



1 May 2018

Ref: DOIA 1718-1390

William Freger
fyi-request-7546-64f09a32@requests.fyi.org.nz

Dear William Freger

Thank you for your email of 1 April 2018 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

Please provide the following information regarding the residential bond lodgement service administered by MBIE. I am seeking data regarding unclaimed and uncollected tenancy bonds, meaning when the tenancy has ended but the bonds have not been claimed by either party; or the bond refund has been filed and accepted but the money never collected).

Specifically, I would like you to provide:

- The number and amount of these bonds, break down by year from 2011 until today, if the bond was unclaimed or uncollected, Territorial Authorities, number of rooms, length of tenancy, first time tenant and type of property.

- In CSV or excel spreadsheet file, so that data can be sorted, filtered and copy pasted.

Please find attached a spreadsheet containing the requested information.

A bond is considered an 'unclaimed bond' when a new bond is lodged for the property (which indicates the previous tenancy has ended) and no claim is made on the bond for two months after the tenancy end date (or two months after the date the new bond was lodged, the Ministry has not been informed that the tenancy has ended).

Please note that tenure reported is based on the number of days between the tenancy start date and the tenancy end date, or the date the bond money was moved to an 'Unclaimed' or 'Uncollected' status. Tenancy start and end dates are not always provided, or clearly stated on the bond lodgement form; therefore, tenure length is reported to the best of our ability.

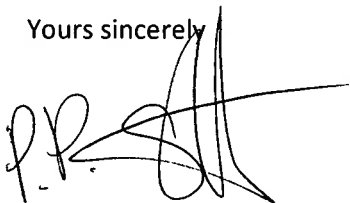
Please also note that while there is an option to indicate that the tenant is a first-time tenant on the lodgement form, this is not a requirement, and therefore our statistics only include those users who have provided this information.



You have the right to seek an investigation and review by the Ombudsman of our response to your request. Information about how to make a complaint is available at: www.ombudsman.parliament.nz or Freephone: 0800 802 602.

I trust you find the information helpful.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Fiona Perenara', written over the text 'Yours sincerely'.

Fiona Perenara
National Manager
Tenancy Bond Services