

# CENTURY 21 COUNTRYWIDE MANUREWA



# **TENANCY INFORMATION BOOKLET**

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# **1. CONTACT DETAILS**

#### 1.1. Physical Address

Century 21 Countrywide Real Estate Limited MREINZ 25 Station Road Manurewa Auckland

### **1.2.** Postal Address

Century 21 Countrywide Real Estate Limited MREINZ PO Box 75-459 Manurewa Auckland

### **1.3.** Contact Numbers/Email

Office Phone09 267 8980Office fax09 267 8982Office Emailadmin@c21manurewa.co.nz

#### **1.4.** Emergencies – Defined

An emergency can be defined as an issue/problem that needs to be remedied urgently.

Emergency contact numbers must only be used in the following cases:

- Flooding or major leaking
- Electrical problems
- No Water
- Sewerage problems
- Any other problem that may put you or your family in an immediate health risk

For all other issues, please contact the office during normal business hours.

#### **1.5.** Emergency Contact Numbers

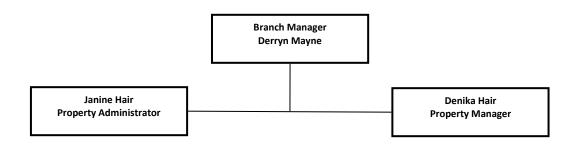
Denika Hair09 947 6764 / 021 833 621Derryn Mayne021 399 431

# 1.6. Office Hours

Monday	9am – 5pm
Tuesday	9am – 5pm
Wednesday	9am – 5pm
Thursday	9am – 5pm
Friday	9am – 5pm
Saturday	Closed
Sunday	Closed

#### 2. PROPERTY MANAGEMENT TEAM

### 2.1. Property Management Team



# 2.2. Roles and Responsibilities

#### **Property Administrator**

Administering inspection appointments

#### **Property Manager**

- Daily rent checks
- Landlord pay outs
- Receipting rent into the computer system
- Administering tenant and landlord reports
- First contact with the tenant for all issues
- Letting
- Tenancy Applications
- Reference & Credit Checks
- Signing up Residential Tenancy Agreements
- Property Inspections
- Completing bond applications
- Completing letters for WINZ
- Tribunal Hearings
- Mediation
- Tribunal Hearings

#### **Branch Manager**

- Liaising with the Property Administrator and Property Manager
- Handling tenant or landlord complaints

### **3. PAYING YOUR RENT**

#### **3.1.** Bank Account Details

ASB

Bank Account Name: Century 21 Manurewa

Bank Account Number: 12-3032-0248119-01

Bank:

Branch: Manurewa

### 3.2. Payment Methods

We **<u>do not</u>** have the following facilities available:

- Eftpos
- Credit Card

We do not accept the following forms of payment due to security issues:

- Cheque
- Cash

The only exception to accepting cash or cheques in the office is on initial payment to secure the tenancy.

# 3.2.1. Automatic Payments / Direct Credit

Please make contact with your bank to organize an automatic payment form. If you require any help completing the form, please don't hesitate to bring it into the office where we can assist you.

# 3.2.2. Direct Payments from WINZ

If your Tenancy has been approved based on WINZ paying the rent directly into our account then this must be abided. If for some reason your case manager has changed their mind, or the automatic payments have stopped, please make us aware as soon as possible. Please remember – this is a condition of your agreement.

# **3.3.** Due Dates

You are expected to be one week in advance at all times. Your due date will fall on the day prior to your start date. I.e. if your tenancy agreement started on a Saturday, your rent will always be due on a Friday and will start on the FIRST Friday that you are in the house.

If you have any queries, please don't hesitate to call the Property Administrator for a print out of your tenancy statement. This will show when your rent is due.

#### 3.4. Rent Arrears Process

Rents are checked on a daily basis. If for some reason you think your rent will not be banked in time, please call the office to let us know. If you don't let us know what's going on, the following will occur:

#### <u>Day 1</u>

You will be called to find out why the rent is late.

If you have a reason and an arrangement has been made with the Property Manager, we will wait until the agreed date to make contact again.

