



residential



# Tenancy Handbook

Your introduction and guide to renting with apm

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# Welcome to renting with apm

Congratulations on your new tenancy.

We have created this guide to help with being prepared for your tenancy and to assist you with having the right expectations during your tenancy with us.

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

This information booklet has advice and information to help you settle in and enjoy your tenancy with us.



# Getting ready for your tenancy

## Important Contact Details

### apm Reception Phone

09 638 2500

### apm Office Hours

8.30am – 5.00pm (Monday to Friday)

### apm Office Addresses

Spartik House, Level 2, 6-8 Edward Wayte Place, Grafton, Auckland **OR**  
134 Ocean View Road, Oneroa, Waiheke Island.

**By appointment.**

### apm General Info

Email: [reception@apm.kiwi](mailto:reception@apm.kiwi)

Website: [www.apm.kiwi](http://www.apm.kiwi)

### 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:

### 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

### Power and Gas

There are a large amount of retailers in New Zealand, many only operate in certain regions.

Visit [www.powerswitch.org.nz](http://www.powerswitch.org.nz) or call 0800 266 786 to see the suppliers in your area.

### Internet and Fibre

There are plenty of internet providers available in New Zealand to choose from, a quick google search will give you the information you need.

Landlords cannot unreasonably withheld the installation of fibre internet if it is possible to install on the property and the installation can be installed at no cost to the landlord.

Contact your provider for further information.



# Moving into your rental property

## 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.

## Keys and 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, returned 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 Bond

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

Pet bonds will also be lodged with Tenancy Services

## 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 Contents Insurance

**It is crucial that you take out your own tenant contents and liability 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 would lead 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.

While as the tenant you get the benefit of the landlord's insurance for damage you may cause during your tenancy, you may be liable for the excess This could be from \$250 plus per incident. Alternatively, you may be liable for the actual cost of repairs if it is less than the owner's excess. To mitigate your cost, we strongly recommend you take out your own tenant insurance.



# Rent payments

## Zero Tolerance Policy for Late Rent Payments

You 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. A 14 day notice to remedy may be issued.
- **15 days late** – Tribunal Application
- **21 days late** – Tenancy Tribunal application seeking termination

## EVICTION via the Tenancy Tribunal may follow if the problem is not remedied.

If payments are continually late, we may recommend to the landlord that an application to the tribunal be made. Property Managers can apply to the Tenancy Tribunal to terminate a periodic tenancy for rent arrears if the tenant has been at least five working days in rent arrears, on three separate occasions, within any 90-day period. Fixed-term tenancies can also be terminated for non-payment of rent.

## Debt collectors

In extreme cases, details of the tenancy are lodged on a National Tenancy Database. This may affect further tenancies with other companies locally and 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. Tenancy Tribunal documents can be available to the public. They will pop up on background and credit checks.

## 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.

**Rent needs to be a priority.**

## Calendar Monthly Payments

Note the term 'calendar month's 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 weeks' 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.

## Understanding 'Rent in Advance'

Rent is always paid in advance. Some tenants mistakenly believe the first week of rent is held in trust for use at the end of tenancy like a bond. The first week's rent is for your first week of the tenancy and the next rent payment is due at the end of the first week. e.g. you move in Friday, your first weeks rent pays rent from Friday to the following Thursday. Rent is then due Friday.



# Maintenance and repairs

## General Repairs

It is an apm requirement that repairs are **lodged in writing**, via email, text or with Tapi.

All repairs and maintenance are to be notified asap. Do not leave them for days or weeks. Prevention is better than a cure.

You can lodge written repair requests to your Property Manager by scanning your property specific Tapi QR code located in your property. If you do not have a QR code, please contact your Property Manager

<https://apm.kiwi/residential/maintenance-request/>



Enter your tenancy details in the online Tapi form and you will receive updates on the repairs or maintenance requested overinformed on the process. Be sure to include photos and other relevant information.

## Emergency Repairs

**All emergencies please contact your Property Manager on their mobile phone as soon as possible and leave a voice message and/or text with your name, address and emergency.**

Emergency situations could be when there is an immediate risk of danger to yourself or any occupant, or there is an immediate risk of serious damage to the property. Emergencies may include:

- Water pipes have broken or burst.

- Blocked or broken toilet (if a second toilet is not available).
- Serious roof leak
- Gas leak. Note: Turn off gas asap!
- Dangerous electrical faults, dangerous power point, loose live wire etc.
- Flooding, rainwater collection inside the property or serious flood damage.
- Serious storms, fire or impact damage (i.e. impact by a motor vehicle).
- 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 weeknight or the day prior to a working day).
- Fault or damage that makes the property unsafe or 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.

**Outside** of office hours (8.30am – 5.00pm), you may be requested to text the details of the emergency as phone calls may be screened. Please ensure you leave a voice message.

