



Tenant Guide

Your simple guide to renting with First National Central



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Welcome

We at Cromwell Real Estate Ltd understand that sometimes the laws, rules and regulations can become quite confusing, particularly when people are renting properties for the first time.

We have produced this booklet of information to provide a simple and clear understanding of the rights and responsibilities you have in the occupation of your new home.

We trust that your tenancy in your new property will be a happy one. We would like to one day see you as a home owner in your own right, if at any time throughout your stay in the property you would like to discuss home ownership, please contact our sales division. We will be only too pleased to explain the steps involved.

Cromwell Real Estate Ltd takes the opportunity of thanking you for choosing to rent through our company.

Please do not hesitate to contact us if we can assist in any way using the contact information listed on the back page of this booklet.

Tenant Guide

Gardening - The tenant must keep the grounds and lawns reasonably tidy. You the tenant are to keep the gardens watered and the lawns green throughout the summer months. (unless otherwise agreed to in tenancy agreement)



Frost protection- When the temperatures start dropping (April-September) please make sure you turn off the main water supply to the house if going away, as the water pipes can freeze during winter. If you intend staying away for a longer period (more than 2 days) please drain your Header Tank and Hot Water Cylinder and open all the taps and shower rose, leaving them turned on so any leakage will drain away. Make sure the power is turned off to the hot water cylinder before draining. Please note – this is Official Notice to you as tenants. **It is your responsibility to protect the property against damage. Neglect to take sufficient care will result in you having to make good the damage.**

House keeping- Please keep the property clean and tidy and well aired. Bathroom steam must escape by using the extractor fans every time the bathroom is used. Ovens need cleaned with oven cleaner, not just wiped out. Heat pumps have a filter in the front, lift the front open and vacuum the filter, this should be done when you vacuum the floor. Wheelie Bins are collected at the curb day dependant on area. Ensure you check your rangehood filters and wash in warm soapy water

Insurance- Tenants are advised to insure their personal belongings and chattels against loss or damage that may occur and tenant protection insurance against damage to the property. If there is damage at the property and this is deemed intentional or careless you will be liable to cover the excess on the owners insurance policy or four weeks rent whichever is the lesser. If smoke alarm batteries become flat it is your responsibility to replace them. It is our responsibility to ensure they are working at the commencement of the tenancy and please let us know if they require maintenance.



Maintenance - Any repairs to be paid for by the landlord must be first reported to us and authorized by us as the landlord's agent. If fault is due to negligence, tenants appliance or accident on the part of the tenant, then the tenant shall be responsible for the cost of repair. If it is found there is no fault with an appliance and the call has been occasioned by the tenants inexperience, (eg: the automatic button on the oven is on and the oven won't go) the tenant shall be responsible for the cost of the call out. If at the request of the tenant a tradesperson is called out and the key instructions are not adhered to and the tradesperson cannot gain entry, the callout charge will be passed on to the tenant for payment. ANY FLOODING OR WATER PROBLEMS – immediately turn the water off at the main which is found on the property boundary under the blue cap, ensure you familiarize yourself with where this is.

Tenant Guide

Bathroom Care – The water in Cromwell has very strong lime in it. You need to keep on top of all areas with a good quality ‘lime cleaner’ to ensure that lime does not build up. Areas such as showers, window glass and appliances can deteriorate very quickly if not kept on top of. Products such as Bar Keepers Friend and CLR are available from Mitre 10 and selected supermarkets and work well. The tenant further needs to wipe up water spilled on the floor to prevent damage being done to the floor and sub floor.

BBQ's – Ensure your BBQ is kept clean so no fat or grease from the BBQ or food drips onto concrete, patio or any part of the premises.



Ceramic and induction hob top cleaning - you will be provided written instructions for the safe use and cleaning of the ceramic/ induction hob top and the sample of product given to be used. These must be read and followed. Ceramic and induction hob tops are expensive to replace and relatively easy to damage if the user is not careful with the handling of pots/pans and the like over the hob, and the hob top may be damaged by being cleaned with a non-specified cleaning product.

