

Frequently Asked Questions

1. Why is FastTrack Resolution being introduced?

The FastTrack Resolution initiative is being introduced to reduce the time it takes to resolve rent arrears disputes, which make up 76 per cent of the 43,000 applications received by the Tenancy Tribunal each year.

2. How does the process work?

Step 1: The landlord and tenant reach an agreement regarding rent arrears and are ready to have that formalised by way of a mediated Order.

Step 2: Landlords make an application to the Ministry of Business, Innovation and Employment (MBIE) via its Tenancy Services website, which outlines the agreement made with their tenant to repay the rent arrears.

Step 3: The application is fast tracked to a Tenancy Services mediator.

Step 4: The Tenancy Services mediator has a private conversation with the tenant to confirm that the agreement with their landlord was financially viable for them and checks the legality of that agreement.

Step 5: The agreement is then formalised in a Mediator's Order and can be sealed by the Tenancy Tribunal if required.

3. What are the benefits for landlords and tenants?

The simplified process now allows for a quicker result for both landlords and tenants; it will encourage more self-resolution between both parties; it will free landlords up from scheduled mediation; and it will allow for better ongoing tenancy relationships between landlords and tenants.

4. What did high volume Tribunal service users involved in the pilot say about FastTrack Resolution?

Following the pilot, Housing New Zealand (HNZC), which makes nearly 9000 rent arrears-related applications each year, said FastTrack Resolution would save thousands of hours in staff time and significantly reduce case loads.

5. How does FastTrack contribute to the Government's overall programme of work?

The FastTrack Resolution approach reduces the cost and effort of dealing with government for a significant proportion of the service's users, part of the Government's Better Public Services Result Areas 9 and 10.

It will also enable staff to be freed up to focus on more complex mediations, significantly reducing customer waiting times for mediation and access to the

Tribunal. The FastTrack Resolution pilot shows there will be a reduction in overall waiting times, allowing quicker mediation of more complex tenancy disputes.

6. What other improvements is the Government making to improve Tenancy Services?

The new and improved Tenancy Tribunal application form, which incorporates FastTrack Resolution will help landlords and tenants submit their application form correctly the first time, saving them time and effort in the long run.