**Access:** For all repairs and maintenance access for trades will be during normal business hours, at a time suitable to the tradesperson. If you are not available to be home, they will collect a key from the apm office. All dogs must be contained.



## During your tenancy

### Property Manager Communication

When you started your tenancy, you would have been contacted by or introduced to your Property Manager. Please keep a note of their email and mobile number for when you need to contact them. Save them in your phone.

Leave a voice message or send a text with your name, property address, and issue if you cannot contact them by **phone**.

Company policy is for Property Managers to respond to general enquiries within three business days. If the matter is urgent your Property Manager will respond accordingly, **often sending a text message works best if urgent**.

If you are emailing your Property Manager, please ensure you are using their direct email address as stated in your welcome pack/email. **Do not email if it is an emergency**.

### 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 maintenance and make any recommendations to the owner.

You will be notified of your inspections at least 48 hours before hand so you have time to prepare the property. Please see a detailed list of what we look out for when cleaning on pages 12 – 14 of this booklet.

Inspections involve taking photos and video of the condition of the property, and any repairs required, plus photos and video of the grounds, interior and exterior of the property. We expect the property to be presented in a clean and tidy manner - inside and out. Be sure to remove or cover any personal items you don't want in these reports

### Rent Reviews

Rent increases can only take place 12 months after the last increase. **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 owner be contacted directly by tenants. As the duly authorised agent the owner can only be contacted through apm. We are employed as the acting landlord of the property.

Should you receive any mail that is not in your name please Return to Sender by crossing out your address, note 'Return to sender' on the envelope, and drop it into any post box.

Email your Property Manager should you have any queries to bring to the owner'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.



# Residential Tenancies Act 1986

**Tenancy  
Services**

Tenancies in New Zealand are governed by the Residential Tenancies Act 1986 (RTA) and Amendments. Please know your legal obligations as a tenant.

Below are only some of the clauses in the Residential Tenancies Act 1986 (RTA) and Amendments.

Refer to the full Residential Tenancies Act 1986 and Amendments for all clauses. The below information has been acquired from Tenancy Services at [www.tenancy.govt.nz](http://www.tenancy.govt.nz). Visit their website or you can call the Tenancy Services helpline on 0800 836 262 (0800 TENANCY) if you have any questions.

## 1. AGREEMENT

- Each party should keep a copy of the Tenancy Agreement.
- Changes in the particulars of either party must be notified to the other party within 10 working days.
- A contract may not be enforceable against a tenant under the age of 18 (a minor). The *Minors Contracts Act 1969* may apply.

## 2. CONTACT DETAILS

- Each party must provide an email address and mobile number if they have them and advise the other party if they change.
- Each party must supply a physical address for service in New Zealand where notices and other documents relating to the tenancy will be accepted by them, or on their behalf, even after the tenancy has ended. Tenants who supply the rental address as their address for service should update this at the end of the tenancy. Parties may also supply an additional address for service which can include a PO Box, email or facsimile. We will use the supplied email as address for service.
- If the landlord is going to be out of New Zealand for more than 21 days and has to appoint an agent, the landlord must give the tenant the agent's name, contact address, mobile phone number (if any), email address (if any) and address for service.

## 3. RENT

- Landlords shall not require rent to be paid more than 2 weeks in advance, nor until rent already paid has been used up.
- 60 days' written notice must be given for rent increases.
- Rent shall not be increased within 12 months of the start of the tenancy of the last rent increase.
- For rent to be increased in a fixed-term tenancy, it must be stated in the tenancy agreement.
- Receipts must be given immediately if rent is paid in cash.

## 4. BOND

- A bond is not compulsory, but a landlord may require a bond of up to 4 weeks' rent, plus a pet bond of up to two weeks.
- Bonds must be lodge with the Ministry of Business, Innovation and Employment within 23 working days of being paid.
- If the property is sold, the landlord's rights with regard to the bond pass to the purchaser of the property if sold with existing tenancy.
  - The bond covers any damage or loss to the landlord if the tenant's obligations are not met, but does not cover fair wear and tear.
- Bonds are refunded once the tenancy has ended and any repairs and maintenance or other costs are finalised.
- The bond is refunded by Tenancy Services and not apm.

## 5. LANDLORD'S RESPONSIBILITIES

- Provide and maintain the premises in a reasonable condition.
- Allow the tenant quiet enjoyment of the premises.
- Comply with all building, health and safety standards that apply to premises.

- Comply with all requirements in respect of smoke alarms imposed on the landlord by regulations.
- Landlords need to have working smoke alarms installed in all their residential rental homes. Any replacement alarms installed after 1 July 2016 (other than hard-wired) systems need to have long life batteries and a photoelectric sensor.
- Pay rates and any insurance taken out by the landlord.
- Not seize the tenant's goods for any reason
- Inform the tenant if the property is on the market for sale.
- Not interfere with the supply of any services to the premises.
- If the landlord is in breach of these responsibilities the tenant(s) can apply to the Tenancy Tribunal.
- Appoint an agent and notify the tenant and Bond Centre of the agent's details whenever leaving New Zealand for more than 21 consecutive days.
- Inform the tenant of any changes to the information in the insurance statement within a reasonable time.

