

Welcome to
Vertigro Property Management Ltd

Tenant Handbook



Contents

Welcome	4	Understanding ‘Rent in Advance’	8
Getting Started		Taking Care — Inside the Property	9
What you must do first!	5	Mould and mildew	9
Utility connections	5	Misplaced keys	9
Internet and fibre	5	Property damage	9
Moving into your rental property	5	Noise and/or disruption	9
Keys	5	Heat pumps	9
Rent payments and lodgement of your bond	5	Fireplaces	9
Property condition report	5	Pot plants	9
Tenant Contents Insurance	5	No smoking policy	9
During Your Tenancy	7	Tenant painting	9
General repairs	7	Fixtures and fittings	10
Emergency repairs	7	Smoke alarms	10
After-hours emergency repairs	7	Picture hooks	10
Routine inspections and photos	7	Garage remote control not working	10
Rent reviews	7	General cleaning	10
Tenancy renewals	7	Cleaning in the kitchen	10
Landlord mail and contact	7	Cleaning in the wet areas	12
Your Rent Payments	8	Taking Care — Outside the Property	13
Zero Tolerance Policy for late rent payments	8	Weeding and shrub trimming	13
	8	Lawn maintenance	13

Contents

Supplied hoses and fittings	13	Vacating the Property	18
Rubbish removal	13	Notice in writing	18
Oil drips and leaks	13	Ending a non-fixed (periodic) term	18
Parking	13	Breaking a fixed term	18
Parking on lawns and gardens	13	Outstanding rent	18
Swimming pools and outdoor spas	13	Cleaning	18
Supply of pool and spa chemicals	13	The final inspection	18
Pool/Spa covers, accessories, equipment and pool furniture	13	Outstanding monies and damages	18
Pool/Spa fences and gates	14	Eviction	18
Pets at the property – the right expectations	14	National Tenancy Database	18
Bond Transfer when Changing Tenants	15	Getting the Property Ready for Vacating – Checklist	19
Sub-Letting	15	Inside the property	19
Property for Residential Use Only	15	Outside the property	19
Your Safety – Being Aware	16	If you have a pet	19
Saving Power – Some Tips	17	Trades guide – Get some help to get the property ready	19
Tips for keeping warm and saving power	17		
Other useful power saving tips	17		

Welcome to Renting with Vertigro Property Management

Congratulations on your tenancy approval. You have been approved because we are confident that, like all our tenants, you will be able to pay the rent on time, keep the inside of the property clean, and maintain the property and its lawns and gardens.

We have created this guide to assist you with your tenancy induction and ensure you have an understanding of the rights, roles and responsibilities of each party during your tenancy with us.

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfil all tenancy obligations.

Possession Granted

Please note that possession will be granted (on the agreed tenancy start date) once the following have been fulfilled:

- a) Tenancy Agreement signed – your tenancy start date is as per your Tenancy Agreement.
- b) Rent – your first week's rent has been received by us.
- c) Bond – your full bond payment (four weeks' rent) has been received by us.



Getting Started – What you must do first!

Utility connections

Your new address is listed on the front of your Tenancy Agreement, and you will need to contact your power and/or gas supplier and internet provider (and Sky TV if you subscribe) and let them know your new address and the date from which you will need their service.

You can use Moving Hub if you prefer; they can get your power, telephone and internet disconnected and reconnected at your new address, for free. This is not a division of Vertigro but a service we can recommend – you deal with them directly.

Internet and fibre

Please let us know if you change your email address so we can keep your file updated.

If the property becomes eligible for fibre internet connectivity, it is very important that we seek approval from the owner for the installation beforehand. Fibre is usually free to install; however, it needs both an external connection and an internal connection to the property. It is important that the physical locations of these points are approved by the owner. If you can get Chorus to supply photos of where they suggest the outdoor and indoor fibre boxes should be installed, this would be helpful as we will provide the photos to the owner in seeking their approval.

Moving into your rental property

If you are using movers to relocate, please ensure they are insured to cover any damage they may cause to the rental property by accidentally damaging a wall, floor, window or fixture, etc.

