

Wednesday 10 October, 2018

To the Honorable Phil Twyford, Honorable Andrew Little and Honorable Aupito William Sio,

Property managers bear significant responsibility. They hold billions in assets and millions of dollars in trust. They profile applicants, hold personal information, and the keys to people's homes. They hold the wellbeing and wealth of many New Zealanders in their hands.

Despite this, property managers require no training, qualifications, or licence to operate.

As the ministers responsible for the oversight of residential tenancies and real estate professionals, we call on you to regulate the residential property management sector. This is a first step to ensuring that all landlords are licensed.

Recent research by Auckland City Council, Consumer NZ and Anglican Advocacy provide evidence that the lack of regulation in this sector is causing harm to consumers. Property managers have a valuable service to offer, but the conduct of rogue operators is bringing the entire industry into disrepute.

Tenants and property owners deserve to know they are dealing with qualified, licensed professionals who abide by sector standards. We call on you to make the necessary reforms to:

- 1. Require property managers to obtain qualifications and a licence in order to operate;**
- 2. Require property managers to follow a professional code of conduct;**
- 3. Require that property managers handle all tenancy-related funds through a trust account;**
- 4. Establish an effective complaints procedure that protects complainants.**

We, the undersigned, call on you to commit to these changes and to have legislation introduced to Parliament by October 2019.

Advocacy groups & community organisations

ANGLICAN
advocacy

Jolyon White
Director, Anglican Advocacy

cm
Christchurch
Methodist Mission

Jill Hawkey
Executive Director,
Christchurch Methodist Mission



Kerry Dalton
Chief Executive,
Citizens Advice Bureau



Sue Moroney
CEO, Community Law Centres
o Aotearoa



Ben Schmidt
Coordinator, Manawatū
Tenants' Union



Jonathan Gee
National President,
NZ Union of Student Associations



Kate Day and Robert Whitaker
Organisers, Renters United



Sara Epperson
Chair, Public Health Association of
NZ – Canterbury / West Coast Branch



Peter Klein
Chair, Tenants Protection
Association (Auckland)



Anthony Rimell
Chair, Tenants Protection
Association (CHCH) Inc.

Property managers
& industry
representatives



Ashley Giles
National Manager - NZ, Leading
Property Managers Association



Bindi Norwell, CEO and
Lisa Gerrard, CLO,
REINZ



Kiri Barfoot, Director
Barfoot & Thompson



Janice Cowdy
Director - Property Management,
Cowdy & Company



Melissa Benge
Managing Director,
First Avenue Property



Catherine Goodwin
General Manager,
Goodwin Property



Hayley Stevenson
Director, Housemart



Brent Sullivan
Director, Inproperty Ltd.



Pam Hight
Rental Division Manager,
McDonald Real Estate Ltd



David Pearse
Managing Director,
Pukeko Rental Managers



David Faulkner
Director & Consultant,
Real iQ



Richard Evans
Director, Rotorua Rentals



Stewart Henry
General Manager,
Summit Property Management



Harrison Vaughan
Managing Director,
Tommy's Property Management



Tania Ellis
Manager - Property Management,
Whittle Knight & Boatwood



Jeremy Sussex
General Manager,
Wendell Property Management