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### Disclaimer

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## Introduction

We have constructed this comprehensive property owner's handbook as a service to our clients so that you can be familiar with our property management processes and procedures and to guide your expectations with respect to the tenancy management.

We hope that you enjoy reading this handbook, and ask that you become familiar with its contents.

However should you have a query which you believe is not answered by this handbook, ***please call us on 09 535 8373 and we will be happy to assist you.***

# Section one

## Maximising your rent

### How do you determine the best rent for my property?

We always strive to get you the maximum rent possible; however we also must keep in mind the current market when setting the weekly rental rate, in order to get your property tenanted as soon as possible.

#### To do this, we consider these factors:

- a) **Demand** - Is there a high or low demand for properties at present. This can be seasonal and affected by a number of factors.
- b) **What is available now** - we look at properties currently available for rent on the internet, and consider their location and features for comparison to calculate a maximum rent for your property.
- c) **What we have rented right now** - We compare your property with what we have currently rented, taking into account property location and features.
- d) **What others have rented right now** - We compare your property with what other properties are currently rented for in the location of your property.
- e) **Statistics** - We take into consideration the current rental statistics provided by MBIE which is based on bonds lodged in the last 3-6 months.

These factors allow us to give you enough information to set the right rent for your property.

### What if I want a rent amount that is higher?

You may place your property on the market at the rental amount you wish. However, keep in mind that it is the market demand that sets the rent, and if the market (prospective tenants looking for a rental property) deem the amount of rent too high your property may stay vacant longer than necessary.

With this in mind, be aware your annual rental return will be **reduced by 2% for every week it is vacant!**

### How is the rent reviewed during the time that you manage it?

When we need to secure you a new tenant we will always review the rent against market conditions. This will also be done at lease renewal time or at other times when required. We will always advise you when the rent is to be increased.

## Getting the best tenant

### How does a tenant apply for my property?

We always ask the prospective tenant to fill in an application form, signing given permission for us to check the information provided (as required under the Privacy Act). More commonly this is now done online via a digital application form, which allows for quick submission by the tenant following the viewing.

### What if an applicant contacts me?

If by the unlikely chance a prospective tenant contacts you to discuss their application, or in fact ask questions regarding their rejected application, we strongly advise that you request that they contact us (your agent). If they persist we strongly advise that you do not discuss anything further to avoid unnecessary problems and complications.

### How do you check an applicant?

With the information provided we confirm their payment and tenancy history by calling their current and/or previous landlord/agent as well as confirming their employment, checking them against a national database to see if they have been lodged as a bad tenant by a previous agent, or have an unsatisfactory tenancy history or have been prosecuted at the Tenancy Tribunal.

We will also run extensive social media checks, internet checks, and newspaper database checks to look at the public record of history in relation to the tenant that indicates their character. Finally we run comprehensive credit checks that will show us if they have ever defaulted on a payment or had a collection against them, verifies their Drivers Licence to be valid and also from this we can review their patterns of borrowing money and from that ascertain their likelihood of being a stable tenant.

In some cases where an applicant may not have a tenancy history we try and confirm other information that may give us insight to show their ability to maintain a tenancy in your rental property, for example a stable employment history.

In some cases where this is not possible we may simply reject the application, upon discussion with you.

### What reason do you have to give the applicant to reject their application?

Legally we do not have to give a reason and by industry practice we never give a reason.







### Who selects the applicant for my property?

Your property manager does. We have the information that we have collected and by using our experience we will make the best selection possible for your property. Where required, we will discuss our applicant choices with you prior to accepting them.

### Do you guarantee the tenant?

We can never guarantee any approved tenant/s for your property. We can only attempt to collect information on their past history and confirm their income arrangements. As their paying of rent and maintaining the property is purely voluntary we cannot guarantee any tenancy outcome. This is a landlord risk that comes with allowing someone else to rent your property. We do recommend with landlords that do not wish to take any risk, it is better to leave your property vacant longer rather than take unsuitable tenants just to get the property let more quickly.



