



9 February 2023

Hon Barbara Edmonds
Associate Minister of Housing
Parliament Buildings

Tēnā koe Minister,

Congratulations on your appointment as Associate Minister of Housing.

Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development is the government's primary advisor on housing and urban development. We provide advice on policy and legislation, collect and share data and insights to inform decisions, fund a range of programmes to deliver more housing and urban development where it is most needed, regulate community housing providers, and monitor Kāinga Ora – Homes and Communities and Tāmaki Regeneration Company.

The enclosed presentation provides you with a high level overview of the housing and urban development systems. Once your portfolio delegations are confirmed, we will discuss with you what further information on more detailed areas would best support you over the next few weeks.

We look forward to working with you.

Ngā mihi



Andrew Crisp
Chief Executive

[UNCLASSIFIED]



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

Introduction to housing and urban development

February 2023



Our purpose – He kāinga ora, he hāpori ora

Thriving communities where everyone has a place to call home

There are long-standing challenges in the housing system.

- Our cities have been poorly planned and haven't responded to population growth and demographic changes. We haven't built enough houses that are well connected to jobs, schools, and health services.
- A lack of investment in new infrastructure to support new housing development, has meant housing supply has not kept up with demand.
- Strong growth in house prices relative to rents over the last 20 years has been driven by low interest rates, tax settings, and restrictions on the supply of land. As a result, housing has become unaffordable for many.
- We see deepening inequalities – particularly for Māori, Pacific peoples, and young people, and too many people living in crowded homes, homeless, and in need of support.
- Our context and environment continue to change. The system needs to be resilient and adaptive to respond to significant challenges, including climate change, ongoing growth in our urban centres and an ageing society.

However, we now have a better understanding of those challenges, and are leading long-term change while helping people and communities now to meet their immediate needs.

- We're looking at what's needed across the board to help agencies and communities work together. This means building and construction, transport and infrastructure, social support services and our education and health systems working towards a common goal.
- For the first time, we have a long-term plan. The Government Policy Statement on Housing and Urban Development and MAIHI Ka Ora – the National Māori Housing Strategy together provide a shared vision and direction for housing in Aotearoa New Zealand.
- We know that a one-size-fits-all approach to housing and urban development doesn't work, we need tailored solutions so are taking a place-based approach.





There's a long way to go, but we have momentum

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| <p>1. We have the biggest build programme in generations</p> <ul style="list-style-type: none">○ 18,000 extra Public and Transitional homes by 2024, 15,570 added since October 2017○ 268 Progressive Home Ownership homes○ 15,501 Government-funded builds (Public, Transitional, KiwiBuild, Market) since June 2017○ 49,538 new building consents in the year ended December 2022, up 1.1 percent from the year ended December 2021 | <p>2. We're investing in infrastructure to develop build-ready land for thousands more affordable homes</p> <ul style="list-style-type: none">○ The \$3.8 billion Housing Acceleration Fund for infrastructure○ The \$1 billion Infrastructure Acceleration Fund for projects across Aotearoa○ The \$2 billion Kāinga Ora land programme to purchase land for affordable housing○ \$350m Affordable Housing Fund investment for homes in locations facing the biggest housing supply and affordability challenges○ \$730m to support Māori housing - to build 1,000 homes, infrastructure for 2,700 new homes, repair 700 homes | <p>3. We're working with others across the housing and urban development system to join up and plan better</p> <ul style="list-style-type: none">○ The GPS-HUD and MAIHI Ka Ora provide a long-term vision for housing in Aotearoa New Zealand for the first time○ Supporting RMA reform and government's response to climate change○ Enabling greater density - Medium Density Residential Standards○ Supporting the construction sector - Construction Sector Accord - speeding up planning and consenting processes | <p>4. We're taking a place-based and MAIHI approach to improving housing</p> <ul style="list-style-type: none">○ Investing in areas where the market has not delivered affordable housing○ Six urban growth partnerships○ Place-based partnerships in Rotorua and Hastings |
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Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

About the housing and urban systems

February 2023

Te Kāwanatanga o Aotearoa
New Zealand Government



The GPS-HUD sets long-term direction for the system

The GPS-HUD was published in September 2021 and is a multi-decade system strategy that acts as an anchor from which aligned and consistent decisions can be made. This is the first time we have a shared strategy that sets out direction for the system.

