

Rental Bond Policy (New Zealand)

1. Purpose

This policy explains how HOME in PLACE (New Zealand) Limited (HOME in PLACE NZ) will manage the collection of rental bonds.

2. Scope

This policy applies to all HOME in PLACE NZ tenants and applicants.

3. Policy Statement

All tenancies are normally subject to the payment of a rental bond by the tenant. Tenants allocated to HOME in PLACE NZ managed properties by the Ministry of Social Development (MSD) may not be required to have a bond, for example, clients in receipt of a main benefit from Work and Income may qualify for an *Advance Payment of Benefits (Advance)*. Clients who do not receive a main benefit may qualify for a *Recoverable Assistance Payment (RAP)*.

A rental bond will be assessed as the equivalent of four weeks' rent payable by the tenant and will be lodged with Tenancy Services within 23 working days in accordance with the relevant legislation. Rental bonds are generally payable at the time of signing the tenancy agreement.

The applicant's inability to pay the full bond at the time of signing the tenancy agreement will not prevent an allocation from being made. At the time of an offer of housing being made, the applicant will be advised that a rental bond is required and the methods of payment. If the tenant is unable to pay the full rental bond, HOME in PLACE NZ will require the tenant to enter into an agreement to pay the rental bond by instalments over a period of six (6) months. The first payment will be due at the time of signing the tenancy agreement.

The rental bond will be refunded to the tenant at the end of the tenancy if there is no outstanding rent or non-rent charges.

HOME in PLACE NZ will work with tenants to resolve any disputes about the rental bond, however, if a dispute cannot be resolved and applicant can be made to the Tenancy Tribunal.

Review of decisions

If a tenant disputes HOME in PLACE NZ's decision to end a tenancy they should first discuss their concerns with a Tenancy Relations Officer. If a tenant is still dissatisfied, they may seek a formal review of the decision.

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Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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