



RESULTS BASED ACCOUNTABILITY REPORT

1 July 2024 to 30 June 2025

- Performance Measures - Data
- Performance Measures – Report
- RBA Schedule
- Financial Report

Manawatu Tenants Union Data Report

Performance Measures	Jul-Dec 2024	Jan-June 2025
How many tenants in total did you engage with	108	228
How many tenants are from the Manawatu District	7	10
Percentage of tenants from the Manawatu District	6.48%	4.39%
How many tenants responded to the 'satisfaction' question in the survey	3	3
Of those tenants who responded to the 'satisfaction' question in the survey, what percentage reported they were Highly Satisfied or Satisfied with the service	100%	100%
How many tenants in total were supported to address a tenancy issue	106	220
Of those tenants who came to MTU with a tenancy issue, what percentage Strongly Agreed or Agreed that as a result of working with the Manawatu Tenants Union have better access to secure, safe, and affordable housing	100%	100%

Manawatū Tenants' Union

MDC Community Grant

Housing is a Human Right

Manawatū Tenants' Union

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Service Aim/Delivery

Between July 1st 2024 and 30th June 2025

- the Coordinator reported 843 contacts
 - o 681 have occurred via the phone or internet,
 - o 158 visited the office or at an outreach clinic.
- detailed information for 336 tenants needing case management
 - o 377 separate issues,
 - o 12 tenants supported through the Tenancy Tribunal or mediation.

Key Factors Impacting Performance Measures

An important factor in the last year has been the drying up of Central Government funding which has not been able to be replaced. Seeking an alternative source has been a factor in absorbing labour hours and has resulted in the need to move away from the current model of service provision. We are thus developing an alternative model and hope to enact this within the second half of 2025.

For tenancy-related factors, we continue to see the impact of the return of 90-day no-cause terminations leading to fewer tenants being willing to stand up for their rights. This has been mitigated somewhat by reduced pressure in the renting space as tenants have more confidence in being able to find somewhere new than they have been since Covid. The upcoming deadline of the Healthy Homes Standards has contributed to drawing attention to where maintenance has been falling short and represents a high number of pressing cases.

Approaches to Improve or Accelerate Performance

Due to significant changes in existing funding over the past two years and moving into this next financial year, we are no longer able to put attention into efficiency gains without compromising the core service. Part of an option for efficiency gains is altering reporting on accountabilities as there are no longer three significant funders with similar outcomes to report.

Non-reporting or Variances in Reporting

There is nothing to add apart from noting the usual difficulties in getting post-intervention feedback forms filled out.

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Progress to be Reported

How many tenants were engaged with?

The total number of contacts was 843, with 336 tenants needing case management. 17 of these identified themselves as from the Manawatū District.

How many education seminars were delivered?

We have delivered 34 education seminars. 11 of these were in the Manawatū District.

How many tenants have been supported to solve a tenancy issue?

326 case managed tenants have been supported to resolve a tenancy issue. 10 were established to not have a tenancy issue that we could engage with or no longer desired our support.

How many tenants responded to positively to our service?

There were 6 completed feedback forms. In addition, the Coordinator has reported 290 tenants that we have followed up with who responded positively to our engagement over the phone or in person outside the survey.

How many tenants strongly agreed or agreed that they were able to address their tenancy issue with MTU's support?

100% responded to this enquiry and felt that our service enabled them to be more able to address their tenancy issue.

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Activities and Events

The activities MTU has engaged in for this reporting period are:

- Seminars and education:
 - Inclusion Workshop
 - Sustainable Development Goals
 - Ready 2 Rent (Housing Advice Centre)
 - Ready 2 Rent (Ngāti Kauwhata)
 - Ready 2 Rent (Te Aroha Noa)
 - Renters' Rights for Refugees (Red Cross)
- Media presence:
 - Flatting Today
 - Interview by Generation Rent UK
- Regular meetings:
 - Manawatū Community Housing Trust
 - Te Pū Harakeke
 - Hancock Community House Tenants
 - Housing Needs Monitoring Group
 - Tenant Advocates' Network
 - Minister of Housing
 - Palmerston North MP
 - PNCC Housing Insecurity Hui
- Policy engagement:
 - Letter sent to Ministers on Defence Force housing
 - Submitted Healthy Homes Commitment to PNCC
 - Submitted Letter of concern to PNCC regarding reduced funding following Budget consultation
 - Submissions
 - Dangerous, Affected, and Insanitary Buildings Policy
 - Disputes Tribunal Amendment Act 2024
 - Horizons Long Term Plan
 - Insulation Standards in Housing and Other Dwellings Consultation
 - MDC Draft Growth Strategy
 - PNCC Draft Annual Budget
 - PNCC Local Water Done Well
 - Regulatory Standards Bill
 - Residential Tenancies Act Amendment 2024
 - Taxation and the Not-for-profit Sector

