



# Tenant Information Handbook

**Your guide to successful tenancy**

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## WELCOME LETTER

Dear New Tenant,

Congratulations on your tenancy approval!

You have been approved because we are confident that, like all our tenants we believe you will be able to pay the rent on time, keep the inside clean, and maintain the property, lawns and gardens.

We have created this guide to assist you with being prepared for your tenancy induction, and also to assist you with having the right expectations during your tenancy with us. 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 take a moment to take a look through this Handbook, it will give you all the basic information you will need to get started and settled into your new home. Please keep this in a safe place and refer to it whenever necessary.

We look forward to working with you.

Sincerely,

**Shoreline Property Management Team**

***Disclaimer:*** This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement. Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.



## COMMUNICATION

For all non-urgent communication, we do prefer you to contact your property manager by email.

For all urgent issues, please phone your property manager immediately.

If you wish to meet with your property manager we do recommend you to make an appointment as they are unlikely to be able to see you for an unscheduled visit.

### OUR CONTACTS:

Phone: 09 478 5578

Email: [info@shorelinepm.co.nz](mailto:info@shorelinepm.co.nz)

Website: [www.shorelinepm.co.nz](http://www.shorelinepm.co.nz)

Postal Address: PO Box 301175, Albany, Auckland 0752



## GENERAL INFORMATION

### TYPES OF TENANCY

In New Zealand there are two recognised types of tenancy: a periodic tenancy and a fixed term tenancy. At Shoreline Property Management Ltd, the majority of our properties are managed under fixed term tenancies for one year.

#### **Periodic Tenancy**

A periodic tenancy is one that continues until either the tenant or the landlord gives written notice to end the tenancy. As a tenant you are required to give a minimum of 21 days' written notice of your intention to vacate the property and end the tenancy.

Conversely, your landlord is required to give you 90 days' notice to end the tenancy. This can be reduced to 42 days if the property has been sold and the new owner requires vacant possession, or if the property is required for housing a member of the landlord's family.

#### **Fixed Term Tenancy**

A fixed term tenancy lasts for a set period of time as agreed to and specified in the tenancy agreement. This is usually one year.

Whilst you cannot give notice under a fixed term tenancy arrangement, if circumstances dictate a need to break the agreement, there will be a "break fee" to pay, and as the tenant under a legal and binding agreement you will be required to continue paying rent until the property is re-tenanted.

### THE RESIDENTIAL TENANCIES ACT 1986

The Residential Tenancies Act 1986, administered by the New Zealand Government's Ministry of Business, Innovation and Employment, outlines the rights and responsibilities of both landlords and tenants who are entering into a tenancy on a property in New Zealand.

The best way to prevent problems during your tenancy is by keeping in regular contact with your property manager and addressing any issues as soon as they arise. It is also important for you to understand and follow your legal rights and responsibilities as a tenant under the Residential Tenancies Act 1986.

The Act states that as a tenant you must:

### **Pay The Rent**

It is your legal responsibility to pay your rent on time and as per the time-frames set out in your tenancy agreement. Rent should always be paid before the due date. If you have problems with your rent payments, or are aware of an upcoming issue, it is important that you notify your property manager immediately. Even if you're unhappy about something to do with the property, you still have to ensure you are always paying the rent on time. Failure to do so does not reflect well upon you in a Tenancy Tribunal situation and can affect your future in the tenancy.

### **Keep The Property Reasonably Clean**

As a tenant you are legally required to keep the property in a 'reasonably clean' condition. Staying on top of any cleaning and maintenance will ensure a good relationship with your property manager and an easier vacating process at the end of your tenancy.

### **Notify The Property Manager If Something Needs To Be Fixed**

If something breaks down or goes wrong you need to tell your property manager immediately and also put it in writing to create a permanent record of the notification. If your repairs can be classed as an emergency, see the 'Emergency Repairs' section in this guide under 'During Your Tenancy' (page 10).

**If you ever require further information around the Residential Tenancies Act 1986 or your responsibilities as a tenant, you should visit The Tenancy Services website on [tenancy.co.govt.nz](http://tenancy.co.govt.nz) or you can call Tenancy Services on 0800 836 262**

## **HEALTHY HOMES STANDARDS**

The healthy homes standards will make significant changes to the quality of New Zealand rental accommodation and will bring many positive benefits for tenants through living in a warmer, drier home.

