




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

Gravitas Research Report

gravitas

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

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Research Report  
Prepared for Tenancy Services,  
Ministry of Business, Innovation and Employment

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# 1 Executive Summary

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Changes to the Residential Tenancy Act with regards to insulation and smoke alarms in residential rental properties came into effect on 1 July 2016. The Ministry commissioned this survey of landlords to establish a baseline level of awareness of the changes and of the smoke alarm and insulation status of rental properties that can be used to assess progress overtime. Respondents were sourced from two research-only panels (Research Now and PureProfile). Some statistics in this report are based on the number of properties, others are based on the number of respondents (either landlords or tenants). Readers should note the following and take care in interpreting results:

- Results are self-reported
- Results are weighted to be nationally representative
- Estimates of insulation rates are uncertain (tenants and landlords did not always know the insulation status of their property)

## Overview of survey participant makeup

- In total 2,116 responses were collected in May 2017. 1039 landlords, 1077 tenants.
- Only private, non-business landlords owning currently tenanted properties in New Zealand were included in the landlords surveyed
- Social housing tenants were excluded from the tenant group
- Landlords with a single property made up 63 per cent of all landlord responses
- 28 per cent of tenants were sharing a house (flatmates), 25 per cent were families with dependent children, 24 per cent were couples with no children, 15 per cent lived alone (the remainder were 'other').
- 60 per cent of tenants had been in their current rental property for less than two years.

## Smoke alarms

- Most tenants (92 per cent) said their properties had a least one working smoke alarm installed at the time of survey.

- Tenants (28 per cent) were less likely to say they understand the smoke alarm changes than landlords (63 per cent).
- 22 per cent of tenants were aware that they are responsible for changing batteries that wear out during their tenancy.

### Landlords - Insulation

- 83.9 per cent of properties were said to have ceiling insulation by landlords (this could be up to 89.5 per cent if those where the landlord was not sure are included)
- 51.2 per cent of properties were said to have subfloor insulation by landlords (this could be up to 62.3 per cent if those where the landlord was not sure are included)
- Tenants and landlords reported that underfloor insulation is less likely to be installed than ceiling insulation in their rentals.
- Of properties which did not have ceiling insulation, landlords estimated it was practicable to install this in 38.9 per cent (which was 4.1 per cent of all properties). Of properties without subfloor insulation, landlords estimated that it is practicable to install this in only 27.7 per cent (which was 10.5 per cent of all properties).
- Landlords with multiple rental properties were twice as likely as landlords of single properties to have installed some insulation since July 2016 (32 per cent compared to 16 per cent).
- 73.5 per cent of single property landlords that installed insulation post July 2016, had used professional installers compared to 84.4 per cent for multi-property landlords (for some or all properties)
- In 61.7 per cent of properties where a tenancy had begun after July 2016, landlords said the insulation status was included in the new tenancy agreement (and said this was not or they didn't know for 24.4 per cent and 13.9 per cent of properties respectively).
- Of those landlords who said they were missing some insulation (ceiling, underfloor or both representing 37.1 per cent of all properties) 24 per cent had no plans to install insulation in the future. An additional 4.5 per cent planned to install insulation but not before the July 2019 deadline. This was much more likely to be the case for single property landlords. However, nearly half (48 per cent) of these landlords planned to install



insulation within the coming year, with another 23.2 per cent planning this within the two-year window, pre-July 2019.

- Of those planning to install, 59 per cent plan to hire a professional while 28 per cent planned to do it themselves.

### Tenants - Insulation

- 16 per cent of tenants reported having 'no insulation', 30 per cent said they were missing either subfloor or ceiling and 35 per cent didn't know whether they have one type, both, or none in their rental property
- Of all tenants, 25 per cent said their ceiling was insulated before July 2016 though a large number did not know whether, or when, their ceiling was insulated (including those that moved in after this date). Of those that had ceiling insulation and began their tenancy before this date, 87.9 per cent said this was installed before July 2016
- Of those tenants without insulation in their rental home, only 5 per cent had been approached by their landlord about getting insulation installed and 6 per cent have approached their landlord about getting insulation installed.
- Tenants were much less aware of new insulation requirements, 14 per cent thought they understood new requirements, versus 51 per cent of landlords. Even among those who thought they did know, tenants were more likely than landlords to judge true/false statements about the requirements incorrectly.
- Compared to smoke alarm requirements, tenants were much less aware of insulation requirements. 44 per cent were not aware of insulation changes at all and 43 per cent had heard about the changes but said they didn't know what the changes were.

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

- There is potentially some confusion amongst tenants/landlords between Tenancy Services and Tenancy Tribunal. Some tenants and landlords appear to think they are one and the same.

- Tenants were more likely to say they would seek advice through unofficial channels e.g.: internet searches, family and friends and the CAB. Landlords were more likely to mention official channels such as Tenancy Services, Tenancy Tribunal and legal support.
- Tenants were less aware than landlords of Tenancy Services and the Tenancy Services website. Of the 37 per cent of tenants that were aware of the [tenancy.govt.nz](http://tenancy.govt.nz) website, 24 per cent had never visited it.

### Bond lodgement

- 88 per cent of tenants said they had paid a bond, although landlords said a bond had been paid for only 77 per cent of properties.
- Bonds paid were lodged with Tenancy Services in 89.7 per cent of properties according to landlords (landlords could not say for 2.1 per cent of properties), while 18.1 per cent of tenants who said a bond was paid did not know whether this was lodged with Tenancy Services.

# 2 Introduction and Methodology

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## 2.1 Introduction

The Residential Tenancies Amendment Act 2016 made changes to the Residential Tenancies Act 1986 (Act). Among these changes were new requirements regarding insulation and smoke alarms in residential rental properties. These changes came into effect on 1 July 2016. The changes created new obligations for landlords and tenants, and stem from a 2015 MBIE regulatory impact statement and associated initiatives to reduce fire-related injuries and deaths. They also aim to make residential properties safer and more habitable for tenants, thereby improving health outcomes. The changes are:

- Insulation Statements are now compulsory on all new tenancy agreements, disclosing whether there is insulation in the rental home, where it is located, what type and what condition it is in.
- Ceiling and underfloor insulation will be compulsory in all rental homes from 1 July 2019, where it is reasonably practicable to install.
- From 1 July 2016 landlords need to have working smoke alarms installed in all their residential rental homes, in specified locations. Any replacement alarms installed after that date will need to have long life batteries and a photoelectric sensor (or be a hardwired smoke alarm).
- Tenants are responsible for replacing worn-out batteries in the smoke alarms and informing their landlord of any defects.

To ascertain the level of awareness of the changes, self-reported compliance and intention to comply, the Ministry commissioned a national survey of landlords and tenants. Awareness of Tenancy Services was also gauged during the survey.

## 2.2 Methodology

### Sampling

The survey was distributed to members of Research Now's and PureProfile's online opinions panels, who were independently recruited to these panels to participate in research. Approximately 120,000 New Zealanders are members of the Research Now panel and approximately 30,000 are members of PureProfile's panel. Panelists were invited to the survey and qualified if:

- They lived in a private rental property in New Zealand or / and:
- They had New Zealand rental property (i.e. a separate dwelling, boarder-landlords were excluded) which was currently tenanted and not owned through a business.

In addition, several checks were put in place to ensure high quality data:

- Data from respondents who completed the survey in 2 minutes or less were excluded
- The level of 'don't know' responses were checked
- Respondents were prevented from filling in the survey more than once, including if they were members of both panels
- The content of text responses was reviewed for warning signs, such as responses that did not make sense.

Based on these checks, a small number of respondents were excluded. In total, 1,077 tenant respondents and 1,039 landlord respondents (including pilot responses, see below), surveyed during May 2017, comprised the final data set.

### Pilot

Before the survey was launched, a pilot survey was conducted to test the questionnaire and gauge the feasibility of the sampling method for landlords, which occur at a much lower incidence in the population compared to tenants. The pilot collected 46 responses from landlords and 56 from tenants and included a section requesting feedback on:

- Comprehension and clarity of questions
- Ease / difficulty of responding to questions and response categories

- Any other issues experienced with the survey or suggestions.

This phase also allowed for reflection on the data generated and consequently the questionnaire. As a result, several small changes and additions were made to the final questionnaire. Pilot responses have been included in the sample set.

## Questionnaire

The questionnaire was jointly developed by MBIE and Gravitas, based on an initial draft supplied by MBIE and informed by the results of the pilot survey. To reduce burden on respondents, only the landlord or the tenant sections of the questionnaire could be completed even if a respondent qualified for both. The questionnaire was split into three sections 1) tenants 2) landlords of a single property and 3) landlords of more than one property. The questionnaire is attached in the Appendices.

The average survey completion time was 4:05 (see Table 1). This excludes outliers that were too short to be genuine (these were removed from the data) or too long to have been continuously completed. Landlords and tenants had similarly short completion times.

*Table 1: Response times by respondent type*

Respondent type	Average duration (m:ss)
Tenant	4:18
Landlord (single property)	3:40
Landlord (multiple properties)	4:06
TOTAL	4:05

## Response

In total, 2,116 responses were included in the final sample. Landlords with a single property made up 63.4 per cent of all landlord respondents.

*Table 2: Responses by respondent type*

Category	Responses	%	% (landlords)
Landlord - Multiple Properties	380	18.0%	36.6%
Landlord - Single Property	659	31.1%	63.4%
Landlord Total	1039	49.1%	100.0%
Tenant Total	1077	50.9%	
Both landlord and tenant (included in landlord survey only)	75	3.5%	
Grand Total	2116	100%	

## Weighting

To ensure the 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 in terms of age, gender and income. 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 we expect these will be modest. All percentages shown are weighted figures unless otherwise specified; all sample sizes (n) are unweighted.

While no such demographic data is available for the landlord population, the landlord sample was post-weighted by the number of rental properties owned to match tenancy bond data supplied by the Ministry of Business, Innovation and Employment, to ensure landlords with large portfolios have the appropriate level of influence on the results. Supporting this, analysis of the survey indicates there is a relationship between the number of properties and response to some survey questions. There are two fundamentally different types of statistics included in the report based on landlord data – figures that represent the number of landlords and figures that represent the number of properties. These have slightly different weighting regimes to accommodate their different nature. For figures representing landlords, data are weighted according to whether they had one, two-five or six or more properties. For figures relating to properties, data are weighted according to whether they have one, two or three or more properties. More detail on the different



weighting and analysis approach for property-based estimates is included below in the analysis section. It should be noted that the bond statistics on which these are based may contain anomalies such as some landlords being counted more than once and rooms in some boarding houses being counted as separate tenancies, however, we expect these to be in the minority and to have a negligible effect on the representativeness of these data.

## Analysis

As noted, in addition to statistics based on the number of survey respondents, this report includes some statistics based on the estimated number of rental properties calculated from landlord responses. The survey was not originally designed for this purpose (due to the complexity of having landlords with multiple properties identify the condition of each with respect to multiple questions), and consequently these estimates have been calculated and may include additional sources of error beyond typical ‘sampling error’ and should be treated with caution.

The dwelling stock estimates are weighted by the estimated average number of properties per landlord. Statistics on the number of bonds lodged by landlords supplied by MBIE was used for this purpose (these include only private individuals, excluding private companies, property management companies, local government and Housing New Zealand). Landlords responding to the survey selected a range to indicate the number of rental properties including, 1, 2, 3-5, 6-10, and 11 or more. Because the number of landlords with 6 or more was very small (<30), these have been grouped with those owning 3-5 rental properties and an average number of properties estimated based on the MBIE bond statistics. This average is an estimate and contributes disproportionately towards the overall dwelling stock estimate this sample represents. In addition, the status of individual properties is unknown for landlords with multiple properties as the relevant survey response categories were vague quantifiers. The proportion of landlords in each weighting group and the average number of properties used are as follows:

How many rental properties do you own in New Zealand?	New estimated number of properties	Population proportion	Sample proportion
1	1.0	84.5%	63.4%
2	2.0	10.3%	21.5%
3 or more	4.6	5.1%	15.1%
<b>Total</b>		<b>100.0%</b>	<b>100.0%</b>

For the multiple landlord survey questions, the following factors were used to multiply these averages according to the response category selected.

**Response options combination 1**

Yes, for some of the properties = 50%  
 Yes, for all of the properties = 100%  
 No = 0%

**Response options combination 2**

Yes, less than half = 25%  
 Yes, about half = 50%  
 Yes, more than half = 75%  
 Yes, all = 100%  
 No = 0%

It is important to note that the bond data show that the proportion of landlords does not reflect the proportion of rental properties. Analysis of this bond lodgement data shows a small proportion of landlords account for a disproportionately large number of rental properties. While it is not possible to calculate the precise number of tenancies based on this data because it is grouped into broad categories (i.e. 2-5 properties), using the minimum and maximum numbers in these categories provides the possible range in the number of tenancies accounted for by 'multiple-property' landlords. As of August 2017, approximately 15 per cent of landlords had more than one property, however these landlords accounted for somewhere between 32.5 and 36.2 per cent of all tenancies.

How many rental properties do you own in New Zealand?	New estimated number of properties	Population of proportion	Minimum possible tenancies	Maximum possible tenancies
1	1	84.5%	67.5%	63.8%
2	2	10.3%	16.5%	15.6%
3 or more	4.6	5.1%	16.0%	20.6%
<b>Total (n, N)</b>	<b>1,039</b>	<b>88,444</b>	<b>110,776</b>	<b>117,136</b>

This underscores that percentages for landlords in this report should not be misconstrued as representing the number of properties. It should also be noted that despite the out-sized influence of this small group on the rental market, their responses are not always shown separately in this report because the subsample representing them is sometimes small (depending on the question) and is therefore imprecise. However, landlord figures are broken out by number of properties owned wherever reasonable to do so.

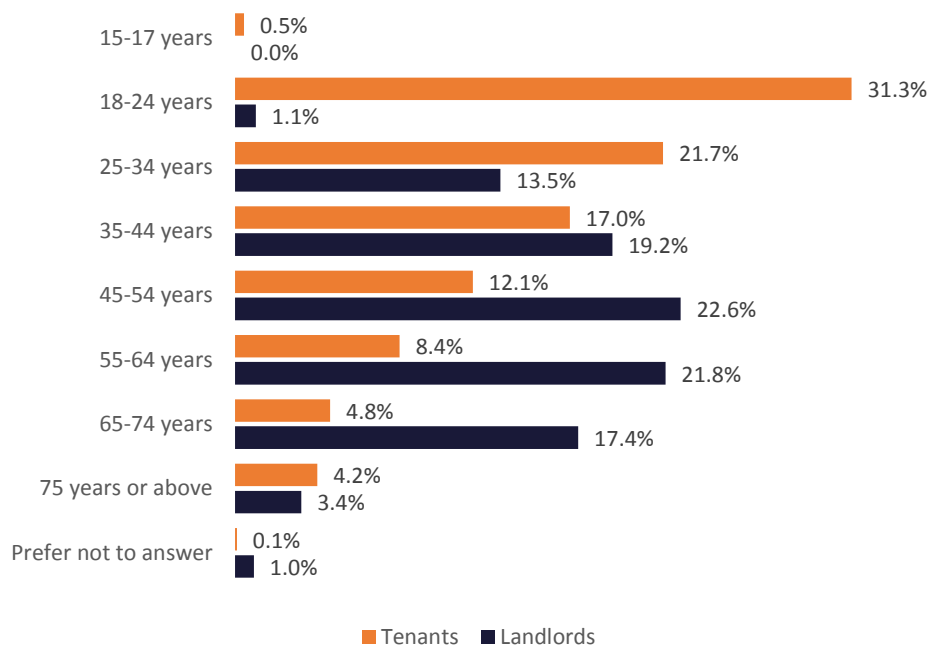
For tenants, the analysis included comparisons based on characteristics such as age, dwelling type occupied or household structure. Any noteworthy differences in this regard included in the report were statistically significant (that is, they are likely to exist in the wider tenant population).

### 2.3 Sample profile

This sample profile is based on weighted data.

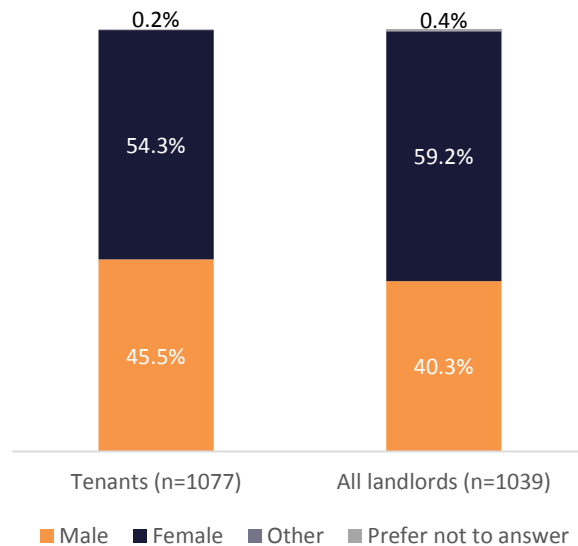
Tenants had a much younger age profile than landlords with approximately half of tenants (53 per cent, weighted) being 18 – 34 years of age compared to 14.6 per cent of landlords.

Figure 1. *Age profile of landlords and tenants*



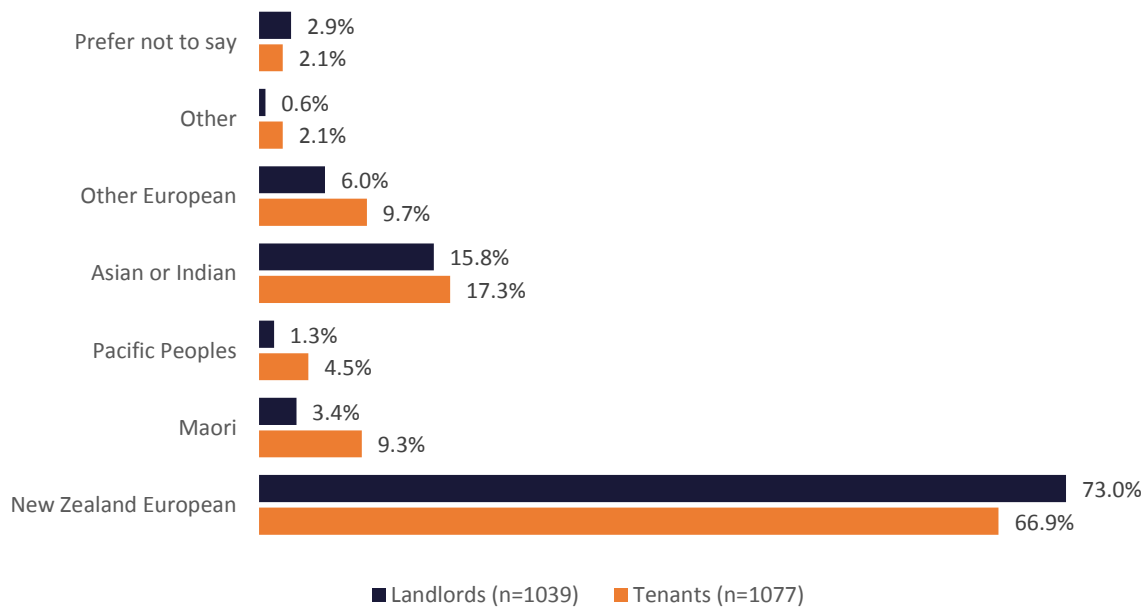
Females made up the largest share of both landlords (59.2 per cent) and tenants (54.3 per cent).

Figure 2. *Gender of respondents of landlords and tenants*



Landlords were more likely to identify as New Zealand European (73 per cent) than were tenants (66.9 per cent), while tenants were more likely than landlords to identify as Māori (9.3 per cent compared to 3.4 per cent) or Pacific Peoples (4.5 per cent compared to 1.3 per cent). These differences are statistically significant with the exception of Pacific Peoples.

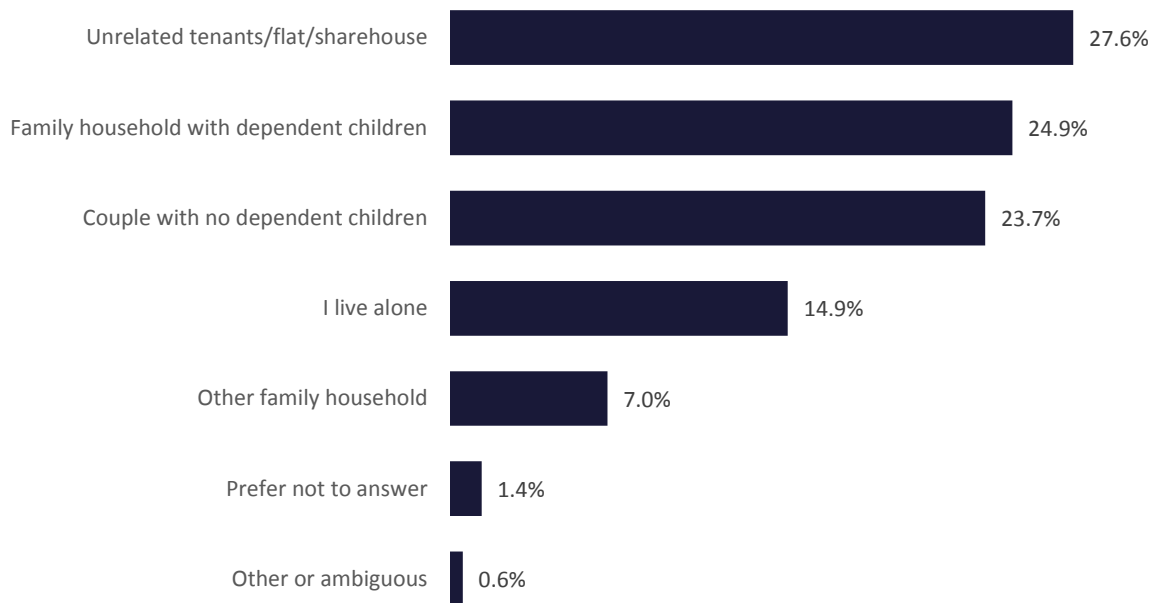
Figure 3. *Ethnicity of landlords and tenants “Which ethnic groups do you identify with?” (percentages may not add to 100 as possible to select more than one category)*



Just over a quarter of tenants (27.6 per cent) were living in a shared house or flatting arrangement, while another quarter (24.9 per cent) were families with dependent children, just

under a quarter were couples without children (23.7 per cent) and 14.9 per cent were living alone. These four categories comprised nine in ten respondents (91.1 per cent).

Figure 4. *Household type of tenants "Which best describes your household?"*



In general, tenants reported much lower incomes than landlords although a substantial portion in both groups declined to answer this question.

