

20 **RPMA**
24 CONFERENCE
AUCKLAND



GUEST SPEAKER

TONY MITCHELL

RPMA® CHAIR

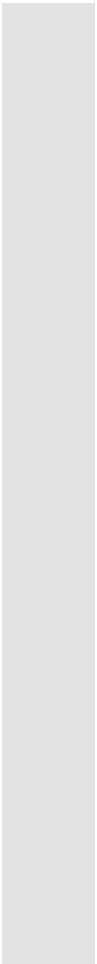
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State of the Nation*



RPMA
State of the Nation
2024



RPMA State of the Nation 2024

- Big stuff impacting everyone
 - The economic squeeze
 - Property Managers concerns
 - How is our industry performing
 - Industry trends to watch
 - How to thrive
- 

Big stuff impacting everyone

Five major areas we are
all feeling the impact
from.

There is significant
ongoing change to deal
with, but also
opportunity, depending
on how you adapt.



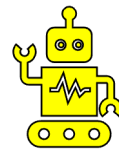
Post covid
trends



Economic
Squeeze



Change in
government



AI

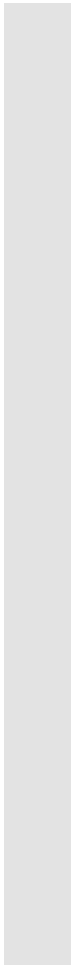


Population
Trends

The economic squeeze

The squeeze is predicted to continue for many.






















	Current	Outlook
Population		
GDP		
OCR / Int Rates		
Inflation		
Unemployment		
Rental Prices		
New Building Consents		



The economic squeeze

Tenants are hit the hardest by the economic pressures, but landlords are felling it too.

Extra care & attention required for tenants.

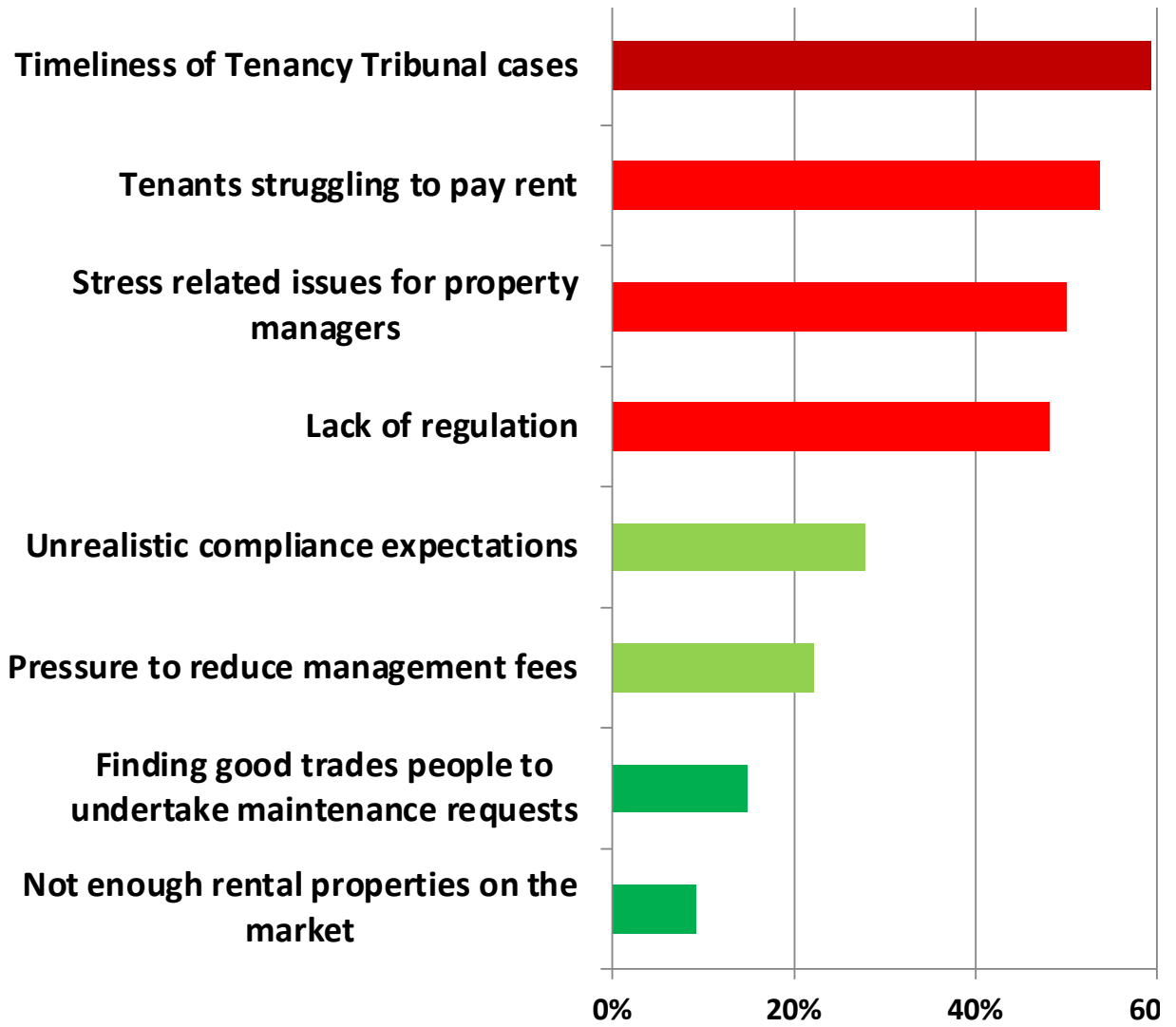
	Current	Outlook	Tenants	Owners	Property Managers
Population	Growing	Growing			
GDP	low	Flat			
OCR / Int Rates	High	Slow cuts			
Inflation	Easing	Stable			
Unemployment	Increasing	Increasing			
Rental Prices	Rising	Rising			
New Building Consents	Recovering	Growing			



