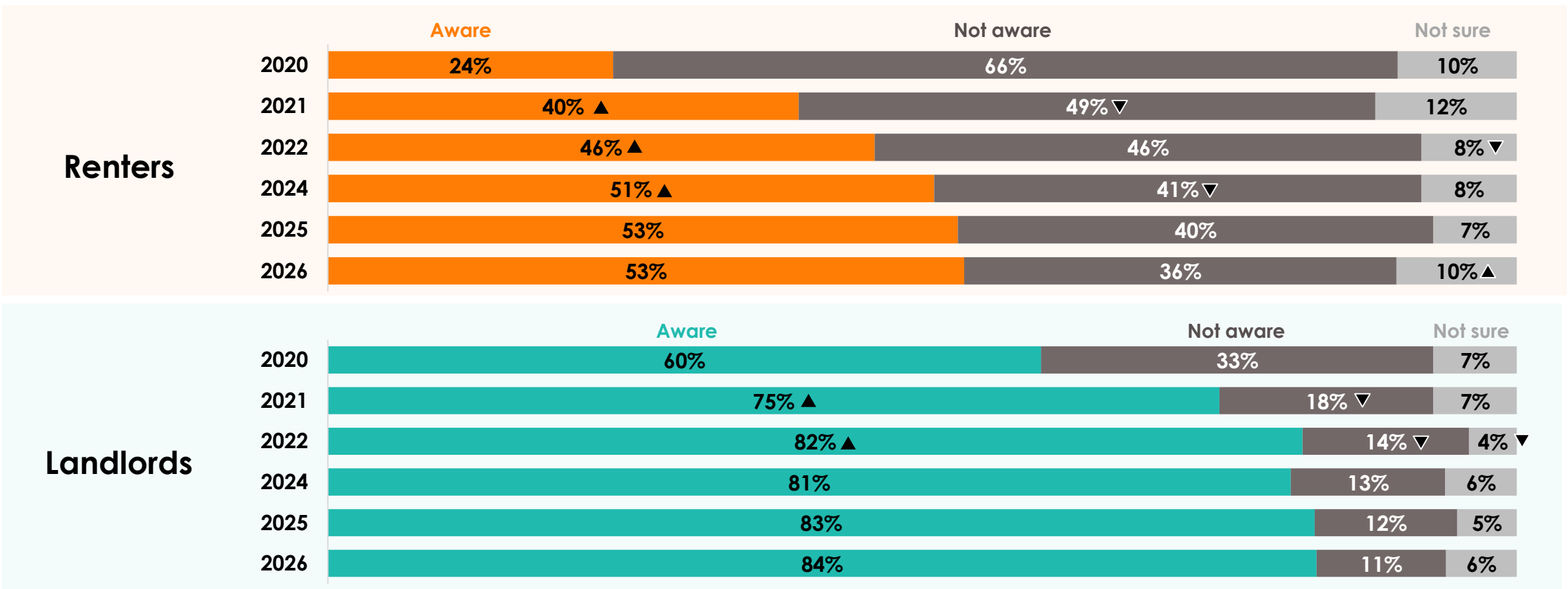


Source: Q37. Do you (or others you live with) have a written tenancy agreement with your landlord (or property manager)? Q33. How many of your rental properties have a formal written tenancy agreement? **Base:** All renters (2020 n=1,601, 2021 n=1,600, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all properties (2020 n=1,990, 2021 n=2,064, 2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811).

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Awareness of requirements for intention to comply statements has slowed in the last few years after growing initially.

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

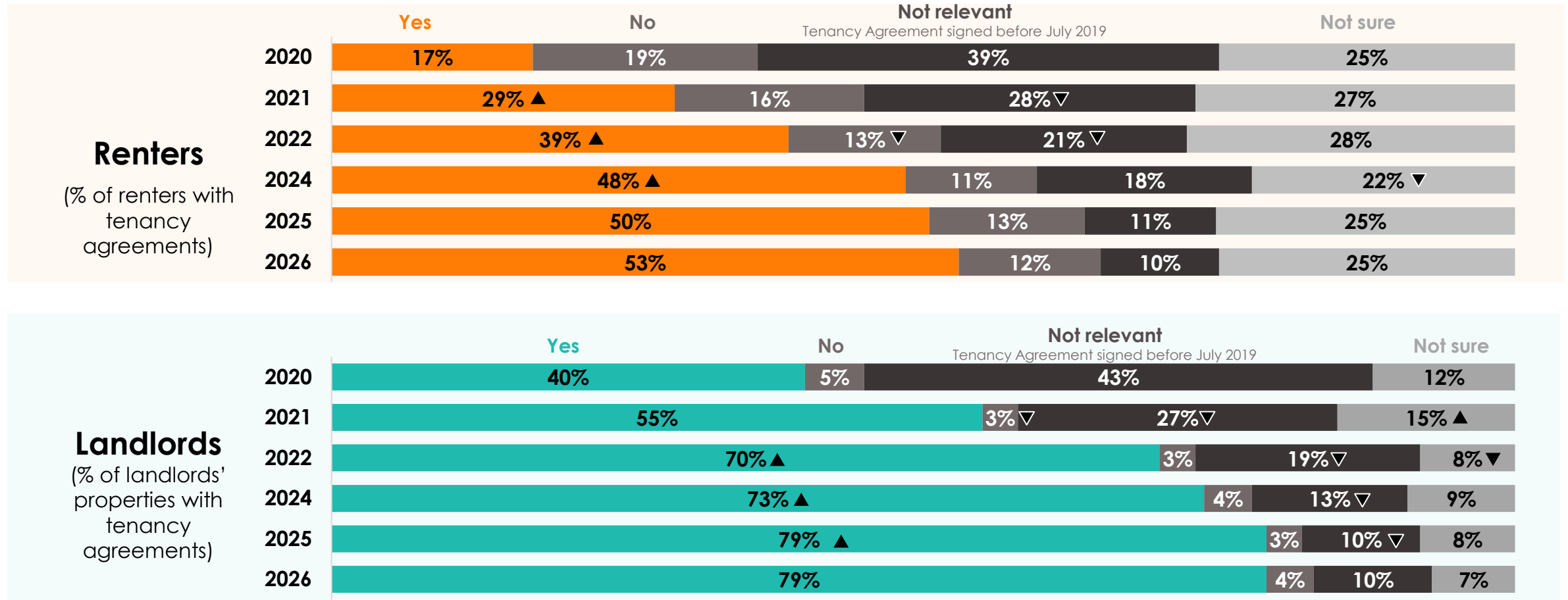


Source: Q42. / Q38. Before today, were you aware that since July 2019 any new, renewed, or revised tenancy agreements must now have a signed statement that the landlord intends to comply or already complies with the Healthy Homes Standards?
Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).

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

As with awareness, inclusion of intention to comply statements has also plateaued.

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



Source: Q43. Has your landlord (or property manager) provided a signed statement that the landlord intends to comply or currently complies with the Healthy Homes Standards?

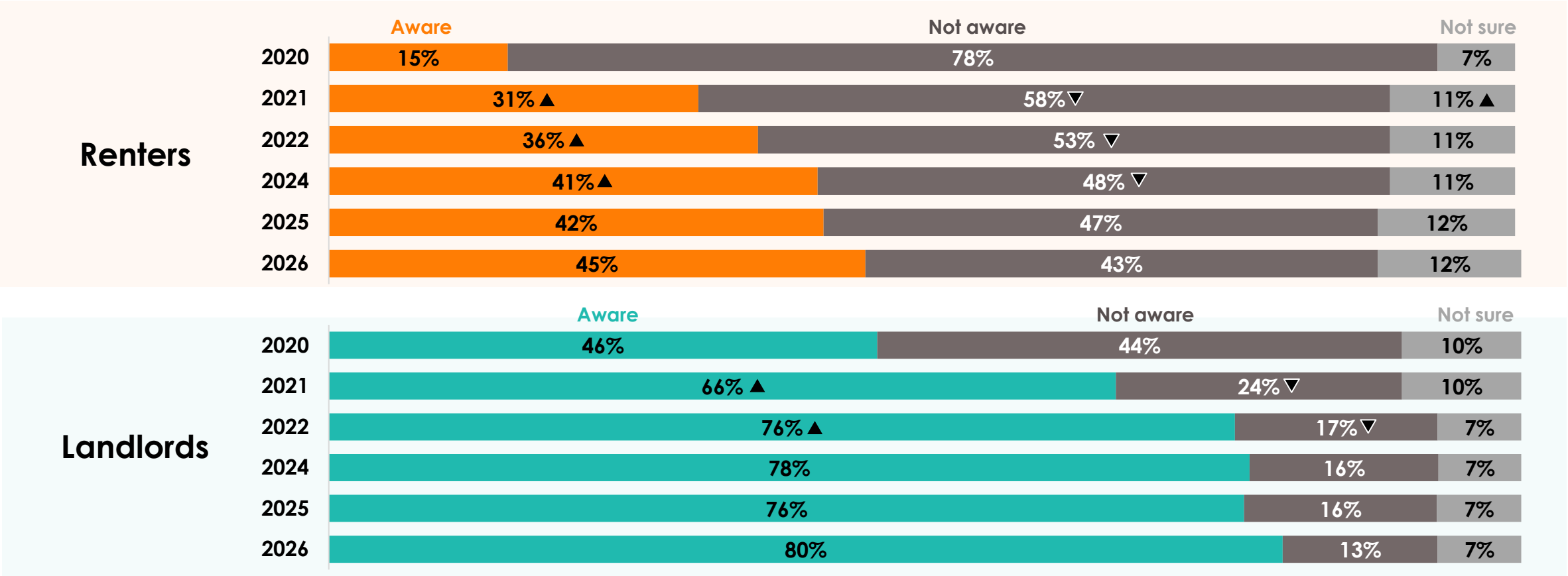
Q39. For how many of your rental properties, have you provided your tenants with a signed statement that you intend to comply or already comply with the Healthy Homes Standards?

Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,344, 2024 n=1,350, 2025 n=1,207, 2026 n=1,369) and landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897, 2022 n=1,931, 2024 n=1,765, 2025 n=1,314, 2026 n=1,683).

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

There remains a gap in awareness between renters and landlords when it comes to the need for current compliance statements.

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

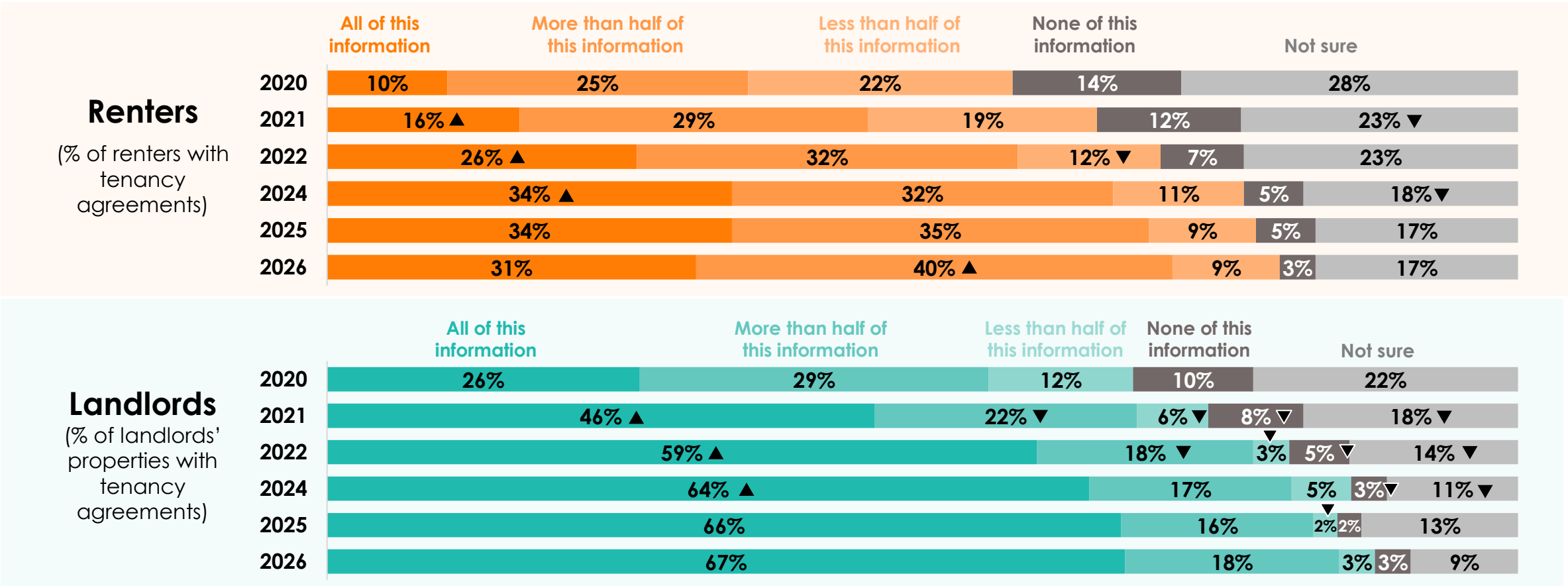


Source: Q44. / Q40. Before today, were you aware that from 1st December 2020 any new, renewed, or revised tenancy agreements must include a statement of the property's current level of compliance with the Healthy Homes Standards and information about the level of insulation in the property? Base: All renters (2020 n=1,344, 2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all landlords (2020 n=1,012, 2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).

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

Inclusion of current compliance statements in agreements is slowing this year after steady increases over time.

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



Source: Q45. / Q41. Having read the information requirements on the last screen, how much of this information would you say your tenancy agreement includes... Base: Renters with a tenancy agreement (2020 n=1,344, 2021 n=1,311, 2022 n=1,344, 2024 n=1,350, 2025 n=1,207, 2026 n=1,369) and all landlords' properties with a tenancy agreement (2020 n=1,849, 2021 n=1,897, 2022 n=1,931, 2024 n=1,765, 2025 n=1,314, 2026 n=1,683). *The information shown was a list of twelve items of the type of information that is required in the statement of compliance.

