WELCOME

To Your New Home At

12 Anywhere Street  
Anytown  
Any Region 6241

Please note the following points:

Under the terms of your rental agreement, you may not keep pets (dogs, cats, etc.) on the property; keep a caravan on the property; allow more than *number* persons (including children) to reside permanently in the house.

**A condition of your tenancy is that your rent is to be paid directly to me through a bank direct credit payment.**

As you do have neighbours, please be considerate to them. Loud noise late at night or early in the morning, inconsiderate parking in the street or on the property and other unsocial behaviour can lead to complaints.

The lawns are mown by a contractor. If you see them around, it would help if you clear any of your possessions off the lawns at that time so they can have a clear run at the lawn mowing.

Smoke alarms are fitted into the hallway and the living area of the property. Please do not interfere with the alarms – the RTA provides for a substantial fine if you do so. The batteries in the alarms are 10-year life models and cannot be removed or replaced. Advise me if the alarms malfunction.  
  
There is a fixed intruder alarms system. Code is xxxx

Please ensure that all rubbish and unwanted possessions are regularly removed from the property. If you no longer want something, give it away to someone else or get rid of it in the rubbish collection.

It is important that I am able to contact you by phone. I will have your contact phone number recorded at the time you moved in. If you do change your phone number please let me know and give me the new number.  
  
The best way to use the heat pump is to keep the setting low (18ºC or 20ºC). Don't set your heat pump to the maximum – it won't heat the room any quicker, but will use a lot more electricity.

MAINTENANCE

If any part of the property requires maintenance, tell me. I’d sooner know earlier rather than later. If I don’t know about it I can’t fix it. Accidental breakages to the glass in the windows, the shower, hand basin and toilet are covered by my insurance.

My handyman or myself will usually attend to any maintenance on the property. If you are aware of anything else that you think needs doing while we are there, please let us know. If it is minor we may well carry out the repair straight away. If more major we may need to consider a decision.

My contact phone number is nnnnnn this is usually turned on 24 hours a day but please do not call me out of hours unless it is really urgent.

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 for some reason I am unavailable and you urgently need electrical or plumbing repairs, my usual tradesmen are:  
 Electrician – *enter details*  
 Plumber – *enter details*  
If you tell them that you are calling for *landlords name* they will accept the call and respond for you.

Keep a particular lookout for any leaks in the water pipes between the water meter and the house. This could appear as wet patches in the grass even though it has not been raining. Any water that passes through the meter to our side must be paid for, so if the pipes do develop a leak I want to find out and get it fixed as soon as possible.

As a result of any inspection or report we may well need to carry out maintenance to the exterior or the interior of the property during your tenancy.  
We will keep you informed of any proposed maintenance work, and will try and arrange this to be done at a time that suits both you and me. There may be some inconvenience to you while this maintenance is being done but we will try and minimise this inconvenience. I seek your cooperation in keeping the property up to a reasonable standard.

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

USING THE HEAT PUMP

* Set the thermostat to a healthy temperature - aim for 18ºC to 21ºC.   
  High thermostat settings cause high electricity use. Inadequate heating can lead to mould   
  growth and dampness.
* Only heat when you need it - don't leave your heat pump on all day if you're not there.   
  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. Close curtains on hot, sunny days to keep your home   
  cool and shady.

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 me to you, and access at a reasonable time cannot be refused.

PAYMENT OF RENT

It is very important that your weekly rent be paid in full and on time.

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 paid directly to me from your bank. If your rent is not received by me on the due date, I will note that during the next day and 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. Usually, I’d sooner you stayed in the house and paid your rent. I get no enjoyment out of making you leave. I have high costs like rates, insurance, bank interest and property maintenance to pay.

The bank account number at *bank name* where the rent is to be paid is shown below. Particularly note the suffix numbers nn as I do have a number of bank accounts, if you do not get the suffix correct, your rent may still go through but end up in the wrong account where I will probably not find it.

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.

UTILITIES

The water supplied to the property passes through a water meter located on the front lawn. 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.

The water is charged every month by Watercare. The bill comprises two parts, a charge for the water supplied, and a fixed charge per day.   
You are to pay for the water used. I pay the daily charge.  
I will receive the account from Watercare, and I will pay the full amount to them on or before the due date. I will then send you a copy of the Watercare account, a letter telling you how much you must pay, the date by which it must be paid, and a deposit form for the payment.  
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.

The electricity to the house is supplied by *energy company*

The electricity supply is entirely your responsibility, as is any telephone and television connections.

The lawns at the property are mown by a Contractor whom I pay.

Rubbish collection day is *enter day*

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 at least 21 days’ written 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 their 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 Act 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 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.

• Provide permanent ventilation to wardrobes by leaving doors ajar or provide ventilation at the top and bottom of the door.

• 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**

**To protect your health and that of your household, remove mould as soon as it appears.**

**There are some simple steps you can take to remove it.**

• You could use diluted household bleach (one part bleach with three parts water mixed together), or a

less abrasive cleaner like cider vinegar. Your supermarket will have a range of eco-friendly cleaners available.

• Use a clean sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading. Wear gloves when washing it away.

• To clean mouldy grout dip an old toothbrush in vinegar and scrub the tile grout to remove mildew and mould and to prevent new growth.

REMEMBER

When in doubt, ASK!

Keep your copy of the Tenancy Agreement

And the Bond Receipt Acknowledgement

Here