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- Treaty Principles Bill
- Outreach:
 - Building Blocks of Community – Roslyn Library
 - Renting Clinic – Feilding Library
 - Volunteering Expo with Volunteer Central at Palmerston North Library
- Networking:
 - Carasso Social Housing Research and Development Program at Tel Aviv University
 - CohoHui 2025
 - CTU
 - Enable
 - Etū
 - Greens Party
 - Habitat for Humanity
 - Manawatū Community Housing Trust Annual BBQ
 - Ministry of Social Development
 - Palmerston North City Council
 - William Wood
 - Lorna Johnson
 - Brent Barrett
 - Rachel Bowen
 - Kaydee Zabelin
 - Renters United
 - Tenancy Services
 - UnionAid
 - Unions Manawatū

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Selected Case Work Narratives

Retaliatory Notice

A tenant came to us following a \$140 per week rent increase that they found very difficult to avoid with short notice. The tenant found out that the increase was because the property owner had decided to redefine the main living space of the home as an additional bedroom, which they disputed. We advised questioning the rent increase. When the tenant did so, the property owner put on pressure to leave through harassing emails, a sudden additional inspection during which another person was shown through the room as a prospective tenant, and a 63-day notice to terminate the tenancy the same day the tenant disputed the rent increase.

We worked with the tenant to prepare a Tenancy Tribunal application. When the property owner received notification, they continued their harassment and produced a second 42-day termination notice to move back into the property claiming that they had split up with their partner. We attempted to reach a mutually beneficial agreement with parties to support the tenant moving on quickly and allowing the property owner quicker access. However, the property owner refused to engage. On the day of the hearing, the Tribunal found the landlord had issued a retaliatory notice, breached the tenant's privacy by showing a potential tenant through his home under the guise of an inspection, and owed the tenant \$4,027 in compensation and exemplary damages with the full bond returned.

However, the landlord paid \$2,000 after a week, then refused to pay the rest of what they owed. We subsequently supported the tenant in filing a civil enforcement application with the District Court, securing a warrant to seize property to enforce the order. This promptly resulted in the full payment being made.

Escaping Domestic Violence

A young female tenant approached us following domestic violence and the need to escape her current tenancy. We ensured that she got all the proper documentation and sent it to the property manager. However, the property manager disputed that the domestic violence was real, instead they contacted the tenant's partner at the time and queried him regarding the violence and the need for the tenant to leave the property. This was a significant breach of privacy and presented a substantial risk of preventing a domestic violence victim from escaping – even threatening the tenant's life.

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However, the property manager still chose to take the tenant to the Tenancy Tribunal to dispute the domestic violence claim. We were present to support the tenant's right to make the claim and that the proper notice and declaration was given. The Tribunal reminded the property manager that they must accept the notice and the termination of the tenancy as all proper documentation was provided.

Every Voice Matters: Supporting Tenants to Be Heard—Even When the Outcome Feels Mixed

A boarding house tenant left their home at short notice due to personal and mental health challenges. Unfortunately, the room was not left in a very tidy condition, so the boarding house management put a significant claim on the bond. The claimed costs were for cleaning, rubbish removal, moving possessions, and shifting the tenant's car. However, the tenant didn't feel they had been treated fairly or respected in the dealings with the boarding house management.