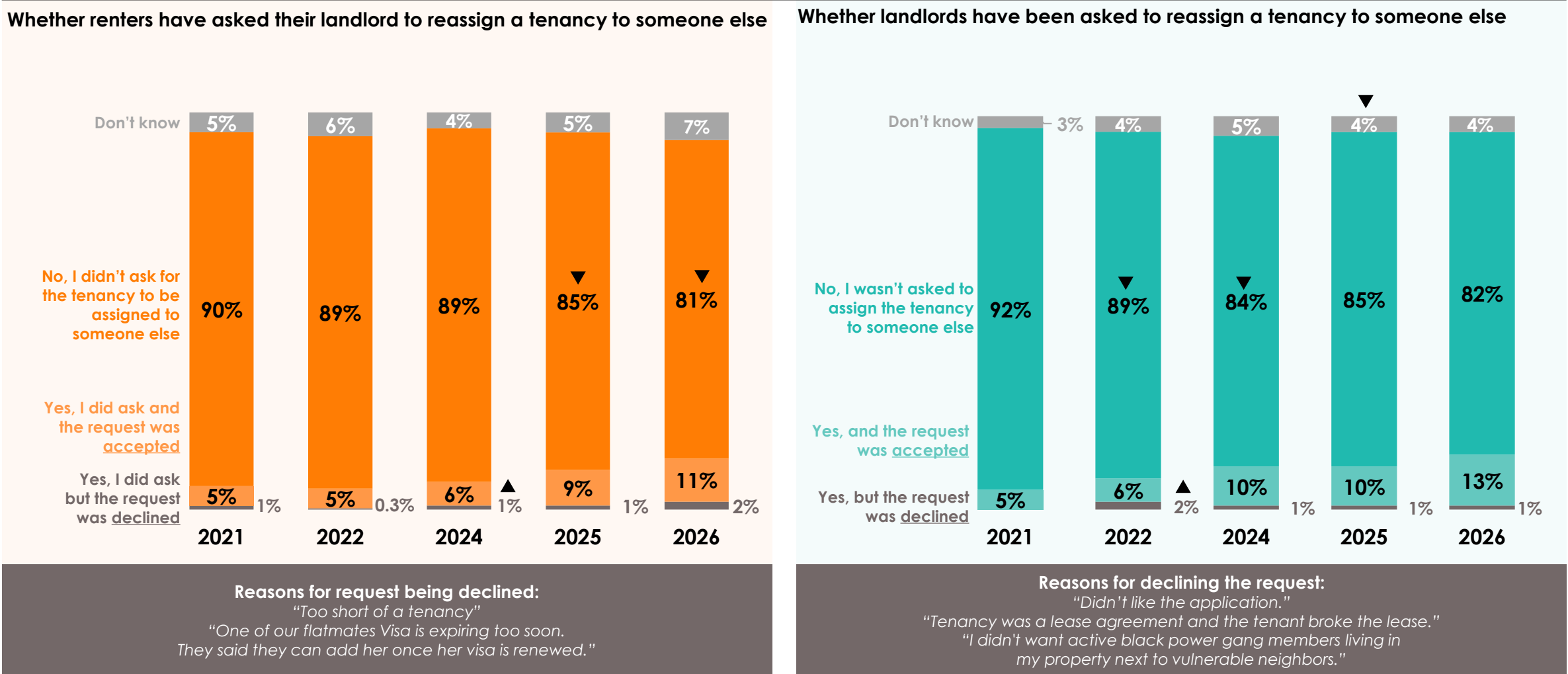
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05

Tenancy Law Changes



Just 2% of renters asked to have their tenancy reassigned and were declined.



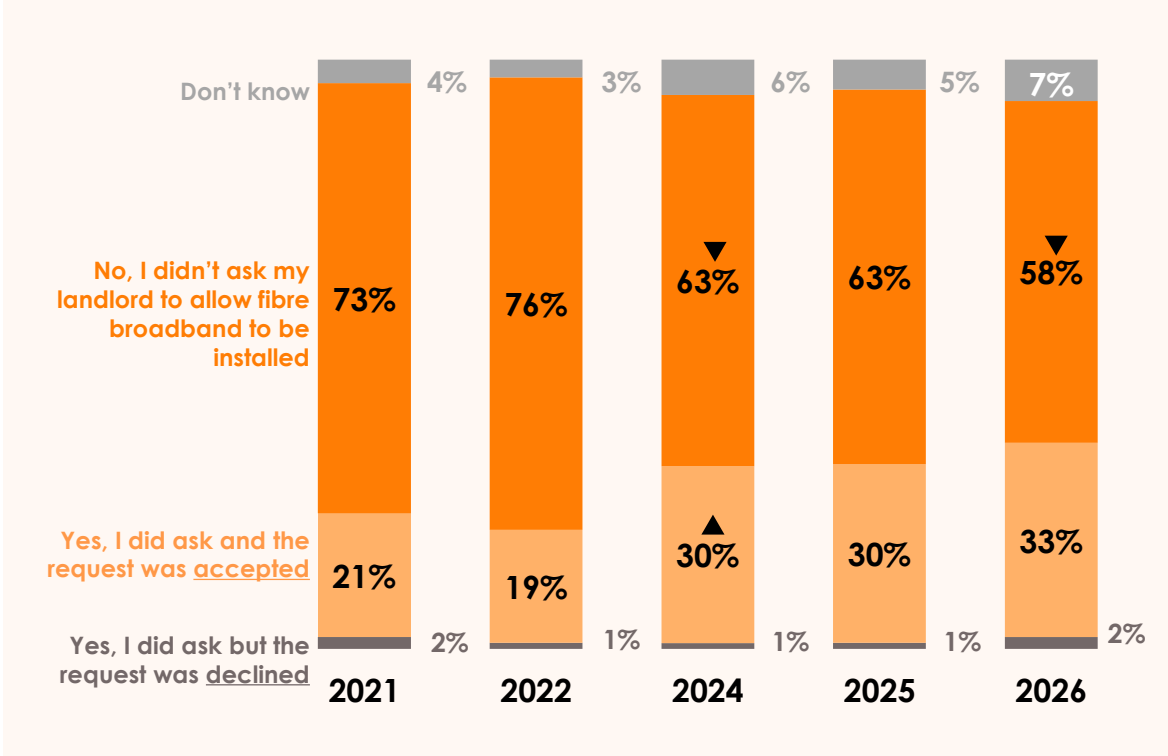
Source: Q46. Have you asked your landlord (or property manager) to allow your tenancy to be assigned to someone else? Q47. What were the reasons given for declining your request? Q51. Have (any of) your tenants asked you (or your property manager) to assign a tenancy to someone else? Q52. What were your reasons for declining the request?
Base: Renters with a tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,351, 2025 n=1,207, 2026 n=1,369), all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).

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

About a third of renters requested that fibre broadband be installed this year.

Only a very small proportion (2%) requested this and were declined.

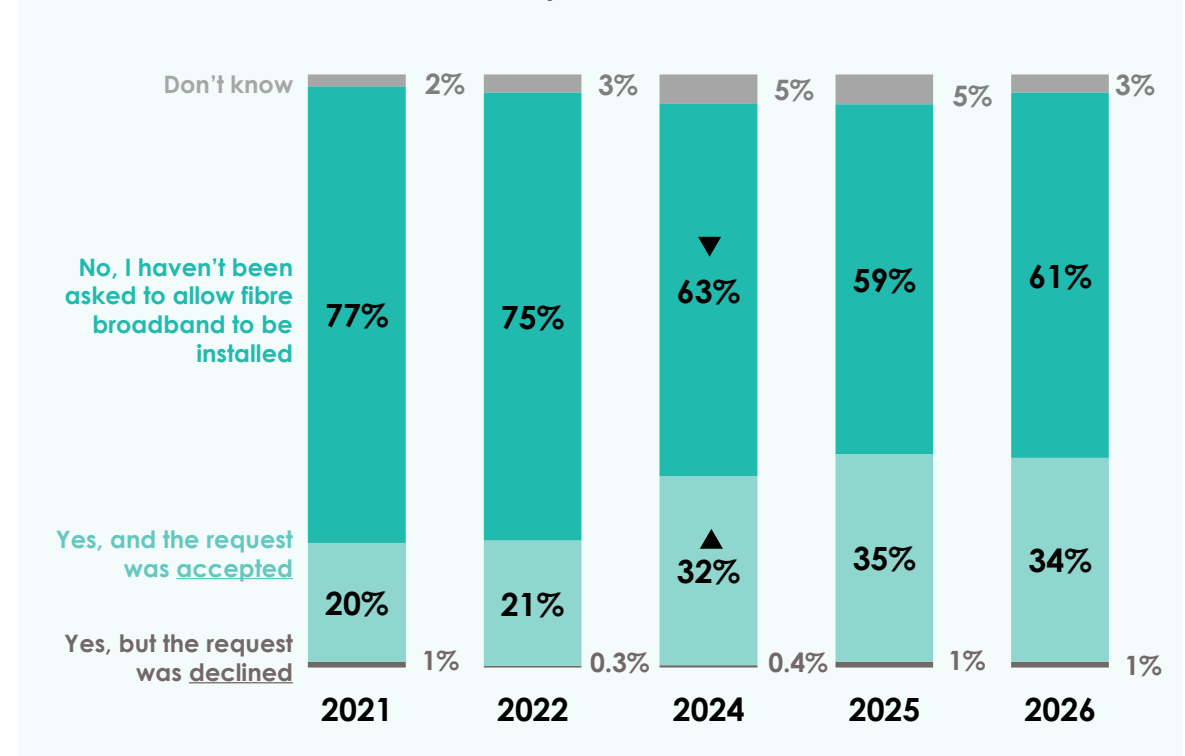
Whether renters have asked landlords to allow installation of fibre broadband



Reasons for request being declined:

- "Too much money" "Cost too much" "Fibre is not available in area"
- "They said they'll look at that but there's no update any more"
- "The cost was too much. I was told if I wanted it on, I had to pay for it to be installed and sign an agreement stating that I would pay for it over a period of 12 months or not at all"

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



Reasons for declining the request:

- "Too much trouble" "Access"
- "Destruction of walls etc. We have enabled the tenant to access our broadband instead."
- "The amount of work to dig up the driveway and the reinstatement requirements"

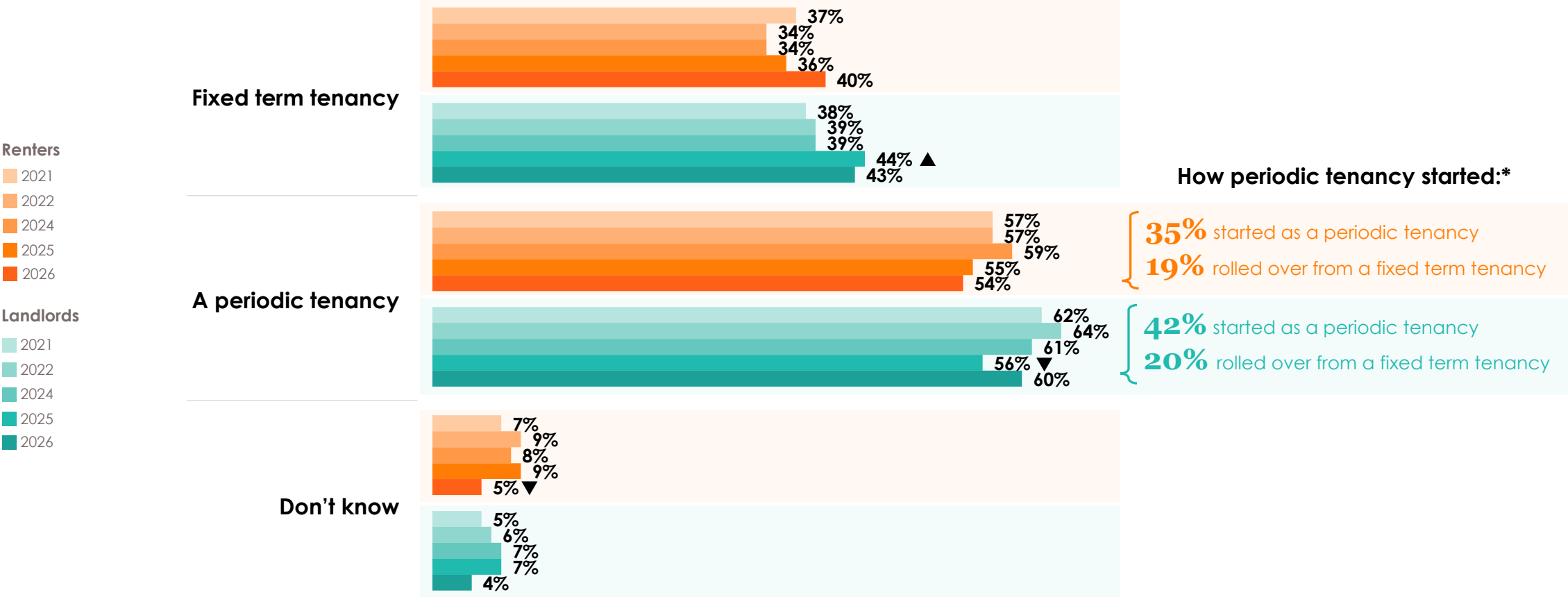
Source: Q48. Since mid-February this year, have you asked your landlord (or property manager) to allow fibre broadband to be installed at your rental property? Q49. What were the reasons why your request was declined?
Q53. Since mid-February this year, have (any of) your tenants asked you (or property manager) to allow fibre broadband to be installed at your rental property(s)?
Q54. What were your reasons for declining the request?
Base: All renters (2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601), all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).

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

This year, more renters are aware of what kind of rental agreement they have.

Just 5% remain who are unsure.