Property Managers Concerns

Property Managers Concerns

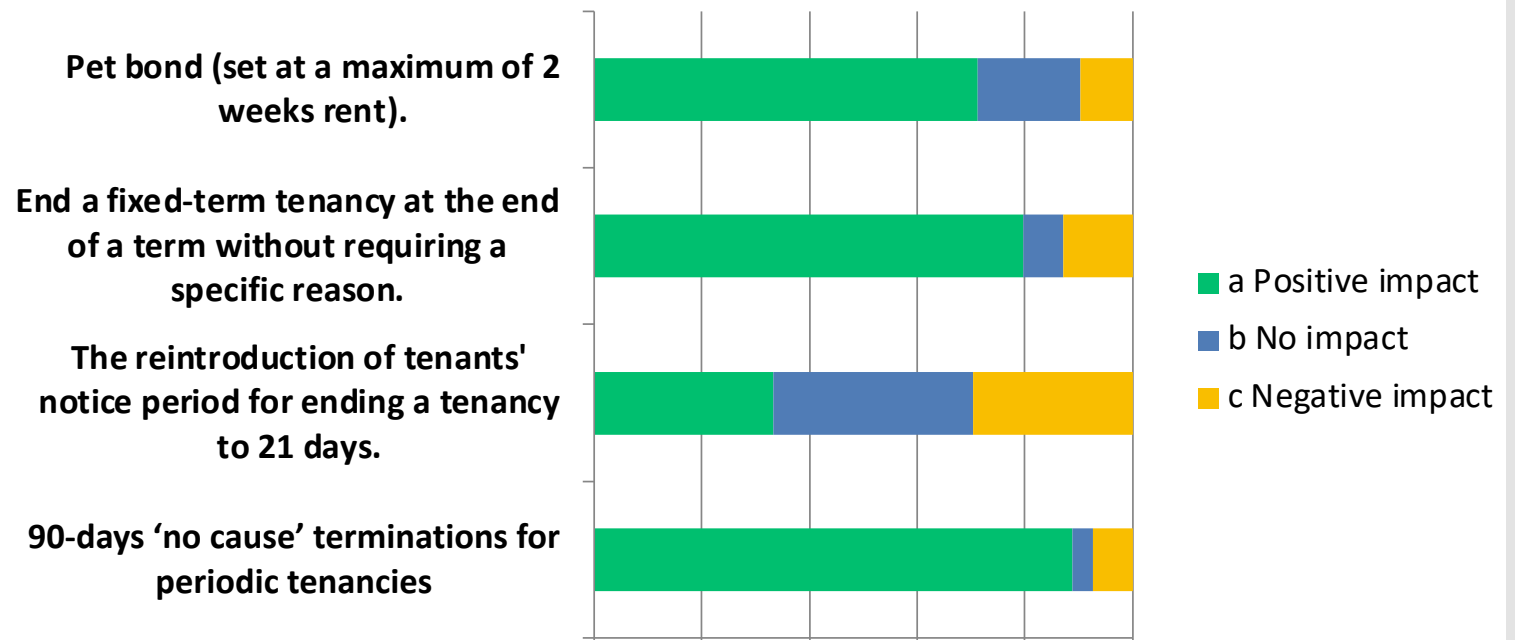
The top 4 concerns from Property Managers are clear.



