

# **Renting and Climate Change in Tāmaki Makaurau/Auckland:**

**A study of attitudes and actions in the  
residential property sector**

**gravitasOPG**

**Auckland  
Council**  
Te Kaunihera o Tāmaki Makaurau



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This report on Renting and Climate Change in Tāmaki Makaurau/Auckland: A study of attitudes and actions in the residential property sector has been prepared for Auckland Council.

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# Executive Summary

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## Introduction

Te Tāruke-Ā-Tāwhiri: Auckland's Climate Plan, adopted in 2020, sets out eight priority areas to reduce emissions and help communities adapt to climate disruption. Since adoption of the plan Tāmaki Makaurau has experienced severe climate-related events, including flooding due to storms over Auckland Anniversary weekend in January 2023, followed by Cyclone Gabrielle two weeks later. These events caused loss of life, widespread damage and displacement, and highlighted the need to strengthen action and future-proof Auckland against future events.

As part of its broad response to the devastation wrought by the floods, Auckland Council established Resilient Tāmaki Makaurau, a comprehensive and long-term programme to build a more resilient Auckland through changes to land-use planning provisions, infrastructure investment and working with Aucklanders to speed up community adaptation. The development of the Flood Viewer, a free online map which provides clear and accessible information about potential flood risks to Auckland properties and how to prepare, was accelerated.

The 2023 floods highlighted that some groups face additional challenges to climate adaptation. One such group is residential property tenants. Landlords in New Zealand are not legally obligated to disclose climate-related hazards, or to take steps to reduce property-based carbon emissions. There is a knowledge gap regarding residential property managers and landlords voluntary disclosure of flood hazard risks to prospective tenants. Similarly, it is unclear whether renters actively seek information about flood risks as part of their decision-making process including their engagement with Flood Viewer.

This research was commissioned by Auckland Council's Healthy Waters and Flood Resilience and Policy departments with the purpose of exploring climate-related attitudes and actions among residential tenants, property managers and landlords in Auckland. This included responses to flood hazard risks and broader efforts to improve property resilience and personal preparedness, as well as efforts to reduce climate-related hazard risks and carbon emissions.

## Method

In-depth one-on-one interviews were conducted with 50 stakeholders from the private residential rental sector, including 25 tenants, 15 landlords and 10 property managers. A range of participants were recruited to ensure diversity across key variables.

Interviews were carried out online and in person, recorded and transcribed, and thematically analysed. Interviews were conducted between August and October 2025.

This research project went through an Auckland Council-led ethical review process, following best practice guidelines (review number 2025-05).

## Findings

Tenants generally did not seek out information on climate-related hazards when choosing rental properties, often **assuming risks will be disclosed by landlords or property managers**. Tenants with reduced choice had limited options to avoid high-risk homes. Prior flood experience increased the flood risk awareness for some tenants.

Disclosure to tenants of climate-related hazard risks was low. While landlords and property managers expressed a theoretical willingness to share risk information, disclosure was inconsistent and often limited to historical impacts rather than potential future risks. This intention-action gap was driven by low awareness of property-specific hazards, **lack of regulatory requirements**, and concerns about property value and tenant demand. Reliance on past flooding as a proxy for potential future potential risk reinforced a false sense of security, leaving significant knowledge gaps across the sector.

The study found a **gap in proactive climate adaptation** by landlords and property managers. Provision of educational resources was largely reactive, with guidance provided by some during extreme weather warnings and a general lack of focus on long-term property adaptations. Advice, guidance, or support were rarely provided, despite a stated willingness among landlords and property managers. Where information was provided, it was narrowly focused on immediate, event-specific actions rather than broader resilience measures.

Short-term readiness measures for extreme weather events were more common than long-term property adaptations. **Adaptation activity remained low** due to limited awareness, perceptions that adaptation was unnecessary, financial barriers, and lack of regulatory requirements. Property managers highlighted how they could not authorise or fund upgrades, and concerns about tenancy termination deter some tenants from requesting changes.

Awareness and use of Auckland Council's Flood Viewer was low across residential rental sector stakeholder groups, with the primary barrier being **lack of awareness**. Property managers and landlords often relied on past experience and local knowledge rather than digital tools. However, when introduced to the Flood Viewer during interviews, both landlords and tenants showed an interest in using it for future decisions, highlighting an opportunity to increase adoption through targeted promotion.

Property-focused emission reduction activity in Auckland's rental sector was minimal, despite strong support among those we spoke to for environmental sustainability. **A persistent intention-action gap** was driven by limited awareness of feasible measures, financial barriers, and absence of regulatory requirements. Renovation cycles offered the best opportunity for landlords to invest in emission-reducing upgrades, supported by financial incentives and subsidies.

Climate-related hazard awareness and disclosure in the private rental sector are marked by significant gaps across all stakeholder groups - tenants, landlords, and property managers. **Reliance on informal knowledge rather than formal risk-assessment tools** such as the Flood Viewer results in limited awareness and transparency around exposure to climate-related hazards.

A central finding is the **power imbalance** that shapes how information flows within the sector. Property managers depend on landlords for climate-related hazard risk information. Tenants, especially those with fewer housing choices, were often left unaware of climate-related vulnerabilities until after adverse events and may feel unable to request property adaptations due to fear of repercussions.

Non-disclosure is not always intentional; many landlords are simply unaware of risks until they experience impacts firsthand. As a result, disclosure tends to focus on past events, with little attention given to future climate risk. Although landlords express a sense of responsibility for resilience, action remains largely reactive rather than proactive, constrained by cost concerns, limited awareness, and competing priorities. This reflects a broader intention-action gap, also evident in emissions reduction behaviours across the sector.

Overall, the system's effectiveness is hindered by knowledge deficits, risk tolerance, and low willingness to invest ahead of time. Strengthening stakeholder understanding, increasing use of the Flood Viewer, and introducing regulatory requirements for hazard disclosure would improve transparency and support better climate resilience for tenants. Empowering renters with accessible risk information would also enhance their ability to make informed housing decisions.

## Next steps

The findings from this report will be considered further as part of Auckland Council's long-term commitment to a more resilient Auckland and may inform the future marketing and promotion of the Flood Viewer. This may include seeking opportunities to encourage proactive behaviours relating to climate-related hazards, such as:

### Promoting risk information in rental decisions

The research indicates that many property managers or landlords rely on their perceptions of risk formed by experience rather than using future risk tools such as the Flood Viewer. It highlights a need to strengthen confidence in the Flood Viewer, by explaining why future flood risk projections are critical for planning.

### Link familiar actions with future risk planning

The research also found that many landlords and property managers do not plan ahead with respect to flood risk assessments and property level adaptations. Leveraging existing emergency preparedness habits among this group could be used as a starting point to help turn intention into action.

### Clarifying climate-related risks beyond Healthy Homes standards

There was a perception among some tenants that climate-related hazards are covered under New Zealand's Healthy Homes standards, which is incorrect. This could be addressed by working with industry bodies and tenant associations to encourage clear messaging that climate adaptation, such as flood risk planning, requires additional measures

### Unlocking emission reduction opportunities in the rental market

Research showed strong support for sustainability but little understanding of property emission-reducing actions. Build on this support by targeting property renovation cycles as key intervention points, aligning landlord investments with upgrade timelines and addressing upfront cost barriers.

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# 1 Introduction

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## 1.1 Background

Auckland Council is committed to climate action. Following a unanimous vote in 2019 to declare a climate emergency by Auckland Council's Environment and Community Committee (ENV/2019/72) council developed a long-term approach to achieve emission reduction goals and adapt to the impacts of climate disruption. Te Tāruke-Ā-Tāwhiri: Auckland's Climate Plan (Auckland Council, 2020) outlines eight priority action areas to deliver on these goals, spanning not only an environmental and infrastructure focus, but also economic, cultural, and social wellbeing. A key objective is to support communities to better understand and adapt to a changing climate.

Following the plan's adoption, Tāmaki Makaurau experienced significant climate-related events, including severe flooding over Auckland Anniversary weekend in January 2023. Throughout that month half of Auckland's average annual rainfall fell (nine times what the region typically gets for the month) with most occurring on 27 January. This was followed closely by Cyclone Gabrielle on 14 February 2023 which resulted in more flooding and landslides. Both storm events led to loss of life, over 2000 roading slips, over 7000 affected homes, and the displacement of thousands of Aucklanders (Auckland Council 2025, January 23).

Following the emergency response, Auckland Council established a Recovery Office, a \$20 million Storm Response fund, and a co-funding agreement with the Government for roading and property buy-outs <sup>1</sup>. Other council work programmes related to climate action increased markedly since the 2023 storm events (see Auckland Council's Long-Term Plan 2024-2034 for detail) (Auckland Council 2025, January 23). This included the establishment of Resilient Tāmaki Makaurau, a comprehensive and long-term programme to build a more resilient Auckland through changes to land-use planning provisions, infrastructure investment and working with Aucklanders to speed up community adaptation.

In addition, following the flooding in 2023 Auckland Council published a free online tool for all Aucklanders, called Flood Viewer, which provides clear and accessible information about potential flood risks on Auckland properties (Auckland Council, 2023). The tool uses data to generate computer-based models and provides clear explanations of each flooding type. It has been designed to help people understand potential impacts and support proactive adaptation measures. See Figure 1 for an example, which identifies flood plains, flood prone areas, and overland flow paths.

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<sup>1</sup> As of 19 February 2025, 1009 properties were classified as Category 3 which made them eligible for buy-out (Auckland Council, 19 February 2025).

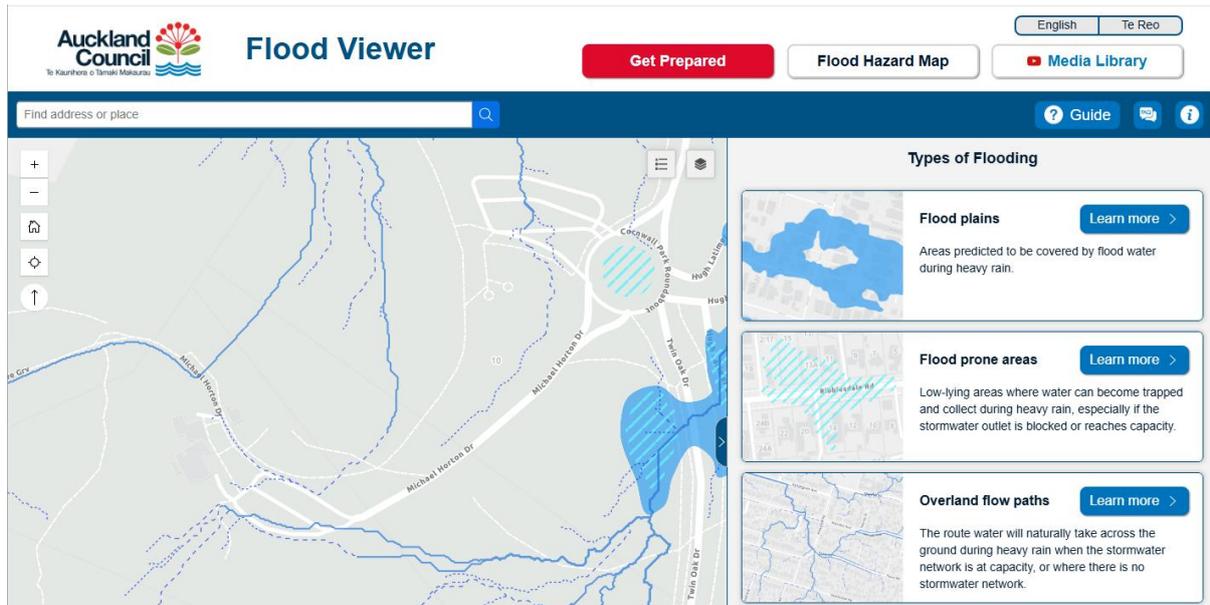


Figure 1: Example of Flood Viewer modelling, identifying flood plains, flood prone areas, and overland flow paths (9 February, 2026)

### Tenant vulnerability in the residential rental sector

The 2023 floods underscored the importance of the climate-related goals of Te Tāruke-Ā-Tāwhiri and highlighted that some groups face additional challenges. One such group is residential property tenants. At the 2023 Census, 38.5 per cent of Auckland households (207,530 households) living in private dwellings were renting. This proportion had increased from 32.6 per cent in 2013 and 37.6 per cent in 2018 (Bade, 2025). Residential tenants are vulnerable to the impacts of climate disruption through their often-limited ability to take climate action due to tenancy regulations, lower security of tenure and financial constraints (Auckland Council, 2025).

Landlords in New Zealand are not legally obligated to disclose climate-related hazards or take steps to reduce property-based carbon emissions. The current Residential Tenancies (Healthy Homes) Standards, which became law in 2019 and covers aspects such as heating, ventilation, insulation, moisture control, drainage, and draught-stopping, make no mention of climate-related hazard disclosures or property emission reductions. As such, neither flood-risk information nor energy-efficiency improvements aimed at lowering the property’s carbon footprint are required for compliance with Healthy Homes regulations. Consequently, landlords have no statutory obligation to inform tenants of climate vulnerabilities or proactively upgrade properties to reduce emissions.

Buyers and renters whose properties have an identified risk (whether this is because it is in a flood plain, flood prone area, or an overland flow path) need to understand what proactive measures can be taken, either directly or through a property manager or landlord, to improve the flood preparedness of the property and their own personal safety during floods. Although key risk information, such as flood exposure, are contained in Land Information Memoranda (LIM) reports, these are only commonly used during property purchases and are rarely accessed in the rental sector (Enlighten Me, 2025). This means that current and prospective tenants may be less aware of a property’s flood hazard.

Auckland Council’s Healthy Waters and Flood Resilience department have been working on a Community Flood Resilience Initiative (part of the Making Space for Water programme) which aims to

increase community flood resilience by raising Auckland residents' understanding of flood risks and promoting proactive behaviours to improve their safety and reduce property damage during a flood event. One factor in achieving this goal is to ensure that residential property sector stakeholders (tenants, property managers, property owners (either residing in their own property or managing it as a rental) check potential flood risks during property transactions (selling, managing, buying, renting, tenancing).

### **Knowledge gaps in flood risk disclosure, preparedness, and property emission reduction**

This research arose from several needs within Auckland Council, and a lack of relevant research.

Research has examined climate-related attitudes and behaviours among New Zealanders, but none has focused specifically on Auckland's residential tenants (TRA, 2024). There is a knowledge gap regarding the extent to which residential property managers and landlords voluntarily disclose flood risks to prospective tenants. Similarly, it is unclear whether renters actively seek information about flood risks as part of their decision-making process.

