WELCOME

To Your New Home At

XXXXXXXXXX
XXXXXXX
XXXXXXX

This book provides information to help you with your new rental property.

Please look after this property.

**Landlord Contact details:**

|  |
| --- |
| **Landlord contact details (including Bank account details)** |
| Name: |
| Home Phone: |
| Mobile phone:  |
| Other ways to contact me: Messenger, Facebook, text, etc:  |
| Address for Service:  |
| Email:  |
| Bank Account Details:  |
| BNZ Bank: (please put your name, or property address as a reference) |
| **Alternative contact details (only use when you cannot get hold of myself)** |
| Name:  |
| Home phone:  |
| Mobile phone:  |
| Email:  |

If you are not able to contact me, or the alternative contact person, and the repairs are **urgent**, please

contact one of the following tradesmen:

|  |
| --- |
| **Tradesmen contact details** |
| Plumber name: Phone:  |
| Electrician name: Phone:  |
| Glazier name: Phone:  |

**General Information:**

|  |  |
| --- | --- |
| Number of people able to reside at the property (including babies) |  |
| Number of pets permitted on the property | Please see tenancy agreement  |
| Water Toby location |  |
| Electricity to the house is supplied by (you are responsible for payment of this) |  |
| Rubbish Collection day is |  |
| Lawn Mowing |  |
| House Alarm Code |  |
| Smoke alarms are installed (state where) |  |
|  |  |

* Your rent must be paid directly to me through a bank direct Credit payment.
* Please be considerate of your neighbours and avoid loud music at night or early in the morning.
* Only park in the designated places on the property and respect all signs.
* Avoid behaviour that could lead to neighbours complaining.
* Remove any rubbish or unwanted items from the property either by giving them away, rubbish collection service or at the local dump.
* Should your contact details change, such as email or phone, please advise me immediately.
* Heat pump – the best and most efficient way to use your heat pump is to keep the setting at between 20-22 degrees Celsius.
* You are not permitted to keep a caravan on the property or car wrecks
* Should you become aware of any general maintenance issues please advise me so I can attend to these as soon as possible.
* Accidental breakages to the glass in the windows, the shower, hand basin and toilet may be covered by my insurance so please check with me if this occurs.
* Do not dry washing inside as this increases the moisture content in the house and increases the chance of mould and mildew.
* Open your windows daily for at least 15 minutes to prevent mould and mildew.
* Open your curtains during the day – the sun is the cheapest form of heating!
* Use the extractor fan in the bathroom when having a shower or bath to prevent mould and mildew.
* Use the extractor fan in the kitchen when cooking to prevent mould and mildew.

Lawn Mowing (delete if not included)

The lawns will be mown fortnightly (weather and grass growth permitting) by a contractor. This is a free service for you; however, I ask that you remove personal items from the lawns to make it easier for the contractor.

Smoke Alarms

As per the Residential Tenancy Act smoke alarms are installed in the property. They have been checked at the start of the tenancy and have long life 10-year batteries in them. Please ensure you check these smoke alarms are in working condition when you put your clocks forward or backwards by pressing the test button. If they are not working or start peeping or malfunctions advise me immediately. There is a hefty penalty if a smoke alarm is removed, disconnect or damaged by a tenant.

House Alarm

Your house has a fixed intruder alarm which is not monitored.

To set the house alarm click ‘Away’ when you leave. When you arrive back into the property click ‘Home’ to turn off the alarm.

Dish Washer

For your convenience your house has a dishwasher installed. Ensure that this is cleaned at regular intervals. Advise of any leaks as soon as you become aware of them. Only use approved dish washing tablets or powder in the machine to avoid any flooding. Only set the dish washer going when you are present in the property.

Waste Disposal unit

Only put food scraps down the waste disposal unit. Run a medium stream of cold water then turn on the food waste disposal using the switch. Gradually feed the food scraps into the unit. (DO NOT PUT YOUR HANDS DOWN THE UNIT UNDER ANY CIRCUMSTANCES). After feeding in food scraps, leave the cold water running for another 10 seconds. Turn off the waste disposal unit and then the water.

Items to avoid include but are not limited to:

* + - Bones
		- Celery
		- Ground coffee
		- Tea bags
		- Egg shells
		- Fruit pips
		- Grease
		- Pasta
		- Potato peel
		- Anything that is not food scraps

Maintenance

Maintenance is carried out by myself, or a professional. Please do not ask the professional to do additional things to the property unless you have these approved by myself. Any additional costs will be your responsibility if not approved by myself. You will be advised of any maintenance issues that is found during routine inspections and I will work with you to ensure tradespeople are able to work on any issues at a time convenient to you.

Kitchen Stove

The kitchen stove has built-in timer. If the stove appears not to work, please check that you have not activated this timer without meaning to. If any problem develops, and it is caused by your misuse of the timer or the stove you will be liable for the cost of the electricians visit.