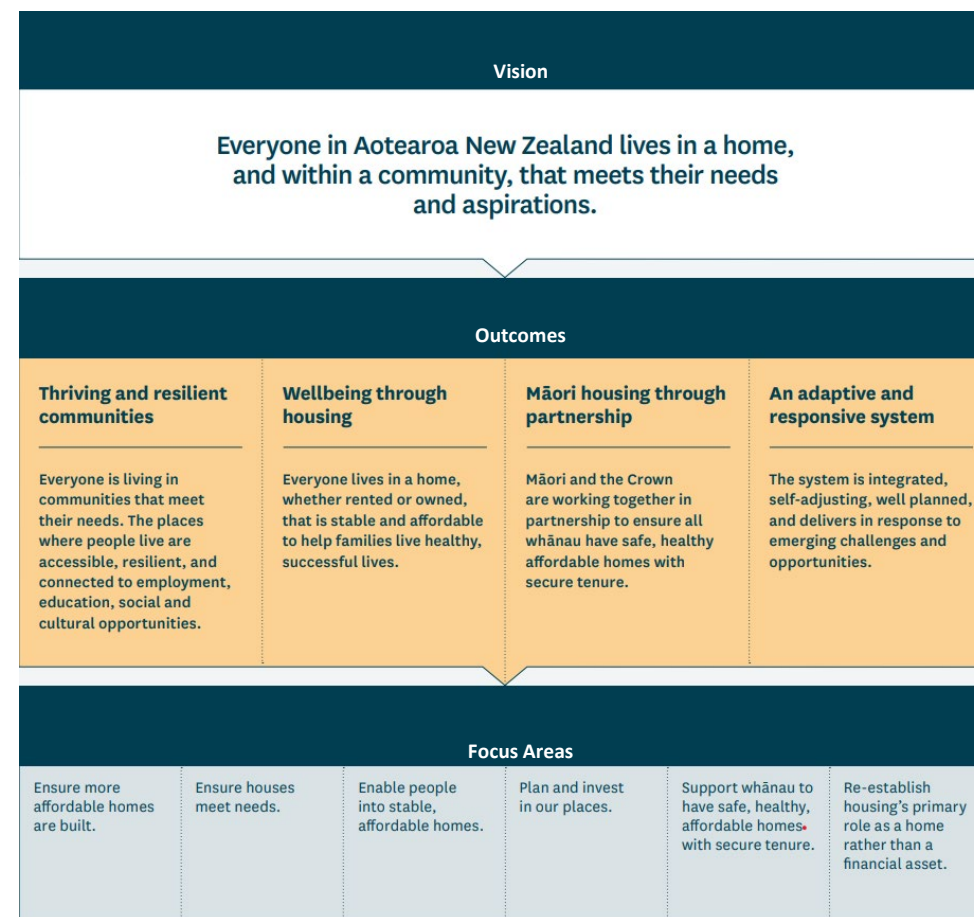
The Government expects all agencies to help implement the GPS-HUD, and to consider how they can shift and align their policy and investment to support it, while also delivering on their core roles.

The GPS-HUD also gives the wider system visibility of how government intends to work and focus its energy and resources. It helps align and enable the different players to contribute to the best of their ability as we set about improving our housing and urban outcomes together.

For non-government organisations, the GPS-HUD provides important context to inform how they might wish to shift their own operations to respond to this direction independently, or in partnership with Government and each other.

Kāinga Ora, as the Crown's public housing provider and urban development agency, must give effect to the GPS-HUD.

The GPS-HUD is required to be reviewed every three years.



Implementing the GPS-HUD identifies where we'll focus in the near term

The GPS-HUD sets a long-term direction that we are working towards.

It's not possible to realise the outcomes we want to see all at once, so we need to carefully plan and prioritise.

Implementing the GPS-HUD, published in September 2022, translates the 30-year vision for housing and urban development set out in the GPS-HUD into a near-term implementation strategy that government will lead over the next few years.

It provides more information about the actions, roles and responsibilities for delivering the change required to realise the outcomes we want to see. It strikes a balance between working towards resolving long term issues and responding to current challenges.

That isn't to say that there won't be other things that we will do and are already doing. However, progressing the key actions, alongside partners and other stakeholders, will ensure we move as quickly as possible towards realising the GPS-HUD and the outcomes we want to see.



MAIHI Ka Ora provides strategic direction for the Māori housing system

MAIHI Ka Ora has a shared vision for the Māori housing system that “all whānau have safe, healthy, affordable homes with secure tenure, across the Māori housing continuum”.

It takes Te Maihi o te Whare Māori – Māori and Iwi Housing Innovation Framework for Action (MAIHI Framework for Action), which drives a whole of system approach, and elevates it to provide the strategic direction for the whole Māori housing system.

MAIHI Ka Ora breaks down the problems facing Māori housing, puts in place actions that will help solve those problems, and timeframes to make sure we get the work done to improve housing outcomes and wellbeing for whānau.

It has been co-designed with Māori in the housing sector.

It demands that both Māori and the Crown work together in genuine partnership over the next 30 years to achieve our shared vision.

In partnership with Māori, we have identified the immediate and short-term challenges facing Māori housing, including a lack of supply of quality affordable housing for Māori whānau to rent or own.

To ensure that our strategy addresses these challenges as well as working for long-term change, we have identified six priorities and corresponding goals that will help us progress to our overall vision.