## The marketing of my property

### What do you do to advertise my property?

Once we have a signed Management Agreement authorising us to act on your behalf, we list your property in the following forms of advertising:

1. **Rental Listing Brochure** - Your property is added to our office listing brochure with a photo and details of your property. This is given to anyone that comes in looking for a rental property and is also positioned outside the office for the public to readily take.
2. **Window Display** - we will display a photo and information about your property in our window. This can capture members of the public who are walking past our busy office.
3. **Internet** - Your property along with photos is entered onto the following websites, maximising coverage to any prospective tenant using the Internet to locate a rental property.
  - a) [www.trademe.co.nz](http://www.trademe.co.nz)
  - b) [www.realestate.co.nz](http://www.realestate.co.nz)
  - c) [www.hougarden.com](http://www.hougarden.com)

## Property presentation

### How should the property be presented?

We ask that the property be presented in the best manner possible to attract the right tenant for your property. We don't want a bad first impression to detract the right tenant from renting your property. Please refer to our guide 'Getting the Property Ready for Your Tenant' in Section Three with tips and a checklist on how to present your property for rent.

### How clean should the property be when a new tenant moves in?

The property should be presented 'reasonably clean' in accordance with legislative requirements. Please refer to our guide to '**Getting the Property Ready for Your Tenant**' in **Section Three** for recommended levels of cleanliness.

As a very general rule we ask the tenant to leave the property at the standard they found it.

In cases where the property is provided in an extreme level of cleanliness we ask the tenant to leave the property likewise. However in the case of a dispute legally we can only enforce that the tenant return the property in a 'reasonably clean' condition, this being their minimum legal obligation.

## Pets at my property (if permitted)

### If I allow pets at my property, what expectations will be given to the tenant?

If permission is granted to keep a pet at the property we ensure the following criteria and obligations are met:

- a) No additional pet may occupy the property without prior permission.
- b) The pet must be removed from the property if it becomes annoying or bothersome to neighbours (after reasonable warning has been given in writing).
- c) The tenant must be responsible for any damage caused by their pet, and remove any rubbish or faeces deposited by the pet.
- d) A condition of the tenancy is that upon vacating the carpets must be professionally cleaned, deodorised & flea treated.

We also record the details of the pet on the agreement, which is then signed by the tenant.

### How do I ensure that the pet will not come inside the property?

We obligate the tenant to commit in writing that they will not bring the pet inside. However, as we are unable to monitor the property all of the time we cannot guarantee that pet will not come inside the home.

We do look out for any warning signs whilst at the property conducting inspections. However, the only way to ensure that a pet will not come inside the home is to insist 'no pets' right from the start of the tenancy.

## Receiving my rental income

### When do I get paid my rental income?

We offer two payment frequency options for our clients. You may choose to either be paid on the 1st working day of each month only or both the 1st & 15th day of each month (or the next working day there after if this falls on a weekend or public holiday).

### How do you collect the rent?

We do not handle cash and all tenants must pay their rent by a direct deposit or automatic payment.

## What happens if my tenant does not pay the rent?

Paying the rent is always a voluntary action on behalf of the tenant. We can never force a tenant to pay their rent. Even a tribunal can only 'order' a tenant to pay but can never physically force them to pay.

However, we adhere to a zero tolerance policy towards rent arrears. If a tenant does get behind in their rent payments, this is the process we follow.

**1-2 Days Behind** - Phone call to the tenant and a 14 day notice is issued

**2-10 Days Behind** - Consistent follow up with the tenant to remedy the issue

**10 Days Behind** - An application is filed to the Tenancy Tribunal for remedy of the rent arrears as well as termination of the tenancy if required.

The actual time taken to achieve termination varies according to the length of time the Tribunal takes to arrange a hearing. This is out of our control, but can be up to a month in some cases.

Unfortunately the bond (4 weeks rent) seldom covers the shortfall in rent.

In this case, only if you have landlord insurance will there be a reasonable prospect of covering the rent payment shortfall, in the case of your tenant defaulting in their rent payments.

