

Information sheet

Making a Tenancy Tribunal application online – Frequently asked questions

RealMe® and registering an account

How to create an individual or administrator user account

- a. Go to <https://secure.tenancy.govt.nz/TenancyTribunal/> and click **Login**. You need to login using a RealMe account.
- b. If you already have a RealMe account, go to 'd.' below. If not, you can quickly create one as follows:
 - Click **Create your RealMe login now**.
 - Complete the **Create a RealMe login** form. You must complete the email address, username and password. You will also need to answer security questions and accept the RealMe terms of use.
 - Click **Create my RealMe login**.
- c. Click **Continue**.
- d. In the next "**Register your Tenancy Services account - Step 1**" page, register your account by clicking the option "**an individual representing myself; or an Administrator user for my Organisation**". Click **Next** (at the bottom right corner of the screen).
- e. In the next "**Register your Tenancy Services account - Step 2**" page, complete all your



details. Click **Submit** (at the bottom right corner of your screen).

NOTE: If you are an Administrator for your organisation, the contact details, landlord ID and address(s) you provide will automatically populate when members register with Tenancy Services. You should consider what these defaults will be when you complete this section as an Administrator.

- f. Your user account is now registered and you are ready to make an online Tenancy Tribunal application.


Register as a Member user for your organisation

- a. Your organisation's Administrator will add you as a registered Member and you will receive an activation code via email.
- b. Go to <https://secure.tenancy.govt.nz/TenancyTribunal/> and click **Login**. You need to login using a RealMe account.
- c. If you already have a RealMe account, go to 'e.' below. If not, you can quickly create one as follows:
 - Click **Create your RealMe login now**.
 - Complete the **Create a RealMe login** form. You must complete the email address, username and password. You will also need to answer security questions and accept the RealMe terms of use.
 - Click **Create my RealMe login**.
- d. Click **Continue**.

- e. In the next "**Register your Tenancy Services account - Step 1**" page, register your account by clicking the option "**a new Member with an activation code from my Organisation**".
- f. Copy the activation code from your email into the box that is displayed. Click  **Next** (at the bottom right corner of the screen).
- g. In the next "**Register your Tenancy Services account - Step 2**" page, review and if necessary update the details displayed. Click  **Submit** (at the bottom right corner of your screen).
- h. Your user account is now registered and you are ready to make an online Tenancy Tribunal application.

Instructions for Administrators – how to add/delete/delegate members


How to add registered Members

- a. Login to Tenancy Tribunal Applications Online
- b. Click **Manage my details**
- c. Click the **Members** tab
- d. Click **Add**
- e. Type the email address for the Member you wish to add into the box and click  **Save**. A pop-pup window is displayed to confirm you want to save. Click **Ok**.


This will cause an email to be sent to the Member with an activation code. This code must be used by the new Member to access Tenancy Tribunal Applications Online (follow the steps outlined on 'Register as a Member user for your organisation' on the previous page).

You will see the status for the newly added Member shows as "inactive" and options are available to regenerate an activation code, edit the email address or delete the Member.

How to delete registered Members

- a. Login to Tenancy Tribunal Applications Online
- b. Click **Manage my details**
- c. Click the **Members** tab
- d. Locate the Member you wish to delete within the list and click  **Delete**. A pop up window displays asking that you confirm you intend to delete this Member. Click **Yes** if you are happy that you have selected the correct Member for deletion or **No** if you have not selected the correct member.

How to delegate applications to registered Members

- a. Login to Tenancy Tribunal Applications Online
- b. Click **Manage my details**
- c. Click the **Application delegation** tab
- d. There are several ways you can locate files using the Search criteria. If you know the Ref No. or the Bond No. for a file you can enter it in the corresponding field, click  **Search** and have the system locate your file this way. Alternatively, you can locate a file by its Status (either Draft or Submitted) or by Users using the drop down menu options available in these fields.
- e. To delegate one or more applications to a specific user, select the file(s) by clicking on the check box alongside the application

- f. Use the drop down menu at the bottom left of the screen, select the User you want to delegate the applications.
- g. Click **Delegate application(s)**. The applications will move to the selected User's applications list.