Shared Priorities	Ultimate Goals
MĀORI CROWN PARTNERSHIPS	To work in partnership where the Crown and Māori achieve balance through a collaborative work programme that strengthens housing solutions for whānau.
MĀORI-LED LOCAL SOLUTIONS	Māori leading and providing local housing solutions to whānau.
MĀORI HOUSING SUPPLY	The number of Māori owned homes, Iwi and hapū owned houses can meet the housing needs of all Māori.
MĀORI HOUSING SUPPORT	Whānau have better access to effective support that is ‘fit for purpose’ and enables them to attain and maintain their preferred housing option.
MĀORI HOUSING SYSTEM	The system supports Māori to accelerate Māori-led housing solutions.
MĀORI HOUSING SUSTAINABILITY	Whānau are supported to achieve mana-enhancing housing solutions on their whenua. Māori are able to sustain a connection to their own land through housing and their housing is innovative and responsive to the impacts and effects of climate change.

The MAIHI Ka Ora Implementation Plan identifies where we'll focus in the near term, for the Māori housing system

The MAIHI Ka Ora Implementation Plan focuses on the steps we need to take in the near-term to bring us closer to achieving the vision set out in MAIHI Ka Ora.

The Implementation Plan has been co-designed with our Māori partners. We have worked with Te Puni Kōkiri, iwi, hapū and Māori organisations to take the aspirations of MAIHI Ka Ora and develop a plan that shows how we can partner to turn those aspirations into better housing outcomes for whānau

The Implementation Plan:

- identifies specific actions and key deliverables that will contribute to achieving a MAIHI Ka Ora priority
- indicates the lead agency responsible for bringing together the right agencies and organisations to deliver that action
- shows how these actions are grounded by the principles set out in the MAIHI Framework for Action
- states how success will be measured, and
- assigns a timeframe for delivery.

We intend to review MAIHI Ka Ora and the Implementation Plan every three years, at the same time as the GPS-HUD.



Our approach to working with Māori is led by the MAIHI Framework for Action

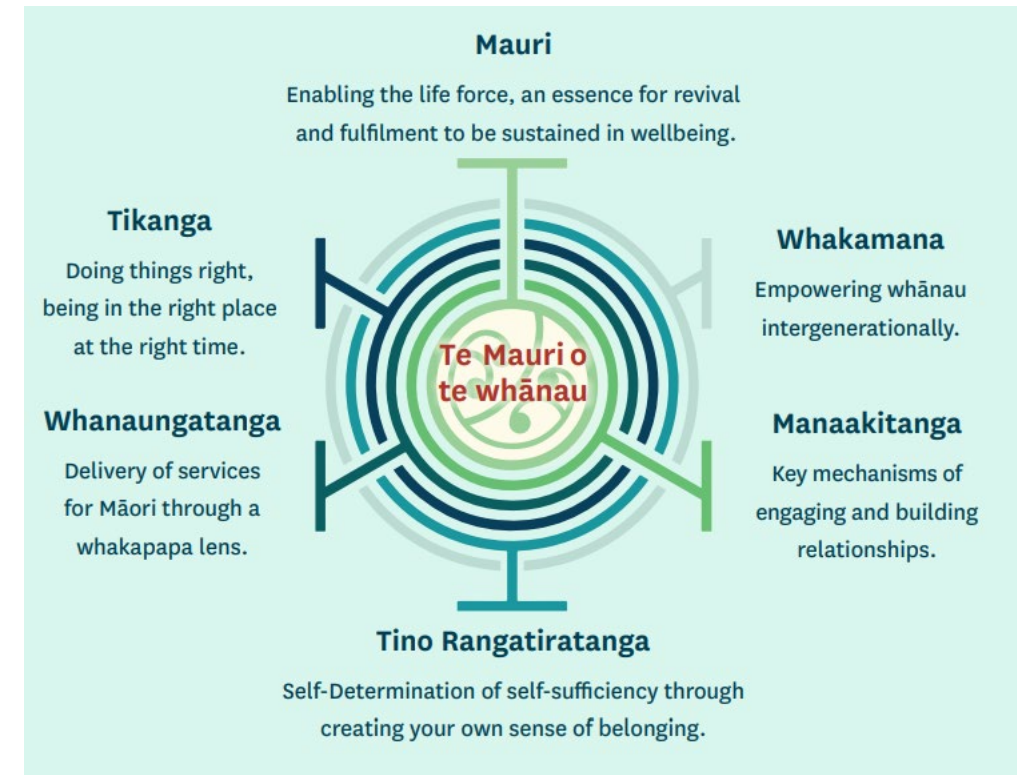
MAIHI puts Māori at the heart of Aotearoa's housing approach, acknowledges the history of Māori housing and responds to Māori needs through kaupapa Māori approaches.

The four main components of MAIHI are:

- The MAIHI Framework for Action
- MAIHI Ka Ora – the National Māori Housing Strategy
- MAIHI Implementation Plan
- MAIHI Partnerships Programme

MAIHI is not just about what we deliver in the Māori housing sector – but how we deliver.

The MAIHI Framework for Action was developed with key partners from across the Māori housing community. It aims to reshape the housing system, putting Māori at the centre.