Please take care on lino floors with moving and positioning fridges and washing machines as these appliances can catch and rip the lino, which would then be repaired at the tenant's expense.

Keys

You will be provided with two sets of main door keys and if any other keys (i.e. security locks, shed, and garage remotes) are given to you, they will be outlined on the incoming Property Report.

If you have misplaced your keys during business hours, you may come to our office, pay a deposit of \$50, and borrow our office set. The deposit will be refunded once all keys have been returned.

If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is a cost borne by the tenant.

Rent payments and lodgement of your bond

Please set up an AP with your bank for your rent payments and confirm with us when this has been done. We do not accept cash at the office and rent must be paid at the beginning of your rent week or fortnight.

Your bond is sent to the Department of Building and Housing and lodged with them. You will receive notice by email of the lodgement from the Department directly.

Property condition report

At the very beginning of your tenancy you will receive a Property Condition Report with photos via an email link. This comes with a quick video to show you how to complete the report. Please take your time to make any notes in each room and attach photos of areas you would like to document. We give you up to six days to complete the report, if you don't complete and return it to us then we take this as your acceptance that the report provided to you is a true account of how the property was presented to you. This same report will be used as a benchmark for inspections and the final inspection at the end of your tenancy

Tenant Contents Insurance

It is crucial that you take out your own tenant contents insurance.

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages, etc.) your goods and possessions are not insured by the owner.

Example One: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.

Example Two: You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your goods stored in the fridge/freezer are spoilt. The owner's insurance will not cover your fridge/freezer goods.

Example Three: A storm blows a tree onto the house and in the process your belongings are damaged. The owner's insurance will not cover your possessions.

Example Four: You use candles one evening and forget to put them out, they start a fire. The owner's insurance company may seek compensation from the tenant. Personal liability insurance may protect you in this situation.

Note: Check with your insurer if your tenant contents policy will cover you for damage and loss from events like earthquake. The

* The regulations have information requirements for new/varied Tenancy Agreements effective from July 2019. Compliance with the standards commences progressively from July 2021 focusing on new tenancies. Private landlords must ensure their rental property complies with the standard within 90 days of any new, or renewed, tenancy. Therefore, we believe it best to work proactively so that owners aren't caught unaware and without planning in place for the upgrades.

owner's building insurance will not cover you for this type of loss or damage.

In the cases specified in the first three examples above, a decent Tenant Contents Insurance policy should cover your goods. However, please check with your insurer about the type and level of cover they can provide you.

It is your responsibility to make certain you have adequate cover for your possessions against loss and damage. You need to see to it that all your goods are adequately insured because neither the owner nor the agent will be liable for damaged or destroyed tenant possessions.



During Your Tenancy

General repairs

We insist that all requests for repairs are lodged in writing. We prefer that you lodge these by email. Please provide a full explanation of the problem with photos or video to help us ensure that we get the right business to attend to the job. If it's an oven or dishwasher that's problematic, then the make (manufacturer or brand) and model are helpful.

Emergency repairs

Emergency repairs are generally applicable for items that could cause injury to the tenant or damage to the property, and may include:

- Water pipes that have broken or burst.
- A blocked or broken toilet (if a second toilet is not available).
- A serious roof leak or gas leak.
- A dangerous electrical fault, a dangerous power point, a loose live wire, etc.
- Flooding or rainwater inundation inside the property, or serious flood damage.
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle).
- Failure or breakdown of the gas, electricity or water supply to the premises.
- Failure or breakdown of an essential service or appliance used for water or cooking on the premises.
- Hot water service failure on a weekend or a long weekend (it would not be considered an after-hours emergency if it occurs on a weeknight).
- Any fault or damage that makes the premises unsafe or insecure.
- A fault likely to injure a person, cause damage or extreme inconvenience.

After-hours emergency repairs

Should an emergency repair be required after hours, then you need to **text**: 021 646 686.

If it is relating to a power cut, having no gas or no water, it is best to call your power company (or gas company) to check if there is a local fault. If it is a water-related issue, please check with Watercare (094 422 222 or watercare.co.nz) and check that there isn't a fault locally.

