



RESIDENTIAL RENTALS

Specialists in Residential Property Management

TENANCY INFORMATION PACK

Residential Rentals Ltd | 320 Ti Rakau Drive, Burswood, Auckland | **PH:** 09 271 5200 **RENTALS MOBILE:** 021 742 730
www.residentialrentals.co.nz

This information pack contains important information about your tenancy. Please retain it and keep it in a safe place.

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WELCOME TO RENTING WITH RESIDENTIAL RENTALS LIMITED



Welcome to your new rental property. We hope that you will enjoy living here and that your experience dealing with Residential Rentals Limited will be like it is for the most of our tenants – an enjoyable experience.

Like all relationships, communication is important so our Residential Rentals website will answer a number of questions that you may want answered and is available 24/7. If you cannot find what you want within the contents of the website then our office is open 8.30am to 5pm weekdays. We are available to you 24/7 for emergencies. Emergencies are described within the context of this document.

Our role as Property Managers for this property can be summarised as follows:

- To ensure that the property is well looked after
- To ensure that you (the tenant/s) are the right tenant/s for the property and that you will look after the property as if it is your own.
- To ensure that we comply with all legislation relating to residential tenancies
- To ensure maintenance issues raised by the landlord and tenants are dealt with in a timely fashion

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfil our tenancy obligations.

Please make sure you read this induction document before taking possession of the property. Please keep this in a safe place and refer to it whenever necessary

Congratulations once again.

Residential Rentals Limited.
320 Ti Rakau Drive, Burswood, Auckland.
PH: 09 271 5200 **RENTALS MOBILE:** 021 742 730
www.residentialrentals.co.nz

GETTING STARTED

UTILITY CONNECTIONS - GETTING CONNECTED

It is a tenant responsibility to ensure your power, gas, phone, internet, etc have been connected in your name. MoovMe will get you connected quickly and don't forget your special code **RR1** to get the best rates!

Visit MoovMe to connect <https://app.moovme.co.nz/register/customer?Referralcode=RR1>

Should you wish to arrange connections for yourself, here are some useful numbers:

POWER AND GAS

There are a large amount of retailers in New Zealand, but many only operate in certain regions. Depending on where you live, you should have a choice of between 4 and 9 retailers.

Visit www.powerswitch.org.nz or call 0800 266 786 to see the suppliers in your area.

TELEPHONE AND INTERNET

Spark 0800 800 123 www.spark.co.nz

Vodafone 0800 438 448 www.vodafone.co.nz

Important Condition - Intact Telephone Line

Please note it will be a condition of your tenancy that if a phone landline is intact when you take occupancy, you will need to ensure that the line is fully intact when you vacate. Please know that the payment of these services is your responsibility, so ensure they are connected in your name before you move into the property.

GETTING READY FOR YOUR TENANCY MOVE IN INDUCTION

To ensure you have the right expectations regarding the start of your tenancy and the induction process, we ask you to observe the following important points:

- a) **Keeping Your Appointment Time** - the time you have been allocated for your tenancy move in has been specifically allocated amongst our other appointments, which are usually 'back-to-back'. This means it is crucial you are on time for the appointment because if you are late, our move in time may have to be allocated several hours later when the next complete time slot is available.

Avoid being inconvenienced! Therefore to avoid unnecessary delays and inconvenience please ensure you are on time for your appointment. If you believe you will be delayed, even by 10 minutes, please call us ahead of time so we can confirm if another appointment time will need to be made to accommodate your change in appointment circumstances.

- b) **Appointment Time Allocation** - as we need to explain all your tenancy details thoroughly, please allocate up to 45 minutes for your tenancy induction.
- c) **One Person to be Present** - At least one of the tenants approved on the application will need to be present (people who will be legally responsible and who signed the Tenancy Agreement).

- d) **No Cash Policy** - we have a no cash policy! Your first payment of rent and bond can be done by electronic transfer through internet banking and needs to be in our account as cleared funds before the start of tenancy. Our policy is on acceptance of your tenancy, we require a letting fee within 24 hours. The remaining bond and one week's rent in advance is to be paid into our account one week after acceptance or one week prior to the start of the tenancy – **whichever date comes first**.
- e) **Bank Cheques/Money Orders** to be made out to Residential Rentals Limited Trust Account.

POSSESSION GRANTED

Please note that possession will be granted once the following has been fulfilled-

- a) **Tenancy Start Date** - your tenancy start date has commenced, as per your tenancy agreement
- b) **Let Fee** – your let fee of 1 week rent plus GST has been received by our company.
- c) **Rent** – your first weeks rent has been received by our company.
- d) **Bond** - your full bond payment has been received by our company.

Important - Keys issued early. It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date. An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple days earlier. Under all circumstances we cannot issue any keys earlier than the start date of the tenancy, for legal and security reasons.

During the Tenancy Induction we will go through the following with you

- a) **Tenancy Agreement** - the specific details of your tenancy with us.
- b) **Payment of Rent** - how we would like you to pay your rent.
- c) **Zero Tolerance Late Rent Policy** - we will explain our zero tolerance policy to late rent payments.
- d) **Bond Lodgement** - sign the lodgement form that will accompany the lodgement of your bond.
- e) **Property Condition Report** - we will explain what you need to do with your property condition report.
- f) **Repairs and Emergency Repairs** - our procedure.
- g) **Any other important matters**
- h) **Monies receipted** - at this appointment we will issue you with a receipt for your payment of any rent/bond, unless already receipted beforehand.

