



Residential Tenancies Act: Monitoring Awareness of Changes to Insulation and Smoke Alarm Requirements

November 2018





**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

Ministry of Business, Innovation and Employment (MBIE)

Hikina Whakatutuki - Lifting to make successful

MBIE develops and delivers policy, services, advice and regulation to support economic growth and the prosperity and wellbeing of New Zealanders.

MBIE combines the former Ministries of Economic Development, Science + Innovation, and the Departments of Labour, and Building and Housing.

More information

www.mbie.govt.nz

0800 83 62 62

Information, examples and answers to your questions about the topics covered here can be found on our website www.mbie.govt.nz or by calling us free on 0800 83 62 62.

Disclaimer

This document is a guide only. It should not be used as a substitute for legislation or legal advice. The Ministry of Business, Innovation and Employment is not responsible for the results of any actions taken on the basis of information in this document, or for any errors or omissions.

ISBN (online) 978-1-98-857022-8

November 2018

©Crown Copyright 2018

The material contained in this report is subject to Crown copyright protection unless otherwise indicated. The Crown copyright protected material may be reproduced free of charge in any format or media without requiring specific permission. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. Where the material is being published or issued to others, the source and copyright status should be acknowledged. The permission to reproduce Crown copyright protected material does not extend to any material in this report that is identified as being the copyright of a third party. Authorisation to reproduce such material should be obtained from the copyright holders.

Prepared for the Ministry of Business, Innovation and Employment by:

gravitas

Gravitas Research & Strategy
44 Wellesley St West
Auckland

Table of contents

1	Executive Summary	1
2	Introduction	12
3	Methods	13
	A note on statistical significance.....	14
4	Smoke alarms	15
4.1	Presence of smoke alarms	15
4.2	Awareness of smoke alarm requirements	19
4.3	Tested knowledge of smoke alarm requirements	21
5	Insulation	26
5.1	Extent of insulation	26
5.2	Reasons insulation is not practicable – landlords 2018	33
5.3	Evidence of insulation – tenants 2018	36
5.4	Insulation activity before and after July 2016.....	38
5.5	Funding insulation	43
5.6	Future insulation by landlords (2018 survey).....	44
5.7	Barriers and enablers for insulation installation by landlords	47
5.8	Awareness of insulation requirements	54
5.9	Tested knowledge of insulation requirements	57
6	Cold, damp, ventilation and heating	62
6.1	Experience of cold	62
6.2	Presence of Dampness and Mould	65
6.3	Ventilation.....	70
6.4	Landlord-Supplied Heating.....	76
7	Support services	78
7.1	Sources of advice when experiencing tenancy issues.....	78
7.2	Awareness of Tenancy Services	82
7.3	Awareness of tenancy.govt.nz	84
7.4	Bond payment and lodgement	87
8	Tenants’ response to non-compliant property scenario	89
	Appendices	93
A1.	Methodology and significant changes to 2018 questionnaire	93
A2.	2018 sample profile.....	103
A3.	Comparison of RTA and GSS respondent characteristics	108
A4.	Tables and charts for sub-group analysis referred to in report.....	111
A5.	2018 RTA survey questionnaire	129

List of tables

Table 1: Proximity of smoke alarms to sleeping spaces, as reported by tenants, 2018.....	17
Table 2: Presence of smoke alarms on habitable building levels, as reported by tenants, 2018.....	17
Table 3: Presence of smoke alarms by July 2016, as reported by tenants who said at least one alarm was installed and that they were living in their tenancy by July 2016	18
Table 4: Number of true false smoke alarm statements answered correctly by landlords and tenants, 2018	21
Table 5: Proportion of landlords and tenants correctly answering true false smoke alarm statements, 2018.....	22
Table 6: Ceiling insulation and practicability, by tenancy/property (as reported by landlords) 2017-2018.....	28
Table 7: Underfloor insulation and practicability, by tenancy/property (as reported by landlords), 2017-2018.....	29
Table 8: Ceiling insulation plans, as reported by landlords who were missing ceiling insulation where practicable to install, 2018	44
Table 9: Underfloor insulation plans, as reported by landlords who were missing underfloor insulation where practicable to install, 2018	44
Table 10: Will the insulation be installed to a particular standard and how will you know whether it meets this? As reported by landlords who said they planned to install insulation themselves or use family/friends/student or other non-professional (open question format, i.e. typed response required), 2018.....	46
Table 11: Which of the following best describe what standard the insulation will be installed to, if any? As reported by landlords who said they plan to install insulation themselves or use family/friends/student or other non-professional (closed question format, i.e. predefined options for selection), 2018.....	46
Table 12: What are the main reasons you are planning to install ceiling insulation? As reported by landlords missing ceiling insulation in at least one tenancy where it is practicable to install and planning to install this (open question format, i.e. typed responses required), 2018.....	48
Table 13: Which of the following are important reasons you are planning to install ceiling insulation? As reported by landlords missing ceiling insulation in at least one tenancy where it is practicable to install and planning to install this (closed question format, i.e. predefined options for selection), 2018.....	49
Table 14: What are the main reasons you are planning to install underfloor insulation? As reported by landlords who said they were missing underfloor insulation in at least one tenancy where it is practicable to install and planning to install this (open question format, i.e. types responses required), 2018.....	50
Table 15: Which of the following are important reasons you are planning to install underfloor insulation? As reported by landlords who said they were missing underfloor insulation in at least one tenancy where it is practicable to install and who were planning to install this (closed question format, i.e. predefined options for selection).....	51
Table 16: What are the main reasons you don't plan to install underfloor insulation? / What are the main reasons you don't plan to install underfloor insulation by July 2019? As reported by landlords who said they were missing underfloor insulation where practicable to install and did not plan to install this (or did not plan to install this by July 2019), (open question format, i.e. typed responses required), 2018.....	52
Table 17: Which of the following are important reasons you don't plan to install underfloor insulation? / Which of the following are important reasons you don't plan to install underfloor insulation by July 2019? As reported by landlords who said they were missing underfloor insulation where practicable to install and did not plan to install this (or did not plan to install this by July 2019), (closed question format, i.e. predefined options for selection).....	53
Table 18: Self-assessed awareness of insulation requirements by insulation status and intention, as reported by landlords, 2018.....	56
Table 19: In winter, is your home or flat colder than you would like? As reported by tenants, 2018.....	63
Table 20: Affirmative response to filter and screening questions, landlords.....	96
Table 21: Is your property/Are any of your properties held or owned by a separate entity? landlords	96
Table 22: Number of properties owned by number of current tenancies, landlords 2018 (counts, not percentages) 97	
Table 23: Target gender weights used for tenant data, 2018 & 2017.....	99

Table 24: Target age weights used for tenant data, 2018 & 2017	99
Table 25: Target personal income weights used for tenant data, 2018 & 2017.....	99
Table 26: Landlords and landlord-based tenancies before and after weighting	101
Table 27: Landlord responses by number of tenancies reported, 2018	103
Table 28: Age profile reported by landlords and tenants, 2018	103
Table 29: Gender reported by landlords and tenants, 2018	103
Table 30: Ethnicity reported by landlords and tenants “Which ethnic groups do you identify with?” (percentages may not add to 100 as possible to select more than one category), 2018	104
Table 31: Household type reported by tenants “Which best describes your household?”, 2018	104
Table 32: Who mainly manages this rental property? As reported by tenants, 2018	104
Table 33: Who mainly manages your rental property / properties? As reported by landlords, 2018	105
Table 34: Gross annual income as reported by landlords and tenants, 2018.....	106
Table 35: Region of tenants and tenancies (the latter based on landlords’ responses), 2018	106
Table 36: Length of tenancy, as reported by tenants, 2018	106
Table 37: Age of RTA respondents compared to GSS respondents renting from private landlords.....	108
Table 38: Gender of RTA respondents compared to sex of GSS respondents renting from private landlords.....	108
Table 39: Ethnicity of RTA respondents compared to GSS respondents renting from private landlords	108
Table 40: Household type of RTA respondents compared to GSS respondents renting from private landlords	108
Table 41: Personal income of RTA respondents compared to GSS respondents renting from private landlords	109
Table 42: Region of residence of RTA respondents compared to GSS respondents renting from private landlords..	110
Table 43: Reported presence of smoke alarms by selected characteristics, tenants 2018.....	111
Table 44: Self-assessed awareness of smoke alarm requirements by selected characteristics, tenants 2018.....	112
Table 45: Self-assessed awareness of smoke alarm requirements by selected characteristics, landlords 2018	112
Table 46: Self-assessed awareness of insulation requirements by selected characteristics, tenants 2018.....	113
Table 47: Self-assessed awareness of insulation requirements by selected characteristics, landlords 2018	115
Table 48: Reported presence of ceiling insulation by selected characteristics, tenants 2018	118
Table 49: Reported presence of underfloor insulation by selected characteristics, tenants 2018.....	119
Table 50: In winter, does your house or flat get cold enough that you can see your breath? by selected tenant characteristics, tenants 2018.....	120
Table 51: Would you say this house or flat is always damp, sometimes damp, or not damp at all? by selected characteristics, tenants 2018.....	121
Table 52: Does any part of your home get mould growing on it, for example, on the walls, ceiling, window frames, curtains, or blinds? by selected characteristics, tenants 2018.....	125
Table 53: Awareness of tenancy.govt.nz website before the survey, landlords 2018	127
Table 54: How many times have you visited the tenancy.govt.nz website, if ever? of landlords who were aware of tenancy.govt.nz 2018	128
Table 55: If your landlord refused to address the problem, how likely would you be to pursue the matter further through either an advocate or by contacting Tenancy Services or the Tenancy Tribunal? As reported by tenants, by age group 2018 (%)	128

Table of figures

Figure 1: Proportion that said at least one working smoke alarm installed – by tenancy/property (as reported by landlords) and as reported by tenants, 2017-2018 (%)	16
Figure 2: Presence of smoke alarms in the right places, as reported by tenants 2018 (%)	18
Figure 3: Self-assessed awareness of new smoke alarm requirements, 2017-2018 (%).....	20

Figure 4: Number of true false statements answered correctly by those who said they understood the smoke alarm requirements for 4 statements included in both 2017 and 2018 (% of all tenants or all landlords, 2017-2018)	23
Figure 5: Correct answering of smoke alarm requirements (% of tenants who said they understood the requirements, 2017-2018)	24
Figure 6: Correct answering of smoke alarm requirements (% of landlords who said they understand the requirements, 2017-2018)	25
Figure 7: Presence of ceiling insulation (or currently being installed), by tenancy/property as reported by landlords and as reported by tenants, 2017-2018 (%)	27
Figure 8: Presence of underfloor insulation (or currently being installed), by tenancy/property (as reported by landlords) and as reported by tenants, 2017-2018 (%)	29
Figure 9: Overall extent of insulation, as reported by tenants 2017-2018 and for tenancies 2018 as reported by landlords (%)	31
Figure 10: Combined ceiling and underfloor insulation and practicability as reported by landlords with 1-4 tenancies, 2018 (%)	33
Figure 11: Reason ceiling insulation is not practicable, tenancies 2018 as reported by landlords (%)	34
Figure 12: Reason underfloor insulation is not practicable, tenancies 2018 as reported by landlords (%)	35
Figure 13: Reason underpinning knowledge of presence of ceiling insulation, tenants 2018 (%)	36
Figure 14: Reason underpinning knowledge of presence of underfloor insulation, tenants 2018 (%)	37
Figure 15: Presence of ceiling or underfloor insulation in rental property/properties after 1 July 2016, as reported by landlords, 2017-2018 (%)	38
Figure 16: Who installed insulation in your property/properties? As reported by landlords, 2018 (%)	39
Figure 17: Have you updated your tenancy agreement with information about the insulation of the property? (As a proportion of tenancies/properties where a new tenancy started after 1 July 2016, as reported by landlords in 2017 and 2018 (%))	40
Figure 18: Has your landlord/property manager approached you or one of the other tenants about getting ceiling/underfloor insulation installed in the future? As reported by tenants, 2017-2018 (%)	41
Figure 19: Have you or one of the other tenants approached your landlord about getting ceiling/underfloor insulation installed? As reported by tenants, 2017-2018 (%)	42
Figure 20: How have you funded/will you fund the cost of installing insulation in your property? As reported by landlords who had installed ceiling and/or underfloor insulation since July 2016 or were planning to install ceiling and/or planned to install ceiling and/or underfloor insulation at any time in the future, 2018 (%)	43
Figure 21: How are you planning to install the missing insulation in your property? As reported by landlords who said they were planning to install ceiling and/or underfloor insulation in at least one tenancy, 2017-2018 (%)	45
Figure 22: Self-assessed awareness of new insulation requirements, tenants and landlords, 2017-2018 (%)	55
Figure 23: Number of true false insulation statements answered correctly by landlords and tenants, 2018 (%)	57
Figure 24: Proportion that correctly answered true / false insulation statements, landlords and tenants 2018 (%) ..	58
Figure 25: Number of true false statements answered correctly by those who said they understood the insulation requirements: statements included in both 2017 and 2018 (% of all tenants or all landlords, 2017-2018)	59
Figure 26: Correct answering of insulation requirements (% of tenants who said they understood the requirements, 2017-2018)	60
Figure 27: Correct answering of insulation requirements (% of landlords who said they understand the requirements, 2017-2018)	61
Figure 28: In winter, does your house or flat get cold enough that you can see your breath? As reported by tenants, 2018 (%)	64
Figure 29: Does your house or flat have no problem, a minor problem or a major problem with dampness or mould? As reported by tenants, 2018 (%)	65
Figure 30: Would you say this house or flat is always damp, sometimes damp, or not damp at all? As reported by tenants, 2018 (%)	66

Figure 31: Does any part of your home get mould growing on it, for example, on the walls, ceiling, window frames, curtains, or blinds? As reported by tenants, 2018 (%)	67
Figure 32: Can you see mould in any part of this dwelling that, in total, is larger than an A4 sheet of paper? As reported by tenants, 2018 (%)	67
Figure 33: In winter, how often do you leave some windows and/or doors in this rental property open for at least 15 minutes at a time? As reported by tenants, 2018 (%)	70
Figure 34: In summer, how often do you leave some windows and/or doors in this rental property open for at least 15 minutes at a time? As reported by tenants, 2018 (%)	71
Figure 35: Is there a working extractor fan in this property's kitchen? As reported by tenants, 2018 (%).....	72
Figure 36: How often is this fan used when someone is cooking food that produces steam? As reported by tenants, 2018 (%).....	73
Figure 37: Which of the following do you have in the bathroom? As reported by tenants, 2018 (% , multiple responses possible).....	74
Figure 38: How often is this used when someone is bathing or showering? As reported by tenants, 2018 (%).....	75
Figure 39: Does the landlord provide any of the following heating in the living room? As reported by tenants, 2018 (%).....	76
Figure 40: How often is this heating used, when someone is in the living room during cold winter weather? As reported by tenants, 2018 (%).....	77
Figure 41: Sources of advice for tenancy issues without prompting "If you were experiencing issues with your tenancy that couldn't be resolved directly with the [tenants / landlord or property manager], where would you seek advice?", as reported by tenants and landlords, 2018 (%)	79
Figure 42: Sources of advice for tenancy issues with prompting "If you were experiencing issues with your tenancy that couldn't be resolved directly with the [tenants / landlord or property manager], where would you seek advice?" , as reported by tenants and landlords, 2018 (%).....	81
Figure 43: Awareness of Tenancy Services, as reported by tenants and landlords, 2017-2018 (%)	82
Figure 44: Understanding of Tenancy Services, as reported by tenants and landlords, 2017-2018 (%).....	83
Figure 45: Awareness of tenancy.govt.nz, as reported by tenants and landlords, 2017-2018 (%).....	84
Figure 46: How many times have you visited the tenancy.govt.nz website, if ever? Of those that said they were aware of tenancy.govt.nz, as reported by tenants and landlords, 2017-2018 (%).....	85
Figure 47: Frequency of use of tenancy.govt.nz, of those who were aware of tenancy.govt.nz and said they had visited this at least three times in total, as reported by tenants and landlords, 2017-2018 (%)	86
Figure 48: Bond payment as reported by tenants and landlords, 2017-2018 (%)	87
Figure 49: Bond payment and lodgement with Tenancy Services, , as reported by tenants and landlords, 2017-2018 (%).....	88
Figure 50: If you felt your rental property didn't comply with the law, for example didn't meet health and safety standards or didn't have smoke alarms, how likely would you be to raise the matter with your landlord/property manager? As reported by tenants, 2018 (%).....	89
Figure 51: Why wouldn't you be more likely to raise the matter with your landlord/property manager? As reported by tenants, 2018 (%).....	90
Figure 52: If your landlord refused to address the problem, how likely would you be to pursue the matter further through either an advocate or by contacting Tenancy Services or the Tenancy Tribunal? As reported by tenants, 2018 (%).....	91
Figure 53: What might discourage you from pursuing the matter further through either an advocate, Tenancy Services or the Tenancy Tribunal? As reported by tenants who said they would be not at all likely, slightly likely or moderately likely to pursue a matter their landlord refused to address through an advocate, Tenancy Services or the Tenancy Tribunal , 2018 (%)	92
Figure 54: Correct answering of smoke alarm statements by self-assessed awareness, tenants 2018 (%)	114
Figure 55: Correct answering of smoke alarm statements by self-assessed awareness, landlords 2018 (%)	115

Figure 56: Proportion of tenants that correctly answered true / false insulation statements self-assessed awareness of the new insulation requirements, 2018 (%)..... 116

Figure 57: Proportion of landlords that correctly answered true / false insulation statements self-assessed awareness of the new insulation requirements, 2018 (%)..... 117

1 Executive Summary

Changes to the Residential Tenancies Act came into effect on 1 July 2016, making installation and maintenance of smoke alarms and ceiling and underfloor insulation compulsory. The Ministry of Business, Innovation and Employment (MBIE) commissioned a survey of landlords and tenants in 2017 to establish baseline levels of awareness of these changes and of the smoke alarm and insulation status of rental properties. The survey was repeated and expanded in 2018. Qualitative research (in-depth interviews with landlords) was conducted in 2018 to inform questionnaire development. This report presents the survey results, including comparisons to the 2017 baseline.

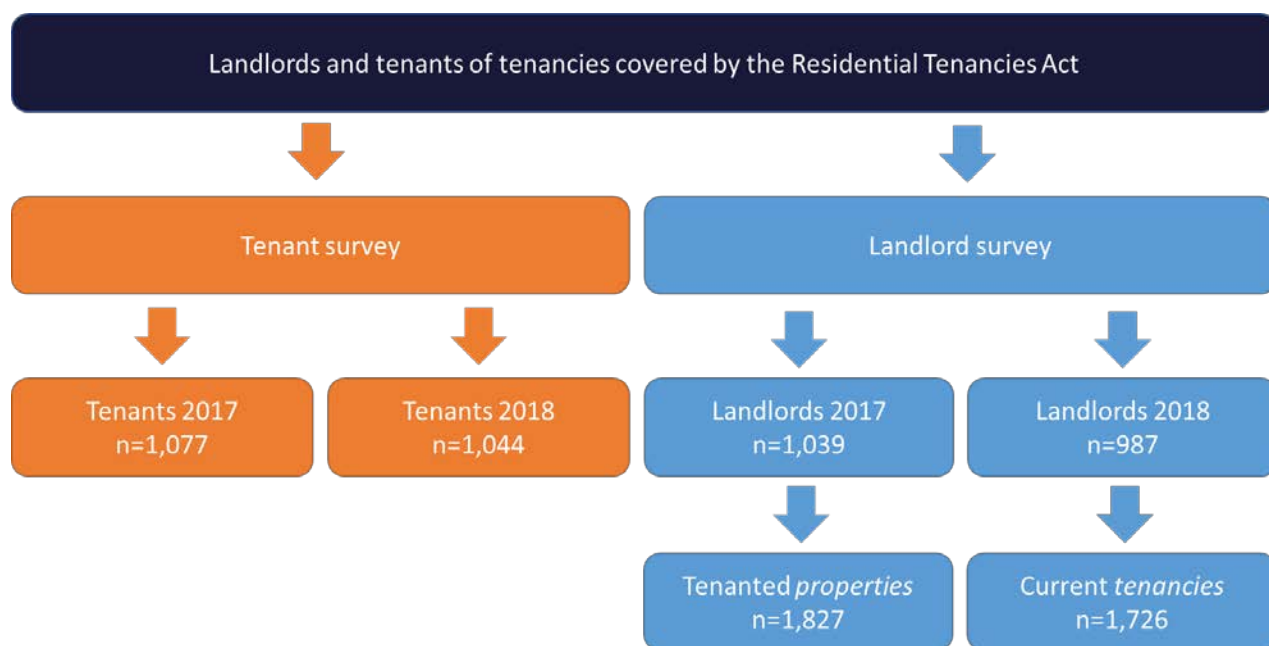
The survey was conducted online. Respondents were sourced from three research-only panels. Some statistics in this report are based on the number of properties or tenancies, others are based on the number of respondents (either landlords or tenants).

Tenant results are directly comparable between 2017¹ and 2018. There were some changes to the landlord selection criteria for the survey since 2017, however, statistics based on the proportion of landlords are broadly comparable. Comparisons between 2017 and 2018 based on the proportion of tenancies derived from landlord responses are indicative only as some moderate changes in what these statistics represent have been implemented in 2018.

¹ Note the 2017 tenant figures in this report differ from the previous 2017 report as technical refinements were introduced to the underlying calculations in 2018 and the 2017 figures were recalculated to enable accurate comparison.

Overview of survey participant makeup

The survey questionnaire offered two paths – one for landlords and one for tenants. For certain questions, landlords with multiple tenancies were asked to respond with respect to each individual tenancy.



- In total 2,031 responses were collected in March 2018, from 1044 tenants and 987 landlords. Landlords provided responses for 1,726 current tenancies.
- The baseline survey was run in May 2017 and collected 1077 tenant and 1039 landlord responses, the latter responding on 1,827 properties².
- Social housing tenancies and tenancies with a member of the landlord's own family were excluded in 2018.
- Landlords whose only tenants lived with them in the same dwelling were excluded in both years.
- Any property managers responding to the 2018 survey provided responses only for tenancies in properties they owned themselves; landlords responded on tenancies in properties they owned, regardless of who managed them.

² Properties as a unit of measurement was used in the 2017 survey and replaced with tenancies in 2018 to account for multiple-tenancy properties such as single buildings with more than one self-contained unit.

- Landlords with a single property comprised 80.7 per cent of landlords surveyed and 54.6 per cent of all tenancies included in the survey.
- 21.8 per cent of tenants were sharing a house (flatmates), 22.5 per cent were couples with no children, 35.5 per cent were families with dependent children, 7.2 per cent were other family households and 11.4 per cent lived alone (the remainder were 'other').
- 64.6 per cent of tenants had been in their current rental property for less than two years.

Smoke alarms

Not all landlords said they were compliant with smoke alarm requirements.

- Most tenants said their properties had a least one working smoke alarm installed at the time of survey (92.8 per cent). This was not statistically significantly different from 2017 (92.2 per cent).
- Landlords said 97.5 per cent of their tenancies had working smoke alarms (a slight increase from 95.5 per cent in 2017).
- 77.7 per cent of tenants said that smoke alarms were installed close to every room where someone slept and on each habitable level of their property (not asked in 2017). This represented 83.0 per cent when those that said 'don't know' to one of the relevant questions were excluded.

Self-assessed awareness and understanding of smoke alarm requirements has improved for tenants and also for landlords.

- Both tenants and landlords were more likely to say they understood the new smoke alarm requirements in 2018 compared to 2017. The difference in reported understanding for both respondent types was an increase of approximately five percentage points.
- 33.0 per cent of tenants said they understood the new smoke alarm requirements compared to 68.0 per cent of landlords – a similar gap was observed in 2017 with 27.7 per cent of tenants compared to 63.1 per cent of landlords.
- Tenants and landlords were asked to say whether a series of statements about the new smoke alarm requirements were true or false. The statements were:
 - *Landlords must have working smoke alarms installed in the right places in their rental properties at the start of a new tenancy. (true)*
 - *Tenants are responsible for replacing smoke alarm batteries that wear out during their tenancy. (true)*
 - *Tenants are responsible for buying and replacing smoke alarms when the old ones expire. (false)*
 - *Long life battery photoelectric alarms are optional when replacing smoke alarms. (false)*
 - *It is ok for tenants to disable or remove smoke alarms. (false)*
 - *Tenants must tell their landlord/property manager if they think a smoke alarm is not working properly. (true)*

- Landlords were much more likely to answer these questions correctly compared to tenants, in both years.
- For both landlords and tenants, those who said they were aware of the changes to the Act were more likely to answer statements correctly, which indicates some accuracy in the self-assessed awareness findings.
- In 2018, among those who said they were aware of the requirements, more tenants correctly responded to true or false to statements than in 2017 (20.6 per cent answered 3 or more of the four statements correctly in 2018, compared to 10.7 per cent in 2017). There was also an increase, though smaller (3.3 percentage points), in the overall number of statements answered correctly by landlords who said they were aware of the requirements.

Landlords - insulation

Landlords reported that most tenancies now have ceiling and underfloor insulation.

- Including tenancies where insulation was said to be impracticable, landlords said that 55.4 per cent of tenancies had both ceiling and underfloor insulation, 25.8 per cent had either ceiling or underfloor insulation and 4.9 per cent were said to have neither. (No comparison is available with 2017 due to questionnaire changes.)
- For the remaining 13.9 per cent of tenancies, landlords said they did not know if they had one type, both, or neither types of insulation. (No comparison with 2017 is available due to questionnaire changes).
- In total, landlords said that they had ceiling insulation in 84.7 per cent of all tenancies. This indicates little or no change from the 2017 result of 83.9 per cent. Compared to 10.5 per cent in 2017, only 7.8 per cent of tenancies were said to have no ceiling insulation in 2018. This included 5.3 per cent in 2018 (5.4 per cent in 2017) deemed to have no ceiling insulation due to circumstances being impracticable for installation (either having a dwelling above, no ceiling cavity or other reasons).
- In total, in 2018, 59.2 per cent of all tenancies were said by landlords to have underfloor insulation. This was an increase from 51.2 per cent in 2017. Compared to 37.9 per cent in 2017, less than one third, 29.2 per cent, of tenancies in 2018 were said to have no underfloor insulation. This included 21.0 per cent (24.3 per cent in 2017) deemed to be impracticable for installation of underfloor insulation (for example, have a dwelling below them, having no underfloor cavity or other reasons).

There is evidence of increased compliance with insulation installation, 2017-2018.

- Based on landlords' responses, the proportion of tenancies or properties where insulation was not installed but was practicable to install, decreased from 4.1 per cent in 2017 to 1.4 in 2018 for ceiling insulation and from 10.5 per cent to 5.7 per cent for underfloor insulation.

- Landlords said that it was *not* practicable to install ceiling insulation for 5.3 per cent of tenancies (no or little change from 5.4 per cent in 2017). They said that it was not practicable to install underfloor insulation in 21.0 per cent of tenancies (down from 24.3 per cent in 2017).

Landlords said they didn't know if underfloor insulation was installed in one in seven tenancies.

- For 8.5 per cent of tenancies, landlords said they didn't know what the ceiling insulation status was (7.4 per cent), or said the property had no ceiling insulation but didn't know if it was practicable to install (1.1 per cent).
- For underfloor insulation, these figures are higher, with landlords saying they didn't know whether 14.1 per cent of tenancies either had underfloor insulation (11.6 per cent), or knew it was not installed but didn't know if it was practicable (2.5 per cent).

Landlords reported some insulation retrofitting activity between 2017 and 2018.

- In accordance with the above, compared to 2017 a higher proportion of landlords said that insulation had been installed since July 2016 (25.5 per cent compared to 19.2 per cent in 2017). This suggests that insulation retrofitting had occurred between the 2017 and 2018 surveys.

Most landlords who installed or planned to install insulation said that they used or would use professionals.

- A professional installer of some sort was employed by 75.1 per cent of landlords that had installed insulation after July 2016 (58 per cent said they used insulation professionals, and 17.1 per cent said they used a tradesperson).
- In 2018, half of all landlords who intended to install (50.6 per cent) planned to use a professional insulation installer, 8.8 per cent planned to use a professional tradesperson, and 23.9 per cent planned to either do it themselves or use family, friends, students or other non-professionals.
- There was little change in the proportions planning to use a professional or tradesperson 2017-2018.

Almost all landlords planned to install insulation, where practicable.

- Landlords said 1.4 per cent of tenancies had no ceiling insulation where it was practicable to install. Three quarters of landlords of these properties said they planned to install ceiling insulation by July 2019.
- The remaining quarter of these landlords said that they did not plan to install ceiling insulation by July 2019. However, this group was very small, comprising 6 landlords in the sample, responsible for 0.7 per cent of tenancies.
- Landlords said 5.7 per cent of tenancies had no underfloor insulation where it was practicable to install. Two thirds of landlords of these tenancies said they planned to install underfloor insulation by July 2019.

- The remaining third of these landlords said that they did not plan to install underfloor insulation before July 2019. This group comprised 24 landlords in the sample, responsible for 1.5 per cent of tenancies.
- This is broadly comparable to 2017, where 28.8 per cent of landlords missing either type of insulation did not plan to install by approximately July 2019 (this was not split by type of insulation in 2017).

Relatively few landlords said they would increase rents to fund insulation installation.

- Those landlords who were planning to install insulation, or who had installed insulation since July 2016, (28.5 per cent of all landlords in 2018) were asked how they would or did fund this. Three quarters (74.1 per cent) said that they have, or will, 'self-fund' insulation. Around 1 in 12 (8.2 per cent) said they had or would fund this by increasing rent.

The insulation requirements motivated landlords to install insulation, although a few said that insulation is unnecessary or too costly.

- The most common reason offered (unprompted) by landlords who planned to install insulation, was that they planned to do so because it was a requirement (69.3 per cent for those who planned to install ceiling insulation, and 47.9 per cent for those who planned to install underfloor insulation). This is consistent with findings from qualitative research with landlords, where the legal insulation requirement was clearly the main motivator for action.
- Among the landlords not planning to install underfloor insulation, the leading reasons given were that this was unnecessary for tenants, that they intended to sell or reoccupy the property, and that the cost was too high. Qualitative research with landlords indicated that the view that underfloor insulation was unnecessary was because properties were already considered to be warm and dry or because it was seen to provide little benefit.

Tenants - insulation

Tenants reported an increase in insulation between 2017 and 2018, but overall at lower levels than reported by landlords.

- More tenants said they had ceiling insulation in 2018 than in 2017 (51.6 per cent compared to 46.2 per cent, a statistically significant change).
- In 2018, slightly more tenants also said that they had underfloor insulation (27.5 per cent compared to 24.2 per cent), but more said that they did not know whether they had underfloor insulation (41.3 per cent compared to 37.5 per cent). These changes were not statistically significant, but the proportion who said that they didn't have underfloor insulation decreased significantly from 38.2 per cent in 2017 to 31.3 per cent in 2018. Overall this suggests a trend towards more ceiling and underfloor insulation, as reported by tenants.

- Twenty-three per cent of tenants said they had both ceiling and underfloor insulation (not significantly different from 20.3 in 2017), 11.6 per cent of tenants reported having neither ceiling nor underfloor insulation (down significantly from 15.7 in 2017), and 41.1 per cent didn't know whether they had one type, both, or neither in their rental property (not significantly different from 46.6 in 2017).
- Of the tenants who said they had neither ceiling nor underfloor insulation (11.6 per cent of tenants), 10.9 per cent said they had been approached by their landlord about getting insulation installed (statistically significant increase from 7.5 per cent in 2017) and 12.3 per cent had approached their landlord about getting insulation installed (little or no change from 11.2 per cent in 2017).

Tenant awareness and understanding of the insulation requirements remains low.

- Tenants appeared much less aware of new insulation requirements than landlords - 17.9 per cent thought they understood the new requirements, in contrast to 59.5 per cent of landlords (in 2017 this was 13.8 per cent and 51.2 per cent respectively). As in 2017, even among those who thought they understood, tenants were more likely than landlords to answer knowledge-testing statements about the requirements incorrectly.
- Tenants appeared less aware of the insulation requirements than the smoke alarm requirements: 42.7 per cent were not aware of insulation requirement changes at all and 39.3 per cent had heard about the changes but said they didn't know what they were (compared to 34.3 and 32.8 respectively per cent for the smoke alarm requirements).
- Of the tenants who said they knew whether their rental property had ceiling insulation or not, 18.7 per cent said they learned of this from the tenancy agreement (and 13.7 per cent said they learned whether they had underfloor insulation this way). This was a new question in the 2018 survey.
- Insulation statements for new tenancies became required under the Act on 1 July 2016. Despite this there was no significant difference in self-assessed awareness of the insulation requirements among tenants based on whether their tenancy began after or before 1 July 2016.

Tenants' experience of cold and damp, presence and use of ventilation and fixed heating - new module in the 2018 survey

Experience of cold and presence of mould were reported to be issues in about 2 in 5 tenancies.

- 35.7 per cent of all tenants said that their dwelling was always or often colder than they would like in winter. This represented 41 per cent of tenants who had spent a winter in their rental property.
- Of all tenants surveyed, 27.8 per cent said that their dwelling gets cold enough to see their breath in winter. This represented 33.9 per cent of those who could say whether and how often their dwelling was or wasn't colder than they would like in winter.

- 41.3 per cent of all tenants said their dwelling gets some mould growing in it, 10.9 per cent said they had a major problem with dampness or mould, 8.4 per cent said their dwelling always had mould covering an area equivalent to at least an A4 sheet of paper and 7.7 per cent said their dwelling was always damp.
- Tenants who said they lacked either ceiling insulation, underfloor insulation or a kitchen extractor fan were more likely to say their rental property was cold, damp or mouldy. Tenants that said they lacked bathroom moisture mitigation, landlord-supplied heating in their living room, or lived in Climate Zone 1 (Auckland or Northland) were also more likely to report dampness and mould.
- Tenants in Climate Zone 1 were more likely to say they had no landlord-supplied heating. Of all tenants who said heating was supplied, those in Climate Zone 1 were more likely to say they had a minor problem, and less likely to say they had no problem, with dampness or mould.

The presence and use of ventilation appears relatively high, although kitchen extractors were said to be absent in 2 of 5 tenancies.

- 65.9 per cent of tenants who had spent a winter in their dwelling said they opened windows and/or doors, during winter, for at least 15 minutes every day (92.5 per cent of all tenants said they did this in summer).
- 43.4 per cent said they were without a kitchen extractor fan. Of those that had them, 78.1 per cent said they used a kitchen extractor fan always, or often, when someone was cooking and producing steam.
- 7.6 per cent were without any of the following moisture mitigation in their bathroom: extractor fan, windows/skylights that could be opened, a permanent vent or shower dome.
- Of those that had a bathroom extractor fan, 84.5 per cent said it was often or always used when someone was bathing or showering. Windows and skylights were used less, with 74.6 of tenants who had them saying they were opened often or always when someone was bathing or showering.

Almost a third of tenants do not have landlord-supplied heating in the living area.

- Two thirds of tenants (66.5%) said that landlord-supplied heating of some kind was in the main living area.
- 31.1 per cent of tenants were without any landlord-supplied heating in their living room. 36.0 per cent of all tenants had a heat pump, 16.8 per cent had a wood burner and 15.3 per cent had an electric heater or heaters.
- 53.9 per cent of tenants with a heat pump in their living room said that they used it always or often during cold winter weather, while 66.0 per cent with wood burners said they used it always or often, and 45.8 per cent with electric heaters used them always or often.

Awareness of Tenancy Services and [tenancy.govt.nz](https://www.tenancy.govt.nz)

Tenants were less aware than landlords of Tenancy Services and the Tenancy Services' website and less likely to have used the site.

- 84.8 per cent of tenants said they were aware of Tenancy Services before the survey compared to 92.1 per cent of landlords.
- 42.6 per cent of tenants said they were aware of [tenancy.govt.nz](https://www.tenancy.govt.nz) (no statistically significant difference to 38.5 per cent in 2017) whereas 62.9 per cent of landlords were aware (compared to 60.3 per cent in 2018).
- Of tenants that were aware of the [tenancy.govt.nz](https://www.tenancy.govt.nz) website, a quarter had never visited it compared to 11.9 per cent of landlords.

Tenants expressed lower levels of understanding than landlords of what Tenancy Services do and how they can help.

- 59.6 per cent of tenants said they had some level of understanding of what Tenancy Services do and can offer (compared to 56.5 per cent in 2017). This compares to 76.8 per cent of landlords.

Both landlords and tenants indicated official tenancy channels as the most likely source of advice for issues that couldn't be resolved directly with their tenant/landlord.

- When asked unprompted, landlords were more likely than tenants to say they would seek advice from the Tenancy Tribunal (45.9 per cent of landlords and 37.8 per cent of tenants) or Tenancy Services (21.5 per cent and 10.7 per cent).
- When offered a list of possible sources, landlords and tenants were about as likely to name Tenancy Services as they were the Tenancy Tribunal. Landlords were again more likely than tenants to say that they would use the official channels of Tenancy Services (71.1 per cent compared to 61.7 per cent of tenants) or the Tenancy Tribunal (72.2 per cent compared to 60.4 per cent). This pattern was the same for the 2017 survey.
- Tenants were more likely than landlords to say they would seek advice on any issues with their tenancies through unofficial channels such as the Citizen's Advice Bureau (45.2 per cent compared to 31.0 per cent³ of landlords), family and friends (45.5 per cent compared to 27.0 per cent) and Google searches (40.2 per cent compared to 28.5 per cent). This pattern was the same for the 2017 survey.
- There was an increase in the proportion of landlords who said they would seek advice from Tenancy Services, MBIE or [tenancy.govt.nz](https://www.tenancy.govt.nz) between 2017 and 2018 (from 17.4 per cent to 21.5

³ Percentages given here are for the *prompted* version of this question – an unprompted version was also asked.

per cent when asked an open question on this and from 67.9 per cent to 71.1 per cent when given a list of possible sources of advice).

Tenant response to a non-compliant property scenario – new in 2018 survey

Most tenants said they were likely to raise non-compliance issues with landlords or property managers, and to seek further help if issues were not resolved. Fear of eviction or rent rises were the main deterrents for those who would not raise issues.

- In an imagined scenario, the majority, almost two thirds (64.5 per cent) of tenants said they would be extremely, or very likely to raise non-compliance issues such as absence of smoke alarms with their landlord or property manager, should these arise. A much smaller share (16.8 per cent) said they would be not at all likely, or only slightly likely to raise these issues.
- Tenants were asked about a scenario in which issues raised were not resolved. 56.2 per cent said they were very, or extremely likely to pursue these further via an advocate, Tenancy Services or the Tenancy Tribunal. One in five (20.0 per cent) said they were moderately likely to do so and another one in five (19.4 per cent), said they were not at all likely or only slightly likely to do so.
- Those tenants who said they were less likely to raise matters with their landlord or property manager, or to pursue unresolved matters through an advocate or Tenancy Services, were most commonly concerned about implications for potential rent rises or landlords attempting to move them out.

Tenants were more likely than landlords to say a bond had been paid, but were less likely than landlords to say it had been lodged with Tenancy Services.

- Most tenants (86.5 per cent) said they had paid a bond (little or no change from 87.2 per cent in 2017).
- Landlords said a bond had been paid for 82.4 per cent of tenancies. Although this is fewer than stated by tenants, it represents an increase from 77.0 per cent in 2017.
- Landlords said bonds paid had been lodged with Tenancy Services in 90.4 per cent of tenancies. For an additional 2.9 per cent of tenancies, landlords did not know if the bond had been lodged. These proportions were consistent with those recorded in 2017.
- Tenants said bonds paid had been lodged with Tenancy Services in 86.5 per cent of tenancies. For an additional 2.4 per cent of tenancies, tenants did not know if the bond had been lodged. These proportions were consistent with those recorded in 2017.

Overall findings

The findings from the RTA Survey 2017-2018 indicate that:

- Both awareness of and self-reported compliance with the requirements of the Residential Tenancies Act has increased.
- Landlords seem to be generally more aware of requirements than tenants, nevertheless most tenants appear willing to discuss any issues arising with their landlord and/or would be willing to seek help if issues were not resolved.
- For a few tenants, nevertheless, making complaints would be unlikely, due to the fear of rent increases or eviction. Awareness and inclination to use Tenancy Services is higher among landlords than tenants.
- In some cases, landlords were not completely sure of the specific details of installation requirements for either smoke alarms or insulation, however, there is reasonable evidence that the majority rely on professional installers and tradespeople to work to approved standards.
- The presence of ceiling insulation and smoke alarms continues to appear considerably more prevalent than underfloor insulation.
- Most landlords with tenancies where it is practicable to install underfloor insulation said they were planning to comply.
- Tenant information indicates that there is considerable scope to increase the presence of both landlord-supplied heating and ventilation features. Where these are provided they are generally used at least some of the time.
- The proportions of tenants who said their homes have mould and/or are colder than they would like in winter is relatively high (2 in 5 tenants in each case).
- The survey data indicate that a lack of kitchen extraction, a lack of ceiling insulation or a lack of underfloor insulation are all correlated with reported presence of mould in the home and the dwelling being cold. Lack of landlord-supplied heating and moisture mitigation in the bathroom was also correlated with the presence of mould.

2 Introduction

In July 2016, the Residential Tenancies Amendment Act made changes to the Residential Tenancies Act (RTA) 1986 and created new obligations for landlords and tenants. Among these changes were requirements regarding insulation and smoke alarms in residential rental properties. The changes stemmed from a 2015 Ministry of Business, Innovation and Employment (MBIE) regulatory impact statement, and associated initiatives to reduce fire-related injuries and deaths. They also aimed to make residential properties warmer and drier for tenants, to support health outcomes. The changes are listed below:

- It became compulsory to include Insulation Statements in all new tenancy agreements disclosing whether there is insulation in the rental home, where it is located, its type and condition.
- From 1 July 2016, landlords need to have working smoke alarms installed in all their residential rental homes, in specified locations. After that date, any replacement alarms installed need to have long life batteries and a photoelectric sensor (or be a hardwired smoke alarm).
- Where it is practicable to install, ceiling and underfloor insulation will become compulsory in all privately owned rental homes from 1 July 2019.
- Tenants became legally responsible for replacing worn-out batteries in the smoke alarms and informing their landlord of any defects.

In 2017 and 2018 MBIE commissioned a national survey of landlords and tenants, referred to in this report as the RTA survey. The survey measures the level of awareness of the legislation changes, self-reported compliance and intention to comply with requirements. Awareness of Tenancy Services is also gauged in the survey.

This report contains comparisons of survey results across the two years and a detailed analysis of the 2018 results. The survey in 2018 was extended, as is detailed below, to include some new information and modified to improve the accuracy of some measurements. Before the survey in 2018, qualitative research (in-depth interviews) was conducted with a sample of landlords to refine the questionnaire and aid interpretation of survey results. Selected insights from the qualitative research are also included in this report.

3 Methods

An overview of the methodology is provided here. More detail on the methodology, including a review of changes between 2017 and 2018, is detailed in Appendix A1.

Gravitas Research and Strategy Ltd conducted the 2017 RTA survey. In 2018, initial qualitative research comprising in-depth interviews with landlords was conducted to assist with development of the survey questionnaire. The 2017 survey questionnaire was then modified to: 1) better align the sample with the Residential Tenancy Act, 2) switch from measuring the number of properties to tenancies (as some properties have more than one tenancy) and 3) collect more specific data from landlords about the status of their tenancies. Some other modifications were made to include questions in the tenant survey to align with information collected in the General Society Survey (GSS), conducted by Statistics New Zealand.

A pilot survey was run and further small adjustments made. The final questionnaire was signed off with the MBIE team before it was delivered to members of research panels and completed online (the questionnaire is included as Appendix A4). Given changes to the questionnaire and sample, landlord-based results *are not directly comparable* and year-on-year change should be considered indicative only.

In total, 1,044 tenant respondents and 987 landlord respondents were surveyed online during March 2018. The landlord sample was drawn from three research panels (Research Now, Survey Sampling International (SSI) and PureProfile) and tenants were drawn from the Research Now panel only. Panelists were invited to the survey and qualified to respond as tenants if they lived in a private rental property in New Zealand, and as landlords if they owned a currently tenanted rental property in New Zealand (i.e. a separate dwelling; boarder-landlords were excluded). A profile of the 2018 sample is included as Appendix A2.

The data gathered were weighted⁴ to reflect the population distribution. Tenants were weighted in terms of age, personal income and gender to the population of renters with a private landlord in the 2013 Census. Percentages based on the number of landlords or tenancies were weighted by the number of tenancies a landlord reported, according to the MBIE Tenancy Bond Database. Refinements were made to the tenant weighting in 2018 and these have also been applied to 2017 data shown in this report to make these comparable.

⁴ Weighting is a procedure applied to data to correct for selected imbalances in the representativeness of the sample compared to what is known about a population. For example, if unweighted responses are 60 per cent female, and the reference population is known to be 50 per cent female, the data are weighted so that female respondents contribute half of the overall result on any weighted statistic.

A note on statistical significance

In analysis, significance testing has been undertaken for some of the data. Statistical significance testing is used because random variation in the characteristics of individuals included in sample surveys mean survey statistics will vary from the population statistic (e.g. all landlords in New Zealand). For this report, a confidence level of 95 per cent has been applied to tests of statistical significance. Statistical significance testing indicates the extent to which a difference is likely to have occurred by chance. Specifically, this means a finding of statistical significance indicates that there is just a one in twenty chance that the difference in the figures could occur due to random sampling variation. A 95 per cent threshold is commonly used in social research. However, where a difference is not statistically significant, this may still represent a genuine pattern in the underlying populations, there is simply less confidence that this is true.

Significance testing has been conducted for comparisons between the 2017 and 2018 *tenant* results, unless otherwise stated. As there have been several changes to the landlord questionnaire including to the inclusion criteria for the landlord sample, the 2017 and 2018 landlords cannot be considered comparable and so no significance testing has been conducted. Significance testing has been conducted as to whether there is a relationship between selected measures (e.g. presence of ceiling insulation) and other responses. Wherever such testing has been conducted, it is noted in the text. In charts, figures that are significantly higher are denoted by a green arrow and figures that are significantly lower are denoted by a red arrow. In tables, the symbols (+) and (-) beside a figure indicate this is significantly higher or lower from the figure to which it is being compared in the table. Where associations between a key measure and more than one respondent characteristic have been tested, the test statistic (critical value) has been adjusted to account for multiple tests, so that the overall confidence level across all characteristics compared remains at 95 per cent.

Statistical significance testing assumes figures are based on random samples from the same population.

4 Smoke alarms

Important notes about smoke alarm measures

The survey asked tenants and landlords if at least one working smoke alarm was installed in each tenancy, the type of sensor and power supply (asked of landlords) and the location of these (asked of tenants).

It is important to note:

- The results do not assess the precise location of working smoke alarms;
- The results are based on self-reporting by tenants and landlords and have not been independently verified;
- There has been an increase in the number of tenancies where landlords said they didn't know the answer to questions. This may reflect a change in the response option format for landlords of multiple tenancies between 2017 and 2018 (see Appendix A1 for more detail).