Without landlord insurance, the chance of recovering owed rent monies is minimal. If you have no protection for your rent payments, the problem is further compounded with the fact that the bond will probably be exhausted with owed rent. You will then most likely have cleaning up and re-letting costs, as well as outstanding monies like water owed by the tenant.

Therefore without landlord insurance, this process can be quite financially damaging.





## Inspecting my property

### Do you inspect the property at the beginning of a tenancy?

We conduct a comprehensive inspection of your property when a tenant first moves in.

We inspect your property area by area (lounge room, bedrooms, kitchen, front and rear yards, garage etc.)

We record the condition and cleanliness item by item, and then a brief description and detail about the item. This would involve recording details of any marks, scratches and dents etc.

We also take thorough digital photos throughout the property which are considered the best protection to give evidence of the condition of the property at the start of the tenancy.

### How often do you inspect the property during the tenancy?

We prefer to inspect the property every three months. This inspection is not as detailed as the start of tenancy inspection as it is more of a 'walk through' checking room-by-room that the tenant is keeping the property damage-free and reasonably clean and tidy.

We also note any maintenance issues and any other recommendations needed to assist you in keeping the property in the best condition possible. We also check that the smoke alarms have not been removed or tampered with by the tenant.

We send you a copy of the inspection report by e-mail. If there are any immediate concerns, we would contact you as soon as possible.

### What about when the tenant vacates the property?

When the tenant lets us know they will be vacating, we send them detailed information on our expectations of how the property needs to be presented.

Once the tenant has fully vacated and ready for the final inspection, we compare the property to the commencement inspection report completed at the time the tenant moved into the property.

We carefully check through the report item-by-item, ensuring it has been left in the same condition as when they moved in, taking into account reasonable wear and tear for the period of time they have been in the property. This is a legislative requirement.

We ensure the property has been left reasonably clean & tidy. We also arrange for smoke alarms to be checked and a meth test to be carried out (if applicable).



## Taking a bond

### How much bond do you take from the tenant?

The Residential Tenancies Act permits a bond of up to four weeks rent. We will always take the maximum bond.

### When do you pay back the bond monies?

***We only refund the bond after the following has occurred***

- a) The tenant has fully vacated the property and keys have been returned
- b) The property has been inspected, and is satisfactory when compared with the commencement inspection report.
- c) All monies are paid. This could be any outstanding rent, water or anything owed by the tenant.

## Tenancy agreements

### What do you explain to the tenant/s before they move into the property?

We go through all of the most important expectations. For example, how they must pay their rent on time, where to pay their rent, what we do if they do not pay their rent. We discuss our repairs and maintenance policy, what happens in an emergency repair situation, how often inspections occur and what we look for. We provide them with a "Tenant Kit" folder which contains all relevant information.

### What do they sign?

We prepare a Tenancy Agreement covering the details of the tenancy, with terms and conditions.

We explain the main parts of the agreement to the tenant before we get them to sign it. We provide them with a copy of the tenancy agreement and we explain where the bond is lodged and get them to sign the Bond Lodgment Form.

### When do they get keys and possession of the property?

On the first day of the tenancy, after all the forms have been explained and signed, all bond monies and first payment of rent has been received.

Commencement inspection is conducted, the water meter is read, photos are taken and then we will provide the tenant with keys and possession of the property on the start date of their tenancy. We also supply them with a copy of the commencement inspection report. The tenant is asked to check the report for any discrepancies.

## Repairing and maintaining my property

### Who is responsible for repairing my property?

Under legislation it is the responsibility of the landlord to repair the property. This means it is at the landlord's expense, the exception being where the damage has been caused by the tenant's negligence or malicious action and can be proved.

### Who is responsible for general wear and tear?

General wear and tear that occurs from tenants just living in a property is expected and legislation provides that it be allowed. A few extra marks and scuffs on the walls, some chips and scratches to doors and doorways will occur over time, along with the gradual wear of everything that is in the property.

