

## Bond refund form

- › Use this form to get a bond refunded.
- › All sections of this form must be completed to enable smooth processing of information.
- › Make sure you fill in all the boxes that apply to you. Tenancy Services will be unable to release the tenants' portion of the bond until all tenants have signed the form and indicated how much each tenant is to receive.
- › If your bond was lodged on or after 2 December 2024, please include the signature page of your tenancy agreement when you send us this form. We use this to verify the signatures on this form.
- › If you are using a pen to fill in this form, please print clearly. Do not sign this form until all information has been entered.
- › Before you start, read the important information on the last page of this form.

**1** Bond number

**2** Tenancy address

**3** Reason for refund

☐ Tenant leaving

☐ Decrease in rent    New weekly rent \$     New total bond \$

☐ Partial refund    ☐ Disposal of goods    Please ensure you have included a copy of the Tenancy Tribunal order which awards you the disposal of goods amount

☐ Tenancy ending    Date tenancy ended  /  /   
DD    MM    YYYY

Reason for ending tenancy (optional)

**4** Refund details    Please countersign any alterations you make or your refund may be delayed. This section must be completed before any signatures are entered

Pay the landlord(s) \$     Pay the tenant(s) \$     Amount on hold \$     Total \$

Landlord's reason(s) for claiming some or all of the bond ☐ Arrears    ☐ Repairs    ☐ Cleaning    ☐ Outgoings    ☐ Other

**5** Landlord details

Landlord ID:     Contact phone     Other phone

Full name(s) or trading name

Bank account        Reference

This must be a New Zealand bank account.

To appear on your bank statement

Email

**Landlord postal address** (email will be first point of contact if provided)

Address line 1

Address line 2

City     Postcode

Landlord signature(s)

Date  /  /   
DD    MM    YYYY

By signing this form you agree that the information you have provided is true and correct



Bond number

### 6a Tenant 1 details

Full name

Tenant 1 to receive \$  Tenant exit date  /  /  Contact phone

DD

MM

YYYY

Bank account     Reference

This must be a New Zealand bank account.

To appear on the bank statement.  
Use your initial and surname as the  
reference if your refund is being deposited  
to your new landlord's bank account.

Email

#### Tenant 1 postal address (email will be first point of contact if provided)

Address line 1

Address line 2

City  Postcode

Tenant 1 signature

Date  /  /

DD

MM

YYYY

By signing this form you agree that the information you have provided is true and correct

### 6b Tenant 2 details

Full name

Tenant 2 to receive \$  Tenant exit date  /  /  Contact phone

DD

MM

YYYY

Bank account     Reference

This must be a New Zealand bank account.

To appear on the bank statement.  
Use your initial and surname as the  
reference if your refund is being deposited  
to your new landlord's bank account.

Email

#### Tenant 2 postal address (email will be first point of contact if provided)

Address line 1

Address line 2

City  Postcode

Tenant 2 signature

Date  /  /

DD

MM

YYYY

By signing this form you agree that the information you have provided is true and correct

If there are more than 2 tenants, use the Additional tenants bond refund form. Send them to us together.

☐ Yes, an additional tenants bond refund form is attached.

If you need to add more tenants, use the ***Additional tenants bond refund form*** and attach it to this form.

## Privacy statement

Personal information provided on this form will be held and used by the Ministry of Business, Innovation and Employment for the purposes of administering and enforcing the Residential Tenancies Act 1986. It may also be used for carrying out customer surveys, public education and statistical analysis. We may occasionally provide your information to third parties to carry out this work on our behalf.

The personal information you supply will not be used for any other reasons unless permitted under the Privacy Act 2020 (e.g. with your consent or for a directly related purpose). The information may also be provided to third parties where it is required or permitted by law.

The personal information you supply will be provided to all parties named on this form or on the bond record.

If you are providing someone else's bank account details on this form, you should get their consent.

You can access or correct your personal information held by us at any time. For more information on the access to or correction of personal information visit: [www.tenancy.govt.nz/about-tenancy-services/privacy](http://www.tenancy.govt.nz/about-tenancy-services/privacy)

## Address information

By providing us your contact details you are authorising Tenancy Services to contact you.

We collect this information so we can contact you about this bond and minimise any delays in paying out/refunding the bond when the tenancy finishes.

If you provide an email address, we will use this as the primary way to contact you.

## 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 paid out.

## 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 'Amount on hold'. This amount will not be paid out until agreement is reached or until a mediated/Tenancy Tribunal order is made.

If your bond was lodged on or after 2 December 2024, please include the signature page of your tenancy agreement when you send us this form. We use this to verify the signatures on this form.

**Landlord refund details:** The landlord(s) should complete this section.

**Landlord ID number:** If you do not know this number, leave the box blank.

**Tenant refund details:** The tenant(s) should complete this section.

You can provide any NZ bank account. For example, your new landlord, if you want your refund portion to be paid directly to them. You should get their consent first. If you are refunding your portion to the bank account of your new landlord, put your initial and surname in the reference field of this form. This is located next to the bank account details.

## Definitions

**Bond number:** This is the bond number for the tenancy address. It is on all our letters to you about this rented property. If you do not have it please contact us.

### Reason for refund

**Tenant leaving:** at least one tenant on a multi-tenanted tenancy is leaving and some of the bond is to be refunded.

**Decrease in rent:** some of the bond is to be refunded to parties because of a decrease in rent.

**Partial refund:** some of the bond is to be refunded to parties.

**Disposal of goods:** money received through disposal of goods is refunded to the parties.

**Tenancy ending:** all tenants are leaving the tenancy.

## Any questions?

All our forms and other information are on our website at [www.tenancy.govt.nz](http://www.tenancy.govt.nz)

If you have any questions about this form or need more information about bonds, please Freephone 0800 TENANCY (0800 83 62 62) or contact us by email at

[www.tenancy.govt.nz/contact-us](mailto:www.tenancy.govt.nz/contact-us)

Ki te mea he pātai āu mō tēnei puka, kei te pīrangī pārongo rānei mō te moni here (bond), waea koreutu 0800 TENANCY (0800 83 62 62), whakapā rānei ki a mātou i te Īmēra [www.tenancy.govt.nz/contact-us](mailto:www.tenancy.govt.nz/contact-us)

'A iai ni fesili e uiga i lenei pepa pe mana'omia fo'i nisi fa'amatalaga e uiga i le tupe fa'amau (bond), fa'amolemole telefoni mai i le numera 0800 TENANCY (0800 83 62 62), pe feso'ota'i mai ile emeli

[www.tenancy.govt.nz/contact-us](mailto:www.tenancy.govt.nz/contact-us)

若您有任何关于本表格方面的疑问,或是希望获得有关押金的更多详情,请拨打我们的免费热线电话 0800 TENANCY (0800 83 62 62),或发送电邮至以下网站内的相应电邮地址,与我们联系:

[www.tenancy.govt.nz/contact-us](mailto:www.tenancy.govt.nz/contact-us)

If you have questions about your rights and obligations when renting call our tenancy information line Freephone: 0800 TENANCY (0800 83 62 62)

## Send us your form

**Email:** [bonds@tenancy.govt.nz](mailto:bonds@tenancy.govt.nz)

**Post:** Tenancy Services  
PO Box 50445  
Porirua 5240

When we receive your form, we will update the bond record and send you confirmation that this has been done.