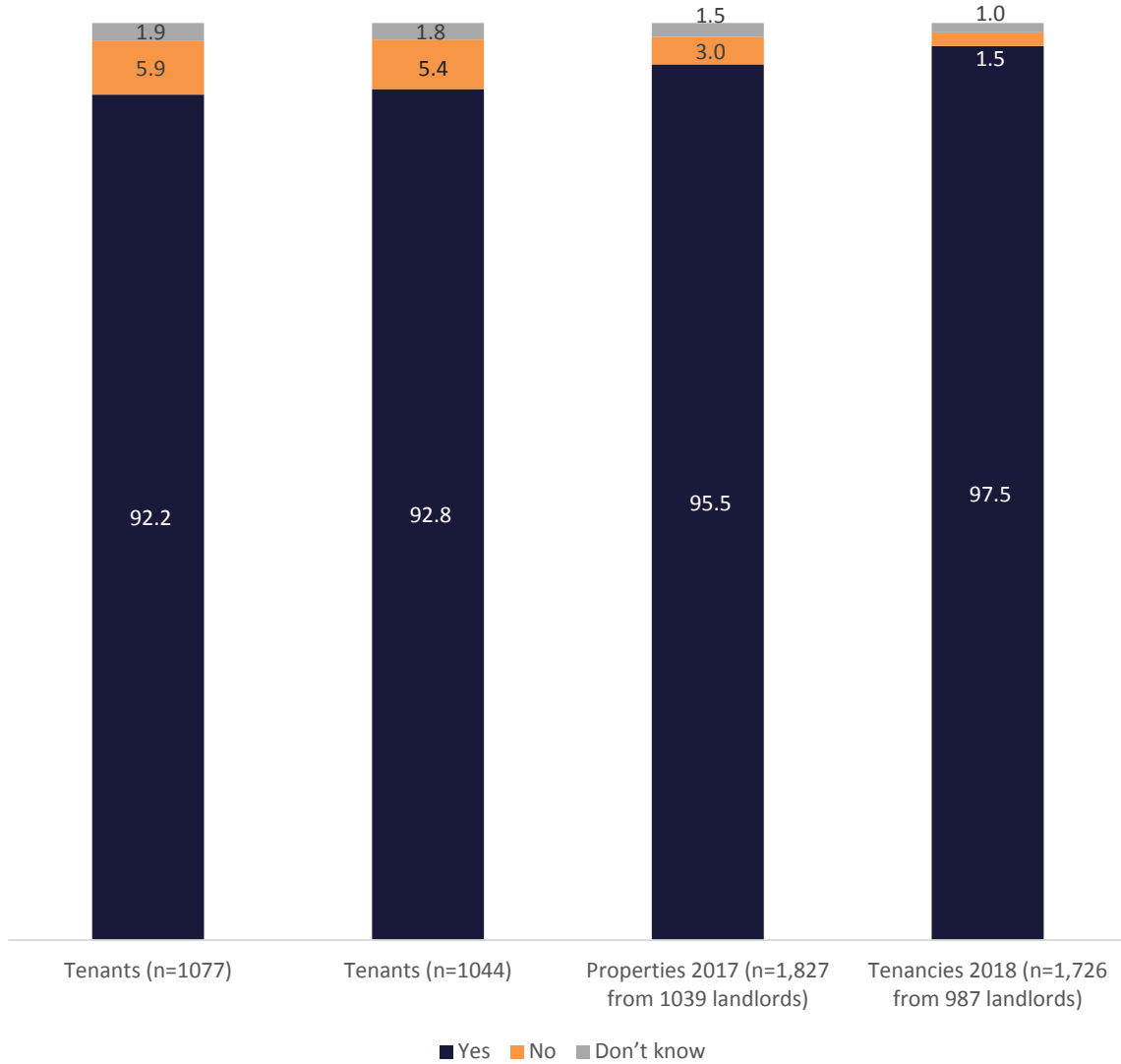
4.1 Presence of smoke alarms

Almost all respondents (both tenants and landlords) said their tenancies had at least one working smoke alarm installed at the time of survey (see Figure 1). This was higher for landlords (who indicated 97.5 per cent of their tenancies had at least one working smoke alarm installed) and lower for tenants (92.8 per cent). Less than 2 per cent in each group, said they did not know whether smoke alarms were installed or not.

The reported presence of smoke alarms was compared between tenants by whether they said they had ceiling or underfloor insulation, their age and their household income. Tenants that said they had no ceiling, or no underfloor insulation, were more likely⁵ to say they did not have smoke alarms installed. There were no other statistically significant differences.

⁵ Differences reported in the text of this report are statistically significant at the 95% confidence level — see Methodology section for full explanation.

Figure 1: Proportion that said at least one working smoke alarm installed – by tenancy/property (as reported by landlords) and as reported by tenants, 2017-2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). There were no significant differences in this case. Columns may not add precisely to 100.0 due to rounding.

About 9 in 10 tenants who said they have a smoke alarm said they have them located in, or close to each room where someone sleeps. This question was not asked in 2017.

Table 1: Proximity of smoke alarms to sleeping spaces, as reported by tenants, 2018

Installed in or close to each room where someone sleeps	All tenants 2018 (%)	Tenants 2018 (% of those that had a smoke alarm)
Yes	83.8	90.3
No	7.7	8.3
Don't know	1.2	1.3
No smoke alarms or don't know if smoke alarms	7.2	NA
Total %	100	100

Base: 1044 tenants (969 that said their property had a smoke alarm installed).

Note: Columns may not add precisely to 100.0 per cent due to rounding.

Of those tenants with smoke alarms, 9 out of 10 said there were smoke alarms on each inhabited floor. This question was not asked in 2017.

Table 2: Presence of smoke alarms on habitable building levels, as reported by tenants, 2018

Installed on each level (excluding uninhabitable levels)	All tenants 2018 (%)	Tenants 2018 (% of those that had a smoke alarm)
Yes	84.8	91.3
No	4.5	4.8
Don't know	3.5	3.8
No smoke alarms or don't know if smoke alarms	7.2	NA
Total %	100	100

Base: 1044 tenants (969 that said their property had a smoke alarm installed).

Note: Columns may not add precisely to 100.0 per cent due to rounding.

Combining the three questions to tenants about the presence and placement of smoke alarms in their tenancy indicates 77.7 per cent of tenants said they had smoke alarms installed close to all rooms where people sleep and on all inhabited floors (this is 83.0 per cent when excluding those that said 'don't know' to one or more of the relevant questions). This is a self-reported measure of the extent of smoke alarm RTA compliance, by tenants.

Figure 2: Presence of smoke alarms in the right places, as reported by tenants 2018 (%)



Base: Tenants (n=1044).

Note: Column may not add precisely to 100.0 per cent due to rounding.

Installation by July 2016

The proportion of tenants who said that their smoke alarm was installed before July 2016 was higher in the 2018 survey than in 2017. The 2017 figure may be more reliable as it was taken closer to the reference date of 2016 and it is possible the answers are subject to a ‘telescoping effect’ whereby respondents can recall distant events as more recent than they were.

Table 3: Presence of smoke alarms by July 2016, as reported by tenants who said at least one alarm was installed and that they were living in their tenancy by July 2016

	All Tenants 2017 (%)	All Tenants 2018 (%)
Before July 2016	83.1	86.2 +
After July 2016	10.1	5.2 -
Don't know	6.8	8.6 +
Total %	100	100

Base: 2017=609, 2018=393.

+ / - Statistically significant difference from 2017.

Note: Columns may not add precisely to 100.0 per cent due to rounding.

4.2 Awareness of smoke alarm requirements

Both tenants and landlords were more likely to say they understood the new requirements for smoke alarms in 2018 than they were in 2017. The difference in this self-reported understanding for both respondent types was an increase of around five percentage points.

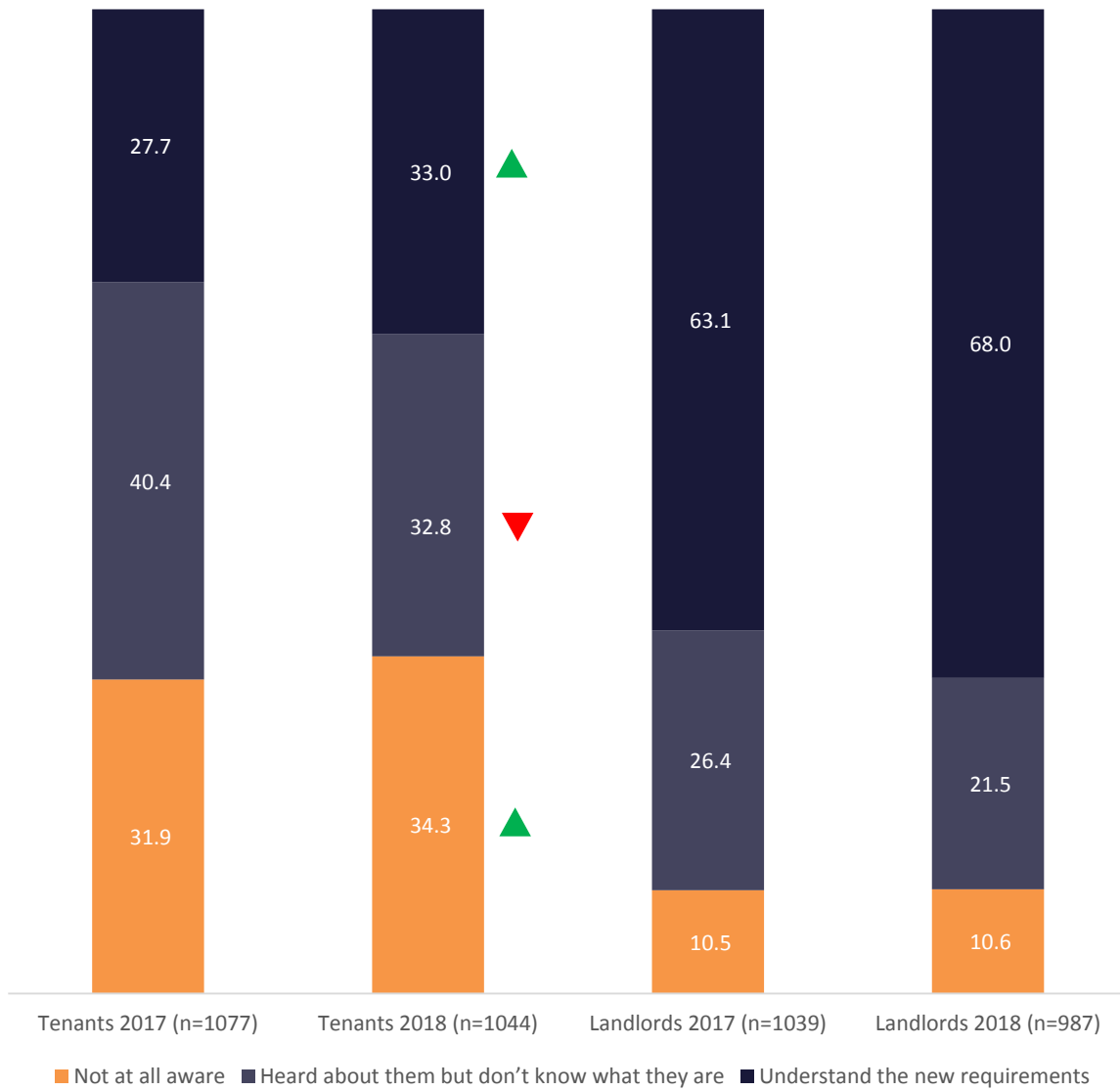
When asked how aware they were of changes to smoke alarm requirements, tenants were less likely to say they understood the new requirements than landlords (33.0 per cent compared to 68.0 per cent of landlords). Approximately one third of tenants (34.3 per cent) were not at all aware of the changes, compared to 10.6 per cent of landlords.

Self-reported awareness among tenants was compared by tenant age, household type and household income. Age was positively related to self-assessed awareness of smoke alarm requirements (statistically significant). Tenants aged 65 or over, were more likely to say they understand the requirements compared to those aged 34 or under.

Awareness among landlords was compared by number of tenancies and whether a professional Property Manager was used. Landlords with a single tenancy were more likely to say they had heard about the requirements but do not know what they are and less likely to say they understand the requirements, than multiple tenancy landlords.

There were no significant differences in self-assessed awareness of requirements among landlords based on whether they used a professional Property Manager to manage any of their properties, or not.

Figure 3: Self-assessed awareness of new smoke alarm requirements, 2017-2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 per cent due to rounding.

4.3 Tested knowledge of smoke alarm requirements

To test their knowledge, landlords and tenants were asked to indicate whether each of six statements about smoke alarm requirements in rental properties were true or false. Landlords were significantly more likely to answer all six of these statements correctly (15.1 per cent compared to 9.6 per cent of tenants). About three in four tenants (76.8 per cent) correctly answered four or more of the six statements, compared to nearly nine in ten (88.6 per cent) landlords.

Table 4: Number of true false smoke alarm statements answered correctly by landlords and tenants, 2018

	All Tenants 2018 (%)	All Landlords 2018 (%)
0 correct	4.6	1.2 -
1 correct	1.6	0.4 -
2 correct	3.8	1.9 -
3 correct	13.2	8.0 -
4 correct	30.2	30.4
5 correct	37	43.1 +
6 correct	9.6	15.1 +
Total %	100	100

Base: 1044 tenants, 987 landlords.

+ /- Statistically significant difference from tenants.

Note: Columns may not add precisely to 100.0 per cent due to rounding.

Of the six statements, tenants were more likely than landlords to correctly answer just one, being: ‘tenants are responsible for replacing smoke alarm batteries that wear out during their tenancy’ (63.9 per cent for tenants compared to 59.3 per cent for landlords). Landlords were 5 – 18.2 percentage points more likely to correctly respond to other statements than tenants. The statement answered correctly most often among both landlords (95.2 per cent) and tenants (90 per cent) was that smoke alarms must be ‘installed in the right places’ at the start of a new tenancy. The statement ‘long life battery photoelectric alarms are optional when replacing smoke alarms’ was least correctly answered by both tenants and landlords.

Table 5: Proportion of landlords and tenants correctly answering true false smoke alarm statements, 2018

	All Tenants 2018 (%)	All Landlords 2018 (%)
Landlords must have working smoke alarms installed in the right places in their rental properties at the start of a new tenancy.	90.0	95.2 +
Tenants are responsible for replacing smoke alarm batteries that wear out during their tenancy.	63.9	59.3 -
Tenants are responsible for buying and replacing smoke alarms when the old ones expire.	65.1	83.3 +
Long life battery photoelectric alarms are optional when replacing smoke alarms.	21.3	31.0 +
It is ok for tenants to disable or remove smoke alarms.	86.1	93.4 +
Tenants must tell their landlord/property manager if they think a smoke alarm is not working properly.	85.8	93.6 +

Base: 1044 tenants, 987 landlords.

+ /- Statistically significant difference from tenants.

Note: Columns may not add precisely to 100.0 per cent due to rounding.

Qualitative interviews conducted with landlords prior to the survey indicated a good awareness of the existence of new smoke alarm requirements under the RTA, though a general lack of ability to say what the specific requirements were. This seems to be born out in the survey results. Several landlords in the qualitative research said they replaced alarms to meet the new requirements, but had little recall of the specifics, particularly in terms of sensor types and power supply used and, in most instances, could not provide enough detail to clarify whether their alarms were compliant. However, the impression gained was that participants had referred to the requirements and made efforts to comply at the time of installation, or had used professionals to install and trusted this would ensure the alarms were compliant.

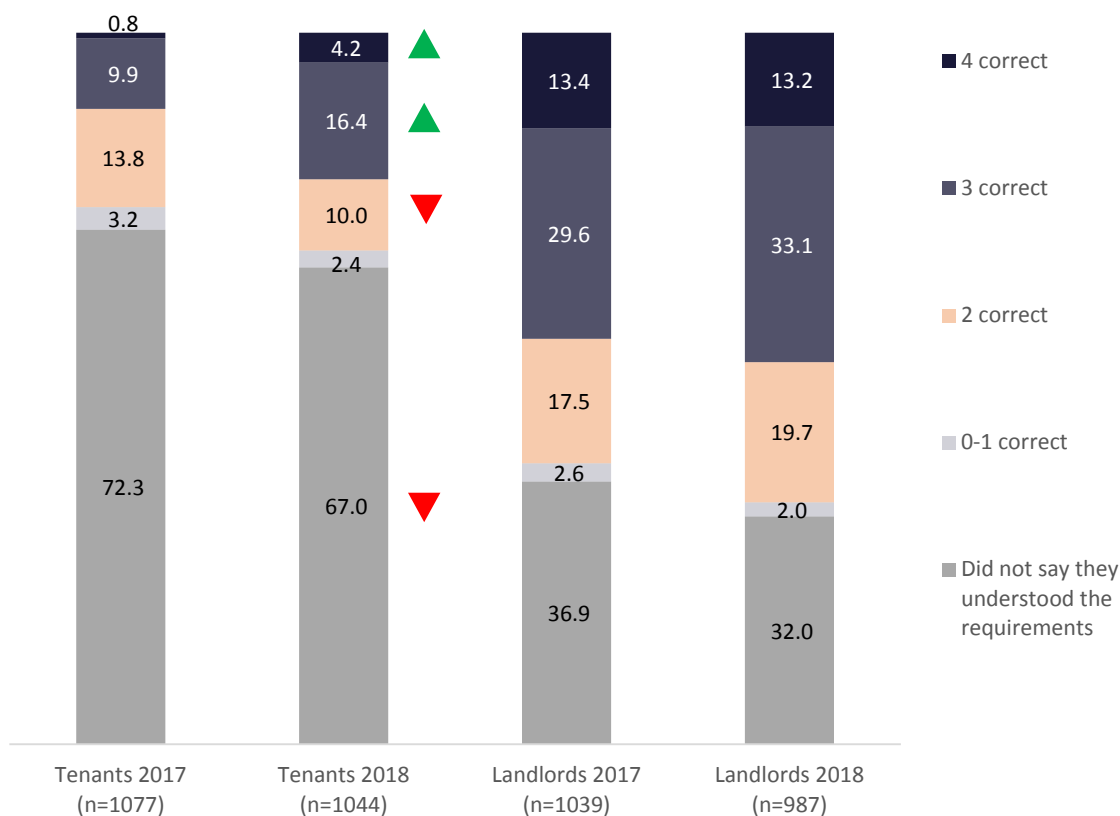
Those landlords and tenants that said they understand the requirements demonstrated better knowledge in their answers of these statements than those that said they were not at all aware of requirements. This was a consistent and statistically significant relationship for both tenants and landlords. Charts illustrating this pattern are shown in Appendix A4.

4.3.1 Comparison of awareness with 2017 survey

Four true / false knowledge-testing questions were asked in 2017 but only of those that said they understood the new requirements under the Act. To gauge the differences in awareness of the requirements between years, the following tables look at these consistent four statements.

As well as a statistically significant reduction in the proportion of tenants who said they did not understand the requirements between 2017 and 2018, there was a significant increase in the number of smoke alarm statements that were correctly answered by tenants between 2017 and 2018. More tenants answered 3 or 4 of the statements correctly (20.6 per cent compared to 10.7 per cent in 2017). An increase in the number of statements answered by landlords correctly also suggests increased understanding.

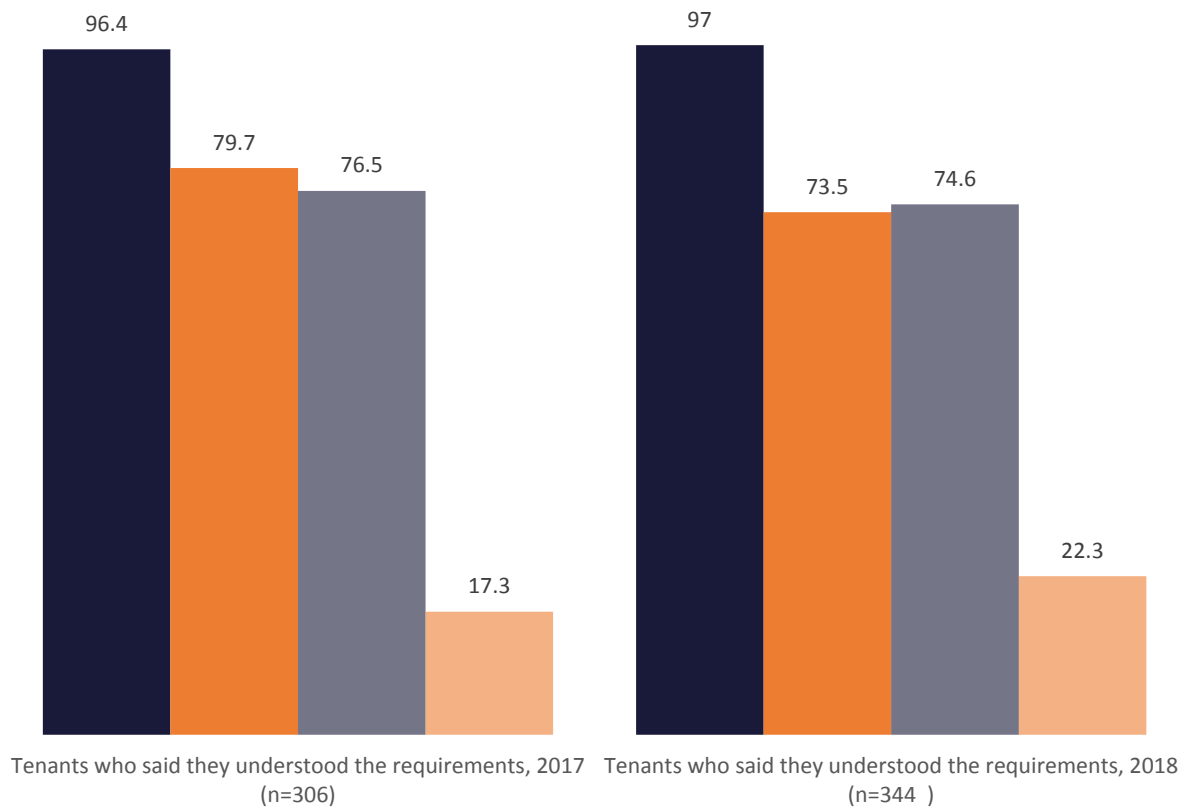
Figure 4: Number of true false statements answered correctly by those who said they understood the smoke alarm requirements for 4 statements included in both 2017 and 2018 (% of all tenants or all landlords, 2017-2018)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 per cent due to rounding. Base: Those that said that they were aware of and understood the smoke alarm requirements (the true/false questions were only asked of respondents if they said they understood the requirements in 2017).

Looking at the four individual statements asked in both years *as a proportion of only those tenants who said they understood the requirements*, there were only small changes and none were statistically significant.

Figure 5: Correct answering of smoke alarm requirements (% of tenants who said they understood the requirements, 2017-2018)



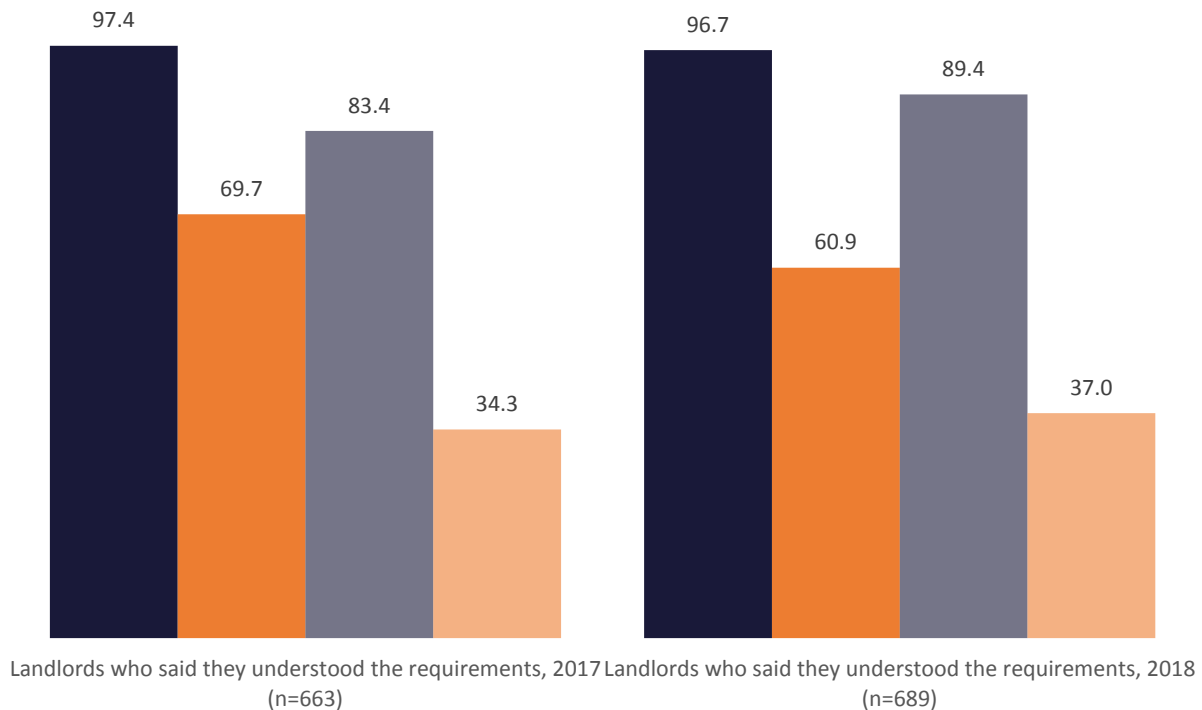
- Landlords must have working smoke alarms installed in the right places in their rental properties at the start of a new tenancy.
- Tenants are responsible for replacing smoke alarm batteries that wear out during their tenancy.
- Tenants are responsible for buying and replacing smoke alarms when the old ones expire.
- Long life battery photoelectric alarms are optional when replacing smoke alarms.

Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). There were no significant differences in these figures.

Proportion of all landlords who say they understand the smoke alarm requirements and correctly answer related statements

Looking at the four individual statements asked in both years *as a proportion of only landlords who said they understand the requirements*, there seems to be more variability. There was a decrease of almost 9 percentage points in the proportion who correctly answered ‘Tenants are responsible for replacing smoke alarm batteries that wear out during their tenancy’. There was a 6 percentage point increase in the proportion of landlords who correctly answered ‘Tenants are responsible for buying and replacing smoke alarms when old ones expire’.

Figure 6: Correct answering of smoke alarm requirements (% of landlords who said they understand the requirements, 2017-2018)



- Landlords must have working smoke alarms installed in the right places in their rental properties at the start of a new tenancy.
- Tenants are responsible for replacing smoke alarm batteries that wear out during their tenancy.
- Tenants are responsible for buying and replacing smoke alarms when the old ones expire.
- Long life battery photoelectric alarms are optional when replacing smoke alarms.

5 Insulation

Important notes about insulation measures

The survey asked tenants and landlords if ceiling insulation and underfloor insulation (separately) was installed, or currently being installed.

It is important to note that results:

- Do not assess the type of insulation, or the extent and nature of the installation within the ceiling or underfloor and whether this meets requirements;
- Are based on self-reporting by tenants and landlords and have not been independently verified (though tenants are asked to explain why they thought they had or did not have insulation, and landlords are asked to explain why they thought installation of insulation was not practicable, where relevant);

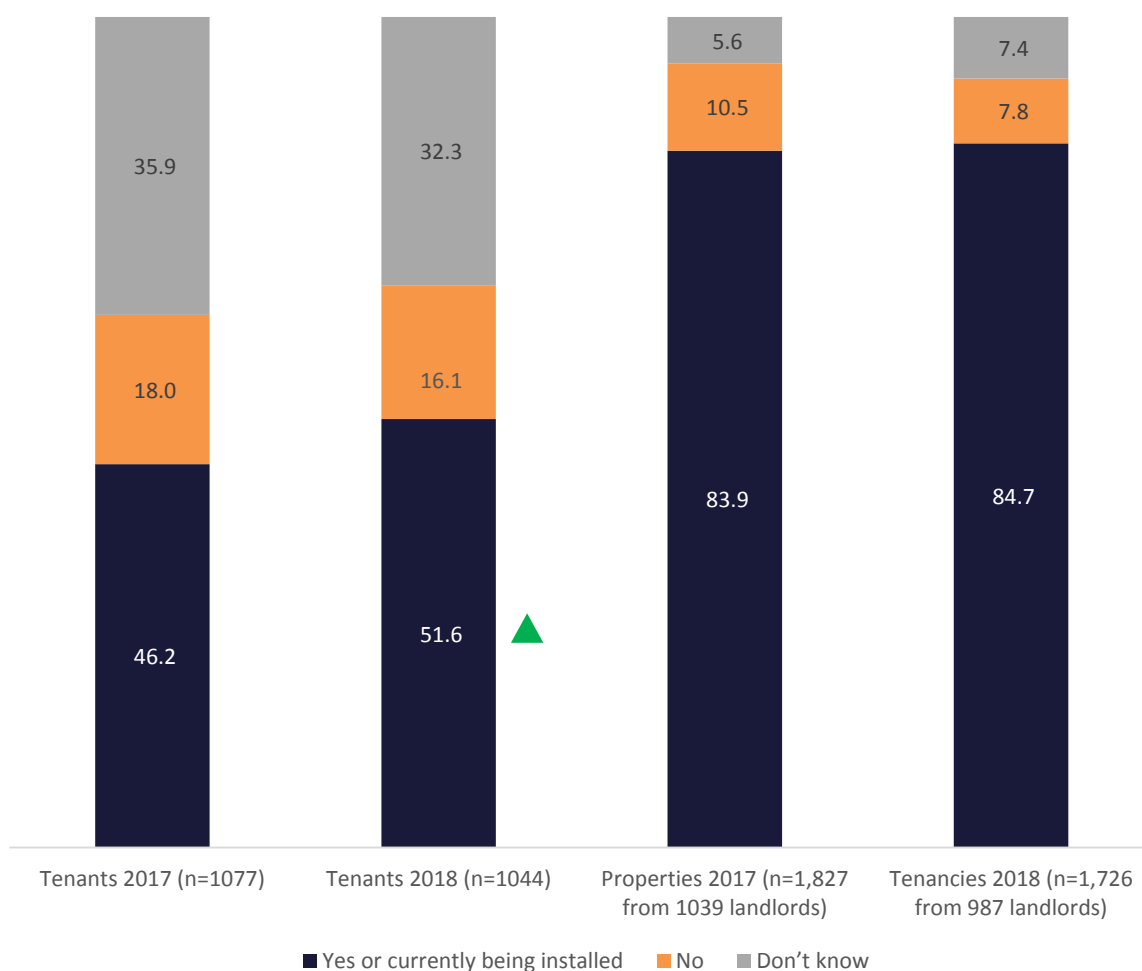
More detailed information was gathered from landlords with multiple tenancies in 2018 than 2017 (see Appendix A1 for more detail). The changes to the 2018 questionnaire have resulted in a more accurate picture of self-reported compliance with legislative requirements. However, the change in question structure means the comparison between results in 2017 and 2018 is only indicative. Landlords with multiple tenancies were asked to specify the insulation status for each of their tenancies in 2018. A higher proportion of 'don't know' responses were recorded in 2018 than in 2017. This may be because landlords could generalise their responses more easily in 2017 than in 2018.

5.1 Extent of insulation

5.1.1 Ceiling insulation

The proportion of tenants who said they had ceiling insulation (or that it was currently being installed) increased from 46.2 per cent in 2017 to 51.6 per cent in 2018 (statistically significant). However, almost one third of tenants (32.3 per cent) did not know whether there was ceiling insulation installed in their property, a substantial level of uncertainty. Landlords were more likely than tenants to say their tenancies had ceiling insulation (84.7 per cent, similar to 83.9 per cent in 2017). Relatively few landlords said they didn't know whether their tenancies had ceiling insulation (7.4 per cent).

Figure 7: Presence of ceiling insulation (or currently being installed), by tenancy/property as reported by landlords and as reported by tenants, 2017-2018 (%)



Base: 1044 tenants, 987 landlords.

Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns not add precisely to 100.0 per cent due to rounding.

Although landlords reported a similar extent of ceiling insulation both years, the proportion of uninsulated tenancies where insulation was said to be practical to install was lower in 2018 (1.4 per cent) than in 2017 (4.1 per cent, see Table 6).

Table 6 shows the distribution of responses from tenants and landlords answering questions about ceiling insulation. Tenancies where ceiling insulation was not installed are shown according to whether insulation was deemed to be impracticable (for example, have a dwelling above them, having no ceiling cavity or other reasons).

Table 6: Ceiling insulation and practicability, by tenancy/property (as reported by landlords) 2017-2018

	Properties 2017 (%)	Tenancies 2018 (%)
Already insulated	83.9	84.7
Uninsulated, practicable	4.1	1.4
Uninsulated, not practicable	5.4	5.3
Uninsulated, don't know if practicable	1.0	1.1
Insulation status unknown	5.6	7.4
Total %	100	100

Base: 2017= 1,827 properties from 1039 landlords, 2018= 1,726 tenancies from 987 landlords.

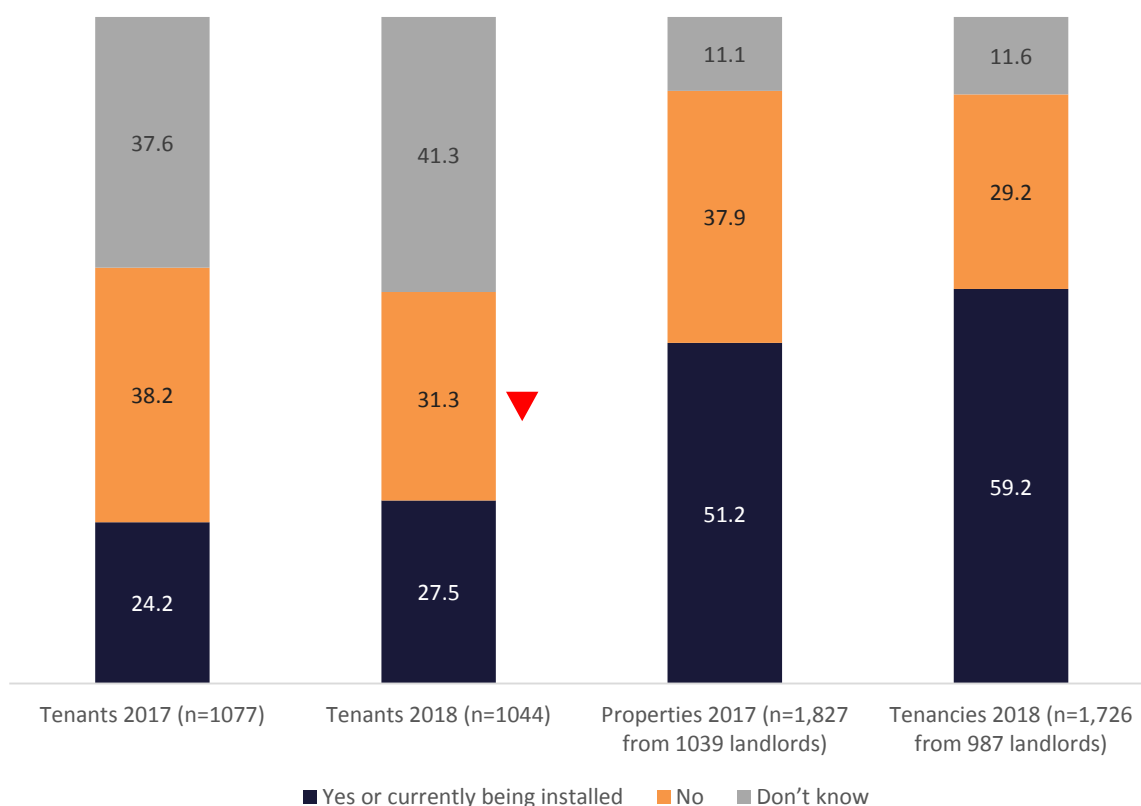
Note: Columns may not add precisely to 100.0 per cent due to rounding.

5.1.2 Underfloor insulation

Both tenants' and landlords' responses indicated that the percentage of tenancies with underfloor insulation increased from 2017 to 2018. Responses suggest that the proportion missing underfloor insulation decreased by 7.0 percentage points (tenants – statistically significant) and 9.0 percentage points (landlords – indicative only) respectively. As was the case for ceiling insulation, landlords were more likely than tenants to say that they knew the underfloor insulation status of their tenancies (88.4 per cent vs 58.7 per cent for tenants) and to indicate that their tenancies had underfloor insulation (59.2 per cent vs 27.5 per cent for tenants). The proportion of tenancies where landlords said there was no underfloor insulation, but it was practicable to install (see Table 7) dropped between 2017 and 2018, by about 5 percentage points, from 10.5 per cent to 5.7 per cent.

Of all tenants, 1.2 per cent said underfloor insulation was 'currently being installed' at the time of the survey (this response option was given to tenants only). In the following figure the responses for insulation presence, or in process of installation is combined for tenants.

Figure 8: Presence of underfloor insulation (or currently being installed), by tenancy/property (as reported by landlords) and as reported by tenants, 2017-2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 per cent due to rounding.

The table below shows the distribution of responses from tenants and landlords answering questions about underfloor insulation. Tenancies where insulation was not installed underfloor are shown according to whether insulation was deemed to be impracticable (for example, have a dwelling below them, having no underfloor cavity or other reasons).

Table 7: Underfloor insulation and practicability, by tenancy/property (as reported by landlords), 2017-2018

	Properties 2017 (%)	Tenancies 2018 (%)
Already insulated	51.2	59.2
Uninsulated, practicable	10.5	5.7
Uninsulated, not practicable	24.3	21.0
Uninsulated, don't know if practicable	3.1	2.5
Insulation status unknown	11.1	11.6
Total %	100	100

Base: 2017= 1,827 properties from 1039 landlords, 2018= 1,726 tenancies from 987 landlords.

Note: Columns may not add precisely to 100.0 per cent due to rounding.

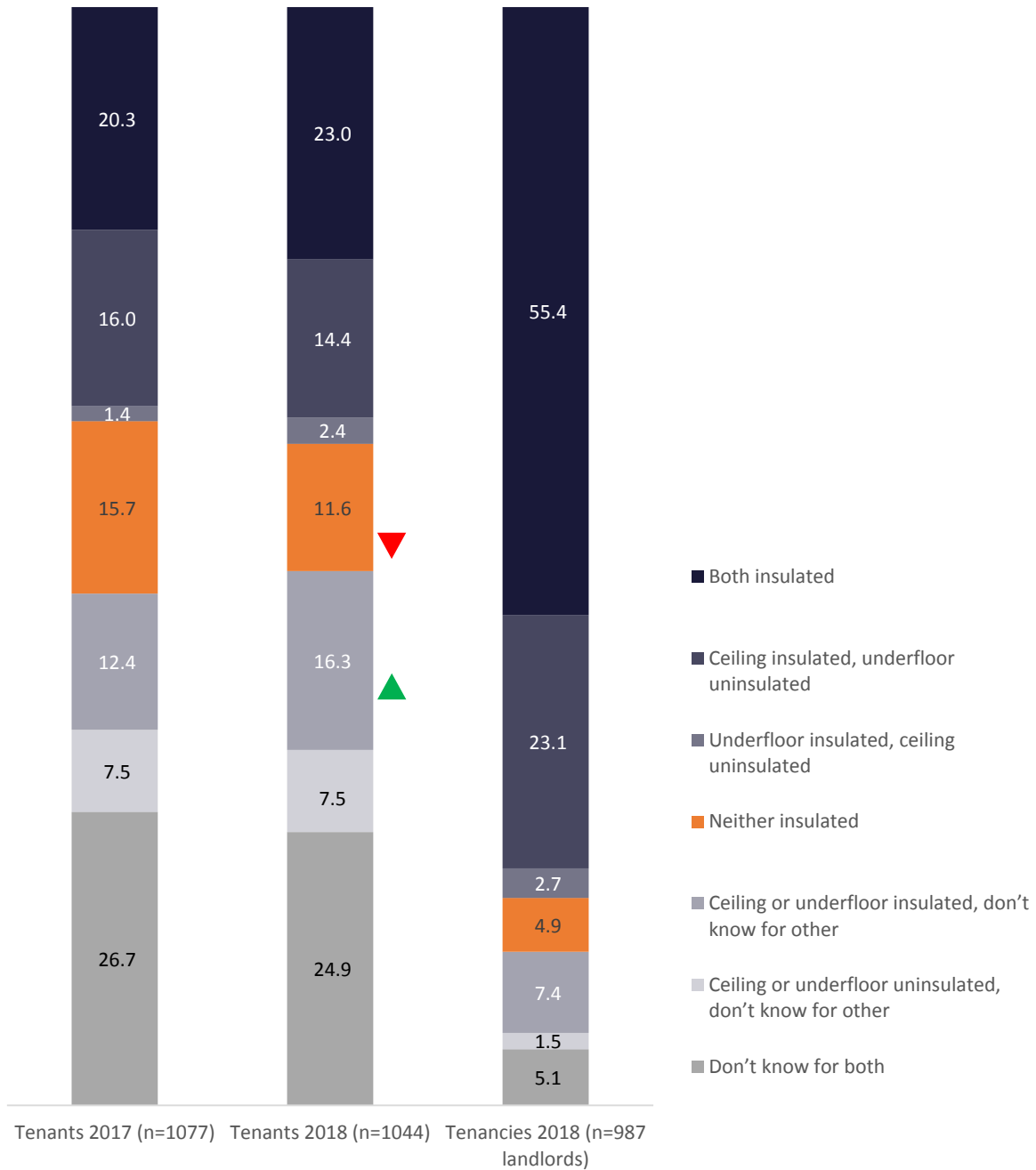
5.1.3 Combined (ceiling and underfloor) insulation

Direct comparison of 2018 data to 2017 landlords' results is not possible because the 2017 questionnaire did not gather information from which the calculation of combined insulation could be made for all properties. The questionnaire was changed in 2018 (see Appendix A1), to make this analysis possible. The data on uninsulated tenancies presented here and in Figure 9 includes tenancies where landlords said another dwelling was above or below, or that installation of insulation was impracticable, and were therefore exempt under the Act.

Overall, in 2018, landlords said that 55.4 per cent of tenancies have both the ceiling and underfloor insulated. Landlords did not know whether insulation was present in either the ceiling, underfloor or both, for 13.9 per cent of tenancies.

There was a significant increase in the proportion of tenants 2017-2018, who said they had either underfloor or ceiling insulation, but did not know the status of the other area. The proportion of tenants who said they had neither ceiling nor underfloor insulation decreased significantly from 15.7 per cent in 2017 to 11.6 per cent in 2018. This indicates an overall increase in the presence of either ceiling or underfloor insulation in tenancies. Twenty-three per cent of tenants said their property had both ceiling and underfloor insulation (a small rise from 20.3 per cent in 2017). Almost half of tenants (48.7 per cent) did not know whether there was insulation in the ceiling, underfloor or both (also a minor change from 46.6 per cent in 2017).

Figure 9: Overall extent of insulation, as reported by tenants 2017-2018 and for tenancies 2018 as reported by landlords (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 per cent due to rounding.

Differences between tenants

Tenants' responses as to whether they had ceiling or underfloor insulation were compared and differences tested for statistical significance by age, household income and whether they said smoke alarms were installed. Significance testing was also conducted for associations between the response to the ceiling and underfloor insulation questions.

Tenants that said they had ceiling insulation (or this was being installed) were significantly more likely to have underfloor insulation than other tenants; and those that said they had no ceiling insulation were significantly more likely to say they had no underfloor insulation. Those that said they don't know if they had ceiling insulation, were significantly more likely to say they don't know if they had underfloor insulation.

Tenants who had at least one type of insulation were also more likely to say they had smoke alarms installed.

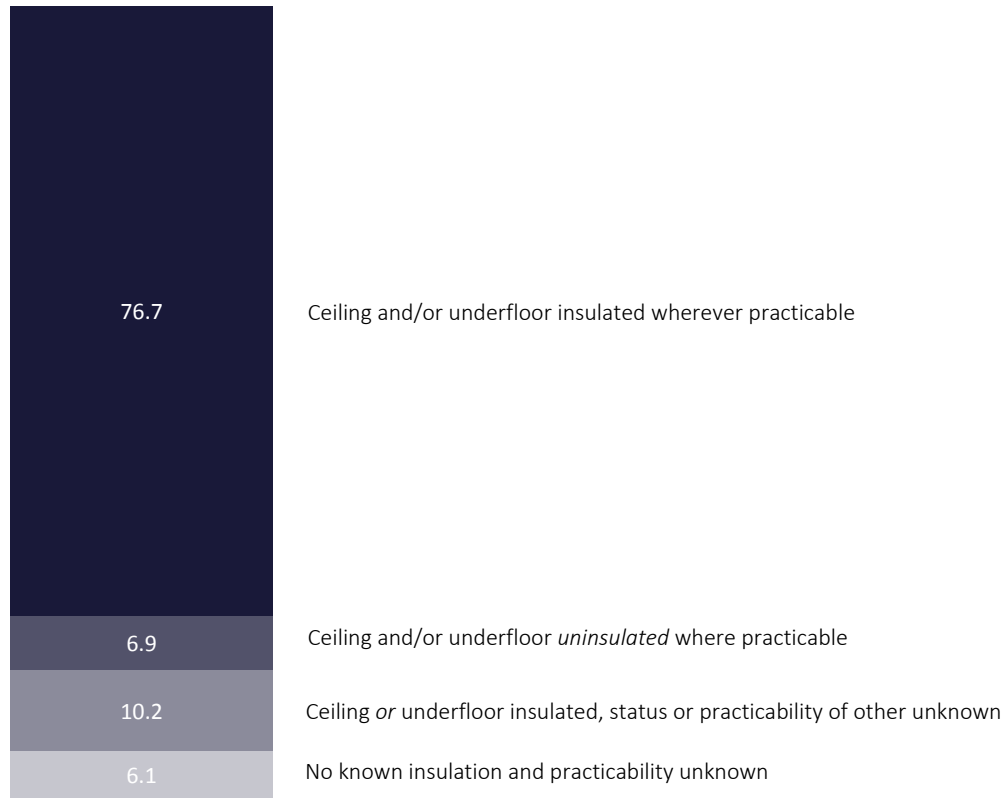
Tables of these comparisons are included in Appendix A4.

Combined insulation and practicability for landlords with 1-4 tenancies

In 2018, landlords were asked to provide insulation information for each separate tenancy they were responsible for. For landlords with 1 to 4 tenancies (98.0 per cent of all landlord respondents) surveyed in 2018, the reported insulation status and practicability of installing insulation for both ceiling and underfloor is shown in the chart below. This chart accounts for 91.6 per cent of all tenancies represented by the landlord sample and the base for the calculations is tenancies.

