

Tenancy Bond API Guidelines

For Property Management System Providers

Version 3

September 2025



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

Contents

Tenancy Bond API Guidelines	1
1. Introduction.....	3
1.1 Document Purpose.....	3
1.2 API Access and Support.....	3
1.3 Pre-Requisites for Production Implementation	4
1.4 Landlord and Landlord Contact Registration	4
2. Tenancy Bond API.....	6
2.1 Available Operations	6
2.2 High level API Process	7
2.3 API Authentication	8
2.4 API Headers.....	10
2.5 API Response Status Codes	10
2.6 API Rate Limiting	12
2.7 Data Quality and Completeness.....	12
2.8 Best Practice Recommendations.....	12
3. API Operations	13
3.1 Register Landlord	13
3.2 Bond Lodgement	18
3.3 Bond Top Up.....	28
3.4 Get Request Status.....	35
3.5 Get Registration Details	38
3.6 Get Bond Lodgement Details	40
3.7 Get Bond Details	44
3.8 Bond Refund.....	47
3.9 Get Bond Refund details	53
4. Terms and Definitions	58

1. Introduction

The Tenancy Bond API provides a way for property management systems to interact with Tenancy Bond Services to register as a landlord in the Tenancy Bond System in order to lodge, top-up and refund bonds or retrieve details of bonds that have been lodged.

1.1 DOCUMENT PURPOSE

The purpose of this document is to provide guidelines for property management software providers who are integrating with the Tenancy Bond public API, also known as the business-to-business (B2B) connection.

1.2 API ACCESS AND SUPPORT

To access the Tenancy Bond API you must register with the Ministry of Business, Innovation, and Employment (MBIE) via [Home - api.business.govt.nz](https://api.business.govt.nz) and subscribe to the Tenancy Bond API product (found under Tenancy Services). There are two API environments:

- sandbox (test) environment for use when developing and testing
- production

You will be required to sign an [MBIE API Access Agreement](#) before your subscription can be approved.

Once subscribed you have access to technical support by emailing helpdesk@mail.api.business.govt.nz.

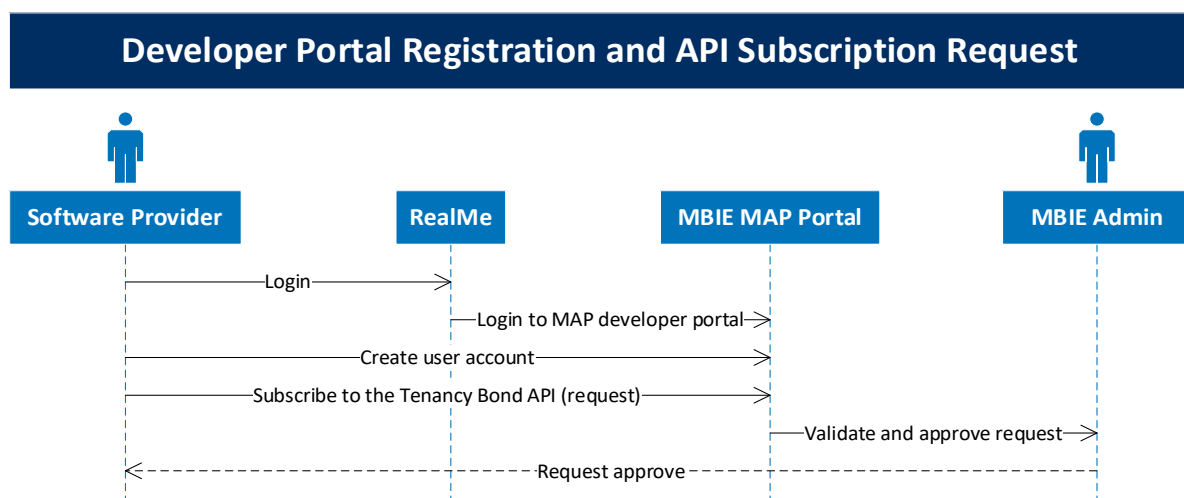
There are also a series of [API platform support articles](#) that are available to view without a subscription or you can contact the MBIE call centre Monday to Friday 8.30am to 5pm – see [MBIE API support](#) for contact details.

1.2.1 MBIE API DEVELOPER PORTAL REGISTRATION AND PROFILE SET-UP

Use your RealMe Login to set up an account in our API Developer Portal site.

You must use the API Developer Portal site to manage your API access credentials. See [Developer portal registration](#) for detailed instructions.

The first time you log in you will be asked to set up your user profile with your contact information. Please enter the name of the organisation you work for so our support team can easily identify if there is an existing MBIE API Access Agreement.



1.3 PRE-REQUISITES FOR PRODUCTION IMPLEMENTATION

Before submitting Tenancy Bond API requests in production for a new landlord the following must be completed:

- **Integration Testing** in the sandbox (test) environment
- Every individual who will be acting as a landlord contact for the landlord and could trigger the API must set up a [RealMe login account](#) (non-verified). We recommend using a work email address for the RealMe account set-up.
- The landlord must **register for the payment methods** they intend to use by emailing bond.finance@mbie.govt.nz. The payment methods available via the API are:
 - Direct Debit
 - Direct Credit

Landlords must register for **all** payment methods they intend to use.

For more information about registering to use a payment method see the relevant information on the Tenancy Service website: [Lodge your bond using the business-to-business connection](#)

A landlord registration API request cannot be approved until the landlord has registered for at least one payment method.

- If the landlord is an organisation with multiple branches the landlord should decide what access model they want for their bond information. See Section 1.4.1 on the next page for details of options.

1.4 LANDLORD AND LANDLORD CONTACT REGISTRATION

Before using the Tenancy Bond API to lodge bonds and access bond information a landlord must register by providing their landlord information and landlord contact information for the person who is acting for the landlord.

Landlord and landlord contact registration is via the API ([3.1 Register landlord](#)). Each landlord must register in the sandbox environment and once testing is completed can then register in the production environment.

When a registration request is submitted via the API to the sandbox environment it is reviewed and approved by the MBIE API support team who can be contacted on helpdesk@mail.api.business.govt.nz. Once registration is approved a test Landlord ID and Landlord contact ID will be created for use in the sandbox environment only.

When a registration request is submitted via the API in the production environment it is reviewed by the Tenancy Bond Services (TBS) team. **Registration requests should not be submitted in production until testing has been successfully completed in the sandbox environment.**

If the landlord has already been issued a Landlord ID for the new Tenancy Bond back office system (format LNL-00000000) use this in your production registration requests. If the landlord does not have a new Landlord ID one will be created once their initial registration request is approved.

The landlord contact will be assigned a Landlord Contact ID (format LLC-00000000) that will be linked to their RealMe account and the landlord.

Please submit multiple register landlord requests to register additional landlord contacts; provide your Landlord ID (format LNL-00000000) in each request.

You cannot submit requests to any other API operations without a new Landlord ID and without registering at least one landlord contact using that new Landlord ID.

The Landlord ID is used to assign bond lodgements and associated payments as well as to manage access to bond records. Bond information will only be accepted from and provided to landlord contacts registered to the appropriate landlord.

1.4.1 PROPERTY MANAGEMENT ORGANISATION WITH MULTIPLE BRANCHES

Where a Property Management Organisation (PMO) has multiple branches or offices they may need to register as multiple landlords to ensure that access to information is appropriately controlled.

Scenario A: Single Landlord ID

The PMO registers as a landlord. All branches and all users within those branches are registered with the shared Landlord/Landlord ID and have access to information about all bonds lodged.

Scenario B: Landlord ID per Branch/Office

Each branch or office registers as a landlord and has their own Landlord ID. Users in each branch/office are registered with the Landlord/Landlord ID for their branch/office and can only access information about bonds lodged by that branch/office.

Scenario C: Landlord ID per Branch/Office, shared Landlord Contacts

Each branch or office registers as a landlord and has their own Landlord ID. Users are registered multiple times with each relevant Landlord/Landlord ID in order to access information about bonds lodged by those branches/offices.

2. Tenancy Bond API

2.1 AVAILABLE OPERATIONS

The following table gives an overview of functionality provided by the Tenancy Bond API.

Details in the table below and following sections of this document relate to the latest available version of the API.

