



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



**MINISTRY OF HOUSING
AND URBAN DEVELOPMENT**

Residential Tenancies Act: Awareness and Compliance Research 2018: Qualitative Report

November 2018





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

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Contents

1. Overview	1
2. Executive Summary.....	2
3. Research Method.....	4
3.1 Sampling and Recruitment.....	4
3.1.1 Ethics and privacy	4
3.1.2 Sample summary.....	6
4. Findings.....	9
4.1 Factors Influencing Insulation Installation.....	9
4.1.1 Non-compliant landlords	9
4.1.2 Landlords who recently installed insulation	9
4.1.3 Regardless of insulation intent, interviews revealed both ‘enablers’ and ‘barrier’ factors at play	10
4.1.4 Recommended survey improvements: Insulation barriers and enablers.....	14
4.2 Meeting Insulation Technical Standards.....	17
4.2.1 Recommended survey improvements: insulation standards	18
4.3 Funding of insulation installation.....	19
4.4 Practicability of insulation installation.....	20
4.4.1 Recommended survey improvements: practicability of insulation installation	20
4.5 Smoke alarms requirements.....	21
4.6 Distinction Between Properties and Tenancies	22
4.6.1 Recommended survey improvements: counting tenancies	22
4.7 Renting to Family	24
4.7.1 Recommended survey improvements: excluding properties rented to family.....	24
4.8 Landlord Type	25
4.8.1 Recommended survey improvements: segmenting landlords	25
Appendix A: Qualitative Recruitment Screening Questionnaire	27
Appendix B: Participant Consent Form	32
<i>Participant Consent Form</i>	32
Appendix C: Participant Information Sheet	33

1. Overview

This report provides insights from in-depth interviews with landlords to inform design of a national Residential Tenancies Act survey (hereafter the RTA survey). A baseline RTA survey of awareness and compliance with the 2016 Act amendments regarding smoke alarms and insulation, was first run in 2017. The 2018 iteration of this survey will provide a comparison to measure change over time. The RTA survey seeks to provide key information on the impacts of the 2016 changes to the Residential Tenancies Act (RTA) on both residential landlords ('landlords') and residential tenants ('tenants').

Interviews with landlords were conducted with an emphasis on identifying the barriers and motivators to installing insulation in their rental properties. Their experiences, backgrounds, and perspectives were explored in relation to their decision-making processes and choices. In addition, interviews explored understanding of penalties and how landlords have funded, and expect to fund, insulation under the new requirements. The research has been used to inform several areas of questionnaire design for the related survey, particularly questions around barriers and enablers to installing insulation.

The key research questions that guided this report were:

- What factors influence landlords' decisions to install or not install insulation in their rental properties?
- What role do the RTA insulation requirements have in relation to landlords' decision-making processes, including the risk of being prosecuted for not meeting them?
- To what extent do landlords understand the technicalities of the new insulation standards (e.g. type, coverage, and depth of insulation)?

2. Executive Summary

Nineteen landlords were interviewed to inform the design of the 2018 Residential Tenancies Act (RTA) Awareness and Compliance questionnaire (the data collection tool for the national RTA survey). Interviews aimed to understand motivations for installing or not installing insulation, how landlords fund installation of insulation and to explore knowledge of specific requirements of the 2016 Act amendments around smoke alarms. Nine of the landlords interviewed indicated that they had not intended to install insulation, where it was missing and practicable to install, in the earlier 2017 RTA survey and/or at the time of interview. The other ten landlords interviewed had installed some ceiling and/or underfloor insulation since July 2016.

Almost all landlords interviewed, including those who had previously indicated they would not be installing insulation (where it was missing and practicable to install), now say they intend to comply with the Act's insulation requirements. It is possible that participation in the research may be associated with an intention to comply or masking of true intentions. Most landlords who were not intending to install missing insulation (either at the time of interview or previously) said they will sell their properties, they have changed their mind about insulation or they were not aware they would be in breach of the Act.

Almost all landlords interviewed felt compelled by the new requirements to insulate their rental properties' ceilings and under floors (where practicable), except where they intend to sell a property. However, we observed little awareness or concern about the risk of prosecution for non-compliance. The motivation to comply, at least consciously, appears to be mainly driven by a desire to be 'on the right side of the law'. Interviews did not reveal the reasons underlying this desire, however landlords were clear they were not motivated by the threat of prosecution. While a range of additional motivations emerged, by and large, landlords interviewed did not feel the need to insulate their properties to appease tenant demands or for their tenants' health or comfort. Though this motivation was sometimes mentioned, the context of these comments often bore the hallmarks of post-rationalisation of a decision (for example, mentioned off-handedly after first talking extensively about another motivation). The benefits of improving the condition and/or value of properties are factors that led some landlords to retrofit insulation prior to the Act's amendments. In Wellington, the Sustainability Trust has been used by most landlords interviewed for inspections, advice, and installation of insulation and appears to be a trusted and influential organisation. No other organisation was mentioned more than once in any locality.

Significant barriers to installing insulation appeared to be the belief that insulation is unnecessary, and the cost of installing it. Enablers and barriers for ceiling and underfloor insulation can differ. In particular, underfloor insulation was seen as being unnecessary by some landlords. This reflects a combination of positive perceptions about the warmth and dryness of their properties and a view that underfloor insulation provides a marginal benefit in general. Some landlords stated that other aspects of their properties off-set the need for underfloor insulation, for example carpet with underlay, tightly fitting floorboards and wall insulation. Some believed that wall insulation is more effective. In a very

small number of cases, landlords were aware there were amendments to the Act with regards to insulation but were not aware that both ceiling and underfloor insulation is required where practicable.

Landlords often became aware of the new requirements through the media. Some then made their own efforts to understand the specifics and implications; most typically via internet searches, looking at the Tenancy Services website and in a few instances reading the Act itself. However, for some landlords, the detail of the requirements is left either to professionals or only sought out at the time of installation. Consequently, recall of the specific insulation requirements was poor – very few could recall that there are thermal performance requirements, that existing insulation needs to meet certain standards depending on the date of installation, or that the requirements vary by climate zone.

Landlords demonstrated general awareness of smoke alarm requirements, in terms of knowing there are smoke alarm requirements under the RTA, in most cases knowing that these have come in recently and that there are placement requirements (though they could not correctly state what the specific requirements are). While not a question asked of all interviewees, several participants said they have replaced alarms to meet the new requirements, but had little recall of the specifics particularly in terms of sensor types and power supply used and, in most instances, could not provide enough detail to clarify whether their alarms were compliant. However, the impression gained was that participants had referred to the requirements and made efforts to comply where relevant, though could not remember the specifics. When installing smoke alarms, some participants used professionals (e.g. via a property manager, having the Fire Service inspect and advise, or an electrician) while others installed these themselves.