After all of this is completed, you will be given access to the property by providing you with the property keys.

MOVING INTO YOUR RENTAL PROPERTY

CHANGING ADDRESS

Ensure that you let financial organisations and other important bodies know of your change of address. Great way to do this is by using the free service offered by MoovMe. They will change your address online - and don't forget your special code **RR1** to get the best rates!

Visit MoovMe to change your address online for FREE!

<https://app.moovme.co.nz/register/customer?Referralcode=RR1>

CONTACT DETAILS

Once your new contact details are available like a landline phone number and postal address, (if different from your residential rental property address) please email these details to us at admin@residentialrentals.co.nz

KEYS

Should you wish to copy keys it is important to note we will need back all keys given to you at tenancy start, and also all extra copies created during your tenancy period. If you change the locks during the tenancy, you are obligated to provide us with a full set of the new keys for property access.

PAYMENT AND LODGEMENT OF YOUR BOND.

Your bond will be lodged with The Department of Building and Housing and you can expect confirmation from them indicating your lodgement number.

PROPERTY CONDITION REPORT

Please ensure that you agree to the Move In Inspection Condition Report within 24 hours of receiving this from your Property Manager. If you do not agree then please send through photographs and a brief description of what you would like added within 24 hours. If you find any issues with things like power points that are not working, please contact your Property Manager so we can get these repaired for you.

If you cause any damage while moving into the property or thereafter please contact our office and we will supply you with one of our Tradesman who will complete the repair at your cost. Under no circumstances should you complete a repair unless you are qualified to complete such a task and never without written permission from Residential Rentals Limited.

TENANT CONTENTS INSURANCE

It is crucial that you take out your own tenant contents insurance.

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc) then your goods and possessions are **not insured** by the owner.

Example One: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.

Example Two: You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your fridge/freezer goods spoilt. The owner's insurance will not cover your fridge/freezer goods.

Example Three: A storm blows a tree onto the house and in the process, your belongings are damaged. The owners insurance will not cover your possessions.

Example Four: In places like Christchurch, you must check with your insurer if your tenant contents policy will cover you for damage and loss from events like earthquake. The Building Insurance will not cover you for this type of loss or damage.

In the cases specified in the above first three examples, quality tenant contents insurance should cover your goods. However please check with your insurer for the cover they can provide you. This is your responsibility to ensure you have adequate cover for your possessions against loss and damage.

Your insurance cover should also insure you for **Personal Liability** i.e.: damage to the property caused by you or any other person that has been invited onto the property. An example we have recently experienced was the damage of a Formica bench top costing the tenant's insurance \$2500.00. While the landlords Insurance will cover the property for damage, if the damage is caused, even, inadvertently by the tenant, the Insurance Company will seek remedy from the tenant.

DURING YOUR TENANCY

GENERAL REPAIRS

If you require maintenance at your property and it is not urgent please call the Residential Rentals office on 09 2715200 or email your property manager.

Before proceeding with logging your repair request with Residential Rentals, please read the repair tips below to avoid an unnecessary call out.

If a contractor attends to a problem at your home and it is found that it was a fault of your own – you will be charged for the call out and repair.

ALARM

If you return home and the alarm is either flashing or beeping this may mean there was a power surge to the property.

Type your alarm code in and wait 20 seconds and then unset the alarm code. This should stop the flashing and beeping.

If the beeping continues then the battery needs replacing – this is not urgent so it can be phoned through to the office on the next business day.

SMOKE ALARM

When smoke alarms start beeping it is sometimes not smoke or fire, but it can be as simple as just needing the battery changed. Check for smoke first.

PLEASE NOTE – It is an unlawful act to tamper or remove smoke alarms and you must let Residential Rentals know if there are any problems with the smoke alarms as soon as possible.

DISHWASHER

- Check for power
- Check that the plug at the wall is completely inserted and switch on.
- Check if the safety switch on the wall among all of the other appliance switches is turned on.
- Check that the door is closed properly.
- Check the safety overload switch at the fuse board.

This is not an urgent matter so it can be phoned through to the office on the next business day.

KITCHEN / BATHROOM SINKS ARE BLOCKED

- Try using Draino to try to free the blockage.
- Try pouring boiling water down the sink.
- You may need to clean the “U” bend? Put a bucket under the pipe, unscrew the pipe under the sink (where possible) remove ‘waste’ and re-screw the pipe back together. Pour boiling water down the drain.

NO POWER

- First contact your electricity supplier as there may be a fault in your street.
- Check with your neighbour if they have any power.
- Check your fuse box. There may have been an overload and the safety switch has been activated and needs re-setting.
- Check if one of your appliances is faulty, by unplugging all your appliances in the house and plugging them back in one at a time. This tip also can be used if your power is tripping lights or power points in your house.

NO HOT WATER

- Is it gas or electricity?
- Have you arranged for the connection of your gas or electricity?
- If it is a gas hot water system – is the gas turned on to flow through the gas hot water system?
- Have you checked to see if your pilot light has gone out? Some gas hot water systems can be easily relit – others may require a tradesperson.
- If it is electricity, then please ensure that the hot water cylinder is switched ON at the power point and that the plug is plugged in.
- Check the fuse box and ensure the “hot water” fuse is switched ON.
- Check that the tap that allows the water to flow into the hot water cylinder is turned on – make sure that the tap is turned anti clockwise – for ON.
- Check the cut-out switch in the meter box.
- Check that the switch inside the cupboard, where the hot water cylinder is – is ON

NO WATER

- Check the water flowing into the house from the road. The tap is to be turned anti clockwise to make sure it is fully open. This tap is usually in a blue lidded box found at the front of the property.
- Check the isolating tap that is often positioned under a metal plate in the wall of the garage. This does not relate to all properties.

