

THE RENTING GUIDE



A tenant's guide to renting property from
Summit Property Management

SUMMIT

summitrentals.co.nz



Things you need to know about;

The Property Condition Report

You will be given this form when you are handed the keys to the property, at the time your Property Manager will walk through the property with you explaining notations. This is a very important document for you to look at when moving in. This form is used at the end of your tenancy for the bond refund so take time to make sure you're happy with it. Please read it carefully and verify that it is correct. If you identify something we may have missed contact us within 24 hours.

Property Inspections

We carry out periodic inspections for maintenance purposes. You will be given at least 48 hours written notice of the day during business hours when this is to take place. The inspection time varies as it depends on the size of the property but an average inspection will take about 15 minutes. Our team takes property inspections very seriously and asks that you do as well. We will usually inspect your property every 13 weeks. If you wish to be present and the date does not suit, contact your Property Manager. We will try to accommodate your request but cannot guarantee this.

Making Appointments

It is important that you arrange an appointment time if you wish to visit the office to discuss any issues or concerns you might have. Our Property Management staff are often out of the office conducting inspections or showing clients properties. We know that there's nothing more annoying than having to wait or being unable to talk to the person that you need to. We're more than happy to meet with you and assist in any way we can, so please just call and make an appointment first.

Electricity/Gas/Telephone

It is your responsibility to have the electricity/gas and telephone changed over to your name when you move into the property and to finalise these accounts when you vacate. Depending on your region, you may be responsible for water rates as well. If you require assistance with connecting power and telephone, Summit use companies which provide a connection service free of charge, making life a lot easier for you. Ask your Property Manager for details of how to make use of this service.

Occupancy

Only the people originally included on your application or Tenancy Agreement are allowed to reside permanently at the property. Any alteration to this must be discussed with our office as you may become in breach of your Tenancy Agreement if you choose to allow other people to reside at the property. The total number of occupants that may reside at the property is written on your Tenancy Agreement.

Bonds

Legally, we can ask for a maximum of four weeks rent bond. The bond money and form is lodged with the Department of Building and Housing. You will receive a receipt of the bond with a bond refund form within a few weeks of your tenancy starting. Keep this in a safe place. If there are any changes to the tenancy whilst residing at the property, it is imperative that the information on the bond form reflects this. Make sure that you fill out a Change of Tenant form which you can get from our office or is available online at www.dbh.govt.nz



Payment of Rent

Rent must be paid weekly or fortnightly in advance by automatic payment or direct credit.

Rent must be paid out of one bank account only. We will complete an Automatic Payment (AP) form for you. Please complete your bank account details and return to your bank at least 3 days before your next payment is due. Please do not pay rent directly into our account over the counter at the bank as it can be very difficult to track rent payments without the correct information appearing on our bank statement. If we have to trace a payment that appears on our bank statement with no reference you will be charged for this. We do not accept regular rent payments at our office.

Rent Arrears

Summit Property Management has a Zero Tolerance Policy to Rent Arrears. If you fall behind in rent we will apply to the Tenancy Tribunal to resolve the matter. In all cases of rental arrears the provisions of the Residential Tenancies Act will apply. If you are having genuine difficulty paying rent it is in your best interest to notify us as soon as possible.

How should I pay my rent?

The rent is due each week or fortnight on the anniversary day of your start day. For example if your tenancy start day is a Friday then you need the rent to come out of your account on a Thursday night to be in our account on the Friday.

Tenancies

Periodic Tenancies

The Landlord may give 90 days notice to you to end the tenancy with no reason given or 42 days notice if they wish to occupy or if the property is sold.

A periodic tenancy may be ended by you giving us 21 days notice in writing. Notice in writing must be posted, emailed or delivered to us (please allow an additional four days if posting). If you give notice to us, we recommend that you phone to confirm that we have received this notice.