If you enjoy to have boil-ups ensure that the extractor fan is on at all times. Do not over full the pot so high that it spills over onto the elements and ruins the stove.

Metered Water

Your house is on a metered water supply and all water that passes through the water toby must be paid for, so if you find any leaks from water pipes/taps please advise me immediately. Every month I receive a bill from Watercare for the water which I will pay, in full. I will then send you a copy of this bill as well as details of your portion which is due. And the bank account you are to pay the money into, the amount due and the due date. Please make sure you use the reference of the property and water rates as a reference. You must pay your part of the water costs to me by that date. If you do not, I am entitled to enforce payment from you. This may include debt collectors, action to the Tenancy Tribunal, or termination of the tenancy with the amount owing being paid from your Bond.

Should you have a leak within the property the toby can be turned off via a tap to stop the water flowing.

The water supplied to the property passes through a water toby details where this is located is on page 2 of this document. Please note where this is, as alongside the meter there is a tap that allows you to turn the water off if there is a burst pipe in the house.

Access to the property

Under the Residential Tenancies Act, a landlord may enter on to the land of the tenancy at any time without any prior notice. Anyone, including the landlord, may arrive at the property and ask the tenant if they may enter the house. You do not have to allow someone to enter your property.

The tenant may then allow or prevent access as they choose.
The landlord may enter the house providing they give at least 48 hours prior notice. The tenant must not then prevent access, and does not need to be present at the property.

How to use the Heat Pump

* Set the thermostat to a healthy temperature of between 20ºC to 22ºC. High thermostat settings make it work harder and it will be less efficient and costs more to run. Inadequate heating can lead to mould growth and dampness.
* Turning your heat pump to maximum will not heat the room quicker however it will cost more in electricity.
* Only heat when you need it - don't leave your heat pump on all day if you're not there and turn it off when you don’t need it.
* Only heat the space you're actually using - shut doors and curtains to keep the heat in.
* Avoid using the 'Auto' mode - use the 'Heating' mode. In 'Auto' mode, the heat pump tries to
maintain the set temperature by constantly changing between heating and cooling, as the room temperature fluctuates. This can waste a lot of energy.
* Avoid the ‘Low’ and ‘Quiet’ Fan settings during very cold weather. To get the full heating
power out of your heat pump, choose the ‘Auto’ Fan setting.
* It is normal for the heat pump to sometimes stop heating or blow out cold air during very cold
weather, while the outdoor unit defrosts. This usually only takes a few minutes.
* Clean the filter regularly - this is a quick, easy job you can do yourself. Clogged heat pump filters
mean the heater uses more power to run.
* Avoid using it as an air conditioner when you can - try opening windows and doors on either
side of the house to create a through-breeze.

Insurance

The building, windows and sanitary fittings are covered by my insurance.

Your contents are not.

Landlord’s insurance does not cover your personal items, so it is a good idea to get your own contents insurance. Speak to your insurance company about personal liability insurance. If you damage the property, you may be personally responsible to the landlord’s insurance company for the cost of the damage. Personal liability insurance can cover you for this.

I strongly recommend that you take out insurance on your own possessions and also on any liability you may have for any damage that you, your family or your friends may cause to the house.

As part of the insurance conditions, my insurance company requires me to inspect the house both outside and inside at regular intervals. This inspection is to check on the condition of the house, record in writing its condition at that date, and see if any repairs are required. It is not an inspection of your housekeeping. However, it makes the inspection easier if the house is neat clean and tidy at that time.

This inspection is permitted under the Residential Tenancies Act provided proper prior notice is given by myself to you, and access at a reasonable time cannot be refused.

Payment of Rent

As your tenancy agreement is a legally binding agreement your obligation is to pay your rent on time and in full as required in the Tenancy Agreement.

Your rent puts a roof over your head. It should be the most important item on your budget.

As a condition of your tenancy, your rent is to be paid directly to my bank. If your rent is not received by me on the due date, I will take immediate action to contact you to find out why. If we cannot quickly resolve the situation, you could end up in front of the Tenancy Tribunal and possibly be asked to leave the house and lose any Bond you have paid.

Should you have a reason why you cannot pay your rent in full on the usual day, let me know immediately on that day. Given a valid reason, we can work together to sort out the situation. I’d prefer you stayed in the house and paid your rent on time and in full. Please understand I have high costs including mortgages, rates, insurance, and property maintenance which all need to be paid.

The bank account number where the rent is to be paid is shown on the front page of this document. Please ensure you use the correct bank account and include your name as the ‘Code’ and property address as the ‘Reference’.

Tenants jointly named on the tenancy agreement have shared responsibility for the entire tenancy. They can also be individually liable for the entire tenancy. This means that if one tenant causes damage to the property or gets behind in rent payments, all other tenants can be jointly or individually held responsible. They may have to pay the debt if the tenant who caused the damage or owes rent does not pay.

