

How to apply to the Tenancy Tribunal

If you need to apply to the Tribunal, you need to know how to apply and how much it will cost.

Once you've decided to apply to the Tenancy Tribunal, you need to complete an application form. Before you begin, read about how to apply, how much it costs and what you need to provide. Find out what happens if things get resolved after you've applied but before the hearing.

You also apply to the Tenancy Tribunal to access mediation, or to apply for a FastTrack resolution.

If you do not live in social housing and your dispute is about insulation please note insulation requirements are not required to be met until 1 July 2019. Read more about [insulation requirements \(https://www.tenancy.govt.nz/maintenance-and-inspections/insulation/\)](https://www.tenancy.govt.nz/maintenance-and-inspections/insulation/).

How to apply online

Applying online is a four step process:

(Please note that this process may be unsupported on some mobile phones. We recommend conducting this process on a desktop or laptop; you can do this at your local library or nearest internet café.)

- register to apply for the first time
- log in to the Tenancy Tribunal Application online tool
- fill in the application form
- pay the application fee online and submit the application.

Apply online

[_ \(https://www.tenancy.govt.nz/ttao\)](https://www.tenancy.govt.nz/ttao)

What you'll need

To apply online you'll need:

- a RealMe® login. If you don't already have one it only takes a few minutes to set one up. [Create a RealMe® login \(https://dispute.tenancy.govt.nz/\)](https://dispute.tenancy.govt.nz/)
- a working email address
- your bond number (if you have a bond lodged)
- electronic copies (scans) of your tenancy agreement and other supporting documents.

Payment

Pay for your online application by:

- Visa or Mastercard
- online banking if you're with ANZ, ASB, BNZ, Kiwibank, TSB or Westpac.

It will take approximately 10 minutes to apply online. You can do this all at once, but if you need more time the system will save your application for up to 30 calendar days.

The information sheet [Making a Tenancy Tribunal application online \(https://www.tenancy.govt.nz/disputes/tribunal/making-an-application/#related-content\)](https://www.tenancy.govt.nz/disputes/tribunal/making-an-application/#related-content) has more information about applying to the Tenancy Tribunal online.

Make an application on paper

As of 1 December 2015, Tenancy Services will only accept applications filed on the latest version of the Tenancy Tribunal application form. Any previous versions will no longer be accepted.

Applicants are encouraged to make their application online. The process is quick, and you can be sure you are submitting a complete application correctly the first time.

However, if you do need to apply using a paper form, these are available from any of our offices. If you are not located near an office please contact Tenancy Services to arrange for an application form to be posted to you. If you need a paper application form urgently, some Citizens Advice Bureau Offices or Community Law Centres may have copies of the form available.

Pay for your paper application by:

- eftpos or cash at any Westpac bank
- cheque (payable to Tenancy Services)
- eftpos at selected offices in Auckland, Manukau, Hamilton, Wellington or Christchurch.

[Contact us \(https://www.tenancy.govt.nz/about-tenancy-services/contact-us/\)](https://www.tenancy.govt.nz/about-tenancy-services/contact-us/) shows you where our offices are.

Once you've paid for and completed the form, send it (with all supporting documents) to:

- PO Box 76469, Manukau 2241
- Please note, applications received to PO Box 50 546, Porirua 5240 after 6 May 2017 will be returned to sender. Please send applications to our current PO Box above.

How much it costs to apply

The fee is \$20.44 (including GST) for each application.

If you are the one making the application, you pay the fee. If you're on a benefit, Work and Income may be able to help if you meet certain criteria.

If your claim is successful, you can also claim back the application fee

If you're wholly successful with your claim, the Tenancy Tribunal can order the other party to pay you the application fee. You need to ask for this when making your application.

If you're only partly successful with your claim, the Tribunal may still order this payment.

If you withdraw the application for any reason, the application fee will not be refunded.

If your claim goes to mediation (and not to a hearing) part of the outcome may be to agree that the other party pays you the application fee.

Completing the application

Read our tips on completing the application, and to find out which documents to provide, on the [completing the application page \(https://www.tenancy.govt.nz/disputes/tribunal/completing-an-application-to-the-tenancy-tribunal/\)](https://www.tenancy.govt.nz/disputes/tribunal/completing-an-application-to-the-tenancy-tribunal/).

Making a cross-application

If there's an application against you, and you want to have your problems resolved at the same time, you can make your own application to the Tribunal. This is known as a cross-application. Make sure you clearly state this on your application so we can try to schedule

both hearings at the same time.

What happens once you've made your application

Once you've made your application, we may offer scheduled mediation, formalise a FastTrack Resolution application or schedule a Tribunal hearing.

[Disputes process \(https://www.tenancy.govt.nz/disputes/disputes-process/\)](https://www.tenancy.govt.nz/disputes/disputes-process/) explains the various options.

If a hearing is scheduled, we'll send you a notice of hearing. The notice will include details about the dispute, as well as the hearing date, time, and location.

If things are sorted out before the hearing

Contact us immediately if your dispute gets resolved, so we can use the hearing time for someone else.

If the tenancy hearing is within the next 5 days, [contact the relevant district court. \(https://www.justice.govt.nz/contact-us/find-us/\)](https://www.justice.govt.nz/contact-us/find-us/)