The standards create specific and minimum requirements for all rental properties in respect of heating, insulation, ventilation, draught stopping, moisture ingress and drainage.

In this Handbook we provide you with an overview of each standard and outline the compliance deadlines. If you have questions on how these may relate to your tenancy please contact your property manager to find out more details.

### **Heating**

There must be one or more fixed heater(s) that can directly heat the main living room to at least 18°C. Certain heating devices that are inefficient, unaffordable or unhealthy will not meet the requirements of this standard.

### **Insulation**

Some existing insulation will need to be topped up or replaced. Depending on location, ceiling insulation needs to meet minimum R-values, or existing ceiling insulation needs to be at least 120mm thick. Underfloor insulation needs a minimum R-value of 1.3.

### **Ventilation**

There must be windows, skylights or doors that open to the outside in the living room, dining room, kitchen and bedrooms. These must be able to be fixed in the open position and comprise at least five per cent of the room's floor area. There must be extractor fans in kitchens and bathrooms that vent to the outside.

### **Moisture And Drainage**

There must be adequate drainage, guttering and downpipes. Rental properties that have an enclosed subfloor must have a ground moisture barrier (if it's possible to install one).

### **Draught Stopping**

Landlords must block any unreasonable gaps and holes in walls, ceilings, windows, floors and doors that cause draughts. Open fireplaces must be blocked unless the tenant and landlord agree otherwise.

## **COMPLIANCE TIMEFRAMES**

There are already legal requirements for the healthy home standards in place, however, landlords must meet all other minimum standards within 90 days of the start of any new or renewed tenancy from 1 July 2021.

If a long-term existing tenancy is in place where no renewals have occurred, landlords will still be required to meet the standards no later than 1 July 2024.

### **1 July 2019**

- Ceiling and underfloor insulation is compulsory in all rental properties where it is reasonably practicable to install.
- All new or renewed tenancy agreements must include a signed statement that the landlord will comply with the healthy homes standards as required by the Residential Tenancies Act 1986.
- Landlords must keep relevant documents as evidence of compliance with the healthy homes standards.
- Landlords can give a minimum of 24 hours' notice to access their rental properties for the purpose of complying with the healthy homes standards.

### **1 December 2020**

- All new or renewed tenancy agreements must include specific information about the property's current level of compliance with the healthy homes standards.
- This isn't required if the tenancy is a fixed term that ends before the healthy homes compliance date for the tenancy.

### **1 July 2021**

- All private rental properties must comply with the healthy homes standards within 90 days of a new or renewed tenancy (i.e. any rental property owned by a private landlord).

### **1 July 2024**

- All rental properties must comply with the healthy homes standards.



## GETTING READY

### **Emergency**

In all emergencies - Ambulance, Fire and Police phone **111**.

### **Your Contact Details**

Ensure the contact details you provide on your tenancy application/agreement are current and accurate so you can be contacted throughout your tenancy.

Please ensure you update your Property Manager during your tenancy if your contact details change.

### **Utility Connections - Getting Connected**

It is a tenant's responsibility to ensure power, gas, phone, internet, etc have been connected in your name. Payment of these services is also a tenant's responsibility.

### **Want Help Getting Connected?**

If you wish to arrange connections here are some useful numbers:

### **Fast Connect**

Fast Connect offers an efficient moving home service to assist you in connecting your power, gas, phone, broadband and Sky. Whether you need new connections, disconnections or transfers of your existing services, they can help.

Rather than sit in phone queues giving the same information to each company, you have one point of contact for all of your utility connections. They work with all of New Zealand's leading utility providers which means we have access to the best deals on the market, saving you time and money. Get in touch to see how they can help make your house a home.

Call **0800 88 55 99**, [info@fastconnect.co.nz](mailto:info@fastconnect.co.nz) or [www.fastconnect.co.nz](http://www.fastconnect.co.nz) and quote the Agent Code: **1102Z**

### **Movinghub**

Offers an efficient moving service to assist you in connecting your power, gas and broadband.