The only time a tenant can be held responsible is if wear and tear is considered 'excessive' for the time frame that tenant has been in possession. For example, a newly painted property with walls severely marked after 2 years resulting in the walls having to be painted again may not be allowed as 'reasonable' wear and tear. In a tribunal this type of situation, if proved, could result with the tenant paying for the painting to be done, minus any depreciation for the age of the paintwork at that point in time when it was repainted again.

### What if the tenant is at fault?

If a tenant has caused damage to the property or appliance that is not the result normal wear and tear and is not covered by the landlord's insurance, this will be charged to the tenant. Normally a tradesperson would let us know that the repair was normal or was influenced or caused by the tenant.

### What about the smoke alarm and light globes?

These are both regarded as a landlord responsibility at the tenancy start. We recommend engaging with a smoke alarm professional who can check the smoke alarms at the start of the tenancy, install replacements or extra's if required and will check them on an ongoing yearly basis during the tenancy. This is to ensure full compliance on the Landlord's behalf of the smoke alarms and a certificate is provided confirming appliance. For an annual fee they will conduct this inspection as well as return to the property as many times is required due to faults or concerns. We find that most tenants will replace the light globes themselves. We will replace them in the case where the tenant is not physically able to reach them. It is the tenant responsibility to ensure the smoke alarm is working during the tenancy and to report any fault immediately.

### What happens if a repair is required after hours, or on weekends?

Our policy on what constitutes an emergency repair & what does not is conveyed to our tenants at the start of the tenancy. Our Property Manager's are available on mobile for after hours emergencies.

### Who is responsible maintaining the lawns and gardens?

Unless otherwise agreed, the tenant is responsible to maintain the lawns and gardens to the standard they were given at the start of the tenancy.

### What about cleaning the roof gutters and pruning?

According to legislation it is the landlord's responsibility to ensure these are done. Of course, we can arrange gardener or handyman on your behalf to do these for you.

## Renewing fixed term lease with my tenant

### Who decides if a fixed term lease will be renewed?

You do! We will contact you by letter before the lease is due and seek your instructions if you wish to renew or in fact not renew the lease. Once we have your approval we will then approach the tenant to have the lease renewed.

### If I do not wish to renew the lease, do I have to give a reason?

If you do not wish for the lease to be renewed you are not obligated to give your tenant a reason, however as a courtesy we would recommend that we do so.

## Notice required when my tenant is vacating

### How much notice must my tenant give when they want to vacate the property?

This depends on the type of lease they have signed. If they wish to vacate the property on a periodic tenancy, they are required to give only 21 days notice in writing.

If they are on a fixed term tenancy they can vacate at the end of lease by advising us in writing at least 21 days prior to the expiry. Of course it is up to us to approach the tenant to seek their intention to either renew the lease or vacate the property.

If they break their lease, they may do so with little to no notice, however they are subject to paying rent until a new tenant is secured, or to the end of the lease (whichever occurs first).





## Breaches of tenancy

### What happens if the tenant breaches one or more of the conditions of tenancy?

Depending on what has occurred depends largely on what action is taken. If the breach is minor approaching the tenant verbally or in writing may be appropriate. If it is something serious we will consult with you first to discuss what action to take.

Serious breaches of tenancy may involve using the property for illegal purposes or bringing in pets without prior permission etc.

There are steps we can take which include issuing a 14 day notice and re-inspecting for remedy, serving a 90 day termination notice on the tenant, making application to the tenancy tribunal or use more diplomatic means to rectify the breach.

## Landlord insurance

### Why do I need landlord insurance if I have an agent?

We at no time can guarantee your tenant's performance at your property. The risk belongs to the owner of the property, and appropriately the owner should be insured for such a risk.

### Why do I need landlord insurance if I have a good tenant?

Even a good tenancy can turn bad. If the tenant's circumstances change sometimes the tenancy will become unstable. This can result in rent owing and the property not maintained.

It pays to be properly insured, even with a good tenant.

### What does landlord insurance cover?

We recommend that you discuss this with your chosen insurance provider.