Figure 5. *Gross annual income of landlords and tenants, all respondents*

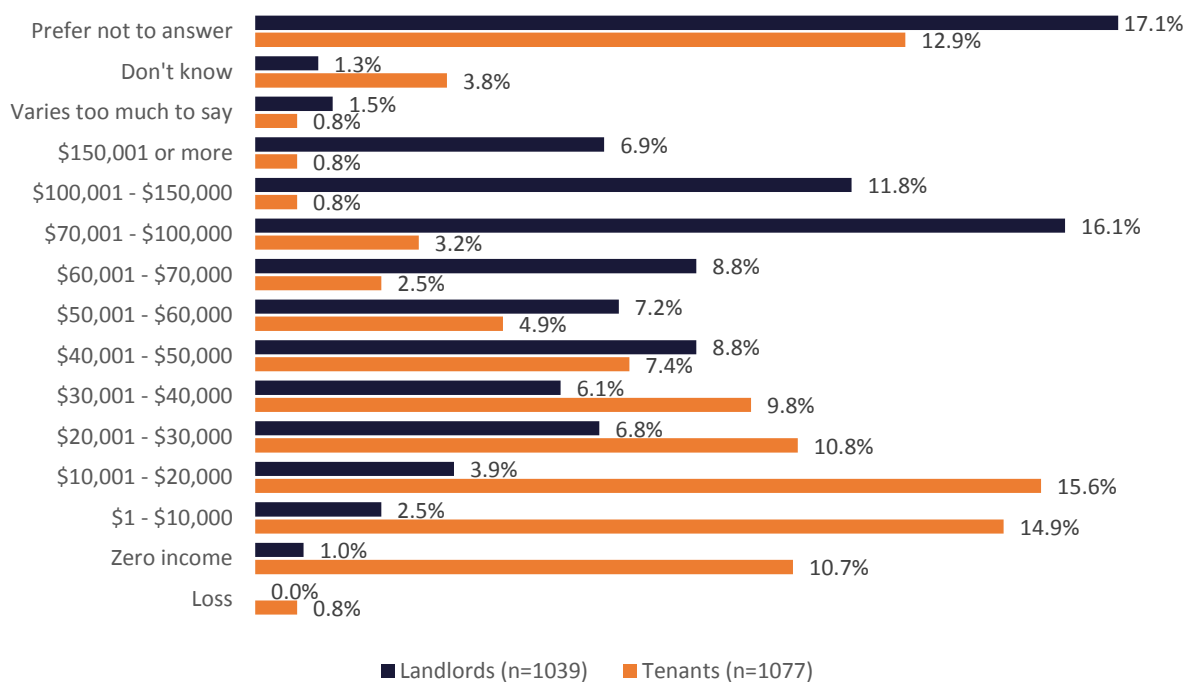
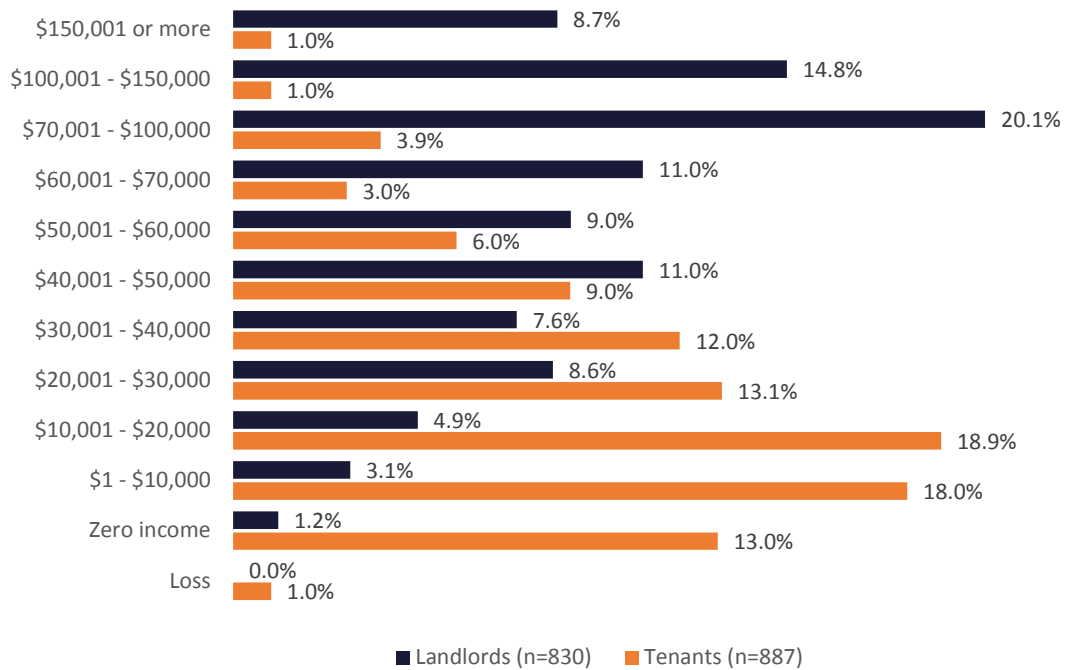


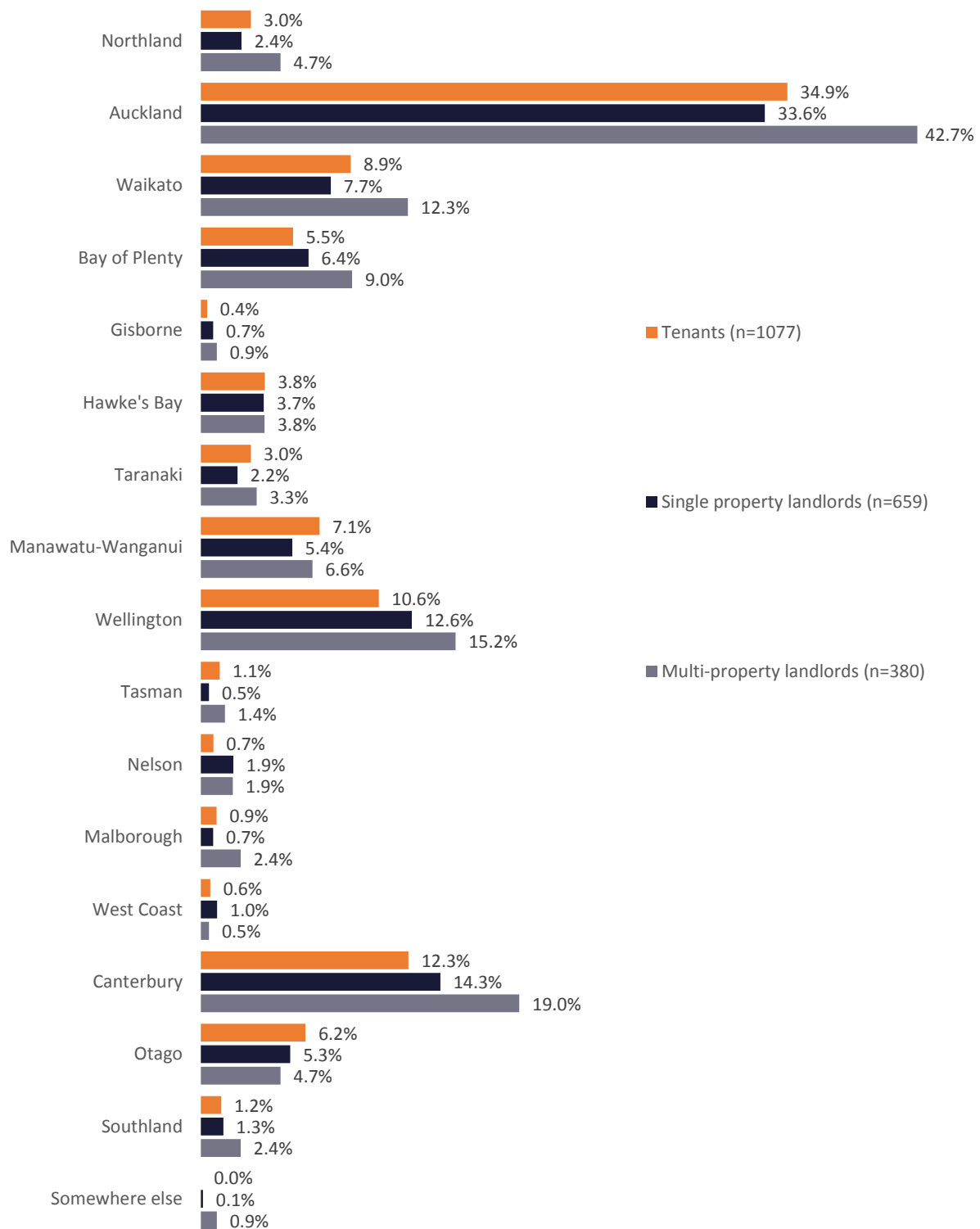


Figure 6. *Gross annual income of landlords and tenants, excluding those who didn't provide a numerical answer*



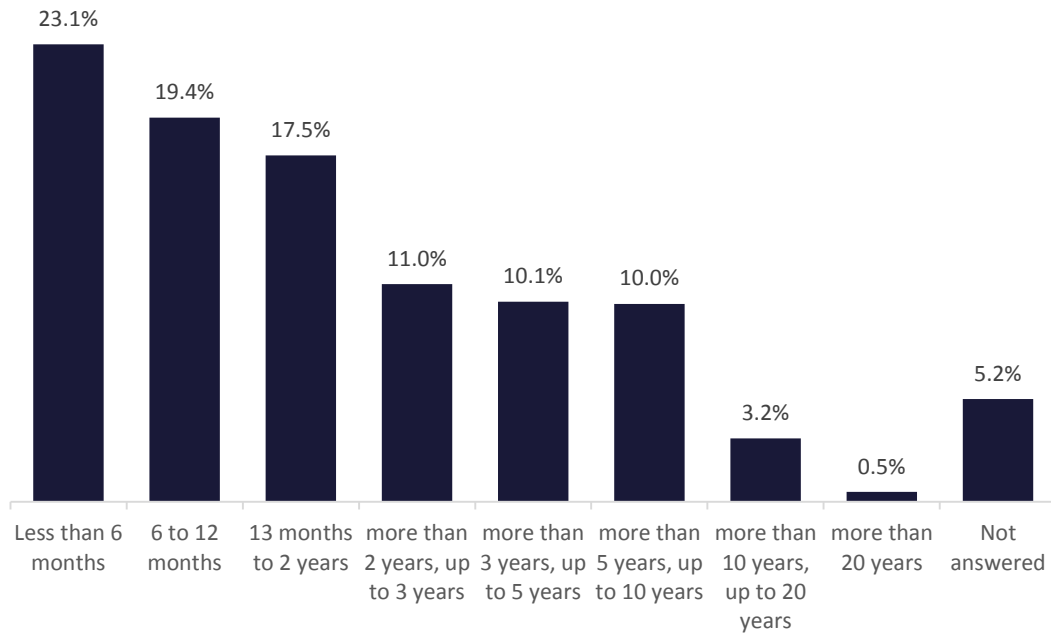
The locations of tenants and the location of rental properties owned by single property landlords were roughly equivalent across the country. Multiple property landlords were more likely to own a property in Auckland or Canterbury (statistically significant, other differences in locations reported were not).

Figure 7. *Region of properties (percentages for multi-property landlords represent the proportion of landlords that had one or more properties in regions, not the percentage of properties, and total more than 100 as more than one region could be selected)*



Most tenants (60 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.

Figure 8. *Length of tenancy, tenants*

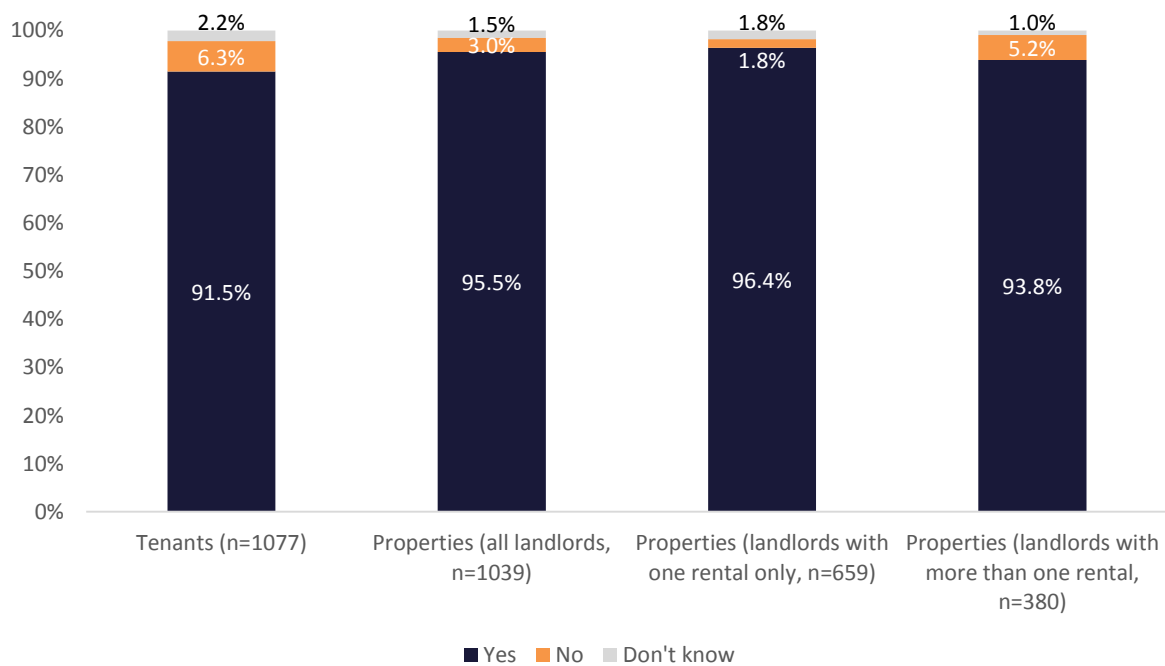


# 3 Smoke Alarms

## 3.1 Presence of smoke alarms

Almost all respondents said their properties had at least one smoke alarm installed at the time of survey. This was highest for landlords of a single property (96.4 per cent of their properties had smoke alarms installed) and lowest for tenants (91.5 per cent). There were no notable differences between landlords according to the number of properties owned. Very few respondents said they did not know whether smoke alarms were installed or not, this was highest for tenants at 2.2 per cent.

Figure 9. *Smoke alarms installed at rental property*

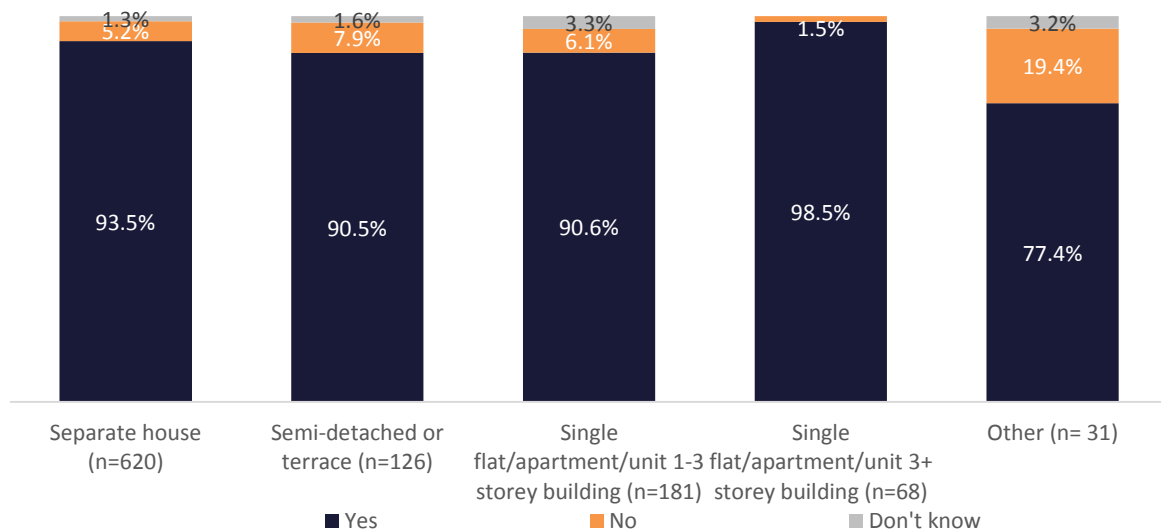


Base: All

## Differences among tenants

There were no statistically significant differences in the level of smoke alarm installation between the main housing types, based on tenant responses. Tenants living in 'other' types of properties were less likely than those living in separate or detached houses and flats or apartments, to say that they had smoke alarms installed in their homes but they made-up just 2.9 per cent of all respondents.

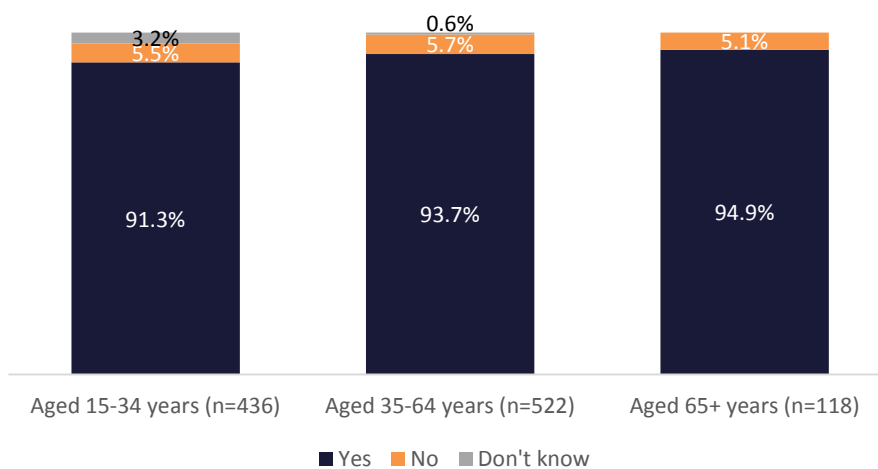
Figure 10. *Smoke alarms installed at rental property by property type*



Note: Excludes 'Prefer not to say'

Younger tenants (aged 15-34 years) were more likely than older tenants (aged 35 years and over) to say that they were not aware whether smoke alarms were installed in their property or not.

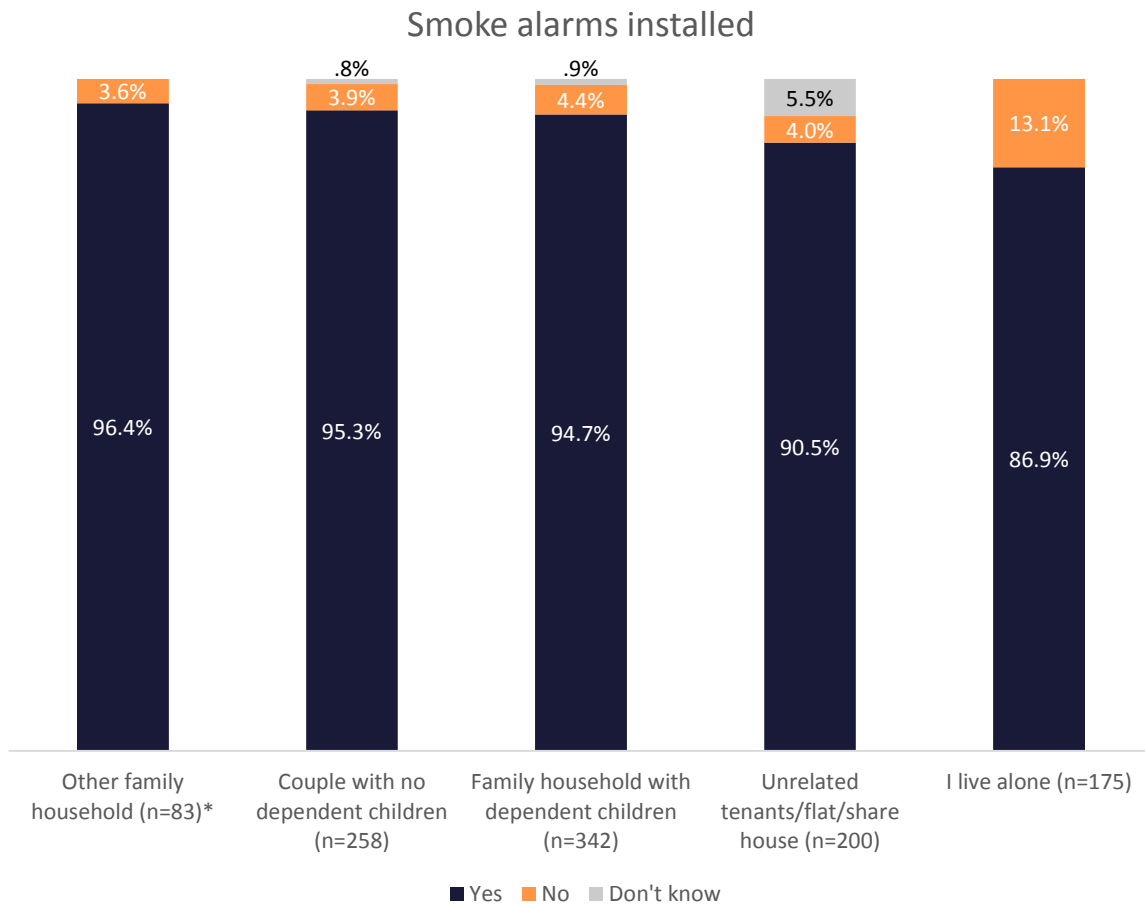
Figure 11. *Smoke alarms installed at rental property by age group of tenant*



Note: excludes one individual who did not disclose age.

Those living alone were more likely to say they didn't have smoke alarms than other household types (13.1 per cent compared to approximately 4 per cent for these other groups).

Figure 12. *Smoke alarms installed at rental property by household type*



Excludes 'Other' (n=5) and 'Prefer not to say'

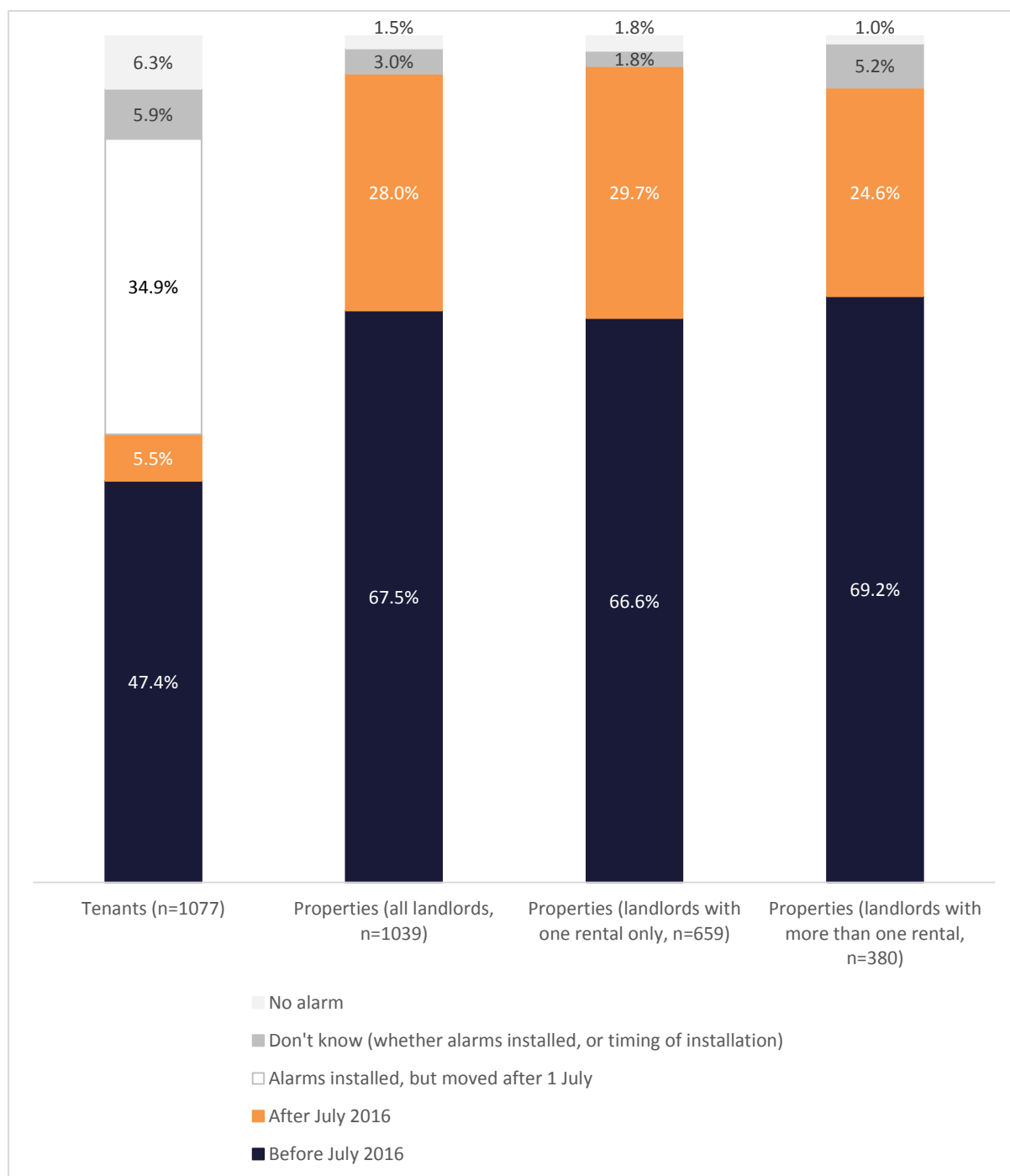
\* Caution small sample size



### 3.2 Installation before July 2016

In total, around two thirds of properties had smoke alarms installed before July 2016 and around one quarter after this date, according to landlords. Just under half of tenants said that smoke alarm(s) in their property were installed before July 2016 however more than one third had alarms installed but began their tenancy after this date.

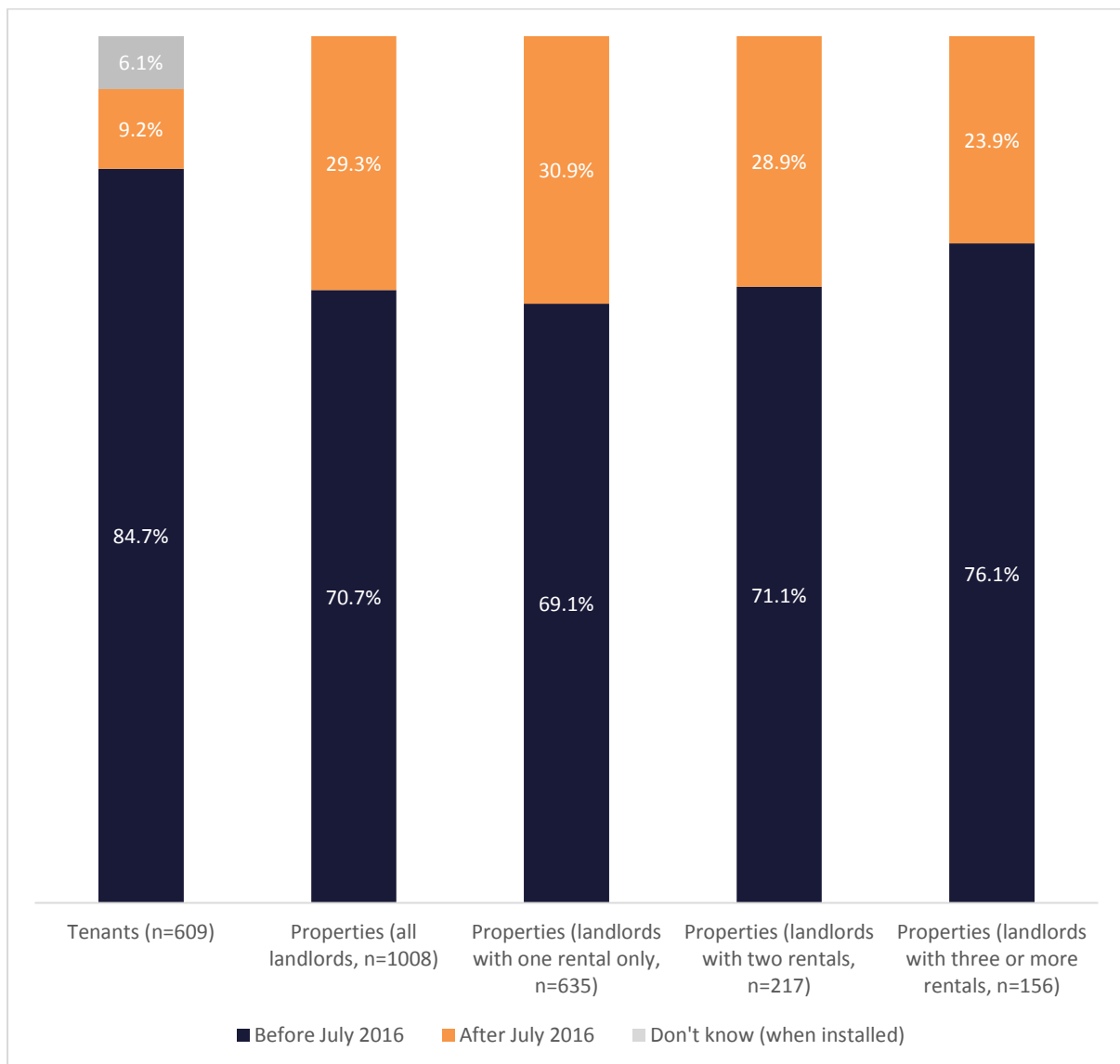
Figure 13. *Smoke alarm installation by 1 July 2016, all respondents*



Base: All

Looking at just those tenants whose tenancy began prior to July 2016 and had smoke alarms, the proportion that said these were installed before July 2016 is 84.7 per cent, while 9.2 per cent said they were installed after July 2016 and 6.1 per cent were unsure. Of those landlords that had installed smoke alarms, less than three quarters of their properties (70.7 per cent) were said to have had these before July 2016. Landlords with multiple properties were more likely to indicate smoke alarms were installed by this reference date than single-property landlords, especially landlords with three or more properties.