Proposed changes to the Tenancies Act

The proposed changes are mostly seen as positive, but there is uncertainty about the reduction of tenancy notice period to 21 days.

What impact do you think the following changes will have on the industry?

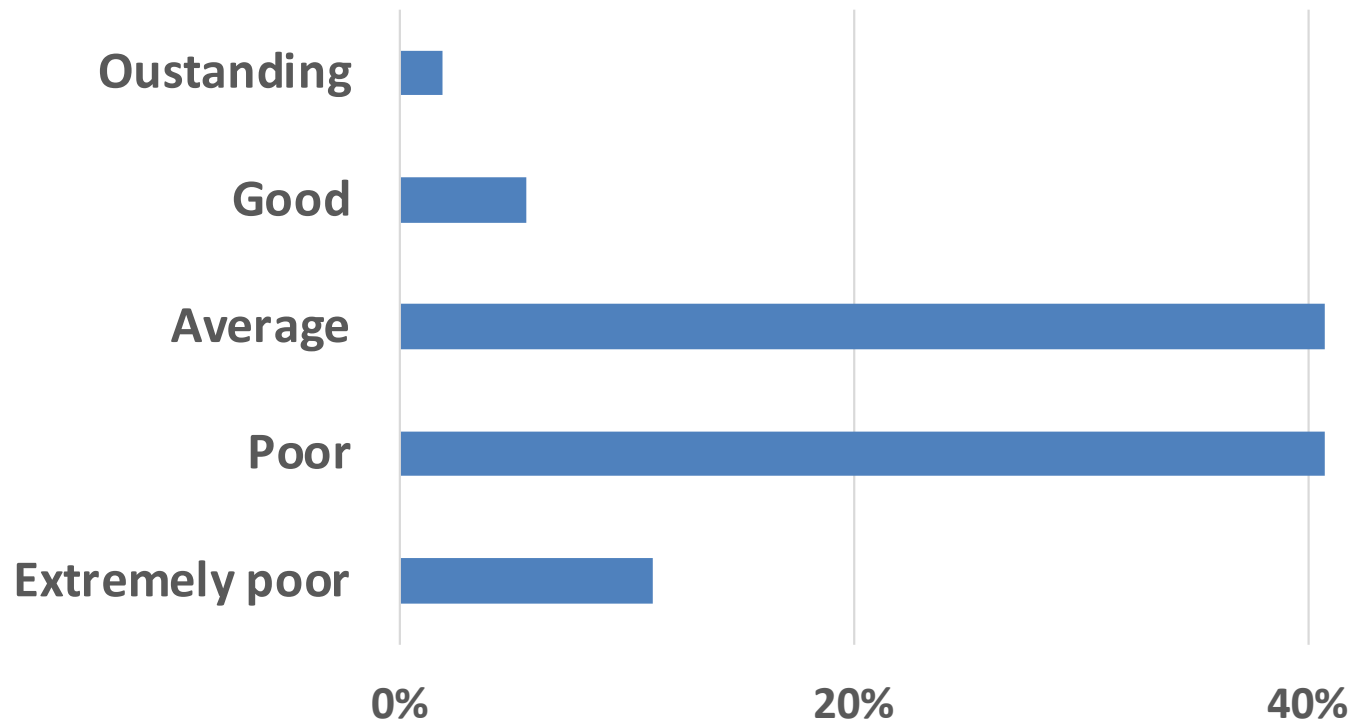


Public perception of the industry

52% see the perception between extremely poor to poor.

