

Tenant Guide to Chic Property Management Procedures & Care for your Rental Home (Please read in conjunction with your tenancy agreement)

Contents:

Page 1.	Contents
Page 2.	Chic Property Management Limited

Before you move in

Page 3.	Compliance
Page 4.	Methamphetamine testing, Pre-Tenancy & New tenancy process
Page 5.	Fixed term tenancy, Periodic Tenancy,
Page 6.	Utility connections, Body Corp, Contents insurance, Bond
Page 7.	Initial property inspection, Appliance guides & cleaning

During a tenancy

Page 7.	Rent payments
Page 8.	Outgoings, Rent reviews
Page 9.	Notice before entering a property, Routine inspections
Page 10.	Quiet enjoyment, Noise, Gas heaters, Toilets
Page 11.	Tradespeople, Emergency repairs
Page 12.	Damage, Keys, Gardens
Page 13.	Driveways, Sub-letting, Use of property, Your safety
Page 14.	Smoke alarms, Landlord smoke alarm responsibilities
Page 15.	Tenant smoke alarm responsibilities, Ventilation and insulation
Page 16.	Heat pumps & common air conditioner symbols
Page 17.	Caring for your home & cleaning tips , Prevention is best, Fly spots
Page 18.	Painted surfaces, Mould, Carpets
Page 19.	Carpet care -Prevention, Spot cleaning, Steam cleaning
Page 20.	Heat pump cleaning, Vacating

End of tenancy

Page 21.	Final inspection, Moving out checklist
----------	--

Chic Property Management Limited

This guide hopes to achieve the following goals. Describe how we operate, how to have the best possible renting experience with Chic, how to care for your rental property. Assist the readers understanding of some NZ tenancy law by providing a resource for the many new tenants and landlords we work with, especially those for whom English is a second language. It is intended to be updated and revised over time.

Chic operates differently to many property managers, each property portfolio manager is fully accountable to their landlords and tenants, so you need not be concerned about many of the issues that arise with other property managers.

Chic is a boutique independent online and mobile property management company with no allegiance to any real estate agency or franchise. Your Chic property manager is an independent member of the Residential Property Managers Association (RPMA). Your Chic property manager abides by the RPMA Code of Ethics and Best Practice Industry Standards.

Chic have used cloud-based property management systems since starting in 2013 (most property managers are only moving to cloud computing now, some even still run manual systems). Our systems have built in redundancy and are constantly backed up ensuring your tenancy records are safe. We have no shop front for tenants and landlords to come to which enables efficiencies and has meant Covid-19 has not changed our office procedures. We deliver all necessary content via our website, 3rd party websites, your Chic login portal, email and can arrange to meet at the rental property, or at a public meeting place where appropriate. Legal letters and notices are emailed as posting physical mail in this age is inefficient and unreliable, for this reason we recommend our clients have reliable internet and email access.

Chic use the latest state of the art imported 5G smartphone technology (not available in local chain stores) to deliver larger, higher quality photos or video in property inspections which are time and date stamped to provide the best possible legal evidence if later required. Our software allows photos approximately 6 to 20x larger than other inspection apps.

Tenants of Chic are assigned a login and password which allow online access via our website www.chicpm.co.nz in conjunction with our core cloud software providers. This login allows tenants and landlords to view, download or print meth test reports, completed property inspection reports, tenancy agreements, rent records, invoices, any other documents we provide and you can even message us while logged in! Data traffic to and from this highly integrated technology platform is encrypted with bank level security so communications are private and secure. Our website also uses security certificates providing an additional security layer.



PROPERTY MANAGEMENT LTD.

We work from Papakura, Auckland. While most properties we manage are local we manage as far away as Hamilton in the Waikato. We have a wide range of tradespeople based in Auckland and the Waikato we work with to provide quality proven support for routine and emergency maintenance or repairs.

We are a boutique operation so do not have each staff member managing 100's of properties like big name real estate agencies. Our specialist focus is designed to provide the best possible renting and property management experience.

We prioritise service, so customers and properties with genuine needs are well looked after. Relationships are a two-way street, we expect all rents to be paid on time and outgoing invoices for water accounts or other costs paid promptly in compliance with your tenancy agreement. We are not social workers. We work with tenants who share our corporate values of work ethic, personal responsibility, personal accountability and trustworthiness. Dishonesty will not be tolerated.

For both your security and ours the Chic no cash handling policy means we do not accept any payments in cash. All payments can be made electronically by automatic payment, direct credit, same day cleared payment or bill payment.