Some landlords who had installed insulation had taken advantage of subsidies or grants. Others had funded, or intended to fund, insulation out of existing rental income. A small number of participants indicated they would fund this by raising the rent. A desire to retain good tenants and follow market rental rates were more often seen as important factors in when considering rent increases.

As a result of this research, several observations and recommendations have been made about the design of the survey questionnaire.

3. Research Method

3.1 Sampling and Recruitment

Gravitas Research conducted the baseline RTA survey in 2017. Participants in the qualitative research were recruited from landlords who responded to the 2017 survey and met the sampling criteria.

Using the anonymised 2017 survey data, Gravitas selected response identification numbers (IDs) for landlords who (a) had installed insulation after July 2016 (of whom there were 200) and/or (b) did not intend to install insulation even though they believed it was practical to do so or intended to install insulation but had no timeline for doing so (of whom there were 56). These groups are hereafter referred to as (a) 'recently installed' and (b) 'non-compliant'.

Gravitas provided a list of these IDs to Research Now (the consumer research panel organisation used in the 2017 survey) who then contacted these landlords to invite them to participate in the study (see Ethics and Privacy for more detail about consent to re-contact these respondents).

Gravitas further screened landlords who expressed interest in participating in the qualitative research, to understand if the insulation information collected in the 2017 survey was still current and to include a range of landlord types – see definitions below under Sample Summary.

Some originally 'non-compliant' landlords (i.e. who indicated in the 2017 RTA survey that they would not install insulation where missing and practicable to do so), now intend to install insulation now or will otherwise be compliant. A number of these landlords were included in the research and provide insight into what factors had influenced their changed position.

In addition to behaviours and plans around insulation and landlord 'type', the sampling criteria included number of properties owned and geographical location (to include landlords who live in different regions of New Zealand) in order to get a diverse range of landlords. It was anticipated that attitudes to insulation may vary according to climate and local norms and was observed in the 2017 RTA survey that there is a relationship between the number of rental properties owned and compliance and awareness

3.1.1 Ethics and privacy

The main ethical consideration identified in planning for this research was the potential for research subjects to reveal illegal behaviour during the research (i.e. non-compliance with the Residential Tenancies Act). As the research was undertaken with full anonymity (in accordance with RANZ's Code of Practice) there were to be no ramifications for participants in revealing non-compliant behaviour. The identities of landlords who participated in the qualitative research is not known beyond the researchers conducting and analysing the interviews. (Note that failure to comply with the Residential Tenancies Act is a civil offence in nature, rather than criminal).

MBIE's working group for the RTA project (which has representatives from Policy, Information and Education, Compliance and Investigation, and Research and Evaluation) discussed the above ethical issue and agreed to address it by asking Gravitass to provide non-compliant landlords with information about the amendments at the end of the interview.

An application regarding the qualitative research component was made to MBIE's Research Ethics Review Panel, who approved the proposed process described above and the provision of information about the RTA amendments to research participants.

Recruitment and consent

All potential participants for this study, and for related studies (baseline survey 2017, survey 2018) belonged to research-only panels and were contacted by the panel provider who gains the general consent of all its panelists to be contacted for research purposes when they sign up to become panel members. At the time of enrolment, new panelists were told that the panel is for research-only purposes and were directed to the panels' terms and conditions, including the privacy policy. The 2017 baseline survey respondents, from which participants in the qualitative research were sourced, were members of the panel *ResearchNow*. Full details of the terms and privacy policy for ResearchNow is available via this link: <https://www.valuedopinions.com/terms>.

When re-contacted by ResearchNow, potential participants were provided with information about the purpose of the study, the organisations involved (Gravitass and MBIE) and the study's voluntary nature, so they could make an informed decision about participation. The invitation from ResearchNow was worded as follows:

You might remember completing a survey about your rental properties in March-April 2017. Gravitass, the research company that ran the survey, is looking to conduct follow-up research interviews with landlords like you about your experience and plans as a landlord. The research results will help the sponsor of this research, the Ministry of Business, Innovation and Employment (MBIE), to develop its communications to the rental property sector.

These sessions would be conducted in Auckland, Wellington or over the phone.

If you are interested in taking part, the link below will direct you to a short form where you can provide your details directly to Gravitass, who will contact you to confirm a date and time for interview. More information is available via the link.

If you choose to participate, any information Gravitass has about you will be anonymous when study findings are reported to the Ministry of Business, Innovation and Employment (MBIE). Your details will be used for the purpose of this research only.

If you have any questions about the research, contact Anton Griffith on 09 917 1056 or email anton@gravitas.co.nz

For individuals who wished to participate, during further screening on the phone, this information was provided in more detail, and they had an opportunity to ask questions and again make the choice to participate or opt out. Potential participants were also provided with an information sheet about the project and a participant consent form to read and sign (see Appendices B and C). As well as general participation in the interview, the participant consent process requested informed consent for:

- Audio recording of the interview;
- Transcription of the interview; and
- Use of direct, anonymous quotations in reporting.

Face-to-face interview participants were provided with a Prezy card (pre-loaded debit card) of \$100 and phone interview participants a Prezy card of \$40 after the interviews had been completed. These were provided as tokens of gratitude in recognition of the value of participants' contribution to the research

Data security

Any identifying information (names, contact details etc.) was stored separately from transcripts. All digital data was stored on Gravitas' secure server on premises, only accessible on password protected computers; hard copies of data were stored in locked cabinets. Primary data collected will be deleted or securely destroyed 12 months following completion of the project.

The identities of the participants are known to the Gravitas researchers directly involved in recruiting, interviewing, and data analysis. No identifying details for individuals have or will be reported.

3.1.2 Sample summary

In total, 244 landlords who responded to the 2017 survey met one or both sample inclusion criteria. Of these, 200 individuals had installed insulation after July 2016 and 56 individuals were not intending to install insulation (where practicable to do so) by July 2019, including 12 that fit into both categories. From this group, 14 individuals who had indicated 'non-compliance' in 2017 and/or were currently not intending to install insulation, opted to participate in the research and nine were selected and interviewed (including two landlords who had recently installed some insulation). Of the remaining landlords, 24 opted to participate and 10 were interviewed (all of whom had installed some insulation since July 2016).

In total, 19 interviews were completed with landlords for this research. Given the sample size, caution should be taken when generalising the findings from this sample, especially when considering findings that apply to subgroups only.

	Database	Volunteered	Interviewed
Recently installed	188	21	10
Non-compliant	44	11	7
Both	12	3	2
Neither (status changed)	0	4	0
Unknown *	0	3	0
TOTAL	244	42	19

* These individuals declined to link their 2017 survey responses to their response to the qualitative recruitment questionnaire and were not further screened during the research.

