



PROPERTY SPECIALISTS™

Tenant information guide





Welcome From Wellington Property Management

This guide provides you with useful information to assist you during your tenancy with us.

Moving home is no easy task so congratulations on finding the right move for you. We are here to support you and the contents of this booklet will help you organise/remember ways to make your time in your newly tenanted property a problem-free and enjoyable one.

Our team is committed to supporting you and providing landlords with a standard of tenancy that you have been selected to uphold.

The Residential Tenancies Act (1986)

The Residential Tenancies Act administered by the New Zealand Government's Ministry of Business, Innovation and Employment outlines the rights and responsibilities of both landlords and tenants who are entering into a tenancy on a property here in New Zealand.

The Act also details the conditions whereby you can end a tenancy and the processes to do so.

The best way to prevent problems during your tenancy is by keeping in regular contact with your Property Manager and addressing any issues as soon as they arise.

It is also important for you to understand and follow your legal rights and responsibilities as a tenant under the Residential Tenancies Act 1986.

The Act states that as a tenant you must:

► Pay the rent

It is your legal responsibility to pay your rent on time and as per the timeframes set in your Tenancy Agreement - rent should always be paid before the due date. If you have problems with your rent payments, or are aware of an upcoming issue it is important that you notify your Property Manager immediately.

Even if you're unhappy about something to do with the property, you still have to ensure you are always paying the rent on time - failure to do so does not reflect well upon you in a Tribunal situation and can affect your future in the Tenancy.

► Keep the property reasonably clean

As a tenant you are legally required to keep the property in a 'reasonably clean' condition. Staying on top of any cleaning and maintenance will ensure a good relationship with your Property Manager and an easier vacating process at the end of your tenancy.

► Notify the Property Manager if something needs to be fixed

If something breaks down or goes wrong you need to tell your Property Manager immediately, and in writing, to create a permanent record of the notification. If your repairs can be classed as an emergency, see 'Emergency repairs' section in this guide under 'General Information'.

If you ever require further information around the Residential Tenancies Act (1986) or your responsibilities as a tenant, you can visit The Department of Building and Housing website on www.dbh.govt.nz or you can call Tenancy Services free of charge on 0800 TENANCY (8362629).



General Information

Further information to assist you throughout your tenancy

► Routine property inspections

Routine property inspections generally occur every three months, or not less than four times per year. These inspections are a requirement under most landlord insurance policies and your Property Manager is required to provide a minimum of 48 hours notice, in writing, prior to any inspection.

Due to time constraints it is not always possible to alter an inspection time, and your Property Manager is not obligated to do so. You are not required to be present for any inspection however you are most welcome to if you wish to discuss any issues around your tenancy.

► Occupancy

Only the people listed on the tenancy agreement are permitted to reside at the property on a permanent basis. If a tenant on the agreement wishes to move out you must notify your Property Manager right away.

► Insurance

Although the landlord is responsible for insurance relating to the property itself, they are not responsible for insurance of the tenant's possessions. If your belongings become damaged or destroyed by an event affecting the owner's property (such as fire, storm damage, flooding, power outages, etc) your possessions are not insured by the owner.

For example:

- An electrical fault in the building starts a fire and the property is destroyed. Your possessions **will not** be covered by the owners insurance.
- You are away on holidays and an electrical fault causes a power outage in the building, and you then return home to find your fridge/freezer goods spoilt. The owner's insurance **will not** cover your fridge/freezer goods.
- A storm blows a tree onto the house and in the process, your belongings are damaged. The owners insurance **will not** cover your possessions.

Therefore we recommend all tenants take out their own contents insurance, as well as rental insurance policy (or liability insurance), that will cover you for any possible damage you or one of your guests may cause to the property.

► Utilities

It is the tenant's own responsibility to ensure you have set up your utilities accounts (gas, phone, power, internet etc) and these must be under your own name. Remember to close these accounts upon vacating.

► Painting, decorating and renovating

If you wish to make any changes to the property including but not limited to decoration, painting or renovation, you must obtain written permission from the Property Manager before any work commences.