We take a place-based approach

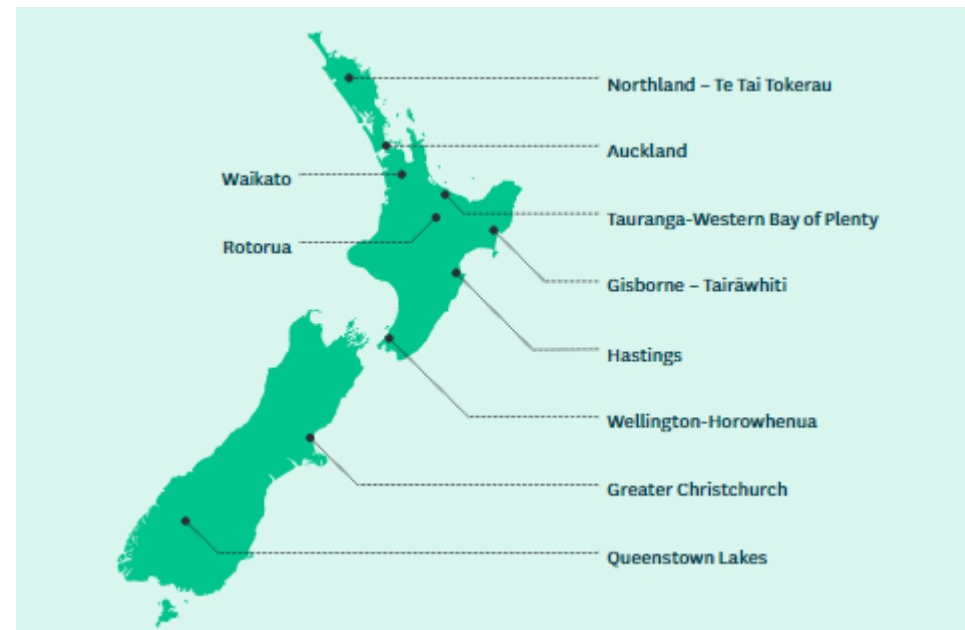
Place-based approaches enable communities to access and develop housing and urban solutions that work for them in each place. Solutions are developed collaboratively and are targeted to meet their needs.

Place-based partnerships provide a way for central government and local partners to decide how working together can address the housing and urban challenges in their community. All our partnerships apply a Kaupapa Māori lens to deliver solutions that are relevant to, and co-delivered by, Māori.

Through our partnerships we consider how we can support:

- Māori-led solutions
- People at risk or experiencing homelessness
- Better planning
- Liveable and resilient cities
- Investment in infrastructure
- Affordable houses.

We have ten partnerships in areas of high and complex need. Government also provides housing and support services and works with stakeholders and partners right across Aotearoa New Zealand.





Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

About the Ministry of Housing and Urban Development

February 2023

Te Kāwanatanga o Aotearoa
New Zealand Government



Te Tūāpapa Kura Kāinga – The Ministry of Housing and Urban Development

HUD is here to support you to deliver on your critical priorities.

Our role helps achieve the long-term vision for the system. We ensure all parts of the housing and urban development systems are working well and ensure outcomes are being realised by working together with others to enable, catalyse and deliver change.

We do this to achieve our purpose: **He kāinga ora, he hapori ora – thriving communities where everyone has a place to call home**. We are guided by MAIHI and our place-based approach.

We collaborate and influence across the system and partner with iwi and Māori, in accordance with the principles of Te Tiriti o Waitangi, to work towards the direction provided by the GPS- HUD and MAIHI Ka Ora.

There are six key elements to fulfilling our role:

- Grow understanding of the system
- Understand what's happening now and identify future trends
- Help focus effort across the system
- Ensure the right settings, tools and funding are in place
- Enable and ensure delivery
- Drive action through collaboration and partnership.

HUD currently has over 30 appropriations to enable us to fulfil our role as system leaders. Over the next five years we are appropriated to spend over \$20 billion on housing supply and services. A considerable portion of this spend is in public housing but more recently we have received significant capital investment to increase the housing supply across all spectrums.

HUD's Senior Leadership Team



Andrew Crisp
Chief Executive

s 9(2)(a)



Kararaina Calcott-Cribb
Deputy Chief Executive,
Tumuaki Te Kāhui – Māori Housing

s 9(2)(a)



Ben Dalton
Deputy Chief Executive
Place

s 9(2)(a)



Jo Hogg
Deputy Chief Executive
System Delivery and Performance

s 9(2)(a)



Pip Fox
Deputy Chief Executive
Intelligence and System Direction

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Anne Shaw
Deputy Chief Executive
Solutions Design and Implementation

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Brad Ward
Deputy Chief Executive
Organisational Performance

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Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

Associate Minister of Housing: Overview of portfolio and delegations

February 2023

HUD2023-001743



Your proposed delegated responsibilities

Housing for Pacific People

- Including implementation of Fale mo Aiga – Pacific Housing Strategy.

Residential tenancy matters

- All matters relating to residential tenancies including legislation (Residential Tenancies Act 1986) and regulation reform and tenancy disputes and resolution.

A range of other related tenancy and tenure matters

- Including the Unit Titles Act 2010 and the Retirement Villages Act 2003.