Through a short screening questionnaire, landlords were classified into two broad types according to both their path to owning rental property and their main motivation for being a landlord:

1. **Accidental landlords** were those who had not acquired any residential rental property for investment purposes and/or for income (i.e. they had inherited it, bought it for themselves or family before later renting it out, or it came with another property). Four of these landlords had one property, one had a single property (but with four tenancies), and two had two properties each.
2. **Commercial landlords** were those who had purchased at least one property for investment and/or income purposes, or for whom rental property was their main occupation and/or source of income. Three landlords included in the sample indicated rental property was their main occupation and/or source of income (i.e. professional landlords) with respectively 3, 20 plus and 50 plus tenancies. All other landlords interviewed had either one or two tenancies except one individual who had five properties.

	Non-compliant	Recently installed
Accidental landlords		
Multiple rental properties	-	2
Single rental property	3	2
Commercial landlords		
Multiple rental properties	4	4
Single rental property	2	2
Total	9	10

Interviews ranged from 30 to 70 minutes in duration. Four interviews were conducted face to face in Wellington, four were face to face in Auckland. The remainder were conducted by telephone. The location of landlords was:

Auckland:	5
Wellington:	5
Canterbury:	2
Taranaki:	2
Waikato:	2
Other, North Island:	1
Other, South Island:	2

4. Findings

4.1 Factors Influencing Insulation Installation

4.1.1 Non-compliant landlords

Of the nine landlords who indicated non-compliance in the 2017 RTA survey, all had one or two properties, apart from one who had three properties. Three participants became landlords 'by accident' and the remainder purchased their residential rental properties for income and/or investment purposes including one who managed their three properties as their main occupation.

Of this 'non-compliant' group, most were aware of the RTA amendments regarding insulation, although varying levels of knowledge or recall of the specific requirements are evident. Despite limited recall of the requirements, it seems likely that most landlords broadly understood them when they made their decision whether to insulate or not. Several landlords indicated that they had looked at the Act or the Tenancy Services website but were no longer able to recall details. Even a few landlords who recently installed insulation and cited the requirements as a factor in this were not entirely confident on the fundamental requirement of ceiling and underfloor insulation where practicable.

In two instances, we suspect individuals may not have been as committed to their plans as they stated. These individuals were highly critical of the requirements, had not yet installed the required insulation and, although they stated they would be compliant, vague about their plans for installing insulation. Despite assurances of the research-only nature of the interview, that the interviewer was interested in their opinions without judgement and that interviews were private and confidential, these participants may have felt that indicating compliance was the safest and/or most socially acceptable option during the interview.

Other landlords who previously indicated their intention not to install insulation where practicable were planning to sell, or had sold, their properties, or had decided to keep properties they formerly intended to sell. One landlord was ignorant of their impending non-compliance as they believe the wall and ceiling insulation in their property has met the requirements, and another landlord was openly unconcerned about remaining non-compliant, though there was a possibility they may sell the property before July 2019.

4.1.2 Landlords who recently installed insulation

Of the ten landlords who installed insulation since July 2016 (as of the 2017 survey), seven had one or two properties, one had five properties, and two professional landlords had 20 plus tenancies (across a smaller number of individual properties) and 50 plus tenancies respectively (precise numbers are withheld to ensure anonymity). Some of these landlords were also planning to install further insulation. The non-professional landlords in this group were roughly evenly split between 'accidental' and 'other commercial' landlords. These landlords cited a wide range of reasons for installing insulation which

include the changed requirements, but also included several unrelated factors including routine maintenance.

4.1.3 Regardless of insulation intent, interviews revealed both ‘enablers’ and ‘barrier’ factors at play

Whether or not landlords intended to comply with the new insulation requirements, both factors that encourage and discourage installation of insulation were apparent. Many landlords raised both what had led them to install insulation, or intend to install insulation, and why they had not previously installed this or not intended to, revealing both barriers and enablers at play for the same individuals. For most landlords, motivations differed according to whether ceiling or underfloor insulation is missing. Landlords were more likely to have a negative view of the value of underfloor insulation, while ceiling insulation appeared to be more likely to have degraded over time and need replacement (though we also encountered instances of this with foil underfloor insulation). Enablers and barriers for ceiling and underfloor insulation can therefore differ.

RTA requirements

The requirement to insulate under the Act was the primary reason around half of the landlords interviewed have insulated or were planning to insulate and the only significant factor for a number of these. Others have already insulated their properties prior to the Act amendments, were not planning on installing insulation or, for a very small number, this was just one factor among many.

“I just saw it on ... the Tenancy Agreement maybe or something, some fine writing. Or maybe it was on the website that said this is coming into force, and we were like oh well, we’ll have to do it.” – Landlord of a single property with two tenancies, Auckland. Has ceiling and [under]floor insulation where practicable in property.

Some landlords disagreed with the need to install insulation (particularly underfloor insulation) in their property but said they will do so because of the Act – reasons some participants disagreed are covered in more detail below. While some had difficulty recalling the July 2019 deadline or believe this was earlier, all who were planning to install insulation to meet their requirements intended to do so before July 2019.

Financial penalties were not top of mind for landlords. Most landlords appeared to have given little, or no consideration as to whether financial penalties apply for non-compliance, at least consciously. When asked whether they are aware there were penalties for non-compliance with the RTA requirements, typical remarks included ‘I suppose there must be’ ‘Yes, but I’m not sure if they apply to the insulation stuff’ and ‘Yes, I’ve seen it in the papers. I’m not sure what they are though, \$500?’ Most landlords interviewed saw themselves as ‘good landlords’ and that only the worst offenders are ever penalised, in rare cases. Most saw it as unlikely that they could ever be penalised and had no concern regarding this – largely because, even if they were not currently compliant, they intended to be so. One landlord believed non-compliance could affect their insurance. Low likelihood of being reported for non-compliance is also a factor with good tenant relationships, tenants being content with their property as it is, or feeling ‘lucky to have a rental’ cited as factors as to why it is unlikely their tenants would ever complain to authorities. Professional landlords are an exception in that they are aware of the penalties though also believe it unlikely that these would apply to them.

“Well I imagine there’d be some [penalties], but no I’m not aware. I’m not aware that if I don’t do X I’ll get penalised Y. It’s always my ... intention is to comply, not to try and find a way out of things. Ultimately it affects insurance, you know, well I’d imagine it does.” – Landlord of single property, bought as an intended rental property, Wellington. Has ceiling and floor insulation where practicable in property.

“Maybe in extreme cases, or maybe landlords who get a bit of a reputation, like they go off to the Tenancy Tribunal a lot and their name comes up a bit maybe, but I’m not sure [about penalties].” – Landlord of a single property with two tenancies. Has ceiling and floor insulation where practicable in property.

Selling property

Intention to sell a property was a common reason for not installing insulation where practicable. Some of the 2017 survey respondents contacted for this research, who indicated they would not install insulation where it was missing, had been planning to sell the relevant properties at the time. Landlords generally had plans to sell property for reasons unrelated to insulation before July 2019, such as realising capital gains, no longer wanting to manage the property, or expecting the property to be acquired by the state as a compulsory acquisition for infrastructure. In one instance, a landlord had already sold to avoid the cost of becoming compliant with the requirement of insulating the property and had invested in a compliant replacement rental property.

