



# Bond refund form

1. Fill out this form to request a bond refund.
2. Please read the important information on the back of this form.
3. ALL sections of this form must be completed.
4. If you have a separate tenancy agreement for a room in the property, please supply the room number.

<b>1</b>	<b>Bond number</b>	—	<b>2</b>	<b>Date tenancy ended</b>
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<b>3</b>			<b>Address of the rented property</b>			Property ID:		
Unit/Flat no.	Street no.	Street name				Rural delivery no.		
Suburb		Town/City				Post code		
Property/ Building name						Room no.		

<b>4</b>		<b>Refund details</b>		Please initial (countersign) any alterations you make or your refund may be delayed.			
Pay the landlord(s) \$	_____	Landlord's reason for claiming some or all of the bond (tick boxes)					
Pay the tenant(s) \$	_____	Arrears <input type="checkbox"/>	Repairs <input type="checkbox"/>	Cleaning <input type="checkbox"/>	Outgoings <input type="checkbox"/>	Other <input type="checkbox"/>	
Hold in dispute \$	_____	Refunds will appear in your bank account within 24 hours of approval.					
TOTAL \$	_____	Please check your account.					

<b>5</b>		<b>Landlord refund details</b>		Print your full name(s) below			Landlord ID Number:		
Name(s)									
<b>Address for Service</b> (An Address for Service is explained on the back of this form.)									
Unit/Flat no.	Street no.	Street name				Rural delivery no.			
Suburb		Town/City				Post code			
Can we contact you by email? Yes <input type="checkbox"/> No <input type="checkbox"/>					Email Address:			Daytime phone no. ( )	
Bank account number (Only complete if you are claiming money)					Your reference				
[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		_____			

<b>6</b>		<b>Tenant refund details</b>		Print your full name(s) below					
Name(s)									
<b>Address for Service</b> (An Address for Service is explained on the back of this form.)									
Unit/Flat no.	Street no.	Street name				Rural delivery no.			
Suburb		Town/City				Post code			
Can we contact you by email? Yes <input type="checkbox"/> No <input type="checkbox"/>					Email Address:			Daytime phone no. ( )	
Bank account number (Only complete if you are claiming money). Please indicate how much each tenant receives									
Name: _____ Receives: \$ _____					Name: _____ Receives: \$ _____				
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Name: _____ Receives: \$ _____					Name: _____ Receives: \$ _____				
[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]	

<b>7</b>		<b>Signatures</b>		All landlords and tenants must sign below and agree that the information provided on this form is true and correct.					
<b>Landlord(s) signature(s):</b>				<b>Tenant(s) signature(s):</b>					
Date:				Date:					



**This information will help you fill out your form.  
Please read it BEFORE you write on the form.**

## How to fill out this form

- Please use a black or dark blue pen.
- Print clearly.
- Make sure you write in all the boxes that apply to you. If you don't, there may be a delay in processing the bond money.
- Call us if you need help – it's free – on 0800 737 666.

Below is an explanation of each section of the form. The number of each section is next to the explanation.

### 1 Bond number

This number is on all our letters to you about this rented property. If you do not have it, please call us.

### 2 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 finally paid out.

### 3 Address of the rented property

If you do not know the **Property ID number** for this property, leave the box blank, or call us to find out the number.

This individual number for the property helps us to be more accurate throughout the bond lodgement and refund process.

### 4 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 under 'Hold in Dispute'. This amount will not be paid out until agreement is reached or until a mediated/Tribunal order is made.

### 5 Landlord refund details

The landlord(s) should complete this section.

This information will assist the Department of Building and Housing to contact you about this bond and to minimise any delays in paying out/refunding the bond.

If you do not know the **Landlord ID number** for this landlord, leave the box blank, or call us to find out the number.

**Bank account number** – only give us your bank account number if you are to be paid some of the bond money.

PLEASE NOTE: All landlord details provided to the Department of Building and Housing for this bond (including the Address for Service) will be used as the most current address for **all** that landlord's properties and bonds.

#### Address for Service

The Address for Service is a street address in New Zealand where notices and other documents relating to the tenancy will be accepted by you, or on your behalf, even after the tenancy has ended.

A PO box is **not** an Address for Service under the Residential Tenancies Act 1986.

**Email** - email will not be used as an address for service, but may be used by the Department of Building and Housing to contact the landlord.

### 6 Tenant refund details

The tenant(s) should complete this section.

This information will assist the Department of Building and Housing to contact you about this bond and to minimise any delays in paying out/refunding the bond.

**Bank account number** – only give us your bank account number if you are to be paid some of the bond money.

### 6 Tenant refund details (continued)

If all tenants do not sign this form and indicate how much each tenant is to receive, the Department of Building and Housing will be unable to release the bond until all tenant signatures are obtained.

#### Address for Service

The Address for Service is a street address in New Zealand where notices and other documents relating to the tenancy will be accepted by you, or on your behalf, even after the tenancy has ended.

A PO box is **not** an Address for Service under the Residential Tenancies Act 1986.

**Email** - email will not be used as an address for service, but may be used by the Department of Building and Housing to contact the tenant.

### 7 Signatures

These signatures are important because they will be matched with the signatures on the **Bond lodgement form** that you filled out at the start of the tenancy. If they are not the same, then any refund you have requested may be delayed.

#### Other information

##### Your personal information

The Privacy Act 1993 requires the Department of Building and Housing to inform you that:

- this information will be held by the Department of Building and Housing. The information will be used for the purposes of administering the Residential Tenancies Act 1986; customer surveys; public education and statistical analysis (in which the parties will not be identified). This information may also be used in administering dispute resolution services.
- you have the right to access and correct personal information held about yourself
- all your personal information on this form will be available to you only. It will not be passed to any other organisation without your consent or unless required by law.

##### Any questions?

If you have any questions about this form or need more information about bonds, please freephone 0800 737 666, fax (04) 237 7884 or write to us at PO Box 50445, Porirua 5240.

Ki te mea he pātai āu mō tēnei puka, kei te pīrangi pārongo rānei mō te moni here (bond), waea koreutu 0800 737 666, waea whakaahua (04) 237 7884, tuhituhi mai rānei ki a mātou i Pouaka Poutāpeta 50445, Porirua 5240.

'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 737 666, fax (04) 237 7884 pe tusi mai fo'i 'ia 'i matou i le Pusa Meli Numera (PO Box) 50445, Porirua 5240.

#### Other help

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

If you have questions at any time about your rights and obligations when renting, call our tenancy advice freephone:

0800 TENANCY (0800 83 62 62).

#### Before you send in your form CHECK:

- Has everyone signed the form?
- Is there an Address for Service for the landlord(s) and tenant(s)?
- Are all the \$ boxes filled in correctly?



Department of  
Building and Housing  
Te Tari Kaupapa Whare