



# TENANT INFORMATION HANDBOOK

TEAM Property Management



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## WELCOME

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us.

The purpose of this handbook is to assist you with caring for your home and also will answer the most common questions you will have while working with a property management company.

Please take a moment to take a look through this booklet, it will give you all the basic information you will need to get started and settled into your new home. If, after looking through you still have some questions, feel free to contact us, we will be happy to answer any questions you might have and help you in any way we can.

Team Property Management is committed to providing friendly and helpful service to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help.

We look forward to working with you. Warm Regards



Stu & Bridget Dunn



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# COMMUNICATION

For all non-urgent communication, we do prefer you to contact your property manager by email if possible, you will receive our response within 1 working days.

If it is not convenient to use email, please call the office landline or property manager's cell phone during working hours. Please leave your name, telephone number and a detailed message to your property manager, they will call you back in the next working day.

For all urgent issues, please text or call your property manager immediately. If you wish to meet with your property manager we recommend you to make an appointment as they are unlikely to be able to see you for an unscheduled visit.

If your property manager is away for any reason, another team member will be happy to assist.

Our Contacts: Company Hotline: 04 212 5522

Bridget Dunn – Property Manager: 027 463 6771

Stu Dunn - Property Manager: 021 411 117

Email: [hello@teampropertymanagers.co.nz](mailto:hello@teampropertymanagers.co.nz)

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



# TENANTS REPONSIBILITIES

The tenant's responsibilities under the Residential Tenancies Act 1986 are as follows:

(1) The tenant shall—

- (a) pay the rent as and when it is due and payable under the tenancy agreement; and
- (b) ensure that the premises are occupied principally for residential purposes; and
- (c) keep the premises reasonably clean and reasonably tidy; and
- (ca) comply with all requirements in respect of smoke alarms imposed on the tenant by regulations made under section 138A; and
- (d) notify the landlord, as soon as possible after discovery, of any damage to the premises, or of the need for any repairs; and
- (e) on the termination of the tenancy,—
  - (i) quit the premises; and
  - (ii) remove all his or her goods from the premises; and
  - (iii) leave the premises in a reasonably clean and reasonably tidy condition, and remove or arrange for the removal from the premises of all rubbish; and
  - (iv) return to the landlord all keys, and security or pass cards or other such devices, provided by the landlord for the use of the tenant; and
  - (v) leave in or at the premises all other chattels provided by the landlord for the use of the tenant.

(2) The tenant shall not—

- (a) intentionally or carelessly damage, or permit any other person to damage, the premises; or
- (ab) cause or permit any interference with, or render inoperative, any means of escape from fire within the meaning of the Building Act 2004; or

(b) use the premises, or permit the premises to be used, for any unlawful purpose; or

(c) cause or permit any interference with the reasonable peace, comfort, or privacy of any of the landlord's other tenants in the use of the premises occupied by those other tenants, or with the reasonable peace, comfort, or privacy of any other person residing in the neighbourhood.

(3) Where the tenancy agreement specifies a maximum number of persons that may ordinarily reside in the premises during the tenancy, the tenant shall ensure that no more than that number ordinarily reside in the premises at any time during the tenancy.

## PAYING RENT

We expect that all rents are paid by automatic payment in advance, as per your Tenancy Agreement.

We also require just one payment per tenancy. So, if you have more than one tenant at your property, we highly recommend you open a joint/flat account from which to pay your rent and joint bills and accounts.

In the event that your automatic payment to Team Property Management is not made on the scheduled night there are two ways to pay your missed rent:

- Cash directly to your Property Manager
- Direct payment into our rent account via internet banking or at an ANZ branch - Note you must use your reference information (your name+ tenancy address+ payment details) and we recommend you email us to advise payment has been made, preferably with the receipt details.

When you make payments by internet banking, cash deposit, or automatic payment, banks allow you three areas in which to add details to show up on the other parties' statement. These are the Particulars field, Code field and the Reference field. These are all 12 characters long.

