

AGEING
WELL

Kia eke kairangi ki te
talkaumatanga

“Going for Good Renting” Tools to make a difference for older renters and help landlords support their tenants

Presentation to Wellington Tools Launch
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What we learned

- ‘First time’ renting in later life is growing
- The rental market is new and unknown:
 - Some have never rented before
 - Some have to move to a new area
 - Some have not moved for years
 - Some urgently need accommodation
- Where’s the information I need?
- Who can help me?

The Tools

- Older renters' toolkit – tenancy rights, finding a rental, being a successful tenant
- Rapid Reference for older renters – 6 page guide
- Landlord Guide – 6 page guide

Tested with over 150 people

- 17 workshops + individual feedback
- Older tenants – over 50
- Housing providers
- Property managers & landlords
- Public sector agencies
- Community services, advice and advocacy

Renters testing the tools

- We've always been renters. But didn't know about any of this [council housing]. We only found out about it from the doctor. She helped us apply.
- The questions they ask. One landlord asked for bank statements. I think they wanted to see what we we're like with money.
- It's different than what it used to be, it used to be good faith.

More comments from renters

- Tenants should put everything in writing to their landlord – including using email or text, and make sure they keep a copy for their own records.
- Lots have no email or mobile phone number. [he] has to phone managers etc. on others' behalf ... He gets frustrated when the answer to things is “Google it”, because Google isn't the answer for an 87 year old.
- I see the biggest problem is the stigma of being a renter.

Comments: property managers & landlords

- I get people ringing me up and asking questions. Most of them with a different agency. They say ‘I don’t want to ring my property manager.’ I answer their questions.
- We have older people who refuse to even look at private rentals – panic, don’t realise there are these services available. Not aware of Accommodation Supplement.
- The bottom line – older tenants are great. They don’t move, they pay their rent on time.

More from property managers & landlords

- Hoarding is a real fire and trip hazard, also the potential for mould to grow, or for leaks to go unnoticed. We deal with it through property inspections and working on the problem with the tenant.
- Older tenants often do not know how to change automatic payment arrangements. Don't assume just because you have informed them that the rent amount is changing from a certain date that they will be able to make this change.
- Where can landlords refer tenants for help when they need it?

Older Renters' Toolkit

- For older renters & whānau
- Service providers
- Step-by-step journey
- Includes renters' stories
- Includes checklists
- Information sources, contacts

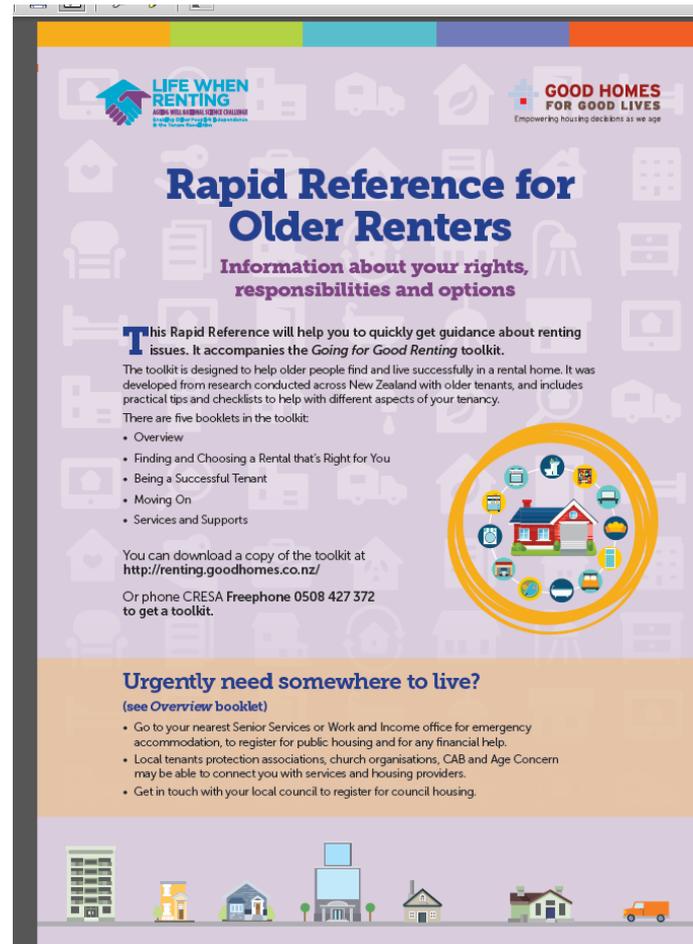


Feedback from testing

- Check readability, font size, colour etc
- Suggestions for adding topics
- Suggested contacts and information sources
- More checklists
- What to do if you are homeless
- Signposting & cross-referencing
- A LOT of information – overwhelming
- Summary, key points, what's essential

Rapid Reference

- ‘Need to know’ information at a glance
- Can be used with the toolkit, but also stand-alone



The image shows the cover of a booklet titled "Rapid Reference for Older Renters". At the top left is the "LIFE WHEN RENTING" logo, and at the top right is the "GOOD HOMES FOR GOOD LIVES" logo. The main title "Rapid Reference for Older Renters" is in large blue font, with the subtitle "Information about your rights, responsibilities and options" below it. A paragraph explains that the toolkit helps older people get guidance about renting issues and was developed from research in New Zealand. It lists five booklets: Overview, Finding and Choosing a Rental that's Right for You, Being a Successful Tenant, Moving On, and Services and Supports. It provides a download link (<http://renting.goodhomes.co.nz/>) and a phone number (0508 427 372). A circular graphic on the right contains icons for a house, a person, a car, a phone, and a calendar. At the bottom, there is a section titled "Urgently need somewhere to live?" with advice on where to go for help, such as Senior Services, Local tenants protection associations, and local councils. The bottom of the cover features a row of icons representing different types of housing and services.