#### <u>Day 2</u>

If an agreement has not been reached or we were unable to get hold of you, a 14 Day notice will be sent out and held against your file.

#### <u>Day 5</u>

If an agreement has not been reached or we were unable to get hold of you, tenancy tribunal court proceedings will begin.

#### Please note:

It is in your best interest to ensure your rent is paid on time. If it's not paid on time, in full, you could be faced with the following situations:

- 1) If asked to provide a reference for you we will be forced to tell them how many 10 day notices and/or court proceedings were held against your file
- 2) You may be entered on the National Database as a high risk tenant
- 3) It can affect your credit rating making it difficult to borrow in the future
- 4) It may affect your chances of renting another property

# **4. INSPECTIONS**

If an inspection is cancelled less than 2 hours prior to inspection, the inspection fee will be charged to the tenant.

#### 4.1. Frequency

As per Section 48 (2) (b) of the Residential Tenancies Act 1986, we are permitted to inspect the rental property four times per year. This does not include initial and final inspections.

#### 4.2. Initial Inspections

An inspection will take place with the Tenant and the Property Manager 2-3 working days prior to the Tenant taking the property. This is an opportunity for the Tenant and the Property Manager to agree on the current condition of the property. The Tenant and Property Manager will sign off on the initial inspection.

#### 4.3. Standard Inspections

These will occur every 12-13 weeks after the initial inspection. These inspections are usually performed during standard business hours. You are welcome to attend the inspection, or you may chose to wait for the report. If this is the case, the report will be mailed to you within 2 working days. There will be two copies, one for you to keep and one for you to sign and return. This must be done as soon as possible. If you don't agree with anything on the inspection report, please call The office to discuss with the Property Manager. If we have not received your signed copy of the inspection report within 10 working days, we will take that as being accepted by you.

#### 4.4. Final Inspections

Final inspections will take place within 2 working days after the tenant has vacated the property.

The tenant will be informed within 2 working days after the inspection of the final outcome.

For bond refunds please see section 8.1.3 of this document.

# 5. KEYS

The tenant is responsible for the keys to the property. Please ensure you advise the Property Manager if you make any copies of the keys. If you do, these are also expected to be handed in at the end of the tenancy.

### 5.1. Collection of keys

Keys to the property will be handed over to the tenant between 2pm and 4pm on the last business day prior to the tenant moving in.

### 5.2. Return of keys

Keys to the property will be returned to Century 21 Manurewa at 12pm on the day of vacating the premises. If this is a non working day, you may arrange with the property Manager to return the keys on the next business day. If the keys are not returned on time, extra days rent may be charged.

# 5.3. Keys Lost / Locked inside

If you lose your keys to the property, please advise the property Management Team as soon as possible.

If you have locked the keys inside the property please call us to arrange for our keys to be used to let you in. If you collect the keys during business hours there will be no charge, however, if the Property Manager is called out to let you in after business hours you will be charged a \$45.00 fee.

# **6. UTILITIES**

Connect Now is a simple and convenient time saving service assisting you to connect your Electricity, Gas, Phone, Internet and Sky. Connect Now find you the best deal and can connect to one service or all services just by completing one simple form. Your Property Administrator can complete the form for you and fax it off at no charge to you.

For a copy of the form, refer Appendices 10.1

#### 6.1. Sky TV

Most of our rental properties have sky dishes, however if the property you are renting does not, you are welcome to arrange with Sky to have a dish installed at your cost.

### 6.2. Electricity

It's up to you who you choose as your electricity supplier, however if you'd like to have a pre paid power meter installed you must ask permission from the Property Management Team first.

#### 6.3. Water Rates / Payments

As per the Residential Tenancies Act 1986, you are required to pay for metered water to your property.

Once the water rates bill has been received by Century 21, we will send you a copy with a Century 21 invoice. Please make your water rates payment to the same account as your rent 12-3032-0248119-01 and use your 'name' or 'address' as reference1 and 'water' as reference 2.

You must pay the water bill by the due date.

If you fall into the Papakura Council or Franklin District Council you will be expected to pay the water rates bill in its entirety.

If you fall under the Manukau City Council you will be charged for usage only. The landlord will pay for the service.