<https://movinghub.co.nz/move-yourself-in> PH: **0800 668 369**



## MOVING IN

### Changing Address

Ensure that you let your bank, insurance, memberships, and other important bodies know of your change of address. If you have a different postal address than your residential address, email those details to your Property Manager or to [info@shorelinepm.co.nz](mailto:info@shorelinepm.co.nz)

### Keys & Key Collection

You will be advised by your Property Manager how to collect your keys. Should you wish to copy keys during your tenancy we will require all the keys given to you at the start of your tenancy and all extra copies created during your tenancy when vacating.

If for any reason you need to change the locks you will require written permission from the Property Manager and once changed, provide a full set of keys to your Property Manager.

### Payments And Lodgement Of Your Bond

Once your full bond payment has been made to Shoreline Property Management, your bond will be lodged with Tenancy Services and you should expect confirmation from them indicating your bond number.

### Property Maintenance Report

Please ensure that you return your signed/amended copy of your property maintenance report to us within 10 days of the tenancy start date.

### Tenant Content 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, flooding, power outages etc) then your goods and possessions are not insured by the owner.

**Examples:** An electrical fault in the building starts a fire and the property is destroyed or you are away on holiday and a power cut leads to your fridge/freezer goods being spoilt. Your possessions and goods will not be covered by the owner's insurance.

In the cases specified in the above examples quality tenant contents insurance should cover your goods.

Please check with your insurer for the cover they can provide you - **this is your responsibility**. You need to ensure that all your goods are adequately insured as the owner/ agent will not be liable for damaged or destroyed tenant possessions.



## DURING YOUR TENANCY

### General Repairs

It is our policy that all non-urgent maintenance requests must be lodged in writing, via email, TXT or through our website maintenance request form.

We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem.

**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.**

### Emergency Repairs

For all emergencies please contact your Property Manager on their mobile phone as soon as possible and leave a phone message or text with your address and emergency.

Emergency situations 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
- Gas leak
- Dangerous electrical fault, dangerous power point, loose live wire etc.
- Flooding, rainwater collection 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 after hour's emergency if this occurs on a week night or the day prior to a working day).
- Fault or damage that makes the property unsafe.
- Fault likely to injure a person or cause damage.

### After Hours Emergency Repairs

Should an emergency repair be required after hours then you need to contact your Property Manager as soon as possible. Someone will need to be at home for the tradesperson to access the property.

Please note after office hours (8.30am – 5.00pm), you may be requested to text the details of the emergency as phone calls may be screened.

### **Routine Inspections - Video/Photos**

We will conduct a routine inspection at the property approximately every 3 to 4 months. The main purpose is to provide a report to the owner that you are maintaining the property and to check for any repairs and make any recommendations to the owner.

You will be notified of your inspections at least 3 days before hand so you have time to prepare the property. Please note that the inspections involve taking photos and video of the condition of the property and any repairs required, plus photos and video of the grounds front and back and exterior of the property. We expect the property to be presented in a clean and tidy manner - inside and out.

### **Rent Reviews**

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

### **Landlord Contact**

Under no circumstances should the landlord be contacted directly by tenants. As the duly authorised agent the landlord can only be contacted through us. We are employed as the acting landlord of the property.

Should you receive any mail that is not in your name please return it to Sender. Email your Property Manager should you have any queries to bring to the landlord's attention.

### **Tenancy Changes**

If throughout your tenancy there are changes to be made, in the first instance you will need to contact your Property Manager to discuss the changes. The best form of contact is email to ensure it is in writing.

### **Tenancy Renewal**

Tenants can expect an invitation to renew their tenancy provided that rent has been paid on time, the property has been kept clean and undamaged, the grounds are well maintained and the landlord is happy to continue the tenancy.

Once the invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need your intention in writing from you as soon as possible.

### **Sub-Letting**

Subletting is not permitted. This includes listing the property through AIRBNB, assigning the tenancy over to a third party, or allowing other occupants to move in without our express written permission.

Permission for sub-letting usually involves a formal application being completed and submitted by the prospective tenant/occupant.

### **Property Usage - Residential 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.

## **LIVING IN A BODY CORPORATE**

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 shifting furniture, you will need permission from the body corporate/building manager. In some cases this permission may not be given.
- You must also advise the Building Manager of the move in date to ensure lift covers are in place.
- 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.
- Normally no children can 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 or your visitors. In some cases visitors are not permitted to park on the property. You are not allowed 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.

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 visitors do not disrupt other residents when walking to and from the car park.

