

# Welcome Home

A guide to your new rental managed by Rentals 4 You



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# Introduction

This booklet has been written and produced by Rentals 4 You to help you look after your new home.

There is a lot to organise and remember when shifting into a new property.

This booklet provides you with some simple guidelines during every aspect of your rental; we've also included some handy tips and contact numbers which can be found in the section head of your contents page.

For your own comfort, you will want to ensure that your home remains safe and well maintained. You will need to know how to get routine maintenance and day-to-day emergency repairs carried out.

Welcome Home.

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# General Information

## Paying Rent

It is your legal responsibility to pay your rent to the Landlord or Rentals 4 You by the date specified in your agreement. Please ensure your payments reach the required party before the due date. Rentals 4 You property management division will not physically collect your rent; therefore rent must be paid by automatic payment, or with a deposit book into our bank account.

If you have problems with your rent payments please notify your Property Manager at the earliest possible time. If you fall into arrears, an application will be made to the Tenancy Tribunal for termination of your tenancy and your debt will be lodged with Veda Advantage or any other relevant tenancy database.

## Pre-inspection

A pre-inspection will be conducted prior to commencement of your tenancy. You will have seven days to amend the pre-inspection report with any faults/damages that were not noted on the pre-inspection report. If we are not notified within 7 days you will be liable for any subsequent defects.

## Maintenance Inspections

Inspections will be made every 13 weeks or 3 months during your tenancy. Your first inspection may be earlier to coincide with the inspection roster. Inspections will always be made by appointment. Unfortunately, due to time constraints it is not always possible to alter the inspection time. You are not obligated to be present, however, your attendance is recommended to discuss any issues of your tenancy.

## Occupancy

Only the people (and the number of people) included in your tenancy agreement are permitted to reside at the property on a permanent basis. Should a tenant wish to move out please notify us immediately.

## Giving Notice / Vacating Premises

If you wish to vacate the property, the "Notice to Vacate" letter, located in your Welcome pack, is to be sent timeously as you are required to give 21 days notice. Notice is effective from the date it is received by our office. You will be liable for rent up to and including the 21st day of your notice period.

Tenants on fixed-term tenancies, the above does not apply as your agreement cannot be terminated by notice.

## Change of Employment or Contact Details

Please ensure you notify us immediately of any change to your employment details, email address or telephone numbers. This is to ensure that we can contact you should the need arise.

## Insurance

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The landlord is responsible for insuring the property. The landlord is not responsible for any damage to tenants possessions. Tenants should take out their own contents insurance for their possessions.

### **Water Rates**

Tenants that are on a metered water supply will receive a water bill from your local authority every six (6) months.

Tenants are charged for the metered water consumed based on the water meter reading taken at the beginning of their tenancy. We will forward a copy of the account to you. Please pay Rentals 4 You Ltd.

### **Utilities**

It is your responsibility to have the utilities (gas, electricity, telephone) connected in your name. We are not responsible for any unpaid accounts. Please make sure that you close or transfer your accounts upon vacating.

### **Painting/Decorating/Renovating**

Should you wish to make any changes to the property including but not limiting to decoration, painting or renovation, you must obtain written permission from the Landlord before any work commences. If consent is given, colours and products used will need to be agreed upon. Please contact you property manager to discuss.

### **Animals**

Pets may be kept only with the written permission of the Landlord, and in accordance with local by-law's.

### **Car Parking**

Tenants are to park only in the designated areas. Please ensure cars are not parked on grass verges or lawns. Cars that are not warranted, registered or running are not to be parked on the premises.

### **Gardens**

It is a requirement of your Tenancy Agreement that you as the tenant are responsible for keeping garden weeds to a minimum, and lawns mowed regularly, unless otherwise provided for in the Tenancy Agreement.

### **Damage to the Premises**

It is the tenant's responsibility to care for the interior and exterior of the residence, including the garden. The tenant is required to contact the Property Manager regarding any damage to the premises as soon as you become aware of it.

**Please ensure that only picture hooks or appropriate supports are used on walls. Avoid nails, stick on tapes, bluetack and other fixings**

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# Maintenance

## Smoke alarms

If your home is fitted with a smoke alarm, you should make sure that it is checked at least monthly by pressing the test button. Smoke alarms should be kept clean by the occasional use of a vacuum cleaner.

## Gutters

Gutters should be cleaned out at least once a year to remove leaves and debris. Wet patches on the walls below may indicate that gutters or downpipes are blocked.

## Flat roofs

Flat roofs should be inspected once a year to ensure that they remain in sound condition. Rainwater outlets should be checked to ensure that they are not blocked.

## Mould Prevention

Mould and Mildew are invariably present in many households. There are three conditions that have to be present for the growth of mould.