Cost of insulation

Several landlords mentioned the cost of insulation as a disincentive. Unaffordability was raised in only one case and the landlord’s financial position had subsequently improved and they had installed insulation.

Financial subsidies were raised as an enabler, and in some cases, landlords had insulated before the requirements were announced to take advantage of such schemes. Some landlords had benefited from access to low cost inspections, advice, and installation. Some landlords noted that the cost of installing new insulation is not tax deductible and this was suggested as a disincentive, or potential incentive if changed.

Perceived value of insulation

Several landlords, regardless of their intentions to install insulation or not, felt that some properties do not require it because they consider them already warm and dry, underfloor insulation in particular is seen as not likely to have much benefit. Some landlords had lived in their rental properties themselves and base their judgement on their personal experience. A few had made significant improvements to

their properties including recently installing modern ceiling and wall insulation and felt this was sufficient.

“I renewed the ceiling, insulated all the walls. I didn’t do the floor though, because it’s all carpeted and the floor wasn’t cold anyway. So, I didn’t really see the need, and even though I know the law says you have to.” – Landlord of a single property in Manuwatu-Wanganui.

Timing and perceived relative value can be influential, with some landlords seeing other property improvements as a priority, or having undertaken other improvements recently which reduced their willingness to invest more in a property. This included upgrades to property that make them warmer and / or drier such as wall insulation, carpet or installing heating.

A few landlords said they installed insulation to improve either the capital value of the property, reduce maintenance costs by keeping the property drier, or improve the appeal of the property to tenants.

Some landlords installed insulation to improve the comfort of the property for themselves having previously lived in it, for other family members who occupied the property previously, or because they used it occasionally when untenanted.

Several landlords also mentioned improving the warmth and/or dryness of property for the benefit of tenants to whom they are not related. This may be a motivating factor for some landlords, however in most instances, other motivations are offered initially and with more emphasis, while the benefit to tenants was mentioned in subsequent discussion as more of an additional effect. With respect to underfloor insulation, a number of landlords emphasised that this is not necessary for the comfort of tenants in that it makes a marginal difference and in general, ceiling insulation has already been installed which is believed to make a larger difference to tenants. The benefit of insulation to tenants was more often mentioned in connection with replacement or upgrading of ceiling insulation than with respect to installing insulation where this was previously missing.

Condition of property

Insulation was sometimes upgraded when found to be below standard on inspection. Some inspections were driven by the change to the requirements while others inspected the property before or after purchase. One professional landlord claimed insulation needs to be regularly inspected (at least annually) for insurance purposes.

In some instances, landlords had replaced roofing or flooring and either needed to insulate due to building code requirements or because it was convenient and/or cost effective to do so at the time. This includes renovations following earthquake damage. One landlord with a Wellington property built in the 1930s reported the only insulation to have been installed was due to part of the floor needing to be replaced as it “had gone rotten”. This landlord, who indicated they would not install insulation in the 2017 RTA survey, said they intend to comply at the time of the interview but only because of the Act.

Relationship with, and expectations of, tenants

Although some landlords complained that some tenants can be demanding, none mentioned insulation as an issue that had been raised or they expect to be raised. Some landlords believed their tenants would let them know if they were not content with anything. However, others suggested tenants would be reluctant to raise matters that might impact the current relationship or rental agreement (e.g. a tight rental market preventing most complaints, improvements resulting in rent raises and wanting to purchase the property longer term).

“No, we haven’t made any plans [about insulation] ... because the tenants are happy and he just [sic], you know, lets us know when there’s bits and pieces, we just tend to it as he lets us know about things. So yeah, it’s kind of just sitting there in the background, you know?” - Landlord of three properties, one of which the insulation status is unknown and there are no plans to inspect and/or install this, Taranaki

“We haven’t had any complaints, I mean they’re not going to complain because they know they’re not going to get any better anywhere else ... I mean if anybody reads the paper, it says there’s a shortage of flats. They’re not going to kick up a fuss about where they are, are they?” - Landlord of a single property in Wellington with four tenancies, only insulation present is in part of the floor which was replaced after ‘rotting out’, plans to install insulation where practicable.

Ignorance of the specifics of regulations

In just two cases, landlords were confused about the requirements believing that underfloor was recommended but not compulsory.

“I think now it’s ... that you must have working smoke alarms and you must provide the battery for the smoke alarms to be actually running. And that insulation is now required in - I think it’s the wall and the floor, or the ceiling and the wall, or the – one of those three, two of those three.” – Landlord of a single property with two tenancies, Auckland. Fully compliant with Act amendments.

Other

One landlord was in a dispute over their rental property with their estranged partner and cited this as one reason for not planning to install insulation. For the purposes of capturing barriers to insulation installation in the 2018 RTA survey, this is assumed to be sufficiently rare so as not to require a response category of its own however an ‘Other specify’ response option would capture such instances.

One professional landlord had concerns that the guidance regarding insulation installation around downlights is not sufficiently specific and believed this needs to be tested in court before it is clear. This landlord noted that the precise clearance depends on balancing fire risk by installing too close to down

lights with leaving uninsulated space and feels that until a court precedence is set, there is a risk to landlords of non-payment of insurance claims. In this instance the landlord intended to install in all properties nonetheless and we expect this is a rare issue. However, in a small number of cases this may be a reason to delay installation.

4.1.4 Recommended survey improvements: Insulation barriers and enablers

Open question vs. closed questions

We note that in the interviews when beginning with open ended questions, landlords generally cited more self-serving factors such as compliance, taking advantage of government subsidies, or property improvement for their own benefit and were more likely to raise altruistic motives only on probing. This suggests that open questions on barriers and enablers (i.e. offering no pre-defined response categories) will elicit a more accurate response based on immediate recall of their prior reasoning. In contrast, a list of pre-defined options may lead some landlords to select response options that appeal to their sense of self-image but aren't actually critical factors. We strongly recommend capturing open-ended, unprompted barriers and enablers. This can be followed with a closed-ended version for comparison.

MBIE provided Gravitass with two pre-existing closed questions that asked why landlords were intending, or not intending to install or upgrade insulation. These formed the starting point, with a number of refinements to the wording and response options added based on the findings in this document. As well as modifications to these questions, we also suggest:

- Including two versions of each question according to whether the respondent is missing ceiling and / or underfloor in their rental properties and presenting the relevant versions according to previous responses since motivations can differ for underfloor and ceiling insulation.
- Identifying any landlords who intend to install insulation after the July 2019 deadline, so that they can be asked their reasons for not meeting the deadline.

New questions

[Only ask if one or more property missing insulation and practicable to install in ceiling (LSQ9a=1 OR LTQ9a=YES for any property OR LFQ9a.2>0)]

LQ14a Are you planning to install any ceiling insulation in your rental [insert as relevant: property or properties] where this is missing and practicable to install?