► Water rates and other outgoings

The process around Water Rates will vary depending on where you live in New Zealand, however, under the Residential Tenancies Act 1986, the tenant is responsible for all metered use based on consumption.

Tenants can also be charged for waste water where the wastewater charge is exclusively attributable to the tenant's use.

A landlord is responsible for outgoings which are incurred regardless of whether the premises are occupied or not e.g. any fixed charges.

If the property is part of a Unit Title Development, and the Body Corporate rules regulate the supply of water amongst the units, then your Property Manager should point this out as well as supply you with a copy of the relevant body corporate rules.

A tenant who fails to pay their water charges will be in breach of their agreement (unless their agreement states that water rates are included in the rent) and a Property Manager can issue a 14 days' notice to remedy the breach. This may result in a Tenancy Tribunal application against your name.

► Car parking

Tenants are to park only in their designated areas that form part of their Tenancy. Please ensure that cars are not parked on grass verges or lawns and do not block shared driveways. Cars that are not warranted, registered or running are not permitted to be parked on the premises.

► Pets and animals

Pets may only be kept at the property if you have first received written permission from your Property Manager, or it is allowed for by way of a clause in your Tenancy Agreement. Failure to do so will put you in breach of your Tenancy Agreement and could affect your ability to continue living in the property.

► **Fireplaces**

If the property you are renting has a fireplace, this cannot be used unless you have been given permission from your Property Manager in writing - a quick email can confirm this for you if you haven't already been made aware. - This is because some fireplaces are ornamental and may have their flue/ chimney blocked in which case using it could cause a house fire or property damage.

► **Picture hooks**

If you wish to install any new picture hooks you will need to seek permission, in writing, from your Property Manager. Picture hooks can cause

damage to the walls so if in doubt, the best policy is to always check with your Property Manager first. (Even Blu-Tack can leave an oily residue on a wall which does not disappear with repainting.)

► **Damage to the premises**

It is the tenant's responsibility to care for the exterior and interior of the residence, including the gardens if this is part of your Tenancy Agreement. You are required to contact your Property Manager right away if you become aware of any damage that has been caused to the property.

► **Fair wear-and-tear**

Fair wear and tear means the deterioration that occurs over time with the use of the property even though the property receives reasonable care and maintenance.

A tenant is only liable for any damage caused by negligence, being irresponsible or any intentional actions that cause damage to the premises. The examples in the following table will help illustrate the differences between the two.

Common examples of wear and tear

- Faded curtains or frayed cords.
- Furniture indentations and traffic marks on carpets.
- Scuffed wooden floors.
- Faded or cracked paint.
- Loose hinges or handles on doors or windows and worn sliding tracks. ► Cracks in the walls from building movement. ► Water stain on the carpet from rain leaking through the roof or bad plumbing.

Damage for which you may be liable

- Missing, damaged or torn curtains - either caused by the tenant or their pet/s.
- Stains or burn marks on carpets.
- Badly scratched or gouged wooden floors. ► Unapproved paint job or large areas of damage eg. from posters being ripped off walls.
- Broken glass from a flatmate or child hitting a ball at the window etc.
- Holes in the walls left by tenants removing picture hooks or shelves they have installed.
- Water stain on carpet caused by overflowing bath or indoor pot plants.

► **Emergency repairs**

When general repairs are required at the property you contact your Property Manager in writing to notify them, however in cases where these repairs, or lack of repair, could cause injury to the tenant or damage to the property then they could be classed as 'emergency repairs'.

If such situations arise you need to notify your Property Manager, or the property management office for which they work, immediately (even if this is after hours or on a weekend/public holiday).

Emergency repair examples may include but are not limited to:

- Water pipes have broken or burst.
- Blocked or broken toilet (if a second toilet is not available).
- Serious roof leak.
- Gas leak.
- Dangerous electrical fault (loose power point or live wire etc).
- Flooding / rain water inundation.
- Serious storm or impact damage (e.g. car impact into garage).
- Failure or breakdown of the gas, electricity or water supply to the premises.
- Failure or breakdown of an essential service or appliance required for water or cooking.
- Hot water service failure.