Routine inspections and photos

Vertigro's agreement with the landlord states that we will carry out routine inspections, **within one month of the tenant moving into the property** and every 12 to 14 weeks thereafter. During this inspection, we will check outside the property for tidy lawns and

garden, gutters and drains; and inside the property under sinks for any sign of leaks; and we will do an overall check on how the property is being looked after, room by room.

If you have any concerns about anything at the property, this is a great time to bring them to our attention. We take photos to show the owner how the property is being looked after or to record any areas of concern to follow up on. We do our best not to take any personal photos and you are welcome to see the photos that have been taken to reassure yourself.

If you have an approved pet on the premises, please ensure that all pet droppings are removed and areas where they may habitually urinate have been cleaned before the inspection.

We ask that since you will know we are coming to do the inspection – we will give you at least 48-hours' notice via email – that the kitchen, bathroom and laundry be clean and tidy. Bedrooms should be tidy so that floors and walls can be seen. Lawns need to be mowed and gardens weeded.

Sometimes the owner may attend these inspections, and we will let you know if they are attending with us.

Rent reviews

Rent reviews generally occur at tenancy renewal time as per the Tenancy Agreement, or annually, and are adjusted in accordance with market conditions. Please also note that a rent review may occur every 12-months, regardless of whether you're on a fixed-term or periodic tenancy agreement.

Tenancy renewals

Provided that your rent has been paid on time, and the property has been kept clean and undamaged, the grounds are well maintained and the landlord is happy to continue your tenancy, you can expect to receive an invitation of renewal. Once your invitation is received, it is important that you let us know whether you accept the renewal invitation, or whether you wish to vacate. We need this advice in writing from you as soon as possible.

Landlord mail and contact

Should you receive any mail addressed in your landlord's name (the landlord's name is on your Tenancy Agreement), please forward this mail to us as soon as possible. It is important also to know that under no circumstances can the landlord be contacted directly. As the duly appointed agent for the landlord, the landlord can only be contacted through us. We are employed as the acting landlord of the property. Please email us on info@vertigro.co.nz should you have any queries you want to bring to the landlord's attention.

Your Rent Payments

Zero Tolerance Policy for late rent payments

We pride ourselves on our careful tenant qualification and screening processes.

Applications are approved **ONLY** on the grounds that we are confident that the rent will be paid on time, every time.

However, a minority of tenants still fall behind on their rent, despite all our tenant screening procedures. As we do not know who these tenants will be when we sign Tenancy Agreements, we need to advise each tenant of our Zero Tolerance Policy for late rent payments.

Follow-up on late payment involves phone calls and persistent personal contact. To resolve the problem, we do not apologise for such action as we believe that the rent must be paid on time ... all the time! We make it clear that our client who owns the rental property has taken out a mortgage. The landlord has approved your application **ONLY** on the grounds your rent will be paid on time ... every time! Therefore, if you believe you may be late with a rent payment, you must notify us at least three working days

beforehand so we can inform the landlord to prepare and make other arrangements to cover their mortgage repayments, should this be required. We ask you to do all that you can to borrow your rent money from other sources (i.e. your family, friends, employer, bank, credit cards). Late rent payment is essentially borrowing money from the landlord and this is unacceptable.

Understanding 'Rent in Advance'

At the signing of the Tenancy Agreement, we take the first week's rent. This rent payment is for your first week of rent, it is not held until the end of the tenancy. It is used for the first week's rent and your next rent payment will be during the following week on the day confirmed in your Tenancy Agreement. We do not take 'rent in advance'.



Taking Care — Inside the Property

Mould and mildew

Once you move in, you need to keep the house clean and tidy. This includes keeping it in a condition that doesn't encourage mould and damp. You're most likely to have problems with damp and mould in autumn and winter. A dry, well-aired, ventilated house is crucial to preventing mould, is easier to heat and is healthier for you and your family. Ventilate your home frequently.

Activities like cooking, bathing or drying clothes create moisture. To remove this from the house, open windows and doors whenever you can. Wipe down 'crying' windows and doors, if required, first thing in the morning and open the curtains during the day.