On the day of the Tenancy Tribunal, we did our best and represented the tenant who lacked the facilities to do so themselves. Through us, we ensured that his story was heard with its barriers and struggles and how they impacted his mental state at the time of leaving the tenancy and now. The claimed costs were largely accepted, with some dismissed, and a small claim returned to the tenant. Importantly for the tenant, the mental health impact was acknowledged and the Tribunal decided to suppress their name for their protection. For the tenant, it wasn't a significant win, but they needed someone to stand beside them and speak with them. Having a fair go and to be listened to as a matter of justice without being ignored was what the tenant needed to settle the dispute and go on without resentment.

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Feedback

A letter from one of our seminars

“On behalf of Horizon Education, I just wanted to reach out to say a massive thank you for you giving up your time to come in and speak with our learners about what is available through the Manawatu Tenants Union and through your connections in Hancock Community House.

It was amazing to hear your extensive knowledge of both the housing arena, and also the union side of things that you have been involved in.

Thank you, also, for bringing in prizes for our students (and staff...) when your questions were answered and for the encouraging way you engaged with the conversations.

I have had one learner actively come forward to offer response (see below).

At some stage, in the near future, I would like to arrange a time to bring the students through to Hancock Community house so that they are aware of where it is and the services contained.

"Thank you for coming into Horizon Education and teaching us, the students, and possibly even the tutors, about the rights and responsibilities of both a tenant and a landlord. Lots of us were unsure about the facilities and supports available for housing/tenancy issues, and thanks to you, we were able to learn about them and get some ideas for finding support due to your explanation and booklets. We are glad you came in and shared your knowledge and experience—truly, thank you."

Again, I thank you. You, and the Manawatu Tenants Union, are real assets to our community.”

Other pieces of feedback given

They went above and beyond with my issue. I was surprised to get so much help and would recommend MTU to absolutely everyone who has issues with their landlords.

I couldn't be happier with MTU. I hope they continue to help people the way they helped me.

Cam has been a tremendous help the last couple of months and I can't thank him enough for the continued support and guidance. I have come away with lots of knowledge and understanding of tenants rights.

Seriously, I am so grateful for the support and it seems to be coming in from multiple angles.

Manawatū Tenants' Union

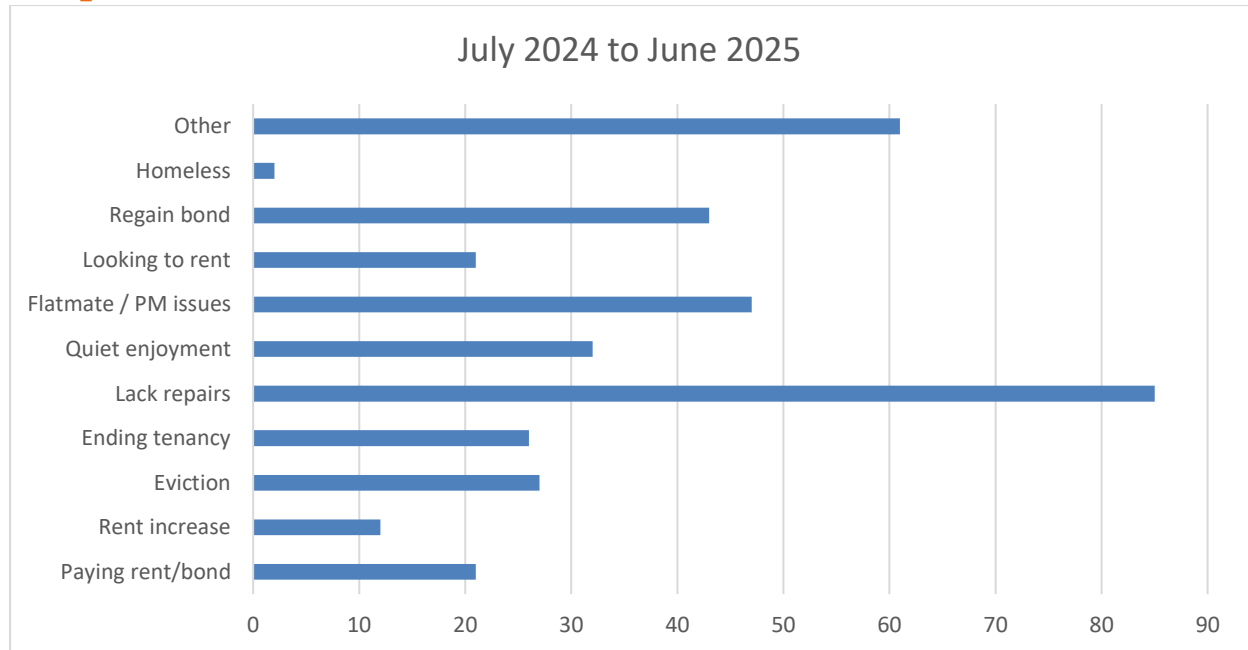
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Graphs