In total, 76.7 per cent of these tenancies were said to have the ceiling and underfloor insulated wherever practicable. Another 6.9 per cent were said to be missing insulation where it was practicable to install in either the ceiling, or the underfloor. Landlords said 10.2 per cent of tenancies had either ceiling or underfloor insulation but said for the other space they either did not know if it was insulated or did not know if it was practicable for insulation installation. For the remaining 6.1 per cent of tenancies, the insulation status or the practicability of installing insulation in either or both ceiling and underfloor, was said to be unknown.

Figure 10: Combined ceiling and underfloor insulation and practicability as reported by landlords with 1-4 tenancies, 2018 (%)



Base: n=1,394 tenancies from 942 landlords.

Note: Ceilings with a dwelling directly above and underfloors with a dwelling directly below are not required to be insulated under the Act and were automatically counted as not practicable for the purposes of this study, without asking landlords. Column may not add precisely to 100.0 per cent due to rounding.

5.2 Reasons insulation is not practicable – landlords 2018

Under the Act, tenancies with a dwelling directly above or below are exempt from needing ceiling/underfloor insulation. In the survey, tenancies which were directly below another dwelling were automatically counted as not practicable and the reason recorded as ‘There is another dwelling above’. Where a tenancy was said to be both missing underfloor insulation and directly above another dwelling, it was automatically counted as ‘not practicable’ for underfloor insulation and the reason recorded as ‘There is another dwelling below’.

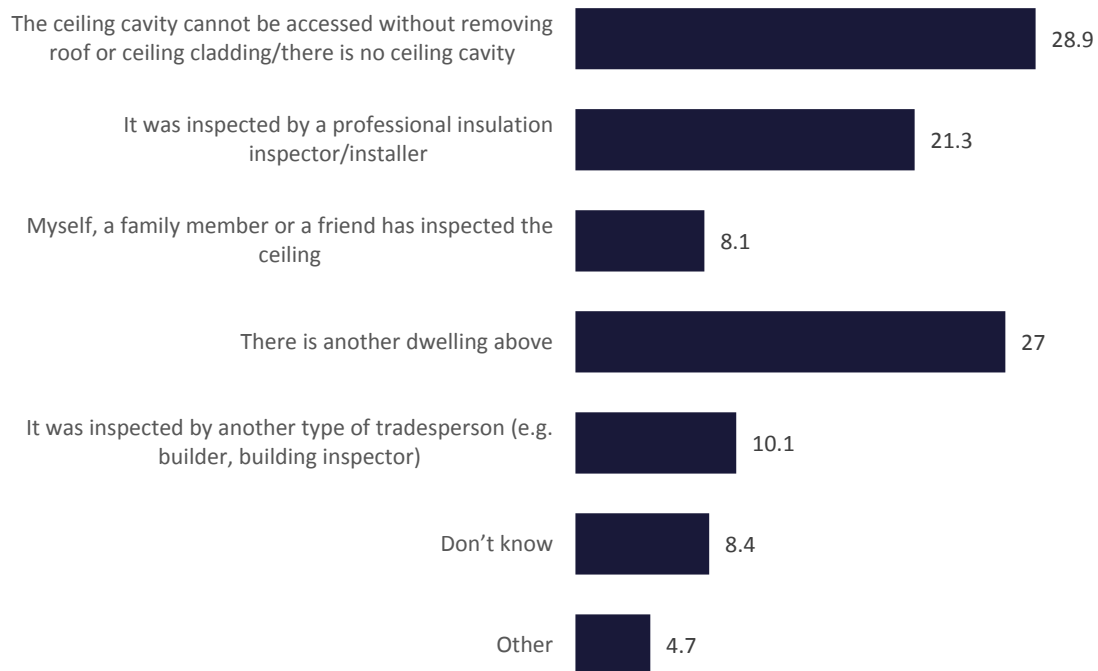
Seventy-two landlords either said they had tenancies with ceilings without insulation that were impracticable to insulate, or said they had tenancies without ceiling insulation that were directly below another dwelling. These tenancies comprised 5.3 per cent of all tenancies in the landlord sample. Two hundred and sixty-three landlords said they had tenancies without underfloor insulation that were

impracticable to insulate, or said they had tenancies without underfloor insulation that were directly above another dwelling. These tenancies comprised 21.0 per cent of all tenancies in the landlord sample.

Figure 11 and Figure 12 below show the reasons ceiling and/or underfloor insulation were not deemed practicable (whether the landlord said this, or it was denoted by the presence of a dwelling above or below).

Landlords were about equally likely to say that the ceiling was not practicable for insulation because either another dwelling was directly above theirs (27 per cent), or their dwelling lacked access to the ceiling cavity, or a ceiling cavity (28.9 per cent). For most of the remaining tenancies, landlords said one of three types of inspectors had deemed the ceiling not practicable for insulation - 21.3 per cent were inspected by a ‘professional insulation inspector/installer’, 10.1 per cent by ‘another type of tradesperson’ and 8.1 per cent by the landlord, a family member, or a friend.

Figure 11: Reason ceiling insulation is not practicable, tenancies 2018 as reported by landlords (%)



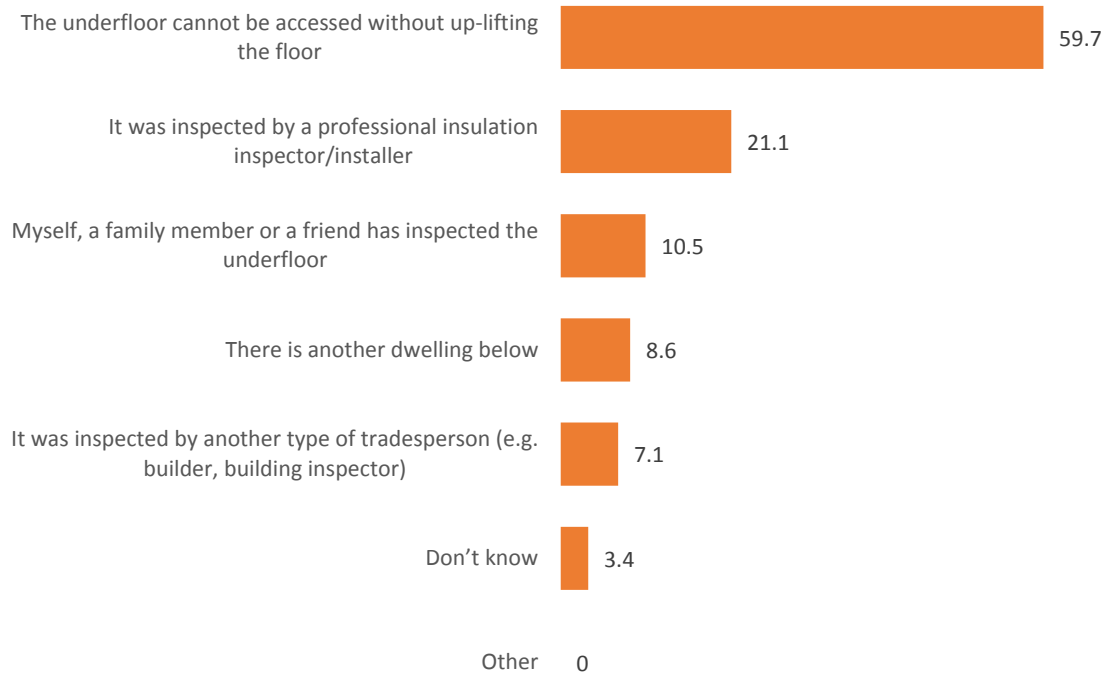
Base: Tenancies where ceiling insulation was said to be missing and not practicable for installation (n=100 tenancies from 72 landlords).

Note: May not add to 100 per cent as more than one response could be selected, as required for multiple-tenancy owning landlords.

The leading reason underfloor insulation was deemed not practicable for installation was a lack of access or lack of cavity (59.7 per cent); this was twice as common for underfloor as for ceilings. The next

most common reason was that properties had been inspected by a professional (21.1 per cent a professional insulation inspector or installer and 7.1 per cent another tradesperson). Comparable to ceiling insulation, around one in ten of these tenancies were judged not practicable for underfloor insulation based on an inspection by the landlord, a family member or a friend (10.5 per cent).

Figure 12: Reason underfloor insulation is not practicable, tenancies 2018 as reported by landlords (%)



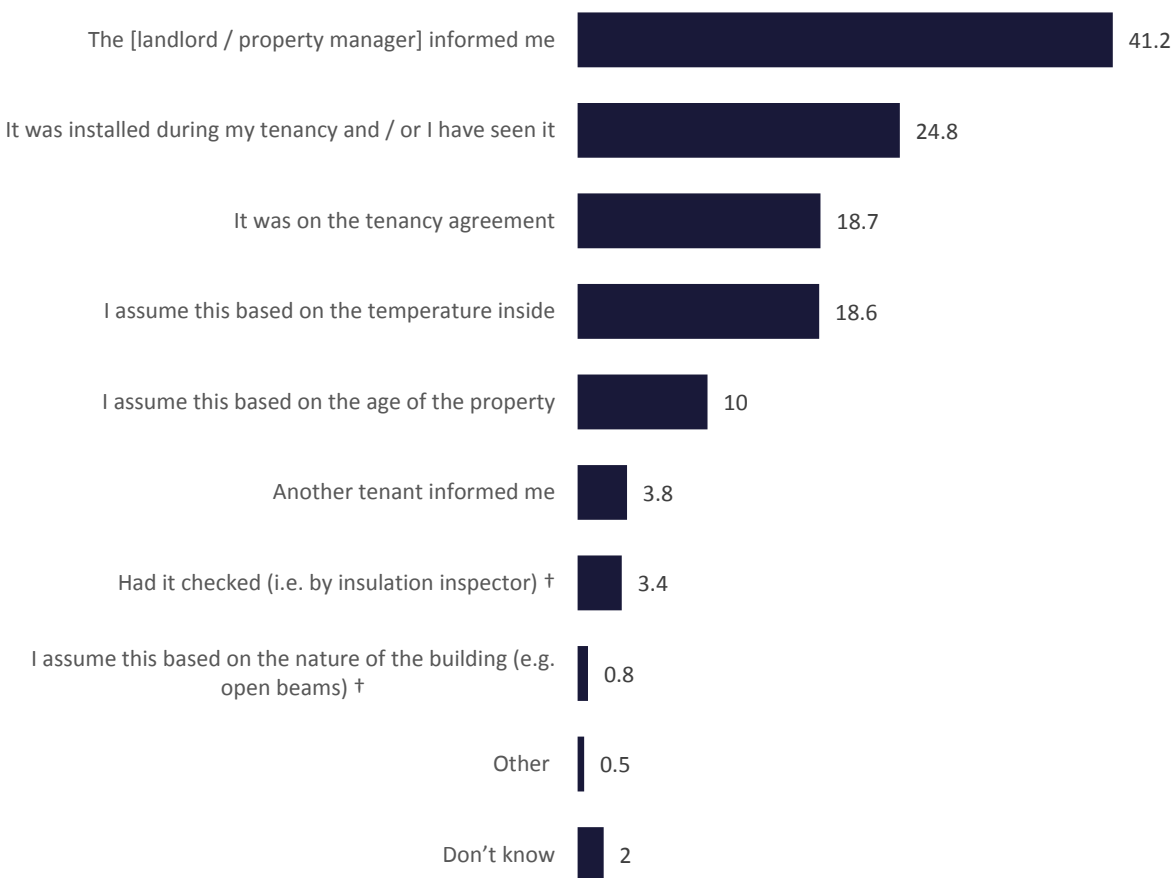
Base: Tenancies where underfloor insulation was said to be missing and not practicable for installation (n=364 tenancies from 263 landlords).

Note: May not add to 100 per cent as more than one response could be selected, as required for multiple-tenancy owning landlords.

5.3 Evidence of insulation – tenants 2018

Two thirds of tenants (67.7 per cent) gave a definitive yes or no answer, when asked if their home had ceiling insulation (Figure 7). Of these tenants, the predominant source of information was from their landlord or property manager (41.2 per cent, see Figure 13). Around one quarter said they had seen the ceiling insulation themselves or seen it installed (24.8 per cent). Around one in five tenants said they became aware of its presence (or absence) from the tenancy agreement. Almost one in five assumed the ceiling insulation status based on the temperature and one in ten based on the age of the property.

Figure 13: Reason underpinning knowledge of presence of ceiling insulation, tenants 2018 (%)



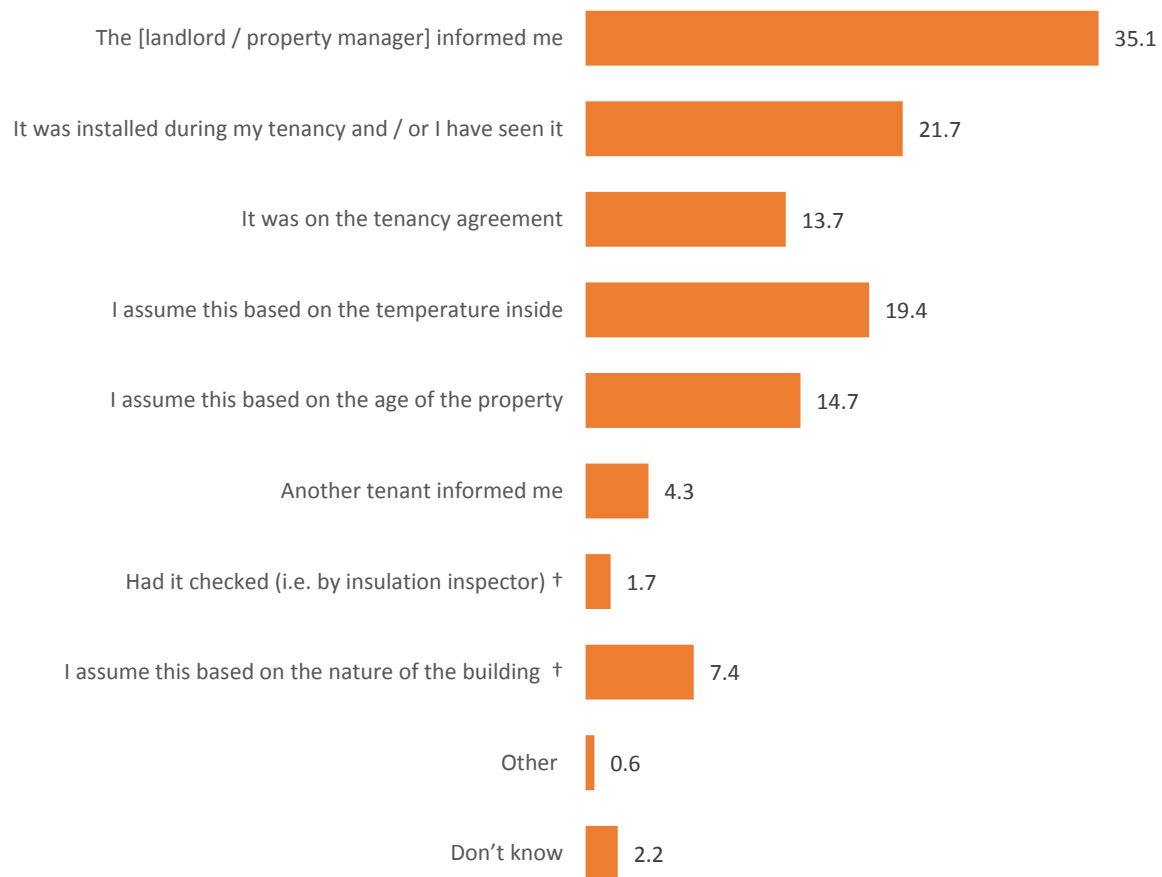
Base: Tenants who said they know whether they have ceiling insulation or not (n=696).

Note: May add to more than 100 as more than one option could be selected.

† These categories were not response options offered in the original question, but came from free text responses recorded at the 'Other – specify' option.

Fewer tenants could say whether they had underfloor insulation (58.8 per cent) than ceiling insulation (67.7 per cent) (see Figure 14). The most common reason given for saying there was or was no underfloor insulation was that the landlord or property manager had informed the tenant (35.1 per cent). Around one in five said they had seen the underfloor insulation themselves (21.7 per cent) and one in five assumed the property was/was not insulated based on the temperature. Around one in seven tenants said they became aware of the presence or absence of underfloor insulation from the tenancy agreement, slightly fewer than for ceiling insulation.

Figure 14: Reason underpinning knowledge of presence of underfloor insulation, tenants 2018 (%)



Base: Tenants who said they know whether they have underfloor insulation or not (n=612).

Note: May add to more than 100 as more than one option could be selected.

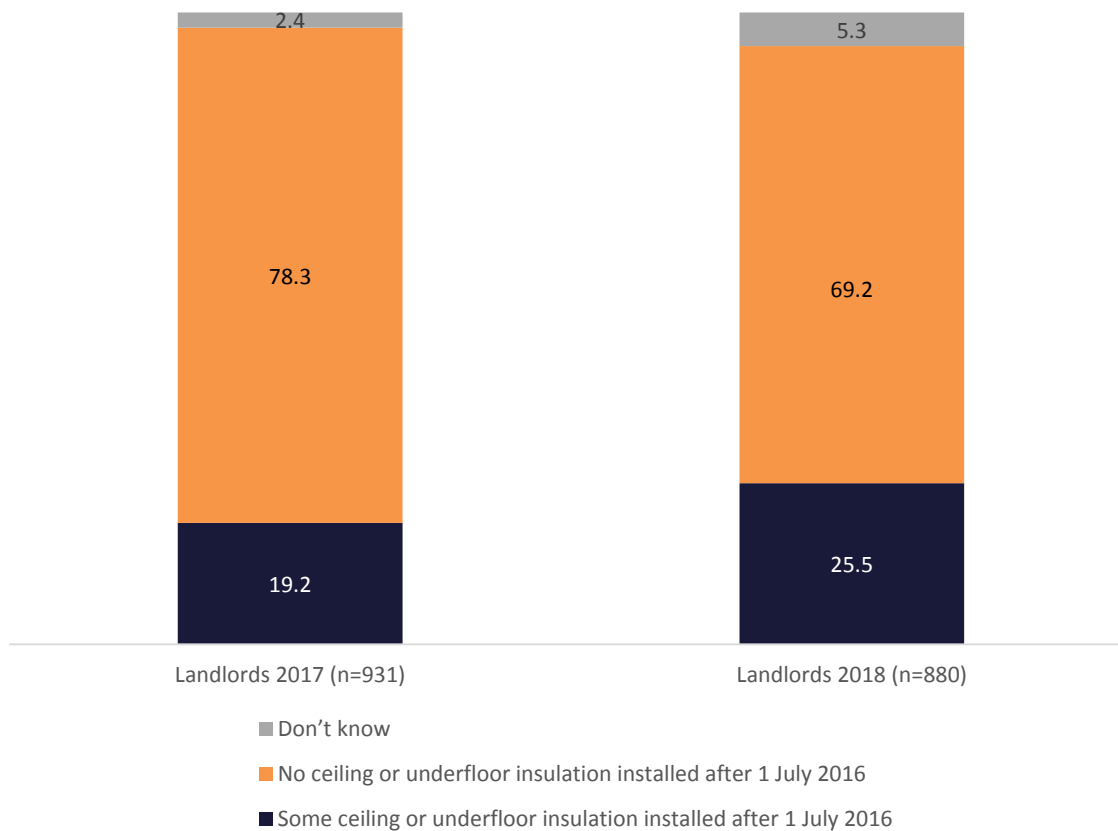
† These categories were not response options offered in the original question, but came from free text responses recorded at the 'Other – specify' option.

5.4 Insulation activity before and after July 2016

5.4.1 Insulation installation after July 2016

Of those landlords that said one or more of their tenancies had insulation in the 2018 survey, a higher proportion said they had installed it since July 2016 than in the 2017 survey. This is as expected – more time has elapsed between July 2016 and the 2018 survey, so more tenancies have likely been retrofitted.

Figure 15: Presence of ceiling or underfloor insulation in rental property/properties after 1 July 2016, as reported by landlords, 2017-2018 (%)

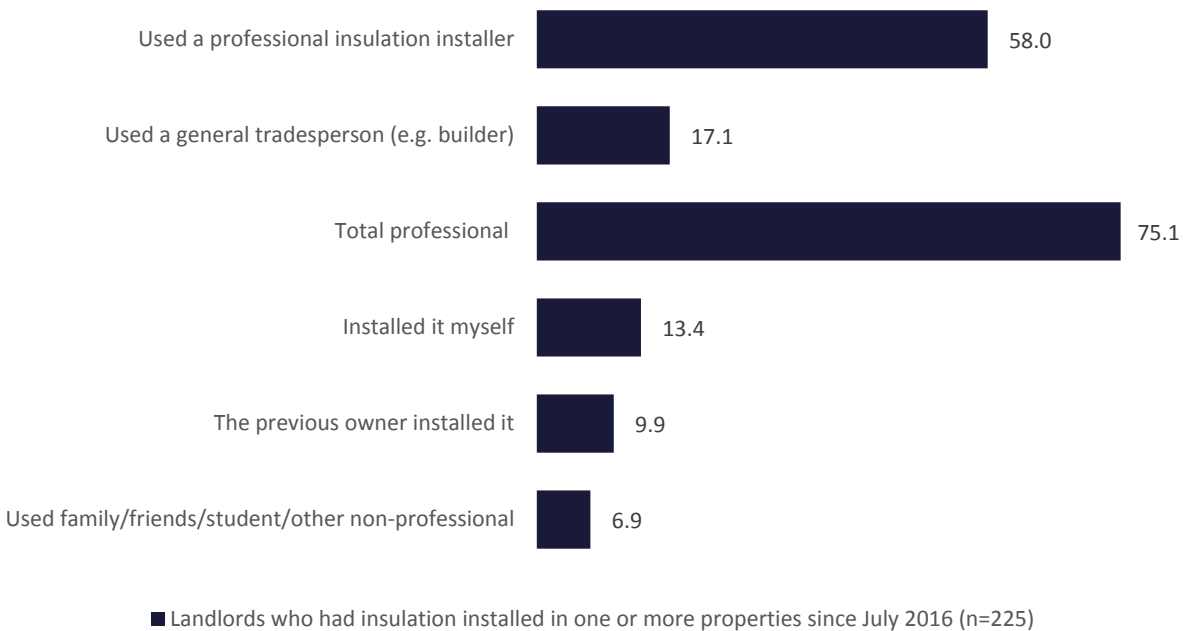


Note: Columns may not add precisely to 100.0 due to rounding.

5.4.2 Method of insulation installation

Three quarters of landlords who installed ceiling or underfloor insulation after 1 July 2016 used a professional for at least some of the works. This question was changed from 2017 when it read 'Did you hire a professional installer to do the work?' (Yes, for all of it/Yes, for some it/No/Don't know) where 77.4 per cent answered yes (all or some).

Figure 16: Who installed insulation in your property/properties? As reported by landlords, 2018 (%)



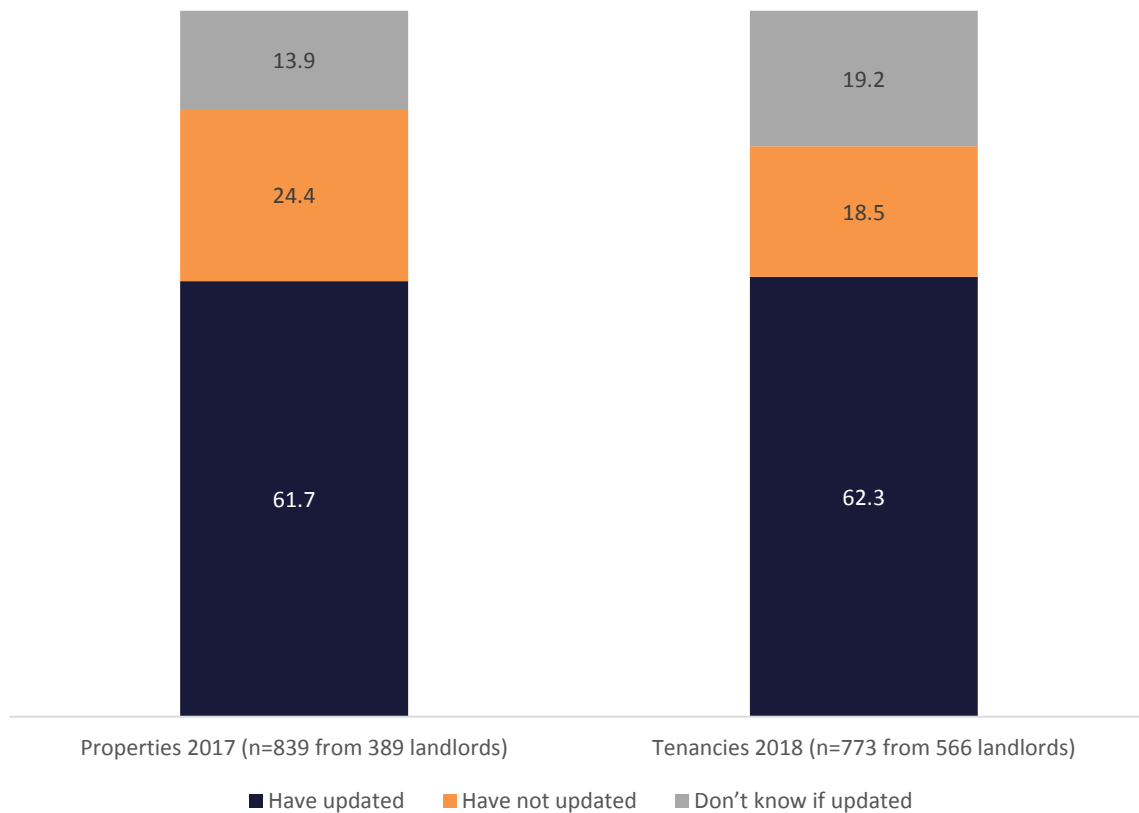
Note: May add to more than 100 as more than one option could be selected.

Responses to this question were compared by whether landlords used a professional property manager or not. Those with professional property managers were more likely to have used a professional installer (77.8 per cent compared to 48.2 per cent for other landlords) and less likely to have installed themselves (6.3 per cent compared to 17.2 per cent) or used other non-professionals (3.2 per cent compared to 9.5 per cent).

Where landlords said a tenancy had commenced after 1 July 2016, they were asked whether they had updated the tenancy agreement with information about the insulation of the property. The proportions of landlords in 2017 and 2018 who said they had updated their tenancy agreements was similar, with landlords saying 61.7 per cent of tenancy agreements were updated in 2017 and 62.3 per cent in 2018.

However, because the proportion of ‘don’t know’ responses increased significantly between the measures, it is difficult to conclude whether a change has taken place in this measure or not. As noted in the methodology section, the format of the response options for landlords with more than one property changed between 2017 and 2018 and this may be the cause of the increase in the proportion of ‘don’t know’ responses – see Appendix A1 for more detail.

Figure 17: Have you updated your tenancy agreement with information about the insulation of the property? (As a proportion of tenancies/properties where a new tenancy started after 1 July 2016, as reported by landlords in 2017 and 2018 (%))



Note: Columns may not add precisely to 100.0 due to rounding.

In the 2018 survey, landlords with single tenancies were much less likely to say they had updated tenancy agreements with insulation statements after 1 July 2016, than were multiple tenancy landlords. Landlords whose tenancies were managed by professional property managers were much more likely than others to say they didn’t know if their tenancy agreements had been updated with an insulation statement than other landlords (32.4 per cent compared to 9.8 per cent).

5.4.3 Initiative for installing insulation, tenants

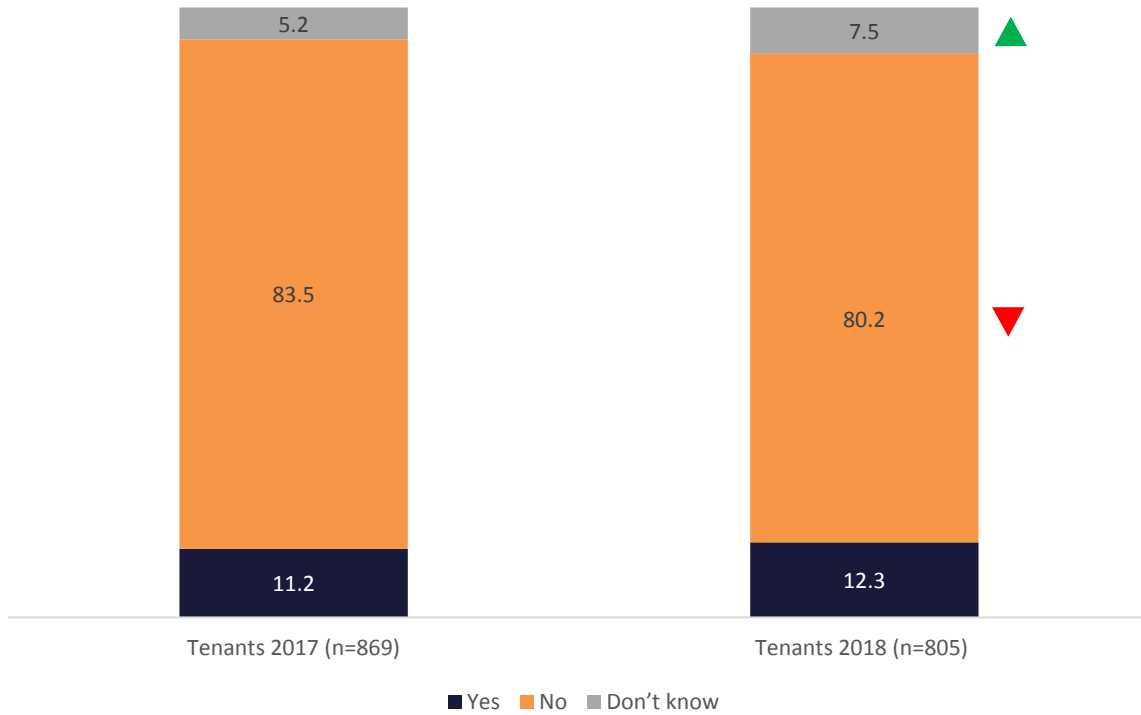
Tenants who said that they did not have either ceiling or underfloor insulation were asked if their landlord had approached them or if they or their fellow tenants had approached the landlord about getting insulation installed in future. As a proportion of these tenants, compared to 2017 more said in 2018 that they had been approached by their landlord about getting insulation installed (10.9 per cent, up from 7.5 per cent - statistically significant). There was a possible small increase in the proportion that said they or one of the other tenants had approached their landlord about getting ceiling or underfloor insulation installed. However, the increase in the proportion that said they did not know if they or one of the other tenants had approached their landlord also increased, obscuring whether the change from 2017 was statistically significant.

Figure 18: Has your landlord/property manager approached you or one of the other tenants about getting ceiling/underfloor insulation installed in the future? As reported by tenants, 2017-2018 (%)



Base: Tenants who said they were missing, or didn't know if they had, either or both ceiling and/or underfloor insulation.
 Note: Columns may not add precisely to 100.0 due to rounding.

Figure 19: Have you or one of the other tenants approached your landlord about getting ceiling/underfloor insulation installed? As reported by tenants, 2017-2018 (%)

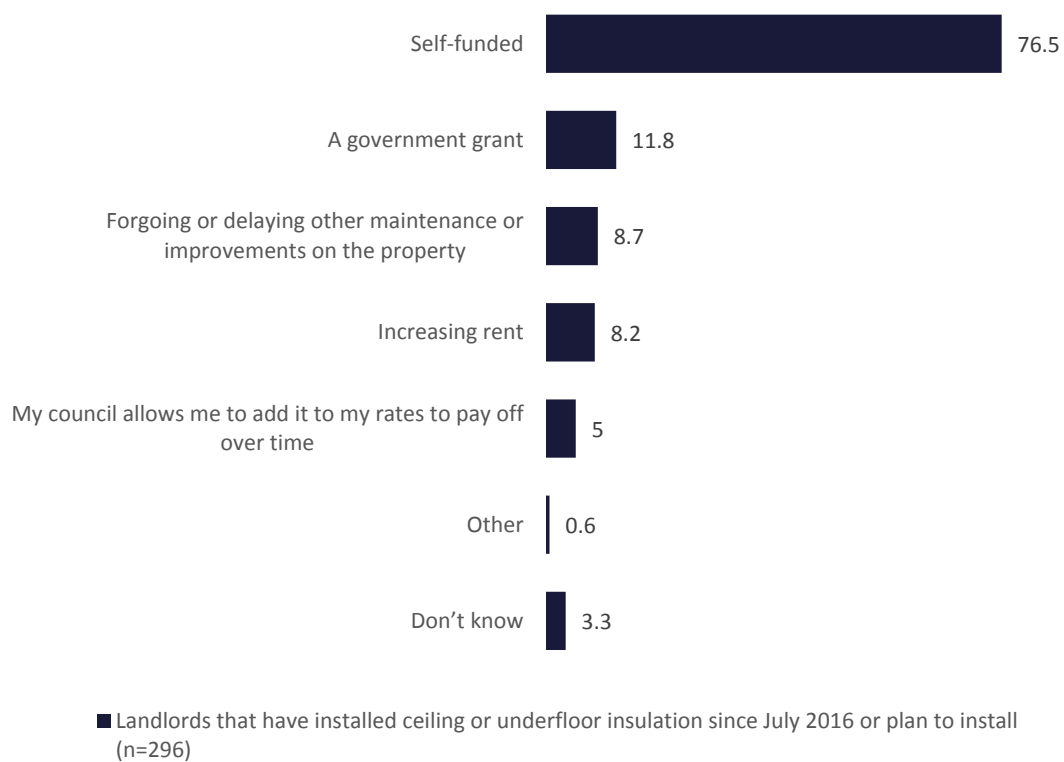


Base: Tenants who said they were missing, or didn't know if they had, either or both ceiling and/or underfloor insulation.
Note: Columns may not add precisely to 100.0 due to rounding.

5.5 Funding insulation

Landlords who were planning to install insulation, or who had installed insulation since July 2016, (28.5 per cent of all landlords in 2018) were asked how they would or did fund this. Three quarters (74.1 per cent) said that they have, or will, 'self-fund' insulation. Around 1 in 12 (8.2 per cent) said they would fund this by increasing the rent.

Figure 20: How have you funded/will you fund the cost of installing insulation in your property? As reported by landlords who had installed ceiling and/or underfloor insulation since July 2016 or were planning to install ceiling and/or planned to install ceiling and/or underfloor insulation at any time in the future, 2018 (%)



Note: May not add to 100 per cent as more than one option could be selected.

5.6 Future insulation by landlords (2018 survey)

This section looks at the small group of landlords that said they were missing insulation where it is practicable to install in either the ceiling or the underfloor. Only 87 landlords fell into this category (with those missing underfloor insulation (n=77) being the larger group, while 21 were missing ceiling insulation⁶. Consequently, caution should be taken in interpreting the statistics that follow around plans to install or not install insulation in the future as the ‘margin of error’ (in statistics, the confidence interval) around these figures is larger.

Only 1.8 per cent of landlords (21 respondents) in the 2018 survey said they had at least one tenancy without ceiling insulation where it was practicable to install. Of this group of landlords, three quarters planned to install insulation before the July 2019 deadline.

Table 8: Ceiling insulation plans, as reported by landlords who were missing ceiling insulation where practicable to install, 2018

Installation plans	Landlords 2018 (%) <i>Caution, very small sample size</i>
Before 1 July 2019	74.5
After 1 July 2019	6.9
No plans or don't know when	18.6
Total (%)	100

Base: n=21 landlords.

Note: Column may not add precisely to 100.0 due to rounding.

Of the 7.6 per cent of landlords (76 respondents) who were missing underfloor insulation, and this was practicable to install, two thirds planned to install insulation before the 2019 deadline.

Table 9: Underfloor insulation plans, as reported by landlords who were missing underfloor insulation where practicable to install, 2018

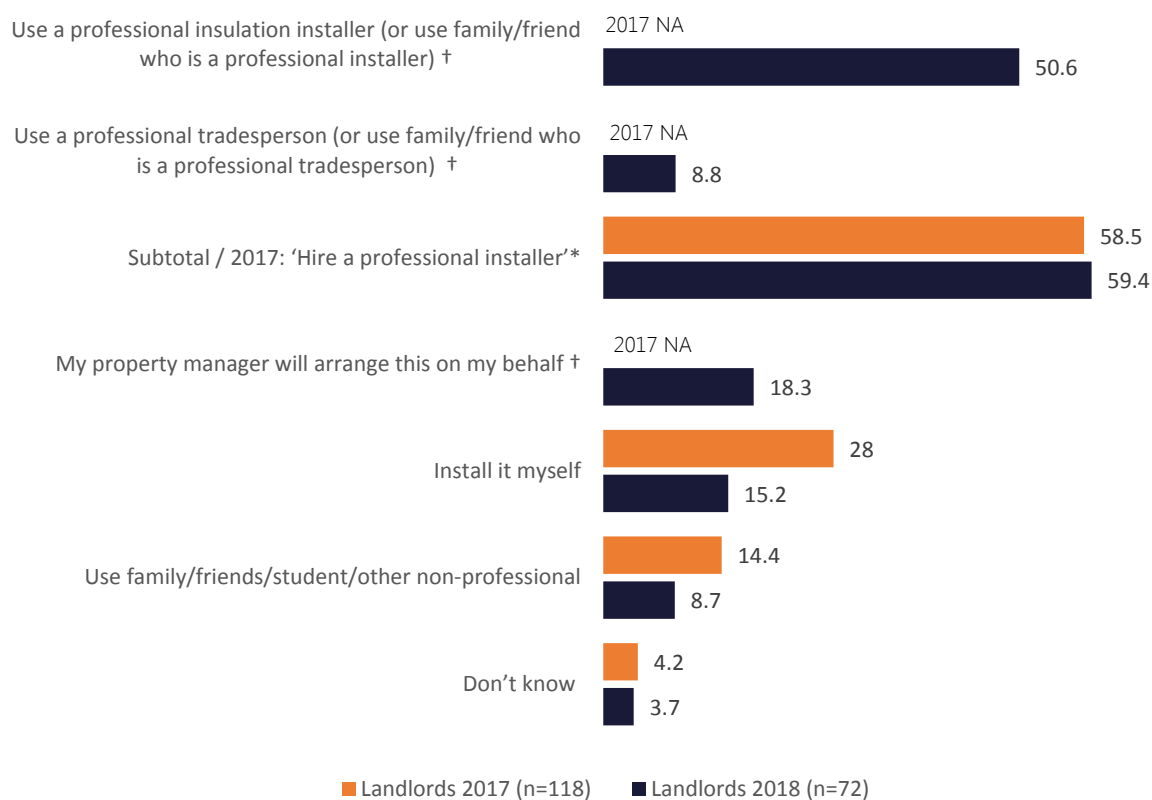
Installation plans	Landlords 2018 (%) <i>Caution, small sample size</i>
Before 1 July 2019	66.9
After 1 July 2019	5.0
No plans or don't know when	28.1
Total (%)	100

Base: n=77 landlords. Note: Column may not add precisely to 100.0 due to rounding.

⁶ These do not total to 87 as some landlords were missing at least some ceiling and underfloor insulation where practicable. Also note the base counts from the following tables do not necessarily add to these sample sizes. This is because some landlords with multiple tenancies plan to install insulation in some tenancies and not others.

In total, 72 landlords responding to the 2018 survey (6.9 per cent of all landlords) intended to install insulation in (at least) one of their residential tenancies’ ceiling, underfloor or both. Approximately 3 in 5 landlords who intended to install insulation said they will use a professional of some kind. (Response options changed in 2018, so while the 2017 comparison is presented in the chart below, it should be considered indicative.) The proportion of this group that said they would install insulation themselves was 15.2 per cent (13 individuals), down from 28.0 per cent in 2017.

Figure 21: How are you planning to install the missing insulation in your property? As reported by landlords who said they were planning to install ceiling and/or underfloor insulation in at least one tenancy, 2017-2018 (%)



† Response option added in 2018.

* In the 2017 survey, there was a single category for professional installers and in 2018 this was split into ‘professional insulation installer’ and ‘professional tradesperson’. This item on the chart sums the two 2018 categories and displays this alongside the single 2017 category.

Caution: small bases.

Note: May not add precisely to 100 per cent as more than one option could be selected.

Of the small group of landlords who didn’t intend to use a professional, the most common (unprompted) response to the question, “Will the insulation be installed to a particular standard and how will you know whether it meets this?” was that they were not sure and/or would decide closer to the time. Other common answers (each cited by around one in five landlords) were that standards of some kind would be referred to e.g. ‘will look up the standard’, that product specifications or

instructions would be used, or that someone involved has knowledge of what is required through their work.

Table 10: Will the insulation be installed to a particular standard and how will you know whether it meets this? As reported by landlords who said they planned to install insulation themselves or use family/friends/student or other non-professional (open question format, i.e. typed response required), 2018

	Landlords 2018 (%) <i>Caution, very small sample size</i>
Will decide closer to the time / don't know	24.9
I/they/we will refer to 'insulation standards'	20.8
Will be installed to the manufacturer's instructions	20.8
Someone installing or advising is a professional	19.7
Based on previous experience	8.4
Will be inspected / certified	8.1
Other	18.2

Base: n=19 landlords who said they plan to install insulation themselves or use family/friends/student or other non-professional.

Note: May not add to 100 per cent as more than one option could be selected.

The data presented above suggests that most of those who are planning to install insulation will make some effort to research or consult on the suitability of the insulation before installation or will delegate this to a professional. A similar pattern emerges in the responses about standards of installation shown in the table below. Although very few said they don't know (in contrast to the previous question), this second question was in a closed format with a list of predefined response options).

Table 11: Which of the following best describe what standard the insulation will be installed to, if any? As reported by landlords who said they plan to install insulation themselves or use family/friends/student or other non-professional (closed question format, i.e. predefined options for selection), 2018

	Landlords 2018 (%) <i>Caution, very small sample size</i>
I/they/we will refer to government insulation standards	46.7
Will be installed to the manufacturer's instructions	43.6
Based on previous experience	18.7
Someone installing or advising is a professional insulation installer or inspector	8.0
I will get a qualified assessor to check my work and give me a report to prove it's compliant	8.0
Don't know [exclusive]	3.9
Not sure – will be decided closer to the time	2.9

Base: n=19 landlords who said they plan to install insulation themselves or use family/friends/student or another non-professional.

Note: May not add to 100 per cent as more than one option could be selected.

5.7 Barriers and enablers for insulation installation by landlords

This section looks at the group of landlords that said they were missing insulation where this is practicable to install in either the ceiling or the underfloor and presents data on motivations for installing or not installing, from both the qualitative research and 2018 RTA survey. Here, landlords have been divided into subsets of those that intend to install ceiling insulation in at least one tenancy (17 respondents), those planning to install underfloor insulation in at least one tenancy (64 respondents) and those not planning to install underfloor insulation by July 2019 in at least one tenancy⁷ (17 respondents). Statistics are not presented for those not intending to install ceiling insulation as there were so few of these respondents. Caution should be taken in interpreting the statistics that follow around plans to install or not install insulation in the future and the reasoning behind this, as the 'margin of error' (in statistics, the confidence interval) around these figures is larger.

The qualitative research found that landlords' initial reasons for installing or not installing insulation tended to focus on the legal requirement or impact on themselves (in terms of cost or benefit to the property value or condition), but other reasons, including the welfare of tenants, emerged when probed. The way these different reasons were conveyed suggested the subsequent reasons were more often post-rationalisation or added as 'socially desirable' justifications. To ensure that in the survey the initial responses were not influenced by offering pre-defined 'socially desirable' response options, the questionnaire first asked landlords to give their main reason unprompted; this was entered as free text. The following question provided a list of pre-defined reasons which landlords could select from, to give a fuller picture of the range of reasons influencing their actions.

⁷ Note that these groups are not mutually exclusive. Also note that due to weighting, bases for tables (the number of unweighted respondents) in this section may not appear to match the proportion in relevant response categories from the previous section.

5.7.1 Barriers and enablers: ceiling insulation

The unprompted main reasons for installing ceiling insulation fell into one of three categories: because it was required, to improve warmth or living quality in the property and because it is good for the property.

Table 12: What are the main reasons you are planning to install ceiling insulation? As reported by landlords missing ceiling insulation in at least one tenancy where it is practicable to install and planning to install this (open question format, i.e. typed responses required), 2018

	Landlords 2018 (%) <i>Caution, very small sample size</i>
It's a requirement	69.3
To improve warmth / living quality	34.2
Good for the property	22.3
To increase value	2.8
Repair or replacement	2.8

Base: 17 landlords (note, omits one unusable response).

Note: May not add to 100 per cent as more than one option could be selected.

When given a list of options to select from, landlords selected the most important reasons as being: having a warmer/drier home for tenants (57.1 per cent), adding value to the property (50.7 per cent), being compliant with the Act (49.5 per cent) and having a healthier home (48.3 per cent).

Table 13: Which of the following are important reasons you are planning to install ceiling insulation? As reported by landlords missing ceiling insulation in at least one tenancy where it is practicable to install and planning to install this (closed question format, i.e. predefined options for selection), 2018

	Landlords 2018 (%) <i>Caution, very small sample size</i>
Having a warmer and/or drier home for tenants	57.1
Adding value to the rental home	50.7
Be compliant with the new insulation requirements of the Residential Tenancies Act	49.5
Having a healthier home for tenants – people will get sick less often	48.3
Improving the energy efficiency of the property	29.0
Reduce tenant turnover	17.8
Having a warmer and/or drier property because myself and/or my family sometimes uses it	16.6
Increased chance of renting the property	15.6
The availability of the government subsidy to install insulation	11.2
Existing insulation has been damaged and needs replacement	7.3
Help tenants save money on energy bills	6.4
Reduced maintenance costs on the property	6.4
Ability to obtain higher rent for the property	5.4
Was convenient or cost effective as part of other renovations	2.7

Base: 17 landlords (note, omits one unusable response).

Note: May not add to 100 per cent as more than one option could be selected.

5.7.2 Barriers and enablers: underfloor insulation

Of the 7.6 per cent of landlords who said they were missing underfloor insulation in one or more tenancies where it was practicable to install, most (6.2 per cent of all landlords) were intending to install this (64 landlords, unweighted).

Unprompted ‘main’ reasons for installing underfloor insulation where missing, included responses that fell into two categories: 47.9 per cent because it was required and 38.7 per cent to improve warmth or living quality (including health) for the property.

Table 14: What are the main reasons you are planning to install underfloor insulation? As reported by landlords who said they were missing underfloor insulation in at least one tenancy where it is practicable to install and planning to install this (open question format, i.e. types responses required), 2018

	Landlords 2018 (%) <i>Caution, small sample size</i>
It's a requirement	47.9
To improve warmth / living quality / healthier	38.7
To increase value	4.1
Good for the property, no further information	3.1
Attract tenants	2.0
To benefit tenant, no further information	2.1
Dryness	0.7
Improving energy efficiency	0.7
Other or unclear	8.6

Base: 64 landlords.

Note: May not add to 100 per cent as more than one option could be selected.