Tenant Responsibilities

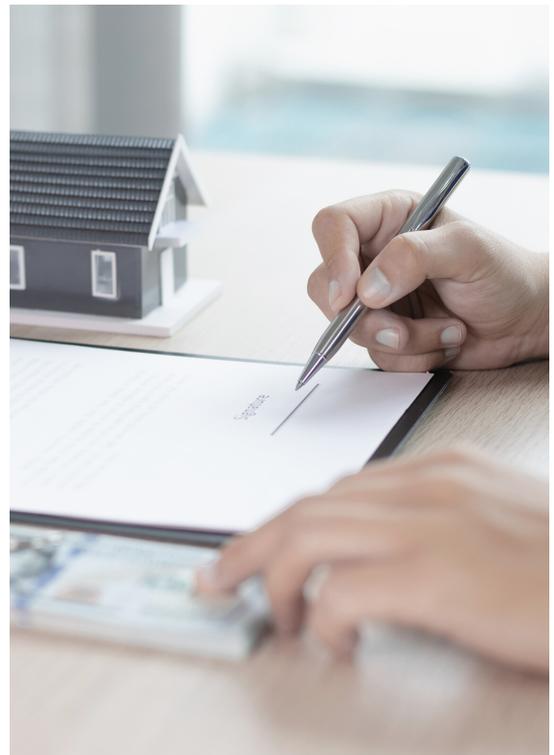
You as a Tenant must;

(Under section 40 of the Residential Tenancies Act 1986)

- › 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.
- › Replace smoke alarm batteries if needed during their tenancy to keep them in working order and advise the landlord if there are any problems with the smoke alarms.
- › 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 charge is listed on your agreement
- › Make sure the number of people living in the property does not exceed the amount the tenancy agreement allows.

You as a Tenant must NOT;

- › Remain at the property after the tenancy has ended.
- › Disturb the peace, comfort or privacy of other tenants and neighbors.
- › Cause any damage or let others cause damage to the property.
- › Transfer the tenancy to someone else, unless agreed.
- › Use the property for unlawful purposes.
- › Change the locks without approval.
- › Take down or remove smoke alarms.



Cleaning

General

- Clean all windows, doors, sliding doors, window tracks, fly screens and security screens
- Vacuum all sliding door tracks and wipe clean
- Sweep and mop all floors (except carpet), remove any marks
- Clean light fittings, remove all cobwebs (remove light fittings and wipe out dead bugs)
- Clean marks off walls and light switches
- Wipe down and remove all dust from skirting boards, picture frames, window sills etc
- Ensure that all curtains and blinds are clean as per condition report (seek instructions re cleaning advice of curtains if applicable)
- Clean inside built in wardrobes and mirrored doors (wipe over scuff marks)
- Clean Heat Pump Filters and/or clear out ashes in Woodburner to be put in a metal covered bucket till cooled before disposing in bin

Kitchen

- Inside and outside all cupboards and doors
- Inside, outside and around stove
- Inside, outside and behind refrigerator and dishwasher (if applicable)
- Exhaust fans and filter
- Sink, especially drain holes
- Range hood and filter (in hot water or dishwasher)

Bathroom

- All floors, mirrors and windows and window tracks
- Inside and outside all cupboards
- Toilet, shower recess (tiles and screen do get a scum build-up on them – this is to be removed), glass screens and sink
- Shower curtain washed with bleach or replaced if applicable

Laundry

- Inside, outside and behind washing machine, rinse out filter
- Inside, outside and behind dryer, remove lint
- Clean laundry tub (inside bottom cupboard of tub)

Balcony/Decking (if applicable)

- Sweep and mop, clean railings and any Perspex/glass
- Remove all cobwebs etc.