# 6.4. Alarms / Monitoring

If your property is alarmed and you wish to change the number, please call the phone number on the alarm panel. If you change the number, you must inform the Property Manager so we can update our files.

If you wish to have your alarm monitored you may do so, but you will incur the cost.

### **7. TENANTS RESPONSIBILITIES**

These are the tenants' responsibilities as per Section 40 of the Residential Tenancies Act 1986.

The tenant may not use the property for any unlawful acts.

#### 7.1. Rent

Unless alternative arrangements have been made with the Property Manager you must pay your rent weekly. At the start of your tenancy you are one week in advance. This week in advance is expected to be maintained throughout your tenancy. It is the sole responsibility of the tenant on the tenancy agreement to pay the rent. You are NOT authorized to sub let the property. If you have flat mates you may want to think about creating a joint account for rent etc. We only accept one payment per property per week.

#### 7.2. Interior/Exterior

The tenants are to ensure that the premises are kept clean and tidy. This will be monitored through regular property inspections.

- Lawns
  - Please refrain from parking on the lawns
  - o Ensure the lawns are mowed at least fortnightly
  - o If weed spray is required on cobbled areas, please inform the Property Manager
  - o Gardens should be maintained to a reasonable standard
- Housekeeping
  - Picture hooks must be used to hang pictures no nails in the walls
  - o Opening windows is important for air circulation and helps prevent mould and mildew.
  - o Wiping down sills and ceilings should be done at least annually
  - Hand washing of nets should be done at least annually but no more than quarterly
  - Ovens should be cleaned out regularly
  - o Rubbish should be removed weekly
  - Please remove your shoes and ask your visitors to do the same.

Floors should be washed regularly. Carpets are to be shampooed on exit of the property. If you
have had an accident on the carpet resulting in a stain, please ensure that you attempt to
remove the stain.

### 7.3. Maintenance

It is the tenant's responsibility to inform the landlord of any maintenance that is required on the property as soon as possible, however if it's a leaky tap and you discover it at 2am, please don't call. Refer Section 1.4 of this document for defined emergencies.

### 8. TERMINATION

On vacating the premises you must;

- Remove all goods from the premises
- Leave the premises in a reasonably clean and tidy condition
- Remove all rubbish
- Return keys
- Leave all chattels that were provided by the landlord

#### 8.1. Periodic Tenancy

If you are on a standard periodic tenancy, you are required to give three weeks' notice in writing to the Property Manager.

#### 8.2. Fixed Term Tenancy

If you are on a fixed term tenancy, the Property Manager will call you several weeks prior to the end of your tenancy and ask you if you wish to renew your contract.

If you want to end your tenancy prior to the fixed end date, you must contact the Property Manager. She/he will advertise the property and do all reasonable steps to secure another tenant for you. Your fixed term tenancy can only be broken if either yourself or the Property Manager finds another suitable tenant to take over your tenancy. If you move out prior to the fixed end date with no tenant in place, you are still responsible for the rent until that end date.

#### 8.3. Bonds

On completion of the final inspection the Property Manager will advise you of any outstanding debts and/or keep backs on your bond. Your bond will be processed by Century 21 within 5 working days from the final inspection.

### 9. GENERAL INFORMATION

#### 9.1. Insurance

Century 21 Manurewa recommends to all their clients to purchase contents insurance. It is up to the tenant to arrange their own insurance however we are available during business hours to discuss this with you.

#### 9.2. Pets

Unless stated otherwise, pets are not permitted at your property. You may NOT get yourself a new pet without permission from the landlord.

The landlord may allow pets depending on circumstances and may charge a pet bond and insist on pet references.

#### 9.3. Chattels

Please be aware that wear and tear on chattels such as dishwashers, waste disposal units etc are covered by the landlord.

However, if for some reason a chattel does not work and we have a workman come to the property to repair and we find that the damage is caused due to the tenant not using the chattel in its designed way, the tenant will be charged for the repair. I.e. the tenant trying to put mussel shells down a waste disposal unit.

If you are unsure about the correct use of a chattel, please discuss this with your Property Manager.