To ensure your rent payment is correctly processed we recommend you use the fields as follows: Particulars – Your Name (eg John Smith) Code – Tenancy address (eg 39 Miro) Reference – Payment details (eg rent, or water) When making any payment please ensure your bank is using the reference number provided, so we can identify your payment.

The Team Property Managements Bank Account Number for rent deposits is:

Bank	Branch	Account Number	Suffix
06	0730	0413763	00



## RENT ARREARS

The Team Realty Property Management has a zero rent arrears policy which we strictly implement and action with all tenants.

We ask you to contact us prior if you will be missing a rent payment so that if possible we can make appropriate arrangements.

If rent payment has been missed you will receive a number and variety of reminders which you should not ignore.

The following is the process we follow for all tenant arrears:

Day 1 - email and text reminder a payment has been missed.

Day 3 - 14 day breach notice issued and phone call/text message/email.

Day 5 - notice of overdue rent issued (if on a periodic tenancy), follow up phone call/visit/text message/email.

Day 7+ - if 14 day notice has expired, application to tenancy tribunal made for termination of tenancy & bond refunded to landlord and, further attempts at contact with tenant phone call. Text message, email, if not successful then visit to the property/ contact next of kin/employer.



## FIXED TERM TENANCIES

Team Property Management may offer a fixed term tenancy which gives both the tenant and the property owner assurance over the coming months.

We understand that circumstances change and that prior to the end of your fixed term tenancy you may want to break your lease because of a major change to your circumstances.

Please let us know as soon as possible, in writing, if you wish to end your fixed term tenancy. Fixed-term tenancies can only be changed if the landlord and all the tenants agree. Any agreement should be in writing and should include what's been agreed to. Both the landlord and tenants should keep a copy of this.

The landlord may charge a fee for ending the fixed-term early. These fees should only be their actual and reasonable costs. For example, the cost to advertise for new tenants.

We may also be able to assign or sublet the property.

The Residential Tenancies Amendment Act 2020 states that from 11 February 2021, landlords must consider all requests from tenants to assign the tenancy and must not decline unreasonably. Landlords may include reasonable conditions when giving consent for assignment that the tenant must meet. Subletting can also occur with agreement.



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## PERIODIC TENANCIES

On some occasions both the tenant and property owner will agree on a periodic tenancy.

In this case the owner and tenant obligations are the same as for a fixed term tenancy. To end a periodic tenancy the tenant must give a minimum of 28 days notice to their property manager in writing (email is acceptable). Note that the 28 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 the tenant at least 63 days' notice if reasons provided in the Residential Tenancies Act 1986 apply. Some reasons include the owner or a member of their family requires the premises as their principal place of residence for at least 90 days, or the landlord customarily uses the premises or has acquired the premises for occupation by employees or contractors of the landlord and this is clearly stated in the tenancy agreement.

Otherwise, owners can give the tenant 90 days' notice if they want the tenancy to end for one of the allowable reasons provided in the Act.

For more about terminating a periodic tenancy, see [tenancy.govt.nz/ending-a-tenancy/](https://tenancy.govt.nz/ending-a-tenancy/)





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# ROUTINE INSPECTIONS

Routine property inspections are primarily to ensure the owners property is being maintained to the standard expected by the owner.

Property inspections are completed every three months, or more should the owner require (but not more than every 4 weeks).

Our management team will email you a letter advising you of the date and approximate time of the inspection. The Residential Tenancies Act 1986 requires a minimum of 48 hours' notice is provided.

The inspector does not require you to attend the inspection, but you are most welcome to be there if you wish to be.

It is unlikely that the day and time of the inspection can be changed, unless there are extenuating circumstances.

These inspections will help our management team to check that the property is being well cared for and kept clean and tidy, and if necessary issue any 14 day notices for breaches of the tenancy agreement. Any such letter will outline the breach and give 14 days for the tenant to rectify the issue.



# MAINTENANCE REQUESTS

It is our policy that all non-urgent maintenance requests MUST be submitted in writing.

