



Tenant Information Pack

A guide to stress-free tenancy

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BAYLEYS
PROPERTY MANAGEMENT

Welcome to Bayleys Property Management

The team at Bayleys Property Management welcome you to your new home. We hope that you will enjoy living here and that your experience with Bayleys Property Management is easy and stress-free.

Depending on the property you have rented, there may be manuals located at the property for things such as heat pumps, log burners, pellet fires, dishwashers and security alarms. These are chattels for the property so please ensure they are kept in a safe place for your use and future tenants.

If you have any problems with the information supplied or the workings of the chattels please contact us as soon as possible on 375 4700.

We hope you enjoy living in your new home – please treat it with respect and look after it, and I am sure it will look after you!

PROPERTY MANAGERS

Your Property Manager is your first point of contact with Bayleys Property Management for all communication. If your Property Manager is away for any reason, another staff member will be happy to assist.

For all non-urgent communication, we do prefer you to contact us by email if possible.

For all urgent issues, please phone our office.

If you wish to meet with your property manager we do recommend you make an appointment as they are unlikely to be able to see you for an unscheduled visit.

Communication

The office is open from 9am to 5pm Monday to Friday and 10am to 12pm on Saturdays.

In addition:

- We will respond to all phone messages, emails and faxes by the next business day
- We will respond to all mail within two business days of receipt
- We will provide all written correspondence in English, and explain any terms, conditions or industry jargon in plain, easy to understand English
- We will provide you with copies of all documentation that has your signature on it, and any other documents you may require

Professionalism

- We will provide you with the highest possible standards of honesty, integrity and professional practice
- We will, with your assistance, keep your personal information accurate and up to date, and we will correct any errors you bring to our attention
- We value the personal information you provide to us and will take all reasonable steps to prevent unauthorized access to this information
- We will not provide your personal information to any other organisation for marketing purposes without your written authorisation

Insurance

The property owners insurance does not cover tenants belongings or liability. For this reason and to protect your assets, we strongly recommend that all tenants have their own contents and indemnity insurance. These policies generally cover third party damage, which you may cause to the owners property.

As an example, in the event of a fire caused carelessly or deliberately by the tenant or their guests, the owner's insurer may take action to recover the costs for the damage, from the tenant(s).

The owner is only responsible for insuring the house and the owners property in the house.

HOW BAYLEYS PROPERTY MANAGEMENT WILL WORK WITH YOUR TENANCY

Bayleys Property Managements responsibilities:

All tenants have rights under the Residential Tenancies Act 1986. The landlords responsibilities (or Bayleys 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
- Pay rates and any insurance taken out by the landlord (note as per the previous chapter insurance taken by the landlord does not cover the tenants liability or assets)
- Lodge the bond with the Department of Building and Housing
- Not seize the tenants 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.)



Tenants responsibilities

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

The tenants responsibilities under the act are as follows:

- Pay the rent on time every week at least one week in advance
- Note that rent can also be paid fortnightly or monthly as requested by the tenant
- Keep the premises clean and tidy, free of rubbish, bottles etc
- Note any costs involved to make good non-compliance of this clause will be charged to the tenant
- Notify Bayleys Property Management as soon as any repairs are needed
- Note that you may not withhold rent if you cannot get repairs effected – If you were to have an issue regarding repairs please contact Tenancy Services on 0800 83 6262
- Use the premises primarily for residential services
- Not damage or allow guests to damage the premises
- Inform Bayleys Property Management of any damage as soon as possible
- Not to disturb the neighbours or other tenants of Bayleys 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
- Leave the property clean and tidy and clear of rubbish and possessions at the end of the tenancy
- At the end of the tenancy leave all keys and chattels with Bayleys Property Management or return these at the final inspection
- Note: failure to return keys at the end of the tenancy will result in the locks being changed and costs being charged to the tenant
- Pay all charges for electricity, gas and water (where applicable) and all telephone 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 light shades at the premises if they are broken or become unusable (excepting fair wear and tear) with others of at least the same quality as at the beginning of the tenancy
- Pay contractors call out fees if arrangements have been made to enter the premises are not adhered to
- Not exceed maximum number of occupants
- The tenants will not paint, drive nails or screws into, or affix any kind of adhesive tape to, or in any way deface the walls, ceilings, floors, wood or iron work, or the owners fittings and fixtures
- Note: we recommend 3M picture hooks are used to hang pictures, and that these are carefully removed at the end of the tenancy
- 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 tenants shall keep the premises free of pests and vermin, and if any pests enter the property during the tenancy, shall pay for fumigation or removal
- The tenant agrees to keep the premises well ventilated at all practical times to prevent the buildup of mould and/or mildew

Fixed term tenancies

Bayleys Property Management prefer to sign fixed term tenancies with most tenants as this gives both the tenant and the property owner assurance over the coming months. Tenancy terms do vary, often so that tenancies do not end during the Pre-Christmas and middle of winter periods, which are off season times for prospective tenants. Please note the following points and if you have any queries please ask your property manager to clarify these for you.

