MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

18 August 2025

Ref: DOIA-REQ-0018163

Privacy of natural persons

Thank you for your email of 21 July 2025 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

Privacy of natural persons

1. **The latest information (of whatever kind) on whether rental quality has improved since the introduction of the standards**

The Ministry of Housing and Urban Development (HUD) undertakes regular surveys of the private rental sector. For instance, the latest Verian (previously Kantar) survey commissioned by HUD (January 2024) found that:

- 17 percent of all surveyed landlords reported they had already fully met the HHS, and
- 73 percent had taken steps to prepare their property to meet the HHS.

HUD is commissioning a Verian survey for 2025 with the results to be made available in the coming months.

In addition, the 2023 Census found that homes have gotten healthier than they were in the 2018 Census. The number of occupied dwellings that always or sometimes had mould larger than a A4 sheet of paper decreased from 16.9 percent to 14 percent, as did the proportion of homes that are always or sometimes

damp, from 21.5 percent to 18.1 percent. The number of homes that were heated by electricity increased between 2018 and 2023, from 75.3 percent to 84.2 percent.

More information about housing quality in the 2023 census can be found on the Stats NZ website: Housing in Aotearoa New Zealand | Stats NZ

2. **How many regulatory actions (warnings, notices of improvement, tribunal prosecutions, etc) has MBIE taken under the standards.**

Between 1 July 2024 and 30 June 2025, 957 (64.6%) of all interventions by the Tenancy Compliance and Investigations team (TCIT) considered either a breach of the Healthy Homes Standards or the requirement to provide a Healthy Homes Statement, which is an increase from 703 healthy homes interventions in the same period in 2023/24 (32.2% out of 3006 total interventions).

| **Decision Type/Enforcement Action** | **Total** |
|---|---|
| Warning | 577 |
| Improvement Notice | 86 |
| Compliance Agreement | 5 |
| Enforceable Undertaking | 1 |
| Infringement Notice | 2 |
| Tenancy Tribunal | 9 |

The table above provides the number of enforcement actions undertaken by the TCIT between 1 July 2024 – 30 June 2025 as a result of a breach of one or more of the Healthy Homes Standards.

Please note:

- The Healthy Homes Standards include a breach of any of the five physical standards (insulation, heating, ventilation, draught stopping, moisture ingress and drainage) and any paperwork-related Healthy Homes compliance (including Healthy Homes Statements and/or Healthy Homes documentation not being retained).
- The data above is combined for both proactive work TCIT undertakes in relation to the Healthy Homes Standards and complaints received that include a breach of at least one of the Healthy Homes Standards.
- The count is based on the date cases were closed.
- The count of Tenancy Tribunal cases is a count of cases where there was an outcome during the year, not a count of cases that were lodged with the Tribunal. It also only counts cases where there was an alleged breach of one of the healthy homes standards or healthy homes documentation (as described in the first point above).
- The numbers have not been further divided into landlord type as we are not satisfied that the information is recorded in such a way that we can guarantee its accuracy.
- The counts are based on the number of decisions and each case may have multiple decisions.
- This data set was produced on **14 August 2025**, as our reporting is dynamic, should we rerun this data set at another time the data may be different despite being for the same period.

As the answers to your final three questions have not significantly changed since last year, the previous answers have been provided again below with minor updates.

3. **How many frontline inspectors are employed to proactively police the Healthy Homes Standards? In my 2022 column I noted that "the Ministry of Business, Innovation and Employment (MBIE) has employed a frontline inspectorate numbering ... 37". What is the equivalent number now?**

MBIE's resources are prioritised into our frontline roles, including our regulatory functions to support our teams to continue to efficiently and effectively serve our customers. As of 30 June [2025], there are a total of 35 compliance officer and investigator roles, responsible for undertaking proactive and complaint work in TCIT.

TCIT also have eight support and management roles who support the work undertaken by the frontline compliance officers and investigators.

4. **As a result of the government's savings programmes, including 6.5-7.5% cuts to "back office" functions in departments and agencies, have there been, or are there anticipated to be, any cuts to that inspectorate workforce?**

MBIE undertook a comprehensive savings exercise for Budget 24 to deliver on a baseline savings target of 7.5%. MBIE continues to focus on driving efficiency and streamlining the work to deliver on government priorities.

As part of this TCIT has recently introduced [in June 2024] a new operating model and structure centered around our core service areas of compliance and investigations to support the effective delivery of our statutory duties. No frontline roles were disestablished during this change.

5. **Since this government took office in 2023, have there been any changes to the policy or practice relating to proactive monitoring and enforcement of the Standards? E.g. have there been any ministerial instructions about changing the intensity or approach of that monitoring and enforcement?**

TCIT has received no Ministerial instructions regarding policy or practice since the current Government took office. TCIT continues to take a risk and harm-based approach, focusing resources where it appears there is risk of the greatest harm. For example:

- if there are breaches that cause the condition of the premises(s) to be a significant risk to the health or safety of vulnerable people or groups of people.
- if the landlord has committed a serious breach or has persistently breached the Residential Tenancies Act 1986.
- if the landlord’s actions risk undermining public confidence in the administration of tenancy law.

The team have a range of compliance tools to ensure landlords are meeting their obligations. These include (but are not limited to) formal warnings, enforceable undertakings, improvement notices and infringement notices. In the most serious cases, the team may decide to take proceedings against a landlord in the Tenancy Tribunal.

In order to achieve its objectives TCIT regularly reviews its policies and practices to ensure that they continue to support those objectives.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

Please note that this response and enclosed documents, with your personal details removed, may be published on the MBIE website: www.mbie.govt.nz/about/open-government-and-official-information/published-official-information-act-requests.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā



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Building and Tenancy