When given a list of possible options and asked to identify the important reasons for installing the missing underfloor insulation, the most common reasons were compliance (71.7 per cent), having a warmer/drier home for tenants (62.6 per cent), having a healthier home (51.3 per cent) and improving energy efficiency (50.3 per cent). Respondents selected almost four reasons on average.

Table 15: Which of the following are important reasons you are planning to install underfloor insulation? As reported by landlords who said they were missing underfloor insulation in at least one tenancy where it is practicable to install and who were planning to install this (closed question format, i.e. predefined options for selection)

	Landlords 2018 (%) <i>Caution, small sample size</i>
Be compliant with the new insulation requirements of the Residential Tenancies Act	72.5
Having a warmer and/or drier home for tenants	62.6
Having a healthier home for tenants – people will get sick less often	51.3
Improving the energy efficiency of the property	50.6
Adding value to the rental home	42.0
Help tenants save money on energy bills	36.8
Reduce tenant turnover	14.8
Increased chance of renting the property	14.1
Reduced maintenance costs on the property	13.5
The availability of the government subsidy to install insulation	11.8
Ability to obtain higher rent for the property	11.4
Was convenient or cost effective as part of other renovations	6.3
Having a warmer and/or drier property because myself and/or my family sometimes uses it	6.0
Existing insulation has been damaged and needs replacement	1.7
Other, please specify	0.7

Base: 64 landlords.

Note: May not add to 100 per cent as more than one option could be selected.

The findings are consistent with the qualitative research. Most landlords who had recently installed insulation or intended to do so, said this was because of the Act initially and placed considerable emphasis on this, before adding further reasons when prompted. This suggests that the Act amendments may have had a strong motivating impact on decision making and that landlords were *also* aware of the social and property benefits attributable to insulation. Landlords rarely cited motivations based on improving the market appeal of rental properties (reducing turnover, increased chance of renting out, obtaining higher rent) in their survey responses. This was also consistent with the qualitative research findings. In in-depth interviews, no landlords said they had decided about insulation

of their properties through discussion with tenants, raising questions about the lack of influence of tenant demand or market drivers.

While there were too few respondents planning to install missing ceiling insulation to compare the frequency of responses between ceiling and underfloor, the qualitative research suggested that landlords appeared more likely to feel that ceiling insulation provided a material benefit to tenants and that underfloor did not.

Only 1.8 per cent of all landlords said they had tenancies without underfloor insulation where practicable and were not planning to install this or planned to install this after July 2019 (17 individuals unweighted).

The two most common ‘unprompted’ reasons for not installing underfloor insulation where missing and practicable to install (or not installing by July 2019) were that this was unnecessary for tenants or that they planned to sell or reoccupy the property.

Table 16: What are the main reasons you don’t plan to install underfloor insulation? / What are the main reasons you don’t plan to install underfloor insulation by July 2019? As reported by landlords who said they were missing underfloor insulation where practicable to install and did not plan to install this (or did not plan to install this by July 2019), (open question format, i.e. typed responses required), 2018

	Landlords 2018 (%) <i>Caution, very small sample size</i>
Unnecessary for tenants	38.4
Selling or will reoccupy	28.0
Cost	16.5
Not sure	14.0
Too difficult	3.4
Unclear / not applicable	6.8

Base: 17 landlords.

Note: May not add to 100 per cent as more than one option could be selected.

When given a list of potential options and asked which were ‘important reasons’ for not installing underfloor insulation, or not installing this by July 2019, the most common were that this was not necessary for warmth/dryness, tenants wouldn’t complain, and that tenants don’t expect or want this. Only four individuals said they were missing ceiling insulation where practicable to install and were not planning to install this by July 2019. Given so few responses, their responses are omitted here.

Table 17: Which of the following are important reasons you don't plan to install underfloor insulation? / Which of the following are important reasons you don't plan to install underfloor insulation by July 2019? As reported by landlords who said they were missing underfloor insulation where practicable to install and did not plan to install this (or did not plan to install this by July 2019), (closed question format, i.e. predefined options for selection)

	Landlords 2018 (%) <i>Caution, very small sample size</i>
Not necessary because the dwelling is warm and/or dry	38.4
The tenants won't complain if this isn't installed	38.4
The tenants don't expect this and/or don't want this to be installed	30.5
I am not willing to invest any more in this house	21.0
Other competing expenses are priorities compared to this	20.8
I haven't really thought about it until now	17.4
I don't have enough money	14.0
We intend to sell the home soon	14.0
It is not required by law	13.8
I'm not convinced of the payback	10.4
It is too disruptive to the tenants	7.0
I just don't want to do it	3.4
Other	7.0

Base: 17 landlords.

Note: May not add to 100 per cent as more than one option could be selected.

5.7.3 Overview of barriers to insulation

Overall, this research suggests that the Act amendments are the main impetus for landlords to install insulation in their rental properties. Demand-side factors appeared to be of low or lesser importance to landlords. Although some landlords' installation of insulation was enabled by government subsidies, this also appears to be an insignificant factor. Further, qualitative research suggested landlords had largely used this option, or tried to, in the past but that current or very recent activity was mostly motivated by a sense of being 'on the right side of the law'. Landlords interviewed during the qualitative research felt that the risk of legal jeopardy was very low, but wished to be, and to be seen as, law abiding and responsible landlords.

Plans to sell the property, move in to the property or have family members occupy the property were barriers to installing insulation. In the qualitative interviews, landlords that planned to do one of these things were generally aware of the insulation requirements and that they could avoid the cost of

compliance with the amendments through selling or reoccupying, although this was seldom their main motivation (only one landlord interviewed said they had sold a property for this reason).⁸

Some landlords in the qualitative research and in the 2018 survey, expressed a belief that underfloor insulation would not make a material improvement to the warmth or dryness of rental properties. This is a barrier to installation of underfloor insulation.

Cost was also a barrier (in both the survey and the in-depth interviews), but more as a reason to delay installation of insulation than to prevent it entirely.

5.8 Awareness of insulation requirements

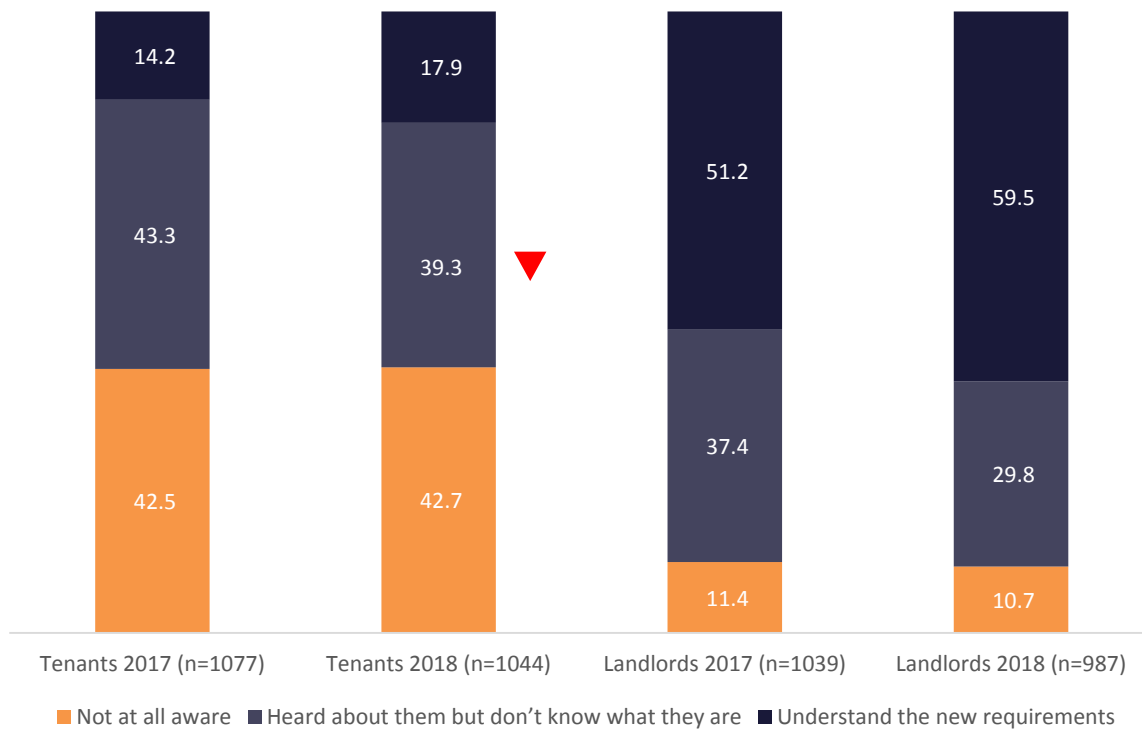
When asked how aware they were of changes to insulation requirements, tenants appeared to have a lower level of understanding than landlords (17.9 per cent said they understood the new requirements compared to 59.5 per cent of landlords). Around two of every five tenants (42.7 per cent) said they were not at all aware of the changes, compared to one in ten landlords (10.7 per cent).

In 2018, slightly fewer tenants said they had only ‘heard about’ the new insulation requirements than in 2017. There were accompanying small but non-significant increases in the proportion who were not at all aware, or who said they understood the new requirements. More landlords said they understood the requirements in 2018, up 8 percentage points from 2017. This is associated with a reduction in the proportion who said they had ‘heard about them but don’t know what they are’ – the proportion saying they were ‘not at all aware’ was essentially unchanged.

Although the survey design does not allow for a direct comparison, an inference from this data could be that was an increase in understanding of requirements among those who were already aware in 2017, but that there may have been less of a shift towards awareness among those who were not aware of the requirements in 2017.

⁸ Note that existing dwellings are not required to be retrofitted with ceiling and underfloor insulation once they are no longer in the rental market.

Figure 22: Self-assessed awareness of new insulation requirements, tenants and landlords, 2017-2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

Differences between tenants

Self-assessed awareness of the insulation requirements was compared among tenants by age group, household type and household income. Age was positively related to self-assessed awareness of insulation requirements (this was statistically significant). Those aged 18 to 34 years were more likely to say they are not at all aware and those aged over 64 years were less likely to say they are not at all aware. Those aged 35 or older were more likely to say they understand the new requirements than those aged 18 to 34.

Households of unrelated tenants were less likely to say they understand the new requirements and more likely to say they are not at all aware of these, compared to all tenants. Families with dependent children were more likely to say they understand the requirements and less likely to say they are not at all aware. These relationships were statistically significant.

Differences between landlords

There were no statistically significant differences in the self-assessed awareness of landlords with professional property managers compared to those who did not use property managers, or between landlords with different numbers of tenancies.

Self-assessed awareness and insulation status and intentions

Table 18 suggests higher self-assessed awareness of the insulation requirements by landlords' is associated with insulation being present in their rental tenancies. Landlords who reported that their tenancies were not missing insulation, where practicable to install, were more likely than other landlords to say they understood the new requirements. Landlords that said they didn't know about either the ceiling or underfloor insulation in one or more of their tenancies were substantially less likely than other landlords to say they understood the new requirements.

Table 18: Self-assessed awareness of insulation requirements by insulation status and intention, as reported by landlords, 2018

	No insulation known to be missing and practical to install %	Insulation missing and practical to install, with plans to install % <i>Caution, small sample size</i>	Insulation missing and practical to install, with no current plans to install % <i>Caution, very small sample size</i>	Answered don't know for whether there was ceiling or underfloor insulation in one or more tenancy
Not at all aware	10.9	7.5	10.8	19.1
Heard about them but don't know what they are	28.4	47.1	35.8	46.7
Understand the new requirements	60.7	45.5	53.4	34.2
Total	100	100	100	100

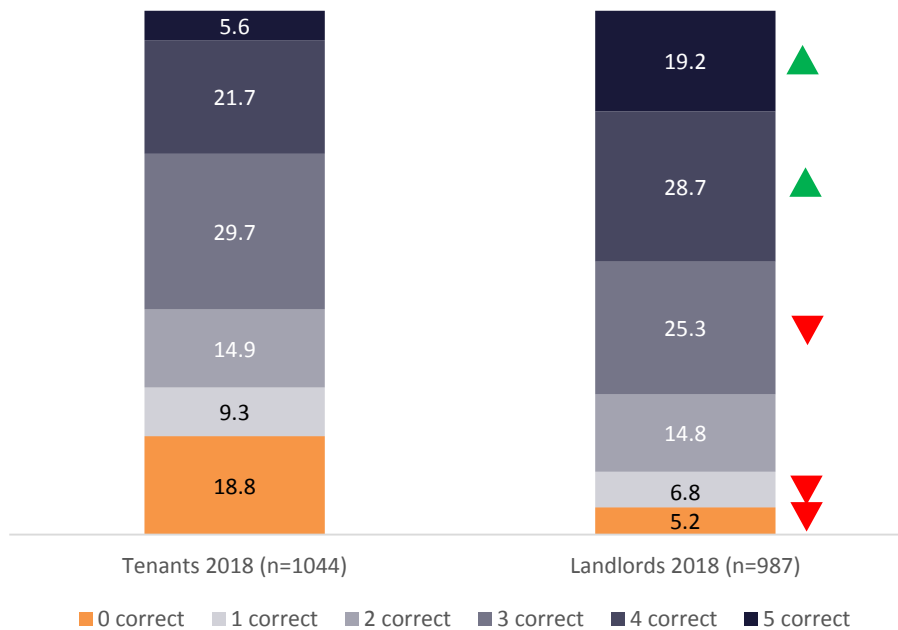
Base: n=899 n=71 n=16 n=159

Note column bases add to more than 987 landlords as landlords that said they don't know whether there was ceiling or underfloor insulation in one or more tenancy may appear in other columns also. Columns may not add precisely to 100.0 due to rounding.

5.9 Tested knowledge of insulation requirements

Landlords and tenants were asked to indicate whether each of four statements about insulation requirements in rental properties were true or false, along with a fifth statement presented only to those who answered a related one correctly. Landlords were more likely to answer these statements correctly. Around one in 20 tenants (5.6 per cent) got all statements correct, and three quarters (27.3 per cent) correctly answered four or more of the five statements. In contrast, 19.2 per cent (about one in five) of all landlord respondents answered all statements correctly and 47.9 per cent (or one in two) achieved four or more.

Figure 23: Number of true false insulation statements answered correctly by landlords and tenants, 2018 (%)



Note: Statistically significant differences between landlord and tenant results are indicated by the symbols: ▲ (higher for landlords) ▼ (lower for landlords) Columns may not add precisely to 100.0 due to rounding.

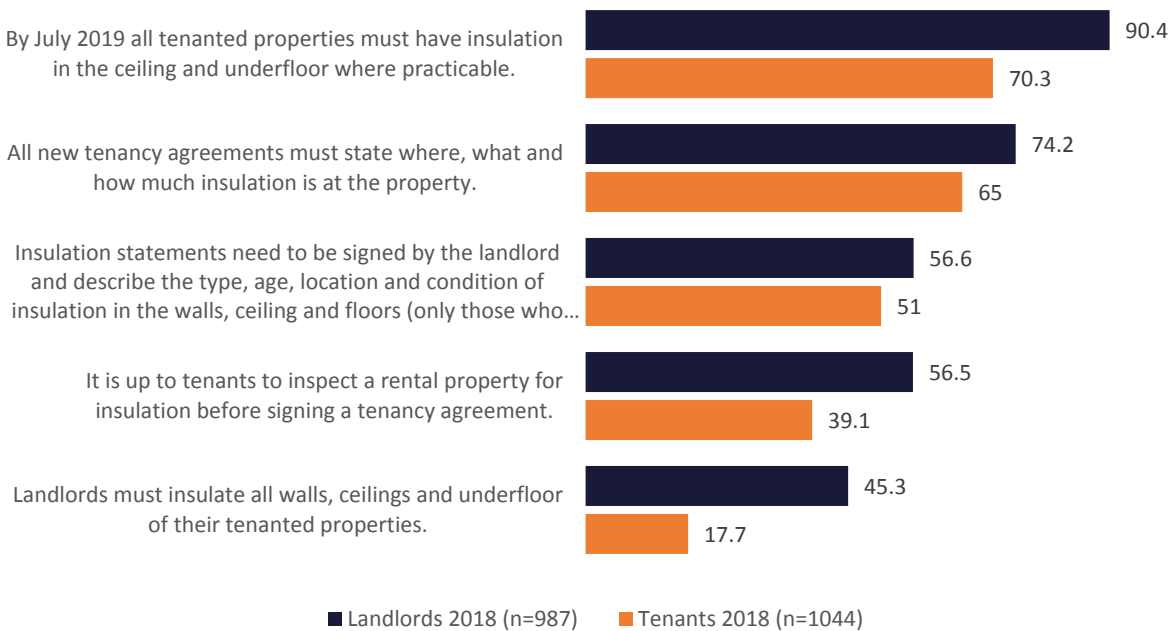
Note that for both landlords and tenants, the proportion who answered all knowledge testing questions correctly was substantially lower than the proportion who indicated they understood the requirements (around one third in both cases).

Like knowledge of the new smoke alarm requirements under the Act, the results above broadly reflect the qualitative research by suggesting that some landlords have limited recall of the specific requirements. Some landlords participating in the qualitative research made their own efforts to

understand the specifics and implications when they realised there were changes to the requirements under the Act; most typically via internet searches, looking at the Tenancy Services website and in a few instances reading the Act itself. However, for other landlords, the detail of the requirements was left either to professionals or only sought out at the time of installation. Consequently, it seems, recall of the specific insulation requirements was poor – some landlords were unsure of the exact date that insulation was required by and a few were confused as to whether wall insulation was required.

Nonetheless, landlords demonstrated better understanding than tenants. Landlords were more likely than tenants to correctly answer each statement by margins of 5.6 to 27.6 percentage points. Both landlords (90.4 per cent) and tenants (70.3 per cent) were most likely to correctly answer the statement that ‘By July 2019 all tenanted properties must have insulation in the ceiling and underfloor where practicable’.

Figure 24: Proportion that correctly answered true/false insulation statements, landlords and tenants 2018 (%)



Landlords and tenants that said they understood the insulation requirements demonstrated better knowledge than those that said they were not at all aware of requirements. This was a consistent and statistically significant relationship for both tenants and landlords. Charts illustrating this pattern are shown in Appendix A4.

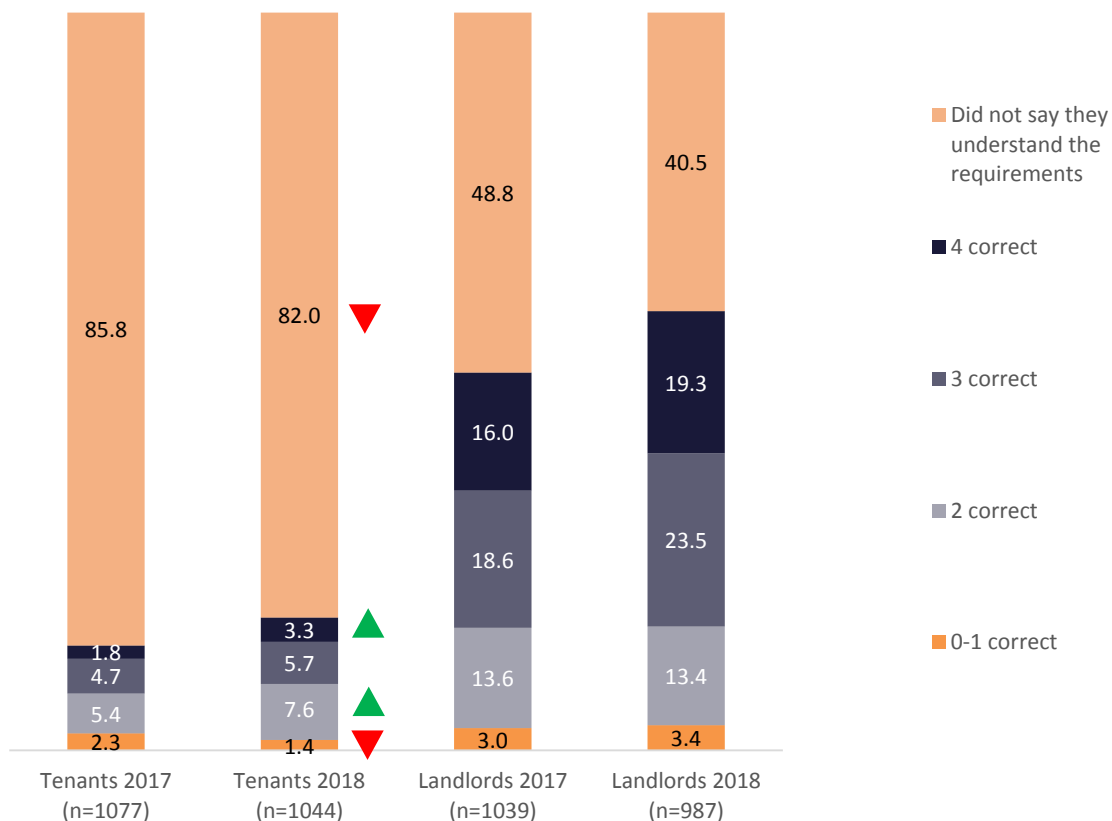
5.9.1 Comparison of awareness, 2017-2018

Four true / false knowledge-testing questions were asked in 2017 but only of those that said they understood the new requirements under the Act. To gauge the differences in awareness of the requirements between years, the following tables look at these consistent four statements.

There was an increase in the number of tenants answering insulation statements correctly between 2017 and 2018. Of tenants that said they understood the requirements, more answered at least two of the statements correctly in 2018 (16.6 per cent answered two or more correctly compared to 11.9 per cent in 2017).

By comparison, for landlords, there was an increase in the proportion answering 3-4 of the statements correctly (from 34.6 per cent to 42.8 per cent).

Figure 25: Number of true false statements answered correctly by those who said they understood the insulation requirements: statements included in both 2017 and 2018 (% of all tenants or all landlords, 2017-2018)



Note: Statistically significant differences between the subgroup (e.g. not at all aware) and the total are indicated by the symbols:

▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

Base: Those that said that they were aware of and understood the insulation requirements (the true/false questions were only asked of respondents if they said they understood the requirements in 2017).

Looking at the four individual statements asked in both years as a proportion of only those tenants who said they understood the requirements, there was one statistically significant difference: a higher proportion of tenants in 2018 correctly answered ‘All new tenancy agreements must state where, what and how much insulation is at the property’, compared to 2017.

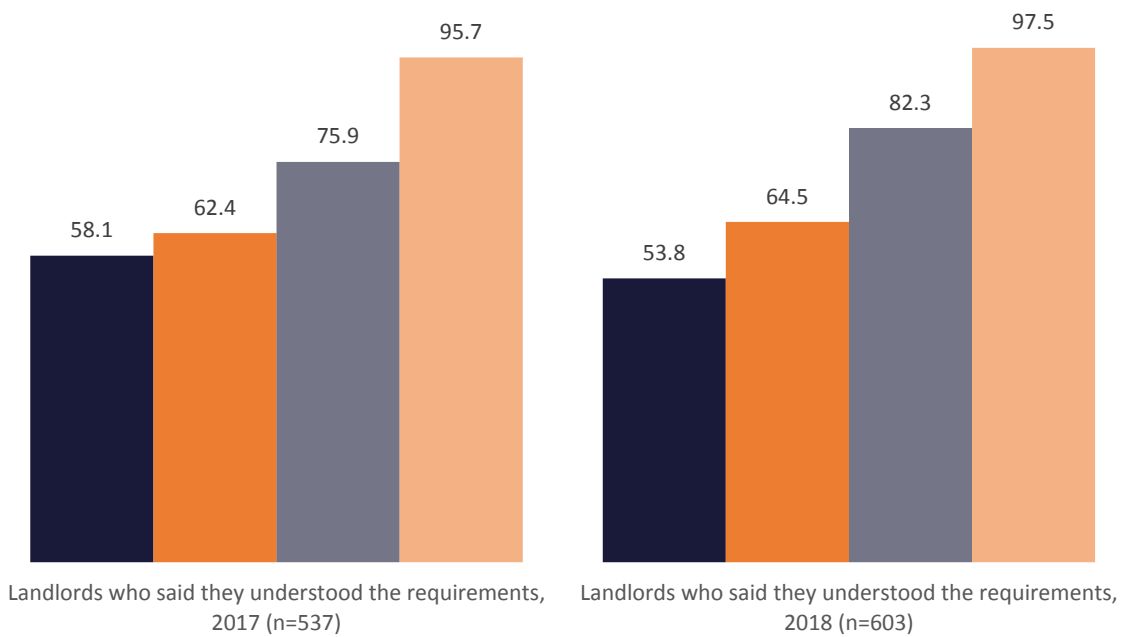
Figure 26: Correct answering of insulation requirements (% of tenants who said they understood the requirements, 2017-2018)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). There were no significant differences in these figures.

Compared to 2017, the proportion of landlords who said they understand the requirements correctly answering the statement ‘All new tenancy agreements must state where, what and how much insulation is at the property,’ increased 6.4 percentage points in 2018. For the other three statements included in both years, changes in the proportion correctly answering were less than five percentage points.

Figure 27: Correct answering of insulation requirements (% of landlords who said they understand the requirements, 2017-2018)



- Landlords must insulate all walls, ceilings and underfloor of their tenanted properties.
- It is up to tenants to inspect a rental property for insulation before signing a tenancy agreement.
- All new tenancy agreements must state where, what and how much insulation is at the property.
- By July 2019 all tenanted properties must have insulation in the ceiling and underfloor where practicable.

6 Cold, damp, ventilation and heating

In the 2018 survey, tenants were asked some new questions including whether properties were cold, damp, had mould, and what ventilation and heating was provided and used in the tenancy. The survey did not capture the presence and use of any tenant-supplied heating, dehumidifiers, HRV systems or passive ventilation. In this chapter there is no comparative 2017 data available.

Nevertheless, some of these questions were identical to Statistics New Zealand's 2018 General Social Survey (GSS), to allow MBIE to model aspects of the RTA survey using the GSS 2018 results.

6.1 Experience of cold

Comparison with 2016 General Social Survey

One of the questions in the 2018 RTA tenant survey which replicates a question from Statistics New Zealand's 2018 and 2016 General Social Survey (GSS) is: "In winter, is your home or flat colder than you would like?" The table below includes 2016 GSS figures for broad comparison. Note that the GSS uses random household sampling and interviews are conducted in person with a representative of Statistics New Zealand. In comparison, the RTA survey is a self-completion online panel sampling from research-only online panellists. These differences in methods may explain part of the difference between the results of the two surveys. These methodological changes also point to a need for caution in making comparisons.

More than half of tenants in the 2018 RTA survey said their 'home or flat' was colder than they would like in winter, however 13.6 per cent of tenants had not yet spent a winter in their property. Among tenants who had spent a winter in their dwelling, 69.9 per cent said their home or flat was colder than they would like sometimes or more often (41.0 per cent said it was colder often or always).

This difference may be partially explained by the difference in the response options offered for this question between the 2017 and 2018 surveys. The response option 'I have not spent a winter living in this house or flat' was not offered in the 2016 GSS but was included in the 2018 RTA version of this question⁹. In the 2016 GSS, 95.9 per cent of respondents answered yes or no to this question (4.1 per cent responded 'don't know'). In the RTA 2018 survey, only 82.1 per cent responded yes or no, with 4.3 per cent responding 'don't know' and 13.6 per cent saying they had not spent a winter in their dwelling.

⁹ This response option is expected to be included in the 2018 GSS and was included in the RTA version for the purposes of modelling by MBIE using the 2018 GSS and RTA results.

A comparison of the 2016 GSS and RTA 2018 sample also indicates that the RTA sample included fewer families with children, relative to the GSS, around twice as many in shared houses (this may explain partly why so many said they had not yet spent a winter, as this group may have shorter tenures), more respondents of Asian ethnicity and fewer with a personal income of between \$0 to \$50,000 (see Appendix A3 for a comparison of the two samples).

RTA survey respondents were more likely than GSS respondents to find their dwelling always colder than they would like in winter (25.7 per cent of RTA survey respondents, compared to 15.0 per cent of GSS respondents).

Table 19: In winter, is your home or flat colder than you would like? As reported by tenants, 2018

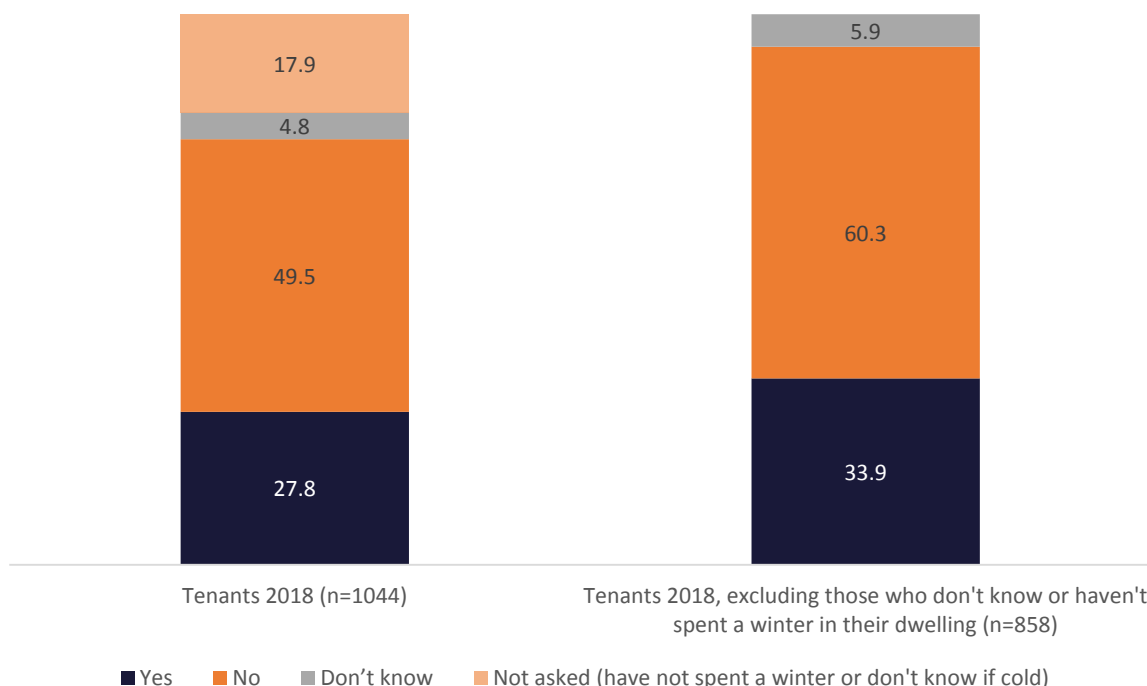
	All Tenants 2018 (%)	GSS 2016 (%)	Tenants 2018 (% of those that had spent a winter in their dwelling)
yes – always	22.2	15.0	25.7
yes - often	13.3	17.4	15.3
yes – sometimes	25.0	28.2	28.9
no	21.6	35.2	25.1
I have not spent a winter living in this house or flat	13.6	NA	NA
Don't know	4.3	4.1	4.9
Refused	NA	0.1	NA
Total	100	100	100

Base: All RTA survey tenants n=1044, RTA survey tenants who had spent a winter in their dwelling n=858, 2016 GSS-base not provided.

Note: Columns may not add precisely to 100.0 due to rounding.

Tenants that said their dwelling got colder than they would like in winter were also asked if their house or flat was cold enough that they could see their breath in winter. One third of tenants asked this question (33.9 per cent) said their home was cold enough to see their breath (this is 27.8 per cent of all tenants).

Figure 28: In winter, does your house or flat get cold enough that you can see your breath? As reported by tenants, 2018 (%)



Note: Columns may not add precisely to 100.0 due to rounding.

Tenants’ responses to this question about seeing their breath were analysed by the reported presence and use of household ventilation, presence and use of landlord-supplied heating in the main living room, presence of ceiling and underfloor insulation and approximations of the RTA Climate Zones¹⁰. Respondents were more likely (statistically significantly so) to say they could see their breath in winter, if they said they:

¹⁰ The Residential Tenancy Act specifies three Climate Zones with respect to minimum R values for insulation. These are Climate Zone 1 (Auckland and Northland Regions), Climate Zone 2 (the remainder of the North Island excluding the central plateau area) and Climate Zone 3 (the South Island and the central plateau area). Because the central plateau area was not disaggregated in the survey, where Climate Zones 2 and 3 are referred to, these are approximations.

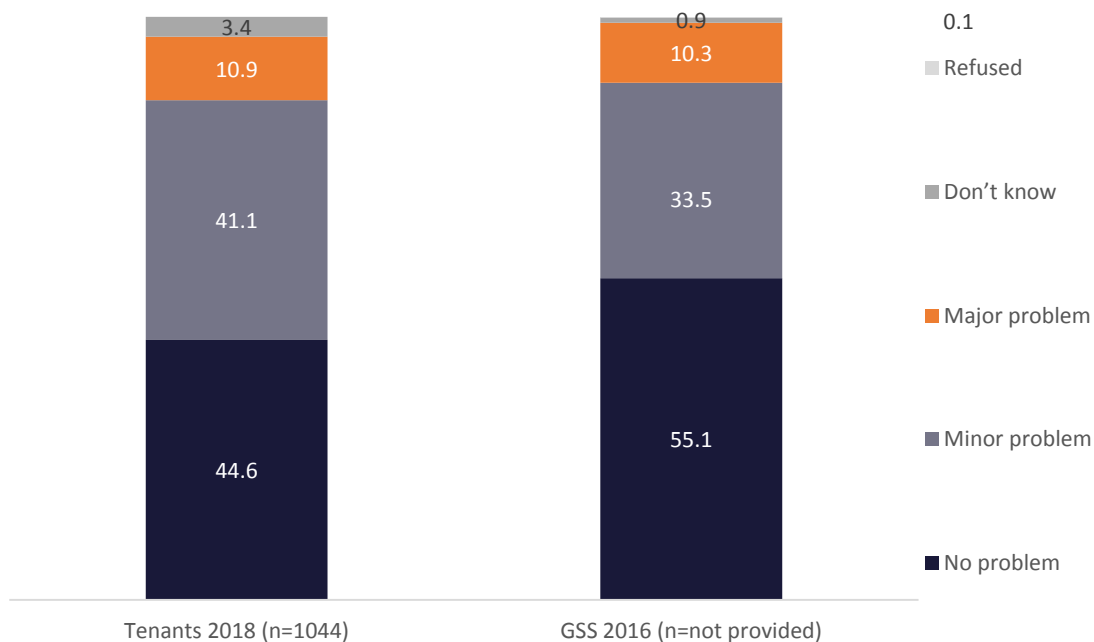
- didn't have a working kitchen extractor fan;
- had no ceiling insulation;
- had no underfloor insulation.

Tables showing the full comparisons are included in Appendix A4.

6.2 Presence of Dampness and Mould

Half of all tenants (52 per cent) in the 2018 RTA survey said they had a problem with dampness or mould, and one in ten said that this was a 'major problem'. This question was replicated from Statistics New Zealand's General Social Survey (GSS). In comparison, the 2016 GSS estimates that 43.9 per cent of tenants renting from a private landlord and aged 18 or older, said they had a problem with mould, and that a similar proportion (10.3 per cent) had a major problem.

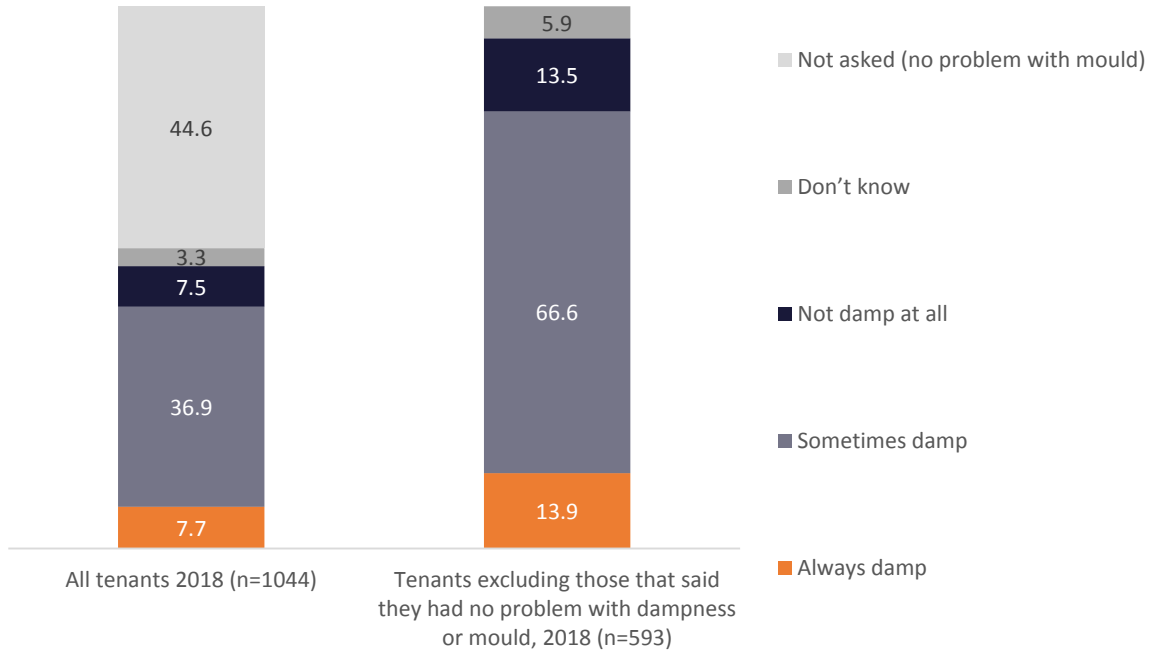
Figure 29: Does your house or flat have no problem, a minor problem or a major problem with dampness or mould? As reported by tenants, 2018 (%)



Note: Columns may not add precisely to 100.0 due to rounding.

Tenants were asked if their house or flat was always damp, sometimes damp or not damp at all (unless they said they had 'no problem' with mould or dampness). Almost half of tenants (44.6 per cent) said their property was damp all or some of the time. Of those with a mould problem, this was four out of five (80.5 per cent).

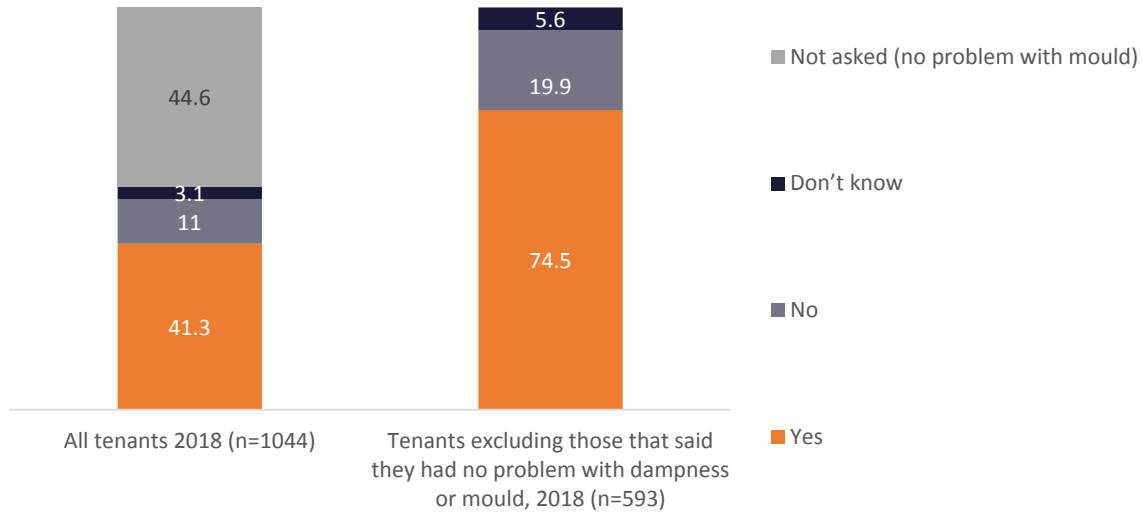
Figure 30: Would you say this house or flat is always damp, sometimes damp, or not damp at all? As reported by tenants, 2018 (%)



Note: Columns may not add precisely to 100.0 due to rounding.

Four out of ten tenants said their home got mouldy.

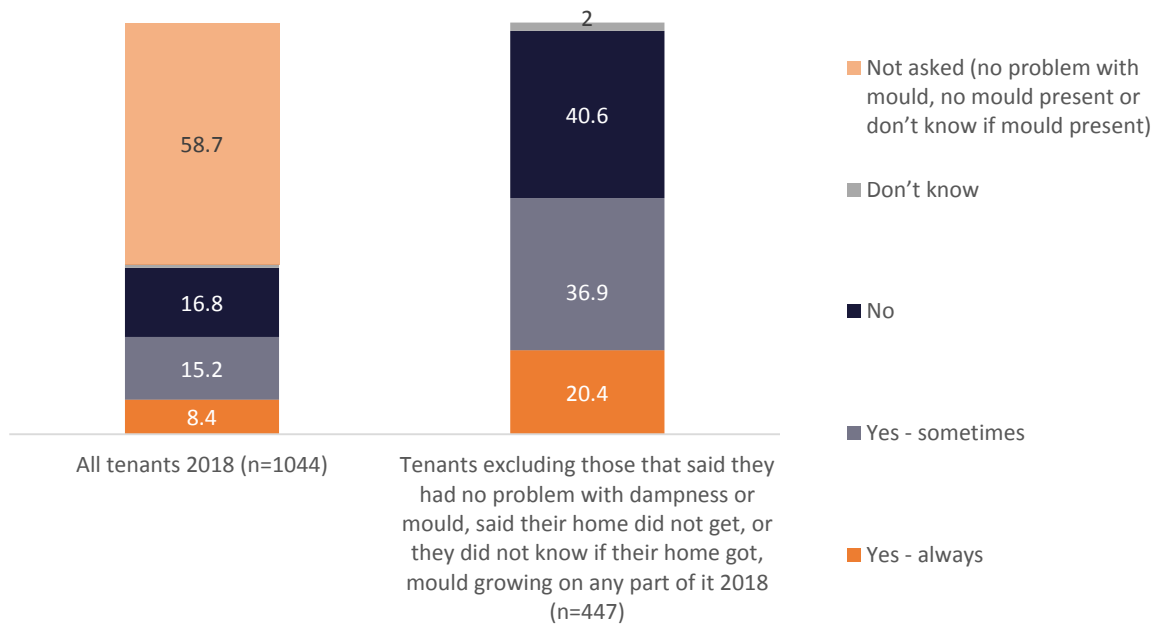
Figure 31: Does any part of your home get mould growing on it, for example, on the walls, ceiling, window frames, curtains, or blinds? As reported by tenants, 2018 (%)



Note: Columns may not add precisely to 100.0 due to rounding.

Nearly one quarter of all tenants said there was the equivalent of an A4 sheet or larger of mould always or sometimes in their property, this represents more than half of those who said they have at least some mould in their home.

Figure 32: Can you see mould in any part of this dwelling that, in total, is larger than an A4 sheet of paper? As reported by tenants, 2018 (%)



Note: Columns may not add precisely to 100.0 due to rounding.

Analysis of mould responses by tenant characteristics

Tenants responses to the questions 'Would you say this house or flat is always damp, sometimes damp, or not damp at all?' and 'Does any part of your home get mould growing on it, for example, on the walls, ceiling, window frames, curtains, or blinds?' were compared by their responses regarding:

- their experience of cold in winter in their dwelling;
- presence of ceiling or underfloor insulation;
- presence and use of kitchen and bathroom ventilation;
- opening of windows and/or doors in winter and;
- presence and use of heating.

Tenants were more likely to say that their dwelling was always damp or that they had mould growing on part of their dwelling, if they:

- Said their dwelling was always colder than they would like in winter or that their dwelling got cold enough to see their breath in winter;
- Said their bathroom was without a working extractor fan, a skylight or window that could be opened, a permanent vent or a shower dome;
- Said they did not have ceiling insulation or underfloor insulation;
- Did not have any landlord-supplied heating in their living room;
- Did not have a working kitchen extractor fan.

See Appendix A4 for tables of the above comparisons.

Tenants who said their home got mouldy were also more likely to live in Climate Zone 1 (Auckland and Northland). Tenants who lived in Climate Zone 1 were less likely to say they had landlord-supplied heating (50.6 per cent said they had no landlord-supplied heating in their living room compared to 24.3 per cent and 5.5 per cent in Zones 2 and 3). However, even among tenants who said they had heating supplied, those in Climate Zone 1 were more likely to say they had a minor problem with dampness or mould (47.7 per cent compared to 38.4 per cent for those with heating supplied in Climate Zones 2 and 3) and less likely to say they had no problem with dampness or mould (40.3 per cent compared to 53.5 per cent)¹¹. These differences were statistically significant.

Those more likely *not* to have a damp dwelling or to say their home did *not* get mouldy were those that said:

¹¹ Based on responses from 693 tenants. Excludes those who said they had none of the specified landlord-supplied heating (heat pump, wood burner, electric heater, gas heater – flued or unflued, pellet fire or central heating) and those who said they don't know if their dwelling has a major problem, minor problem or no problem with dampness or mould.

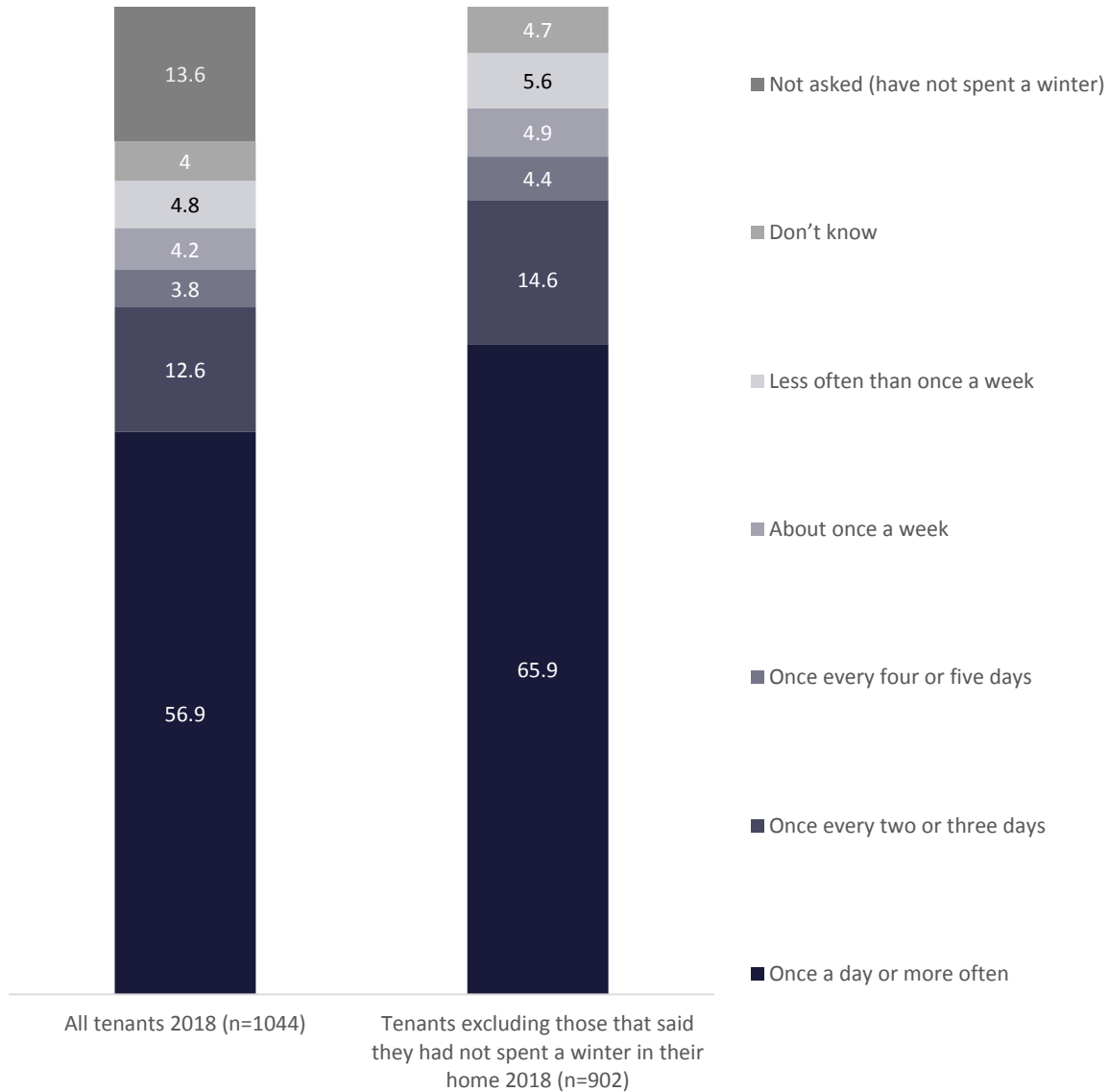
- Their home was not colder than they would like in winter, that they had not spent a winter in their dwelling or that their home was not cold enough to see their breath in winter;
- They had a shower dome or a working bathroom extractor fan;
- They had a working kitchen extractor fan;
- They had a heat pump in their living room;
- They had ceiling insulation or underfloor insulation;
- They lived in Climate Zone 3.