Other things you can do to prevent mould and damp are:

- Use any extractor fans that are available.
- Keep lids on pots when cooking.
- Wipe condensation off walls and windows.
- Hang washing outside and make sure everything is dry before putting it away.
- Leave wardrobes open a crack and pull beds and furniture away from walls.
- Keep the shower curtain hanging inside the shower or bath so water doesn't drip on the floor and wash the curtain every few weeks.
- Use an electric heater rather than portable gas heaters (these release water as the gas burns).
- Keep only a few plants inside.

How to remove mould

To protect the health of everyone in your home, remove mould as soon as it appears.

White vinegar is a cheap and effective way to clean mould. On painted surfaces, it's best to dilute the vinegar with water (half and half) to avoid damaging the paint. Leave it on for a few days then wipe off the dead mould with soap and water, using a clean cloth.

Use a clean sponge or cloth when washing off mould and rinse it often. This reduces the risk of the mould spreading. Wear gloves, eye protection and a safety mask when dealing with cleaning products and mould.

Misplaced keys

If you have misplaced your keys during business hours you may come to our office, pay a deposit of \$50, and borrow our office set. The deposit will be refunded once all keys have been returned.

If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is a cost borne by the tenant.

Property damage

If property damage has occurred, you are obligated to let us know immediately, or on the next business day if it occurred on a weekend or public holiday.

Noise and/or disruption

It is important to note that the utmost care must be taken to ensure that you do not infringe on or disrupt your neighbours with noise or other rowdy behaviour. Loud music, parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the proximity of other properties, usually located on the other side of the wall. This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

Heat pumps

If your property has a heat pump, we request that you clean the filters every six months. This is a straightforward process that is outlined in the heat pump manual.

Fireplaces

We usually arrange for these to be swept annually in Feb/March. During the months that the fireplace is in use, we ask that you ensure it is cleaned weekly and the ash disposed of appropriately. A screen should be used and/or a mat placed in front of the fire to protect the floor from stray sparks.

Pot plants

Please do not put pot plants on carpeted areas or wooden floorboards. If you put them on lino, then please ensure they have an air gap at their base. History shows that water is split and causes mould and staining which is a cost to the tenant to repair or replace.

No smoking policy

All our properties have a no smoking policy that applies inside the property. If your visitors smoke outside the property, please ensure all butts are collected and disposed of correctly.

Tenant painting

Under no circumstances is it acceptable for a tenant to repaint the property without specific and written confirmation from the owner.

If an accident occurs and you need to patch a hole or similar, we recommend that you get this done professionally. If you chose to do it yourself, please let us know so that we can try to locate

the correct paint colour, and we recommend that the whole wall is repainted as paint patches don't work and the wall will need to be done regardless. If you wish to change the colour of a room, you will need to seek permission from the owner (via Vertigro). If changes are made to the paint work without permission, it will be redone professionally at the end of the tenancy at the tenant's cost.

Fixtures and fittings

Please do not remove any fixtures or fittings from the property.

Smoke alarms

These are checked at the start of every new tenancy. It is the tenant's responsibility to replace the batteries when they go flat. It is very important that smoke alarms are always in position and have full batteries. If you have concerns about your smoke alarm, please bring it to our attention immediately.

Picture hooks

We ask that you use existing picture hooks and places to hang any artwork, etc. If the property does not have any, then please use 3M hooks. If you have artwork requiring stronger hooks, please request permission before attaching any.

Garage remote control not working

Check the battery in the remote control as this is the most common cause for it not working. If there has been a power outage you will be unable to open the automatic door unless you activate the manual release mechanism. This may need to be reset once the power has been restored in order to re-activate the automatic process.

General cleaning

Washing curtains

The condition of curtains in the property are noted at the time of new incoming tenancy. We do our best to have curtains that are free of mould. Often mould occurs on curtains because of condensation build-up on windows. Condensation can be removed by a wiping down the windows every morning especially during the colder months, the use of a dehumidifier, and by keeping windows open to allow air movement.

Thermal curtains are difficult to clean and there is a product on the market which can be sprayed on to keep the mould off. We can discuss this if appropriate.