Housing for Pacific People



Housing for Pacific People

As the Associate Minister of Housing, your proposed delegations include:

- Responsibility for housing responses for Pacific people, including responsibility for tailored housing responses to meet the particular needs of Pacific people.
- Responsibility for the implementation of Fale mo Aiga – Pacific Housing Strategy, in particular the Kāinga Ora – Homes and Communities (Kāinga Ora) and Te Tūāpapa Kura Kāinga targets within the strategy.

Pacific housing statistics:

Homelessness	Public Housing	Overcrowding	Private Rental	Unhealthy Homes	Home Ownership
<ul style="list-style-type: none"> • 24% of households experiencing severe housing deprivation identify as Pacific peoples, six times the rate of New Zealand Europeans. • 11% of households in emergency housing identify as Pacific peoples (HUD, March 2022). 	<ul style="list-style-type: none"> • 26% of households living in public housing identify as Pacific peoples (MSD, March 2022). • 12% of those on the housing register identify as Pacific peoples (HUD, March 2022). 	<ul style="list-style-type: none"> • 39% of Pacific peoples living in private homes are in crowded conditions, compared with 21% of Māori and 11% of New Zealanders. • Around 46% of Pacific peoples aged 15-24 live in a crowded house. 	<ul style="list-style-type: none"> • More than 64% of Pacific households rent their home, compared to 32% of New Zealand. 	<ul style="list-style-type: none"> • 46% of Pacific peoples live in damp housing, compared to 40% of Māori and 21% of New Zealand Europeans. • 42% of Pacific peoples live in homes with visible mould, compared to 33% of Māori and 17% of New Zealand Europeans. 	<ul style="list-style-type: none"> • 21% of Pacific households own their home, compared to 31% of Māori and 60% of New Zealand Europeans.

Fale mo Aiga | Pacific Housing Strategy 2030

- Fale mo Aiga has a shared vision that “Pacific peoples own and live in affordable quality, fit for purpose homes that enhance their wellbeing”.
- Developed collaboratively by Te Manatū mō ngā Iwi ō Te Moana-nui-ā-Kiwa - Ministry for Pacific Peoples (MPP), Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development (HUD), and Kāinga Ora – Homes and Communities (Kāinga Ora).
- Fale mo Aiga supports a coordinated and deliberate housing system response to the significant and disproportionate the current housing environment has on Pacific Peoples.



▼▼▼ Outcomes |

- | | | | | | | |
|---|----|--|----|---|----|--|
| <ul style="list-style-type: none"> • A joined-up, well-functioning and culturally responsive housing system • A strong Pacific housing sector supporting Pacific peoples across the housing continuum | ▶▶ | <ul style="list-style-type: none"> • Pacific Peoples, including youth, elderly, women, and those with disabilities are prioritised and supported through government housing initiatives | ▶▶ | <ul style="list-style-type: none"> • Affordable, quality, fit-for-purpose, healthy homes • Increased home ownership • Security of tenure | ▶▶ | <ul style="list-style-type: none"> • Employment and investment in Pacific communities through social procurement • Intergenerational wealth transfer |
|---|----|--|----|---|----|--|

Fale mo Aiga | Action Plan 2030

- The Action Plan component of Fale mo Aiga includes seven initiatives the lead agencies will deliver on across the four priorities identified in the strategy. Each initiative includes short and medium – long term actions and targets. The short-term targets (2020/21 – 2023/24 FY) focus on implementing and embedding the necessary enablers for subsequent actions.

Te Tūāpapa Kura Kāinga & Kāinga Ora priorities, short-term actions and targets for 2020/21 – 2023/24 FY

Priority 1

Build intergenerational Pacific wealth through home ownership

Actions

Support Pacific peoples to achieve home ownership

Lead Agency

HUD / Kāinga Ora

Short term actions and targets (2020/21 - 2023/24)

- Increase Pacific peoples' access to home ownership through Progressive Home Ownership, First Home Loan, First Home Grant, First Home Partner and KiwiSaver First-Home Withdrawal programmes.

Priority 3

Develop and grow the Pacific housing sector

Actions

Support the development of Pacific organisations to deliver housing and support services

Lead Agency

HUD

Short term actions and targets (2020/21 – 2023/24)

- Grow the capability of Pacific organisations to deliver and support a range of housing support services including social, transitional and emergency housing, Sustaining Tenancies, Housing First, and progressive home ownership

Priority 4

Influence and strengthen the housing system to improve housing outcomes for Pacific peoples

Actions

Strengthen leadership and influence government strategies, policies and programmes.

Lead Agency

MPP / HUD / Kāinga Ora

Short term actions and targets (2020/21 – 2023/24)

- Improvement in Pacific housing statistics and experiences of Pacific peoples across the housing continuum.
- Improvement in Lalanga Fou wellbeing outcomes for Pacific peoples through housing.

Residential tenancies and other tenure related areas



Rental market overview

Today, more Kiwis are renting for longer, or for life – nearly one third of New Zealand households live in rental accommodation. Māori and Pacific People are disproportionately represented as renters.

Overall, rents remain a strong component of inflation figures (CPI). After a period of strong price growth, primarily driven by high household demand relative to supply and strong wage growth, increases of rent prices for new tenancies are flattening at a national level.