Username and password

I can't remember my username

Follow these five steps:

- Click on "I forgot my username"
- Enter the email address you used when you registered with RealMe
- Click on "Get my username"
- Look for the email you will receive, your username will be provided there
- Click on "Continue" then sign in as you would normally

I forgot my password

Follow these simple steps:

- Enter your Username then click "I forgot my password"
- Enter your Username again, then the email address which you used when you registered with RealMe
- Click on "Next prove you're really you" and answer two security questions
- Click on "Send me a temporary password" then look for the email you will receive

- Copy the temporary password from the email into "Temporary Password"; create your new password, confirm the new password and click "Continue"

Supporting documents

It is **VERY important** that you provide copies of the following documents, if applicable:

- Tenancy agreement – if a copy is available
- Summary of rent arrears – if applying for rent arrears
- 14 day notice – if one has been issued

I am having difficulty uploading supporting documentation

If you are having trouble uploading supporting documents, check the file size is within the specified limit (each document should not exceed 8mb) before trying again. You can also check the file type of the document you are sending – we can accept the following file extensions:

doc, docx, pdf, xls, xlsx, docm, txt, htm, html, csv, rtf, wpd, msg

General questions

What happens when I make an application?

Applying to the Tribunal online starts the legal process for resolving your dispute. If our Fasttrack Resolution Service isn't an option, you may be offered mediation and our trained mediators will work with you to help you settle the dispute. The matter can be referred to the Tenancy Tribunal if the dispute isn't resolved at mediation.

Where can I get more information about how to complete my application?

For guidance on how to apply to the Tribunal, and what information you need to provide when applying, visit our website www.tenancy.govt.nz

How long do I have to submit an application?

You have up to 30 calendar days to complete the application, pay the application fee and submit it to the Ministry. After 30 calendar days the system will automatically delete any applications that you haven't submitted.

Can I make more than one application at a time?

Yes, you can have more than one application underway at the same time. You must pay the application fee for each individual application.

Can I have more than one copy of a paper application sent to my postal address?

We can only send one paper application form. If you want to submit more than one application, try to apply online. Visit <https://secure.tenancy.govt.nz/TenancyTribunal/>

Do you generate receipts for the \$20.44 application fee?

Yes. We will email a tax invoice to you for any payment made online.

What is required for the tenants address for service under the Residential Tenancies Act 1986?

Section 91A - Service on tenants following application

1. If a landlord files an application within 2 months after the termination of the tenancy to which it relates, any notice or other document required to be served on the tenant in connection with the application is deemed to have been properly served on the tenant if—
 - a. it is sent by post addressed to the tenant at the address or the Post Office box given by the tenant as an address for service in accordance with this Act or to a contact address that the tenant has supplied to the landlord in writing within the 2 months before the application; or
 - b. it is delivered to the premises to which any address for service relates or to that contact address and either placed in the mailbox or attached to the door in a prominent position; or
 - c. it is given to or served on the tenant personally; or
 - d. it is given to or served on the tenant in accordance with section 136(2); or
 - e. it is transmitted to the email address or facsimile number given by the tenant as an address for service.
2. If the landlord files an application more than 2 months after the termination of the tenancy to which it relates, any notice or other document required to be served on the tenant relating to the application must be given to or served on the tenant—
 - a. personally; or
 - b. by posting it to a contact address that the tenant has supplied to the landlord in writing within the 2 months before the application; or

- c. by delivering it to the place where the tenant now lives and giving it to any person appearing to be aged 16 years or older who appears to be residing at that place and who confirms that the tenant resides there; or
- d. by giving it to any solicitor or other agent of the tenant duly authorised by the tenant to receive service on his or her behalf

How can I submit additional documents/information on my submitted application?

You can submit an application and then go back into the submitted application at a later date to upload more supporting documentation. You can do this in the View my submitted application and select "Update" on the application that you want to provide additional documents/information to.

Why is a credit card I saved in another MBIE online service showing as a saved credit card in TTAO when I have never used this card for TTAO before?

A credit card you have saved in MBIE online services will be available as a saved card in other MBIE online services. To stop this card showing as a saved card, unselect the 'Retain card for future payments' next to the credit card. You will now need to enter your credit card details each time you log in to make a payment.

What are my payment options?

You can pay using a valid Visa or MasterCard, Direct Debit (for customers with this paying arrangement setup with Tenancy Services) as well as Internet Banking. The payment drop down list in the Fee payment screen will show the options

of Credit Card, Internet Banking and Direct Debit (if you have made previous arrangement with Tenancy Services). The Internet Banking option allows you to choose from the a list of banks (ANZ, ASB, BNZ, Kiwibank, TSB, Westpac) and directs you to enter you Bank logon details. You can select the account that the payment will come from. This payment method is in real time so the deduction of the fee from your account happens immediately.