



Renters Pulse Survey

Topline report

Wave 8 | April 2026

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...

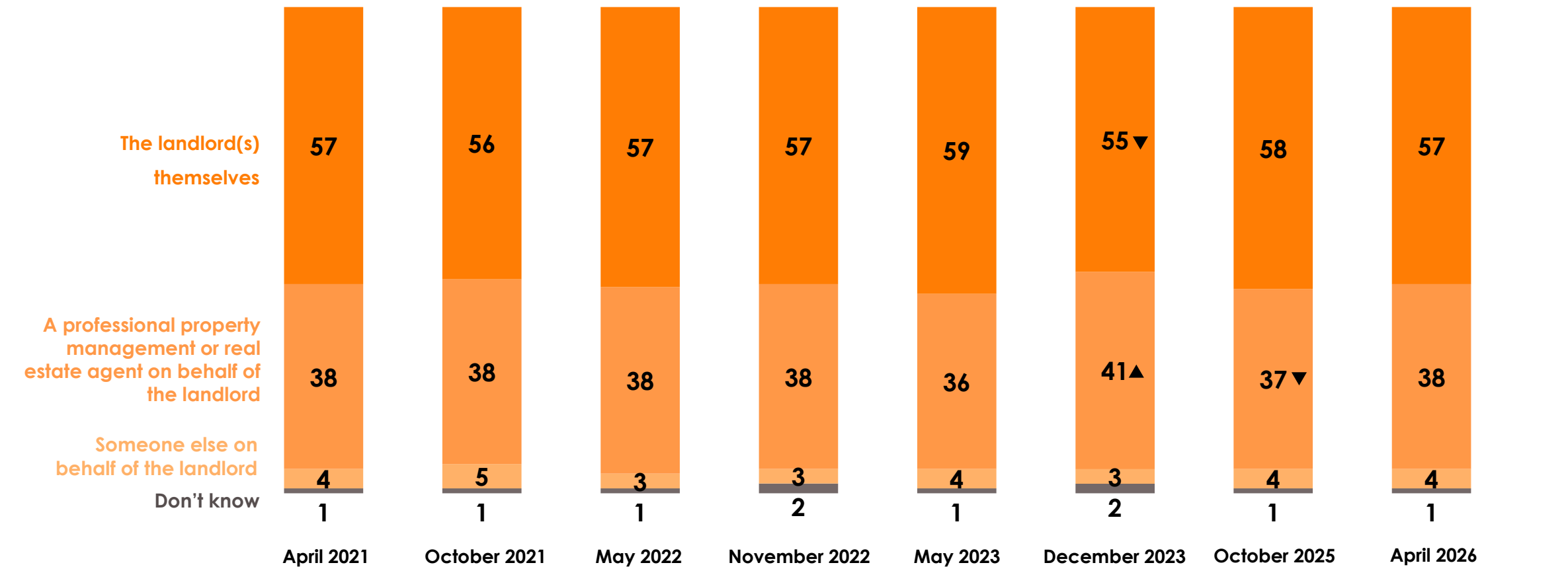
April 2021 | October 2021 | May 2022 | November 2022 | May 2023 | December 2023 | October 2025 | April 2026

- A nationwide online survey of **1,500 renters**.
- Maximum margin of error on the total sample is **+/-2.5%**.
- Fieldwork was conducted from **16th April to 8th May 2026**.
- 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

Tenancy characteristics

About two in five renters say their property is managed by a property manager.

Who manages the rental property %

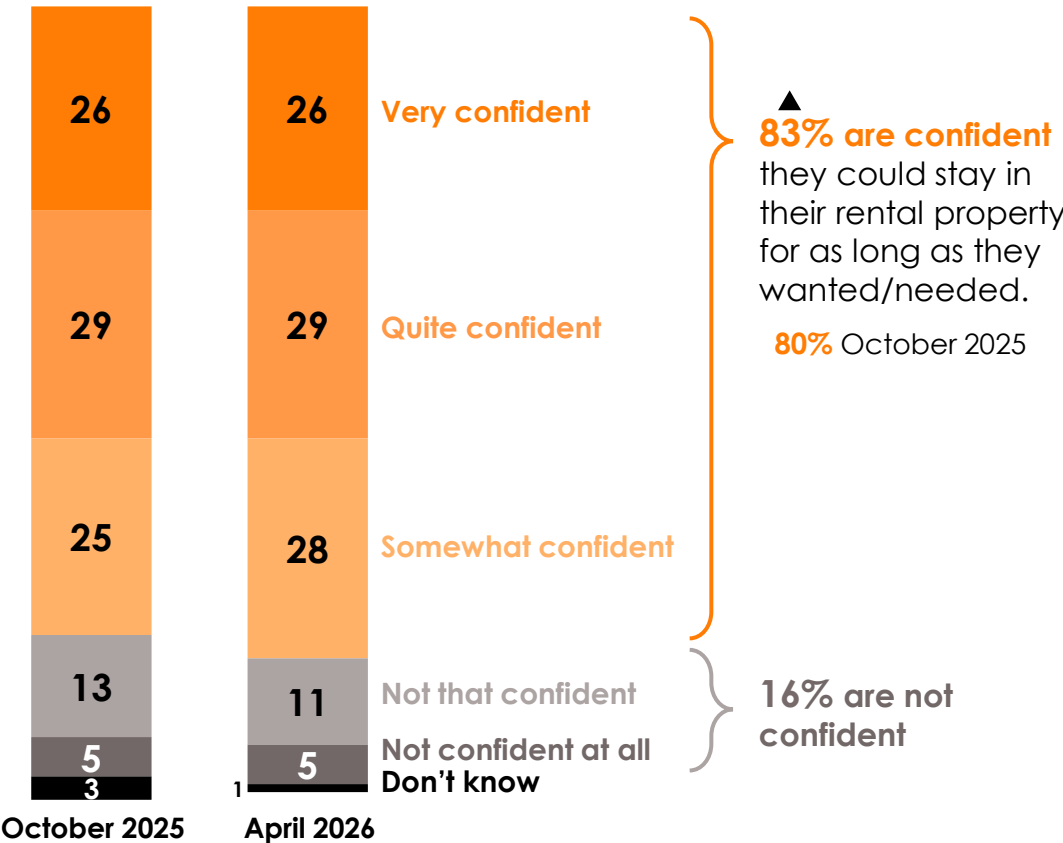


Source: Q7. "Who mainly manages the rental property where you live?"
Base: All renters (Apr'21 n=1,500, Oct'21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501, Apr '26 n=1,500).
Significantly higher than last survey ▲
Significantly lower than last survey ▼

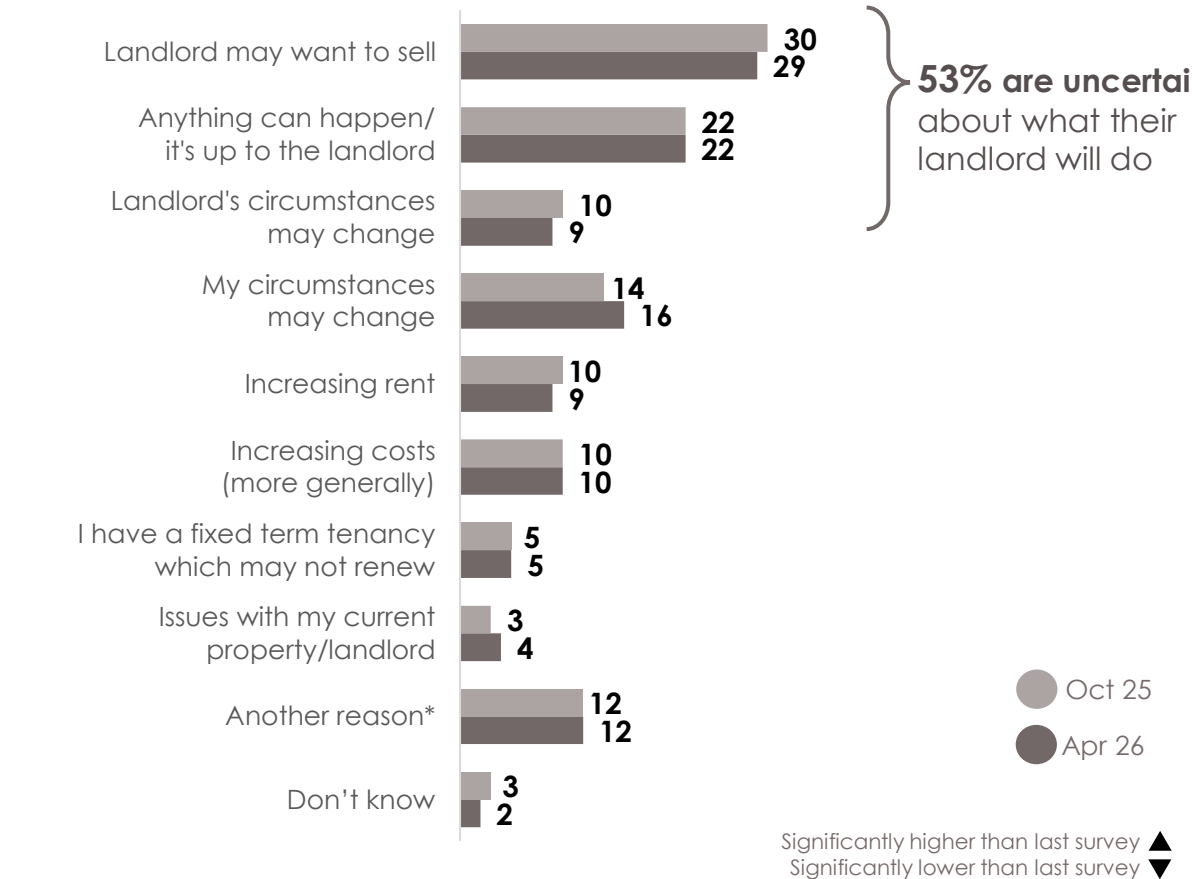
Renters are slightly more confident they could live in their rental as long as needed.

Renters who aren't very confident tend to base this on a general sense of uncertainty (i.e. 'things could change/anything could happen') rather than specific concerns about the future or their landlord's intentions.

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?

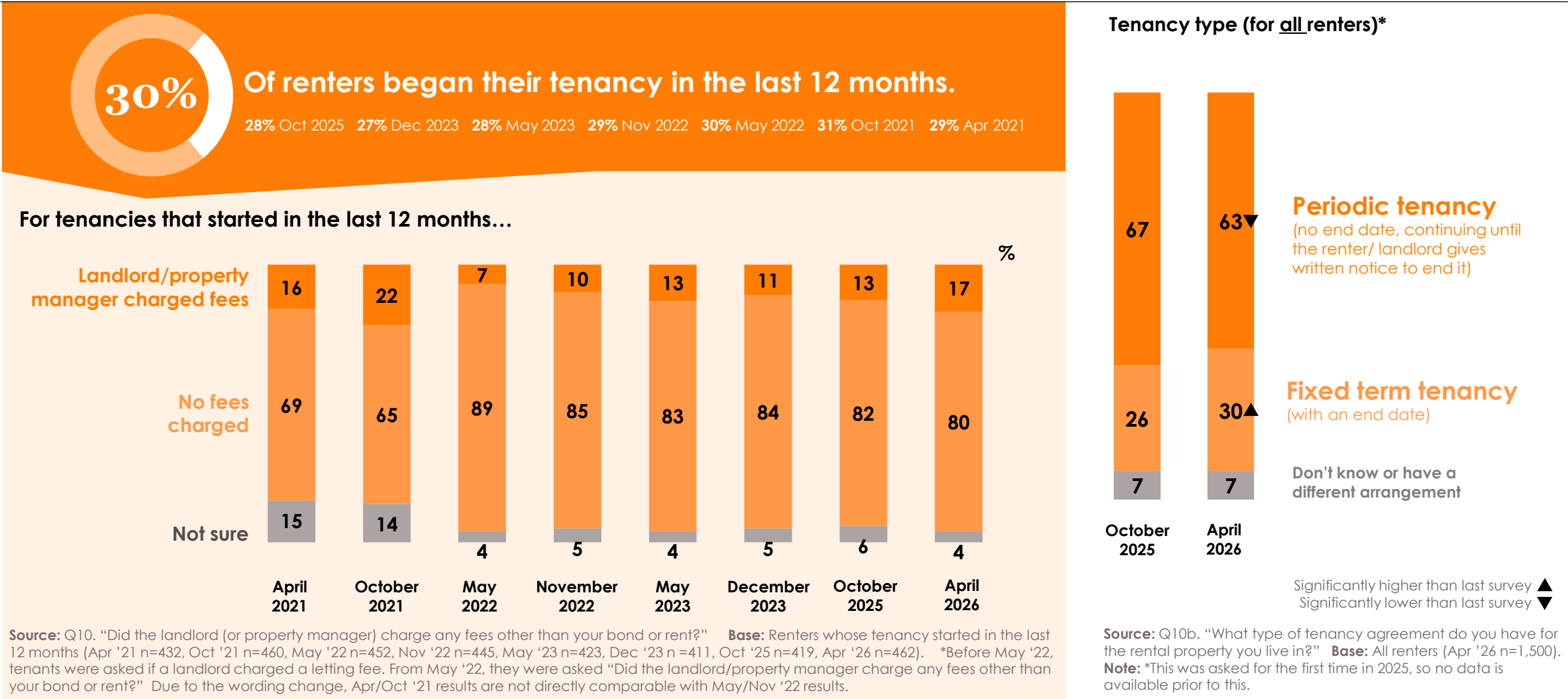


Source: Q7b. "How confident are you that you could stay living in your rental property for as long as you want/need?"
Base: All renters (Oct '26 n=1,501, Apr '26 n=1,500)
Note: this was asked for the first time in 2025, so no data is available prior to this.

