TENANCY TRIBUNAL AT REMOTE LOCATION | TE TARAIPIUNARA RETIHANGA

APPLICANT: [The applicant/s]

Landlord

RESPONDENT: Chelsee Robertson

Tenant

TENANCY ADDRESS: 8 Arapapa Road, Papakura, Papakura 2110

ORDER

1. An application for suppression has been made in this case, and the Tribunal orders suppression of the applicants name and identifying details.
2. Chelsee Robertson must pay [The landlord/s] $2,708.59 immediately, calculated as shown in table below.
3. The Bond Centre is to pay the bond of $2,720.00 ([Bond number suppressed]) to [The landlord/s] immediately.

Description	**Landlord**	**Tenant**
Rent arrears to 23/07/2025	$3,005.71	
Cleaning	$701.50	
Rubbish removal	$1,150.00	
Lock/key replacement	$370.88	
Filing fee reimbursement	$28.00	
Total award	**$5,256.09**	
Bond	$2,720.00	
Total payable by Tenant to Landlord	**$2,536.09**	

Attendance:

4. The applicant attended the hearing by video link. The respondent did not attend or answer the phone.

Background:

5. The applicant tells me that this tenancy ended on 23 July 2025. They say it ended by way of a 90-day notice, which expired on that date.
6. The applicant seeks:
   a) rent arrears of $3,005.71;
   b) $701.50 for cleaning, including carpet cleaning;
   c) $1,150 for rubbish removal;
   d) $370.88 for lock replacement;
   e) reimbursement of the filing fee; and
   f) suppression.

Is the respondent liable for the rent arrears?

7. The applicant has provided rent records showing the amounts owing up to 23 July 2025. I am satisfied these records are accurate. The amount claimed is therefore awarded.

Is the respondent liable for the cleaning, carpet cleaning, and rubbish removal costs?

8. The applicant has provided photographs showing the condition of the property at the end of the tenancy. These show a significant amount of rubbish and that the property was left well below the standard required by section 40(1)(e)(i) of the Act, which requires a tenant, at the end of the tenancy, to leave the premises reasonably clean and tidy and to remove all rubbish.
9. I am satisfied that these costs were reasonably incurred as a result of the respondent's breach. The amounts claimed are therefore awarded.

Is the respondent liable for the lock replacement costs?

10. Under section 40(1)(e)(iv) of the Act, a tenant must return all keys at the end of the tenancy. The applicant says this did not occur. The locks and access codes were changed, and a professional locksmith was required to secure the property.

11. I am satisfied that this cost was incurred as a result of the respondent's breach. The amount claimed is therefore awarded.

Filing fee and suppression

12. As the applicant has been wholly successful, I award the filing fee. I also grant the application for suppression.

H Ben Fayed
14 April 2026

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.