Strong construction activity, previous net migration losses, and rises in rental listings from the soft housing market are likely to have put downward pressure on rent prices in the main urban areas of Auckland and Wellington.

However, smaller provincial areas and the Canterbury region continue to have stronger growth, likely as new supply has not kept up with internal migration. This will particularly impact prices and availability for low-income renters.

A slowdown in the construction sector due to markedly reduced demand is expected. Rental markets in some provincial areas could be more heavily affected by reduced activity adding to rental pressures. While the full extent is yet to be seen, rental stock in areas affected by recent adverse weather events may reduce stock and put upward pressure on prices, but it is too early to assess the scale of any impact.

Potential net immigration increases may impact Auckland rental demand, as the traditional migration gateway. Any significant loss of rental stock because of recent flooding may mean rental supply is constrained in the short-term.

Demand from all buyer types is down as property sales are significantly lower than in previous years. Investor share of remaining activity has fallen slightly, following a pattern seen in previous downturns.

Rent prices for new tenancies – annual change in the year to January 2023 *Rental Price Index – Stats NZ*

New Zealand	2.8%
Auckland	3.1%
Wellington	0.3%
Rest of North Island	2.9%
Canterbury	6.5%
Rest of South Island	4.6%

Regular reporting you will receive:

Housing Market Update - Monthly summary of trends and outlook for rental and housing markets and construction.

Summaries and Context Sheet - Collation of key data releases and numbers; house and rent prices, building consents etc.

Change in Housing Affordability Indicators (CHAI) - Quarterly series showing regional affordability of renting, saving for a deposit, and servicing a mortgage over time. Published on HUD's website.

Legislation you are responsible for

Residential Tenancies Act 1986 (RTA)

The RTA regulates residential tenancies. Recent amendments to the Act have included improving security of tenure for tenants, limiting rent increases to once per year, modernising the compliance and enforcement provisions, and banning letting fees and landlord-initiated rent bidding. The associated regulations include:

- **Residential Tenancies (Healthy Homes Standards) Regulations 2019:** The Healthy Homes Standards introduce specific and minimum standards for heating, insulation, ventilation, moisture and drainage, and draught stopping in rental properties.
- Recent regulations setting evidence requirements for **family violence and physical assault provisions**.
- The Act also provides for regulations to be made in relation to **methamphetamine contamination** in rental properties.

Unit Titles Act 2010 (UTA)

The UTA provides a legal framework for the ownership and management of unit title developments and is jointly administered by HUD, the Ministry of Justice and Land Information New Zealand.

Retirement Villages Act 2003 (RVA)

The RVA protects the interests of residents and intending residents. The Act and associated regulations were intended to enable retirement villages to develop under a simple legal framework that is easy for residents, intending residents, and village operators to understand. The Act also gives powers and duties to the Registrar of Retirement Villages and the Retirement Commissioner.

The tenancy and tenures systems operate across multiple agencies and authorities

Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD)

- Has policy responsibility for and administers: the Residential Tenancies Act 1986, the Unit Titles Act 2010, and the Retirement Villages Act 2003 and the regulations associated with these acts. This includes responsibility for general residential tenancy issues. HUD also leads policy work on the Residential Property Managers Reform Bill.

The **Real Estate Authority** regulates the real estate industry and will have its mandate extended to regulate the residential property management industry under the proposed regime to regulate residential property managers. It is a Crown entity monitored by the Ministry of Justice.

The **Office of the Retirement Commissioner** is responsible for monitoring the effectiveness of the retirement villages legal framework, promoting education on retirement villages, flagging issues within the sector, overseeing the disputes panel system, and reporting on sector trends.

The Ministry of Business, Innovation and Employment (MBIE)

- Has operational responsibility for the Residential Tenancies Act 1986 and the Unit Titles Act 2010. MBIE delivers a range of critical functions and services under these Acts to ensure a well-functioning housing and tenancy regulatory system, and support tenants, landlords and property managers to know their rights and do the right thing.

The **Tenancy Tribunal** hears disputes about tenancies and unit titles. The Tribunal has administrative support from **MBIE** and the **Ministry of Justice**.

Land Information New Zealand administers part of the Unit Titles Act relating to land titles.

Key policy projects (HUD)



Residential Property Managers

Description

The regulation of residential property managers will introduce compulsory registration and licensing, training and entry requirements, industry practice standards, and a complaints and disciplinary process.

Progress in the last year

Public consultation on the regulatory regime was held from February to April 2022 and Cabinet agreed to develop new legislation for the regulatory regime in October 2022. Drafting instructions for new legislation were provided to PCO in December 2022.

Next steps

Officials are working with PCO to draft a Bill. A briefing seeking Ministerial agreement to detailed policy issues for the regime will be provided to you s 9(2)(f)(iv). Further issues may arise at Select Committee.

Healthy Homes Standards (HHS)

The HHS introduce specific and minimum standards for heating, insulation, ventilation, moisture ingress and drainage, and draught stopping in rental properties.

