

GlassMiles Real Estate Tenancy Handbook

-Your Introduction and Guide to Renting With Glass Miles



GlassMiles
REAL ESTATE

Licensed Agent REAA 2008

Contents

4. Welcome

- Getting Started - What you must do first!
- Utility connections
- Wanting us to get you connected?
- Power and gas
- Telephone and internet

5. Granting possession of the property

- Moving into your rental property
- Changing address
- Contact details
- Keys
- Payments and lodgement of your bond

6. Property condition report

- Tenant contents insurance

7. How Glass Miles Works

8. During your tenancy

- General repairs
- Emergency repairs
- After hours emergency repairs
- Routine inspections and photos
- Photos
- Routine inspection guide

9. If you have an approved pet

- Rent reviews
- Fixed term lease renewals
- Landlord mail and contact

11. Your rent payments

- Zero tolerance for late payments

12. Tenancy Tribunal orders are public

- Paying your rent into the office
- Calendar Monthly Payments
- Understanding 'rent in advance'

13. Taking care—inside the property

- Misplaced Keys
- Property Damage
- Noise / disruption
- Heatpumps
- Fireplaces
- Pot plants
- Aquariums
- No smoking policy
- Tenant painting
- Fixtures and fittings
- Smoke alarms

14. Picture Hooks

- Washing curtains
- House cracking and movement
- General cleaning
- Carpet cleaning

15. In the kitchen

- Chopping boards
- Bench-top joins
- Grouting / tiling / taps
- Oven and stove tops
- Exhaust fans / vents and range hoods
- Cupboards / drawers
- Dishwashers

17. In the wet areas

- Shower screens

Blocked sinks / drains
Foreign objects down drains
Loose tiles
Wall water damage
Taps leaking
Toilets leaking
Hot water cylinder leaks

18. Taking care—outside the property

Watering systems
Weeds and shrub trimming
Supplied hoses / fittings
Rubbish
Oil drippage
Parking on lawns and gardens
Swimming pools / outdoor spas
Pool / spa cleaning
Supply of pool chemicals
Pool accessories
Pool / spa fences and gates

19. Pets at the property

Bond changing tenants
Subletting
Property for residential use only

21. Your safety

Saving power

22. Strata title / body corporate

Common property
Noise and disturbance
Taking responsibility for your visitors

23. Vacating the property

Notice in writing
Ending a fixed term
Ending a non-fixed (periodic) term
Breaking a fixed term
Getting your bond back quickly
Outstanding rent
Cleaning
Carpet cleaning

24. The final inspection

Outstanding monies / damages
Eviction

25. Getting the property ready for vacating

Inside the property

27. Outside the property

If you have a pet



Our experience is
your **advantage**

Welcome to renting with Glass Miles

Congratulations on your tenancy approval. You have been approved because we are confident that, like all our tenants, we believe you will be able to pay the rent on time, keep the inside clean, and maintain the property, lawns and gardens.

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

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

Getting Stared –What you must do first!

Utility Connections

It is a tenant responsibility to ensure your power, gas, phone, internet, etc have been connect into your name.

Wanting us to get you connected?

If you have already indicated on your application form what connections you would like us to do on your behalf, we will arrange for someone from Moving Hub to contact you to arrange the connection of utility services for you as soon as possible. Otherwise, let us know and we will arrange for Moving Hub to contact you to get all your connections with your preferred providers done—this is a free service to you!

Should you wish to arrange connections yourself, that is of course completely an option and here are some useful contact details to help you.

When possession will be granted

Possession granted – please note that possession will be granted once the following has been fulfilled:

- a) **Tenancy Start Date** – your tenancy start date has commenced, as per your tenancy agreement.
- c) **Rent** – your first week's rent has been received by our agency.
- d) **Bond** – your bond payment has been received by our agency.

Important – keys issued early

It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date.

An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple of days earlier.

Under all circumstances we cannot issue keys earlier than the start date of the tenancy, for legal, insurance and security reasons.

Moving into your rental property

Changing address

Ensure you let financial organisations, road departments and other important bodies know of your change of address.