- Mould Spores
- A surface with sufficient food source to maintain life
- A source of moisture

To prevent moisture build-up from the interior of your home it is desirable to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18 to 22 degrees for comfort. Ventilate your home by leaving windows open a centimetre or two depending on the outside air movement and the amount of cross ventilation.

The general rule is, ventilate little and often, rather than in short vigorous bursts. Window glass is a good guide, if it starts to show more than a minimum of condensation, the windows should be open a little further.

Remember, increase ventilation so that the moisture generated is not retained within the household. This may mean escaping heat. Make sure you're checking behind wardrobes, the corners of the bathroom, and at the backs of kitchen cupboards.

## Control

- Ensure there is some ventilation in all rooms at all times. Keep internal doors open.
- Vent clothes dryers directly outside.
- Fit an extraction fan in the shower.
- Cupboard heaters can help in wardrobes if mildew is likely to occur.
- Do not put damp clothes or shoes in a wardrobe.
- Clean wallpaper with a damp cloth and household bleach (1 part bleach with 4 parts water).

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Test a small hidden patch first to make sure the bleach does not affect the colour. If it does, try a fungicide from a paint shop.

- Never paint over mildew. Gloss-painted surfaces can be wiped down with household bleach as above. Matte finish paint can be wiped down with fungicide.

### Do not

- Block chimneys and permanent ventilators.
- Draught proof windows in the kitchen or bathroom; or any room that already contains mould.
- put furniture against cold external walls.

**The removal and containment of mould and mildew is the tenant's responsibility.**

### Repairs & Maintenance

Immediately phone the maintenance hotline 24 hours a day 7 days a week, with any maintenance issues you have.

If you are unable to be present, we can arrange access to your home by giving the tradesman a key. In the event that the tradesman cannot gain access to the residence due to prior arrangements not being met, the tenant will be responsible to pay any call out charges.

Immediately phone the maintenance hotline if you notice anything dangerous on or about the property.

**Should an immediate emergency occur, please dial 111;** you should then try to contact your Property Manager via phone. Any maintenance arranged by a tenant without notifying your Property Manager will be at the tenant's cost unless it is proven to be an emergency.

Maintenance Hotline 09 926 5334

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# Your Rights and Responsibilities

Landlords and tenants have certain rights and responsibilities when they agree to a tenancy. Some of these are listed below.

## The landlord must:

1. sign a tenancy agreement and give the tenant a copy
2. send any bond money, including part payments, to the Department of Building and Housing within 23 working days and give the tenant a receipt for any payment that is made
3. make sure the property is clean and tidy before the tenant moves in
4. make sure all the locks work and the property is reasonably secure
5. maintain the property and do any necessary repairs
6. ensure the plumbing, electrical wiring and the structure of the building is safe and working
7. provide adequate water collection and storage for premises without reticulated water supply
8. write and tell the tenant at least 60 days before they put the rent up
9. take all reasonable steps to ensure tenants don't disturb neighbours
10. write and tell the tenant if they decide to put the property on the market
11. obtain the tenant's consent before showing the property to real estate agents, buyers or prospective tenants
12. pay the tenant back for any urgent work the tenant has paid for (as long as the tenant can prove they tried to tell the landlord about the problem before getting it fixed and the tenant didn't cause it on purpose or by being careless)
13. in relation to a periodic tenancy:
  1. give the tenant 42 days' notice to vacate the property once the sale of the property has gone unconditional, or if the owner or a member of their family needs to move in
  2. otherwise, give the tenant 90 days' notice if they want the tenancy to end
14. give 48 hours' notice to inspect the property – but not more than once every four weeks and only between the hours of 8am and 7pm (the landlord can come onto the section without giving notice, but must respect the tenant's privacy)
15. give 24 hours' notice to do repairs and do them between the hours of 8am and 7pm.

## The landlord can also:

16. enter the property in an emergency without informing the tenant
17. enter the property at other times if the tenant freely allows.

## The landlord must not:

1. ask for more than 4 weeks' rent as bond
2. ask for more than 2 weeks' rent in advance, or ask for rent to be paid before it is due
3. inspect the property more than once in every 4 weeks, except to check on work they've asked the tenant to do to remedy a breach of the tenancy agreement

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4. interfere with the tenant's peace, comfort and privacy
  5. interfere with the supply of gas, water, electricity or telephone unless to avoid danger or to enable maintenance or repairs
  6. unreasonably refuse to allow a tenant to put up fixtures such as shelves
  7. change the locks unless the tenant agrees
  8. unreasonably stop a tenant who wants to sublet or assign the tenancy to someone else, unless it is stated in the tenancy agreement that the tenant cannot assign or sublet the tenancy
  9. evict a tenant (this needs a possession order enforced by the District Court)
  10. take the tenant's belongings as a security for money owed at any time during or after the tenancy or refuse to hand back belongings left behind at the end of the tenancy (provided the tenant pays any actual and reasonable storage costs).