In addition, a recent study undertaken by Auckland Council found that both property professionals and recent renters showed low engagement with the Flood Viewer. Notably, many renters indicated they did not think they needed it (35%) or were unaware of where to find it (23%) (Enlighten Me, 2025). The Healthy Waters and Flood Resilience team were keen to gain insights into the attitudes and behaviours driving these trends to help design targeted programmes that can address potential barriers and improve access to flood risk information.

Understanding how the residential property sector, both landlords and tenants, perceives and responds to climate-related hazards, as well as their attitudes towards reducing property-based carbon emissions, is critical. These insights will inform strategies to enhance awareness, encourage proactive adaptation, and support emissions reduction within the rental market. Such knowledge will enable the Auckland Council to design targeted programmes that address gaps in understanding, overcome behavioural barriers, and foster a culture of climate resilience across Auckland's rental housing sector.

Recognising the differences between rental and property purchase stakeholders, and the existing knowledge gaps around the factors influencing their attitudes and behaviours, Auckland Council has identified a need to better understand renters' perspectives on climate change. This includes their awareness, attitudes, and actions related to both adapting to climate-related hazards and reducing property-based emissions. Insights into what motivates, or prevents, tenants, property managers, and landlords from taking climate action will inform future public-facing policies and strengthen hazard preparedness programmes.

This research was commissioned by Auckland Council's Healthy Waters and Flood Resilience department and Policy department and was undertaken by GravitasOPG on their behalf. The study was supported by Auckland Council's Social and Economic and Research and Evaluation team.

## **1.2 Research purpose**

The purpose of the research was to explore climate-related attitudes and actions of residential tenants, property managers, and landlords in Auckland. This includes responses to flood risks and broader efforts to:

- Improve property resilience and personal preparedness
- Reduce climate-related hazard risks and property carbon emissions.

**Research questions**

The suspected knowledge and behaviour gaps raised important questions for the study:

- Do tenants consider climate-related hazard risks in renting decisions?
- Do property managers and landlords know and understand the climate-related hazard risks of the properties they represent, and do they proactively disclose this information to prospective tenants?
- Are tenants, prospective renters, landlords, and property managers aware of the Flood Viewer; and do they use it to assess flood risk before choosing a property?
- Are property managers and landlords taking steps to improve property and tenant resilience to future climate-related hazards?
- Do tenants or landlords take responsibility to reduce carbon emissions at properties?

## 2 Method

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### 2.1 Research approach and scope

The research focused on Auckland's private residential tenancy sector, employing a qualitative approach to explore attitudes and actions associated with climate-related hazards.

Primary data was collected from three stakeholder groups: Auckland private residential tenants, landlords (both self-managing and those who contract a property manager) and property managers (see section 2.3 for description of each). A final sample of n=50 was achieved. Each group included a sub-sample of participants who had experienced adverse impacts from climate-related hazards.

### 2.2 Participant sampling and recruitment

#### 2.2.1 Tenants and landlords

Private residential tenants and landlords (excluding social housing) in the Auckland region were recruited via the One Picture Neighbourhood<sup>2</sup> and the Auckland Council People's Panel.<sup>3</sup> Attempts were made to recruit participants through social media channels; however, this approach did not yield any individuals who met the recruitment criteria.

Potential participants were emailed a link to a brief screener survey (see Appendix 7.2) to ensure that we recruited a broad mix of participants and living situations. Tenants and landlords were also asked if they had ever experienced any adverse impacts from flooding. Landlords were asked if they self-managed their properties or had a property manager to understand any differences in attitudes and actions. Landlords were also asked if they owned or rented out a property that had been part of the voluntary Crown-Council Categorisation Scheme and assessed as Category 3<sup>4</sup>, which involves a voluntary property buyout. Those who had were excluded to prevent placing any additional burden on them or any possible conflict of interest during the buyout process.

Recruitment targeted tenants who either currently lived in a flood and/or heat risk zone or had previously been affected by flooding; and landlords who had rented a property in flood and/or heat risk zone or one that had previously been affected by flooding.

#### 2.2.2 Property managers

A database was compiled using desktop research to identify property management companies with an online presence. Companies were then cold called, provided with information about the purpose of the research, what participation would involve, and invited to take part. Some opted to receive an information sheet via email before deciding to take part, while others were emailed an information sheet and consent form along with their confirmation and link to the online meeting.

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<sup>2</sup> The One Picture Group is a New Zealand based insights company, of which GravitasOPG is a part [One Picture](#). The One Picture Neighbourhood is One Picture's in-house research panel.

<sup>3</sup> Auckland Council's in-house online survey panel.

<sup>4</sup> Category 3 under the Crown-Council Categorisation Scheme refers to properties eligible for buy out because intolerable risk to life from flooding or landslides exist and cannot be effectively mitigated.

## 2.3 Sample characteristics

A total of 50 participants across the stakeholder groups were included in the research, recruited to ensure a mix by a range of variables. See Appendix 7.1 for detailed participant profile.

### 2.3.1 Tenants

A total of 25 tenants were recruited for interview. We recruited tenants to ensure a mix by demographic characteristics; rental type, duration, and location of tenancy; and impact of extreme weather events (see Appendix 7.1 for participant profile).

The majority (n=21) were on a periodic tenancy<sup>5</sup> agreement, and most (n=17) lived in a standalone house. There was a mix of tenants across locations throughout Auckland (six each in the south and west; five each in the north and central; two from east Auckland; and one from Waiheke Island).

There was a relatively even split regarding who was managing the properties they lived in with 12 being managed by the landlord, and 11 managed by a property manager. A further two tenants reported their rental property was managed by both. The amount of time tenants had lived at their current address ranged from less than six months to more than 10 years, with the greatest share being between one and five years.

Fourteen tenants lived in a flood risk area (as per the Flood Viewer) and ascertained by the research team (eight in a flood plain, three in areas with overland flow paths, and three in flood prone areas). Twelve tenants indicated that they had been affected by flooding in a rental property at some point either in their current or a previous rental property, with nine still living in the same property that flooded.

### 2.3.2 Landlords

Fifteen landlords were interviewed, including 11 who managed properties themselves and four who contracted property managers. Landlords mostly had either one rental property (n=7) or between two and four rental properties (n=7); only one landlord had five or more rental properties. Just over half of landlords had standalone houses in their portfolios and there was a mix of other housing types (duplex; terrace houses; apartments; and one rural property). Rental properties were spread across west (n=5), central (n=4), east (n=4), south (n=4), and north (n=2) Auckland.

Nine landlords had properties that were in flood risk areas (four flood plain; four overland flow path; one flood prone). Eight landlords indicated that they had previously experienced a rental property being affected by flooding.

### 2.3.3 Property managers

Ten property managers were interviewed. Six were team leaders who spoke on behalf of their teams and provided insights into company policies and practices. Four were portfolio managers.

The majority of the property management businesses included in this study focussed on the rental sector only, while three were part of companies that also sold properties. Six businesses were franchises and four were independent. Property management companies managed properties across Auckland, with a mix by property type (e.g. standalone houses, terraced houses, and apartments).

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<sup>5</sup> A tenancy that has not specified end date.

## 2.4 Data collection and analysis

Data was collected via individual in-depth interviews conducted online (n=48) and in-person at the property (n=2), which lasted between 30 and 60 minutes. Interviews were conducted between August and October 2025.

Interviews were informed by discussion guides (see Appendix 7.5) designed collaboratively with the research project team at Auckland Council. Given that many participants had experienced adverse impacts from flooding, consideration throughout the interview was given to minimising risk of causing emotional distress. With participant consent, interviews were recorded and transcribed. To encourage participation and as a gesture of reciprocity, all participants who completed an interview were sent \$100 by bank transfer.

The data collected was analysed in Nvivo using both inductive and deductive thematic analysis, to identify key patterns, themes, and relationships that align with the research questions. Thematic analysis helped to identify common perspectives, attitudes, and actions.

This research project went through an Auckland Council-led ethical review process, following best practice guidelines (review number 2025-05).

## 3 Research Findings

The research findings have been organised into six main themes: Consideration of climate-related hazard risks in renting decisions; awareness and use of the Flood Viewer; awareness and disclosure of climate-related hazard risks; provision of educational resources to increase resilience; and emissions reduction action. Key takeaways have been provided in shaded text at the start of each section, with the following subsections providing the detail that has informed the key takeaways.

### 3.1 Consideration of climate-related hazard risks in renting decisions

Climate-related hazards, such as flooding and coastal inundation, are becoming increasingly frequent and severe, yet their consideration in housing decisions remains uneven – particularly in the rental market. Unlike homeowners, renters often have limited access to property risk information and fewer options to modify or mitigate hazards due to tenancy regulations and financial constraints. With 38.5% of Auckland households renting (Bade, 2025), this represents a significant portion of the population potentially exposed to climate risks without adequate awareness or capacity to adapt. Understanding how renters perceive and factor climate-related hazards, from either flooding or heat, into their housing choices is critical for designing effective policies and interventions that protect vulnerable populations and build community resilience.

There was an expectation that tenants do not access Land Information Memoranda<sup>6</sup> (LIM) reports to understand property hazards. This section explores how much tenants consider climate-related hazards and seek information on them when choosing rental properties. For context, Tenancy Services advise tenants to consider asking landlords and property managers about any previous flood damage at properties, but not about future risk (Tenancy Services, 2022).

#### Key takeaways:

Findings show that tenants did not proactively seek out information about climate-related hazards and often overlooked these risks when choosing where to live. There was a tendency to assume that risks would be obvious or disclosed by landlords or property managers – highlighting an information gap for tenants.

Some tenants, for example those on low incomes, may not be able to decline or move from properties that have flooded or are at risk due to more constrained choices available to them, which significantly reduced their power and choice.

We found that experience or awareness of flood impacts increased consideration of climate-related hazards among some tenants. No other notable differences among tenants by any variable (e.g. tenancy type or duration; who the property is managed by; property location etc.) were found.

#### 3.1.1 Limited consideration of climate-related hazard risks in rental decisions

Both tenants and property managers highlighted a key difference between renting and buying where property purchasers routinely investigated hazard risks, renters rarely did so:

<sup>6</sup> Land Information Memorandum is a document prepared by the local council that provides a summary of all the information held about a property.

*I have rented a lot. I've owned my own house once before as well. That's one thing I've never thought about looking for when I've rented. I mean, if it was my own house, I'd be checking it out straightaway - If [I was] buying. (Tenant)*

*I don't think there's a buyer out there now that doesn't get advice as to whether or not a property is in a flood prone area. But I don't think tenants are quite as stringent with their selection processes. (Property manager)*

Most tenants did not actively seek information about climate-related hazard when choosing a rental property. Instead, decision-making was primarily driven by higher-priority factors such as cost, size, and location.

*We didn't do any due diligence and check if they had any problems in the past with torrential rain or anything like that. (Tenant)*

Only two tenants reported taking proactive steps to identify climate-related risks – using either Auckland Council's Flood Viewer (see section 3.3) or the property's LIM report. One of these tenants had declined a property after discovering a flood risk.

A small number of tenants had considered physical features that might indicate a property's vulnerability to flooding, such as whether the property was located in a low-lying area or at the bottom of a hill, and the adequacy of drainage systems.

*I definitely wouldn't look for a place that's at the bottom of a hill. (Tenant)*

No tenants reported seeking information about heat risk or declining a property based on this risk.

### **3.1.2 Assumption that climate-related risks would be obvious or disclosed**

A small proportion of tenants assumed that climate-related hazards would be obvious when viewing a property. For example, homes adjacent to waterways or in low-lying areas:

*I think when you're looking at properties, you assume that the houses will be fine. Obviously if anything had a big alarm bell when we were looking around then it would've stood out. (Tenant)*

Although property managers and landlords are not currently legally required to disclose such risks, some tenants expected that significant climate-related hazards would be proactively communicated. Given that some tenants were living in properties in flood prone and flood risk areas, but were not aware of this, this absence of disclosure could result in a false sense of security that their homes were free from risk.

Tenants who experienced flooding in their homes stated that, had they been informed of the risks beforehand, most would have declined the tenancy.

### **3.1.3 Experiencing and awareness of the extreme weather impacts**

Most tenants had rental agreements for the properties they were living in that were signed before the extreme Auckland weather events of 2023.

A lack of first-hand experience or awareness of flooding contributed to tenants not considering this risk when choosing a property. For those that have not had any previous adverse impacts from extreme weather events there was a clear indication that they did not proactively seek risk information.

*I've never experienced flooding before. So, I never expected to be in a flooded situation. It never occurred to me to think about it. (Tenant)*

*It never occurred to us. You just don't think of Red Beach as an area of flooding and it never came to thought. (Tenant)*

The historic infrequency of major heavy rain events was also cited as a factor:

*That never crossed my mind. I think the previous extreme weather event I can remember was Cyclone Bola. It [flood risk] wasn't even relevant to me when we were looking. (Tenant)*

However, following the 2023 Auckland floods, some tenants expressed that climate-related hazard information was something they would actively seek when looking for homes in the future. This was particularly evident among some (but not all) who had been directly affected by the flooding. This included those who were living in flood risk areas and those who were not.

*It'll always be a factor now no matter where I move, and no matter what country. It's our reality now so I'd get what information I can. (Tenant)*

Property managers and self-managing landlords reported mixed observations regarding tenants' interest in climate-related risk information after the 2023 floods. Some noted no change, while others observed an ongoing increase in tenants asking whether properties had been impacted by extreme weather events, particularly in areas known to have been badly affected. However, information sought appeared to be related to past impacts rather than future potential risk (e.g., modelling shown on Flood Viewer).

*We are acutely aware now when we sign new managements to be asking that question, "Has your property been impacted?" Because tenants ask regularly. (Property manager)*

### **3.1.4 Risk tolerance apparent among some tenants**

There appeared to be a tolerance towards climate-hazard related risks among some tenants, which seemed to be overridden by other more favourable attributes such as location or price.

*I do remember talking about the fact that it flooded. But it wasn't anything major. It didn't go in the house or anything, so it didn't become a big thing. It was just kind of brought up, if there's any issues let us know type thing. (Tenant)*

This sentiment was mirrored by a property manager, who expressed that tenants are likely to take properties that meet their needs, regardless.

*As far as tenants are concerned, it won't make that much difference whether or not a property has a likelihood of flooding. If they need a home and they find a home that they want, they'll take it. (Property manager)*

Some tenants said they might still have taken the property even if they had known it was in a flood-risk zone. They cited a low sense of personal risk, and assumptions that any impacts would be minor and the landlord would deal with any damage.

*If somebody said, "It may flood", we probably still would've taken it. There wasn't the big issue about flooding as there is now, and it simply wouldn't have come up into the things to really consider. (Tenant)*

Another factor contributing to risk tolerance was having limited choice in the rental market, for example due to low income or bad credit records. These tenants may remain in homes in which they have experienced the adverse effects of extreme weather events, or in some cases have moved from a home in which they experienced flooding to another home in a flood risk area.

