[2025] NZTT 5231111

TENANCY TRIBUNAL AT MANUKAU | TE TARAIPIUNARA RETIHANGA KI MANUKAU

APPLICANT:	Gralin Property Management (Auckland Central) Limited as Agent for Jl & Sc Trustee Limited Landlord
RESPONDENTS:	Melisa Vili, Tapunuu Ane Pereira Tenants
TENANCY ADDRESS:	48 Jarman Road, Mount Wellington, Auckland 1060

ORDER

1. Melisa Vili and Tapunuu Ane Pereira must pay Gralin Property Management (Auckland Central) Limited as Agent for Jl & Sc Trustee Limited $3,332.94 immediately, being rent arrears to 28 February 2025, water bills, damages, cleaning, and reimbursement of the filing fee, as calculated and set out below:

Description	**Landlord**
Rent arrears	$1,390.00
Water rates	$70.94
Filing fee reimbursement	$27.00
Rubbish removal	$2,035.00
Advertising costs	$87.50
Cleaning: carpets/curtains/lawns/bulbs	$2,242.50
Total award	**$5,852.94**
Minus Bond	-$2,520.00
Total payable by Tenant to Landlord	**$3,332.94**

2. The Bond Centre is to pay the bond of $2,520.00 (6223575-008) to Gralin Property Management (Auckland Central) Limited as Agent for Jl & Sc Trustee Limited immediately.

Reasons:

1. The landlord attended the hearing, the tenants did not attend.

2. The landlord has applied for rent arrears, compensation, refund of the bond, and reimbursement of the filing fee following the end of the tenancy.

How much is owed for rent and water rates?

3. The tenancy ended on 28 February 2025. The landlord provided rent records and water rates invoices which prove the amount owing at the end of the tenancy.

4. The rent arrears were $1390.00, and the water bills were $70.94 at the end of the tenancy.

5. I am satisfied that the landlord has proven their claim for the rent arrears and water bills.

Did the tenant comply with their obligations at the end of the tenancy?

6. At the end of the tenancy the tenant must leave the premises reasonably clean and tidy, remove all rubbish, return all keys and security devices, and leave all chattels provided for their benefit. See section 40(1)(e)(ii) -(v) Residential Tenancies Act 1986. The tenant is required to replace worn out smoke alarm batteries during the tenancy. See section 40(1) (ca) Residential Tenancies Act 1986. The tenant must also replace standard light bulbs.

7. The tenant did not leave the premises reasonably clean and tidy and did not remove all rubbish.

8. The landlord provided the Tribunal with a pre let inspection report and photos and an exit inspection report and photos. In addition, there were invoices for the cost of the work required to clean the property, do lawns, weeding, carpet cleaning, and rubbish removal. The total cost sought in compensation is $2035.00 in rubbish removal, $575.00 in cleaning, $287.50 in carpet cleaning, $230.00 for lawn mowing and spray weed killer.

9. The landlord had to replace 14 light bulbs, which cost $299.00 and clean and/or replace 8 curtains at the cost of $460.00.

10. The landlord has provided detailed photos which highlight the poor condition of the property at the end of the tenancy. The landlord stated that the property was in excellent condition at the start of the tenancy.

11. The amounts ordered are proved.

Is the tenant responsible for the damage to the premises?

12. A landlord must prove that damage to the premises occurred during the tenancy and is more than fair wear and tear. If this is established, to avoid liability, the tenant must prove they did not carelessly or intentionally cause or permit the damage. Tenants are liable for the actions of people at the premises with their permission. See sections 40(2)(a), 41 and 49B RTA.

13. Where the damage is careless, and occurs after 27 August 2019, section 49B RTA applies. If the landlord becomes aware of the damage after 27 August, the damage is presumed to have occurred after that date unless the tenant proves otherwise.

14. Where the damage is caused carelessly, and is covered by the landlord's insurance, the tenant's liability is limited to the lesser of the insurance excess or four weeks' rent (or four weeks' market rent in the case of a tenant paying income-related rent). See section 49B(3)(a) RTA.

15. Where the damage is careless and is not covered by the landlord's insurance, the tenant's liability is limited to four weeks' rent (or market rent). See section 49B(3)(b) RTA. Where insurance money is irrecoverable because of the tenant's conduct, the property is treated as if it is not insured against the damage. See section 49B(3A) (a) RTA.