Figure 14. *Smoke alarm installation by July 2016 where alarms were installed and tenants began their tenancy before July 2016*



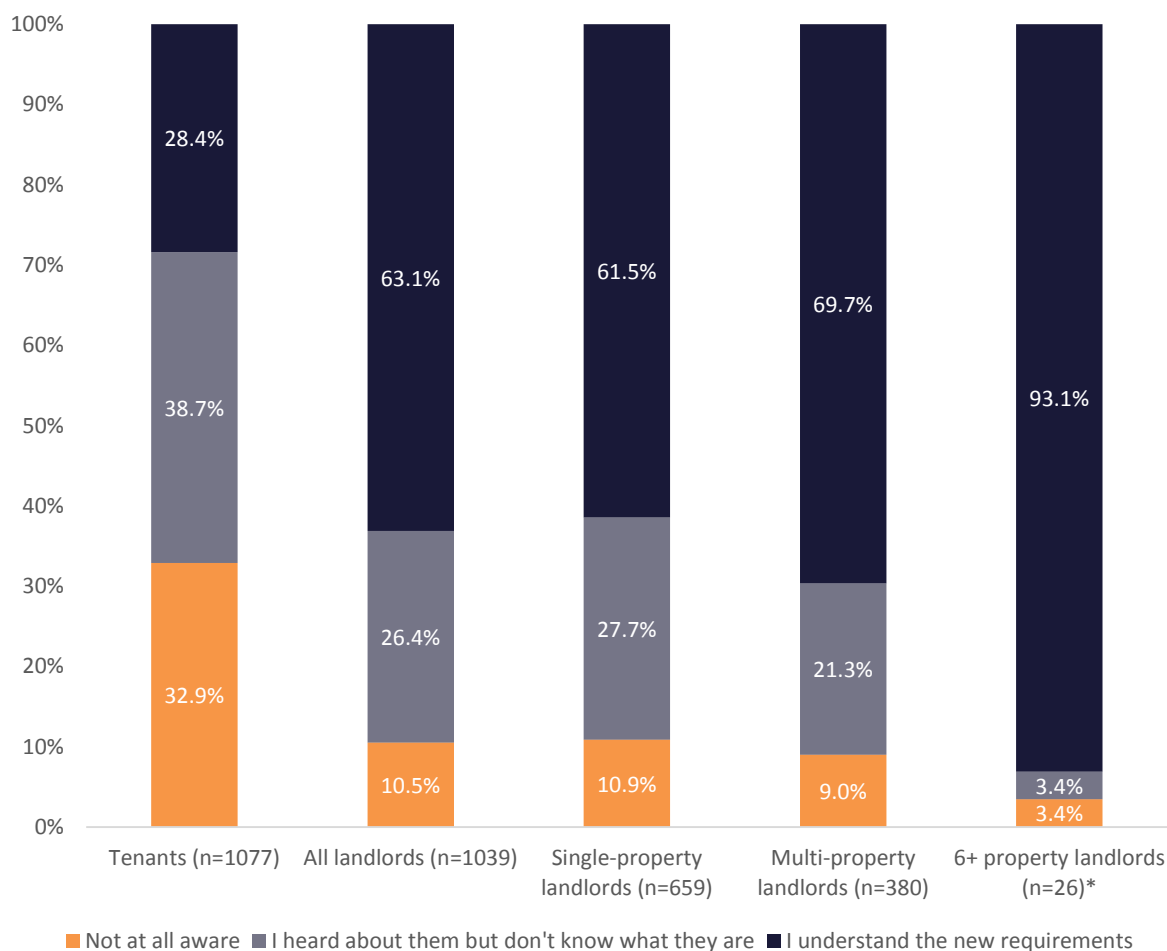
Base: those that said smoke alarms installed

Note: Tenants included are a subset of those included in Figure 14 under 'Before', 'After' and 'Don't Know' as 'Don't know' in Figure 14 includes those who didn't know whether they had smoke alarms.

### 3.3 Awareness of smoke alarm requirements

When asked how aware they were of changes to smoke alarm requirements, tenants had a lower level of understanding than landlords (28.4 per cent said they understand the new requirements compared to 63.1 per cent of landlords). Approximately a third of tenants (32.9 per cent) were not at all aware of the changes, compared to 10.5 per cent of landlords. Multi-property landlords were slightly more likely to be aware of the changes than single-property landlords and landlords with six or more properties were the most likely to be aware of any group, with 93.1 per cent saying they understood the new requirements (there was no notable difference between landlords with two or three-five properties).

Figure 15. *Awareness of changes to smoke alarm requirements*



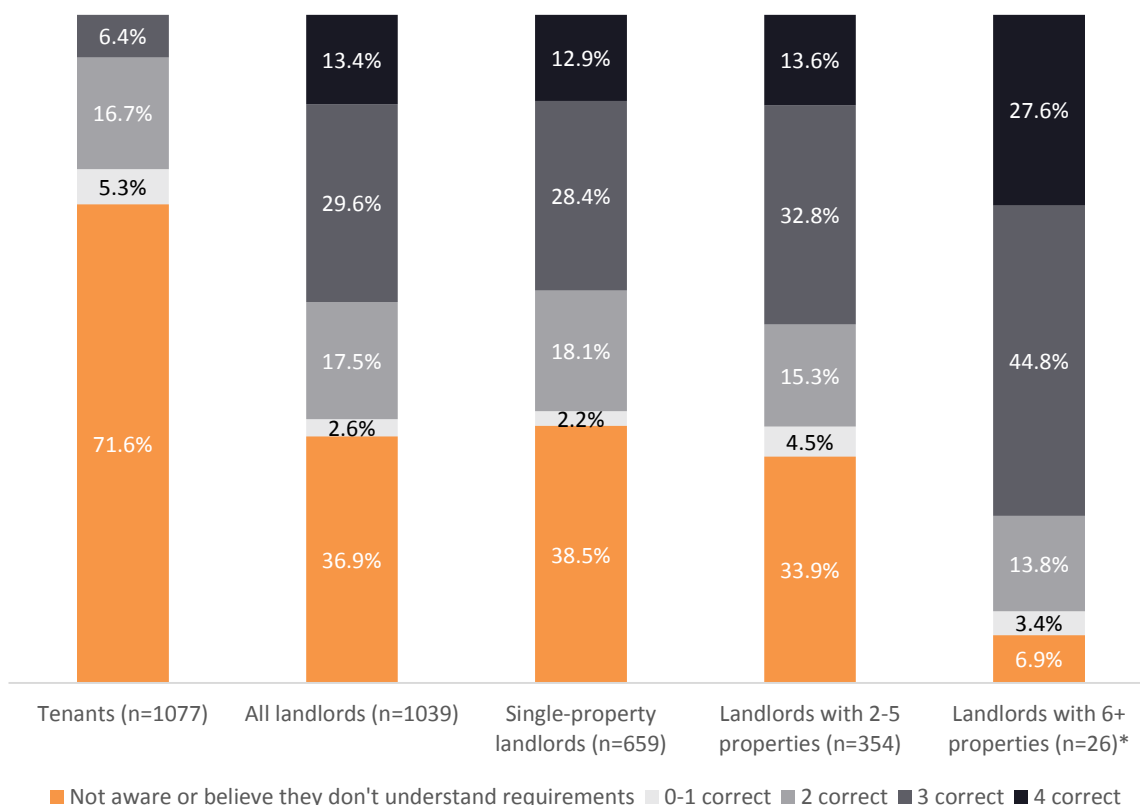
Base: All

\* Caution small sample size

### 3.4 Tested knowledge of smoke alarm requirements

Landlords and tenants who said they understood the requirements were then asked to indicate whether each of four statements was true or false. No tenants got all four statements correct, although 16.7 per cent correctly judged three out of four statements (as a proportion of all tenants, including those who indicated they were not familiar with the new requirements). In contrast, 13.4 per cent of all landlord respondents judged all statements correctly and another 29.6 per cent achieved three out of four. This means that even within the smaller group of tenants who felt they knew the smoke alarm requirements, they were more likely to incorrectly judge these tests of their knowledge in comparison to landlords. Landlords with more than one property demonstrated a higher level of understanding than landlords with a single rental property.

Figure 16. *Number of true false statements judged correctly by respondent group, as a proportion of all survey respondents of that group*

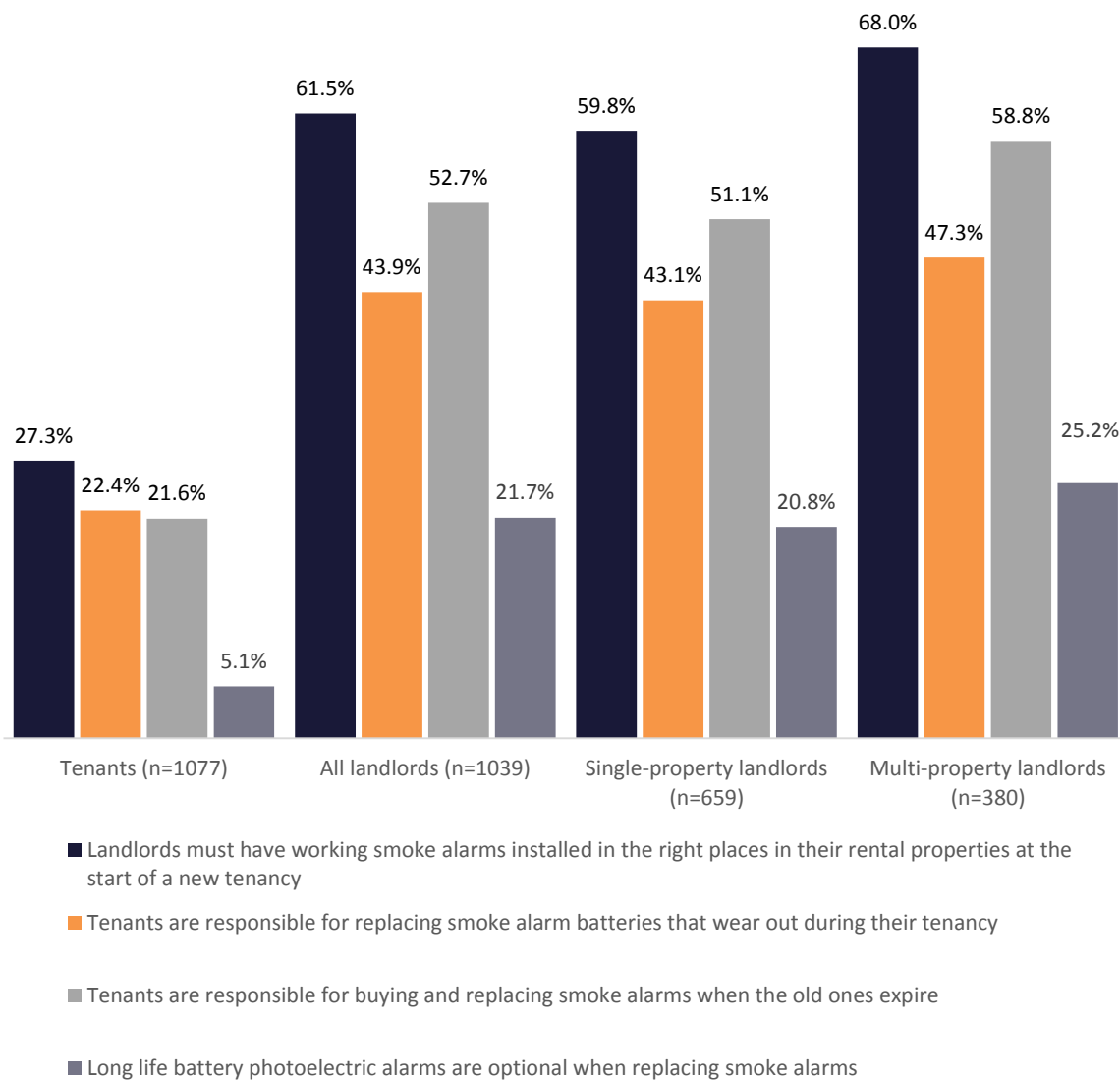


Base: All

\* Caution small sample size

Looking at the four specific statements, whether photoelectric alarms are optional was incorrectly answered by the majority of both tenants (5.1 per cent correct as a proportion of all tenants) and landlords (21.7 per cent correct as a proportion of all landlords). For other questions, the proportion of landlords who said they understood the requirements and correctly judged these was approximately 2 - 2.5 times the proportion for tenants (as a proportion of all tenants or all landlords).

Figure 17. *Proportion of all respondents that correctly judged statements about the new smoke alarm requirements true or false*

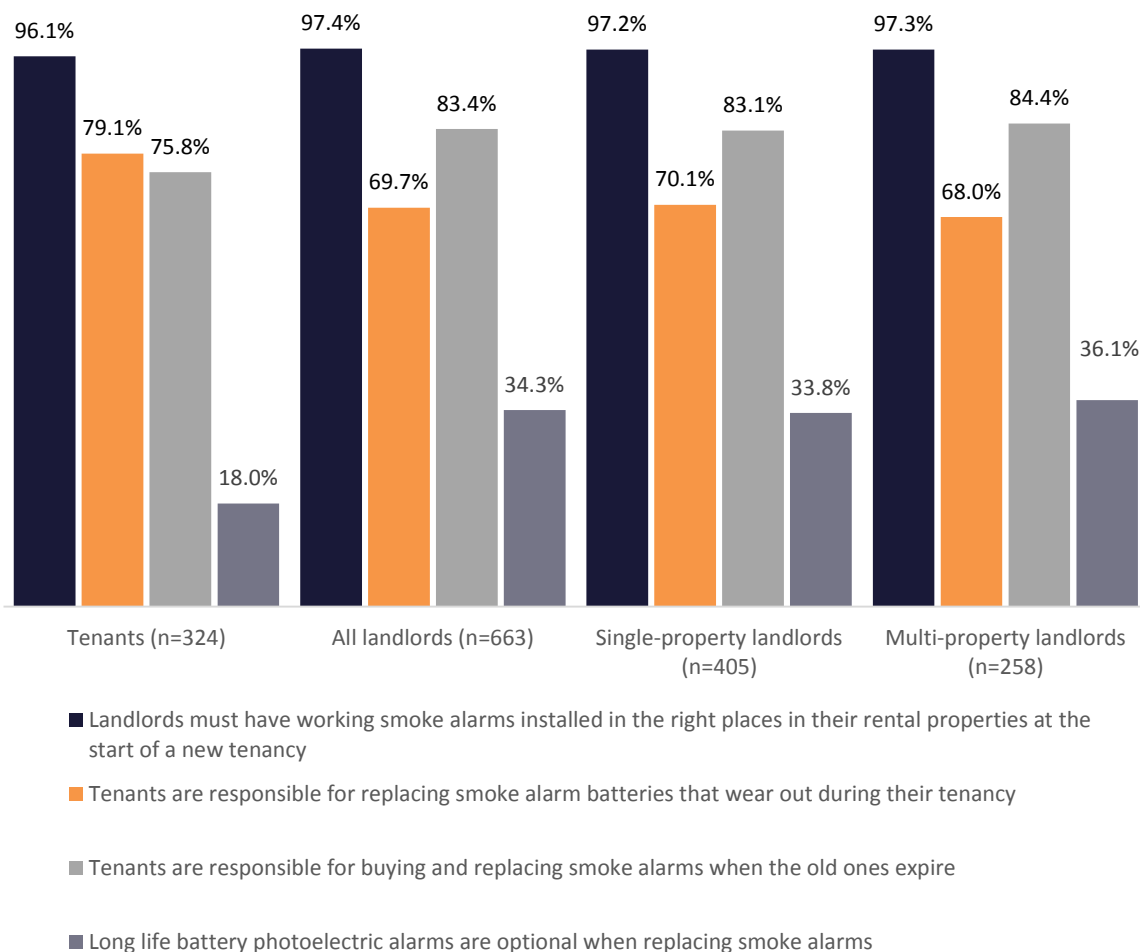


Base: All

Looking at the individual questions for just those who thought they knew the requirements, three of the smoke alarm statements were correctly judged by the majority (between 68 – 97 per cent of respondents) while the fourth (whether when replacing alarms photoelectric alarms are optional), was correctly judged by just 18 per cent of tenants and 34.3 per cent of landlords. A high proportion of respondents also answered 'Don't know' to this question.

Figure 18. *Proportion that correctly judged statements about the new smoke alarm requirements true or false of those who said they understood the new smoke alarm requirements*

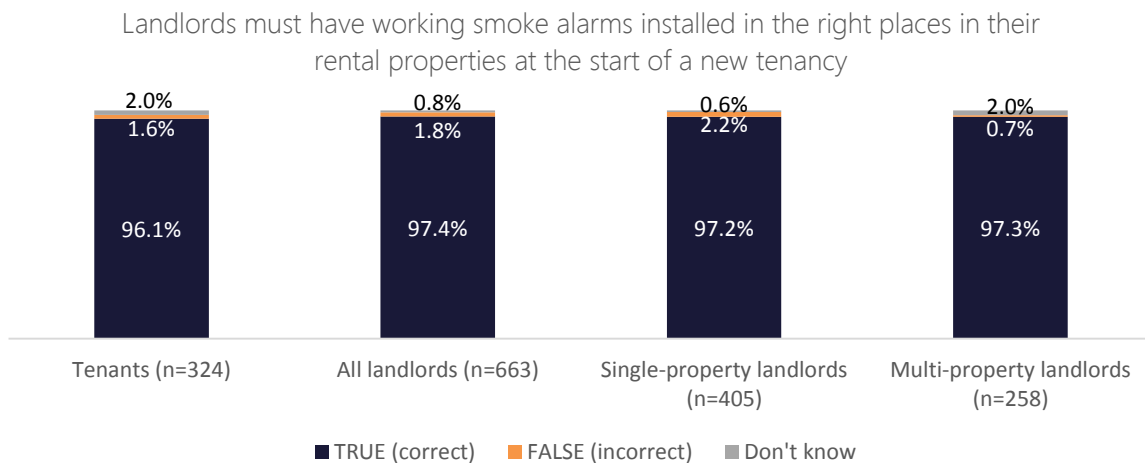
### Correct response on smoke alarm statements



Base: those who claim they understand the new smoke alarm requirements

Of the four statements, the requirement that landlords must have smoke alarms installed in the right places at the start of a new tenancy had the highest level of understanding, with 96.1 per cent of tenants and 97.4 per cent of landlords saying this was true.

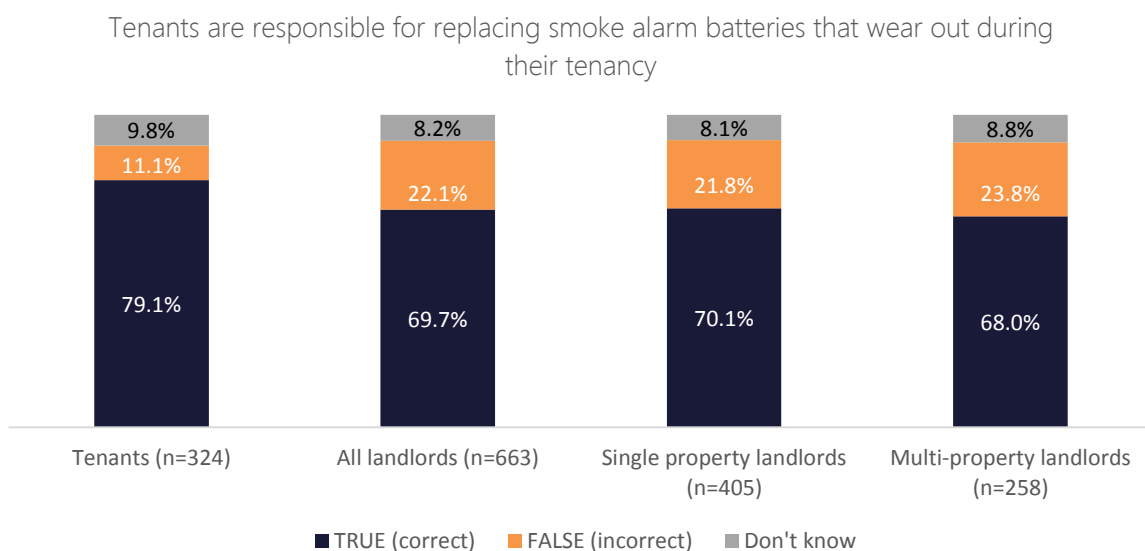
Figure 19. *Understanding of smoke alarm installation requirement “Listed below are some statements about the new smoke alarm requirements. Please say which you think is true and which is false”*



Base: those who claim they understand the new smoke alarm requirements

While levels of understanding were not as high as for the requirement for installation of smoke alarms, most understand that tenants are responsible for replacing batteries, with tenants more aware of this (79.1 per cent) than landlords (69.7 per cent).

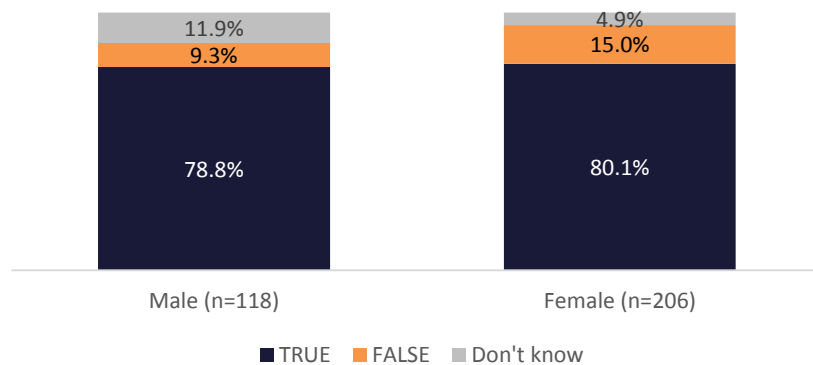
Figure 20. *Understanding of smoke alarm battery replacement requirement “Listed below are some statements about the new smoke alarm requirements. Please say which you think is true and which is false”*



Base: those who claim they understand the new smoke alarm requirements

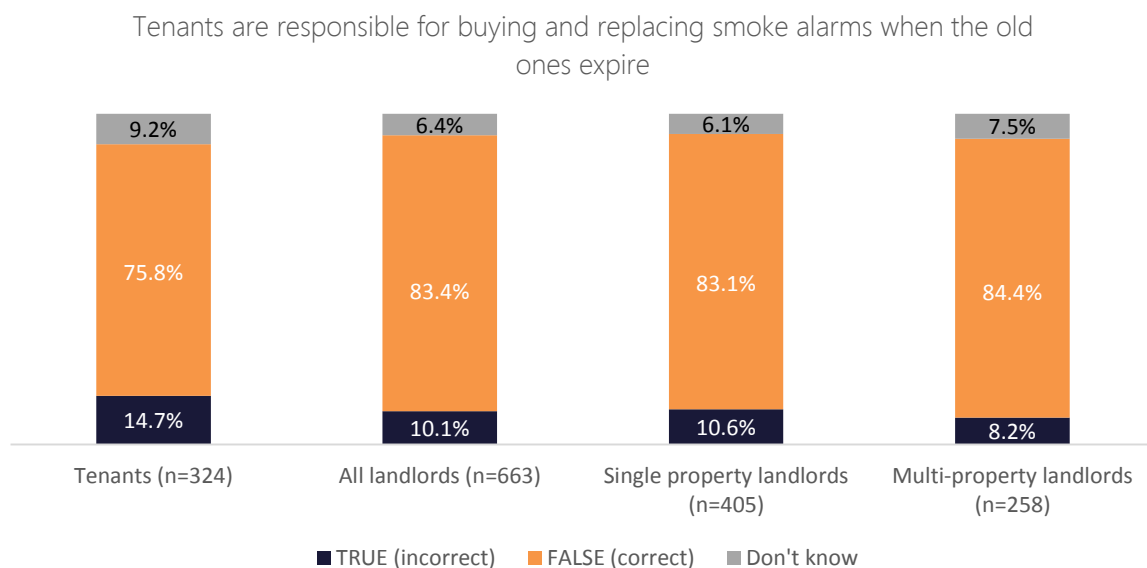
Male tenants were more likely than female tenants to say they did not know whether they were responsible for replacing smoke alarm batteries that ran out during their tenancy (statistically significant). There were no other differences amongst tenants based on the characteristics collected in the survey.

Figure 21. *Understanding of smoke alarm battery replacement requirement "Listed below are some statements about the new smoke alarm requirements. Please say which you think is true and which is false"*



Both tenants and landlords largely understand that tenants are not responsible for replacing smoke alarms when the existing ones expire. Tenants were slightly more likely to incorrectly believe they were responsible (14.7 per cent) than landlords (10.6 per cent).

Figure 22. *Understanding of smoke alarm replacement requirement "Listed below are some statements about the new smoke alarm requirements. Please say which you think is true and which is false"*

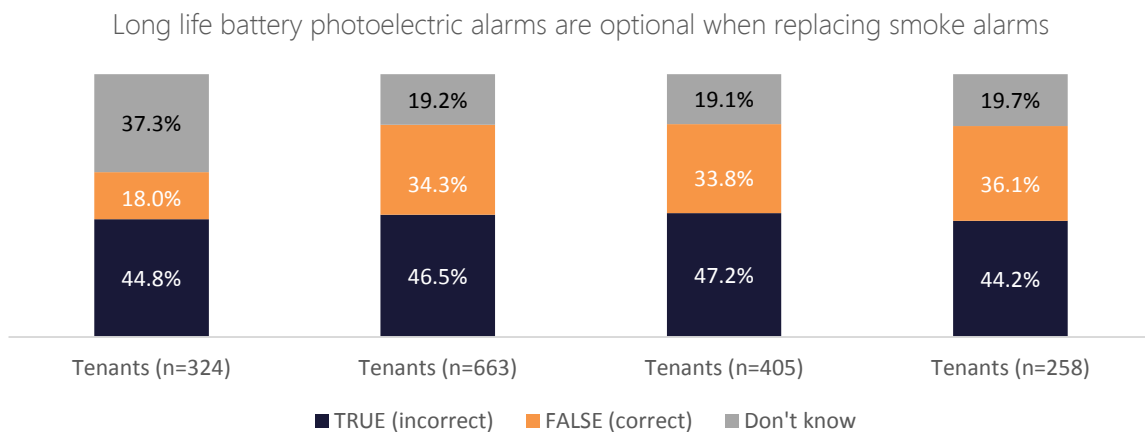


Base: those who claim they understand the new smoke alarm requirements



Of the four statements around smoke alarm requirements, there was greatest uncertainty regarding long life battery photoelectric smoke alarms. More than one third of tenants (37.3 per cent) did not know if these were optional or not when alarms were replaced and nearly one in five landlords (19.2 per cent) were similarly unsure. The most common response across all groups was incorrectly believing this was optional. The proportion incorrectly believing this was optional was similar across groups, however the proportion correctly believing this was not optional was lower for tenants (18 per cent) than landlords (34.3 per cent) due to a higher number of tenants saying they didn't know.