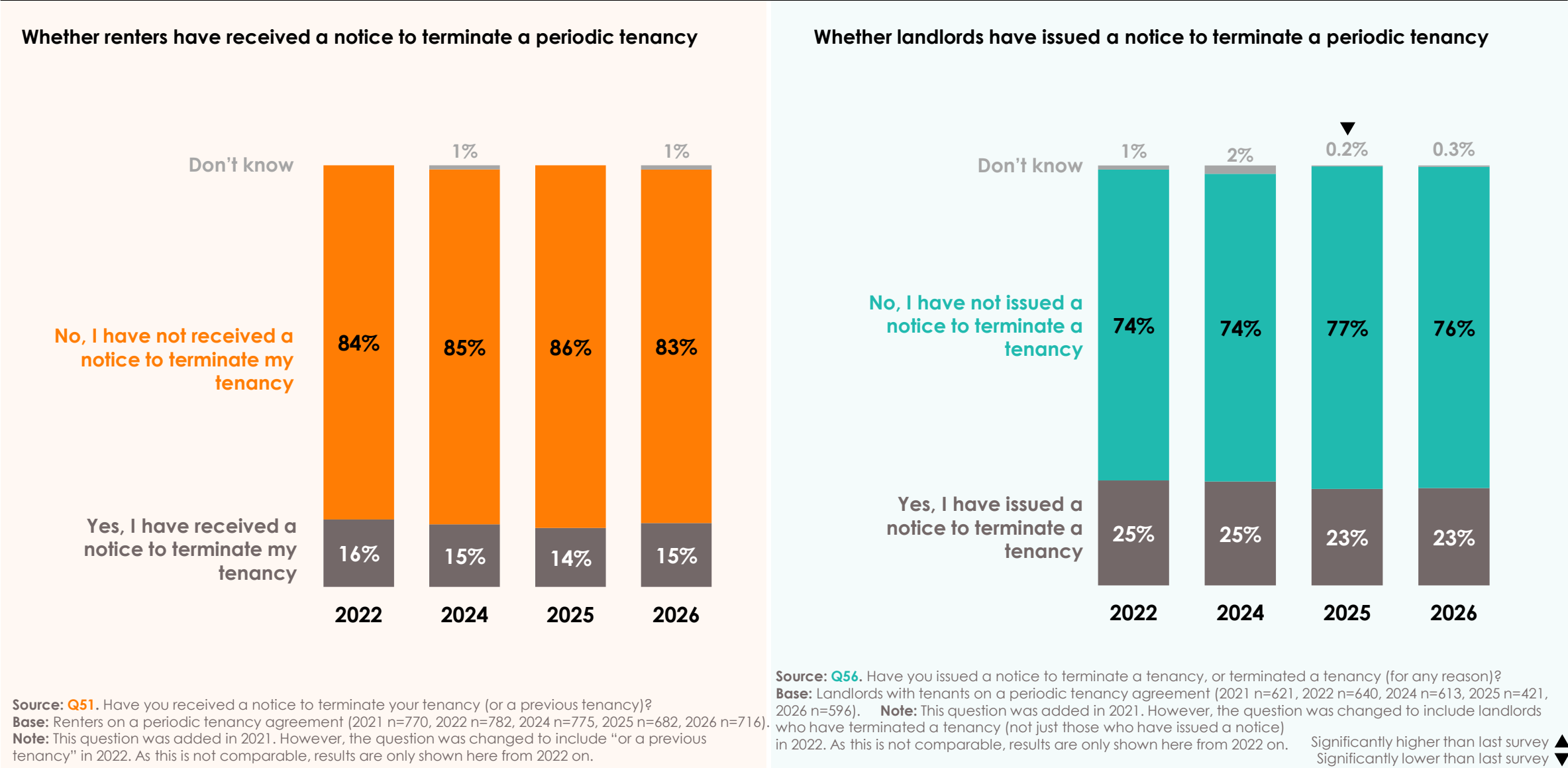
Type of rental agreement have had since mid-February 2021



Source: Q50/Q55. What type of tenancy agreement(s) do you have?
Base: Renters with a written tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,350, 2025 n=1,207, 2026 n=1,369) and all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000). Note: Landlords can select multiple responses, meaning the total may not add to 100%. *This was asked for the first time in 2022.

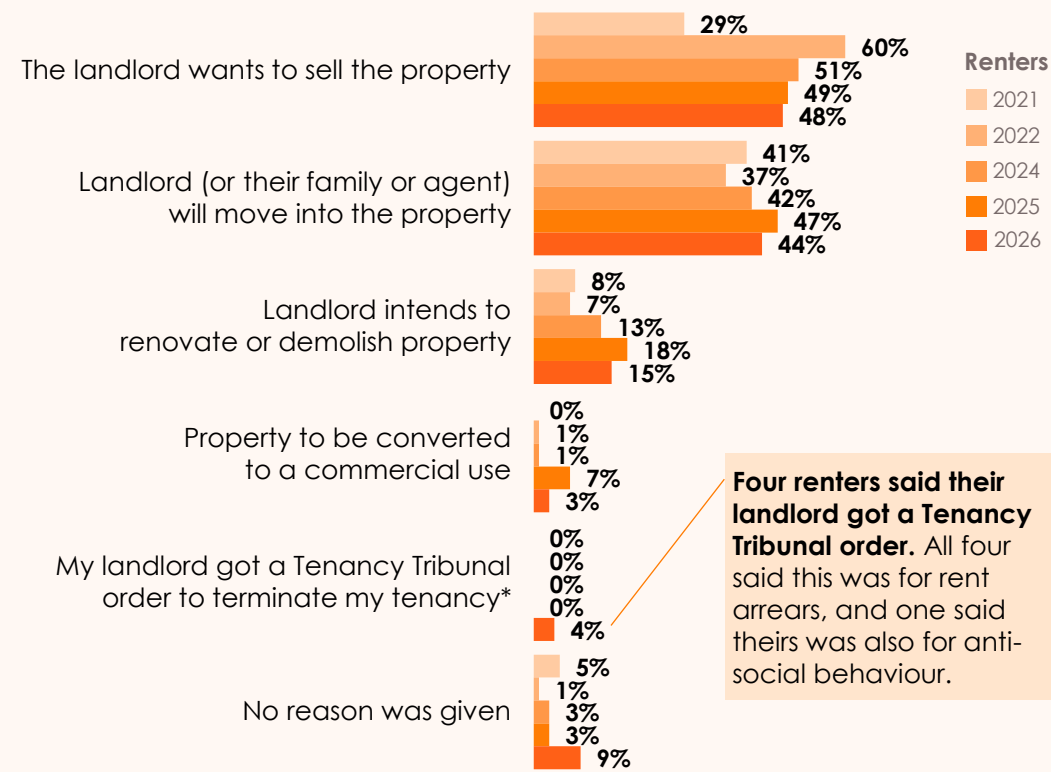
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Over time, the issuing of termination notices has remained similar each year.



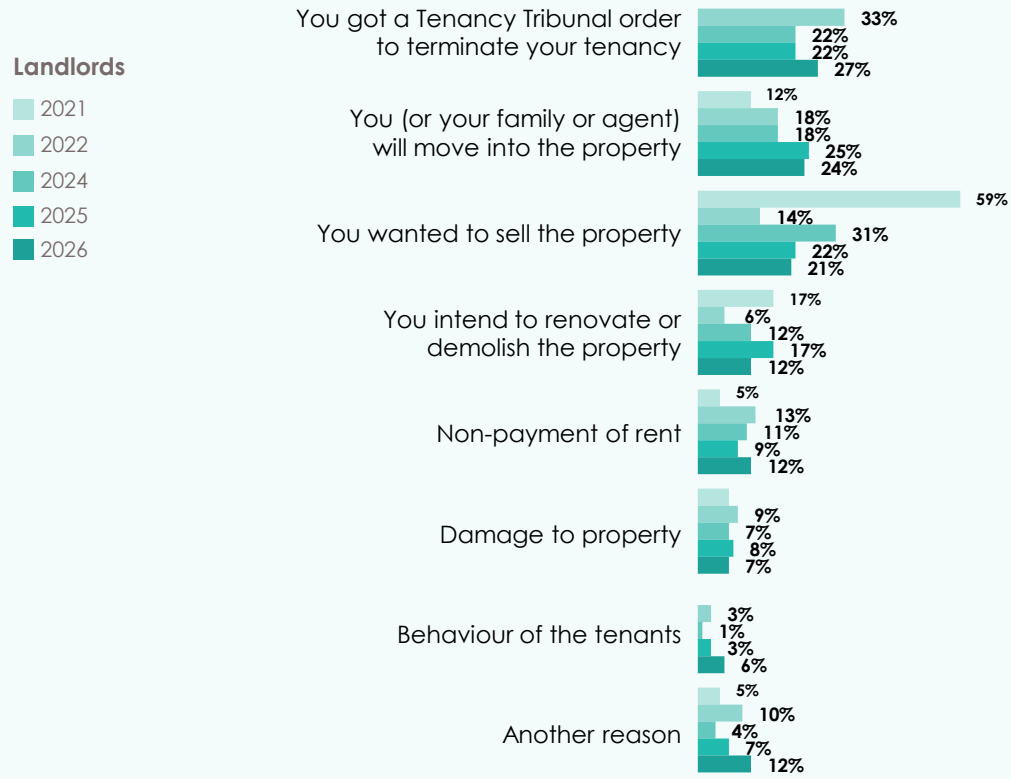
Tenancies were most commonly ended due to changes in landlords' circumstances.

Reasons renters were given for the termination of their tenancy



Source: Q52. What were the reasons given for terminating your tenancy?
Q52a. Under what grounds did the Tenancy Tribunal terminate your tenancy?
Base: Renters who received a notice to terminate their tenancy since mid-February 2021 (2021 n=26, 2022 n=131, 2024 n=117, 2025 n=103, 2026 n=107). Note: Prior to 2022, tenants were given the option "Police charge for assaulting the landlord (or their family or agent). Only showing responses with 2% or higher. Multiple responses can be selected, so totals will not add to 100%. *This option was asked for the first time in 2026

Reasons landlords gave for terminating a tenancy



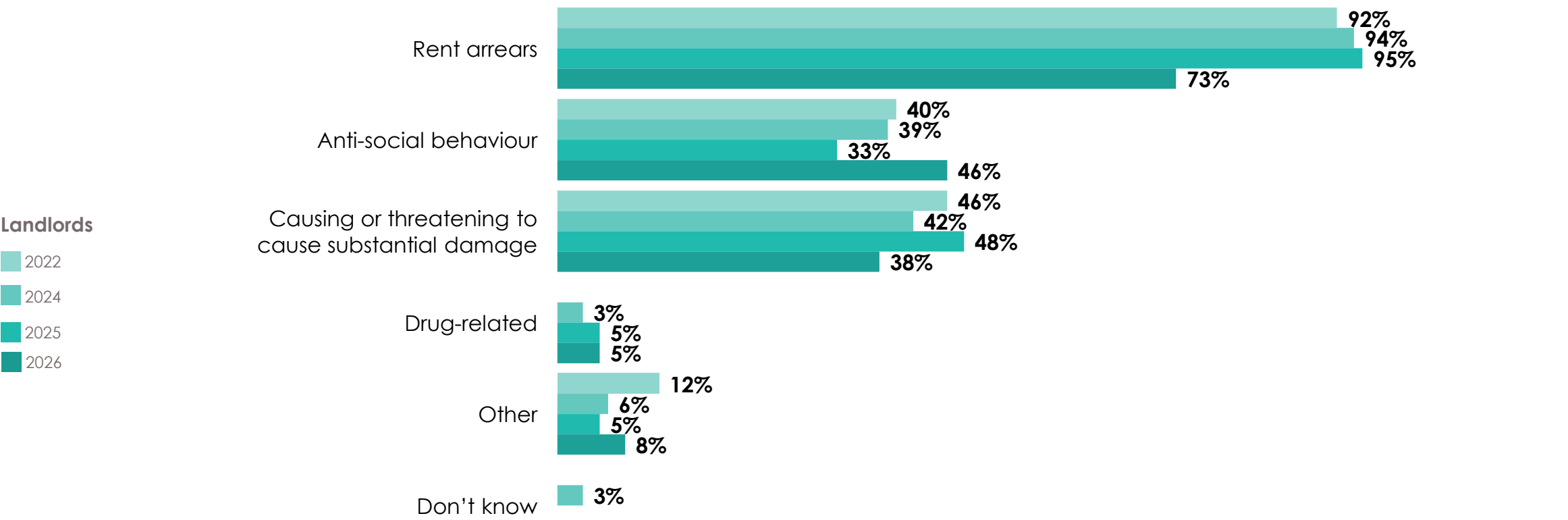
Source: Q57. What were your reasons for terminating the tenancy (or tenancies)? Base: Landlords who terminated a tenancy/tenancies since mid-Feb '21 (2021 n=41, 2022 n=157, 2024 n=151, 2025 n=95, 2026 n=139). Note: Prior to 2022, landlords were given the option "Police charge for assaulting you (or your family or agent)". In 2022 this changed to "You issued a Tenancy Tribunal order to terminate your tenancy". Only showing responses with 5% or higher. Multiple responses can be selected, so totals will not add to 100%

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Rent arrears is the most common reason given by renters for their Tribunal order, but causing damage and anti-social behaviour are also fairly common.

Note, due to smaller base sizes, the changes from 2025 to 2026 are not statically significant.

Grounds for a tenancy tribunal order to terminate their tenancy



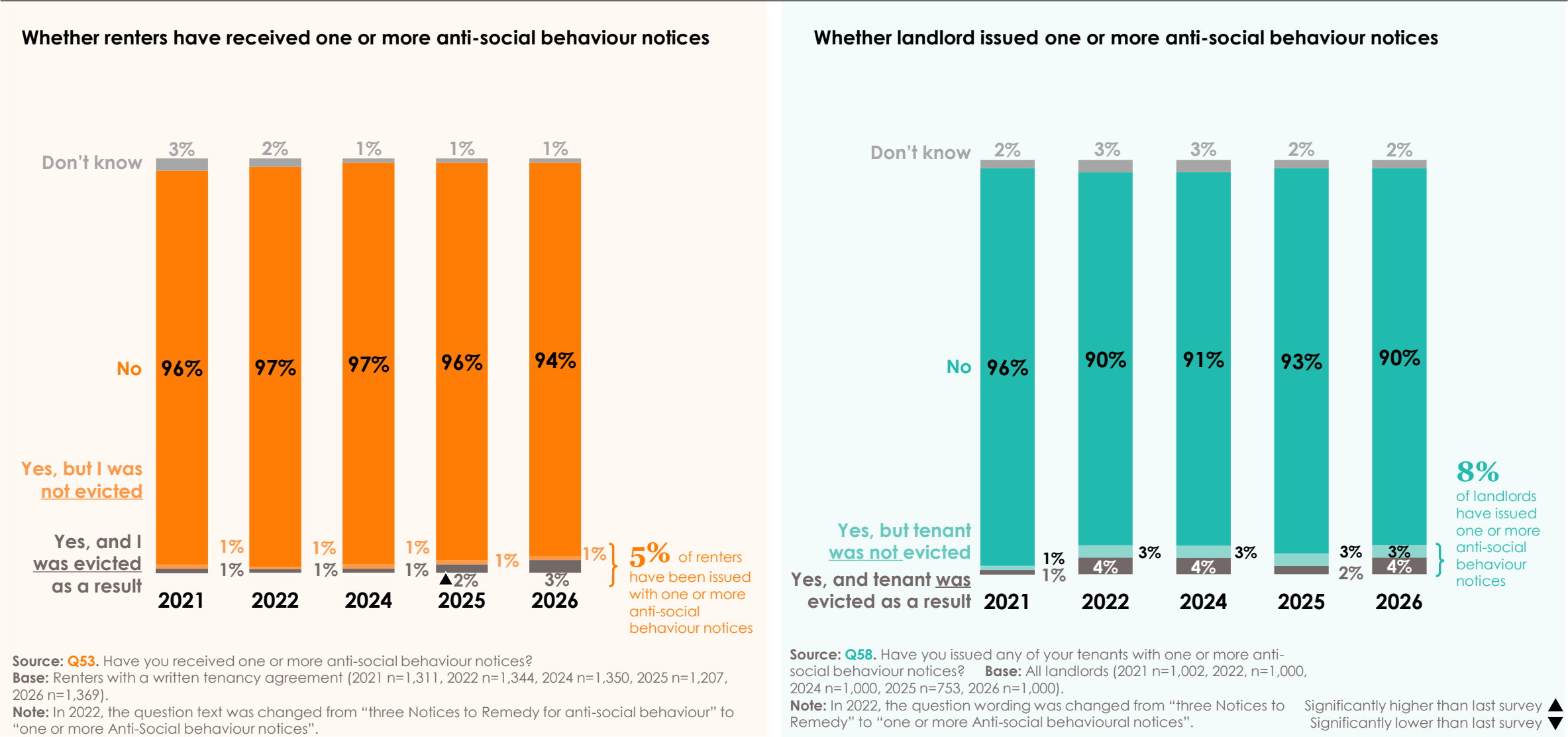
Treat these results with caution due to smaller sample sizes

Source: Q57a. Under what grounds did the Tenancy Tribunal terminate your tenancy?
Base: Landlords who terminated a tenancy (2022 n=52, 2024 n=33, 2025 n=21, 2026 n=37).
Note: This question was added in 2022, so no data prior to this is available. Multiple responses can be selected, so totals will not add to 100%. This question was also asked of renters (Q52a), however no renter said they were issued with a Tenancy Tribunal order to terminate.