Please select one only

1. Yes, within 6 months
2. Yes, within 1 year
3. Yes, within 2 years
5. Yes, but not within 2 years

4. No, I have no plans to install insulation

[Ask if LQ14a = 3]

LQ14b By what date do you expect to have installed the missing ceiling insulation?

Note: If you are unsure of the exact date, please click on any day of the month you are expecting the installation.

Please select one only

1. SELECT DATE ON CALENDAR
2. Don't know

[Only ask if one or more property missing insulation and practicable to install in underfloor]

LL14b Are you planning to install underfloor insulation in your rental [insert as relevant: property or properties] where this is missing and practicable to install?

Please select one only

1. Yes, within 6 months
2. Yes, within 1 year
3. Yes, within 2 years
5. Yes, but not within 2 years
4. No, I have no plans to install insulation

[Ask if LL14b = 3. Limited to March 2019-February 2020]

LL14c By what date do you expect to have installed the missing underfloor insulation?

Note: If you are unsure of the exact date, please click on any day of the month you are expecting the installation.

Please select one only

1. SELECT DATE
2. Don't know

Regarding the 'barriers and enablers' questions themselves, we propose the following (the ceiling version only is included here, the underfloor insulation versions are identical except for the word ceiling being replaced with underfloor:

[Ask if LL14=1, 2, 3, 5 (i.e. plans to install ceiling insulation)]

What are the main reasons you are planning to install ceiling insulation?

[Show only once above answered]

[Ask if LL14=1, 2, 3, 5 (i.e. plans to install ceiling insulation)]

Which of the following are important reasons you are planning to install ceiling insulation?

Please select all that apply

[Rotate order shown]

- Be compliant with the new insulation requirements of the Residential Tenancies Act
- Having a warmer and/or drier property because myself and/or my family sometimes uses it
- Having a warmer and/or drier home for tenants
- Having a healthier home for tenants – people will get sick less often

- Adding value to the rental home
- Help tenants save money on energy bills
- The availability of the government subsidy to install insulation
- Improving the energy efficiency of the property
- Existing insulation has been damaged and needs replacement
- Increased chance of renting the property
- Ability to obtain higher rent for the property
- Reduced maintenance costs on the property
- Was required as part of other renovations
- Was convenient or cost effective as part of other renovations
- Reduce tenant turnover
- Other, please specify _____

[Ask if (LL14=4 (no plans to install ceiling insulation) or LL14=5 or LL14a > June 2019)]

What are the main reasons you *don't* plan to install ceiling insulation [for those that indicated would do so but late (LL14a > June 2019): by July 2019]?

[Show only once above answered]

[Ask if LL14=4 (no plans to install ceiling insulation) or LL14=5 or LL14a > June 2019]

Which of the following are important reasons you don't plan to install ceiling insulation [for those that indicated would do so but late (LL14a > June 2019): by July 2019]?

Please select all that apply

[Rotate order shown]

- I don't have enough money
- I am not willing to invest any more in this house [hide if installing after June 2019]
- We intend to sell the home soon [hide if installing after June 2019]
- I'm not convinced of the payback [hide if installing after June 2019]
- Other competing expenses are priorities compared to this
- Not necessary because the dwelling is warm and/or dry [hide if installing after June 2019]
- The tenants don't expect this and/or don't want this to be installed
- The tenants won't complain if this isn't installed
- It is not required by law
- I haven't really thought about it until now
- It is too disruptive to the tenants
- I just don't want to do it [Hide if planned after June 2019]
- Other, please specify _____

4.2 Meeting Insulation Technical Standards

Most landlords had very limited recall of the particulars around insulation requirements, even those who said they had read the requirements themselves. Landlords who recently had insulation installed had relied on professionals, on informed contacts (e.g. family or friends who were tradespeople), or had referred to standards (though not always the Act itself) or to product specifications when installing themselves.

Where insulation should be installed

Most landlords were aware that insulation is required in the ceiling and underfloor where practicable. Of the few that were confused about whether the floor or walls were required, all but one have or would have insulation in the ceiling and floor where practicable (as far as could be assessed from interviews). There appears to be little awareness of the requirement to have insulation above and below 'habitable' space.

R-values and depth of insulation

Most landlords interviewed can only talk in a very general way about required standard of insulation, in terms of the location of the insulation (e.g. ceiling/underfloor/walls) and in a few instances, there is awareness the 'right type of insulation' is needed. When prompted, many landlords indicated a vague awareness that there are technical standards, particularly by saying that the insulation they installed is 'above requirements'. Only two landlords demonstrated they were aware there is a thermal standard in terms of the performance of the insulation materials, though could not recall off-hand what this is.

Variation in climate zone requirements

Only a few landlords were aware that the standard for insulation varies under the Act according to the climate zone. This included one professional landlord with properties across these zones who believed the standards were the same everywhere (this landlord used professional installers). However, most landlords had property only in one region, usually the region in which they live.

Most landlords who had installed insulation had used either an insulation specialist, or a tradesperson and were confident this means the standard had been met - regardless of whether they can recall being provided with a record or certificate. Some landlords had produced evidence of this to their property manager to avoid being charged an inspection cost. Some landlords recalled they received an insulation statement from the installer, some considered receipts as evidence their requirements have been met, but most had no evidence of this that they could recall. Although no landlords interviewed report having a property manager arrange insulation on their behalf, some property management companies provide this service (e.g. Goodwin Property Management). One landlord sold a property because of the cost of

installing insulation and purchased a replacement rental property with the aid of a professional building inspection report that specified existing insulation would meet ‘tenancy requirements’.

Some landlords who had installed insulation themselves referred to the RTA requirements when undertaking the work or believed that following the manufacturers’ guidelines for the product meets legal requirements. Some had a tradesperson with experience in insulation installation in their family or drew on professional contacts to advise them. Some landlords responding to the survey may themselves have professional experience.

4.2.1 Recommended survey improvements: insulation standards

Below we propose an amended version of the ‘insulation intentions’ question LL15 and an additional question LL15a, to understand if and how landlords intending to install will know they have met the requirements.

Open vs. closed questions

To best understand whether landlords plan to install insulation to a particular standard and how they will verify this within a self-completion survey, we recommend using an open question. Based on the interviews, some landlords will not have considered that there are standards and we believe will be likely to select what they think they should do from the response categories. For barriers and enablers for insulation installation, a closed question can also be provided to prompt recall and provide a comparison.

LL15 How are you planning to install the missing insulation?

Please select all that apply

1. Install it myself
2. Use family/friends/student/other non-professional
3. Use a professional insulation installer (or use family/friend who is a professional installer)
4. Use a professional tradesperson (or use family/friend who is a professional tradesperson)
5. My property manager will arrange this on my behalf
6. Don’t know **[Exclusive]**

Note: ‘Use’ rather than hire a professional allows for situations where the professional is not paid for their work – we encountered this situation in interviews.