Figure 23. *Understanding of smoke alarm type requirement "Listed below are some statements about the new smoke alarm requirements. Please say which you think is true and which is false"*

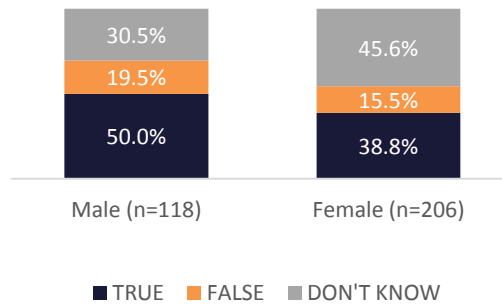


Base: those who claim they understand the new smoke alarm requirements

Among tenants, females were more likely than males to not know whether long life battery photoelectric alarms were optional when replacing smoke alarms (statistically significant).

Figure 24. *Understanding of smoke alarm type requirement "Listed below are some statements about the new smoke alarm requirements. Please say which you think is true and which is false"*

Long life battery photoelectric alarms are optional when replacing smoke alarms



Base: those who claim they understand the new smoke alarm requirements

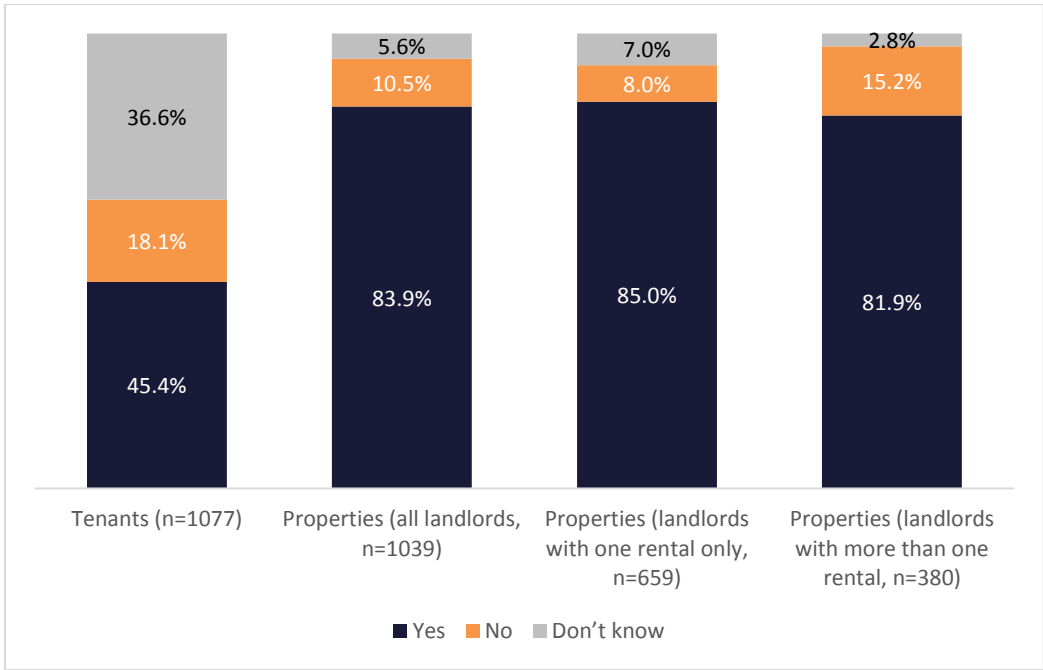
## 4 Insulation

### 4.1 Extent of installation

Over one third of tenants (36.6 per cent) did not know whether there was ceiling insulation installed in the property they were renting. Not surprisingly, landlords were more likely than tenants to know the status of insulation at their rental properties (the status was unknown for an estimated 5.6 per cent of all landlords' properties). Properties owned by landlords with a single rental were slightly more likely to have ceilings insulated than other properties (85 per cent compared to 81.9 per cent). However, the ceiling insulation status was unknown for a larger proportion of properties owned by landlords with a single rental than other properties (7 per cent of properties compared to 2.8 per cent).

Due in part to the difference in knowledge between tenants and landlords, tenants were less likely to indicate there was ceiling insulation installed at their property (45.4 per cent) compared to landlord responses which suggest 83.9 per cent of all properties had ceiling insulation installed. However, even when excluding those that didn't know the status of their ceiling insulation, landlords were more likely than tenants to say their properties were insulated.

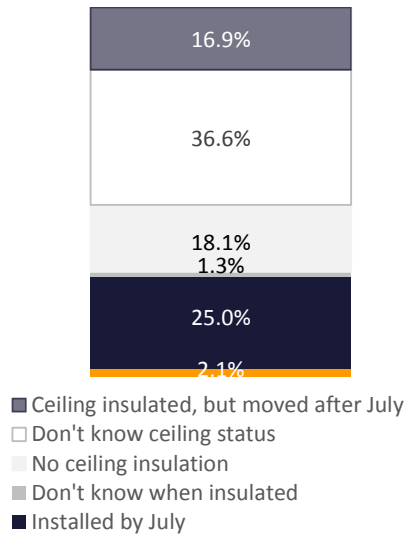
Figure 25. *Ceiling insulation installed at rental property*



Base: All

The picture of the extent of ceiling insulation as of July 2016 was somewhat unclear largely because of the large group of tenants who did not know the status of their ceiling (36.6 per cent) and because some tenants with insulation had moved in after this date (16.9 per cent). Including these unknowns, the survey shows that one in every four tenants believed their ceiling was insulated before July 2016.

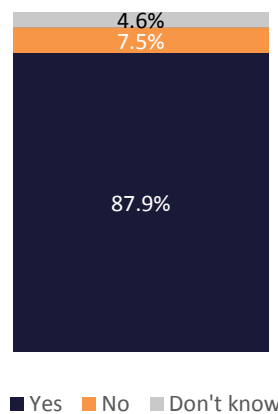
Figure 26. *Ceiling insulation installed before July 2016, all tenants*



Base: All tenants

Looking just at those tenants who were already living in the property before July 2016 and had ceiling insulation, most (87.9 per cent) indicated this was installed before July and 7.5 per cent that it was not. The remaining 4.6 per cent did not know – as installation is a significant event that would be relatively easy to recall or would be communicated to those that were absent, it seems probable that where tenants did not know, installation took place prior to or close to July 2016.

Figure 27. *Ceiling insulation installed before July 2016, tenants with ceiling insulation and living in property by July 2016*

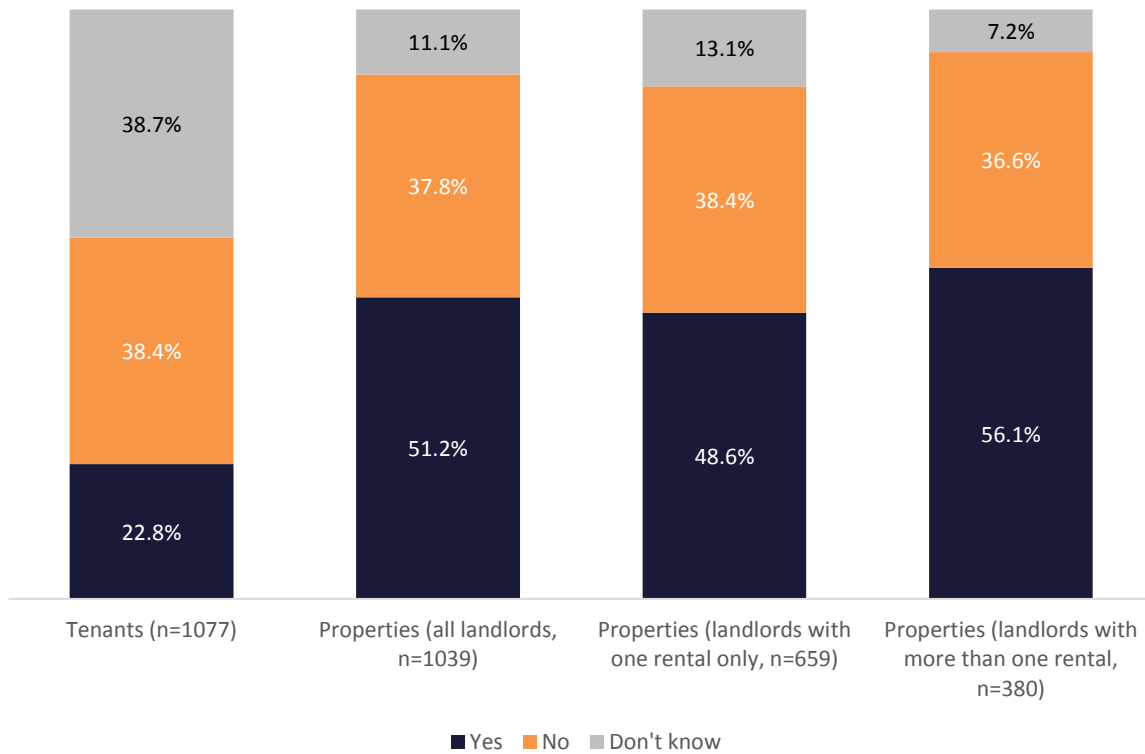


Base: tenants with ceiling insulation and living in property before July 2016 (n=366)

No comparison is available based on landlord respondents as the survey did not look at how many of their properties had insulation installed by this reference date, but whether they had installed *any* insulation after this date.

Both tenants and landlords were less likely to know whether underfloor insulation was installed, compared to both ceiling insulation and smoke alarms. Almost two in every five tenants (38.7 per cent) reported they did not know whether subfloor insulation was installed. Landlords and tenants both reported that underfloor insulation was less likely to be installed than ceiling insulation. Dwellings owned by multi-property landlords were more likely to have underfloor insulation than those owned by single-property landlords.

Figure 28. *Underfloor insulation installed at rental property*

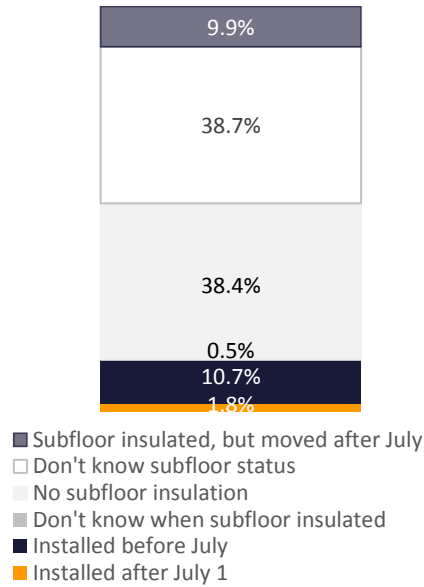


Base: All

There were no noteworthy differences in the extent of underfloor insulation among multi-property landlords by number of properties.

As for ceilings, the extent of subfloor insulation as of July 2016 was unclear largely because many tenants (38.7 per cent) did not know the subfloor insulation status and some tenants with this insulation had moved in after this date (9.9 per cent). However, the survey shows that approximately one in every ten tenants believed their subfloor was insulated before July 2016.

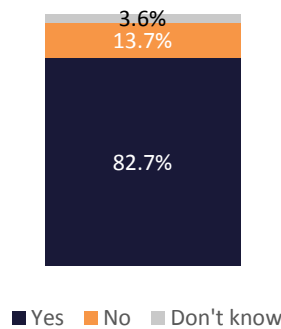
Figure 29. *Underfloor insulation installed before July 2016, all tenants*



Base: all tenants (n=1077)

In those dwellings where subfloor insulation was already installed and tenants were living in the property before July 2016, most (82.7 per cent) had this insulation installed before this date. As for extent of ceiling insulation before July 2016, there is no comparison available based on landlord respondents as the survey did not look at how many of their properties had insulation installed by this reference date.

Figure 30. *Underfloor insulation installed before July 2016, tenants with underfloor insulation and living in property by July 2016*

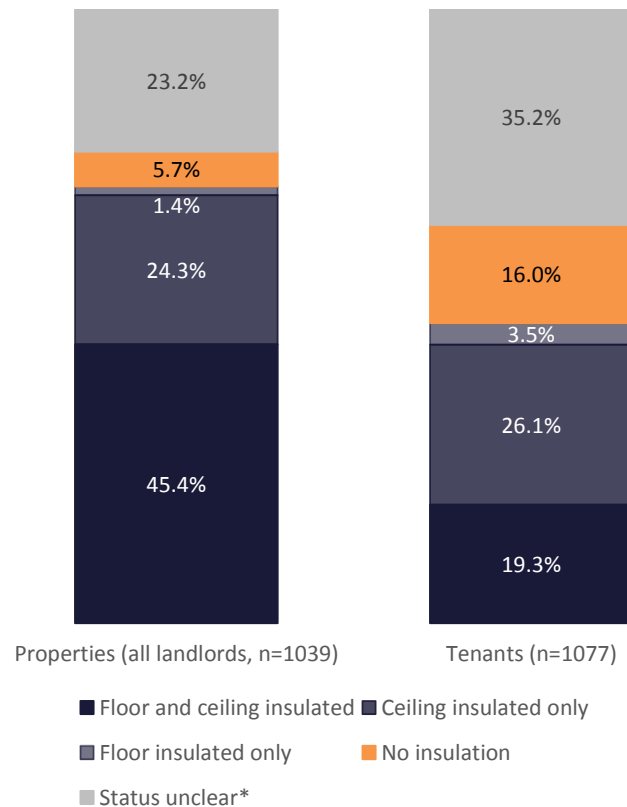


Base: tenants with underfloor insulation and living in property before July 2016 (n=176)

Approximately one in five tenants believed they had both ceiling and subfloor insulation and 16 per cent believed they had none however more than one third did not know the status of at least one of these. By comparison, landlords indicated 45.4 per cent of properties were fully insulated, around one quarter (25.7 per cent) had at least one type of insulation and 5.7 per cent were uninsulated. However, the status of the floor, ceiling or both in respect to insulation was unclear

for almost one quarter (23.2 per cent) of landlords' properties. Based on landlord responses which were more complete with regards to the extent of insulation, it is estimated at least 37.1<sup>1</sup> per cent of all properties are missing one or both types of insulation. However, if all those properties where the status is unclear are assumed to be missing at least one type of insulation, this gives a maximum of 54.3 per cent of properties.

Figure 31. Overall extent of insulation by proportion of properties



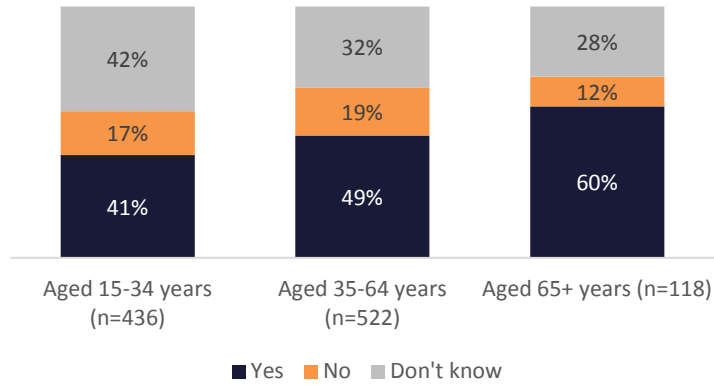
\* Status unclear includes: 1) properties where insulation is claimed for the ceiling but not known for the floor and vice versa; 2) the status was unknown for both ceiling and floor by the respondent and; 3) properties of landlords with multiple rentals where some but not all properties had ceiling insulation and some but not all had floor insulation and the status of each property is therefore unclear

### Differences among tenants

Younger tenants (aged 15-34 years) were less likely than older tenants to be aware whether there was ceiling insulation installed in their homes.

Figure 32. Awareness of ceiling insulation among tenants, by age group

<sup>1</sup> This is higher than the total of those missing one or both types of insulation in Figure 31 because the 'status unclear' category includes properties where the landlord indicated one type of insulation is missing (e.g. ceiling) but the status of insulation for the other (e.g. floor) is unknown.

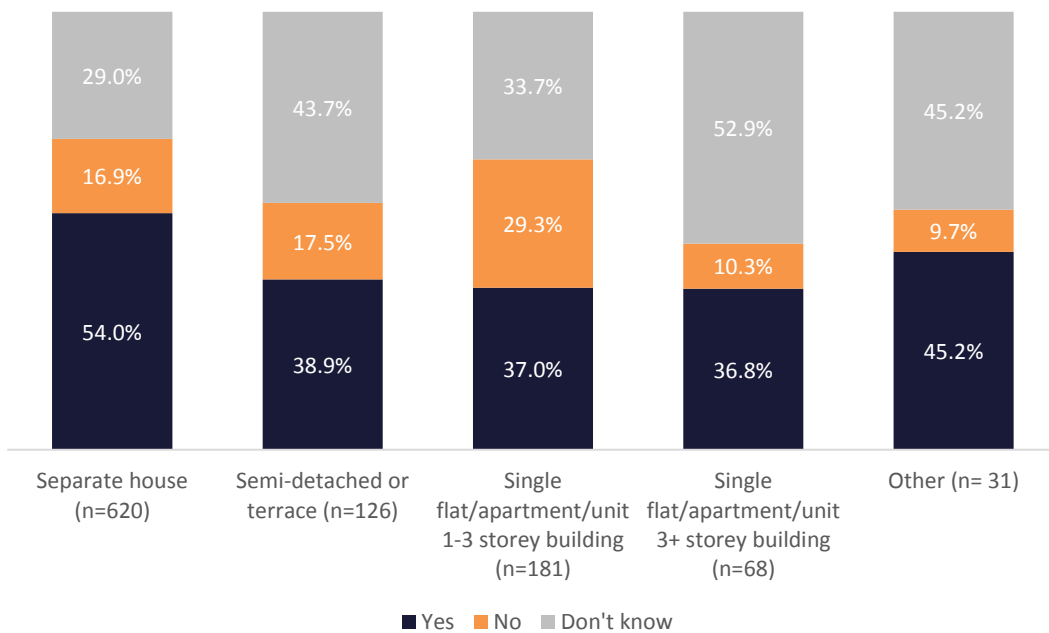


Base: All tenants (excludes one who did not provide age)

Tenants living in separate houses were more likely to say that there was ceiling insulation in their homes compared to those living in semi-detached or terrace houses and those living in single flats or apartments (both 1-3 storey buildings and 3+ storey buildings).

Those living in single flats or apartments (in 3+ storey buildings and semi-detached or terraced houses) were more likely than those living in separate houses to say that they did not know whether there was ceiling insulation installed in their homes.

Figure 33. Awareness of ceiling insulation among tenants, by property type



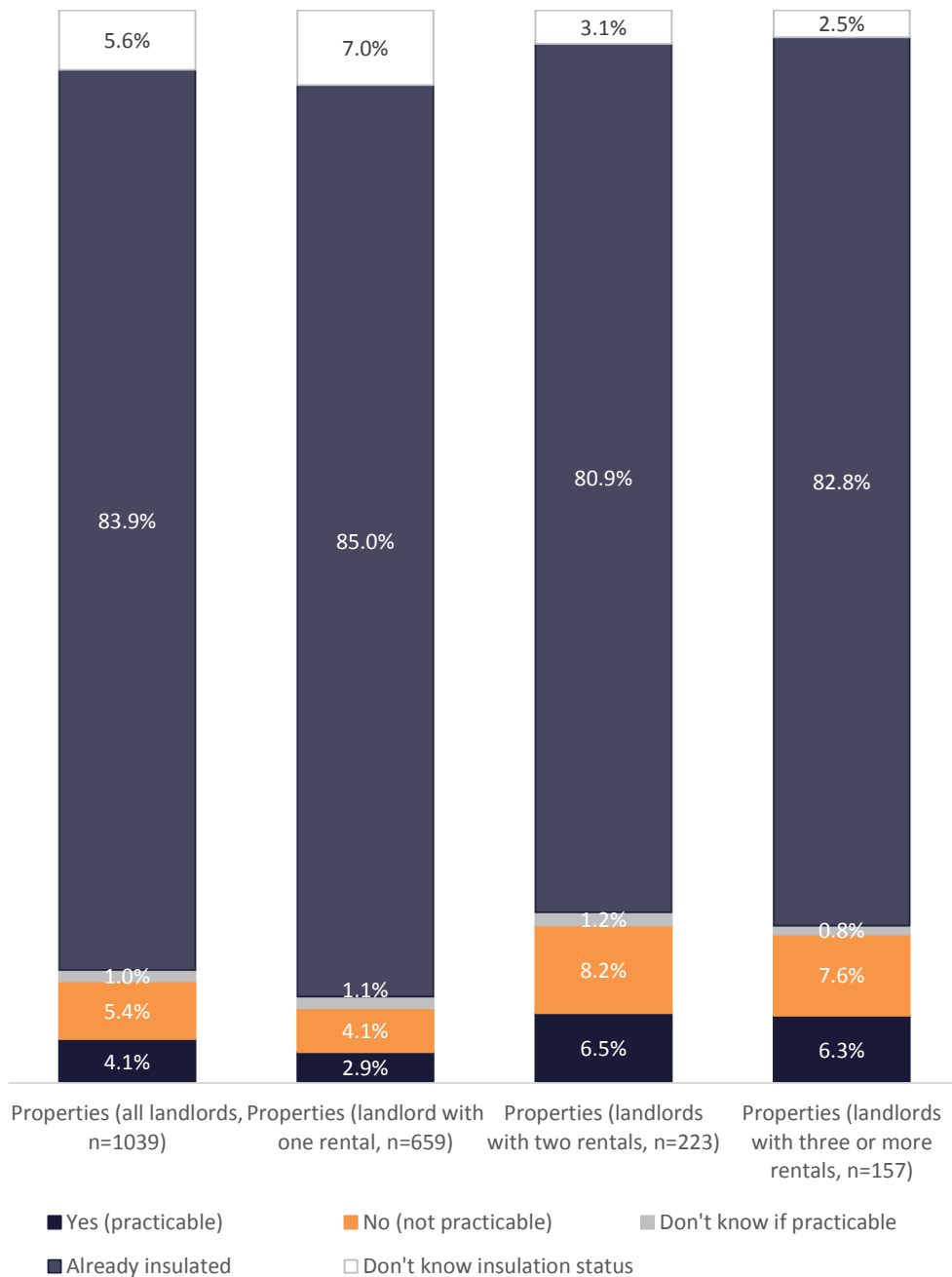
Base: All tenants (excludes those who did not specify housing type)



## 4.2 Potential for installation

In addition to the 83.9 per cent of properties that landlords indicated already had ceiling insulation, 10.5 per cent were said to have no ceiling insulation (see Figure 34) and of these, 51.2 per cent were thought not to be practicable to have the ceiling insulated (see Figure 35).

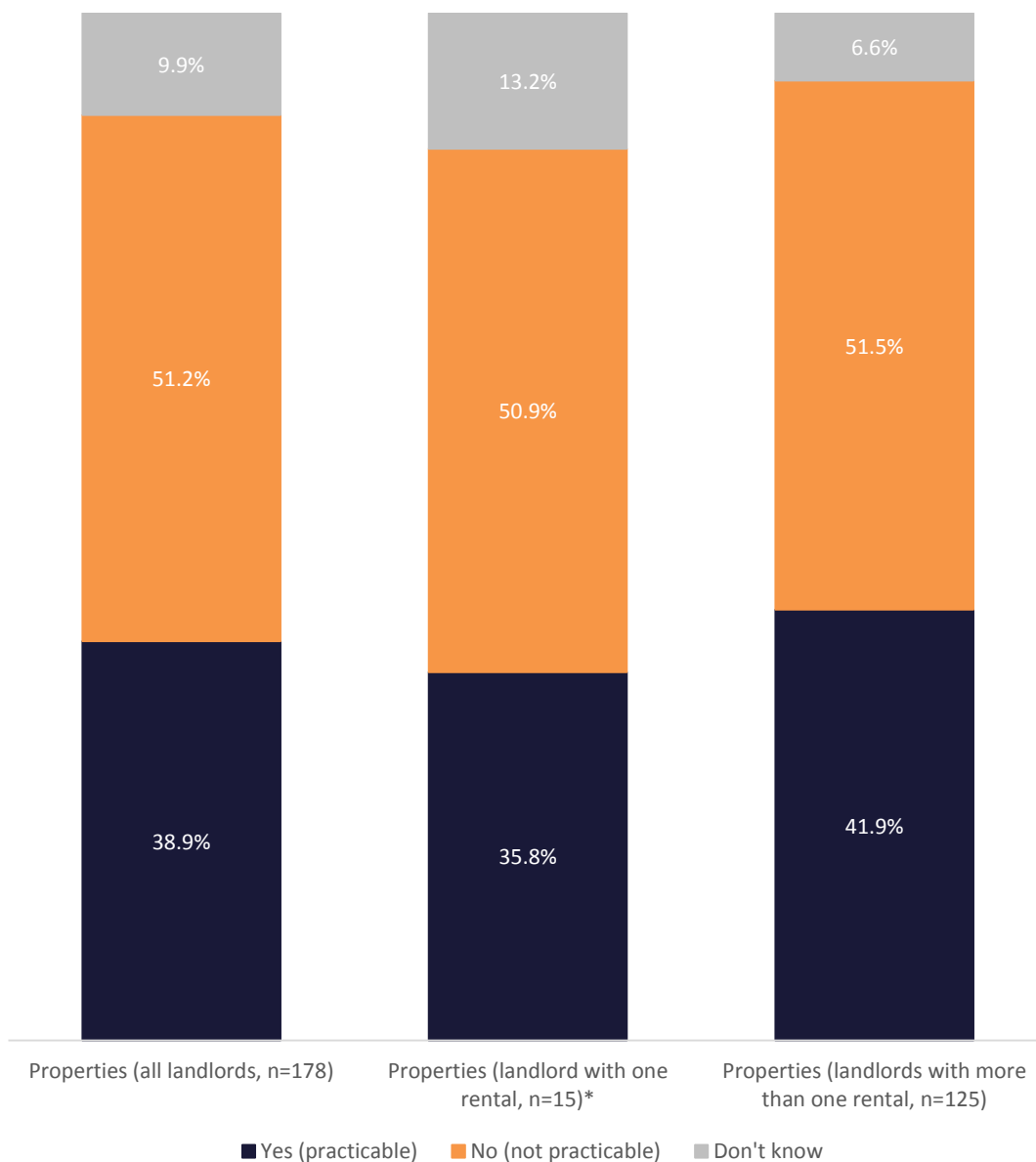
Figure 34. *Is ceiling insulation practicable? All properties*



Base: All properties

Considering just those properties that did not have insulation installed, landlords indicated this was practicable to install for 40.8 per cent, not practicable for 51.4 per cent and were not sure for 7.8 per cent of properties. Landlords with more than one property were more likely to know whether this could be installed or not.