The Healthy Homes Standards, particularly failures, have been a dominant feature of the last year. More attention has been put on the standard of housing with the upcoming deadline. However, the problem is how close some of these have got to the official deadline and these have produced Tenancy Tribunal proceedings. An issue that has arisen is that tenants need to either accept the property owner / manager's claim of meeting Healthy Homes Standards, or they are forced to pay additional costs to have their own official inspection.

An anticipated problem has been a jump in the number of terminations, and fears of termination. As there is no-cause terminations, the ability to fight these remain limited, even when there could be reasons. We have been getting tenants not expressing their rights due to fear of termination.

An unexpected development has been a rise in contacts for regaining bond when the property owner / manager has threatened Tenancy Tribunal proceedings and not done so. However, the property owner / manager continues to refuse to sign the bond refund form, withholding access to the money unnecessarily and forcing the tenant to initiate proceedings themselves to regain their bond.

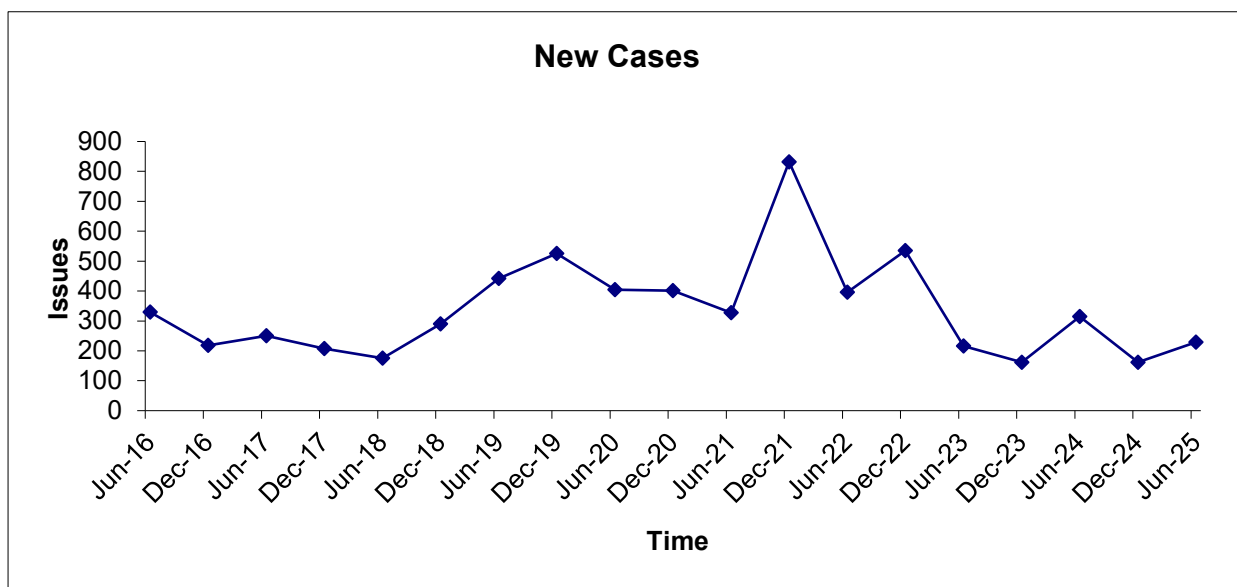
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The number of issues, tenants, and contacts has reverted to a steady rise following the recent tenancy legislation changes and the deadline of the Healthy Homes Standards. Fortunately, we remain below the peak of the Covid pandemic, but these remain steady within the bounds anticipated by earlier in the housing crisis. We feel that cutting back on public and social housing support has thus been pre-empted and likely to perpetuate problems.

