[2026] NZTT 5480269

TENANCY TRIBUNAL AT REMOTE LOCATION | TE TARAIPIUNARA RETIHANGA

APPLICANT: Pukekohe Property Management Limited T/A Quinovic Property Management As Agent For Annie & Andrew O'donoghue

Landlord

RESPONDENT: Lisa-Marie Grace

Tenant

TENANCY ADDRESS: 24 Dublin Street, Pukekohe, Pukekohe 2120

ORDER

1. Lisa-Marie Grace must pay Pukekohe Property Management Limited T/A Quinovic Property Management As Agent For Annie & Andrew O'donoghue $2,443.61 immediately, being rent arrears to 16 April 2026.
2. The Bond Centre is to pay the bond of $2,640.00 (BN-0007993) to Pukekohe Property Management Limited T/A Quinovic Property Management As Agent For Annie & Andrew O'donoghue immediately.

Description	**Landlord**	**Tenant**
Rent arrears	$3,970.00	
Water rates	$385.61	
Pest control	$160.00	
Carpet Cleaning	$232.00	
Cleaning	$336.00	
Total award	**$5,083.61**	
Bond	$2,640.00	
Total payable by Tenant to Landlord	**$2,443.61**	

Reasons:

1. The Landlord attended the hearing. The Tenant did not appear.
2. The landlord has applied for rent arrears, water rates arrears, compensation, refund of the bond, and reimbursement of the filing fee following the end of the tenancy. At the hearing the Landlord withdrew their claim for termination.

How much is owed for rent and water rates?

3. The tenancy ended on 16 April 2026. The landlord provided rent records and water rates invoices which prove the amount owing at the end of the tenancy.

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

4. 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.
5. The Tenants did not leave the premises in a reasonably clean and tidy condition. A number of areas required further cleaning, including the skirting boards, floors, kitchen cupboards, and toilet. Dog hair was also present on the walls throughout the property. The Landlord arranged for the property to be professionally cleaned, which took approximately four hours. An invoice has been provided in support of this claim.
6. The carpets also required professional cleaning due to a strong and unpleasant odour. The Landlord submitted the smell was so severe that the cleaning contractors were very reluctant to enter the property. The odour was believed to be caused by the Tenants' dog, although it could not be determined whether it was caused by dog urine or faeces. Despite cleaning attempts, the odour remained, and the carpet in two bedrooms and the adjoining hallway had to be replaced. An invoice was provided to substantiate the carpet cleaning costs.
7. A flea infestation was discovered during the final inspection when the Landlord was bitten by several fleas, indicating the presence of an active infestation.
8. The Landlord also submitted that as a condition of permitting the Tenants to keep a dog at the property, the parties agreed that the Tenants would be responsible for having the carpets professionally cleaned at the end of the tenancy. The Tenants failed to do so. An invoice for pest control has been provided in support of this claim.
9. The amounts ordered are proved.

10. As Pukekohe Property Management Limited T/A Quinovic Property Management As Agent For Annie & Andrew O'donoghue has wholly succeeded with the claim the Tenant must reimburse the filing fee.

A Aiolupotea
01 July 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.