

WPQ 12166 (2026)

*How many complaints relating to property manager conduct were received by MBIE's Tenancy Compliance and Investigation team in the period between November 2023 and March 2026, and what proportion of those complaints were successfully resolved in the absence of a formal registration, complaints, or disciplinary framework?*

Table: Count of complaints received by TCIT that were accepted for investigation between 1 November 2023 and 31 March 2026 and 1 June 2024 and 31 March 2026 where the landlord was recorded as a property manager.

|                                        |                     | 1 November 2023<br>- 31 March 2026 | 1 June 2024 -31<br>March 2026 |
|----------------------------------------|---------------------|------------------------------------|-------------------------------|
| Total number of<br>reactive case       |                     | 447                                | 353                           |
| Number of cases<br>with breaches found |                     | 135                                | 110                           |
| Number of<br>enforcement actions       | Improvement Notice  | 28                                 | 21                            |
|                                        | Infringement Notice | 6                                  | 5                             |
|                                        | Self-resolution     | 1                                  |                               |
|                                        | Warning             | 107                                | 86                            |
| Number still open                      |                     | 54                                 | 54                            |