



Making a Tenancy Tribunal application for repairs

What should I do if repairs are needed?

Contact your landlord if repairs or maintenance is needed. The landlord should arrange to complete the repairs in a reasonable timeframe.

If your landlord does not complete necessary or urgent repairs in a reasonable timeframe, you can issue them a 10 working days' notice asking them to carry out the work within 10 working days (see www.dbh.govt.nz for a template letter). If the landlord does not carry out the repairs, you can apply to the Tenancy Tribunal for help.

Completing the Tenancy Tribunal application form

To avoid delay, make sure you complete all sections of the Tenancy Tribunal application form. You will need to provide details of the tenancy as well as contact details for the landlord and the tenant.

You will also be asked to specify the orders you want the Tribunal to make. **Tick the box for work order (repairs/maintenance required).**

You can ask for an order for compensation if you feel the failure to do repairs has disrupted the normal day-to-day use of the tenancy, or is affecting the health, safety and security of the occupants. You will need evidence to support this.

The application form asks you to state the reason for your application. Make sure you include the:

- repairs/maintenance required (eg, hot water cylinder broken, shower broken, etc)
- date you asked the landlord to complete the repairs/maintenance.

Other information to include with your application

- A copy of your Tenancy Agreement.
- A copy of correspondence you have had with the landlord about the repairs/maintenance issue.
- A copy of any 10 working days' notice issued.

Submitting your application

You can make an application online at www.dbh.govt.nz and pay the \$20 application fee with a Visa or MasterCard.

You can also complete a paper application form and send it by:

- mail to PO Box 50546, Porirua or
- fax to 04 237 1058 or
- email to ttapplications@dbh.govt.nz



You must pay the \$20 application fee before submitting your application. You can pay at any Westpac branch (by eftpos, cash or cheque) or at the Department of Building and Housing in Auckland, Manukau, Hamilton, Wellington or Christchurch (eftpos only).

For more information contact the Department of Building and Housing on 0800 TENANCY (0800 83 62 62) or visit www.dbh.govt.nz