

PGG Wrightson Real Estate

A GUIDE TO **STRESS FREE TENANCY**

TENANT INFORMATION PACK





WELCOME TO PGGWRE PROPERTY MANAGEMENT

The team at PGG Wrightson Real Estate Property Management welcome you to your new home. We hope that you will enjoy living here and that your experience with us is easy and stress free.

We are here to support you and the contents of this booklet will help you organise/remember ways to make your time in your newly tenanted property a problem-free and enjoyable one.

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 you use and future tenants.

If you have any problems with the information supplied or the workings of the chattels please visit our website www.pggwre.co.nz for contact details of your local property manager as soon as possible.

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!



GETTING STARTED

INSURANCE

Tenants are not required to have insurance; however, it is important you understand that if there is a burglary, fire or flood, your personal possessions will not be covered by the landlord's insurance.

It may be worthwhile looking into a personal insurance policy to cover items like your computer, mobile phone etc.

UTILITIES - GETTING CONNECTED

It is the tenant's responsibility to have the power, phone, gas, internet etc connected.

It is best to have this organised a few days beforehand so you have power, hot water etc the day you move into the property

You must also remember to finalise your account with all service providers when you vacate the property.

MOVING INTO YOUR PROPERTY

• Bond

We no longer accept cash payments, we will supply you with an automatic payment form with our account details so you can pay your bond in full when you have completed the Tenancy Agreement.

You will be issued the keys on move in day once payment is received, this will then be lodged with Tenancy Services.

• Occupancy

Only the people listed on the tenancy agreement are permitted to reside at the property on a permanent basis. If a tenant on the agreement wishes to move out you must notify your Property Manager.

PROPERTY INSPECTION CHECKLIST

This is an important document and pay careful attention to it! This must be filled in and returned within 7 days of you moving into the property.

It is advisable to take photos as a record of anything you are concerned about and send them to us to keep on our records.



DURING YOUR TENANCY

PAYING YOUR RENT

It is your legal responsibility to pay rent to the landlord in advance. All rent must be paid by automatic payment/direct credit into our Trust Account at the BNZ.

BY AUTOMATIC PAYMENT

Forms can be requested by speaking to your Property Manager. Rental Payments by DIRECT CREDIT TO THE BNZ

Payment can be made directly into our trust account at the BNZ. All payments made must have a reference name and address with them or a bank search fee may apply.

We do not accept cash or cheque payments any longer.

If you are having any problems please contact us to discuss them before a payment is missed. If you fall into arrears the Landlord / Owner will start proceedings for this which if not paid, termination of your tenancy will result.

CHANGE OF EMPLOYMENT AND/OR CONTACT DETAILS

Please notify us immediately of your change of employment or contact details.

ANIMALS

Animals can only be kept according to the number and type detailed on your tenancy agreement, and in accordance with the local by laws.

Termination proceeding will result for animals on the property without authority.

SMOKING & VAPING

All properties have a strict "no smoking or vaping inside" policy. If you or any person visiting the property are found to be smoking or vaping inside you will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into hundreds of dollars and is charged to the tenant.

OUTDOOR FIRES & COOKING

NO rubbish is to be burnt on the property at all, including burning in a drum. Cooking ethnic fires of any type must follow strict rules and must not cause a smoke or ash nuisance to surrounding neighbours. During restricted and prohibited fire seasons no outdoor ethnic cooking of type is allowed without a permit.



INSPECTIONS

Inspections are completed usually every 3 months. Under the RTA , 48 hours written notice is required; however we try to give you up to 7 days notice when we can.

They will be mainly done on Monday – Friday 9am –5pm. The Residential Tenancy Act requires you need not be present. If you are not there on inspection day please take all keys from the door locks on the inside of the house otherwise you will be charged the inspection fee if we cannot get access.

GARDENS & LAWNS

It is your responsibility to keep the lawns and gardens, hedges and shrubs neat and tidy and weeds to a minimum, unless it specifically states on the tenancy agreement that this is the landlord's responsibility.

RUBBISH & RECYCLING

Please ensure any rubbish is regularly removed from the property.

REPAIRS & MAINTENANCE

All repairs and maintenance must be arranged by our property management division, any maintenance arranged by you will be at your own cost unless it proven to be an emergency.

If it occurs that the problem has been caused by the you, then this cost will be passed on in full to you.

When a tradesman calls if you are not going to be home we will organise a key for access. If access arrangements are not adhered to and the tradesman cannot gain entry the call out fee will be passed on to you.

OUTDOOR FIRES & COOKING

The tenants must take all reasonable care not to cause damage to the premises, the landlord must be notified immediately of any damage that does occur. Any damage caused must be fixed immediately and at the tenant's own cost. Please insure that only picture hooks or appropriate fixings are used on the walls – no nails or sticky tape.

PAINTING & DECORATING

You must have written permission from the landlord before any painting / decorating or changes are made to the property.



CAR PARKING

Tenants may only park their cars in designated areas. Under no circumstances are any cars/ vehicles to be parked on the lawns. Cars that are not warranted, registered or running are not to be parked on the premises.

MISPLACED KEYS

If you lose your keys or lock yourself out and a property manager is called to the property, a fee will be charged for this service. You can choose to call a locksmith but this will be entirely at your own expense.

TAKING CARE INSIDE

Keep your house warm, generally 5-7° warmer than outside is recommended. Use your heatpump or fire in Winter, make sure you are burning dry firewood in your log burner, wet wood causes buildup in the flue and can lead to a fire.

Open your window daily to air out the home, especially in the bathroom where steam builds up from the shower. Use the extractor fans in the kitchen when cooking, and in the bathroom when showering to keep moisture levels lower which helps prevent mildew and mould.

Avoid hanging washing indoors to dry, if using a clothes dryer make sure it is ducted outside. Wipe windows and sills when condensation occurs.

Clean your heatpump filters regularly to keep it working efficiently, the outdoor unit will be serviced when needed, which we will arrange.

CLEANING EXPECTATIONS

Treat your rental property with respect and care. Regular cleaning is far easier than having to do a major clean for three monthly inspections.

Kitchens, living areas and bathrooms get the most use so pay more attention to these areas. Keep the carpets vacuumed and free from stains, wipe the shower glass after every shower to prevent mould & scum build up, plus check the shower drain and clean it of hair build up. Doing little things often will keep your place spic and span!

Keep the lawns mowed and gardens free of weeds, and don't forget to put out your rubbish & recycling bins weekly!

There is nothing more satisfying for our Property Managers than inspecting a clean and tidy home!



VACATING THE PROPERTY

ENDING YOUR TENANCY

We require 21 days notice in writing if you are planning to move. Check whether you are on a Fixed Term or Periodic term, breaking a fixed term early can be costly if you are only a few months into your fixed term contract.

The house and gardens must be left empty, clean and tidy throughout, and all rubbish (including garden) must be taken off site. If you have had a pet indoors we suggest having the carpets commercially cleaned.

Don't forget to have a final reading done for your power and if your property had gas bottles please make sure they are refilled. Change your mailing address with NZ Post and inform us or your forwarding address.

FINAL INSPECTION

You must return keys to the office/property manager so we can conduct the final inspection. If you do not return keys on the due date to our office on time you may be charged rent until you do so, or new locks / keys will be cut for the property and the cost come out of your bond.

PLEASE NOTE: Complete the cleaning checklist and leave on kitchen bench when vacating. Once we have completed our final inspection we will arrange for your bond to be returned to you.

NOTES

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IMPORTANT NUMBERS

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