Contact details

Once your new contact details are available, like a landline phone number and postal address (if different from your residential rental property address), please email these to us on pmadmin@glassmiles.co.nz.

Keys

Should you wish to copy keys it is important to note we will need back all keys given to you at tenancy start, and also all extra copies created during your tenancy period. If you change locks during tenancy you are obligated to provide us with a full new set of keys for property access immediately.

Payment and lodgement of your bond

Your bond will be lodged with The Ministry of Business & Innovation and you can expect confirmation from them indicating your lodgement number.

Property condition report

Please ensure that you return your signed/amended copy of your property condition report to us within ten days of the tenancy start date. If this is not returned please be aware that the original inspection will be used for end of tenancy comparison, regardless of whether you agree to the original report or not.

Tenant content insurance

It is crucial that you take out your own tenant contents 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, power outages etc) then your goods and possessions are not insured by the owner.

Example one:

An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.

Example two:

You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your fridge/freezer goods spoiled. The owner's insurance will not cover your fridge/freezer goods.

Example three:

A storm blows a tree onto the house and in the process your belongings are damaged. The owner's insurance will not cover your possessions.

Example four:

In places like Christchurch, you must check with your insurer if your tenant contents policy will cover you for damage and loss from events like earthquake. The Building Insurance will not cover you for this type of loss or damage.

In the cases specified in the above first three examples, quality tenant contents insurance should cover your goods. However please check with your insurer for the cover they can provide you – this is your responsibility to ensure you have adequate cover for your possessions against loss and damage.

You need to ensure your goods are adequately insured and the owner/agent will not be liable for damaged or destroyed tenant possessions.

Fire damage to your possessions is not covered by the owner's building or landlord insurance. You need to ensure you have adequate tenant contents insurance cover.

How Glass Miles Property Management will work with your tenancy

All tenants have rights under the *Residential Tenancies Act 1986*.

The Landlord's Responsibilities (or Glass Miles 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.
- Lodge the bond with the Department of Building and Housing.
- Not seize the Tenant's goods for any reason.
- Inform the Tenant if the property is put on the market for sale.
- Not interfere with the supply of services (power, water, gas etc).
- To pay annual rental fee for LPG bottles (not for gas used).

The Landlord (or Glass Miles Property Management as their agents) also has rights under the Residential Tenancies Act 1986.

The Tenant's responsibilities under the Act are as follows:

- Pay the rent on time, every week at least one week in advance.
- Note that rent can be paid fortnightly, as requested by the Tenant, but must at that time be at least one week's payment in advance.
- Keep the premises clean and tidy, free of bottles, rubbish etc.
- Note any costs to 'make good' non-compliance of this clause will be charged to the Tenant.
- Notify Glass Miles Property Management as soon as any repairs are needed
- Note that you cannot withhold rent if you cannot get repairs effected – If you were to have an issue regarding repairs please contact Tenancy Services on: 0800 836 262
- Use the premises primarily for residential services.
- Not damage or allow guests to damage the premises.
- Not to disturb the neighbours or other Tenants of Glass Miles Property Management.
- Note: Tenants can be fined for non-compliance of this clause.
- Not alter the property without prior written consent of the Landlord.
- Not use the property for any unlawful purpose.
- Pay all charges for electricity, gas

and water (where applicable) and all telephone, internet and toll charges incurred during the tenancy.

- Replace all light bulbs and switchboard fuses in the premises as they wear out, are broken or become unusable.
 - Replace all window panes, mirrors and lightshades at the premises if they are broken or become unstable (excepting fair wear and tear) with others of at least the same quality as at the beginning of the tenancy; in a good tradesman-like manner.
 - Pay all contractor's call out fees if arrangements that have been made to enter the premises are not adhered to, where the contractor has to make further property visits.
 - Not exceed maximum number of occupants.
- The Tenants will not paint, drive nails or screws into, or affix any kind of adhesive tape (including 3M picture hooks) to, or in any way deface the walls, ceilings, floors, wood or iron work, or the Owner's fittings and fixtures without Owner approval.
 - Lawns, where required, 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 at all practical times to prevent the build-up of mould and/or mildew.