NO WATER WHERE WATER TANKS ARE USED TO SUPPLY WATER

- First check to see if there is sufficient water in your tank and remember that the outlet pipe of the tank is normally placed 200 mm from the tank base so you will still see water in the bottom of the tank.
- Check to make sure that the water pump has power going to the pump and that the fuse has not clicked off. When checking the pump look for the overload button, which may need to be re-set – press this button to activate the pump. If, after finding that there is power going to the pump and the reset button has been activated and you still do not have the pump running and you have checked all the switches in the house at the fuse board, contact the afterhours emergency number.
- If your water pressure is becoming low – then you may find that your water filters need to be replaced. Again – this can wait and can be phoned through to the office on the next business day.

NO LIGHTS AND POWER POINTS

- Check your fuse box. If there has been an overload, the safety switch may need re-setting.
- Does a light bulb need replacing?

SCREW-IN DOWNLIGHTS / BULBS

When replacing a screw-in light bulb, **DO NOT** screw the bulb too tightly into the light fitting as it causes the bulb to heat up quicker and blow inside the fitting, making it difficult to remove the broken bulb. This will also mean that the light bulbs have to be replaced more frequently.

MICROWAVE, STOVE, OVEN, FRIDGE, WASTE DISPOSAL

All of these are connected via a number of switches that are placed on the wall in close proximity in the kitchen area. The reason these switches are there, is in case of an emergency, so that they can be turned off quickly. Usually they are either on the wall within site or in the pantry – at approximately waist height.

SUPERTUBS

Please ensure correct connections from the upper tub to your own washing machine are done prior to using the machine. The first few times that you are using the washing machine, please leave the super tub door open, and whilst the washing machine is running, check that the hoses are not leaking. If they are leaking then please unscrew the hoses and re-screw again – if this fails then please do not use your machine until we have sent a plumber to attend to replace the thread or washers on the super tub side as this is the owners' responsibility. If your washing machine hoses are leaking, then please note that you will need to attend to the repair of your washing machine hose at your own cost.

Remember this is not an urgent matter and can wait to be reported to the office on the next business day.

STOVE ELEMENT NOT WORKING

Check to see if the safety switch on the wall is turned on and also check the fuse at the wall. If your stove has an element that can be removed (instead of the glass top elements), if this element is not working please check the connectors to make sure that they are not loose or dirty. Sometimes pulling the elements out and cleaning them and putting them back in again may fix the problem.

WASTE DISPOSAL / GARBAGE DISPOSAL

- Check to see if it is turned on at the safety switch at the wall.
- Check if the switch under the kitchen bench is on and if the plug is completely pushed in.
- The "re-set" on the safety switch (overload button) may need to be re-set. This is normally a little red, green or black button underneath the bottom of the garbage disposal unit.
- If the unit is jammed, there is an allen key in a drawer that is placed in the case at the bottom of the unit. Place this allen key in and try turning the disposal unit in reverse. The allen key may also be in your welcome pack given to you at the move-in.

ELECTRIC GARAGE DOOR NOT OPENING

If the garage door is not opening by remote or button on wall – this may mean the property has had a power surge. You will need to enter garage:

- go to the fuse box and turn all fuses to the Off position
- push the TEST buttons (usually 2 or 3 test buttons to push) and reset them
- switch all the fuses back to the ON position
- try the button on the wall or the remote – this should get the door to open.
- The remote may need new batteries - if this doesn't work then remote may need replacing.
- If the door is still not open – you will need to use the pulley above the light and convert the garage from automatic to manual and push the door up whilst in the manual position.

Remember this is not an urgent matter and can wait to be reported to the office on the next business day.

BATH / SHOWER LEAKS

The most common problem in properties is leaking from wet areas e.g. bathrooms, laundries, kitchens into adjoining rooms. A regular check for water leaks is advisable. If the carpet / floor is wet, sponge and dry the area thoroughly and check again after use. Advise our office if it is still a problem.

FAULTY SWITCHES OR FANS

Do not attempt to fix yourself. Do not use switches. Contact our office as soon as possible.

LEAKING FROM TOILET

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives.

WATER LEAKS

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our office immediately.

BLOCKED SHOWER, SINK OR DRAIN OUTLETS

Try the following before contacting us;

Sinks – Put the plug in, fill the sink with water, using hot water if you think it is blocked with fat or oil, then pull out the plug. The sheer volume of the water may clear the blockage. If this does not work try filling the sink with dishwashing powder and boiling hot water and then pull the plug.

Showers – Remove hair from the shower outlet – a common problem with blocked showers. In most modern homes the outlet can be unscrewed and hair can be removed.

Other Options – Plunge or Plunger – this will clear easy blockages from bits and pieces. Drano from supermarkets, will dissolve most fats and may clear any blockages.

Blocked Waste Disposal – Usually has the wrong things put down it. Never put teabags, onion skins, pumpkin seeds, or banana peel into a waste disposal. Remove any solid articles dropped down ... cutlery etc. Once the outlet is unblocked find the reset switch located under or side of the waste unit under the sink. Just push this and the waste disposal should start.