[Only ask if LL15=1-2]

LL15a Will the insulation be installed to a particular standard and how will you know whether it meets this?

[Only show once LL15a= is answered]

LL15b Which of the following best describe what standard the insulation will be installed to, if any?

Please select all that apply

1. Not sure – will be decided closer to the time [exclusive]
2. Based on previous experience
3. Will be installed to the manufacturer's instructions
4. I/they/we will refer to government insulation standards
5. Someone installing or advising is a professional tradesperson
6. Someone installing or advising is a professional insulation installer or inspector
7. I will get a qualified assessor to check my work and give me a report to prove it's compliant
8. Other – please specify _____
9. Don't know [exclusive]

Note: The wording 'what standard' is suggested rather than 'How will you know you have met the required standard' - as 'the required standard' is more leading. Based on the interviews, some landlords will not have considered that there are standards and on reflecting on this question and the response options, would be likely to answer based on what they think they should do or what looks 'right'. Many respondents will read a list of response options from top to bottom only so far as they find an option that fits their situation. Therefore, ordering the list of response options from lowest assurance of meeting the standards to highest assurance makes it more likely that those who have thought little about this will assist. We include the options 'will be installed to the manufacturer's instructions' as interviews revealed some landlords had followed product guidelines, whether online, or on packaging or other instructions with the product. The option 'refer to government standards' reflects the finding that some landlords do investigate requirements but are not always sure, until they look, what source they will use.

4.3 Funding of insulation installation

Some landlords who had installed insulation had taken advantage of subsidies or grants. In some instances, landlords could not recall what the incentive scheme was or who had provided this. Most landlords interviewed in Wellington used the services of the Sustainability Trust for insulation inspections and/or installation and some recall this organisation providing a subsidised installation service (No other organisation was mentioned more than once in any locality). Others had funded, or intended to fund, installation out of rental income or by raising the rent or would consider this as a factor when reviewing the rent. However, most landlords interviewed do not report raising the rent or intending to raise the rent to cover the cost of insulation. Whether the existing tenant was a desirable tenant and market rates were more often seen as factors determining rent rises.

"[A]t this stage I say for all of the rest [that are yet to be insulated] that we have to pay ourselves ... I won't increase rent, but I have an annual rental review anyway. And I'll just take that into consideration, because the way I manage my tenants are on an annual basis. So if they haven't missed any rent and they have been taking care of the property, and they haven't annoyed the neighbours, then I might not increase the rent that round. But if they've been trouble and they're very demanding then yeah [I will raise the rent]." – Professional landlord with 50 plus tenancies

4.4 Practicability of insulation installation

Interviews explored what landlords know about insulation standards and how they judge whether they need to install any insulation or not. Most landlords interviewed had limited recall of the technical requirements but often had confidence that their properties comply. Excluding recently built properties that are insulated to code during construction, landlords either used their own judgement or involved a professional. Professionals included insulation specialist inspectors, installers and 'builders'. In the case of a landlord's own judgement, a distinction was revealed between floors and ceilings where there was no, or extremely limited, space or access (e.g. 'chapel' or Skillion ceilings, concrete floor pads) and properties where there was access, but this was not deemed sufficient. In the first case, it is unambiguous whether landlords can retrofit whereas in the latter, an inspection is required to determine this.

4.4.1 Recommended survey improvements: practicability of insulation installation

The following questions are proposed to quantify how landlords have judged the practicability of installing insulation:

LS9b How do you know it is not practicable to install insulation in the ceiling?

Please select all that apply

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

LS11b How do you know it is not practicable to install insulation under the floor?

Please select all that apply

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

4.5 Smoke alarms requirements

Most, but not all, landlords interviewed are aware there are new smoke alarm obligations under the RTA and most were confident they were meeting their obligations. However, very few could recall specifics correctly excluding tenants responsibilities:

- Most but not all of the landlords interviewed know tenants are responsible for replacing batteries and should not interfere with alarms;
- A minority are aware new alarms must have a battery life of at least eight years, with one landlord identifying hardwire alarms as an alternative;
- Just a few landlords can recall that newly installed alarms must be photoelectric rather than ionization and most cannot recall these terms, or the difference between them;
- Just one landlord can correctly state the placement requirements, others get the distance from bedrooms wrong, believe kitchens or other rooms required alarms, could only recall part of the placement requirements (one per storey), or simply knew that one or more must be installed.

Because landlords' recall of the specifics was vague, it was generally impossible to tell to what extent they met the requirements beyond having at least one smoke alarm in each of their rental properties (just one landlord could not recall, for one of their three properties, if there were smoke alarms present).

Although landlords were vague on the details of the requirements, most either reported that they had looked up the requirements in the past (and updated alarms if necessary) or had relied on the fire service, an electrician or a Property Manager for an inspection and/or installation to meet the new requirements. Several also demonstrated they were aware there were requirements around the number and placement of alarms and believed they had adhered to this, despite not being able to recall what the placement requirements were. Many reported they had replaced working alarms to meet the requirements, referring to the type of alarm installed as 'the new ones', 'the latest kind', 'the required ones' etc. In some of these instances they were also able to specify that the alarms had a 10-year battery life and most advertised alarms with such a life span appear to be photoelectric. However, in several instances landlords had simply bought new alarms believing these would be compliant and could not demonstrate that they actually were. As some retailers have been promoting ionization alarms and offering these at special rates, it is possible that some of the interviewees may have unwittingly installed non-compliant alarms. Landlords demonstrated poor understanding of sensor types with only a few being able to specify whether their alarms were photoelectric or ionisation. Having had the requirements for new smoke alarms explained at the end of the interview, some landlords were confident they already met the requirements, and a few mentioned they will now check whether their alarms met the requirements.

4.6 Distinction Between Properties and Tenancies

Two landlords interviewed had more than one tenancy in a single property, or title and interpreted questions about properties in the screening survey as referring to the whole property or building. Within the 2017 survey, the number of properties is treated as synonymous with tenancies. This could lead to under-estimates of the extent of compliance or non-compliance.

4.6.1 Recommended survey improvements: counting tenancies

We suggest that tenancies should be the primary unit for measuring levels of compliance where landlord's responses are concerned, rather than properties. Consistent with this, the Research Plan states the survey will weight landlords 'property' responses according to tenancy-based (rather than building or title-based) data supplied by MBIE. An alternative is re-wording questions to refer to tenancies rather than properties. However, some questions referring to physical aspects of a property can be confusing if substituted with 'tenancy'. Rather than replace all instances of property with tenancy we would clarify the intent of the questions by displaying explanatory text to landlords with multiple tenancy properties. For most landlords, we expect the number of properties and tenancies to be identical.

To resolve this, we propose:

1. Identifying the number of tenancies in the survey;
2. Also collecting the number of properties so we can assess the impact of changing from measuring properties to measuring tenancies on 'property-based' estimates;
3. Where landlords have more tenancies than properties, we would highlight to them that questions relate to tenancies;
4. It is also possible that some landlords may have unoccupied properties, or partially unoccupied multiple-tenancy properties. We would emphasise for these landlords that questions relate to occupied units of buildings only. The following changes are proposed:

Identify number of properties and tenancies for all landlords:

LL2 How many residential rental properties do you own in New Zealand?