During your tenancy

General repairs

We insist that all repairs are lodged in writing. You can lodge written repair requests by emailing your property manager.

Emergency Repairs

Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include:

- Water pipes have broken or burst.
- Blocked or broken toilet (if a second toilet is not available).
- Serious roof leak or gas leak.
- Dangerous electrical fault, dangerous power point, loose live wire etc.
- Flooding, rainwater inundation inside the property, or serious flood damage.
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle).
- Failure or breakdown of the gas, electricity or water supply to the premises.
- 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 be considered an afterhours emergency if this occurs on a week night).
- Fault or damage that makes premises unsafe or insecure.
- Fault likely to injure a person, cause damage or extreme inconvenience.

After hours emergency repairs

Should an emergency repair be required after hours then you need to, in the first instance, text and phone your property manager. Should you not have a response within four hours then you are authorised in emergency situations only to engage a reputable and licensed local contractor.

It is important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to the tenant if the repair is conducted after hours!

Routine inspections and photos

We will conduct a routine inspection at the property approximately every three months. The main purpose is to provide a report to the owner that you are maintaining the property, and also to check for any repairs and make any recommendations to the owner. Please see a detailed list of what we look out for below.

Photos

Also note that the inspection will involve taking photos or videos of any repairs required, the overall condition of the property and a photo of the grounds front and back.

Routine inspection guide—what we look out for at inspections

Inside the property

- Walls/light switches/doorways and doors are clean from marks.
- The carpets are clean and stain free.
- The windows and screens are clean.
- The kitchen area clean and oven/stove top is free of burnt on food and carbon staining.
- Shower, bathroom and toilet, laundry and all tiling is clean.
- All areas and rooms are fully accessible (not locked).

Outside the property

- The lawns are freshly cut/edged and maintained.
- Gardens tidy and presentable/weeds removed.
- Rubbish/lawn clippings removed
- No unregistered car bodies on the property.
- Oil stains removed from carports, garages and driveways.
- All areas, garages, store rooms etc are all accessible.
- Swimming pool/spa—water and sides/bottom are clean.



If you have an approved pet

- Any droppings are packed up and removed.
- Any pet damage or rubbish scattered is repairable and cleaned up.
- Ensure any/all dogs are properly restrained for the inspection.

Rent reviews

Rent reviews generally occur every twelve months and are adjusted in accordance with market conditions.

Please also note that a rent review may occur during a 12 month fixed term lease, as long as this is indicated with a clause in the tenancy agreement terms and conditions, and as long as the rent increase commencement date is at least twelve months from the commencement date of the tenancy or the date of the last increase. Any rent increase must be preceded with 60 days notice of such increase.

Fixed term lease renewals

Provided that your rent has been paid on time, and the property has been kept clean and undamaged, the grounds well maintained and the landlord is happy to continue your tenancy, you can expect to receive an invitation of renewal.

Once your invitation is received, it is important that you let us know whether you accept the renewal invitation, would like to revert your tenancy to a periodic tenancy type, or wish to vacate. We need this advice in writing from you as soon as possible.

Landlord mail and contact

Should you receive any mail addressed in their name (the landlord name is on the tenancy agreement) please forward this mail to us as soon as possible. It is important also to know that under no circumstances can the landlord be contacted directly. As the duly appointed agent the landlord can only be contacted through us. We are employed as the acting landlord of the property.

Your rent payments



Paying your 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 you pay your rent, joint bills and accounts.

To ensure your rent payment is correctly processed, we recommend you use the fields as follows:

Particulars Your name (eg. Tom Jones)
Code Tenancy Address (eg. 123 Smith St)

Glass Miles Property Management Bank Account

Bank	Branch	Account Number	Suffix
06	0817	0321087	03

Zero tolerance policy for late rent payments

We pride ourselves in our careful tenant qualification and screening processes. Applications are approved only on the

grounds that we are confident that the rent will be paid on time, every time. However a minority of tenants still get behind in their rent, despite all of our tenant screening procedures. As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls and persistent personal contact. This has caused some people embarrassment and also resentment. However we cannot apologise for such action as we believe that the rent must be paid on time, all the time. We make it clear that our clients who own the rental property have taken out a mortgage. This person has approved your application only on the grounds your rent will be paid on time, every time.