In May 2022, the Government amended some of the HHS, including the heating standard. In November 2022, the Government extended the HHS compliance timeframes for private landlords and Kāinga Ora and Community Housing Providers.

s 9(2)(f)(iv)

Methamphetamine Regulations

There are two 'acceptable' levels of meth contamination in use, but neither is legally binding. Regulations will provide certainty about what to do when rental premises are contaminated with meth residue.

Cabinet agreed to release the consultation document in November 2022. Public consultation on proposals for regulations is underway. Consultation closes on 10 March 2023.

After submissions close, officials will prepare a summary of submissions and recommend any changes to the proposals to you s 9(2)(f)(iv). Subject to your decisions, officials will seek a cost benefit analysis of the preferred option and develop a regulatory impact statement and Cabinet paper, s 9(2)(f)(iv).

Key policy projects (HUD)



Retirement Villages Act Review

Description

The review will consider whether the Retirement Villages Act 2003 (RVA), associated Codes and Regulations remain fit for purpose.

Progress in the last year

In December 2022, Minister Woods agreed to the scope for the review of the RVA, and the timeline for the discussion document, which is to be released September 2023. The scope and timeline were publicly announced.

Next steps

s 9(2)(f)(iv)



Unit Titles Amendment Act

The Unit Titles Amendment Act, a Member's bill, was passed in May 2022. The Amendment Act aims to improve transparency and strengthen rules around duties and expectations of bodies corporate.

A commencement order was made in October 2022, which sets out the dates that various provisions in the Amendment Act will come into force. Work began on the development of three sets of outstanding regulations.

Officials are working on advice on the three sets of regulations required. s 9(2)(f)(iv)



Family Violence and Physical Assault Regulations

The regulations prescribe qualifying evidence and other operational settings to support victims of family violence to end a tenancy at two days' notice, and landlords to terminate a tenancy where an assault charge has been laid.

This project is complete. Regulations were made setting evidence requirements for family violence and physical assault provisions.

Not applicable.

Key stakeholders



General residential tenancy issues



Residential Property Managers



Healthy Homes Standards (HHS)

Sustainability Trust,
Community Energy Network,
Green Building Council

BRANZ, local councils,
Master Builders Association



Methamphetamine Regulations

NZ Drug Foundation

Methamphetamine testers
and decontaminators

Insurance Council New
Zealand (ICNZ)



Retirement Villages Act Review

Retirement Villages
Residents Association
(RVRANZ)

Consumer NZ

Retirement Villages
Association (RVA)

Te Ara Ahunga Ora –
Retirement Commission
(TAAORC)



Unit Titles Amendment Act

Unit Titles Working Group,
which includes unit titles
specialist lawyers and body
corporate managers

Body Corporate Chairs
Group (BCCG)

Common Stakeholders

Renters United, Community Law, and Citizens Advice Bureau (CAB)

New Zealand Property Investors Federation (NZPIF), Real Estate Institute of New Zealand (REINZ), and the Residential Property Management Association of New Zealand (RPMA)

Community Housing Aotearoa (CHA) and Te Matapihi.

Tenancy Services, MBIE



How MBIE assists you

MBIE assists you in fulfilling your responsibilities within the Housing portfolio through its regulatory stewardship responsibilities and role as the central regulator for the residential tenancies and unit titles sectors.

MBIE is responsible for delivering a range of functions and services critical to ensuring a well-functioning housing and tenancy regulatory system, supporting tenants, landlords and property managers to know their rights and do the right thing. This includes:

- Providing information and education about parties' rights and responsibilities under the Residential Tenancies Act and Unit Titles Act.
- Collecting, transferring, and refunding of tenancy bonds.
- Providing and supporting the timely resolution of tenancy and unit titles disputes through the management and scheduling of Tenancy Tribunal applications and the provision of mediation services.
- Monitoring and enforcing compliance with the Residential Tenancies Act and the Unit Titles Act.

MBIE has strong and enduring relationship with key stakeholders in the residential tenancy sector, including partnering with Māori.



In carrying out our regulatory and service delivery functions our focus is on applying appropriate interventions to achieve maximum voluntary compliance, while providing the protection of more forceful regulatory intervention to ensure that the benefits of raising the standards across the rental market are realised.

MBIE teams:

INFORMATION AND EDUCATION

- Key tool for driving behavioural change
- Stakeholder engagement and interaction
- Easy to understand guidance, online tools and resources
- Sector and community outreach
- Approximately 7m website page views and 200,000 calls to the Service Centre annually

DISPUTE RESOLUTION

- Approximately 10,800 Tribunal applications received and 3,400 mediations completed*
- Level of dispute complexity has increased over the past 3 years

TENANCY BOND SERVICES

- Tenancy Bond lodgments, refunds, and transfers
- Key source of data for the regulatory system
- 500,000+ transactions annually
- Approximately 460,000 active Bonds held
- Approximately \$770m in Bonds in the Residential Tenancies Trust Account (RTTA)