Under the Residential Tenancies Act, you have a responsibility to:

* pay the rent on time (the tenant should not withhold rent even if they think the landlord is breaching the tenancy agreement)
* keep the property reasonably clean and tidy
* tell the landlord as soon as possible about any damage or anything that needs to be fixed
* fix any damage they or their visitors cause on purpose or by being careless, or pay for someone to fix it
* pay for all charges that are exclusively attributable to the tenant’s occupation of the premises, for example telephone, electricity, gas and internet
* pay for water if the water supplier charges on the basis of consumption
* make sure the number of people living in the property does not exceed the amount the tenancy agreement allows (this does not include people visiting for a short time)
* give 28 days’ notice to leave (if on a periodic tenancy)
* let the landlord show prospective tenants, real estate agents, buyers or valuers through the property in a way that suits the landlord and tenant
* leave at the end of the tenancy and:
– take away all your belongings
– leave the property reasonably clean and tidy
– give back all keys, access cards and garage door openers
– leave everything the landlord owns.

Also, You Must Not:

* stop the landlord coming into the property when the RTA says they can
* remain at the property after the tenancy has ended
* disturb the peace, comfort or privacy of other tenants and neighbours, or allow anyone else at the property to do so
* damage, or let anyone the tenant has allowed on the premises damage the property, whether it be on purpose or carelessly
* renovate the building, change it or attach anything to it unless this is in the tenancy agreement or the landlord agrees in writing
* interfere with, or stop from working any means of escape from fire such as smoke alarms
* transfer the tenancy to someone else, unless the landlord agrees in writing
* threaten or assault, or permit any other person to threaten or assault, the landlord, or any member of the landlord’s family, or any agent of the landlord, or another building occupant or neighbour
* do anything illegal at the property or let anyone else do anything illegal
* change the locks without asking the landlord first.

**How to prevent mould and mildew**

You need to be aware that particular behaviours may create excessive mould, damp or insect activity. Keeping the property reasonably clean and tidy includes simple tasks like removing mould when it first appears and wiping condensation off windows.

• Open windows and doors when you’re home.

• Open windows and use extractor fans if they have been provided, so that steam can escape from cooking and bathing.

• Open curtains early in the morning and close them when the sun goes down.

• Keep lids on pots when cooking. Avoid pots or pans boiling longer or harder than necessary. Use a rangehood if it has been provided.

• Wipe condensation off walls and windows when it happens. If your windows start collecting too much condensation, open them a little wider.

• Hang washing outside to dry. Try to avoid drying clothes on racks indoors. Make sure that clothes-dryers are ventilated to the outside.

• Open windows and use an extractor fan when using a clothes drier so moisture can escape.

• Dry clothes and shoes before putting them away.

• Leave wardrobes slightly open for ventilation.

• Keep the shower curtain hanging inside the shower/ bath so water doesn’t drip on the floor, and wash the curtain every few weeks.

• Prevent steam from showers spreading through the

house by keeping bathroom doors closed, and windows slightly open. Use an extraction fan if it has been provided.

• Use an electric heater rather than gas (gas heaters expel water as the gas burns). Avoid the use of LPG, kerosene and unflued gas heaters without proper ventilation.

• Pull beds and furniture away from the walls so they can breathe.

• Keep only a few house plants inside.

• Keep the house warm and not too hot. Try to keep the indoor temperature at 5 degrees warmer than the outside temperature at all times.

• A little heating kept on continuously does more good than a lot of heating only during the evening.

• Regular use of dehumidifiers rotated from room to room or permanent ventilation systems will help to reduce mould growth.

• Ensure vents don’t become blocked if the property

is fitted with heat pumps or similar heating systems.

STOVE/OVEN CARE

1. Your stove and oven should be cleaned and wiped down after every use:
 - turn it off after use and allow it to cool down
 - wipe the stove top including under the elements with a cleaning agent
 and a soft damp cloth and then allow to dry.
 - Never use a wire scourer or steelo as you will damage it permanently

2. Wipe the inside of the oven regularly and clean every 3 months using Mr Muscle cleaner or a similar product. At the same time, pull the stove out from the wall so that you can clean the wall and the floor under the stove.

3. Do not put weight (roasting dishes, pots, pans or large dishes) on the oven door while it is open

4. Do not put pots on elements that are larger than the element, as this will damage the element

5. Remove any stubborn stains off the white finish with Jiff cream cleaner or similar.

How to remove mould and mildew

* Remove mould and mildew as soon as it appears.
* Dilute one-part white vinegar with seven-parts of warm water or an eco-friendly supermarket cleaner, or one-part bleach with three parts water mixed together (be aware this can cause bleaching on fabrics).
* Use a clean sponge or cloth when washing off mould and rinse it often to reduce the risk of spreading. Wear gloves and a facemask.
* To clean mouldy grout, dip an old toothbrush in vinegar and scrub the tile grout to remove mildew and mould to prevent new growth.
* Always wash the sponge or cloth immediately after use and hang outside in sunlight to dry.

Keep your copy of the Tenancy Agreement

And the Bond Receipt Acknowledgement

Here