### **Body Corporate Rules**

The Body Corporate rules govern how residents can live at the property and form part of a tenancy agreement. Tenants must comply with these rules.

Please contact your Property Manager for a copy of the Body Corporate rules.



## RENT

### **Paying Your Rent**

You are required to pay the rent up to date and in advance as per your tenancy agreement. We recommend tenants set up an automatic payment with their Bank. When making payments please ensure the Reference Code is correct and payment is specified as either Rent or Water.

### **Calendar Monthly Payments**

Should you request to pay by calendar month, then note the term 'calendar month' does not refer to 4 weeks or 28 days since a month has either 28, 30 or 31 days. For accurate rent payments we use this simple calculation:

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

This calculates 12 equal calendar monthly payments to be approximately 4.33 week's rent 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.

### **Zero Tolerance Policy For Late Rent Payments**

You will need to be familiar with our Zero Tolerance Policy if rent is not paid on time, every time.

- **1-2 days late** - we will send you a text &/or call
- **4 days late** - 14 day notice to remedy breach
- **7 days late** - Tenancy Tribunal Application
- **14 days late** – Tribunal Hearing

### **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 should a new landlord or agent require one.

### **The National Tenancy Database – Rent Default**

In extreme cases, details of the tenancy are lodged on a National Tenancy Database. This may affect further tenancies with other companies locally and also across New Zealand. All Property Managers check this database when they receive tenancy applications and if your details come up, your application may be declined. All Tenancy Tribunal documents are available to the general public. They will pop up on background and credit checks.

### **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 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 during business hours please contact your Property Manager to borrow our office set. You may be asked to pay a deposit of \$50.00 which will be refunded once all keys have been returned.

*Please call your Property Manager beforehand to confirm keys are available.*

If you have misplaced your keys after hours or there are no spare keys available, you may call a locksmith to assist you back into the property. This is a tenant 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. Please advise us in writing unless it is an emergency.

#### Noise / Disruption

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 the peace and 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.

Please note that noise outside carries and on a still evening this can be very loud and disruptive to neighbours. When outside on balconies or decks please be mindful of this.

If you need to report excessive noise, phone your local council's noise control 24 hour service to resolve the issue on **09 301 0101**.

#### 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 interior of the property to reduce and eliminate unpleasant smoke odours. This can easily run into hundreds of dollars and will be on charged to the tenant. This includes vaping.

## **Smoke Alarms**

It is a legal requirement for all rented properties to have 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 contact your Property Manager as soon as possible as you may be responsible for battery replacement. You need to ensure that you test the smoke alarms monthly.

**Removing or tampering with smoke alarms is an un-lawful act and you can be fined up to \$3,000.**

## **Heating**

Please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk.

**We DO NOT recommend the use of un-flued gas heaters.**

## **Heatpumps**

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. Please 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 may be charged to tenants.

## **Woodburners & Fireplaces**

If the property you are renting has a woodburner, please ensure it is kept clean and free from too much ash build up and use fire guards to protect children and pets. If the property has a useable fireplace please ensure a spark catcher is used at all times in front of the fire to protect carpets and floorings from coal burns and ash damage. A fireplace can only be used if you have received written permission from us.

## **Indoor Plants & Aquariums**

Indoor plants can be kept inside on the condition that they are placed on a hard surface. Pot plants can leave circular indents, stains or damage so please ensure that this is monitored. Do not put pot plants on carpet areas as you can run the risk of carpet rot underneath should moisture overflow or escape the containers placed underneath.

Like pot plants, aquarium stands can leave rust marks to 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 carpet.

## **Tenant Painting**

It is company policy that tenants do not paint any part of the property themselves. It is a policy that any painting can only be carried out by experienced, professional painters with our written permission.

## **Fixtures, Fittings & Picture Hooks**

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

If you wish to install any new picture hooks (even Command hooks) 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.

Any damage caused will be a tenant's responsibility to remedy at their cost.

## **Washing Curtains**

Most curtains and netting 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.

## **House Cracking & Movement**

Please let us know if you notice any cracks to walls and ceilings and any movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Report these to your Property Manager in writing with photos.