► **Giving notice / vacating premises**

If you wish to vacate your property you are required by law to notify your Property Manager in writing and provide a minimum of 21 days notice. You will be liable for rent up to and including the 21st day of your notice period.

Notice is effective from the date it is received by the office (same day with emails sent before 5pm, and allow 4 working days for anything sent in the post).

Note: For tenants on fixed term tenancies, the above does not apply as your agreement cannot be terminated by notice.

► **Keys**

If keys are not returned at the end of any Tenancy, the tenant will be responsible for the cost of replacement locks and this can be deducted from the bond. No further keys are to be cut by the tenant without prior written consent from your Property Manager. This process is in place for the protection and security of yourself and any subsequent occupiers.

► Rent reviews and increases

For most tenancies, the rent cannot be increased within 180 days from the beginning of the tenancy, nor within 180 days from the last rent increase.

Your Property Manager must give at least 60 days' written notice to increase the rent. There is no limit as to how much the rent may be increased, providing that any increase is not excessively above 'market rate'.

Rent can only be increased during a fixed term tenancy where provision for this is written into the tenancy agreement, and the same time frames apply.

► Rent in advance

This is a concept that can be misleading due to its title and often creates confusion for tenants, especially at the end of any lease. 'Rent in advance' doesn't mean that you have paid a lump sum of rent and therefore do not need to pay rent in your last week(s) of a tenancy, it refers to the concept and obligation of a tenant to pay their rent before it comes due.

In the example below we have a lease that began on Wednesday 4th September and 'one weeks rent in advance' has been paid- this simply means that the tenant has paid the first weeks rent for the period ending on Tuesday 10th September (the area in red).

To ensure the rent is received by the Property Manager before it is due, the next payment would be due to come out of the tenants account on Tuesday 10th September to ensure it reaches the property manager by the 11th. This then covers the tenant up until and including Tuesday 17th (the area in green).

For example: If the tenant had been in the property for some time with this weekly payment system and had handed in their notice to leave, with the final day being Saturday 21st. They wouldn't be a week in advance or not needing to pay for the final week, they would still owe 4 days rent (the area in blue) and this is where often the confusion can arise.

Another way of looking at this is if you were to go into a dairy to buy a can of soft drink then drink the contents before paying for it - you'd probably find the dairy owner may not be too pleased. You always pay for something first, then consume it afterwards. Paying 'rent in advance' is exactly the same - you purchase the time period in advance and then consume the time period by living in the property - or in other words: 'pay before you stay'.



Routine maintenance

As a tenant, you are responsible for the general upkeep and maintenance of the property - including the following:

► **Grounds and garden**

Refer back to your signed Tenancy Agreement or Property Manager for clarification on this if you are unsure, however unless you have been advised that this responsibility is not yours it is safe to assume that as the tenant, you are responsible for maintaining the grounds, lawns and gardens so that these are kept in a reasonably clean and tidy condition at all times.

► **Guttering**

Gutters should be cleaned out at least once a year to remove leaves and debris. If you see wet patches or a concentration of mould on the walls or ceiling close to the gutters then this may indicate they are blocked - and you must advise your property manager immediately.

► **Mould and mildew**

Mould and mildew are invariably present in many New Zealand households, and its removal and containment are the tenants responsibility. There are three conditions that have to be present for the growth of mould.

- Mould spores.
- A surface with sufficient food source to maintain life.
- A source of moisture.

To prevent moisture build-up from the interior of the home it is desirable to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18 to 22 degrees for comfort. Ventilate your home by leaving windows open a centimetre or two depending on the outside air movement and the amount of cross ventilation.

The general rule is, ventilate little and often, rather than in short vigorous bursts. Window glass is a good guide, if it starts to show more than the minimum of condensation, the windows should be open a little further.