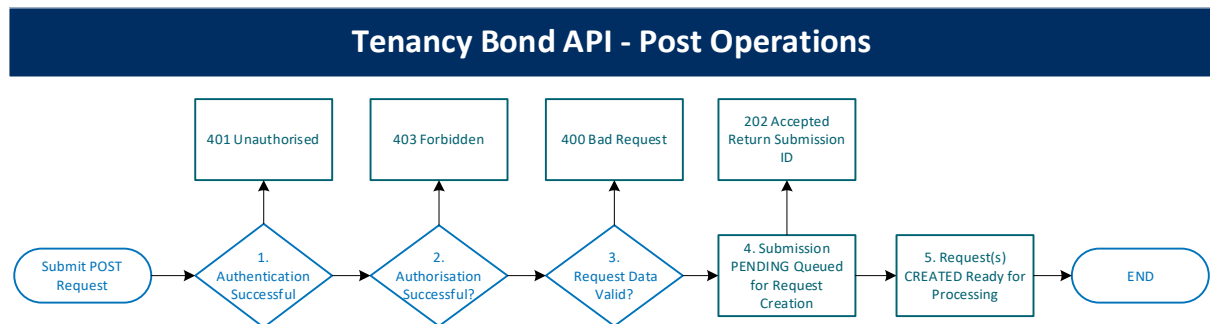
API Operation	Description
Register Landlord	Allows landlords and landlord contacts to register to use the Tenancy Bond API services. A registration request must be submitted and approved for a landlord before they can use the other API operations. 3.1 Register Landlord
Bond Lodgement	Allows registered landlords to submit general and pet bond lodgement requests to Tenancy Bond Services for processing 3.2 Bond Lodgement
Bond Top up	Allows registered landlords to submit both general and pet bond top up requests to Tenancy Bond Services for processing 3.3 Bond Top Up
Get API Request Status	Allows landlords to retrieve the status of API requests, such as landlord registrations, bond lodgements, top ups and refunds 3.4 Get Request Status
Get Registration Details	Allows landlords to retrieve details of Register Landlord requests they have submitted 3.5 Get Registration Details
Get Lodgement Details	Allows registered landlords to retrieve details of general and pet bond lodgement requests they have submitted 3.6 Get Bond Lodgement Details
Get Bond Details	Allows registered landlords to retrieve details about general and pet bonds they have lodged 3.7 Get Bond Details
Bond Refund	Allows registered landlords to submit both general and pet bond refund requests to Tenancy Bond Services for processing 3.8 Bond Refund
Get Refund details	Allows registered landlords to retrieve details about bonds they have claimed a refund for 3.9 Get Refund details

API specification is available here: [APIs: Details -Tenancy Bond API](#)

2.2 HIGH LEVEL API PROCESS

2.2.1 POST OPERATIONS

Tenancy Bond API POST operations are asynchronous.



Each POST submitted via the API is authenticated⁽¹⁾, authorised⁽²⁾, and the data checked⁽³⁾ and a response is returned to the submitter. Accepted submissions are then queued for onward processing⁽⁴⁾.

Finally MBIE processes the queued submissions and creates a request for each item in your submission in our back office system⁽⁵⁾. Once requests are created for an API submission the landlord registration, bond lodgement and bond top up Request IDs are available via the Get Request Status API – this is usually within a few minutes of the submitter receiving the accepted response.

Request IDs can be used to access details of the progress of an individual landlord registration or bond lodgement via the relevant GET operation. The time for requests to be processed once they are created in our back office system varies. The earliest that a request could be actioned is the working day following the day it was submitted. We aim to complete all requests within 10 working days of receipt.

2.2.2 GET OPERATIONS

All GET operations are synchronous.

The requested is authenticated and authorised and the request data checked and if there are no errors the information is provided in the response.

2.3 API AUTHENTICATION

The Tenancy Bond API uses [Three-legged OAuth](#) authentication to ensure that the end user of the initiating system is authorised to perform the operation: to authenticate you must provide an API subscription key, client credentials and an OAuth Token for the end user.

The GET request status operation is an exception, it uses [Two-legged OAuth](#): to authenticate you must provide an API subscription key and client credentials.

You must use the MBIE API Developer Portal – [API Developer Portal Registration and Profile Set-up](#) to manage your subscription keys and client credentials.

2.3.1 SUBSCRIPTION KEYS

You must create separate subscription keys for each of the two different authentication methods in each of the two environments (four sets of keys in total).

Either of the primary or secondary key can be used for authentication.

The subscription key should be provided in the [Ocp-Apim-Subscription-Key](#) header of your API call.

Reference: [API subscription key authentication](#)

2.3.2 CLIENT CREDENTIALS

You must register your application to obtain a Client ID and Client Secret for each of the sandbox and production environments.

The client secret values are only visible at the time you create your application record so please make sure you capture these details; they cannot be retrieved once set-up is completed. If you lose your client secret it will need to be regenerated [from the My Applications page in the API portal](#).

As part of the application set-up you must provide a callback URL for use in the customer consent and OAuth Token generation processes for three-legged authentication.

Reference: [Cloud API platform applications](#)

2.3.3 CALLBACK URL

The Callback URL is required for the three-legged OAuth authentication flow.

It must provide the following functionality:

- Receive the authorisation code after successful RealMe authentication
- Enable automatic redirect back to your Property Management Software
- Facilitate the secure token exchange processes

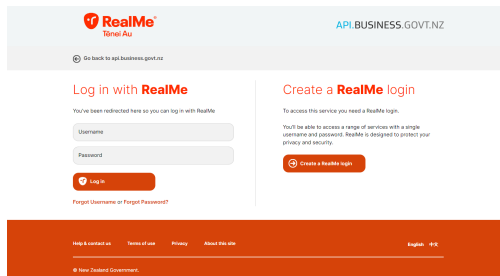
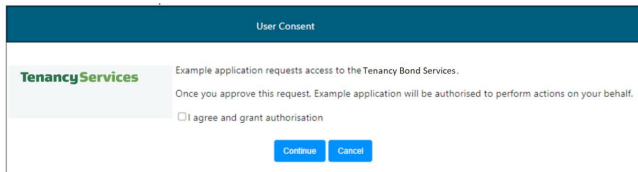
[How RealMe works - RealMe for Developers and Integration Teams](#)

2.3.4 THREE-LEGGED OAUTH AUTHENTICATION FLOW

This method of authentication requires the end user who is initiating the API call from the Property Management Software to be authenticated in addition to authenticating the subscriber and client application.

For additional detail please review the [3-legged OAuth authentication documentation](#).

High Level Process for First Time User invoking Tenancy Bond API

#	Process steps	Additional Detail
1	User logs into Property Management Software (PMS) and completes an action that triggers a call to the Tenancy Bond API	
2	PMS redirects user to RealMe Login and user successfully enters RealMe credentials	
3	RealME returns FLT (First Login Token) and PMS vendor stores FLT against user profile.	
4	User is presented with a consent screen to authorise the use of their RealMe credentials to access Tenancy Bond Services. User consents	
5	RealME generates an authorisation code and redirects to the Client Callback URL.	
6	PMS exchanges Authorisation Code for Bearer (OAuth) Token and Refresh Token. PMS stores tokens against user profile.	Bearer (OAuth) Token has a one hour expiry. Refresh Token has a 14 day expiry and can be used to retrieve a new Bearer (OAuth) Token without repeating steps 2 – 5 described above.
7	PMS makes call to Tenancy Bond API including appropriate credentials: - Subscription Key - Client ID/Secret - User Bearer (OAuth) Token + FLT	The User Bearer Token should be provided in the Authorization: Bearer <RealMe_Token> header

2.4 API HEADERS

The following request headers are required – see [2.3 API Authentication](#). For more information about subscription keys and bearer tokens.

Request headers	Description
Ocp-Apim-Subscription-Key	API subscription key
Authorization	User bearer OATH token

2.5 API RESPONSE STATUS CODES

The Tenancy Bond API could return the following https status codes.

Success status codes			
Status code	Status	General description	Operation
200	Success	Request has been successfully authenticated, authorised and validated and a response has been provided.	GET
202	Accepted	Request has passed authentication, authorisation and initial validation checks and has been queued for downstream processing.	POST

Failure status codes		
Status code	Status	General description
400	Bad Request	Request format is not valid, for example mandatory fields are missing, the data is not in the correct format or does not meet business validation rules.
401	Unauthorised	Authentication has failed due to missing or invalid Subscriber Key, Client Credentials or RealMe credentials.
403	Forbidden	The requested action is not authorised, for example if the landlord contact / landlord does not have access to specific bond records.
404	No record found	The requested record does not exist.
409	Conflict	There is an existing in progress or completed request that conflicts with this request.
413	Payload Too Large	The number of items in your request exceeds the maximum allowed.
429	Too Many Requests	You have exceeded the maximum number of submissions for this client application

Failure status codes		
Status code	Status	General description
500	Internal Server Error	Another type of error has occurred

See also Section 3 of this document for operation specific validation rules and error messages.