71% don't see it changing in the future.

What do you believe the public perception of the residential property management industry is?



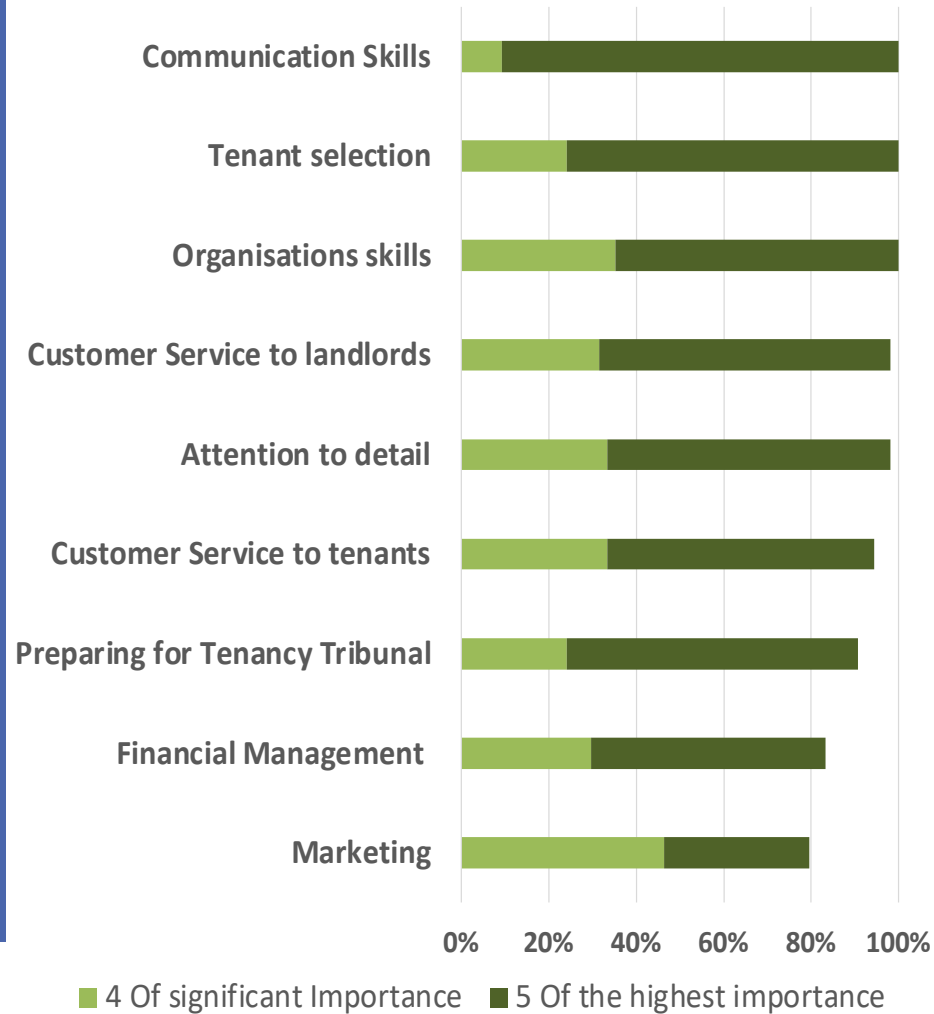


How is our industry
performing

Most important skills

Everything is important but **communication skills** stand out as the highest of importance.