Therefore if you believe you may be late with a rent payment you must notify us at least 3 working days beforehand so we can inform the landlord to prepare and make other arrangements with their mortgage payments, should this be required. In some cases we ask you to do all that you can do

to borrow the money from other sources should you not be able to make a payment on time. However, in any case our policy will be:

- 1-2 days late - you will be contacted and a 14 day notice to remedy will be issued.
- 10 days late - an application will be made to the tenancy tribunal for the remedy of rent arrears and possibly termination of the tenancy.

Eviction will follow if the problem is not fully remediated.

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all our best efforts, and they fall more than five working days behind in their rent, three times or more in a 90 day period, we will recommend to the landlord that the tenancy is terminated via an application to the Tenancy Tribunal.

Tenancy Tribunal orders are public

When a Tenancy Tribunal order is made against you, this is a publicly available document. This will affect further tenancy arrangements with other Property Managers not only in your local area, but across New Zealand. This will cause you severe inconvenience and hardship for your future accommodation prospects. It is important to note that all Property Managers check the Tribunal database when they receive an application for tenancy. If your details come up, you find they will automatically reject your application.

Therefore we encourage everyone to ensure their rent is paid on time, so that our business relationship remains beneficial for both parties.

Paying your rent into the office

We ask that you only pay your rent via direct credit to our bank account. We are unable to accept rent payments into our office, cash or otherwise.

Calendar monthly payments

Should you request to pay by calendar

month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has either 28, 30 or 31 days, then a calendar monthly amount is more than 4 weeks rent.

To calculate this properly and evenly, we use this simple calculation:

- a. Weekly rent divided by 7 days = Daily Rent.
- b. Daily rent x 365 days = Yearly Rent.
- c. Yearly divided by 12 months = Calendar Monthly Rent.

This calculates 12 equal calendar monthly payments, 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.

Please note that a calendar month payment is approximately 4.33 of a week's rent.

Understanding 'rent in advance'

Please ensure that your rent is always paid in advance. Some tenants find this concept hard to understand, and some mistakenly believe that the first week of rent paid is held in trust for use at the end of the tenancy, like a bond. It is important to note that the first week's rent paid is for your first week of tenancy.

Rent in advance concept is simple to understand. If you go into a shop and select a can of drink from the fridge. If you open the can, drink the contents and then walk to the counter to pay you would agree you might find the store owner no pleased with your actions. The right thing is to pay for the can of drink first, then consume the contents after paying.

Paying rent in advance works exactly the same way. You purchase the time period in advance, and then consume the time period by living in the property. Once the time period is finished or consumed, you pay for the next time period again before using it, by continuing in the lease and living in the property. This is the meaning of rent in advance.

Taking care-inside the property

Misplaced keys

If you have misplaced your keys during business hours you may be able to come to our office, and borrow our office set. The borrowed set of keys must be returned in the same day.

If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at the tenant cost.

IMPORTANT Most modern window flyscreens can only be removed from the inside of the property. Attempting to remove from the outside will result in damage to flyscreen framework, and will result in the flyscreen having to be repaired or replaced at your cost. This may cost more than it would cost to have a locksmith attend the property to allow you access back in.

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.

Noise/disruption

It is important to note that the utmost care must be taken to ensure that you do not infringe on disrupting your neighbours with noise. Loud music, parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units 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.

Heat pumps

Please 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, not hindering

performance, or in the worse case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement. Please also 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 might be charged to tenants.

For other heaters, please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk

Fireplaces

If the property you are renting has a fireplace, this cannot be used unless you have been given permission from us in writing. Sometimes these are ornamental, or the flue/chimney has been blacked up. Using them could cause a fire to occur.