*I probably should have [sought risk information] considering the house that I was in [previously] with the floods, but people are fussy with their tenants. I'm a single mum and I'm on a benefit. A lot of people are opposed to that, just because of stereotypes. (Tenant)*

For tenants who were aware that their homes had been flood-affected and remained in them, high moving costs and the difficulty of securing an affordable alternative were cited as key barriers to relocating. Some tenants had requested adaptations, which were often ignored or adaptations were done ineffectively (see section 3.4 for further discussion on this). Tenants sometimes expressed feeling 'stuck', with no alternative options in homes that had not had adaptations undertaken to mitigate risk.

## 3.2 Awareness and disclosure of climate-related hazard risks

This section covers attitudes and actions toward disclosure to tenants of climate-related hazard risks by active landlords and property managers, along with key barriers and potential motivators.

### Key takeaways:

Disclosure of climate-related hazard risks to tenants was generally low, despite landlords and property managers expressing a theoretical willingness and some perceived responsibility to provide information. Disclosure practices did not vary meaningfully across property management models (franchise vs independent; rental-only vs mixed rental–sales) or landlord characteristics (managed properties themselves vs having property managers; small vs large portfolios).

The prevailing gap between intention and action was driven primarily by low awareness of the risk profile of properties. Property managers tended to rely on landlords for information, and when disclosure occurred it typically emphasised historical impacts rather than future potential risk. There was some evidence also of intentional withholding of risk information to avoid deterring prospective tenants.

These patterns occurred in a context where there is no legislative or regulatory requirements on landlords to disclose climate-related hazard risk to tenants or property managers. As a result, significant knowledge gaps persisted for both property managers and landlords, neither of whom routinely sought out risk information. Reliance on historical flooding as a proxy for future risk further reinforced a false sense of security. Concerns about property value and tenant demand may also suppress transparency among landlords.

### 3.2.1 Proactive climate-related hazard risk disclosure generally not common

Routine disclosure of climate-related hazard risks by property managers and active landlords appears to be relatively low. This finding was consistent across the sample with no notable differences by sub-group (e.g. property management business type or focus; landlord portfolio size etc.).

For example, this landlord had not disclosed to tenants that their home was in a flood-prone area, either before or after it being affected by flooding, despite being aware of it themselves. They noted the absence of any legal requirement as a factor, although grappled with the moral responsibility:

*I'm not 100% where the moral obligation lies...But I have not shared anything or let them know that, "Look guys, you are living in a flood prone property". (Landlord)*

Consistent with this finding, very few tenants in flood risk areas (including those who had been impacted in their homes) and none in heat-risk areas were informed of climate-related hazard risks before taking their tenancies. There were no apparent differences in this regard by management (landlord or property manager) and other variables such as house type, tenancy duration, and location).

One tenant reported that the landlord explicitly denied any awareness of flood risk. As the tenant explained, the landlord withheld information that the property had been affected by flooding in 2023 and was subsequently classified as Category 3 under the Crown–Council Categorisation Scheme.

*I asked him, was there anything about flooding and he said, "No, we haven't had any issues as such". But once we moved in, we got to know that, during the massive floods that happened, it almost reached to the level of the entrance. I wasn't aware of it and based on my conversation with the landlord, I got the impression that it's pretty much in a 'no flood risk zone'. (Tenant)*

### 3.2.2 Selective disclosure based on perceived degree of risk

This study found that disclosure of climate-related hazard risks to tenants by property managers and landlords did occur on occasion but not as a matter of course. Decisions by property managers and landlords on whether to disclose or not were typically based on perceptions of current risk and whether there was a material ongoing threat to tenants or property, usually informed by past flooding impacts rather than future potential risk.

*If it was extremely high-risk [likely to happen] then you probably should say something. But if it's like a low-risk thing [unlikely to happen], then maybe not. (Landlord)*

Some property managers stated they had selectively disclosed past flood impacts on a case-by-case basis, basing the decision on the incoming tenants' intentions around which parts of the house would be used as living or sleeping spaces and/or the make-up of the tenant group, rather than applying a universal standard. For instance, one property manager suggested that disclosure would depend on the intended occupants and whether previously flooded areas of the house were to be used.

*The downstairs was the part that got destroyed by flooding. If we were going to re-rent that property and we knew that there were going to be kids or family members living in the downstairs part, we would notify them of the risk. (Property manager)*

When disclosure of past impacts did occur, it may only be reactive – for example, when prospective tenants enquired about a property having been recently renovated, particularly in parts of the city known to have been significantly impacted in 2023.

### 3.2.3 Barriers to disclosure included low awareness, perceived low risk, and investment protection

Barriers to disclosure of climate-related hazard risks included low awareness of risk; perceived low or uncertain risk level; concerns around impact on value of investment; and a perceived lack of need when property adaptations had been undertaken. Each of these is outlined below.

## Low awareness

Property managers reported that they expect and rely on landlords to make them aware of any known issues that may pose a risk to tenant safety and wellbeing. These would then be passed on to prospective tenants.

*We would expect that, if we were signing a new management for a client, that they would disclose to us that there is a flood risk at this property and we would pass that on to potential tenants. (Property manager)*

They may also proactively encourage landlords to understand the risks associated with their rental properties and explore adaptation options.

However, disclosure from landlords did not always occur, due to low awareness, perceived low risk, or perception that risk has been mitigated. Given this, most property managers were not specifically aware of which properties in their portfolios are in flood risk areas.

*We know of the properties in our portfolio that are at risk because they have already experienced that flooding event. We don't necessarily know all of the ones that we have under management where they didn't happen to flood that time, but maybe they will in future. (Property manager)*

This property manager also highlighted the lack of legal requirement for landlords to ascertain and disclose risks, indicating this as something that influences behaviour.

There was an assumption among some landlords that they would have been made aware if their rental properties were in climate-related hazard risk areas by a local or central government agency, which may also be a deterrent to proactive information seeking.

*If I knew anything, I would be the first to tell the tenant. [But] we've never been told about any possibilities [of flooding]. I'm not aware of any. (Landlord)*

Of the three passive landlords who owned rental properties in flood risk areas, none had disclosed this to their property managers – one was unaware of the risk and two had determined that the risk was not a significant issue, including one whose property has subsequently flooded.

*We knew that was in an area that has a stream overflow at the back of the property. But I believe it was flagged as quite low risk. The downstairs of the property flooded. We've had the property for five years and nothing's ever happened before. We looked at it [the Flood Viewer] before we purchased the house. But it didn't really raise any flags for us. It didn't look like it was severe. It looked very minor. (Landlord)*

Property managers did not routinely use the Flood Viewer or access LIM reports but rather take landlord information on perceived risk and past flooding events at face value. Therefore, any risks not disclosed by landlords may not be picked up by them either.

## Business pragmatism

A small number of property managers had declined to manage properties they perceived to have unresolved risks – generally where remedial work has not been undertaken, or when property adaptations were not possible. However, it seems more common that property managers were willing to manage properties that have climate-related hazard risks and provide support and guidance to landlords on how deal with impacts, if and when they occur.

*People have got to live somewhere, owners want a property managed, and I've got a business to run. (Property manager)*

Landlords who had not disclosed known climate-related hazard risks noted the tension between disclosing and the desire to protect their investment.

*I will not do proactively that one. That will be I think turning away my prospective tenants. (Landlord)*

### **Risk considered low or adaptations made**

In relation to properties that have not previously been affected, there was a reluctance to disclose risks when they were perceived as 'low' or speculative – usually indicated by a lack of previous significant adverse impacts or infrequent events.

*I would tread very carefully around facts and speculation. Just because it's in a flood zone does not mean that the house is going to get flooded. (Landlord)*

In addition, when risks had been mitigated through property adaptations, some landlords and property managers rationalised that there was no need to disclose the home's flood risk.

*I will not [disclose risk] proactively. That will be turning away my prospective tenants. I have adopted all measures. We have installed the drain channels in front of those entry areas and if there's a minor flood event my drain channels will take care of it. (Landlord)*

### **3.2.4 Perceived responsibility for disclosure was mixed**

Some active landlords and property managers expressed a sense of responsibility and willingness to disclose climate-related hazard risks to tenants, motivated by moral obligation to be transparent with tenants based on a perceived duty of care or to safeguard their relationship with tenants.

*You've got to be transparent and open and honest with people. I think the landlord does have a duty of care. You should let them know if there's any issue. (Landlord)*

One landlord said they would provide a link to the Flood Viewer. Others felt that inclusion of any known risks in a tenancy agreement would be reasonable.

Other landlords and property managers viewed responsibility as shared, placing onus on tenants to understand risk (given the public availability of climate hazard information), while also expecting landlords to be transparent when asked directly.

*All the information is in the public domain, and everybody can check it for themselves. But in saying that, if somebody comes and asks the specific questions, we will never provide the wrong information. (Landlord)*

Most property managers felt it was their responsibility to disclose past impacts, but for some, only if directly asked. It would be uncommon for a risk profile to form part of a property listing for example or for disclosure to be made around future risk on properties that had not been previously affected.

*If someone asked me at a viewing, "Has anything happened here?" I'd tell them. But if it wasn't asked, I'd wait until I got further down that process. (Property manager)*

### 3.2.5 A legal requirement to disclose would motivate

Landlords and property managers alike expressed that a legal requirement to disclose all known climate-related hazard risks would be a motivator to doing so. This included landlords and property managers who currently own or manage tenanted properties in climate-related hazard risk areas that have not disclosed this to tenants.

*If it is legislated it's a different story, but otherwise no. No one is beyond the law, put it that way. (Landlord)*

## 3.3 Awareness and use of Flood Viewer

After the flooding Auckland experienced in 2023, Auckland Council published the Flood Viewer as an online tool to make flood risk information more accessible and easier for the public to understand. While other research (EnlightenMe, 2025) has identified lower use of the Flood Viewer by renters<sup>7</sup>, with that trend reaffirmed in this study, understanding some of the influencing factors for this low awareness and use is important.

For context, there are no legal obligations for landlords or property managers to understand the flood risk of their property portfolios.

### Key takeaways:

Use of the Flood Viewer was low among all rental property stakeholder groups, with the key barrier being low awareness. There was also some scepticism about its reliability among property managers, who – along with landlords – tend to rely on past experience and local area knowledge to assess risk at properties.

When the Flood Viewer was used, it was more as a tool within the residential property sales sector, rather than in the rental sector.

However, when introduced to the Flood Viewer during interviews, landlords and tenants both showed interest in using it to inform future decisions, whether renting or buying property.

This highlights an opportunity for increasing promotion of it as a tool in the rental sector to support informed decision-making about flood risks in Auckland's rental market.

No notable differences were identified by property management company type (franchisees compared to independent companies; rentals only compared to rentals and sales) or by active compared to passive landlords.

### 3.3.1 Tenants' awareness and use of the Flood Viewer was limited

Awareness and use of the Flood Viewer among tenants was low. Only seven tenants in this study were aware of the Flood Viewer and five had used it. Tenants who had previously been affected by flooding were more likely to have used the Flood Viewer than those who had not. For these tenants, the Flood Viewer was generally used reactively after a flood event to check information about their affected property, or when searching for a new rental after being impacted by flooding.

<sup>7</sup> Compared with recent house buyers and those planning to buy (renters 10%, recent house buyers 36%, and planning to buy 10% (EnlightenMe, 2025).

*It'll definitely help provide information for looking for the next property and we'll definitely use it. Initially it [checking Flood Viewer] was to check our [current, flooded] property to see where it is [what flood risk]. (Tenant)*

Although proactive use before taking a tenancy was not common, one participant had declined a property based on information from the Flood Viewer. This participant had migrated from a country where flooding was common, and that experience made them more aware of flood risks, prompting them to seek information on risk.

*We were already doing our due diligence, met with the agent and then we checked the Flood Viewer, and we saw the huge flood plains underneath the house. We were like, "We're not going there even though it's a nice house". (Tenant)*

### 3.3.2 Landlords use of the Flood Viewer mainly for property purchasing

Only half of landlords were aware of the Flood Viewer when interviewed. Many had purchased properties prior to it being developed. Some also mentioned that understanding flood risk was not a priority in their property purchase decisions before the extreme weather events of 2023.

*I bought it in 2021. We didn't really have any flood issues. At that time, it wasn't a big thing in my mind. I can guarantee you if I'm going to do this again today, I will do my homework. (Landlord)*

Reliance on the LIM report for climate-related hazard risk information – rather than the Flood Viewer – was also cited by some landlords.

*If I was looking for flood information, I always check it out on the LIM. I'm actually not aware of that [Flood Viewer] at all. (Landlord)*

When the Flood Viewer was used, its primary use was to check properties before purchase rather than for ongoing flood risk assessment. Two landlords had used it this way and two others indicated that they would do so if buying property in future.

*I do make use of the Flood Viewer link. It's a very helpful tool. It plays a vital role, and I can make informed [purchase] decisions. (Landlord)*

A few active landlords had used the tool to check the risk profile of rental portfolios; these were landlords with multiple properties or who had prior flooding experience. Of note was that two self-managing landlords – with properties in an overland flow path and flood prone area, respectively – had assessed their properties on the Flood Viewer and determined the level of risk did not warrant disclosure. This was likely to have been influenced by the fact that neither property had been previously affected by flooding, despite being identified as a potential risk on Flood Viewer.

### 3.3.3 Property managers do not routinely use the Flood Viewer to profile portfolios

While awareness of the Flood Viewer was higher among property managers than for the other stakeholder groups, four of the ten had not heard of it. Given the small and varied sample, no clear patterns in this awareness gap could be confidently identified.

Among those who were aware of the Flood Viewer, around half reported not using it at all. For those who had used it, this was generally ad hoc. Only one property manager routinely used it to assess flood risk across their portfolio or when onboarding new properties.

Like other stakeholder groups, reported use of the Flood Viewer among property managers was mostly reactive, for example it was checked after major flooding events or used selectively for known high-risk areas. A barrier to using the Flood Viewer as a risk profiling tool among some property managers was a perception of the modelling being too broad in terms of risk assessment. As a result, some considered it speculative and were reluctant to rely on it for climate-related hazard information.

*There would have to be some more confidence around the accuracy of the mapping before it [would be] appropriate to say to someone, “Just so you know, this property is on a flood plain.”*  
(Property manager)

There was a tendency to prioritise the direct experience of landlords and first-hand knowledge of flooding patterns in the local area over information in the Flood Viewer. Property managers were generally aware of homes in their portfolios that had been impacted by flooding in the past but had low awareness of those at risk – unless known risk was disclosed by landlords. Property managers were reluctant to independently seek out risk information that was not disclosed by landlords.

*We know of the properties in our portfolio that are at risk because they have already experienced that flooding event. We don't necessarily know all of the ones that we have under management where they didn't happen to flood that time, but maybe they will in future.*  
(Property manager)

Property managers in businesses that both sell properties and manage rentals indicated the Flood Viewer was used more often for sales than rentals.