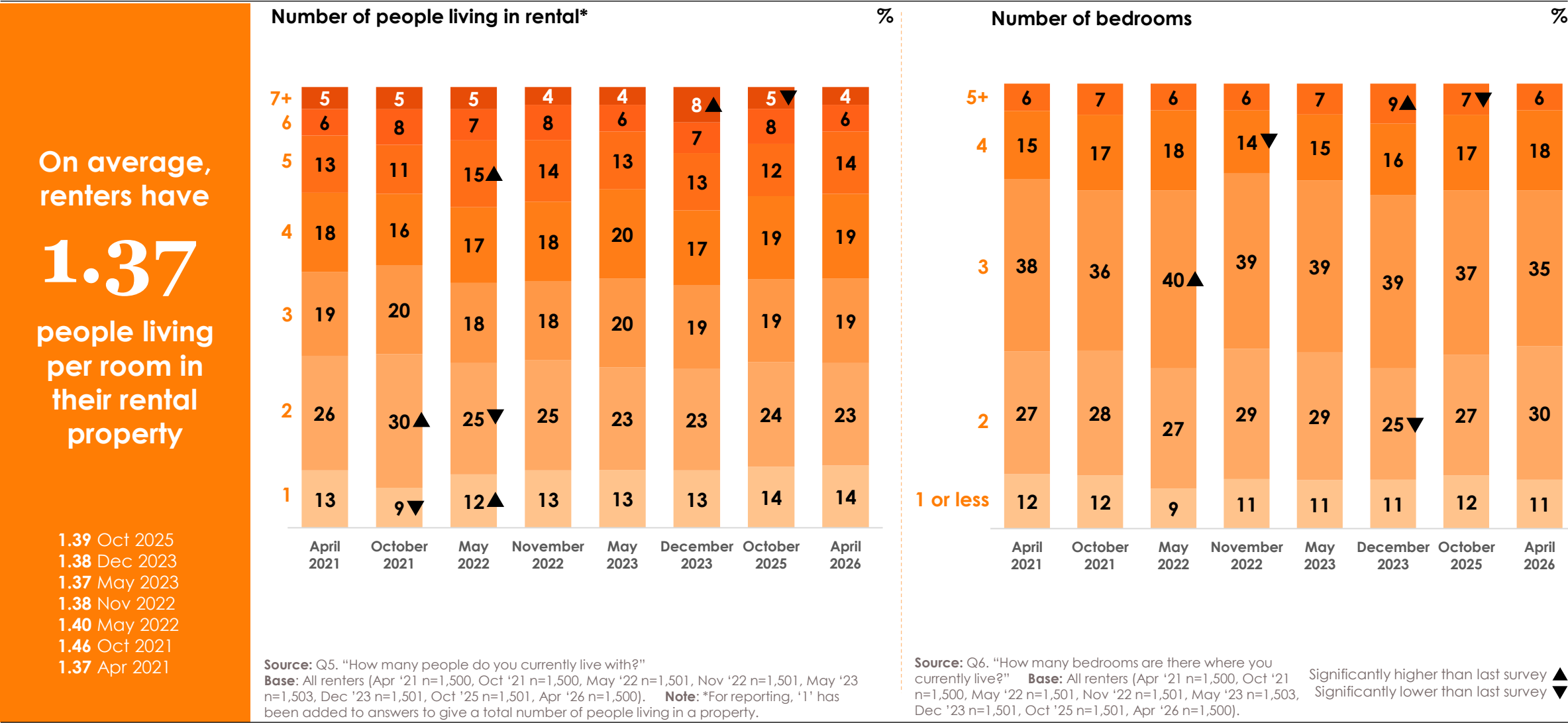
Source: Q7c. "Why are you not fully confident that you could stay living in your rental property for as long as you want/need?"
Base: All renters who are not very confident they can stay in their rental as long as they want/need (Oct '25 n=1,063, Apr '26 n=1,095)
Note: *Other reasons include the housing market more generally, motives of developers etc.

Fixed term tenancies are more common among renters this year.

Also, in the last year, about one in six renters who started a tenancy were charged fees.

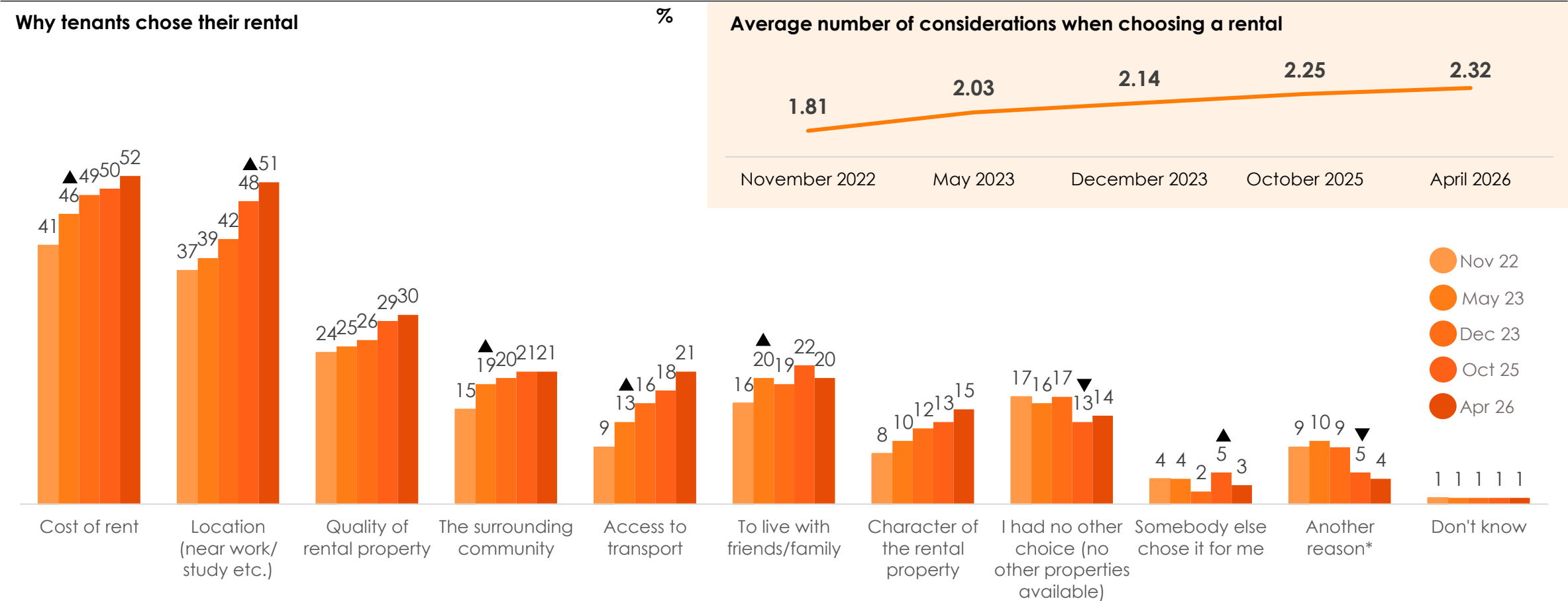


On average, there are about 1.4 people living per room in rental properties, which has stayed fairly consistent since 2021.



Over time, renters are generally factoring in more things when choosing a rental.

Cost and location are still the main considerations, but since late 2022, there's been a steady increase in the number of factors that renters consider when choosing their rental.



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

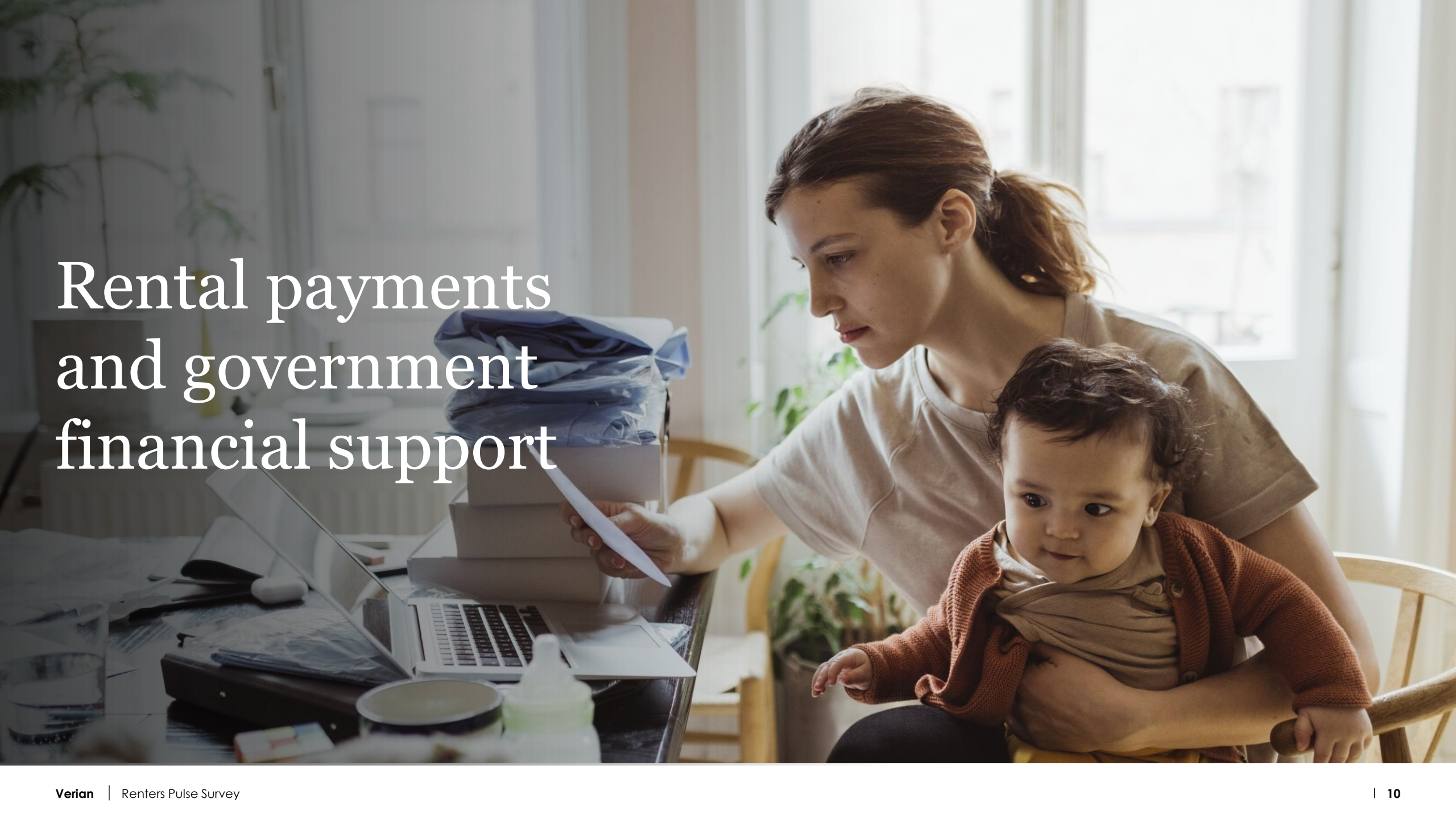
Base: All renters (Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501, Apr '26 n=1,500).

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%.

