



18 December 2024

Ref: DOIA REQ-0006579

Miss W Forest

Email: [fyi-request-29255-7875f932@requests.fyi.org.nz](mailto:fyi-request-29255-7875f932@requests.fyi.org.nz)

Tēnā koe Miss W Forest

Thank you for your email of 20 November 2024 to the Ministry of Business, Innovation and Employment (MBIE) requesting information under the Official Information Act 1982 (the Act). Please note for clarity we have responded to each question in turn.

I note on 4 December 2024 you were notified that questions 4 and 5 of this request were identical to another request you made on the same day as this one, and thus we have not included these questions in this response. Please refer to your separate request with us for information on these two questions.

*1. The total number of bond refund forms received in current FY*

*2. The total number of signature mismatches or invalid in current FY in forms received*

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total	Average	%
Refund Forms	14,310	12,768	12,441	13,481	13,538	8,591	75,129	12,522	
Different Signature on Refund Form	175	166	126	148	219	92	926	154	1.23%

Based on this data and the definitions outlined below, approximately 1.23% of standard “refund forms” have a signature differing from the original signature provided on the bond lodgement form, which delayed the release of the bond.

‘Refund Forms’ is based on the number of standard MBIE refund forms that have been scanned into the Bond System. This does not include any other document or non-standard documents that may result in a refund transaction.

‘Different Signature on Refund Form’ is a count of bond refund forms received in the section 22 workstream where our team have added this tag to identify the provided signature differs from that on the bond record. The section 22 workstream manages the bond refund forms received with the signature of only one party.

The section 22 workstream is one of several workstreams used by Tenancy Bond Services to manage bond refunds. It is the only workstream which allows the Tenancy Bond Services team to mark signature as an issue, and therefore, it is the only one we are able to provide numbers from. This is not an exhaustive count of signature related issues with bond refunds.

Tenancy Services has a focus on continual improvement in quality checks associated with bond refunds and verifying multiple data points when considering refund requests. In cases of serious or widespread breaches of tenancy



legislation, Tenancy Services may investigate and consider the use of enforcement powers to hold people to account for those breaches.

*3. The total number of emails currently sitting in the shared Inbox of bonds AT tenancy.govt.nz which some or all may or may not contain govt identification documents when signature validation failed and where people may have copied ID documents in cleartext over email*

We have interpreted your question as the number of emails in the shared inbox [bonds@tenancy.govt.nz](mailto:bonds@tenancy.govt.nz). The number of emails in this inbox is 581 total, read and unread inclusive, as of 18 December 2024.

The second portion of your question regarding which emails may or may not contain government identification documents etc, without further clarification we must refuse this portion of your request under section 18(f) of the Act, that the information requested cannot be made available without substantial collation or research.

*6. List of information sharing arrangements active relating to outstanding and historical bond information.*

Please find below a list of information sharing arrangements relevant to this question. These are exclusively for Tenancy Bond information as of the date of your request.

Report Name	Recipient
AucklandCityCouncil_XLXS	Auckland City Council
ChristchurchCityCouncil_XLXS	Christchurch City Council
MSD XLXS IMR2005	Ministry of Social Development
RBNZ XLXS	Reserve Bank of New Zealand
REINZ XLXS	Real Estate Institute of New Zealand
REINZ XLXS EI	Real Estate Institute of New Zealand
Roommate Cabins XLXS	Andrew King Property Management Services
IDI Extract Monthly - CPI	Stats NZ
IDI Extract Quarterly	Stats NZ

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact [OIA@mbie.govt.nz](mailto:OIA@mbie.govt.nz).

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Nāku noa, nā



Kat Watson  
**Head of Tenancy**  
Building and Tenancy