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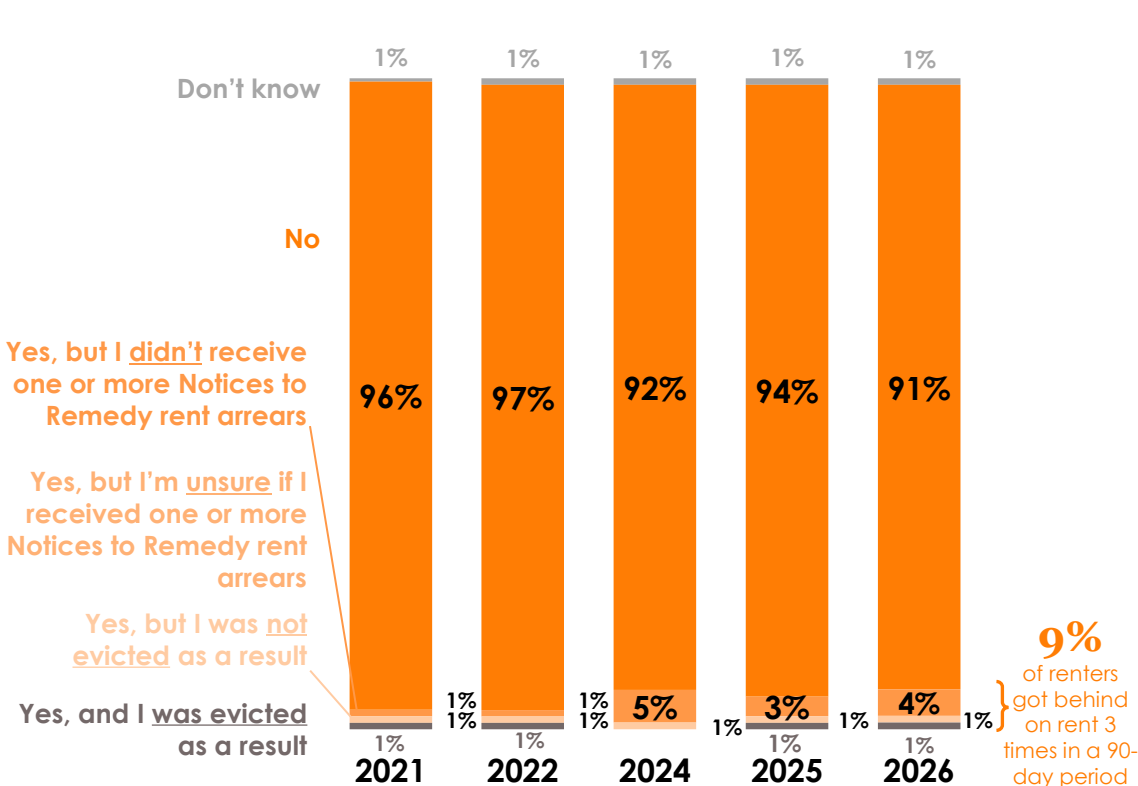
Issuing or receiving anti-social behaviour notices remains uncommon.

Just 5% of renters say they have received one, and 8% of landlords say they issued one.



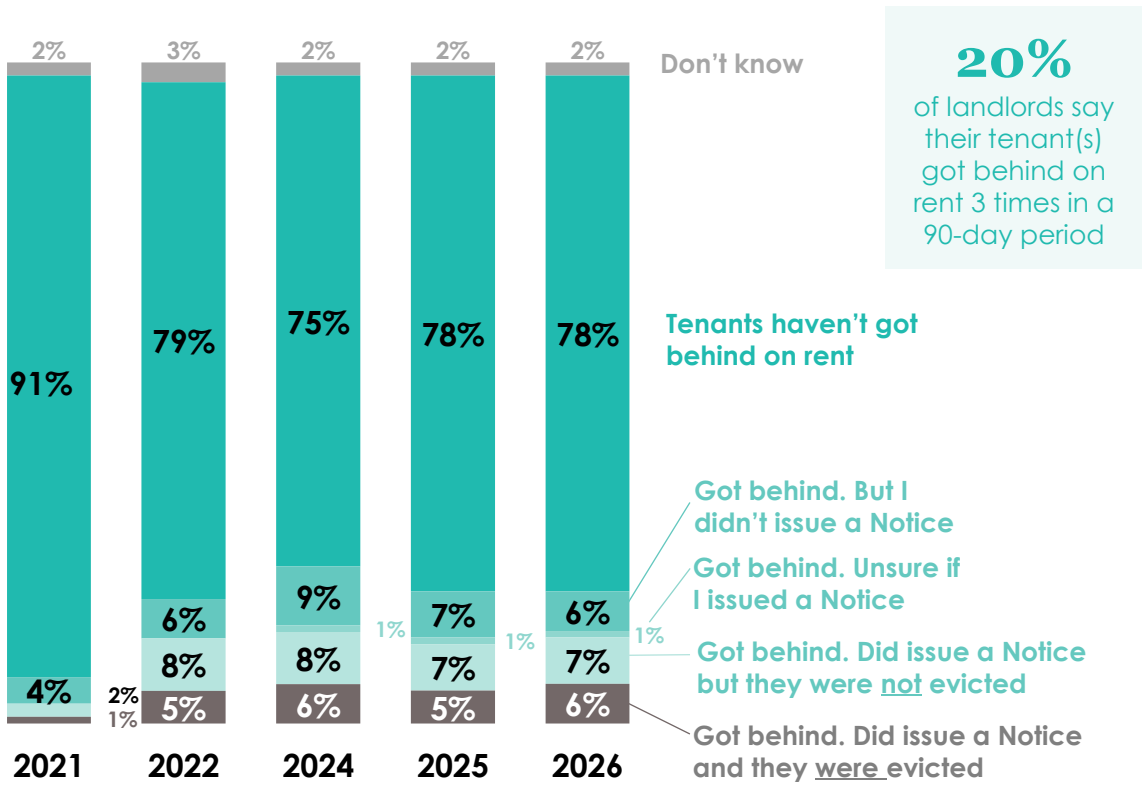
Compared with renters, about twice as many landlords say their tenants have got behind on their rent more than once in the last three months.

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



Source: Q54a. Have you got behind on rent three times within a 90 day period?
Q54b. Have you received one or more Notices to Remedy rent arrears?
Base: Renters with a written tenancy agreement (2021 n=1,311, 2022 n=1,344, 2024 n=1,351, 2025 n=1,207, 2026 n=1,369). Note: In 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears."

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



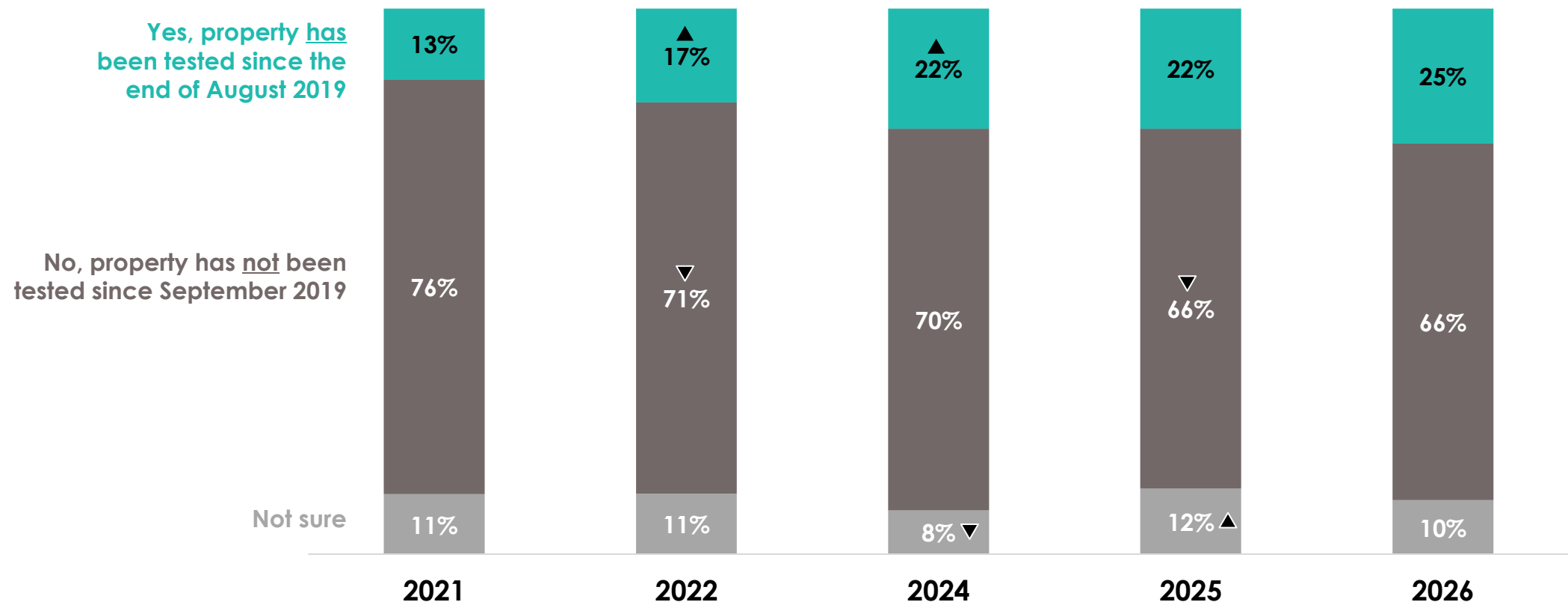
Source: Q59a. Have you had a tenant who had got behind in their rent three times within a 90 day period?
Q59b. Have you issued any of your tenants one or more Notices to Remedy rent arrears?
Base: All landlords (2021 n=1,002, 2022, n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).
Note: In 2022, the question wording was changed from "three Notices to Remedy" to "one or more Notices to Remedy rent arrears."

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Around a quarter of landlords' properties have been tested for meth since 2019.

Since 2021, this has gradually increased over time.

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



Source: Q63. How many of your rental properties have you tested for methamphetamine (either before or during your current tenancy) since September 2019?
Base: All properties (2021 n=2,064; 2022, n= 2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811). Note: Asked for the first time in 2021, so no data is available prior to this.

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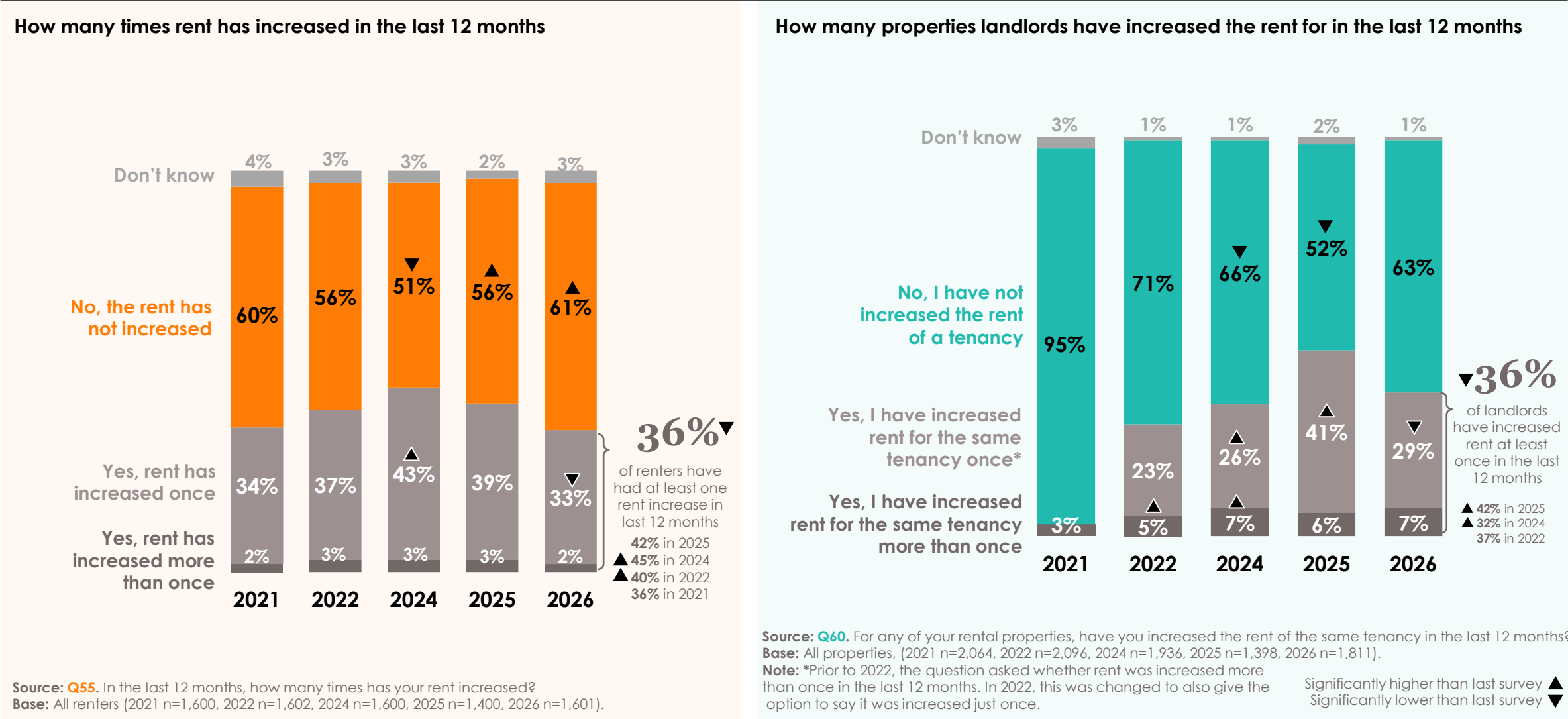
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Changes to Tenancies