Carpet cleaning

Carpets are usually cleaned professionally before every incoming tenancy. Our expectation is that you will do the same at the end of your tenancy. Sometimes it is also done during a tenancy,

depending on length of tenancy and how well the carpets have been looked after. If you have a spill, we ask that you use appropriate cleaning agents to get this removed and if you cannot remove it, please get a professional to see to it as soon as possible. In our experience, an untreated stain becomes more stubborn the longer it is left. It is a cost borne by the tenant if we have to replace a carpet or if we have to cut and repair a section.

What if the carpet is damaged during the tenancy?

Step 1	Clean the carpet	100% tenant liable
Step 2	Patch if possible	100% tenant liable
Step 3	Dye if the carpet is marked but not damaged	100% tenant liable
Step 4	Replace the carpet	% tenant liable varies with age

Cleaning in the kitchen

Bench tops

Please keep all benches wiped down regularly. Do not allow water to build up on the bench (especially after doing the dishes) as this can warp the bench top. If you are having an issue with water gathering on the bench top, please bring it our attention at the next inspection.

Use chopping boards on bench tops - never use a knife directly on the bench top.

If there are marks left on the bench top or burn marks, the cost of this repair will be at the tenant's expense at the end of the tenancy. We can supply a name of a firm who do bench top repair and are well priced.

Oven and stove tops

Ovens should be cleaned every six months at least. If you have a stand-alone oven, please use tin foil under the elements (if possible) and if the oven has an open bottom element, please use foil under this too. However, if the oven has no showing bottom element DO NOT put any foil directly on the base - it will melt. Doing so will ensure cleaning is kept light and help with any spills. If you have a ceramic or induction cook top, we ask that you use the correct cleaner to keep this clean and free of build-up of cooking spills, etc.

If the oven is not working, please check that you have not accidentally put the automatic timer on. If the oven is set on 'automatic', then generally you will have no power to the oven. Also check whether the clock is set as this will generally ensure the oven is working.

Range hoods

Please clean the filters on the range hoods in warm soapy water every six months at least. Also clean the range hood with a soft cloth to keep build-up of cooking oil and residue from becoming a big cleaning issue.

Cupboards and drawers

We ask that you wipe these down when any spills, etc. occur. It's best to continue to do this throughout the tenancy so that the paint work is looked after. It also keeps the area hygienic, clean and tidy.

Dishwashers

Please wipe the edges, allow the inside to dry after use, clean the filter regularly (pull out and wash out weekly), and use the correct detergent in the dishwasher. Please be careful with the handles as these can crack if pulled or pushed too hard. Don't overload or force items into the racks if they are too large.

Waste disposal units

Waste disposal units have limited power. Always run water before turning it on, leave the water running while the motor is working, and then leave the water running for approximately 20 to 30 seconds to flush the pipes after you have turned the unit off. Please DO NOT put the following down the chute: bones, grease, eggshells, celery, corn husks, artichokes, asparagus, carrots, lettuce, banana skins, pumpkin, onions and thick potato/kumara peels. Also avoid placing coffee grounds, rice and pasta and non-food items in the disposal unit.

Sometimes the unit can become overloaded and clogged. If it stops working, please check the overload switch on the bottom or side of the unit, Google the manual (or look it up in the folder that came with the house) and check you've done what you can to reset it before emailing the office.



Cleaning in the wet areas

Bathroom, toilet and laundry

Cleaning weekly keeps these areas clean and tidy and stops build-up in each area.

When cleaning the shower please remove the trap (if your shower has one) and clean it out weekly, this will stop build-up of hair, soap and scum and ensures that the shower drain is not blocked. If the shower becomes blocked and a plumber finds that it is because the trap is full or blocked, the invoice will be forwarded to the tenant for payment.

Blocked sinks and drains

Do not pour fats or oils and other food scraps down the drains. Over a long period of time this will cause problems. Please ensure all water overflow drains are kept unobstructed in case of an accident or a damaged pipe. Try using some Draino to clear a blockage. You could also try pouring boiling water down the sink to free up old soap or hair. Try the same with the kitchen sink to remove old food from the kitchen waste. If a sink or drain is blocked as a result of tenant use (i.e. sanitary pads or a child's toy), the invoice will be charged to the tenant. Therefore, please take care with what you put down the waste pipes and what you have lying around outside close to the drains.

