



Headquarters  
New Zealand Defence Force  
Defence House  
Private Bag 39997  
Wellington Mail Centre  
Lower Hutt 5045  
New Zealand

OIA-2025-5422

gk  
July 2025

Dear [REDACTED]

I refer to your email of 6 June 2025 requesting, under the Official Information Act 1982 (OIA), *information relating to properties owned, leased, or managed by the New Zealand Defence Force (NZDF), or by its subsidiaries or contracted housing providers where those properties are or have been rented to Defence personnel or their families:*

*A summary of all complaints made in the last five years (1 June 2020 – 1 June 2025) to any of the following agencies by the tenants against the NZDF as a landlord:*

- *The NZDF and any/all housing contractors*
- *Tenancy Services*
- *The Tenancy Tribunal*
- *The Tenancy Compliance and Investigations Team (TCIT)*

*Please include the nature of each complaint, the remedy and the date it was lodged.*

*Details of any and all enforcement actions or findings issued against NZDF, its subsidiaries, or contractors in the last five years by the Tenancy Tribunal or TCIT, including:*

- *Formal warnings*
- *Compliance orders*
- *Work orders*
- *Improvement notices*
- *Enforceable undertakings*
- *Infringement notices*
- *Tribunal-ordered compensation or exemplary damages*
- *Prosecutions or legal proceedings taken by TCIT or MBIE*
- *Termination of tenancies resulting from a breach by NZDF or its housing providers*

*For each case, please include:*

- *The type of enforcement action or Tribunal outcome*
- *The date it was issued*
- *The reason or nature of the breach*
- *The outcome or resolution*

- *Whether the action was directed at NZDF directly or a specific contractor or subsidiary*

The New Zealand Defence Force's (NZDF) process for handling complaints about housing prioritises achieving resolution as quickly as possible for tenants. Complaints made to the NZDF by tenants are received through many avenues, and records are distributed across a number of systems and locations. Accordingly, it is not possible to provide details of all complaints without a substantial collation and research effort in accordance with section 18(f) of the OIA. A further refinement of this part of your request, extending the timeframe for a response, or placing a charge, would not remove the reason to decline in this instance.

A readily retrievable complaint lodged through the Ministry of Business, Innovation and Employment (MBIE) Tenancy Services Compliance and Investigations was identified. This concerned requiring carpet cleaning in the tenancy agreement and the end of tenancy checklist. This was in breach of section 137 of the Residential Tenancies Act 1986. Accordingly, the NZDF removed carpet cleaning as a requirement from its tenancy agreements and the end of tenancy checklist, and the tenant was refunded the cost incurred for the carpet cleaning. MBIE was satisfied that the NZDF's response ensured compliance with the Residential Tenancies Act 1986, and this matter was resolved in agreement with the tenant. No further action was required.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to 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.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

**GA Motley**

Brigadier

Chief of Staff HQNZDF