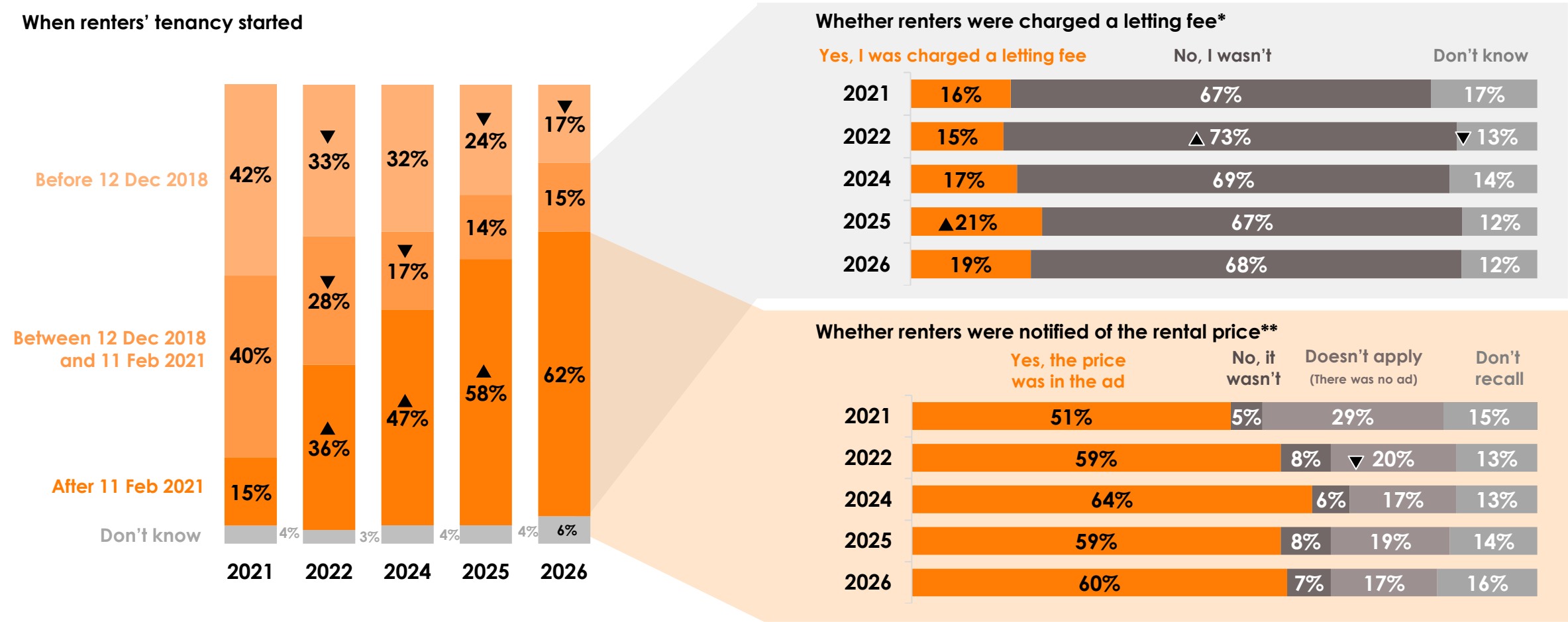
Both landlords and renters report fewer rent increases this year.

This is a shift for landlords who increasingly reported rent increases each year from 2021 to 2025.



One in five renters continue to be charged letting fees after this was disallowed.

Inclusion of the rental price in listings remains fairly stable over time.

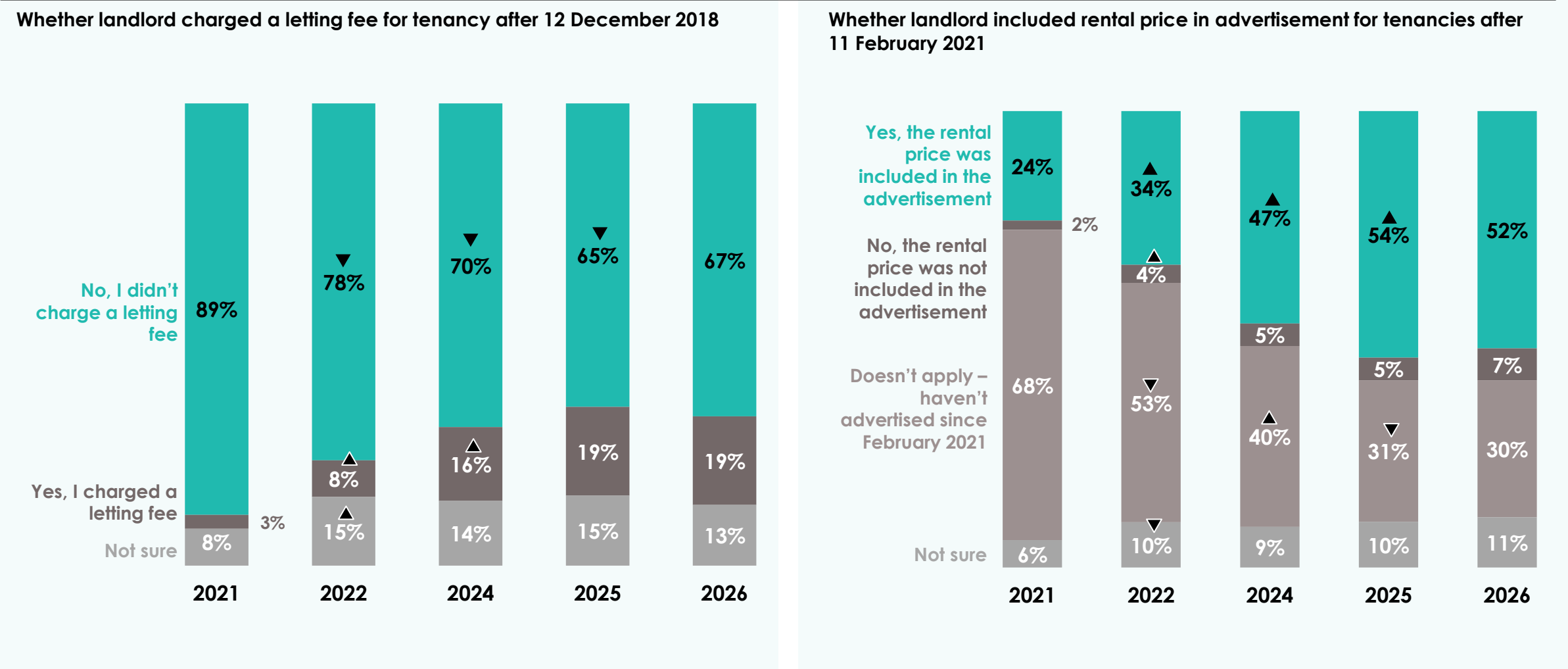


Source: Q56a. When did your tenancy start? Q56b. Were you charged a letting fee for your current tenancy? Q56c. Was the rental price included in the advertisement or offer for your current rental property? Base: All renters (2021 n=1,600, 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601), *renters whose tenancy started after 12 December 2018 (2021 n=845; 2022, n=998, 2024 n=1,027, 2025 n=987, 2026 n=), **renters whose tenancy started after 11 February 2021 (2021 n=238; 2022 n=546, 2024 n=745, 2025 n=780, 2026 n=975).

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Similarly, one in five landlords say they charged a letting fee after it was disallowed.

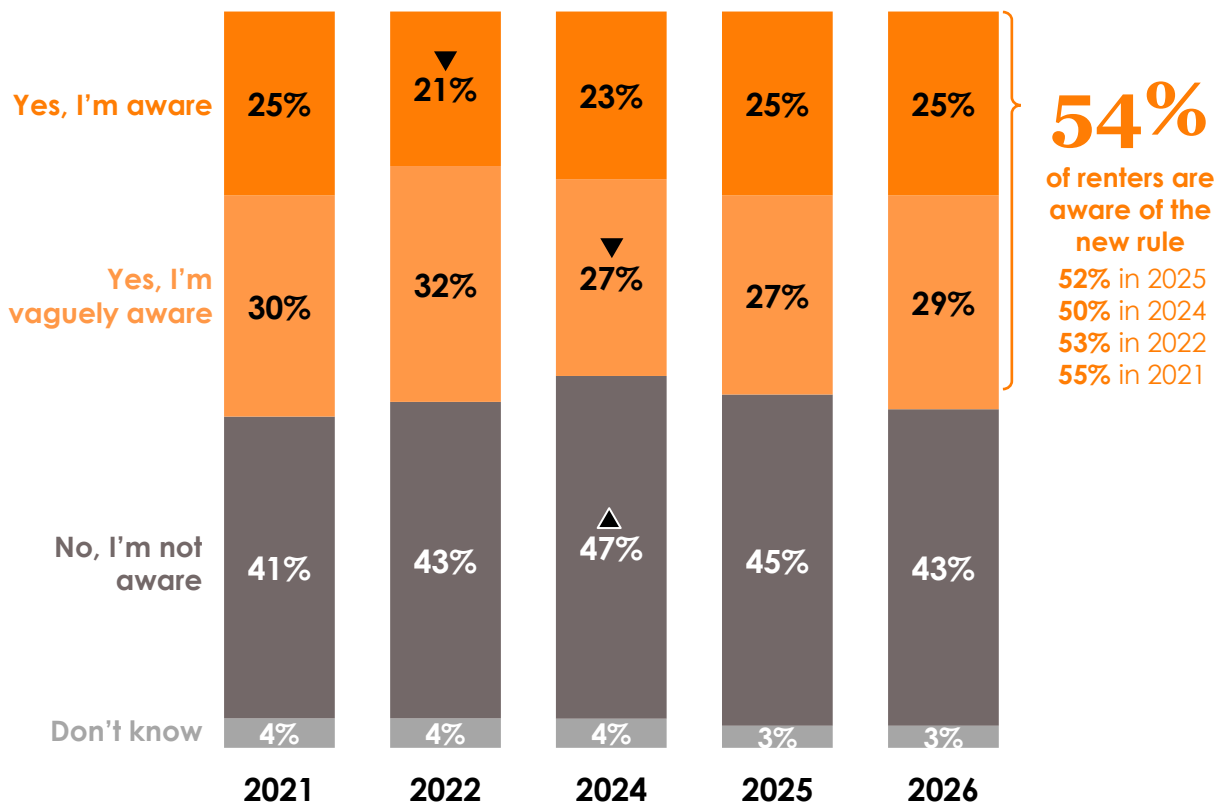


Source: Q61. Have you or your property manager charged a letting fee for any of your tenancies that started after December 2018? Q62. Did you include a specific rental price in the advertisement for all of your tenancies that started after mid-February 2021?
Base: All landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).

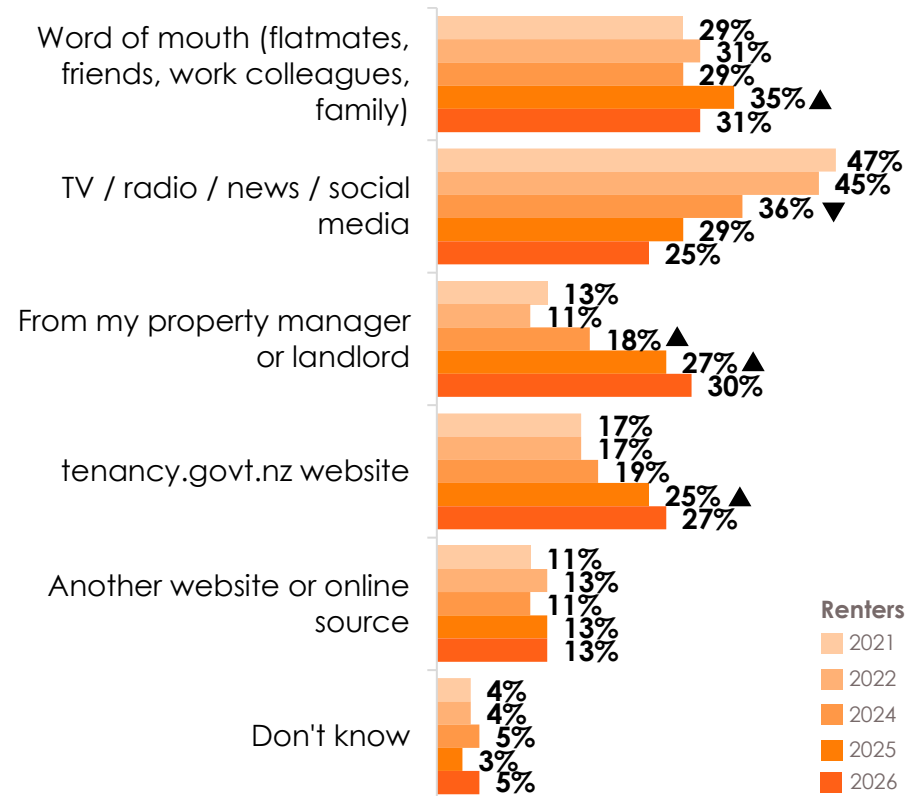
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Just over half of renters are aware they can make minor changes to their rental.

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



How renters became aware of the new rule*



Source: Q59. Last year, new rules were introduced allowing tenants to ask to make changes to the rental property. Landlords cannot decline the request if the change is minor. Before today, were you aware of these new rules about making minor changes to your rental property? Q60. How did you become aware of the new rules about making minor changes to your rental property?

Base: All renters (2021 n=1,600 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and renters who are aware of the new rules about making minor changes to rental properties (2021 n=878, 2022 n=842, 2024 n=801, 2025 n=734, 2026 n=870). *Multiple responses can be selected, so totals will not add to 100%. Responses mentioned by less than 2% are not shown.

