**[2026] NZTT 5388264**

**TENANCY TRIBUNAL AT REMOTE LOCATION | TE TARAIPIUNARA RETIHANGA**

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| APPLICANT: | Grovefield Joal Limited t/a Harcourts Sure Living Ltd<br>Landlord |
| RESPONDENT: | Martha Hetaraka<br>Tenant |
| TENANCY ADDRESS: | 38 Survila Street, Papakura, Papakura 2110 |

## ORDER

1. The application is dismissed.

**Reasons:**

1. This matter was scheduled for a videoconference hearing at 9:30 today.
2. Neither party appeared.
3. Both parties were properly served with the Notice of Hearing, with a link to the videoconference and instructions on how to attend by phone as an alternative. Bother were sent SMS reminders about the hearing.
4. I tried calling the tenant on the number given in the landlord's application but without success.
5. I called the landlord on the contact number given in its application. I was told that the property manager named as the contact person for the application, was on a different number which I was provided. I tried that number. The call was not answered and I left an answerphone message explaining the purpose of my call, that I would leave the videoconference portal open for another 10 minutes and that the property manager should call in using the instructions given in the Notice of Hearing.
6. That didn't happen and I closed the videoconference at 9:45am.

7. I am satisfied that nothing more could reasonably have been done to assist the parties to attend if they wished to.

8. Because the applicant did not attend the hearing at the scheduled time, request an adjournment, or notify the Tribunal the matter has settled the application is dismissed[1].

B King
10 March 2026

[1] See s. 78(1)(i) and 92(1) RTA

## ***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.

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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.