



25 March 2019

Ref: DOIA 1819-1281

Mr Armstrong  
[fyi-request-9681-571d7a4c@requests.fyi.org.nz](mailto:fyi-request-9681-571d7a4c@requests.fyi.org.nz)

Dear Mr Armstrong

Thank you for your email of 26 February 2019 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

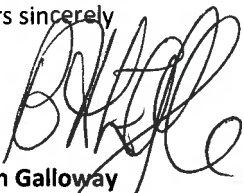

*I have recently endeavoured in good faith to maintain an appointment for mediation over an issue regarding a recently completed tenancy at 19 Wentworth St East Gore and received inadequate service. I require all pertinent activities recorded for this activity as they may affect evidential material regarding outstanding issues for this tenancy.*

Please find attached the following documents held by MBIE that are within the scope of your request:

- 11 February 2019 Browse Landlord Application – 4176718 – File at Court – History
- 26 February 2019 Browse Landlord Application – 4176718 – File at Court - Notes

You have the right to seek an investigation and review by the Ombudsman of the decision to refuse part of your request. Information about how to make a complaint is available at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone: 0800 802 602.

Yours sincerely

**Allan Galloway**  
National Manager Dispute Resolution  
Housing and Tenancy services

# Browse Landlord Application - 4176718 - File at Court

Case Data	Tasks	Documents	Messages	Notes	Checklists	History	Events
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26 History(s)

No selection																											
History type	Description	Date of creation	User																								
Case update	<table border="1"> <thead> <tr> <th>Field name</th> <th>Original value</th> <th>New value</th> </tr> </thead> <tbody> <tr> <td>Status of the case</td> <td>Scheduled for Hearing</td> <td>For Hearing</td> </tr> <tr> <td>Date of case last status change</td> <td>27/02/2019 3:06:56 p.m.</td> <td>1/03/2019 12:00:28 a.m.</td> </tr> <tr> <td>Court files</td> <td>No</td> <td>Yes</td> </tr> </tbody> </table>	Field name	Original value	New value	Status of the case	Scheduled for Hearing	For Hearing	Date of case last status change	27/02/2019 3:06:56 p.m.	1/03/2019 12:00:28 a.m.	Court files	No	Yes	01/03/2019 12:00:29 a.m.	User System												
	Field name	Original value	New value																								
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Court files	No	Yes																									
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Date of case last status change	26/02/2019 3:26:00 p.m.	27/02/2019 3:06:56 p.m.																									
Schedule	Tribunal Hearing scheduled	27/02/2019 3:06:56 p.m.	Yvonne Mariano																								
Case Update - Assignment	Case 4176718 (Adjudicator) has been assigned to S Munro.	27/02/2019 3:06:52 p.m.	S Munro																								
Event created	Event id: 645339	27/02/2019 3:04:14 p.m.	Yvonne Mariano																								
	<table border="1"> <thead> <tr> <th>Field name</th> <th>Original value</th> <th>New value</th> </tr> </thead> <tbody> <tr> <td>Event start date</td> <td></td> <td>7/03/2019 3:45:00 p.m.</td> </tr> <tr> <td>Event end date</td> <td></td> <td>7/03/2019 4:15:00 p.m.</td> </tr> <tr> <td>Event status</td> <td></td> <td>Final booking</td> </tr> <tr> <td>Event mode</td> <td></td> <td>Not Applicable (HEARINGS ONLY)</td> </tr> <tr> <td>Event location</td> <td></td> <td>Invercargill District Court</td> </tr> <tr> <td>Event user</td> <td></td> <td>S Munro</td> </tr> <tr> <td>Event type</td> <td></td> <td>Tenancy Tribunal Hearing</td> </tr> </tbody> </table>			Field name	Original value	New value	Event start date		7/03/2019 3:45:00 p.m.	Event end date		7/03/2019 4:15:00 p.m.	Event status		Final booking	Event mode		Not Applicable (HEARINGS ONLY)	Event location		Invercargill District Court	Event user		S Munro	Event type		Tenancy Tribunal Hearing
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Date of case last status change	26/02/2019 11:44:19 a.m.	26/02/2019 3:26:00 p.m.																									
Resolution path	Mediation	Tribunal																									
Assessment	Assessment completed - Tribunal Hearing	26/02/2019 3:26:00 p.m.	Yvonne Mariano																								