LEAKING ROOF

This can be caused by any of the following;

- Nails lifted, loosening through iron sheets – which they can do over time
- Rusted out iron flashing
- Broken or cracked tiles

NOTE: Rain can get into any of these areas and move across ceiling beams and leak into another area of the ceiling. So it can be difficult even for a plumber to get to the problem straight away.

EMERGENCY MAINTENANCE

Emergency maintenance must be reported immediately. Please contact our office immediately. Remember if it is not an urgent matter it can wait to be reported on the next business day to the office.

Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include:

- **Water pipes** have broken or burst
- **Blocked or broken toilet** (if a second toilet is not available)

- **Serious roof leak or gas leak**
- **Dangerous electrical fault**, dangerous power point, loose live wire etc;
- **Flooding, rainwater inundation** inside the property, or **serious flood damage**
- **Serious storm, fire or impact damage** (i.e. impact by a motor vehicle)
- **Failure or breakdown** of the **gas, electricity or water supply** to the premises
- **Failure or breakdown** of an **essential service** or appliance on the premises for water or cooking
- **Hot water service failure** on a weekend, or long weekend (this would not be considered an afterhours emergency if this occurs on a week night)
- **Fault or damage** that makes premises **unsafe** or **insecure**
- **Fault** likely to **injure** a person, cause **damage** or **extreme inconvenience**
- **All electrical faults:** Please note that you must refer to our website for tenant tips particularly associated with electronic failures. Example: Trip switch that trips the power sometimes caused by a tenant's faulty appliance. The trip switch should be turned off and then on just in case it has tripped internally and does not show that it is off but in fact it is simply jammed in a half way position. Emergency switches are found on the kitchen splash back or hidden on the wall in the pantry. Please check these switches first.

AFTER HOURS EMERGENCY REPAIRS.

Should an emergency repair be required after hours then you need to call the afterhours emergency mobile 021 742 730. DO NOT text in an emergency!

It is always important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to the tenant if the repair is conducted after hours!

ROUTINE INSPECTIONS AND PHOTOS.

We will conduct a routine inspection at the property approximately every 6 months depending on the owner's requirements. The main purpose is to provide a report to the owner that you are maintaining the property, and also to check for any repairs and make any recommendations to the owner. Please see a detailed list of what we look out for below.

Photos- also note that the inspection will also involve taking photos or videos of any repairs required, and a photo of the grounds front and back. It is policy that we **do not take** photos of tenant possessions.

ROUTINE INSPECTION GUIDE - WHAT WE LOOK OUT FOR AT INSPECTIONS

INSIDE THE PROPERTY

- Walls/ light switches/doorways and doors are clean from marks
- The carpets are clean and stain free

- The windows and screens are clean
- The kitchen area clean and oven/hob/stove top is free of burnt on food and carbon staining
- Shower, Bathroom and Toilet, Laundry and all tiling is clean
- All areas and rooms are fully accessible (not locked)
- No repairs of vehicles in the garage

OUTSIDE THE PROPERTY

- The lawns are freshly cut/edged and maintained
- Gardens tidy and presentable/weeds removed
- Rubbish/lawn clippings removed
- No unregistered car bodies on the property
- Oil Stains removed to carports, garages and driveways
- All areas, garages, store rooms etc are all accessible
- Swimming pool/spa - water and sides/bottom are clean

IF YOU HAVE AN APPROVED PET

- Any droppings are picked up and removed
- Any pet damage or rubbish scattered is repaired and cleaned up
- Ensure all dogs are properly restrained for the inspection
- All damage or holes to lawns and grounds by pets is to be remedied.

RENT REVIEWS

Rent reviews generally occur at lease renewal time and are adjusted in accordance with market conditions. Please also note that a rent review may occur during a 12 month fixed term lease. This is indicated with a clause in the tenancy agreement terms and conditions.

LEASE RENEWALS

Provided that your rent has been paid on time, and the property has been kept clean and undamaged, the grounds well maintained and the landlord is happy to continue your tenancy, you can expect to receive an invitation for a new fixed term tenancy.

Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need this advice in writing from you no later than 21 days prior to the lease end date.

LANDLORD MAIL AND CONTACT

Should you receive any mail addressed in their name (the landlord name is on your tenancy agreement) please forward this mail to us as soon as possible. It is important also to know that under no circumstances can the landlord be contacted directly. As the duly appointed agent, the landlord can only be contacted through us.

Please email us at admin@residentialrentals.co.nz should you have any queries to bring to the landlord's attention.

RENT PAYMENTS

ZERO TOLERANCE POLICY FOR LATE RENT PAYMENTS

We pride ourselves in our careful tenant qualification and screening processes. Applications are approved ONLY on the grounds that we are confident that the rent will be paid on time, every time. However a minority of tenants still get behind in their rent, despite all of our tenant screening procedures. As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant of our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls and persistent personal contact. This has caused some people upset, embarrassment and also resentment. However we cannot apologise for such action as **we believe that the rent must be paid on time...all the time!** We make it clear that our clients who own the rental property have taken out a mortgage. This person has approved your application ONLY on the grounds your rent will be paid on time...**every time!**

Therefore if you believe you may be late with a rent payment, **you must notify us at least 3 working days beforehand** so we can inform the landlord to prepare and make other arrangements with their mortgage payments, should this be required. In some cases we ask you to do all that you can do to borrow the money from other sources (i.e. your family, friends, employer, bank, credit cards, etc.) should you not be able to make a payment on time.

However, should we not be contacted our policy will then be...

- **0-4 days late - behind in rent - phone call or email**
- **5-7 days late – 14 Day Breach Notice**
- **14 days late – Apply to Tribunal for a termination notice**

EVICTION will follow if the problem is not fully remedied!