It is important for you to know what your landlord insurance policy will and won't cover. Please consult with your insurer so that you are fully aware of the extent of your cover and also any excesses that may be applicable in the event of a claim. Your property manager can also provide you information on the Landlord Insurance policies recommended by our company.

## Smoke alarms

### What type of smoke alarm should be fitted?

Smoke alarms must be photoelectric and have a battery life of at least eight years, or be hard wired. They must be installed according to manufacturers instructions and meet international standards.

### Where should smoke alarms be fitted?

On all escape routes on all levels (hallways, lobbies, stairwells)

On levels containing sleeping spaces, the alarms should be located in every sleeping space OR within 3 metres of every sleeping space and be audible to sleeping occupants on the other side of closed doors.

## Pest control services

### Ants, Cockroaches, Rodents & Fleas

Depending on the circumstances and level of infestation the onus can often be on the Landlord to provide adequate pest control services either by providing the appropriate bait or employing the services of a pest control company. However, in the case where a tenant has likely caused or influenced an infestation, we will seek the cost from the tenant. Your Property Manager will assess the situation at the time.

## Costs incurred at my rental property

### Who pays for electricity and gas charges?

These are a tenant expense. However if there are charges relating to the supply of these services to a property, then the supply charges are at a landlord cost.

A good example of this is if a property has bottled gas supplied. The tenant pays for the gas in the bottles; however the landlord would be responsible for the charges related to the gas bottle rental. This is a charge associated with the supply of the gas.

### Who pays for water charges?

The tenant is responsible for water usage charges and the landlord is responsible for daily line/supply charges.

### How do you calculate what water charges the tenant has to pay?

We read the water meter at the start of the tenancy and at the end of the tenancy to allow us to calculate water usage between council issued notices. This is calculated using the Council cubic meter charge rates.

### What about council and sewerage rates, and the emergency services levy?

All these costs must be paid by the landlord as specified by legislation.



## Receiving my financial statements

### Why do I receive statements?

We will issue you both monthly and yearly financial statements, accounting for all monies we have handled and disbursed to you on your behalf in accordance with legislative requirements.

You will receive your monthly statements together with any tax invoices from tradespersons or other disbursements paid during that month on your behalf.

### When do I receive these statements?

Your monthly statement will be sent to you on the first working day of every month, and the end of year statement will come to you in April of each year being the month immediately following the end of the financial year.

### What do I do if I misplace a statement?

Contact us and we will issue you with a replacement monthly statement at no charge. However if you require a replacement end of year statement this will be charged at a cost to you. Please refer to your management agreement schedule of fees for these charges.

## Selling or moving back into my property

### What happens to the tenancy if I wish to sell my property?

You may sell your property at any time however written notice must be given to the tenant of this intention.

Any fixed term lease in place is guaranteed to your tenant. This means if a person buys your property and they wish to occupy it, they must wait until the tenancy is finished unless the tenant agrees otherwise. In the case of a periodic tenancy the tenant must be given 42 days notice (plus serving time) to vacate from the time of the sale contract becoming unconditional.

### What if I want to move in or someone from my family wants to move in?

Again any fixed term lease is guaranteed unless the tenant agrees to move out.

In the case of a periodic tenancy 42 days notice (plus serving time) is required. Please note that the Tribunal has held that a Family Trust or a company cannot have "family" and where ownership is by way of these vehicles, 90 days notice is required.

### Can you sell my property on my behalf?

Our office is specifically focused on property management services to ensure you receive a quality, focused service.

Selling your property is however part of the service we provide, in that, we have agents who we regularly work with whom we know understand the process well surrounding tenancies and who are reputable and hard working in their specialised field.

Just let us know if you want to sell, even if you are just thinking about it.

# Section two

## New Zealand tenancy legislation - How it affects you and your tenant

For your information we have added some portions of the Residential Tenancies Act 1986 and the 2010 Amendment Act that we wish to inform you about. These are areas that are commonly misunderstood, or you may not be aware of.