Preventing mould

- Open the windows and doors when you are home.
- Open windows and use an extractor fan for steam to escape from cooking and bathing.
- Vent clothes dryers directly outside.
- Open curtains early in the morning and close them when the sun goes down.
- Cupboard heaters can help in wardrobes if mildew is likely to occur.
- Do not put damp clothes or shoes in a wardrobe.
- Keep lids on pots when cooking.
- Wipe condensation off walls and windows when it happens.
- Hang washing outside to dry when possible.
- Use electric heaters rather than gas (gas heaters expel water as the gas burns).

Removing mould

- To protect your health and that of your family/flatmates, remove mould as soon as it appears. You can use diluted household bleach (one part bleach mixed with three parts water), or a less abrasive cleaner like cider vinegar.
- Use a sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading.

► **Pot plants**

Please keep pot plants outside where possible and if these are to be placed inside, please check with your Property Manager first, and preferably in writing to ensure you do not breach your Tenancy Agreement. Pot plants placed on hard surfaces may leave a circular indent, stain or damage and pot plants placed on carpet areas run the risk of rotting or damaging the carpet underneath.

► **Pest control / infestations**

If you have pest infestation problems, you should consider whether there are cleanliness issues to address that may be causing the problem. If the cause does not appear to be related to cleanliness you could discuss the problem with your Property Manager as soon as possible to determine if eradication or fumigation is necessary.

Tenants have an obligation to keep the premises reasonably clean and tidy. Infestations that can be attributed to a lack of cleanliness may be your responsibility to remedy. In these cases your Property Manager could seek an order from the Tenancy Tribunal for the fumigation work to be done and for the tenant to be charged.

Ensuring your property is clean will do a lot to keep the rats and mice away as well as making sure there is no food source or somewhere for them to nest - steel wool is good for blocking up any mouse holes you may find.



Your safety - being aware

The highest priority must always be for your safety, the safety of your children, other occupants and visitors. For this reason we ask that you please be aware of your surroundings and notify us right away if you have any concerns.

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 and fall.
- ▶ Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to.
- ▶ Bee's or wasp's nests.
 - ▶ Loose or rotten floorboards railings, steps or decking woodwork..
- ▶ If you need to clean a property with high ceilings or light fittings that are hard to reach, please ensure you do this safely, or make suitable arrangements to have this done.
- ▶ Loose or faulty locks, in particular any entry doors and screen doors.
- ▶ Broken or cracked windows, and any broken or loose window locks.



Moving out and the bond refund process

When vacating the premises it is our goal to assist you in securing your bond refund.

Your property manager will need to inspect the property, referencing the initial and ongoing property condition reports which determine whether any further action will need to be taken. This is done by comparing the condition of the property at the commencement of the tenancy and at the end of the tenancy.

► Final inspection and outstanding balances

At the end of the tenancy and once tenants have vacated, the Property Manager will go through the property, and using the property inspection report will check that nothing is damaged or broken. (Remember that some general wear and tear is to be expected, but intentional or careless damage is not.)

Some or all of the bond can be claimed for anything needing to be rectified by the tenant - relating to the tenancy, such as unpaid rent, damage to the property, missing items, and cleaning or gardening maintenance.

► **Cleaning**

If your Property Manager does not provide you with any specific guidelines around what is expected of your final clean - ask them as they may have an office policy you should adhere to. Finding out this information in advance will help you save time, stress and money. Generally speaking, you should expect to perform the following, as a minimum:

Inside the Property

► **Walls**

Clean off any dirty marks, removable scuff marks, finger or food marks etc.

► **Ceilings**

Remove any cobwebs and fly spots.

► **Ceiling Mould**

Clean off (particularly in wet areas and sometimes in bedrooms).

► **Light Fittings**

Clean off dust and remove any dead insects - check all bulbs are working and replace those that are not.

► **Ceiling Fans**

Wipe fan blades and fittings to remove dust.

► **Skirting Boards**

Wipe down with a damp cloth to remove all dust.