2.5.1 EXAMPLE ERRORS

```
{
  "statusCode": 401,
  "message": "Unauthorised. Access token is missing or invalid."
}

{
  "statusCode": 403,
  "message": "Invalid subscription",
  "activityId": "b03adeea-f109-4a5b-b0a9-25c14eac234c"
}

{
  "errorMessage": "Request validation failed. Please review the detailed errors.",
  "errorDescription": [
    {
      "field": "topUps",
      "index": 0,
      "batchId": "REF123",
      "errors": [
        {
          "fieldName": "payment/totalExpectedPaymentAmount",
          "description": "Invalid data - Minimum Total Expected Payment Amount is: $1."
        }
      ]
    },
    {
      "field": "numberOfRequests",
      "errors": [
        {
          "fieldName": "numberOfRequests",
          "description": "This field must be number"
        }
      ]
    }
  ]
}
```

2.6 API RATE LIMITING

To ensure stability, fair usage and protection of back office systems the Tenancy Bond API has rate limits. Each subscription key currently allows **100 requests per minute**. This limit covers all GET and POST operations.

When you exceed the limit you will receive an **HTTP 429 response** and your requests will be temporarily blocked. Your integration should handle this gracefully by waiting and retrying after a delay.

We strongly recommend:

- **Batching requests** where supported (e.g. bulk lodgement and top-up)
- **Caching non-PII GET responses** (e.g. status checks, registration lookups) to minimize API calls
- Using **retry logic with exponential backoff** (not tight loops) when receiving HTTP 429 Too many requests responses
- Monitoring your API usage to prevent throttling

For high-volume operations please **design your integration with rate limits in mind**. Use **asynchronous patterns and request throttling** to stay within your quota.

2.7 DATA QUALITY AND COMPLETENESS

It is important that the data you provide via the Tenancy Bond API is up to date and complete so bonds can be managed effectively and the operations of MBIE and the rental market can be accurately reported on. Poor quality or incomplete data will result in delays to the processing of requests.

2.7.1 ADDRESS INFORMATION

To avoid generating duplicate records in our system it is important that you provide address information in a consistent format. Please provide the NZ Post DPID for all addresses where it is available to help us maintain good quality address information in our systems. Information on the NZ Post DPID can be found here: [Postal Address File \(PAF\)](#)

2.7.2 RENTAL PROPERTY DETAILS

It is important that you provide accurate details about rental properties, for example dwelling type, number of bedrooms, whether or not there is smoke detector, the weekly rent. This information feeds into a range of government reporting and activities.

2.8 BEST PRACTICE RECOMMENDATIONS

Consumers of the Tenancy Bond API must:

- Use the sandbox(test) environment for development and testing
- Store user tokens securely
- Implement a token refresh mechanism
- Validate request data against format requirements before submission
- Monitor API response codes and implement error handling for the error scenarios described in this document

3. API Operations

The following sections describe what information must be sent and will be returned for each operation.

Field names with an asterisk* are identified as information required by Tenancy Services so that the general public and landlords have access to current rental market information through the Tenancy Services website or for statistical purposes. No personal, individual bond or property information will be published.

3.1 REGISTER LANDLORD

Sandbox endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/registration>

Production endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/registration>

Authentication method: Three-legged OAuth

Use this endpoint to:

- Register a landlord and get a new Landlord ID with format LNL-XXXXXXX (if you don't already have one). The Landlord ID is required to use other API operations.
- Create a Landlord Contact record for a user and associate it with the Landlord and their RealMe login account so they can be authenticated in the future via the API.

A landlord registration must be submitted for each user (Landlord Contact) that could trigger the API.

See [1.4 Landlord and Landlord Contact Registration](#) for additional details.

3.1.1 REQUEST: REGISTER LANDLORD AND LANDLORD CONTACT

Field name	Mandatory	Attribute details	Description and business rules
landlord			
landlordId		String (Text, Max: 100)	A unique number assigned to a landlord by MBIE.
landlordName	Mandatory	String (Text, Max: 100)	The name of the landlord to be displayed on the bond record
emailAddress	Mandatory	String (Email, Max: 100) Must have an "@" symbol, a username, and a domain name	The email address for the landlord to receive email notifications Email notifications about this registration request will be sent to this email address and this email address will be used for future notifications.
contactPhone	Mandatory	String (Text, Max: 100)	The primary telephone number for the landlord
nzbn		String (Text, Max: 100)	The New Zealand Business Number for the landlord (if applicable).
landlordTypeId*	Mandatory	String: Options: • Community Housing Provider • Government • Local Authority • Private Organisation • Private Owner • Private Trust • Property Management Organisation	The type of landlord – see 4. Terms and Definitions – Landlord Type
otherPhone		String (Text, Max: 100)	A secondary phone number for the landlord
physicalAddress			
addressDpid		Integer (Min: -2147483648, Max: 2147483647)	The NZ Post Delivery Point ID for the address of the landlord can be retrieved from the NZ Post Postal Address File (PAF)
addressLine1	Mandatory	String (Text, Max: 100)	First line of the physical address for the landlord

Field name	Mandatory	Attribute details	Description and business rules
addressLine2		String (Text, Max: 100)	Second line of the physical address for the landlord
addressLine3		String (Text, Max: 100)	Third line of the physical address for the landlord
addressCity	Mandatory	String (Text, Max: 100)	City of the physical address for the landlord
addressPostcode	Mandatory	String (Text, Max: 100)	The postcode for the physical address of the landlord
addressCountryId		String (Text, Max: 100)	The country for physical address of landlord. Enter: New Zealand
addressDescription		String (Text, Max: 100)	Any additional address details for the physical address of the landlord. For example: the building name
postalAddress			
addressDpid		Integer (Min: -2147483648, Max: 2147483647)	The NZ Post Delivery Point ID for the postal address of the landlord can be retrieved from the NZ Post Postal Address File (PAF)
addressLine1	Mandatory	String (Text, Max: 100)	First line of the postal address for the landlord
addressLine2		String (Text, Max: 100)	Second line of the postal address for the landlord
addressLine3		String (Text, Max: 100)	Third line of the postal address for the landlord
addressCity	Mandatory	String (Text, Max: 100)	City of the postal address for the landlord
addressPostcode	Mandatory	String (Text, Max: 100)	The postcode for the postal address of the landlord
addressCountryId		String (Text, Max: 100)	The country for physical address of landlord. Enter: New Zealand
addressDescription		String (Text, Max: 100)	Any additional details for the postal address of the landlord. For example: the building name
landlordContact			

Field name	Mandatory	Attribute details	Description and business rules
firstName		String (Text, Max: 100)	The first name of the landlord contact (user)
middleName		String (Text, Max: 100)	The middle name(s) of the landlord contact (user)
lastName	Mandatory	String (Text, Max: 100)	The last name of the landlord contact
emailAddress	Mandatory	String (Email, Max: 100) Must have an "@" symbol, a username, and a domain name	The email address for the landlord contact. Email notifications about this registration request will be sent to this email address.
contactPhone		String (Text, Max: 100)	The contact phone number for the landlord contact

3.1.2 RESPONSE: REGISTER LANDLORD AND LANDLORD CONTACT

Success status code		
Status code	Status	Description
202	Accepted	Your request has passed initial validation and has been queued for processing. There are manual steps in the registration process. In the sandbox environment your request must be reviewed and approved by the MBIE API support team who can be contacted on helpdesk@mail.api.business.govt.nz. In the production environment your request must be reviewed by the Tenancy Bond Services (TBS) team. There will be delays if pre-requisites have not been completed – see 1.3 Pre-Requisites for Production Implementation

Success response		
Field name	Attribute details	Description
submissionId	String (Text, Max: 36)	A unique identifier generated by MBIE for each API submission that can be used to query the GET request status endpoint.

3.1.3 ERRORS: REGISTER LANDLORD AND LANDLORD CONTACT

Error status codes		
Status code	Error message	Error description
400	Missing header	Content-Type header is required
400	Invalid registration	
400	Invalid registration data	Error extracting payload data, please check the payload
401	Authentication failed	Invalid RealMe credentials

3.2 BOND LODGEMENT

Sandbox endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/lodgements>

Production endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/lodgements>

Authentication method: Three-legged OAuth

Use this endpoint to:

- Lodge one or more new bonds. A maximum of 50 bonds can be lodged in a single submission.

The Landlord must be registered and have a Landlord ID (format LNL-00000000) to use this operation.

All bonds lodged must be for the same Landlord and have the same payment method.

- If paying by **direct debit** the direct debit authority must be included in the lodgement submission so the payment can be collected by MBIE (approximately 3 days later).
- If paying by **direct credit** a statement reference must be provided in the lodgement submission that matches the statement reference used for the payment. If a statement reference is not provided or does not match the reference on the bank statement there will be delays in processing the lodgement(s).

Direct debit and direct credit are the only payment methods available for lodgement via the API. If the landlord wishes to pay using credit card or debit card they can submit an individual bond lodgement via the online form <https://tools.tenancy.govt.nz/lodge-your-bond>. **A bond must only be lodged once, either via the Tenancy Bond API or via the online form.**

Once payment is receipted a lodgement acknowledgement notification is sent to the landlord and tenants.

Note: Payments towards an existing bond (top ups) should be not submitted via this API operation. See [3.3 Bond Top Up](#).