### Significant landlord rights and obligations

Discrimination to be an unlawful act

#### Sec 12. (2)

- (a) Instruct any person to discriminate against any other person in contravention of the Human Rights Act 1993.

e.g. A person should not refuse to grant a tenancy to another on the grounds that it is intended that a child should live on the premises.

### Rent in advance

#### Sec 23.

- (1) ***A landlord shall not require the payment of any rent –***
  - (a) More than 2 weeks in advance; or
  - (b) Before the expiry of the period for which rent has been paid already

### Locks

#### Sec 46.

- (1) The landlord shall provide and maintain such locks and other similar devices as are necessary to ensure that the premises are reasonably secure.
- (2) Neither the landlord nor the tenant will alter or remove a lock or security device or add a lock or security device without the consent of the other.

### Landlord's responsibilities

#### Sec 45.

- (1) ***The landlord shall –***
  - (a) Provide the premises in a reasonable state of cleanliness; and
  - (b) Provide and maintain the premises in a reasonable state of repair having regard to the age and character of the premises and the period during which the premises are likely to remain habitable and available for residential purposes; and
  - (c) Comply with all requirements in respect of buildings, health, and safety under any enactment so far as they apply to the premises.

### Allowance for reasonable wear & tear

Consideration must be given for the probable effect of reasonable wear & tear when the tenant vacates, as to whether the premises were in a reasonable condition when the tenant first took possession and the term of the tenancy.

### Landlord right of entry

#### Sec 48.

- (1) ***The landlord shall not enter the premises during the currency of the tenancy agreements except –***
  - (a) With the consent of the tenant
- (2) ***The landlord may enter the premises –***
  - (a) In any case of emergency; or –
  - (b) For the purpose of inspecting the premises. At any time between 8am & 7pm on a day specified in a notice given to the tenant not less than 48 hours before the intended entry and not more frequently than once in any period of 4 weeks; or
  - (d) For the purpose of carrying out necessary repairs or maintenance of the premises at any time between 8am & 7pm of any day, after giving the tenant notice of not less than 24 hours before the intended entry; or
- (3) For the purpose of showing the premises to prospective tenants or to prospective purchasers the landlord may with the prior consent of the tenant (which shall not be unreasonably withheld, or may consent with reasonable conditions).



## Breaking lease conditions – if a tenant breaks their fixed term tenancy

Please note- if a tenant breaks their fixed term lease and vacates the property, they will be required to pay rent until a new tenant takes possession (or to the end of the lease- whichever occurs first).

## Mitigation of damage or Loss

### Sec 49.

Where any party to a tenancy agreement breaches any of the provisions of the agreement or of this act, the other party shall take all reasonable steps to limit the damage or loss arising from that breach.

## Termination by notice (in writing)

### Sec 51.

- (1) ***A landlord may give notice to terminate the tenancy as follows –***
- (a) Where the landlord requires the premises for occupation by the Landlord or by any member of the Landlord's family, 42 days
- (c) Where the landlord has agreed to sell the premises and is required by that agreement to yield the premises to the purchaser with vacant possession, 42 days.
- (d) In any other case, 90 days.

## Significant tenant rights and obligations

## Quiet enjoyment

### Sec 38.

- (1) The tenant is entitled to quiet enjoyment of the premises without interruption by the landlord or any person claiming under the landlord or with superior title to that of the Landlord; and
- (2) The landlord will not cause or permit an interference with the reasonable peace, comfort or privacy of the tenant in the tenant's use of the premises.

## Tenant's responsibilities

### Sec 40.

- (1) The tenant shall –
  - (a) Pay the rent on time
  - (b) Use the premises principally for residential purpose
  - (c) Keep the premises reasonably clean and reasonably tidy
  - (d) Notify the landlord as soon as possible of any damage to the premises or the need for any repairs.

### Sec 40.

- (2) The tenant shall not –
  - (a) Intentionally or carelessly damage or permit any other person to damage the premises
  - (b) Use the premises or permit the premises to be used for any unlawful purpose.
  - (c) Disturb the neighbours or the landlord's other tenants

## Termination by notice (in writing)

### Sec 51.

- (2) The minimum period of notice required to be given by a tenant to terminate a periodic tenancy shall be 21 days in writing.

