

Tenant information booklet

Contents

1. Important Information
2. Guidelines and Information for Tenants
3. A Brief Guide to Mould and Mildew
4. Emergency Phone Contacts
5. Tenant Vacating Notice
6. Repair Request Form and Checklist
7. Final Inspection Guide

Important Information

Important information concerning your tenancy is in this booklet.

Please read it carefully and store in a safe place.

OFFICE HOURS

Monday to Friday 9.00 am—5.00 pm

Phone : 03 377 4939

If there are any problems or repairs that require attention please phone the office during office hours.

Any calls to our office outside of normal business hours will be directed to our message service. Directions to your property manager will be given. Messages are checked regularly with the appropriate action taken.

Guidelines and Information for Tenants

1. **Paying Rent**

It is your legal responsibility to pay your rent to the Landlord in advance. Please ensure that your payments reach us on or before the due date. Rent Right Property Management will not physically collect your rent. Rent must be paid by automatic payment.

If you have any problems with your rent payments please notify us at the earliest possible time. If you fall into arrears on a regular basis, an application will be made to the Tenancy Tribunal for termination of your tenancy.

2. **Inventory / Pre-inspection**

Included in this pack is a pre-inspection report that you will have seven days to bring to our attention any fault that was not noted on the Inventory/Pre-inspection Report. If we are not notified then you will be liable for any subsequent defect.

3. **Maintenance Inspection**

Inspections will be made six weeks from the commencement of your tenancy and then three (3) monthly thereafter during your tenancy. Unfortunately due to time constraints it is not possible to alter the inspection time. You don't have to be present, but you are most welcome to be there so we can discuss any problems or aspects of your tenancy that requires attention.

4. **Occupancy**

Only the people (and the number of people) included on your tenancy agreement are permitted to reside at the property on a permanent basis.

5. **Giving Notice / Vacating Premises**

When you decide to leave the property you are required to give four (4) weeks notice in writing. You will find a "Tenant Vacating Notice" in your Welcome Pack. Please fill in and send it to us. Notice is effective from the date it is received by our office. You will be liable for rent up to and including the 28th day of your notice period.

For tenants on fixed term tenancies the above does not apply as your agreement cannot be terminated by notice.

6. **Leaving the Property**

The house must be left clean and tidy (including garden). Commercial cleaning costs could be deducted from your bond if the property is not left clean. (Remember the stove, rangehood and Council wheelie bins).

Remember your tenancy cannot be finalized until all the keys are returned to the us. If all keys are not returned locks will be changed and costs deducted from your bond.

7. **Change of Employment or Phone number**

Please ensure you notify us immediately of any change to your employment and business or home telephone number. This is to ensure that we can contact you should the need arise.

8. **Insurance**

The landlord is responsible for insuring the property. The Landlord is not responsible for any damage to tenants' possessions. Tenants should take out their own contents insurance for their possessions.

...continued

9. Utilities Bills

It is your responsibility to have the utilities (gas, electricity, telephone) connected in your name. You must have the account finalized when you vacate.

10. Painting / Decorating / Renovating

Should you wish to make any changes to the property including decoration you must obtain written permission from the Landlord before any work commences. If consent is given, colours and products used will need to be agreed on.

11. Animals

These may be kept only with the written permission of the Landlord, and in accordance with local by-law's.

12. Car Parking

Tenants are to park only in the designated areas. Please ensure cars are not parked on grass verges or lawns. Cars that are not warranted, registered or running are not to be parked on the premises.

13. Gardens

It is a requirement of your Tenancy Agreement that you as the tenant are responsible for keeping garden weeds to a minimum, and lawns mowed regularly, unless otherwise provided for in the Tenancy Agreement.

14. Repairs and Maintenance Problems

Should you have a problem with your home, please telephone our within office hours. If outside working hours, please text your property manager. If we are unavailable, please leave a detailed message, your telephone number and address. If you are not going to be home, we can give a tradesman a key or alternatively you can leave one out somewhere for him/her. If you notice anything dangerous on or about the property you must advise us immediately.

If access arrangements are not adhered to and the tradesman cannot gain entry, the call out charge will be passed onto the tenant to pay.

Should an extreme emergency occur, please dial **111**; you should then try to contact us by phone. Any maintenance arranged by a tenant will be at the tenant's cost unless it is proven to be emergency.

15. Damage to the Premises

The tenant shall ensure that all care is taken to avoid damage to the premises. You are required to give notice to the Landlord of any damage to the premises as soon as you become aware of it.

Please ensure that only picture hooks are used on walls. Avoid nails, stick on tapes, blue-tac and other fixings.

A Brief Guide to Mould and Mildew Its causes and prevention.