► **Doorways/Doors**

Wipe off finger marks and any other removable marks.

► **Windows**

Clean inside and out including sills and runners (removing dust build up and any dead insects) - a vacuum cleaner and paint brush can do wonders here.

► **Stoves**

Clean stove top, control display, knobs, any pull out or in-built drip trays, griller racks, oven racks, trays and inserts, oven bottom, roof and walls.

► **Kitchen Rangehood**

Clean pull out filters and framework.

► **Bathroom**

Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath, wall tiles and ceiling vents - please ensure both the sink and the bath have plugs available.

► **Toilet**

Clean seat, bowl, and outside around the base.

► **Laundry**

Clean both the inside and outside of the tub, and underneath. Please ensure a plug is present.

► **Heat Pumps**

Front vents and filters cleaned.

► **Cupboards/Drawers**

Clean/wash inside and out - doors and door frames both front and back should be clean.

► **Curtains**

Wash any washable curtains or netting (check with your Property Manager first to make sure they are washable to ensure you do not damage them).

► **Blinds**

If there are venetian blinds, clean off the blind slats - any other type of blinds should be able to be wiped down.

► **Floors**

To be mopped/washed - please ensure corners and hard to get areas are also cleaned.

Outside the property

▶ Lawns

Freshly mowed and edges trimmed (best done right before your vacate date).

▶ Gardens

Remove any weeds, rubbish and built up leaves etc.

▶ Rubbish

Remove any rubbish or items that have been placed on or around the property - be sure to check behind sheds, under shrubs and trees and under the house (this includes lawn clippings and compost left).

▶ Paths

Sweep paths and paving areas (best done right before vacate date).

▶ Oil Spillage

Check and clean carport and garage floors, paths and driveway - if you have used a barbecue, check for any grease spots and spillages.

▶ Cigarette Butts

If there are cigarette butts lying around please pick these up and dispose of them.

Some or all of the bond can be claimed for anything left undone by the tenant in relation to the tenancy, such as unpaid rent, damage to the property, items missing, cleaning or gardening.

► Refunding the bond

When the inspection has been completed, and providing everything is in order, the bond refund form is to be filled out and signed by both tenant and Property Manager, and sent to the Ministry of Business, Innovation and Employment. Signatures are checked against the ones on the bond lodgement form. If one signature is different or missing, the Ministry will contact the parties for confirmation that the claim is in order before paying the refund.

Refunds are made by direct credit, and New Zealand bank account numbers must be supplied on the bond refund form. Please note that bond refunds usually take up to 3 working days to process.

Bond money to be refunded can also be transferred to a new tenancy. Please note that bond transfers usually take up to 10 working days to process.

► If a refund amount is not agreed

If the tenant and the Property Manager cannot agree on the amount or costs that should be taken out of the bond, then either the tenant or the Property Manager (or both) can make an application to the Tenancy Tribunal. (There is an application fee of \$20.44 for mediation).

The application will then be given to a mediator, who will contact the parties involved and set up a time for a mediation, which may be by phone or in person. Both Property Manager and tenant will be able to discuss the claim being made on the bond and, with the mediator's help, may be able to reach a mutually agreeable outcome. The mediator will then write an order as to how the bond is to be paid out. This order is binding as a Court order. If no settlement is reached in mediation, the application will be set down for a hearing in the Tenancy Tribunal.

► Bond transfers

A completed and signed bond transfer form can be used to transfer the bond money from an old tenancy to a new one. The form must be signed by both the old and new Property Managers. The new Property Manager should then send the completed form to the Ministry of Business, Innovation and Employment. Please note that bond transfers usually take up to 10 working days to process.

If the old bond amount is more than the new bond, the Ministry sends the tenant a refund (by direct credit) for the extra money. If the new bond amount is more than the old bond, then the tenant gives the new landlord the extra money to make up the balance. The bond transfer form and a cheque for the balance must then be sent to the Ministry of Business, Innovation and Employment within 23 working days of the new tenancy starting.