3.2.1 REQUEST: BOND LODGEMENT

Field name	Mandatory	Attribute details	Description and business rules
landlordId	Mandatory	String (Text, Max: 100)	The Landlord ID of the landlord the Lodgement request is related to E.g. LNL-00000000
landlordContactId		String (Text, Max: 100)	The Landlord Contact ID of the user making the submission through the API. E.g. LLC-00000000 <i>This field will is no longer required.</i>
submissionId		String (Text, Max: 100)	The Unique ID for the submission. This will not be recorded in our back office systems. Please use the submissionId provided in our response to track your request.
tenancyAddress			
dwellingType*	Mandatory	String: Options: - House/Townhouse - Apartment - Room - Boarding House Room - Bedsit/Flat - Sublet - Temporary/Emergency Accommodation	The dwelling type of the tenancy address. See 4. Terms and Definitions– Dwelling Type
numberOfBedrooms*	Mandatory	Integer (Min: 1, Max: 2147483647)	The number of bedrooms in the tenancy address. If the Dwelling Type = Room or Boarding House Room, this should be 1
dpid		Integer (Min: -2147483648, Max: 2147483647)	The NZ Post Delivery Point ID for the tenancy address can be retrieved from the NZ Post Postal Address File (PAF) <i>This field replaces the depreciated addressDpid field.</i>

Field name	Mandatory	Attribute details	Description and business rules
roomNumber	Conditional	String (Text, Max: 100)	The room number of the tenancy address Mandatory if the Dwelling type = Room or Boarding House Room
addressLine1	Mandatory	String (Text, Max: 100)	First line of the tenancy address
addressLine2		String (Text, Max: 100)	Second line of the tenancy address
addressLine3		String (Text, Max: 100)	Third line of the tenancy address
addressCity	Mandatory	String (Text, Max: 100)	The city of the tenancy address
addressPostcode	Mandatory	String (Text, Max: 100)	The postcode of the tenancy address
addressCountryId		String (Text, Max: 100)	The country for the tenancy address. Enter: New Zealand
addressDescription		String (Text, Max: 100)]	Additional details for the physical address of the landlord. For example: the building name
tenancy			
weeklyRent*	Mandatory	Money[(Min: 1, Max: 999999999, Precision: 2)]	The weekly rent amount for the tenancy
tenancyStartDate	Mandatory	DateTime [(DateOnly, YYYY-MM-DD, later than yesterday plus 1 year)]	The date the tenancy starts
peopleLivingInProperty*	Mandatory	Integer (Min: 1, Max: 100)	The number of people living in the property
complieswithhealthyhomesstandards*		String: Options: • Yes • No • NA	Indicates whether the property complies with healthy homes standards

Field name	Mandatory	Attribute details	Description and business rules
specialTenancyCircumstances		String: Options: • Temporary Accommodation • Sublet • Emergency Housing • Income Related Rent • Service Tenancy • Not Applicable	Indicates whether the tenancy has any special circumstances
compliesWithSmokeAlarmStandards*		String: Options: • Yes • No • NA	Indicates whether the property complies with the smoke alarm standards
fireEvacuationProcedureDisplayed*		String: Options: • Yes • No • NA	Indicates whether a fire evacuation procedure is displayed Only applicable for Boarding House Rooms
tenants			
tenantType	Mandatory	String: Options: • Individual • Company	Indicates the type of tenant as an individual or a company
companyName	Conditional	String (Text, Max: 100)	The company name of the tenant Mandatory if the tenant type = company
firstName		String (Text, Max: 100)	The first name of the tenant Use if tenant type = individual
middleName		String (Text, Max: 100)	The middle name of the tenant Use if tenant type = individual

Field name	Mandatory	Attribute details	Description and business rules
lastName	Conditional	String (Text, Max: 100)	The last name of the tenant Mandatory if the tenant type = individual
contactPreference	Mandatory	String: Options: - Email - Post	The contact preference for the tenant used for the sending of notifications
emailAddress	Conditional	String (Email, Max: 100) Must have an "@" symbol, a username, and a domain name.	The contact email address for the tenant Mandatory if contact preference = email
contactPhone		String (Text, Max: 100)	The contact telephone number for the tenant
dateOfBirth		DateTime (DateOnly, YYYY-MM-DD)	The birth date of the tenant. This is collected to be used as additional identification
effectiveFrom	Mandatory	DateTime (DateOnly, YYYY-MM-DD)	The date the tenant enters the tenancy
physicalAddress			
addressType		String Options: Physical Address	Identifies the tenant address as type physical address. : Enter "Physical Address"
addressDpid		Integer (Min: -2147483648, Max: 2147483647)	The NZ Post Delivery Point ID for the address of the landlord can be retrieved from the NZ Post Postal Address File (PAF)
roomNumber		String (Text, Max: 100)	The room number of the physical address for the tenant
addressLine1	Conditional	String (Text, Max: 100)	First line of the physical address for the tenant Mandatory if the address type = physical.
addressLine2		String (Text, Max: 100)	Second line of the physical address for the tenant

Field name	Mandatory	Attribute details	Description and business rules
addressLine3		String (Text, Max: 100)	Third line of the physical address for the tenant
addressCity	Conditional	String (Text, Max: 100)	City of the physical address for the tenant Mandatory if the address type = physical.
addressPostcode	Conditional	String (Text, Max: 100)	The postcode of the physical address for the tenant Mandatory if the address type = physical.
addressCountryId		String (Text, Max: 100)	The country for the physical address of the tenant. Defaults to: New Zealand
addressDescription		String (Text, Max: 100)	Additional details for the physical address of the tenant. For example: the building name
postalAddress			
addressType	Conditional	String: Options: • Contact Address	Identifies the tenant address as type contact (postal) address. Enter address type Contact Address Mandatory if contact preference = post
addressDpid		Integer (Min: -2147483648, Max: 2147483647)	The NZ Post Delivery Point ID for the address of the landlord can be retrieved from the NZ Post Postal Address File (PAF)
addressLine1	Conditional	String (Text, Max: 100)	First line of the postal address for the tenant Mandatory if contact preference = post
addressLine2		String (Text, Max: 100)	Second line of the postal address for the tenant
addressLine3		String (Text, Max: 100)	Third line of the postal address for the tenant
addressCity	Conditional	String (Text, Max: 100)	City of the postal address for the tenant Mandatory if contact preference = post
addressPostcode	Conditional	String (Text, Max: 100)	The postcode for the postal address for the tenant Mandatory if contact preference = post

Field name	Mandatory	Attribute details	Description and business rules
addressCountryId		String (Text, Max: 100)	The country for the physical address of the tenant. Defaults to: New Zealand
addressDescription		String (Text, Max: 100)	Additional details for the physical address of the tenant. For example: the building name
bond			
bondType	Mandatory	String: Options: - General Bond - Pet Bond - General And Pet Bond	The type of bond being lodged
totalGeneralBondAmount	Conditional	Money (Min: 0, Max: 922337203685477, Precision: 2)	The total bond amount of the general bond being lodged Mandatory if bondType = General Bond or General And Pet Bond
totalPetBondAmount	Conditional	Money (Min: 0, Max: 922337203685477, Precision: 2)	The total bond amount of the pet bond being lodged Mandatory if bondType = Pet Bond or General And Pet Bond
payment			
expectedGeneralPaymentAmount	Conditional	Money (Min: 0, Max: 922337203685477, Precision: 2)	The amount of the expected payment that relates to a general bond being lodged. Mandatory if bondType = General Bond or General And Pet Bond
expectedPetPaymentAmount	Conditional	Money (Min: 0, Max: 922337203685477, Precision: 2)	The amount of the expected payment that relates to a pet bond being lodged. Mandatory if bondType = Pet Bond or General And Pet Bond
paymentMethod	Mandatory	String: Options - Direct Debit - Direct Credit	The payment method the landlord will be using to pay

Field name	Mandatory	Attribute details	Description and business rules
statementReference	Mandatory	String (Text, Max: 20)	The reference to be used for the payment into the Residential Tenancies Trust bank account so that Tenancy Bond Services can easily match the bank payment to this submission.
paymentType	Mandatory	String: Options: - Bulk - Individual	Identifies if the submission includes one (Individual) or more (Bulk) lodgements
totalExpectedPaymentAmount	Mandatory	Money (Min: 1, Max: 922337203685477, Precision: 2)	Total amount paid to the Residential Tenancy Trust Account. Must equal the sum of all the expectedGeneralPaymentAmount and the expectedPetPaymentAmount for all the bond lodgements in one submission.
files			
attachment		Attached file: smaller than 20 MB, of file type: .png; .jpg; .jpeg; .pdf; .doc; .docx; .jif; .txt; .csv; .ppt; .pptx; .xls; .xlsx	Maximum of two files. If paying by Direct Debit, ensure you include a signed Direct Debit payment form so Tenancy Bond Services can deduct the money from the authorised account. You could also include your payment schedule – a summary list of all the lodgements, their tenancy addresses and payment amount with a total sum being paid to Residential Tenancy Trust Account

3.2.2 RESPONSE: BOND LODGEMENT

Success status code		
Status code	Status	Description
202	Accepted	Your request has passed initial validation and has been queued for processing.

