

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

cmm  
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, Manawatu  
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 Pearce  
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