



New Tenant Handbook

For more information contact:

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Starting your Tenancy

Nau mai haere mai – Welcome and congratulations

Well done at securing a rental property with Dunedin Property Management. Getting a flat or rental property in this market is no mean feat – it is crazy competitive. This means you have represented yourself positively in your application, with your references, and credit history. We hope to one day be a positive reference for any future rentals you apply for.

Keys & moving in

Once you have signed your tenancy agreement, and paid your moving in costs, your property manager will organise a set of keys for you. You may not make a copy of any keys without written permission from your property manager. The office retains a duplicate keys for use for the purpose of inspections and undertaking maintenance. These keys are held securely in a lockable key safe.

Entry Inspection Report

The property manager undertakes an Entry Inspection. The Entry Inspection Report will be made accessible to you via the Tenant online portal. You have 7 days from receiving to make any amendments to the report. This Report is important as it will be referred to at your Exit Inspection to ascertain the condition of the property upon your departure.

When you have vacated the property the condition at that time is compared to the condition at commencement and any variation (fair wear and tear excepted) will be your responsibility to reinstate.

Bond

Within 14 days your Bond will be lodged with Tenancy services and is held as security against any unpaid rent or damage to the property. Upon lodgment you will receive written confirmation from them stating they have received your Bond payment and providing you with a Bond Registration Number.

Your Bond will be refunded to you promptly after the property is vacated, less any deductions that may be agreed between us or as ordered by the Tribunal, in the event of a dispute.

Utilities

It is your responsibility to have all the services at the property connected and placed in your name.

The services we recommend in 2020 are:

- Electricity - Contact energy
- Gas - Rockgas
- Telephone - Spark

We have also formed an alliance with a utility connection service called MovingHub that can assist you in connecting and disconnecting these services free of charge. You will have completed a survey relating to these services during your application for the property. If you did not and wish to use this service, please speak to your Property Manager.

Insurance

Unfortunately, the owner's insurance cover on the property does not extend to cover your belongings. On this basis, we strongly suggest that you take out comprehensive contents insurance to cover your belongings against fire, theft and other perils.

In the event that you, another occupier, or visitor accidentally damages the property and rectification work is required, you may be required to pay any excess that may apply to the owner's insurance cover.

Rental Payments

Rent under your Residential Tenancy Agreement is payable in advance at all times. If at any time you are unable to make a rental payment, please make immediate contact with your Property Manager. We have a zero tolerance policy for rent arrears.

If we do not receive your rental payment and you have not contacted us, our only course of action, as provided for by legislation, is to issue you a 14 day breach notice.

This is not an action we ever like taking, and of course, if you make all rent payments as they fall due, you will never have this unpleasant experience.

Please note that if you are sharing the property with another person (whose name is on the Tenancy Agreement), you are both equally liable for paying the rent.

All rental payments must be made via electronic deposit into the bank account provided on the tenancy agreement that has been provided to you. Unfortunately, we cannot accept cash or cheques.

Routine Inspections

During the course of your tenancy, your Property Manager will regularly inspect your property. This will start with an inspection one month after your tenancy commences and every 3 months thereafter. We will contact you in advance to schedule a time.

The purpose of these inspections is to advise the owner of the condition of the property, how it is being maintained by you, and to allow you to advise us of any repairs or maintenance you feel are needed.

Repairs and Maintenance

All requests for repairs and maintenance are best reported via email.

In the event of an urgent repair required outside office hours, and your Property Manager is uncontactable, arrangements for repairs can be made by you. If you retain the invoice then we can reimburse you.

Your Property Manager will attend to all non urgent repairs as promptly as possible; however, in many instances it will be necessary to obtain the owner's approval before any work can commence.

Sub-Leasing

Your Tenancy Agreement states the maximum permissible number of people who can occupy the property. If there is any change, in either the original occupants or any additional occupants move into the property, please notify your Property Manager immediately.

Visitors and Guests

All tenants named on the Tenancy Agreement are equally responsible for the behaviour of their guests (including any children) while on the property.

Ending your tenancy

At the end of your tenancy term there are certain procedures. We will contact you to discuss these things as they come up.

Do you want impartial advice?

You can contact Tenancy Services in the following ways:

www.tenancy.govt.nz

0800 TENANCY

Enjoy your new home.