UNDER A FIXED TERM TENANCY, TENANTS ARE NOT ABLE TO GIVE NOTICE TO END THE TENANCY

- The tenancy runs from the start date to the end date
- This means that as the tenant you are secure in the property as the landlord cannot give notice to end the tenancy
- Under the Residential Tenancies Act 1986 there is no automatic 'Right of Renewal' for a fixed term Tenancy – we are not obligated to extend the tenancy.
- We will contact you 6-8 weeks prior to the end of your tenancy to discuss renewal or ending options and terms
- Please note that generally we do not extend tenancies into the winter months (between May and September) or the Christmas period
- Bayleys Property Management can always take offers to the property owner for consideration but cannot guarantee acceptance until the offer is made in writing
- Once any extension is agreed, the tenant must sign the extension letter and return it to the office within seven days (note there is no cost to tenants for renewal of tenancies)

Breaking a fixed term tenancy

We understand that circumstances change and that prior to the end of your fixed term tenancy you may want to break your lease because of a major change to your circumstances.

Below is a brief outline of how we can go about assisting you to break your tenancy, and your obligations.

Note however, that under the Residential Tenancies Act 1986 we are not legally obligated to allow you to break a fixed term tenancy, however we will do whatever we can to assist you.

Please make note of the following points you should know to complete the break lease process:

AS THE TENANT YOU ARE RESPONSIBLE FOR PAYING THE RENT UNTIL A SUITABLE REPLACEMENT TENANT SIGNS A NEW TENANCY AGREEMENT AND PAYS THEIR DEPOSIT, BOND AND FIRST WEEKS RENT

- We require written notification of the date you wish to end the tenancy and payment of an administration fee which includes all internet advertising of the property
- We will not start marketing the property or sign a new tenancy agreement without written notification and payment of the administration fee.
- Please note that we will not allow you to break your tenancy during the winter months or the Christmas months
- We prefer at least 5 weeks to market your property – please give us as much time as possible to help you to find suitable replacement tenants
- Any new tenants will have to meet the same criteria as you before they will be accepted for a tenancy - we reserve the right to accept or decline any application received
- Once we have signed a new Tenancy and received a deposit from the new tenants, you will be notified in writing of the date we will release you from your tenancy

Periodic tenancies

On some occasions both the tenant and property owner will agree on a periodic tenancy. In this case the owner and tenant obligations are the same as for a fixed term tenancy.

To end a periodic tenancy the tenant must give a minimum of 21 days notice to their property manager in writing (email is acceptable). Note that the 21 days notice starts from the business day the notice is received, not when the notice is dated.

The property owner can end the tenancy by giving 90 days notice (no reason required), or 42 days notice if the owner or their family are moving into the property, or it is sold and vacant possession is required.

Chattels

Any chattels included with your property and as part of the Tenancy Agreement will be listed on your condition report. If there is any discrepancy with this list, please ensure you contact your property manager within seven days of the start of your tenancy, otherwise we will accept the supplied list and condition report as correct.



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 to pay your rent and joint bills and accounts.

In the event that your automatic payment to Bayleys Property Management is not made on the scheduled night there are two ways to pay your missed rent:

- Cash or Eftpos at our office
- Direct payment into our trust account via internet banking – Note you must use your reference number (noted on your tenancy agreement) and we recommend you email us to advise payment has been made, preferably with the receipt details

The following methods of payment are not acceptable:

- Paying by cheque – unless previously arranged with your property manager, or with a Bank cheque
- Paying direct at an ASB branch, as there is no way for us to identify where these payments have come from

When you make deposits by internet banking, or automatic payment, banks allow you three areas in which to add details to show up on the other parties statement. These are the Particulars field, Code field and the Reference field. These are all 12 characters long.