## 6. TENANT'S RESPONSIBILITIES

- Pay the rent on time.
- Keep the premises reasonably clean and tidy, and notify the landlord as soon as any repairs are needed. You may not withhold rent if you cannot get repairs done.
- Use the premises principally for residential purposes.
- Pay all electricity, gas, telephone, and metered water charges.
- Notify the Landlord of any damaged or faulty smoke alarms. Do not tamper with, or remove the smoke alarm.
- Not damage or permit damage to the premises, and to inform the landlord of any damage.
- Not disturb the neighbours or the landlord's other tenants.
- Not alter the premises without the landlord's written consent.
- Not use the property for any unlawful purpose.
- Leave the property clean and tidy, and clear of rubbish and possessions at the end of the tenancy.
- At the end of the tenancy, leave all keys, remotes, swipe tags etc with the landlord. Leave all chattels supplied with the tenancy.
- If a maximum number of occupants is stated in the tenancy agreements, you must not exceed that number.

## 7. RIGHTS OF ENTRY

The landlord shall enter the premises only:

- With the tenant's consent at the time of entry.
- In an emergency
- For necessary maintenance or repairs, compliance or preparation for compliance with any requirements regarding smoke alarms, insulation and healthy homes standards, from 8am to 7pm, after 48 hours' notice.
- For inspections with at least 48 hours notice.

# Residential Tenancies Act 1986

- With the tenant's prior consent, to show the premises to prospective tenants, purchasers, registered valuer or real estate agent doing an appraisal, or other expert engaged in appraising the premises
- Consent may not be unreasonably withheld but reasonable conditions may be imposed.
- To test for contamination, after 48 hours' notice.

## 8. SUBLETTING AND ASSIGNMENT

- The tenant(s) must not assign the tenancy without the prior written consent of the landlord.
- Landlords must consider all requests from tenants to assign a tenancy and cannot withhold consent unreasonably. A provision in a tenancy agreement prohibiting assignment is of no effect. These rules do not apply to a social housing tenancy covered by section 53B(1) (a) of the Residential Tenancies Act 1986 if assignment is prohibited under the agreement.
- *The prospective tenants must follow normal letting procedures and meet apm's requirements within the RTA.*
- A fee in accordance with the RTA may be charged.

## 9. MAKING CHANGES TO THE PROPERTY

- Landlords must consider all requests from tenants for changes to the rental property, and must not unreasonably withhold consent for a minor change (fixture, renovation, alteration, or addition), but may attach reasonable conditions. Responses to requests must be provided in writing within 21 days.
- The tenant(s) must not make any changes without the prior written consent of the landlord.
- The tenant(s) must return the property to a condition that is substantially the same as the condition that the property was in before any minor changes were made. However, the landlord and tenant may agree to a different arrangement in relation to the minor change for the end of the tenancy (for example, that the minor change will remain in place).

## 10. INSURANCE

- Landlords must disclose whether or not the property is insured in a statement as part of the any new tenancy agreement, and if so, the excess amount of any relevant policies. They must also include a statement informing the tenant that a copy of their insurance policy is available on request.
- Landlords must provide tenants with this insurance information (if requested within a reasonable timeframe) and provide updated information within a reasonable timeframe if insurance information changes, or (where they are not the insurance holder) within a reasonable timeframe of becoming aware of the changes.
- If tenants or their guests damage a rental property as a result of careless behaviour, the tenant is only liable for the cost of the damage up to four weeks' rent or the insurance excess (if applicable), whichever is lower.
- Tenants will be liable for the full cost of damage that they or their guests cause intentionally or that results from an act or omission that constitutes an imprisonable offence.
- Landlords must disclose the extent of insulation in their properties in a signed statement as part of any new tenancy agreement.
- Landlords must provide ceiling and underfloor insulation that meets minimum standards unless they have an exemption. In the case of an exemption, the landlord must explain how why.
- Landlords must make all reasonable efforts to obtain the required information. This includes physically looking, engaging a professional to do an assessment and/or checking the council building file.
- *apm strongly recommends tenants have their own liability and contents insurance.*

## 11. HEALTHY HOMES STANDARDS

Landlords must include a statement in the tenancy agreement, which confirms:

- On commencement of the tenancy, the landlord will be compliant with the healthy homes standards as required by section 45(1)(bb) of the Residential Tenancies Act, or

## 12. NOTICE TO TERMINATE TENANCY

### Fixed-term tenancies

Fixed-term tenancies automatically become periodic tenancies unless:

- A landlord or tenant gives notice to end a fixed-term tenancy between 90 and 21 days (known as the "effective period") before the fixed term ends. No specific reason is required; or
- Both the landlord and tenant agree on an alternative, if there is more than 90 days remaining before the expiry.