Unprompted response (coded post fieldwork) ●

Significantly higher than last survey ▲

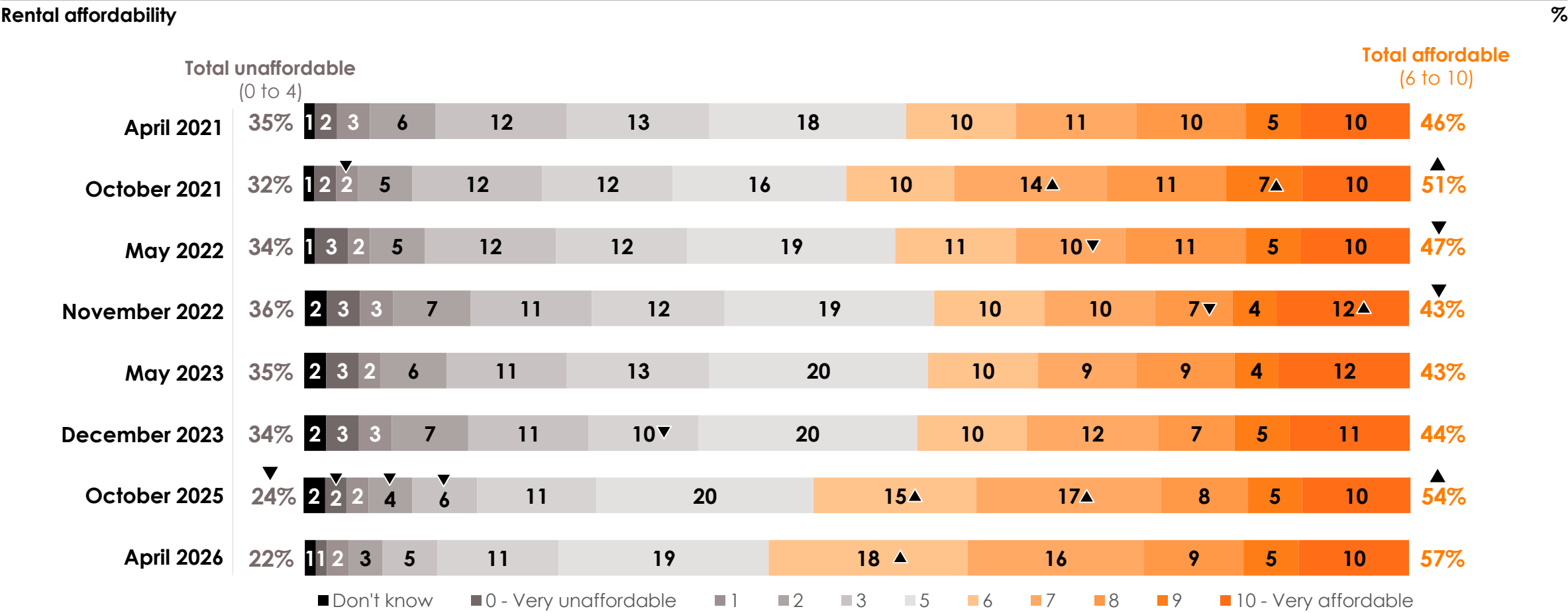
Significantly lower than last survey ▼

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.

Rental payments and government financial support

Renters are reporting slight improvements in rental affordability this year.

Although, this is mostly at the lower end of affordability, i.e. more are saying rent is a 6 out of 10 for affordability, but ratings of 7 or more are broadly the same as 2025.

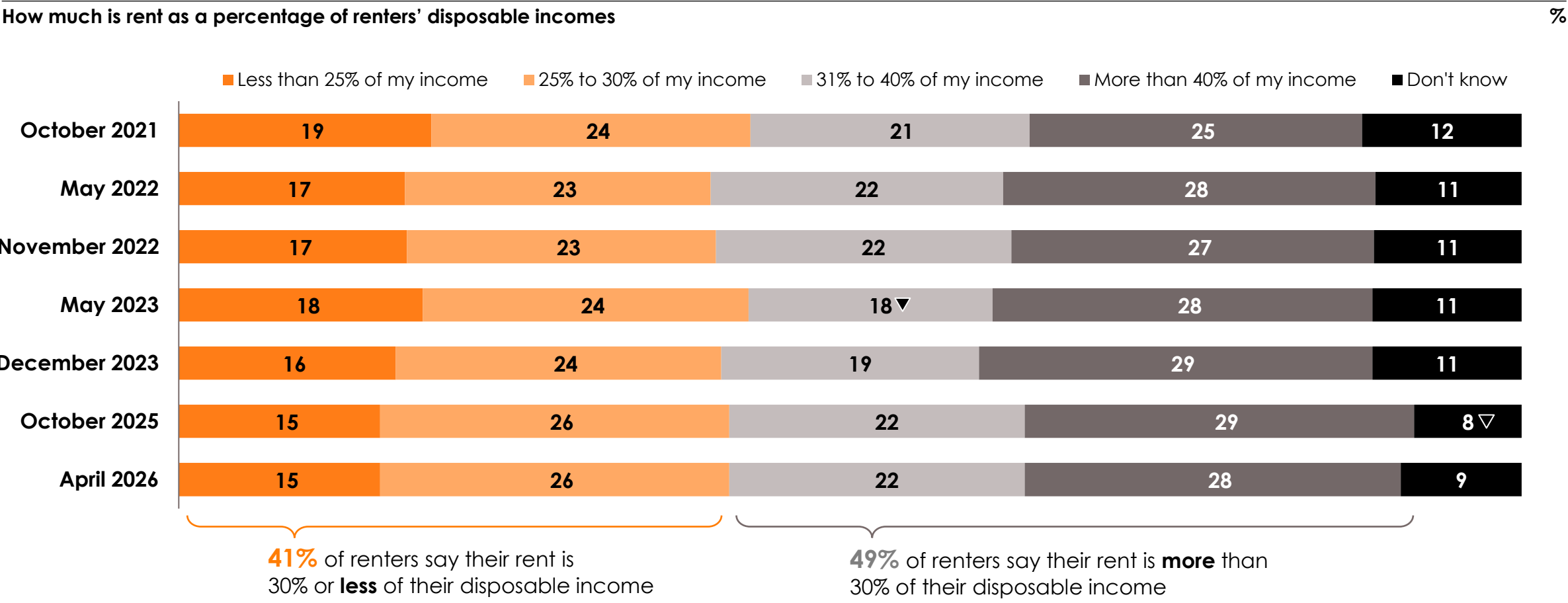


Source: Q12. "How affordable is your current rent?"
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1501, Nov '22 n=1501, May '23 n=1503, Dec '23 n=1501, Oct '25 n=1,501, Apr '26 n=1,500)

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

Around half of renters (49%) say rent accounts for over 30% of their disposable income.

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

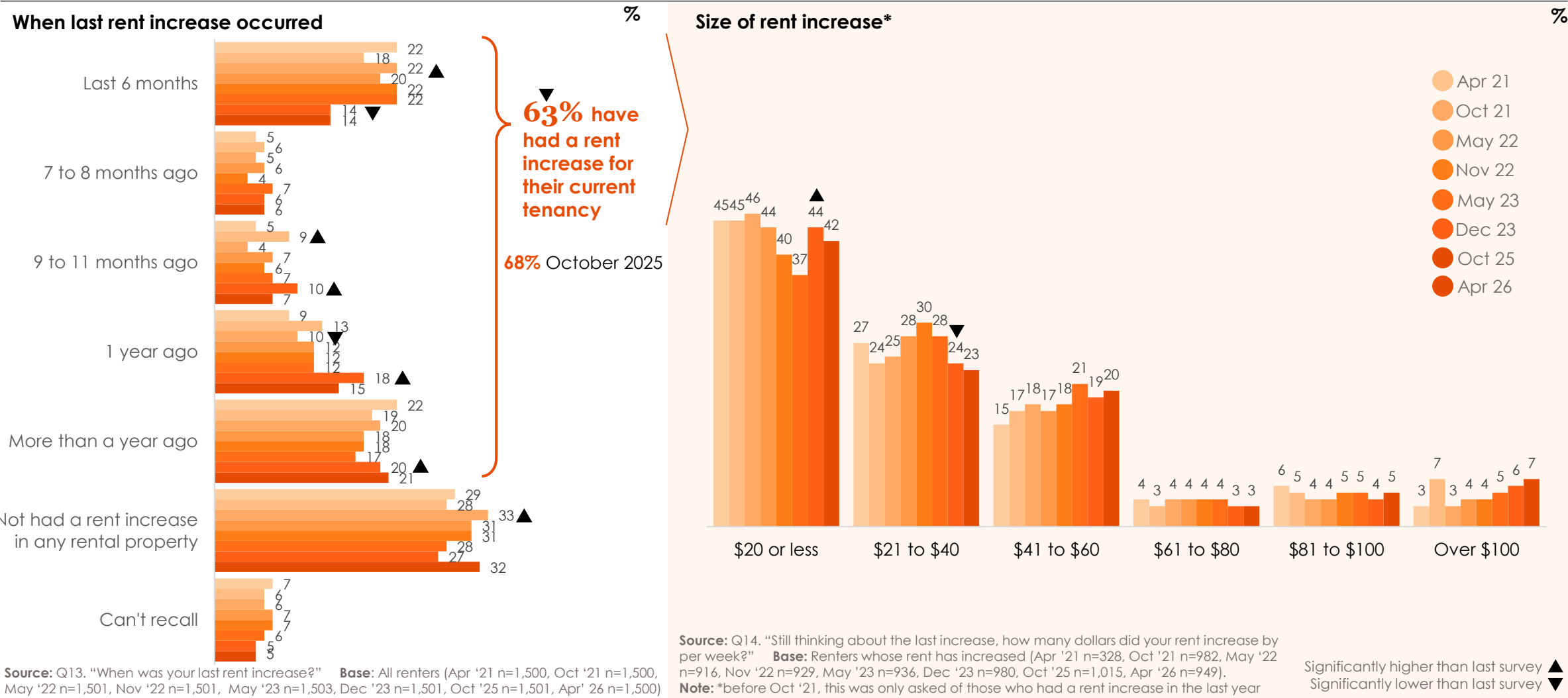


Source: Q12b. "How much approximately is your rent as a percentage of your disposable income (income after tax)? My rent is..."
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501, Jun '26 n=1,500)

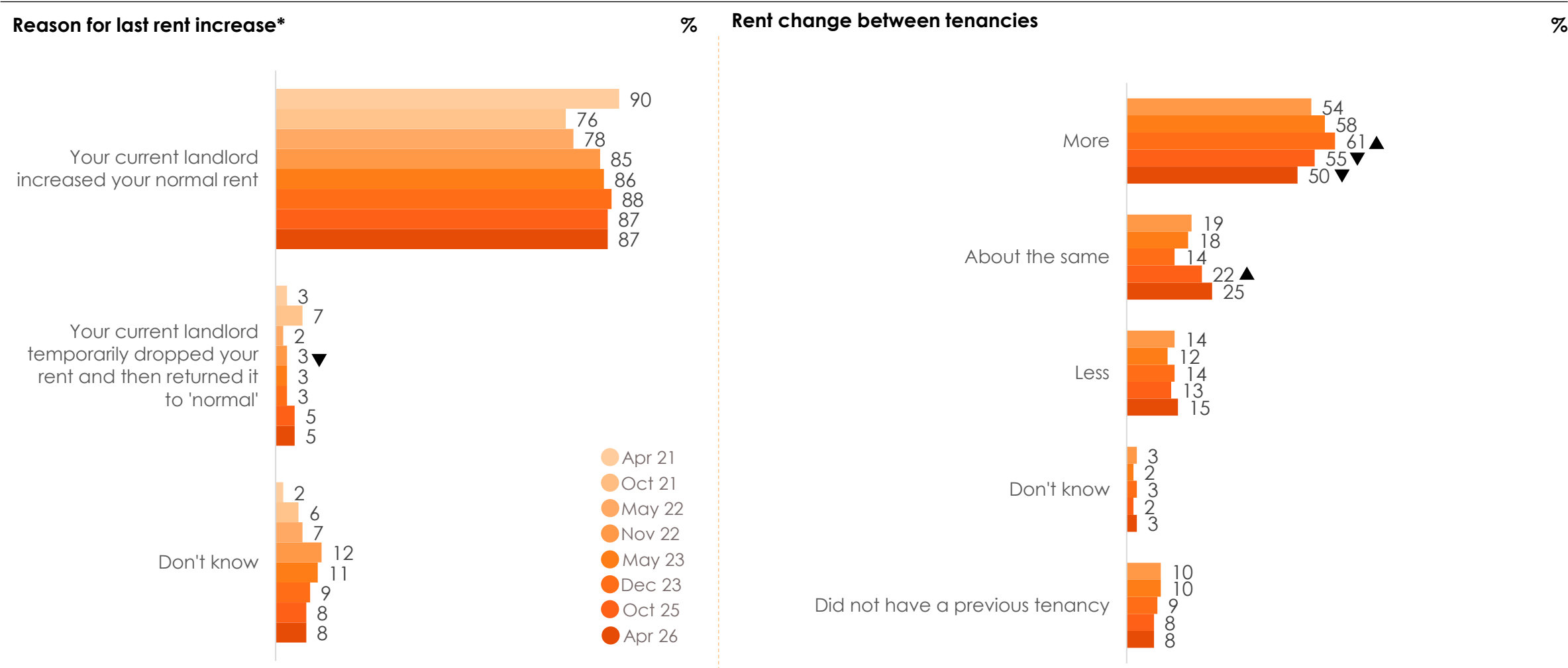
Significantly higher than last survey ▲
Significantly lower than last survey ▼

Fewer renters say they've had a rent increase in the last year.