Compliance:

At Chic Property Management we are big on compliance. Our legal advisers are at time of writing assessing over 5,000 tenancy agreement clauses used by property managers to check they comply with changes to the Residential Tenancies Act (RTA) and other laws. At Chic we constantly review tenancy agreements and other documents to remain compliant. So we can minimise the number of clauses used in Chic tenancy agreements while still providing fair protection to our landlords we have moved many advisory clauses into this document. Clauses in tenancy agreements which contradict the RTA can be set aside as if they did not exist.

A consumer protection principal in law is that a residential tenant cannot legally surrender a right to a landlord that is enshrined in the RTA. Conversely a landlord may surrender any of their rights enshrined in the RTA! Because of this underlying principle we recommend landlords employ an independent property manager like Chic who specialise in upholding landlords' legal rights to ensure the tenancy relationship remains legal and balanced.

Your property manager is a member of RPMA (formerly PROMINZ Property managers institute of New Zealand, formerly Independent Property Managers Association IPMA). RPMA members are committed to raising property management standards and RPMA are the industry voice for non-real estate agency (REINZ) independent property managers who do not have the conflict of interest of selling homes as part of their business model.



PROPERTY MANAGEMENT LTD.

Chic Property Management researched the healthy homes assessor market for some time to ensure the Healthy Homes Assessment company we appointed would provide completely unbiased and independent healthy homes assessments, sharing in our vision that there should be zero conflicts of interest. To our amazement, of the dozens of healthy homes assessment companies we researched only one company met this essential criterion!

All Chic properties are fully meth managed. See below.

Methamphetamine testing:

Your health and safety is important to us. A methamphetamine test is undertaken as standard procedure between each tenancy. A minimum of 1 week between tenancies is generally required to collect samples, courier securely to the IANZ accredited testing laboratory, have the samples processed, complete test reports, have the sampling company report back to stakeholders and interpret the results. This is undertaken after the previous tenant has vacated the property, alarm codes have been changed and locks changed or rekeyed as necessary. **The initial meth test reports provide a standard of meth cleanliness which must be maintained throughout the tenancy to ensure you do not become liable for meth decontamination and associated damage remediation costs or exemplary damage claims at Tenancy Tribunal.** Your property manager will provide you with a copy of the results via your Chic online login within 7 days of receipt.

Your property manager may conduct further methamphetamine tests at any time during the tenancy with the appropriate notice. Collection of Methamphetamine samples for testing can take from 30 minutes to 4 hours on site, normally 1 to 2 hours depending on the individual property and type of tests performed.

Pre-Tenancy application and new tenancy process:

An online pre-tenancy application is required to be completed prior to being invited to view and electronically sign a tenancy agreement. Pre-tenancy applications must be completed by every adult person over the age of 18 years and married persons 16 years of age or over. **Every adult must submit a completed application form from their separate email address.** Information submitted needs to be accurate as we use this data for the basis of necessary checks and drafting your online tenancy agreement. Your data is held in our independent business partner's tenancy application portal in a manner complying with the Privacy Act privacy principles. Once your profile is saved you can use your profile to securely apply for thousands of rental properties from hundreds of NZ property managers! The url is https://www.tpsportal.co.nz/tenancy_application/tps3213 We will not normally process applications for a property until all co-applicants have submitted a complete co-application and we



PROPERTY MANAGEMENT LTD.

have met them at a viewing of the property applied for. Processing times are shortest where you have provided easily contactable and relevant references and easily verifiable identification documents like a photo of your NZ driver license, NZ firearm license and/or NZ Passport. By using our electronic system we have been able to grant tenancies at times in under 24 hours! **Once you have viewed the property and our processing is complete links to the agreement for each tenant to electronically sign will be returned so you can sign the agreement on your phones or other touch screen devices.** It is recommended you use the same device you used to apply for the tenancy to sign the e-tenancy agreement.

Fixed term tenancy:

In the past Chic Property Management have specialised in providing fixed term tenancies and they worked very well for all parties. Fixed term at time of writing is the Auckland market's preferred tenancy method. Chic staff have been using fixed term tenancies since 2002. Fixed term agreements are for a set period and cannot be broken, unless the owner (via their property manager) gives their permission for you to do so or there has been a significant change in your circumstances in accordance with the Residential Tenancies Act 1986. Rental properties may be sold multiple times, however with a fixed term tenancy your tenancy continues with the new owner or owners at least until the end of the current fixed term. You should contact your property manager and discuss your circumstances. As a consequence of the abolition of tenant letting fees, instigating changes other than a renewal or extension to a tenancy now requires the payment of fees for time spent and expenses incurred. Our current rate is \$87.00+GST per hour. **Tenants are advised to let Chic know their plans before the last 42 days of tenancy.**