For fixed-term tenancies that expire on or after 1 May 2025, the new law will apply. For example, if a fixed-term tenancy expires on 23 May 2025 and the landlord does not want this to automatically become a periodic tenancy, they will not need to give a reason for ending the tenancy but must provide the correct notice. This would either be by providing notice within the effective period or if the effective period is missed, by giving the appropriate notice once the tenancy becomes periodic. Alternatively, the landlord and tenant can agree to end the tenancy on a chosen date.

### Periodic tenancies

Tenants terminating a periodic tenancy must give at least 21 days' written notice. Tenants may end the tenancy for any reason, and do not need to give a reason to the landlord. Landlords can terminate a periodic tenancy without a specific reason (without cause) by providing 90 days' written notice.

The landlord may give 42 days' notice in writing – and must state the reason for termination if:

- The owner, or their family member, requires the property to live in as their main residence within 90 days of the tenancy ending and remain for at least 90 days
- The property is needed for the landlord's employee or contractor. The property must usually be used or have been obtained for this purpose and this is stated in the current tenancy agreement; or
- The property has been sold with a requirement to give vacant possession under an unconditional sales agreement.

## 13. TERMINATION BY TRIBUNAL

The landlord may apply to the Tenancy Tribunal for a termination order where:

- The rent is at least 21 days in arrears
- The tenant has caused or threatened to cause substantial damage to the premises
- The tenant has assaulted, or threatened to assault, the landlord, a member of the landlord's family, or a neighbour
- The tenant has failed to comply with a 14 days' notice to remedy a breach
- The premises are an uninhabitable residential premises.

The landlord may apply to the Tenancy Tribunal for a termination order of a periodic tenancy if:

- The landlord has given the tenant a written notices on three separate occasions for anti-social behaviour within any 90-day period; or
- The landlord has given the tenant a written notice on three separate occasions when the tenant has missed their rent payment and this has remained unpaid for at least five working days within a 90-day period.
- A 14 day notice has been issued and the tenant has failed to comply
- The landlord must apply to the Tenancy Tribunal within 28 days of issuing the third notice.

A tenant may apply to the Tenancy Tribunal for a work order, compensation or to terminate the tenancy, if the landlord has breached the tenancy agreement or the Residential Tenancies Act, or if the property is an unlawful residential premises. The tenant may issue a 14 day notice to remedy an issue at the property.



# Taking care of the property

## Misplaced Keys

If you have misplaced your keys during business hours you may come to our office (apm office addresses are on page 4) where you may be asked to pay a deposit of \$50.00 to borrow our office set. The deposit 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. This includes tenant damage, accidental or other.

## Noise/Disruption

The utmost care must be taken to ensure that you do not infringe or disrupt 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, townhouses 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.

It is your responsibility to ensure your pets do not breach quiet enjoyment, especially when you are not at home.

Note that noise outside carries and on a still evening this can be very loud and disruptive to neighbours, more so when outside on balconies or decks.

If you need to report excessive noise, phone your local council's noise control 24-hour service to resolve the issue. Call Auckland City Council 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. No smoking applies to all common areas of shared premises, inside and outside.

## 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, contact your Property Manager as soon as possible. You need to ensure that you test the smoke alarms monthly.

**Removing or tampering with smoke alarms is an un-lawful act and you could be fined up to \$3000**

# Taking care of the property

## Heating

Please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk. **Un-flued gas heaters are not permitted.**

## 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. You must also keep the external box weed and debris free.

## Woodburners and 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 and 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 this is monitored. Do not put pot plants directly on flooring areas as you can run the risk of carpet rot, staining, or water damage underneath should moisture overflow or escape the containers placed underneath.

Like pot plants, aquarium stands can leave rust marks on the floors and can cause damage if placed directly on floors.

Furthermore, if placed on carpet or wooden floors the weight of the aquarium filled with water may cause permanent indentations and damage to the flooring.

## Fixtures, Fittings and 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. Do not use any type of tape on walls or ceilings. Ensure all command hooks (or other) are ALL carefully removed at the end of the tenancy and any damage is repaired or reported.

## Washing Curtains/ Blinds

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 if machine washed, so it is best to check the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing. Blinds are to be cleaned when necessary. Warm water with a cloth should remove any dirt and grime. Be sure to wash gently.

## House Cracking and 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 – keep these free from marks and dirty finger marks.
- Cobwebs/dusting - please remove cobwebs to windows, walls and ceilings. Keep vents dusted.
- Light fittings, switches, ceiling fans - keep them dusted and cleaned regularly.
- Curtains/blinds - keep these cleaned, dusted. 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.