16. Tenants are liable for the cost of repairing damage that is intentional or which results from any activity at the premises that is an imprisonable offence. This applies to anything the tenant does and anything done by a person they are responsible for. See section 49B (1) RTA.

17. Damage is intentional where a person intends to cause damage and takes the necessary steps to achieve that purpose. Damage is also intentional where a person does something, or allows a situation to continue, knowing that damage is a certainty. See *Guo v Korck* [2019] NZHC 1541.

18. The following damage was caused during the tenancy:

    - 3 internal doors and 3 windowsills were heavily scratched.
    - Door frames were significantly damaged.
    - Walls had multiple nail holes and damaged areas.
    - Toilet seat was broken.

19. The landlord provided a detailed invoice with the scope of work that was carried out, set out in it. In addition, the landlord provided photos and an exit inspection that detailed the damage to the property during the tenancy.

20. The remedial work required to be carried out was sanding and repairing all damaged surfaces, applying putty and repainting the areas and replacing the toilet seat. The cost of the remedial work was $391.00.

21. The damage is more than fair wear and tear, and the tenant has not disproved liability for the damage.

22. The amounts ordered are proved.

Bond/filing fee/advertising costs:

23. The Bond Centre is to refund the bond to the landlord immediately to offset the debt owed by the tenants to the landlord.

24. Because Gralin Property Management (Auckland Central) Limited as Agent for Jl & Sc Trustee Limited has wholly succeeded with the claim I must reimburse the filing fee.

25. The tenants advised the landlord on 19 November 2024 that they were vacating the property on 31 December 2024. The tenants advised the landlord on 13 December 2024 that they needed an extension until 28 February 2025. The landlord had already paid $287.50 in advertising costs to obtain new tenants. The tenants agreed to pay the advertising cost incurred by the landlord.

26. The landlord has provided the invoice costs for the advertising.

27. I am satisfied that the landlord has proven their claim for the advertising costs.

J Northwood
11 September 2025

Please read carefully:

Visit justice.govt.nz/tribunals/tenancy/rehearings-appeals for more information on rehearings and appeals.

Rehearings

You can apply for a rehearing if you believe that a substantial wrong or miscarriage of justice has happened. For example:

- you did not get the letter telling you the date of the hearing, **or**
- the adjudicator improperly admitted or rejected evidence, **or**
- new evidence, relating to the original application, has become available.

You must give reasons and evidence to support your application for a rehearing.
A rehearing will not be granted just because you disagree with the decision.
You must apply within five working days of the decision using the Application for Rehearing form: justice.govt.nz/assets/Documents/Forms/TT-Application-for-rehearing.pdf

Right of Appeal

Both the landlord and the tenant can file an appeal. You should file your appeal at the District Court where the original hearing took place. The cost for an appeal is $260. You must apply within 10 working days after the decision is issued using this Appeal to the District Court form: justice.govt.nz/tribunals/tenancy/rehearings-appeals

Grounds for an appeal

You can appeal if you think the decision was wrong, but not because you don't like the decision. For some cases, there'll be no right to appeal. For example, you can't appeal:

- against an interim order
- a final order, or the failure to make an order, where the amount in dispute on appeal is less than $1000.
- a final order to undertake work, or the failure to make an order, where the value of the work in dispute on appeal is less than $1000.

Enforcement

Where the Tribunal made an order about money or property this is called a **civil debt**. The Ministry of Justice Collections Team can assist with enforcing civil debt. You can contact the collections team on **0800 233 222** or go to justice.govt.nz/fines/civil-debt for forms and information.

Notice to a party ordered to pay money or vacate premises, etc.

Failure to comply with any order may result in substantial additional costs for enforcement. It may also involve being ordered to appear in the District Court for an examination of your means or seizure of your property.

If you require further help or information regarding this matter, visit tenancy.govt.nz/disputes/enforcing-decisions or phone Tenancy Services on 0800 836 262.

Mēna ka hiahia koe ki ētahi atu awhina, kōrero ranei mo tēnei take, haere ki tenei ipurangi tenancy.govt.nz/disputes/enforcing-decisions, waea atu ki Ratonga Takirua ma runga 0800 836 262 ranei.

A manaomia nisi faamatalaga poo se fesoasoani, e uiga i lau mataupu, asiasi ifo le matou aupega tafailagi : tenancy.govt.nz/disputes/enforcing-decisions, pe fesootai mai le Tenancy Services i le numera 0800 836 262.