## **General Cleaning**

It is expected that the property be kept reasonably clean and tidy, this is a tenancy agreement requirement. Pay particular attention to:

- Walls, switches, power points, skirting boards, doors and doorways - please keep these free from marks

- and dirty finger marks.
- Cobwebs/dusting - please remove cobwebs to windows, walls and ceilings. Keep vents dusted.
- Light fittings and ceiling fans - keep them dusted and cleaned regularly.
- Curtains/blinds - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- Windows/sills/window tracks and flyscreen's - keep regularly cleaned and dusted.
- 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.
- Carpets – to be regularly vacuumed and all stains/marks cleaned.
- Ventilation - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation that can cause mould and possible health problems.
- Wet Areas - bathroom, toilet and laundry grouting/tiles - please ensure all tiles are kept free from grime, soap scum and mould. Use appropriate products.

### **Carpet Cleaning & Stain Removal**

Carpets should be vacuumed on a regular basis simply because of general living.

While we understand accidents may occur such as spills or staining of the carpet, these can be prevented with immediate action. As soon as the incident occurs pour cold water onto the spill to dilute it. Then get a Dry towel and PRESS firmly down over the spill - **DO NOT RUB**. If after repeating this process three times the stain has not been removed please contact a professional carpet cleaner and your Property Manager as soon as possible. Substances such as grease, oil, felt pen, hair dye, and coloured drinks to name a few, will need immediate action. Do not use supermarket products on stains as this may worsen the situation.

## **IN THE KITCHEN**

### **Chopping Boards**

Please ensure chopping boards are used on bench tops to ensure the bench is preserved from unnecessary cut marks and associated damage.

### **Benchtop Joins**

Be on the lookout for joins in the bench-top that have gaps or if the surface laminate 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**

If grouting or silicone sealing is coming off or loose around any tiles near or around the taps, or taps are dripping/leaking let us know straight away. If moisture should get in between the tiles this can damage the wall behind causing damage to the wood.

### **Oven and Stove Tops**

Please ensure that stove tops, grills and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on making them very difficult to remove. Please take care if using scourers as these may scratch and cause damage.

When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully as they tend to contain harmful caustic fumes and may require rubber gloves to be worn. 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. Use an appropriate cleaner for cleaning the hob.

### **Exhaust Fans / Vents and Rangehoods**

Please ensure any vents and range hood filters are free of grime build up. From time to time these should be taken down to be soaked in hot soapy water and then scrubbed clean. Most filters can be washed easily in the dishwasher. If you are unsure of how to remove the filter please read or download an instruction manual by googling the exhaust fan/vent/rangehood model.

### **Cupboards / Drawers**

Cupboard shelving, doors, doorframes and inside drawers/cutlery trays should be cleaned regularly. 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. Do not leave uncovered food on or in the oven or on the bench.

## **Dishwashers**

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis and any build-up of food remains need to be removed. Filters inside the dishwasher need to be regularly cleaned.

## **IN THE WET AREAS**

### **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) whereas 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.

### **Foreign Objects Dawn Drains**

Only human waste and toilet paper should be flushed down the toilet.

DO NOT FLUSH things such as wipes, sanitary products, dental floss, nappies, fat, oil, and grease from cooking. These must be disposed of in the rubbish bin. Waterways and Septic tank systems especially 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 through etc., please be sure to let us know.

### **Wall Water Damage**

Contact your Property Manager **immediately** should you notice water damage to a wall adjacent to a shower or bathroom basin etc. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet.

### **Leaking Taps**

Please report any taps leaking 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 leakages in the taps.

Ensure washing machine connections are correct as per the instructions and if the washing machine is the tenant's property, connections are a tenant's responsibility and cost.

### **Leaking Toilet**

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. Leaking may also occur to the tap or waste pipe behind the toilet.

### **Leaking Hot Water cylinder**

If the hot water cylinder is leaking from the valve or from the base of the unit please let us know as soon as possible. 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

## **OUTSIDE THE PROPERTY**

### **Watering Systems**

Ensure 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**

Weeding of garden beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant.

### **Lawn Maintenance**

Ensure that lawns are mown at least fortnightly and edged, keeping them neat and tidy. If you wish to have someone regularly mow your lawn, let us know and we can recommend a service to you. This is a tenant cost.

### **Supplied Hoses/ Fittings**

Supplied hoses, fittings and accessories must be kept in good condition. Please ensure that everything is returned and in place upon vacating of the property and free of any damage (less wear and tear).