Periodic tenancy:

Chic Property Management also offer periodic tenancies. If you are looking to end a periodic tenancy, there is a requirement for 28 days notice to be given to the property manager and for the notice to be in writing. If the landlord or property manager wishes to end the tenancy they can only do so in specific limited circumstances, either 63 or 90 days minimum notice is required depending on the circumstances. In the past this has been a less secure form of tenancy from both the landlord and tenant perspective. In the future we expect this form of tenancy to regain popularity, however it remains less secure than a fixed term tenancy. The property can be sold with vacant possession at any time (90 days notice), or the owner can move back in (63 days notice) and a periodic tenant will need to vacate the property.

Utility connections:

Find out what utility connections need to be made to the property, like power, gas, internet and phone. You can employ a free referral service by instructing **Moving Hub** when applying for the tenancy or contacting Chic at any time to request Moving Hub call you back. They will ring you, outline any special offers from a range of suppliers and organise for your utilities to be moved to your new house on your behalf. They can also assist you when moving out and will give you a courtesy call and free utilities review when you renew your fixed term tenancy.

Body corporate rules:

If you are living in a body corporate complex (most apartments), there will be certain rules that everyone in the complex will need to abide by, whether they are owners, tenants or occupants. You will be provided with the Body Corporate operational rules as part of your tenancy agreement. Please take the time to read these as there will be information about parking, rubbish collection and other important residential matters that you will wish to know about. Should the rules change during your tenancy, the owner is obliged to let the property manager know and they will notify you.

Contents insurance:

It is recommended that tenants have contents insurance for their possessions in case of a burglary, fire, flood or any other issue. The decision whether to have insurance or not is up to the tenant however the landlord's insurance policy does not provide any cover for tenant's contents or tenant liabilities. Obtaining a renter's liability and contents policy may be prudent.

Bond:

Bond must be paid before the property manager can conduct the initial move in inspection. Your property manager must lodge the bond within 23 working days with Tenancy Services (a division of Ministry of Business, Innovation and Employment). Tenancy Services hold the bond in trust until the end of the tenancy. Once Tenancy Services has received the bond, they will write to the property manager and to you (the tenant) confirming that they are holding the bond money. A bond number will be issued for both parties' records. If you pay your rent and water outgoings in full and take care of the property, you should receive a full refund at



PROPERTY MANAGEMENT LTD.

the end of your tenancy. Otherwise, your bond can be used to cover costs such as unpaid rent, water and other outgoings or damage to the property.

Initial property inspection:

The initial inspection report provides the blueprint for the condition of the property at the start of the tenancy. Your property manager will go through the house and highlight any issues, like existing stains on a carpet or marks on a wall. This report is very detailed and it will be referred to down the track. Your property manager will conduct a full initial inspection normally a couple of working days prior to meeting you the tenant at the property and handing over keys to you. The initial inspection process usually takes 2 hours on-site dependent on the individual property and it's condition. The better the condition the simpler the inspection. We recommend the tenant not be present for the inspection but instead meet the property manager for a one on one meeting at the property to pick up keys and go over the printed inspection report for sign off first thing on moving day or the afternoon before. Chic provides access to this report at any time by logging into the Chic Tenants Portal, so you may be able to go over the report before getting to the property. You can take your own photos, videos and notes if you think anything has been missed.

Appliance guides and appliance cleaning:

If you have not received a copy of an appliance manual or guide that you would like, please contact your property manager with all the details you can obtain from the appliance and we will attempt to obtain a copy for you. Appliances require regular filter cleaning including clothes dryers, washing machines, dishwashers, rangehoods. Cleaning these filters is a tenant responsibility.

Rent payments:

Rent is due by automatic payment in accordance with your tenancy agreement. Chic property managers reconcile/check rent payments daily to ensure that payments are being received in accordance with the tenancy agreement. We request you set up an automatic payment to pay the rent the day before it is due, so it can clear overnight. It is important to contact Chic if there are any issues with the rent payment, so we can assist where possible and inform the owner as necessary. Almost all owners have mortgages on their properties and rely on the rent income to make their loan payments. Most owners need to top up the money received from renting the property with their personal tax paid income, so not paying your rent or water outgoings promptly does not endear you to the landlord!

