

# Tenancy Services

## Rental issues – when you've tried everything else

### Tenancy Compliance and Investigations Team

**The Tenancy Services has a Compliance and Investigation Team which monitors and enforces compliance with the Residential Tenancies Act 1986.**

When things go wrong with a tenancy, there are a number of ways you can resolve it – through self-resolution with the other party, Fast-Track Resolution, mediation or in the Tenancy Tribunal.

Most landlords do the right thing and meet their responsibilities, but there is a minority of individuals who need to be held to account for their conduct.

If you are a tenant and find that there are ongoing serious breaches even after you've spoken to the landlord and taken action like issuing the landlord with a notice to remedy, the Tenancy Compliance and Investigations Team at Tenancy Services want to know about it.



# Tenancy Services



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## What we can do

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**There are a number of things the team can do to make sure landlords comply with their obligations under the Residential Tenancies Act. The team can investigate alleged breaches, and issue formal warnings and compliance agreements.**

The team can also take action on behalf of tenants in the Tenancy Tribunal or District Court, or they can take action against landlords in the Tenancy Tribunal themselves if they need to.

The Tenancy Compliance and Investigations Team looks into situations such as:

- › where the condition of the premises is a significant risk to people's health or safety.
- › where the landlord has committed a serious breach or has persistently breached the Act.

This means landlords can be held to account, and that they can be required to change their behaviour where necessary.

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## Other ways we help

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**The Tenancy Compliance and Investigations Team also visits landlords and property management companies to audit their business processes and systems to make sure they comply with the Act.**

The team also works with tenants, landlords and other agencies to make sure rights and responsibilities under the Act are understood and complied with.

While the team cannot intervene in every issue that is brought to their attention, they can offer advice and information, to help you resolve the issue on your own.

This may include making your own application to the Tenancy Tribunal.

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## For more information

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**If you think there has been a serious or ongoing breach of the Act, you can contact the Tenancy Compliance and Investigations Team by going to [tenancy.govt.nz/compliance-team](https://tenancy.govt.nz/compliance-team) and completing the online form.**

There is also information on the Tenancy Services website about the rights and responsibilities of anyone who has a tenancy agreement.

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

0800 TENANCY (0800 836 262)

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