# Taking care of the property

- Floors - regularly swept and mopped. Floors in kitchen and wet areas may need scrubbing to keep surfaces, tiles and grouting looking clean.
- Carpets – regularly vacuumed and all stains or marks cleaned immediately.
- Ventilation - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation that can cause mould and possible health problems.
- Wipe down all condensation around windows and doors straight away.
- Wet areas - bathroom, toilet and laundry grouting/tiles - please ensure all tiles are kept free from grime, soap scum and mould. Use appropriate products.
- All glass to be regularly cleaned.

## Carpet Stains / Cleaning

### Stain Removal

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.

### Carpet Cleaning

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

## 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.

### Bench-top 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.

### Excess Water

Always clean up excess water. Ensure water doesn't splash or overflow onto doors or into drawers.

### 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. Ensure grout and silicone are regularly cleaned.

### Oven Tops and Stoves

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 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, and ensure that all grease/fat is cleaned off surfaces daily. Ensure pots do not boil over. Clean area immediately, especially if you are using salted water. If left, it can cause damage to stovetops and elements.

### Exhaust Fans / Vents / Range Hoods

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.



# Taking care of the property

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. Ensure the inside of the rangehood is regularly cleaned and fat/oil is removed.

## Cupboards and Drawers

Cupboard shelving, doors, kickboards, 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.

## Waste Disposal Unit

A kitchen sink waste disposal unit is a great way to deal with some of your kitchen food waste, however you need to use it correctly for it to work properly. Please note the following food waste/waste that can and cannot be put down a waste disposal unit:

**CAN Put Down:** Some vegetables, fruit, bones from fish and poultry, meat/fish scraps, and soft food items.

**CAN'T Put Down:** Fruit stones, fibrous vegetables (celery, potato peels, banana skins, broccoli, corn husks), eggshells, coffee grounds, grease, oil, RICE, animal fat, plastic, paper, glass, metal, cigarette butts, packaging materials, stickers from fruit/vegetables, tea bags/tea bag string.

**How to Use:** To use a waste disposal unit safely and correctly please turn the COLD water on first, then the waste disposal. Feed the food waste into the disposal unit. Once grinding is complete, turn off the disposal unit and let the water run for a few seconds to flush the drain.

Break up large pieces of waste into smaller pieces as larger chunks could clog or damage the unit. Do not overload the waste disposal unit and put smaller portions down at any one time.

Keep the blades sharp by running the unit frequently, or at least run it every few days with or without food scraps. Always use cold water when grinding food scraps as hot can make waste stick to the blades.

**Cleaning Waste Disposal Unit:** Put a cup of ice and about a cup of rock salt into the waste disposal unit and run it for a minute. Make sure you put the rubber

stopper over the opening to keep pieces from flying out. Then pour a cup of vinegar and half a cup of baking soda into the disposal unit to kill bacteria and run it again. With the power off, clean the rubber flaps. You can also use a disposal cleaner or generic degreaser to occasionally keep fat, oil, and grease from building up.

To freshen up, grind citrus peels (lemons, oranges, limes) in WARM water (not hot).

**Do not use harsh chemicals or drain unblocking products in a waste disposal unit**

## Bathroom, Toilet and Laundry

### Shower Screens

If you notice cracking to glass 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, tenants may need to pay for this repair.

### Block Sinks or Drains

Should a sink or basin become blocked, first try the use of a plunger. 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, food scraps or wipes down any drains.**

### Foreign Objects Down Drains

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

**DO NOT Flush:** wipes, sanitary products, dental floss, nappies, fat, oil, RICE, 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.



# Taking care of the property

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

If you notice loose tiles to walls, the shower recess or to tiles over the laundry sink etc, please let us know.

## Water Leaks

All water leaks are to be reported immediately to your Property Manager.

## 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. Check your washing machine connection and hoses on a regular basis.

## 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 through and may need replacement in the near future.

## All leaks must be reported to your Property Manager immediately.

Turn off your water mains if you have a serious leak at the property.

The water main is usually located at the front of the property under a blue or black cover. Note early on in your tenancy where the water meter is located, for emergency purposes.

## Taking Care Outside

### Watering Systems

Ensure all watering systems are working properly and are checked regularly throughout the tenancy

### Weeding

Weeding of garden beds, edges, 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 Hose and Fittings

Supplied hoses, fittings and accessories must be kept in good condition. 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 cleaning costs 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

# Taking care of the property

## 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 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. Use your Tapi QR code.

## 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. General household rubbish, waste and recycling must be removed weekly from the property or otherwise as required. This cannot be allowed to accumulate.

**Please note** that if the property is on a 'Pay As You Throw' (PAYT) system the tags required on rubbish bins for Council collection is a tenant cost. Tags can be brought from supermarket checkouts, dairies and petrol stations, and need to be placed on the bin handles with the property address written on.

### What can be recycled?

- Cardboard, paper, newspapers, clean glass bottles, plastic bottles, and cans, aerosols, clear food containers. Milk cartons, pizza boxes (clear of food), and egg cartons.