The size of rent increases, for those who have had them, remain broadly consistent with last year.



Since 2022, fewer renters are saying they paid more when changing tenancies.



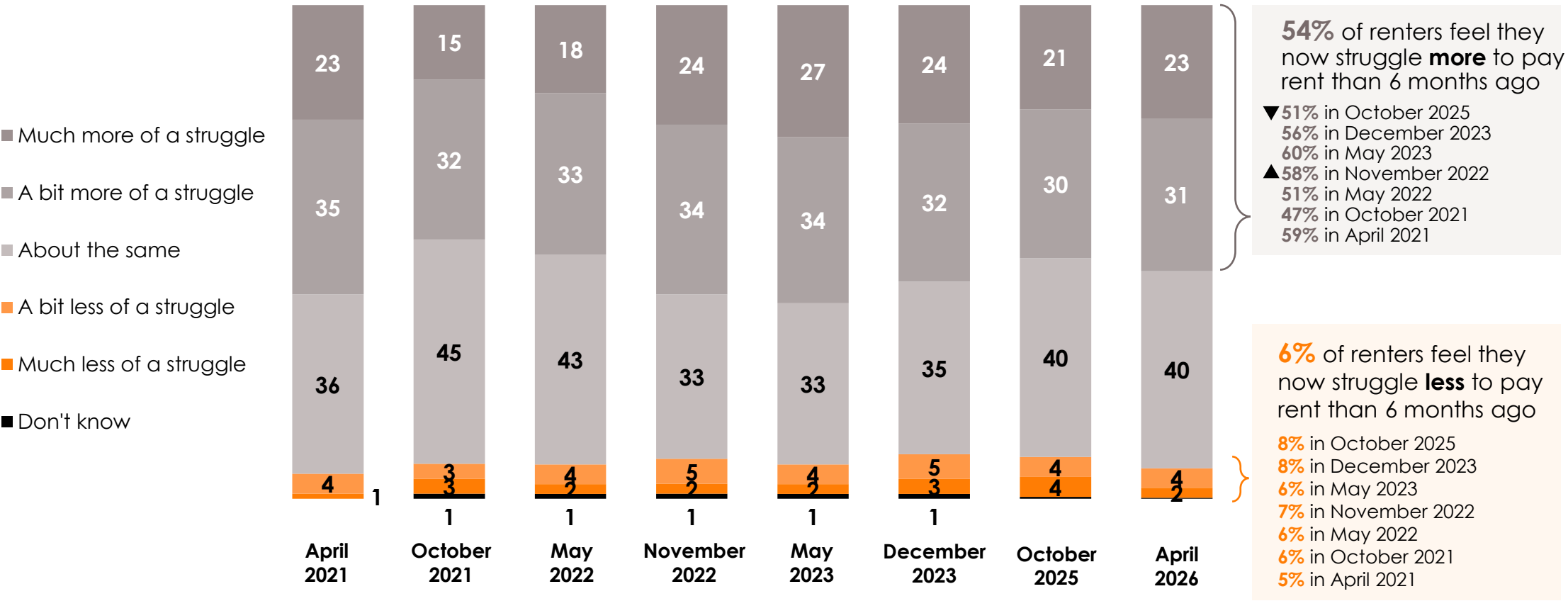
Source: Q15. "Was your last rent increase because..." Q15a. "Thinking of your previous tenancy, do you now pay more or less rent for your current tenancy compared to your previous tenancy?" **Base:** Apr '21: Renters whose rent has increased within the last six months (n=328), from Oct '21 on: Renters 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, Apr '26 n=949). **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.

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

Just over half of renters who feel they're struggling more to pay their rent than they were 6 months ago.

Struggles to pay rent compared with six months ago

%

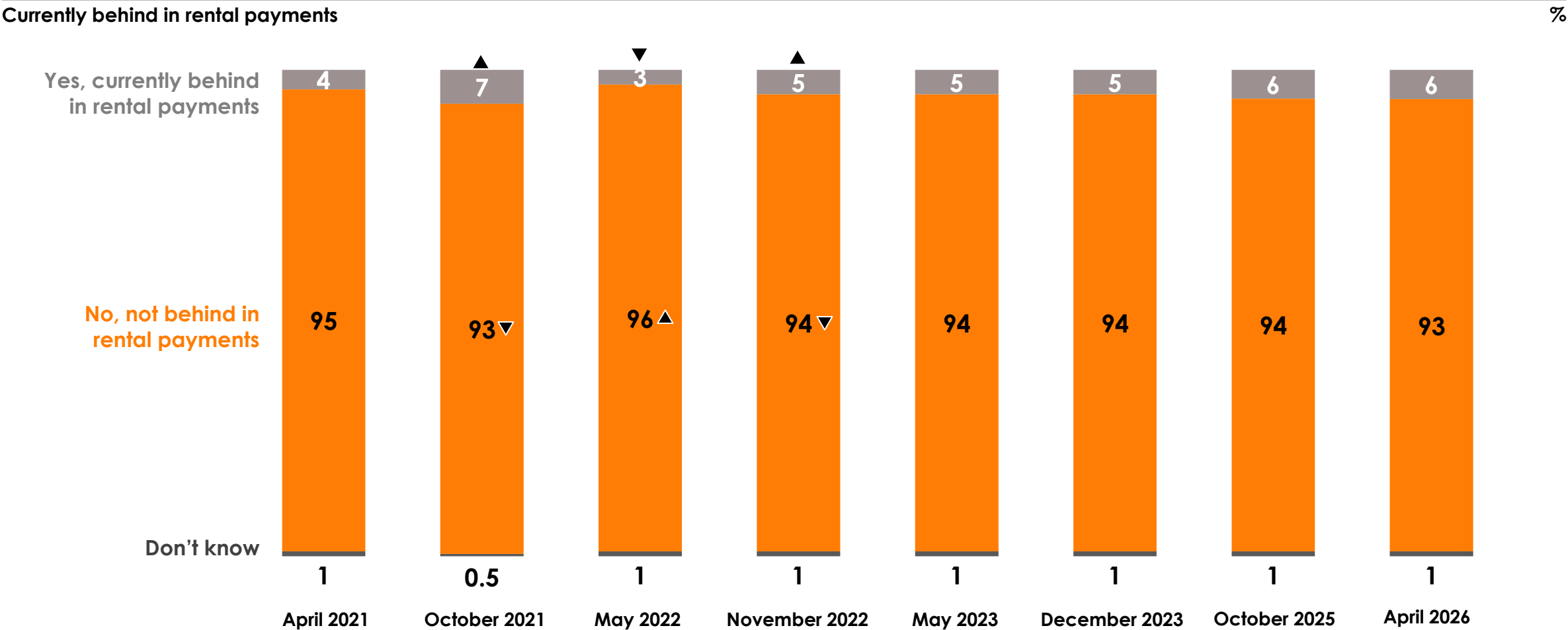


Source: Q16. "Is paying your rent now more or less of a struggle than it was 6 months ago? It is now..."
Base: Apr '21: Renters whose rent has increased in the last six months (n=328), Oct '21: Renters whose rent has increased at any point (Oct '21 n=982, Nov '22 n=929, May '23 n=936, Dec '23 n=980, Oct '25 n=1,015, Apr '26 n=949).

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

A small proportion of renters (6%) are behind on their 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, Apr '26 n=1,500).

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

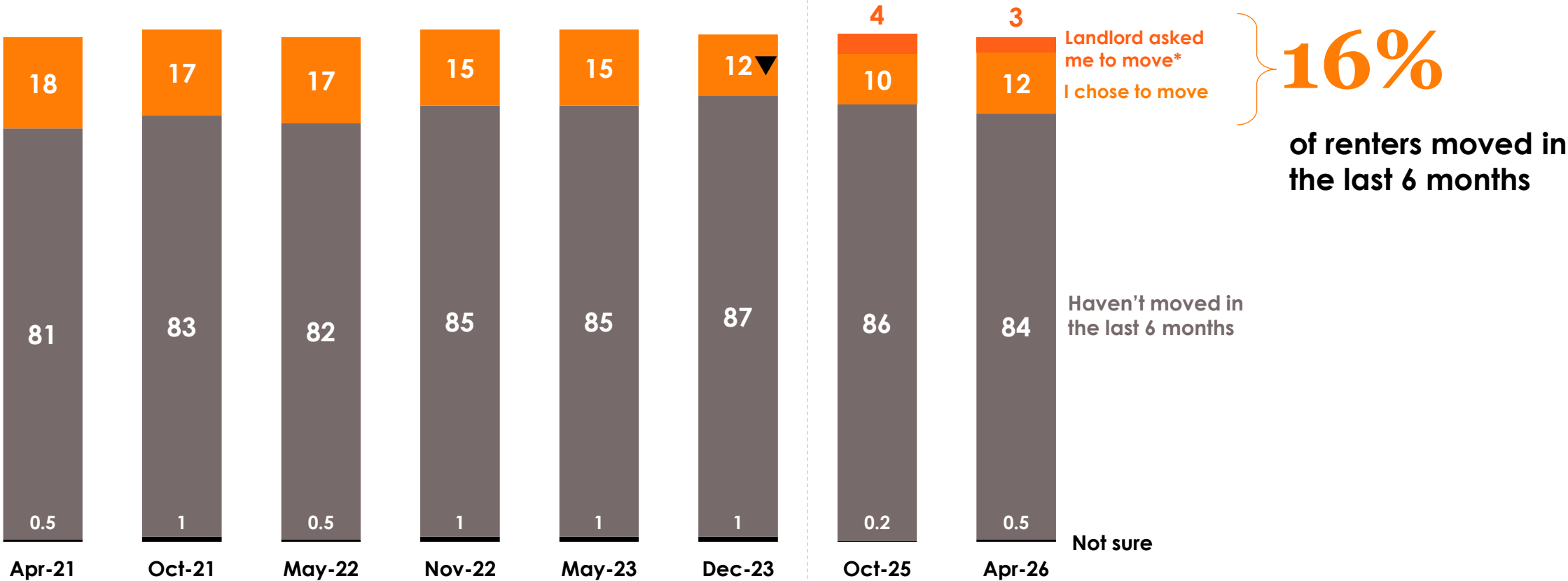
Moving



16% of renters have moved recently.

Similar to 2025, most moved because they chose to, rather than their landlord asking them to.

Whether renters moved in the last 6 months



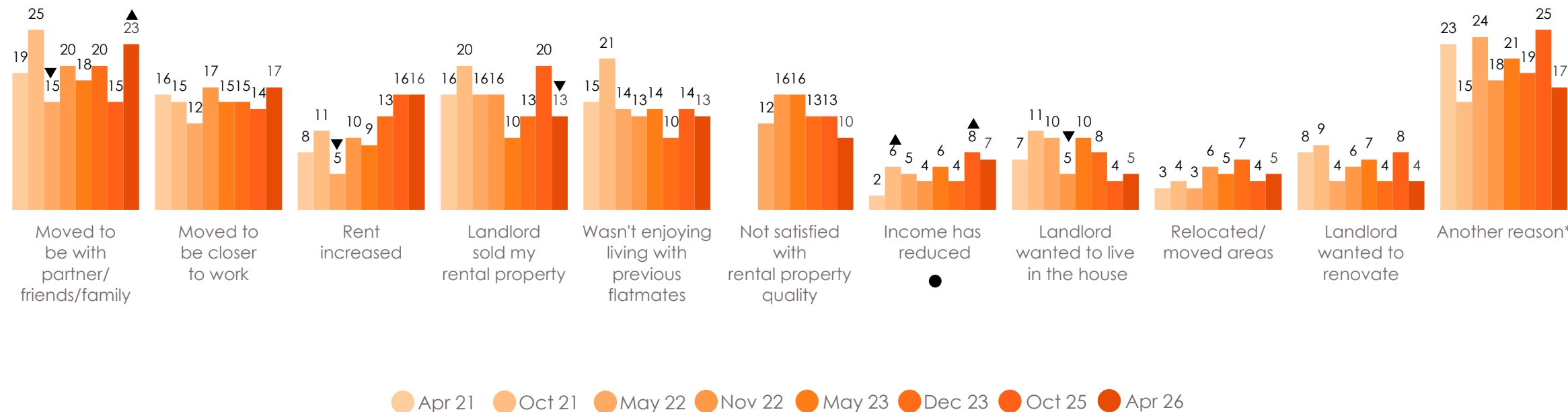
Source: Q20. "In the last 6 months, have you moved to a new place to live? Q21b. "Did you decide to move out, or did your landlord/property manager ask you to move?"
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501, Apr '26 n=1,500).
*Prior to 2025, renters were just asked whether they had moved. Starting in 2025, they were asked who instigated this move.