### **Oil Drillage**

Should oil drillage occur at any time when a car is parked on the driveway, under the carport, or in the garage, this must be cleaned up immediately to prevent permanent staining. This will result in compensation being charged to the tenant. Visitor's cars must be parked off the premises if they drip oil and tenant cars will need to use a drip tray.

### **Parking On Lawns**

At no time can cars or any type of vehicle be parked on any of the 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 drillage to gardens and lawns create permanent damage to the soil and is costly to rectify. Any damage of this type will be charged to tenants in full.

### **Guttering**

Gutters are to be monitored, especially if you live on Waiheke Island or a rural property where your household water is collected via the guttering. Advise your Property Manager if the gutters need cleaning out.

### **Rubbish and Recycling**

Ensure any rubbish is regularly removed from the property. This includes furniture, car parts, tyres and things such as lawn clippings and garden waste as well as other items that can easily be considered rubbish or general junk.

Visit [www.aucklandcouncil.govt.nz](http://www.aucklandcouncil.govt.nz) for rubbish, inorganic and recycling bin collections for your area.

### **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 adhered to at all times. Children must be supervised at all times near any pool of water.

**Important** - All swimming pools (fixed or portable such as inflatable paddling pools) deeper than 40cm must be fixed with a 1.2 meter childproof fence and have a self-closing gate outwards. Any fines issued to owners due to tenants putting up pools that do not comply will be on charged to the tenants.

### **Pool and Spa Cleaning**

Cleaning a pool or spa will be a tenant's responsibility unless it is agreed in the tenancy agreement that the landlord will be supplying a regular cleaning and maintenance service.

**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 which will be charged to the tenant. It is also a tenant's responsibility to ensure that the pool/spa is kept topped up with water, and tenants must not empty the pool/spa without written approval from their Property Manager.

### **Supply Of Pool/Spa Chemicals**

Supplying of pool or spa treatment chemicals will be a tenant responsibility, at a tenant's cost.

### **Pool/Spa Covers, Accessories, Equipment And Furniture**

It is the responsibility of the tenant to maintain and keep in good condition any accessories, covers, and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool 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.

### **Pets at the Property**

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

- Yard Kept Clean - keep the yard clean and free from animal faeces, bones and rubbish scattered by the pet.
- Flea infestation - if fleas/flea eggs are 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.
- Pets Inside - pets are not allowed inside the residence at any time unless written permission has been given.

- Inspections – all dogs must be restrained for property inspections and tradespeople visits.
- Damage Rectification - repair any damage to the premises caused by the animal, and protect and immediately rectify any damage caused to garden irrigation systems and fittings.
- Garden Damage - replace plants or vegetation damaged or destroyed by the animal directly or indirectly (ie. plants died because a garden irrigation system was damaged by the animal).
- Additional Pets - other than any pet approved by the owner, do not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis such as 'pet sitting') including dogs, cats, birds, fish, reptiles or any other animals.
- Pet Offspring - the tenant will remove any of the pet's offspring within 45 days of birth
- (should this occur).
- Food and Water – do not to leave food for the pet outside the premises where it may attract other animals and insects.
- Bi-Laws and Local Council - abide by all local, city or national laws, licensing, registration, and health requirements regarding pets, including vaccinations.
- Disturbance and Noise - the pet shall not cause any sort of nuisance or disturbance to neighbours, day or night. You must do whatever is necessary to keep the pet from making noise that would annoy others and 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 on grounds for further action and possible eviction.*

## **SAVING POWER - SOME TIPS**

### **Keeping Warm and Saving Power**

**Use a hot water bottle or wheat bag** - instead of warming a room before going to bed, just heat your bed with a hot water bottle or wheat bag.

**Close doors and curtains** - keeping doors closed helps keep heating centralised to certain living areas conserving heat and power. Close curtains at dusk so the warmth from the sun isn't lost out the windows.

**Door snakes** - ensure gaps at the bottom of doors are blocked up by door snakes to stop cold draughts 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.

**Light bulbs** – buy energy efficient light bulbs.

### **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 of using the clothes dryer, this helps reduce condensation. This also applies to drying clothes inside on a clothes rack.