Please select one only

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8

9. 9 or more. Please specify _____

[Ask if LL2b=1. If LL2b = 2, autocode LL2c = LL2]

LL2c How many current *tenancies* are there in total in [insert as relevant: this property / these properties]?

Please select one only

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

Highlight interest in current tenancies for landlords with mismatch between number of properties and tenancies for landlords with 2-4 properties:

LM3 In some of the following questions, we'll ask about each of your tenancies separately. Please label each (e.g. "The Bach", "Tui Cres") so you know which is "1", which is "2" etc. in each question. These labels will only be used to assist you in answering the survey so you can use fake names for your tenancies or properties if you want to.

[Show if LL2<LL2c]

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

[Show if LL2>LL2c]

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

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

Highlight interest in current tenancies for landlords with mismatch between number of properties and tenancies for landlords with 5 or more properties:

[Show if LL2<LL2c]

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

[Show if LL2>LL2c]

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

4.7 Renting to Family

In one case, a landlord who had responded to the 2017 RTA survey was renting to a family member. The RTA excludes arrangements where landlords are renting to family members and the 2017 survey excluded tenants with such an arrangement.

Family is defined in the Act as:

- (a) the landlord's or owner's spouse or civil union partner;
- (b) the landlord's or owner's de facto partner;
- (c) any child of the landlord or owner or of any person referred to in paragraph (a) or (b);
- (d) any other child who is being, or is to be, cared for on a continuous basis by the landlord or owner or any person referred to in paragraph (a) or (b);
- (e) any parent of the landlord or owner or of any person referred to in paragraph (a) or (b);
- (f) any other person who is related (whether by blood or marriage) to the landlord or owner or to any person referred to in paragraph (a) or (b) and is residing, or is to reside, in the landlord's or owner's premises in accordance with an arrangement between that person and the landlord or the owner of a predominantly domestic or family nature rather than a predominantly commercial nature.

4.7.1 Recommended survey improvements: excluding properties rented to family

Currently the questionnaire excludes tenants who are renting to 'A member of your family (including extended family)'. Although this is simplified wording that does not capture the complexity of the above definition, it is likely to cover most circumstances and we suggest this simplified definition be extended to landlords. Additional 'filter questions' would then identify and remove these tenancies:

LL1a Do any of your residential rental properties have a member of your family living in them (including extended family)?

Yes / No

IF LL1a = yes ask:

LL1b Do ALL of your residential rental properties have a member of your family (including extended family) living in them?

Yes [Disqualify] / No

IF LL1b = no show:

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

4.8 Landlord Type

4.8.1 Recommended survey improvements: segmenting landlords

As a way of gaining insight into which landlords are more or less compliant and more or less aware of the act amendments, the proposal for this project suggested segmenting landlords according to their path to becoming a landlord and their motivation for being a landlord. A screening survey for the qualitative research used the following questions to obtain this information and segment landlords:

Q4. How did you acquire your residential rental property / properties?

Please select all that apply

1. Purchased as an investment and/or to generate income
2. Purchased to live in originally, but I now live elsewhere
3. Purchased as a holiday home or additional place of residence but now rent this out
4. Purchased for another family member or friend and decided to keep it once they moved out
5. Inherited or gifted from family or friends
6. Came with another property I bought (e.g. granny flat, farm cottage)
7. Other (please specify) _____

Q5. Which of the following best describes your motivation as a landlord?

Please select one only

1. To provide my main income and occupation
2. An investor but not my main occupation
3. To provide an additional source of income
4. To reduce the cost of ownership
5. To provide accommodation for family/friends/employees etc.
6. Other [Specify]

Interviews probed individuals for more detail about their situation and what they sought from being a landlord. Some landlords did not originally purchase their properties intending these to become rental dwellings, but now hold on to these for commercial reasons. Some acquired rental property for non-commercial reasons (e.g. for themselves) but with a longer-term plan of renting this out. Some acquired property with the intention of both renting it out and using themselves on occasion. One individual acquired a rental property by buying a site for a business that also had a house and planned to demolish this, but later decided to rent this property out. It seems likely however that most individuals buying a title with a second, rentable property that was not intended for another purpose, would plan to rent this.

While the response categories used fit reasonably well with interviewees circumstances in most instances, there is clear overlap between commercial and non-commercial motivations around rental property - these are not mutually exclusive. One key distinction for the purposes of this research is whether landlords had *intended* to use any property as a rental when it was acquired. This anticipation of their future status as a landlord may have important implications for how they view their role and their 'mindfulness' of related obligations. With this in mind, we propose substituting the question about how they acquired their properties with a question about whether they intended to use any of these as rentals when they acquired them:

LL2d When you first acquired your current rental [insert as relevant: property / properties], did you intend to use [insert as relevant: it as a/any of them as a] residential rental property?

Please select one only

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

We also propose retaining the question about main motivation, as regardless of the original intent, someone who depends on rental property as their main income and/or occupation is essentially a professional landlord. We would amend this question slightly as follows ('retirement' is added as responses to the 'Other specify' category and interviews indicate this is considered by some to be a distinct category from investment and income purposes).

LL2e Which of the following best describes your motivation as a landlord?

Please select one only

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

Appendix A: Qualitative Recruitment Screening Questionnaire

Thank you for your interest in participating in a follow-up interview about rental property.

Q1. Before we can provide you with the right information about this research, please tell us where you live.

Please select one only

1. Northland
2. Auckland
3. Waikato
4. Bay of Plenty
5. Gisborne
6. Hawke's Bay
7. Taranaki
8. Manawatu-Wanganui
9. Wellington
10. Tasman
11. Nelson
12. Marlborough
13. West Coast
14. Canterbury
15. Otago
16. Southland
17. Somewhere else in New Zealand **[Please specify]**
18. Outside New Zealand **[disqualify]**

[If Q1= 2 of 9, show]

Q1b. What suburb do you live in?

Please specify below

[If Q1=2 or 9, show]

The research would involve a face-to-face discussion of up to one hour (with a \$100 Prezzy card or voucher as a thank you) between 7th and 16th February. The discussion would be held by arrangement with you either at your place of residence, work or another convenient location.

If you are interested in taking part and are selected, someone from Gravitas Research will contact you to confirm a date, place and time for interview.

[If Q1 is not = 2 or 9, show]

The research would involve a 30-minute telephone conversation (with a \$40 Prezy card or voucher as a thank you) between 7th and 16th February. The discussion would be held at a time that suits you.

If you are interested in taking part and are selected, someone from Gravitas Research will contact you to confirm a date and time for interview.

[Show all]

We have a few other background questions to ensure we get the right mix of participants.