These differences were statistically significant.

6.3 Ventilation

Just over half of tenants said they left windows and/or doors open in their home for at least 15 minutes every day in winter.

Figure 33: In winter, how often do you leave some windows and/or doors in this rental property open for at least 15 minutes at a time? As reported by tenants, 2018 (%)



Note: Columns may not add precisely to 100.0 due to rounding.

A much higher proportion of tenants reported ventilating their home more regularly in the summer, more than 90 per cent saying they did so every day.

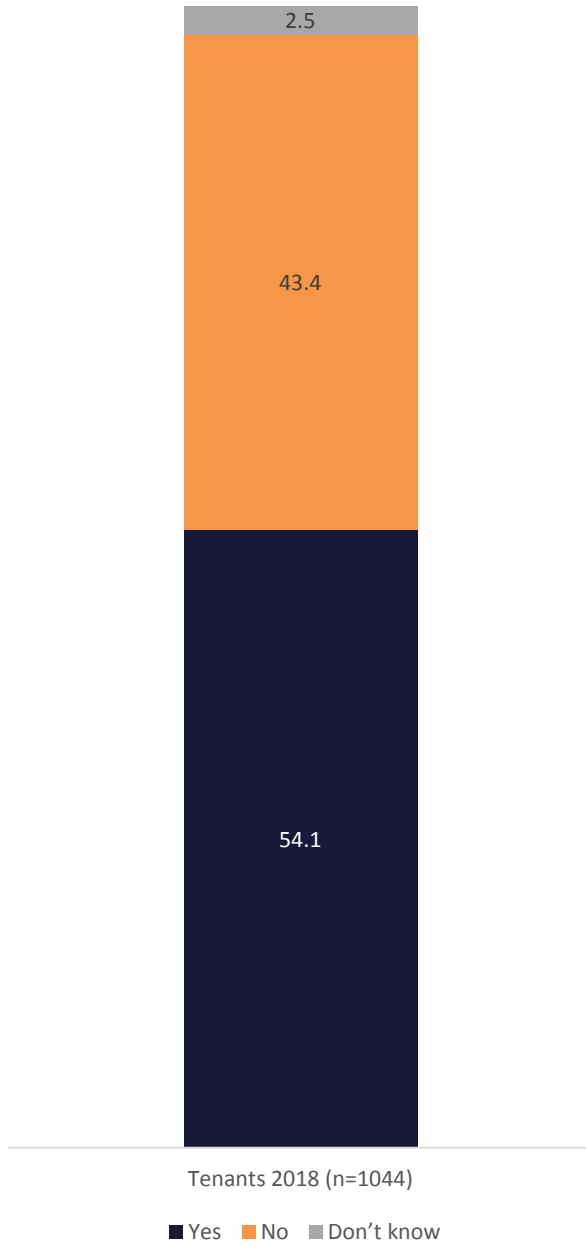
Figure 34: In summer, how often do you leave some windows and/or doors in this rental property open for at least 15 minutes at a time? As reported by tenants, 2018 (%)



Note: Column may not add precisely to 100.0 due to rounding.

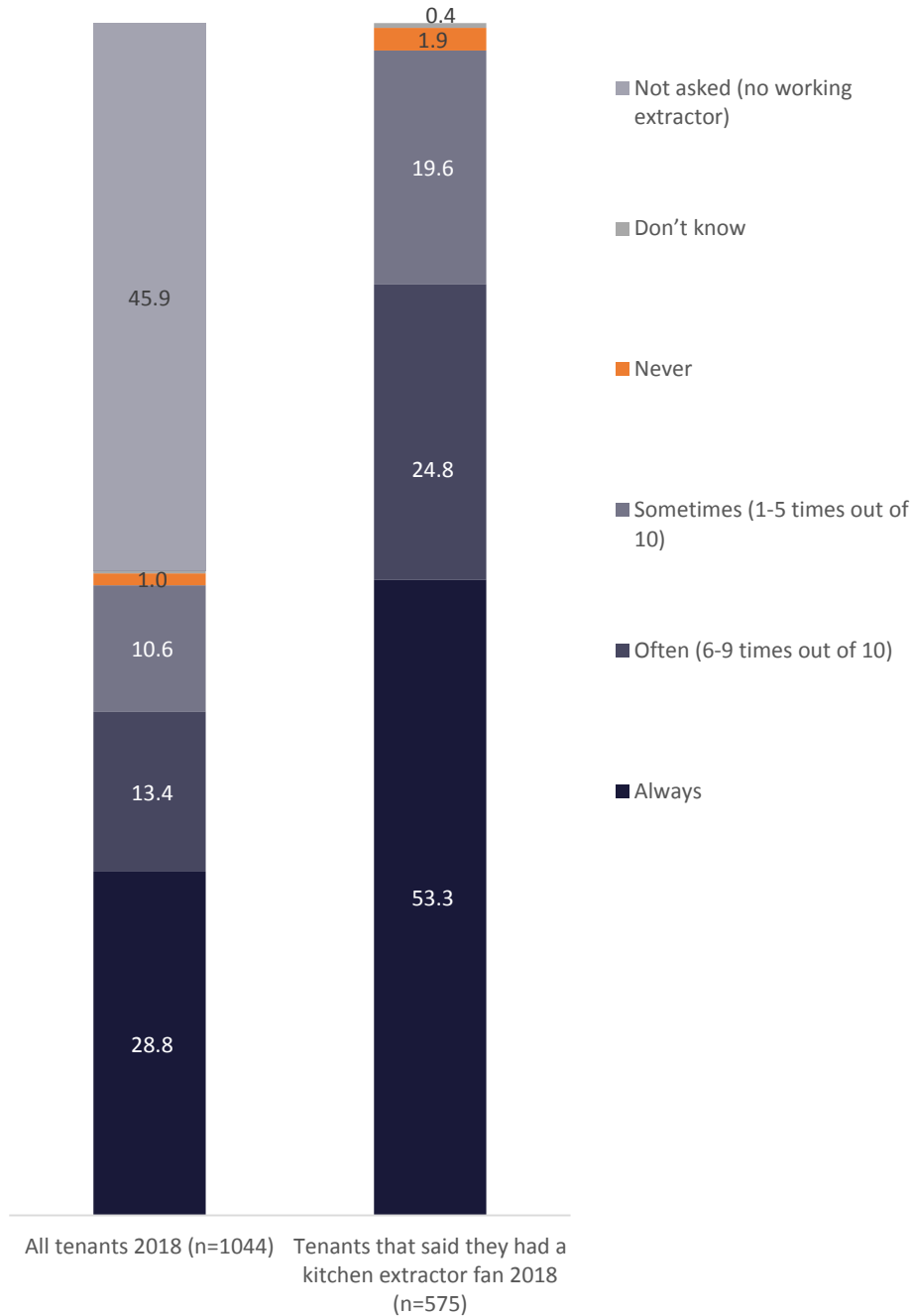
Just over half of tenants had a working extractor fan in the kitchen.

Figure 35: Is there a working extractor fan in this property's kitchen? As reported by tenants, 2018 (%)



Around two out of five tenants said an extractor was used when cooking often or always.

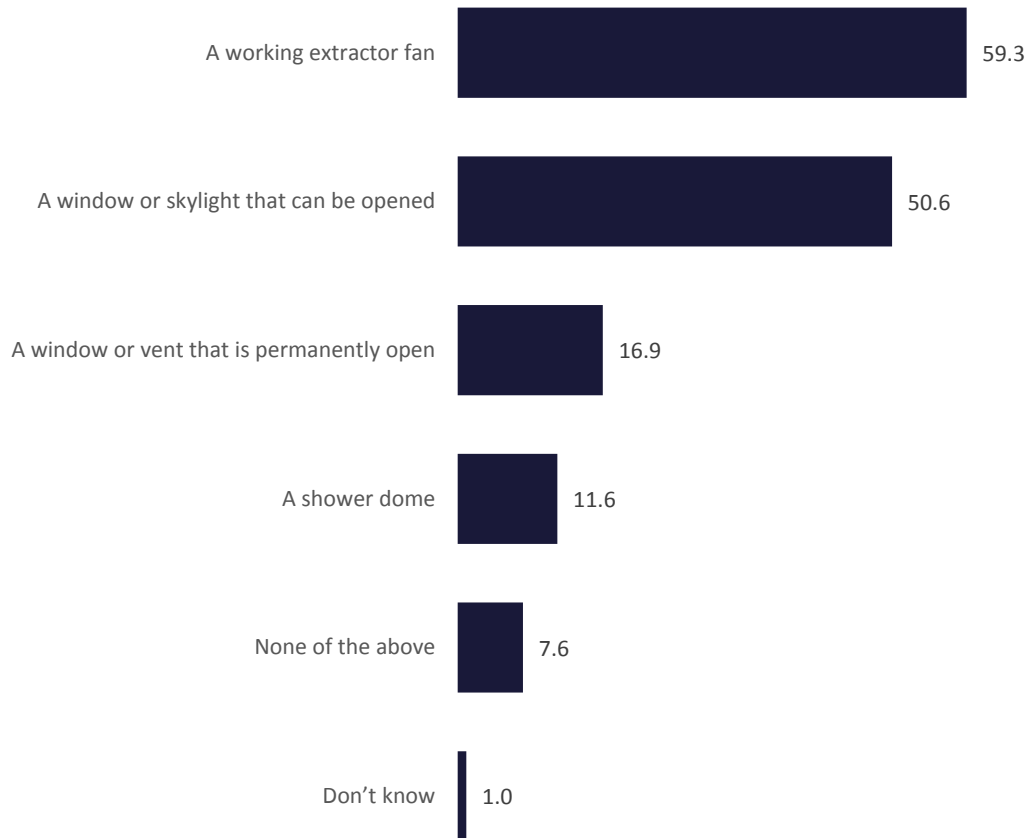
Figure 36: How often is this fan used when someone is cooking food that produces steam? As reported by tenants, 2018 (%)



Note: Columns may not add precisely to 100.0 due to rounding.

Three in five tenants said they had a working extractor fan in their bathroom, half had a window or skylight that could be opened.

Figure 37: Which of the following do you have in the bathroom? As reported by tenants, 2018 (% , multiple responses possible)

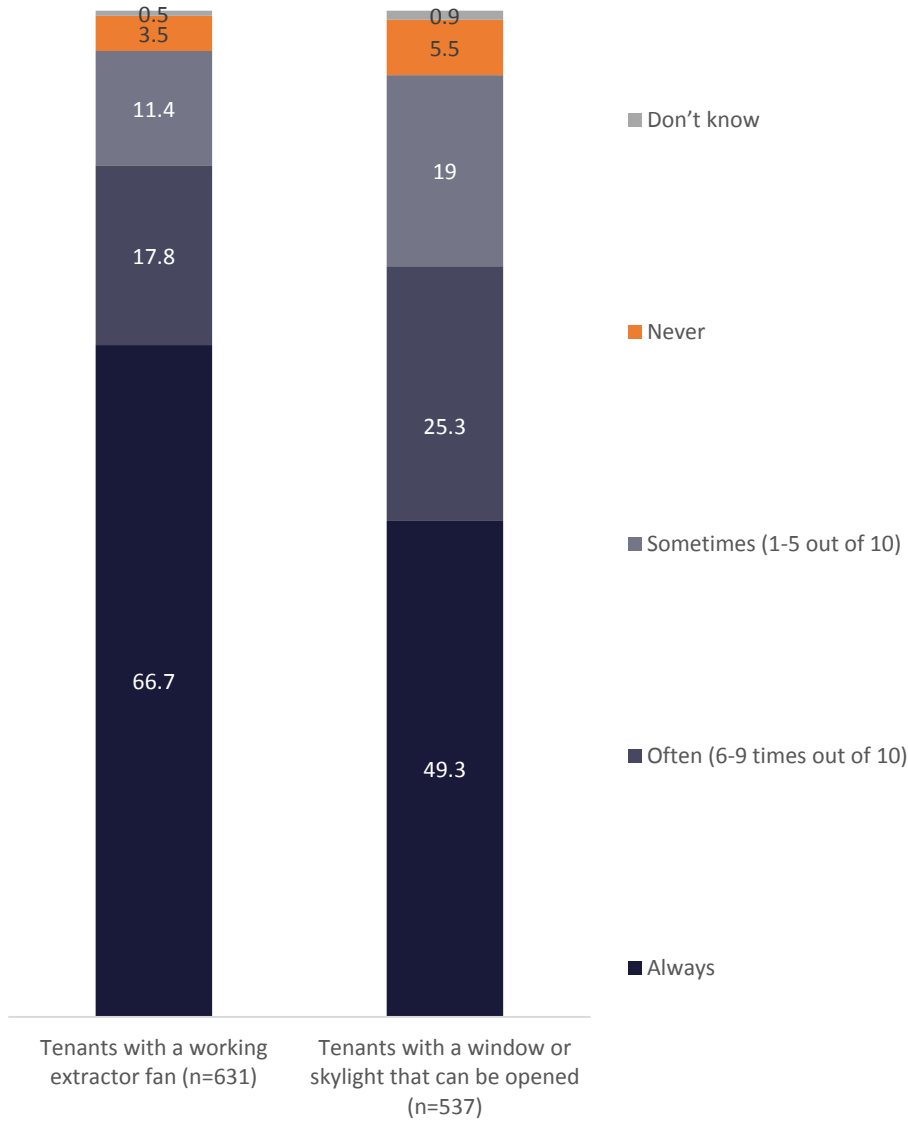


Base: Tenants 2018 (n=1044).

Note: Does not add to 100 per cent as respondents could select more than one answer (excluding none of the above and don't know, which could not be selected in conjunction with any other option).

Most tenants who had them, said that extractor fans (84.5%) and windows/skylights (74.6%) were used often or always when showering or bathing.

Figure 38: How often is this used when someone is bathing or showering? As reported by tenants, 2018 (%)



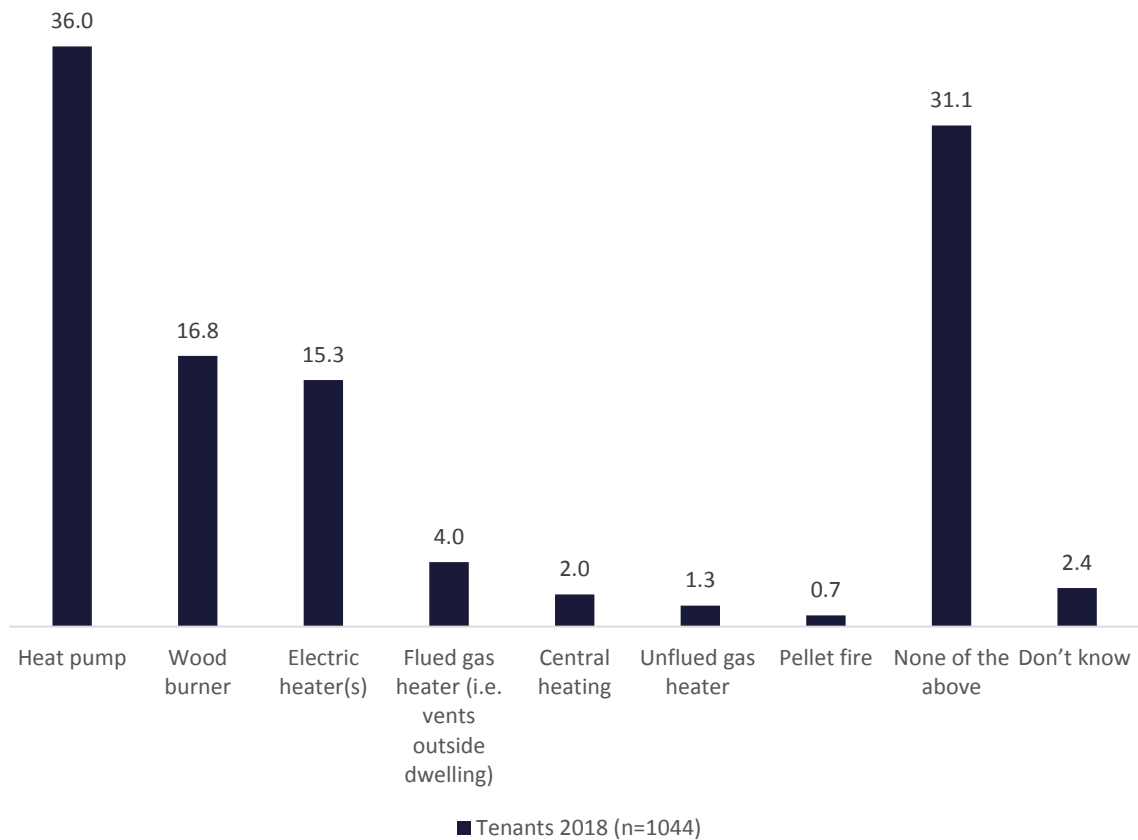
Base: Where ventilation type said to be present.

Note: Columns may not add precisely to 100.0 due to rounding.

6.4 Landlord-Supplied Heating

Almost one third (31.1 per cent) of tenants said they had no landlord-supplied heating in their living room. Where heating was provided, heat pumps were the most common type; just over one third of tenants said they had one in their living room. Wood burners and electric heaters were other common heating types.

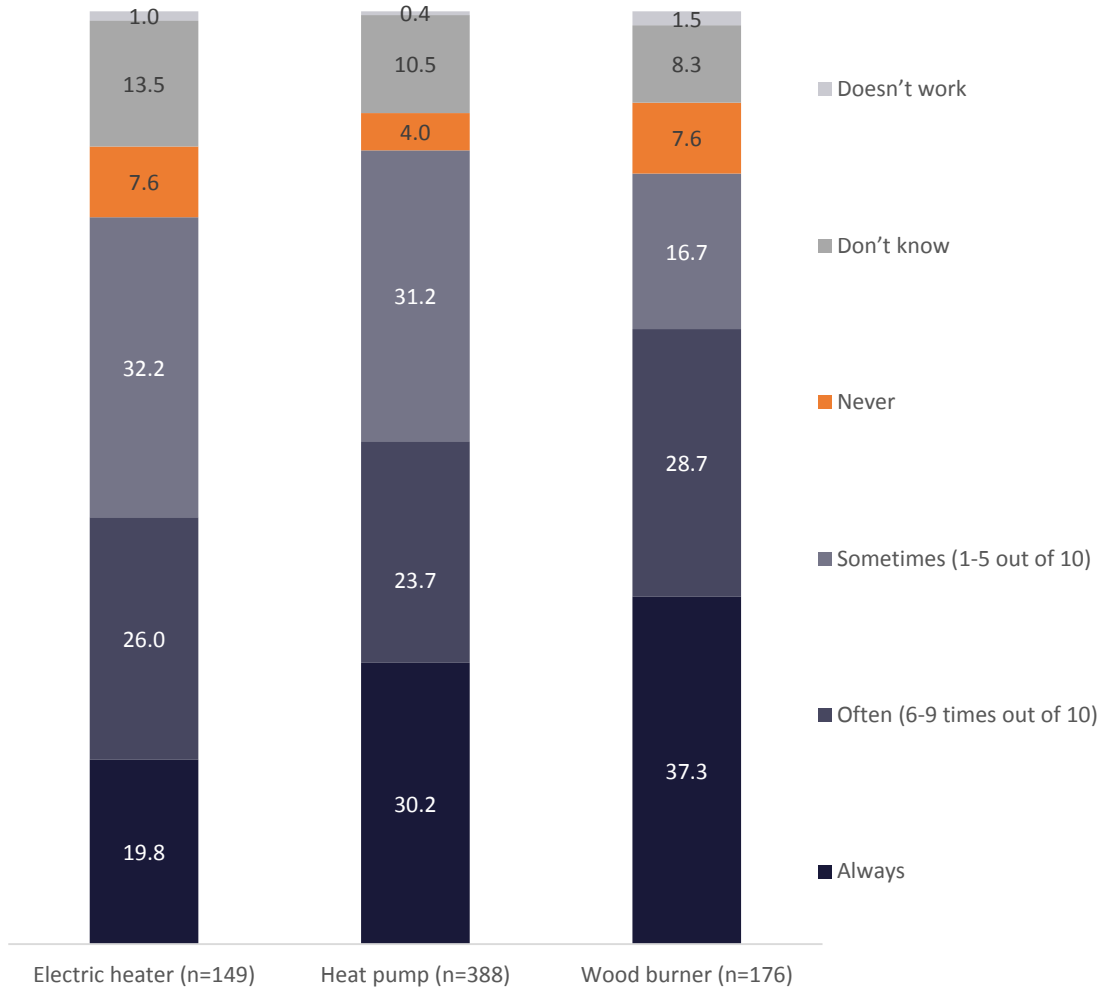
Figure 39: Does the landlord provide any of the following heating in the living room? As reported by tenants, 2018 (%)



Note: Does not add to 100 per cent as more than one heating type can be present.

Of those that had one of the main three heating types, wood burners were more likely to be said to be used every time someone was in the living room in winter.

Figure 40: How often is this heating used, when someone is in the living room during cold winter weather? As reported by tenants, 2018 (%)



Base: Where heating type present. Only those types present in five per cent or more tenancies shown.
 Note: Columns may not add precisely to 100.0 due to rounding.

7 Support services

7.1 Sources of advice when experiencing tenancy issues

Respondents were asked where they would seek advice “If you were experiencing issues with your tenancy that couldn’t be resolved directly with [the landlord/tenants] or by the property manager”. Two types of questions were asked. Unprompted questions required an answer to be typed in, and prompted questions provided a list of response options. These two question forms measure slightly different things – the unprompted version measures top-of-mind recall of the main sources of advice, and the language used to refer to these while the prompted format measures which of the sources, among those presented, respondents say they would or would not make use of. One interpretation of these two measures is that the unprompted response is likely to more closely reflect the minimum share, and the prompted the maximum share, of the proportion that would seek advice from each source.

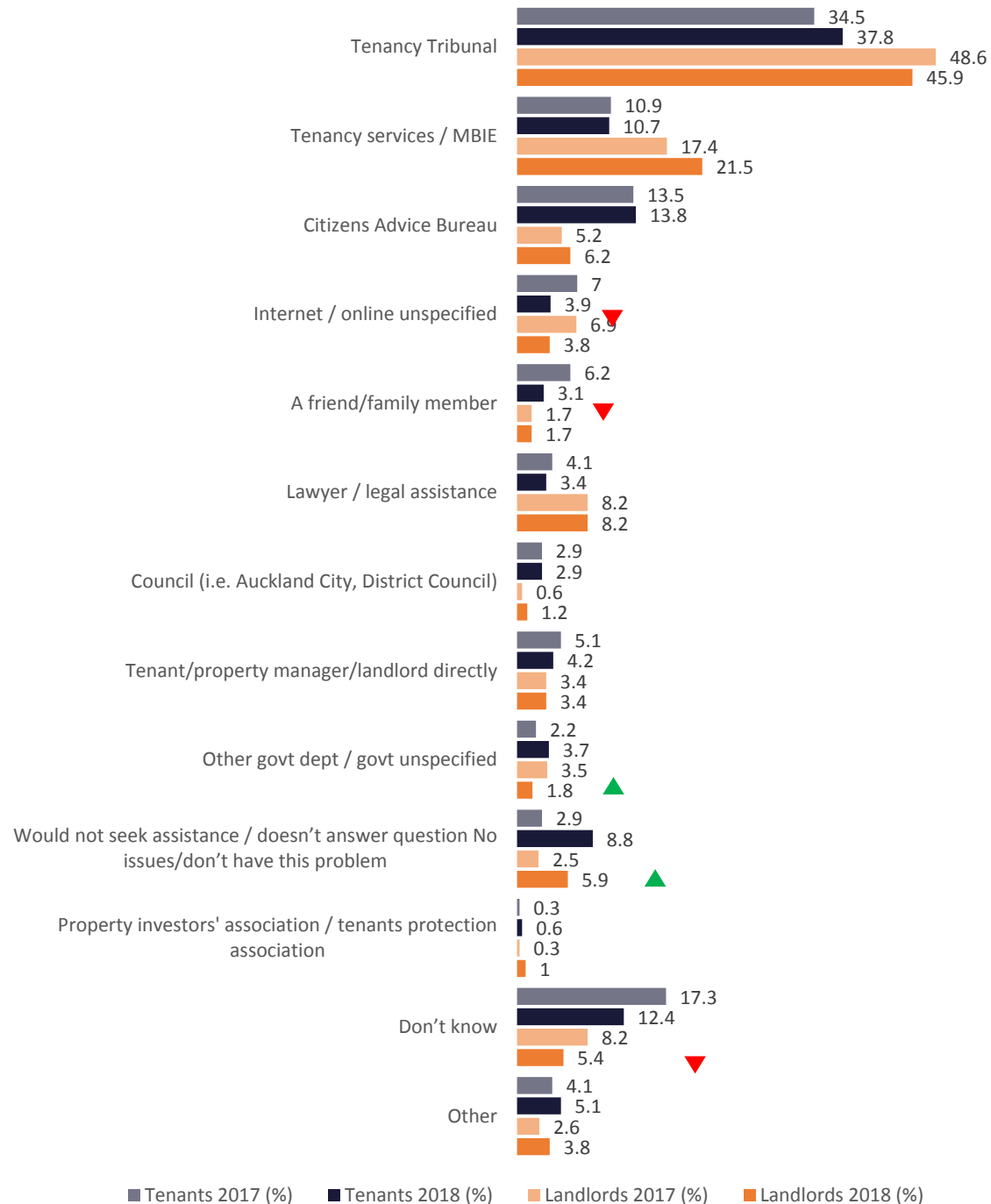
Caution might be applied to interpretation of this information, as there is potentially confusion between the Tenancy Tribunal and Tenancy Services. At times it was not clear whether respondents were referring to Tenancy Services and the Tenancy Tribunal separately, or as one agency. For consistency, if a response included the word ‘Tribunal’ it was coded as the Tenancy Tribunal (excepting those that referred to each of the two separate entities, which were coded accordingly).

Unprompted responses

Both tenants (37.8 per cent) and landlords (45.9 per cent) most often said the Tenancy Tribunal was where they would seek advice, when asked unprompted. There was an increase, between 2017 and 2018, in the proportion of landlords saying unprompted, that if they experienced issues they would contact Tenancy Services, MBIE or go to tenancy.govt.nz (increasing from 17.4 per cent to 21.5 per cent). Tenancy Services was the second most common response unprompted among landlords and the third most common response among tenants (10.7 per cent for tenants). The Citizen’s Advice Bureau was the second most common unprompted response among tenants at 13.8 per cent (fourth at 6.2 per cent among landlords after lawyer / legal assistance).

Other sources of advice cited for tenancy issues included ‘going online’ (3.8 per cent of landlords, 3.9 per cent of tenants) and legal assistance (8.2 per cent of landlords, 3.4 per cent of tenants).

Figure 41: Sources of advice for tenancy issues without prompting “If you were experiencing issues with your tenancy that couldn’t be resolved directly with the [tenants / landlord or property manager], where would you seek advice?”, as reported by tenants and landlords, 2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018).

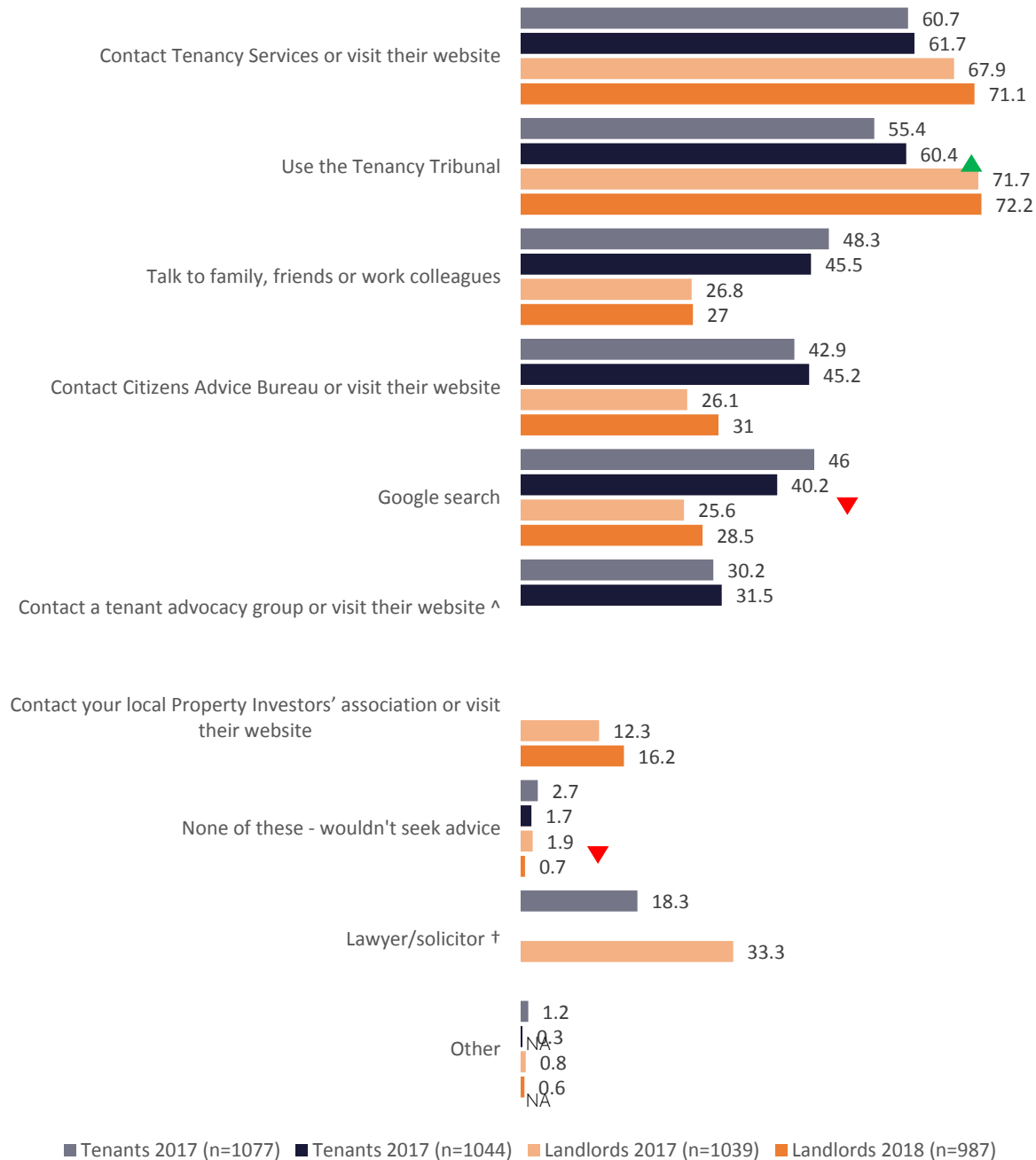
Note: Does not add to 100 per cent as more than one source could be named.

Prompted

When asked where they would seek advice and provided with a list of options, a similar number of respondents indicated Tenancy Services as indicated the Tenancy Tribunal. Differences between landlord and tenant responses were much smaller when respondents were given a range of answers to choose from. Use of personal networks and the Citizens Advice Bureau were more likely options for tenants than landlords. Use of government channels remained slightly more likely among landlords than tenants.

One response option, lawyer/legal assistance, was offered in 2017 but not in 2018 and this figure could not be compared across years.

Figure 42: Sources of advice for tenancy issues with prompting “If you were experiencing issues with your tenancy that couldn’t be resolved directly with the [tenants / landlord or property manager], where would you seek advice?” , as reported by tenants and landlords, 2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Does not add to 100 per cent as more than one source could be named.

^ In 2017, this option was worded as ‘Contact the Tenants Protection Association or visit their website’.

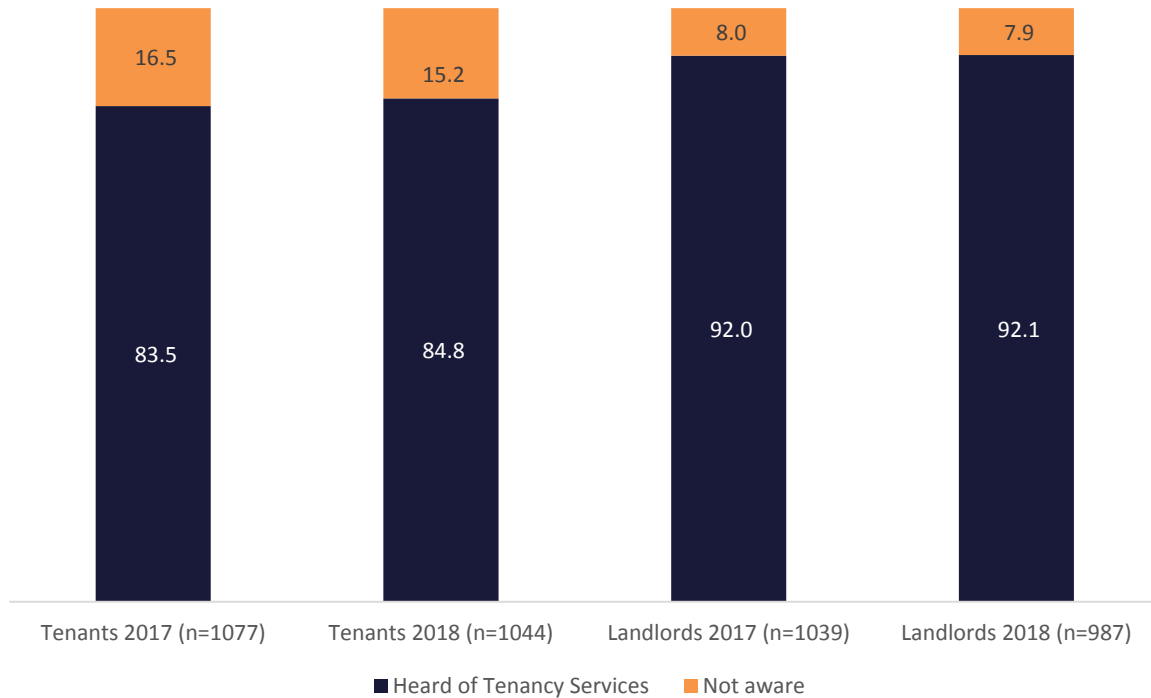
† This response option was not offered in 2018.

‘Contact a tenant advocacy group or visit their website’ was hidden for landlords and ‘Contact your local Property Investors’ association or visit their website’ was hidden for tenants.

7.2 Awareness of Tenancy Services

When asked whether they had heard of Tenancy Services prior to the survey, most respondents said, “Yes” although this was more common among landlords (92.1 per cent) than tenants (84.8 per cent). There was negligible change in these findings, when 2018 was compared with the 2017 results.

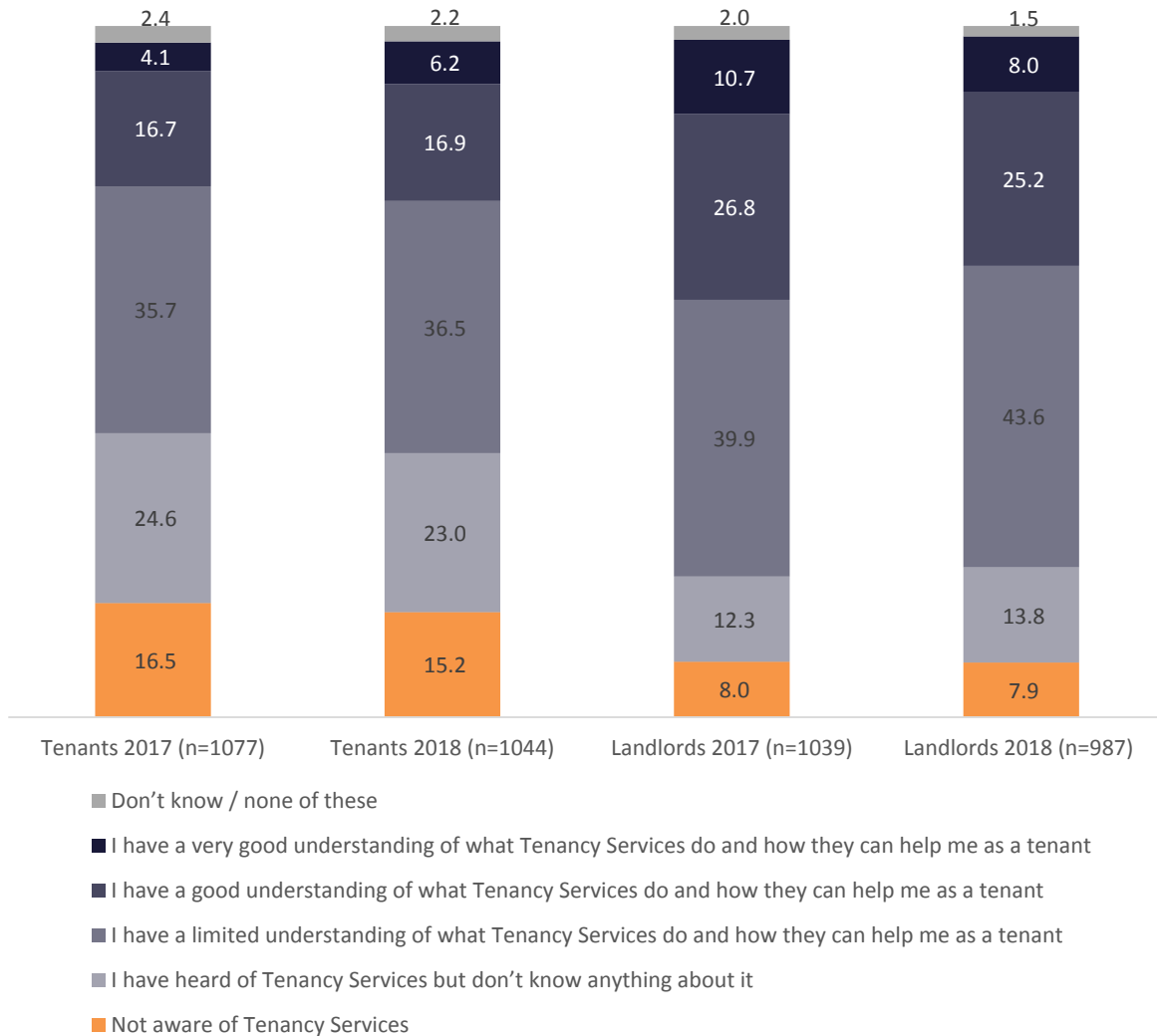
Figure 43: Awareness of Tenancy Services, as reported by tenants and landlords, 2017-2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

Tenants and landlords who had heard of Tenancy Services were asked about their level of knowledge of the agency. Tenants were more likely to describe themselves as not knowing anything about Tenancy Services (23 per cent of all tenants said they had heard of it but didn't 'know anything about it') than landlords (13.8 per cent of all landlords).

Figure 44: Understanding of Tenancy Services, as reported by tenants and landlords, 2017-2018 (%)

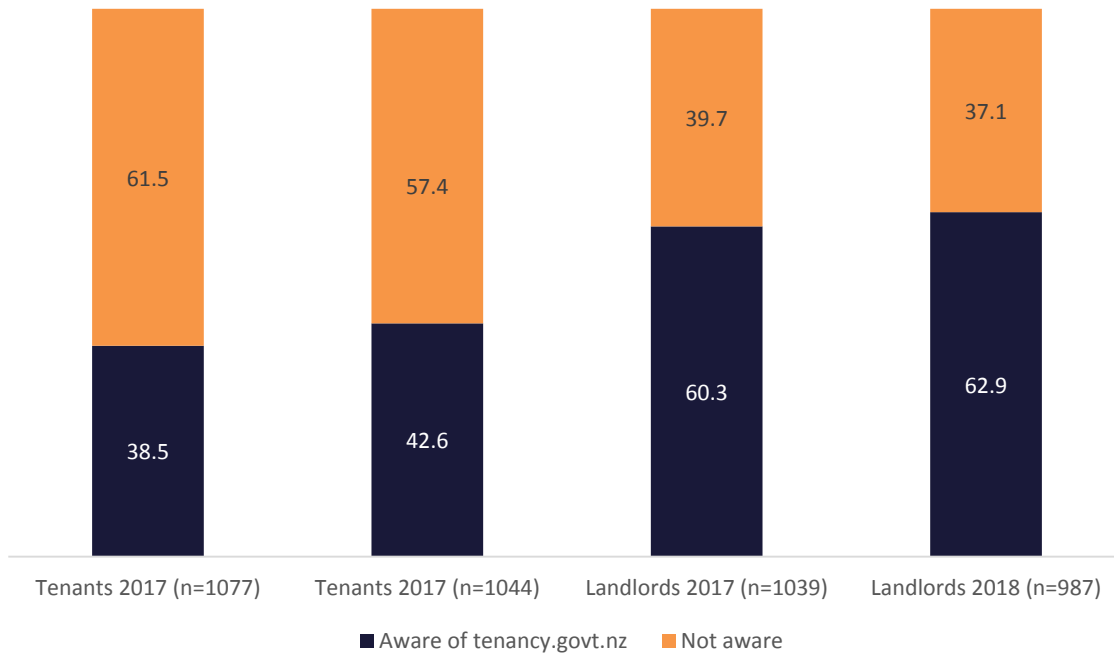


Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

7.3 Awareness of tenancy.govt.nz

Awareness of the website tenancy.govt.nz. was higher among landlords than tenants (62.9 per cent compared to 42.6 per cent) in 2018, and this was similar to findings from 2017. Awareness of the website among tenants has increased from 38.5 per cent in 2017 to 42.6 per cent in 2018 but this was not statistically significant.

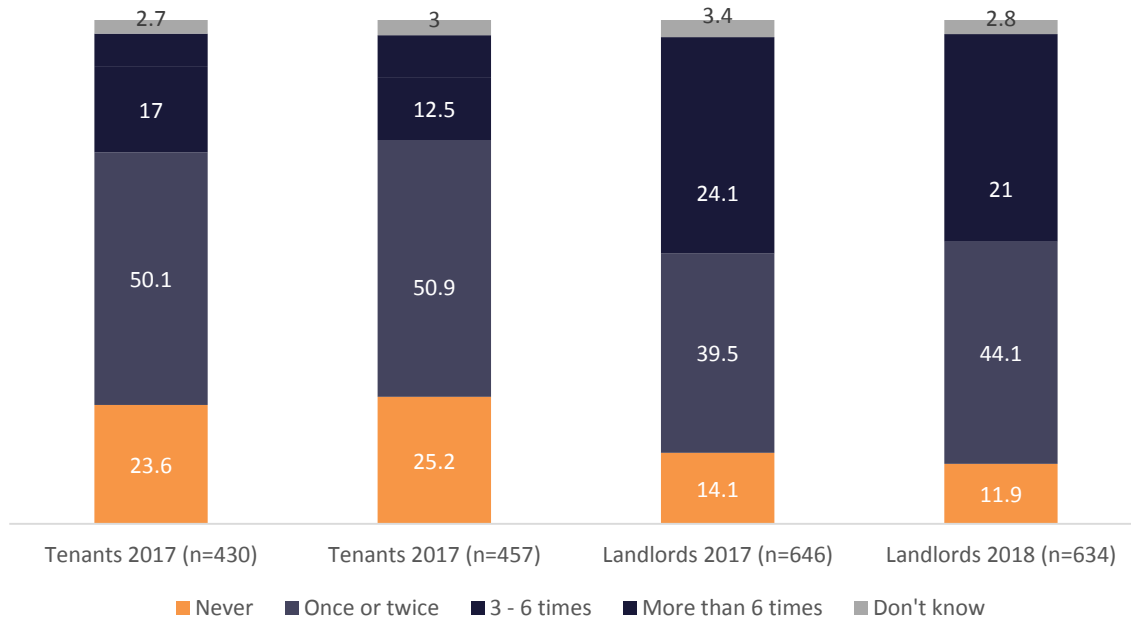
Figure 45: Awareness of tenancy.govt.nz, as reported by tenants and landlords, 2017-2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

Tenants who were aware of tenancy.govt.nz were less likely than landlords to have visited the site.

Figure 46: How many times have you visited the tenancy.govt.nz website, if ever? Of those that said they were aware of tenancy.govt.nz, as reported by tenants and landlords, 2017-2018 (%)



Base: Said they were aware of tenancy.govt.nz.

Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

Awareness of the website among landlords, and the number of times visited among landlords aware, was compared by the number of tenancies they had and whether they used a professional Property Manager/Real Estate agent for any property. Landlords that were more likely (statistically significantly so) to indicate that they were aware of the website and used this six times or more were those that said they:

- Had three or more tenancies;
- Did not use a professional Property Manager or Real Estate Agent to manage any of their current tenancies.