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

**Buying Appliances** - when buying a new appliance look for energy efficient options.

**Heated Towel Rail** – Turn off once towels are dry or use an automatic timer.

**Reduce Condensation** – Avoid drying clothes inside, properly ventilate the property, and always use extractor fans.



## YOUR SAFETY - BEING AWARE

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

### Things to be aware of:

- Exposed wiring.
- Faulty power points and switches.
- Gas smell or odour – Vacate the house immediately. Do not turn on any lights or power.
- Damage to paving and pathways that could cause someone to trip.
- Suspicious or dangerous plants in the garden that are poisonous/toxic.
- 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 safety equipment and do not do anything considered unsafe.
- Loose floorboards that could cause someone to fall through them and cause injury.
- Loose or rotten balcony railings, steps or decking woodwork.
- Loose or faulty locks, in particular entry doors and screen doors.
- Broken windows and window locks.

### Safety at home:

- Test your smoke alarms regularly and ensure the batteries are working.
- Advise your Property Manager of any maintenance issues or repairs promptly.
- Keep matches, lighters, poisons somewhere safe, out of sight and reach of children.
- Empty baths, outdoor paddling pools, and sinks when you have finished.

### Security:

- Know your neighbours, a friendly community is a safe community
- Join your local neighbourhood community pages.
- Use any window locks or lockable bolts on French doors and ranch sliders. If these are broken or do not work please contact your Property Manager.
- Ensure outdoor sensor lights are turned on and advise your Property Manager if they are not working. Light bulbs are generally a Tenant's responsibility.
- Don't leave spare keys under mats and pot plants – burglars check there too.
- If you are going away for a while, ask your neighbour to keep an eye on the property.



## VACATING THE PROPERTY

### Notice in Writing

When you intend to vacate the property, in all instances we require by law your notice in writing according to the types of tenancy (please refer to the page 5 of this guide)

### 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:

- **Rent** - any outstanding rent is paid promptly.
- **Property Ready** - the property is cleaned and grounds returned to their ingoing condition. Please follow the final vacating checklist on pages 24-25 of this booklet. The property must also pass the final inspection conducted by your Property Manager.
- **Outstanding Accounts** - please ensure that any debts outstanding like water, damages, compensation amounts and lease break fees are paid in full.
- **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.

### Cleaning

Please use the '**Vacating Checklist**' at the end of this booklet.

It is also important to understand that cleaning thoroughness can be hampered by lack of attention to detail after moving into another property. We encourage you to employ a cleaner so this process is not compromised. If the cleaning process has not been completed thoroughly, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.

### The Final Inspection

Only once the property has been fully vacated, cleaned and the grounds made ready, along 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.

**Please note** – we may not be able to extend your vacate date. You will need to ensure the property is ready by the end of your vacate date as shown on the notice to vacate.

If at the final inspection the Property Manager finds the property was not ready, then we may need to charge a fee should we not be able to complete the inspection and have to return for a second inspection.

**Outstanding Rent, Depth and Damages**

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.

It is also important to note that if you vacate with outstanding debts and damages, your details will be lodged on a national tenancy database. Even if your outstanding obligations are eventually paid, this doesn't mean your details will be withdrawn from the database. Please know that your details may still be lodged for 5 years after your debt has been cleared.

**Eviction**

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



## VACATING CHECKLIST

- Mail Redirection** - Ensure that all mail is re- directed by New Zealand Post to your new address.
- Utilities** - Ensure all electricity, gas, phone accounts etc are advised and cancelled.
- Appliance manuals** - Please leave them on the kitchen counter.
- Keys** - 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.

### INSIDE THE PROPERTY

- Walls** - Clean off any dirty marks, removable scuff marks, finger or food marks, cobwebs etc.
- Ceilings** - Please clean off mould, marks, cobwebs and fly spots.
- Light fittings** - Clean off dust and remove any dead insects inside. Ensure all light fittings have light bulbs that are working, and light shades have been cleaned.
- Skirting boards** - wipe down with a damp cloth.
- Doorways & Doors** - Wipe off any marks.
- Ranchsliders/Windows** - Clean inside and out including sills and runners (wipe out dust build up and any dead insects with a vacuum cleaner or paint brush). Clean the window and door tracks also.
- Ovens, Stoves & Range Hoods** - Use a good oven cleaner to clean the stove top, control display, knobs, panels around knobs, any pull out or in-built trays and racks, oven bottom, sides, and top. All racks are to be cleaned.
- 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 present.
- Toilet** - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet too.
- Laundry** - clean both the inside and outside of the tub and underneath. Ensure a plug is present.
- Exhaust Vents & Fan** - covers are to be cleaned 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 Ventilation unit, the air intake filter should be cleaned. This is usually on the ceiling.
- Ventilation ceiling duct vents** - please clean if dusty or dirty.
- Cupboards/drawers** - please clean inside and out. Also front and back of cupboard doors and door frames need to be cleaned.