Lock-up, Garage or Carport

- Sweep out and remove any oil residue from concrete
- Empty and clean any wheelie bins and remove all rubbish
- Clean garage door inside and out
- Close garage door

Grounds

- Trim garden edges,
- Ensure lawn mowed and tidy
- Gardens are free from weeds and yard is free of rubbish. (Please ensure green waste is removed from the property and not left to build up)



Care and Maintenance of your Laminate Benchtop

- Don't place hot pots or dishes straight from the oven directly onto your benchtop as blistering and burning can result.
- Avoid using scourers and abrasives to clean your benchtop as they will damage the surface. Clean soapy water is sufficient to remove most marks from the surface.
- Always use a chopping board when cutting fruit and vegetables etc as cutting directly onto a laminate benchtop will damage the surface.
- Avoid placing appliances etc over any joins as the heat may cause the laminate around the joins to lift.
- Laminate surfaces are resistant to staining from most household spills but prompt action is needed in some cases to prevent damage. Wipe off beetroot and berry juices, first aid preparations, concentrated bleach, oven cleaners, dishwasher detergents and artificial dyes or hair colouring immediately. Glues such as Super Glue should be removed immediately with Acetone (nail polish remover). Note, some solvent based marker pens may leave permanent marks unless removed immediately.
- Laminate surfaces will withstand normal household wear and tear for many years but can be damaged by scratching or cutting with utensils, knives or unglazed pottery.
- To minimise scratching always place and lift objects from the surface – never drag or slide them across the laminate.



Heatpump Operation Tips

- The Temperature on your remote is a set point, not the temperature coming out of the heat pump e.g. Remote set to 24 degrees means it will go into stand by when the room temperature reaches 24 degrees, the actual temperature coming from the heat pump to achieve 24 degrees will range between 40-50 degrees. Setting the remote to 30 degrees will not change the temperature coming from the heat pump.
- Operating the heat pump over night at a low temperature (16 degrees heating) in the winter months, especially June July August will help the performance of the system in low outdoor temperatures and provide continued comfort levels inside.
- Heat pumps use more energy to heat the area but are very efficient at keeping a warm room warm, to sum this up once your room is warm keep the heat pump running and it will cycle on/off with the thermostat to maintain the room set point temperature.
- To keep the pump operating economically we recommend the tenant(s) remove and clean the filters monthly using hot soapy water or a hose, let dry then put back into the heat pump.
- As everyone has a different comfort level we suggest winter heating set point should be between 20-24 degrees during the times the area is occupied. In the height of summer we recommend the same 20-24 degrees set point in cooling.
- The fan speed setting is very important, as 99 percent of the energy usage is from the compressor in the outdoor unit it is recommended to operate the system on high fan speed initially to push the hot air further into the room heating the entire space quicker than having it set to a low fan speed. Once the area is warm turning down the fan speed is fine. Setting the fan speed to Auto is also recommended this will automatically adjust the fan speed in accordance to the room temperature and the desired set point.



Helpful Information

Subletting - Only the people who are identified on the tenancy agreement are permitted to reside at the property. Under no circumstances is subletting tolerated, nor is the use of the property for services such as Airbnb. Subletting Under the Residential Tenancies Act, Subletting without the landlord's consent is an unlawful act with a fine of up to \$1,600. It can also result in the termination of the tenancy.

If you are looking to have someone rent a room to help with rent payments you will need to contact the rentals team.

Rent Payments - All rent payments are made via direct debit. We do not take cash or cheque payments for rent.

Rent is due weekly unless otherwise arranged in advance and must be paid on the rent due day. First National Central has a strict “no arrears policy”.

Application will be made to the Tenancy Tribunal for vacant possession with any rent arrears coming to our attention.

If for any unforeseen reason a rental commitment cannot be met by the due date, please contact us prior to that date so we can arrange a plan as we are here to help and we are aware certain situations can arise where circumstances can change.

Inspections - At the commencement of the tenancy, you will receive a copy of a pre-tenancy inspection report, which clearly shows the condition of the property. This report will be referred to at the end of the tenancy when arrangements are being made to refund your bond.

Every three months (unless otherwise advised), by arrangement, we will conduct an inspection to ensure that the property is being maintained to a suitable standard and to identify any maintenance issues that need attention.

As the tenant you will be given up to 14 days' prior notice (but not less than 48 hours) by email, and/or post.