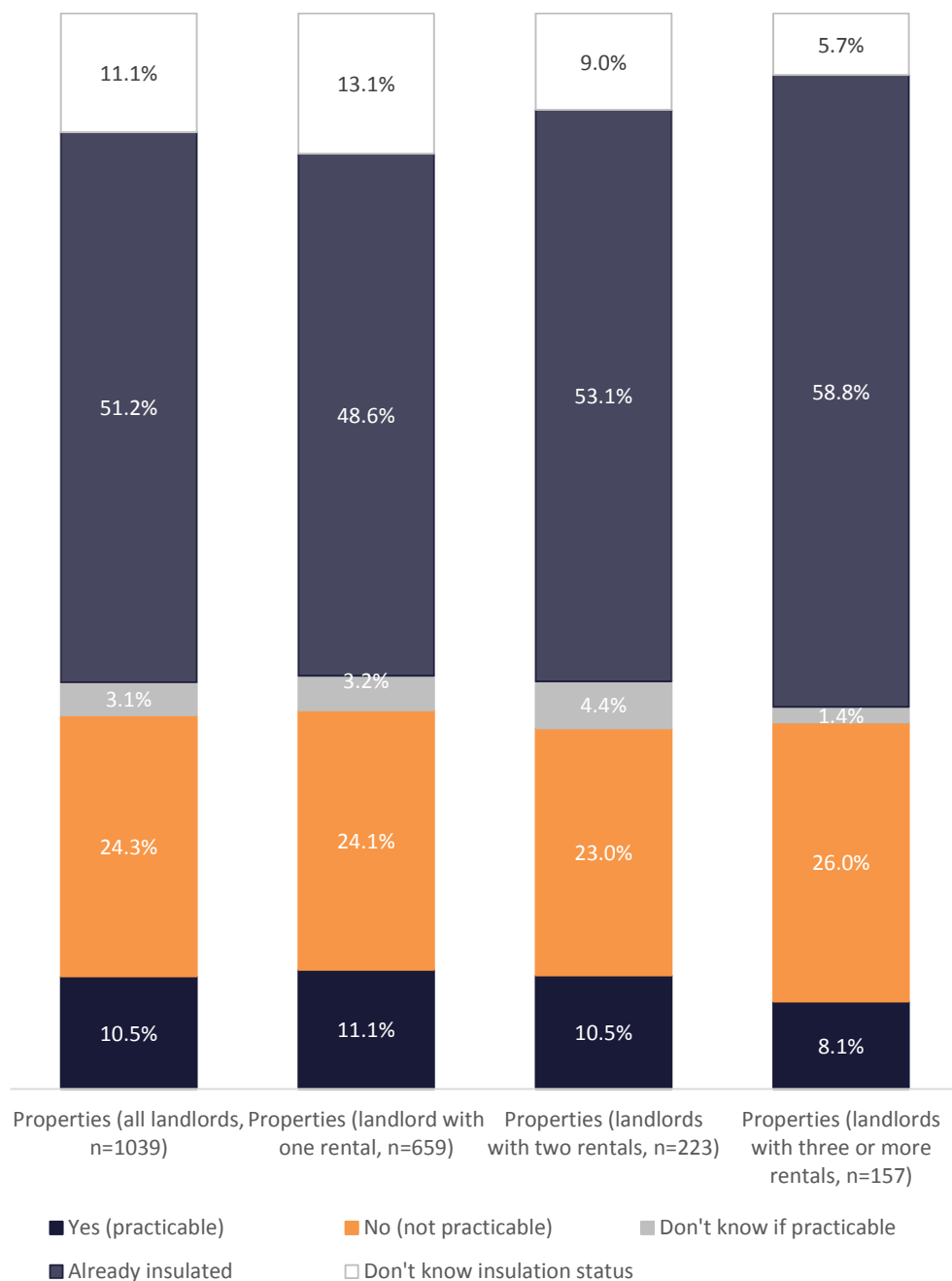
Figure 35. *Is ceiling insulation practicable? Properties without ceiling insulation*



Base: Properties with ceiling insulation known to be missing

Because subfloor insulation was more often missing, the number of properties in total where subfloor insulation was practicable was greater than for ceiling insulation. Of all properties, this was deemed practicable by landlords in around a one in 10 (10.5 per cent), not practicable in just under one quarter (24.3 per cent) and was uncertain in 14.2 per cent of properties (where the landlord did not know the insulation status or practicability of installing this). As shown earlier, subfloor insulation was already installed at over half of all properties (51.2 per cent).

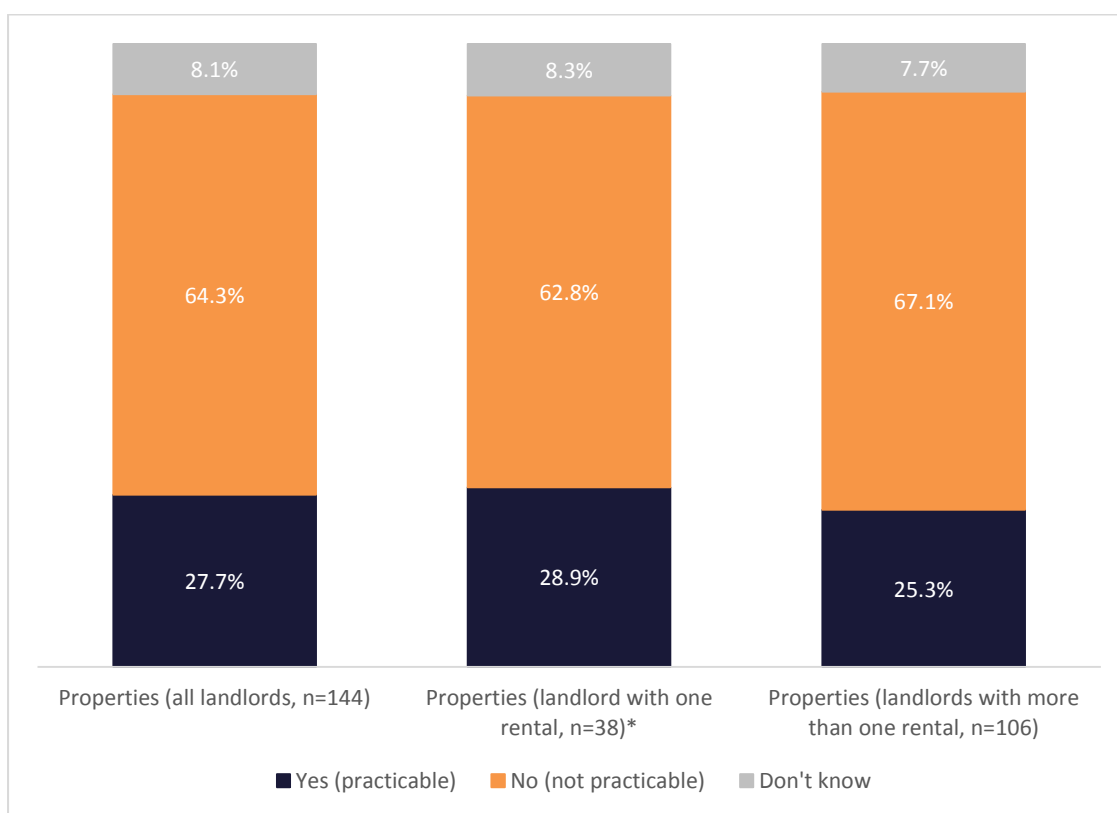
Figure 36. *Is underfloor insulation practicable? All properties*



Base: All properties

When considering just those properties where subfloor insulation was said to be missing, for almost two thirds (64.3 per cent) it was indicated this was not practicable to install (practicability is not known for 8.1 per cent of properties). Landlords with more than one property were more likely to say this was not practicable (this was not practicable for 67.1 per cent of properties owned by these landlords) than single-property landlords (62.8 per cent of properties, though given the small number of single property landlords that were able to answer this question this figure should be viewed as indicative only).

Figure 37. *Is underfloor insulation practicable? Properties missing underfloor insulation*

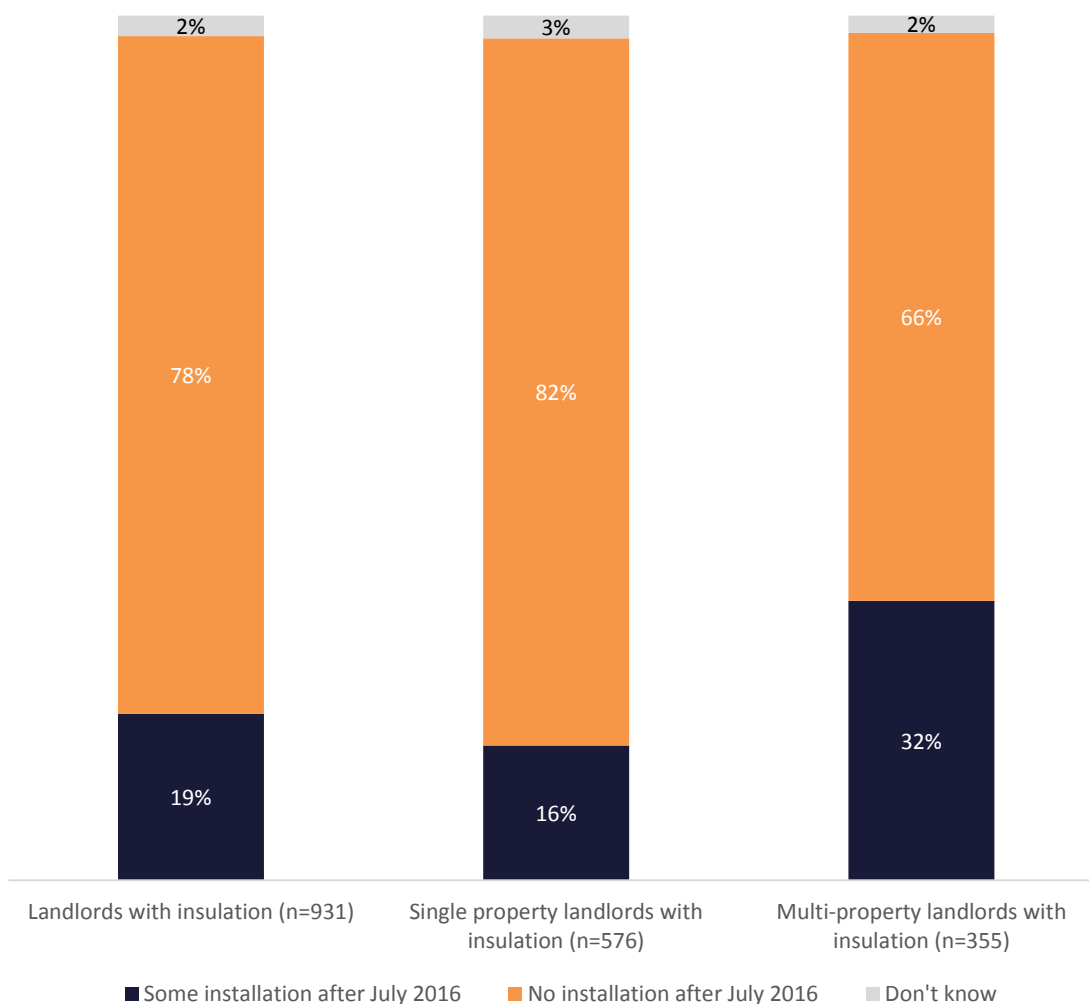


Base: Landlords with subfloor insulation missing from one or more properties

### 4.3 Insulation installation activity after July 2016

Of landlords that had some insulation in their rental properties, most reported they had not installed any ceiling or subfloor insulation since July 2016. Landlords of multiple properties were twice as likely as landlords of single properties to have installed some insulation since July 2016 (32 per cent compared to 16 per cent). Landlords with six or more properties were even more likely to have installed insulation after July 2016 (54 per cent). This is not surprising as a higher number of properties mean more ongoing upgrading and maintenance. These figures are based on landlords not dwellings as the extent of insulation at individual properties is not known (i.e. whether ceiling, subfloor or both in part or in full).

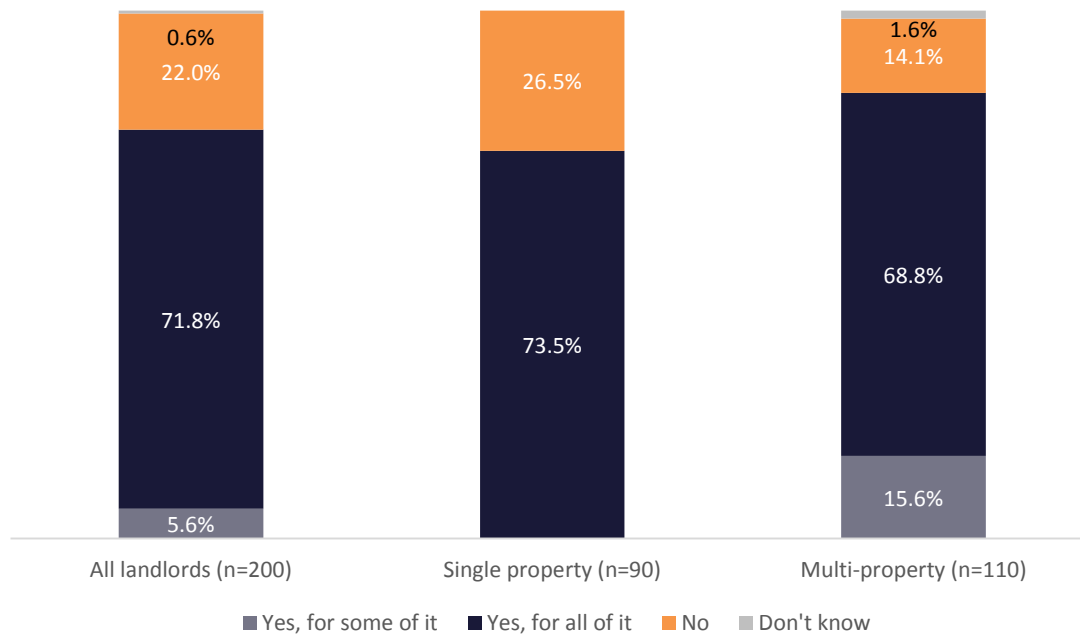
Figure 38. *Insulation activity after 1 July 2016*



Base: Landlords with some insulation in one or more properties

Of those that did install insulation after July 2016, this was largely done by professionals – 73.5 per cent of single property landlords said they hired a professional installer, while 68.8 per cent of multiple property landlords said they hired a professional in all instances and another 15.6 per cent did so in some instances.

Figure 39. *Professional insulation installation after 1 July 2016*

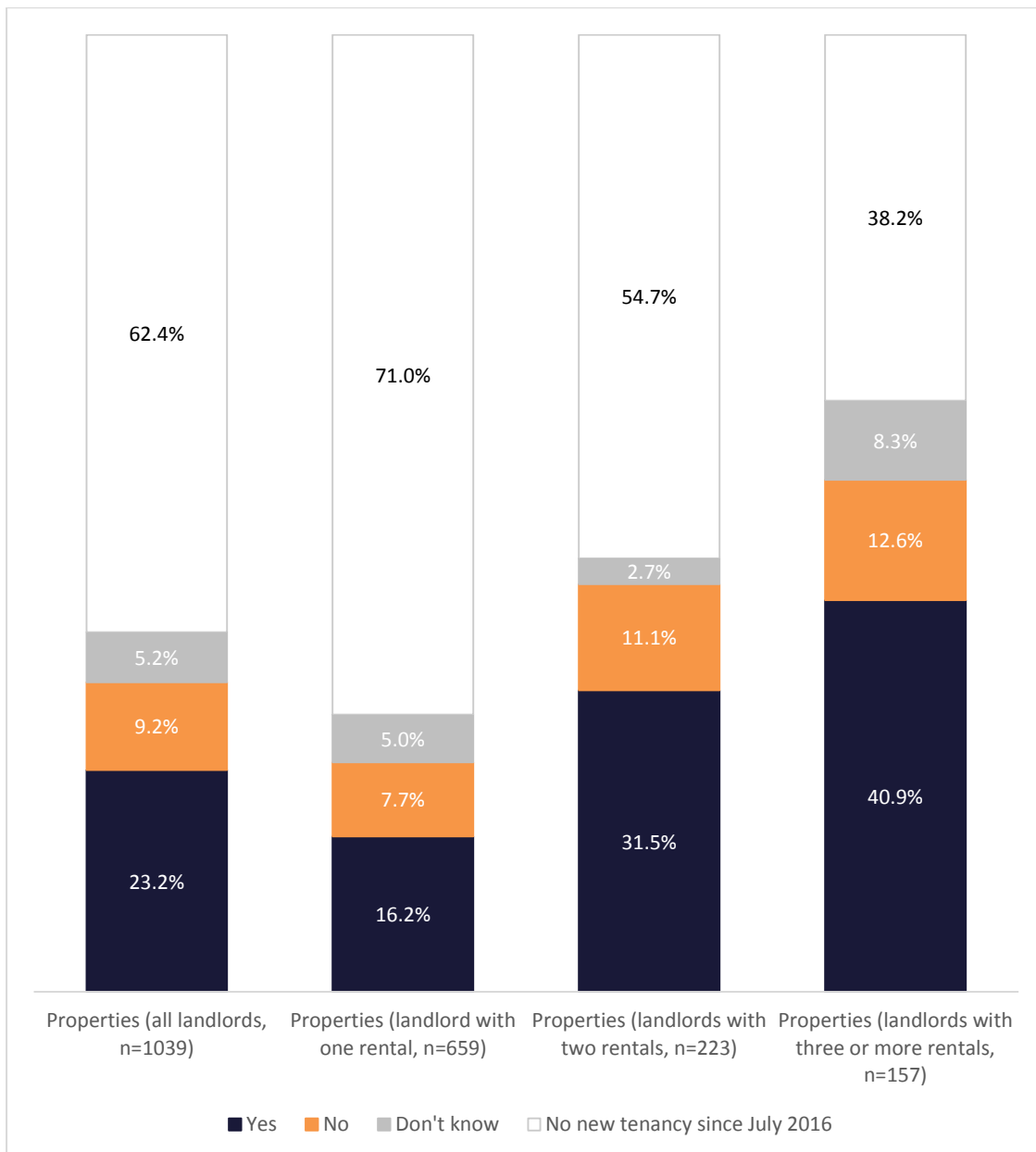


Base: Landlords who installed insulation in one or more properties after 1 July 2016

## 4.4 Insulation statement in tenancy agreements

By the time of the survey almost one quarter of properties had an updated tenancy agreement with an insulation statement, according to landlords. However, over half of all properties had no new tenancy commence so were not required under the Act to update their tenancy agreement.

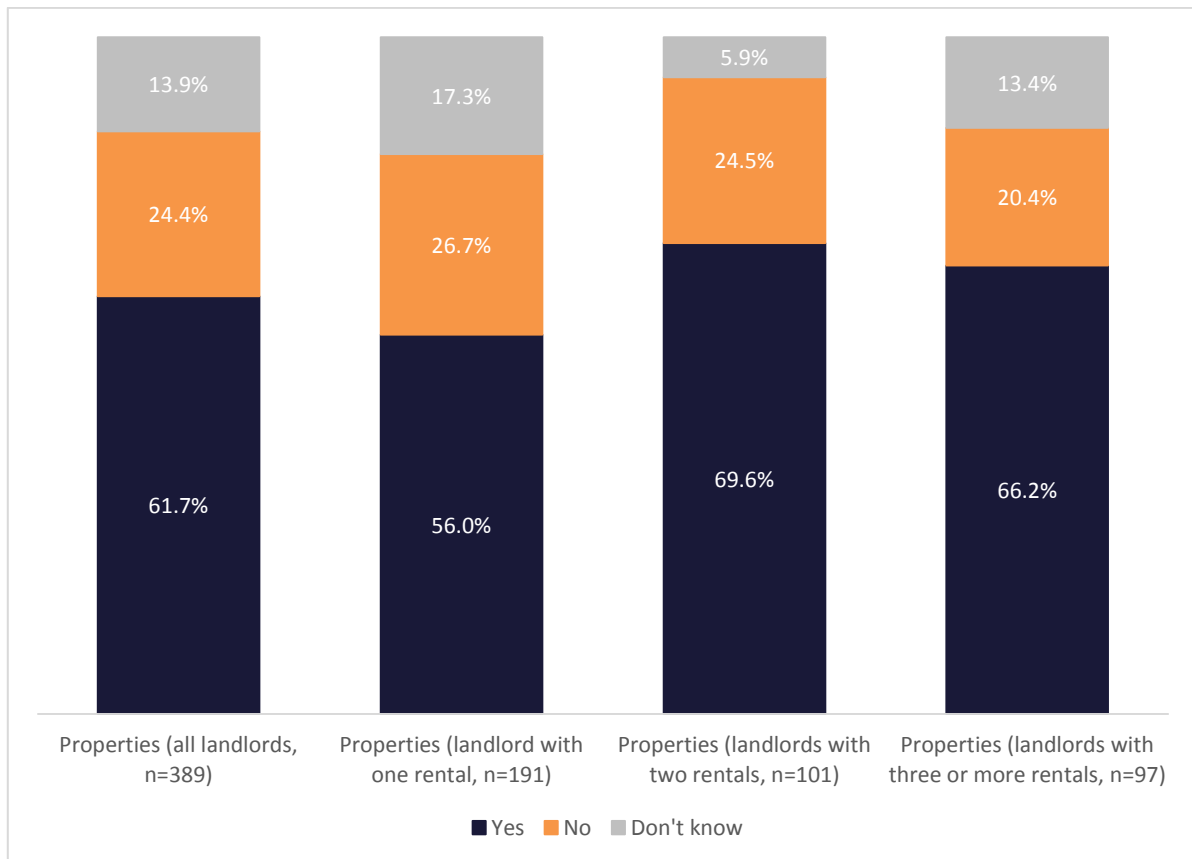
Figure 40. *Have you updated your Property Agreement with information about the insulation of the property? All properties*



Base: All properties

Of those properties where a new tenancy began after July 2016, for almost two thirds (61.7 per cent) landlords claimed they had updated their “Property Agreement with information about insulation of the property” although landlords were unsure for 13.9 per cent of these tenancies. Landlords with more than one property were more likely to say they had updated their property agreements with this information.

Figure 41. *Have you updated your Property Agreement with information about the insulation of the property? Properties where a new tenancy began after 1 July 2016*



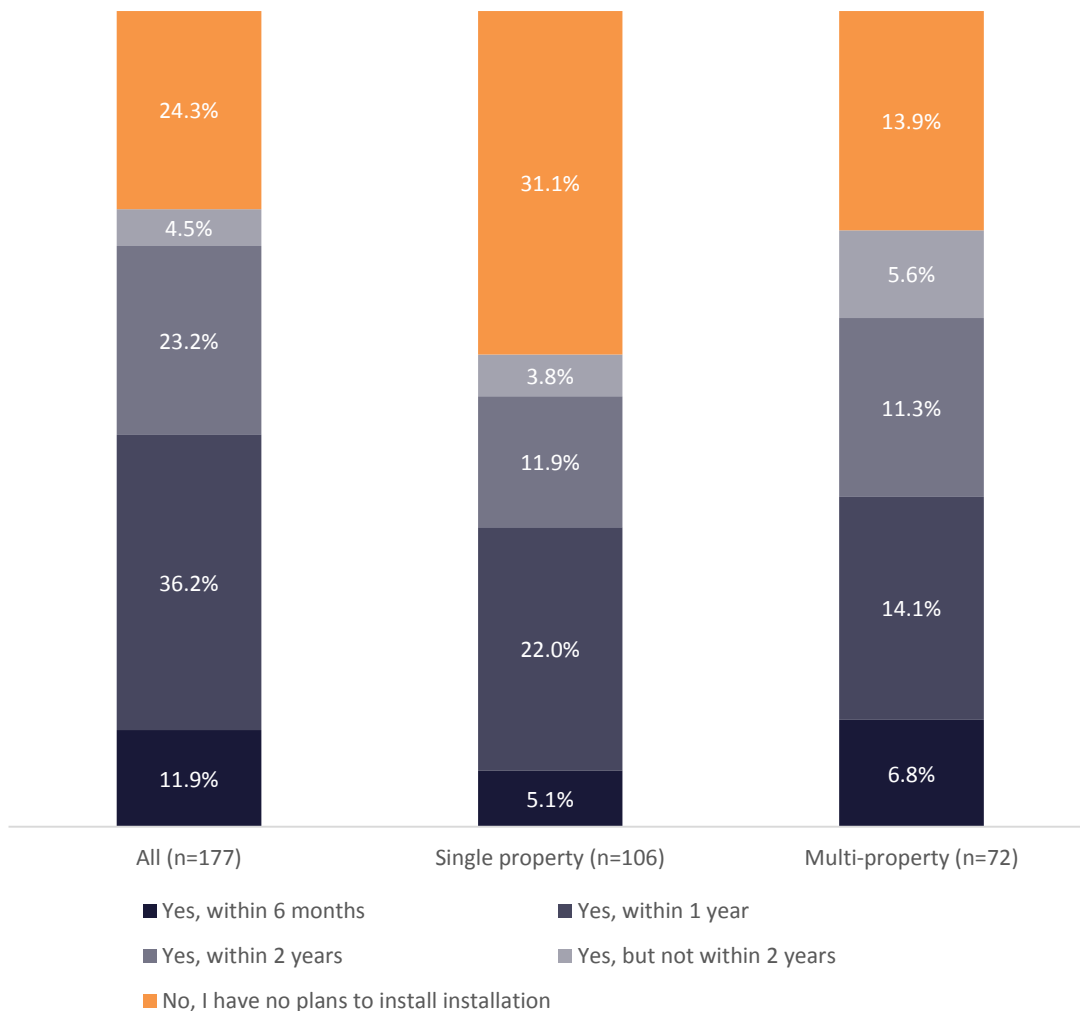
Base: Landlords who had a new tenancy begin after 1 July 2016



## 4.5 Future installation

Of those landlords who were missing either ceiling or subfloor insulation in one or more rental properties, and said it was practicable to install, around one in four (24.3 per cent) had no plans to install insulation. This was much more likely to be the case for landlords with a single property (31.6 per cent) than multi-property landlords (13.9 per cent). An additional 4.5 per cent of landlords did plan to install insulation, but not within two years (i.e. they would not meet the July 2019 deadline). Nearly half (48 per cent) of all landlords planned to install insulation within a year with another 23.2 per cent planning this within two years.