### What cannot be recycled?

- Plastic bags, garden waste, medical waste, food waste, building waste, clothing, polystyrene takeaway containers and meat trays, cookware, window glass, light bulbs, electronic items, and batteries.

## Annual Inorganic Collection

Book an inorganic collection through the Auckland Council website for large items like appliances or furniture (limit of 1 cubic metre). Place items near your property entrance on collection day. Consider donating or selling items first, and avoid storing large rubbish piles for long periods. Check the Auckland Council website for local rubbish, recycling, and collection details..

## Swimming Pools and Spas

If the property you are renting has a swimming pool or outdoor spa please pay attention to the following:

### 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 an outwards self-closing gate. 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

If regular cleaning **does not** occur, high costs can be incurred to bring it back to the original clean state. Tenants will be charged. It's also a tenant's responsibility to ensure that the pool/spa is kept full of water. Pool/spa must not be emptied without Property manager's approval.

# Taking care of the property

## 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 and the Property

We know pets are part of the family. The law changed in 2025, so please read this carefully before bringing a pet into your rental home.

### Do you need permission to have a pet?

Yes. From 1 December 2025, you must have the landlord's written consent before keeping a pet unless:

- Your tenancy agreement already allows pets,
- The pet was approved before 1 December 2025.

Disability assist dogs are exempt and do not require consent or a pet bond.

### How do I ask for permission?

- **Request consent in writing** for all pets – email your Property Manager.
- Your Property Manager will send you an application form to fill in, ensure you answer correctly all questions. This includes basic details about the pets - type, number, size.
- The landlord must respond within 21 calendar days.

If the landlord doesn't respond in time, they may face a fine. If consent is refused, it must be for a reasonable reason (for example, the property isn't suitable or council/body corporate rules apply).

### If my pet is approved

- A pet bond with apm is **two weeks rent** (on top of the usual bond).
- Only **one pet bond per tenancy**, even if you have more than one pet.
- The bond is lodged with Tenancy Service with the tenancy bond.

### Damage and responsibility

- You are responsible for any pet-related damage that is more than fair wear and tear.
- This includes things like scratches, stains, chewing, damage to lawns, damage to carpets or flea infestations.
- If there is more than one tenant on the agreement, all tenants share responsibility.

### What if I keep a pet without asking?

Keeping a pet **without consent** is an **unlawful act**.

This can result in:

- a fine of up to \$750, and/or
- being required to remove the pet and/or
- Tenancy Tribunal action and possible costs.
- If you have consent for one pet you must still request permission for any further pets

### Everyday expectations

You are required to ensure your pet is compliant including:

- Following local council rules (registration, microchipping, number/type of animals).
- does not cause nuisance (noise, damage, hygiene issues).
- is treated for fleas or pests regularly
- grounds etc are cleaned up on a regular basis.

### Disturbance and noise

Your pet should 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.



# Taking care of the property

Failure to comply with these terms shall give the landlord the right to issue a 14 days' notice and maybe grounds for further action and possible eviction via the Tenancy Tribunal.

## Quick reminder

- **Always ask before bringing a pet home.**
- **Wait for written approval. Do not assume permission.** If you're unsure, contact your Property Manager **before** getting a pet — we're happy to help.
- **Two weeks' rent for the pet bond is required**

## Water Usage

Try to conserve your water usage, especially if you are on tank water that is replenished with rain. Unless stated otherwise in the tenancy agreement, tenants are responsible for paying for the water and wastewater that is attributable to them.

## High water usage? Check for leaks

If you have an unusually high water bill you may have a leak. You can do your own leak test by following the instructions below:

- Choose a time when water won't be used for a period of time e.g 30 minutes. You won't be able to use water during this time no flushing, using taps, dishwasher or washing machine etc.
- Read your water meter and note down the numbers
- Read your water meter again after the test period. If numbers are different, it's highly likely you have a water leak. Contact your Property Manager as soon as possible!

Check the property for a possible water leak e.g leaking water main, tap, toilet or hot water cylinder, and advise your Property Manager if you have a water leak, as soon as possible.

For more information visit Watercare:

<https://www.watercare.co.nz/Faults-outages/Plumbing-and-wastewater/Check-for-leak> For queries, contact Auckland Council (Watercare) on 09 442 2222.

## Water Tanks

Some properties like on Waiheke Island or rural properties use water tanks and rely on rainwater or water companies to replenish the tank. If you have a water tank you need to be conscious of conserving water. Please ensure water levels don't get too low as this can damage the water pump. Cost maybe oncharged to tenants.

## Septic Tanks

Some properties on Waiheke Island or rural properties use septic tanks for their waste collection. As outlined on page 14 of this booklet, **DO NOT** flush anything down the toilet other than human waste and toilet paper. Vehicles are to stay off the septic tank run off area.