#### The tenant must:

1. pay the rent on time (the tenant should not withhold rent even if they think the landlord is breaching the tenancy agreement)
2. keep the property reasonably clean and tidy
3. tell the landlord as soon as possible about any damage or anything that needs to be fixed
4. fix any damage they or their visitors cause on purpose or by being careless, or pay for someone to fix it
5. pay for all charges that are exclusively attributable to the tenant's occupation of the premises, for example telephone, electricity, gas and internet
6. pay for metered water if there is a separate water meter and the water supplier charges on the basis of metered usage
7. make sure there are no additional people living in the property than the tenancy agreement says (this does not mean people visiting for a short time)
8. give 21 days' notice to leave (if on a periodic tenancy)
9. let the landlord show prospective tenants, real estate agents, buyers or valuers through the property in a way that suits the landlord and tenant
10. leave at the end of the tenancy and:
  1. take away all their belongings
  2. leave the property reasonably clean and tidy
  3. give back all keys, access cards and garage door openers
  4. leave everything the landlord owns.

#### The tenant must not:

1. stop the landlord coming into the property when the Act says they can
  2. remain at the property after the tenancy has ended
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3. disturb the peace, comfort or privacy of other tenants and neighbours, or allow anyone else at the property to do so
  4. damage, or let anyone the tenant has allowed on the premises damage the property, whether it be on purpose or carelessly
  5. renovate the building, change it or attach anything to it unless this is in the tenancy agreement or the landlord agrees in writing
  6. interfere with, or stop from working any means of escape from fire such as smoke alarms
  7. transfer the tenancy to someone else, unless the landlord agrees in writing
  8. threaten or assault, or permit any other person to threaten or assault, the landlord, or any member of the landlord's family, or any agent of the landlord, or another building occupant or neighbour
  9. do anything illegal at the property or let anyone else do anything illegal
  10. change the locks without asking the landlord first.

### Unit Title Properties:

Tenancy agreements on unit title properties are subject to body corporate rules. If the property is part of a unit title development (for example, an apartment in an apartment complex):

- the tenancy agreement must set out a statement of any of the body corporate rules that affect the tenant. If you are a tenant and don't have a copy of the body corporate rules, it is important to ask your landlord for a copy
- the tenant must obey the body corporate rules applying to the unit title development if they affect them and ensure their guests follow the body corporate rules
- the landlord must promptly notify the tenant of any variations to body corporate rules affecting the premises. It is a good idea to attach a copy of the most recent body corporate rules to the tenancy agreement.

### Where can I find more information?

For tenancy advice and information call 0800 TENANCY (0800 83 62 62), visit the DBH website [www.dbh.govt.nz](http://www.dbh.govt.nz) or email us at [info@dbh.govt.nz](mailto:info@dbh.govt.nz)

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# Checklist and Contacts

Below are some helpful contact telephone numbers and information to assist once you've moved into your new rental property with Rentals 4 You.

## Telephone

Phone 123 (Telecom) or alternatively (Telstra Clear) to connect your telephone service prior to moving in.

## Power

Here are a few of the power companies who could supply power to you. Phone one provider before moving in. If you need the name of the property's previous power provider, contact us and we will try to help you. Please notify us which power company you are using (for our records).

Genesis	0800 436 374
Contact	0800 809 000
Mercury	0800 101 810
Empower	0800 340 000
TrustPower	0800 87 87 87

## Automatic Payment

Remember to submit your automatic payment to your bank. This will enable your payments to be paid on time.

## Bond

Your bond is posted to Wellington and held in trust with the Tenancy Services. The bond cannot be used as payment towards your rent at any time during the tenancy. The bond will be signed over to you at the end of your tenancy once a final inspection has been done.

## Water payments

You are responsible for your water usage whilst you are in the property. Water Care remits their water accounts every six (6) months. We will forward a copy of the account to you. Please pay Rentals 4 You Ltd within 10 days of receipt of the account.

## Refuse & Recycling removal

Collection is done weekly or fortnightly by the Council. Refuse bags may be purchased from the supermarket or directly from the council. Please refer to your local council website for details.

## Emergency Contact

In the event that urgent repairs are required on the property (for example: burst hot water cylinder, fire from electrical sockets etc.), do the following:

- **Electrical:** Switch off the power at mains.
- **Water Leaks:** Turn off water at mains.  
Phone the Rental4you maintenance hotline on ph **09 926 5334**



## Rentals 4 You Ltd

Physical Address	Level 1 Simplicity Building 14-22 Triton Drive Albany Auckland 0632 New Zealand
Postal Address	PO Box 300108 Albany Auckland 0752 New Zealand
Telephone	Office 09 926 5333 Maintenance 09 926 5334
Email	<a href="mailto:info@rentals4you.co.nz">info@rentals4you.co.nz</a>
Website	<a href="http://www.rentals4you.co.nz">www.rentals4you.co.nz</a>