Schedule 1

Name of service, programme or initiative		Manawatū Tenants' Union						
Funding Amount		\$5,000 per annum						
Term of contract		3 years						
Direct Client/s		Individuals who receive support from Manawatū Tenants' Union						
Funded Activities and Goals		<ul style="list-style-type: none"> Tenant Advice and Advocacy 						
		QUANTITY OUTPUTS	QUALITY OUTPUTS	SKILLS & KNOWLEDGE	ATTITUDE & OPINION	BEHAVIOUR CHANGE	CIRC. CHANGE	POPULATION OUTCOMES
Service component	Direct Clients	How much	How well	Better Off				
Tenant Advice and Advocacy	Individuals	Total # active clients	% clients ⁱ report they are highly satisfied/satisfied ⁱⁱ with the support and service they received				#/% clients who strongly agree/agree ⁱⁱⁱ they have better access to secure, safe and affordable housing as a result of the support and service provided through the Manawatū Tenants' Union	Whānau – We are actively engaged

		# clients who come from the Manawatū District	% clients that come from the Manawatū District					
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ⁱ Clients are individuals who are provided support through the Manawatū Tenants Union as outlined in this schedule

ⁱⁱ Note; 5point likert scale from highly dissatisfied to highly satisfied

ⁱⁱⁱ Note; 5point likert scale from strongly disagree to strongly agree

Financial Report (Management)

Manawatū Tenants' Union Incorporated

For the Year Ended 30 June 2025

Manawatū Tenants' Union Incorporated

Funds Received and Paid

For the period 1 July 2024 to 30 June 2025

	2025	2024
Operational Receipts		
Donations, Koha, Bequests and Other fundraising	1,097	510
Grants (Note 7)	63,550	78,774
Government Contracts	7,000	16,122
Education and Outreach	2,550	2,795
Interest	750	1,753
Flexi-Fund Management Fee	5,000	0
Flexi-Fund - Fund Balance Received	25,000	0
Other cash received	527	921
Total Operational Receipts	105,474	100,875
Operational Payments		
Accountancy Fees	2,875	1,901
Advertising	2,470	52
Communication & Website Services	1,571	-
Donations and Hardship Fund paid	705	100
Flexi-Fund - Funds Distributed	1,025	0
Fundraising costs	13	24
General Expenses	6,121	4,193
Insurance	2,642	2,329
PNCC-HCH Expenses	4,519	2,050
Printing & Stationery	775	429
Staff Expenses	770	115
Subscriptions	1,525	1,584
Supervision	1,242	1,932
Telephone & Internet	1,241	1,912
Travel Expense	2,071	2,215
Wages	76,691	74,611
Total Operational Payments	106,255	93,448
Excess Operational Receipts/(Payments) for Year	(781)	7,427
Other Receipts		
Grants for Capital Purposes	2,993	-
Other Payments		
Purchased Assets	6,165	-
Total other Receipts and Payments	(3,172)	-
Total Cash Flow for Year	(3,953)	7,427
Cash Balance at Start of Year	72,206	
Cash Flow for Year	(3,953)	
Cash Balance at End of Year	68,253	

CCA

Manawatū Tenants' Union Incorporated

Assets and Liabilities

As At 30 June 2025

	2025	2024
Current Assets		
Bank Accounts and Cash	68,253	72,206
Receivables	30	-
Total Current Assets	68,283	72,206
Current Liabilities		
Unexpended Grants (Note 7)	-	6,500
Annual Leave Liability	9,601	7,292
Payables	50	-
Flexi-Fund - Fund Balance Unspent	23,975	-
Total Current Liabilities	33,626	13,792
Available Funds	34,657	58,414

Other Significant Assets

Fixed Assets at Cost	14,185	6,920
Total Other Assets	14,185	6,920

CCA

Manawatū Tenants' Union Incorporated

Accounting Policies

1 Basis of Preparation

Transactions are reported on a cash basis as paid or received during the period. No accrual accounting adjustments have been made to the figures in the 'Funds Received and Paid' report, and no depreciation has been applied to fixed assets.