# Section three

## A guide to preparing your property ready for tenancing

The following guide is based on items which we expect a tenant to attend to on vacating a property. It is therefore appropriate that these items are in good condition at the commencement of the tenancy.

### Some things to do

- ☐ **Have your mail redirected** - Please ensure that all mail is re-directed to your new address.
- ☐ **Utilities** - Electricity, Gas, Phone, etc. Please ensure all accounts are advised and cancelled accordingly. The only services to remain in your name (with your new postal address) is water and council rates. We can arrange for these accounts to be forwarded to our address for payment on your behalf.
- ☐ **Appliance manuals** - Please leave them at the property.
- ☐ **Keys** - Please ensure all locks have keys. Please supply 3 full sets of keys (one for our office, two for the tenant).

### Cleaning guide - inside the property

- ☐ **Walls** - Clean off any dirty marks, removable scuff marks, finger or food marks etc.
- ☐ **Ceilings** - Remove any cobwebs & fly dirt.
- ☐ **Ceiling mould** - 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 fittings to remove dust build up.
- ☐ **Skirtings** - Wipe down with a damp cloth.
- ☐ **Doorways, doors** - Wipe off finger marks and any other removable marks.
- ☐ **Windows** - Clean inside and out. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).

- ☐ **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.
- ☐ **Kitchen rangehood** - Clean pull out filters and framework.
- ☐ **Bathroom** - Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath and wall tiles. Please ensure both the sink and the bath has a plug available.
- ☐ **Toilet** - Clean seat, bowl inside and also outside around the base.
- ☐ **Laundry** - Clean both the inside and outside of the tub, and underneath. Please ensure a plug is present.
- ☐ **Heat pumps** - Front Vents and filters cleaned.
- ☐ **Cupboards/drawers** - Clean/wash inside and out. Also doors and door frames, front and back of doors should to be clean.
- ☐ **Curtains** - Wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning or simply vacuum.
- ☐ **Blinds** - If you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- ☐ **Floors** - To be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- ☐ **Carpets** - To ensure a greater chance of the carpets being returned by a tenant professionally cleaned, we ask also that you do the same. Phone us for details of who we recommend and use.



### 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 (this is best done before a tenant takes possession).
- ☐ **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.

### If you have a pet

- ☐ **Pet droppings** – Please remove from gardens, lawns and any out of the way areas. Please dispose of them (please do not bury them).



# Section four

## Our written service standards & guarantee

We commit to you in writing that we will perform the following duties when managing your property.

### Marketing your property for rent

- ✓ We will place a listing for your property on all the real estate websites that we subscribe to and each listing will include at least 3 photographic images of the property.
- ✓ Your property will be accurately described and advertised.
- ✓ We will conduct an unlimited number of private viewings of your property and at least one 'Open for Inspection' each week until the property is rented (subject to access provided to us by any current occupant).
- ✓ All property viewings will be carried out by one of our representatives (we do not give out keys to prospective tenants).
- ✓ We will update you on the status of your available property at least twice each week until such time as the property is tenanted.

### Leasing your property

- ✓ All information and references provided by tenancy applicants will be verified by us within one working day of receipt.
- ✓ All tenancy applicants will be screened on the national tenancy databases that we subscribe to.
- ✓ Unless you instruct otherwise, all potentially suitable tenancy applications will be referred to you for a decision.
- ✓ We will lease your property for the rental amount nominated in the Management Agreement between us (or higher if the market justifies it) and the property will not be leased for a lower amount without your prior approval.
- ✓ Subject to the tenancy commencement date and the tenant's availability, we will prepare the tenancy documentation within two working days of tenancy approval.

### Rent collection

- ✓ We have a zero tolerance rent arrears policy.
- ✓ We will follow up all rent payments in accordance with:
  - our fully documented arrears process, and
  - the requirements of the relevant legislation
- ✓ Should your tenant get to 10 days in arrears, we will contact you to seek your instructions regarding possible termination of the tenancy.
- ✓ Should termination of the tenancy be necessary, we will keep you informed throughout the legal process.
- ✓ You will be advised once the rent arrears have been paid by the tenant.