		There are manual steps in the lodgement process and it can take up to 10 working days. The lodgement process cannot be completed until payment is received. There will be delays the information provided is incomplete or inaccurate.
--	--	---

Success response		
Field name	Attribute details	Description
submissionId	String (Text, Max: 36)	A unique identifier generated by MBIE for each API submission that can be used to query the GET request status endpoint.

3.2.3 ERRORS: BOND LODGEMENT

Error status codes		
Status code	Error message	Error description
400	Missing header	Content-Type header is required
400	Bad request	Missing mandatory information
400	Bad request	This field cannot be empty
400	Content-Type header is invalid	Expecting multipart/form-data with boundary
400	Invalid lodgement data	Lodgement information provided is invalid.
400	Invalid data	Minimum must be at least \$1.
400	Invalid files	The file \${filename} failed virus scan.
400	Maximum files allowed exceeded	Maximum files allowed: 2

Error status codes		
400	Maximum file size exceeded	Maximum file size: 20MB
400	Invalid file type	The file \${filename} has an invalid file type.
400	Invalid lodgement data	Error extracting payload data, please check the payload
400	Inconsistent data	expectedGeneralPaymentAmount exceeds totalGeneralBondAmount
400	Inconsistent data	expectedPetPaymentAmount exceeds totalPetBondAmount
400	Inconsistent data	totalExpectedPaymentAmount does not match the sum of all expectedGeneralPaymentAmounts and expectedPetPaymentAmounts
400	Inconsistent data	totalBondAmount and/or expectedPaymentAmount does not match the selected bondType
400	Invalid data	The field must be one of Individual, Company
400	Invalid data	The field must be one of General Bond, Pet Bond, General And Pet Bond
400	Invalid data	The field must be one of House/Townhouse, Apartment, Room, Boarding House Room, Bedsit/Flat
400	Invalid format	The field must be provided as currency e.g. 123.45.
401	Authentication failed	Invalid RealMe credentials
401	Unauthorized	You are not authorised to make this submission.
403	Forbidden	You are not authorised to make a lodgement request for this landlord: \${landlordID}.
409	Duplicate found	This lodgement already exists \${lodgement request number}.
409	Duplicate found	This bond already exists \${bond number}.

3.3 BOND TOP UP

Sandbox endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/top-ups>

Production endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/top-ups>

Authentication Method: Three-legged OAuth

Use this endpoint to:

- Top up one or more existing bonds. A maximum of 50 top up requests can be included in a single submission.

The Landlord must be registered and have a Landlord ID (format LNL-00000000) to use this operation.

All top ups must be for bonds relating to the same Landlord and have the same payment method.

- If paying by **direct debit** the direct debit authority must be included in the top up submission so the payment can be collected by MBIE (approximately 3 days later).
- If paying by **direct credit** a statement reference must be provided in the top up submission that matches the statement reference used for the payment. If a statement reference is not provided or does not match the bank statement there will be delays in processing the top up(s).

Direct debit and direct credit are the only payment methods available for top ups via the API. If the landlord wishes to pay using credit card or debit card they can submit an individual top up via the online form <https://tools.tenancy.govt.nz/lodge-your-bond>. **A top up must only be submitted once, either via the Tenancy Bond API or via the online form**

Once payment is receipted an acknowledgement notification is sent to the landlord and tenants.

Note: Payments for a new bond should be not submitted via the top up API operation. See [3.2 Bond Lodgement](#).

If you are submitting top up requests for bonds that were lodged before December 2024 you will be issued with a new Bond Number (format BN-00000000) when we process your top up, if you do not already have one.

3.3.1 REQUEST: BOND TOP UP

Field name	Mandatory	Attribute details	Description and business rules
numberOfRequests	Mandatory	Integer (Min:1. Max:50)	The number of separate top up requests that are included in a submission. Must match with the content of the request.
topUp			
landlordId	Mandatory	String (Text, Max: 100)	The Landlord ID of the landlord the Top up Request is related to, format is LNL-XXXXXXX
landlordName	Mandatory	String (Text, Max: 100)	The name of the landlord
bondNumber	Mandatory	String (Text, Max: 100)	The number of the bond that the top up payment is being made to. For bonds lodged in the new system the format is BN-XXXXXXX
reasonForTopUp	Mandatory	String: Options: • Add general bond • Add pet bond • Increase to weekly rent • Increase to weekly rent and add general bond • Increase to weekly rent and add pet bond • Instalment • Instalment and add general bond • Instalment and add pet bond	The reason for the top-up. If the top-up is due to the rent being increased then details of the new weekly rent amount must be provided.
tenancyAddress			
roomNumber	Conditional	String (Text, Max: 100)	The room number of the tenancy address Mandatory if the Dwelling type = Room or Boarding House Room

Field name	Mandatory	Attribute details	Description and business rules
addressDpid		Integer (Min: -2147483648, Max: 2147483647)	The NZ Post Delivery Point ID for the tenancy address can be retrieved from the NZ Post Postal Address File (PAF)
addressLine1	Mandatory	String (Text, Max: 100)	First line of the tenancy address
addressLine2		String (Text, Max: 100)	Second line of the tenancy address
addressLine3		String (Text, Max: 100)	Third line of the tenancy address
addressCity	Mandatory	String (Text, Max: 100)	The city of the tenancy address
addressPostcode	Mandatory	String (Text, Max: 100)	The postcode of the tenancy address
addressCountryId		String (Text, Max: 100)	The country for tenancy address. Enter: "New Zealand"
payment			
statementReference	Mandatory	String (Text, Max: 20)	The reference to be used for the payment into the Residential Tenancies Trust Account so that Tenancy Bond Services can easily match the bank payment to the lodgement.
paymentType	Mandatory	String: Options: - Bulk - Individual	Identifies if the submission includes one (Individual) or more (Bulk) top ups
totalExpectedPaymentAmount	Mandatory	Money (Min: 1, Max: 922337203685477, Precision: 2)	Total amount paid to the Residential Tenancy Trust Account Must equal sum of expectedGeneralPaymentAmount and the expectedPetPaymentAmount for all top ups in a single submission
paymentMethod	Mandatory	String: Options - Direct Debit - Direct Credit	The payment method the landlord will be using to pay If the payment method is Direct Credit then the Direct Debit Authority must be included.

Field name	Mandatory	Attribute details	Description and business rules
expectedGeneralPaymentAmount	Conditional	Money (Min: 1, Max: 922337203685477, Precision: 2)	The amount of the expected payment that relates to a general bond being topped-up or added on. Mandatory if reasonForTopUp = Add general bond, Increase to weekly rent and Add general bond, Increase to weekly rent and Add pet bond, Instalment and Add general bond, Instalment and Add pet bond
expectedPetPaymentAmount	Conditional	Money (Min: 1, Max: 922337203685477, Precision: 2)	The amount of the expected payment that relates to a pet bond being topped-up or added on. Mandatory if reasonForTopUp = Add pet bond, Increase to weekly rent and Add general bond, Increase to weekly rent and Add pet bond, Instalment and Add general bond, Instalment and Add pet bond
newWeeklyRent	Conditional	Money[(Min: 1, Max: 999999999, Precision: 2)]	New weekly rent. Must be provided if the reasonForTopUp is Increase to weekly rent, Increase to weekly rent and add general bond or Increase to weekly rent and pet bond.
newTotalBondAmount	Conditional	Money[(Min: 1, Max: 999999999, Precision: 2)]	Total Bond amount, including the top up. Must be provided if the reasonForTopUp is Update to weekly rent. This field is no longer required
topUpAmount	Mandatory	Money (Min: 1, Max: 922337203685477, Precision: 2)	The amount for of the totalExpectedPaymentAmount that is for a specific top up This field is replaced with expectedGeneralPaymentAmount and expectedPetPaymentAmount
files			
attachment	Conditional	Attached file: smaller than 20 MB, of file type: .png; .jpg; .jpeg; .pdf; .doc; .docx; .jif; txt; csv; .ppt; .pptx; .xls; .xlsx	Maximum of two files. If paying by direct debit, ensure you include a signed Direct Debit payment form so Tenancy Bond Services can deduct the money from the authorised account. You could also include your payment schedule – a summary list of all the top ups, their tenancy addresses and payment amount with a total sum being paid to the Residential Tenancy Trust Account

3.3.2 RESPONSE: BOND TOP UP

Success status code		
Status code	Status	Description
202	Accepted	Your request has passed initial validation and has been queued for processing. There are manual steps in the top up process and it can take up to 10 working days. The top up process cannot be completed until payment is received. There will be delays if information provided is incomplete or inaccurate.