We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem. Before making a maintenance request, please use this guide first to avoid any unnecessary call outs.

## **No power**

- Check with your neighbours and contact your Power Company. There may be a fault in the street.
- Check your fuse box. There may have been an overload and the safety switch could have been activated and simply needs resetting.
- Check that one of your appliances is not faulty. To do this, unplug all appliances in the house and plug into another power point.

## **No hot water**

- Have you arranged for the connection of your Gas or Electricity?
- If it is an Electrical Hot Water System – check the hot water switch is turned on; check the fuse in the meter box in case someone turned off by mistake.
- If it is a Gas Hot Water System – Check if the pilot has gone out. Some units can be easily relit, others may require a tradesperson. For Mains Gas supply is the gas turned on at the main? For Gas bottle supply are the gas cylinders empty. If so, you need to contact the gas company and arrange to fill the cylinders.

## **Kitchen/ bathroom sink or toilet is blocked**

- Do not put fat and oil into the drain as these will clog up the pipes.
- Remove old food, soap, hairs etc from the waste and pipe
- Try to pour hot water down the drain
- Use a proprietary drain cleaner such as “Draino” to try and free the blockage.

## **Water bill is higher than usual**

You may suspect a water leak in the house - please carry out a leak tests before you ring us.

- Locate your water meter – it is usually in a box just inside your front boundary. Lift the lid to access the meter to see the numbers.
- Read your water meter – do this when all taps are turned off and no water (including flushing the toilet) will be used for at least a few hours. It is often best to do this last thing at night or when you know the house will be empty. If your meter has a 4th red digit it is best to ignore it as it measures 10ths of a litre and is not necessary for this test.
- Read the meter again after three hours – the house may have a leak if the second reading is different from the first one.

Then please contact us to request a plumber repair the problem.

# MAINTENANCE REQUESTS

The Team Realty Property Management prefers all non-urgent maintenance requests to be emailed to our management team at [rentals@theteamrealty.co.nz](mailto:rentals@theteamrealty.co.nz).

If possible we would like you to include the following information:

- Property Address
- Maintenance problem
- Description of the issue and the effect it is having on the property and on you as tenants (for reporting appliance problem please provide make & model of appliance and indicate if gas or electric)
- Best contact for access
- If possible photos of the issue

Please note that non-urgent repairs will be attended to within 14 days. If you have not had a response within 14 days please contact our management team to follow up. The sooner you can advise us of the maintenance issue, the sooner we can attend to problem and hopefully reduce the chances of further unnecessary damage being caused. If you have maintenance emergency please phone your property manager's cell phone immediately.

For life threatening emergencies please call 111.

# VACATING CHECKLIST

We understand that moving can be a stressful and busy time. The following information is designed to assist you when vacating the property, and to allow your bond to be refunded as quickly as possible. Please note that we cannot inspect the property until you have removed all your belongings and either returned the keys or can meet us at the property to return all keys.

The property is to be left in a very clean and tidy condition throughout, including the following items:

## **General Cleaning:**

- All walls, doors, sliding doors, tracks and security screens to be cleaned of all marks – please pay particular attention to areas around light switches and door handles
- Windows and sills to be cleaned inside and out (where possible)
- Mop all hard floors, vacuum carpets and clean any stains
- Wash all skirtings
- Clean light fittings, light shades and down lights of all fly scat, and replace any bulbs not in working order
- Net curtains to be washed and slim line and venetian blinds to be cleaned
- Cobwebs to be removed from interior and exterior of the property
- Any furniture, curtains or other chattels at the property to be returned to their original position

## **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



# VACATING CHECKLIST

## **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 (tile and screen scum build up to be removed)
- Clean inside of cupboards and drawers
- Shower curtain washed or replaced if necessary

## **Laundry Cleaning:**

- Wipe down walls, clean floors and clean tub

## **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



# TEAM PROPERTY MANAGEMENT

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LEVIN - KAPITI - PORIRUA - WELLINGTON - HUTT VALLEY