Most Important Skills for Property Managers

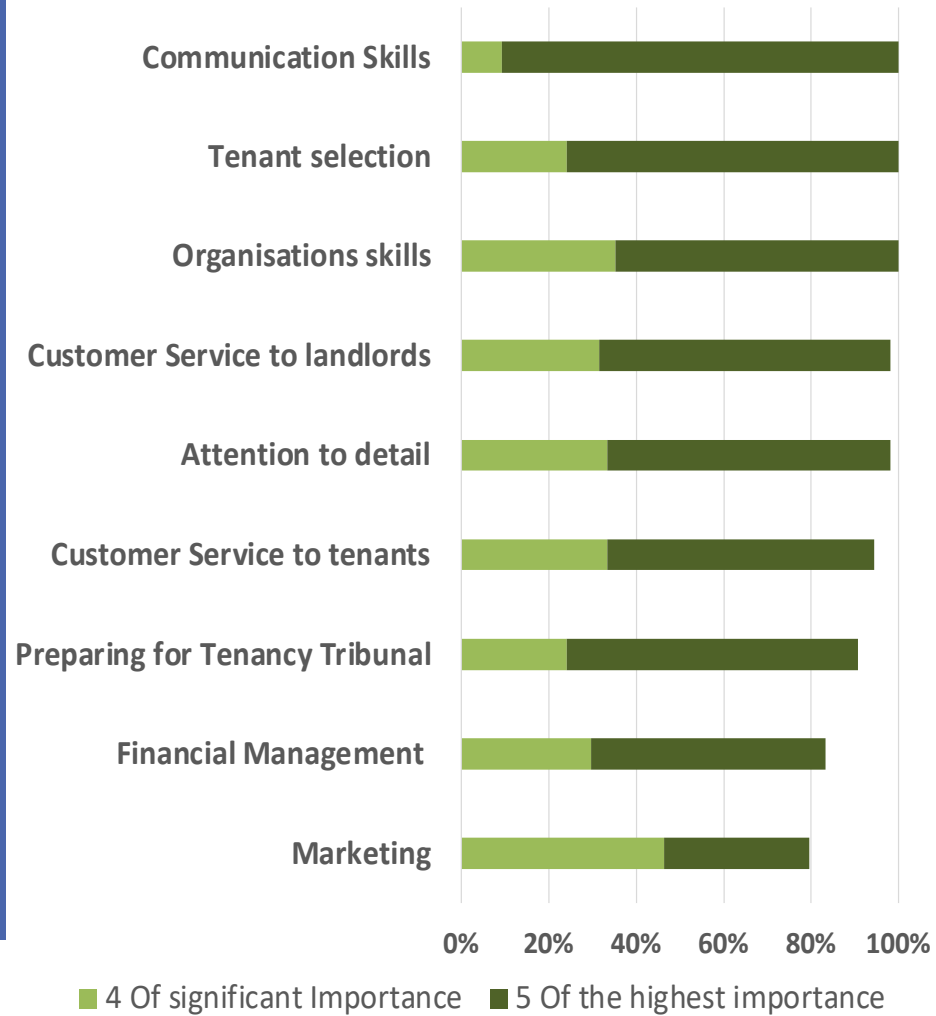


Source: RPMA Industry Survey 2024

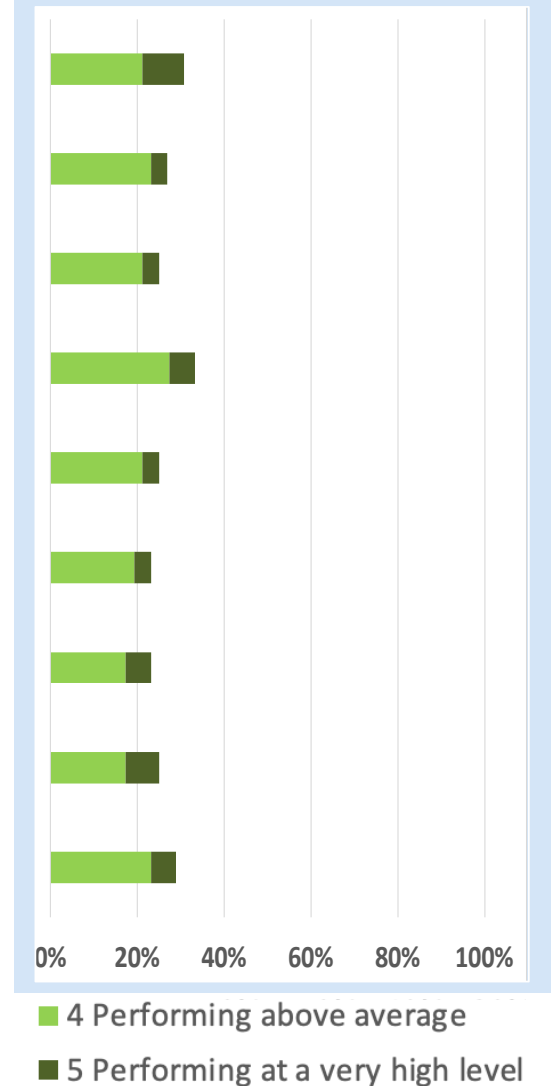
Performance against these skills

There is a **big gap** between what Property Managers see as **important skills** vs how we see the **industry performing**

