

Regulation of Residential Property Managers

Overview of Property Managers Bill

The proposed new regulatory system will cover four key areas:

1. Compulsory registration and licensing for individual property managers and property management organisations,
2. Training and entry requirements,
3. Industry practice standards, and
4. Complaints and disciplinary process.

In Scope	Out of Scope
Residential Property Managers (RPMs) in trade	Private Landlords
Residential Property Management Organisations (RPMOs)	Public Landlords; including Kainga Ora, its employees and agents.
	Community Housing Providers and their employees
	Residential property management activities where there is not expectation of payment, because they are not in-trade
	Commercial property management services

Licensing and registration

- Licensed residential property managers to appear on a public register
- Three-tiered licensing structure for residential property managers (provisional, standard and supervisory)
 - Industry experience required for the standard and supervisory license classes only
- Minimum qualification and training requirements for each license class
- RMPOs are also licensed will appear on a public register
- Further entry requirements to hold a license
 - Minimum age of 18
 - Not be barred under the specific prohibitions contained in the legislation
 - Meet a fit and proper person test (guidelines to come)

Professional and industry practice requirements

- Continuing professional development (CPD)
- Code of professional conduct and client care
- RPMOs to operate trust accounts that are subject to an annual audit
- RPMOs to meet prescribed insurance requirements

Regulatory authority

- The Real Estate Authority (REA)
- Independent complaints and disciplinary framework
- Complaints Assessment Committees (powers aligned to real estate)
- Independent Disciplinary Tribunal (powers aligned to real estate)