► **Important things to note
around bond refunds**

- A Property Manager does not have to release any of the bond before the tenancy ends in order for there to be sufficient bond for the next rental property (the same goes for any bond transfers). There are companies out there such as 'MoveSmart' who will help provide bridging funds for a new property while you are waiting on your current bond to be refunded.
- There is no required time frame around how long after a tenancy ends in which a bond should be refunded, however the timeframe should be reasonable and if there are any delays these should only be due to outstanding invoices or repairs and damages.
- Although it is recommended, it is not a requirement that the final inspection is carried out while the tenants are present, the Property Manager does have the right to complete the inspection on their own.
- Failure to hand back all the keys for a property can delay bond refunds or result in charges being deducted for lock and key replacements. Please ensure that all keys are all accounted for at the end of the tenancy.



Tips for a successful tenancy

As a tenant there are a few things you can do, during your tenancy, to ensure that renting with us is an easy process.

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- ▶ Communicate with your Property Manager.
Let them know if a rent payment is to be late, damage has occurred or something isn't working. Full communication and disclosure will help your tenancy run smoothly.
 - ▶ Photos are a great way to record the condition of the property when you first move in. Take pictures (that are date stamped) of the property, especially any areas that may be damaged or unclean.
 - ▶ Keep a copy of the Tenancy Agreement, initial inspection report, rent receipts, bond lodgement form as well as any letters or emails received in a designated folder or file incase you need to reference this at a later date.
 - ▶ Never stop paying your rent, even if there are issues with your tenancy. Failure to pay rent can affect chances of success in any Tenancy Tribunal case and will not speed up repairs or solve issues.
 - ▶ Comply with the terms of your Tenancy Agreement.
In particular, never make any alterations, keep a pet or let other people move in without seeking written permission from the Property Manager first.
 - ▶ If the property has a pool or garden make sure you are very clear about the expectations or tenancy conditions around who is responsible for ongoing maintenance.
 - ▶ If the end of then tenancy is approaching and you wish to extend the current agreement, please contact your Property Manager as soon as possible to advise them of your interest.



Household hints

► **Adhesive marks**

Methylated spirits will remove these.

► **Ants**

Black pepper, baby powder or Borax sprinkled under rugs will deter ants.

► **Bird Droppings**

If fresh wash with warm water. If dried, scrape off excess with a mix of mild detergent and water, adding a few drops of ammonia to remove stain.

► **Carpet**

Where carpet has been flattened by heavy furniture, place ice cubes on the area and the carpet will lift as the ice melts. To deodorise carpet, sprinkle generously with baking soda before vacuuming.

► **Carpet stains**

Wine: If just spilt, soda water can be used with a paper towel. If there for some time, dampen the spot and apply Borax. Leave Borax on the stain until dry, then vacuum.

Fruit Juice: Make a solution with one teaspoon of Borax and ½ litre of warm water to sponge over the area.

Dog Urine: Sponge with white vinegar and spray carpet with deodoriser eg. Febreze.

Lipstick: Dab spot with eucalyptus.

Oil: If just spilt, put talc powder on spot to absorb oil, then sponge with eucalyptus.

Excreta & vomit: Remove solid matter and mop up excess moisture. Sponge with white vinegar or soda water. Add a few drops of "Nilodor" to offset the smell.

► **Drains**

Pour a small amount of bleach down the sink, drain and so on to bring them up nice and bright.

► **Doors**

A damp cloth is normally sufficient, however if heavily marked use a detergent solution. Do not use a scouring pad.

► **Eaves**

A garden hose and a stiff broom is usually sufficient to remove cobwebs, dust and so on.

► **Flies**

Keep crushed mint on the kitchen bench to deter flies from entering the kitchen, or leave some bay leaves on your windowsills. Mint also deters fleas.

► **Grouting**

For coloured grouting use Epsom salts and a soft brush to clean off residue, and for White grouting use bleach with a soft brush to remove residue.

► **Guttering**

Should be cleaned out regularly, especially prior to winter to avoid damage.

