



23 November 2018

R Nielsen

Email: fyi-request-8957-83a590aa@requests.fyi.org.nz

Ref: DOIA 1819-0668

Dear R Nielson

Thank you for your email of 29 October 2018 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

- i) How long do you keep Tenancy Orders against Landlords &*
- ii) How long do the Landlords have to keep them?*

1. How long does MBIE keep Tenancy Orders against Landlords?

There is no requirement for MBIE to keep copies of Tenancy Orders. However since MBIE moved to the Resolve online system for managing applications, copies of Tenancy Orders are saved in Resolve by adjudicators at the time of hearing and as part of the process to close off applications. These Tenancy Orders will be kept for as long as we have Resolve managing our applications (i.e. potentially years).

The Ministry of Justice (MOJ) will have a statutory time frame for how they are required to keep Tenancy Orders. Therefore, this part of your request was referred to MoJ for their response.

2. How long do Landlords have to keep Tenancy Orders?

The Residential Tenancies Act does not specify how long a landlord needs to keep copies of Tenancy Orders.

I trust you find the information helpful. You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

Allan Galloway
National Manager - Dispute Resolution
Housing and Tenancy Services