Fixed Tenancies

Occasionally a tenancy will be a fixed term. A fixed term means that the tenancy cannot be terminated by either party during this period. We may be able to assist you if you wish to break your fixed term tenancy agreement and the following conditions will apply;

The tenant is responsible for and must pay rent until the property is re-let to a suitable tenant (that we have approved of) and a binding agreement has been entered into.

Know what Insurance You Need

You need insurance. Your landlord's insurance policy does not protect your belongings. Under the Residential Tenancies Act, tenants are liable for any damage they, or their invited guests, cause intentionally or carelessly. Even if you are not named on the tenancy agreement, you should have the following:

- Contents insurance policy to protect your belongings.
- Personal liability policy to protect you from any careless damage you or your invited guests may cause to the property.

If an insurance company pays out to a landlord for damage and believes that a tenant is liable for that damage, the insurance company may seek compensation from the tenant. * Personal liability insurance may protect you in this situation.

If you need assistance or advice regarding insurance, talk to your Property Manager.

*For example if there is a fire or flood you cause, the insurance company can bill you for the full amount of the repairs.

Potted Plants

Please keep potted plants outside the property at all times. Potted plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Potted plants placed on carpet areas run the risk of carpet rot underneath even with plates and containers being used underneath to attempt to prevent this.

Aquariums

Like pot plants, aquarium stands can leave rust marks on floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

Rubbish Colleciton

Your local council may collect rubbish in your area. They will only collect rubbish that's been placed in official council rubbish bags or bins, some areas will have private contractors. The bags/bins need to be placed at kerb side before 8am. Remember, any rubbish not disposed of regularly could become a health hazard, especially during summer. It's a condition of your tenancy agreement that all rubbish must be disposed of on a regular basis. Some rural properties do not have a council service.

Hanging Pictures

Please do not use 'Blu-Tack' (or similar products), sticky tape or dress making pins to hang or place pictures on the wall. Removal of these items at a later stage usually causes damage to the walls. Picture hooks are preferable but we ask that you leave them where they are when you leave as removing them may damage the wall. If this happens you will be responsible for repairing any damage.

Keys

If you lose your keys or lock yourself out during business hours you may be able to use our key (if it is available). After hours you will need to call a locksmith at your expense. It's important to note that for privacy and security reasons, we are only able to give keys to tenants listed on the tenancy agreement and photo identification must be produced.

Chopping Boards

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.



Troubleshooting

This Troubleshooting Section will give you a basic overview of common maintenance issues that we frequently have to address.

No hot water

Check the following:

That the power switch is on

The power box for a tripped switch or blown fuse

That the gas bottle has gas if applicable

That the power/gas account has been paid

If none of the above, please email or phone your Property Manager or complete a maintenance request form.

Blocked drains/leaks

Please contact your Property Manager immediately and we will arrange for one of our contractors to attend the site to assess the problem. If the blockage has been caused by foreign objects or fat etc it is likely you will be billed for the cost of this.

Oven Not Working

Check the following:

- That the timer switch on the oven is turned to manual.
- That the wall switch is turned on.
- That the mains power is switched on.
- That the fuse has not tripped.

Power Points

Check the following.

That your appliance is not faulty by checking the appliance in a different power point.

Check fuse board to see if a fuse is tripped or blown.

If the power point or socket is not working do not try and fix it yourself.

If none of the above, please email or phone your property manager.

Mould and Mildew

There are many causes for dampness, mould and mildew in properties. Some of these may be due to the actions of tenants and caused by such things as not ventilating the property, using unflued gas heaters and drying clothes inside. Some of these may be the responsibility of the landlord and caused by such things as leaking pipes, blocked guttering and jammed windows. Some causes may not be the fault of either the landlord or the tenant and can be caused by such things as where the house is located and how much sunlight it gets. Where there is a problem with mould, mildew and dampness, you should try to clean the mould and mildew away and notify your Property Manager of the problem. This can be alleviated by opening curtains and windows during the day.

If there are any maintenance issues that you wish to raise with your Property Manager, please call them or email.

Lights

Check the light bulb, replace if necessary and check the fuse box. If it's still faulty please contact us to have it attended to.



