

This information will help you fill out your form. Please read it BEFORE you write on the form.

How to fill out this form

- Please use a black or dark blue pen.
- Print clearly.
- Make sure you write in all the boxes that apply to you. If you don't there may be a delay in processing the bond money.
- Call us if you need help – it's free – on 0800-737-666.

Below is an explanation of each section of the form. The number of each section is next to the explanation.

1 Bond number

This number is on all our letters to you about this rented property. If you do not have it please call us.

2 Date tenancy ended

It is important that you include the date the tenancy finished, as agreed between the tenant and the landlord. This date can affect the way the bond is finally paid out.

3 Address of the rented property

If you do not know the **Property ID number** for this property, leave the box blank, or call us to find out the number.

This individual number for the property helps us to be more accurate throughout the bond lodgement and refund process.

4 Refund details

This section shows how you have agreed the bond money will be paid out to the tenant, landlord or both.

If the landlord wishes to claim some or all of the bond money, they must indicate the reason why using the tick-boxes.

If there is any amount that you cannot agree on this should be written in under 'Hold in Dispute'. This amount will not be paid out until agreement is reached or until a mediated/Tribunal order is made.

5 Landlord refund details

The landlord(s) should complete this section.

This information will assist the Tenancy Services Centre to contact you about this bond and to minimise any delays in paying out/refunding the bond.

If you do not know the **Landlord ID number** for this landlord, leave the box blank, or call us to find out the number.

Bank Account Number – only give us your bank account number if you are to be paid some of the bond money.

PLEASE NOTE: All landlord details provided to the Tenancy Services Centre for this bond (including the Address for Service) will be used as the most current address for all that landlord's properties and bonds.

Address for Service

The Address for Service is a street address in New Zealand where notices and other documents relating to the tenancy will be accepted by you, or on your behalf, even after the tenancy has ended.

A PO Box is **not** an Address for Service under the Residential Tenancies Act (1986).

Email - email will not be used as an address for service, but may be used by Tenancy Services to contact the landlord.

6 Tenant refund details

The tenant(s) should complete this section.

This information will assist the Tenancy Services Centre to contact you regarding this bond and to minimise any delays in paying out/refunding the bond.

Bank Account Number – only give us your bank account number if you are to be paid some of the bond money.

6 Tenant refund details (continued)

If all tenants do not sign this form and indicate how much each tenant is to receive, the Tenancy Services Centre will be unable to release the bond until all tenant signatures are obtained.

Address for Service

The Address for Service is a street address in New Zealand where notices and other documents relating to the tenancy will be accepted by you, or on your behalf, even after the tenancy has ended.

A PO Box is **not** an Address for Service under the Residential Tenancies Act (1986).

Email - email will not be used as an address for service, but may be used by Tenancy Services to contact the tenant.

7 Signatures

These signatures are important because they will be matched with the signatures on the **Bond Lodgement form** that you filled out at the start of the tenancy. If they are not the same then any refund you have requested may be delayed.

Other information

Your personal information

The Privacy Act (1993) requires the Department of Building and Housing to inform you that:

- This information will be held by the Department of Building and Housing. The information will be used for the purposes of the administration of the Residential Tenancies Act (1986); customer surveys; public education and statistical analysis (in which the parties will not be identified). This information may also be used in the administration of dispute resolution services.

- You have the right to access and correct personal information held about yourself.

- All your personal information on this form will be available to you only. It will not be passed to any other organisation without your consent or unless required by law.

Any questions?

If you have any questions about

this form or need more information about bonds, please contact our helpdesk at the Tenancy Services Centre on freephone 0800 737 666, fax 04 237 7884 or write to us at P O Box 50-445, Porirua.

Mehemea he pātai āu mō tēnei tuhinga, ā, e pīrangi ana rānei koe ki ētahi atu whakamāramatanga e pā ana ki ngā moni here, kāti, me whakapā mai ki ā mātau kaimahi i te Pokapū Moni Here mā te waea 0800-737-666 me te waea whakaahua 04 237 7884. I tua atu, ka āhei koe ki te tuhi mai ki a mātau, arā, mā te tuhi mai ki te Pouaka Poutāpeta 50-445, i Porirua.

Afai e te fia malamalama atili, pe i ai fo'i sau fesili e uiga i tupe ia e muamua ona totoġi (Bond), ona e telefoni mai lea i le Ofisa o le Tenancy Services Centre : 0800 737 666, po'o le fax : 04 237 7884, ia po'o lou tusi mai fo'i i le tuatusi: PO Box 50-445, Porirua.

Other help

All our forms and other information are on our website under Tenancy Services at: www.tenancy.govt.nz

If you have questions at any time about your rights and obligations when renting call our tenancy advice freephone:

0800 TENANCY (0800 83 62 62).

Before you send in your form CHECK:

- Has everyone signed the form?
- Is there an Address for Service for the landlord(s) and tenant(s)?
- Are all the \$ boxes filled in correctly?



Department of
Building and Housing
Te Tari Kaupapa Whare

Tenancy
Services