*More regularly used in a sales capacity. I've never had a tenant refer to it. I've never even really had a landlord look into it.* (Property manager)

### 3.3.4 There was interest in using Flood Viewer in the future

Landlords and tenants who became aware of the Flood Viewer through this research indicated they would use it – landlords for future purchase decisions, and tenants for future rentals or when buying a home. This indicates that low awareness was a key barrier to current use and highlights something that can be improved.

*If we had to move into rent again or if we were thinking of buying, it would definitely be something to look at.* (Tenant)

Participants, particularly tenants, called for greater promotion of the Flood Viewer for assessing flood risks for rental properties.

## 3.4 Proactive property adaptation and readiness for extreme weather events

Adaptation for climate-related risks is a relatively more recent focus compared with emissions reductions (Khojasteh et al., 2025) Participants were asked about awareness and actions in relation to property adaptation – things that can be done to properties to increase resilience against climate-related hazards. Examples included landscaping to keep water away from buildings, creating gaps in fences to allow water to flow through, planting stream banks to reduce erosion, water tightening through renovations, increasing permeable surface area, and installation of rainwater tanks. In areas at risk of excessive heat, one adaptation is to install air conditioning.

This section also addresses readiness for extreme weather, including clearing drains, gutters, and streams; moving items from overland flow paths and low-lying areas; and installing temporary flood resilience products like door guards.

**Key takeaways:**

Short-term readiness measures for extreme weather events were more common than long-term property adaptations. Adaptation activity remained limited, constrained by low awareness of appropriate measures, perceptions that adaptation was unnecessary, and reluctance to incur additional costs. Property managers reported that while they can offer advice, they were unable to authorise or fund adaptation investments.

No substantive differences were observed between self-managing landlords or those with property managers in their engagement with adaptation or readiness measures.

For tenants, concerns about potential tenancy termination could deter them from requesting or pursuing adaptations, even in properties that had previously experienced flooding.

In the absence of any legal requirement to adapt properties for climate-related hazards, proactive adaptation remained low. Limited knowledge, financial barriers, and housing insecurity further restrict action.

**3.4.1 Proactive property adaptation was less common than readiness for extreme weather events**

Overall, proactive adaptation to improve resilience against climate-related hazards was uncommon. For example, no landlords or property managers reported proactive landscaping to keep water away from buildings, increasing permeable surface area, creating waterflow friendly fences, or moving items away from low lying areas or overland flow paths.

Routine gutter and drain clearing as part of general maintenance was common, with the former commonly being a requirement under agreements for properties that are professionally managed.

*Every property is on a preventative maintenance scheme so twice a year we have all of the gutters cleaned. (Property manager)*

Having trees trimmed to minimise the build-up of leaves in gutters was also common.

One landlord did report a community effort to clean up and plant the banks of a stream adjacent to his rental property.

*We did the stream clean up and planted those trees to prevent erosion on the banks. (Landlord)*

Rainwater tanks were common only where there was no reticulated water (for example Waiheke Island) and are not generally considered as drought adaptation in other areas. Installation of air conditioning units<sup>8</sup> were mentioned infrequently as adaptations.

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<sup>8</sup> Heat pumps that can also be used for cooling are common to comply with 'Healthy Homes' standards.

Other adaptations were often reactive after properties had been adversely affected, as landlords often didn't realise their properties were at risk from flood until extreme weather causes damage, especially when properties that flood weren't flagged on LIM reports or the Flood Viewer as risk areas.<sup>9</sup>

Examples of reactive property adaptations undertaken included water tightening homes through renovations, increasing permeable area, and increasing drainage capacity.

*We have had something that channels water away from the house, we've put that in. And also, some permeable solution, that's happened as well. (Landlord)*

Short-term, immediate actions prior to an extreme weather event (i.e., readiness actions such as sandbagging) were much more common than longer-term proactive property adaptations. There were examples of these being done by both landlords and tenants (sometimes at the request of their landlord) and included 'sandbagging' and installing temporary door guards. There were mixed views on whose responsibility these actions should be.

Participants had relatively high awareness of the need to check and clear drains of debris prior to an extreme weather event, or report to landlords/property managers if this was needed.

*We do stuff if we hear that there's weather coming, like making sure the drains are cleared. (Tenant)*

### 3.4.2 Adaptations not always done adequately

Several tenants described reactive drainage adaptations that were inadequate and failed to resolve drainage issues during heavy rain. Some felt landlords or property managers lacked commitment to improving property resilience.

*He tried to do some drainage, but the drainage doesn't really do anything. Because it still gets blocked with silt. I get anxiety when I hear the rain. (Tenant)*

Tenants also reported infrequent gutter clearing in some rental properties, and water tightening renovations that had not resolved the existing water ingress problems.

### 3.4.3 Barriers to proactive property adaptation

Proactive property adaptations rely on property owners' knowledge of how to adapt properties, perceived need to do so, and willingness to invest.

#### Low awareness of potential property adaptations

Clearing overland flow paths, moving items out of low-lying areas, clearing inorganic debris and removing flow obstructions/blockages from around streams were not adaptations that participants from any stakeholder group were commonly aware of.

Awareness and proactive action on long-term potential property adaptations such as creating water-friendly fences, increasing permeable surfaces, or relocating sheds and planter boxes from low-lying areas and overland flow paths was very low. For example, a landlord of a rental property in a flood-prone area showed little awareness of these measures:

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<sup>9</sup> In our sample, among both tenants and landlords who had experienced flooding at properties, many were in homes not indicated as being in risk areas on the Flood Viewer.

*Just make sure the tenant is at home, there's someone home during this period. What else? I don't know, just checking that there's anything wrong with the house, if there's any repairs that could be affected by a flood. Just prepare the house as much as possible, you know. Make sure it's strong and sturdy before something like that happens. (Landlord)*

Across all stakeholder groups, there was a stronger tendency to focus on storm readiness rather than long-term property adaptations. Common actions mentioned included using sandbags to prevent water ingress, securing outdoor furniture and other items, and clearing gutters and drains – measures aimed at readying properties rather than adapting them. As mentioned previously, the latter two formed part of communications from property managers to tenants and landlords when heavy weather warnings had been issued.

*Sandbags, that's all I know. If the property allows, you can dig trenches to divert the waterflow. (Landlord)*

Some landlords emphasised that inaction was not due to a lack of will or motivation, and that education and increased awareness on potential property adaptations would encourage them to proactively implement these.

### **Perceived as unnecessary**

As noted earlier, significant property adaptations beyond gutter and drain clearing were usually reactive, occurring only after adverse impacts. Before experiencing climate-related hazards, these measures were often seen as unnecessary – a major barrier to proactive adaptation. This was even evident among landlords with rentals in flood plains, flood-prone areas, and overland flow paths identified on the Flood Viewer.

*There haven't been issues in the past and things seem fine the way they are. If it's not broken why fix it? We've heard that a few times since owning the rental properties. (Landlord)*

There was also a rationalisation that if properties had not been affected by the 2023 extreme weather events, they were unlikely to be affected in future. For example, this landlord whose rental property is in a flood prone area relied on past experience as a predictor of risk and an indicator of whether property adaptations were required:

*Thinking back to the flooding in 2023, I don't think there was any issues there. We haven't done anything because it hasn't been needed. (Landlord)*

Property managers and landlords highlighted the challenge of balancing investment with perceived need, especially when properties have had no prior adverse impacts, impacts have been minor, or future events are seen as infrequent or similar in scale.

### **Lack of will to invest**

Several reasons why landlords may not be willing to invest in property adaptations were identified. For example, one landlord expressed lower motivation to invest in property adaptations at a tenanted property in contrast to one that they lived in. This reveals that increasing resilience for tenants may be seen as unimportant to some landlords.

*Tenants just don't look after the properties like the property owners do. So do we want to go in with investment knowing it will just quickly depreciate because it's a tenanted property rather than owner occupied. I think that sometimes plays a part. (Landlord)*

A lack of willingness to invest in property adaptations was also apparent when owners were ‘land banking’ with an intention to sell or develop in future, both in the city fringe and rural properties with larger land parcels.

*We just found out that they were actually intending this property to be developed. So, I think they're just not wanting to put any money into it. (Tenant)*

Another barrier to investment in adaptations at properties where issues were known was a lack of confidence in the issue being successfully mitigated.

*It's frustrating, nobody is able to fix [the] problem. Increase the size of the drain, that was one of the suggestions, but they did not guarantee that this could solve the problem, so the property manager's a bit hesitant whether [the landlord] should invest that money. (Tenant)*

For tenants, the lack of willingness to invest in adaptations themselves in a property that they did not own was because they would be increasing the value of their landlord's asset with uncertainty on their length of tenure.

### **Housing insecurity**

A key finding is that housing insecurity often stopped tenants from asking for changes they needed to the property, or from challenging requests that were ignored, even when they were affected by climate-related hazards. Several noted the reintroduction of 90-day ‘no excuse’ termination of periodic tenancies, which undermines their ability to advocate for property risks to be addressed (Residential Tenancies Amendment Act 2024, s. 26(1)). This highlighted a power imbalance present in some landlord-tenant relationships. For example, a tenant living in a rental property in a flood plain that was affected by flooding said:

*I'm also wary. The last thing I want is for someone to say, well, you know what? If you don't like it, then move. (Tenant)*

Other tenants just assumed that any requests would be declined and therefore were reluctant to report issues or problems, based on past experience of maintenance requests being declined or ignored.

*You're scared to ask. Or you just don't ask because you think the answer's going to be 'no'. (Tenant)*

### **Tenant requests not acted on**

Due to low awareness of existing risk, tenants rarely requested property adaptations unless they've experienced flooding. When requests were made, some tenants reported landlord unresponsiveness, even for properties previously affected by flooding and still facing ongoing issues.

*They [the landlords] are not very responsive in terms of fixing the issue [water ingress]. They understand the risk but somewhere it's been ignored. (Tenant)*

Some tenants reported making adaptations themselves to improve property resilience when landlords showed no interest in addressing issues.

*It would have felt nice for the landlord to have come and had a look at the damage and looked at doing some remedial work... around the side where, I ended up doing the remedial work. ... I just started building up the sides with more soil from the gardens so that the water won't*

*pool. Then I dug a bit more of a ditch and cleaned out some sort of makeshift gutter(y) areas. (Tenant)*

### **Property managers lack authority**

Another key finding is that property managers said they could only advise on potential property adaptations to increase resilience but were not able to make the investment decisions. They highlighted varying levels of willingness among landlords to invest in increasing property and tenant resilience. It also highlighted the power dynamics that may exist between landlords and property managers.

*I think 10 percent would do it. The rest would ignore you... Possibly they've already had to spend a whole lot of money this year to get their properties healthy home compliant. (Property manager)*

Property managers faced an increased challenge when landlords perceived a lack of risk at their properties, based on no previous adverse impacts and potentially no awareness of the risk profile identified in the Flood Viewer.

*It is harder to get people to invest in something that they don't necessarily see that they might need. (Property manager)*

### **3.4.4 Motivators to property adaptations**

#### **Regulatory environment**

Property managers and landlords agreed that a regulatory requirement for climate-risk properties to have resilience adaptations would motivate landlords to invest.

*If it was like a Healthy Home standard, then you'd have to abide by it or else you'd be in trouble potentially. (Landlord)*

#### **Protecting tenants**

A minority of landlords expressed a view that protecting tenants from harm would be a motivation to undertaking property adaptations.

*They live in our house. Sure, they need to look after themselves, but I just feel to a degree we are responsible too. We don't want people to get hurt, to suffer from that kind of event. (Landlord)*

## **3.5 Provision of advice, guidance, or support to increase resilience**

Property adaptations are actions that can be taken to reduce the risk of stormwater overwhelming properties or entering homes during heavy rain events. As discussed in the previous section, these include things that would generally require landlord input like enabling waterflow at fences; landscaping to direct water away from homes; increasing permeable surfaces; and ensuring gutters and drains are kept clear of debris. There are also easier and more immediate actions that tenants could do, for example keeping drains and catchpits clear, removing rubbish and debris from overland flow paths, and keeping cars and other belongings out of low-lying areas.

We asked tenants and landlords who have property managers whether they had received advice, guidance, or support on preparing properties against climate-related hazards, such as extreme weather events (e.g. proactive flood safety measures or property adaptations). We also asked landlords who manage

their own properties, and property managers, about their current provision and willingness to provide these kinds of resources to tenants and landlords with property managers, respectively.

#### Key takeaways:

Current practice of advice, guidance and support being provided was limited to reactive communications when extreme weather warnings were in place, with no systematic provision of information on longer-term property adaptations. This pattern was consistent across property management models (franchise vs independent; rental-only vs mixed portfolios) and landlord characteristics (active vs passive; small vs large portfolios).

Advice or guidance on how to prepare properties against climate-related hazard was seldom disseminated to landlords or tenants by property managers, or to tenants by self-managing landlords, despite a stated willingness among many landlords and property managers to share such information. Where this did occur, it was generally by property managers to tenants and was narrowly focused on immediate, event-specific actions rather than broader resilience measures.

#### 3.5.1 Tenants reported only minimal and reactive advice

Most tenants have never received any advice or guidance from landlords or property managers on how to proactively adapt properties to increase resilience against extreme weather events.

Any advice and guidance provided to tenants was minimal. For example, tenants living in properties known to be affected by heavy rain had been advised immediately prior to heavy rain warnings to take pre-emptive actions, such as positioning sandbags adjacent to flow paths or checking or clearing gutters and drains.

*If there's any sort of heavy rain warning or any sort of storm on the way, we actually put sandbags up on the driveway just to stop that coming down. She [the landlord] actually asked us to. (Tenant)*

This was also true for landlords who, similarly to tenants, had also not received any advice or guidance from property managers on proactively adapting properties to increase property and tenant resilience.

#### 3.5.2 Property managers provide reactive communications

Some property management companies – most commonly franchisees, but also some independent firms – had reactive systems to alert tenants and landlords about incoming extreme weather or other natural disasters. They also provided limited advice on how to make properties ready, for example checking and clearing drains and gutters, and securing outdoor furniture and other items that might become airborne, and advice on making an emergency plan. A small number offered this information at the start of a tenancy, but most communication was immediate and reactive.

*Direct emails to tenants [and] using our social channels to say, if you're not aware, this is the Met [service] warning...can you please make sure that your furnishings outdoors are tied down and make sure there's no debris in your gutters...make sure that all your low-lying drains are not blocked. Channels in front of the garage, make sure that those are cleared...make sure your ranch slider channels are cleared. Because all of these things contribute water ingress. (Property manager)*

Independent property management companies were more likely to provide advice to tenants on an individual basis – in properties known to experience water ingress, around protecting valuable items by moving them from ground level.