From time to time some householders raise the question of mould and mildew in a household or residential rental accommodation. The following information has been prepared from available technical and other literature.

Surveys show that mildew occurs in more than 40% of New Zealand homes. One home in five has repeated or prolonged attacks of this unsightly by-product of humidity and condensation.

Three conditions have to be present for the growth of mould:

- 1. Mould spores**
- 2. A surface with sufficient food source to maintain life**
- 3. A source of moisture.**

Mould spores are in the air everywhere. Any thought of excluding them from a household can be forgotten. There is nearly always a source of foodstuff, cooking fumes, or even dust can be sufficient. These conditions are invariably present in all households.

There remains the third condition, and this is moisture within a household that comes directly or indirectly from the people who live in it. Washing, cooking and drying operations are obvious sources of moisture but moisture also comes from the inhabitants themselves.

An adult can breathe out and naturally perspire nearly half a litre of water in eight hours while asleep. This may not sound a lot, but consider the situation where two people sleep in a bedroom then visualize the condition of the bedroom if this amount was sprayed into the air and over the furniture, walls and fittings of the room.

Generally the moisture generated within accommodation vents to the outside as a result of ventilation (e.g. via open windows). If surfaces cold or cooler than the air temperature exist, moisture from air holding excess moisture will condense on these surfaces when cooled. In winter, cold surfaces do exist—windows for example—while at the same time there is a tendency to cut ventilation to a minimum. Therefore, the normal escape of water vapour or moist air is slowed, the moisture or humidity level in the household rises and the resultant excess moisture will condense on any cool surface.

To understand how much the air temperature affects the amount of moisture that air will hold, one cubic metre of air can hold 30 grams of water at 30°C while that same cubic metre of air can only hold 11 grams of water (approximately) when the air temperature is reduced to 15°C. It is clear from this that if air or high humidity is reduced by contact with a cool surface, the excess moisture will condense out as the air temperature reduced to a level where it can no longer hold the moisture. In this case, about 19 grams!

To give a guide to the average amount of moisture generated in a household per day, cooking will generate three litres, dishwashing one litre, showers/bath 1.5 litres, clothes washing half a litre, clothes drying five litres, all of this is quite apart from the up to four litres per person per day from breathing and perspiration. Heating with gas or kerosene heaters also produces a lot of moisture. One litre of kerosene produces one litre of moisture, 12ks gas heater produces one litre of moisture every one and a half hours.

continued...

Prevention

To prevent moisture build-up from the interior of accommodation, it is desirable to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18 to 22°C for comfort, with about one and a half air volume changes per hour with more in bathrooms and kitchens. This air movement will keep the relative humidity at a manageable level.

This ventilation can be achieved by leaving windows open a centimetre or two depending on the outside air movement and the amount of cross ventilation.

The rule is, ventilate little and often, rather than in short vigorous bursts. Window glass is a good guide, if it starts to show more than a minimum of condensation, the windows should be open a little further.

Remember, increase ventilation so that the moisture generated is not retained within the household. This may require a bit of willpower during the winter months, when every instinct calls for the house to be sealed against escaping heat, but if you fail to follow these basic rules, you are going to get mould.

Control

- ◆ Ensure there is some ventilation in all rooms at all times. Keep internal doors open.
- ◆ Vent clothes dryers directly outside.
- ◆ Fit an extraction fan in the shower
- ◆ Cupboard heaters can help in wardrobes if mildew is likely to occur.
- ◆ Do not put damp clothes or shoes in a wardrobe.
- ◆ Insulate ceilings of existing homes and ensure new homes are insulated as required by the building codes.
- ◆ Clean wallpaper with a damp cloth and household bleach (1 part bleach and 4 parts water). Test on a small hidden patch first to make sure the bleach does not affect the colour. If it does, try a fungicide from a paint shop.
- ◆ Never paint over mildew. Gloss-painted surfaces can be wiped down with household bleach as above. Matt finish paint can be wiped down with fungicide.
- ◆ Do not use abrasive cleaners.
- ◆ The removal and containment of mould and mildew is the tenant's responsibility!

EMERGENCY PHONE 111

In the event that **URGENT** or **LIFE THREATENING** (i.e. wiring burning, hot water cylinder bursting) repairs are needed on the property:

- Electrical: Switch off power at mains
- Water Leaks: Turn off water at mains

After Hours: **(03) 377 4939**

Please leave a message with your contact details and property managers name and our after hours answer service will contact your property manager immediately

For non urgent repairs please leave a message at our office.

Office Hours: Monday to Friday 9am to 5 pm

Phone: **(03) 377 4939**

During Office Hours for any problems or repairs please phone us or leave a message. Messages will be cleared on a regular basis.