



## Finding a new address for someone when you are trying to enforce a Tenancy Tribunal order

When landlords and tenants have disputes they cannot solve by themselves they can make an application to the Tenancy Tribunal and attend mediation or a Tribunal hearing. As a result, an order may be made that can be enforced by the Ministry of Justice.

The Ministry needs a current address for the person named on the order so they can enforce it. If you do not have a current address for the person named, the Department of Building and Housing, the Ministry of Justice and the Ministry of Social Development may be able to help you find one.

### How can I find new address information for the person who owes me money?

To request address information from the Department of Building and Housing, Ministry of Justice and Ministry of Social Development, complete an application for contact information form. Either download the form from [our website](#), or call 0800 TENANCY (0800 83 62 62) to request one, or visit a Department of Building and Housing office or the collections unit at a District Court.

### What do I need to include on the form?

You must:

- complete the whole form
- explain the steps you have already taken to find the person who owes you money, including any companies you have approached to help you
- list the addresses that you have already tried
- attach a copy of the Tenancy Tribunal or sealed mediator order when you send in the form.

The more information you are able to provide, the more likely it is that we will be able to find an address for you. Please include any information you have about the person's identity. This could include a tenancy bond number, date of birth, IRD number or social welfare number.

Descriptions of people's appearance or personal habits should not be included.

Send your completed form by post to:

Tribunal Order Address Requests  
Department of Building and Housing  
PO Box 50394  
Porirua 5240

or fax it to 04 237 6351

or email it to [compliance@dbh.govt.nz](mailto:compliance@dbh.govt.nz)



## **What happens after I submit the form?**

When we receive the request, we search the databases of the Department of Building and Housing, the Ministry of Justice and the Ministry of Social Development. If we are able to find an address and release it, we will notify the Ministry of Justice. The Department of Building and Housing will send you a letter advising you of the next step.

You will receive a response from the Department within 30 days.

## **What are the usual reasons why you can't find or supply address information?**

There are a number of reasons why we sometimes can't find or release address information.

### **1. Necessary information was not supplied**

The Department cannot process a request without a copy of the sealed Tenancy Tribunal order and an explanation of the steps that have already been taken to find the person.

### **2. Information could not be validated**

If you did not lodge a bond with the Department of Building and Housing with your debtor's signature on it, any current information for your debtor cannot be verified. Bonds must be properly signed by both parties and lodged with the Department to make a valid match.

The Department tries to find a current address for your debtor by comparing the debtor's signature on the bond, lodged by you, with the debtor's signature on a current bond. We can also make a match by comparing the debtor's signature where another form of signature ID is provided (e.g. a mediator order (if applicable), the tenancy agreement, drivers license, or passport), with the debtor's signature on a current bond.

If you have been unable to supply sufficient identifying information about your debtor, such as full name, birth date, social welfare number or last known address, the Ministry of Justice and Ministry of Social Development are unlikely to make a match.

### **3. Information is held but is not suitable**

Although government agencies may hold address information, there are situations where the information would not help you. For example enforcement action cannot proceed on PO Box addresses or incomplete addresses such as 'RD2, Hamilton' or 'Lemonwood House'.

### **4. Information is not known to be current**

Sometimes the agency may be aware that the address information they hold is unlikely to be current and would not be able to be used for service. This can happen when there is a current Tenancy Tribunal application for termination of the tenancy or where a person may not be currently receiving a benefit. In these cases, the agency will not release the address.

## **Can I re-apply if my previous attempt is unsuccessful?**

If a previous application was not successful in locating an address for your debtor, or if the Ministry of Justice notifies you that they have been unable to serve notice of enforcement proceedings to your debtor at the address provided to them, you can reactivate your request.

If you choose to reactivate your request, please contact the Department of Building and Housing quoting your 'R' reference number on 0800 222 012, or you can post, fax, or email your reactivation to us at the contact details noted above. We recommend that you wait three months before you reactivate your request, to allow time for new information to become available.

## **What about other government agencies?**

If you believe other government agencies may have your debtor's residential or workplace address, you can make a request to them under the Official Information Act.

## **Where can I get more information?**

For more information, call the Department of Building and Housing on 0800 222 012.