This study did not find evidence of comprehensive guidance on longer-term property adaptations being routinely provided to either landlords or tenants. However, where properties had been adversely impacted by flooding, property managers may be involved in supporting landlords on remedial work that may also include some adaptation.

### 3.5.3 Expressed willingness but lack of awareness of existing resources

Most active landlords and property managers expressed a willingness to provide guidance and advice to tenants on proactive flood preparedness and measures to increase property resilience. Similar to the expressed willingness for disclosure on climate-related hazard risks, this indicated a gap in what people express they are willing to do and what they actually do.

Landlords and property managers would prefer links to online resources that could easily be shared with tenants and landlords. None appeared to be aware of the existing Auckland Council resources on property adaptations for flooding events (Auckland Council, 2024).

*I don't see why not. So long as I could put it online. I wouldn't want to go round there with a physical kit, but I could say, "Hey, here's the brochure on suggestions." I don't think that's unreasonable at all. (Landlord)*

### 3.5.4 Perceived responsibility is both a motivator and barrier to provision of advice, guidance, and support

A sense of responsibility was both a motivator and a barrier to landlords' willingness to provide advice and guidance to tenants, depending on their perspective.

Some active landlords saw this as part of their duty of care for tenants' wellbeing, which theoretically may motivate them to share resources on flood resilience – although none had actually done so.

*There's got to be some personal accountability. But I think you do have some duty. (Landlord)*

Others also acknowledged the benefits of protecting their assets, which reinforces their willingness to provide such information.

*If you wanted to protect your house you'd want the tenants to safeguard. If there's gonna be extreme weather conditions, you'd want to tell the tenants to do what they can to stop that flooding...put bags of sand and clear the gutters. (Landlord)*

A key barrier among some active landlords who did not express willingness to share educational resources with their tenants was a perception that this was not their responsibility.

*The landlord's role in this is to provide housing. In terms of how extreme weather can affect the tenant, that is squarely in the hands of the tenant. The landlord is not a parent. There is no pastoral care responsibility. (Landlord)*

### 3.6 Property related emission reduction action

This section explores the extent to which tenants and landlords perceive and undertake responsibility for reducing emissions within rental properties. During interviews, the concept of *emissions reduction* was framed more broadly as ‘*actions contributing to environmental sustainability*’, reflecting the terminology most familiar to participants.

The discussions examined perceived importance, levels of awareness, actions currently undertaken, and the motivations and barriers influencing behaviour. Participants were prompted about a spectrum of possible measures, ranging from low-cost initiatives – such as composting and replacing incandescent bulbs with energy-efficient alternatives – to higher-investment actions including double glazing and the installation of energy-efficient heating and appliance systems.

#### Key takeaways:

Overall, emissions reduction activity within rental properties was low, constrained by a range of barriers. Although stakeholders consistently articulated the importance of contributing to environmental sustainability, many struggled to translate this general support into concrete action, indicating a persistent intention–action gap. No differences were evident by property or landlord type; or any other variables.

Closing this gap will require improved awareness of feasible measures for both landlords and tenants. Renovation or upgrade cycles present the strongest opportunity to encourage landlord investment in emissions-reducing improvements. Financial incentives such as subsidies would be a motivator to landlords and provide leverage for property managers to influence decision-making. Furthermore, the introduction of regulatory requirements would substantially increase uptake by establishing clear expectations and enabling tenants and property managers to request that defined minimum standards are met.

#### 3.6.1 Gap between attitudes and action

Across stakeholder groups, most participants felt it was important to reduce emissions at rental properties, however very few could identify more than one or two potential measures that could be taken to contribute to this. Even fewer had implemented any measures over and above energy efficient heating or lighting. This revealed a gap between an expressed, generalised support and implementation by way of specific actions taken.

#### 3.6.2 Prevalence of emissions reduction actions overall was low

Energy-efficient heating (heat pumps) was the most frequent action undertaken, typically associated with Healthy Homes Standards (Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development, n.d.). Due to cost and permanence, this was paid for by landlords and installation arranged by whoever managed the property.

LED or energy-efficient bulbs were also commonly actioned, particularly in new builds or recent renovations. Outside these cases, both adoption and responsibility were mixed. Some landlords supplied energy-efficient bulbs, while some tenants installed energy efficient bulbs themselves as incandescent bulbs required replacing.

■ *We went through an eco-person who came and told us all the lightbulbs to use. (Tenant)*

Most tenants reported their homes to be free from draughts. However, some still experienced significant draughts, particularly in older homes, which were often described as having a range of deferred maintenance issues.

Some tenants reported having insulation wraps on hot water cylinders, while others did not, with many unsure whether insulation was present. One tenant reported having no insulation despite the cylinder being outside.

*The cylinder sits outside in the cold. It's just sitting exposed. So that's probably costing us a bit in terms of the heating water. (Tenant)*

Few tenants or landlords reported having low-flow taps or water temperature set to 60 degrees in their rental properties, although a small number of property managers had arranged for these measures at rentals they manage. One tenant said they could control the temperature themselves.

*We actually have the califont gauge on our wall, we've adjusted all ours to 40... so we can control that ourselves which is awesome. (Tenant)*

Blinds and curtains were generally reported as present and adequate. However, in cases when tenants sought curtains with better heat retention some landlords provided them while others did not. Some tenants fitted thermal curtains themselves, despite a perception that it was the landlord's responsibility.<sup>10</sup>

*We've done that [upgraded curtains]. The ones they've supplied were horrible. The property manager should [have done it]. (Tenant)*

Energy efficient appliances were uncommon in rental properties, especially older and lower-priced properties. Many rentals were unfurnished, leaving tenants to supply appliances themselves. A small number of landlords indicated that they would consider these when replacing appliances they provide.

Home composting or use of Auckland Council kerbside food scraps collection appeared to be relatively low in rental properties (Auckland Council, n.d.-c). Similarly, double glazing was reported to be uncommon except in new builds or renovated rental properties.

*Whenever I'm upgrading, I'm upgrading to double glazing standards. (Landlord)*

No participant across any of the three stakeholder groups reported native trees being planted at rental properties as a carbon emissions reduction action.

### 3.6.3 Perceived responsibility for emissions reduction actions varied

Clear distinctions were identified regarding perceived responsibility for emission reduction actions. More permanent actions and those involving significant investments (double glazed windows; energy efficient appliances) were much more likely to be viewed as part of landlords' responsibilities by all stakeholder groups. Items that required tradespeople to implement or install (turning hot water temperature down; low flow taps and shower heads) were also generally considered to be a landlord's responsibility.

Lower-cost and easy to implement actions such as energy efficient light bulbs and composting were more frequently considered the tenant's choice and responsibility. Views on energy efficient appliances were mixed. Ovens/cooktops and any other appliances supplied as part of the tenancy

<sup>10</sup> There is no legal requirement for landlords to provide blinds or curtains in rental properties, but they must allow a tenant to make 'minor changes' to properties, so tenants should be able to install.

were considered a landlord's responsibility for decisions around opting for low emissions products; appliances not supplied as part of a tenancy were seen as the tenant's choice and responsibility.

*I feel like, with the big appliances like the stove and heat pump and all that, it should be the landlord. But little appliances like the toaster and kettle and whatever, it should probably be the tenants. (Tenant)*

Blocking draughts was viewed as a landlord responsibility by all stakeholder groups as this is an aspect of the Healthy Homes standards (Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development, n.d.). Views on responsibility for insulating hot water cylinders were mixed. Most tenants and property managers who held a view thought it should be the landlord; however, one landlord felt that, as it would be a cost-saver for the tenant, it should be their choice and responsibility.

*Because he's using it, he's paying for the water, if he needs to have it insulated, he should get it done. (Landlord)*

### 3.6.4 Barriers to implementing emission reduction actions

#### Low awareness, a barrier across all stakeholders

A key barrier to implementing or requesting emissions reduction actions in rental properties was low awareness or familiarity with these measures. Many participants had never heard of actions such as installing low-flow taps and showerheads or reducing hot water temperature, particularly in relation to emissions reduction.

*I've no idea about that [low-flow shower head]. I don't even know how that would lead to sustainability. (Tenant)*

For some, low awareness was linked to not having seen these actions in practice or never having lived in a home where they were present.

*I haven't really considered it [composting] before. My family have never done it, so I've never done it. Just a generational thing. (Tenant)*

Other barriers to implementing emissions reduction actions in rental properties included financial constraints, lack of decision-making authority, tenure uncertainty, personal preferences, and competing priorities. The following section explores how these barriers are experienced by different stakeholder groups.

#### Barriers among landlords

Cost was the most significant barrier for landlords, especially for actions requiring substantial financial investment. This was compounded by a general reluctance to spend money when there was no perceived return.

*We also thought about double glazing, but the cost really just put us off. (Landlord)*

Emissions reduction actions were often viewed as non-essential by landlords, making them difficult to justify in the current economic climate and rental market. One landlord pointed out that if interest rates were lower, investing in emissions reduction actions would be more likely.

This theme was evident in interviews with property managers. Several stated that in current economic conditions, elective maintenance is easier to encourage landlords to undertake compared to emissions reduction actions, which are often viewed as luxury or 'nice-to-have' items.

### Barriers among property managers

Property managers who place value on actions that contribute to emissions reduction could only encourage landlords to invest but lacked authority to actually make investment decisions. In the absence of legislative or regulatory requirements for climate mitigation in rentals, their role is limited to advising rather than enforcing. Some property managers noted that attempts to influence often fail, particularly for costly measures like retrofitting double glazing.

*Retro double glazing is really the only option. We've had a look at it. I haven't been successful yet to get a landlord to do it. But a few times we've suggested it. (Property manager)*

Some property managers said the best time to suggest changes that would assist with emissions reduction is when landlords plan or carry out upgrades or renovations.

*When it comes down to curtain replacements, that's when we raise to the landlord and say 'Hey, look, you've got single glazed windows. When we replace these curtains let's spend another couple of hundred more and make them thermal drapes. (Property manager)*

### Barriers among tenants

Many tenants viewed emissions reduction actions as non-essential “nice-to-have” features and felt they had no right to request or expect them from their landlord.

*If the landlord didn't think of having it when he bought the house, then I don't think it's something that I should be asking for. (Tenant)*

A barrier to tenants requesting emissions reduction actions that they viewed as a landlord's responsibility, was an assumption that the landlords would not invest. This perception was sometimes based on past experiences of requesting upgrades or maintenance.

*The blinds don't do a very good job, but I can't see them getting new blinds. They've had them up not too long ago. (Tenant)*

When tenants are aware of emissions reductions actions and see the benefits of implementing, they are unlikely to invest themselves in non-portable items due to tenure uncertainty. Many appear to be deterred from undertaking actions while renting, noting they would act differently if they owned the home.

*If we buy our own property, then we would look for those [energy efficient] options. Because we are in a rental property, we just buy the cheap ones. (Tenant)*

Tenants also reported avoiding or not requesting measures like composting and installing low-flow showerheads due to personal preferences and convenience, for example, disliking food waste storage until collection day, preferring high shower pressure, and concerns about outdoor compost bins attracting pests.

*A hundred percent for convenience. Just chuck it in the bin with all your food. (Tenant)*

Some tenants acknowledged that emission reductions actions were a low priority for them, particularly when more pressing maintenance issues – or climate-related hazard impacts – at their rental property needed resolution.

*Other issues are higher priorities. A major issue for me is the flooding thing. If that gets resolved, then I'd be worried about the double glazing. (Tenant)*

### 3.6.5 Motivations for implementing emission reduction actions

#### Landlord motivators

Some landlords and property managers highlighted subsidies as a potential motivator. A few noted support by previous governments for insulation and energy efficient appliances.<sup>11</sup>

*When we worked through the early phases of 'healthy homes' and back then grants and encouragement. (Property manager)*

One landlord provided an example of where an overseas government leads and supports energy efficiency.

*Where I come from in Asia, government leads the way [with] subsidies. Even old appliance in my country, they want to more energy efficiency. They always give you incentives. I think New Zealand should do something like that. (Landlord)*

Some landlords expressed motivation to invest in climate mitigation actions but only as part of normal replacement or upgrade cycles rather than replacing when existing appliances were still functioning.

*I wouldn't just replace for no reason until, you know, maybe when it's broken then, yes, of course, I would think about those [energy efficient appliances]. (Landlord)*

Landlords saw a hypothetical legislative requirement – like 'Healthy Homes' standards – as a strong motivator to implement emissions reduction actions in their rental portfolios.

*If it is a requirement under the council rules, I'll get it done, I'll pay. (Landlord)*

#### Tenant motivators

For tenants, combining financial incentives with education – such as lightbulb swap programme – may motivate increased action on emissions reduction.

*I feel like it was like bring five of your old lightbulbs and we'll swap them for five energy-efficient... So, it's kind of like offering incentive with some education. (Tenant)*

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<sup>11</sup> Under a previous government, subsidies were available under the Warm Up New Zealand programme for eligible households in both rental and owner-occupied homes between 2009-2013. Currently, the Warmer Kiwi Homes grant is available to owner-occupiers who meet eligibility criteria.

## 4 Discussion

Overall, the findings illustrate a system where climate-hazard risk awareness, property adaptation, and emissions reduction are hampered by information gaps, risk tolerance, and a lack of willingness to proactively invest. Some landlords and property managers agreed that a legal requirement to disclose climate-related risks, including flood risk, and implement emissions reduction actions would drive compliance.

This research highlights substantial gaps in awareness, understanding and communication around climate-related hazard risks within the private residential rental sector. Across tenants, landlords, and property managers, both information-seeking and disclosure was limited, with each group relying heavily on informal knowledge and personal experience rather than formal tools such as the Flood Viewer. This reliance resulted in a lack of routine, consistent disclosure to tenants on exposure to climate-related hazard risks.

A dominant theme was the significant power imbalance influencing the disclosure of climate-related hazards in rental properties. Both property managers and tenants ultimately relied on landlords to identify, understand, and share information about climate-related risks associated with their portfolios. Property managers acted only as intermediaries, limited by landlords' knowledge and willingness to disclose any known risks. This dynamic left tenants, especially those with fewer housing options, disempowered. Many only learned about climate-related hazard risks after experiencing adverse impacts and often lacked the resources or alternatives to relocate. Some also feared repercussions if they requested property adaptations.

Non-disclosure, however, was not always intentional. Many landlords remained unaware of climate-related risks until they themselves experienced impacts. When disclosure did occur, it typically focused on past events rather than future potential risks.

While many landlords expressed a sense of responsibility for improving climate resilience, adaptation across the sector remained largely reactive. Upgrades beyond routine maintenance typically occurred only after adverse events. Proactive investment was hindered by cost concerns, limited awareness, and competing priorities, leaving properties vulnerable to climate related hazards. This reflected a clear intention-action gap between what landlords say and what they do.