Most Important Skills for Property Managers



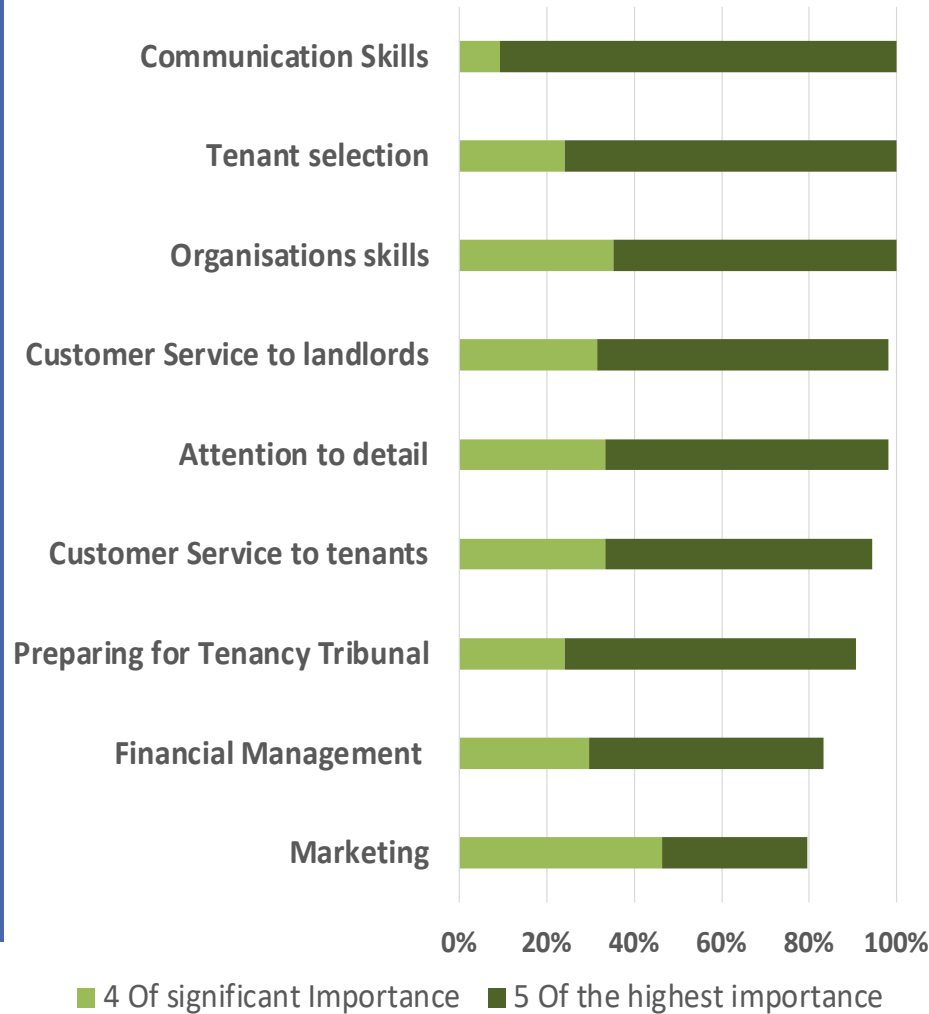
Performance



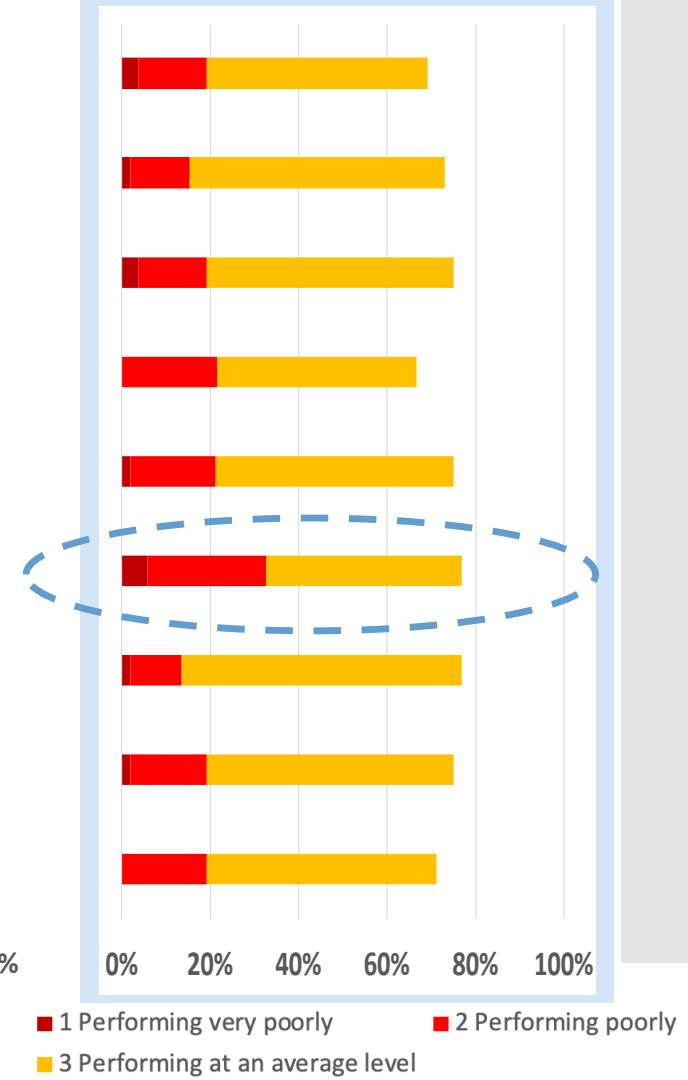
Performance against these skills -

The majority think performance is only average, but tenants are seen as getting the worst deal.

Most Important Skills for Property Managers



Performance





Industry Trends to Watch

Industry trends to watch

The key is to understand the relevance & impact of these trends on our industry, then apply the right action.



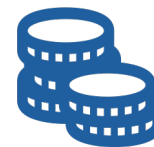
AI & Automation



Changes to be brought in by the coalition government



Regulation?



Economic Squeeze



Gen Z & Gen X



How to Thrive

How to Thrive

Key will be adapting to the challenges we currently face.

“Change makers are wealth creators”



AI & Automation hold a key to reducing stress & improving service levels & experience.



Deliver at a high standard on **key performance areas** will set you apart from the rest.



Increased focus tenants – **Selection, service standards, and monitoring** of rent & bill payments should have a significant benefit.



Consider what **Gen Z & Gen X** offer. Understand & plan for the **unintended consequences** of changes to the Tenancies Act.



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