► **Hairspray**

To remove hairspray marks from mirrors, rub with a soft cloth with methylated spirits.

► **Insects and pests**

Sprinkle Borax powder around skirting boards or appliances to repel unwanted guests. Warning
Borax can be toxic to children and pets so use with caution.

► **Kitty litter**

Good for soaking up engine oil and so on from driveways

► **Labels**

Sticky labels can be removed by rubbing with Eucalyptus, tea tree oil, acetone or Brasso.

► **Laminex**

Most stains can be removed with toothpaste rubbed with a soft cloth on marks and stains.

► **Mirrors**

To prevent bathroom mirrors from steaming up, rub the mirror with a cloth dipped in glycerine and polish off with a soft cloth.

► **Oil on concrete**

Mix six parts of kerosene to one part detergent. Leave on an area for approximately five minutes then hose off.

► **Oven**

A damp cloth dipped in baking soda will remove grease and stains from the glass. To clean oven, warm for 15 minutes,

turn off, place full strength ammonia in a saucer on the top shelf and a pan of boiling water on the bottom shelf. Leave overnight with the door closed, then next morning, open the door for 30 minutes (avoid fumes) and wash off grease with detergent and hot water. Orange peel heated in the oven will remove any lingering smells. Cloudy ammonia is good for use on oven racks, trays and rangehood filters. Simply soak overnight and wipe clean. Line griller tray and under elements on electric cook-tops with aluminium foil to catch food scraps and drips, remove when dirty.

► **Picture hooks**

General rule of thumb here is to first contact your Property Manager before using any hooks at all.

► **Quarry tiles**

If glazed, wipe with kerosene on a soft dry cloth. If unglazed, mop with an equal mix of linseed oil and turpentine.

► **Rubber stains**

Can be removed from kitchen floors with Tea Tree oil.

► **Rust**

(sinks and washtubs)

Cut a lemon in half, dip the raw edge in salt and rub over area. Rinse with cold water. Alternatively, rub vinegar on a cloth and clean the area, then rinse with cold water.

► **Sand**

Good for absorbing spills, oils etc on outside areas.

► **Toilets**

To clean stains from the toilet bowl, squirt with household bleach and leave overnight. The lid should be removed regularly to avoid build up under the seat. Remove the lid by loosening two wing nuts at the back of the bowl and slide off.

► **Unkown stains**

For unknown stains the safest ingredient to use is Eucalyptus. Just dab Eucalyptus on affected area.

► **Vaseline**

Good for use on door hinges to stop doors squeaking.

► **Walls**

Suitable product to use here is warm soapy water. Walls should be washed down and not spot cleaned. A new or clean squeeze mop is an effective tool for cleaning down walls.

► **Windows**

To clean windows add ½ cup of methylated spirits to a bucket of water.



Thank you

This Tenant Information Pack should be used as a guide only, and has been developed to assist in making your tenancy easier. The responsibility still lies with the tenant (leaseholder) to ensure they keep copies of all relevant lease documents and are aware of their obligations that they have signed upon with Property Manager.

If in doubt, it is always best to contact your Property Manager directly if you have any questions or concerns relating to your lease or the property that you are leasing.

A great source of free and impartial tenancy advice is The Ministry of Business, Innovation & Employment website dbh.govt.nz where you can go to learn more about anything tenancy related. They also have a free helpline you can call on 0800 836 2629 if you want to speak with someone directly.

UTILITY SUPPLIERS

ELECTRICITY SUPPLIERS

Contact Energy	0800 80 9000
Mercury Energy	0800 10 1810
Genesis Energy	0800 30 0400
Meridan Energy	0800 49 6496

PHONE/INTERNET SUPPLIERS

Telecom	0800 80 0123
Vodafone	0800 80 0021
Orcon	0800 13 1415

It is the responsibilities of tenants to connect the above utilities and pay all amounts owed.

**All questions and queries please contact our office on:
04 803 3001**



PROPERTY SPECIALISTS™