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

Renters who moved are increasingly driven by wanting to change who they live with

Although, it is also common to move to be closer to work or because rent has increased.

16% 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, Apr '26 n=242).

Note: Only showing reasons more than 3%. *other reasons this year include a break up of a relationship, previously living with family, going to university etc.

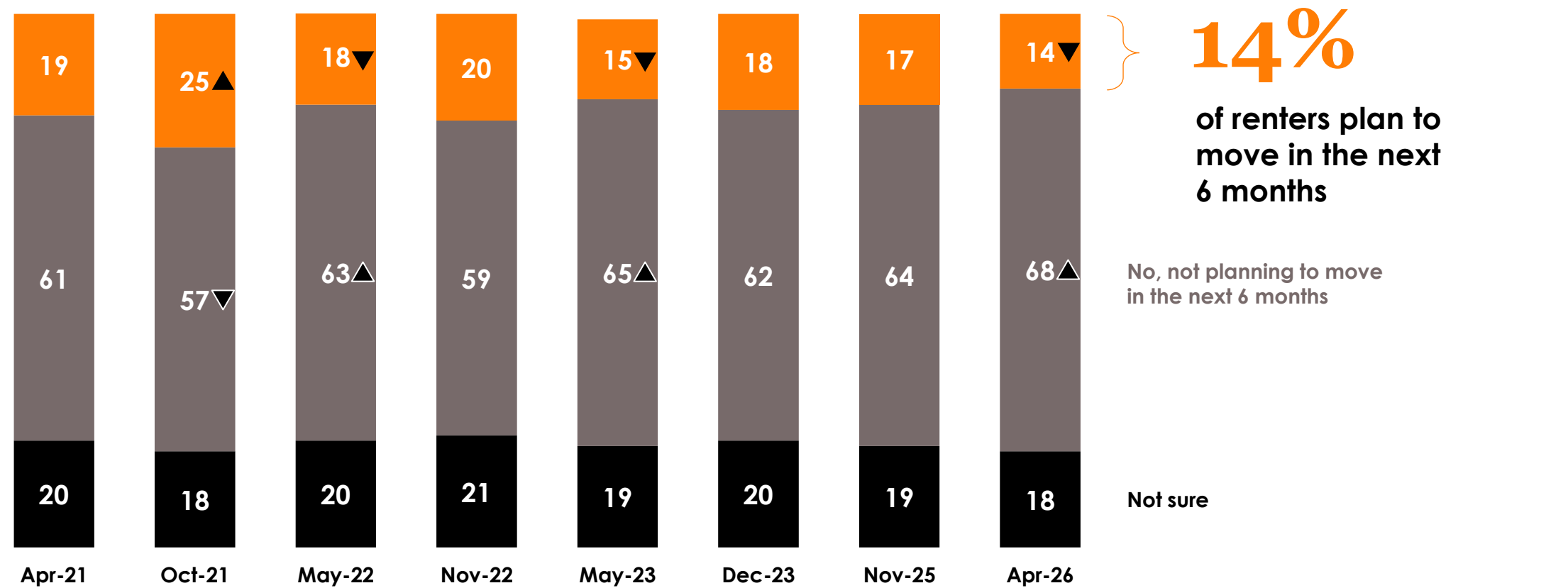
Unprompted response (coded post fieldwork)

Significantly higher than last survey

Significantly lower than last survey

Compared with last year, fewer renters (14%) plan to move in the next six months.

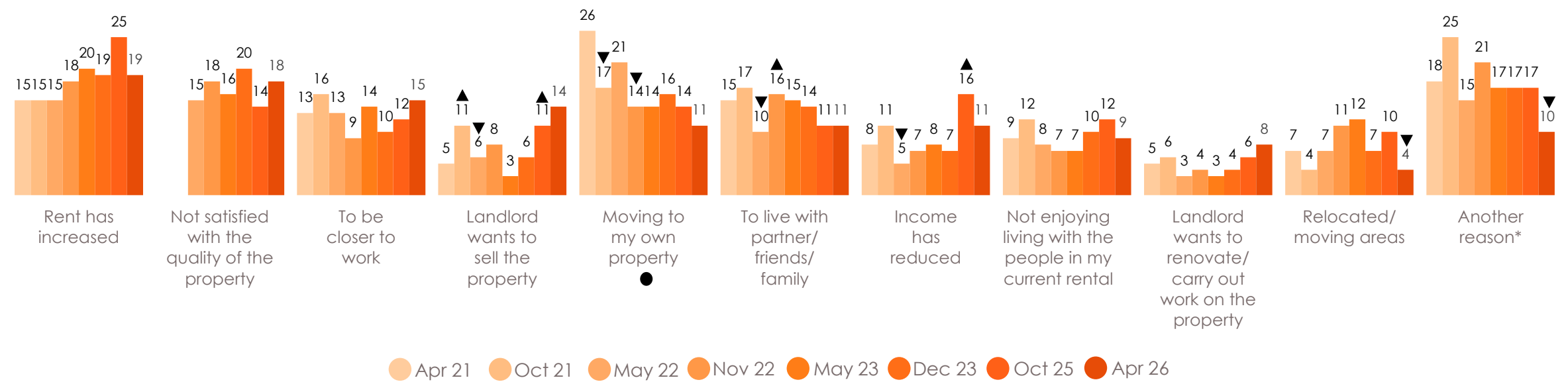
Whether renters plan to move in the next 6 months %



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, Apr '26 n=1,500).
Significantly higher than last survey ▲
Significantly lower than last survey ▼

Rent increases, dissatisfaction with property quality, and proximity to work are the main reasons renters consider moving.

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



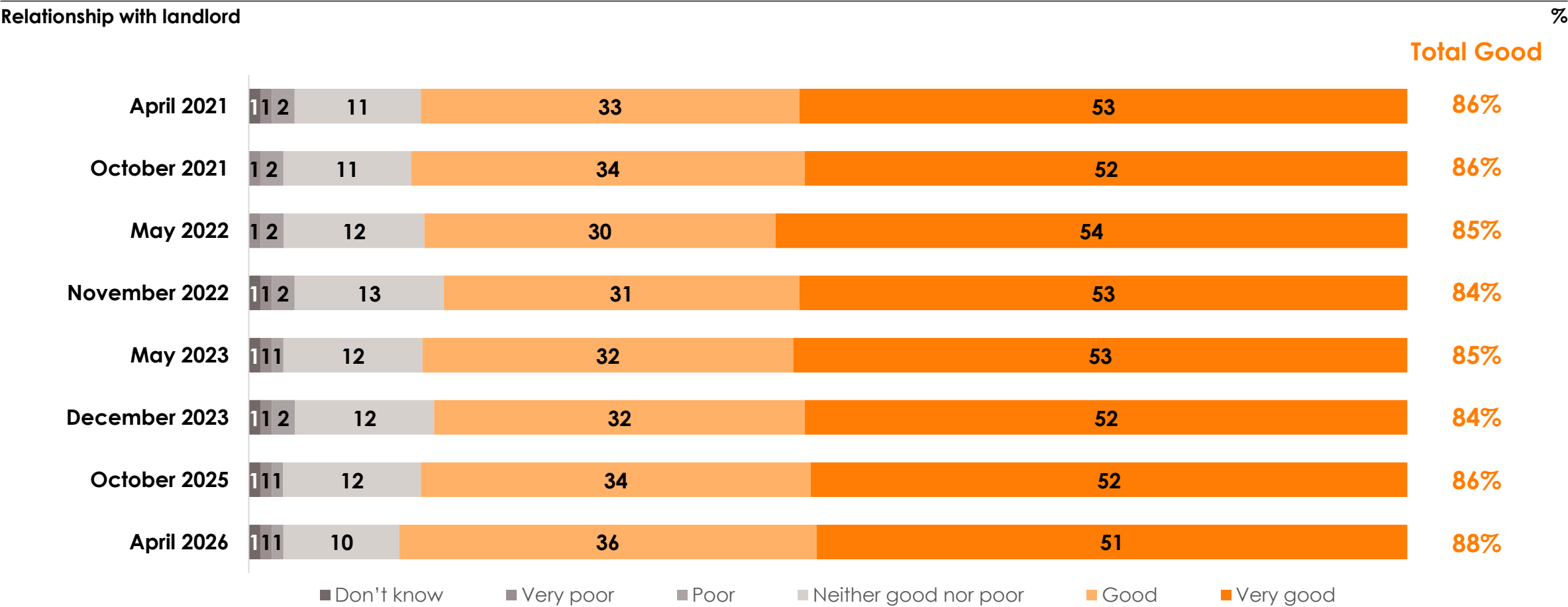
Source: Q23. "Why are you planning on moving?"
Base: Renters who are planning to move in the next six months (Apr '21 n=293, Oct '21 n=378, May '22 n=267, Nov '22 n=306, May '23 n=233, Dec '23 n=272, Oct '25 n=249, Apr '26 n=211). Note: Only showing reasons more than 3%. *other reasons this year include wanting a bigger house, finding somewhere cheaper, the lease ending etc.

Unprompted response (coded post fieldwork) ●
Significantly higher than last survey ▲
Significantly lower than last survey ▼

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

Renter-landlord relationships remain mostly positive, with almost nine in ten renters saying they have a good relationship with their landlord.



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, Apr '26 n=1,418)

Significantly higher than last survey ▲

Significantly lower than last survey ▼

Open communication and prompt maintenance underpin positive tenancy relationships.

Renters say they have a good relationship with their landlord because...

“ Because they communicate clearly, respond quickly to issues, and are fair and respectful.

“ Issues are dealt with quickly and there is open communication.

“ Good communication regarding maintenance and in the case of emergencies.

“ They listen to any maintenance requests or issues that have arisen and get it sorted in a timely manner.

“ We are good tenants, so our communication and interactions with them have always remained positive. They are also prompt with addressing any issues.

“ I pay rent on time and when something needs fixing then it gets done in a timely manner.

“ We are friendly with each other and are able to speak directly without going through a third party.

“ They are very accommodating and listen well to our concerns particularly when there is something that needs to be fixed.

Source: Q8b “Why do you feel your relationship with your landlord (or property manager) is good?” Base: Renters who feel their relationship is good (Apr '26 n=1,242)

Conversely, communication issues and delays in addressing maintenance requests can also drive negative tenancy relationships.

Renters say they have a poor relationship with their landlord because...

“ There hasn't been a consistent person over the last three years. I am always dealing with a different person from the company.

“ My landlord and the company they work for are very slow at replying and very poor at organisation.

“ He never responds to emails regarding faults at the property.

“ It's a business and there are so many to go through because each rental apartment is managed by a different person and you don't always get a response from your preferred manager.

“ He doesn't maintain the house; there is only one working heater and the roof leaks I'm worried about if I complain to tenancy he might kick us out.

“ Lack of communication. When there is communication, it's quite rude and abrupt.

“ Trust issues.