Types of Tenancy

In New Zealand there are two recognised types of tenancy: a periodic tenancy and a fixed term tenancy. At First National Central, the majority of our properties are managed under fixed term tenancies for one year.

Periodic Tenancy

This is a tenancy that has a start date but no end date. At any time, you as a tenant can give notice in writing that you wish to vacate the property. This must be no less than 28 days from your vacate date. Conversely, your landlord is required to give you either 63 days' or 90 days' dependent on the reason for asking you to vacate the property.

Fixed Term Tenancy

A fixed term tenancy has a start and end date. This end date can be extended via mutual agreement and will be completed between 90-28 days prior to the expiry date. If an extension is not agreed upon then the tenancy will roll onto a periodic tenancy from the day after the original expiry date. Whilst you can not give notice under a fixed term tenancy, if circumstances change we can discuss the option of a lease break with the owners. at the tenant is under a legal and binding agreement the owner is not obligated to approve the lease break. If they do this it may come with conditions such as rent covered until a suitable and approved tenant is in place and covering a 'break fee'. if an owner does not approve the lease break you can then put an application into tenancy services for your case to be heard and an adjudicator will make a ruling

FAQ's

What is a property Bond? When do I pay this and when do I receive it back?

A bond is 4 weeks rent that a tenant is required to pay as a form of security before taking possession of a rental property. This is refunded at the end of the tenancy after the exit inspection is conducted if the property is in a good standard.

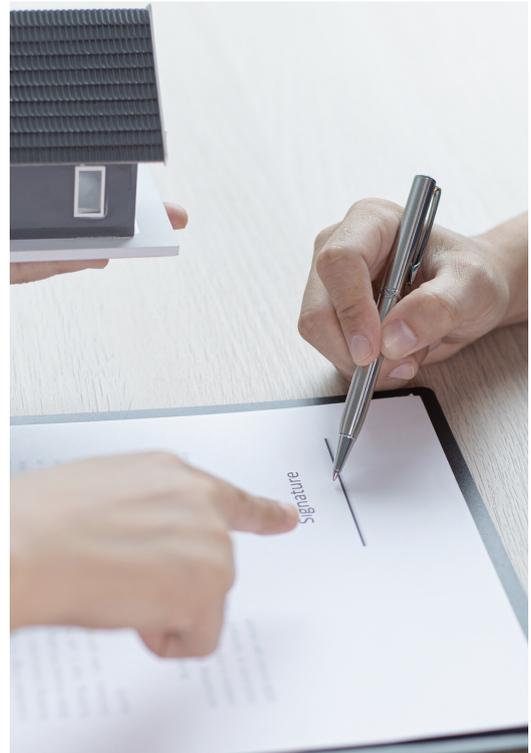
When do Inspections take place and do I need to be home?

Inspections take place every 3 months and you will receive notification via email and post in advance. You do not need to be present at the property and we will only be at the property for 5-10 minutes . We recommend you follow our cleaning list before an inspection for a guide on what we will be looking at. This is where you are able to notify us of any non-urgent maintenance issues and damage if any.

How do I end my Fixed Term Tenancy?

If you are in a fixed term tenancy and are ready to leave at the end of your fixed term you will need to let us know when we send out the renewal documents of your plans to move on. We will need to fill the property when you vacate so we will be in touch with any property viewings which will be arranged at a time that works with you.

Towards your end date we will arrange an exit inspection and collection of keys, **it is important you make sure everything is cleaned properly and all keys are returned to avoid extra costs at the end of your tenancy.**





Property Management Hours and Emergency Contact Information

Please do not hesitate to contact us if you need us.

The Property Management Team office hours are Monday to Friday 9-5 pm.

All Non-urgent requests, during or after hours;

Email info@homesforyou.co.nz

Call or text 022 297 3676 - checked during office hours.

For Emergencies;

Call the office line (03) 445 1748 as there will always be an agent on duty to respond.



ROCHELLE BLACKFORD
Property Manager



KERYN OLIVER and ANGE BENCK
Property Management Administration