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 100 Fitzgerald)

Reference – Your unique reference number (noted on your tenancy agreement) (eg 10000207)

When making any payment please ensure your bank is using the reference number provided, as if we cannot identify your payment we will have to charge you \$20 to have the bank search where the payment has come from.

Reference number and Bayleys Property Management Bank Account:

Your reference number is noted on your tenancy agreement (page 2 section 4) and on the cover letter attached to this guide.

Bayleys Property Managements Bank Account Number for rent deposits is:

| Bank | Branch | Account Number | Suffix |
|------|--------|----------------|--------|
| 12 | 3191 | 0007646 | 027 |

RENT ARREARS

Bayleys Property Management have a zero rent arrears policy which we strictly implement and action with all tenants.

Many of our owners have substantial financial commitments and employ us to action our rent arrears policy strictly. We do not apologise for this process, as this is one of the primary reasons property owners use our services.

We do implore you to contact us prior to missing a rent payment so that if possible we can make appropriate arrangements.

The following is the process we follow for all tenant arrears:

Day 1 in arrears:

We give you the first day as a buffer, as sometimes banks can alter the payment date due to public holidays, or for other reasons. We do expect you to pay your rent on this day if your regular payment has not been made for some reason.

Day 2 in arrears:

If payment has still not been received, we will send you a text and/or email, stating the rent due date and the amount due. It will also ask you to contact our office immediately regarding the arrears. This message will be followed up with a phone call and if rent is not paid on this day we will issue a 10 Day Notice by post, to remedy the breach in your responsibilities as specified in the Residential Tenancies Act 1986. The property manager will update the owner regarding this issue.

Day 5-8 in arrears:

If payment is still not received we apply to the Tenancy Tribunal. The Department of Building and Housing will generally schedule a “mediation” hearing with the tenant, property manager and an appointed mediator.

Mediation Hearing - In this hearing we all try to reach an agreement over how and when the arrears will be paid. If this step in the process is unsuccessful we will request the matter is heard by the Tenancy Tribunal at the local Court Buildings.

Tenancy Tribunal – We may seek termination of the tenancy depending on the circumstances.

Note that any decisions made by the Tenancy Tribunal are a matter of public record and therefore are available for all future landlords, employers, creditors etc to see on your record for seven years.

ROUTINE PROPERTY MAINTENANCE INSPECTIONS

Routine property inspections are primarily to ensure the owners property is being maintained to the standard expected by the owner.

The initial property inspection will be completed approximately six weeks after the start of the tenancy and every three months thereafter.

Your property manager will send you a letter advising you of the date and approximate time of the inspection. The Residential Tenancies Act 1986 requires a minimum of 48 hours notice is provided.

The property manager does not require you to attend the inspection, but you are most welcome to be there if you wish to be. It is unlikely that the day and time of the inspection can be changed, unless there are extenuating circumstances.

These inspections will help the property manager:

- Identify any routine maintenance requirements
- Outline to the owner any medium to long term investments that may be required or planned for eg new carpet, heating, refurbishments etc – note this capital expenditure is at the discretion of the property owner
- Check that the property is being well cared for and kept clean and tidy, and if necessary issue any 10 day notices for breaches of the tenancy agreement. Any such letter will outline the breach and give 10 days for the tenant to rectify the issue.

PROPERTY MAINTENANCE

Bayleys Property Management prefers all non-urgent maintenance requests to be emailed to your Property Manager.

If possible we would like you to include the following information:

1. Property Address
2. Maintenance problem
3. Description of the issue and the effect it is having on the property and on you as tenants
4. Best contact for access
5. If possible photos of the issue

If you have a Maintenance emergency please phone the all - hours phone number 03 XXX XXXX.

Maintenance emergencies include the following:

1. Broken/unusable toilet
2. Both the oven and stove not working
3. Security of the property compromised (note that tenants should replace broken windows at their own cost by phoning a glazier)
4. No running water
5. Water leaks/floods
6. No hot water for 24 hours +
7. Electrical faults
8. Sewerage blocks/floods
9. Other emergency issues that require immediate attention to ensure the property is habitable or that would cause further damage to the property.

CONDENSATION AND MILDEW

Condensation is a major property maintenance issue for two key reasons:

1. It can accelerate damage to a property
2. It can have detrimental effects on the health of occupants

Many Christchurch homes have condensation and mould issues due to the cold winter temperatures and high moisture levels.

The following information is provided by a local council website:

Keeping Condensation and Mildew at Bay

Condensation and mildew in homes are mainly winter problems but they can occur all year round in some situations. The purpose of this information is to provide some simple guidelines to minimise the moisture burden inside your home, therefore reducing the level of condensation and mildew.