Loose tiles

If you notice a tile is coming loose or is cracking, please bring it to our attention as soon as possible.

Taps and toilets leaking

If a tap is leaking or a toilet is running continually, please use something to collect or soak up the water and let us know as soon as possible. Try turning off the water supply to the toilet (it's the tap at the toilet cistern) when the toilet is not being used so that you can stop the water wasting until we get a plumber to visit.

Hot water cylinder

If you run out of hot water, please check your family's water consumption. On average a 250-litre hot water service should provide six showers (depending on the duration of the shower). Check your meter box, has the isolation switch perhaps been tripped?

If you notice any leak or have any concern about the hot water cylinder, please let us know as soon as possible.



Taking Care — Outside the Property

Weeding and shrub trimming

Weeding of garden beds, paths, paving and other outside areas are the responsibility of the tenant. If a shrub is getting too large to manage, please let the property manager know at the next inspection.

Lawn maintenance

Please ensure that lawns are regular mowed and edged, keeping them neat and tidy. Should you wish to have someone else regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is a cost borne by the tenant.

Supplied hoses and fittings

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating the property, and that the items are free of any damage.

Rubbish removal

Please ensure any organic and inorganic rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings and drink bottles as well as other items that can easily be considered rubbish or general junk. Formal household rubbish and waste must be removed weekly from the property, or otherwise, as required. This cannot be allowed to accumulate.

Please log onto <http://www.aucklandcouncil.govt.nz> for details of bin collection services for your area.

Inorganic Collection - Auckland Council has yearly inorganic collections for non-hazardous rubbish, you simply need to register online for the free collection service. It's best to check this early in the year and make a booking so that you don't miss the deadline for registering. <https://inorganiccollections.aucklandcouncil.govt.nz/Inorganic/InorganicWaste/EnterUserDetails>

Oil drips and leaks

Any cars parked on driveways, under carports and in garages must have a drip tray placed underneath if they are suspected of dripping oil. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitors' cars must be parked off the premises if they drip oil.

Should oil drips occur at any time, this must be cleaned up immediately to prevent oil seeping into the surface and permanently staining it. Please note that any permanent staining will result in compensation being sort from the tenant.

Parking

It is important to use the parking areas provided at the property or to use the parking on the street. Please be considerate of your neighbours and keep their portion of any shared area free. If you need to use more than your portion of a shared area or easement, please let the neighbours know how long it will be required (e.g. by a moving truck) out of courtesy.

Parking on lawns and gardens

It is important to note that at no time can cars, motorcycles or any type of vehicle be parked on any lawns, gardens or area not created for, or designated as, a vehicle parking area.

Damage to lawns and landscaping can be costly. Engine oil that drips onto gardens and lawns will create permanent damage to the soil area and is costly to rectify. Any damage of this type will be charged to the tenant in full. Prevention is always better than costly restoration of lawns and gardens!

Swimming pools and outdoor spas

If the property you are renting has a swimming pool and/or a spa, please pay attention to the following. Unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your Tenancy Agreement, this will be a tenant responsibility.

Please note that if regular cleaning by the tenant does not occur, high costs can be incurred to bring the pool or spa back to its original clean and hygienic state. If this is necessary, it will be at the tenant's expense. It is also a tenant responsibility to ensure that the pool or spa is kept topped up with water. The pool or spa must not be emptied without written approval from Vertigro.

No temporary swimming pools are allowed at the property (unless they meet the Auckland Council Bylaws for safety, which include fencing). Please do not erect a temporary swimming pool as we will request it be emptied, dismantled and removed.

Supply of pool and spa chemicals

Supplying of pool and/or spa treatment chemicals will be a tenant responsibility, at the tenant's expense.

Pool/Spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

Pool/Spa fences and gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened. New Zealand pool/spa regulations must be adhered to at all times.

Pets at the property — the right expectations

If a pet has been approved to live at the property, our expectation is that all pet droppings are removed daily from outside living areas and weekly from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury the waste.

Dog urine. Please remove residue and clean where your pet may habitually urinate (e.g. at the base of walls, veranda posts, etc.).