Some key information

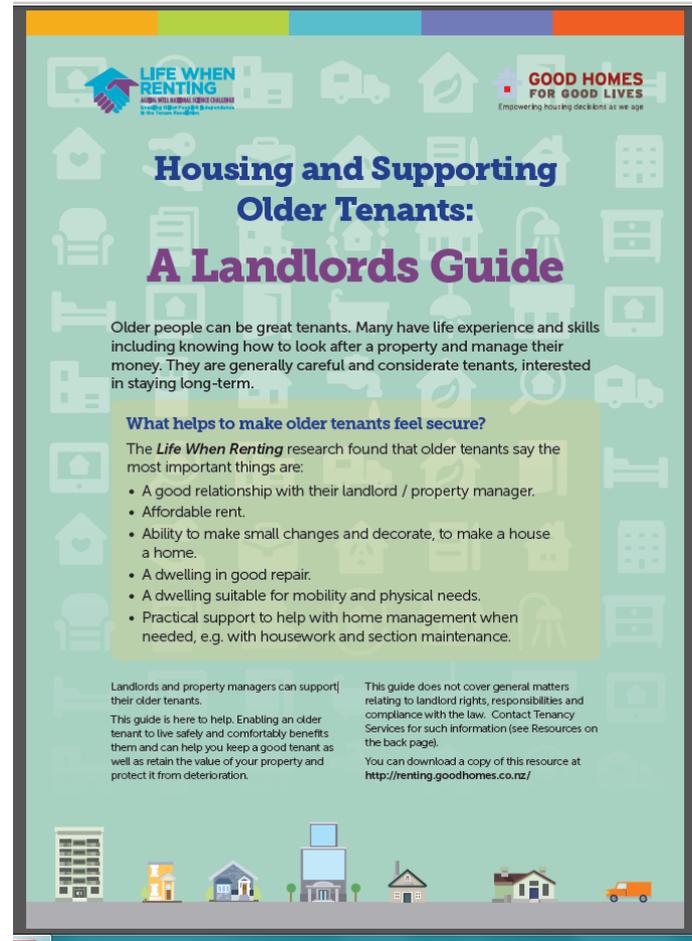
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- How to get a photo ID
 - Tenancy references
 - Property inspections
 - Repairs and maintenance
 - Accommodation Supplement
 - Getting the bond back

What if ...?

- Going to hospital – what happens to my tenancy?
- Needing someone to stay with me
- Urgently need somewhere to live
- Dealing with abuse by a landlord or property manager
- Making a complaint

Landlords Guide

- Older people can be great tenants
- Build a good relationship - everything flows from that
- Aim for 'best practice'



The image shows the cover of a report titled "Housing and Supporting Older Tenants: A Landlords Guide". The cover features a light green background with various icons representing housing, accessibility, and support. At the top left is the "LIFE WHEN RENTING" logo, and at the top right is the "GOOD HOMES FOR GOOD LIVES" logo. The title is prominently displayed in the center. Below the title, there is a paragraph of text, a section titled "What helps to make older tenants feel secure?" with a bulleted list, and two columns of smaller text at the bottom. The bottom of the cover has a row of colorful icons representing different types of buildings and a van.

LIFE WHEN RENTING
Housing and Support for Older Tenants

GOOD HOMES FOR GOOD LIVES
Empowering housing decisions as we age

Housing and Supporting Older Tenants: A Landlords Guide

Older people can be great tenants. Many have life experience and skills including knowing how to look after a property and manage their money. They are generally careful and considerate tenants, interested in staying long-term.

What helps to make older tenants feel secure?

The *Life When Renting* research found that older tenants say the most important things are:

- A good relationship with their landlord / property manager.
- Affordable rent.
- Ability to make small changes and decorate, to make a house a home.
- A dwelling in good repair.
- A dwelling suitable for mobility and physical needs.
- Practical support to help with home management when needed, e.g. with housework and section maintenance.

Landlords and property managers can support their older tenants.
This guide is here to help. Enabling an older tenant to live safely and comfortably benefits them and can help you keep a good tenant as well as retain the value of your property and protect it from deterioration.

This guide does not cover general matters relating to landlord rights, responsibilities and compliance with the law. Contact Tenancy Services for such information (see Resources on the back page).
You can download a copy of this resource at <http://renting.goodhomes.co.nz/>

Landlords Guide covers

- Making tenancy application easy
- Repairs and maintenance
- Property inspections
- Design, safety and accessibility
- Sorting the rent
- Pets
- Tenants needing help, connecting with services and supports
- Ending a tenancy