## Rural Property Considerations

- Ensure property boundary fences are adequate to keep any stock in. All animals need to be contained on the property.
- Check fire bans for your area **BEFORE** lighting any type of outdoor fire/incinerator/brazier.
- Paddocks are not to be overgrown or overgrazed. No rubbish, vehicles etc to be stored or dumped in paddocks.

## 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.

## Power Saving Tips

### Keeping Warm and Saving Water

- **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.

# Taking care of the property

- **Close doors and curtains cont'd**

Close curtains at dusk so the warmth from the sun isn't lost out the windows. Open curtains and blinds during the day

- **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. buy energy efficient light bulbs
- **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.
- **Fan Heaters** – consume a reasonable amount of power, use with caution.





# Your safety – being aware

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

## If you see the below, please let us know:

- 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.
- 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 ranch slides and screen doors.
- Broken windows and window locks.

## Safety at Home

- Test your smoke alarms regularly to ensure the batteries are working.
- Advise your Property Manager of any maintenance issues or repairs promptly. Use QR code
- 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.
- If you are going away for a more than 30 days ensure you advise your Property Manager in writing. This is an insurance requirement.



# Living in a body corporate

If you're renting a strata or body corporate property (like a unit, apartment, townhouse, or duplex), you must follow the complex's by-laws and understand the rules around shared (common) areas and any spaces designated for your 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).
- Smoking is not permitted in common areas.

## 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. Visitors parking may have time limits.

ensure you abide by the signs and body corporate rules to prevent being towed or fined.

## 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 BC rules & by laws, including parking and their behaviour is appropriate 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 and their visitors must comply with these rules.

The landlord must notify the tenant of any variations to Body Corporate rules affecting the premises. You would have received a copy with your T.A



# 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 below circumstances.

### Ending a Non-Fixed Term (Periodic)

If you are leaving from a non-fixed term (periodic) tenancy, **at least 21 days' notice** in writing is required.

### Ending or Breaking a Fixed Term

#### At the End of the Fixed Term

If you are leaving at the end of your fixed term tenancy date as outlined on your tenancy agreement, **at least 21 days' notice** in writing (between 90 and 21 days) is required.

#### Breaking a Fixed Term

To leave during a fixed term tenancy, we require you to contact us in writing in order to complete a lease break application. We will also then provide an estimated cost to break the fixed term tenancy.

If your application to break a fixed term tenancy is accepted, the following costs will be incurred:

- **Rent** - until a tenant approved by the landlord takes possession, or the fixed term expires (whichever occurs first).
- **Invoice for Expenses** - which covers advertising/viewings/travel, phone/interacting with the new tenant/s, sending applications, receiving, perusing, processing applications and writing a new agreement, contacting the new tenant/s to arrange signing, exit and entry inspections, correspondence and processing of the bond etc.

- **Maintenance** - Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the grounds are maintained for the duration of your tenancy.

## Getting your Bond Back

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** - all rent is paid in full.
- **Water** - paid in full including final water bill.
- **Property Ready** - the property is cleaned and grounds returned to their ingoing condition. Follow the final vacate checklist on pages 23-24 of this booklet. The property must also pass the final inspection conducted by your Property Manager.
- Keys/remotes/swipe tags are returned.
- **Outstanding Accounts** - debts outstanding like water, damages, compensation amounts and lease break fees are paid in full.
- **Keys and Remotes** - all keys, heat pump remote controls etc have been returned, including fibre box and power cord.
- **Damages** - all damages have been repaired to an acceptable standard

Once these criteria have been met, we can then process your bond refund. Delays to this in all cases usually relates to one or more of the above criteria not being met. NOTE: the bond is refunded by Tenancy Services Bond Centre, not apm.

# Vacating the property

## Cleaning and the Final Inspection

### Cleaning

Please use the '**Vacate Check List**' guide at the end of this booklet.

It is also important to understand that cleaning thoroughness can be hampered by lack of attention to detail. If the cleaning process has not been completed thoroughly, this may result in extra costs associated in rectifying any cleaning issues and may 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, 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.

Once your tenancy has ended you will not have the opportunity to return. Ensure the property is left in an acceptable condition to reduce bond refund delays and unnecessary costs to yourself.

## Outstanding Rent, Debt and Damages

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.

If there is outstanding rent, damages outgoings etc in dispute at the end of a tenancy, a Tenancy Tribunal application may be made. Once this order is issued this will be forwarded on to a debt collection agency who will pursue collection of the debt. Even if paid, the debt will remain on your credit history for six years and may affect your future ability to rent or gain credit.

## Eviction

Should an eviction occur and you still owe money, your details will be lodged with TPS or other debt collection agencies. All collection cost will be on charged to you.



## Vacate checklist

- Mail Redirection** - Ensure that all mail is re-directed by New Zealand Post to your new address. [www.nzpost.co.nz](http://www.nzpost.co.nz)
- Utilities** - Ensure all electricity, fibre, gas, phone accounts etc are cancelled or transferred
- Appliance Manuals** - Leave them on the kitchen counter.
- Keys** - Return all keys & remotes as handed to you at the start of tenancy, including any extra keys, swipes and remotes issued during the tenancy.