Grounds

Responsibility for maintaining the grounds will be stated on the second page of your Tenancy Agreement under the Ground Maintenance clause. If you are responsible for maintaining the grounds we ask that lawns are mowed and that grounds are maintained with removal of weeds regularly. We ask that all grass clippings and garden waste is removed from the section. Tree trimmings are the responsibility of your landlord.

Maintenance

We ask that you report immediately any matters requiring repair or maintenance in order to avoid the risk of injury to either yourselves, your visitors or damage to the rental property. Minor repair and maintenance requests can be put in writing. This can be done by emailing your Property Manager.

If an emergency repair is required, please call your Property Manager immediately. Any maintenance arranged by the tenant themselves will be at the tenant's expense unless in an extreme emergency. You have a maintenance troubleshooting section in this booklet for any maintenance issues. If you have a weekend emergency there will be a number to call at the end of your Property Manager's mobile phone message or on the back page of this booklet. Please do not text your Property Manager after hours as texts are only responded to in business hours.

We do **NOT** recommend DIY use of a rug doctor or similar for carpet cleaning as damage to the carpet may occur and is often more expensive for a professional carpet cleaner to restore afterwards.

Cleaning

Under the Residential Tenancies Act you are responsible for keeping the property clean.

This includes any marks or residue on wall & ceilings, windows, hard flooring, bathroom surfaces etc.

Tips: Use sugar soap on walls and ceilings not products such as Jif as it will scour the surfaces and leave residue. Do not use scourers or such materials on appliances, these will mark and scratch the surface & remove control instructions. Glass shower doors are easier to keep clean by using a squeegee to wipe the water off after each shower.

Vacating the property

When notice is given by either landlord or tenant we will send out a check list for cleaning the property at the end of your tenancy. The Residential Tenancies Act states that a property must be left in a reasonably clean condition. All keys must be returned to the Property Manager during your check out at the property, or at our office by 9.00am of the following working day or else the locks may be changed and you will be held liable for the costs. We will then carry out the final inspection.

If there are issues regarding the condition in which the property has been returned we will call you, however please be aware that we do not have to give you access to the property to address any issues. Any cleaning or repairs will be deducted from your bond.

Reasonable Access

Once we have received your written notice that you are ending your tenancy we will ask for reasonable access during your notice period to show prospective tenants the property. Reasonable access must be given and we will work with you so that this can be arranged.

Issues Regarding Your Tenancy

We respect your rights as a tenant to quiet enjoyment and privacy during your tenancy and we will do our best to help you during our time together. However, should you believe you have a problem which is not being treated fairly by our staff, please put your complaint in writing. We will attend to it promptly and respond to your problem within 48 hours of receiving your complaint.

Need further help?

If you want to seek independent advice on your legal rights and responsibilities as a tenant we suggest that you contact Tenancy Services which is an independent government body. They also have an excellent web site that will explain all aspects of Tenancy Law in New Zealand.

Web: www.dbh.govt.nz/tenancy-index

Call: 0800 TENANCY (0800 83 62 62)

Email: info@dbh.govt.nz

CONTACT INFORMATION

Nelson

60 Rutherford St, Nelson 7010
Telephone 03 546 9290

Blenheim

30 Alfred St, Blenheim 7201
Telephone 03 578 0404

Stoke

Strawbridge Square, Stoke 7011
Telephone 03 547 2476

Picton

37A High Street, Picton 7220
Telephone 03 573 6166

Richmond

203 Queen St, Richmond 7020
Telephone 03 544 2900

Motueka

102 High St, Motueka 7120
Telephone 03 528 4001

Requesting Maintenance

Go on to summitrentals.co.nz

Click on Rent at the top

Scroll to the bottom of the screen and click on My Rental Resources

Scroll down and click on Maintenance Request

Emergency Phone

If it is a weekend and an emergency please call:

Nelson/Tasman: 027 451 5127

Marlborough: 027 742 6625

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