If this is the case, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

Pot Plants

Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

Aquariums

Like pot plants, aquarium stands can leave rust marks to floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

Strict no smoking/vaping policy

All properties have a strict 'no smoking/vaping inside' policy. If tenants don't abide by this they will be responsible for specialised cleaning and deodorising of

the inside of the property to reduce and eliminate unpleasant smoke/vape odours. This can easily run into the hundreds of dollars and is charged to the tenant

Tenant painting

It is company policy that tenants do not paint any part of the property to a professional standard, resulting in a professional painter being called in to rectify work. It is policy that any painting can only be carried out by experienced professional painters with our written permission.

Fixtures and fittings

If you wish to install or remove any fixtures

or fittings, you must request this beforehand in writing.

Smoke alarms

Should you believe for any reason that 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 fire. If the batteries are not functioning, please replace them. If you remove smoke alarms you could be held liable and fined

Picture hooks

If you wish to install new pictures hooks, please 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.

Washing curtains

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 should they be 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.

House cracking and movement

Please let us know if you notice any cracks to walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point them out to us at the routine inspection.

Wall movement-cracking to walls and ceilings can create extensive damage. Be sure to report to us immediately should you notice any wall movement or cracks to walls or ceilings.

General cleaning

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

- *Walls, switches, power points, skirtings, doors and doorways*-please keep free

from marks and dirty finger marks.

- *Cobwebs/dusting*-please remove cobwebs from windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans-keep them dusted regularly.
- *Curtains/blinds*-keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- *Windows/sills/window tracks and flyscreens*- keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.
- *Floors*-please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.
- *Ventilation*-please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- *Wet Areas, bathroom, toilet and laundry grouting/tiles*-please ensure all tiles are kept free from grime, soap scum and mould.

Carpet cleaning

We recommend professional steam cleaning and we do not recommend the use of "do-it-yourself" hire machines.

Always use a professional carpet cleaner and do not use 'do-it-yourself' hire machines!



In the kitchen

Chopping boards

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Bench-top joins

Be on the lookout for joins in the bench-top that have gaps, and 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.

Grouting/tiling/taps

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by repair request. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that

is usually present in bench tops causing swelling and irreversible damage to the wood.

Oven and stove tops

Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove.

Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product.

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 over cleaner.

Exhaust fans/vents and rangehoods

Please ensure any vents and rangehoods filters are kept clean.

Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan) then let us know so we can arrange to have these cleaned.

Cupboards/drawers

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis. Also 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.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build up of food remains removed.

In the wet areas

Shower screens

If you notice cracking to glass in 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) where as toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant

Blocked sinks/drains

Should a sink or basin become blocked, first try a drain cleaning product like draino. Be sure to follow the product instructions carefully. 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.

Foreign objects down drains

Please take care not to allow children to place toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems are not able to process this type of material.

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

Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough etc, please be sure to let us know.

Wall water damage

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.

Taps leaking

Please report any taps leaking either 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 leakage in the taps.

Toilet leaking

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. Also leaking may occur to the tap behind the toilet.

Hot water cylinder leaks

Should you notice the hot water cylinder leaking from the valve or from the base of the unit please let us know. 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.

Taking care- outside the property

Watering systems

Please ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively. Watering systems can only be used should current water restrictions allow.

Weeding and shrub trimming

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant.

Lawn maintenance

Please ensure that lawns are regular mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is at tenant cost.

Supplied hoses/fittings

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating of the property, free of any damage.

Rubbish

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk. Formal household rubbish and waste must be removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate.

Please visit [https://www.ccc.govt.nz/](https://www.ccc.govt.nz/rubbish-recycling) rubbish-recycling for details of bin collection for your area.

Oil drippage

Any cars parked on driveways, under

carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drippage occur at anytime, this must be cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

Parking on lawns/gardens

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil drippage to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.

Please do not park on lawns or garden areas. Also oil stains are difficult to remove from driveways. Prevention is always better than costly cleaning and repairing lawns and gardens!

Swimming pools and outdoor spas

If the property you are renting has a swimming pool and spa please pay attention to the following.

Pool / spa cleaning

Pool/spa cleaning and maintenance, unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, this will be a tenant responsibility.

Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. If this occurs, this will be at tenants cost. It is also a tenant responsibility to ensure that the pool/spa is topped up with

water, and must not empty the pool/spa without written approval from us.

Supply of pool chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost.

Pool/spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/ pool furniture supplied. Pool cleaning/ 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.

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 kept at all times.

These regulations can be found at:
<https://www.ccc.govt.nz>



Pets at the property–right expectations

Should the landlord have granted permission to keep pets as per your tenancy agreement and/or written and signed pet lease agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

Yard kept clean

Keep the yard clean and free from animal faeces.

Rubbish kept cleared

Clean up any rubbish/ items scattered by the pet.

Flea infestation

In the event of any fleas or flea eggs being

present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.

Damage rectification

Repair any damage to the premises caused by the animal, and protect and immediately rectify any damage caused to garden irrigation systems and fittings

Garden damage

Replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).

Additional pets

Other than the pet approved by the owner, you may not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.

Temporary pets

The tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur).

Bi laws-local council

Abide by all local city or national laws, licensing and health requirements regarding pets, including vaccinations.

Disturbance and noise

The pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. 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

Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet and is also grounds for further action and possible eviction action.

Pets not permitted inside

Unless otherwise agreed in writing, pets are not permitted inside the property at anytime.



Miscellaneous

Bond changing tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond lodged with the bond authority.

Subletting

Subletting is not permitted without written approval from us. This includes assigning the tenancy over to a third party, or allowing

other occupants to move in without or express permission. This also includes allowing any part of the property to be used for Air B'n'B or similar. Permission usually involves a formal application being completed and submitted by the prospective tenant/occupant.

Property for residential use 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.

Your safety-Being aware

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

Some things to be aware of include:

- Exposed wiring.
- Faulty power points and switches.
- Gas smell or odour.
- Damage to paving and pathways that could cause someone to trip.
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to.
- Bee swarms coming onto the property mainly during spring, especially if someone is allergic to bee stings.
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment and do not do anything considered unsafe.
- Loose floorboards that could cause someone to fall through them and cause injury.
- Loose balcony railings, steps or decking woodwork.
- Loose or faulty locks, in particular entry doors and screen doors.
- Broken or cracked windows, and broken/ loose window locks.



Saving power-some tips

Keeping warm and saving power - some tips.

Use electric blankets

Instead of warming a room before going to bed, just heat your bed with an electric blanket then switch this off before going to bed.

Close doors

Keeping doors closed is one way to keep heating centralised to certain living areas, conserving heat and power.

Door snakes

Ensure gaps at the bottom of doors are blocked up by door snakes to stop cold drafts and help keep rooms warm.

Exhaust fans

Close doors with rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes

Extra clothing

Wear extra clothing when it gets cold, and throw an extra blanket on the bed.

Use a thermometer

Purchase a thermometer and keep your temperature between 18 and 21 degrees. For every degree warmer, this will add approx 10% to your power bill to maintain. Want it warmer? Put on an extra jumper!

Other useful power saving tips:

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 using the clothes dryer.

Lights

Switch off lights after use and do not leave lights on in rooms if not being used.



Strata title/body corporates

If you are renting a strata title/body corporate property, including a unit, apartment, townhouse or duplex, there are some extra things that you need to be aware of.

These include the by-laws of the complex and areas of common property or 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 carrying/transporting furniture, you will need permission from the body corporate body. In some cases this will not be permitted.
- 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.
- No child under your control can be

permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas etc).

Parking

Only parking bays assigned to you can be used by you and your visitors. In some cases visitors are not permitted to park on the property. You are unable to use parking bays assigned to other residents.

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. All 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 you visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.

Vacating the property

Notice in writing

When you intend to vacate the property, in all instances we require your notice in writing.

Ending a fixed term

If you are leaving at the end of your current fixed term lease, we require at least 28 days notice prior to the expiry of your fixed term in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

Ending a non fixed (periodic) term

If you are leaving on a non-fixed term (periodic) lease, we require at least 28 days notice in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

Breaking a fixed term

Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed term lease, the following costs will be incurred:

(a) Rent until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).

