

# Bond refund form

## Tenancy Services

1. Fill out this form to request a bond refund.
2. Please read the important information on the back of this form before entering any details.
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.
5. Use black or dark blue pen.

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

<b>4 Refund details</b>		Please initial (countersign) any alterations you make or your refund may be delayed.							
Pay the landlord(s)	\$	<input type="text"/>	Landlord's reason for claiming some or all of the bond (tick boxes)						
Pay the tenant(s)	\$	<input type="text"/>	Arrears <input type="checkbox"/>	Repairs <input type="checkbox"/>	Cleaning <input type="checkbox"/>	Outgoings <input type="checkbox"/>	Other <input type="checkbox"/>		
Hold in dispute	\$	<input type="text"/>	If you have provided us with your e-mail address, we will send you an email once the refund is processed.						
TOTAL	\$	<input type="text"/>							

<b>5 Landlord refund details</b>							Print your full name(s) below			Landlord ID Number		
Name(s)										<input type="text"/>		
<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				Postcode				
PO Box/Private Bag				Fax ( )				Daytime phone no. ( )				
Email								Mobile				
Bank account number (Only complete if you are claiming money)								Your reference (to appear on your bank statement)				
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>				

<b>6 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				Postcode							
PO Box/Private Bag				Fax ( )				Daytime phone no. ( )							
Email								Mobile							
Bank account number (Only complete if you are claiming money). Please indicate how much each tenant receives															
Name: <input type="text"/>				Receives: \$ <input type="text"/>				Name: <input type="text"/>				Receives: \$ <input type="text"/>			
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>			
Name: <input type="text"/>				Receives: \$ <input type="text"/>				Name: <input type="text"/>				Receives: \$ <input type="text"/>			
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>			

<b>7 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>  Date: <input type="text"/>	<b>Tenant(s) signature(s):</b>  Date: <input type="text"/>

Please send this form to Tenancy Services, PO Box 50 445, Porirua 5240, or fax to (04) 237 7884, or email to [bond.refunds@tenancy.govt.nz](mailto:bond.refunds@tenancy.govt.nz)  
 If you need help, call freephone **0800 737 666** or visit our website at [www.tenancy.govt.nz](http://www.tenancy.govt.nz)



**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

**Property ID number** – 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/Tenancy Tribunal order is made.

### 5 Landlord refund details

The landlord(s) should complete this section.

This information will assist Tenancy Services to contact you about this bond and to minimise any delays in paying out/refunding the bond.

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

This individual number for the landlord helps us to ensure accuracy throughout the bond lodgement process.

**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 Tenancy Services 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 must be 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. In addition to a street address, a PO Box, fax number, or email address can also be provided to be used as an Address for Service also.

PLEASE NOTE: By providing a PO Box, fax number, or email address, you are authorising Tenancy Services to use these to contact you.

### 6 Tenant refund details

The tenant(s) should complete this section.

This information will assist Tenancy Services to contact you about this bond and to minimise any delays in paying out/refunding the bond when the tenancy finishes.

**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, Tenancy Services will be unable to release the bond until all tenant signatures are obtained.

#### Address for Service

The Address for Service must be 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.

In addition to a street address, a PO Box, fax number, or email address can also be provided to be used as an Address for Service also.

PLEASE NOTE: By providing a PO Box, fax number, or email address, you are authorising Tenancy Services to use these to contact you.

### 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 about bonds

If preferred, the tenant can transfer the existing bond to their new address instead of having the bond refunded into their bank account.

#### To transfer a bond

When a tenant who has paid a bond moves to another rented property, the bond can be transferred to the new address. You need to send a Bond transfer form to Tenancy Services signed by:

- The tenant(s)
- The previous landlord/agent(s)
- The new landlord/agent(s)

#### Your personal information

Information provided on this form will be held and used by the Ministry of Business, Innovation and Employment for the purposes of administering the Residential Tenancies Act 1986.

This information you supply 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 or where it is required by the law. When providing your information to third parties, we will take all reasonable steps to ensure that they do not use your information for any reason other than the intended purpose.

The information you supply will be provided to all parties named in your form. You can access or correct your personal information held by us at any time. Please be aware that a failure to provide the information requested may result in a delay in the processing of the bond.

#### 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 pātāi āu mō tēnei puka, kei te pīrangī 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 at: [www.tenancy.govt.nz](http://www.tenancy.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?