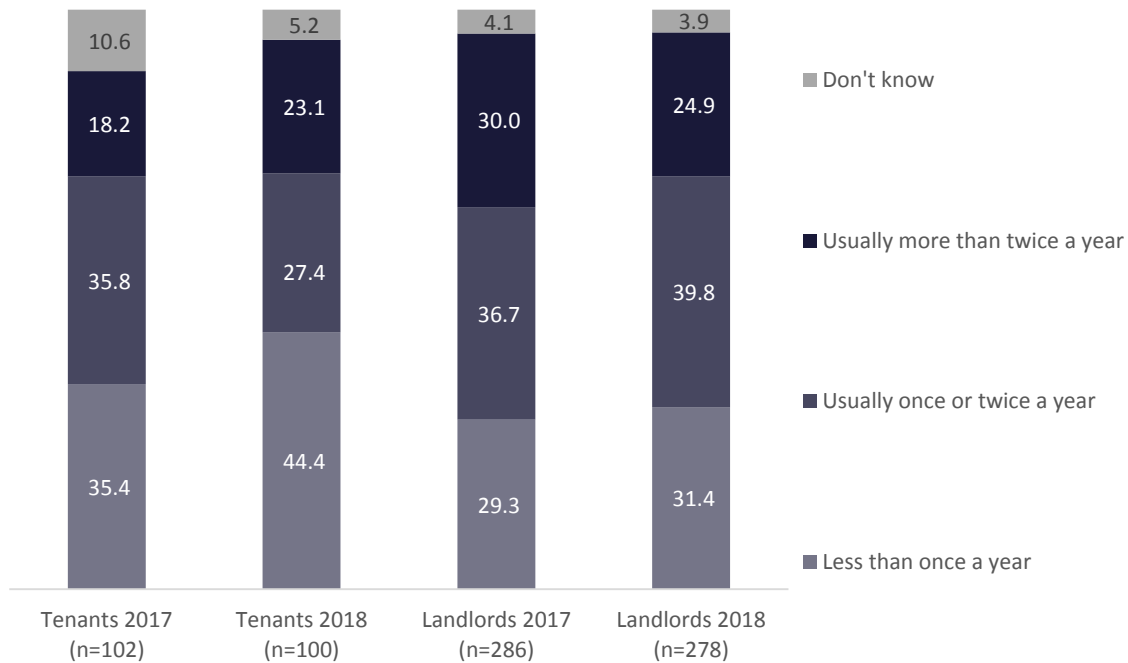
Landlords that were more likely (statistically significantly so) to indicate they *never* visit the website if they said they:

- Had one tenancy;
- Used a professional Property Manager.

Tables showing the above comparisons are included in Appendix A4.

Respondents that said they had visited the website more than 'once or twice' were asked how frequently they use the website. Tenants visited less often than landlords. Of tenants in the 2018 survey, 44.4 per cent said they visited less than once a year compared to 31.4 per cent for landlords.

Figure 47: Frequency of use of tenancy.govt.nz, of those who were aware of tenancy.govt.nz and said they had visited this at least three times in total, as reported by tenants and landlords, 2017-2018 (%)



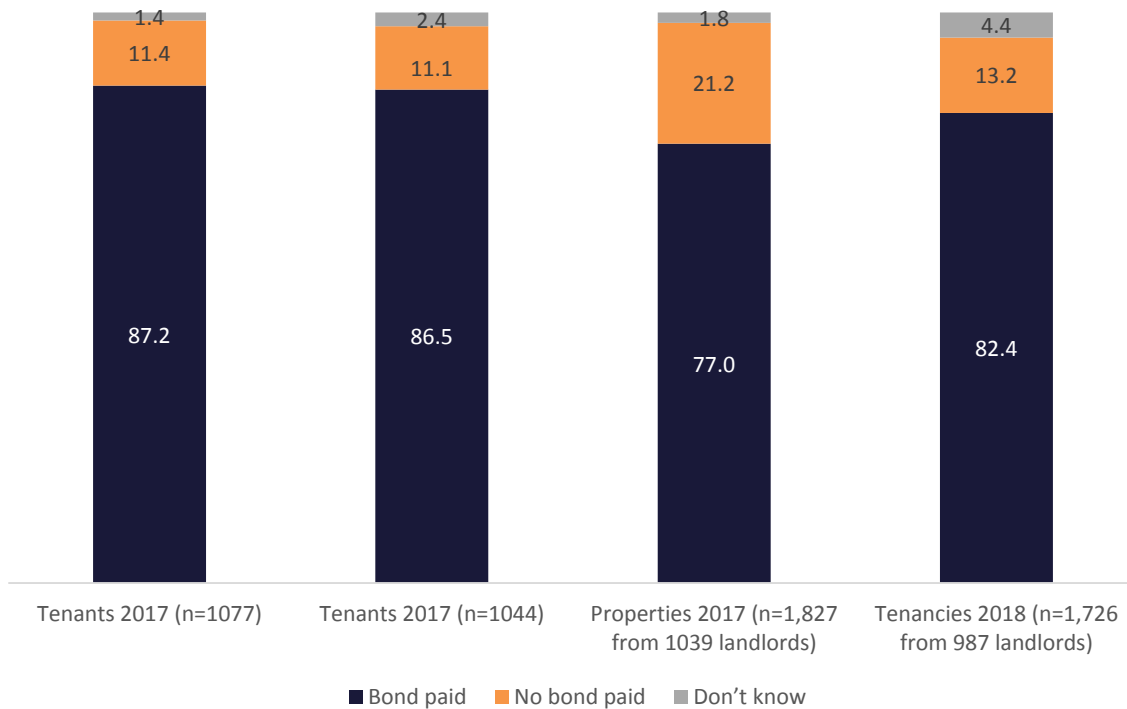
Base: Said they were aware of tenancy.govt.nz and visited at least three times in total.

Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

7.4 Bond payment and lodgement

Slightly more tenants (86.5 per cent) said they had paid a bond compared to landlord responses which indicated these had been paid for 82.4 per cent of tenancies. Although not directly comparable due to the change in question structure between 2017 and 2018, based on landlord responses it seems that there was a slight increase in the proportion of tenancies that reportedly had a bond paid.

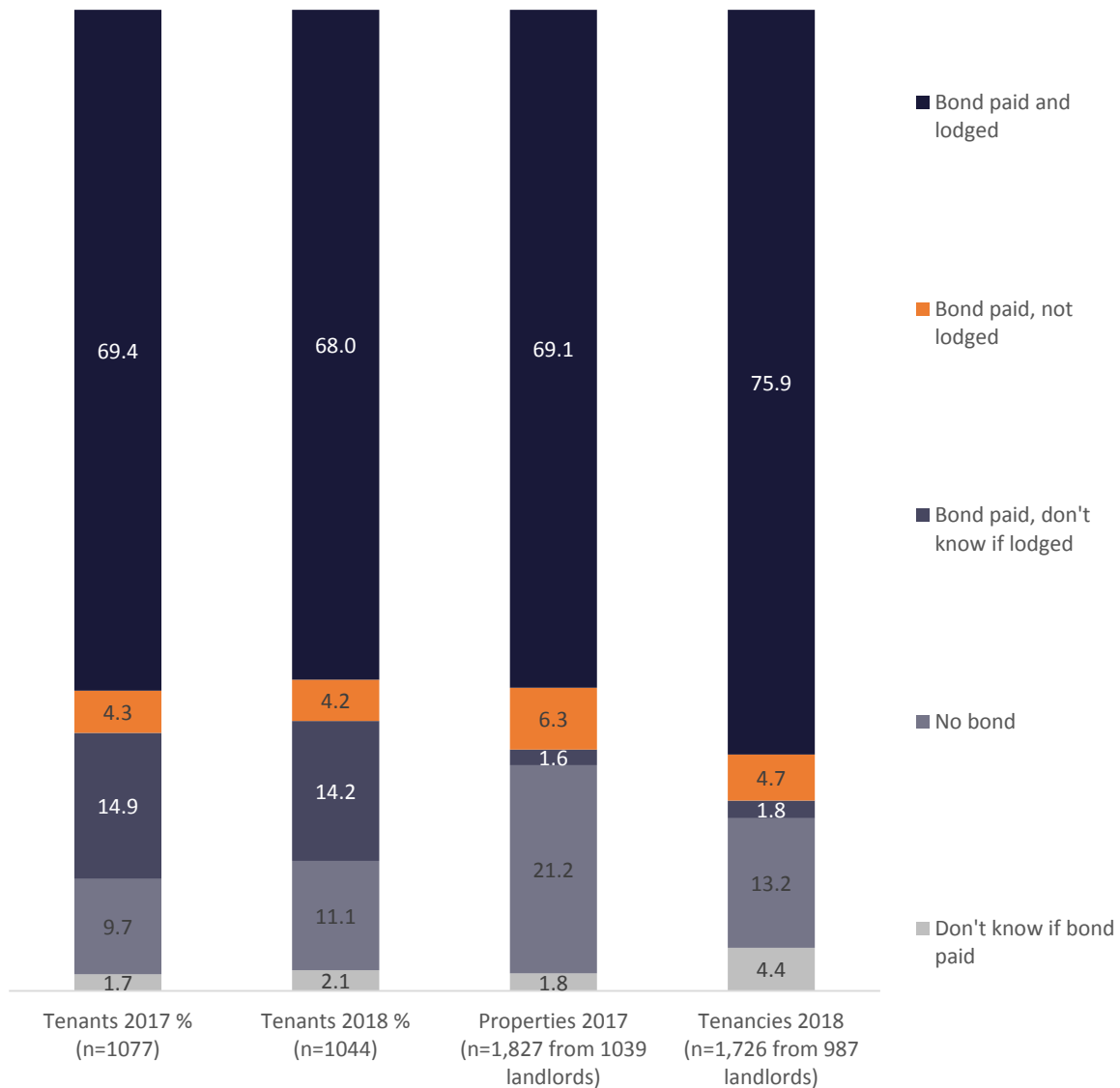
Figure 48: Bond payment as reported by tenants and landlords, 2017-2018 (%)



Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

The figure below shows the differences between 2017 and 2018 in the configuration of bond payment and lodgement. The comparison should be treated as indicative only for the tenancies as it may be impacted by the changes between the 2017 and 2017 surveys (see Appendix A1 for more detail). Responses from tenants appear very consistent (no statistically significant difference). It may be that a higher proportion of bonds have been paid and lodged by landlords in 2018 than in 2017. Although the comparison is indicative only, as pointed out above.

Figure 49: Bond payment and lodgement with Tenancy Services, as reported by tenants and landlords, 2017-2018 (%)



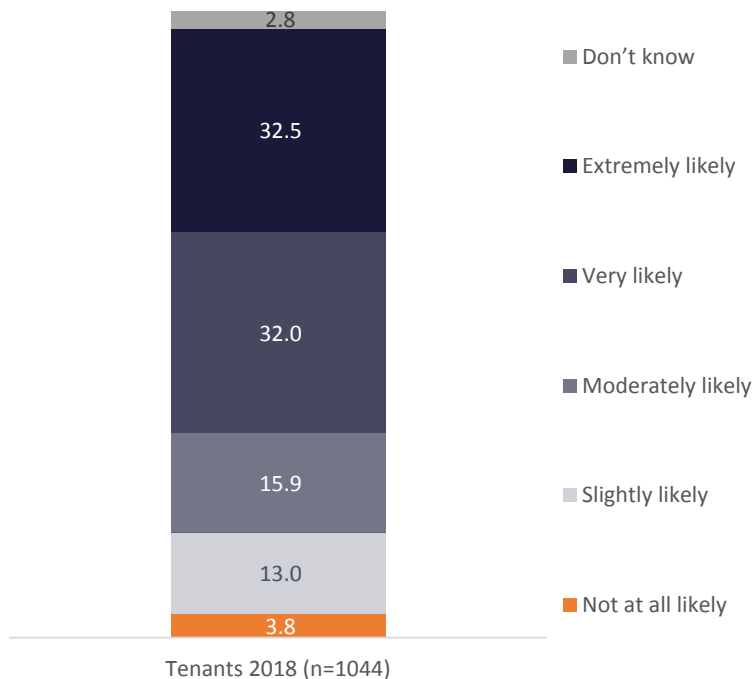
Note: Statistically significant differences between the 2017 and 2018 tenant results are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018). Columns may not add precisely to 100.0 due to rounding.

8 Tenants' response to non-compliant property scenario

In 2018 questions were added to the RTA survey about how tenants would respond to a scenario where their property was not legally compliant.

In a scenario where their property did not comply with the law, almost two thirds of tenants (64.5 per cent) said they would be very or extremely likely to raise the matter with their landlord or property manager. Just 3.8 per cent said they were not at all likely to raise such an issue, while another 18.9 per cent said they would be only slightly or moderately likely to do so.

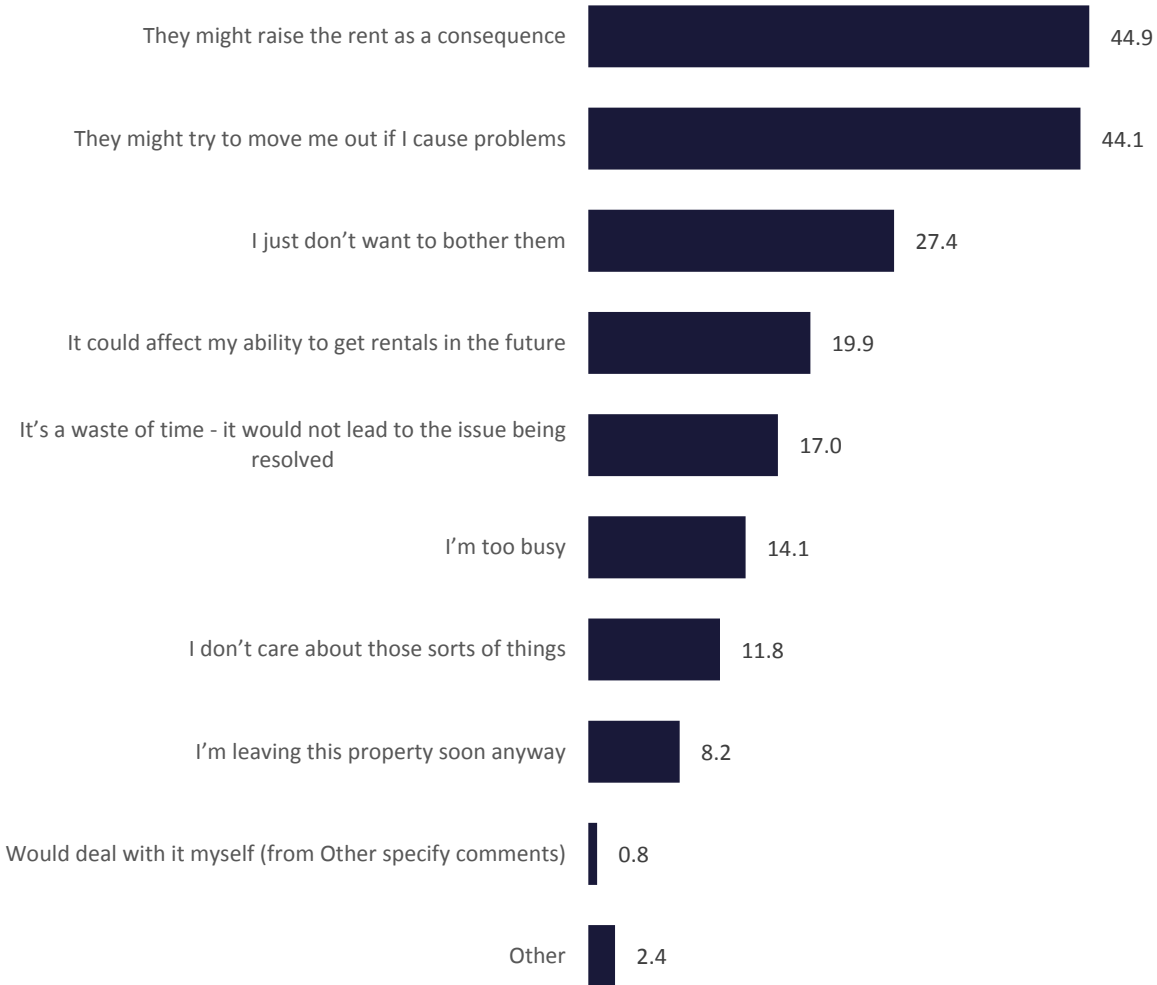
Figure 50: If you felt your rental property didn't comply with the law, for example didn't meet health and safety standards or didn't have smoke alarms, how likely would you be to raise the matter with your landlord/property manager? As reported by tenants, 2018 (%)



Note: Column may not add precisely to 100.0 due to rounding.

Tenants who said they were only moderately or less likely to raise a matter with their landlord were asked why. The leading reasons were concern about rent rises (44.9 per cent) and landlords attempting to move tenants out (44.1 per cent). Around one quarter of tenants were reluctant to ‘bother’ their landlord and one in five (19.9 per cent) thought it could affect their ability to get rentals in the future.

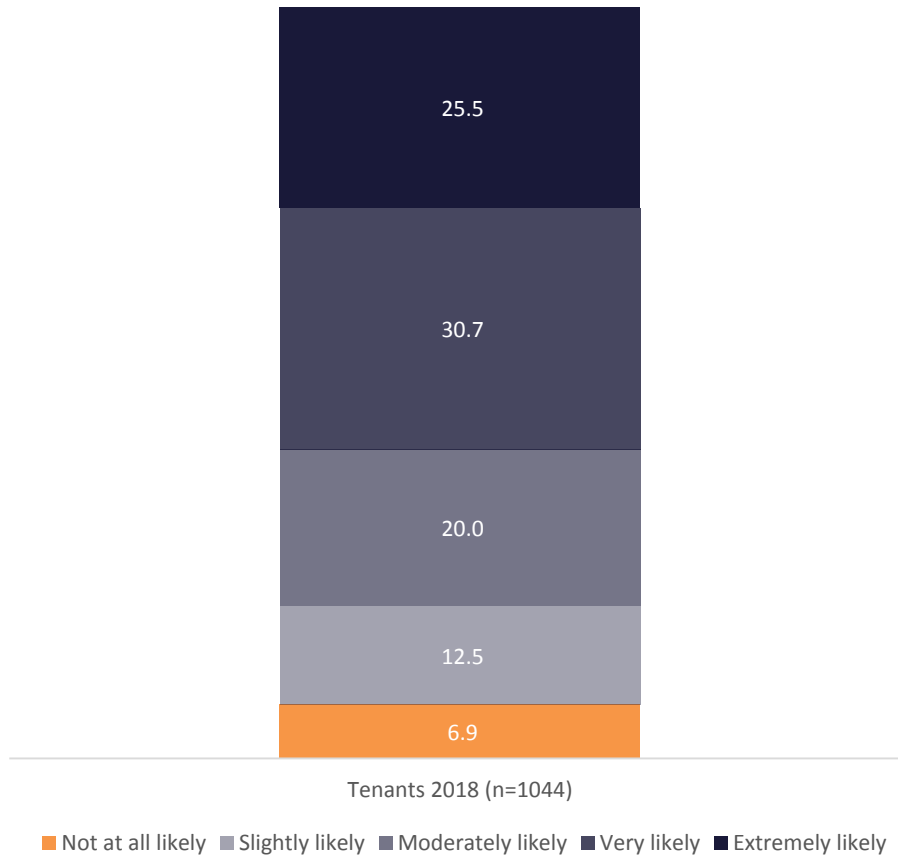
Figure 51: Why wouldn't you be more likely to raise the matter with your landlord/property manager? As reported by tenants, 2018 (%)



Base: 2018 tenants that said there are not at all likely, slightly likely or moderately likely to raise matters with their landlord or property manager (n=324).

In total, over half (56.2 per cent) of tenants said if their landlord refused to address an issue, they would be very or extremely likely to pursue such a matter either through an advocate, Tenancy Services or the Tenancy Tribunal. About one in three tenants said they would be moderately or slightly likely to pursue issues in this way. Only 6.9 per cent indicated they were not at all likely to do so.

Figure 52: If your landlord refused to address the problem, how likely would you be to pursue the matter further through either an advocate or by contacting Tenancy Services or the Tenancy Tribunal? As reported by tenants, 2018 (%)

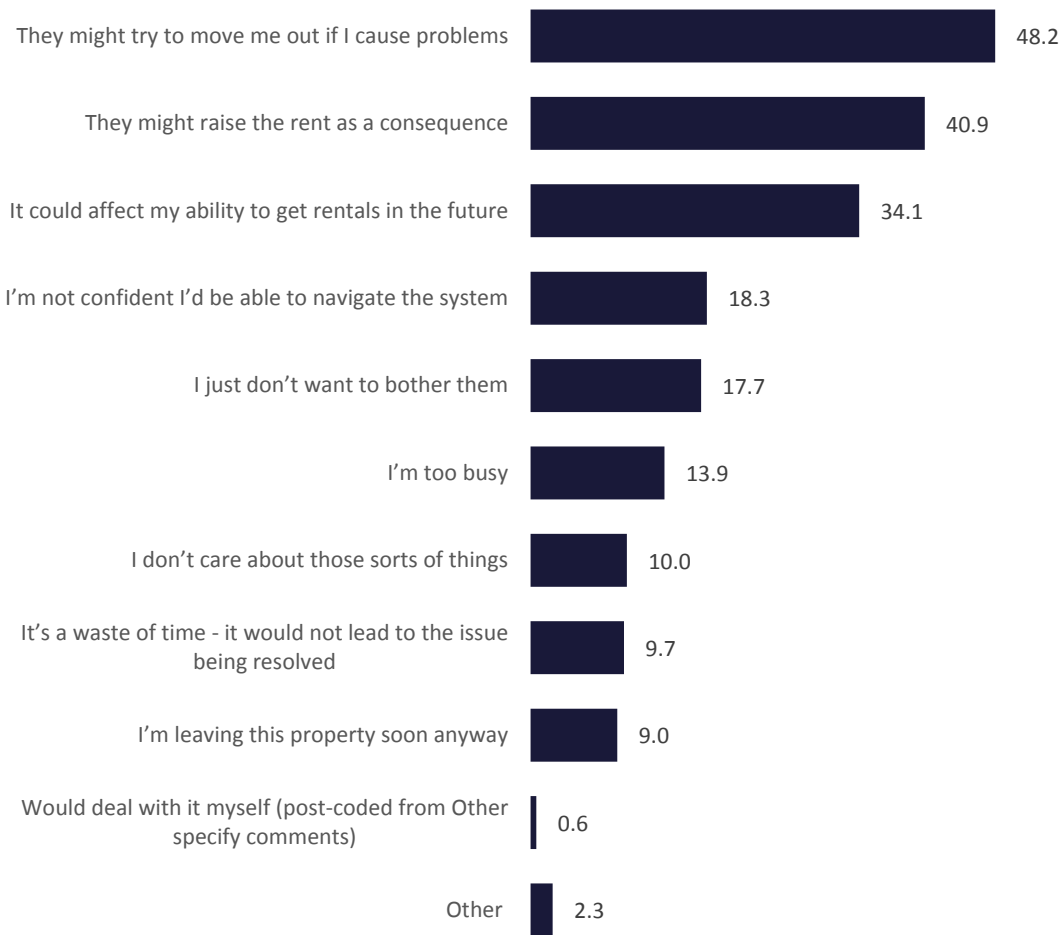


Note: Column may not add precisely to 100.0 due to rounding.

There were some significant variations in the responses to this question by age. Respondents aged 65 and over were more likely than others to say they were very or extremely likely to use an advocate (67.3 per cent compared to 56.2 per cent of all tenants). In comparison, only 49.8 per cent of tenants aged 18 to 34 said they were very or extremely likely to use an advocate, whereas they were more likely than others to say moderately or slightly likely (38.3 per cent, compared to 32.5 per cent of all tenants). (For details refer to tables in Appendix A4.)

Of those tenants who said they would be moderately or less likely to pursue an issue further through an advocate or tenancy agency, almost half (48.2 per cent), said eviction was a reason. Other common reasons tenants gave were rent being raised (40.9 per cent), affecting their ability to get rentals in the future (34.1 per cent), not being confident they could ‘navigate the system’ (18.3 per cent) and not wanting to bother their landlord (17.7 per cent).

Figure 53: What might discourage you from pursuing the matter further through either an advocate, Tenancy Services or the Tenancy Tribunal? As reported by tenants who said they would be not at all likely, slightly likely or moderately likely to pursue a matter their landlord refused to address through an advocate, Tenancy Services or the Tenancy Tribunal, 2018 (%)



Base: Tenants 2018 (n=411).

Note: does not add to 100 per cent as more than one response could be selected.

Appendices

A1. Methodology and significant changes to 2018 questionnaire

Qualitative research

A brief overview of the qualitative method is provided here for completeness. For full details of the research process, refer to *Residential Tenancies Act Awareness and Compliance Research 2018: Qualitative Report* which provided by Gravitas on March 9, 2018.

Participants in the qualitative research were recruited from landlords who responded to the 2017 RTA survey and met the sampling criteria described below.

Using anonymised 2017 survey data, Gravitas identified landlord respondents who (a) had installed insulation after July 2016 and/or (b) did not intend to install insulation even though they believed it was practical to do so, or who intended to install insulation but had no timeline for doing so. Gravitas provided a list of these IDs to the consumer research panel organisation used in the 2017 survey who then contacted these landlords to invite them to participate in the study.

In addition to behaviours and plans around insulation and landlord 'type', the sampling criteria included the number of properties owned and geographical location (to include landlords who live in different regions of New Zealand). This reflected a view that attitudes to insulation may vary according to climate and local norms, and because it was observed in the 2017 RTA survey that there was a relationship between the number of rental properties owned, and compliance and awareness. Landlords with more tenancies tended to be more compliant and more aware of requirements.

Qualitative interviews were conducted face to face with landlords in Wellington and Auckland. Those in other locations were interviewed by telephone. The focus was to understand landlords' motivations around installing, or not installing insulation, including their understanding of the requirements, what influence the changes to the Residential Tenancies Act had if any, and their perspective on the likelihood of prosecution for non-compliance. The interviews also explored the nature of landlords' properties, their route to becoming a landlord, their knowledge of smoke alarm requirements and to what extent they had met these. The primary relevance of the qualitative phase was the resulting refinements to the RTA survey questionnaire. Where relevant to survey findings, qualitative results are referenced in this report.

2018 survey method

Sampling and sample inclusion

In total, 1,044 tenant respondents and 987 landlord respondents were surveyed during March 2018. The landlord sample was drawn from three research panels (Research Now, Survey Sampling International (SSI) and PureProfile) and tenants were drawn from the Research Now panel only. Approximately 120,000 New Zealanders are members of the Research Now panel, 40,000 are members of SSI and approximately 30,000 are members of PureProfile's panel. Panelists were invited to the survey and qualified to respond as tenants if they lived in a private rental property in New Zealand, and as landlords if they owned a currently tenanted rental property in New Zealand (i.e. a separate dwelling; boarder-landlords were excluded).

To reduce burden on respondents, either the landlord or the tenant section of the questionnaire could be completed, even if a respondent qualified for both sections. Each sample is, therefore, discrete.

Several checks were put in place to better ensure quality data:

- An 'instructional question' was included to insure all respondents were human participants and were reading questions.
- Data from respondents who completed the survey in 2 minutes or less were excluded;
- The level of 'don't know' responses for respondents that consistently said don't know (none did);
- Respondents were prevented from filling in the survey more than once, including if they were members of more than one panel;
- The content of text responses was reviewed to detect responses that did not make sense.

Based on these checks, a small number of respondents were excluded. A profile of the both samples for selected characteristics is included as Appendix 2.

Questionnaire Development and Significant Changes

The 2017 questionnaire was jointly developed by MBIE and Gravitass, based on an initial draft supplied by MBIE and then refined through a pilot survey. The questionnaire was further refined and expanded in 2018. The 2018 questionnaire is included as Appendix A7.

Significant changes to the questionnaire in 2018 included:

1. Landlord eligibility criteria.
2. Measuring the number of tenancies landlords owned rather than just properties.
3. Requiring landlords with multiple tenancies to specify precisely the number of tenancies that fit into each response category, rather than using ranges (e.g. half, less than half).

Each is discussed here in turn.

1. Alterations to landlord eligibility criteria

In the 2017 survey, landlords qualified to complete the survey if they owned any currently tenanted residential rental properties that were not owned through a business, and if their tenants were living in a separate dwelling to them. The question wording is shown below.

Q1 Which of the following apply to you?
Please select all that apply

1. I am living in a rental property
2. I am the landlord of at least one New Zealand residential property with tenants (Excluding any properties held through a business)
3. None of the above [Exclusive, Disqualify]

In 2018, the nature of the entity owning the property was not a criterion for inclusion in the survey, but properties were excluded if they had a family member in them, were provided as social housing (via a government body or community organisation) or were not owned but only managed by the individual responding.

Of those responding 'I am the landlord of at least one New Zealand residential property with tenants' in 2018, 8.4 per cent were professional property managers and five per cent were disqualified because they did not own any rental properties themselves. These individuals would have been included in the 2017 survey. It is not possible to quantify the impact of excluding this group in 2018 on the results, as they were not identified in the 2017 survey.

Almost one in ten landlords had a family member living in one of their tenancies, but only one landlord was disqualified for having only tenancies that had family living in them. A very small number of landlords were providing social-housing, but all had another non-social housing tenancy or tenancies.

Landlords with non-qualifying tenancies of at least one type, were asked to exclude any such tenancies from their survey responses – the number excluded is unknown.

Table 20: Affirmative response to filter and screening questions, landlords

	n	2018 (% unweighted)
Renting at least one property to family	92	8.8
Renting all properties to family	1	0.1
At least one property social housing	15	1.4
All properties social housing	0	0.0
Managing at least one property as Property Manager	87	8.4
Managing all properties as Property Manager	52	5.0

Base: n=1,040 (respondents that began the survey as a 'landlord').

Note: Columns may not add precisely to 100.0 due to rounding.

In 2018, almost one in ten landlords held all their properties through a business. In 2017, this group of landlords was excluded from the questionnaire.

Table 21: Is your property/Are any of your properties held or owned by a separate entity? landlords

	2018 weighted
At least one property owned by a separate entity	31.2
All properties held by businesses	9.7

Base: All.

To understand the impact of inclusion of landlords owning at least one but not all properties through a business on the overall landlords' results in 2018, we compared key findings between landlords who did and did not own at least one property through a business. Results with and without the business landlord group included were compared for the presence of smoke alarms, the presence and practicability of ceiling and underfloor insulation, self-reported awareness of the requirements (for both smoke alarms and insulation), answering of true/false statements regarding both smoke alarm and insulation requirements, bond payment and bond lodgement. We found that inclusion or exclusion of the group of landlords who owned one or more property through a business made less than 1 percentage point difference to the overall figures. We concluded that the influence of this change on landlord survey responses is, therefore, negligible.

2. Measuring the number of tenancies landlords owned rather than just properties.

In 2017, the survey asked landlords to specify the number of ‘currently tenanted residential rental properties’. In 2018, the survey captured both the number of residential rental properties and the number of currently occupied tenancies separately, and tenancies were the unit of measurement for property-related questions. This change resulted from qualitative research with respondents to the 2017 RTA survey, where it was evident that some landlords were counting multi-tenancy properties as one property in their responses. Note this change is unrelated to the change in the response option format for landlords with multiple tenancies between the 2017 and 2018 questionnaire (more detail on this below).

In total 125 landlords in the 2018 results had a different number of tenancies than properties, and overall there were 42 more tenancies than properties. This difference is small because the differences for individual landlords are small and cancel each other out (that is, there are both landlords with fewer tenancies than properties and those with more tenancies than properties).

The average number of tenancies per property owned by landlords in the 2018 survey was 1.02. Using this average as a broad indication, we estimate if landlords had been asked to provide the number of tenancies rather than properties in the 2017 survey, the total would be 26 higher than is was, or 2.5 per cent of the total properties. On this basis, we do not believe this change has made a material difference to overall results.

Table 22: Number of properties owned by number of current tenancies, landlords 2018 (counts, not percentages)

No. of Properties	No. of Tenancies																Grand Total (cases)
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	17	18	
1	591	14	8	3													616
2	37	172	6	6	6	3											230
3	5	10	51	3	2			1		1							73
4		3	7	21									1				32
5			2	1	10			1									14
6				1		4	1									1	7
7							2	1									3
8								5									5
9									1								1
11											2						2
12												1					1
13	1																1
14														1			1
18																1	1
Grand Total (cases)	634	199	74	35	18	7	3	8	1	1	2	1	1	1	1	1	987
Tenancies	634	398	222	140	90	42	21	64	9	10	22	12	13	14	17	18	

3. Requiring landlords with multiple tenancies to specify precisely the number of tenancies that fit into each response category, rather than using ranges.

The format of the question response options changed for landlords with multiple properties between 2017 and 2018. In the 2017 survey, non-specific quantifiers were used (e.g. Yes, less than half/Yes, about half/Yes, most/Yes, all/No/Don't know) while in the 2018 survey, landlords were required to specify the status for each tenancy individually (or for landlords with more than four tenancies, the number of tenancies which fitted into each response category). In 2017, in most instances the precise number of properties could be identified for a given measure for most landlords (e.g. for a landlord with 2 properties that said 'Yes, about half' had an insulated ceiling, one property had an insulated ceiling). However, for a small number of landlords the number of properties in each response category was estimated (e.g. for a landlord with 5 properties who said 'Yes, about half' an average of 2.5 properties was applied).

This has improved the accuracy of the 2018 figures; however, this appears to have also resulted in an increase in the proportion of tenancies where the response was 'don't know' for some questions. It may be that in 2017, where a landlord knew the answer for most but not all their properties they were less likely to select 'don't know', even though they did not know the status of each property in relation to the question. For some measures, this has had the impact of obscuring whether a change in the metric of interest has taken place or not, as a change in the proportion of 'don't know' responses causes a change in the proportion of other responses. The level of 'don't know' responses is specific to each measure and is discussed in the report, to inform interpretation of changes in the results. Although this reduces the comparability between 2017 and 2018 for some measures, the results are a more accurate representation of tenancies.

Impact on comparability of differences in landlord sample between 2017 and 2018

While the above changes are relatively small, they are substantive enough that the assumptions of significance testing don't hold in that the two landlord samples (2017 and 2018) do not represent precisely the same population. Consequently, no significance testing is provided for landlord-derived results, including both statistics based on the proportion of landlords and the proportion of tenancies. While comparisons between 2017 and 2018 landlord results may indicate a change among New Zealand landlords between 2017 and 2018, these comparisons should be viewed with caution and taken as indicative only.

It is intended that future iterations of this survey will repeat the landlord sample selection method that is used here, and this will make those results directly comparable to the 2018 landlord-based findings, allowing change from here on to be more robustly assessed.

Weighting

All percentages shown in the report have been weighted, unless otherwise stated. All counts depicted (i.e. the number of respondents or tenancies) are unweighted. Weighting is a procedure applied to data

to correct for known imbalances in the representativeness of the sample compared to what is known about a population.

Tenant weighting

To ensure the 2018 RTA sample was as reflective of the study population as possible, tenant data was post-weighted to match 2013 Census figures for tenants of privately occupied dwellings with a private landlord, in terms of age, gender and personal income (the Census figures are shown in tables below). This differed slightly from the weighting approach used for the 2017 report which was based on all tenants of all landlords, not just private landlords. To enable accurate comparisons between years, the 2017 data were re-weighted and consequently the 2017 figures in this report slightly differ from those in the 2017 baseline report (differences on key figures ranged from -2.8% to +2.4 percentage points). The region of residence of respondents closely reflected Census data without weighting. There may be some differences in respect of these characteristics between the tenant population in 2017 and the 2013 Census; however, this was the best benchmarking information available. All percentages shown below and throughout the report are weighted figures unless otherwise specified; all sample sizes (n) in the report are unweighted.

Table 23: Target gender weights used for tenant data, 2018 & 2017

Male	47.9%
Female	52.1%

Source: Custom Statistics New Zealand data request based on 2013 Census. Those paying rent to a private landlord.

Table 24: Target age weights used for tenant data, 2018 & 2017

18-24 years	17.8%
25-34 years	30.0%
35-44 years	22.0%
45-54 years	15.5%
55-64 years	8.6%
65 Years and Over	6.1%

Source: Custom Statistics New Zealand data request based on 2013 Census. Those paying rent to a private landlord.

Note: Columns may not add precisely to 100.0 due to rounding.

Table 25: Target personal income weights used for tenant data, 2018 & 2017

Loss	0.5%
Zero income - \$10,000	18.0%
\$10,001 – \$50,000	59.4%
\$50,001 – \$100,000	19.0%
\$100,001 – \$150,000	2.1%
\$150,001 or more	0.9%

Source: Custom Statistics New Zealand data request based on 2013 Census. Those paying rent to a private landlord.

Note: Columns may not add precisely to 100.0 due to rounding.

Landlord weighting

While no demographic data is available for the landlord population, the landlord sample was post-weighted by the number of their active tenancies, to match tenancy bond data supplied by the Ministry of Business, Innovation and Employment. This ensured landlords with large portfolios had the appropriate level of influence on the results.

The report includes analyses both for landlords and for tenancies, depending on what kind of question and response data has been gathered. Figures that represent the number of landlords and figures that represent the number of tenancies have different weighting regimes.

For figures representing *landlords*, data have been weighted so that the proportion of landlords with one, two or three or more tenancies match the proportion of landlords with this many tenancies in the bond tenancy database. For figures representing *tenancies*, data have been weighted so that the proportion of tenancies in the survey results matches the proportion of tenancies held by landlords within the same three categories: landlords with one, two or three or more tenancies.

The weights were based on statistics from the MBIE tenancy bond database as of 31 December 2017. This database represents most, but not all residential tenancies, as collecting a bond is not compulsory (results from this survey suggest a bond is lodged for 70-85% of tenancies). Tenancies where the landlord was recorded as private (owner, trust, company, or unspecified) were included in counts; tenancies where the landlord was recorded as a property management company were excluded because it was unclear how many individual entities each property management company represented. Dwelling types were limited to houses, flats, and apartments to avoid sublet rooms.

Within each weighting category, each respondent contributes equally to the total result regardless of how many tenancies they had (e.g. a landlord with 3 tenancies contributes equally to a landlord with 18 tenancies). To accommodate tenancy-specific information from landlords with multiple tenancies, whatever weight was assigned to the landlord was split evenly among their tenancies.

When we made a comparison of this tenancy weighting approach to one where each tenancy held equal weight (i.e. a landlord with 3 tenancies contributes one sixth of a landlord with 18 tenancies) it showed that, on key measures at least, this made a negligible difference to the overall figures (that is, less than one percentage point difference). This approach was agreed with MBIE to reduce the chance that a landlord with many properties could unduly influence the results.

Table 26: Landlords and landlord-based tenancies before and after weighting

	Landlords (2018 % unweighted)	Tenancies (2018 % unweighted)	Landlords (2018 % weighted)	Tenancies (% 2018 weighted)
One tenancy / bond	64%	37%	80.7%	54.6%
Two tenancies / bonds	20%	23%	12.3%	16.6%
Three or more tenancies / bonds	16%	40%	7.0%	28.8%

Note: Columns may not add precisely to 100.0 due to rounding.

Coding

The survey included both structured and open-ended questions. These have been post-coded for analysis. Wherever questions included an ‘Other – specify’ option, these responses were reviewed and either: a) re-coded as one of the existing response options where relevant, b) included in an additional code or c) retained as ‘Other’.

One open-ended question was asked of all respondents: “If you were experiencing issues with your tenancy that couldn’t be resolved directly with [the landlord/tenants] or by the property manager, where would you seek advice?”. Responses were coded into standard categories to allow analysis.

Because some responses were potentially ambiguous, the following summary of how the less obvious cases were classified is provided.

Verbatim Response example	Coded as
Don't know / not sure etc.	Coded as <i>Don't know only</i> if there was no other potential source listed, otherwise ignored
Landlord/tenant(s)/Agent/Agency/Property manager/Barfoot & Thompson etc.	Coded as <i>Tenant/property manager/landlord directly only</i> if no other potential source listed, otherwise ignored
Uses the word Tribunal	<i>Tribunal Services</i>
Court / courts / small claims court	<i>Tenancy Tribunal</i>
Refers to searching online for government information or unspecified govt websites	<i>Internet search / online unspecified</i>
Tenancy advice website / tenancy.govt.nz / Tenancy board	<i>Tenancy Services</i>
Tenancy advice / tenancy information etc.	<i>Other or ambiguous</i>
Bond people / tenancy board / bond board / tenancy commission / tenancy or bond Council / Tenancy Department / MBIE / NZ tenancy	<i>Tenancy Services</i>
Advocate	<i>Other or ambiguous</i>
Council	<i>Council</i>
Landlord support services	<i>Other or ambiguous</i>
Uses the term Housing New Zealand / Housing NZ / HNZ	<i>Other govt department / govt unspecified</i>

A2. 2018 sample profile

In total, 2,031 responses were included in the final sample. There were 1,044 tenant responses and 987 landlord responses. Of landlords, 80.7 per cent had a single tenancy only.

Table 27: Landlord responses by number of tenancies reported, 2018

	Unweighted responses (n)	% Landlords (unweighted)
Landlord - Multiple tenancies	190	19.3
Landlord - Single tenancy	797	80.7
Landlord Total (base)	987	100.0

Tables 32 to 40 present some profiling statistics on the tenant and landlord samples. These tables use weighted data.

Tenants had a much younger age profile than landlords. Approximately half of tenants were 18 – 34 years of age and more than half of landlords were aged 45 and over.

Table 28: Age profile reported by landlords and tenants, 2018

	Tenants %	Landlords %
18-24 years	19.3	2.8
25-34 years	30.4	13.8
35-44 years	22.3	22.3
45-54 years	14.2	22.6
55-64 years	8.2	20.5
65-74 years	4.5	15.1
75 years or above	1.1	3
Total %	100	100

Base: 1044 tenants, 987 landlords.

Note: Columns may not add precisely to 100.0 due to rounding.

Females made up a larger share of both landlords (55.6 per cent) and tenants (54.8 per cent) in the sample.

Table 29: Gender reported by landlords and tenants, 2018

	Tenants %	Landlords %
Male	45.1	44.4
Female	54.8	55.6
Other	0.2	0
Total %	100	100

Base: 1044 tenants, 987 landlords.

Note: Columns may not add precisely to 100.0 due to rounding.

Landlords were more likely to identify as New Zealand European (73.1 per cent) than were tenants (50.4 per cent), while tenants were more likely than landlords to identify as Māori (16.5 per cent compared to 5.9 per cent), or as Pacific Peoples (6 per cent compared to 1.7 per cent).

Table 30: Ethnicity reported by landlords and tenants "Which ethnic groups do you identify with?" (percentages may not add to 100 as possible to select more than one category), 2018

	Tenants %	Landlords %
New Zealand European	50.4	73.1
Māori	16.5	5.9
Other European	11.7	6.6
Indian	6.6	5.7
Other Asian	6.3	4
Pacific Peoples	6	1.7
Filipino	4.7	0.8
Chinese	3.6	6.7
Latin American	2.1	0
South African	1	0
Other	2.8	2.6
Refused/Prefer not to say	0	0.1

Base: 1044 tenants, 987 landlords.

Note: Columns may not add precisely to 100.0 due to rounding.

Around one in five tenants (21.8 per cent) lived in a shared house or flat, over one third (35.5 per cent) were families with dependent children, 22.5 per cent were couples without children and 11.4 per cent were living alone. These four categories comprise nine in ten respondents (91.2 per cent).

Table 31: Household type reported by tenants "Which best describes your household?", 2018

	Tenants %
I live alone	11.4
Couple with no dependent children	22.5
Family household with dependent children	35.5
Other family household	7.2
Unrelated tenants/flat/share house	21.8
Other	0.4
Prefer not to answer	1.2
Total %	100

Base: 1044 tenants.

Note: Column may not add precisely to 100.0 due to rounding.

Tenants were slightly more likely to have a professional Property Manager than indicated by landlords for each of their tenancies (43.5 per cent compared to 38.5 per cent of landlords' tenancies). Note that while property managers were excluded from completing the survey as landlords (unless they owned a tenanted property themselves), landlords were eligible to complete the survey regardless of whether they managed their properties themselves, used a professional or had another type of arrangement.

Table 32: Who mainly manages this rental property? As reported by tenants, 2018

	All Tenants 2018 %
The landlord(s) themselves	50.5
A professional property manager or real estate	43.5

agent	
Someone else	4.3
Don't know	1.6
Total %	100
Respondents (n, unweighted)	1044

Base: 1044 tenants.

Note: Columns may not add precisely to 100.0 due to rounding.

Table 33: Who mainly manages your rental property / properties? As reported by landlords, 2018

	Tenancies 2018 %
Only me	26.9
Myself and my partner and/or other family members	32.8
Someone else I have an informal arrangement with	1.5
A property management or real estate company	34.5
An individual professional property manager	4.0
Other	0.3
Total (%)	100

Base: 987 landlords.

Note: Columns may not add precisely to 100.0 due to rounding.

In general, tenants report much lower incomes than landlords, a reasonable proportion in both groups declined to answer this question.

Table 34: Gross annual income as reported by landlords and tenants, 2018

	Tenants %	Landlords %
Loss	0.2	0.1
Zero income - \$10,000	4.4	0.5
\$10,001 - \$25,000	10.5	2.3
\$25,001 - \$50,000	24.7	10.2
\$50,001 - \$75,000	15.6	12.4
\$75,001 - \$100,000	14.4	15.7
\$100,001 - \$125,000	7.8	14.6
\$125,001 - \$150,000	3.2	10.9
\$150,001 or more	3.7	16.8
Varies too much to say	0.8	0.8
Don't know	5.5	2.1
Prefer not to answer	9.2	13.5
Total %	100	100

Base: 1044 tenants, 987 landlords.

Note: Columns may not add precisely to 100.0 due to rounding.

The locations of tenants and the location of rental properties owned by landlords were broadly similar across the country.

Table 35: Region of tenants and tenancies (the latter based on landlords' responses), 2018

	Tenants %	Tenancies %
Northland	1.9	2.4
Auckland	39.1	38.5
Waikato	9.3	9.0
Bay of Plenty	4.9	10.1
Gisborne	1.2	0.8
Hawke's Bay	3.3	3.5
Taranaki	2.3	1.6
Manawatu-Wanganui	5.5	4.9
Wellington	11.5	11.8
Tasman	0.3	0.6
Nelson	1	0.8
Marlborough	0.9	0.7
West Coast	0.5	0.7
Canterbury	12.1	12.3
Otago	4.8	3.4
Southland	1.5	1.7
Total %	100	100

Base: 1044 tenants, 987 landlords.

Note: Columns may not add precisely to 100.0 due to rounding.

Most tenant respondents (64.6 per cent) had been in their current property for two years or less. Four per cent of the tenant sample had been in their property for more than 10 years.

Table 36: Length of tenancy, as reported by tenants, 2018

	Tenants %
Less than 6 months	22.2
6 to 12 months	20.7
13 months to 2 years	21.7
More than 2 years, up to 3 years	12.5
More than 3 years, up to 5 years	11.5
More than 5 years, up to 10 years	7.3
More than 10 years, up to 20 years	3.6
More than 20 years	0.5
Total %	100

Base: 1044 tenants.

Note: Column may not add precisely to 100.0 due to rounding.