Outgoings:

Outgoings like regular water bills, careless or intentional damage repair charges and other extra tenancy related costs which you are considered liable for are invoiced to you from Chic and are due for payment within 7 days. Chic pays all the associated expenses direct to the suppliers and then recovers the costs from you. We recommend you pay these variable costs by electronic bill payment. You may also elect to pay a regular amount for your budgeting purposes into the same bank account you pay rent to for Chic to allocate to your future outgoings. Chic property managers reconcile these payments daily to ensure they are allocated appropriately.

We can also supply some sundry items like replacement smoke alarms (if damaged or lost), batteries, light bulbs and tenancy related services at specified rates. These extra charges are all invoiced to you and your payments are receipted as outgoings. So all payments other than rent and bond are allocated to outgoings for reconciliation purposes.

Rent reviews:

From time to time and in accordance with the Residential Tenancies Act 1986, the rent for a property may be increased. The rent should always be in accordance with market rent and property managers will typically consult with the owner. Rent needs to be a fair reflection of market rent.

Landlords can only increase rent:

- after the first 12 months of the tenancy
- provided the increase is not within 12 months of the last increase.

A landlord must give a tenant no less than 60 days' written notice of a rent increase, unless a fixed term tenancy is ending and a new fixed term tenancy is being entered into. The notice must be served in writing, say how much the rent the new rent will be and the day the increased rent is due. A landlord and tenant can agree to an increase of the rent (outside of the usual 12 months period) if the landlord has:

- improved the property, which increases its value and benefits the tenant
- improved facilities or services provided to the tenant
- changed the tenancy agreement to benefit the tenant.

When lawfully increasing the rent, the landlord may ask the tenant to pay extra bond money based on the number of weeks' bond charged in the tenancy agreement. For example, the rent goes up by \$20 per week. The tenant paid 4 weeks' rent as bond money.



PROPERTY MANAGEMENT LTD.

So the landlord can ask for an extra \$80 to be added to the bond. For a fixed term tenancy, landlords can only increase rent if there is a provision to do so in the fixed term tenancy agreement. All Chic fixed term tenancy agreements include this provision.

Notice before entering a property

Landlords must give tenants at least 48 hours' notice before an inspection. They can't give notice more than 14 days before the inspection. Inspections must take place between 8am and 7pm. Your landlord or property manager shouldn't enter your property without giving 48 hours' notice unless there's an emergency, like a fire or flood(eg. plumbing leak). If your landlord or property manager needs to enter your property to fix something, they are still required to give 24 hours' notice. These repairs should be done between 8am and 7pm. Despite the preceding, **your landlord or property manager can enter the property at any time with your permission.**

Routine inspections:

Chic Property Management conducts routine inspections three monthly. Property managers notify tenants in advance of their inspections (between 48 hours and 14 days before) and ask that the home be presented in a reasonably clean and tidy condition. These inspections are to advise the owner of the property of any maintenance issues and are necessary for the landlords compliance with the home insurance policy. The tenant will also be advised of anything that may need their attention. The tenant will be issued with a breach notice if the property has not been presented reasonably clean and tidy, or if there is evidence of a breach of the tenancy agreement conditions or other breach of the RTA. The property manager will return 14 days later to recheck the tenant has complied with any requests and has remedied any breaches if able to be remedied. After 14 days where a breach has not been remedied or is unable to be remedied the property manager may take steps to end the tenancy.

Tenants can be present during any routine inspections. If you are not present, you can leave a note or send an email highlighting any issues you believe the property manager should be aware of. In between inspections, you shouldn't hesitate to contact your property manager when issues arise.

Professional property management companies use software to generate their routine inspection reports. These reports are prepared for the landlord and provide pictures of the property. Property managers attempt to be respectful of tenant privacy and only take photographs that show the property and its condition. Photos may also be taken to show furniture placement, to assist to determine the cause of any damage.

Quiet enjoyment

The landlord owns the property, but while you are renting it is your home. This means your landlord and property manager must respect your peace and privacy (this is called quiet enjoyment). They will do this by giving you the appropriate amount of notice before entering the property. However, landlords don't need to give notice to come onto the property (the land). This usually happens when the landlord has agreed to do things (like mow the lawns for the tenants). The landlord must not use force, or threat of force, to enter or attempt to enter the property while the tenant, or anyone with the tenant's permission, is inside.

Noise:

It is important for tenants to be mindful that some neighbours will be more sensitive to noise than others. Noise should always be kept to a minimum if possible. Should there be a problem with noise from others in the neighbourhood, the tenant is encouraged to deal with this issue in a neighbourly way, by asking for it to be turned down. If not, there are Council regulations that detail what is acceptable regarding noise and what is not. If the property causing the noise problems is also owned by your landlord, you can speak to your landlord about the issue.

