

TENANT INFORMATION GUIDE

The team at Todd & Co Property Management would like to welcome you to your new home.

Please take the time to read both sides of this guide.

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.

- Our Todd & Co office is open from 8.30am – 5.00pm Monday to Friday
- For all non-urgent communication, we do prefer you contact us by email if possible: **rentals@todddco.nz**
- For all urgent issues, please phone our office on **03-218-7124** or the Property Management mobile on **021-511-775**
- 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.

Urgent Maintenance –

There may be times when urgent maintenance is required after-hours, on a weekend, or during a holiday period. If this is the case, and you have had no response when attempting to contact your property manager (all contact info is listed above), please see below for a list of on-call contractors.

For urgent maintenance:

Plumber: Calvin Dodd, 0272271311

Electrician: Graeme Anderson, 02108346868

Locksmith: Keywee Locks, 0212509095

If you request urgent tradesman, please text/email your property manager to inform them.

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.

A brief summary of the most common questions & concerns.

Routine Inspections –

An email and a letter will always be sent advising you of the date of the inspection. We must provide at least 48-hours' notice, but we aim to provide around 7-days' notice.

- 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 by you as the tenant.

Insurance –

Please be aware that the owner's insurance does not cover tenants' belongings. We recommend that you have your own contents insurance.

Some policies cover third party damage which you may cause to the owner's 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).

Ending a Periodic Tenancy –

To end a periodic tenancy, the tenant must give a minimum of 28 days' notice to their property manager in writing (email or text is acceptable). The property owner can end the tenancy by giving either 90 days' notice or 63 days' notice if the owner (or their family) is moving into the property or the property is sold, and vacant possession is required.

Condensation & Ventilation –

Condensation is a property maintenance issue for two reasons:

1. It can have harmful effects on the health of our tenants.
2. It can cause damage to a property.

Many Southland homes have condensation and mould issues due to the high moisture levels and cold winter temperatures. It is required that you consistently open windows to prevent moisture build-up and utilise any extraction fan units.

Heat Pumps & Fireplaces –

The exterior unit of your heat pump or the chimney of your fireplace is the Property Managers responsibility to maintain. Services and cleans will be arranged as needed.

However, cleaning heat pump filters is the tenant's responsibility and should be done routinely.

Important Property Manager Responsibilities –

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

Important Tenant Responsibilities –

- Pay the rent on time every week at least one week in advance.
- Look after the premises and keep it in tidy condition.
- Notify your Property Manager as soon as any repairs are needed.