[2025] NZTT 5374027

TENANCY TRIBUNAL AT REMOTE LOCATION | TE TARAIPIUNARA RETIHANGA

APPLICANT:	Barfoot & Thompson Limited As Agents For Fang Liu Fang Liu Landlord
RESPONDENT:	Lisa Veamatahau, Salesi Veamatahau Tenant
TENANCY ADDRESS:	48 Bycroft Road, Karaka, RD 2, Papakura 2578

INTERIM ORDER

1. Lisa Veamatahau and Salesi Veamatahau must pay Barfoot & Thompson Limited As Agents For Fang Liu Fang Liu $5,694.29 immediately, as shown in the table below.
2. This order incorporates the Tribunal mediated order made on 30 July 2025 under application 5299480.
3. The Bond Centre is to pay the bond of $3,580.00 (5087677-009) to Barfoot & Thompson Limited As Agents For Fang Liu Fang Liu immediately.
4. The hearing is adjourned.
5. A further 120 minutes should be allowed for the next hearing of this matter, scheduled before me by video on the next available date.
6. The next hearing will finish hearing and determining the remaining claims for key replacement, cleaning and rubbish removal.
7. If either party intends to produce any additional documents at the next hearing, they must email a copy to the Tribunal at remote.tenancy@justice.govt.nz and to the other party by 5 January 2026. Failure to comply with this order may result in the Tribunal declining to accept further evidence at the hearing.

Description	Landlord	Tenant
Rent arrears to 15/9/2025 including previous order application 5299480 dated 30/07/2025	$9,274.29	
Total award	**$9,274.29**	
Bond	$3,580.00	
Total payable by Tenant to Landlord	**$5,694.29**	

Reasons:

1. Both parties attended the hearing by telephone.
2. The landlord has applied for rent arrears and has provided rent records which prove the amount owing.
3. On 30 July 2025, the Tribunal made a mediated order relating to this tenancy, for rent arrears to 30 July 2025. The previous order is incorporated into this order for enforcement purposes.
4. The amount of time scheduled for this hearing was not enough to address all of the claims and evidence. In particular, the landlord had not filed evidence to prove cleaning and rubbish removal claims prior to the hearing, as required by the notice of hearing. Some evidence was supplied during the hearing but further evidence is to be supplied. Either party may file further evidence but it must be sent to the Tribunal and the other party by 5 January 2026, failing which the Tribunal may decline to admit it into evidence.

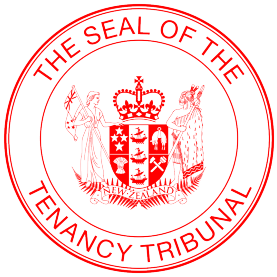
   Filing of evidence and preparation for hearing

5. As discussed today, when a hearing is set down to be heard by phone or video, the notice of hearing requires the parties to upload any evidence no later than 72 hours before the hearing date. In that regard, the Tribunal expects, particularly when dealing with a professional property management company, that they will comply with directions in the notice of hearing, and will be ready to prosecute their case. It is also the responsibility of the representative attending the hearing to ensure that the application filed is complete and all required evidence has been filed, regardless of whether they actually prepared the application.
6. In this case the landlord failed to supply critical evidence in advance of the hearing. This creates undue delay at the hearing. Hearing time is a valuable resource with many claimants waiting several weeks for hearing time. In those circumstances, the Tribunal relies on the parties to be ready to prove their claims. Where there is a large amount of evidence, it is also unfair on the other party if they do not have an opportunity to consider it in advance of a remote

hearing. Unlike face to face hearings, it is more challenging navigating digital documents provided during the hearing.

7. I would ask this landlord to ensure they comply with the directions in the notice of hearing in future. If they do not, they run the risk that the Tribunal will dismiss their claims for lack of evidence. It is not the Tribunal's role to chase up evidence before, or at the hearing, or to advise the parties what evidence they should produce. Our role is to adjudicate the claims not to advocate for a party. Parties need to be ready to present their claims.

8. The parties will be notified in writing by Tenancy Services of the date and time of the next hearing.



K Stirling
22 December 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.