The report is prepared for internal management and governance purposes and should not be confused with a General Purpose Financial Report compliant with the NZ Financial Reporting framework.

2 Fixed Assets

Fixed Assets, including land or buildings, shown in 'Other Significant Assets' show any property, plant or equipment that is being held for provision of services. It does not include any property that is held for investment purposes only.

3 Grants

Grant shown in 'Operational Receipts' denote the amount of grant funding received in the reporting period, and disregards any such funds being carried over from previous or to next periods. Carried over amounts are shown as a Liability in 'Assets and Liabilities'.

4 Government Contracts

Government Contracts' in 'Operational Receipts' denotes the amount of money the organisation has received in the reporting period under a contract with a government department, regardless of whether these receipts relate to activities in the reporting period. Any commitments for future reporting periods arising from such funds are shown as liabilities in 'Assets and Liabilities'.

5 Bank Accounts and Cash

Bank Accounts and Cash' in 'Assets and Liabilities' denotes any cash held by the organisation that is available instantly or at short notice, including any term deposits, regardless of maturities.

6 Taxation

As a Registered Charity Manawatū Tenants' Union Incorporated is exempt from Income Tax.

Manawatū Tenants' Union Incorporated is not registered for GST, and all figures are shown inclusive of GST.

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Manawatū Tenants' Union Incorporated

Notes to the Accounts

7 Grants Received and Expended

Manawatū Tenants' Union Incorporated has received and expended the following grants, with thanks:

2025	Carried over from previous year	Received this year	Expended this year	Carried over to next year
Catholic Social Services	-	2,000	2,000	-
Community Services Council	-	5,000	5,000	-
Eastern & Central Community	-	10,000	10,000	-
COGS	-	5,000	5,000	-
Manawatu District Council	-	5,000	5,000	-
NZ Lottery Grans	-	20,000	20,000	-
PNCC-Strategic Priority Grants	5,000	11,550	16,550	-
Lion Foundation	1,500	-	1,500	-
TG McCarthy Trust	-	5,000	5,000	-
Totals	6,500	63,550	70,050	-

2024	Carried over from previous year	Received this year	Expended this year	Carried over to next year
Lion Foundation	-	1,500	-	1,500
PNCC-Creative Communities Fund	-	5,000	-	5,000
Catholic Social Services	-	3,000	3,000	-
Community Services Council	-	4,585	4,585	-
Eastern & Central Community	-	7,500	7,500	-
COGS	-	3,000	3,000	-
NZ Lottery Grants	-	30,000	30,000	-
Pub Charitites	-	5,689	5,689	-
PNCC-Strategic Priority Grants	-	15,500	15,500	-
Sargood	-	3,000	3,000	-
Totals	-	78,774	72,274	6,500

CCA

6PAC Report

We have performed a **6-point account check (6PAC)** on the financial statements of Manawatū Tenants' Union Incorporated for the year ended 30 June 2025.

More details about the checks we perform are available from our web site, <https://commaccounting.co.nz/services/6pac-service/>

Our findings are:

1. The financial statements are compliant in format with reasonable financial reporting practice for management reports;
2. Transactions recognised by the organisation have been categorised and accounted for according to the requirements for this type of entity;
3. Reported bank and investment balances correspond with information available from the organisation's banking providers.
4. The organisation keeps sufficient records to document their reported expenditure;
5. Provided disclosures in the Notes follow reasonable financial reporting practice for management reports; and
6. The calculation of disclosed accruals, such as Accounts Payable, Receivable, prepayments etc, is correct.

Reporting Basis

CCA does not vouch for the correctness of all information given in the financial statements we have checked, only for the findings given in this report. As part of our checks we have examined the information that the organisation has provided us with, but we have not undertaken any checks on the validity, accuracy or completeness of this information.

Our 6PAC report should not be mistaken for a form of assurance (audit or review). It is a service developed and provided by Community Capacity Accounting to accommodate the needs of typical stakeholders in not-for-profits, and to give an affordable alternative to an assurance engagement.

The person(s) undertaking a 6PAC check was not involved in the preparation of the financial statements, or the delivery of any significant services for the reporting period.

Community Capacity Accounting

10th October 2025

Community Capacity Accounting