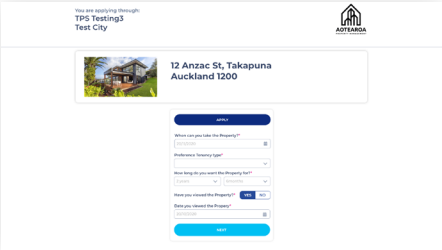
Tenancy Application Process
Explained

TENANCY.co.nz



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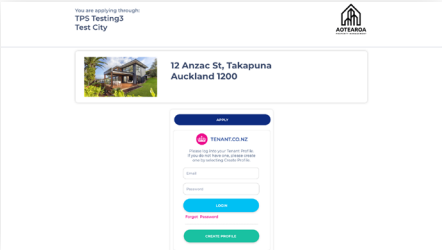
BASIC DETAILS

Here you can enter basic information before starting your application.



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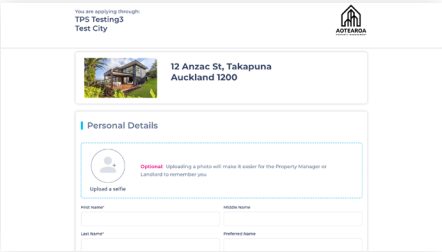
LOGIN TO TENANT.CO.NZ

If you have an account with Tenant.co.nz you can log in, which will automatically fill in the application.

If you don't have an account you will need to create one.



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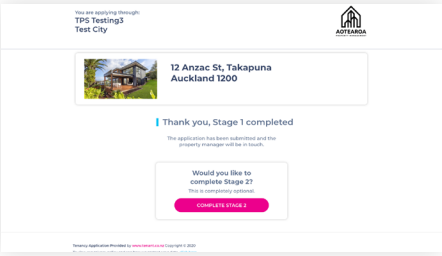
STAGE 1 - TENANCY APPLICATION

Here you'll need to complete the information required in accordance with the Office of the Privacy Commissioner Guidance.



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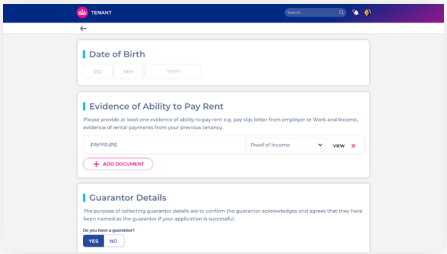
STAGE 1 COMPLETE

Once you've completed Stage 1 of your application you're given the option to complete Stage 2.

You are not required to do this now.



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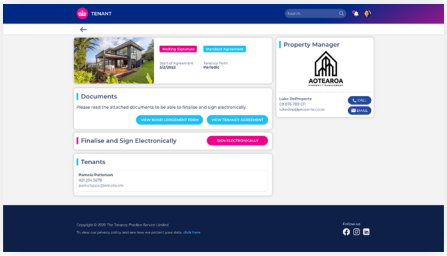
STAGE 2 - TENANCY APPLICATION

If you have already completed Stage 2 and are selected as a preferred applicant this information will be released to the property manager.
If you haven't completed Stage 2 and you've been made a preferred applicant you will be sent an email with a link to complete Stage 2 of the application.



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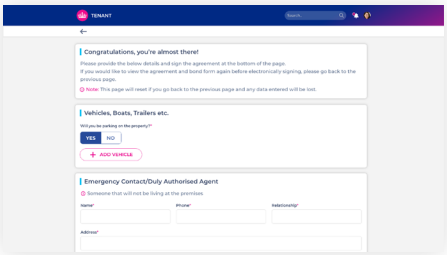
STAGE 3 - TENANCY AGREEMENT

If you are the successful tenant and the tenancy will be offered to you, you'll be sent a link to review the documents.



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SIGN AGREEMENT

Once you've reviewed the documents you'll need to complete your vehicles and emergency contact info before signing the agreement electronically.

FAQs

TENANCY.co.nz

How have applications changed?
Our tenancy application has been updated to comply in accordance with the guidelines of the Office of the Privacy Commissioner. The application form has been split into different stages so that you allow access to certain information only if or when it is required in the application process.

Why is my Tenant Profile important?
Your Tenant Profile is your personal data that you have entered correctly to pass onto prospective landlords to show your suitability as a tenant. It is important to make sure that your information is always up to date. You can update your Tenant Profile at any time by heading to www.tenant.co.nz, or by scanning the QR code.

Tenant Profiles are used by over 340,000 people across New Zealand. Your Tenant Profile can be used for multiple applications saving you time re-entering the same information.

What if I don't want to complete a Tenant Profile?
Creating a Tenant Profile enables you to manage your applications and tenancy agreements all in one area. If you do not wish to or cannot create a Tenant Profile, you can always contact the property manager to apply manually - with multiple steps, this manual process will take up a lot of valuable time for you and the property manager.

How is my Tenant Profile secured?
Your data is encrypted at a very high level meaning your information is safe. The information you supply on your Tenant Profile and tenancy applications is only visible to the property manager. Tenant.co.nz and Tenancy.co.nz take your privacy very seriously and take extra measures to ensure your privacy is upheld.

What if I want to provide more information to better represent my household?
You are welcome to supply more information on your tenancy application in Stage 1 under 'Additional Notes'. This is the best area to explain more to the property manager about what your household are like as tenants.

Many tenants prefer to provide a detailed picture of their household for the landlord to better understand any unique circumstances, and you are welcome to do this if you choose to.

What is a preferred applicant?
Once you complete Stage 1 of the application form, the property manager may run a background check on you and/or contact your references to check your suitability as a tenant. From this information, if the property manager thinks you are a suitable tenant, they will then request access to the information that enables further checks to be completed, such as a credit check.

How do I become a preferred applicant?
The best way to become a preferred applicant is to complete the online tenancy application to the best of your ability with true and correct information, as well as quality additional notes to support your application. It would also help the property manager if you notify your references that they have been put as a reference on your application and are therefore expecting a phone call to talk about you.

I can't log into my Tenant Profile, how can I reset my password?
If you are having trouble with accessing your Tenant Profile please email info@tenant.co.nz and we will help you gain access. It is important you email from the email address you used to create your Tenant Profile so we can verify that the request is coming from you.

Can I delete my Tenant Profile if I no longer need it?
Yes, you absolutely can delete your Tenant Profile if you no longer need it. Please contact our Privacy Officer on privacy@tenancy.co.nz to request this.