[2026] NZTT 5469296

TENANCY TRIBUNAL AT REMOTE LOCATION | TE TARAIPIUNARA RETIHANGA

APPLICANT: Reh Property Management Limited As Agent For Tayo Altenburg

Landlord

RESPONDENT: Cherie Warner

Tenant

TENANCY ADDRESS: 100 Stortford Street, Ashhurst, Palmerston North 4810

ORDER

1. Cherie Warner must pay Reh Property Management Limited As Agent For Tayo Altenburg $1,307.80 immediately, calculated as shown in table below.
2. The Bond Centre is to pay the bond of $2,400.00 (6488313-008) to Reh Property Management Limited As Agent For Tayo Altenburg immediately.

Description	**Landlord**	**Tenant**
Repairs: to walls and doors	$1,220.00	
Lock/key replacement	$164.80	
Carpet replacement 2 rooms - insurance excess	$1,500.00	
Carpet Cleaning and stain removal	$345.00	
Carpet repairs	$450.00	
Filing fee reimbursement	$28.00	
Total award	**$3,707.80**	
Bond	$2,400.00	
Total payable by Tenant to Landlord	**$1,307.80**	

Reasons:

1. Only the applicant landlord attended the hearing.

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

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

3. At the end of the tenancy the tenant must leave the premises reasonably clean and tidy, remove all rubbish and return all keys and security device. See section 40(1)(e)(ii)-(v) Residential Tenancies Act 1986.
4. The tenant did not leave the premises including the carpets and kitchen reasonably clean and tidy, and did not return the keys.
5. The amounts ordered are proved.

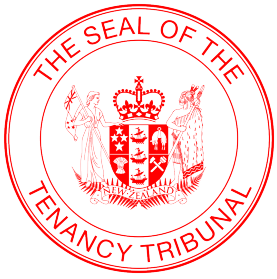
Is the tenant responsible for the damage to the premises?

6. 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.
7. 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.
8. 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.
9. 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.
10. The following damage was caused during the tenancy: several walls and doors in the house and garage were damaged and required repair and painting. The damage is more than fair wear and tear, and the tenant has not disproved liability for the damage.
11. The carpets throughout the home were damaged. In the lounge and master bedroom, it was more cost effective to replace the carpets than repair them. The landlord claimed insurance so the excess of $750 per room is awarded as this is less than the depreciated amount. The carpet in the hallway was repaired. The carpets throughout the property were stained.

12. The amounts ordered are proved.

13. I have taken into account betterment and depreciation when assessing compensation for the wall repairs and carpet replacement costs. The landlord should be returned to the position they would have been in had the tenant not breached their obligations, and should not be better or worse off. In calculating depreciation, I have taken into account the age and condition of the items at the start of the tenancy and their likely useful lifespan.

14. Because Reh Property Management Limited As Agent For Tayo Altenburg has substantially succeeded with the claim I have reimbursed the filing fee.



J Maher
10 August 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.