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all of our best efforts, we will recommend to the landlord for this lease not to be renewed. The tenant will then be required to vacate the property at the end of their lease and also be furnished with a poor performance reference registered with **TINZ** and **Tenancy.co.nz** should a new landlord or Property Manager require one.

THE NATIONAL INTERNET TENANCY DATABASE – TINZ & TENANCY.CO.NZ

All 14 Day Breaches and all Court Orders will be lodged with TINZ and Tenancy.co.nz (a Tenancy Database). **This will affect** further tenancy arrangements with other Property Managers, not only in your local area, but across New Zealand. **This will cause you severe inconvenience and hardship** for your future accommodation prospects. It is important to note that all Property Managers check this tenancy database when they receive

an application for tenancy. If your details come up, you will find most Property Managers will automatically reject your application. Therefore we encourage everyone to ensure their rent is paid on time, so that our business relationship remains beneficial for both parties.

Please call us should you have any queries regarding our **Zero Tolerance Late Rent Policy**. **Please note that we will register any Breach of the Tenancy Agreement with TINZ and Tenancy.co.nz**

DISHONOURED PAYMENTS

Should your automatic payment be dishonoured, we will ask you to pay any bank dishonour fees to us within 7 days.

PAYING YOUR RENT AT OUR OFFICE

We ask that you only pay your rent as agreed on your tenancy agreement, and as discussed in your tenancy induction. Unless specifically requested, we are unable to accept rent payments at our office, cash or otherwise.

CALENDAR MONTHLY PAYMENTS

Should you be requested to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has 28, 30 or 31 days, then a calendar monthly amount is more than 4 weeks rent.

To calculate this properly and evenly, we use this simple calculation.

- a) Weekly Rent divided by 7 days = Daily Rent**
- b) Daily Rent x 365 days = Yearly Rent**
- c) Yearly divided by 12 months = Calendar Monthly Rent**

This calculates 12 equal calendar monthly payments, which will be due on the same date each month (i.e. the 1st of each month); instead of the same day (i.e. every second Friday) as is the case with fortnightly payments. Please note that a calendar month payment is approximately 4.33 of a week's rent.

UNDERSTANDING 'RENT IN ADVANCE'

Please ensure your rent is always paid in advance. Some tenants find this concept hard to understand, and some mistakenly believe that the first week of rent paid is held in trust for use at the end of tenancy, like a bond. It is important to note the first weeks rent paid is for your first week of tenancy.

Rent in advance concept is simple to understand. If you go into a shop and you select a can of drink from the fridge. If you open the can, drink the contents and then walk to the counter to pay you would agree you might find the store owner not pleased with your actions! The right thing is to pay for the can of drink first, then consume the contents after paying!

Paying rent in advance works exactly the same way. You purchase the time period in advance, and then consume the time period by dwelling in the property.

Once the time period is finished or consumed, you then pay for the next time period again before using it, by continuing in the lease and dwelling in the property. This is the meaning of rent in advance.

TAKING CARE – INSIDE THE PROPERTY

MISPLACED KEYS

If you have misplaced your keys after hours and one of our Property Managers is available to help then there will be a minimum charge of \$100.00.

If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at the tenants cost.

PROPERTY DAMAGE

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday.

NOISE/DISRUPTION

It is important to note that the utmost care must be taken to ensure that you do not infringe on disrupting your neighbours with noise. Loud music parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall. This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

HEAT PUMPS

Please regularly clean any filters and intake vents to ensure there is no build up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or in the worse case scenario, causing the unit to break down resulting in costly repairs and/or replacement. Please also note that if a heat pump breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to tenants.

For other heaters, please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk.

FIREPLACES

If the property you are renting has a fireplace, this cannot be used unless you have been given permission from us in writing. Sometimes these are ornamental, or the flue/chimney has been blocked up. Using them could cause a fire to occur.

If this is the case, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

POT PLANTS

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

AQUARIUMS

Like pot plants, aquarium stands can leave rust marks on floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage to the base of the carpet pile.

STRICT NO SMOKING POLICY

All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars, and is charged to the tenant.

TENANT PAINTING

It is company policy that tenants do not paint any part of the property themselves. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify work. It is a policy that any painting can only be carried out by experienced, professional painters with our written permission.

FIXTURES AND FITTINGS

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

SMOKE ALARMS

Should you believe for any reason the smoke alarm(s) installed are not working, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire. If the batteries are not functioning, please replace them.

PICTURE HOOKS

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks.

WASHING CURTAINS

Most curtains and nettings are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate should they be machine washed, so it is best to check the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing.

Blinds collect dust and mould. Please make sure that the blinds are kept clean regularly as a general health precaution. We also require the blinds to be professionally cleaned on vacating.

HOUSE CRACKING AND MOVEMENT

Please let us know if you notice any cracks to walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point them out to us at the routine inspection.

WALL MOVEMENT

Cracking to walls and ceilings can create extensive damage. Be sure to report to us immediately should you notice any wall movement or cracks to walls or ceilings.

GENERAL CLEANING

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

- a) **Walls, switches, power points, skirtings, doors and doorways** - please keep these free from marks and dirty finger marks.
- b) **Cobwebs/dusting** - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.
- c) **Curtains/blinds** - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- d) **Windows/sills/window tracks and fly screens** - keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.
- e) **Floors** - please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.
- f) **Ventilation** - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- g) **Wet Areas, bathroom, toilet and laundry grouting/tiles** - please ensure all tiles are kept free from grime, soap scum and mould.