Success response		
Field name	Attribute details	Description
submissionId	String (Text, Max: 36)	A unique identifier generated by MBIE for each API submission that can be used to query the GET request status endpoint.

3.3.3 ERRORS: BOND TOP UP

Error status codes		
Status code	Error message	Error descriptions
400	Bad Request	This field cannot be empty
400	Bad Request	Missing mandatory information
400	Bad Request	At least one file is required when using Direct Debit payment method

Error status codes		
Status code	Error message	Error descriptions
400	Bad Request	Must have at least one top up
400	Invalid format	Correct format is required: {format details e.g. LNL-00000000}
400	Invalid format	maximum number of characters is {max character limit}
400	Invalid format	The field must be provided as currency e.g. 123.45.
400	Invalid file type	File \${fileName} has an invalid file type
400	Invalid type	Correct data type of {data type} is required
400	Invalid data	Must be individual for a single top-up
400	Invalid data	Field should match the top-ups count
400	Inconsistent data	totalExpectedPaymentAmount does not match the sum of all generalBondexpectedPaymentAmounts and petBondexpectedPaymentAmounts.
400	Invalid data	The field must be one of Add general bond, Add pet bond, Increase to weekly rent, Increase to weekly rent and add general bond, Increase to weekly rent and add pet bond, Instalment, Instalment and add general bond, Instalment and add pet bond
400	Invalid data	Minimum must be at least \$1.
400	Invalid data	Minimum Total Expected Payment Amount is: \$1
400	Invalid data	Minimum number of top-ups is: 1
400	Invalid data	The field must be one of Individual, Bulk
400	Invalid data	This field must be less than 999999999 characters.
400	Maximum files allowed exceeded	Maximum files allowed: 2

Error status codes		
Status code	Error message	Error descriptions
400	Maximum file size exceeded	File \${fileName} exceeds maximum allowed size of 20MB
400	Inconsistent data	Found multiple different \${fieldname} in the submission. All \${fieldname} must be the same.
401	Unauthorised	You are not authorised to access this record.
403	Forbidden	You are not authorised to access this record: {bond number}.
413	Payload is too large	Maximum Top-Ups allowed: 50

3.4 GET REQUEST STATUS

Sandbox endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/status/{submissionID}>

Production endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/status/{submissionID}>

Authentication Method: Two-legged OAuth

Use this endpoint to:

- Get the status of your registration, lodgement or top up submissions
- Retrieve a Request ID for your registration that can be used to query the GET registration endpoint
- Retrieve Request IDs for your lodgements that can be used to query the GET lodgement endpoint and retrieve your new Bond Number

Requests can be either pending or created. Once a request has a status of created the response will contain the Request IDs for the registration or lodgements submitted. Time to process the requests varies depending on the type of request, payment method (if relevant) and quality of data provided.

Request status data is not available for requests submitted more than 3 months in the past.

Request IDs are not currently available for top ups to bonds that were lodged in our old system (prior to December 2024).

Required submissionId is returned in the response of a prior successful submission and must be retained to query the status of the submission.

3.4.1 REQUEST: GET REQUEST STATUS

Parameter	Mandatory	Attribute details	Description and business rules
submissionId	Mandatory	String (Text, Max: 36)	A unique identifier generated by MBIE for each API submission. This would have been part of the response for a successful submission.

3.4.2 RESPONSE: GET REQUEST STATUS

Success status code		
Status code	Status	Description
200	Success	Request has passed validation and a response has been provided.

Success response		
Field name	Attribute details	Description
submissionId	String (Text, Max: 36)	The unique identifier of the submission in our systems
submissionType	String	The type of submission being returned. Possible values are: • Registration • Lodgement • Topup • Refund
submissionStatus	String: Options: • Pending • Created	The status of the submission. If the status is pending your submission has been queued for processing. If the status is created then requests have been created in our back office system.
numberOfItemsCreated	Integer (Min: 0, Max: 50)	The number of requests in the submission successfully created in our back office system.
numberOfItemsForExceptionProcessing	Integer (Min: 0, Max: 50)	The number of requests in the submission that need additional checks from the Tenancy Bond Services team
total	Integer (Min: 1, Max: 50)	The total number of requests in the submission

Success response		
Field name	Attribute details	Description
entities	Array of Request IDs {string}	A list of the Request IDs created from the submission. Only present once the submission status is created. Not present for items that require exception processing or for top-up to bonds that were lodged in our old system (prior to December 2024).

3.4.3 ERRORS: GET REQUEST STATUS

Error status codes		
Status code	Error message	Error descriptions
400	Invalid submission number format	Correct format for submission number is required.
404	Record not found.	No submission ID found.

3.5 GET REGISTRATION DETAILS

Sandbox endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/registration/{registrationRequestNumber}>

Production endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/registration/{registrationRequestNumber}>

Authentication Method: Three-legged OAuth

Use this endpoint to:

- Retrieve details of a landlord registration that has been successfully submitted
- Retrieve your landlord ID and Landlord Contact ID once the request has been approved.

3.5.1 REQUEST: GET REGISTRATION

Parameter Name	Mandatory	Attribute details	Description and business rules
registrationRequestNumber	Mandatory	String (Text)	The unique request ID generated by the Tenancy Bond System for your API landlord registration. Format is REG-00000000.

3.5.2 RESPONSE: GET REGISTRATION

Success status code		
Status code	Status	Description
200	Success	Request has passed validation and a response has been provided.

Success response		
Field name	Attribute details	Description
requestId	String (Text)	The unique request ID of the registration request in our system.
status	String	Status of the request in our back office system: • Draft • Under Assessment • Submitted • Declined • Approved
landlordId	String	The Landlord ID recorded against the registration E.g. LNL-00000000 This will only be present if the status is Approved.
landlordContactId	String	The Landlord Contact ID recorded against the registration E.g. LLC-00000000 This will only be present if the status is Approved.

3.5.3 ERRORS: GET REGISTRATION

Error status codes		
Status code	Error message	Error descriptions
400	Invalid registration request number format	Correct format of registration request number is required.
401	Authentication failed	Invalid RealMe credentials.
401	Unauthorised	You are not authorised to access this record.
403	Forbidden	You are not authorised to access this record.
404	Record not found	No Request ID found

3.6 GET BOND LODGEMENT DETAILS

Sandbox endpoint:

<https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/lodgements/{lodgementRequestNumber}?landlordNumber={LandlordNumber}>

Production endpoint:

<https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/lodgements/{lodgementRequestNumber}?landlordNumber={LandlordNumber}>

Authentication Method: Three-legged OAuth

Use this endpoint to:

- Retrieve details of bond lodgements that have been successfully submitted.

Get lodgement details allows registered Landlord Contacts to get information about lodgements for the Landlord(s) they are registered with and retrieve the bond number once the request is completed.

3.6.1 REQUEST: GET LODGEMENT

Parameter name	Mandatory	Attribute details	Description and business rules
lodgementRequestNumber	Y	String e.g. LDG-00000000	Unique identifier of an individual bond lodgement request generated in the MBIE back office system. This value can be retrieved via the GET Request Status API following the submission of a POST lodgement request.
LandlordNumber	Y	String e.g. LNL-00000000	Identifier of the Landlord that submitted the Lodgement

3.6.2 RESPONSE: GET LODGEMENT

Success status code		
Status code	Status	Description
200	Success	Request has passed validation and a response has been provided.

Success response		
Field name	Attribute details	Description
lodgementRequestNumber	String	Unique identifier of an individual bond lodgement request that was supplied in the request
statusCode	Options - Draft - Under Assessment - Awaiting Payment - Closed - Completed	The current status of the request in our back office system. For a description of each status, see 4. Terms and Definitions – Lodgement Request Status
submissionDate	String (date)	The date the lodgement submission was received
requestExpriyDate	String (date)	The date the lodgement submission will expire if money has not been receipted
tenancyStartDate	String (date)	The date the tenancy started for the bond being lodged
expectedGeneralPaymentAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The amount of the expected payment that relates to a general bond being lodged.
expectedPetPaymentAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The amount of the expected payment that relates to a pet bond being lodged.
landlord		
landlordName	String	The landlord name recorded on the lodgement

Success response		
Field name	Attribute details	Description
landlordNumber	String	The landlord number recorded on the lodgement
bond		
totalGeneralBondAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The total amount to be collected for the general bond
totalPetBondAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The total amount to be collected for the pet bond
bondNumber	String	The unique ID number assigned to the bond. This will only be present if the bond is Active.
payment		
statementReference	String	The reference provided for the payment
paymentMethodId	String	The method of payment for this lodgement e.g. Direct Credit or Direct Debit
tenancyAddress		
roomNumber	String	The room number for the tenancy – if applicable
addressLine1	String	The first line of the tenancy address
addressLine2	String	The second line of the tenancy address
addressLine3	String	The third line of the tenancy address
addressCity	String	The city of the tenancy address
addressPostCode	String	The post code of the tenancy address
addressDescription	String	Additional description of the address, such as the building name.