Condensation occurs when the air becomes saturated with water vapour to the point where it cannot hold any further moisture, i.e. high moisture burden. In areas where there is a temperature difference between two surfaces, such as with windows, some of the moisture will condense on to the colder surface. Condensation can leave water stains and if persistent, can lead to mildew growth and will help rot set in.

Mildew and other fungal growths grow from spores that abound everywhere. Mildew needs moisture in order to grow so the more persistently damp a situation the more likely mildew will grow.

How can you reduce the level of Condensation? There are two ways to reduce the level of condensation in your

home - by heating and ventilation. Heating will raise the air temperature and allow the air to hold more moisture, ventilation then removes the moisture to the outside.

Condensation: Tips to Remember:

- Keep the house warm, generally 5-7°C warmer than the outside is recommended. A little heat constantly throughout the day is more effective than a lot of heat in the evenings.
- Space heaters, open fires or electric heaters and heat pumps are best to provide warmth. Gas or oil heaters give off moisture as they provide heat, thereby contributing to the air moisture burden
- It is better to have many windows slightly open for long periods than a few wide open for short bursts, as this prevents the home from losing too much heat as well as providing a more constant level of ventilation. However, there are times when opening windows wide helps to remove large quantities of moisture rapidly, the most obvious times being during cooking or using a shower or bath
- Keep doors closed when using the bathroom or kitchen to prevent the steam spreading through your home. Extract fans over a shower or stove for example, will also assist to remove air moisture from the room but do ensure it is ducted outside, not into the ceiling or wall cavities. If you have a clothes drier, ensure it is also ducted to the outside
- Use heavy curtains that cover the windows completely so they 'seal off' the cooler surface from the warmer air
- Wipe any moisture off glass or cold surfaces when condensation has occurred
- Avoid hanging wet clothes indoors to dry out.
- Limit the number and size of houseplants as the plants themselves, along with watering, can add to the level of moisture in the air
- Provide ventilation to wardrobes by such means as louver doors or cupboard heaters. Products like Damprid remove moisture from the air but they must be changed regularly
- The use of dehumidifiers in particularly cold and damp areas is recommended. Dehumidifiers can remove up to 5 litres of water per day – imagine the ongoing effect of that water being retained by your furniture, blankets, and the house itself.

Dealing with Mildew:

Mildew can usually be washed out of clothing and curtains; however, if this is not done in time, it can leave permanent stains.

For mildew growing on walls and ceilings, clean the area down with a damp cloth and household bleach. 1 part

bleach to 4 parts water is recommended. Use a test-patch to make sure the bleach does not affect the paint or wallpaper colour. If the colour is damaged, try a fungicide solution, which you can purchase from most paint or hardware shops.

When the mildew has been removed, ensure it does not recur by keeping your home warm throughout and moderately ventilated.

So remember to prevent condensation and mildew, it's a bit like real estate, the golden rule is "Ventilation, ventilation, ventilation"

If you have major concerns regarding condensation and mildew and these tips have not helped the situation, please contact your property manager.

CARPET STAIN REMOVAL

If you have a stain on your carpet, depending on what it is from, it may require specialist treatment to remove. Please take a lot of care with the likes of makeup, nail polish, grease, oil, ink, paint and fizzy drink as these things are often not able to be removed from carpets.

Here is some general information on how to deal with spillages and stains:

Coffee, tea, soft drinks, alcohol, food, general wear and tear – use water sparingly to dilute the stain. Pat the area with old colour free towels etc to absorb excess water and liquid.

The best advice is to put water sparingly on most stains and then press on a towel to absorb excess moisture so you don't end up with a watermark.

Once dry, if the stain is noticeable, please contact your property manager who can put you in touch with the best contractors to remove stains.

AIR CONDITIONERS/HEAT PUMPS

Your heat pump will give you years of trouble free service if you follow a few simple rules.

Maintenance:

Indoor Unit Filter – Clean monthly and wash six monthly – dry before re installing. Cleaning the filter ensures the unit works efficiently, and produces the best results. The filter can usually be easily removed by lifting the front of the indoor unit.

Outdoor Unit – Keep vegetation away from the unit so airflow is optimised. Check the unit is free of leaves etc monthly.

Care of the Unit - Use Spray and Wipe or similar on the exterior of casings inside and out, to clean.