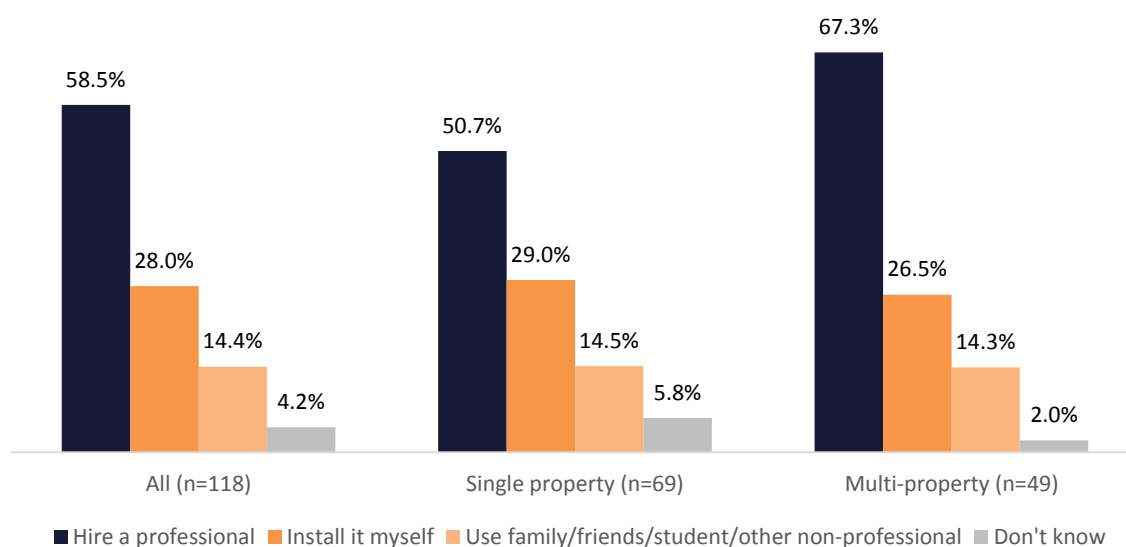
Figure 42. *Insulation plans*



Base: Landlords missing insulation in one or more property

Of those landlords that are planning to install insulation, the majority (58.5 per cent) intend to hire a professional installer. Another 28 per cent plan to do this themselves and 14.4 per cent plan to have another non-professional install this. Multi-property landlords were more likely than single-property landlords to be planning to use a professional (67.3 per cent compared to 50.7 per cent) and less likely to intend to install this themselves.

Figure 43. *Future insulation installation method*



Base: Landlords intending to install insulation

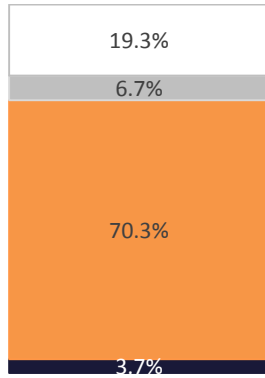
Note: Figures may add to more than 100.0 per cent as possible to select more than one option.

#### 4.6 Initiative on installation

Overall, 19.3 per cent of tenants had both ceiling and subfloor insulation and around 4 – 5 per cent had approached, or been approached by, their landlord about installing this while around two thirds to 70 per cent had not. As a proportion of only those tenants that were missing ceiling, subfloor, or both types of insulation (or didn't know), this equates to 4.6 per cent being approached by their landlord and 5.9 per cent saying they had approached their landlord about getting this installed.

Figure 44. *Has your landlord approached you or one of the other tenants about getting insulation installed in the future? (all tenants)*

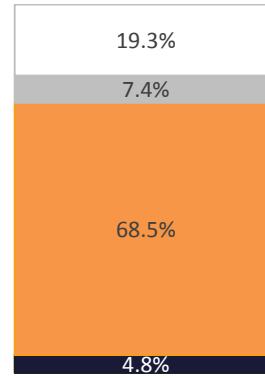
Figure 46. *Have you or one of the other tenants approached your landlord about getting insulation installed? (all tenants)*



■ Yes ■ No ■ Don't know □ Has full insulation

Base: All tenants (n=1,077)

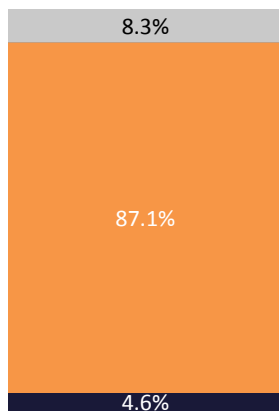
Figure 45. *Has your landlord approached you or one of the other tenants about getting insulation installed in the future? (tenants missing / don't know insulation)*



■ Yes ■ No ■ Don't know □ Has full insulation

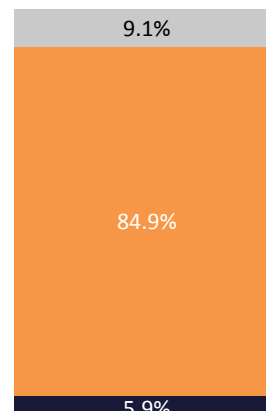
Base: All tenants (n=1,077)

Figure 47. *Have you or one of the other tenants approached your landlord about getting insulation installed? (tenants missing / don't know insulation)*



■ Yes ■ No ■ Don't know

Base: Possible missing either / all insulation (n=869)



■ Yes ■ No ■ Don't know

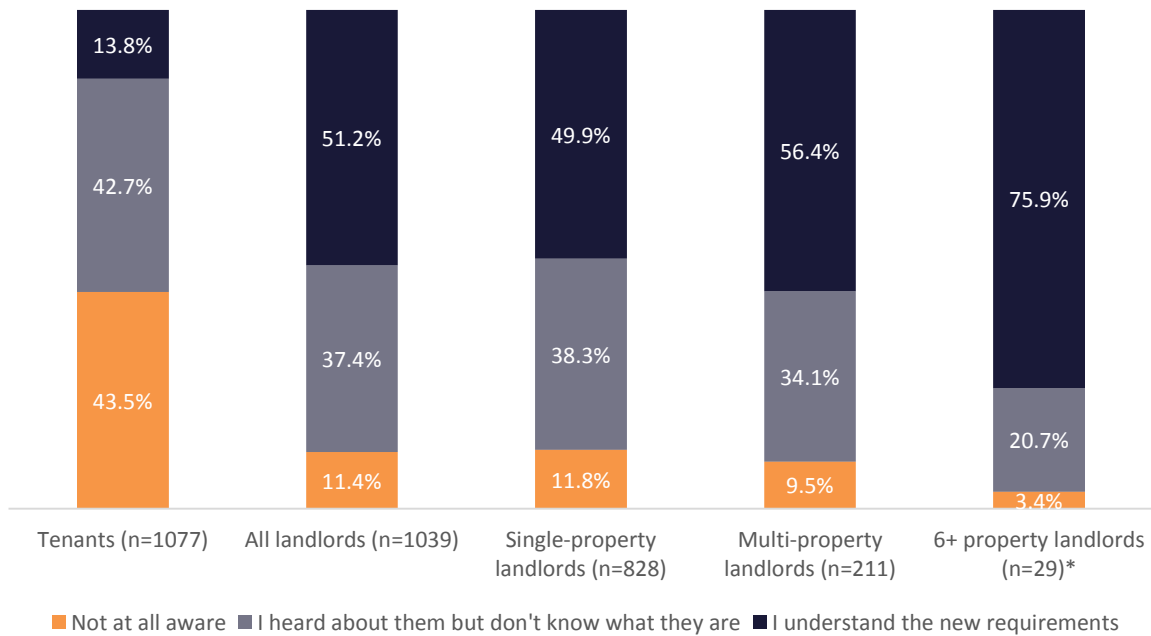
Base: Possibly missing either / all insulation (n=869)

## 4.7 Awareness of insulation requirements

When asked how aware they were of changes to insulation requirements, tenants were much less aware than landlords (13.8 per cent said they understood the new requirements compared to 51.2 per cent of landlords). Compared to smoke alarm requirements, tenants were less aware of insulation requirement changes. In total 43.5 per cent of tenants were not at all aware of the changes while a similar proportion (42.7 per cent) said they had 'heard about them but don't know what they are'. Multi-property landlords were slightly more aware of the changes than single-property landlords and landlords with six or more properties were substantially more aware than any other group, with 75.9 per cent saying they understand the new requirements (this

difference was statistically significant. There was no notable difference between landlords with two or three-five properties).

Figure 48. *How aware are you of recent changes to the Residential Tenancies Act around insulation requirements?*

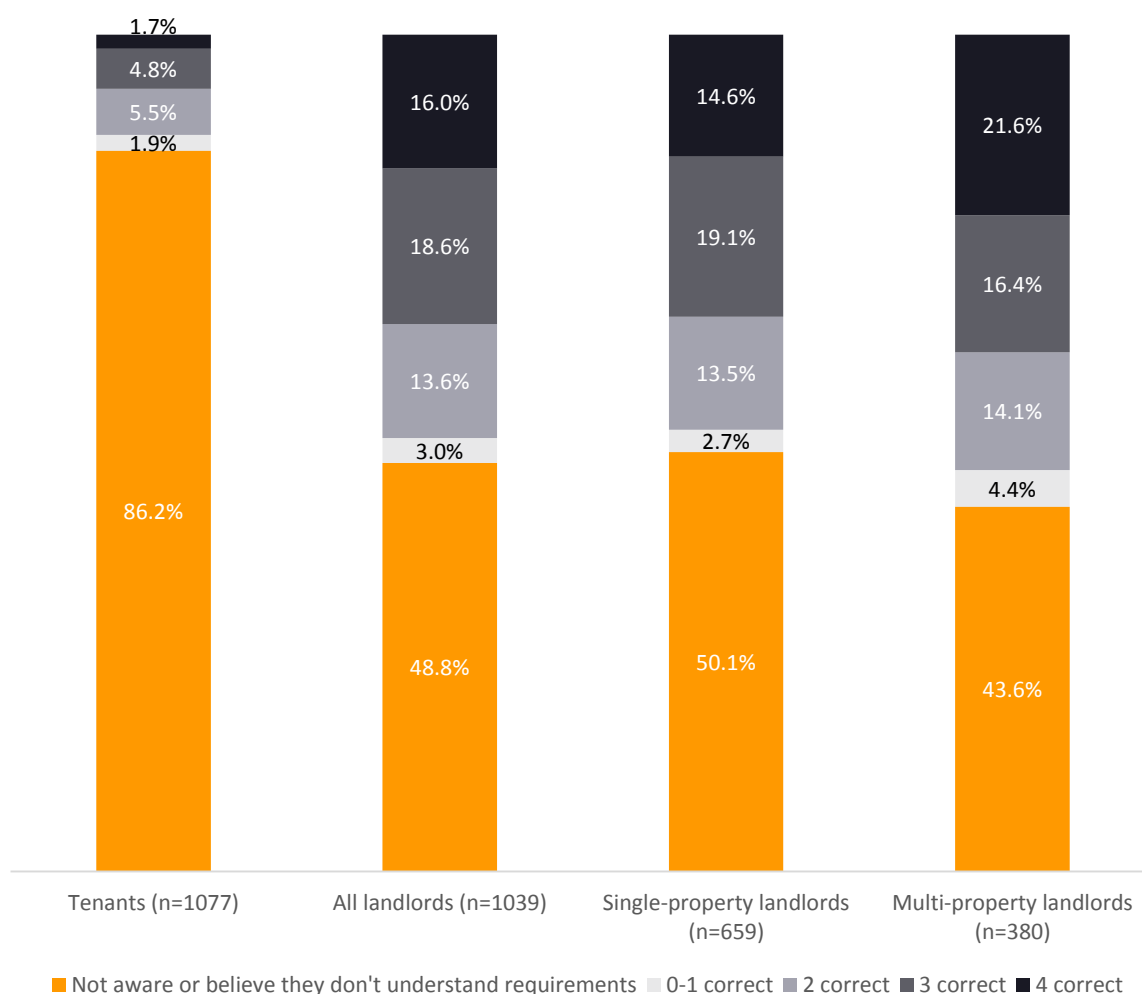


Base: All

## 4.8 Tested knowledge of insulation requirements

Those landlords and tenants who said they understood the insulation requirements were then asked to indicate whether each of four statements was true or false. Just 18 tenants (1.7 per cent) got all four statements correct (as a proportion of all tenants, including those who indicated they were not familiar with the new requirements). In contrast, 16 per cent of all landlord respondents judged all statements correctly and another 18.6 per cent achieved three out of four. Landlords with more than one property again demonstrated a higher level of understanding with 38 per cent correctly judging three or more statements compared to 33.7 for landlords with a single rental property.

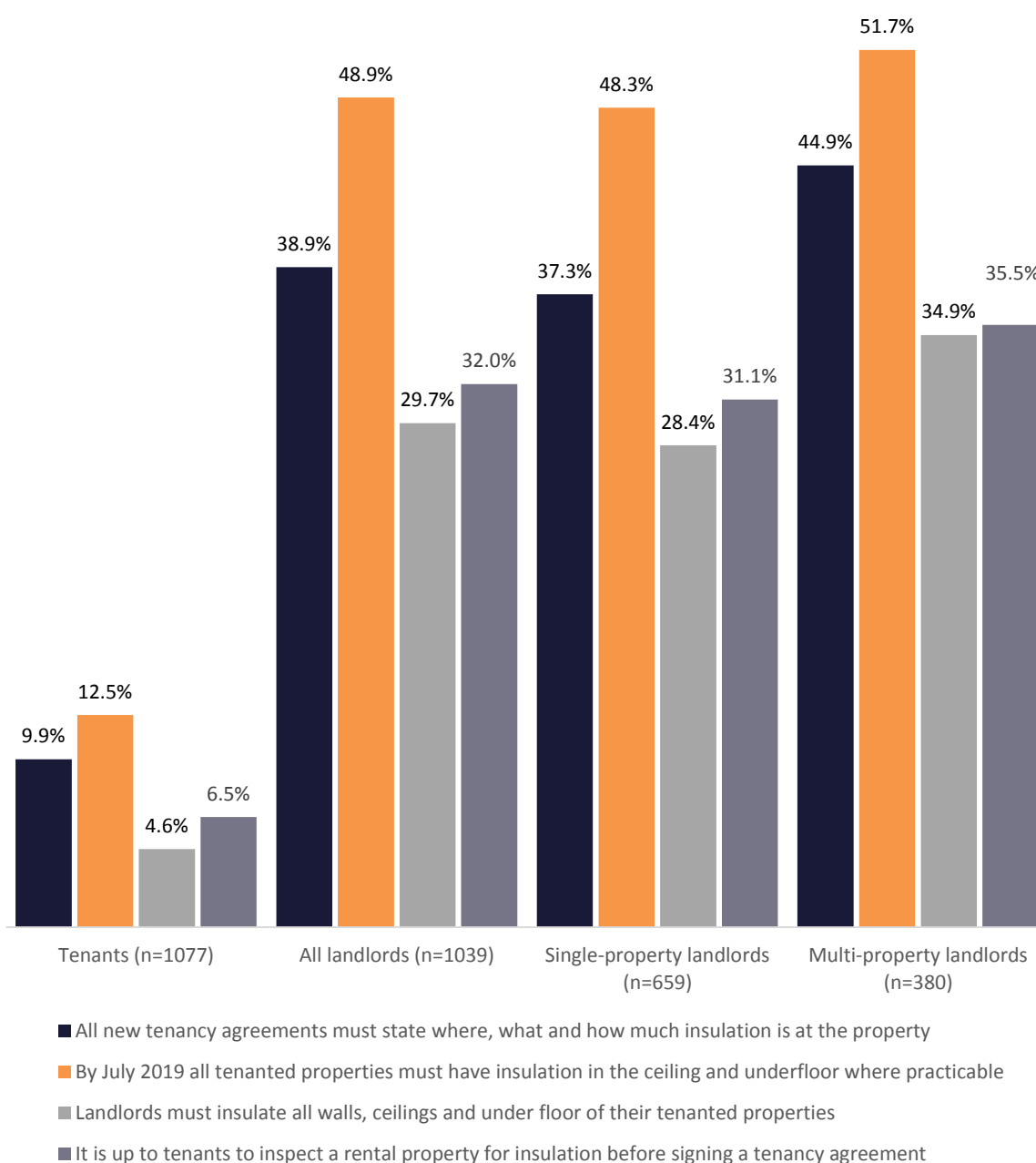
Figure 49. Number of true false statements judge correctly by respondent group, as a proportion of all survey respondents of that group



Base: All

Looking at the statements individually, these were answered correctly by between 4.6 and 12.5 per cent of all tenants, while this ranged between 29.7 and 48.9 per cent of all landlords. The ranking in terms of correct answers was the same across tenants and landlords and between landlords with a single property and those with more than one property.

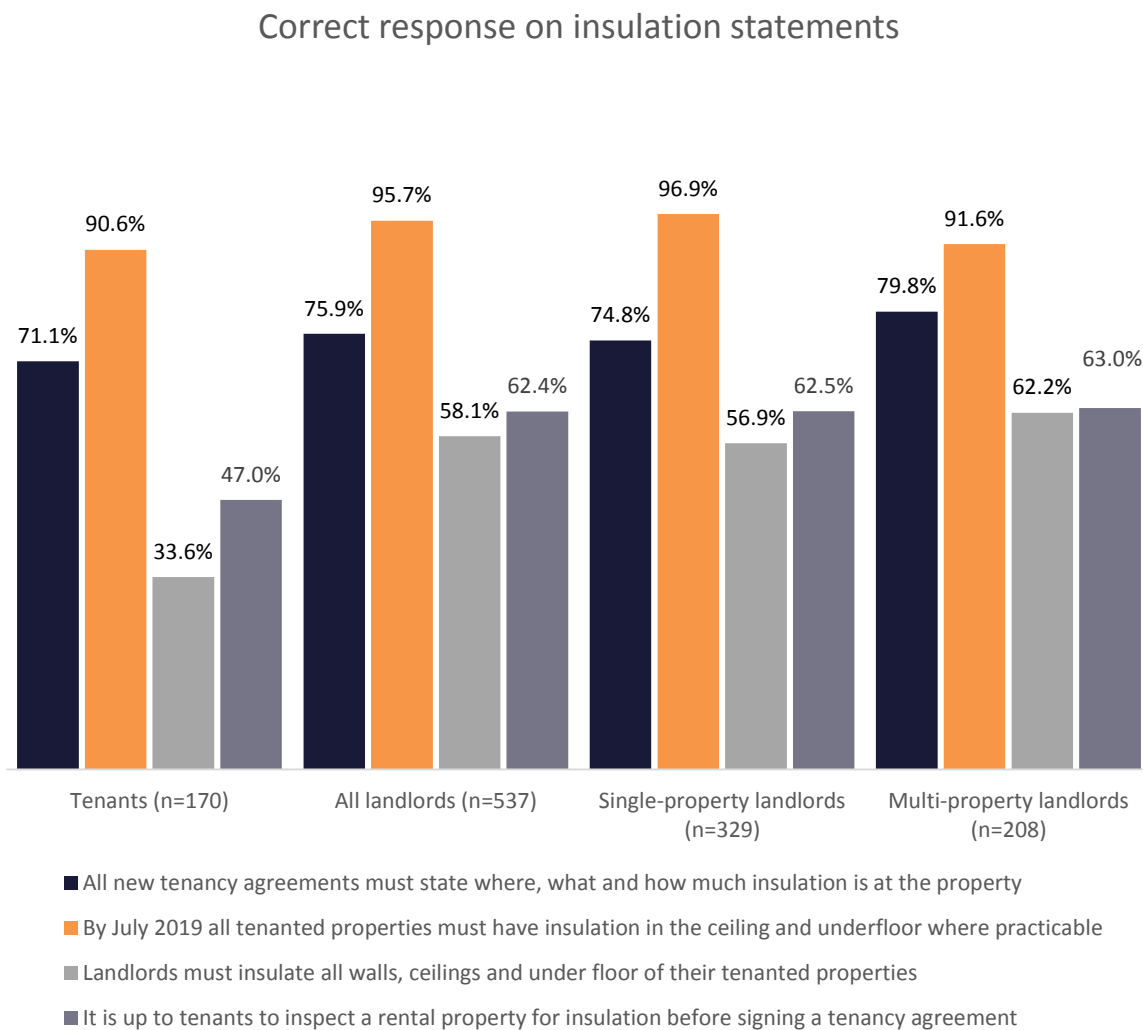
Figure 50. *Proportion that correctly judged each statement true or false, of all survey respondents of that group*



Base: All

Looking at this as a proportion of just those who believed they understood the new requirements, of the four statements, the most common response (between 47 – 96 per cent) to each was correct for both landlords and tenants, with the exception that approximately half of tenants incorrectly thought landlords were required to insulate walls as well as floors and ceilings. The greatest uncertainty was demonstrated around the false statement that tenants were responsible for inspecting a property for insulation prior to signing their tenancy agreement – more than one quarter of tenants (27.5 per cent) and 16.7 per cent of landlords did not know whether this was true or false.

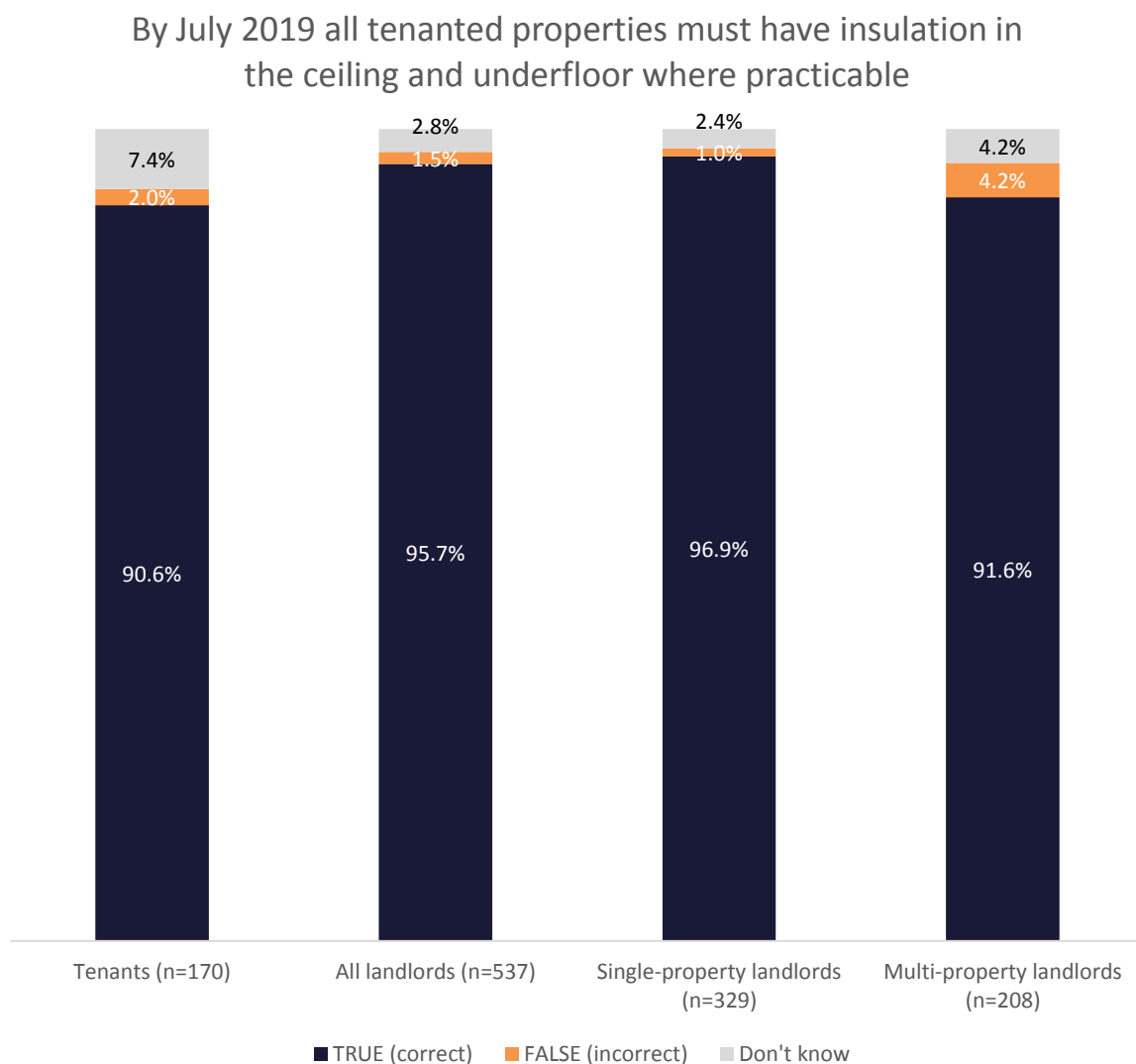
Figure 51. *Proportion that correctly judged statements about the new insulation requirements true or false, those who said they understood the new requirements*



Base: those who claim they understand the new insulation requirements

Looking at the statements individually, at least nine in ten landlords and tenants correctly judged that all tenanted properties must have ceiling and floor insulation where practicable before July 2019. This was the strongest result for any of the insulation true/false statements. This was slightly higher for landlords (95.7 per cent) than tenants (90.6 per cent). Slightly fewer multi-property landlords judged this correctly than single property landlords; however this was not a statistically significant difference i.e. we cannot be confident this difference exists in the wider population of landlords rather than only in this sample.

Figure 52. *Understanding of general insulation requirement “Listed below are some statements about the new insulation requirements. Please say which you think is true and which is false”*



Base: those who claim they understand the new insulation requirements



Nearly half of tenants (49.7 per cent) who said they understood the new requirements incorrectly judged that landlords are required to insulate walls as well as floors and ceilings. In contrast, most landlords (58.1 per cent) correctly judged this as false, although more than one third (36.1 per cent) indicated they thought this was true. There were no statistically significant differences between landlords based on the number of properties owned.

