

36256 (2025) Appendix 1

Complaints	Cases
Application to the district court	2
Enforceable undertaking	1
Improvement notice	42
Infringement notice	4
Self-resolution	2
Tenancy Tribunal	12
Warning	139
No enforcement action taken	282
Total	484

Notes

- The year reported is 1 July 2024 to 30 June 2025 and cases were counted based on when they were closed.
- A complaint is a referral to Tenancy Compliance and Investigations Team (TCIT) received via the webform, direct email or from the service centre. We have counted all cases that were accepted. That number does not include complaints received that did not meet the criteria to be investigated.
- Not all TCIT work is generated from complaints.