While stakeholders acknowledged the importance of reducing property related emissions, practical implementation was often inconsistent and minimal. Tenants prioritised convenience over action, and landlords rarely invested in non-essential measures that offered no clear return on investment or were not legally required. Property managers lacked decision-making authority and could only attempt to influence at key moments.

Strengthening stakeholder understanding of climate-related risks, promoting and encouraging and use of the Flood Viewer in the residential rental sector, and regulating for disclosure will enhance tenant resilience in the private rental sector. In addition, promoting the use of the Flood Viewer as a tool relevant to renters may also help to increase their ability to make informed rental choices.

## 5 Next Steps

The findings from this report will be considered further as part of Auckland Council's long-term commitment to a more resilient Auckland and may inform the future marketing and promotion of the Flood Viewer. This may include seeking opportunities to encourage proactive behaviours relating to climate-related hazards, such as:

### Promoting risk information in rental decisions

The research indicates that many property managers or landlords rely on their perceptions of risk formed by experience rather than using future risk tools such as the Flood Viewer. It highlights a need to strengthen confidence in the Flood Viewer, by explaining why future flood risk projections are critical for planning. For example, deliver targeted education focusing on distinction between past impacts and potential future risk, highlighting the limitations of relying solely on historical flooding as a proxy for future flooding.

### Link familiar actions with future risk planning

The research also found that many landlords and property managers do not plan ahead, with respect to flood risk assessments and property level adaptations. Leveraging existing emergency preparedness habits among this group could be used as a starting point to help turn intention into action. For example, combine existing readiness messaging (e.g., clear your drains) with longer term actions such as amending fences to allow for water flow paths.

### Clarifying climate-related risks beyond Healthy Homes standards

There was a perception among some tenants that climate-related hazards are covered under Healthy Homes standards, which is incorrect. This could be addressed by working with industry bodies and tenant associations to encourage clear messaging that climate adaptation, such as flood risk planning, requires additional measures. For example, increase the reach of property adaptation educational resources and consider ways to encourage landlords and property managers to routinely share these resources. A preference for online resources to share was outlined.

### Unlocking emission reduction opportunities in the rental market

Research showed strong support for sustainability but little understanding of property emission-reducing actions. Build on this support by targeting property renovation cycles as key intervention points, aligning landlord investments with upgrade timelines and addressing upfront cost barriers. For example, link emission reduction educational resources to renovation touch points.

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## 7 Appendix

### 7.1 Participant profile

Note that most attributes for all stakeholder groups are self-identified. The exception is hazard risk, which was identified by the research team using the Auckland Council Flood viewer and Predicted Urban Heat Island Effect Map.<sup>12</sup>

#### 7.1.1 Tenant profile

<b>Hazard risk</b>	<b>Number</b>	<b>Tenancy duration</b>	<b>Number</b>
Maximum daily air temperature 23.1+	9	< 6 months	3
Flood plain	8	6 to 12 months	2
Flood prone area	3	1-3 years	8
Overland flow path	3	3-5 years	7
Coastal inundation	1	5-10 years	3
Not a flood zone/Heat hazard	1	10 years+	2
<b>Total</b>	<b>25</b>	<b>Total</b>	<b>25</b>
<b>Affected by flooding</b>	<b>Number</b>	<b>Property management</b>	<b>Number</b>
No	13	The landlord(s)	12
Yes	12	Property manager	11
<b>Total</b>	<b>25</b>	Both	2
		<b>Total</b>	<b>25</b>
<b>Part of Auckland</b>	<b>Number</b>	<b>Household type</b>	<b>Number</b>
South	6	Couple with child/ren	10
West	6	Couple, no children	5
Central	5	Sole parent and child/ren	5
North	5	Extended family	2
East	2	Adult living with other family	1
Waiheke Island	1	Flattening/shared household	1
<b>Total</b>	<b>25</b>	Single person	1
		<b>Total</b>	<b>25</b>
<b>Rural</b>	<b>Number</b>		
No	22		
Rural	3		
<b>Total</b>	<b>25</b>		

<sup>12</sup> Auckland Council and Arup New Zealand Limited. (2024, October). *Predicted urban heat island effect*.

<b>Property type</b>	<b>Number</b>	<b>Household income</b>	<b>Number</b>
Standalone	17	Less than 70k	9
Town/terrace	3	70k-100k	4
Duplex	2	100k-150k	8
Lifestyle/farm	2	150k-200k	4
Apartment	1	<b>Total</b>	<b>25</b>
<b>Total</b>	<b>25</b>		
<b>Tenancy type</b>	<b>Number</b>	<b>Ethnicity*</b>	<b>Number</b>
Periodic	21	European	12
Fixed term	4	Māori	7
<b>Total</b>	<b>25</b>	Pacific Peoples	3
		Asian/Indian	5

\*Multiple ethnicities indicated by some participants.

### 7.1.2 Landlord profile of properties currently managed

<b>Landlord type</b>	<b>Number</b>	<b>Affected by flooding</b>	<b>Number</b>
Active	11	Yes	8
Passive	4	No	7
<b>Total</b>	<b>15</b>	<b>Total</b>	<b>15</b>
<b>Hazard risk</b>	<b>Number</b>	<b>Property type*</b>	<b>Number</b>
Flood plain	4	Standalone house	8
Not a flood zone/Heat hazard	4	Duplex	4
Maximum daily air temperature 23.1+	3	High rise apartment	4
Overland flow paths	3	Terrace house	2
Flood prone area	1	Low rise apartment	2
<b>Total</b>	<b>15</b>	Lifestyle block / rural	1
<b>Current tenancies</b>	<b>Number</b>	<b>Part of Auckland*</b>	<b>Number</b>
One	7	Central	4
Two	6	North	2
5+	1	East	4
Three	1	South	4
<b>Total</b>	<b>15</b>	West	5

\*Multiple parts of Auckland and property types indicated

### 7.1.3 Property manager profile

<b>Role</b>	<b>Number</b>	<b>Part of Auckland*</b>	<b>Number</b>
Team leaders	6	Central	4
Portfolio managers	4	North shore	3
<b>Total</b>	<b>10</b>	East	3
		South	6
<b>Company focus</b>	<b>Number</b>	West	3
Property letting and management only	7	Waiheke Island	1
Real estate industry (company that sells)	3		
<b>Total</b>	<b>10</b>	<b>Property type*</b>	<b>Number</b>
<b>Company type</b>	<b>Number</b>	Standalone house	10
Franchise	6	Duplex	9
Independent	4	Terrace houses	9
<b>Total</b>	<b>10</b>	Low rise apartments	9
		High rise apartments	8
<b>Migrant sector focus</b>	<b>Number</b>	Lifestyle block / rural	4
No	8		
Yes	2		
<b>Total</b>	<b>10</b>		

\*Multiple parts of Auckland and property types indicated.

## 7.2 Screener survey

### Auckland Council - Renting and Climate Change Study

GravitasOPG is an Auckland-based research and evaluation company. We have been asked by Auckland Council to talk to Auckland tenants and landlords about adverse impacts of extreme weather events (such as floods or overheating) at rental properties, and also climate-related topics more generally. The information will help Auckland Council with their work programmes and policies related to this.

[Click here](#) to see if you are eligible to participate.

#### Eligibility to receive survey:

- Aged 18 years or over

#### 1. Which applies to you?

- I am currently a tenant in a private residential rental property in Auckland [if yes to go #3]
- I am not currently a tenant in a private residential property in Auckland

#### 2. Which applies to you?

- I am currently a landlord of a private residential rental property or properties in Auckland [if yes go to #12]
- I am not currently a landlord of a private residential rental property in Auckland [exclude]

#### **Only ask tenants (Q1)**

#### **For the following questions please think about your current rental property**

#### 3. Is the rental property managed by...

- A property manager
- The landlord(s)
- A property manager and the landlord(s)
- Not sure
- Someone else (please state)

#### 4. What type of tenancy do you have?

- Periodic (there is no specified end date)
- Fixed term (there is a specified end date)
- Unsure

#### 5. How long have you lived at your current home?

- Less than six months
- Between 6 and 12 months
- More than 12 months
- Unsure

#### 6. Which best describes your current home?

- Standalone house (detached and not connected to other homes)

- Duplex/semi-attached (home is connected to one other home)
  - Townhouse or terraced house - attached houses side by side
  - Apartment building (2 or more storeys)
  - Lifestyle block or farm
  - Other – please specify
  - Unsure
7. Which best describes your household? (Your household includes people who usually live in your home.)
- Single person living alone
  - Couple with no children
  - Family of one or more adults with children
  - 'Flatters' / group of adults
  - Other - please specify
  - Prefer not to say
8. What is your household income?
- Less than 75k
  - \$75k-\$120k
  - \$120k or over
  - Unsure / prefer not to say
9. Which suburb do you live in?  
[Auckland Council list of suburbs mapped to areas of Auckland]
10. What is your address? Note: We are asking this so we get a mix of tenants and rental properties across different parts of Auckland.
11. Have you ever been adversely affected by an extreme weather event in a rental property?
- Yes
  - No
  - Not sure
12. Which ethnic group, or groups, do you belong to? Please select **all** that apply
- New Zealand European
  - Māori
  - Samoan
  - Cook Islands Māori
  - Tongan
  - Niuean
  - Chinese
  - Indian
  - Filipino
  - Korean
  - Other (please specify)
  - Prefer not to say

- Don't know

**Only ask landlords (Q2)**

13. Did you opt in to the voluntary Crown-Council Categorisation Scheme?
  - Yes
  - Not sure – exclude
  - No – skip to Q14
  
14. Was the property categorised as Category 3 under the scheme?
  - Yes - exclude
  - Not sure - exclude
  - No
  
15. Have you ever had a rental property or tenants that have been adversely affected by an extreme weather event?
  - Yes
  - No
  - Not sure
  
16. Do you...(Multiple responses allowed)
  - Manage some or all of your rental properties yourself
  - Have a property manager manage some or all of your rental properties
  
17. How many tenancies do you have in Auckland?
  - One
  - One to four
  - Five or more
  
18. Please indicate all of the suburbs that you have rental properties in...  
[Auckland Council list of suburbs mapped to areas of Auckland]
  
19. Please provide the addresses of your rental property/properties (if you have more than five residential tenancies, please provide five) Note: We are asking this so we get a mix of landlords and rental properties across different parts of Auckland.  
*For each ask:*
  
20. Which best describes the type of rental property(s)? If you own more than one property tick all that apply
  - Standalone house (detached and not connected to other homes)
  - Duplex/semi-attached (home is connected to one other home)
  - Townhouse or terraced house - attached houses side by side
  - Low-rise apartment building (2 or 3 storeys)
  - Mid to high rise apartment building (4 or more storeys)
  - Lifestyle block or farm
  - Other – please specify
  - Unsure

## 7.3 Information sheets

### 7.3.1 Tenant information sheet

## Renting and Climate Change Study

### Tenant Information

#### What is the study about?

GravitasOPG is an Auckland-based research and evaluation company. We have been asked by Auckland Council to talk to Auckland people about impacts of extreme weather events (such as floods or overheating) at rental properties, and also climate-related topics more generally. The information will help Auckland Council with their work programmes and policies related to this.

#### Who will the researchers be talking to?

The research includes three groups:

- **Tenants** – people who live in residential rental properties in Auckland.
- **Landlords** – people who own residentially tenanted properties in Auckland.
- **Property managers** – people who manage residentially tenanted properties in Auckland.

#### What will participation involve?

Taking part in the research would involve an interview with one of the research team (approximately one to one and a half hours). This may be with other adults in your household.

Interviews may be online or in-person, including at the property that you rent, depending on your preference. If you agree, interviews will be recorded. Interviewers may ask permission to take photographs of areas at your property that could be associated with being prepared for extreme weather events (for example of drains or gutters). Interviews will be like an informal conversation guided by a set of questions.

#### What type of things will I be asked about?

In the interview, you would be asked about things like:

- Whether you do any things to reduce risk of climate related hazards (e.g. flooding, heat waves) and reasons why or why not
- Your awareness and things you do to reduce carbon emissions in your home (e.g., using energy efficient heating)

#### What are my rights?

Taking part in the study is completely voluntary. If you choose to take part, you can:

- Change your mind at any time about being interviewed, including during the interview
- Withdraw consent for any data collected to be used up until one week after the interview
- Choose not to answer any questions
- Choose not to have the interview audio-recorded
- Choose not to allow photographs or video of any part of the rental property (for interviews at the house)
- Have a support person with you during the discussion (for individual interviews)
- Choose to be interviewed in a language other than English, with an interpreter provided by GravitasOPG.

### How will my information be used?

Information from all people who take part will be grouped together. We will write a report for Auckland Council based on our analysis of the information we collect. Nothing we write will identify any individual. This report will be publicly available on Auckland Council's Knowledge Auckland website.

### Will my information collected be secure and confidential?

GravitasOPG has a strict data privacy and security policy, which can be provided on request. Your data will be collected, transferred, and stored in a way that protects your privacy. No information that could identify you or anyone else will be shared with Auckland Council or used in reporting.

Recordings will be securely destroyed once they have been transcribed. Photographs, and transcripts will also be securely stored by GravitasOPG for 24 months after the interview and then securely destroyed.

The researchers we are working with at Auckland Council will also receive a copy of the transcript of your interview (if you agree to being audio recorded), with all identifying information removed. All de-identified transcripts will be securely stored for five years after the completion of the project, then securely destroyed.

### Will I receive anything for taking part?

Participants will be offered a **\$100 Prezzy card** as a thank-you for taking part.

### Are there any risks to taking part?

Through the interview process, you may become aware of potential climate-related risks associated with your rental property that may cause you concern. You will be provided with information from Auckland Council and also directed to Auckland Council website for information on how to help minimise these risks.

### Does the research meet ethical standards?

Auckland Council's research ethics review process has reviewed the research approach and provided guidance to the research team to ensure that it is conducted ethically (reference number: 2025\_05)

All aspects will be conducted in line with the Code of Practice of the Research Association of New Zealand.

### How do I know that this research is legitimate and who do I contact for further information?

You can contact the lead researcher at GravitasOPG. [Sue Allison: suea@gravitasgopg.co.nz](mailto:suea@gravitasgopg.co.nz)

### 7.3.2 Landlord information sheet

## Renting and Climate Change Study

### Landlord Information

#### What is the study about?

GravitasOPG is an Auckland-based research and evaluation company. We have been asked by Auckland Council to talk to Auckland people about adverse impacts of extreme weather events (such as floods or overheating) at rental properties, and also climate-related topics more generally. The information will help Auckland Council with their work programmes and policies related to this

#### Who will the researchers be talking to?

The research includes three groups:

- **Landlords** – people who own residentially tenanted properties in Auckland.
- **Tenants** – people who live in residential rental properties in Auckland.
- **Property managers** – people who manage residentially tenanted properties in Auckland on behalf of the owner(s).