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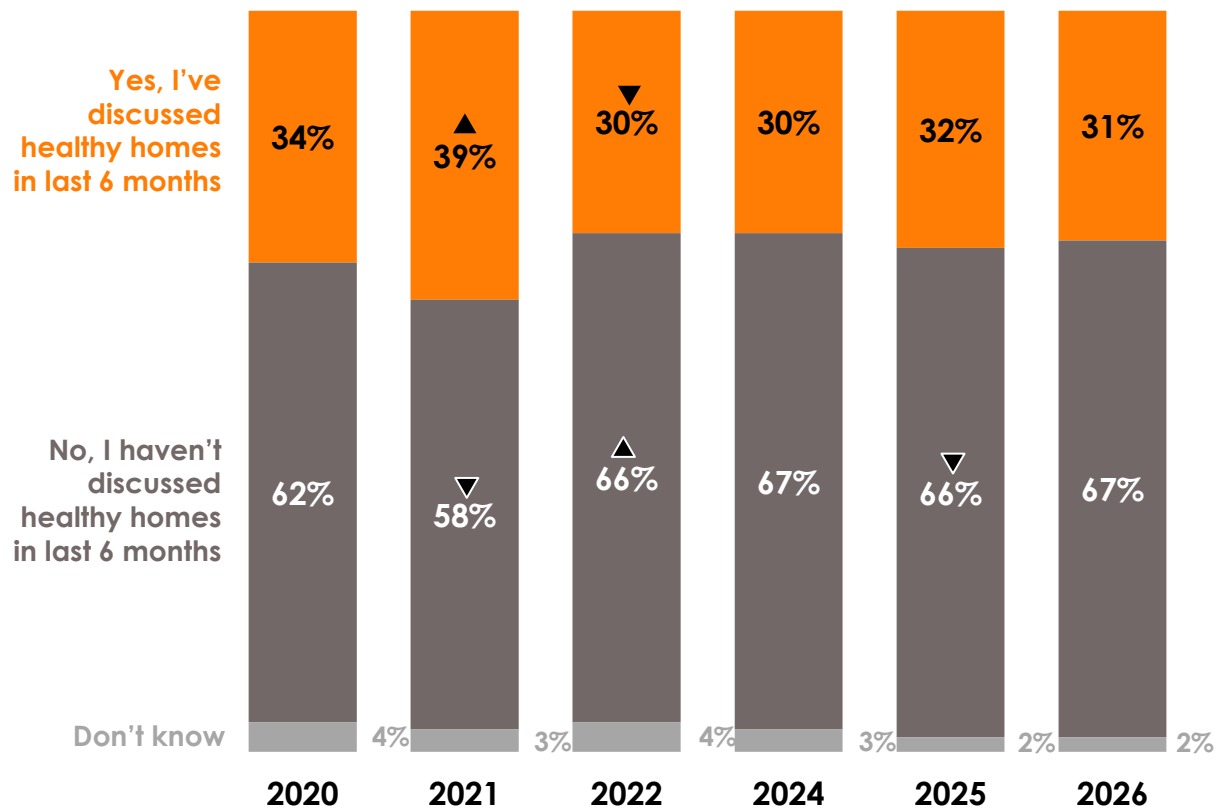


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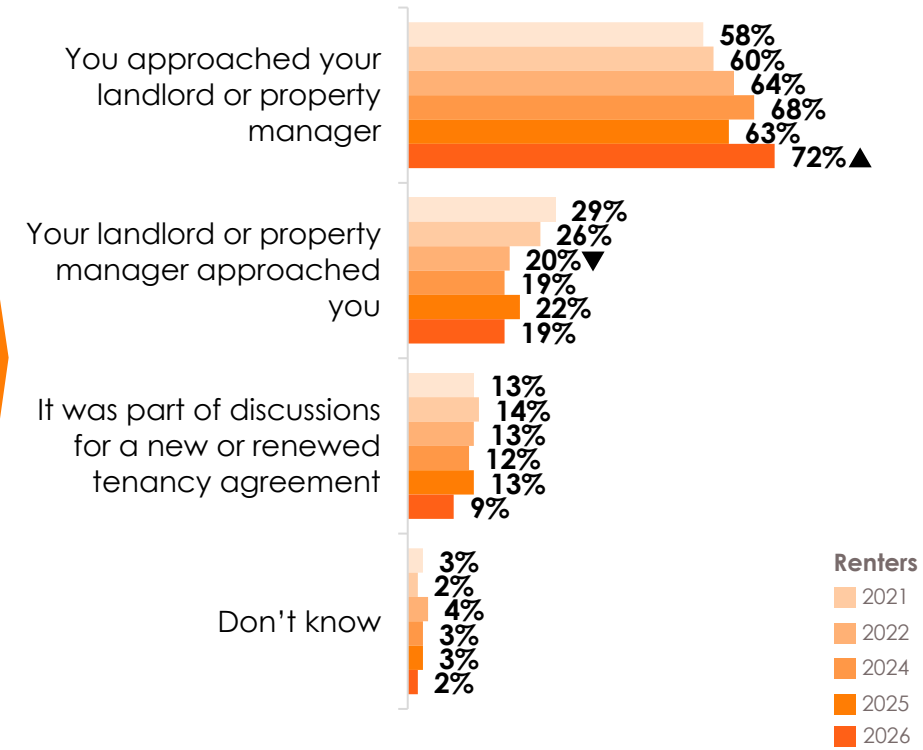
Renters' engagement with landlords

Increasingly, renters who discussed Healthy Homes with their landlord/property manager, initiated this discussion themselves.

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



Who initiated this discussion*

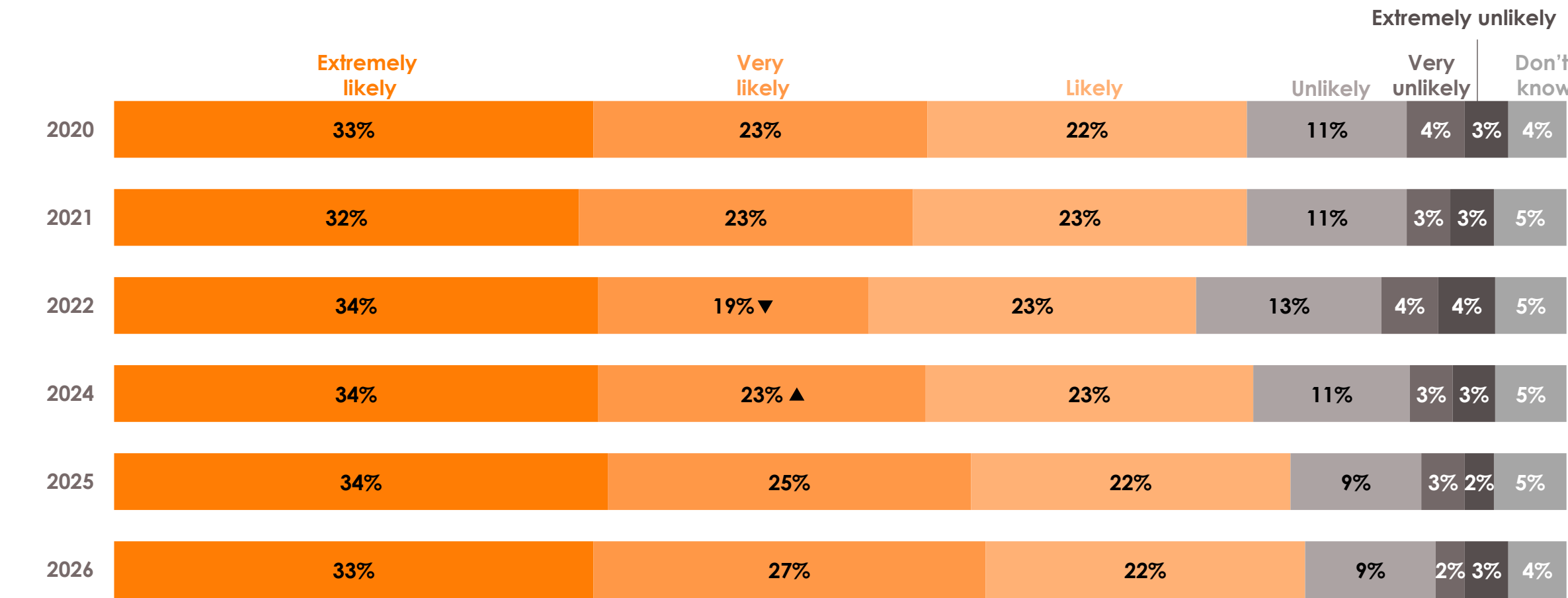


Source: Q33. The last lot of questions were about the standards the law requires rental properties to meet...In the last six months, have you discussed any of these things with your landlord or property manager? Q34. Did the discussion come about because...
Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601), renters who have discussed healthy homes with their landlord/property manager (2020 n=548, 2021 n=623; 2022 n=491, 2024 n=447, 2025 n=470, 2026 n=485). *Multiple responses can be selected, so totals will not add to 100%.

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About three in five renters are fairly likely to speak up (extremely/very likely) if their property was non-compliant with the Standards, which is similar to 2025.

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



Source: Q35. If you were aware that your landlord was not complying with what the law says about rental property standards, how likely or unlikely would you (or someone you live with) be to approach your landlord (or property manager) to talk to them about the situation?
Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601).

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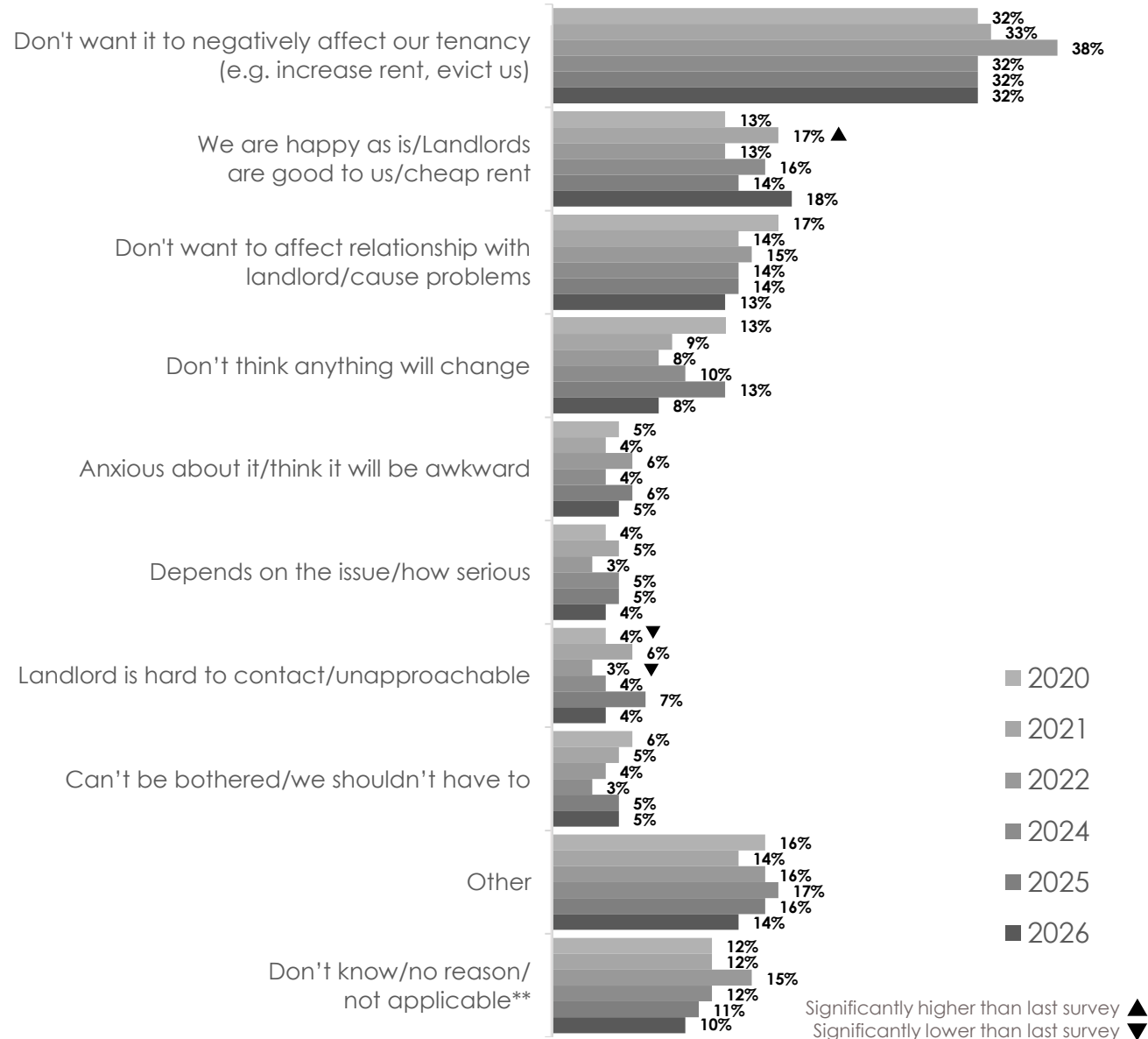
36% of renters are not likely* to approach their landlord/property manager about a non-compliant property.
(37% in 2025)

As in previous years, repercussions from landlords is the biggest barrier to speaking up about non-compliant properties.

Source: Q36. Why would you not be more likely to talk to your landlord (or property manager) about this? **Base:** Renters who would not be more likely to speak to their landlord (2020 n=641, 2021 n=657, 2022 n=677, 2024 n=643, 2025 n=505, 2026 n=575).

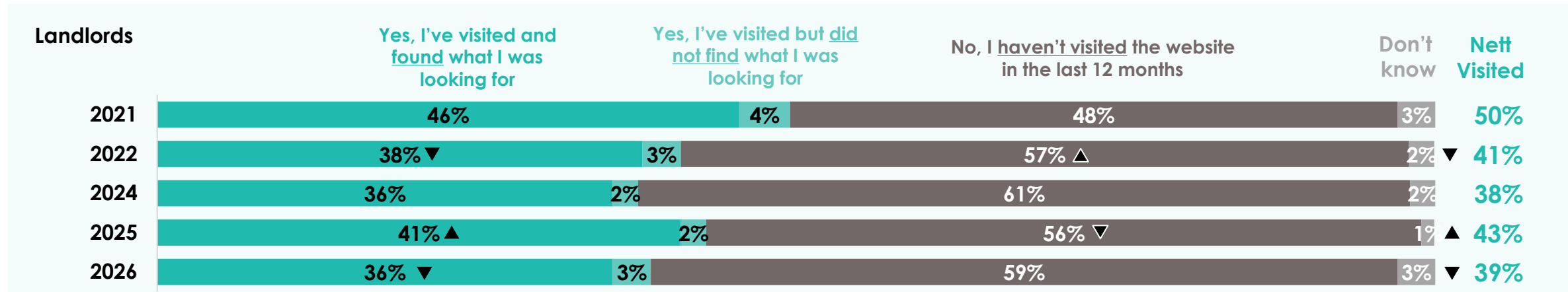
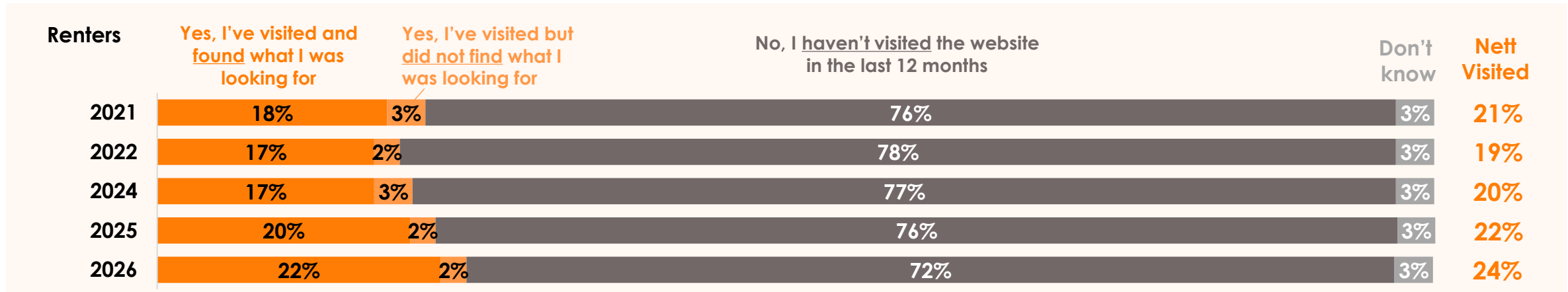
Note: Multiple responses can be selected, so totals will not add to 100%. Some categories were re-grouped slightly starting in 2026. *Renters who are not extremely/very likely. **e.g. I plan to move soon anyway/the building is being demolished. Responses mentioned by less than 2% are not shown.