Dog stains to outside walls. Check where your dog regularly lies down, there might be ‘tell-tale sign’ on walls, etc. Please clean this regularly.

Dog/cat claw damage. Please check screen doors, fly screens and curtains. Please replace the screen wire if required.

Dog chew damage. Please ensure watering systems are free of dog chew damage and are repaired accordingly.

Pet hair. Please ensure any visible pet hair inside is removed, including behind curtains.

Carpet cleaning and flea treatment. If your tenancy allows a pet, it will also stipulate a professional carpet clean and flea treatment regime, please ensure this is arranged and we will require an invoice for proof.



Bond Transfer when Changing Tenants

Should permission be granted for tenants to change or transfer tenancy during a Tenancy Agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their

share of the bond lodged. Please ensure that you also liaise with us for any transfer of names required on the original bond lodged with the bond authority.

Sub-Letting

Subletting is not permitted without written approval from Vertigro. This includes assigning the tenancy over to a third party or allowing other occupants to move in without our express

permission. Permission usually involves a formal application being completed and submitted by the prospective tenant/occupant.

Property for Residential Use Only

The property is for residential use and can only be used as a place of dwelling unless otherwise agreed in writing by Vertigro. The property cannot be used for commercial, industrial or illegal

purposes. The use of the property cannot breach local council zoning regulations and cannot be in breach of the law.



Your Safety — Being Aware

The highest priority is always for your safety, and the safety of your children, occupants and your visitors. Some things to be aware of include:

- Exposed wiring.
- Faulty power points and switches.
- Gas smell or odour.
- Damage to paving and pathways that could cause someone to trip.
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to.
- If you need to clean a property that has high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment and do not do anything considered unsafe.
- Loose floorboards that could allow someone to fall through and sustain injury.
- Loose balcony railings, steps or decking woodwork.
- Loose or faulty locks, in particular entry doors and screen doors.
- Broken or cracked windows and broken or loose window locks.



Saving Power — Some Tips

Tips for keeping warm and saving power

- Use electric blankets. Instead of warming a room before going to bed, just heat your bed with an electric blanket then switch this off before going to sleep.
- Close doors. Keeping doors closed is one way to keep heating centralised and in certain living areas, conserving heat and power.
- Door snakes. Ensure gaps at the bottom of doors are blocked by door snakes to stop cold drafts and help keep rooms warm.
- Exhaust fans. Close doors in rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes.
- Extra clothing. Wear extra clothing when it gets cold and throw

an extra blanket on the bed.

- Purchase a thermometer and keep your temperature between 18 and 21 degrees Celsius. For every degree warmer, this will add approximately 10% to your power bill to maintain.

Other useful power saving tips

- Use cold water. Use cold water for your washing machine's cycles instead of warm or hot water.
- Drying clothes. If it's sunny hang your clothes to dry outside instead using the clothes dryer.
- Lights. Switch off lights after use and do not leave lights on in rooms if they are not being used.



Vacating the Property

Notice in writing

When you intend to vacate the property, in all instances we require your notice in writing to end the tenancy.

If you are leaving at the end of your current fixed-term lease, we require at least 21 days' notice in writing. Please note that this amount of notice will commence when we have received your notice, not when it was posted.

An email is acceptable, however please ensure you receive a confirmation of receipt of the email so that you know it was sent to our correct address (a text is helpful also).

Ending a non-fixed (periodic) term

If you are leaving on a non-fixed term (periodic) lease, we require at least 21 days' notice in writing. Please note that this amount of notice will commence when we have received your notice, not when it was posted to us.

An email is acceptable, however please ensure you receive a confirmation of receipt of the email so that you know it was sent to our correct address (a text is helpful also).

Breaking a fixed term

Should you wish to leave during a fixed term-lease, we require your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed-term lease, the following costs will be incurred:

- (a) Rent until a tenant approved by the landlord takes possession, or the tenancy expires (whichever occurs first).
- (b) Break costs - this will include advertising, an hourly rate of \$80 + GST per hour to attend to the break costs, including showing the property, etc. We do our best to keep this below \$650 + GST for you, however, we can't guarantee this.

Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the grounds are maintained for this period.

Outstanding rent

When your notice is given, we will confirm what rent is still required to be paid.

Cleaning

We will send you the checklist of what we expect to be done at the end of the tenancy.

The final inspection

Only once the property has been fully vacated and cleaned and the grounds made ready, with the keys returned, can we commence our final inspection. It is important to note that if a time for a final inspection has been arranged and you are aware that you will not be fully ready for the inspection, **please call us as soon as possible to rearrange another time**. We do not wish to travel to the property expecting to do the inspection and then find the property not 100% ready for the final inspection.

In some cases, we may need to charge a fee should we not be able to complete the inspection and no communication has been received from the tenant about changing the time of the appointment.

Outstanding monies and damages

It is important to note that if you vacate the premises with outstanding monies and damages, your details may be lodged on the National Tenancy Database. Therefore, due to the serious nature of being listed on the database and how it can affect your future renting prospects, it is crucial that all monies owed be paid as soon as possible so no debts are owing.

Eviction

Should an eviction occur, your details will be lodged on the National Tenancy Database.

National Tenancy Database

The National Tenancy Database is accessed via a website and is a collection of tenancy information lodged by real estate agents and property managers, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents use this database to lodge tenant details.

When agents are processing application forms, this database is consulted for information about the prospective tenant. We are confident that should an agent checking an application find details lodged about a tenant's payment default, the application will be promptly declined. Therefore, we urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds, and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid an unfortunate lodgement of their details.

Getting the Property Ready for Vacating – Checklist

Inside the property

- Kitchen walls wiped clean.
- Kitchen cupboard doors and shelves wiped clean.
- Oven clean and stove top clean. Ensure all oven trays are clean.
- Dishwasher clean, including door edges and filters emptied and clean.
- Bathroom walls and ceiling wiped clean.
- Vanity doors, shelves and mirror wiped clean.
- Shower wall, tray and waste thoroughly cleaned.
- Bath cleaned.
- Toilets: clean in the bowl, wipe outside and behind the bowl. Wipe walls.
- Laundry: remove lint from plug hole and clean tub.
- Clean all windows (inside and out).
- Wipe down all window ledges.
- Ranch slider tracks and aluminium frames clean.
- All floors of vinyl, tile or timber mopped clean.
- All walls wiped down and marks wiped off throughout the house.
- All carpets vacuumed and professionally steam cleaned.
- Dust skirting boards and all light fittings.
- All smoke alarms to be installed and working.
- Ensure all light bulbs are working.
- Ensure all keys and remotes are available.
- Have a final reading of the power meter.
- File a redirection order at the Post Office and leave your forwarding address with Vertigro.

Outside the property

- Lawns freshly mowed and edged.
- Gardens: remove any weeds, any rubbish and build-up of leaves, etc.
- Remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled up and compost left out.
- Sweep paths and paving areas.
- Oil spillage removal – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages, etc.
- If there are cigarette butts lying around, please pick these up and remove.
- Garages and tool sheds: please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

If you have a pet —

- Remove pet droppings from gardens, lawns and any out of the way areas. Dispose of in the bin, do not bury it.
- Dog urine: remove or clean where your pet may habitually urinate (e.g. the base of walls, veranda posts, etc.).
- Dog stains to outside walls. Check where your dog regularly lies down, there might be ‘tell-tale signs’ on walls, etc.
- Dog/Cat claw damage. Check screen doors, fly screens and curtains. Please replace the screen wire if required.
- Dog chew damage. Please ensure any dog chew damage is repaired.
- Pet hair. Please ensure any visible pet hair inside is removed.
- Flea treatment. Please ensure this is arranged after the carpets are cleaned.

Trades guide — Get some help to get the property ready

Getting the property ready on time for the final inspection can be exhausting and employing some extra help may be a smarter and better way to go. The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and do not a thorough job. This only delays the bond refund process.

Therefore, to get your bond back quickly, we have a list of tradespeople whom we trust, whose services we use and who we recommend on a regular basis. We also use their services because of their reasonable rates.

If you'd like their business details, please ask us and we'll send you a list pertinent to your area.

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