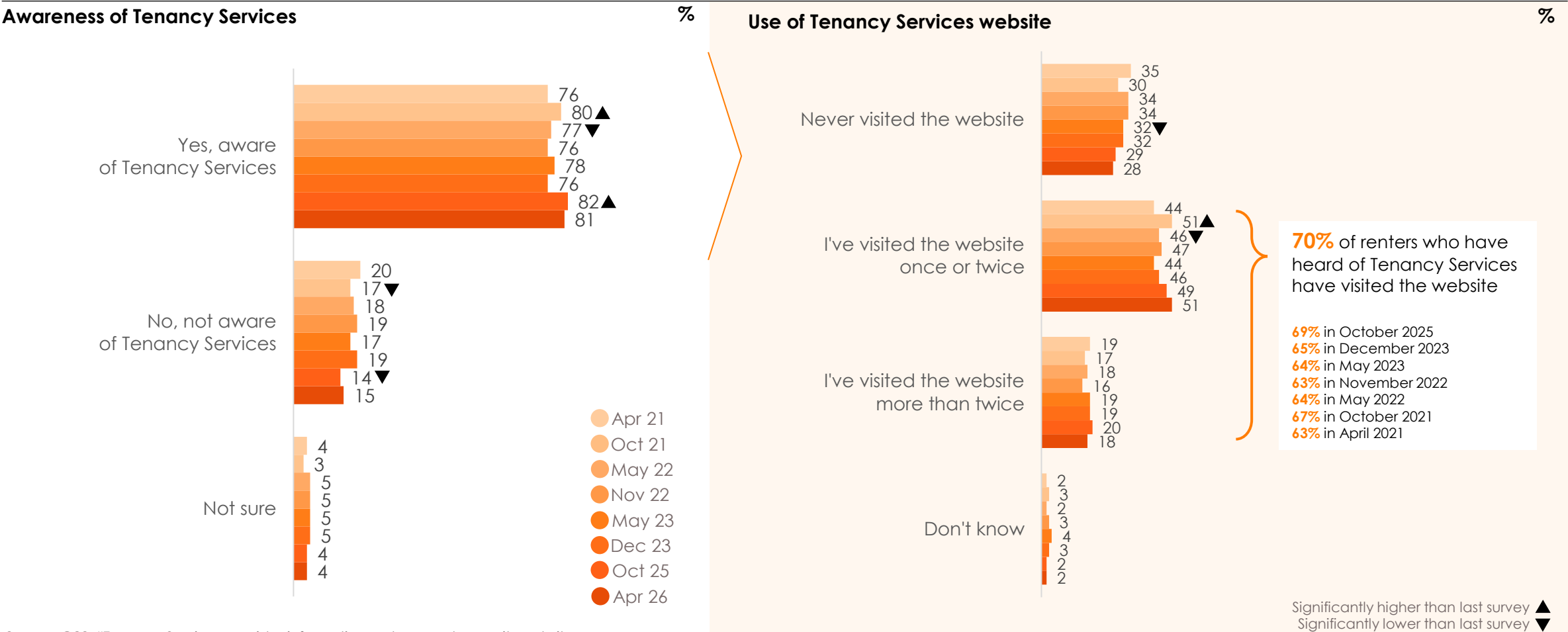
“ Not managing issues and backlog in maintenance.

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

Base: Renters who feel their relationship is bad (Apr '26 n=25)

After an increase last year, awareness of Tenancy Services remains stable.

About eight in ten say they are aware of Tenancy Services, and of those who are aware, about seven in ten say they have visited the website before.



Source: Q28. "Tenancy Services provides information on tenancy law on its website www.tenancy.govt.nz. Before today, were you aware of Tenancy Services?"

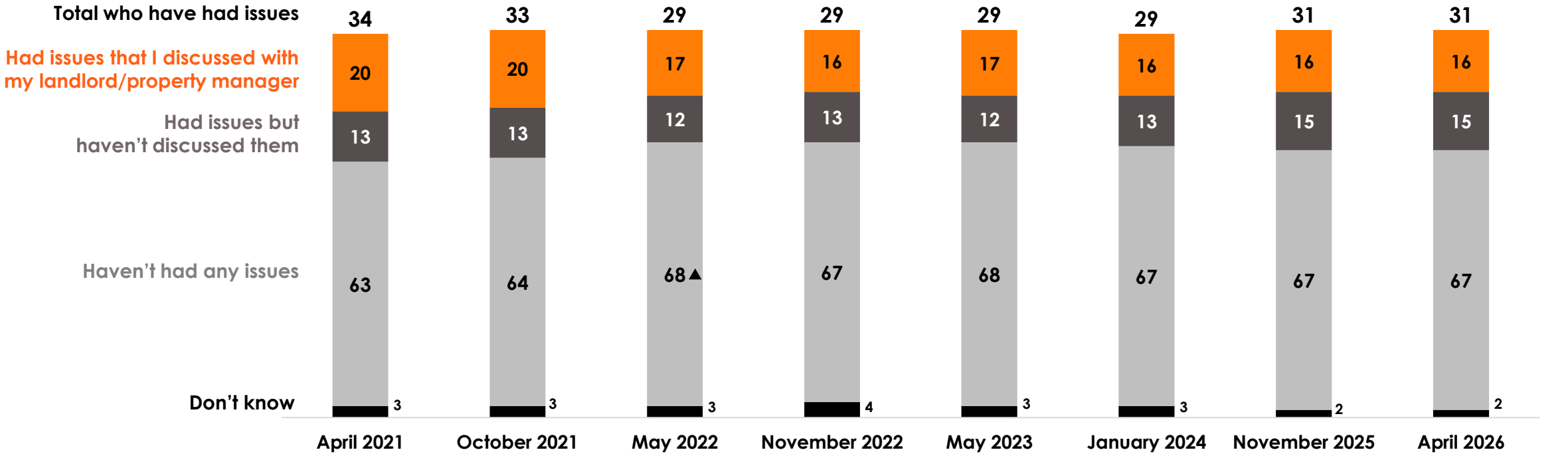
Base: All renters (Apr '21 n=1,500, Oct '21 n=1,500, May '22 n=1,501, Nov '22 n=1,501, May '23 n=1,503, Dec '23 n=1,501, Oct '25 n=1,501, Apr '26 n=1,500).

Source: Q29. "How often have you visited the Tenancy Services website for information or to find answers to questions about your tenancy?"

Base: Renters who are aware of Tenancy Services (Apr '21 n=1,142, Oct '21 n=1,199, May '22 n=1,154, Nov '22 n=1,140, May '23 n=1,173, Dec '23 n=1,140, Oct '25 n=1,240, Apr '26 n=1,210).

Around three in ten renters had issues and about half of whom discussed this with their landlord or property manager.

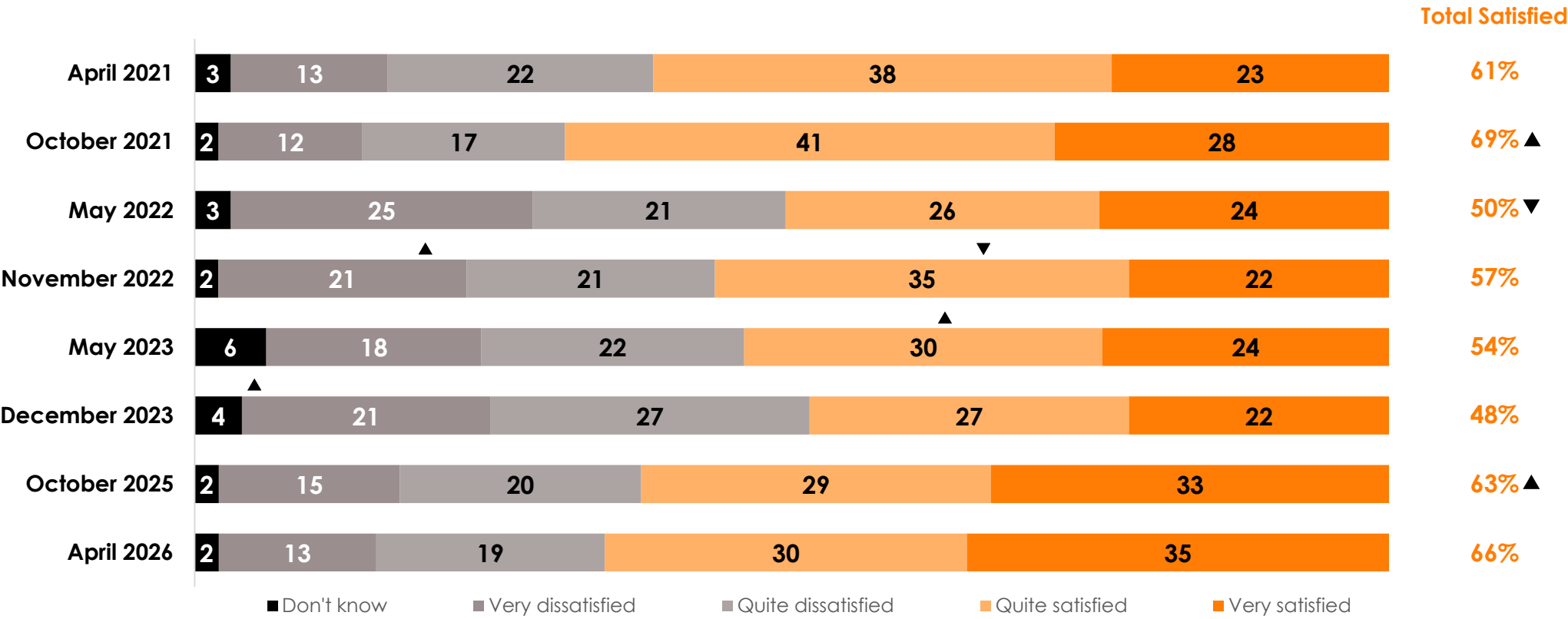
Whether discussed any tenancy issues with their landlord or property manager in the last three months %



Source: Q30. "In the last three months, have you discussed any significant concerns or issues about your tenancy with your landlord or property manager?"
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, Apr '26 n=1,500).
Significantly higher than last survey ▲
Significantly lower than last survey ▼

Of the renters who discussed issues with their landlord/property manager, about two thirds are satisfied with the outcome.

The 16% who discussed concerns with their landlord/property manager were... %

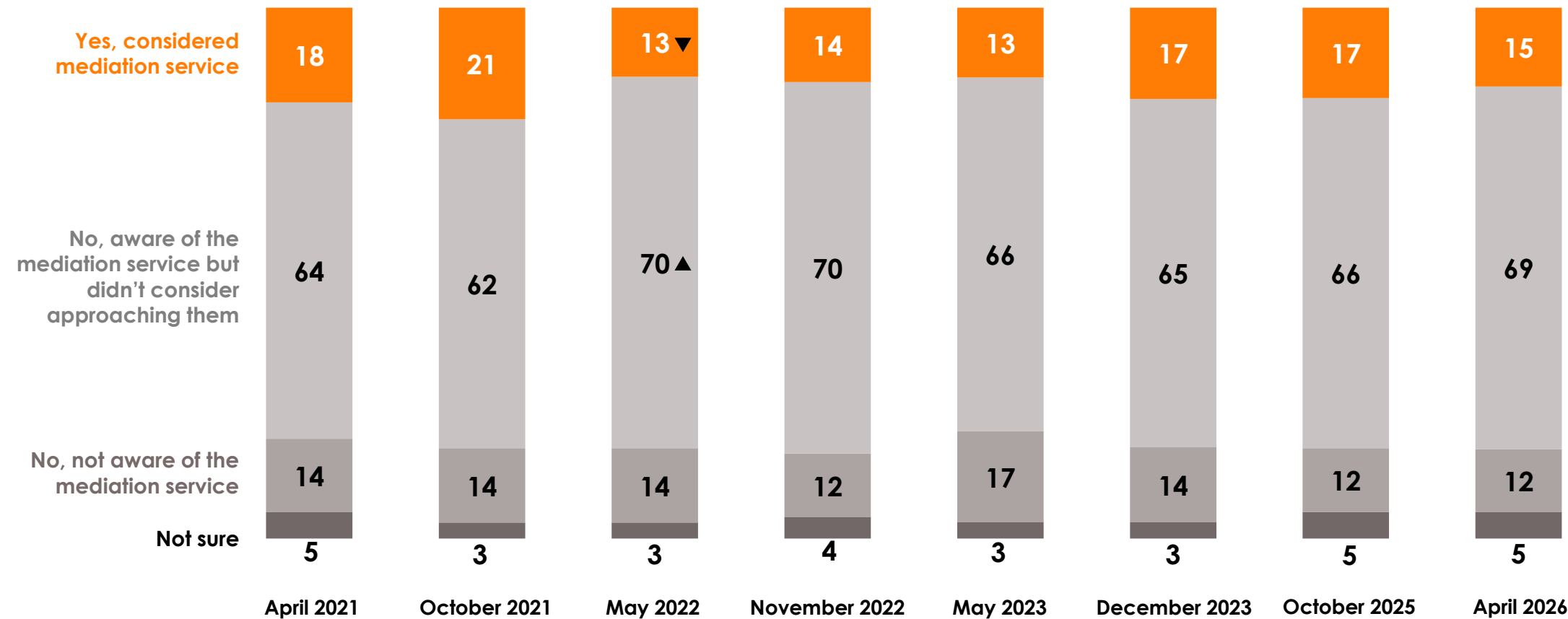


Source: Q31. "How satisfied were you with the outcome of the discussion(s)?"
Base: Renters who had a discussion with their landlord or property manager in the last three months (Apr '21 n=307, Oct '21 n=303, May '22 n=262, Nov '22 n=240, May '23 n=257, Dec '23 n=246, Oct '25 n=241, Apr '26 n=239).