#### What will participation involve?

Taking part in the research would involve an interview with one of the research team (approximately one to one and a half hours). This may be with another co-owner of the same property.

Interviews may be online or in-person, including at a tenanted property that you own, depending on your preference. If you agree, interviews will be recorded. Interviewers may ask permission to take photographs or videos of areas at your property that could be associated with being prepared for extreme weather events (for example of drains or gutters) at properties. Interviews will be like an informal conversation guided by a set of questions.

#### What type of things will I be asked about?

In the interview, you would be asked about things like:

- Whether you do any things to reduce risk of climate related hazards (e.g. flooding, heat waves) and reasons why or why not
- Your awareness and things you do to reduce carbon emissions at your rental property/properties (e.g., installing energy efficient heating)

#### What are my rights?

Taking part in the study is completely voluntary. If you choose to take part, you can:

- Change your mind at any time about taking part in an interview, including during the interview
- Withdraw consent for any data collected to be used up until one week after the interview
- Choose not to answer any questions
- Choose not to have the interview audio-recorded
- Choose not to allow photographs or video of any part of the rental property (for interviews at the house)
- Choose to be interviewed in a language other than English, with an interpreter provided by GravitasOPG.

### How will my information be used?

Information from all people who take part will be grouped together. We will write a report for Auckland Council based on our analysis of the information we collect. Nothing we write will identify any individual. This report will be publicly available on Auckland Council. Knowledge Auckland website.

### Will my information collected be secure and confidential?

GravitasOPG has a strict data privacy and security policy, which can be provided on request. Your data will be collected, transferred, and stored in a way that protects your privacy. No information that could identify you or anyone else will be shared with Auckland Council or used in reporting.

Audio and video recordings will be securely destroyed once they have been transcribed. Photographs, video recordings, and transcripts will also be securely stored by GravitasOPG for 24 months after the interview and then securely destroyed.

The researchers we are working with at Auckland Council will also receive a copy of the transcript of your interview (if you agree to being audio recorded), with all identifying information removed. All de-identified transcripts will be securely stored for five years after the completion of the project, then securely destroyed.

### Will participants receive anything for taking part?

Participants will be offered a **\$100 Prezzy card** as a thank-you for taking part.

### Are there any risks to taking part?

Through the interview process, you may become aware of potential climate-related risks associated with a property you own that causes you concern. You will be provided with information from Auckland Council and also directed to Auckland Council website for information on how to help minimise these risks.

### Does the research meet ethical standards?

This research project has undergone an Auckland Council-led ethical review process, following best practice guidelines (reference number: 2025\_05). All aspects will be conducted in line with the Code of Practice of the Research Association of New Zealand.

### How do I know that this research is legitimate and who do I contact for further information or to register my interest in taking part?

You can contact the lead researcher at GravitasOPG. [Sue Allison: suea@gravitasgopg.co.nz](mailto:suea@gravitasgopg.co.nz)

### 7.3.3 Property manager information sheet

## Renting and Climate Change Study

### Property Manager Information

#### What is the study about?

GravitasOPG is an Auckland-based research and evaluation company. We have been asked by Auckland Council to talk to Auckland property managers about adverse impacts of extreme weather events (such as floods or overheating) at rental properties, and also climate-related topics more generally. The information will help Auckland Council with their work programmes and policies related to this.

#### Who will the researchers be talking to?

The research includes three groups:

- **Property managers** – people who manage residentially tenanted properties in Auckland on behalf of the owner(s).
- **Tenants** – people who live in residential rental properties in Auckland.
- **Landlords** – people who own residentially tenanted properties in Auckland.

#### What will participation involve?

Taking part in the research would involve an interview with one of the research team (no longer than 1.5 hours).

Interviews may be online or in-person, including at a property that you manage if agreed to by the tenant.

If you agree, interviews will be audio or video recorded. For interviews undertaken at the property interviewers may ask permission to take photographs or videos of areas at the property that could be associated with being prepared for extreme weather events (for example of drains or gutters) at properties. Interviews will be like an informal conversation guided by a set of questions.

#### What type of things will I be asked about?

In the interview, you would be asked about things like:

- Whether you do any things to reduce risk of climate related hazards (e.g. flooding, heat waves) and reasons why or why not
- Your awareness and things you do to reduce carbon emissions at rental properties you manage

#### What are my rights?

Taking part in the study is completely voluntary. If you choose to take part, you can:

- Change your mind at any time about taking part in an interview, including during the interview
- Withdraw consent for any data collected to be used up until one week after the interview
- Choose not to answer any questions
- Choose not to have the interview audio-recorded
- Choose not to allow photographs or video of any part of the rental property (for interviews at the house)
- Choose to be interviewed in a language other than English, with an interpreter provided by GravitasOPG.

### How will my information be used?

Information from all people who take part will be grouped together. We will write a report for Auckland Council based on our analysis of the information we collect. Nothing we write will identify any individual. This report will be publicly available on Auckland Council's Knowledge Auckland website.

### Will my information collected be secure and confidential?

GravitasOPG has a strict data privacy and security policy, which can be provided on request. Your data will be collected, transferred, and stored in a way that protects your privacy. No information that could identify you or anyone else will be shared with Auckland Council or used in reporting.

Recordings will be securely destroyed once they have been transcribed. Photographs, and transcripts will also be securely stored by GravitasOPG for 24 months after the interview and then securely destroyed.

The researchers we are working with at Auckland Council will also receive a copy of the transcript of your interview (if you agree to being audio recorded), with all identifying information removed. All de-identified transcripts will be securely stored for five years after the completion of the project, then securely destroyed.

### Will participants receive anything for taking part?

Participants will be offered a **\$100 Prezzy card** as a thank-you for taking part.

### Are there any risks to taking part?

Through the interview process, you may become aware of potential climate-related risks associated with a property you manage that may cause you concern. You will be provided with information from Auckland Council and also directed to Auckland Council website for information on how to help minimise these risks.

### Does the research meet ethical standards?

This research project has undergone an Auckland Council-led ethical review process, following best practice guidelines (reference number: 2025\_05).

All aspects will be conducted in line with the Code of Practice of the Research Association of New Zealand.

### How do I know that this research is legitimate and who do I contact for further information or to register my interest in taking part?

You can contact the lead researcher at GravitasOPG. [Sue Allison: suea@gravitasgopg.co.nz](mailto:suea@gravitasgopg.co.nz)

## 7.4 Participant consent form

### Renting and Climate Change

#### A Study Being Undertaken for Auckland Council - Participant Consent

This study explores the attitudes and actions of tenants, landlords, and property managers in relation to awareness and readiness for extreme weather events such as floods and climate related topics more generally.

I understand this is an independent study being conducted by GravitasOPG on behalf of Auckland Council and that agreeing to take part means that I am willing to participate in an interview with a researcher from GravitasOPG.

I know that:

- I can ask questions about the study at any time.
- My participation is voluntary. This means that I can choose not to answer any questions that I don't want to and that I can change my mind about taking part by telling the researcher.
- The interview may be recorded but only with my verbal consent at the time of interview.
- If I agree to being recorded, the recording will be sent to a third-party transcriber. who has signed a confidentiality agreement.
- I can ask the researcher to delete any notes, recordings or images from the interview or I can withdraw completely from the study up to one week after today's interview.
- My participation in this study will have no bearing on any relationship or dealings I have with Auckland Council.
- All information I provide is confidential.
- My information will be grouped with that of other participants and written in a report for Auckland Council that will be publicly available.
- 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 and no information will be passed on to any other agency.
- I will be offered a \$100 Prezzy card for taking part in the research.
- I will receive a link to the online copy of the research report

Onsite interviews only:

- I give permission by the researcher to take photos around the property

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 7.5 Discussion guides

Note: Interviews were conversational, rather than adhering strictly to a set of questions.

### 7.5.1 Tenant discussion guide

#### 1. Introduction and Context

- Overview of research GravitasOPG role
- Purpose and aims of discussion; expected duration; roles of participants
- How the information will be used
- Confidentiality and anonymity
- Purpose and permission to record
- Opportunity for questions

#### 2. Current Property

*Only ask if not clear from desk research*

- Can you describe your home? *Probe: Number of levels, approximate age, standalone/townhouse/apartment, land size, hill/cliff/ridge/valley, streams etc.*
- When looking for your home did you consider things like *warmth and dryness; water tightness in storms/heavy rain; how grounds cope with heavy rain; how gutters and drains cope with heavy rain; ability to regulate internal temperature.*
- Have you ever felt unsafe or vulnerable in your home because of extreme weather events?  
*If yes: Probe: What was the event? How, if at all, were people and property affected?*

#### 3. Climate-Related Hazard Risk

- Before you rented the home, did the landlord/property manager discuss any potential risks associated with the property from extreme weather events (as appropriate to the property: Things like flooding, coastal inundation, landslips, coastal erosion, drought, heat)?
- *If yes: What did they tell you? How useful was this information?*
- Did you try to find out if the property was at risk of being adversely affected by extreme weather events? *If not: Why not?*
- *If yes: How easy was it to find this information? What information sources did you use?*
- What did the information tell you about the property? What information could you not find/in hindsight would have been useful?

*If property identified at risk of climate-related hazard:*

- If you knew (or found out) the property was at risk of being adversely affected by extreme weather events, what influenced your decision to rent it (or stay in it) anyway?
- Were there any trade-offs you felt you had to make (e.g. price, availability, location, urgency)?

#### 4. Flood Viewer

*If not mentioned*

After the flooding that Auckland experienced in 2023, Auckland Council developed an online flood viewer to make flood risk information more accessible and easy for the public to understand.

- Had you heard of the flood viewer?

*If yes:*

- Have you ever looked at the flood viewer?

*If yes:*

- What have you looked at the flood viewer for? *Probe for use in assessing rental properties and impact on property selection.*

#### 5. Landlord and Property Manager Relationship

- In relation to the property, do you deal with the owner (i.e. landlord) or property manager, or both?
- How easy or difficult is it to get the landlord/property manager to arrange for maintenance or upgrades to be done on the property when needed?
- Have you ever talked to your landlord/property manager about risks from extreme weather events and/or things that could be done to protect the property? *If not, why not?*

*If yes:*

- Do you feel like your views or concerns are taken into account when it comes to making changes or preparing for extreme weather events?

#### 6. Property Adaptation

There are some things that people can do to help lower the risk of a property being adversely affected by extreme weather events.

- Have you received any advice, guidance, or support to help protect your home from extreme weather events? *If yes: Who from? Probe landlord, Council, community groups, government, neighbours*
- Who do you think should provide this advice, guidance or support?
- Can you think of any things that could be done before an extreme weather event to help reduce the risk of being affected in your home? *For each adaptation mentioned, ask: Whose responsibility do you think this is? (Tenant, landlord, property manager, Council, Watercare, someone else). Why? If tenant's responsibility: Do you feel confident doing this?*

*If not mentioned, probe for awareness and action as applicable to the risk type of the property:*

- Clearing gutters and downpipes on the roof
- Clearing drains/catchpits on the ground (these can be on property or on the road)

- Removing rubbish and debris from around streams that could cause a blockage
  - Clearing overland flow paths (e.g. removing items and rubbish)
  - Moving cars and other belongings out of low-lying areas
- Can you think of any longer-term, more permanent things that can be done to reduce the risk of your property being adversely affected by an extreme weather event?
  - *For each adaptation mentioned, ask: And whose responsibility is this? (Tenant, landlord, property manager, Council, Watercare, someone else). Why?*

*If not mentioned, probe for awareness and action as applicable to the risk type of the property:.*

- Landscaping to keep water away from buildings
- Gaps created in fences for water to flow through
- Stream banks planted with native grasses or sedges to reduce erosion
- Water tightening home through renovations
- Moving buildings and items (sheds, planter boxes) from low lying areas and overland flow paths
- Creating permeable surfaces (grassy areas, permeable paving)
- Installing temporary flood resilience products (e.g. door guards)
- Removing weed plants and debris from streams that block the flow of water
- Working with neighbours to maintain shared areas (e.g. driveways, fences)
- Installing a rain-water tank

## **7. Barriers and Enablers**

- What stops you from doing these things? *Probe: lack of time, money, information, landlord won't allow, don't know what to do, don't think it's needed*

*If not clear*

- Do you feel able to make changes to your home to reduce the risk of being adversely affected by an extreme weather event? Why or why not?
- What should landlords/property managers be doing that they're not?
- What's the one thing that would make the biggest difference to helping you prepare for extreme weather events?

## **8. Communication Preferences and Information Needs**

- Where would you prefer to get information about risks to your property from extreme weather events? (e.g., landlord, Council, online map, Citizens Advice Bureau, community groups)
- How well informed do you feel to prepare your home for extreme weather events?

*If not well informed:*

- What would help you feel more informed?
- Who do you trust most to give you reliable information about risks to you and your home from extreme weather events?

## 9. Climate Disruption Mitigation Behaviours

I'm going to ask you now about other things that can be done in and around your home that contribute to environmental sustainability...

- How important is it to you to do things that contribute to environmental sustainability?
- What things are you aware of that could be done in and around your home to contribute to environmental sustainability?
- What, if anything has been done to your property (to contribute to environmental sustainability)?

*If necessary use prompts: These could be things such as...*

- Installing low flow water taps /shower head
- Getting an electrician to turn down hot water to 60 degrees
- Installing insulation wrap on hot water system
- Buying energy efficient appliances
- Using energy efficient heat sources
- Using energy efficient (LED) light bulbs
- Blocking draughts
- Improving curtains or blinds – lining and/or ensuring no gaps
- Double glazing on windows
- Planting native trees on property
- Composting or using food scraps collection

*If not doing many/any:*

- Why do you think you aren't doing things that could contribute to environmental sustainability?  
*Probe: Not aware; lack of information how to; too busy; too expensive; thought it was landlord/property manager responsibility; landlord won't allow it; not my house*
- What's the one thing that would make the biggest difference to helping you do things in your properties to help contribute to environmental sustainability?
- 

## 10. Final Comments

- Is there anything else you would like to tell me about?

Koha arrangements.

Thank and close.