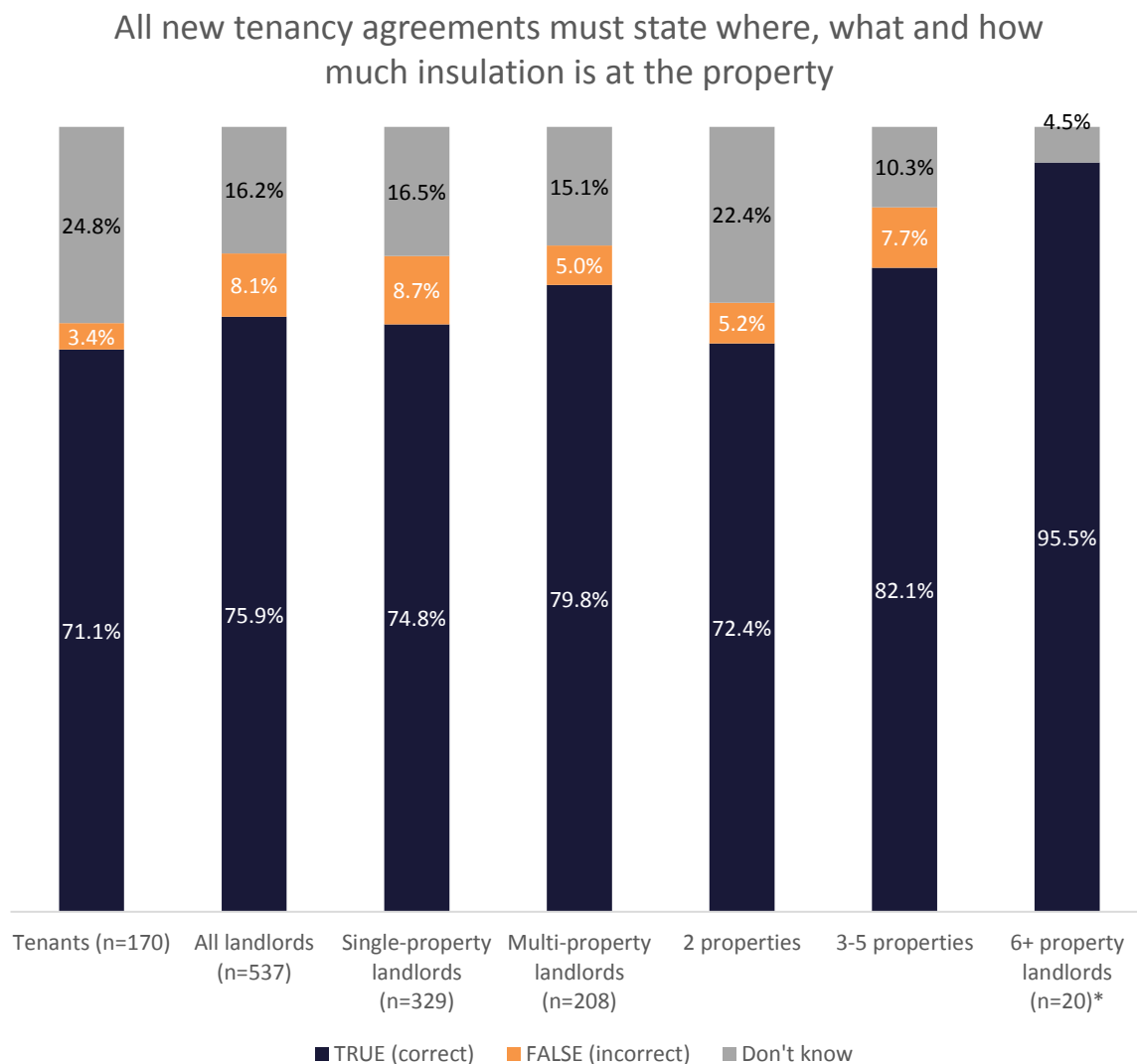
Figure 53. *Understanding of location of insulation required "Listed below are some statements about the new insulation requirements. Please say which you think is true and which is false"*



Base: those who claim they understand the new insulation requirements

The requirement that tenancy agreements state details of the insulation had high levels of understanding with 71.1 per cent of tenants and 75.9 per cent of landlords correctly judging this to be true. Among multi-property landlords, landlords with six or more rental properties were more likely to correctly judge this statement (95.9 per cent). There was no statistically significant difference between landlords in other groupings by number of properties (one, two or three-five properties).

Figure 54. *Understanding of insulation statement requirement "Listed below are some statements about the new insulation requirements. Please say which you think is true and which is false"*

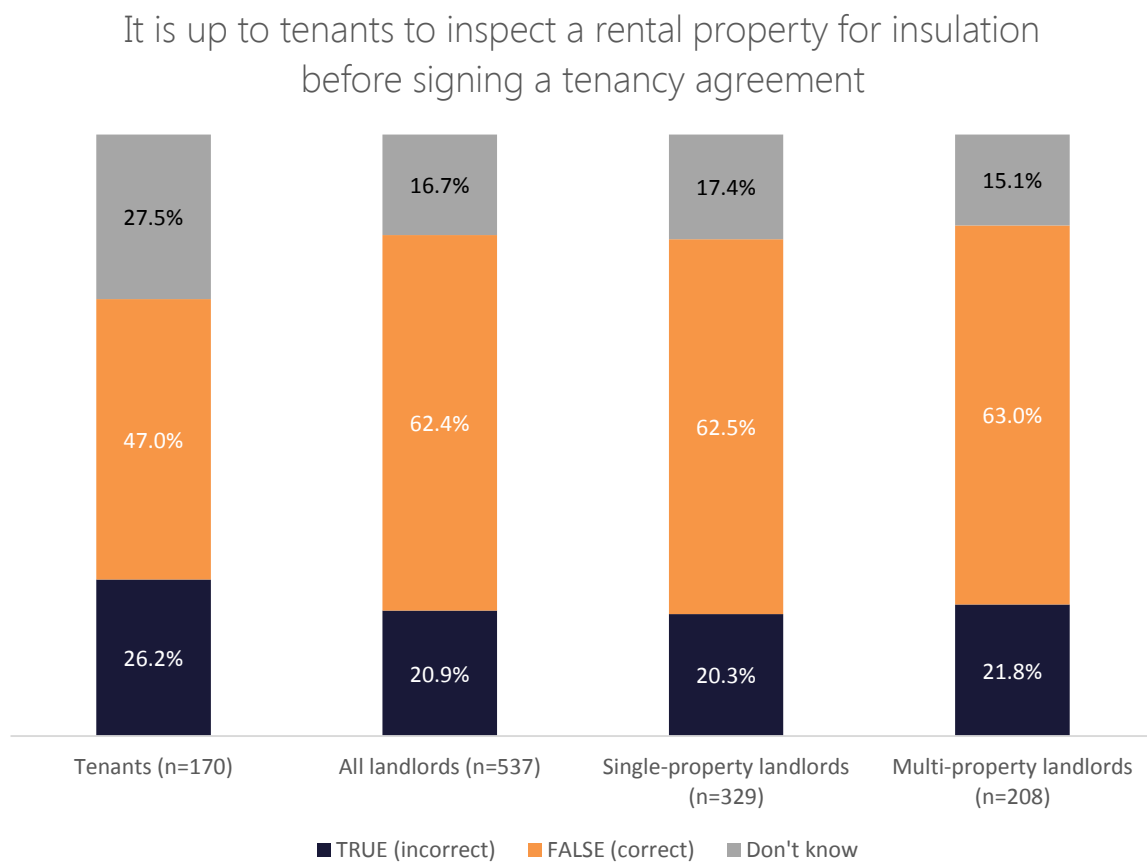


\* Caution small sample size

Base: those who claim they understand the new insulation requirements

In a related statement, most tenants (47 per cent) and landlords (62.4 per cent) correctly judged that it is not the responsibility of tenants to inspect a property for insulation. Tenants were more likely to judge this as being their responsibility (26.2 per cent compared to 20.9 per cent for landlords) and more likely to be uncertain (27.5 per cent compared to 16.7 per cent).

Figure 55. *Understanding of insulation statement requirement "Listed below are some statements about the new insulation requirements. Please say which you think is true and which is false"*



Base: those who claim they understand the new insulation requirements

# 5 Support Services

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## 5.1 Sources of advice: does the public conflate Tenancy Services with the Tenancy Tribunal?

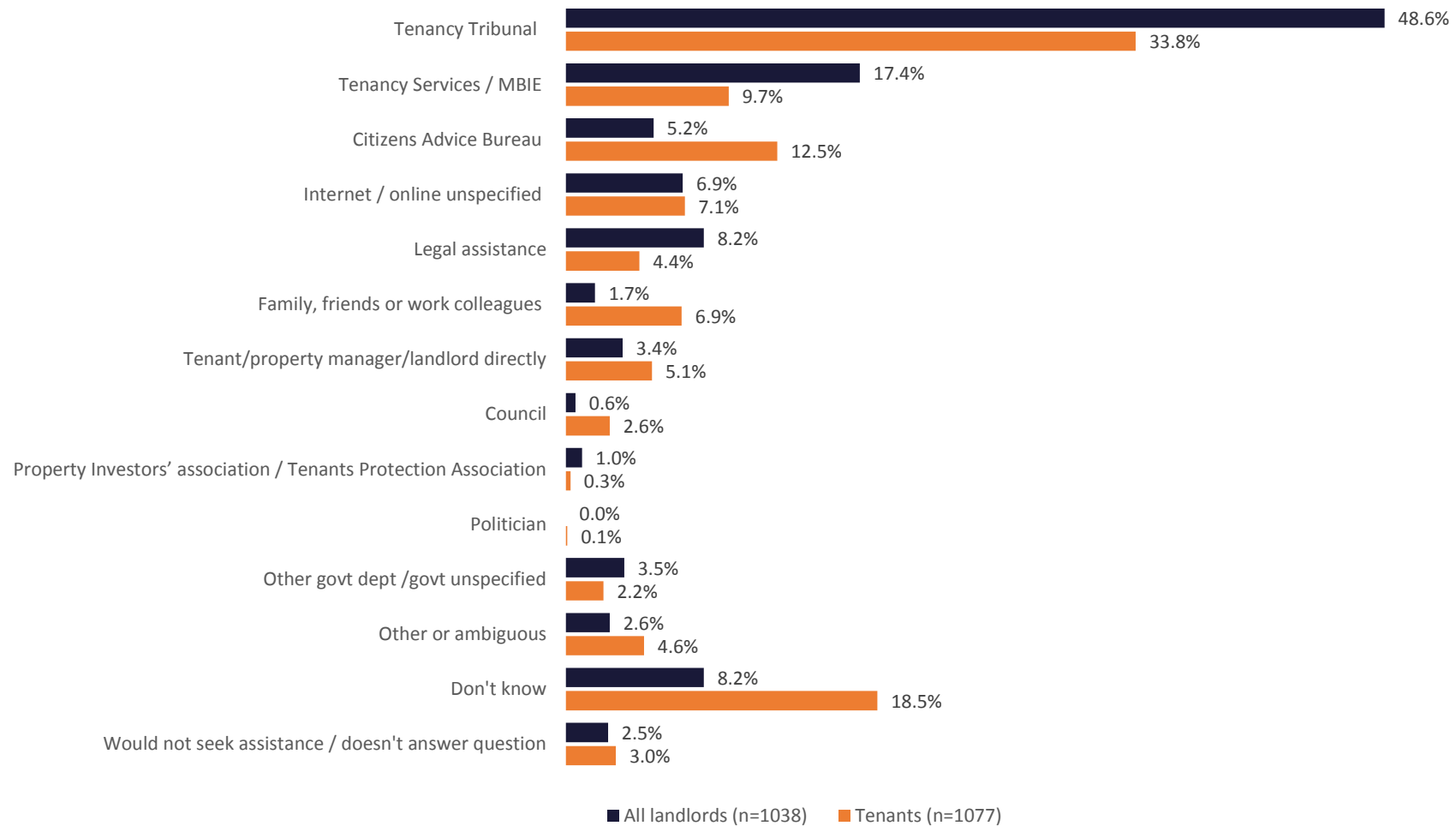
Respondents were asked for open-ended responses to the question “If you were experiencing issues with your tenancy that couldn’t be resolved directly with [the landlord/tenants] or by the property manager, where would you seek advice?” Responses were coded into standard categories to allow analysis. Responses containing the term “tribunal” (most often “tenancy tribunal”) were by far the most common for both tenants (33.8 per cent) and landlords (48.6 per cent) (see Figure 56). It should be noted however that there is some evidence that Tenancy Services is sometimes referred to as the “tenancy tribunal” and that the Tenancy Tribunal and Tenancy Services may sometimes be confounded in the public mind, but not consistently so.

For example, some responses reference looking for information on the Tenancy Tribunal website or to getting advice from the Tenancy Tribunal, while others use ambiguous terms such as Tribunal Services and others clearly distinguish between the two by referring to both or referring to the tribunal in conjunction with a reference to legal action or court. While it is possible to refer to a ruling from the Tribunal as ‘advice’, given the volume of these responses it seems likely that at least some of these references actually refer to Tenancy Services rather than to the Tenancy Tribunal. This possibility is further supported by the finding that when Tenancy Services and the Tenancy Tribunal are offered as sources of advice options in a list (i.e. prompted), they are equally likely to be selected. For the purposes of consistency, if a response included the word ‘Tribunal’ it was coded as the Tenancy Tribunal (excepting those that referred to the two separate entities, which were coded as both Tenancy Tribunal and Tenancy Services).

### Unprompted

Besides the Tenancy Tribunal, other leading sources of advice cited for tenancy issues were Tenancy Services (17.4 per cent of landlords, 9.7 per cent of tenants), the Citizens Advice Bureau (5.2 per cent of landlords, 12.5 per cent of tenants), ‘going online’ (6.9 per cent of landlords, 7.1 per cent of tenants) and legal assistance (8.2 per cent of landlords, 4.4 per cent of tenants). Almost one in five tenants (18.5 per cent) and one in ten landlords (8.2 per cent) indicated they weren’t sure where they would go to seek advice. There were no noteworthy or statistically significant differences between landlords in terms of where they would seek advice, based on the number of properties owned.

Figure 56. 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?"



Note: percentages do not add to 100 per cent as respondents able to nominate more than one source of advice.

## Differences among tenants

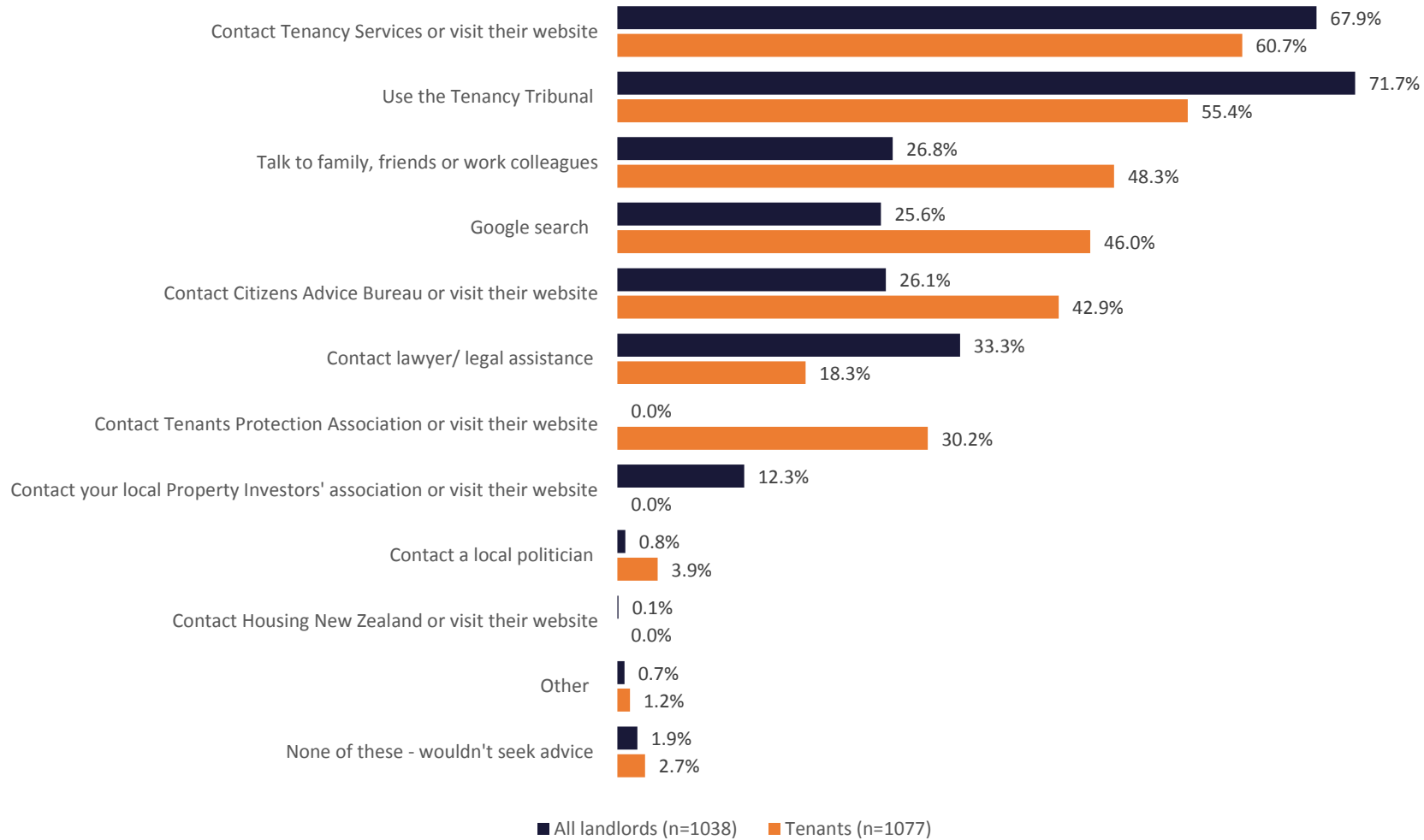
- Shared house tenants / flatmates were more likely to say they would seek advice from family, friends and work colleagues than tenants from other types of dwellings (12 per cent compared to 2.4-4.3 per cent).
- Female tenants were more likely than male tenants to say (unprompted) that they would seek advice from the Tenancy Tribunal (39.9 per cent compared to 31.6 per cent).
- Male tenants were more likely than female tenants to say (unprompted) that they would seek advice from their tenancy manager or landlord directly (7.8 per cent compared to 1.7 per cent).

## 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 (64 and 63 per cent respectively for tenants and landlords collectively).

In general, tenants were more likely than landlords to seek out information through unofficial channels (friends and family, the internet, Citizens Advice Bureau and the Tenants Protection Association) while landlords were more likely to seek advice through from government (Tenancy Services, the Tenancy Tribunal) and through legal assistance (see Figure 57).

Figure 57. 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], which of the following, if any, would you do to seek advice?"



Base: All. Note percentages do not add to 100 per cent as respondents able to nominate more than one source of advice.

## Differences among tenants

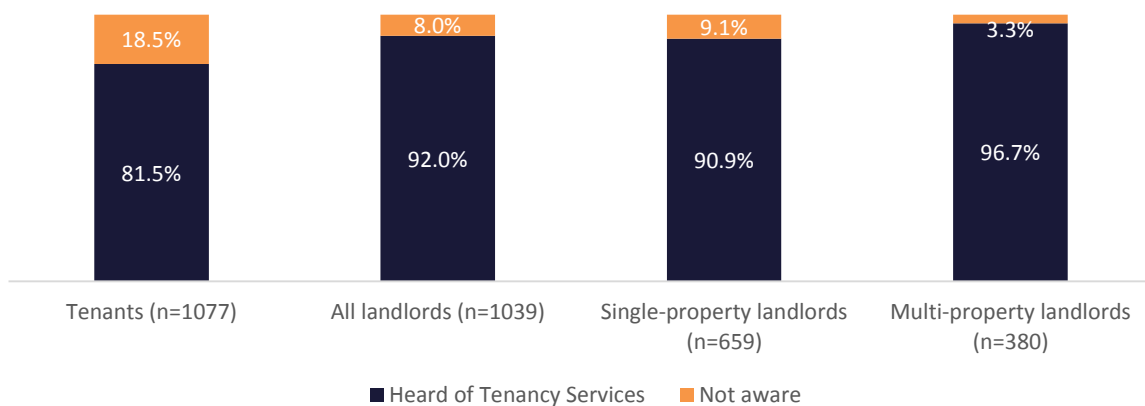
- Looking at differences among tenant characteristics with regard to where they would seek advice, when prompted, families with dependent children were more likely than couples to say they would use the Tenancy Tribunal for advice with tenancy issues (66.7 per cent compared to 51.6 per cent). Differences among other household types were not statistically significant.
- Female tenants (62.1 per cent) were more likely to say they would use the Tenancy Tribunal to seek advice compared to male tenants (54 per cent).
- Those living in shared houses were more likely to say they would use a Google search for tenancy advice (52 per cent) than those living alone (33.7 per cent) and families with dependent children (36.3 per cent). Differences among other household types were not statistically significant.
- Female tenants (43.7 per cent) were more likely than males (34.5 per cent) to say that they would use a Google search for tenancy advice.
- Female tenants were more likely (50.1 per cent) to talk to family, friends and work colleagues for advice on tenancy issues than males (32.9 per cent).
- Male tenants (6.4 per cent) were more likely than female tenants (3.1 per cent) to say they would contact a politician for advice on tenancy issues.



## 5.2 Awareness of Tenancy Services

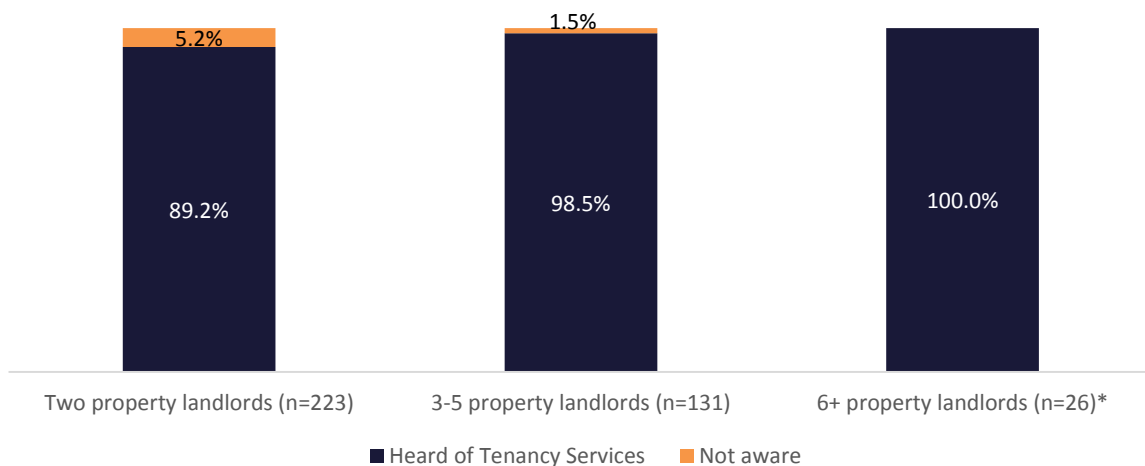
Consistent with the high prompted recognition of Tenancy Services above, when asked whether they had heard of Tenancy Services prior to the survey, most said yes although this was higher among landlords (92 per cent) than tenants (78.4 per cent). Among landlords, the more rental properties owned the more likely a respondent was to have heard of Tenancy Services (although the difference between those with three-five properties and those with six or more was not statistically significant). A higher proportion of multi-property landlords had a heard of Tenancy Services (96.7 per cent) than had single property landlords (90.9 per cent) and landlords with three or more properties were more likely to have heard of Tenancy Services than those with just two properties.

Figure 58. *Awareness of Tenancy Services "Had you heard of Tenancy Services, before this survey?"*



Base: All

Figure 59. *Awareness of Tenancy Services by number of properties "Had you heard of Tenancy Services, before this survey?"*

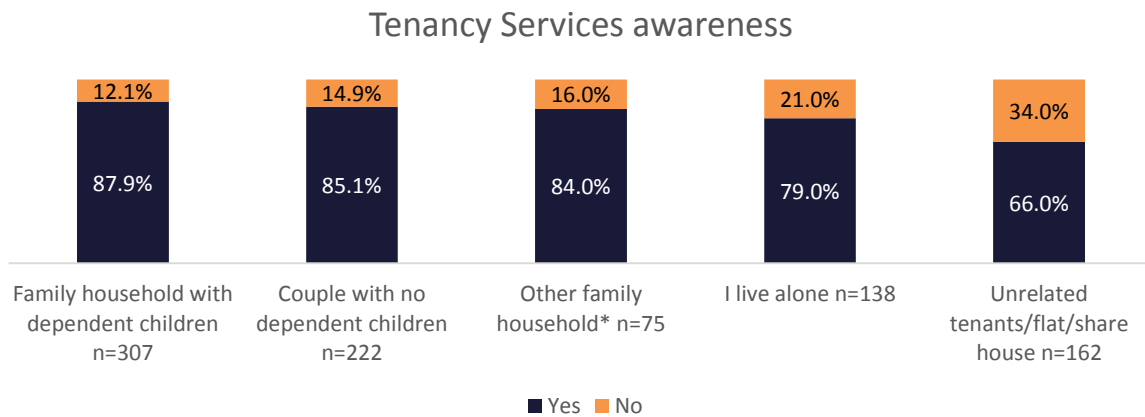


Base: Did not lodge bond with Tenancy Services

## Differences among tenants

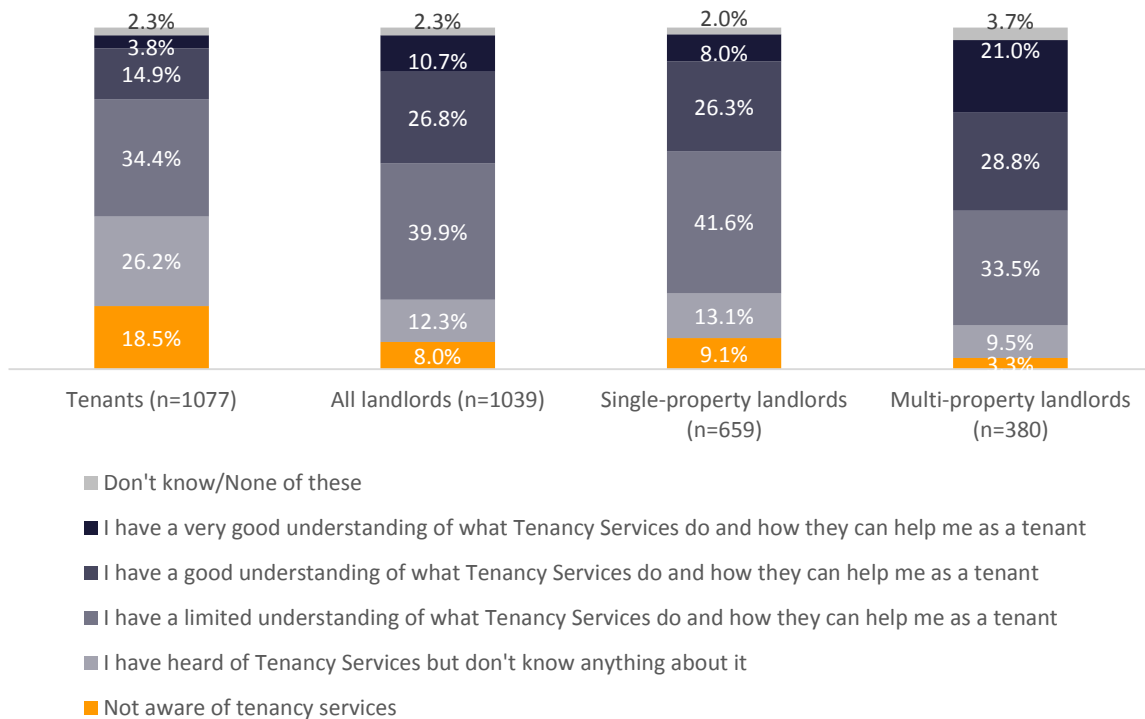
Families with dependent children were more aware of tenancy services than other household types while those in shared houses were less aware – other differences between household types were not statistically significant.