COMPLIANCE AND INVESTIGATIONS

- Compliance resources are targeted at persons whose actions pose significant risk and harm
- Funded for 3000 interventions from 2022/2023
- 70:30 proactive to reactive investigations
- >7,900 interventions completed since 2016

*For 2022/2023 financial year as at December 2022

Funding arrangements

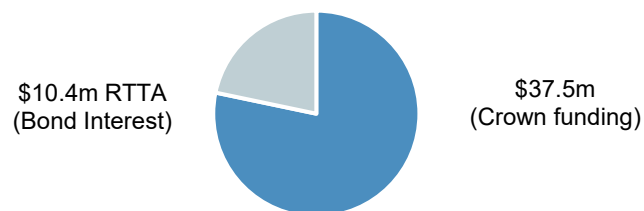
Tenancy Services Funding Arrangements

Tenancy Services is funded through a mixture of Crown funding, interest from the Residential Tenancies Trust Account (RTTA) and a small amount of third party fee revenue.

The total amount of interest revenue from the RTTA is dependent on prevailing interest rates.

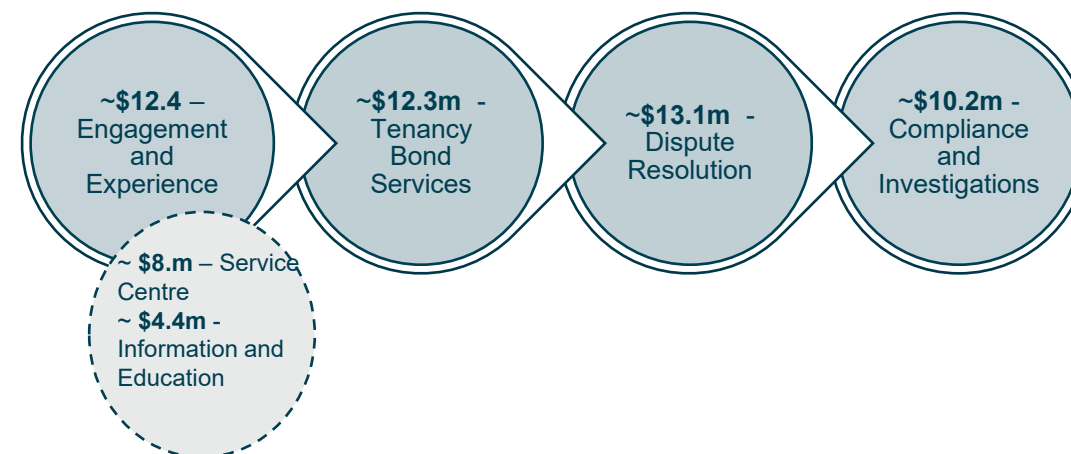
\$300,000 in funding was received through Budget 2022 to fund an expanded unit title dispute resolution.

**Residential Tenancy and
Unit Title Services Appropriation 2022/23**



Investment in MBIE's functions in the housing and tenancy regulatory system

Approximately \$48m in baseline funding is being invested this financial year across MBIE to support a well-functioning housing and tenancy regulatory system.



Key priorities

Tenancy Services has significant work programmes underway to ensure that the benefits of recent legislative changes aimed at improving security of tenure and raising standards across the residential tenancy sector are realised, and customers are at the centre of our services.

Supporting and enforcing compliance with the Healthy Homes Standards

- Information and education activity, including targeted messaging aimed at deepening parties' understanding of all of the standards and empowering tenants to take action to enforce their rights.
- Tenancy Compliance Investigations Team (TCIT) will inspect rental properties and assess tenancy information to ensure compliance with the standards as part of its programme of work to undertake 3,000 risk-based interventions every year (increased from 2,500 interventions for the 2021/2022 financial year).

Implementation of the Unit Titles Act amendments

- Raising public awareness of the changes so that parties know what new rights apply and are supported to enforce their rights.
- Implementing the new enforcement and compliance regime to enable appropriate and timely enforcement action to be taken to address non-compliance.
- Updating the IT system used to manage applications to the Tenancy Tribunal to support the timely resolution of unit titles disputes.
- MBIE received some funding through Budget 2022 to support implementation of dispute resolution changes. [s 9\(2\)\(f\)\(iv\)](#)

Implementation of the Family Violence and Physical Assault regulations

- Raising public awareness of the changes so that parties know what new rights apply and are supported to enforce their rights.
- Development of templates and training material for those organisations who can make a declaration regarding family violence.

Replacement of the Tenancy Bond ICT system

- The replacement of the Bond ICT system is a multi-year project that has a strong customer focus and the new system will be implemented using a phased approach over the next two to three years. The project is in its third phase focused on the build, deployment, and ongoing maintenance and support of a replacement ICT system.
- Funds were received in Budget 21 to support this investment.

Te Ara Tika

- Dispute Resolution is undertaking a change programme to put the customer at the centre of the dispute resolution process.
- Te Ara Tika has been rolling out since 1 July 2022 and is an adaptive, flexible and customer centric dispute resolution services model that enables a multi-path resolution approach to meet the differing needs of parties in dispute and the varying degrees of complexity presented in applications.