Why renters wouldn't approach landlord/property manager



Now the deadline for compliance has passed, fewer landlords are visiting the Tenancy.govt.nz website.

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



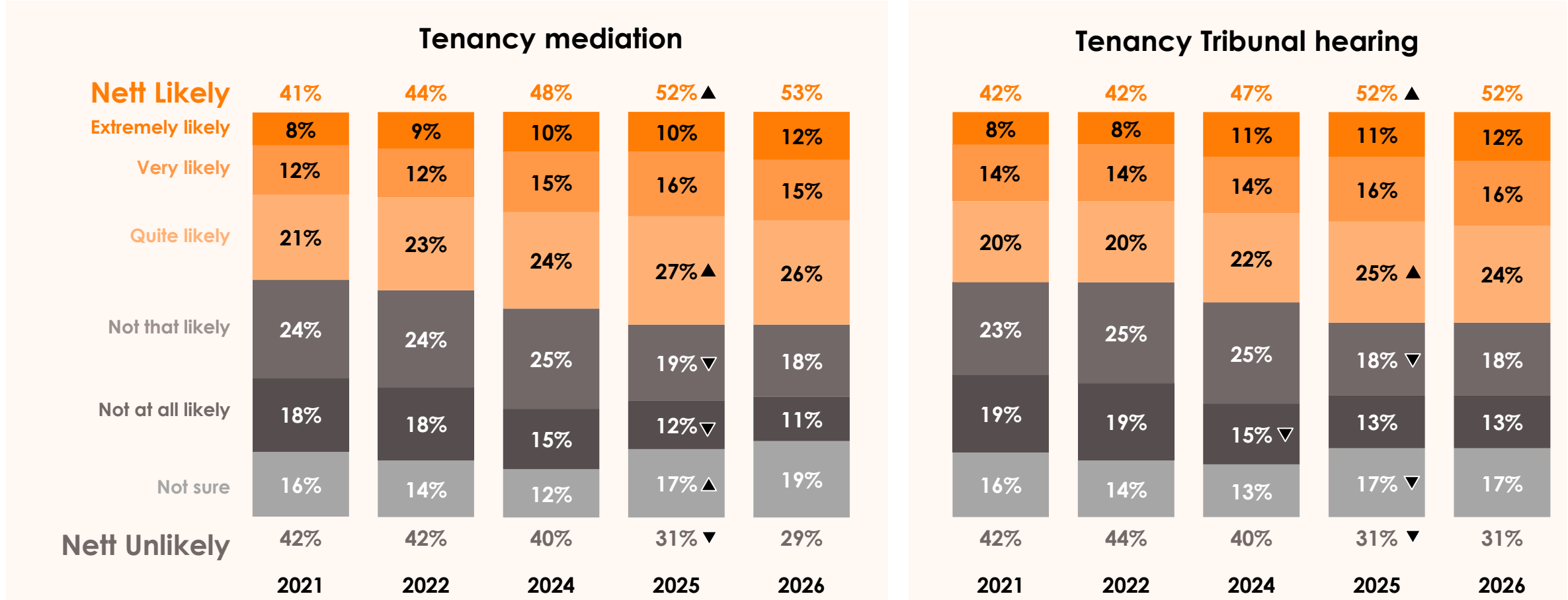
Source: Q57 / Q64. Have you visited the tenancy.govt.nz website in the last 12 months for information on residential tenancy or Health Homes Standards?
Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601) and all landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).

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More than half of renters are willing to go to mediation or the Tribunal if needed.

This has plateaued after increased willingness in 2025.

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

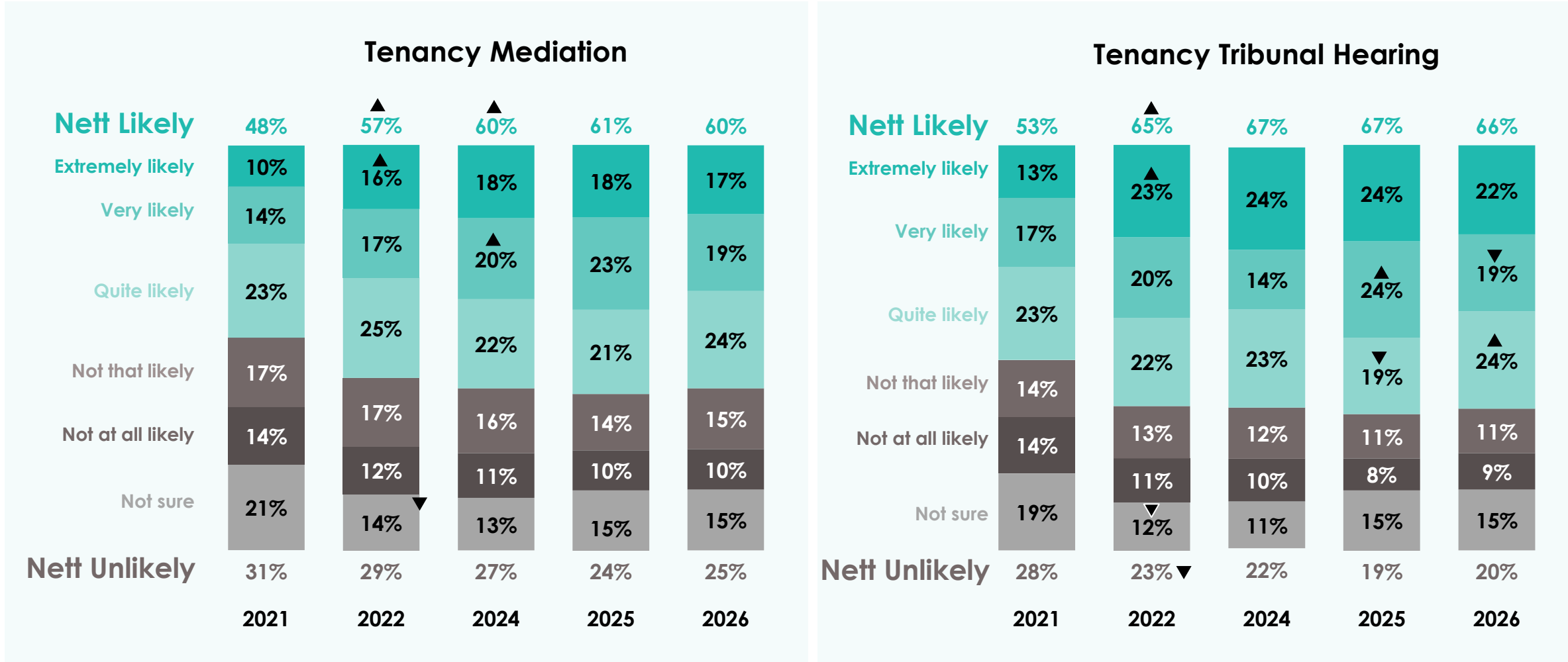


Source: Q58i. Next we'd like you to imagine that you have a significant tenancy issue or issue about healthy homes standards. Imagine you have discussed this with your landlord directly, but the issue remains unresolved after three months. How likely are you to apply for Tenancy mediation AND/OR the Tenancy Tribunal for a hearing? You can apply for neither, just one or both. Base: All renters (2020 n=1,601, 2021 n=1,600; 2022 n=1,602, 2024 n=1,600, 2025 n=1,400, 2026 n=1,601).

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Landlords’ willingness to go to mediation or the Tribunal also remains stable.

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

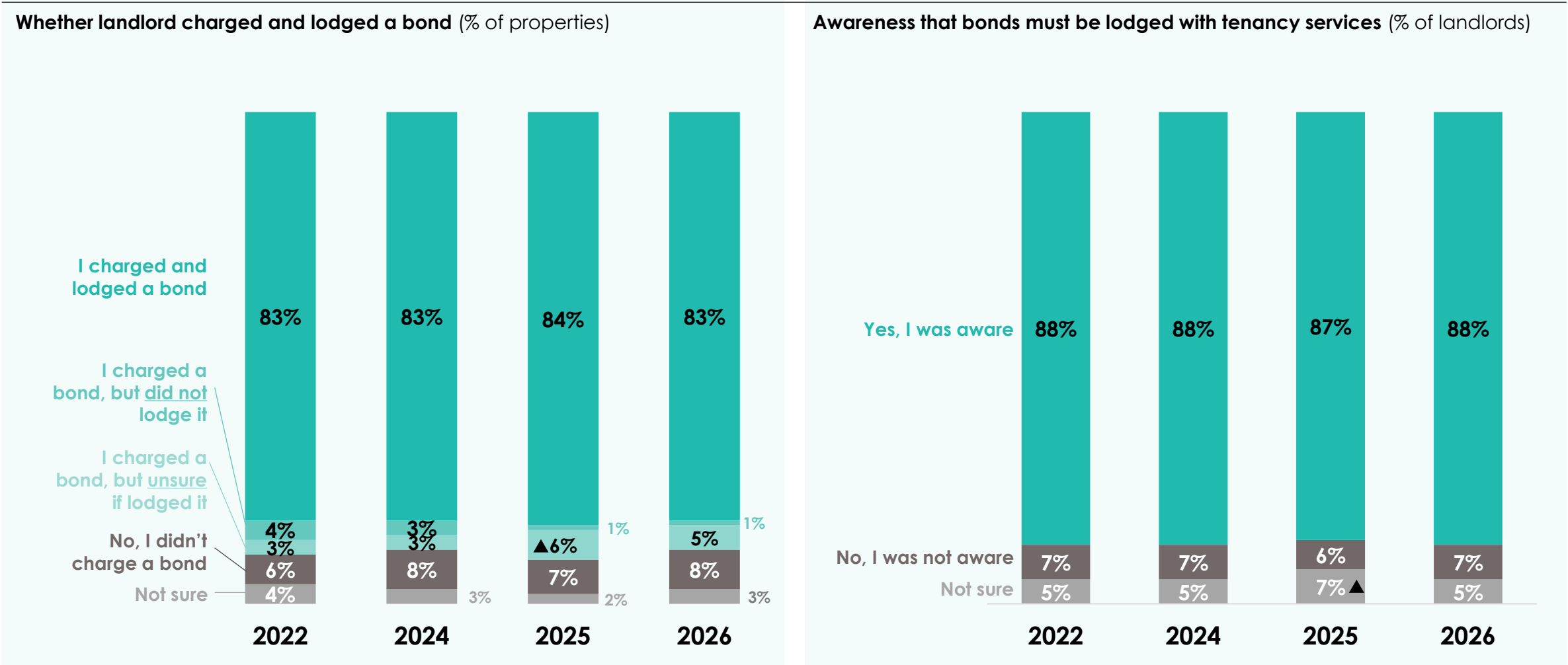


Source: Q65. Next, we'd like you to imagine that you have a significant tenancy issue that you've discussed with your tenants, but the issue remains unresolved after three-months. How likely are you to apply for Tenancy mediation AND/OR the Tenancy Tribunal for a hearing? You could apply for neither, just one of them, or both.
Base: All landlords (2021 n=1,002, 2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1,000).

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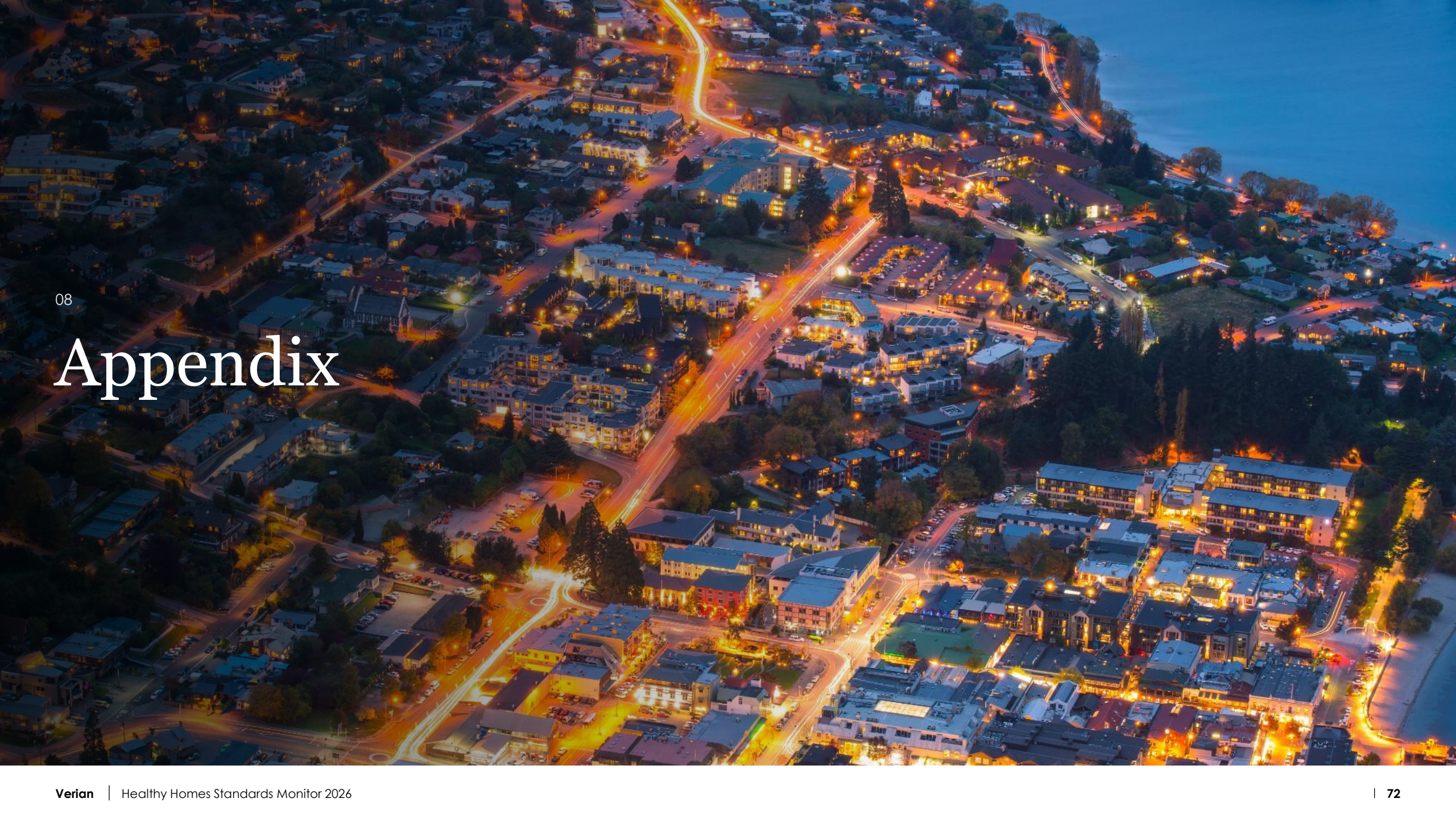
As in previous years, most landlords say they have charged and lodged bonds.

