



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

When landlords and tenants have disputes that 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.

To enforce the order, the Ministry of Justice needs a current address for the person named on it. If you do not have a current address for that person, the Department of Building and Housing and Work and Income New Zealand 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, and Work and Income, complete a request for information form. You can download the form at www.dbh.govt.nz, or order a form by calling 0800 TENANCY (0800 83 62 62). You can also get a form from 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 entire form
- explain the steps you have already taken to find the person who owes you money (debtor), including any companies you have approached to help you
- list the addresses you have already tried.

You will need to attach a copy of the Tenancy Tribunal order when you send in the form.

The more information you are able to give us, the more likely it is 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, social welfare number or IRD number. However, vehicle registration numbers, bank account numbers and cell phone numbers cannot be used to identify a person.

Do not include descriptions of people's appearance or personal habits.

Send your completed form to:

Tribunal Order Address Requests
Department of Building and Housing
PO Box 50 445
Wellington



What happens after I submit the form?

When we receive the request, we search the databases of the Department of Building and Housing, and Work and Income. If we are able to find an address and release it, we will notify the District Court. The Court will then send you a letter to let you know what happens next. It takes around two to three weeks to complete the request process.

Why can't you find or supply address information?

Sometimes we can't find or release address information because:

Necessary information was not supplied – We cannot process a request without a copy of the sealed Tenancy Tribunal order and an explanation what has already been done to find the person.

Information could not be validated – If you did not lodge a bond with the Department with your debtor's signature on it, any current information for them 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 signature on:

- the bond lodgement form with their signature on a current bond
- your Tenancy agreement or mediated order (if applicable) with their signature on a current bond.

If you have been unable to supply enough identifying information about your debtor (eg, full name and date of birth, Work and Income client number or last known address), Work and Income is unlikely to make a match.

Information is held but is not suitable – In some situations the address information we hold would not help you. For example, enforcement action cannot proceed on PO Box addresses or incomplete addresses such as 'RD2, Hamilton' or 'Lemonwood House'.

Information is outdated – We may have address details from bond records that are no longer current. If a person is no longer receiving a benefit the address details in the system may also be invalid. We do not release the address in these cases as it is unlikely to be useful and could delay the process.

What about other government agencies?

If you believe other government agencies may have your debtor's residential or workplace address, you can request the information from those agencies 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.