

Tenancy Services

Tenancy Tribunal system changes for existing users

30 November 2015



Tenancy Tribunal user account details

Complete your name and contact details here, to allow Tenancy Services to keep you informed about the progress of your application



My details

Provide your full name and the best phone, email and postal contacts available for you.

Contact

Enter full name and at least one contact phone number.
You must provide at least one address (postal or PO Box).

Type

First name

Middle name

Last name

Email

Phone no. Work

Phone no. Mobile

If you are a landlord, enter your Landlord Identification Number here.

Landlord ID

When you first login you'll see this screen. You'll need to check your details and confirm them. Next time you login, you'll see the normal home page.

A valid postal address must contain a Street no. or a Rural Delivery no., a Street name, City/District and a Postcode.

Room no.

Street no.

Suburb/Town

City/District

Country

Building name

Unit/Flat no.

Street name

Rural Delivery no.

Postcode

State

A valid PO Box address must contain: a PO Box, a City/District and a Postcode.

PO Box

City/District

Country

Suburb/Town

Postcode

State

Reminder and notifications

We can send automated notifications and reminders of scheduled events. Identify how you prefer to receive these notifications here

- Would you like to receive notifications by SMS
- Would you like to be reminded of scheduled events

Submit

At the bottom of the 'manage your details' screen. You can choose to receive notifications and reminders about your cases, by SMS text and/or email.

Login details

You are logged in under account:
testemail@test.co.nz

[Home](#)

[Manage my details](#)

[View my applications](#)

[Logout](#)

Need some help?

Contact us on **0800 TENANCY (0800 836 262)**. If you are outside New Zealand call +64 4 238 4695

[Request for OIA](#)

Your Tenancy Tribunal Application must be complete and include all necessary supporting documents and information in order for it to be processed. Please visit [Making an application](#) for information about how to complete an application online.

My applications

New applications

Please select the appropriate button below to start a new application.

[Start a landlord application](#)

[Start a tenant application](#)

Existing applications

Help text : draft applications, submitted applications (to act on)

[View my application\(s\)](#)

[Get access to application](#)

My tasks

[Search](#)

1 Task(s)

The home page now has a 'My Tasks' heading where you'll see things we need you to do to progress your application.

Task	Ref. no.	Case Type	Due Date
Update	340	Landlord Application	10/11/2015

Show / Hide columns

My messages

[Search](#)

155 Message(s)

Under 'My messages' you'll find information about the different stages of your case. You can also get this information by text and/or email (see 'Manage my details').

Title	Ref. no.	Update date	Creation date
<input type="checkbox"/> Acknowledgement	82	23/10/2015 01:57:08 p.m.	23/10/2015
<input type="checkbox"/> Acknowledgement	85	23/10/2015 03:26:41 p.m.	23/10/2015



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- [Home](#)
- [Manage my details](#)
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[Request for Information](#)

Type
Fasttrack confirmation

Creation date
17/10/2015

Message
Successful fasttrack confirmation
Attachment(s)

Name	Size
4335-FastTrack Mediator's Order	105.42 kB
4336-FastTrack Mediator's Order Cover Letter	84.62 kB

Close

Under 'My Messages' you'll find copies of the Sealed Orders from Mediators

TENANCY SERVICES

Starting a tenancy

Rent, bond & bills

QUICKLINKS

Residential Tenancies Act

ABOUT US

About Tenancy Services

Date tenancy started

What is the status of this tenancy? •

- Current
- Vacated

3 - Applicant details

Applicants details

Applicant

Provide full name and contact details

No selection
Property Management Company
Agent acting for the owner
Individual(s)
Company
Trust

When you are adding parties to an application, you now need to first select a type from the dropdown list.

Applicant Contact

Provide full name and contact details for the person we can contact about this application

Name	Landlord ID	Phone	Address(es)
Edit Save my details			

Show / Hide columns ▾

4/5 - Tenant details

Tenants details.

[Manage my details](#)

[View my applications](#)

[Logout](#)

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[Request for OIA](#)

to

Tenancy address

-

89 Application(s)

Ref. no.	Type	Status	Submitted	Tenancy address	Modified date
272	Landlord Application	Closed	06/10/2015		5/11/2015 12:00:05 a.m.
459	Landlord Application	To be scheduled for Mediation	19/10/2015		4/11/2015 5:32:57 p.m. Update Withdraw
418	Landlord Application	To be scheduled for Mediation	15/10/2015		4/11/2015 5:32:57 p.m. Update Withdraw
375	Landlord Application	To be scheduled for Mediation	13/10/2015		4/11/2015 5:32:57 p.m. Update Withdraw
757	Landlord Application	Under Assessment	04/11/2015		4/11/2015 5:23:49 p.m. Update Withdraw
605	Landlord Application	In Mediation	27/10/2015		4/11/2015 5:09:47 p.m. Update Withdraw
756	Landlord Application	Under Assessment	04/11/2015		4/11/2015 4:50:53 p.m. Update Withdraw
377	Landlord Application	To be scheduled for Mediation	13/10/2015		4/11/2015 4:09:18 p.m. Update Withdraw
737	Landlord Application	Scheduled for Hearing	04/11/2015		4/11/2015 2:23:36 p.m. Update Withdraw
332	Landlord Application	To be scheduled for Hearing	10/10/2015		4/11/2015 1:16:32 p.m. Update Withdraw

1 2 3 4 5 ... >> Items per page: 10 Show / Hide columns

You can check on the progress of your case in the 'View my applications' page.