(b) Reletting fees and advertising costs to relet the premises.

(c) Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the grounds are watered and maintained for this period.

Getting your bond back quickly-criteria

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate.

For you full bond to be paid quickly, you will need to ensure the following:

a) **Rent** - any outstanding rent is paid promptly.

b) **Property ready** - the property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by this agency.

c) **Outstanding accounts** - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.

d) **Keys** - ensure that all keys, remote controls etc have been returned.

Once these criteria have been met we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.

Outstanding rent

Please note that 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.

Cleaning

Please use the 'Getting the property ready for vacating' guide at the end of this booklet.

It is also important to understand that cleaning thoroughness can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectify any cleaning issues and will also delay the return of the bond.

The final inspection



Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and if you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time. We do not wish to travel to the property ready for the inspection and find the property not 100% ready.

Outstanding monies/damages

It is important to note that if you vacate with outstanding monies and damages, that are not paid / settled in full by your bond, your

details will be lodged with debt collectors and affect your credit report. Even if your monies are eventually paid, this doesn't mean the details will be withdrawn from your credit report.

It is important to know the details may still be lodged for 5 years after your debt has been cleared, indicating there was originally a problem.

Eviction

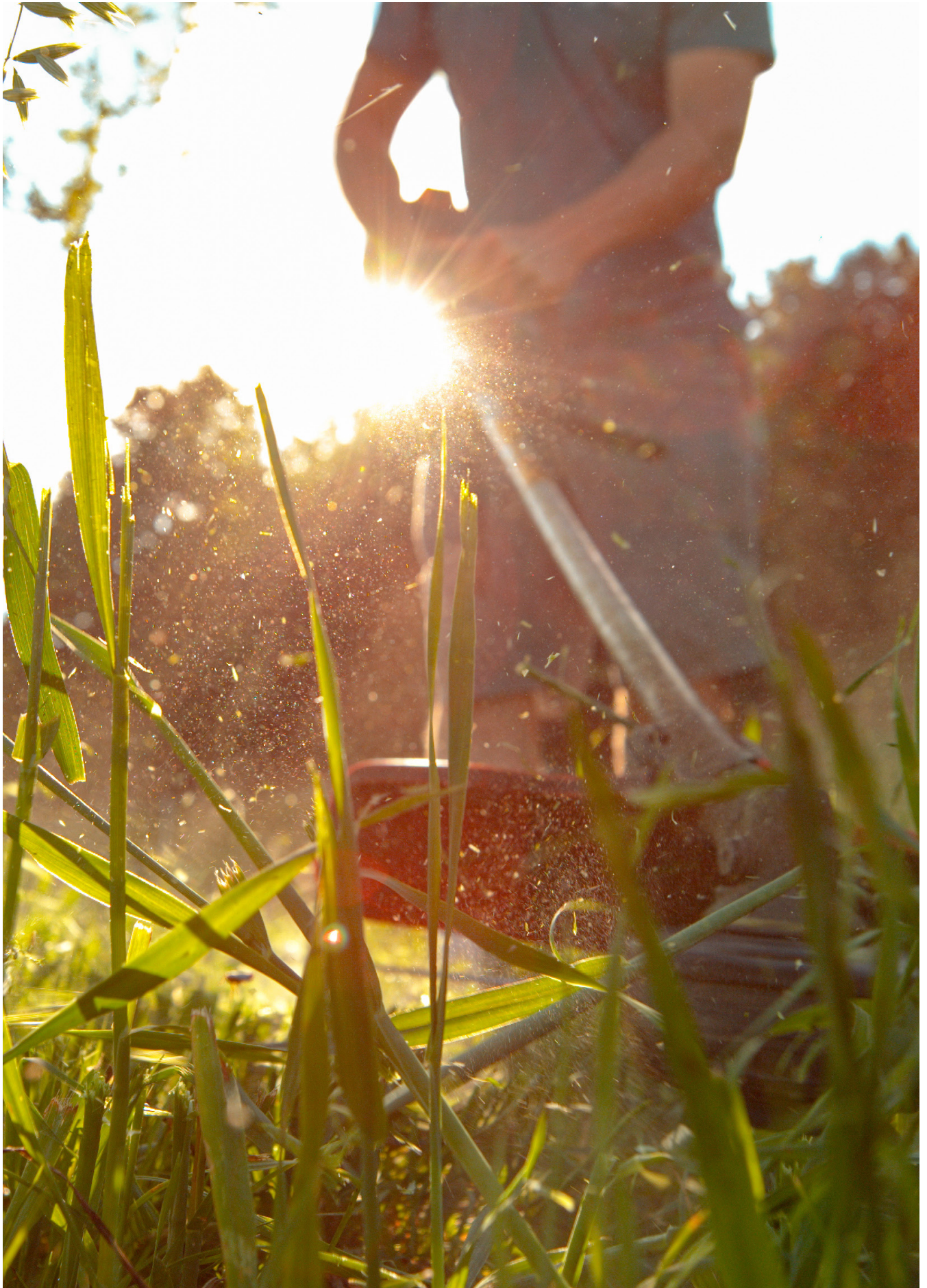
Should an eviction occur the tribunal order will be available publicly online to all who search for it.