### Rent monies

- ✓ All monies received by us will be banked into your nominated bank account on the 1st working day of every month.
- ✓ We can provide you with two monthly rent payments - 1st & 15th (or next working day) of each month if required.

### Repairs and maintenance

- ✓ All non urgent repair requests from tenants will be attended to within 2 working days of receipt.
- ✓ We will not arrange any repairs to your property without your knowledge and approval (unless the repair is defined as "urgent" under the Residential Tenancies Act).
- ✓ We will attend to any "urgent" repair requests within 4 hours of receipt.
- ✓ All reasonable steps will be taken to obtain the best pricing for your repairs and maintenance.
- ✓ We will only use appropriately licensed and insured tradespeople for any repairs or maintenance work to your property.
- ✓ We will provide you with a copy of invoices for all work arranged on your behalf for the property.



### Tenancy agreement renewals

- ✓ We will review the tenancy agreement for your property between 21 and 90 days prior to its expiry.
- ✓ Unless you instruct otherwise, we will offer the tenant a renewal of tenancy agreement for the same period as the initial agreement at the same rent (or a higher rent if the market justifies it).
- ✓ You will be advised if the tenant does not want to renew their tenancy agreement.

### Periodic inspections

- ✓ We will carry out at least 4 periodic inspection of your property each year and provide you with a detailed report each time, (unless otherwise agreed).

### Tenant vacating

- ✓ On receipt of a tenant vacating notice we will:
  - advise you by phone or email
  - confirm the details in writing to both you and the tenant
  - list the property on our website & put the agreed advertising plan into effect within one working day
  - prepare all necessary vacating documentation
  - arrange access for viewings by prospective tenants
- ✓ A pre-vacating inspection will be carried out to check for any potential problems with the property.
- ✓ After the tenant vacates the property:
  - process the tenant's rental bond refund within four working days
  - if deductions from the rental bond are considered necessary, full details will be provided to both you and the tenant
  - complete all necessary documentation to finalise the rental bond within a further two working days.

### Property disbursements and statements

- ✓ All agreed property disbursements will be paid on your behalf prior to the due date (subject to the availability of funds).
- ✓ Your rent statement will be sent to you within two working days of our monthly close off date.
- ✓ We will provide you with an accurate annual Income and Expenditure Statement within 30 days of the end of the financial year.

### General communication

- ✓ Our office hours are 8.30am – 5.00pm, Monday to Friday.
- ✓ We will respond to:
  - telephone messages within 4 hours
  - email within 24 hours
  - mail within 48 hours
- ✓ We will promptly advise you of any pertinent matters affecting your property or the tenancy.

### Complaints handling

- ✓ Tenant's complaints received in writing (i.e. letter, email) will be acknowledged within one working day.
- ✓ All complaints will be formally recorded and responded to within two working days.

### Documentation

- ✓ We will provide all documentation in clear and concise English.
- ✓ We will ensure that all documentation is accurate and complete.
- ✓ All property condition reports will be comprehensively and accurately completed.

### Personal information

- ✓ All personal information will be held in the strictest confidence and will not be released to a third party without written authorisation.
- ✓ All updates and corrections advised to us will be recorded in our system within one working day.

### Professional standards

- ✓ The highest standards of honesty, integrity and professional practice will be conducted

### Our guarantee to you

- ✓ If we fail to meet any of these standards, and we are notified in writing and we do not rectify the matter within 2 business days, we will manage your property for 3 months- management fee free.
- ✓ This guarantee does not apply when:
  - We are requested to carry out non-standard duties.
  - Matters are outside our control. For example, a natural disaster or accident.

# The Rent House Ltd

Property Management Services

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☎ 0800 900 111

✉ [info@renthouse.nz](mailto:info@renthouse.nz)

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🌐 [www.renthouse.nz](http://www.renthouse.nz)