A3. Comparison of RTA and GSS respondent characteristics

Comparison of tenant characteristics from the Residential Tenancies Act Survey 2018 to tenants of private landlords from the General Social Survey conducted by Statistics New Zealand

Table 37: Age of RTA respondents compared to GSS respondents renting from private landlords

	2018 RTA (%)	2016 GSS (%)
18-24 years	19.3	22.3
25-34 years	30.4	32.5
35-44 years	22.3	19.5
45-54 years	14.2	12.1
55-64 years	8.2	7.8
65-74 years	5.6	5.6
Total %	100	100

Note: Columns may not add precisely to 100.0 due to rounding.

Table 38: Gender of RTA respondents compared to sex of GSS respondents renting from private landlords

	2018 RTA (%)	2016 GSS (%)
Male	45.1	49.5
Female	54.8	50.5
Other	0.2	NA
Total %	100	100

Note: Column may not add precisely to 100.0 due to rounding.

Table 39: Ethnicity of RTA respondents compared to GSS respondents renting from private landlords

	2018 RTA (%)	2016 GSS (%)
European	62.1	60.9
Māori	16.5	17.3
Asian	27.2	18.8
MELAA †	3.1	2.1
Other	2.8	0.9
Total %	100	100

† Middle Eastern, Latin American and African ethnicities

Note: Columns may not add precisely to 100.0 due to rounding.

Table 40: Household type of RTA respondents compared to GSS respondents renting from private landlords

	2018 RTA (%)	2016 GSS (%)
I live alone	11.4	10.5
Couple with no dependent children	22.5	24.4
Family household with dependent children	35.5	45.7
Other family household	7.2	6.0
Unrelated tenants/flat/share house	21.8	11.4
Other	0.4	2.0
Prefer not to answer	1.2	0
Total %	100	100

Note: Columns may not add precisely to 100.0 due to rounding.

Table 41: Personal income of RTA respondents compared to GSS respondents renting from private landlords

	2018 RTA (%)	2016 GSS (%)
Loss	0.2	0.1
\$0-\$10,000	4.4	14.0
\$10,001-\$50,000	35.2	57.2
\$50,001-\$100,000	30	24.9
\$101,000-\$150,000	11	2.9
\$150,000 or more	3.7	0.9
Total %	100	100

Note: Columns may not add precisely to 100.0 due to rounding.

Table 42: Region of residence of RTA respondents compared to GSS respondents renting from private landlords

	2018 RTA (%)	2016 GSS (%)
Northland	1.9	3.7
Auckland	39.1	36.5
Waikato	9.3	10.8
Bay of Plenty	4.9	6.3
Gisborne	1.2	1.0
Hawke's Bay	3.3	2.7
Taranaki	2.3	1.9
Manawatu-Wanganui	5.5	4.5
Wellington	11.5	11.9
Tasman	0.3	0.7
Nelson	1	0.9
Marlborough	0.9	0.7
West Coast	0.5	0.7
Canterbury	12.1	11.2
Otago	4.8	4.6
Southland	1.5	1.8
Total %	100	100

Note: Columns may not add precisely to 100.0 due to rounding.

A4. Tables and charts for sub-group analysis referred to in report

Table 43: Reported presence of smoke alarms by selected characteristics, tenants 2018

		Does this property have one or more working smoke alarms installed?				
		Yes	No	Don't know	Total	
		%	%	%	N*	%
Age Group	18-34	92.7	5.0	2.3	520	100
	35-64	92.6	6.0	1.4	466	100
	65+ ^	95.7	4.3	-	58	100
Household Income	Loss ^	78.7	-	21.3	3	100
	Less than \$25,000	91.6	8.1	0.4	158	100
	\$25,000-\$75,000	93.9	3.9	2.1	420	100
	\$75,001 or more	93.8	5.5	0.7	304	100
	Unknown	89.2	6.7	4.2	162	100
Ceiling insulation	Yes, or currently being installed	96.0 +	3.6 -	0.4 -	538	100
	No	85.8 -	14.2 +	-	169	100
	Don't know	91.3	3.9	4.8 +	337	100
Underfloor insulation	Yes, or currently being installed	97.1 +	2.5 -	0.3 -	287	100
	No	90.3 -	9.7 +	- -	327	100
	Don't know	91.8	4.2	4.0 +	431	100
Total		92.8	5.4	1.8	1044	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 44: Self-assessed awareness of smoke alarm requirements by selected characteristics, tenants 2018

		No - not at all aware		I heard about them but don't know what they are		Yes - I understand the new requirements		Total	
		%		%		%		n*	%
Age	18-34	39.2	+	32.0	28.8	-	586	100	
	35-64	32.0		32.3	35.7		408	100	
	65+ ^	8.7	-	43.0	48.4	+	50	100	
Household income	Less than \$25,000	36.5		33.0	30.5		122	100	
	\$25,000-\$75,000	32.5		29.5	38.0	+	394	100	
	\$75,001 or more	32.3		36.9	30.8		369	100	
	Unknown	40.4		33.2	26.4		159	100	
Household type	I live alone	30.5		31.3	38.2		105	100	
	Couple with no children	32.2		36.8	30.9		255	100	
	Family household with children	29.9	-	33.3	36.8		392	100	
	Other family household ^	37.7		27.8	34.5		71	100	
	Unrelated tenants/flat/share house	43.9	+	30.3	25.8		207	100	
	Other ^	50.0		50.0	-		2	100	
	Refused ^	33.3		25.0	41.7		12	100	
Total		34.3		32.8	33.0		1044	100	

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 45: Self-assessed awareness of smoke alarm requirements by selected characteristics, landlords 2018

		No - not aware		I heard about them but don't know what they are		Yes - I understand the new requirements		Total	
		%		%		%		n*	%
Number of tenancies	One tenancy	11.2		22.7	66.1		634	100	
	Two tenancies	8.5		19.1	72.4		199	100	
	3 or more tenancies	7.1		11.0	81.8		154	100	
Property Management	Uses professional property manager	8.4		20.4	71.2		411	100	
	Other	12.1		22.2	65.7		576	100	
Total		10.6		21.5	68.0		987	100	

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 46: Self-assessed awareness of insulation requirements by selected characteristics, tenants 2018

		No - not at all aware		I heard about them but don't know what they are		Yes - I understand the new requirements		Total	
		%		%		%		n*	%
Age	18-34	46.2	+	39.5		14.3		520	100
	35-64	40.5		38.0		21.5	+	466	100
	65+ ^	29.4	-	48.6		22.0		58	100
Household income	Less than \$25,000	48.1		33.3		18.7		158	100
	\$25,000-\$75,000	40.8		38.9		20.3		420	100
	\$75,001 or more	38.2		45.3		16.5		304	100
	Unknown	51.1		35.2		13.7		162	100
Household type	I live alone	41.5		37.1		21.4		119	100
	Couple with no children	39.8		43.2		17.0		235	100
	Family household with children	38.1	-	40.1		21.7	+	370	100
	Other family household ^	50.5		37.1		12.4		75	100
	Unrelated tenants/flat/share house	50.1	+	37.0		12.9	-	228	100
	Other ^	100		0.0		0.0		4	100
	Refused ^	50.5		30.7		18.8		12	100
Total		42.7		39.3		17.9		1044	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

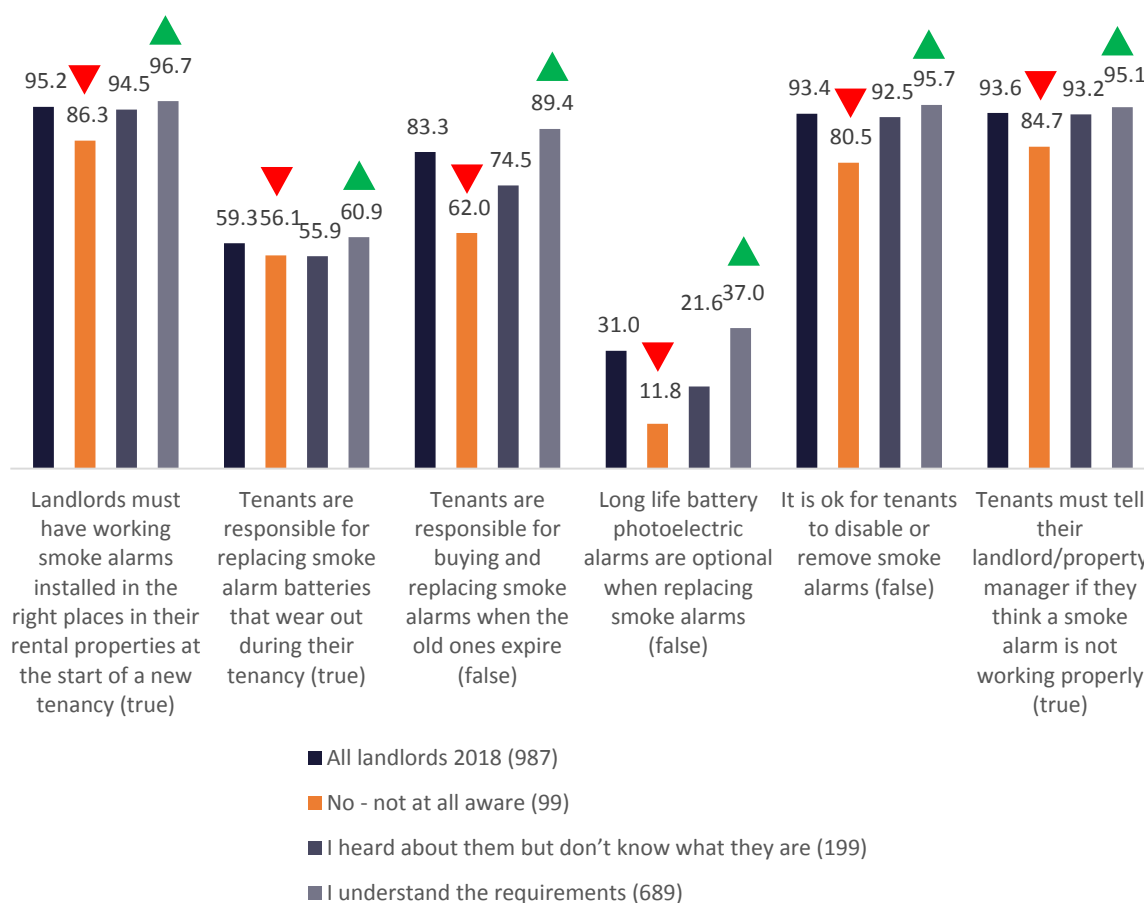
Note: Rows may not add precisely to 100.0 due to rounding.

Figure 54: Correct answering of smoke alarm statements by self-assessed awareness, tenants 2018 (%)



Note: Statistically significant differences between subgroups of tenants (e.g. not at all aware) and all tenants are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018).

Figure 55: Correct answering of smoke alarm statements by self-assessed awareness, landlords 2018 (%)



Note: Statistically significant differences between subgroups of tenants (e.g. not at all aware) and all tenants are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018).

Table 47: Self-assessed awareness of insulation requirements by selected characteristics, landlords 2018

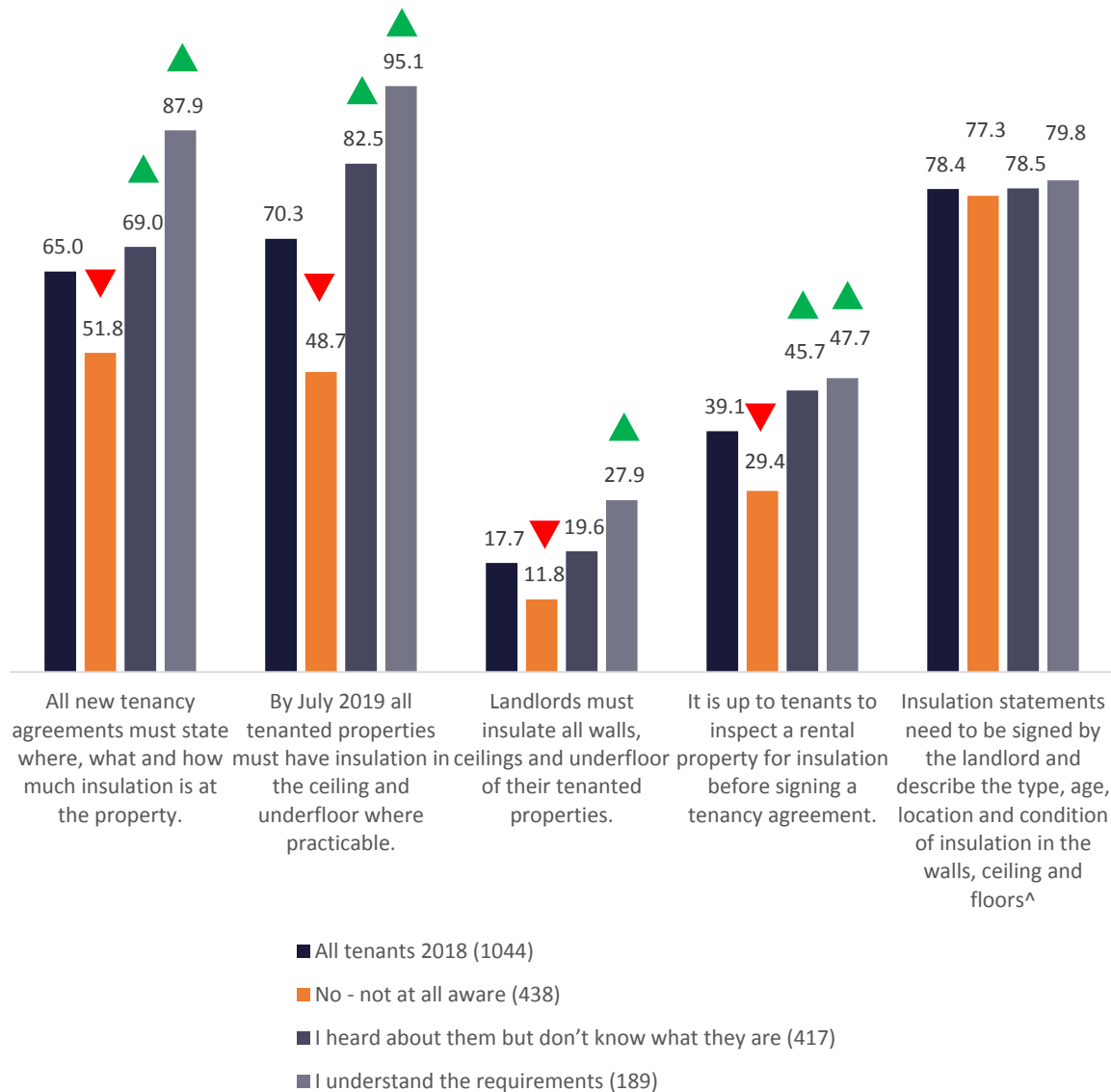
		No - not aware	I heard about them but don't know what they are	Yes - I understand the new requirements	Total	
		%	%	%	n*	%
Number of tenancies	One tenancy	11.0	31.1	57.9	634	100
	Two tenancies	8.0	28.1	63.8	199	99.9
	3 or more tenancies	11.0	18.2	70.8	154	100
Property Management	Uses professional property manager	9.5	30.3	60.2	411	100
	Other	11.5	29.5	59.0	576	100
Total		10.7	29.8	59.5	987	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

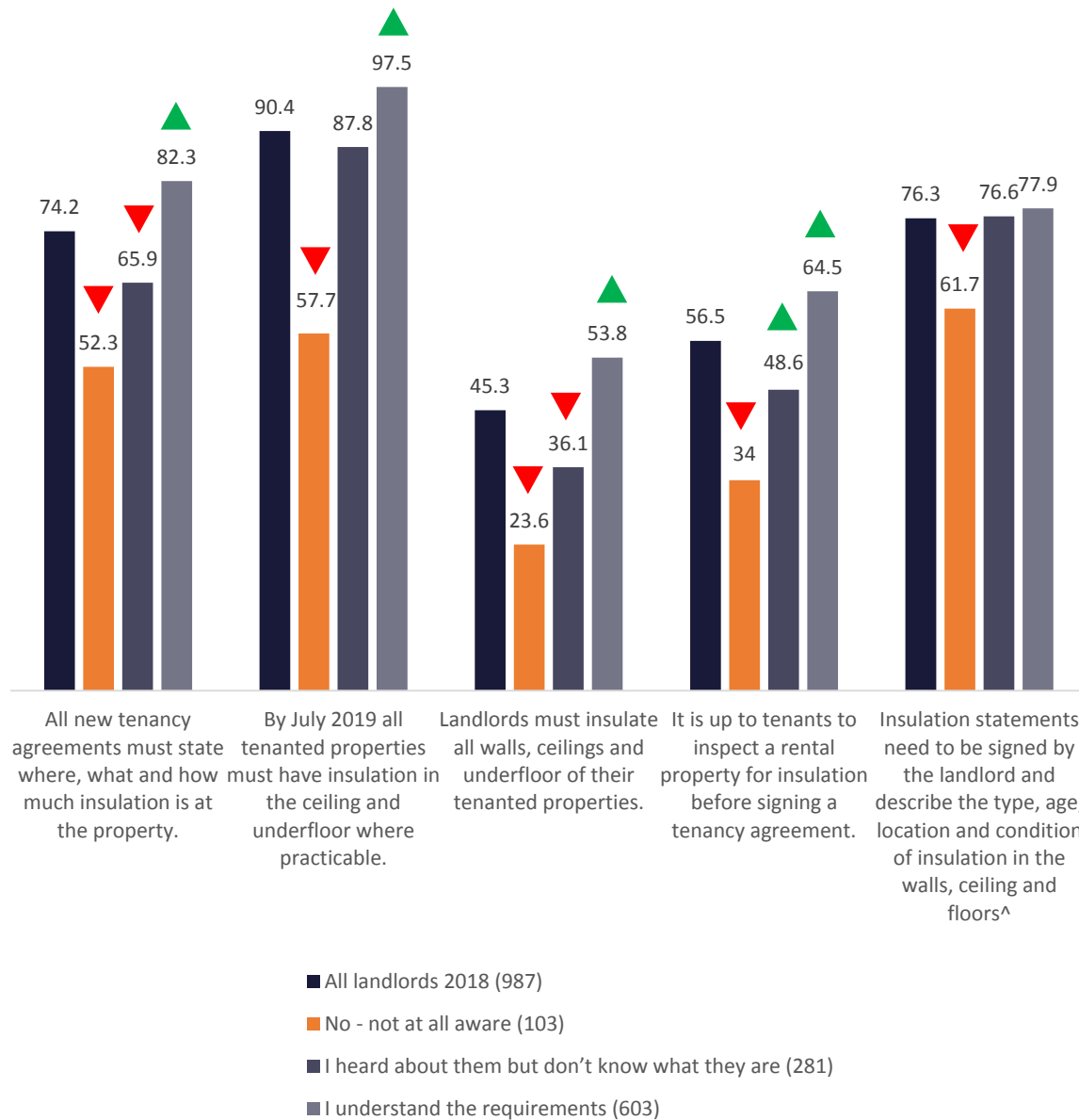
Note: Rows may not add precisely to 100.0 due to rounding.

Figure 56: Proportion of tenants that correctly answered true/false insulation statements by self-assessed awareness of the new insulation requirements, 2018 (%)



[^] As a proportion of those asked (those who correctly answered the first insulation statement). Sample sizes: All tenants=692, Not at all aware=238, I heard about them ... = 287, I understand the requirements=167.
 Note: Statistically significant differences between the subgroup (e.g. not at all aware) and the total are indicated by the symbols: ▲ (an increase) ▼ (a decrease).

Figure 57: Proportion of landlords that correctly answered true/false insulation statements by self-assessed awareness of the new insulation requirements, 2018 (%)



[^] As a proportion of those asked (those who correctly answered the first insulation statement). Sample sizes: All tenants=692, Not at all aware=238, I heard about them ... = 281, I understand the requirements=167.
 Note: Statistically significant differences between the subgroup (e.g. not at all aware) and the total are indicated by the symbols: ▲ (an increase in 2018) ▼ (a decrease in 2018).

Table 48: Reported presence of ceiling insulation by selected characteristics, tenants 2018

		Does this property have ceiling insulation?											
		Yes		Currently being installed		Subtotal: Yes/Currently being installed		No		Don't know		Total	
		%		%		%		%		%		n*	%
Age group	18-34	43.8	-	1.3		45.1	-	16.3		38.6	+	520	100
	35-64	55.0	+	0.9		55.9	+	16.4		27.6	-	466	100
	65+ ^	74.0	+	0.0		74.0	+	12.3		13.7	-	58	100
Household income	Less than \$25,000	40.5	-	1.5		42.1	-	25.1	+	32.8		158	100
	\$25,000-\$75,000	54.9	+	1.3		56.2	+	14.3		29.6		420	100
	\$75,000 or more	55.6	+	1.2		56.8	+	14.8		28.4		304	100
	Unknown	39.0	-	0.0		39.0	-	14.7		46.3	+	162	100
Does this property have underfloor insulation?	Yes	83.3	+	0.4		83.6	+	8.4	-	7.9	-	274	100
	Currently being installed ^	24.5		63.0		87.5		12.5		0.0		12	100
	Subtotal: Yes/Currently being installed	80.8	+	3.0	+	83.8	+	8.6	-	7.6	-	287	100
	No	45.7	-	0.4		46.0	-	37.1	+	16.9	-	327	100
	Don't know	34.0	-	0.3	-	34.3	-	5.3	-	60.4	+	431	100
Does this property have one or more working smoke alarms installed?	Yes	52.1	+	1.13		53.4	+	15.0	-	31.8	+	969	100
	No ^	35.1	-	0.0		35.1	-	42.1	+	22.8	-	57	100
	Don't know ^	11.1		0.0		11.1		0.0		88.9		18	100
Total			50.5		1.1		51.6		16.1		32.3	1044	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 49: Reported presence of underfloor insulation by selected characteristics, tenants 2018

		Does this property have underfloor insulation?						
		Yes	Currently being installed	Subtotal: Yes/Currently being installed	No	Don't know	Total	
		%	%	%	%	%	N*	%
Age group	18-34	23.3	0.9	24.2	26.6	49.2	520	100
	35-64	30.2	1.5	31.6	34.2	34.1	466	100
	65+ ^	22	0.9	22.9	49.2	27.9	58	100
Household income	Less than \$25,000	19.5	0.6	20.2	36.7	43.1	158	100
	\$25,000-\$75,000	28.1	1.2	29.3	31.6	39.1	420	100
	\$75,000 or more	30.8	1.3	32.1	31.3	36.5	304	100
	Unknown	19.8	1.2	21	25	54	162	100
Does this property have ceiling insulation?	Yes	43.4 +	0.6	43.9 +	28.3 -	27.8 -	527	100
	Currently being installed	9.6	67.5	77.1	10.3	12.6	11	100
	Subtotal: Yes/Currently being installed	42.7 +	2 +	44.6 +	27.9 -	27.5 -	538	100
	No	13.7 -	0.9	14.6 -	71.8 +	13.6 -	169	100
	Don't know	6.5 -	-	6.5 -	16.4 -	77.2 +	337	100
Does this property have one or more working smoke alarms installed?	Yes	27.5 +	1.24	28.7 +	30.4 -	40.9	969	100
	No	12.3 -	0	12.3 -	56.1 +	31.6 -	57	100
	Don't know	5.56	0	5.56	0	94.4	18	100
Total		26.3	1.2	27.4	31.3	41.3	1044	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 50: In winter, does your house or flat get cold enough that you can see your breath? by selected tenant characteristics, tenants 2018

		In winter, does your house or flat get cold enough that you can see your breath?					
		Yes	No	Don't know	Total		
		%	%	%	n*	%	
Total		33.9	60.3	5.9	857	100	
In winter, how often do you leave some windows and/or doors in this rental property open for at least 15 minutes at a time?	Once a day or more often	36.0	58.2	5.8	572	100	
	Once every two or three days	32.2	64.3	3.5	130	100	
	Once every four or five days ^	24.5	75.5		39	100	
	About once a week ^	32.4	62.3	5.4	43	100	
	Less often than once a week ^	26.6	62.3	11.0	50	100	
	Don't know ^						
		26.1	53.6	20.3	23	100	
Is there a working extractor fan in this property's kitchen?	Yes	27.2	- 67.6	+ 5.2	445	100	
	No	41.3	+ 52.0	- 6.7	394	100	
	Don't know ^						
		37.6	60.3	2.1	18	100	
How often is this fan used when someone is cooking food that produces steam?	Always	29.7	65.2	5.2	251	100	
	Often (6-9 times out of 10)	20.3	73.5	6.2	104	100	
	Sometimes (1-5 times out of 10) ^	29.0	66.1	4.8	80	100	
	Never ^	23.9	76.1		8	100	
	Don't know ^						
			100		1	100	
Which of the following do you have in the bathroom?	A working extractor fan	28.2	66.2	5.7	490	100	
	A window or skylight that	34.2	59.1	6.6	431	100	
	A window or vent that is	37.5	60.0	2.5	146	100	
	A shower dome ^	26.0	64.1	9.9	87	100	
	None of the above ^	54.4	36.3	9.3	66	100	
	Don't know ^	20.4	74.9	4.7	8	100	
How often is this used when someone is bathing or showering?	A working extractor fan	Always	29.8	65.9	4.3	331	100
		Often (6-9 times out of 10) ^	21.7	65.9	12.3	84	100
		Sometimes (1-5 times out of 10) ^	30.1	67.4	2.5	55	100
		Never ^	20.2	70.8	9.0	17	100
		Don't know ^	51.6	48.4		2	100
	A window or skylight that can be	Always	32.6	60.0	7.4	225	100
		Often (6-9 times out of 10)	42.7	51.2	6.1	101	100
		Sometimes (1-5 times out of 10) ^	26.4	69.3	4.3	78	100

	opened	Never ^	40.9	49.3	9.8	25	100
		Don't know ^		100		1	100
Does the landlord provide any of the following heating in the living room?	Electric heater /s		27.5	67.1	5.4	122	100
	Heat pump		29.5	66.4	4.1	302	100
	Wood burner		35.2	61.1	3.7	151	100
	Flued gas heater (i.e. vents outside) ^		39.7	53.1	7.2	38	100
	Unflued gas heater ^		42.7	54.0	3.2	12	100
	Pellet fire ^		34.3	65.7		7	100
	Central heating ^		8.6	75.3	16.1	12	100
	None of the above		40.5	51.8	7.7	275	100
	Don't know ^		22.4	65.4	12.2	15	100
How often is this used when someone is in the living room during cold winter weather?	Electric heaters	Always ^	42.0	56.6	1.4	26	100
		Often (6-9 times out of 10) ^	31.0	64.5	4.5	35	100
		Sometimes (1-5 times out of 10) ^	24.4	73.4	2.1	47	100
		Never ^		100		9	100
		Don't know ^			100	4	100
	Heat pump	Always	27.6	69.8	2.6	107	100
		Often (6-9 times out of 10) ^	28.0	68.1	3.9	73	100
		Sometimes (1-5 times out of 10)	30.9	64.7	4.4	105	100
		Never ^	40.6	45.4	14.0	15	100
		Doesn't work ^	38.3	61.7		2	100
	Wood burner	Always ^	35.9	62.6	1.6	63	100
		Often (6-9 times out of 10) ^	29.2	67.4	3.3	48	100
		Sometimes (1-5 times out of 10) ^	37.8	55.9	6.3	28	100
		Never ^	34.7	51.8	13.6	10	100
		Doesn't work ^	100.0			3	100
In what region is the property you are renting?	Auckland and Northland	34.7	58.5	6.8	364	100	
	Other North Island	35	60.2	4.9	321	100	
	South Island	30.2	64.1	5.7	173	100	
Does this property have ceiling insulation?	Yes /Currently being installed	27.1 -	68.2 +	4.7	538	100	
	No	63.1 +	30.3 -	6.6	169	100	
	Don't know	28.1 -	64.5	7.3	337	100	
Does this property have underfloor insulation?	Yes /Currently being installed	28.8	65.7 +	5.5	287	100	
	No	47.1 +	49.3 -	3.5 -	327	100	
	Don't know	25.9 -	65.9 +	8.2 +	431	100	
Total			33.9	60.3	5.9	987	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 51: Would you say this house or flat is always damp, sometimes damp, or not damp at all? by selected characteristics, tenants 2018

		Would you say this house or flat is always damp, sometimes damp, or not damp at all?									
		Always damp		Sometimes damp		Not damp at all		Don't know		Total	
		%		%		%		%		N*	%
In winter, is your home or flat colder than you would like?	Yes - always	34.9	+	58.4	-	4.3	-	2.4	-	203	100
	Yes - often	4.2	-	75.4	+	16.1		4.3		107	100
	Yes - sometimes	2.1	-	79.6	+	14.3		3.9		146	100
	No ^	4	-	63.2		30.9	+	1.9		52	100
	I have not spent a winter living in this house or flat ^		-	63.4		13.6		23	+	49	100
	Don't know ^			24.6		42.7		32.8		20	100
In winter, does your house or flat get cold enough that you can see your breath?	Yes	27.6	+	65		5.9	-	1.4	-	251	100
	No	5.1	-	69.9		20.2	+	4.8		223	100
	Don't know ^		-	86.1	+	8.6		5.4		35	100
In winter, how often do you leave some windows and/or doors open for at least 15 minutes at a time?	Once a day or more often	15.8		68.4		11.8		4		366	100
	Once every two or three days ^	13.9		71.2		14.9		-		78	100
	Once every four or five days ^			68.9		28.2		3		24	100
	About once a week ^	22.7		49.2		21.1		7		26	100
	Less often than once a week ^	19.9		61.3				18.8		21	100
	Don't know ^	12.7		39.7		34.3		13.3		14	100
Is there a working extractor fan in this property's kitchen?	Yes	10.2	-	65.7		13.9		10.1	+	271	100
	No	17.9	+	68.2		12.4		1.5	-	291	100
	Don't know ^	4.4		52.3		26.9		16.3		16	100
How often is this fan used when someone is cooking food that produces steam?	Always	11.2		65.7		13.6		9.5		147	100
	Often (6-9 times out of 10) ^	11		68.2		9.9		11		63	100
	Sometimes (1-5 times out of 10) ^	6.1		62.4		21		10.5		55	100
	Never ^	19.3		66.6				14.1		5	100
	Don't know ^			100						1	100
Which of the following do you have in the bathroom?	A working extractor fan	9.9	-	67.1		15.5		7.5		296	100
	A window or skylight that can be opened	10.7	-	67.8		15.2		6.3		283	100
	A window or vent that is	14.8		69.1		10.6		5.5		101	100

		permanently open						
		A shower dome ^	12.6	48.8 -	26.2 +	12.4 +	50	100
		None of the above ^	29 +	54.1 -	10.8	6.1	63	100
		Don't know ^	16.8	49.5		33.6	6	100
How often is this used when someone is bathing or showering?	A working extractor fan	Always	10	68.4	14.6	7	204	100
		Often (6-9 times out of 10) ^	7.7	72.9	15.1	4.3	50	100
		Sometimes (1-5 times out of 10) ^	13.4	51.9	25.2	9.4	31	100
		Never ^	9.8	55.5	6.1	28.6	10	100
		Don't know ^		100			1	100
	A window or skylight that can be opened	Always	10.7	72.2	11.3	5.7	135	100
		Often (6-9 times out of 10) ^	10.8	60.5	20.8	8	78	100
		Sometimes (1-5 times out of 10) ^	9.4	65.3	20.1	5.2	56	100
		Never ^	15.8	81.3	2.9		13	100
		Don't know ^				100	1	100
Does the landlord provide any of the following heating in the living room?	Electric heater /s	6.8	59.9	22.3 +	11	66	100	
	Heat pump	10	69.6	13.8	6.6	194	100	
	Wood burner	12	71.4	10.9	5.8	100	100	
	Flued gas heater (i.e. vents outside dwelling) ^	9.7	87.1	3.2		19	100	
	Unflued gas heater ^		80.1	7.5	12.4	9	100	
	Pellet fire ^		84.5		15.5	4	100	
	Central heating ^	10.2	44.9	14.6	30.2	7	100	
	None of the above	19.8 +	62.7	14.2	3.3 -	213	100	
	Don't know ^	5.4	25.2	48.7	20.8	13	100	
How often is this used when someone is in the living room during cold winter weather?	Electric heaters	Always ^	19.3	69.7		11	11	100
		Often (6-9 times out of 10) ^		58.8	37.5	3.7	19	100
		Sometimes (1-5 times out of 10) ^	10	63.9	21.1	5	23	100
		Never ^		42.1	36.9	21	7	100
		Don't know ^		72.7		27.3	4	100
	Heat pump	Doesn't work ^				100	2	100
		Always ^	11.9	66.6	16.5	4.9	62	100
		Often (6-9 times out of	9.5	81.7	5.1	3.7	42	100

		10) ^						
		Sometimes (1-5 times out of 10) ^	11.4	71.1	13	4.5	61	100
		Never ^	11	54.9	34		9	100
		Don't know ^		51	18.8	30.2	18	100
		Doesn't work ^		100			2	100
	Wood burner	Always ^	8.6	76.1	12.8	2.6	45	100
		Often (6-9 times out of 10) ^	13.7	79.1	7.2		23	100
		Sometimes (1-5 times out of 10) ^	4	79.6	10.3	6.1	17	100
		Never ^	33.2	66.8			5	100
		Don't know ^		26.2	23.7	50.1	7	100
		Doesn't work ^	100				3	100
Does this property have ceiling insulation?	Yes /Currently being installed	56 +	34.5 -	6.8 -	2.7	538	100	
	No	15.2 -	57.8 +	25 +	1.9	169	100	
	Don't know	41.2	43.2	10.2	5.3 +	337	100	
Does this property have underfloor insulation?	Yes /Currently being installed	54.1 +	34.4 -	9	2.6	287	100	
	No	31.3 -	49.9 +	16.7 +	2.2	327	100	
	Don't know	48.5 +	38.9	7.7 -	4.9 +	431	100	
In what region is the property you are renting?	Auckland and Northland	14.8	66.2	12.4	6.6	268	100	
	Other North Island	16.3	63.6	13.6	6.6	205	100	
	South Island	7.3 -	73.6	16.3	2.8	105	100	
Total		13.9	66.6	13.5	5.9	578	100	

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 52: Does any part of your home get mould growing on it, for example, on the walls, ceiling, window frames, curtains, or blinds? by selected characteristics, tenants 2018

		Does any part of your home get mould growing on it, for example, on the walls, ceiling, window frames, curtains, or blinds?				
		Yes	No	Don't know	Total	
		%	%	%	n*	%
In winter, is your home or flat colder than you would like?	Yes - always	74.5	19.9	5.6	203	100
	Yes - often	89.6 +	8.2 -	2.1 -	107	100
	Yes - sometimes	75.3	16.3	8.3	146	100
	No ^	72.5	24.2	3.4	52	100
	I have not spent a winter living in this house or flat ^	61.5 -	34.7 +	3.8	49	100
	Don't know ^	44.1 -	41.4 +	14.4 +	20	100
In winter, does your house or flat get cold enough that you can see your breath?	Yes	40.4	35.8	23.8	251	100
	No	85.4 +	11.9 -	2.8	223	100
	Don't know ^	71.5 -	24.2 +	4.3	35	100
In winter, how often do you leave some windows and/or doors open for at least 15 minutes at a time?	Once a day or more often	78.5	11.2	10.3 +	366	100
	Once every two or three days ^	80.7 +	14.6 -	4.7	78	100
	Once every four or five days ^	68.4 -	27.6 +	4.0	24	100
	About once a week ^	78.2	17.6	4.2	26	100
	Less often than once a week ^	71.6	28.4		21	100
	Don't know ^	71.7	23.6	4.8	14	100
Is there a working extractor fan in this property's kitchen?	Yes	55.8	23.7	20.5	271	100
	No	72.1	21.0	6.9	291	100
	Don't know ^	78.4 +	17.4	4.1	16	100
How often is this fan used when someone is cooking food that produces steam?	Always	43.4	47.9	8.7	147	100
	Often (6-9 times out of 10)	71.2	22.1	6.7	63	100
	Sometimes (1-5 times out of 10) ^	73.7	17.5	8.8	55	100
	Never ^	72.1	21.6	6.2	5	100
	Don't know ^	89.0	11.0		1	100
Which of the following do you have in the bathroom?	A working extractor fan		100		296	100
	A window or skylight that can be opened	74.0	19.7	6.3	283	100
	A window or vent that is permanently open	77.4	17.7	5.0	101	100

		A shower dome ^	69.2	18.6	12.3 +	50	100
		None of the above ^	52.4 -	42.2 +	5.4	63	100
		Don't know ^	77.9	20.1	2.0	6	100
How often is this used when someone is bathing or showering?	A working extractor fan	Always	50.5	32.7	16.8	204	100
		Often (6-9 times out of 10) ^	73.3	20.4	6.2	50	100
		Sometimes (1-5 times out of 10) ^	77.6	14.7	7.7	31	100
		Never ^	67.2	26.4	6.4	10	100
		Don't know ^	88.3	11.7		1	100
	A window or skylight that can be opened	Always	100			135	100
		Often (6-9 times out of 10) ^	81.3	14.5	4.2	78	100
		Sometimes (1-5 times out of 10) ^	68.9 -	26.0 +	5.1	56	100
		Never ^	75.7	16.4	7.9	13	100
		Don't know ^	100			1	100
Does the landlord provide any of the following heating in the living room?	Electric heater /s ^		100			66	100
	Heat pump	67.6	22.1	10.3	194	100	
	Wood burner	72.6	18.4	9.0 +	100	100	
	Flued gas heater (i.e. vents outside dwelling) ^	65.3 -	31.1 +	3.6	19	100	
	Unflued gas heater ^	88.6	11.4		9	100	
	Pellet fire ^	87.6	12.4		4	100	
	Central heating ^	68.9		31.1	7	100	
	None of the above	15.7	30.2	54.1	213	100	
Don't know ^	80.8 +	16.7	2.5 -	13	100		
How often is this used when someone is in the living room during cold winter weather?	Electric heaters	Always ^	38.2	46.4	15.4	11	100
		Often (6-9 times out of 10) ^	82.3	15.2	2.5	19	100
		Sometimes (1-5 times out of 10) ^	72.1	13.1	14.8	23	100
		Never ^	64.5	23.8	11.7	7	100
		Don't know ^	55.4	44.6		4	100
		Doesn't work ^	72.7		27.3	2	100
	Heat pump	Always ^		100		62	100
		Often (6-9 times out of 10) ^	74.7	17.6	7.7	42	100
		Sometimes (1-5 times out of 10) ^	84.9 +	8.6	6.6	61	100
		Never ^	65.6	25.7	8.7	9	100
		Don't know ^	89.0	0.0	11.0	18	100
		Doesn't work ^	49.3	30.2	20.6	2	100
	Wood burner	Always ^	100			45	100
		Often (6-9 times out of 10) ^	70.8	29.2		23	100
		Sometimes (1-5 times out of 10) ^	59.9	31.8	8.2	17	100
		Never ^	61.9	38.1		5	100

	Don't know ^	100			7	100
	Doesn't work ^	17.5	57.5	25.1	3	100
Does this property have ceiling insulation?	Yes /Currently being installed	100			538	100
	No	73.6	21.9	4.4	169	100
	Don't know	78.5	19.4	2.2 -	337	100
Does this property have underfloor insulation?	Yes /Currently being installed	72.7	18.0	9.4 +	287	100
	No	76.1	20.8	3.1	327	100
	Don't know	79.4 +	16.7	3.9	431	100
In what region is the property you are renting?	Auckland and Northland	78.3	17.3	4.4	268	100
	Other North Island	76.4	16.9	6.8	205	100
	South Island	61.3 -	32.6 +	6.2	105	100
Total		74.5	19.9	5.6	578	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 53: Awareness of tenancy.govt.nz website before the survey, landlords 2018

		Yes	No	Total	
		%	%	n*	%
Number of tenancies	One tenancy	61.7	38.3	634	100
	Two tenancies	63.3	36.7	199	100
	3 or more tenancies	76.0 +	24.0 -	154	100
Property Management	Uses professional property manager	63.0 -	37.0 +	411	100
	Other	70.4 +	29.6 -	576	100
Total		62.9	37.1	987	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 54: How many times have you visited the tenancy.govt.nz website, if ever? of landlords who were aware of tenancy.govt.nz 2018

		Never	Once or twice	3 - 6 times	More than 6 times	Don't know	Total	
		%	%	%	%	%	n*	%
Number of tenancies	One tenancy	13.3 +	44.8	21.2	17.6 -	3.1	391	100
	Two tenancies	8.7	48.4	19.8	21.4	1.6	126	100
	3 or more tenancies	3.4 -	31.6	20.5	42.7 +	1.7	117	100
Property Management	Uses professional property manager	20.7 +	45.4	16.6	13.3 -	4.1	221	100
	Other	7.5 -	43.5	23.2	23.7 +	2.1	413	100
Total		11.9	44.1	21.0	20.2	2.8	987	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

Note: Rows may not add precisely to 100.0 due to rounding.

Table 55: If your landlord refused to address the problem, how likely would you be to pursue the matter further through either an advocate or by contacting Tenancy Services or the Tenancy Tribunal? As reported by tenants, by age group 2018 (%)

		Age			Total
		18-34	35-64	65+^	
Not at all likely	%	7.2	5.4	15.8 +	6.9
Slightly likely	%	14.9 +	11	3.1 -	12.5
Moderately likely	%	23.4 +	17.4	11.4	20
Very likely	%	26.4 -	34.2 +	41.5	30.7
Extremely likely	%	23.4	27.8	25.8	25.5
Don't know	%	4.6	4.3	2.5	4.4
Total	n*	586	408	50	1044
	%	100	100	100	100

+ / - These symbols denote statistically significant differences between a cell % and the same % for the rest of the sample. Cells that are significantly higher at the 95 % confidence level are marked with (+), those significantly lower are marked with (-). See significance testing in methodology for more detail.

* Unweighted.

^ Caution, small sample size.

Note: Rows may not add precisely to 100.0 due to rounding.

A5. 2018 RTA survey questionnaire

RTA Campaign Monitoring – Questionnaire

[PROGRAMMER INSTRUCTIONS IN SQUARE BRACKETS]

Thank you for your interest. We are asking landlords and tenants about their rental situation on behalf of the New Zealand Government. Your responses will help improve understanding about tenancy in New Zealand.

The survey should take around 10 minutes to complete, depending on how much you have to say.

Please be assured that your open and honest feedback will be treated confidentially. None of the responses you give will be directly linked to you as an individual. They will be used for statistical purposes only

Help improve support services for tenants and landlords-- click on the forward arrow button below to begin the survey.

Terms Your Commitment to Completing this Survey in an Honest Manner

In completing this survey, I hereby declare that I shall answer the questions honestly and take appropriate time to read and understand each of the questions so that I can give informed responses. I understand that checks are undertaken on the data to detect false or inconsistent information/answers and to check the speed in which survey participants have completed the survey that would indicate there was no consideration given to the questions. I acknowledge that the consequences for **not completing the survey honestly** means I will not be eligible to receive the incentive for participation in this survey and my data will be removed from the analysis of the results.

1. I agree to these terms and conditions
2. I do not agree to these terms and conditions – end survey (Pop up screen: Because you do not accept the terms and conditions of this survey we are not able to continue. Thank you for your time....)

Segmenting question

S1 Which of the following apply to you?

Please select all that apply

1. I am living in a rental property
2. I am a landlord of at least one New Zealand residential property with tenants
3. None of the above [Exclusive, Disqualify]

D7 What is your age group?

Please select one only

1. 15 – 17 years [disqualify]
2. 18 – 24 years

3. 25 – 34 years
4. 35 – 44 years
5. 45 – 54 years
6. 55 – 64 years
7. 65 – 74 years
8. 75 years or above

[if Q1 = 2, go to Landlord survey (priority) If Q1 = 1, go to Tenant survey.]

Tenants

TQ1 Is your landlord...?

Please select one only

1. A member of your family (including extended family) [Disqualify]
2. A government department (such as Housing New Zealand) or local Council [Disqualify]
3. A community-based organisation such as Salvation Army [Disqualify]
4. None of the above
5. Don't know

TQ2 Who mainly manages this rental property?

1. The landlord(s) themselves
2. A professional Property Manager or real estate agent on behalf of the landlord
3. Someone else on behalf of the landlord
4. Don't know

TQ3a How long have you been living at your current rental?

Please select one only

1. Less than 6 months
2. 6 to 12 months
3. 13 months to 2 years
4. More than 2 years, up to 3 years
5. More than 3 years, up to 5 years
6. More than 5 years, up to 10 years
7. More than 10 years, up to 20 years
8. More than 20 years

[Only ask if TQ3a = 3]

TQ3b Did you start living at your current rental before or after 1 July 2016?

Please select one only

1. Before 1 July 2016
2. After 1 July 2016

TQ4a In what region is the property you are renting?

Please select one only

1. Northland
2. Auckland
3. Waikato
4. Bay of Plenty

5. Gisborne
6. Hawke's Bay
7. Taranaki
8. Manawatu-Wanganui
9. Wellington
10. Tasman
11. Nelson
12. Marlborough
13. West Coast
14. Canterbury
15. Otago
16. Southland
17. Somewhere else [Please specify]

TQ4b Which of the following best describes this rental property?

Please select one only

1. Separate House
2. Semi-detached or terraced house
3. Single flat/apartment/unit in a 1-3 storey building, including granny flats and houses split into self-contained units
4. Single flat/apartment/unit in a building with more than 3 storeys
5. Other - please specify: _____

[display if TQ4b=2-5:]

For the rest of this survey, 'this' or your 'property' refers only to the part of this building occupied by your tenancy (i.e. you and the other people who live with you).

TQ4c How many bedrooms does this rental property have?

Please select one only

1. 1 (including studio apartments)
2. 2
3. 3
4. 4
5. 5 or more

TQ5 Did you (or someone living with you) pay the bond at the start of your tenancy?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if TQ5=1]

TQ6 Was your bond lodged with Tenancy Services?

Please select one only

1. Yes
2. No
3. Don't know

TQ7a Does this property have one or more working smoke alarms installed?

Please select one only

1. Yes
2. No
3. Don't know

[Ask if TQ7a=1]

TQ7b Are they installed in, or close to, each room where someone sleeps in the property?

Please select one only

1. Yes
2. No
3. Don't know

[Ask if TQ7a=1]

TQ7c Is there at least one on each level of your property?

Exclude any levels with only uninhabitable areas such as a basement or garage

Please select one only

1. Yes
2. No
3. Don't know

[Only ask if T7 = 1 & (TQ3b = 1 OR TQ3a = 4-8)]

TQ8 Did your property have working smoke alarms fitted by 1 July 2016?

Please select one only

1. Yes
2. No
3. Don't know

TQ9a Does this property have ceiling insulation?

Please select one only

1. Yes
2. No
3. Currently being installed
4. Don't know

[Ask if TQ9a=1 or 2]

TQ9b How do you know [insert as relevant: there is / there is no] ceiling insulation in your rental property?

Please select all that apply

1. It was on the tenancy agreement
2. The [insert as relevant: landlord / property manager] informed me
3. Another tenant informed me
4. It was installed during my tenancy and / or I have seen it
5. I assume this based on the temperature inside
6. I assume this based on the age of the property
7. Other – please specify
8. Don't know

TQ9c Does this property have underfloor insulation?