Getting the property ready for vacating- checklist

- Mail Redirection - please ensure that all mail is re- directed to your new address. You can complete a form with New Zealand Post to assist with this.
- Utilities - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.
- Appliance manuals - please leave them on the kitchen counter.
- Keys - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

Inside the Property

- Walls - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings - please remove any cobwebs and fly dirt.
- Ceiling mould - please clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings - clean off dust and remove any dead insects inside.
- Ceiling fans - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards - wipe down with a damp cloth.
- Doorways and doors - wipe off finger marks and any other removable marks.
- Windows - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Screen doors - front and back including frames - wiped clean and screen hand brushed.
- Stoves - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - however it is of importance that you read carefully the instructions on the product. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!
- Kitchen rangehood - clean pull out filters and framework.
- Bathroom - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath has a plug available.
- Toilet - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.
- Laundry - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.
- Tiling - make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust vents and fan covers are to be clean of any dust and dirt.
- Heat Pumps - front vents and filters cleaned of built up dirt. Modern systems (wall type) - filters easily pull out and can be brushed down with a hand brush. If there is a HRV unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- HRV ceiling duct vents - please clean down if dusty or dirty.
- Cupboards/drawers - please clean/ wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.



Curtains - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.

Blinds - if you have venetian blinds, clean off the blind slats. Any other type of blinds

should be able to be wiped down.

Floors - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.



Outside the property

- Lawns - freshly mowed and edged (best done a couple of days before returning the property).
- Gardens - remove any weeds, any rubbish and built up leaves etc.
- Rubbish - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Sweep paths and paving areas.
- 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.
- Cigarette butts - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

If you have a pet

- Pet droppings - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin - please do not bury them.
- Dog urine - remove/clean where your pet may habitually urinate (base of walls, verandah posts etc.)
- Dog stains - to outside walls. Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- Dog/cat claw damage - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dog chew damage - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair - please ensure any visible pet hair inside is removed.
- Fumigation - if your lease stipulates fumigation, please ensure this is arranged.

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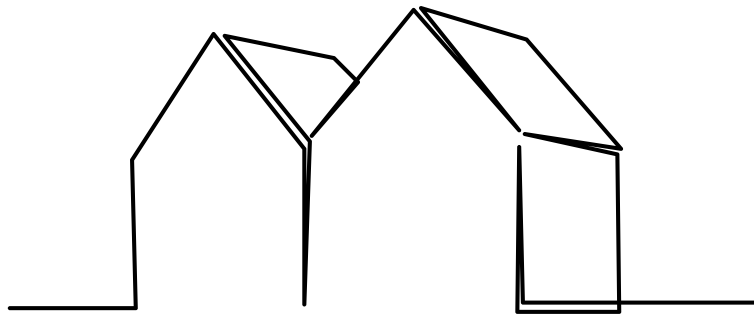
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