Defrosting:

When the temperature outside drops below a certain level, the plant will defrost. When this occurs the indoor and outdoor fans shut off. The defrost generally takes 5-10 minutes, and then resumes normal heating operation. Do not turn the unit off during this process as it will only take more time to resume proper heating. Often you may see steam rising from the outdoor unit after the defrost takes place.

Operation:

It is recommended the temperature in most domestic homes should be 18 degrees to ensure optimum health of the occupants.

We recommend in winter that you have your heat pump turned down at night and when you are away from home, but not turned off.

This ensures heat that has built up during the day is not lost, saving the heat pump having to work very hard to pull the temperature back up during the cold part of the day. Your heat pump will also remove moisture from the air.

For basic operation we suggest you may wish to set the temperature to 20-25 degrees.

If your unit has a "home leave" option, use this in winter when sleeping or out of the house, set to a lower temperature (perhaps 15-17 degrees) in Heat Mode. When you are home or get up in the morning, simply push the button again and the unit will heat to the desired temperature.

When using the remote control, always ensure the unit beeps when you change settings – this confirms the unit has received the signal.

We also recommend that you do not use the swing option when in heating mode.

IMPORTANT INFORMATION AND GUIDE TO VACATING YOUR PROPERTY

The following information is designed to assist you when vacating the property, and to allow your bond to be refunded as quickly as possible.

Your property manager will be only too happy to help you arrange quotes to clean the property and garden areas if necessary.

Please note that we cannot inspect the property until you have removed all your belongings and either returned the keys or can meet us at the property to return all keys.

Please ensure you have completed the following at or before the final inspection:

- Provide our office with your forwarding address and new phone numbers
- Your rent is paid in full to the vacate date
- All keys are either returned to the office or available at final inspection
- You have provided your final readings for all services including Power, Gas, and Water (applicable only in Selwyn District and various Christchurch properties)
- You have arranged mail forwarding with your post office

Please note that if all keys are not returned we will charge you for changing the locks.

Repairs:

All tenant damage must be made good to a professional standard.

We have negotiated discounted rates with our contractors for our tenants and owners. If you have damage that requires repair, please contact us for the details of our contractors.



Cleaning for final Bond Inspection:

If you do not wish to clean the property yourself, we can arrange quotes from professional cleaners prior to you vacating the property.

The property is to be left in a very clean and tidy condition throughout, including the following items:

General Cleaning:

- The carpet must be professionally cleaned by a competent tradesman and receipt provided to your property manager
- All walls, doors, sliding doors, tracks and security screens to be cleaned of all marks – please pay particular attention to areas around light switches and door handles
- Windows and sills to be cleaned inside and out (where possible)
- Mop all hard floors
- Wash all skirtings
- Clean light fittings, light shades and down lights of all fly scat, and replace any bulbs not in working order
- Net curtains to be washed and slim line and venetian blinds to be cleaned
- Cobwebs to be removed from interior and exterior of the property
- Any furniture, curtains or other chattels at the property to be returned to their original position

Kitchen Cleaning:

- All benches, cupboards, drawers and shelves to be cleaned and wiped inside and out including handles and knobs
- Oven, stove, drip trays, grill and warming drawer to be clean and free of grease
- Rangehood and filters to be cleaned and free of grease
- Clean sink and bench tops
- Dishwasher filters left clean and door and cutlery tray clean
- Ceiling cleaned when necessary to remove fly scat, grease etc

Bathroom Cleaning:

- Wipe down floors, mirrors and windows
- Clean all mould and soap scum from tiles, grouting and glass doors
- Ceiling cleaned of all mould and mildew
- Clean toilet, vanity, bath and shower (tile and screen scum build up to be removed)
- Clean inside of cupboards and drawers
- Shower curtain washed or replaced if necessary

Laundry Cleaning:

- Wipe down walls, clean floors and clean tub

Cleaning Outside Areas:

- Sweep and mop ground and decking etc, clean railings and any perspex or glass

Cleaning the Garage:

- Sweep out garage, degrease all driveways and concrete areas

Cleaning Bins etc:

- Please leave the three CCC bins in a clean and tidy state and ensure they are EMPTY.

Yard Maintenance:

- Mow lawns and trim edges
- Weed garden areas and have a general tidy up of the garden areas
- Remove all rubbish, grass clippings etc



OUR SERVICE GUARANTEE

We guarantee that if, after three months, you are not entirely satisfied with our Property Management service we will cancel our contract and refund in full all management fees paid by you.