## 7.5.2 Landlord discussion guide

### 1. Introduction to the research

- Overview of research GravitasOPG role
- Purpose and aims of discussion; expected duration; roles of participants
- How the information will be used
- Confidentiality and anonymity
- Purpose and permission to record
- Opportunity for questions

### 2. Introduction and Context

- How long have you been a landlord for?
- What are the challenges? *Probe relationship with tenants if not mentioned*
- How often do you visit your rental property/properties?
- How often do you have contact with the tenants? *If more than one tenancy: How much does this vary*

### 3. Climate-Hazard Risk Awareness and Impacts

*Only ask if not clear from desk research*

- Can you describe the rental property/properties you have? *Probe: Number of levels, approximate age, standalone/townhouse/apartment, land size, hill/cliff/ridge/valley, streams etc.*
- Are you aware whether your rental property / any of your rental properties are in locations that make them at risk of being adversely affected by extreme weather events? *(If necessary: Flooding, coastal erosion, landslips, excessive heat, drought)*

*If yes:*

- What type of extreme weather events are you aware that your rental property/properties are at risk from?
- How did you come to be aware of this?
- When did you find out?
- Has/have your rental property/properties ever been adversely affected by extreme weather events? *Prompt as appropriate to property location and risks (flooding; overland flow; coastal inundation; coastal erosion; landslips, drought, heat+)*

*If yes*

- Can you tell me about this? *Probe: Extent of impact; effect on tenants, frequency, changes over time*

#### 4. Awareness and Use of Flood Viewer

*If not mentioned previously*

After the severe flooding that Auckland experienced in 2023, Auckland Council developed an online flood viewer to make flood risk information more accessible and easy for the public to understand.

- Had you heard of the flood viewer?

*If yes:*

- Have you ever looked at the flood viewer?

*If yes:*

- What have you looked at the flood viewer for? *Probe for use in assessing rental properties and/or own home pre-purchase and impact on property selection*
- Did information from the flood viewer influence any decisions you made? *Probe: To buy a property or not; to make adaptations to a property*

#### 5. Disclosure of Hazard Risks to Tenants

*Ask all*

- Whose responsibility do you think it would be to make tenants aware of a property being at risk of being adversely affected by extreme weather events? *Probe: Landlords, property manager, Auckland Council, tenants themselves*

*Only ask of those who were aware of rental properties being in areas at risk from extreme weather events*

- Did you provide any information to your tenants and/or your property manager about the risks of your rental property/properties in relation to extreme weather events? Why / why not?

*If yes:*

- What information did you provide? How much? *If not mentioned: What information did you provide about safety measures or how to prepare for extreme weather events?*
- When did you provide this information? *E.g. on viewing property, before/after signing tenancy agreement, just before or during an extreme weather event*

*Ask if aware that property/properties NOT in risk zone or not sure if they are*

- If you had a rental property that was in a location which put it at risk of being adversely affected by an extreme weather event, would you provide this information to tenants? Why / why not?

*If yes:*

- What information would you provide? How much? *If not mentioned: What information, if any, would you provide about safety measures or how to prepare for the extreme weather event?*

- When would you provide this information? *E.g. on viewing property, before/after signing tenancy agreement, just before climate event*

*If no*

- What would encourage you to disclose these kinds of risks to prospective tenants? *Probe: Legislation/rules; if part of tenancy agreement; if house previously been impacted*
- What would encourage you to provide educational resources on preparing for extreme weather events to your tenants? *Probe: If packs were made easily available; links to websites available; legislation/rules; if part of tenancy agreement*

## **6. Property Adaptations**

- Do you feel confident knowing what to do to prepare your rental property for an extreme weather event?
- Have you received any advice, guidance, or support to help protect your rental property/properties and tenants from being adversely affected by extreme weather events? *If yes: Who from? Probe: Council, community groups, government, neighbours, property management company, landlords' associations, body corporate, tenant*
- Who do you think this advice, guidance or support should have come from?
- Can you think of any things that could be done just before an extreme weather event to help reduce the risk of your tenants and property being adversely affected?

*For each adaptation mentioned, ask:*

- Whose responsibility do you think this is? (*Tenant, landlord, property manager, Council, Watercare, someone else*). *Why?*

*If landlord's responsibility:*

- Do you feel confident doing this?

*If not mentioned, probe for awareness and action as applicable to the risk type of the property/properties:*

- Clearing gutters and downpipes on the roof
- Clearing drains/catchpits on the ground (these can be on the property or on the road)
- Removing rubbish and debris from around streams that could cause a blockage
- Clearing overland flow paths (e.g. removing items and rubbish)
- Moving cars and other belongings out of low-lying areas
- Encouraging or supporting tenants to make an emergency plan
- Can you think of any longer-term, more permanent things that can be done to reduce the risk of being affected by an extreme weather event?
- *For each adaptation mentioned, ask: And whose responsibility is this? (Tenant, landlord, property manager, Council, Watercare, someone else). Why?*

*If not mentioned, probe for awareness and action as applicable to the risk type of the property:*

- Landscaping to keep water away from buildings
- Gaps created in fences for water to flow through
- Stream banks planted with native grasses or sedges to reduce erosion
- Water tightening home through renovations
- Moving buildings and items (sheds, planter boxes) from low lying areas and overland flow paths
- Permeable surfaces (grassy areas, permeable paving)
- Temporary flood resilience products (e.g. door guards)
- Removing weed plants and debris from streams that block the flow of water
- Working with neighbours to maintain shared areas (e.g. driveways, fences)
- Installing a rain-water tank

*For those with multiple properties:*

- Do you take the same approach to all your rental properties when it comes to risk from extreme weather events – or does it vary? What drives the difference? *Probe location, property value, property type, tenant type, recent issues etc.*

## **7. Motivations and Barriers**

- Do you feel it's your responsibility to protect your rental property and tenants from adverse impacts of extreme weather events? Why / why not?

*If done some adaptations*

- What motivates you to take action to protect your rental property and tenants from adverse weather events? (e.g. personally impacted, seeing neighbours impacted, news stories, protecting asset)

*If not done some or all property adaptations*

- What stops you from doing (more) things to protect the property and tenants from adverse impacts of extreme weather events? (*Probe: lack of time, money, information, don't know what to do, don't think it's needed/not a priority, doesn't add value, think its tenant's responsibility, relationship with tenant/access to property*)
- What would encourage you to do things to protect your rental property/properties and tenants from being adversely affected by extreme weather events? *Probe: Rules/legislation; experiencing adverse impacts personally/at rental property; financial incentives; subsidies; perceived value add.*

*Ask all*

- What's the one thing that would make the biggest difference to helping you prepare your property/ properties for extreme weather events?

## **8. Climate Disruption Mitigation Behaviours**

I'm going to ask you now about environmental sustainability...

- How important is it to you to do things that contribute to environmental sustainability?

- What, if any, things do you in relation to your rental property/properties do to be sustainable?

*If necessary, use prompts: These could be things such as...*

- Installing low flow water taps /shower head
- Getting an electrician to turn down hot water to 60 degrees
- Installing insulation wrap on hot water system
- Buying energy efficient appliances
- Installing energy efficient heat sources
- Using energy efficient (LED) light bulbs
- Blocking draughts
- Improving curtains or blinds – lining and/or ensuring no gaps
- Double glazing on windows
- Planting native trees on property

*If not doing many/any:*

- Why do you think you aren't doing things on your rental property/properties that contribute to environmental sustainability? *Probe: Not aware; lack of information how to; too busy; too expensive; thought it was tenants' responsibility; relationship with tenant*
- What's the one thing that would make the biggest difference to helping you do things in your property/ properties to help contribute to environmental sustainability?

## **9. Final Comments**

- Is there anything else you would like to tell me about the effects of weather events on your rental property?

Koha arrangements.

Thank and close.

### 7.5.3 Property manager discussion guide

#### 1. Introduction to Research

- Overview of research GravitasOPG role
- Purpose and aims of discussion; expected duration; roles of participants
- How the information will be used
- Confidentiality and anonymity
- Purpose and permission to record
- Opportunity for questions

#### 2. Introduction and Context

- Could you tell me about your property management business? *Probe: Franchise/independent; size; locations serviced; target market (budget/mid-range/executive)*
- Tell me about your role? *Probe: Ful-time/part-time; leader/portfolio manager*
- How long have you been working in property management?
- How many residential tenancies do you / portfolio managers generally manage at any time?
- What parts of Auckland do you have a rental property/properties in? *Probe: South, East, Central, West, North Shore, Gulf Islands*
- Can you describe the range of property types that you / portfolio managers manage? *Probe: Apartments, standalone houses, unit, townhouses etc.*

#### 3. Climate Hazard Risk Awareness and Impacts

- Are you aware of which properties that you manage are in locations that make them at risk of being adversely affected by extreme weather events? *(If not sure what this means: Flooding, coastal erosion, landslips, excessive heat, drought)*

If yes:

- What type of extreme weather events are you aware of in relation to properties that you look after?
- How do you come to be aware of this?
- When did you find out? *Probe: before or after taking on the property; only after an extreme weather event*
- Has a property that you manage been adversely affected by an extreme weather event? *Prompt: flooding; overland flow; coastal inundation; coastal erosion; landslips, drought, heat+*

If yes

- Can you tell me about this? *Probe: Extent of impact; effect on tenants; frequency; changes over time*

#### 4. Awareness and Use of Flood Viewer

If not mentioned flood viewer:

After the severe flooding that Auckland experienced in 2023, Auckland Council developed an online flood viewer to make flood risk information more accessible and easy for the public to understand.

- Have you heard of the Auckland Council flood viewer?

*If yes:*

- Have you ever used the flood viewer?

*If yes,*

- What have you looked at the flood viewer for? *Probe for use in assessing suitability of rental properties to manage and/or own home pre-purchase*
- Did information from the flood viewer influence any decisions you made? *Probe: To take on the management of a property or not; to place a tenant; to buy a property or not*

## **5. Disclosure of Hazard Risks to Tenants**

*Ask all*

- Whose responsibility do you think it would be to make tenants aware of a property being at risk of being adversely affected by extreme weather events? *Probe: Landlords, property manager, Auckland Council, tenants themselves*

*Only ask of those aware of properties being in locations that make them at risk of being adversely affected by extreme weather events*

- Did you or anyone else in the company provide any information to tenants and/or landlords about the risks of the rental property/properties? *Why / why not?*

*If yes*

- What information did you provide? How much? *If not mentioned: What information did you provide about safety measures or how to prepare for extreme weather events?*
- When did you provide this information? *E.g. on viewing property, before/after signing tenancy agreement, just before or during an extreme weather event*

*Ask if think property/properties NOT in risk zone or not sure*

- If you had a rental property that was in a location which put it at risk of being adversely affected by an extreme weather event, would you provide this information to tenants and landlords? *Why / why not?*

*If yes*

- What information would you provide? How much? *If not mentioned: What information, if any, would you provide about safety measures or how to prepare for the extreme weather event?*

- When would you provide this information? *E.g. on viewing property, before/after signing tenancy agreement, just before climate event*

## 6. Property Adaptation

- Do you feel confident knowing what should be done to prepare rental property for an extreme weather event?
- Have you received any advice, guidance, or support to help protect the rental property/properties you manage and tenants from being adversely affected by extreme weather events? *If yes: Who from? Probe: Council, community groups, government, neighbours, property management company, landlords' associations, body corporate, tenant*
- Who do you think this advice, guidance or support should have come from?
- Can you think of any things that could be done just before an extreme weather event to help reduce the risk of your tenants and properties that you manage being adversely affected?

*For each adaptation mentioned, ask:*

- Whose responsibility do you think this is? *(Tenant, landlord, property manager, Council, Watercare, someone else). Why?*

*If property manager responsibility:*

- Would you feel confident doing this or arranging for this to be done?

*If not mentioned, probe for awareness and action as applicable to the risk type of the property/properties being managed:*

- Clearing gutters and downpipes on the roof
- Clearing drains/catchpits on the ground (these can be on the property or on the road)
- Removing rubbish and debris from around streams that could cause a blockage
- Clearing overland flow paths (e.g. removing items and rubbish)
- Moving cars and other belongings out of low-lying areas
- Encouraging or supporting tenants to make an emergency plan
- Can you think of any longer-term, more permanent things that can be done to reduce the risk of a property being affected by an extreme weather event?
- *For each adaptation mentioned, ask: And whose responsibility is this? (Tenant, landlord, property manager, Council, Watercare, someone else). Why?*

*If not mentioned, probe for awareness and action as applicable to the risk type of the property:*

- Landscaping to keep water away from buildings
- Gaps created in fences for water to flow through
- Stream banks planted with native grasses or sedges to reduce erosion
- Water tightening home through renovations
- Moving buildings and items (sheds, planter boxes) from low lying areas and overland flow paths
- Permeable surfaces (grassy areas, permeable paving)
- Temporary flood resilience products (e.g. door guards)

- Removing weed plants and debris from streams that block the flow of water
- Working with neighbours to maintain shared areas (e.g. driveways, fences)
- Installing a rain-water tank
- Do you take the same approach to all the properties you manage when it comes to risk from extreme weather events – or does it vary? What drives the difference? *Probe location, property value, property type, tenant type, recent issues etc.*

## **7. Motivations and Barriers**

- Do you feel it's your responsibility to protect the rental properties you manage and tenants from adverse impacts of extreme weather events? Why / why not?

*If done some adaptations*

- What motivates you to take action to protect rental property and tenants from adverse weather events? (e.g. personally impacted, seeing neighbours impacted, news stories, protecting asset)

*If not done some or all property adaptations*

- What stops you from doing (more) things to protect properties and tenants from adverse impacts of extreme weather events? (*Probe: not a property manager responsibility, landlords not willing lack of time, money, information, don't know what to do, don't think it's needed/not a priority, think its tenant's responsibility, relationship with tenant/access to property*)
- What would encourage you to do things to protect rental property/properties and tenants from being adversely affected by extreme weather events? *Probe: Rules/legislation; experiencing adverse impacts personally/at rental property; financial incentives; subsidies; landlords' willingness/motivation*

*Ask all*

- What's the one thing that would make the biggest difference to helping prepare properties that you manage and tenants for extreme weather events?

## **8. Climate Disruption Mitigation Behaviours**

I'm going to ask you now about environmental sustainability...

- How important is it to you to do things that contribute to environmental sustainability?
- What, if any, things do you in relation to the rental property/properties you manage do to be sustainable?

*If necessary, use prompts: These could be things such as..*

- Installing low flow water taps /shower head
- Getting an electrician to turn down hot water to 60 degrees
- Installing insulation wrap on hot water system
- Buying energy efficient appliances
- Installing energy efficient heat sources
- Using energy efficient (LED) light bulbs
- Blocking draughts
- Improving curtains or blinds – lining and/or ensuring no gaps
- Double glazing on windows

- Planting native trees on property

*If not doing many/any:*

- Why do you think you aren't doing things on your rental property/properties that contribute to environmental sustainability? *Probe: Landlord not willing; not aware; lack of information how to; too busy; thought it was tenants' responsibility; relationship with tenant*
- What's the one thing that would make the biggest difference to helping you get things done in the properties you manage to help contribute to environmental sustainability?

## **9. Final Comments**

- Is there anything else you would like to tell me about the effects of weather events on your rental property?

Koha arrangements.

Thank and close.

