

WELCOME

TO YOUR NEW HOME



Important information concerning your Tenancy is in this Booklet

Please read it carefully and store in a safe place

OFFICE HOURS: MONDAY to FRIDAY 9.00am – 5.00pm

Phone: 6452 2322

If there are any problems or repairs that require attention
please phone **Kendra** during office hours

Any calls to our office outside of normal business hours will be directed to our
message service.

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 Owner in advance. Please ensure that your payments reach us on or before the due date. Harcourts Property Management Division will not physically collect your rent. Rent must be paid by automatic payment, or with a deposit book into our bank account.

If you have any problems with your rent payments please notify your Property Manager at the earliest possible time. If you fall into arrears, application will be made to the Magistrates Court for termination of your tenancy and your debt will be lodged with the national tenancy databases.

2. Inventory / Pre-inspection

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

3. Maintenance Inspections

Inspections will be made 3 monthly during your tenancy. Your first inspection may be earlier to coincide with the inspection roster. Inspections will always be made by appointment. 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 you tenancy agreement are permitted to reside at the property on a permanent basis. Should a tenant wish to move out please notify us immediately.

When you decide to leave the property you are required to give two weeks notice in writing. You will find a "Notice to Vacate" in your Welcome Pack. Please fill this 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 14th 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), meter readings are taken and keys ready to be handed over at the pre-arranged final inspection time. Commercial cleaning costs could be deducted from your bond if the property is not left clean. (Remember the stove!)

Remember your tenancy can not be finalised until all the keys are returned to the Property Manager. 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 Owner is responsible for insuring the property. The Owner is not responsible for any damage to tenants' possessions. Tenants should take out their own contents insurance for their possessions.

9. Water Rates

The council issues water accounts every six months. The tenant will then be charged for the water consumed according to the water meter reading taken at commencement of tenancy. The tenant will be charged \$1.40 per unit of water (subject to change by council).

10. 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.

11. Painting/Decorating/Renovating

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

12. Animals

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

13. 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.

14. 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.

15. Repairs and Maintenance Problems

Should you have a problem with your home, please telephone our office and speak to your Property Manager. If she/he is unavailable, please leave a detailed message and telephone number and when they can gain access. If you are not going to be home, we can give a tradesman a key or alternatively you can leave one somewhere for him/her. If you notice anything dangerous on or about the property you must advise your Property Manager 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 000; you should then try to contact your Property Manager by phone. Any maintenance arranged by a tenant will be at the tenant's cost unless it is proven to be an extreme emergency.

16. 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 Owner of any damage to the premises as soon as you become aware of it.

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

FREQUENTLY ASKED QUESTIONS

1) My toilet is blocked, what do I do?

Toilets are usually blocked due to obstruction; this is usually your (the tenants) responsibility to call a plumber. However, if it is blocked because of tree roots or other damage, this will then be our responsibility to rectify the problem and pay this account. Should you wish to use our plumber, please contact our office for their details.

2) What about my power?

There are a number of power companies that you can choose from. This is your (the tenants) responsibility to organize.

3) I am leaving my property; do I have to clean the carpet?

YES, having the carpets professionally cleaned is the tenants' responsibility.

4) What about my phone?

If there is a telephone point it is your responsibility to have it connected.

5) I have not got a lawnmower, what do I do?

It is the tenant's responsibility to have the lawns mowed, grounds kept neat and tidy and the gardens to be kept weed free. We have a list of contractors at our office who will be happy to give you a quote.

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 and 20% in Australia. 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 that 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 visualise 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 of high humidity is reduced by contact with a cool surface, the excess moisture will condense out as the air temperature reduces 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 3 litres, dishwashing 1 litre, showers/bath 1.5 litres, clothes washing 0.5 litres, clothes drying 5 litres, all of this is quite apart from the up to 4 litres per person per day from breathing and perspiration. Heating with gas or kerosene heaters also produces a lot of moisture. 1 litre of kerosene produces 1 litre of moisture, 1 2ks gas heater produces 1 litre of moisture every one and a half hours.

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° for comfort, with about 1 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 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!

**From Harcourts Home & Property newsletter*

NOTICE TO VACATE RENTED PREMISES

DATE: _____

I/WE _____

TENANT/S OF _____

1. Acknowledge & confirm that our Lease agreement ends on _____ (insert date).
2. I/We intend on moving out of the property on _____ (insert date)
3. Acknowledge and confirm we are responsible for maintaining the premises as well as payment of the rent and any other accounts associated with maintaining the premises as stated in our Lease agreement until the end of the fixed term or for a further 14 days from the date of our notice of intention to vacate the premises has been received by the Owner/Agent.
4. In the event the fixed term of our Lease Agreement has already expired and we have remained in possession of the premises and in accordance with the Residential Tenancies Act (1997) I/We hereby give not less than 14 days notice to vacate the above premises.
5. I understand that I/we am/are liable for the payment of rent from the date at which you receive this notice even if I have physically vacated the property prior to that date.
6. I/We understand that should the property be relet prior to the required 14 days that I/We will only be required to pay rent to the commencement date of the new tenancy.

My/Our Forwarding Address/ Address For Service Is:

Contact Phone Numbers: _____

I/We give consent to the landlord, or his/her agent to have the property shown to prospective tenants prior to my/our vacation.

Signed by tenant: _____

Harcourts Circular Head agrees to give notice to you, as the current tenants, of any intention to have the property viewed by prospective tenants and if required, to make a convenient time for all parties.

Received by landlord _____

Date: _____

HOW TO EFFECTIVELY REPORT MAINTENANCE & REPAIRS

In an effort to manage your home with minimal intrusion on your privacy and comfort we have prepared this informative leaflet to ensure that when you have any maintenance or repair issues it can be dealt with efficiently and effectively.

To assist us in meeting our goals please ensure you follow the steps listed below.

- ☞ Be sure to clearly advise the office of your Name and Rental Property Address

- ☞ Advise the Property Manager/Agency immediately. Remember, under the Residential Tenancies Act 1997 the tenant is required to report any maintenance and/or repairs within 72 hours of the problem occurring. Failure to do so will render the tenant responsible for the payment of correcting the problem.

- ☞ Write down the name, brand/type & serial number of the appliance (if applicable). This is particularly important when reporting problems with Hot Water Systems, Ovens, Hotplates, Toilets, etc.

- ☞ Clearly state what the problem is and where the problem is located. For example, if it is a fault with an electrical switch advise what room it is in, what it operates (light switch), what happens when you turn it on and is there a noise (spark in switch and makes a crackling sound). The more specific you can be the sooner we can assess the matter and send an appropriately qualified tradesperson to attend to the item.



TENANT REQUEST FOR MAINTENANCE & REPAIRS FORM

It is a policy of our office that all repairs or maintenance requests must be in writing and posted or faxed to our office as soon as possible (We only accept emergency repairs by phone).

Harcourts Circular Head
30 King Street
Smithton

Facsimile: 6452 2377

Tenant Name: _____

Property Address: _____

Contact Details:

Mobile: _____ Work: _____ Home: _____

NATURE OF PROBLEM:

If this is an emergency, please phone your Property Manager immediately.

Tenant Signature: _____ **Date:** _____

In an Emergency Phone 000

Police Assistance 131 4444

Local Council 6452 4800

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: Kendra Poke – 6452 2322

Please leave a message and we will return your call

For non urgent repairs please complete the Maintenance Request form or leave a message at our Office

Phone Number **6452 2322**