### Inside the Property

- Walls** - Clean off any dirty marks, removable scuff marks, finger or food marks, cobwebs, fly spots etc.
- Ceilings** - Clean mould, marks, cob webs, 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 and fly spots.
- Ranch Sliders/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 an appropriate 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. All grease and oil is removed from kitchen surfaces including splash back, oven door and glass.
- Bathroom** - Clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath, wall tiles, and grout. Ensure both the sink and bath has a plug present.
- Toilet** - Clean cistern, seat, bowl inside and out and around the base. Don't forget the skirting tiles, grout, and wall around the toilet.
- Laundry** - Clean both the inside and outside of the tub and underneath. Ensure the plug is present.
- Exhaust Vents & Fan** - Covers are to be cleaned and free from any dust and dirt.
- Heat Pumps** - Front vents and filters, cleaned. Modern systems' (wall type) filters can easily pull out and be brushed down with a hand brush, or washed with warm water. Clean the exterior of the heat pump, remove fly spots.
- Ventilation ceiling duct vents** - Clean if dusty or dirty. The air intake filter should also be cleaned. This is usually on the ceiling.
- Cupboards/drawers** - Clean inside and out, front and back of cupboard doors and door frames, kickboards and end panels all need to be cleaned.

# Vacate checklist

- Blinds** - All blinds should be carefully wiped down.
- Floors** - Floors to be mopped/washed. Ensure corners and hard to get areas are clean.
- Carpets** - Ensure the carpets are vacuumed. 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. Stains must be appropriately treated.

## Outside the Property

- Lawns** - Freshly mowed and edged.
- Gardens** - Remove all 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. All bins – recycling, rubbish, food scraps, must be EMPTY and clean on vacate day.
- Paths and Paving Areas** – Sweep & remove weeds
- 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. Clean garage appropriately – floor, walls, lights, cupboards, shelves etc.

## If you Have a Pet

- Pet Droppings & Urine** - Remove droppings from gardens, lawns, and any other areas. Dispose of in the rubbish, 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.

- Carpets** – Carpets must be professionally cleaned if pet has been allowed inside. This is mandatory for having a pet.
- Pet damage** - Check screen doors, fly screens and curtains for damage. Replace the screen wire if required. Ensure watering systems are free of dog chew damage and are repaired accordingly. All pet related damage is repaired.
- Pet hair** - Ensure any visible pet hair, inside, is removed. This may include vacuuming after carpet cleaning.
- Lawn** – Grass is to be remedied where animals have been i.e. holes, worn-down grass, dug-up gardens. Grass must be resown and growing.
- Fumigation** – Property is flea-bombed. This is a requirement for cats, dogs, rabbits, and other furry critters.

## Get some Help to get the Property Ready

Getting the property ready on time for final inspection can be exhausting. 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 Moving/ Gardening
- Rubbish Removal
- Handyman
- Pest Controller
- Driveway Sprayer / Cleaner



## Answers to common problems

### No Electricity / No Hot Water

Contact your local electricity supplier first to check if there is a fault or to see if the ripple relay has been turned off overnight. Check the cylinder has not been turned off.

For Auckland City, Manukau City and Papakura - phone Vector on 0508 832 867.

For North Shore, Waitakere, and Rodney - phone your electricity company (see your power bill).

For Franklin/ Counties call 0800 100 202

For Hamilton/ Waikato call 0800 800 935

Check fuses and safety switch located in the electrical meter box. If the safety switch has tripped, reset it. If it trips again, turn off all power points and unplug appliances. Plug in appliances one by one to determine which one is tripping the switch. If the appliance belongs to you, you will need to arrange repairs. If the appliance belongs to the owner, contact your Property Manager.

### No Water, High Water Bill, Water Leak at Roadside Meter

Contact your local water supplier to check if there is a fault or to advise the roadside leak.

For major leaks – turn the water main to the property off. The tap is usually located in the ground at the front of the property in a blue or black box.

Report **ALL** water leaks to you Property Manager, immediately!

You can do your own leak test by following the instructions on page 18 of this booklet.

For queries, contact Auckland Council (Watercare) on 09 442 2222

Papakura residents call Veolia Water on 09 295 0515.

### No Gas / No Hot Water

Contact Vector Gas faults on 0800 764 764 first to check if there is a fault.

If you experience problems with a gas hot water system, check that the pilot light is on. Check the instructions on the system for relighting the pilot light.

### Smell of Gas

If you smell gas inside the property – vacate immediately. **DO NOT** turn on any lights or electrical power points.

Turn gas off at the mains and call Vector immediately and advise your Property Manager. Use your TAPI QR code. Additional assistance may be given for easy to solve situations.