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

Over time, there has been little change to renters considering mediation services, with the majority either unaware of mediation or not considering using it.

Whether renters who had issues seriously considered using Tenancy Services' mediation service %

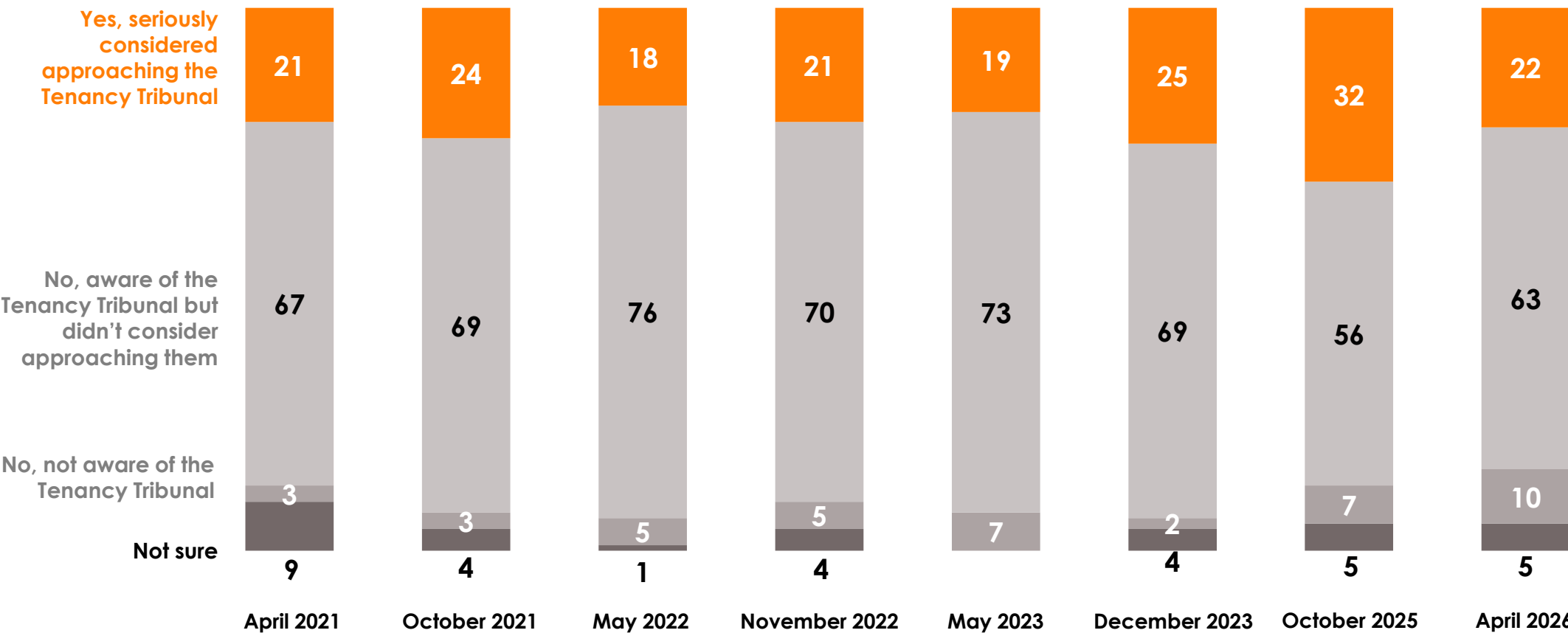


Source: Q32. "Had you seriously considered the mediation service?"
Base: Renters who are aware of Tenancy Services and had a concern or issue with their tenancy in the last three months (Apr '21 n=399, Oct '21 n=407, May '22 n=357, Nov '22 n=331, May '23 n=344, Dec '23 n=357, Oct '25 n=396, Apr '26 n=368).
Significantly higher than last survey ▲
Significantly lower than last survey ▼

About one in five renters who have had issues considered approaching the Tribunal.

Note, the changes since 2025 are not statistically significant.

Whether seriously considered approaching the Tenancy Tribunal %

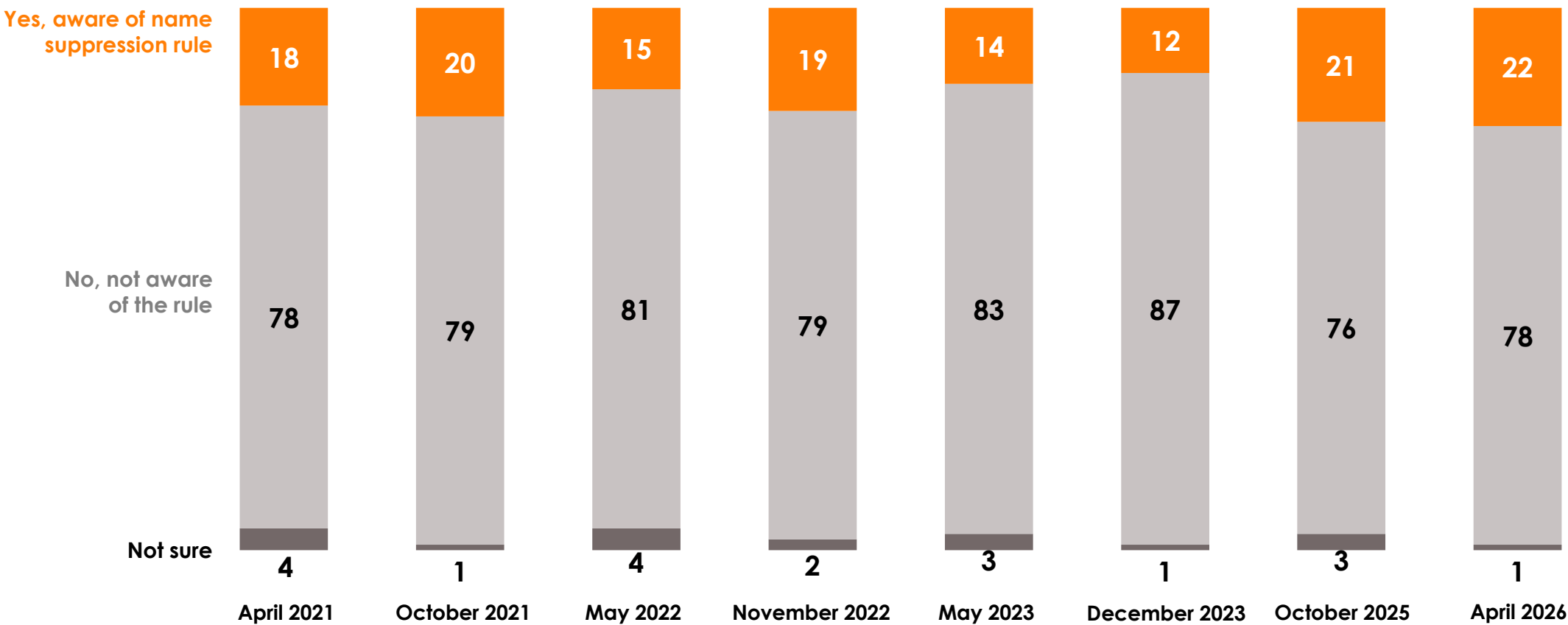


Source: Q33. "Had you seriously considered approaching the Tenancy Tribunal to help resolve the issue?"
Base: Renters who have had issues, were dissatisfied with the outcome of discussions about the issue (Apr '21 n=92, Oct '21 n=72, May '22 n=101, Nov '22 n=83, May '23 n=83, Dec '23 n=96, Oct '25 n=83, Apr '26 n=78).
Significantly higher than last survey ▲
Significantly lower than last survey ▼

Awareness of name suppression remains relatively low.

About one in five renters who know about the Tribunal also know about the name suppression rules, meaning the remaining four in five aren't aware. Awareness has also not changed significantly over time.

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?"

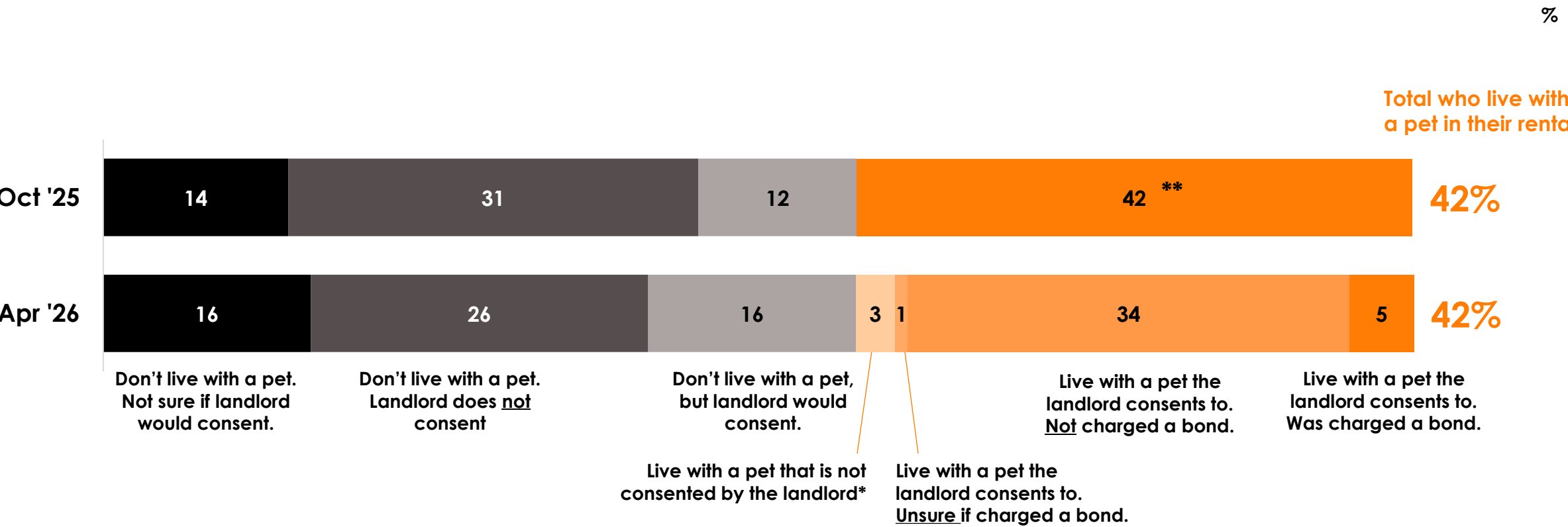
Base: Renters who are aware of the Tenancy Tribunal (Apr '21 n=89, Oct '21 n=70, May '22 n=96, Nov '22 n=79, May '23 n=77, Dec '23 n=94, Oct '25 n=74, Apr '26 n=66)

Significantly higher than last survey ▲

Significantly lower than last survey ▼

Four in ten renters have pets, almost all of whom say their landlord consents to this

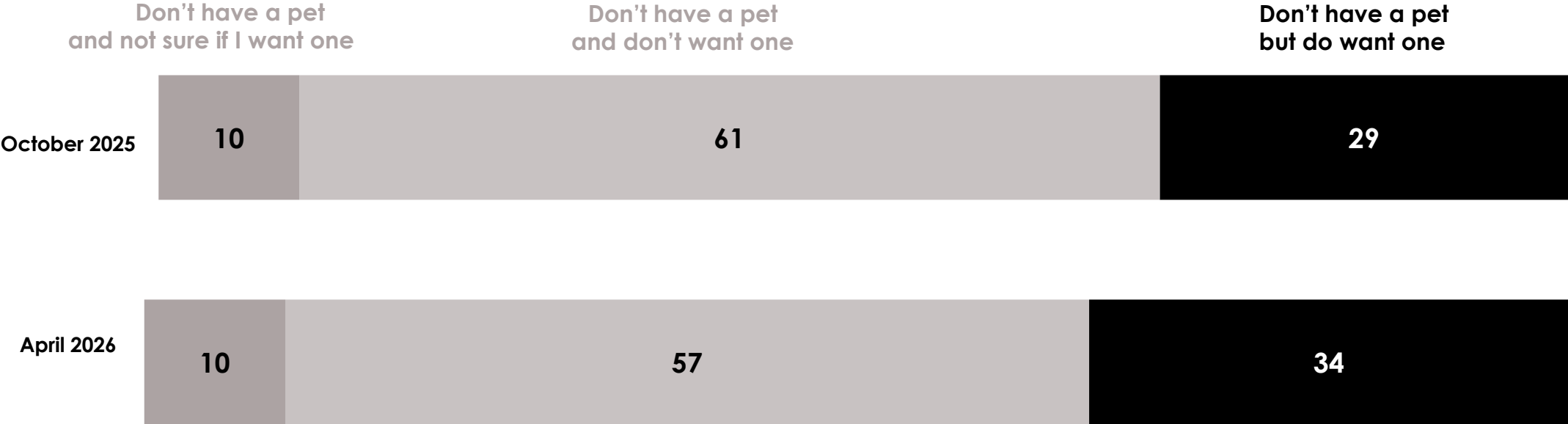
An additional 16% say their landlord would consent if they were to get a pet. Just 5% with a pet say they were charged a pet bond.



