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TENANT INFORMATION GUIDE



The team at Todd & Co Property Management would like to welcome you to your new home. We hope you that you enjoy living here and that your experience with us is easy and stress free.

We hope you enjoy living in your new home – please treat it with respect and look after it, and I am sure it will look after you!

Property Manager Information

Your Property Manager is your first point of contact for any communication.

If your Property Manager is away, another staff member will assist where possible.

For all non-urgent communication, we do prefer you to contact us by email if possible rentals@todddco.nz

For all urgent issues, please phone our office on 03 218 7131.

If you wish to meet with your property manager, we highly recommend you make an appointment as they may be unable to see you for an unscheduled visit.

The office is open from 8.30am – 5.00pm Monday to Friday.

For urgent maintenance please see below a list of on call contractors;

Plumber:	Calvin Dodd	0272271311
Electrician:	Graeme Anderson	02108346868
Locksmith:	Keywee Locks	0212509095

Urgent Maintenance may include the following:

- Broken/unusable toilet
- Flooding water or sewerage
- No running water or no hot water for 12 hours +
- Electrical faults
- Security of the property compromised (tenants to replace broken windows at their own cost by phoning a glazier)

Urgent issues are ones that require immediate attention to ensure the property is habitable or that may cause further damage to the property.

If you call a contractor, they come out and deem it not an emergency, you will be charged their call out fee.

Property Management Responsibilities

All tenants have rights under the Residential Tenancies Act 1986.

The landlord's responsibilities (or Todd & Co Property Management as their agents) under the act are as follows:

- Provide and maintain the premises in reasonable condition
- Allow the tenant quiet enjoyment of the premises
- Comply with all building, health and safety standards that apply to the premises
- Pay rates and any insurance taken out by the landlord
- Lodge the bond with the Department of Building and Housing within 23 days of receiving it
- Inform the tenant if the property is put on the market for sale
- Not interfere with the supply of services such as power, water etc



Tenant Responsibilities

The tenants' responsibilities under the act are as follows:

- Pay the rent on time every week at least one week in advance
- Keep the premises clean and tidy, free of rubbish, bottles etc
- Not exceed maximum number of occupants
- Notify your Property Manager as soon as any repairs are needed
- Pay contractor call out fees if arrangements were made to enter the premises and not adhered to
- Note that you may not withhold rent if you cannot get repairs completed
- Not damage or allow guests to damage the premises
- Inform your Property Manager of any damage as soon as possible
- Use the premises primarily for residential services
- Not use the property for any unlawful purpose
- Not to disturb the neighbours or other tenants - tenants can be fined for non-compliance of this clause
- Not alter the property in any way without written consent of the landlord prior
- 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 and chattels with Todd & Co Realty - failure to return keys at the end of the tenancy will result in the locks being changed and costs being charged to the tenant or taken from the bond
- Replace all light bulbs
- Pay all charges for electricity, gas and water (where applicable) and all telephone and toll charges incurred during the tenancy
- The tenants will not paint, drive nails or screws into, or affix any kind of adhesive tape to, or in any way deface the walls, ceilings, floors, wood or iron work, or the owners fittings and fixtures
- Lawns should be mowed regularly, and gardens kept tidy – all waste and clippings are to be removed from the property
- The tenant shall keep drains, sink wastes, and shower wastes clean, clear and in good order, and will not pour oil or fat down the sink waste
- The tenant agrees to keep the premises well ventilated always to prevent the build-up of mould and mildew

Breaking a fixed term tenancy

We understand that circumstances change and sometimes you may need to break your lease before the end date.

Please be aware, that under the Residential Tenancies Act 1986 we are not legally obligated to allow you to break a fixed term tenancy, however we will do what we can to assist you.

As the tenant you are liable to pay rent until a new tenant is located, signed a tenancy agreement and paid their first weeks rent.

- We require written notification of the date you wish to end the tenancy
- There is an administration fee of \$95.00 to cover advertising etc.
- We will not start marketing the property or sign a new tenancy agreement without written notification and payment of the administration fee.
- We advise you give us as much time as possible to find suitable replacement tenants
- We reserve the right to accept or decline any application received
- Once we have signed a new tenancy agreement and received the move in costs, you will be notified in writing of the date we will release you from your tenancy.

Periodic Tenancy

To end a periodic tenancy, the tenant must give a minimum of 21 days' notice to their property manager in writing (email is acceptable).

The 21 days' notice starts from the business day the notice is received, not when the notice is dated.

The property owner can end the tenancy by giving 90 days' notice (no reason required), or 42 days' notice if the owner or their family are moving into the property, or it is sold, and vacant possession is required.

Insurance

The owners insurance does not cover tenants belongings.

We recommend that you as tenants have your own contents insurance.

Some policies cover third party damage which you may cause to the owners property.

For example, if a fire is caused carelessly or deliberately by the tenant or their guests, the owner's insurance company may act to recover the costs for the damage, from you as the tenant(s).



Routine Inspections

Routine property inspections are completed to ensure the owners property is being maintained to the standard expected by the owner and us at Todd & Co Realty.

A letter will be sent advising you of the date of the inspection.

We are unable to change the date of the inspection unless there are justifying circumstances.

We do not require you to be present at the inspection, but you are welcome to be.

These inspections will help the property manager see if there is any preventive maintenance required and to check that the property is being well cared for and kept clean and tidy by you as the tenant.