Case update	<b>Field name</b>	<b>Original value</b>	<b>New value</b>	26/02/2019 11:44:19 a.m.	Mara Jegere
	Status of the case	In Mediation	Under Assessment		
	Date of case last status change	14/02/2019 1:01:22 p.m.	26/02/2019 11:44:19 a.m.		
Mediation	Mediation Did not proceed			26/02/2019 11:44:19 a.m.	Mara Jegere
Case Note	<b>Mara Jegere (Mediator)</b> This mediation was flagged due to mediator experiencing phone issues - OP (Geoffrey) contacted in - was very disappointed and requested for application to be referred to the Tenancy Tribunal. Spoke to the Applicant (Kathy) and advised - the Applicant agrees for application to be referred to the Trib.			26/02/2019 11:43:22 a.m.	Mara Jegere
Case update	<b>Field name</b>	<b>Original value</b>	<b>New value</b>	14/02/2019 1:01:22 p.m.	Yvonne Mariano
	Status of the case	To be scheduled for Mediation	In Mediation		
	Date of case last status change	12/02/2019 10:50:16 a.m.	14/02/2019 1:01:22 p.m.		
Schedule	Mediation scheduled			14/02/2019 1:01:22 p.m.	Yvonne Mariano
Case Update - Assignment	Case 4176718 (Mediator) has been assigned to Mara Jegere.			14/02/2019 1:01:20 p.m.	Mara Jegere
Event created	Event id: 640419			14/02/2019 1:00:24 p.m.	Yvonne Mariano
	<b>Field name</b>	<b>Original value</b>	<b>New value</b>		
	Event start date		26/02/2019 11:00:00 a.m.		
	Event end date		26/02/2019 11:45:00 a.m.		
	Event status		Final booking		
	Event mode		Phone		
	Event location		GISBORNE		
	Event user		Mara Jegere		
Event type		Tenancy Mediation			
Additional information	Additional information reviewed			13/02/2019 8:20:19 a.m.	Yvonne Mariano
Case update	<b>Field name</b>	<b>Original value</b>	<b>New value</b>	13/02/2019 8:19:54 a.m.	Yvonne Mariano
		Tenant: Maryrose Rodriguez Armstrong (Person)	Tenant: Maryrose Rodriguez Armstrong (Person)		
	Customer other Party	Mobile: 000000 Contact address given to me by the tenant in writing in the last 2 months: 19 Waverley Street, East Gore, Gore 9710	Mobile: 0210277720 Contact address given to me by the tenant in writing in the last 2 months: 19 Waverley Street, East Gore, Gore 9710		
Additional information - details	Additional information submitted: Note: Contact number for Maryrose Rodriguez Armstrong 021 027 77720 Document(s): none			12/02/2019 10:58:24 a.m.	Holmwood Real Estate Ltd Kathy Helen Jayne Roxburgh

Additional information - notes	Contact number for Maryrose Rodriguez Armstrong 021 027 77720	12/02/2019 10:58:24 a.m.	Holmwood Real Estate Ltd Kathy Helen Jayne Roxburgh																					
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Status of the case	Under Assessment	To be scheduled for Mediation																						
Date of case last status change	11/02/2019 10:45:23 a.m.	12/02/2019 10:50:16 a.m.																						
Bond	Bond is locked: Bond in dispute	12/02/2019 10:50:16 a.m.	Yvonne Mariano																					
Assessment	Assessment completed - Mediation	12/02/2019 10:50:16 a.m.	Yvonne Mariano																					
Case update	<table border="1"> <thead> <tr> <th>Field name</th> <th>Original value</th> <th>New value</th> </tr> </thead> <tbody> <tr> <td>Tenancy bond balance</td> <td></td> <td>1000</td> </tr> <tr> <td>Tenancy bond number</td> <td>3579036017</td> <td>3579036-017</td> </tr> </tbody> </table>	Field name	Original value	New value	Tenancy bond balance		1000	Tenancy bond number	3579036017	3579036-017	12/02/2019 10:48:40 a.m.	Yvonne Mariano												
	Field name	Original value	New value																					
	Tenancy bond balance		1000																					
Tenancy bond number	3579036017	3579036-017																						
	Property Management Company: Holmwood Real Estate Ltd Kathy Helen Jayne Roxburgh (Company) kathy@harcourtsgore.co.nz (AFS)	Property Management Company: Holmwood Real Estate Ltd (Company) kathy@harcourtsgore.co.nz (AFS)																						
Customer applicant	Work: 032081222 Home: 0274365267 Mobile: 0274704520 Address for service: 183 Main Street, Gore 9710 Address for service: PO Box 178, Gore, Southland 9710	Work: 032081222 Home: 0274365267 Mobile: 0274704520 Address for service: 183 Main Street, Gore 9710 Address for service: PO Box 178, Gore, Southland 9710																						
Case Update - Assignment	Case 4176718 (Scheduler) has been assigned to Yvonne Mariano.	12/02/2019 7:59:18 a.m.	Yvonne Mariano																					
Case Update - Assignment	Case 4176718 (Assessor) has been assigned to Yvonne Mariano. Task Assess has been routed from User System to Yvonne Mariano.	12/02/2019 7:59:17 a.m.	Yvonne Mariano																					
Case update	<table border="1"> <thead> <tr> <th>Field name</th> <th>Original value</th> <th>New value</th> </tr> </thead> <tbody> <tr> <td>Status of the case</td> <td>Submitted</td> <td>Under Assessment</td> </tr> <tr> <td>Date of case last status change</td> <td>11/02/2019 10:45:13 a.m.</td> <td>11/02/2019 10:45:23 a.m.</td> </tr> <tr> <td>List of dispute codes</td> <td></td> <td>V,COM,BON,FEE</td> </tr> <tr> <td>Resolution path</td> <td></td> <td>Mediation</td> </tr> <tr> <td>Location of the mediation</td> <td></td> <td>INVERCARGILL</td> </tr> <tr> <td>Location of the tribunal</td> <td></td> <td>Invercargill District Court</td> </tr> </tbody> </table>	Field name	Original value	New value	Status of the case	Submitted	Under Assessment	Date of case last status change	11/02/2019 10:45:13 a.m.	11/02/2019 10:45:23 a.m.	List of dispute codes		V,COM,BON,FEE	Resolution path		Mediation	Location of the mediation		INVERCARGILL	Location of the tribunal		Invercargill District Court	11/02/2019 10:45:35 a.m.	User System
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Application submitted	Tenancy Application submitted	11/02/2019 10:45:22 a.m.	Holmwood Real Estate Ltd Kathy Helen Jayne Roxburgh																					

# Browse Landlord Application - 4176718 - File at Court

Case Data	Tasks	Documents	Messages	Notes	Checklists	History	Events
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1 Note(s)

 Add

Description	Date of creation	User
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