CARPET CLEANING

All carpets should be cleaned on a six to twelve month basis, simply because of general living. The best time is after winter or at the end of a wet period. We recommend professional steam cleaning and we do not recommend the use of 'do-it-yourself' hire machines. These machines squirt soapy water onto the carpet and they lack the ability to adequately suck this up. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimally, and some rooms hardly used at all.

Always use a professional carpet cleaner and not 'do-it-yourself' hire machines! Look on websites such as GrabOne NZ or GroupOn for great deals!

We liken this type of situation to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have clean carpets so this expectation can be transferred to them.

IN THE KITCHEN**CHOPPING BOARDS**

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

BENCH-TOP JOINS

Be on the lookout for joins in the bench-top that have gaps, and the surface laminate that has started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.

GROUTING/TILING/TAPS

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by repair request. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.

OVEN AND STOVE TOPS

Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove.

Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves and ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product.

Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.

Tip to clean grease within the oven: Place a half cup of ammonia in the oven for one week (do not open oven) remove cup after one week. All grease and baked on food will be easily removed.

EXHAUST FANS/VENTS AND RANGE HOODS

Please ensure any vents and range hood filters are kept clean.

Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan), then let us know so we can arrange to have these cleaned. Another good method is to place the filter in a dishwasher.

CUPBOARDS/DRAWERS

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis. Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs, faeces and urine.

DISHWASHERS

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build up of food remains removed. Be sure to remove the filter and clean regularly. All dishes should be rinsed of food before placing them in the dishwasher.

CARE OF INDESIT DISHWASHERS

It is recommended that “**powder**” only products are to be used in your dishwasher. **PLEASE NOTE:** Finish Power Balls, and any other power ball tablet brands, are not to be used in this brand of dishwasher as it causes over-sudsing and clogs up the pump. **PLEASE NOTE:** If the low salt indicator flashes “E”, please ignore this. It will not affect the operation of your dishwasher and is applicable to the European market only.

WASTEMASTERS

It is recommended that you do not put the following items down the waste master:

Tenant Handbook

- Egg shells
- Nut shells
- Onion & banana peels
- Any hard fruit or vegetable peels
- Bones (e.g. chicken bones)
- Coffee grinds
- Fat, oil & grease

Please also note that the cold water must be running continuously whilst the wastemaster is in use to allow easy flow of items to be mulched down. A handy tip is to put ice cubes down the wastemaster to sharpen the blades every 6 months as well as a lemon cut in quarters to freshen the smell.

CARE OF CERAMIC COOK TOPS

It is recommended that the following products are used to care for the cook top:

**CERAPOL (Ceramic Cook top Cleaner) &
CERASEAL (Ceramic Cook top Protector)** as per instructions.

IN THE WET AREAS- BATHROOM, TOILET AND LAUNDRY

SHOWER SCREENS

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid for by the tenant. Mould will form in damp, moist conditions. Black mould is a health hazard and should be kept out of the bathroom and all other areas. Please Google Black Mould to understand the facts.

BLOCKED SINKS/DRAINS

Should a sink or basin become blocked, first try a drain cleaning product like draino. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.

You should also use Draino and boiling water every 12 months to clean the drain to stop bad smells that could arise from the top of the pipe to 150mm below.

FOREIGN OBJECTS DOWN DRAINS

Please take care not to allow children to place toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems are not able to process this type of material. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.

LOOSE TILES

Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough etc, please be sure to let us know.

WALL WATER DAMAGE

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.



Tell-tale signs of a broken pipe or leaking water to a wall adjacent or inside/behind the wall.

TAPS LEAKING

Please report any taps leaking either from a tap head or tap handles. This includes washing machine taps. Sometimes washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

Please note that any damage to carpets, walls etc. caused by leaking after the tenant has installed an automatic washing machine will be repaired at the tenant's expense.

TOILETS LEAKING

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also, leaking may occur to the tap behind the toilet.

HOT WATER CYLINDER LEAKS

Should you notice the hot water cylinder leaking from the valve or from the base of the unit please let us know. The leaking valve is usually fixable by a plumber, however water leaking from the base of a water storage unit usually indicates the unit has rusted through and may need replacement in the near future.

TAKING CARE – OUTSIDE THE PROPERTY

WATERING SYSTEMS

Please ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively. Watering systems can only be used should current water restrictions allow.

WEEDING AND SHRUB TRIMMING

Weeding of garden beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. The trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant.

LAWN MAINTENANCE

Please ensure that lawns are regularly mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is at the tenants cost.

SUPPLIED HOSES/FITTINGS

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating of the property, free of any damage.

RUBBISH

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk. Formal household rubbish and waste must be removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate.

OIL LEAKS

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil leaks occur at any time, this must be cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

PARKING ON LAWNS/GARDENS

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil leaks on gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.

SWIMMING POOLS AND OUTDOOR SPAS

If the property you are renting has a swimming pool and spa please pay attention to the following.

POOL/SPA CLEANING

Pool/spa cleaning and maintenance, unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, this will be a tenant responsibility.

Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. If this occurs, this will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water, and must not empty the pool/spa without written approval from us.

SUPPLY OF POOL CHEMICALS

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost.

POOL/SPA COVERS, ACCESSORIES, EQUIPMENT AND POOL FURNITURE

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

POOL/SPA FENCES AND GATES

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened. New Zealand pool/spa regulations must be kept at all times.