- Blinds** - if you have any type of blinds they should be wiped down.
- Floors** - floors to be mopped/washed. Ensure corners and hard to get areas are clean.
- Carpets** - please ensure the carpets are cleaned. If they require cleaning we recommend a professional carpet cleaner. We do not recommend a rug doctor or a carpet cleaner who uses a rug doctor type machine.

#### OUTSIDE THE PROPERTY

- Lawns** - freshly mowed and edged.
- Gardens** - remove any weeds, rubbish and built up leaves etc.
- Rubbish** - remove any rubbish on the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings, compost heaps and cigarette butts.
- Paths and Paving Areas** – Sweep
- 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.
- Garages and tool sheds** - remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

#### IF YOU HAVE A PET

- Pet Droppings & Urine** - remove droppings from gardens, lawns, and any other areas. Please dispose of in the bin, do not bury them. Also clean where your pet may habitually urinate e.g. base of walls, veranda posts etc.
- Dog stains** - clean stains often found on outside walls. Check where your dog regularly lies down, there might be 'tell-tale signs' on walls etc.
- Dog/Cat damage** - check screen doors, flyscreens and curtains for damage. Please replace the screen wire if required. Ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair** - ensure any visible pet hair inside is removed.
- Fumigation** - if your tenancy agreement stipulates fumigation, please ensure this is arranged and receipt is provided.

#### 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.

To ensure you get your bond back quickly we can recommend tradespeople we trust and use with reasonable rates. Please contact your Property Manager for recommendations for the following services;

- Professional Cleaning
- Window Cleaning
- Carpet Cleaning
- Lawn Mowing/ Gardening
- Rubbish Removal
- Handyman
- Pest Controller
- Driveway Sprayer / Cleaner



## TROUBLE SHOOTING

### **No Gas / No Gas Hot Water?**

If you discover you have no gas or hot water contact Vector Gas faults on [0800 764 764](tel:0800764764) or visit <https://www.vector.co.nz/personal/outages> first, and check if there is a fault. If you experience problems with a gas hot water system, check that the pilot light is on - if this is the pilot light is off, check the instructions on the system on how to relight it. In addition to this, you can also adjust the temperature of the hot water system, as per the instructions.

### **Blocked Drains/Sinks?**

Try using a drain cleaner such as Drano if you experiencing issues trying to move any blockages when using a plunger. Make sure to follow the instructions carefully, as Drano is a corrosive substance, wear gloves at all times, and ensure the room is well-ventilated.

In many bathroom sinks and showers the drain cover can be lifted up to help remove any blockages. Removable shower and basin waste must be regularly cleaned and the removable waste catchers put back in.

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.

*Do not put any fat or food scraps down any drains.*

### **No water or water leak at the roadside meter?**

In the case of having no water or is there is a leak at the roadside meter, contact your local water supplier to check if there is a fault or to advise the roadside leak. They can also advise you how to check for a leak if you have received a high water bill. For more information please contact the company who manages water supply in your area.

### **No Electricity or No Hot Water?**

First and foremost contact your local electricity supplier to check if there is a fault or to see if the ripple relay has been turned off overnight, they'll be able to offer you the right advice. In your property resides in Auckland City, Manukau City, or Papakura phone Vector faults on [0508 832 867](tel:0508832867). If your property resides in North Shore, Waitakere, Rodney phone your electricity company on your power bill. If the safety switch has tripped, reset it.

In addition to this try checking all fuses and safety switch located in the electrical meter box. Following this if it trips again, turn off all power points and unplug appliances. Try plugging in appliances one by one to determine which one is tripping the switch. Once you find the appliance causing the switch to trip, if it belongs to you, then you will need to arrange repair. In the case that the appliance belongs to the owner, please contact Shoreline Property Management.