Please select one only

1. Yes
2. No
3. Currently being installed
4. Don't know

[Ask if TQ9c=1 or 2]

TQ9d How do you know [insert as relevant: there is / is not] underfloor insulation in your rental property?

Please select all that apply

1. It was on the tenancy agreement
2. The [insert as relevant: landlord / property manager] informed me
3. Another tenant informed me
4. It was installed during my tenancy and / or I have seen it
5. I assume this based on the temperature inside
6. I assume this based on the age of the property
7. Other – please specify
8. Don't know

[Only ask if TQ9a OR TQ9c = 2 or 4]

TQ10 Has your [pipe as relevant: property manager/ landlord] approached you or one of the other tenants about getting [pipe values as relevant: ceiling and/or underfloor] insulation installed in the future?

Please select one only

1. Yes
2. No
3. Don't know

[Only ask if TQ9a OR TQ9b = 2 or 4]

TQ11 Have you or one of the other tenants approached your landlord about getting [pipe values as relevant: ceiling and/or underfloor] insulation installed?

Please select one only

1. Yes
2. No
3. Don't know

[Only ask if TQ9a=1 and (TQ3a = 4-8 OR TQ3b=1)]

TQ12a Did your property already have ceiling insulation in place by July 2016?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if T9c=1 and (TQ3a = 4-8 OR TQ3b=1)]

TQ12b Did your property already have underfloor insulation in place by July 2016?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if TQ3b=1 or TQ3a=4-8]

TQ12c Did you sign the tenancy agreement for this property?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if TQ12c=1]

TQ12d Did the [insert as relevant: landlord / property manager] provide you with a statement showing what insulation was installed in the property?

Please select one only

1. Yes
2. No
3. Don't Know

TQ12e In winter, is your house or flat colder than you would like?

Please select one only

5. I have not spent a winter living in this house or flat
1. yes – **always**
2. yes - **often**
3. yes – **sometimes**
4. no
6. don't know

[Ask if TQ12e does not equal 5]

TQ12f In winter, does your house or flat get cold enough that you can see your breath?

Please select one only

- 1 yes
- 2 no
- 3 don't know

TQ12g Does your house or flat have no problem, a minor problem or a major problem with dampness or mould?

Please select one only

1. no problem
2. minor problem
3. major problem
4. don't know

[Skip to TQ12k if TQ12gTQ12g=1]

TQ12h Would you say this house or flat is always damp, sometimes damp, or not damp at all?

A damp house or flat may feel or smell damp, or have damp patches on the walls, ceiling, floor, or window frames.

Please select one only

- 1 always damp
- 2 sometimes damp
- 3 not damp at all
- 4 don't know

TQ12i Does any part of your home get mould growing on it, for example, on the walls, ceiling, window frames, curtains, or blinds?

Please select one only

- 1 yes
- 2 no
- 3 don't know

[Show if TQ12i=1]

TQ12j Can you see mould in any part of this dwelling that, in total, is larger than an A4 sheet of paper?

An A4 sheet is the size of 1 page of a power or telephone bill. Mould (mildew) may grow on the walls, ceiling, floor, doors, window frames, curtains or blinds. Mould can be black, white, green, brown, red, etc.

Please select one only

- 1 yes - always
- 2 yes - sometimes
- 3 no
- 4 don't know

[Ask if TQ12e does not equal 5]

TQ12k In winter, how often do you leave some windows and/or doors in this rental property open for at least 15 minutes at a time?

Please select one only

1. Once a day or more often
2. Once every two or three days
3. Once every four or five days
4. About once a week
5. Less often than once a week
6. Don't know

TQ12l In summer, how often do you leave some windows and/or doors in this rental property open for at least 15 minutes at a time?

Please select one only

1. Once a day or more often
2. Once every two or three days
3. Once every four or five days
4. About once a week
5. Less often than once a week
6. Don't know

TQ12m Is there a working extractor fan in this property's kitchen?

Please select one only

1. Yes
2. No
3. Don't know

[Ask if TQ12m = 1]

TQ12n How often is this fan used when someone is cooking food that produces steam?

Please select one only

1. Always

2. Often (6-9 times out of 10)
3. Sometimes (1-5 times out of 10)
4. Never
5. Don't know

TQ12o Which of the following do you have in the bathroom? *By bathroom, we mean a room that has a shower and / or bath. If there is more than one bathroom, please refer to the bathroom used most.*

Please select all that apply

1. A working extractor fan
2. A window or skylight that can be opened
3. A window or vent that is permanently open
4. A shower dome
5. None of the above
6. Don't know

[Ask if TQ12o=1-4]

TQ12p How often is this used when someone is bathing or showering?

[Show as relevant]	Always	Often (6-9 times out of 10)	Sometimes (1-5 out of 10)	Never	Don't know
A working extractor fan					
A window or skylight that can be opened					

TQ12q Does the landlord provide any of the following heating in the living room?

If more than one living room, refer to the one used most often

Please select all that apply

1. Electric heater(s)
2. Heat pump
3. Wood burner
4. Flued gas heater (i.e. vents outside dwelling)
5. Unflued gas heater
6. Pellet fire
7. Central heating
8. None of the above [Exclusive]
9. Don't know [Exclusive]

[Ask if TQ12q = 1-7]

TQ12r How often is this heating used, when someone is in the living room during cold winter weather?

Show heating	Always	Often (6-9)	Sometimes (1-5 out of 10)	Never	Don't know	Doesn't work

types as relevant:		times out of 10)	10)			
Electric heater						
Heat pump						
Wood burner						
Flued gas heater (i.e. vents outside dwelling)						
Unflued gas heater						
Pellet fire						
Central heating						

All Landlords

IF S1 = 2 ask:

S2a Do any of your residential rental properties have a member of your family living in them (including extended family)?

Yes / No

IF S2a = yes ask:

S2b Do ALL of your residential rental properties have a member of your family (including extended family) living in them?

Yes [Disqualify]

No

IF S2a = no show:

For the remainder of the survey, please exclude from your responses any rental properties which have a family member living in them.

IF S1 = 2 ask:

S2c Are any of your residential rental properties let by a government or community organisation providing housing such as Housing New Zealand, Council, Salvation Army?

Yes / No

IF S2c = yes ask:

S2d Are ALL of your residential rental properties let by a government or community organisation providing housing such as Housing New Zealand, Council, Salvation Army?

Yes [Disqualify]

No

IF S2c = no show:

For the remainder of the survey, please exclude from your responses any rental properties which are let by government or community organisations.

IF S1 = 2 ask:

S2e Are you managing any of these tenancies as a professional property manager on behalf of the owner of the property?

Yes / No

IF S2e = yes ask:

S2f Are you managing ALL of these tenancies as a professional property manager on behalf of the owner of the property?

Yes [Disqualify]

No

IF S2e = no show:

For the remainder of the survey, please exclude from your responses any rental properties which you are managing professionally on behalf of the property owner

LQ2a How many residential rental properties do you own in New Zealand?

Please select one only

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9 or more. Please specify _____

LQ2c How many current *tenancies* are there in total in [insert as relevant: this property / these properties]?

By tenancy, we DON'T mean individual tenants. A tenancy is a person or a group of people under a single rental agreement i.e. renting a dwelling together.

Please select one only

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9 or more. Please specify _____

[Ask if LQ2c LQ2c>1]

LQ2d Are any of your tenancies in a boarding house?

Please select one only

1. Yes
2. No

[Ask if LQ2d LQ2g=1. Required]

LQ2e How many of your tenancies are in boarding houses?

Please provide the number of tenancies

[Ask if LQ2c LQ2c=1]

LQ2f Which of the following best describes your rental property situation?

Please select one only

1. My tenants are boarders living in my dwelling with me [Disqualify]
2. My tenants live in a separate dwelling but at the same location (i.e. a separate flat or apartment)
3. I live at a different location from my rental property

[VALUE OF LQ2c LQ2CBECOMES KEY VARIABLE DETERMINING NUMBER OF 'PROPERTIES' TO BE ASKED ABOUT]

LQ2g When you first acquired your current rental [insert as relevant: property / properties], did you intend to use [insert as relevant: it as a/any of them as a] residential rental property?

Please select one only

1. Yes
2. Yes, but only once they had finished serving another purpose
3. No
4. Don't know

LQ2h Which of the following best describes your motivation as a landlord?

Please select one only

1. To provide my main income and occupation
2. An investor but not my main occupation (including retirement)
3. To provide an additional source of income (including retirement)
4. To reduce the cost of ownership
5. To provide accommodation for family/friends/employees etc.
6. Other (please specify) _____

LQ2i [Insert as relevant: **Is your property/Are any of your properties**] **held or owned by a separate entity?**

For example, a family trust or a limited liability company

1. Yes
2. No
3. Don't know

[IF LQ2i = 1 show:]

LQ2j **Are all of your properties held through a business?**

1. Yes
2. No
3. Don't know

[Only ask "Single Property" section if LQ2c=1]

Landlords with a single property [Questions starting with "LS" in Askia]

LSQ2d Who mainly manages your rental property?

Please select one only

1. Only me
2. Myself and my partner and/or other family members
3. Someone else who I have an informal arrangement with
4. A property management or real estate company
5. An individual professional property manager
6. Other _____

LSQ2e Which of the following best describes your rental property?

Please select one only

1. Separate House
2. Semi-Detached or terraced house
3. Single flat/apartment/unit in a 1-3 storey building, including granny flats and houses split into self-contained units
4. Single flat/apartment/unit in a building with more than 3 storeys
5. Other – please specify: _____

[Ask if LSQ2e=3-4]

LSQ2g Is it located above or below another flat / apartment / unit?

Please select one only

1. Another dwelling is directly above but none below
2. Another dwelling is directly below but none above
3. Other dwellings are directly above and below
4. No dwellings are directly above or below

LSQ2f How many bedrooms does your rental property have?

Please select one only

1. 1 (including studio apartments)
2. 2
3. 3
4. 4
5. 5 or more

LSQ3 In what region is the rental property located?

Please select one only

1. Northland
2. Auckland
3. Waikato
4. Bay of Plenty
5. Gisborne
6. Hawke's Bay
7. Taranaki
8. Manawatu-Wanganui
9. Wellington
10. Tasman

11. Nelson
12. Marlborough
13. West Coast
14. Canterbury
15. Otago
16. Southland
17. Somewhere else [Please specify]

LSQ4 Did you collect a bond from your current tenant?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if LSQ4=1]

LSQ5 Was the bond lodged with Tenancy Services?

Please select one only

1. Yes
2. No
3. Don't Know

LSQ6 Does your rental property have one or more working smoke alarm installed?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if LSQ6=1]

LSQ7a When were the smoke alarms in your rental property installed?

Please select one only

1. Before 1 July 2016
2. After 1 July 2016
3. Don't know

[Only ask if LSQ7A=2]

LSQ7b What type of sensor do your smoke alarms have?

Please select all that apply

1. Photoelectric
2. Ionisation
3. Other
4. Don't know [exclusive]

[Only ask if LSQ7a=2]

LSQ7c What type of power do your smoke alarms have?

Please select all that apply

1. Battery
2. Hard-wired / mains power (with or without back-up battery)
3. Don't know [exclusive]

LSQ7d When did the current tenancy begin?

Please select one only

1. Less than 6 months
2. 6 to 12 months
3. 13 months to 2 years
4. More than 2 years, up to 3 years
5. More than 3 years, up to 5 years
6. More than 5 years, up to 10 years
7. More than 10 years, up to 20 years
8. More than 20 years

[Only ask if LSQ7d = 3]

LSQ7e Have you had a new tenancy agreement commence after 1 July 2016?

Please select one only

1. Yes
2. No
3. Don't know

[Only ask if LSQ7d = (1 OR 2) OR LSQ7e = 1]

LSQ7f Have you updated your tenancy agreement with information about the insulation of the property?

Please select one only

1. Yes
2. No
3. Don't know

[Only ask if LSQ7f = 1]

LSQ7G How did you add information to your tenancy agreement?

Please select one only

1. Used the Tenancy Services insulation statement template
2. Added information to the tenancy agreement that I use
3. Provided a statement from an insulation inspector, installer or other tradesperson
4. Other – please specify _____
5. Don't know

LSQ8 Is your rental property's ceiling insulated?

Please select one only

1. Yes
2. No
3. Currently being installed
4. Don't Know

[Only ask if LSQ8=2. If LSQ2g=1 or 3, auto code as 2 and skip to LSQ10]

LSQ9a Is insulation in the ceiling practicable (i.e. is there enough access space)?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if LSQ9a=2]

LSQ9b How do you know it is not practicable to install insulation in the ceiling?

Please select all that apply

1. Myself, a family member or a friend has inspected the ceiling cavity
2. It was inspected by a professional insulation inspector / installer
3. It was inspected by another type of tradesperson (e.g. builder, building inspector)
4. The ceiling cavity cannot be accessed without removing roof or ceiling cladding or there is no ceiling cavity
5. Other – please specify _____
6. Don't Know

LSQ10 Is your rental property insulated under the floor?

Please select one only

1. Yes
2. No
3. Currently being installed
4. Don't Know

[Only ask if LSQ10=2. If LSQ2g=2 or 3, auto code as 2 and skip to recent insulation and intentions section]

LSQ11a Is underfloor insulation practicable (i.e. is there enough access space)?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if LSQ11a=2]

LSQ11b How do you know it is not practicable to install insulation under the floor?

Please select all that apply

1. Myself, a family member or a friend has inspected the underfloor
2. It was inspected by a professional insulation inspector / installer
3. It was inspected by another type of tradesperson (e.g. builder, building inspector)
4. The underfloor cannot be accessed without uplifting the floor
5. Other – please specify _____
6. Don't Know

[Skip to recent insulation and intentions section]

Landlords with 2-4 properties [Questions starting with "LM" in Askia]

LTQ2a In some of the following questions, we'll ask about each of your tenancies separately. Please label each (e.g. "The Bach", "Tui Cres") so you know which is "1", which is "2" etc. in each question. These labels will only be used to assist you in answering the survey so you can use fake names for your tenancies or properties if you want to.

[Show if LQ2a<LQ2c]

ATTENTION! We note you have multiple tenancies in one or more properties. We want to know about each tenancy separately in the following questions. We will use the terms property/properties to refer to the part of a building occupied by a single tenancy.

[Show if LQ2a>LQ2c]

ATTENTION! We note you have more properties than tenancies at the moment. Please exclude any unoccupied property when answering the following questions. We will use the terms property/properties to refer to the part of a building occupied by a single tenancy.

1. Property 1 _____
2. Property 2 _____
3. Property 3 _____
4. Property 4 _____

LTQ2d Who mainly manages your rental properties?

Please select one for each column (property).

	[Property label 1]	[Property label 2]	[Repeat relevant no. of cols BASED ON PRECEEDING QUESTION]
Only me			
Myself and my partner and/or other family members			
Someone else who I have an informal arrangement with			
A property management or real estate company			
An individual professional property manager			
Other. Please specify _____			

LTQ3 In what regions are your properties located? [One answer required per column]

Please select one for each column (property).

	[Property label 1]	[Property label 2]	[Repeat relevant no. of cols]
1. Northland			
2. Auckland			
3. Waikato			
4. Bay of Plenty			
5. Gisborne			
6. Hawke's Bay			
7. Taranaki			
8. Manawatu-Wanganui			
9. Wellington			

10. Tasman			
11. Nelson			
12. Marlborough			
13. West Coast			
14. Canterbury			
15. Otago			
16. Southland			
17. Somewhere else. Please specify:			

LTQ2e Which of the following best describes your rental properties?

Please select one for each column (property).

	[Property 1]	[Property 1]	[Property 3]	[Repeat according to number of properties]
1. Separate House				
2. Semi-Detached or terraced house				
3. Single flat/apartment/unit in a 1-3 storey building, including granny flats and houses split into self-contained units				
4. Single flat/apartment/unit in a building with more than 3 storeys				
5. Other – please specify: _____				

[Ask if one or more property an apartment]

LTQ2g [Insert as relevant: Is the apartment / Are the apartments] located above or below another flat / apartment / unit?

Please select one only for [this property / each column (property).]

	[If apartment, Property 1]	[If apartment, Property 2]	[If apartment, Property 3]	[Repeat according to number of properties]
1. Another dwelling is directly above but none below				
2. Another dwelling is directly below but none above				
3. Other dwellings are directly below and above				
4. No dwelling is directly below or above [exclusive]				

LTQ2f How many bedrooms do your rental properties have?

Please select one for each column (property).

	[Property 1]	[Property 2]	[Property 3]	[Repeat according to number of properties]
1. 1 (including studio apartments)				
2. 2				
3. 3				
4. 4				
5. 5 or more				

LTQ4 Have you collected bonds from your current tenants? [One answer required per row]

Please select one for each column (property).

	[Property label 1]	[Property label 2]	[Repeat relevant no. of cols]
Yes			
No			
Don't know			

[Only ask if one or more properties have bonds collected]

LTQ5 Were the bonds lodged with Tenancy Services?

Please select one for each column (property).

	[Property label 1]	[Property label 2]	[Repeat relevant no. of cols]
Yes			
No			
Don't know			

LTQ6 Do each of your rental properties have one or more working smoke alarms installed?

Please select one for each column (property).

	[Property label 1]	[Property label 2]	[Repeat relevant no. of cols]
Yes			
No			
Don't know			

[Only ask if LTQ6=Yes for any property]

LTQ7a When were the smoke alarms in your rental properties installed?

Please select one for each column (property).

	[Property label 1]	[Property label 2]	[Repeat relevant no. of cols]
Before 1 July 2016			
After 1 July 2016			
Don't know			

[Only ask if LTQ7a=After 1 July 2016 for any property]

LTQ7b What type of sensor do your smoke alarms have?

Please select one for each column (property).

	[If LM7 = After July, Property label 1]	[If LM7 = After July, Property label 2]	[Repeat relevant no. of cols]
Photoelectric			
Ionisation			
Other			
Don't know			

[Only ask if LM7=After 1 July 2016 for any property]

LTQ7c What type of power supply do your smoke alarms have?

Please select one for each column (property).

	Battery	Hard-wired / mains power (with or without back-up battery)	Don't know
[If LM7 = After July, Property label 1]			
[If LM7 = After July, Property label 2]			
[Repeat relevant no. of cols]			

LTQ7e Have you had any new tenancies begin after 1 July 2016?

Please select one for each column (property).

	Yes	No	Don't know
[Property label 1]			
[Property label 2]			
[Repeat relevant no. of cols]			

[Only ask if LM12=1]

LTQ7f Have you updated your tenancy agreements for these new tenancies with information about the insulation of the properties?

Please select one for only [this property / each column (property).]

	Yes	No	Don't know
[If LM12 = Yes, Property label 1]			
[If LM12 = Yes, Property label 2]			
[Repeat relevant no. of cols]			

[Only ask if LTQ7f = Yes for any property]

LTQ7g How did you add information to your tenancy agreement?

Please select one only per property

	[If LM12 = Yes, Property label 1]	[If LM12 = Yes, Property label 2]	[Repeat relevant no. of cols]
Used the Tenancy Services insulation statement template			

Added information to the tenancy agreement that I use			
Provided a statement from an insulation inspector, installer or other tradesperson			
Other – please specify			
Don't know			

LTQ8 Are your rental properties' ceilings insulated?

Please answer for each property

	Yes	No	Currently being installed	Don't know
[Property label 1]				
[Property label 2]				
[Repeat relevant no. of cols]				

[only ask LTQ9a if one of the properties has a 'no' in LTQ8]. If LTQ2g=1 or 3, auto code as 2 and skip to LTQ10]]

LTQ9a For your rental properties that don't have insulation in the ceiling, is it practicable to install this (i.e. is there enough access space)?

Please answer for each property

	Yes	No	Don't know
[If LTQ8 = Yes, Property label 1]			
[If LTQ8 = Yes, Property label 2]			
[Repeat relevant no. of cols]			

[Only ask if LTQ9a=No for any property]

LTQ9b How do you know it is not practicable to install insulation in the ceiling?

Please select all that apply

	[If LTQ9a = No, Property label 1]	[If LTQ9a = No, Property label 2]	[Repeat relevant no. of cols]
1. Myself, a family member or a friend has inspected the ceiling cavity			
2. It was inspected by a			

professional insulation inspector / installer			
3. It was inspected by another type of tradesperson (e.g. builder, building inspector)			
4. The ceiling cavity cannot be accessed without removing roof or ceiling cladding or there is not ceiling cavity			
5. Other – please specify _____			
6. Don't Know			

LTQ10 Are your rental properties insulated under the floor?

Please answer for each property

	Yes	No	Currently being installed	Don't know
[Property label 1]				
[Property label 2]				
[Repeat relevant no. of cols]				

[only ask LTQ11a if one of the properties has a 'no' in LTQ10. If LTQ2g=2 or 3, auto code as 2 and skip to recent insulation activity and intentions]]

LTQ11a For your rental properties that don't have underfloor insulation, is it practicable to install this (i.e. is there enough access space)?

Please answer for each property

	Yes	No	Don't know
[If LTQ10 = Yes, Property label 1]			
[If LTQ10 = Yes, Property label 2]			
[Repeat relevant no. of cols]			

[Only ask if LTQ11a=No for any property]

LTQ11b How do you know it is not practicable to install insulation under the floor?

Please select all that apply

	[If LTQ9a = No, Property label 1]	[If LTQ9a = No, Property label 2]	[Repeat relevant no. of cols]
1. Myself, a family member or a friend has inspected the underfloor			
2. It was inspected by a professional insulation inspector / installer			
3. It was inspected by another type of tradesperson (e.g. builder, building inspector)			
4. The underfloor cannot be accessed without uplifting the floor			
5. Other – please specify _____			
6. Don't Know			

[\[Skip to recent insulation and intentions section\]](#)

Landlords with 5 or more properties [Questions starting with “LM+” in Askia]

[Show if LQ2a<LQ2c]

ATTENTION! We note you have multiple tenancies in one or more properties. We want to know about each tenancy separately in the following questions. We will use the terms property/properties to refer to the part of a building occupied by a single tenancy.

[Show if LQ2a>LQ2c]

ATTENTION! We note you have more properties than tenancies at the moment. Please exclude any unoccupied property when answering the following questions. We will use the terms property/properties to refer to part of a building occupied by a single tenancy.

LFQ2d Who mainly manages your rental properties?

	Number of properties
Only me	
Myself and my partner and/or other family members	
Someone else who I have an informal arrangement with	
A property management or real estate company	
An individual professional property manager	
Other. Please specify: _____	

[Total to match LQ2c]

LFQ3 In what regions are your properties located? [One answer required per column]

	Number of properties
1. Northland	
2. Auckland	
3. Waikato	
4. Bay of Plenty	
5. Gisborne	
6. Hawke's Bay	
7. Taranaki	
8. Manawatu-Wanganui	
9. Wellington	
10. Tasman	
11. Nelson	
12. Marlborough	
13. West Coast	
14. Canterbury	
15. Otago	
16. Southland	
17. Somewhere else [Please specify]	
TOTAL	[Must equal LQ2C]

LFQ2e Please indicate the type of rental properties you have using the following categories.

	Number of properties
1. Separate House	
2. Semi-Detached or terraced house	
3. Single flat/apartment/unit in a 1-3 storey building, including houses split into self-contained	

units	
4. Single flat/apartment/unit in a building with more than 3 storeys	
5. Other – please specify	
TOTAL	[Must equal LQ2c]

[Ask if one or more property an apartment – LQ2e=3 OR 4]

LFQ2g [Is the apartment / Are the apartments] located above or below another flat / apartment / unit?

Please select all that apply for each flat / apartment / unit

	Number of properties
1. Number of flats / units / apartments with another dwelling directly above but none below	
2. Number of flats / units / apartments with another dwelling directly below but none above	
3. Number of flats / units / apartments with other dwellings directly above and below	
4. Number of flats / units / apartments with no dwellings directly below or above	

[Total to match no of units in LQ2e]

LFQ2f How many bedrooms do your rental properties have?

Please indicate for each property

	Number of properties
1. 1	
2. 2	
3. 3	
4. 4	
5. 5 or more	

[Total to match LQ2c]

LFQ4 For how many properties have you collected bonds from your current tenants? [Value must be entered, zero acceptable.]

	Number of properties
Bond collected	
Bond not collected	
Don't know if bond was collected	

[Total to match LQ2c]

[Only ask if one or more properties have bonds collected]

LFQ5 Were the bonds lodged with Tenancy Services? [Value must be entered, zero acceptable.]

	Number of properties
Bond lodged with Tenancy Services	
Bond not lodged with Tenancy Services	
Don't know if bond was lodged	

[Total to match no of bonds collected in LFQ4]

LFQ6 Do each of your rental properties have one or more working smoke alarms installed? [Value must be entered, zero acceptable.]

Please answer for each property

	Number of properties
Working smoke alarms fitted	
No working smoke alarms fitted	
Don't know if working smoke alarms are fitted	

[Total to match LQ2c]

[Only ask if at least one property has smoke alarms]

LFQ7a When were the smoke alarms in your rental properties installed? [Value must be entered, zero acceptable. Total must be no more than LFQ6]

	Number of properties
Before 1 July 2016	
After 1 July 2016	
Don't know	

[Total to match no of alarms in LFQ6]

[Only ask if LFQ7a=After July 2016 for any properties]

LFQ7b What type of sensor do the smoke alarms installed after 1 July 2016 have?

Please select all that apply

	Number of properties
Photoelectric	
Ionisation	
Other	
Don't know	

[Total to match no of properties where alarms installed after 1 July 2016 in LFQ7b]

[Only ask if LM7=After 1 July 2016 for any properties]

LFQ7c What type of power supply do the smoke alarms installed after 1 July 2016 have?

Please select all that apply

	Number of properties

Battery	
Hard-wired / mains power (with or without back-up battery)	
Don't know	

[Total to match no of properties where alarms installed after 1 July 2016 in LFQ7b]

LFQ7e Have you had any new tenancies begin after 1 July 2016?

	Number of properties
Tenancy began before 1 July 2016	
Tenancy began after 1 July 2016	
Don't know if tenancy began after 1 July 2016	

[Total to match LQ2c]

[Only ask if some properties have tenancies which began after 1 July 2016]

LFQ7f Have you updated your tenancy agreements for these new tenancies with information about the insulation of the properties?

[Value must be entered, zero acceptable. Total must be no more than LFQ7f]

	Number of properties
Updated tenancy agreements	
Tenancy agreements not updated	
Don't know if the tenancy agreement has been updated	

[Total to match no of new tenancies after 1 July 2016 in LFQ7e]

[Only ask if total for LFQ7f 'updated tenancy agreements' > 0]

LFQ7g How did you add information to your tenancy agreements?

	Number of properties
Used the Tenancy Services insulation statement template	
Added information to the tenancy agreement that I use	
Provided a statement from an insulation inspector, installer or other tradesperson	
Other – please specify	
Don't know	

[Total to match no of updated agreements in LFQ7f]

LFQ8 Please complete the grid below to show how many of your rental properties have ceiling and/or underfloor insulation. [Value must be entered, zero acceptable.]

Note: include the property if this is currently being installed

	Floor insulated	Floor not insulated	Don't know floor insulation status
Ceiling insulated	_____	_____	_____
Ceiling not insulated	_____	_____	_____
Don't know ceiling insulation status	_____	_____	_____

[Total to match LQ2c]

[Only ask if one or more properties have not insulated ceiling (LFQ8)]

LFQ9a For your rental properties that don't have insulation in the ceiling, is it practicable to install this (i.e. is there enough access space)?

[Value must be entered, zero acceptable. Total must be no more than LFQ8]

	Number of properties
1. Practicable to install ceiling insulation	
2. Not practicable to install ceiling insulation	
3. Don't know if practicable to install ceiling insulation	

[Total to match no of properties without ceiling insulation from LFQ8]

[Only ask if LFQ9a 'Not Practicable' > 0]

LTQ9b How do you know it is not practicable to install insulation in the ceiling?

[Total must be no more than LQ2C – (LFQ9a 'Practicable' + Don't know)]

	Number of properties
Myself, a family member or a friend has inspected the ceiling cavity	
It was inspected by a professional insulation inspector / installer	
It was inspected by another type of tradesperson (e.g. builder, building inspector)	
The ceiling cavity cannot	

be accessed without removing roof or ceiling cladding or there is no ceiling cavity	
There is another dwelling above	
Other – please specify _____	
Don't Know	

[Total to match no of properties not practicable from LFQ9a]

[Only ask if one or more properties have not insulated underfloor (LFQ8)]

LFQ11a For your rental properties that don't have underfloor insulation, is it practicable to install this (i.e. is there enough access space)?

[Value must be entered, zero acceptable. Total must be no more than LFQ11a]

	Number of properties
1. Practicable to install subfloor insulation	
2. Not practicable to install subfloor insulation	
3. Don't know if practicable to install subfloor insulation	

[Total to match no of properties without underfloor insulation from LFQ8]

[Only ask if LFQ11a 'Practicable' + Don't know < LQ2C]

LFQ11b How do you know it is not practicable to install underfloor insulation?

[Total must be no more than LQ2C – (LFQ11a 'Practicable' + Don't know)]

	Number of properties
Myself, a family member or a friend has inspected the underfloor	
It was inspected by a professional insulation inspector / installer	
It was inspected by another type of tradesperson (e.g. builder, building inspector)	
The underfloor cannot	

be accessed without uplifting the floor	
There is another dwelling below	
Other – please specify	
Don't Know	

[Total to match no of properties where underfloor not practicable from LFQ11a]

Recent insulation activity and intentions-landlords

[Only ask if one or more properties have insulation – IF (LSQ8 OR LSQ10 =1) OR (LM 8 OR LM 10 = YES FOR ANY PROPERTY OR LFQ8 INSULATION FOR ANY PROPERTY)]

LQ12 Was any ceiling or underfloor insulation installed in your rental [insert as relevant: property or properties] after 1 July 2016?

Please select one only

1. Yes
2. No
3. Don't Know

[Only ask if LQ12=1]

LQ13 Who installed insulation in your property?

Please select all that apply

1. Installed it myself
2. Used family/friends/student/other non-professional
3. The previous owner installed it
4. Used a general tradesperson (e.g. builder)
5. Used a professional insulation installer

[Only ask if one or more property missing insulation and practicable to install in ceiling (LSQ9a=1 OR LTQ9a=YES for any property OR LFQ9a.2>0)]

LQ14a Are you planning to install any ceiling insulation in your rental [insert as relevant: property or properties] where this is missing and practicable to install?

Please select one only

1. Yes, within 6 months
2. Yes, within 1 year
3. Yes, within 2 years
5. Yes, but not within 2 years
4. No, I have no plans to install insulation

[Ask if LQ14a = 3]

LQ14b By what date do you expect to have installed the missing ceiling insulation?

Note: If you are unsure of the exact date, please click on any day of the month you are expecting the installation.

Please select one only

1. SELECT DATE ON CALENDAR
2. Don't know

[Only ask if one or more property missing insulation and practicable to install in underfloor (LSQ11a=1 OR LTQ11a=YES for any property OR LFQ11a.2>0)]

LQ14c Are you planning to install underfloor insulation in your rental [insert as relevant: property or properties] where this is missing and practicable to install?

Please select one only

1. Yes, within 6 months
2. Yes, within 1 year
3. Yes, within 2 years
5. Yes, but not within 2 years
4. No, I have no plans to install insulation

[Ask if LQ14c = 3. Limited to March 2019-February 2020]

LQ14d By what date do you expect to have installed the missing underfloor insulation?

Note: If you are unsure of the exact date, please click on any day of the month you are expecting the installation.

Please select one only

1. SELECT DATE ON CALENDAR
2. Don't know

[Only ask if (LQ14a OR LQ14c)=1-3]

LQ15a How are you planning to install the missing insulation?

Please select all that apply

1. Install it myself
2. Use family/friends/student/other non-professional
3. Use a professional insulation installer (or use family/friend who is a professional installer)
4. Use a professional tradesperson (or use family/friend who is a professional tradesperson)
5. My property manager will arrange this on my behalf
6. Don't know [Exclusive]

[Only ask if LQ15a=1-2]

LQ15b Will the insulation be installed to a particular standard and how will you know whether it meets this?

[Only show once LQ15b=is answered]

LQ15c Which of the following best describe what standard the insulation will be installed to, if any?

Please select all that apply

1. Not sure – will be decided closer to the time [exclusive]
2. Based on previous experience
3. Will be installed to the manufacturer's instructions
4. I/they/we will refer to government insulation standards
5. Someone installing or advising is a professional tradesperson
6. Someone installing or advising is a professional insulation installer or inspector
7. I will get a qualified assessor to check my work and give me a report to prove it's compliant
8. Other – please specify _____
9. Don't know [exclusive]

[Only ask if LQ12=1 OR (LQ14a OR LQ14c)=1,2,3,5]

LQ15d How [insert as relevant: have you funded / will you fund] the cost of installing insulation in your property?

Please select all that apply [randomise order]

1. Self-funded
2. A government grant
3. My council allows me to add it to my rates to pay off over time
4. Increasing rent
5. Forgoing or delaying other maintenance or improvements on the property
6. Other (please specify) _____ [fixed location]
7. Don't know [fixed location]

Barriers and enablers to insulation installation-landlords

[Ask if LQ14a=1, 2, 3, 5 (i.e. plans to install ceiling insulation)]

LQ16a What are the main reasons you are planning to install ceiling insulation?

[Show only once above answered]

[Ask if LQ14a=1, 2, 3, 5 (i.e. plans to install ceiling insulation)]

LQ16b Which of the following are important reasons you are planning to install ceiling insulation?

Please select all that apply

[Rotate order shown]

- Be compliant with the new insulation requirements of the Residential Tenancies Act
- Having a warmer and/or drier property because myself and/or my family sometimes uses it
- Having a warmer and/or drier home for tenants
- Having a healthier home for tenants – people will get sick less often
- Adding value to the rental home
- Help tenants save money on energy bills
- The availability of the government subsidy to install insulation
- Improving the energy efficiency of the property
- Existing insulation has been damaged and needs replacement
- Increased chance of renting the property
- Ability to obtain higher rent for the property
- Reduced maintenance costs on the property
- Was required as part of other renovations
- Was convenient or cost effective as part of other renovations
- Reduce tenant turnover
- Other, please specify _____

[Ask if LQ14c=1, 2, 3, 5 (i.e. plans to install underfloor insulation)]

LQ17a What are the main reasons you are planning to install underfloor insulation?

[Show only once above answered]

[Ask if LQ14c=1, 2, 3, 5 (i.e. plans to install underfloor insulation)]

LQ17b Which of the following are important reasons you are planning to install underfloor insulation?

Please select all that apply

[Rotate order shown]

- Be compliant with the new insulation requirements of the Residential Tenancies Act
- Having a warmer and/or drier property because myself and/or my family sometimes uses it
- Having a warmer and/or drier home for tenants
- Having a healthier home for tenants – people will get sick less often
- Adding value to the rental home
- Help tenants save money on energy bills
- The availability of the government subsidy to install insulation
- Improving the energy efficiency of the property
- Existing insulation has been damaged and needs replacement
- Increased chance of renting the property
- Ability to obtain higher rent for the property
- Reduced maintenance costs on the property
- Was required as part of other renovations
- Was convenient or cost effective as part of other renovations
- Reduce tenant turnover
- Other, please specify _____

[Ask if (LQ14a=4 (no plans to install ceiling insulation) or LQ14a=5 or LQ14b > June 2019)]

LQ18a What are the main reasons you *don't* plan to install ceiling insulation [for those that indicated would do so but late (LQ14b > June 2019): by July 2019]?

[Show only once above answered]

[Ask if LQ14a=4 (no plans to install ceiling insulation) or LQ14a=5 or LQ14b > June 2019]

LQ18b Which of the following are important reasons you don't plan to install ceiling insulation [for those that indicated would do so but late (LQ14b > June 2019): by July 2019]?

Please select all that apply

[Rotate order shown]

- I don't have enough money
- I am not willing to invest any more in this house [hide if installing after June 2019]
- We intend to sell the home soon [hide if installing after June 2019]
- I'm not convinced of the payback [hide if installing after June 2019]
- Other competing expenses are priorities compared to this
- Not necessary because the dwelling is warm and/or dry [hide if installing after June 2019]
- The tenants don't expect this and/or don't want this to be installed
- The tenants won't complain if this isn't installed
- It is not required by law
- I haven't really thought about it until now
- It is too disruptive to the tenants
- I just don't want to do it [Hide if planned after June 2019]
- Other, please specify _____

[Ask if (LQ14c=4 (no plans to install underfloor insulation) or LQ14a=5 or LQ14d > June 2019)]

LQ19a What are the main reasons you *don't* plan to install underfloor insulation [for those that indicated would do so but late (LQ14a=5 or LQ14d > June 2019): by July 2019]?

[Show only once above answered]

[Ask if LQ14c=4 (no plans to install underfloor insulation) or LQ14a=5 or LQ14d > June 2019]

LQ19b Which of the following are important reasons you *don't* plan to install underfloor insulation [for those that indicated would do so but late (LQ14a=5 or LQ14b > June 2019): by July 2019]?

Please select all that apply

[Rotate order shown]

- I don't have enough money
- I am not willing to invest any more in this house [hide if installing after June 2019]
- We intend to sell the home soon [hide if installing after June 2019]
- I'm not convinced of the payback [hide if installing after June 2019]
- Other competing expenses are priorities compared to this
- Not necessary because the dwelling is warm and/or dry [hide if installing after June 2019]
- The tenants don't expect this and/or don't want this to be installed
- The tenants won't complain if this isn't installed
- It is not required by law
- I haven't really thought about it until now
- It is too disruptive to the tenants
- I just don't want to do it [Hide if planned after June 2019]
- Other, please specify _____

Awareness of RTA

rtaQ1 Are you aware of the 2016 recent changes to the Residential Tenancy Act around smoke alarm requirements?

Please select one only

1. No - Not aware
2. I heard about them but don't know what they are
3. Yes - I understand the new requirements

rtaQ2 Listed below are some statements about the new smoke alarm requirements. Please say which you think is true and which is false.

Please select one for each statement.

More information on what the new requirements are is available at the end of this survey.

[Randomise the following statements]

- A. Landlords must have working smoke alarms installed in the right places in their rental properties at the start of a new tenancy. (true)
- B. Tenants are responsible for replacing smoke alarm batteries that wear out during their tenancy. (true)
- C. Tenants are responsible for buying and replacing smoke alarms when the old ones expire. (false)
- D. Long life battery photoelectric alarms are optional when replacing smoke alarms. (false)
- E. It is ok for tenants to disable or remove smoke alarms (false)
- F. Tenants must tell their landlord/property manager if they think a smoke alarm is not working properly (true)

1. True
2. False
3. Don't know

rtaQ3 Are you aware of 2016 changes to the Residential Tenancy Act around insulation requirements?

Please select one only

1. No - Not aware
2. I heard about them but don't know what they are
3. Yes - I understand the new requirements

rtaQ4 Listed below are some statements about the new insulation requirements. Please say which you think is true and which is false.

Please select one for each statement.

More information on what the new requirements are is available at the end of this survey.

[Randomise the following statements]

- A. All new tenancy agreements must state where, what and how much insulation is at the property. (true)
- B. By July 2019 all tenanted properties must have insulation in the ceiling and underfloor where practicable. (true)
- C. Landlords must insulate all walls, ceilings and under floor of their tenanted properties. (false)
- D. It is up to tenants to inspect a rental property for insulation before signing a tenancy agreement. (false)

RtaQ4_s5 Please indicate whether you think this statement is true or false.

Please select one only.

[Only ask if Q16A=true]

- E. Insulation statements need to be signed by the landlord and describe the type, age, location and condition of insulation in the walls, ceiling and floors (true)
1. True
 2. False
 3. Don't know

rtaQ5 If you were experiencing issues with your tenancy that couldn't be resolved directly with the landlord or property manager where would you go for advice?

Please type in

[Open ended box. Required]

[Make sure rtaQ6 is on a separate page to rtaQ5]

rtaQ6 If you were experiencing issues with your tenancy that couldn't be resolved directly with the landlord or by a property manager, which of the following, if any, would you do to get advice?

Please select all that apply

[Randomise codes 1-8]

1. Talk to family, friends or work colleagues
2. Google search
3. Contact Citizens Advice Bureau or visit their website
4. Use the Tenancy Tribunal

5. Contact tenant advocacy group or visit their website
6. Contact Tenancy Services or visit their website
7. Other [Please specify]
8. None of these – wouldn't seek advice [Exclusive]

[Only ask if (TQ6=2 or 3) OR (TQ5=2 or 3). If TQ6=1, autocode rtaQ7=1]

rtaQ7 Had you heard of Tenancy Services, before this survey?

Please select one only

1. Yes
2. No

[Only ask if rtaQ7=1 OR TQ6=1]

rtaQ8 Which of the following best describes you?

Please select one only

1. I have heard of Tenancy Services but don't know anything about it
2. I have a limited understanding of what Tenancy Services do and how they can help me as a tenant
3. I have a good understanding of what Tenancy Services do and how they can help me as a tenant
4. I have a very good understanding of what Tenancy Services do and how they can help me as a tenant
5. Don't know

rtaQ9 Were you aware of the Tenancy.govt.nz website, before this survey?

Please select one only

1. Yes
2. No

[Only ask if rtaQ9=1]

rtaQ10 How many times have you visited the Tenancy.govt.nz website, if ever?

Please select one only

1. Never
2. Once or twice
3. 3 – 6 times
4. More than 6 times
5. Don't know

[Only ask if rtaQ10=3 or 4]

rtaQ11 How frequently do you visit Tenancy.govt.nz?

Please select one only

1. I usually visit Tenancy.govt.nz less than once a year
2. I usually visit Tenancy.govt.nz once or twice a year
3. I usually visit Tenancy.govt.nz more than twice every year
4. Don't know

Willingness to act over non-compliance - tenants only

TQ24a If you felt your rental property didn't comply with the law, for example didn't meet health and safety standards or didn't have smoke alarms, how likely would you be to raise the matter with your **[insert as relevant: landlord / property manager]**?

Please select one only

1. Not at all likely
2. Slightly likely
3. Moderately likely
4. Very likely
5. Extremely likely
6. Don't know

[Ask only if T24=1-3]

TQ24b Why wouldn't you be more likely to raise the matter with your **[insert as relevant: landlord / property manager]**?

Please select all that apply

[Randomise order except Other]

1. They might raise the rent as a consequence
2. They might try to move me out if I cause problems
3. It could affect my ability to get rentals in the future
4. I just don't want to bother them
5. I don't care about those sorts of things
6. I'm too busy
7. I'm leaving this property soon anyway
8. It's a waste of time - it would not lead to the issue being resolved
9. Other _____

TQ25a If your landlord refused to address the problem, how likely would you be to pursue the matter further through either an advocate or by contacting Tenancy Services or the Tenancy Tribunal?

Please select one only

1. Not at all likely
2. Slightly likely
3. Moderately likely
4. Very likely
5. Extremely likely
6. Don't know

[Ask only if T25a=1-3]

TQ25b What might discourage you from pursuing the matter further through either an advocate, Tenancy Services or the Tenancy Tribunal?

Please select all that apply

[Randomise order except Other]

1. They might raise the rent as a consequence
2. They might try to move me out if I cause problems
3. It could affect my ability to get rentals in the future
4. I just don't want to bother them
5. I don't care about those sorts of things
6. I'm not confident I'd be able to navigate the system
7. I'm too busy

8. I'm leaving this property soon anyway
 9. It's a waste of time - it would not lead to the issue being resolved Other
-

[\[Skip to demographics section\]](#)

Demographics– applies to all

Lastly, we have a few questions to help us understand the range of people that answered this survey.

DA To check that you are a person and not a robot, please select octagon from the following list.

1. Square
2. Circle
3. Triangle
4. Octagon
5. Don't know

D2 What is your gender?

Please select one only

1. Male
2. Female
3. Other

D3 What ethnic groups do you identify with?

Please select all that apply

1. New Zealand European
2. Maori
3. Pacific Peoples
4. Indian
5. Chinese
6. Filipino
7. Korean
8. Other Asian
9. Middle Eastern
10. Other European
11. Other [\[Please specify\]](#)

[\[Only ask if tenant\]](#)

D4 Which best describes your household?

Please select one only

1. I live alone
2. Couple with no dependent children

3. Family household with dependent children
4. Other family household
5. Unrelated tenants / flat / share house
6. Other [Please specify]
7. Prefer not to answer

[Only ask if D4≠1]

D5 We ask the following income questions to help us understand the socio-economic range of people completing this survey. Please note we will not share this information with the panel company and they will not provide us any details about you, so your response to this question is anonymous.

What is your total annual household income, from all sources, before tax?

Please select one only

1. Loss
2. Zero income - \$10,000
3. \$10,001 – \$25,000
4. \$25,001 – \$50,000
5. \$50,001 – \$75,000
6. \$75,001 – \$100,000
7. \$100,001 - \$125,000
8. \$125,001 - \$150,000
9. \$150,001 or more
10. Varies too much to say
11. Don't know
12. Prefer not to say

D6 What is your total annual *personal* income, from all sources, before tax?

Please select one only

1. Loss
2. Zero income -\$10,000
3. \$10,001 – \$25,000
4. \$25,001 – \$50,000
5. \$50,001 – \$75,000
6. \$75,001 – \$100,000
7. \$100,001 – \$125,000
8. \$125,001 - \$150,000
9. \$150,001 or more
10. Varies too much to say
11. Don't know
12. Prefer not to say

[PILOT ONLY]

Thank you for taking the survey. We have a couple of final questions about the survey itself to help us understand if this is working well.

Were any questions difficult to understand? If so, which ones? Why was that?

Did you have difficulty responding to any questions? If so, which ones? Why was that?

Do you have any other suggestions to make the survey clearer, such as improving instructions or the format?

If you have any further feedback or questions about this survey, please contact anton@gravitas.co.nz

Please submit the survey using the button below.

Smoke Alarm requirement changes

Landlords must have the right type of smoke alarms installed in the right places to meet new regulations which came into force on 1 July 2016.

Both landlords and tenants now have responsibilities to keep smoke alarms working. It is a tenant's responsibility to change batteries that expire during their tenancy. If smoke alarms have expired or no longer work, all new and replacement smoke alarms must be long-life photoelectric smoke alarms with a battery life of at least eight years, or a hard-wired smoke alarm system.

More information, including the placement of smoke alarms, is available at www.tenancy.govt.nz/maintenance-and-inspections/smoke-alarms/.

Insulation requirement changes

Insulation statements are compulsory with all tenancy agreements signed since 1 July 2016. The landlord must disclose whether there is insulation in the rental home, where it is, what type and what condition it is in, so tenants can make an informed decision.

Ceiling and underfloor insulation will be compulsory in all rental homes from 1 July 2019 where it is reasonably practicable to install. It must comply with the regulations and be safely installed.

More information is available at www.tenancy.govt.nz/maintenance-and-inspections/insulation/.