The majority also say they are aware that bonds must be lodged with tenancy services.



Source: Q33a. How many of your rental properties have you lodged a bond for? Q33b. Did you know that if you charge a bond, you have to lodge the bond with Tenancy Services within 23 days? Base: All properties (2022 n=2,096, 2024 n=1,936, 2025 n=1,398, 2026 n=1,811) and all landlords (2022 n=1,000, 2024 n=1,000, 2025 n=753, 2026 n=1000). Note: These questions were asked for the first time in 2022.

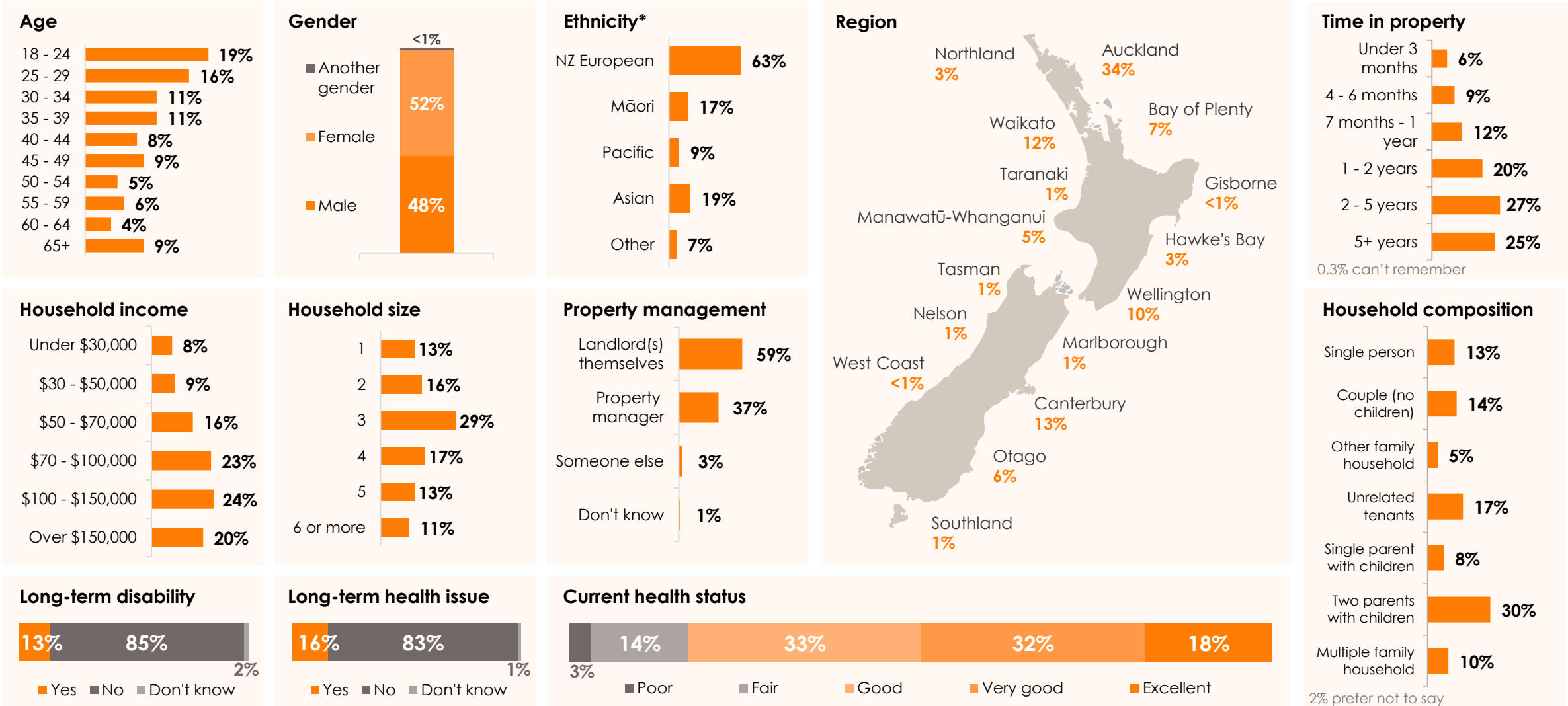
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An aerial night photograph of a city, likely Seattle, showing a dense urban area with numerous buildings and streets. The image is characterized by long, bright light trails from cars moving through the streets, creating a sense of motion. The city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

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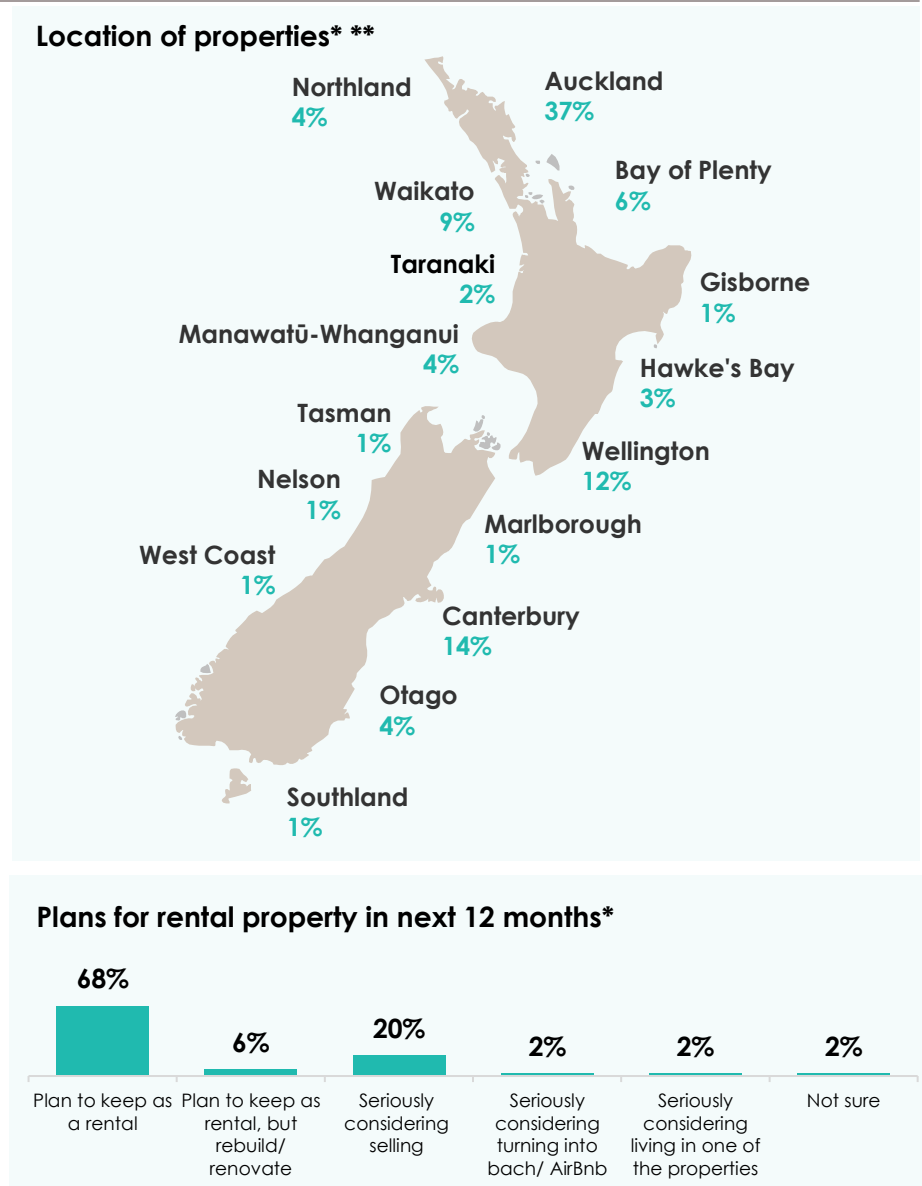
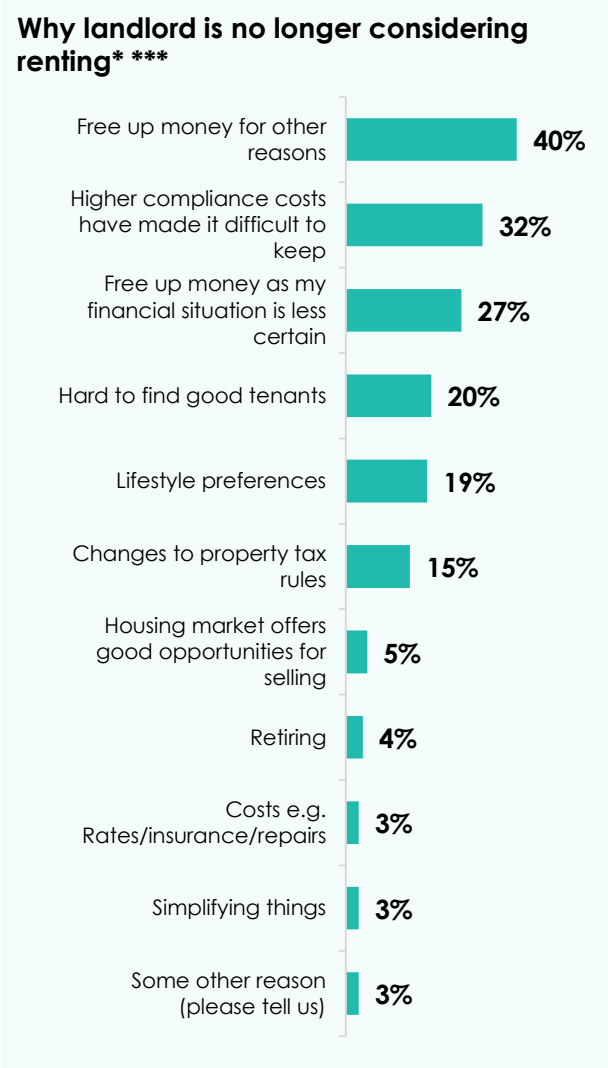
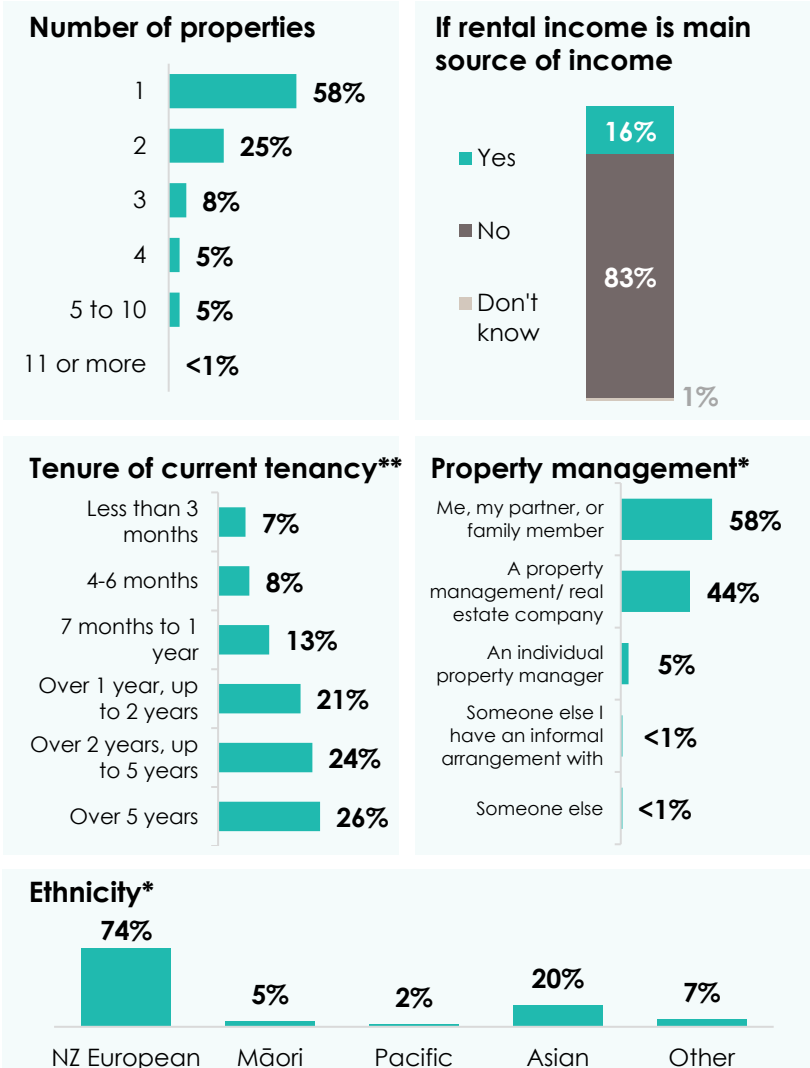
Appendix

Sample profile – Renters



Source: Q1. Q2. Q3. Q4.,Q5.,Q6. Q7. Q10. Q11. Q61. Q62. Q63.
Base: All renters, n=1,601 *Note: multiple answers can be selected, so totals may not add to 100%

Sample profile – Landlords



Source: Q1, Q2, Q3, Q4, Q5, Q6, Q66, Q67. Base: All landlords, n=1,000.
*Note: multiple answers can be selected, so totals may not add to 100% **Based on all properties, n=1,811 ***Based on those who are no longer considering renting (n=205) & only showing results mentioned by 1% or more