Figure 60. *Awareness of Tenancy Services by household type, tenants*



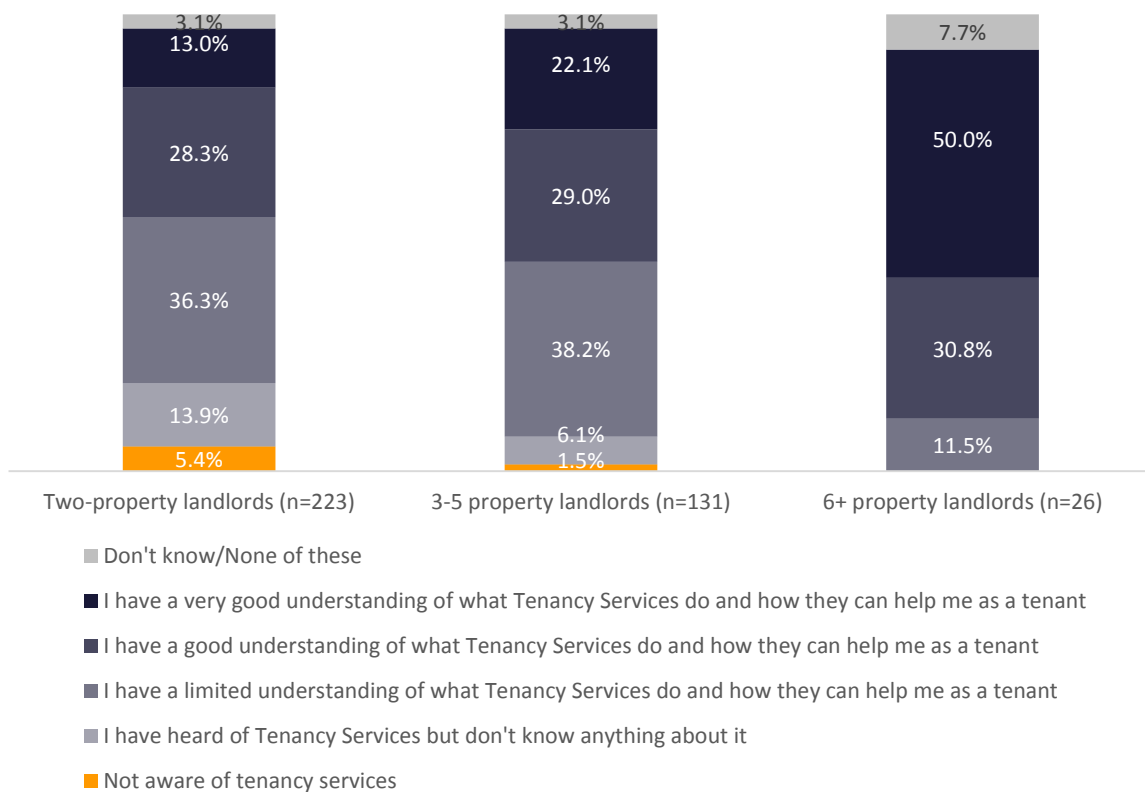
When those tenants who had heard of Tenancy Services were asked about their level of knowledge of the agency, they were much less informed (26.2 per cent of all tenants said they had heard of it but didn't 'know anything about it') than landlords (12.3 per cent of all landlords).

Figure 61. *Understanding of Tenancy Services*



Unsurprisingly, among landlords the more properties a landlord had the more likely they were to have a high level of knowledge of Tenancy Services. There is a positive correlation between the level of knowledge and the number of properties owned, ranging from 8 per cent of single property landlords claiming a 'very good understanding' to 50 per cent of landlords with six or more properties claiming this. This difference was statistically significant between each grouping by number of rental properties owned.

Figure 62. *Understanding of Tenancy Services by number of properties*

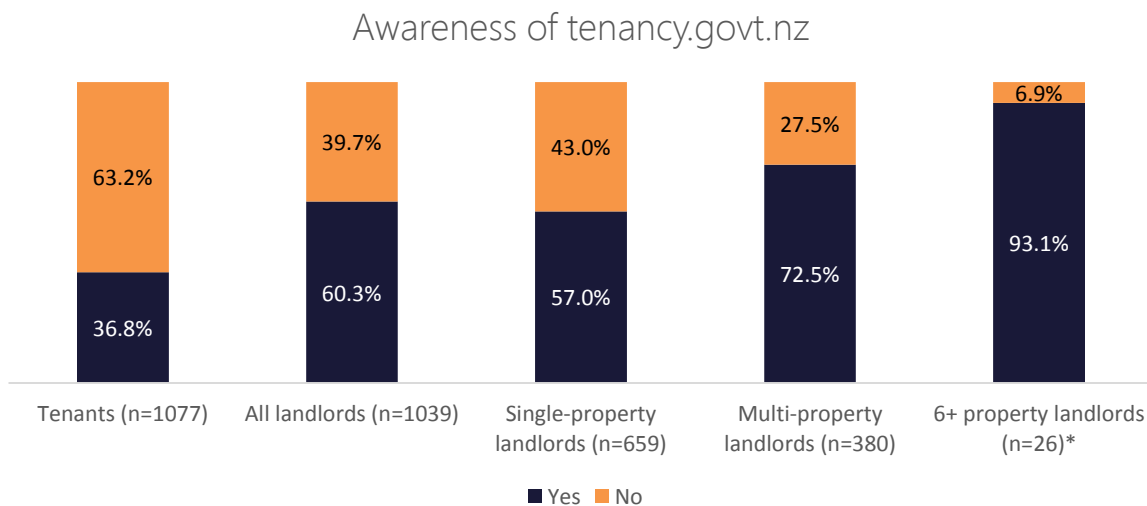


Base: All landlords

### 5.3 Awareness of tenancy.govt.nz

This pattern was similar for awareness of Tenancy Services website tenancy.govt.nz. Tenants were less likely than landlords to have been aware of this before the survey (36.8 per cent compared to 60.3 per cent for landlords). Single-property landlords were less likely to indicate they were aware of the website (57 per cent) than multi-property landlords (72.5 per cent). Landlords with six or more properties were the most likely to be aware of the site (93.1 per cent), although there was no statistically significant difference between landlords with two properties and those with three to five properties.

Figure 63. Awareness of tenancy.govt.nz

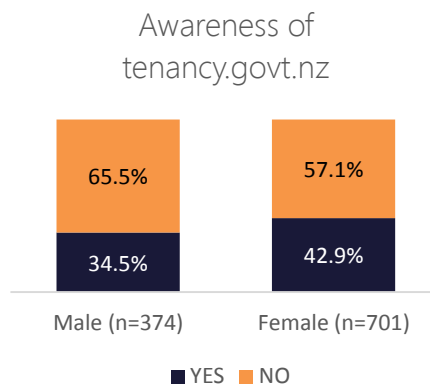


Base: All

#### Differences among tenants

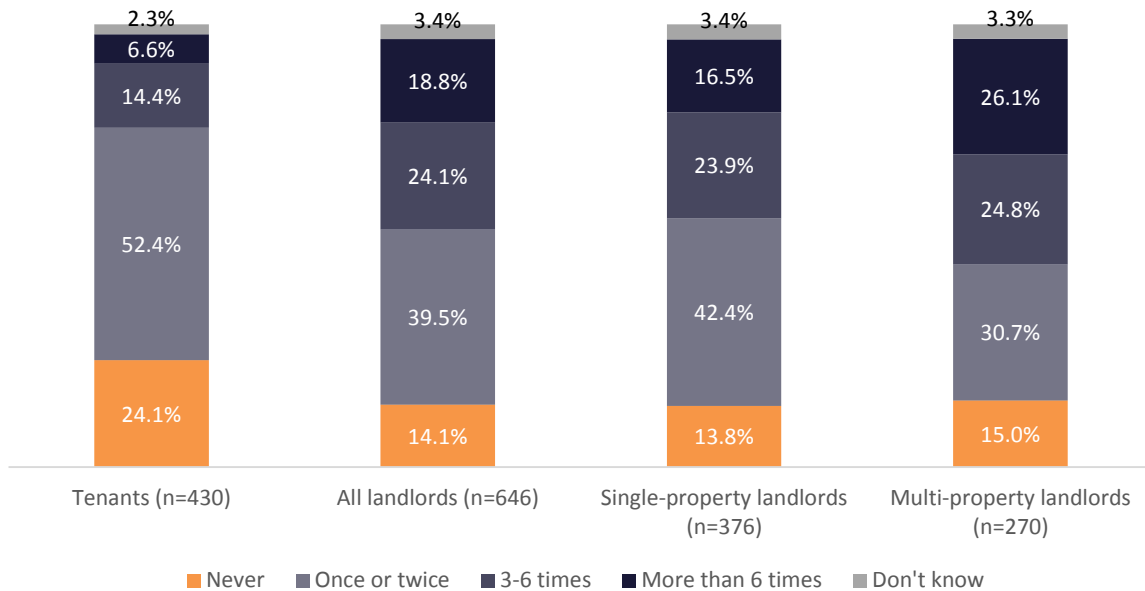
Female tenants (42.9 per cent) were more likely to be aware of the website tenancy.govt.nz than male tenants (34.5 per cent).

Figure 64. Awareness of tenancy.govt.nz



Of those that were aware of tenancy.govt.nz, tenants were least likely to have visited the site 3-6 times (14.4 per cent) or 6 times or more (6.6 per cent) and most likely to have never visited the site (24.1 per cent), compared to landlords.

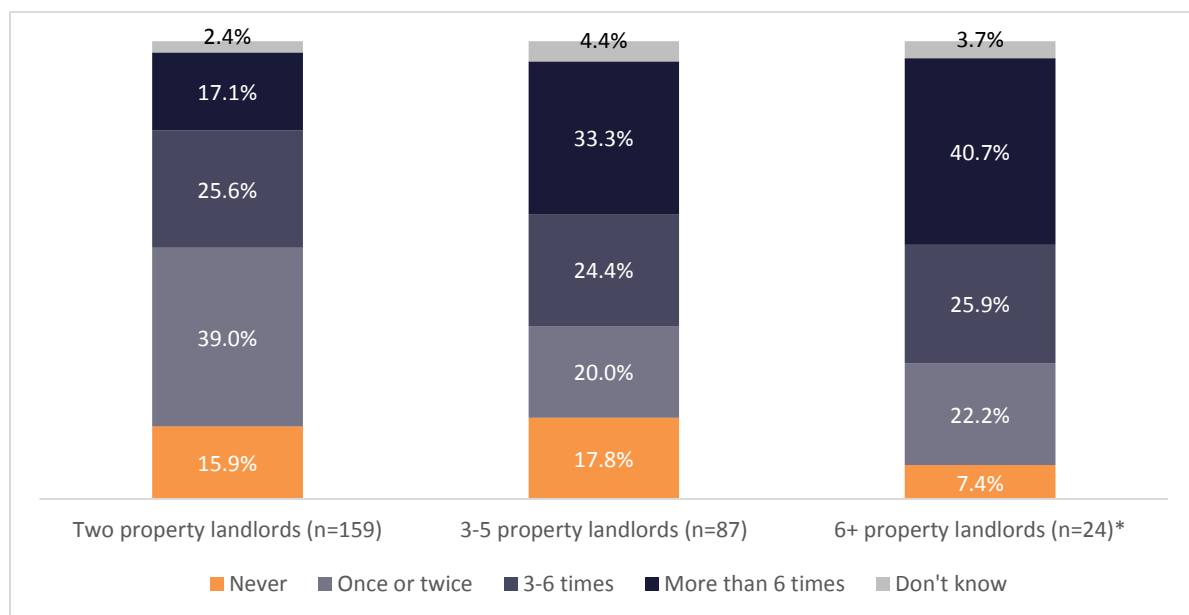
Figure 65. *Past use of Tenancy.govt.nz*



Base: Aware of Tenancy.govt.nz

Among landlords, the more rental properties owned, the more likely a respondent was to have visited the site six or more times although the difference was not statistically significant between those with three-five properties and those with six or more, given the small samples sizes.

Figure 66. *Past use of Tenancy.govt.nz by number of properties*



Base: Aware of Tenancy.govt.nz

Of those that said they had visited the website more than 'once or twice', tenants visited less often than landlords. Of tenants, 35.7 per cent said they visited less than once a year, while this was 29.3 per cent for landlords. Multi-property landlords were less likely to visit less than once per year (25.3 per cent) and more likely to visit the site more than twice a year (32.9 per cent) compared to single property landlords (30.9 per cent and 28.8 per cent respectively). Among multiple property landlords, the sample sizes were too small for meaningful comparisons.

Figure 67. *Frequency of use of Tenancy.govt.nz*

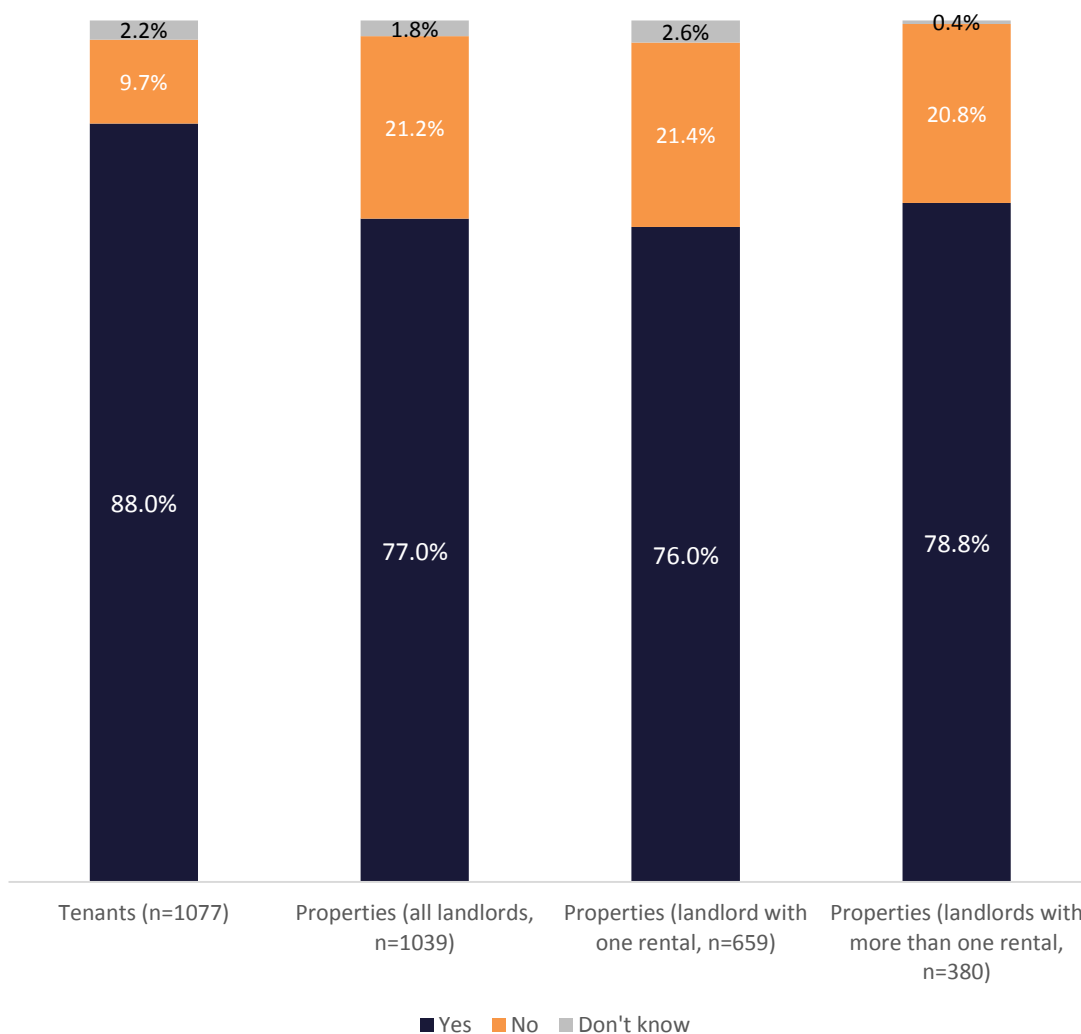


Base: Used Tenancy.govt.nz more than once or twice

## 5.4 Bond lodgment

Almost nine in ten tenants (88 per cent) said they had paid a bond in contrast to landlord responses which indicated these had been paid for only eight in ten (77 per cent) properties. Single property landlords were more likely to say a bond had not been paid than multi-property landlords (21.4 per cent of single landlord properties compared to 20.8 per cent of properties owned by landlords with more than one).

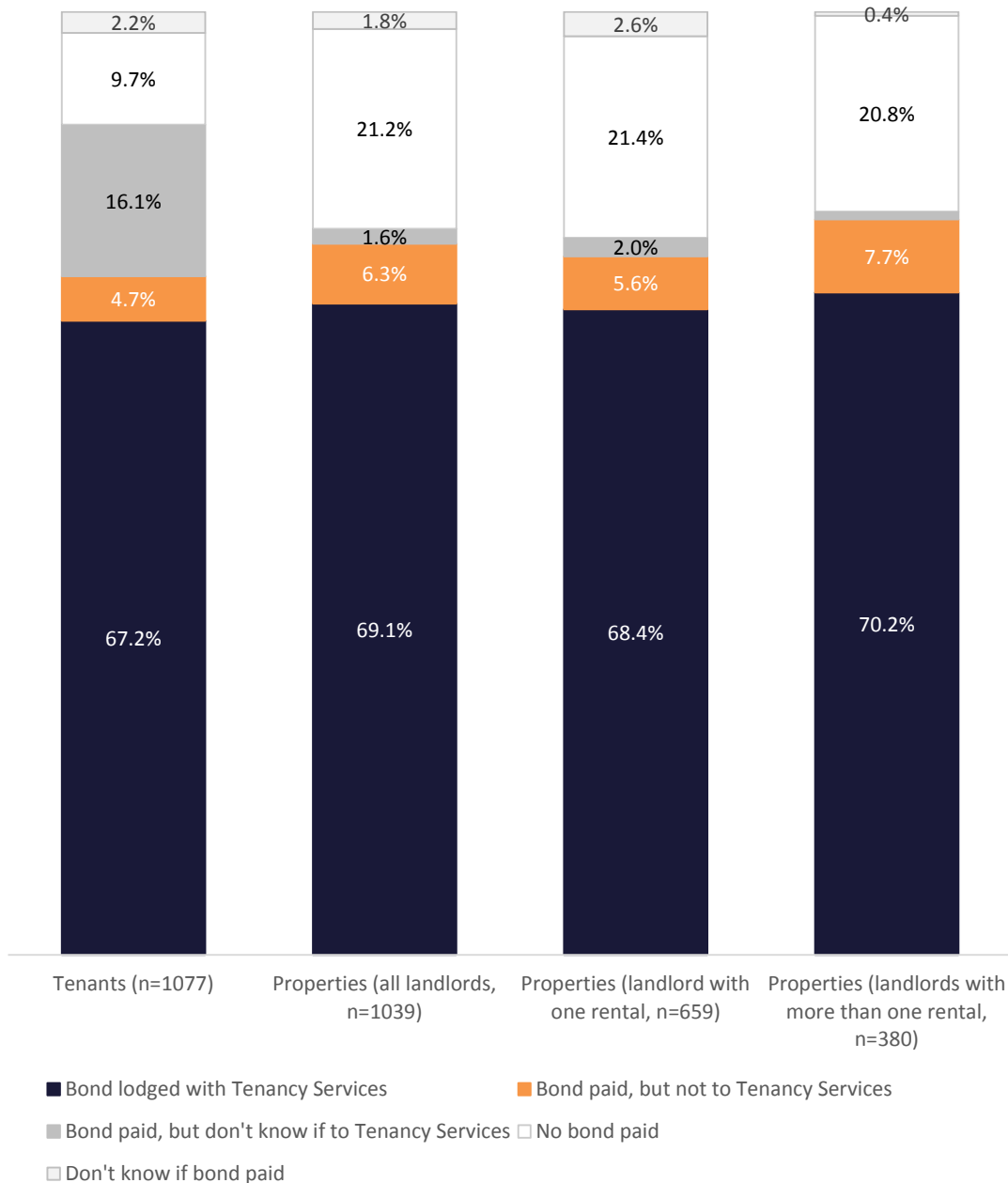
Figure 68. *Proportion that said bond had been paid for current tenancies*



Base: All

Of all tenants, around two thirds (67.2 per cent) said a bond was lodged with Tenancy Services, although 16.1 per cent did not know if this was the case and an additional 2.2 per cent were not sure whether bond was paid or not. By comparison, landlords indicated a slightly higher proportion of all properties had a bond lodged with Tenancy Services (69.1 per cent) and that two in every five properties (21.2 per cent) had no bond paid.

Figure 69. *Proportion of bonds lodged with Tenancy Services, all respondents*

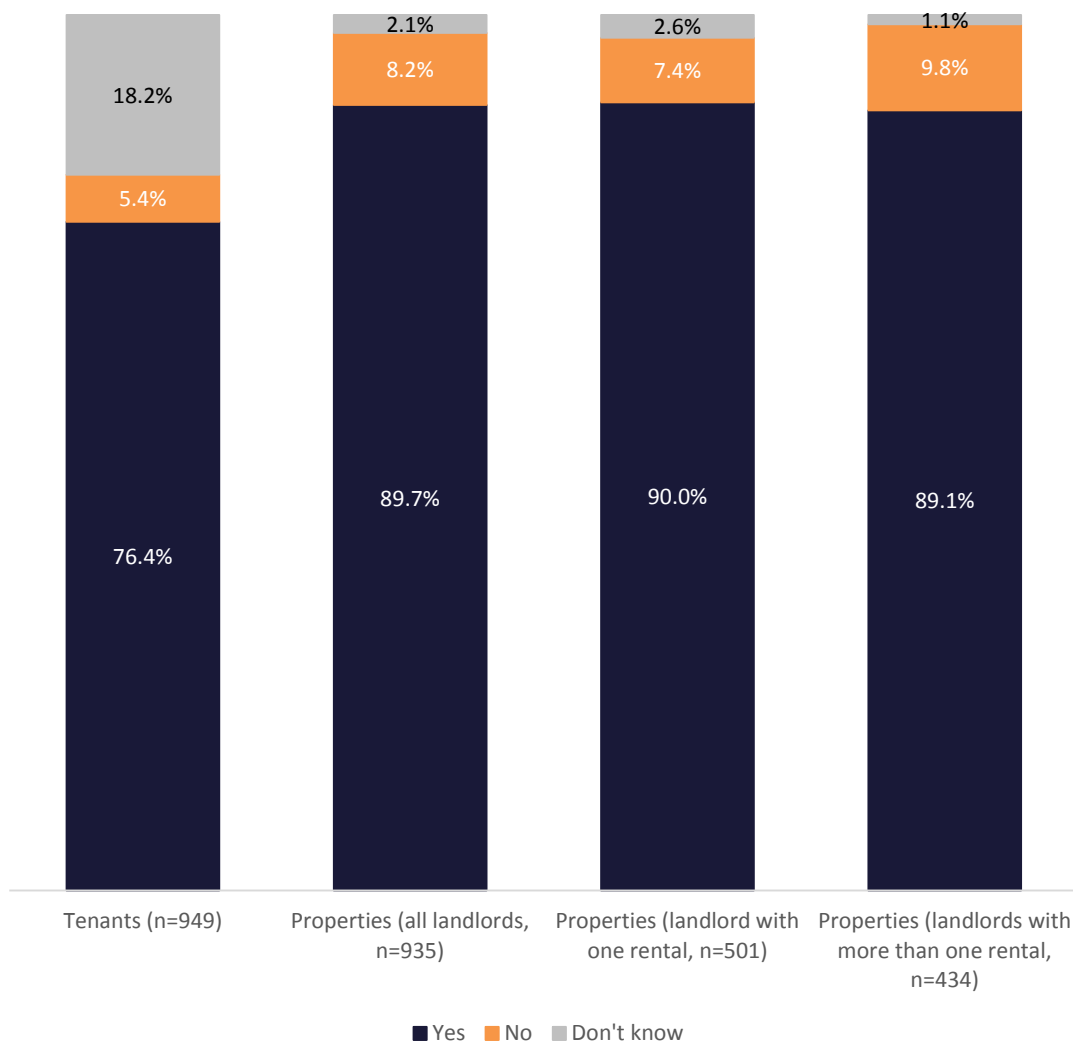


Base: All



Looking at just those properties where a bond was said to have been paid, three quarters of tenants (76.4 per cent) said this was lodged with Tenancy Services and nearly one in five (18.2 per cent) did not know whether it was lodged with Tenancy Services or not. Landlords were more confident on this question indicating the bond was lodged with Tenancy Services in 89.7 per cent of properties and not with Tenancy Services for 8.2 per cent of properties (with landlords saying don't know for 2.1 per cent of properties). Landlords with one property were more likely than multi-property landlords to not know the answer to this question (2.6 per cent of properties unknown compared to 1.1 per cent of properties owned by a landlord with multiple rental properties).

Figure 70. *Proportion of bonds lodged with Tenancy Services*



Base: Tenancies where bond has been paid

## 6 Appendix A

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### Coding

Respondents were asked for typed responses to the question “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 are 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	<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>

One landlord noted that their property was leased by Housing New Zealand and several other landlords stated Housing New Zealand as their response although it was not clear whether the latter were incorrectly referring to Tenancy Services or were also leasing their properties. These were all classified as 'Other govt department / government unspecified.