Success response		
Field name	Attribute details	Description
tenants		
companyName	String	The tenant's company name is provided for each tenant when tenantType = company
firstName	String	The first name is provided for each tenant when tenantType = individual
lastName	String	The last name is provided for each tenant when tenantType = individual

3.6.3 ERRORS: GET LODGEMENT

Error status codes		
Status code	Error Message	Description
400	Invalid bond number	Correct format for bond number is required.
400	Invalid landlord number	Correct format for landlord number is required.
401	Authentication failed	Invalid RealMe credentials.
401	Unauthorized	You are not authorised to access this record.
404	Record not found	No bond record found.

3.7 GET BOND DETAILS

Sandbox Endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/bonds/{bondNumber}?landlordNumber={LandlordNumber}>

Production Endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/bonds/{bondNumber}?landlordNumber={LandlordNumber}>

Authentication Method: Three-legged OAuth

Use this endpoint to:

- Retrieve details of an active bond where the balance is greater than \$0.00.

Get Bond enables registered landlord contacts to retrieve information about active bonds for the landlord(s) they are registered with.

3.7.1 REQUEST: GET BOND

Parameter name	Mandatory	Attribute details	Description and business rules
bondNumber	Mandatory	String	Unique identifier of a bond generated by the MBIE back office system. E.g. BN-00000000 This value can be retrieved via the GET Lodgement API following the submission of a POST lodgement request. It is also supplied in the notification emails that are sent out when a bond is successfully lodged.
landlordNumber	Mandatory	String	Identifier of the landlord associated with the bond. E.g. LNL-00000000

3.7.2 RESPONSE: GET BOND

Success status code		
Status code	Status	Description
200	Success	Request has passed validation and a response has been provided.

Success response		
Field name	Attribute details	Description
bondNumber	String E.g. BN-12345678	Unique identifier of a bond generated in the MBIE back office system.
totalGeneralBondAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The total general bond amount
totalPetBondAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The total pet bond amount
availableGeneralBondBalance	Money[(Min: 1, Max: 999999999, Precision: 2)]	The balance of money held against the general bond
availablePetBondBalance	Money[(Min: 1, Max: 999999999, Precision: 2)]	The balance of money held against the pet bond
statusCode	String Options: • Active • In Dispute	Description of the current status of the request, see 4. Definition and Terms Bond Status
landlord.landlordName	String	The name of the landlord against the bond
landlord.landlordNumber	String	The unique ID number of the landlord against the bond
tenancyAddress.roomNumber	Integer	The room number for the tenancy – if applicable
tenancyAddress.addressLine1	String	The first line of the tenancy address
tenancyAddress.addressLine2	String	The second line of the tenancy address
tenancyAddress.addressLine3	String	The third line of the tenancy address
tenancyAddress.addressCity	String	The city of the tenancy address
tenancyAddress.addressPostCode	String	The post code of the tenancy address

Success response		
Field name	Attribute details	Description
tenancyAddress.addressDescription	String	Additional description of the address, such as the building name.
tenancy.tenancyStartDate	String(date: DD/MM/YYYY)	The start date for the Tenancy
tenancy.tenancyEndDate	String (date: DD/MM/YYYY)	The end date for the Tenancy
companyName	String	The tenant's company name is provided for each tenant when tenantType = company
firstName	String	The first name is provided for each tenant when tenantType = individual
middleName	String	The middle name is provided for each tenant when tenantType = individual (if provided in the lodgement)
lastName	String	The last name is provided for each tenant when tenantType = individual

3.7.3 ERRORS: GET BOND

Error status codes		
Status code	Error Message	Description
400	Invalid bond number	Bond number is required
400	Invalid landlord number	Landlord number is required
400	Invalid landlord number	Expected format: LNL-{8 digits number}, e.g. LNL-12345678
400	Invalid bond number	Expected format: BN-{8 digits number}, e.g. BN-12345678
400	Bad request	Bond record has no available balance
401	Authentication failed	Invalid request - requires valid RealMe credentials

403	Forbidden	You are not authorised to access this bond record. landlord number: \${landlordNumber}, bond number: \${bondNumber}
404	Record not found	No bond record found.

3.8 BOND REFUND

Sandbox endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/refunds>

Production endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/refunds>

Authentication method: Three-legged OAuth

Use this endpoint to:

- Refund a bond. A maximum of one bond can be refunded in a single submission.

The Landlord must be registered and have a Landlord ID (format LNL-00000000) to use this operation.

You must use the same request to refund portions of a bond to landlord and/or tenants.

3.8.1 REQUEST: BOND REFUND

Field name	Mandatory	Attribute details	Description and business rules
bondNumber	Mandatory	String (Text, Max: 100)	The number of bond the refund request is being made to. For bonds lodged in the new system the format is BN-12345678
bondType	Mandatory	String Options: • General Bond • Pet Bond • General And Pet Bond	The type of bond the landlord is requesting a refund for

Field name	Mandatory	Attribute details	Description and business rules
reasonForRefund	Mandatory	String: Options: - Partial Refund - Tenancy Ending - Decrease in Weekly Rent	The reason for requesting the bond to be refunded
generalBondAmountOnHold		Money[(Min: 0, Max: 999999999, Precision: 2)]	The portion of the general bond not being claimed yet
petBondAmountOnHold		Money[(Min: 0, Max: 999999999, Precision: 2)]	The portion of the pet bond not being claimed yet
reasonForOnHoldAmount	Conditional	String: Options: - Intention to go to the tenancy tribunal - Amount not yet resolved	The reason why a portion of the bond is not being claimed yet
landlordRefund			
landlordId	Mandatory	String (Text, Max: 100)	The Landlord ID of the landlord the Refund request is related to E.g. LNL-00000000
generalBondRefundAmount	Conditional	Money[(Min: 0, Max: 999999999, Precision: 2)]	The portion of the general bond claimed by the landlord
petBondRefundAmount	Conditional	Money[(Min: 0, Max: 999999999, Precision: 2)]	The portion of the pet bond claimed by the landlord

Field name	Mandatory	Attribute details	Description and business rules
reasonForClaimingGeneralBond	Conditional	String: Options: • Rent in Arrears • Cleaning • Outgoing • Repairs • Pet Damage Pet Cleaning	The reason why a portion of the general bond is claimed by the landlord
reasonForClaimingPetBond	Conditional	String: Options: • Rent in Arrears • Cleaning • Outgoing • Repairs • Pet Damage Pet Cleaning	The reason why a portion of the pet bond is claimed by the landlord
tenantRefunds			
tenantType	Mandatory	String: Options: • Individual • Company	
firstName		String (Text, Max: 100)	The tenant's first name
lastName	Conditional	String (Text, Max: 100)	The tenant's last name. Mandatory if tenantType = Individual
companyName	Conditional	String (Text, Max: 100)	The tenant's company name. Mandatory if tenantType = Company
emailAddress	Mandatory	name@domain.com	The tenant's contact preference
generalBondRefundAmount	Mandatory	Money[(Min: 0, Max: 999999999, Precision: 2)]	The portion of the general bond refunded to the tenant

Field name	Mandatory	Attribute details	Description and business rules
petBondRefundAmount	Mandatory	Money[(Min: 0, Max: 999999999, Precision: 2)]	The portion of the pet bond refunded to the tenant

3.8.2 RESPONSE: BOND REFUND

Success status code		
Status code	Status	Description
202	Accepted	Your request has passed initial validation and has been queued for processing. There are manual steps in the top up process and it can take up to 10 working days. The top up process cannot be completed until payment is received. There will be delays if information provided is incomplete or inaccurate.

Success response		
Field name	Attribute details	Description and business rules
submissionId	String (Text, Max: 36)	The Unique ID for the submission. This will not be recorded in our back office systems. Please use the submissionId provided in our response to track your request.
bondNumber	String (Text, Max: 100)	The number of bond the refund request is being made to. For bonds lodged in the new system the format is BN-12345678

3.8.3 ERRORS: BOND REFUND

Error status codes		
Status code	Error message	Error descriptions
400	Bad Request	This field cannot be empty
400	Bad request	This field cannot be null
400	Bad Request	Missing mandatory information
400	Bad request	The sum of the general bond amounts claimed and on hold are greater than the available general bond balance.
400	Bad request	The sum of the general bond amounts claimed and on hold are greater than the available pet bond balance.
400	Bad request	Total available balance = \$0.
400	Bad request	Bond has active refund request
400	Bad request	Bond is in dispute contact Tenancy Services for more information.
400	Bad request	One or more tenants do not have an email address, please submit your refund using the form on the tenancy.govt.nz website and emailing it to the Tenancy Bond team.
400	Bad request	All active tenants must be provided.
400	Bad request	Bank details should not be provided when the landlord refund amount is \$0.
400	Invalid format	Correct format is required: {format details e.g. LNL-00000000}
400	Invalid format	Correct format is required: {format details e.g. BN-00000000}
400	Invalid format	Maximum number of characters is: {max character limit}
400	Invalid format	The field must be provided as currency e.g. 123.45.