If you have any questions about the research please, contact Anton Griffith on 09 917 1056 or email anton@gravitas.co.nz

Completing these questions should take around three minutes.

Q2. Which of the following apply to you?

Please select all that apply

1. I am a tenant of a residential rental property in New Zealand [Disqualify unless 3 also selected]
2. I am a professional property manager, managing rental properties on behalf of others [Disqualify unless 3 also selected]
3. I am the owner of at least one New Zealand residential property with tenants, which is not social housing e.g. NOT leased to Housing NZ, Council, not-for-profit organisation [Qualify]
4. None of the above [Exclusive, Disqualify]

Q3. Which of the following apply to you?

Please select all that apply

1. I am very involved in the management of my residential rental property / properties
2. I am somewhat involved in the management of my residential rental property / properties
3. I use a property manager to manage one or more of my residential rental properties
4. None of the above

Q4. How did you acquire your residential rental property / properties?

Please select all that apply

8. Purchased as an investment and/or to generate income
9. Purchased to live in originally, but I now live elsewhere
10. Purchased as a holiday home or additional place of residence but now rent this out
11. Purchased for another family member or friend and decided to keep it once they moved out
12. Inherited or gifted from family or friends
13. Came with another property I bought (e.g. granny flat, farm cottage)
14. Other (please specify) _____

Q5. Which of the following best describes your motivation as a landlord?

Please select one only

7. To provide my main income and occupation
8. An investor but not my main occupation
9. To provide an additional source of income
10. To reduce the cost of ownership
11. To provide accommodation for family/friends/employees etc.
12. Other [Specify]

Q6. How many residential rental properties do you own in New Zealand?

Please select one only

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10 or more (please specify) _____

Q7. Does any of your residential rental property have any ceiling or underfloor insulation?

Please select one only

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

[If Q7=1]

Q8. Has any ceiling or underfloor insulation been installed in your residential rental property in the last 12 months?

Please select one only

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

Q9. Are any of your residential rental properties missing either ceiling or underfloor insulation *where this is practicable to install?*

Please select one only

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

[If Q9=1]

Q10. Are you planning to install any ceiling and/or underfloor insulation in any of your residential rental properties?

Please select one only

1. Yes, within 6 months
2. Yes, within 1 year
3. Yes, within 2 years
5. Yes, but not within 2 years
4. No, I have no plans to install insulation

Q11. What is your preferred name?

What is your email address?

What is your preferred contact number?

Q12. Please indicate your current availability below

Please note for Wellington residents, face-to-face interviews will be conducted on 8th February 2017.

Please select all that apply

	Business hours (9am-5pm)	Evenings (5pm-9pm)	Any time (9am-9pm)
Wednesday 7 February			
Thursday 8 February			

Friday 9 February			
Monday 12 February			
Tuesday 13 February			
Wednesday 14 February			
Thursday 15 February			
Friday 16 February			

Q13. Do you have any comments to make about your availability above?

To select the right mix of participants, we would like to link the above questions and the contact information you supply below, with your responses to our 2017 survey (Residential Tenancies Act Awareness and Compliance survey). This avoids asking questions you've already answered.

We understand that some of your responses may have changed because considerable time has passed. Your identity and responses to the survey and the questions on this form will be treated as completely confidential and kept secure with access only available to the two lead Gravitas researchers on this project. Your contact information will be used only for the purposes of this research.

You do not have to agree to your responses being linked in order to participate, but we will prioritise contacting those who's rental property situation we know more about.

Q14 Do you consent to linking your responses to the 2017 Residential Tenancies Act Awareness and Compliance survey with the information provided on this form?

1. Yes
2. No

Appendix B: Participant Consent Form

Participant Consent Form

I agree to take part in the study looking at the different approaches to property management of New Zealand landlords. I understand that this is an independent study being conducted by Gravitas Research and Strategy on behalf of the Ministry of Business, Innovation and Employment. I understand that Gravitas is responsible for the collection, collation and analysis of all data, and that this data will only be used for this study.

I understand that agreeing to take part means that I am willing to participate in [*insert as appropriate: a face-to-face in-depth interview in my home or other suitable location, or a telephone interview,*] at an agreed time.

I understand that:

- The interview may be audio-recorded with my consent.
- Specific comments may be quoted directly in reports delivered to the Ministry of Business, Innovation and Employment, provided they do not identify any individual and I have not requested they be excluded from the record.
- My participation is voluntary, that I can choose not to participate in part or all of the discussion and that I can withdraw at any stage of the discussion without being penalised or disadvantaged in any way.
- My participation in this study will have no bearing on any future dealings I may have with the Ministry of Business, Innovation and Employment and Residential Tenancy Services for which the Ministry is responsible.
- Any information I provide is confidential and no information that could lead to the identification of any individual will be disclosed in any reports on the project or to any other party than Gravitas staff, including the Ministry of Business, Innovation and Employment.

Name (*Please print*): _____

Signature: _____

Date: _____

- I consent to an audio recording of my interview
- OR I do NOT consent to an audio recording of my interview
- I consent to the audio recording of my interview being transcribed
- OR I do NOT consent to an audio recording of my interview being transcribed
- I consent to quotations from my interview being used, provided they are anonymous
- OR I do NOT consent to quotations from my interview being used

Appendix C: Participant Information Sheet

Landlord Property Management Research: Information sheet for participants

What is the purpose of this research?

This research is about the different approaches to property management of New Zealand landlords. The research will look in particular at insulation and smoke alarms, information sources and what influences landlords' decisions about their properties.

Who is conducting this research?

Gravitas Research and Strategy is conducting this research on behalf of The Ministry of Business, Innovation and Employment. Gravitas Research and Strategy is a member of the New Zealand Research Association (NZRA) and the research will be conducted in accordance with the NZRA Code of Practice.

What is involved?

If you agree to participate, one of Gravitas' experienced researchers will interview you [at a time and place agreed with you / by telephone at a time agreed with you] between the dates of 7-15 February. The interview will last about [45-60 / 30] minutes, depending on how much you would like to say in response to the questions. You do not need to do any preparation for this interview. With your permission, we will audio record the discussion and use anonymous quotes in our report. We will also take some notes.

You can withdraw anytime and choose not to answer any questions

Taking part in this research is up to you and you are free to stop at any time. If there is a question you would rather not answer just let the researcher know and they will move on to the next one. You are welcome to bring a support person with you to the interview.

Your information is private, confidential and secure

What you say in the interview will be kept confidential and there will be nothing that will identify you in any reporting. The Ministry of Business, Employment and Innovation will not know who was interviewed or be able to identify anyone from the report we provide to them. The audio and notes will be kept in a safe place and only the researchers will have access to it. We will destroy the notes and recordings 12 months after the date of the interview.

What if I have questions about the interview?

If you have any questions, or would like further information, please contact Gravitas Project Manager, Anton Griffith on 09 9171056 or email anton@gravitas.co.nz.