Condensation

Condensation is a property maintenance issue for two reasons:

- It can have harmful effects on the health of occupants
- It can cause damage to a property

Heating the house will raise the air temperature and allow the air to hold more moisture, ventilation then removes the moisture to the outside.

Many Southland homes have condensation and mould issues due to the cold winter temperatures and high moisture levels.

Condensation

Keep the house warm, generally 5-7°C warmer than the outside is recommended.

A little heat constantly throughout the day is more effective than a lot of heat in the evenings.

Space heaters, electric heaters and heat pumps are best to provide warmth.

Gas or oil heaters give off moisture as they provide heat so do not help.

Wipe any moisture off glass or cold surfaces when condensation has occurred

Avoid hanging wet clothes indoors to dry out

The use of dehumidifiers is recommended
Dehumidifiers can remove up to 5 litres of water per day

It is better to have many windows slightly open for long periods than a few wide open for a short time, as this provides a more constant level of ventilation.

There are times when opening windows wide helps to remove large quantities of moisture quickly. The best times being during cooking or using a shower or bath

Keep doors closed when using the bathroom or kitchen to prevent the steam spreading through your home.

Extractor fans over a shower or stove will also help to remove moisture from the room – use these if you have them



Heat Pumps

Maintenance

Indoor Unit Filter – Clean monthly with a dry cloth or vacuum cleaner

Cleaning the filter ensures the unit works efficiently and produces the best results.

The filter can usually be easily removed by lifting the front of the indoor unit.

Outdoor Unit – Keep vegetation away from the unit.

Operation

It is recommended the temperature in most domestic homes should be 18 - 22 degrees to ensure optimum health of the occupants.

We recommend in winter that you have your heat pump turned down at night and when you are away from home, but not turned off.

This ensures heat that has built up during the day is not lost, saving the heat pump having to work hard to bring the temperature back up during the cold part of the day.

Your heat pump will also remove moisture from the air.



Vacating the Property



The following information is here to help you when vacating the property, and to allow your bond to be refunded as quickly as possible.

Your bond will not be refunded until we have completed a final inspection and are happy with the condition of the property and all owing rent has been paid.

Your property manager will be happy to provide you with contractors details to clean the property and garden areas or any repairs if necessary.

Please note that we cannot inspect the property until you have removed all your belongings and either returned the keys to the office.

Please ensure the following has been done before the end of the tenancy:

- Rent is paid in full to the vacate date
- The property is left in a reasonable condition and is clean and tidy
- All keys are either returned to the office
- You have provided your final readings for all services including power, gas etc and cancelled these services or provided them with your new address
- You have arranged mail forwarding with your post office

Please note that if all keys are not returned on your final day, we will charge you for changing the locks unless discussed prior. This will come from the bond.

All tenant damage must be made good to a professional standard.

If you have damage that requires repair, please contact us for the details of our contractors.

Carpet Stains

Do not leave getting stains out until the end of your tenancy as they may not be able to be removed.

If you have a stain on your carpet, depending on what it is from, it may require specialist treatment to remove.

Please take a lot of care with the likes of makeup, nail polish, grease, oil, ink, paint and fizzy drink as these things are often not able to be removed from carpets.

Here is some general information on how to deal with spillages and stains:

For coffee, tea, soft drinks, alcohol, food, use water sparingly to dilute the stain.

Pat the area with old colour free towels etc to absorb excess water and liquid.

Once dry, if the stain is still noticeable, please contact your property manager who can put you in touch with the best contractors to remove stains.



Cleaning Checklist - Protect your Bond

If you do not wish to clean the property yourself, we can provide you details of cleaners prior to you vacating the property. The property is to be left in a reasonably clean and tidy condition throughout.

General Cleaning throughout the House

- All walls, doors, tracks to be cleaned of all marks
- Windows and sills to be cleaned inside and out (where possible)
- Mop all hard floors
- Clean all skirtings
- Clean light fittings, light shades
- Replace any bulbs not in working order
- Venetian blinds to be cleaned
- Cobwebs to be removed from interior and exterior of the property
- Please leave the wheelie bins in a clean and tidy state and ensure they are EMPTY.

Kitchen Cleaning

- All benches, cupboards, drawers and shelves to be cleaned and wiped inside and out including handles and knobs
- Oven, stove, drip trays, grill and warming drawer to be clean and free of grease
- Rangehood and filters to be cleaned and free of grease
- Clean sink and bench tops
- Dishwasher filters left clean and door and cutlery tray clean
- Ceiling cleaned when necessary to remove fly scat, grease etc

Bathroom Cleaning

- Wipe down floors, mirrors and windows
- Clean all mould and soap scum from tiles, grouting and glass doors
- Ceiling cleaned of all mould and mildew
- Clean toilet, vanity, bath and shower
- Clean inside of cupboards and drawers
- Shower curtain washed or replaced if necessary

Laundry Cleaning

- Wipe down walls, clean floors and clean tub and any shelving or cupboards inside and out

Cleaning Outside Areas

- Sweep and mop ground and decking etc, clean railings and any Perspex or glass

Cleaning the Garage

- Sweep out garage, degrease all driveways and concrete areas

Yard Maintenance

- Mow lawns and trim edges
- Weed garden areas and have a general tidy up of the garden areas
- Remove all rubbish, grass clippings etc