Error status codes		
Status code	Error message	Error descriptions
400	Invalid format	Bank account must be in the New Zealand bank account format.
400	Invalid format	Bank account must have a valid New Zealand bank number and branch
400	Invalid data	The field must be one of Partial Refund, Tenancy Ending, Decrease in Weekly Rent
400	Invalid data	The field must be one of Rent in Arrears, Cleaning, Outgoing, Repairs, Pet Damage, Pet Cleaning
400	Invalid data	The field must be one of Individual, Company
400	Invalid data	The field must be one of General Bond, Pet Bond, General And Pet Bond
400	Invalid data	The Reason for on hold must be at least one of Intention to go to the tenancy tribunal, Amount not yet resolved
400	Invalid data	The Reason for Tenancy ending must be at least one of Employees or contractors of the property owner are moving in, Mutual agreement to end the tenancy, Property is being converted into commercial premises, Property is being demolished, Property is being sold/put on market, Property is undergoing extensive alterations, refurbishments, repairs or redevelopment, Property is uninhabitable (contaminants), Property is uninhabitable (damage), Property owner or their family member is moving in, Tenant chose to end the tenancy, Other
400	Invalid data	The total refund and on hold amounts should equal the total available bond balance.
400	Invalid data	At least one general bond amount must be greater than \$0.00
400	Invalid data	At least one pet bond amount must be greater than \$0.00
401	Unauthorised	You are not authorised to make this request.
401	Unauthorised	You are not authorised to access this record.
403	Forbidden	You are not authorised.
403	Forbidden	You are not authorised to access this record: {bond number}.
403	Forbidden	You are not authorised to make a refund request for this landlord: {landlord number}

Error status codes		
Status code	Error message	Error descriptions
404	Record not found	No bond record found.
404	Record not found	Tenant names do not match.
404	Record not found	Tenant emails do not match.

3.9 GET BOND REFUND DETAILS

Sandbox endpoint: <https://api.business.govt.nz/sandbox/tenancy-services/tenancy-bond/v2/refunds/{refundRequestNumber}?landlordNumber={LandlordNumber}>

Production endpoint: <https://api.business.govt.nz/gateway/tenancy-services/tenancy-bond/v2/refunds/{refundRequestNumber}?landlordNumber={LandlordNumber}>

Authentication method: Three-legged OAuth

Use this endpoint to:

- Retrieve details of bond refunds that have been successfully submitted.

Get refund allows registered Landlord Contacts to get information about refunds for the Landlord(s) they are registered with and retrieve the tenant action refund when they have responded to the refund request.

3.9.1 REQUEST: GET REFUND

Parameter name	Mandatory	Attribute details	Description and business rules
requestNumber	Y	String e.g. RFD-00000000	Unique identifier of an individual bond refund request generated in the MBIE back office system.

Parameter name	Mandatory	Attribute details	Description and business rules
			This value can be retrieved via the GET Request Status API following the submission of a POST refund request.
LandlordNumber	Y	String e.g. LNL-00000000	Identifier of the Landlord that submitted the Refund

3.9.2 RESPONSE: GET REFUND

Success status code		
Status code	Status	Description
200	Success	Request has passed validation and a response has been provided.

Field name	Attribute details	Description and business rules
requestNumber	String e.g. RFD-00000000	Unique identifier of an individual bond refund request generated in the MBIE back office system. This value can be retrieved via the GET Request Status API following the submission of a POST refund request.
statusCode	Options • Draft • Under Assessment • Processing Refund • Closed - Completed	The current status of the request in our back office system. For a description of each status, see 4. Terms and Definitions – Lodgement Request Status
submissionDate	String (date)	The date the refund submission was received

Field name	Attribute details	Description and business rules
requestExpiryDate	String (date)	The date the refund submission will expire if all parties haven't sent their response
bondNumber	String (Text, Max: 100)	The number of bond the refund request is being made to. For bonds lodged in the new system the format is BN-12345678
reasonForRefund	String: Options: - Partial Refund - Tenancy Ending - Decrease in Weekly Rent	The reason for requesting the bond to be refunded
generalBondAmountOnHold	Money[(Min: 1, Max: 999999999, Precision: 2)]	The portion of the general bond not being claimed yet
petBondAmountOnHold	Money[(Min: 1, Max: 999999999, Precision: 2)]	The portion of the pet bond not being claimed yet
reasonForOnHoldAmount	String: Options: - Intention to go to the tenancy tribunal - Amount not yet resolved	The reason why a portion of the bond is not being claimed yet
landlordRefund		
landlordId	String (Text, Max: 100)	The Landlord ID of the landlord the Refund request is related to E.g. LNL-00000000
claimResponse	String: Options: Agree	

Field name	Attribute details	Description and business rules
generalBondRefundAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The portion of the general bond claimed by the landlord
petBondRefundAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The portion of the pet bond claimed by the landlord
reasonForClaimingGeneralBond	String: Options: • Rent in Arrears • Cleaning • Outgoing • Repairs • Pet Damage Pet Cleaning	The reason why a portion of the general bond is claimed by the landlord
reasonForClaimingPetBond	String: Options: • Rent in Arrears • Cleaning • Outgoing • Repairs • Pet Damage Pet Cleaning	The reason why a portion of the pet bond is claimed by the landlord
tenantRefunds		
firstName	String (Text, Max: 100)	The tenant's first name
lastName	String (Text, Max: 100)	The tenant's last name
companyName	String (Text, Max: 100)	The tenant's company name
emailAddress	name@domain.com	The tenant's contact preference

Field name	Attribute details	Description and business rules
claimResponse	String: Options: • Agree • Disagree	
generalBondRefundAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The portion of the general bond refunded to the tenant
petBondRefundAmount	Money[(Min: 1, Max: 999999999, Precision: 2)]	The portion of the pet bond refunded to the tenant

4. Terms and Definitions

Term	Definition
Landlord Type	
Community Housing Provider	Organisations that are registered to the Community Housing Regulatory Authority (CHRA) to provide community housing.
Government	Government Departments or Agencies
Local Authority	Regional or District Councils
Property Management Organisation	An organisation where one of the main functions is property management
Private Organisation	A company organisation or group
Private Owner	A person or multiple people
Private Trust	Managing the tenancy on behalf of a trust
Tenant Type	
Individual	A tenant who is an individual renting the property in their own name.
Company	A tenant that is a registered business entity renting the property under the company's name.
Dwelling Type	
House/Townhouse	When you live in a self-contained property, usually a building with land
Apartment	When you live in a property with self-contained areas (e.g. apartments, units) and shared areas (e.g. building lifts, driveways)
Room	When you live in a room in a house which is not a boarding house – i.e. rented separately but sharing facilities in a building intended for less than 6 people
Boarding House Room	When you live in a room in a boarding house – i.e. rented separately but sharing facilities in a building intended for six people or more
Bedsit/Flat	When you live in a place which is either part of a subdivided building, or a building which is independent of the primary residence of a property (e.g. sleep-out)
Lodgement request status	
Draft	The request is waiting to be processed
Under Assessment	The request is being reviewed by Tenancy Bond Services

Term	Definition
Awaiting Payment	The payment for the lodgement has not been allocated to the request
Closed - Completed	Payment has been allocated to the request and the bond has been successfully lodged and a bond record created.
Closed - Cancelled	The bond has not been successfully lodged and the request has been cancelled
Top-Up request status	
Draft	The request is waiting to be processed
Under Assessment	The request is being reviewed by Tenancy Bond Services
Awaiting Payment	The payment for the top-up has not been allocated to the request
Closed - Completed	Payment has been allocated to the request and the bond has been successfully topped-up and the bond balance has been updated
Closed - Cancelled	The bond has not been successfully topped-up and the request has been cancelled
Refund request status	
Draft	The request is waiting to be processed
Under Assessment	The request is being reviewed by Tenancy Bond Services
Processing refund	All parties have agreed with the refund request, the bond has not been refunded
Closed - Completed	Payment has been allocated to the appropriate parties and the bond has been successfully refunded
Closed - Cancelled	The bond has not been successfully refunded and the request has been cancelled
API Submission status	
Pending	The submission has been queued for processing
Created	One or more requests have been created in our back office system
Bond status	
Active	The bond has been successfully lodged
Closed	Bond has been fully refunded
In Dispute	There is an active tenancy dispute against the bond
Uncollected	Refund was requested but all or some of the bond has not been paid out

Term	Definition
Unclaimed	Tenancy has ended but no refund request has been received
Vested in Crown	There has been no claim on the bond money for 6 years following the end of the Tenancy so the money has been paid to the Crown bank account.