Source: Q39. "To the best of your knowledge, do any of your tenants have pets living in your rental property/properties?" Q45. "Did your landlord/property manager charge a pet bond?" Q41. "Does your landlord allow pets to live in your rental property?" Q45. "Did your landlord/property manager charge a pet bond?"
Base: All renters (Apr '26 n=1,500). Note: *Includes some who aren't sure if the landlord consents. **Before April 2026, renters weren't asked whether they were charged a bond. Also, in Oct25, no renters who lived with a pet said their landlord did not consent to it.

Of renters who don't have a pet currently, about a third would like one

58% Of renters don't currently live with a pet. Of them... %



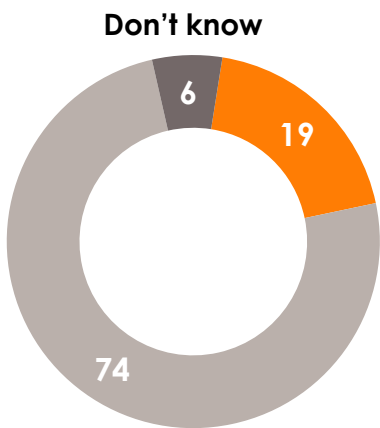
Source: Q42. "Would you like to own a pet that lives in your rental property with you?" **Base:** Renters who do not have pets at their rental property (Oct '25 n=853, Apr '26 n=858). **Note:** this was asked for the first time in 2025, so no data is available prior to this.

About three quarters of renters with consent, have this without conditions.

For the one in five who do have conditions applied, the most common conditions are around the type or number of pets, or conditions about maintenance/cleanliness, often around carpet cleaning.

55%

Of renters say their landlord has/would consent to pets.
Of them...



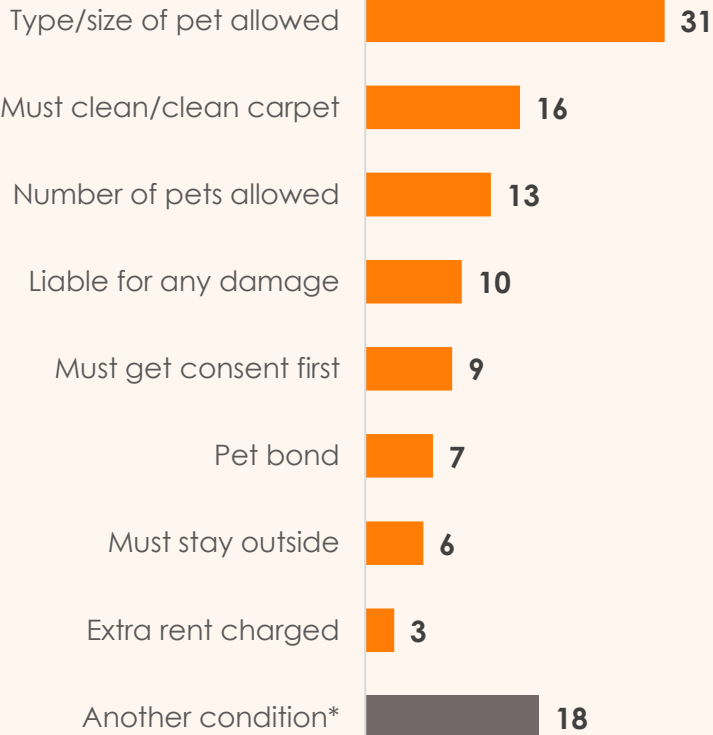
Landlord has given conditional permission

Landlord has given permission without conditions

Source: Q46. "Did your landlord/property manager set any conditions for having pets?"
Base: Renters who were granted permission to have pets by their landlords/property managers (Apr '26 n=839).
Note: this was asked for the first time in 2026, so no data is available prior to this.

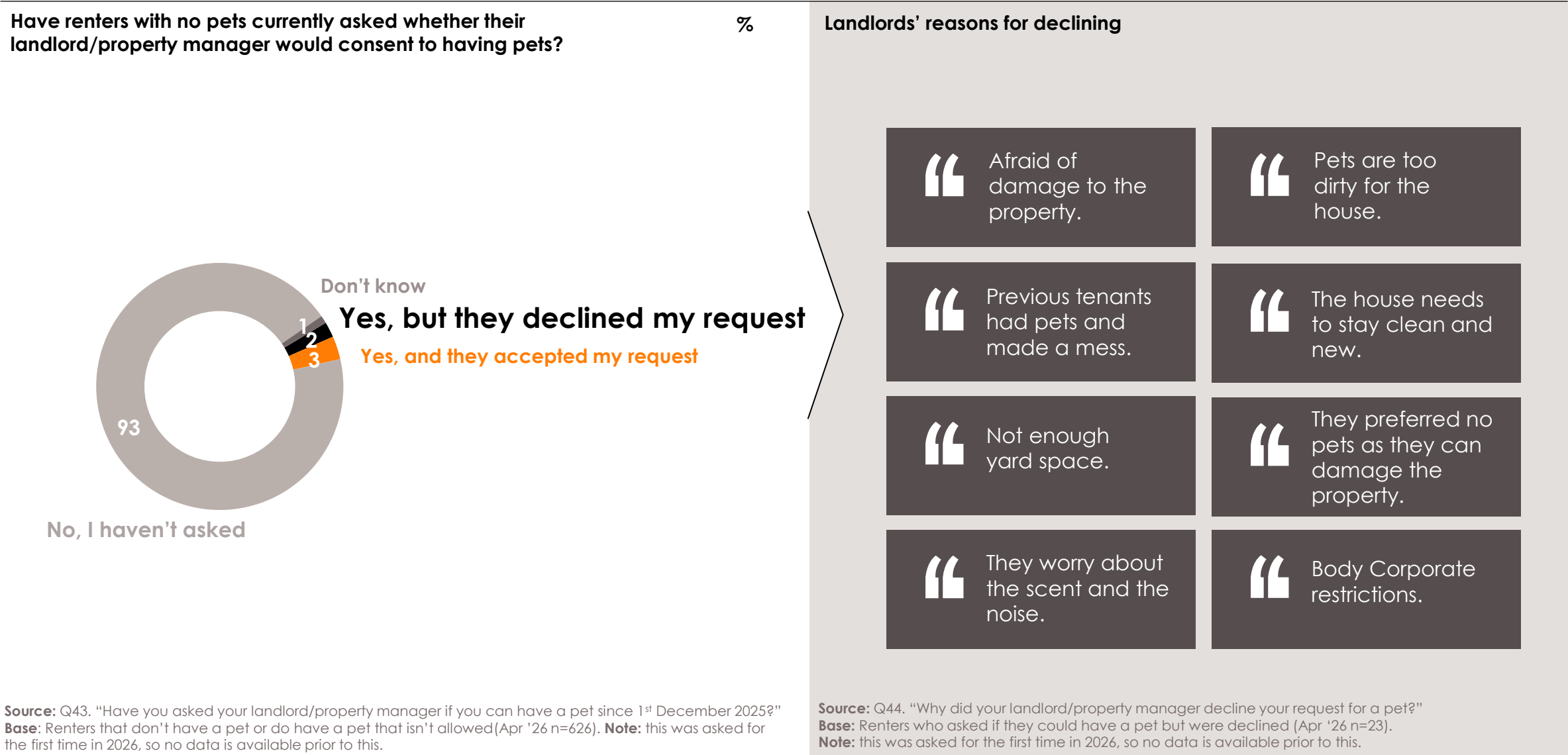
Conditions set for having pets

%



Source: Q46 "Did your landlord/property manager set any conditions for having pets?"
Base: Renters who had conditions set for having pets by their landlord/property manager (Apr '26 n=166).
Note: this was asked for the first time in 2026, so no data is available prior to this. Only showing responses with 3% or more. *Others include keeping pets on your own property etc.

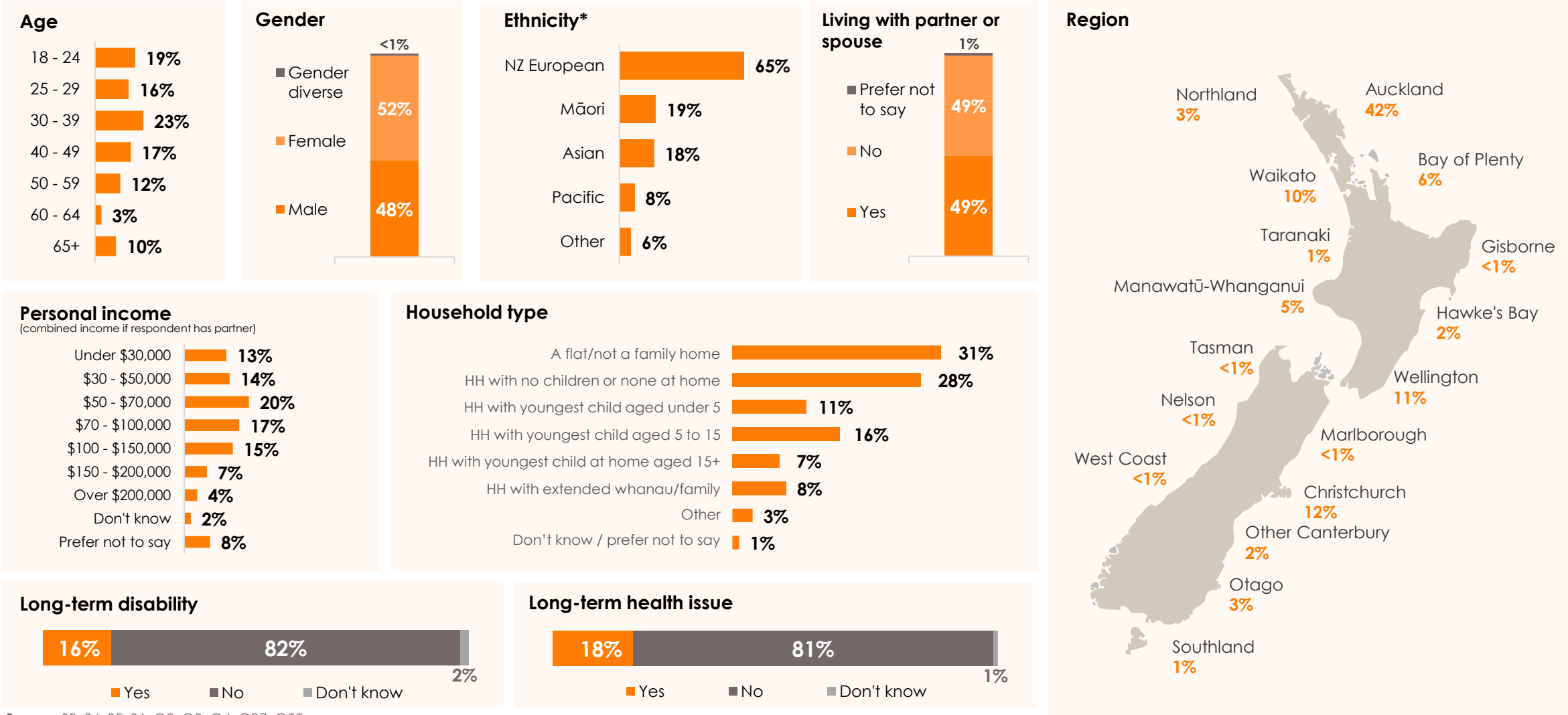
Few renters without pets have previously asked for permission and been declined.



Appendix: Sample profile



Sample profile – Renters (weighted)



Source: S3, S4, S5, S6, Q2, Q3, Q4, Q37, Q38.
Base: All renters (Apr '26 only, n=1,500).
Note: *Multiple answers can be selected, so totals may not add to 100%

Ngā mihi