These regulations can be found at your local Council.

Pools and spas must be kept regularly clean at all times, unless a pool cleaning/maintenance service has been agreed to and provided by the landlord.

PETS AT THE PROPERTY - RIGHT EXPECTATIONS

Should the landlord have granted permission to keep pets as per your tenancy agreement and/or written and signed pet lease agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

- a) **Yard Kept Clean** - keep the yard clean and free from animal faeces.
- b) **Rubbish Kept Cleared** - clean up any rubbish/items scattered by the pet.
- c) **Flea infestation** - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.
- d) **Keep Pets Outside** – If the agreement states that pets are not allowed inside the residence at any time.
- e) **Damage Rectification** - repair any damage to the premises caused by the animal. Immediately rectify any damage caused to garden irrigation systems and fittings.
- f) **Garden Damage** - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).
- g) **Additional Pets** - other than any pet listed on the Tenancy Agreement and approved by the owner, the tenant shall not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals. Please first obtain permission from Residential Rentals in writing.
- h) **Temporary Pets** - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur).

- i) **Food and Water** - not to leave food or water for the pet outside the premises where it may attract other animals and/or insects (i.e. european wasps)
- j) **Bi-Laws and Local Council** - abide by all local, city or national laws, licensing and health requirements regarding pets, including registration and vaccinations.
- k) **Disturbance and Noise** - the pet shall not cause any sort of nuisance or disturbance to neighbours. You must do whatever is necessary to keep the pet from making noise that would annoy others, and will take steps to immediately rectify complaints made by neighbours or other tenants.

Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet, and is also grounds for further action and possible eviction.

Pets are not permitted inside the property at any time unless otherwise agreed in writing.

Please note that is not Residential Rentals Policy to encourage tenants with pets into our rental properties

BOND CHANGING TENANTS

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond lodged with the bond authority.

SUB-LETTING

Subletting is not permitted without written approval from us. This includes assigning the tenancy over to a third party, or allowing other occupants to move in without our express permission. If you wish to take on a boarder or another tenant then you will need to contact Residential Rentals Limited for permission and will involve a formal application being completed and submitted by the prospective tenant/occupant.

PROPERTY FOR RESIDENTIAL USE ONLY

The property is for residential use and can only be used as a place of dwelling unless otherwise agreed in writing by us. The property cannot be used for commercial, industrial or illegal purposes. The use of the property cannot breach local council zoning regulations and also cannot be in breach of the law.

YOUR SAFETY - BEING AWARE

The highest priority always must be for your safety, and the safety of your children, occupants and your visitors.

Some things to be aware of include:

- Exposed wiring
- Faulty power points and switches
- Gas smell or odour
- Damage to paving and pathways that could cause someone to trip
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to.

- Bee swarms coming onto the property mainly during spring, especially if someone is allergic to bee stings
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment and do not do anything considered unsafe
- Loose floorboards that could cause someone to fall through them and cause injury
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular entry doors and screen doors
- Broken or cracked windows, and broken/loose window locks

SAVING POWER- SOME TIPS

KEEPING WARM AND SAVING POWER- SOME TIPS

Use electric blankets - instead of warming a room before going to bed, just heat your bed with an electric blanket then switch this off before going to bed.

Close doors - keeping doors closed is one way to keep heating centralised to certain living areas, conserving heat and power.

Door snakes - ensure gaps at the bottom of doors are blocked up by door snakes to stop cold drafts and help keep rooms warm.

Exhaust fans - close doors with rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes.

Extra clothing - wear extra clothing when it gets cold, and throw an extra blanket on the bed.

Use a thermometer - purchase a thermometer and keep your temperature between 18 and 21 degrees. For every degree warmer, this will add approx 10% to your power bill to maintain. Want it warmer? Put on an extra jumper!

OTHER USEFUL POWER SAVING TIPS

Use cold water - use cold water for your washing machine instead of warm or hot water.

Drying clothes - if it's sunny hang your clothes to dry outside instead using the clothes dryer.

Lights - switch off lights after use and do not leave lights on in rooms if not being used.

STRATA TITLE/BODY CORPORATE'S

If you are renting a strata title/body corporate property, including a unit, apartment, townhouse or duplex, there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use.

COMMON PROPERTY

Within the strata title/body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the Body Corporate. In some cases this will not be permitted.
- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch.
- You must not obstruct any person's legitimate and lawful use of the common property. No child under your control can be permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas etc).

PARKING

Only parking bays assigned to you can be used by you and your visitors. In some cases visitors are not permitted to park on the property. You are unable to use parking bays assigned to other residents.

NOISE AND DISTURBANCE

Excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property and must also remain properly clothed when on common property.

TAKING RESPONSIBILITY FOR YOUR VISITORS

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.

VACATING THE PROPERTY

NOTICE IN WRITING

When you intend to vacate the property, in all instances we require your notice in writing

ENDING A FIXED TERM

If you are leaving at the end of your current fixed term lease, we require notice between 60 and 21 days prior to your lease expiring. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

ENDING A NON-FIXED (PERIODIC) TERM

If you are leaving on a non-fixed term (periodic) lease, we require a minimum of 21 days' notice. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

BREAKING A FIXED TERM

Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed term lease, the following costs will be incurred:

- (a) **Rent** until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).
- (b) **A Break Lease Fee** to relet the premises. This is payable prior to any advertising or viewings of the property.
- (c) It is not recommended that you find alternative accommodation until you have been released from your Fixed Term Tenancy but should the premises be vacant before a new tenant is secured; it is also your responsibility to ensure the **grounds are watered and maintained** as well as paying rent for this period.

