Tenancy Services

Less paperwork. Faster bond refunds.

Information for tenants

Tenancy bonds are moving online

Your landlord or property manager will lodge bonds and request bond refunds or tenant changes through Bond Hub or connected property management software.

As a tenant, you'll use a simple tenant self-service process to respond to requests.

When action is needed, we'll contact you by email or text message.

You'll be able to

- respond to bond refund and change of tenant requests after being notified by email or text message
- view your current bond details
- view and update your contact details
- choose to receive text message (SMS) notifications

What you need to do now

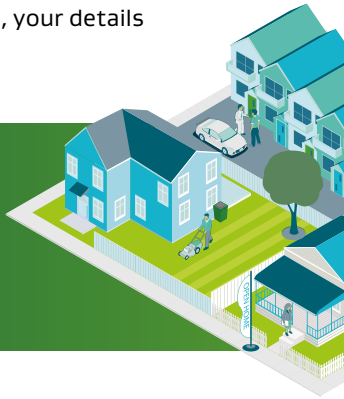
Check your contact information is up to date

Notifications will be sent by email or text message.

From 29 June 2026, you'll be able to opt in to receive notifications by text message (SMS).

If we don't have your email or mobile number, we will send updates by post. This can slow things down and you could miss important deadlines.

If you haven't received emails from Tenancy Services before, your details might be out of date.



Find out how to check and update your contact details

www.tenancy.govt.nz

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government
Te Kāwanatanga o Aotearoa

Keep your tenant number safe

Your tenant number will look like this: Tenant-12345678

Your tenant number is important. You'll need it to

- respond to bond refund requests
- confirm or approve refund details
- view your bond details
- update your contact details

You can find your tenant number

- in your bond lodgement confirmation email (for bonds lodged on or after 1 December 2025), or
- in communications from us about your bond

If you can't find your tenant number, contact Tenancy Services for help.

Do not share your tenant number with anyone else.

Keep it somewhere safe so it's easy to find when your tenancy ends.

How a bond refund will work for you

When your landlord or property manager requests your bond refund, you will receive either a text message from **2910**, or an email from **bonds@tenancy.govt.nz**. This message will include a link to a one-time password.

Click the link to access Bond Hub. You'll be asked to enter your tenant number.

You'll be asked if you agree with the refund amount.

Once you confirm, a confirmation message will appear.

The bond will then be paid into the nominated bank account.

More information

Tenants - what this means for you

If you're a landlord, these changes apply differently

www.tenancy.govt.nz