GETTING YOUR BOND BACK QUICKLY- CRITERIA

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid quickly, you will need to ensure the following:

- a) **Rent** -any outstanding rent is paid promptly.
- b) **Property Ready** - the property is cleaned, blinds and carpets professionally cleaned and grounds returned to their Move In condition. On confirmation of Vacating, Residential Rentals will send you a copy of our requirements for vacating the property. Please see the vacating guide at the end of this handbook which highlights the main requirements. The property must also pass the final inspection conducted by Residential Rentals Limited with the tenant present.
- c) **Outstanding Accounts** - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.
- d) **Keys** - ensure that all keys, remote controls, etc have been returned.

Once these criteria have been met we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.

OUTSTANDING RENT

Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact.

CLEANING

Please use the '**Getting the Property Ready for Vacating**' guide at the end of this booklet. It is also important to understand that thorough cleaning can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated to rectify any cleaning issues and will also delay the return of the bond.

CARPET CLEANING

Please ensure the carpets are clean. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more, as they generally do not have the power to get carpets properly cleaned. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

Please contact us to find out which professional cleaners we use in your area.

THE FINAL INSPECTION

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to arrange another time.

We do not wish to travel to the property ready for the inspection and find the property not 100% ready. If no communication is received by you to change the appointment time then we will charge the tenant a fee to cover travel and time. This fee will be deducted from your bond if not paid in full.

OUTSTANDING MONIES/DAMAGES

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national internet tenancy database (TINZ). Even if your monies are eventually paid, this doesn't mean your details will be withdrawn from the database. **It is important to know your details may still be lodged for 5 years after your debt has been cleared, indicating there was originally a problem.**

Therefore due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible so no monies are owing.

EVICTION

Should an eviction occur, your details will be lodged on the Tenancy Internet database.

NATIONAL INTERNET TENANCY DATABASE- TINZ & TENANCY.CO.NZ

The national internet tenancy databases – TINZ and Tenancy.co.nz is a collection of tenancy information on an internet website lodged by Property Managers, mostly regarding tenant default action like property damage, outstanding monies and eviction. All Property Managers use this database to lodge tenant details. However, when Property Managers are processing application forms, this database is also cross-checked. We are confident that should an agent checking an application find tenant default details lodged the application will be promptly declined.

So we urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid an unfortunate lodgement of their details.

GETTING THE PROPERTY READY FOR VACATING – CHECKLIST

- Mail Redirection** - please ensure that all mail is re-directed to your new address. You can complete a form with New Zealand Post to assist with this or contact MoovMe on 0800 666 869 quoting the code **RR1**
- Utilities** - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.
- Appliance manuals** - please leave them on the kitchen counter.
- Keys** - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut. Keys not returned will be charged to the tenant.

INSIDE THE PROPERTY

- Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings** - please remove any cobwebs and fly droppings.
- Ceiling mould** - please clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings** - clean off dust and remove any dead insects inside.
- Ceiling fans** - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards** - wipe down with a damp cloth.
- Doorways, doors** - wipe off finger marks and any other removable marks.
- Windows** - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Screen doors** - front and back including frames – wiped clean and screen wire brushed.
- Stoves** - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - **however it is of importance that you read carefully the instructions on the product**. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!
- Kitchen range hood** - clean pull out filters and framework.
- Bathroom** - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath has a plug available.

- Toilet** - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet, and urine stains at the connection of the seat to the toilet. The seat can be easily unscrewed for cleaning.
- Laundry** - clean both the inside and outside of the supertub, and underneath. Please ensure a plug is present.
- Tiling** -make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust** - vents and Fan Covers are to be clean of any dust and dirt.
- Heat Pumps** - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a HRV unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- HRV ceiling duct vents** - please wipe clean if dusty or dirty.
- Cupboards/drawers** - please clean/wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.
- Curtains** - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- Blinds** - if you have venetian blinds, have them professionally cleaned. Any other type of blinds should be able to be wiped down.
- Floors** - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- Carpets** - **please ensure the carpets are clean.** Be aware that using cheap '*do it yourself*' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more as they generally do not have the power to get carpets properly clean. This can result in professional carpet cleaning still required after you have paid to hire a machine as well! Phone us for details of who we recommend and use for professional carpet cleaning.

OUTSIDE THE PROPERTY

- Lawns** - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- Gardens** - remove any weeds, any rubbish and built up leaves etc.
- Rubbish** - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Sweep** paths and paving areas.

- Oil spillage removal** – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- Cigarette butts** - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds** - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

IF YOU HAVE A PET

- Pet droppings** - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- Dog urine** - remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.)
- Dog stains** - to outside walls. Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- Dog/Cat claw damage** - check screen doors, fly screens and curtains. Please replace the screen wire if required.
- Dog chew damage** - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair** - please ensure any visible pet hair inside is removed.
- Fumigation** - if your lease stipulates fumigation, please ensure this is arranged.
- Grounds** – Any damage done to the lawns and grounds by your pet (i.e.: holes in the ground) will need to be repaired prior by the tenant prior to vacating.

TRADES GUIDE - GET SOME HELP TO GET THE PROPERTY READY

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go. The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and do not do a thorough job. **This only then delays the bond refund process.** Therefore to get your bond back quickly contact our office for recommended professional Tradesmen in your area.