Gas heaters:

The use of unflued portable gas or LPG heating results in high levels of deadly carbon monoxide gas being produced and also results in high levels of moisture in the rooms where they are used. Use of these appliances as a healthy heating device in the living area is banned by the Residential Tenancies Act. These heaters cause mould and are not to be used in any Chic properties.

Toilets:

Toilets are to be used for their designed purpose only. Toys, excess use of toilet paper, sanitary items and anything not designed to be flushed found to be blocking drains will be a cost to tenants. Flushable wipes are not flushable. Promptly flushing the toilet after each use will prevent permanent acidic damage to the polished porcelain (vitreous china) surface of the toilet bowl pitting the surfaces, rendering them uncleanable and requiring the toilet to be replaced. The tenant is responsible to keep toilets clean and free from obstruction. The "acid test" is if you wouldn't be happy to drink out of it then it probably needs cleaning!

All toilet seats are designed to be removed for cleaning. You are responsible for maintaining the hygiene of your toilet and toilet seat and we recommend removing the set for cleaning monthly. If you loose parts of the seat the whole toilet seat will typically need to be replaced. Most toilet seats have a simple quick release system for cleaning.

Tradespeople:

From time to time, access may be required for maintenance and repairs. Your property manager will arrange access for the right tradespeople to attend. It is important to note that tradespeople work regular business hours and will not work after hours unless it is an emergency.

Chic Property Management have a team of carefully selected tradespeople that we trust. These tradespeople understand the importance of respecting your home, your privacy, getting the job done efficiently and to a high standard of workmanship. We usually can provide them with access, but sometimes not, so please answer your phone, especially if you have agreed to arrange access to your rental home, or if you have pets.

Emergency repairs:

Issues may arise from time to time after hours. We have procedures to provide 24/7 assistance to tenants. To minimise after-hours call outs, it is important for tenants to work out whether it is an emergency by using good old common sense:

- **Fire** – please call 111 and then notify your property manager when you and all occupants are safe.
- **Electrical issues** – hissing, sparking or no power that is not as a result of a localised outage or blown fuse in the fuse box. If a tenant notices any suspicious electrical issues, faults or loose or live wires, it is important to call your property manager urgently.
- **Gas** – smell of gas or no gas for heating, cooking or showers.
- **Hot water system** – if there is no hot water and there is an infinity hot water system at the property, it is important to check the pilot light first if easily and safely accessible. These pilot lights can usually be relit if easily accessible and there is no smell of gas.
- **Sewerage** – blocked toilet or burst pipes.
- **Water ingress** – water coming in from the roof or any other part of the property and causing damage. Please note that if there is a big storm, it is unlikely that a



PROPERTY MANAGEMENT LTD.

tradesperson would be able to attend as there is an obligation to also keep them safe. The tenant should try (and only if it is safe) to mitigate damage as much as possible until a tradesperson can safely attend the property.

- **Drainage** – any burst water main anywhere in the property or its surrounds or any significant leaks from e.g. washing machines or dishwashers etc.
- **Glass** – broken external window or door that causes any security issues.
- **Breach of security** – anything that impacts on the safety of the occupants or the property.
- **Storm damage** – notify the property manager of any damage once the storm has passed and it is safe for tradespeople to attend.

Damage:

As the tenant, you are required to tell your property manager straight away if something needs to be repaired or maintained, regardless of who is responsible for causing the damage. Most issues become worse over time and it is best to attend to problems as soon as they are identified. If a tenant or a landlord is required to fix something but doesn't, the other party can issue them with a 14-day notice to remedy. This gives them 14 days to get the work done. Tenants can't refuse to pay rent while waiting for the landlord to fix something.

Keys:

As the tenant, you should always keep your keys with you. A tenant may wish to arrange with someone they trust to keep a spare key for them. An alternative suggestion is to have a lock box hidden carefully at the property for a spare key. If you find yourself locked out during office hours, your property manager may be able to assist you. If it is after hours or a weekend, you will need to arrange a locksmith at your own expense and let the property manager know via email, text or phone call. Two new sets of keys will need to be provided to the property manager (at least one set must be originals) in addition to those keys cut for yourself when a lock has needed to be changed.

Gardens:

Weeding of gardens is normally the tenant's responsibility, if not stated otherwise in the Tenancy Agreement. Lawns are also typically a tenant's responsibility unless otherwise stated in the Tenancy Agreement. Tenants should ensure that lawns are mowed regularly using a lawn mower (not a weed eater). If you do not want to tend to the garden yourself, or



PROPERTY MANAGEMENT LTD.

demonstrate a lack of ability to do so, you can hire a gardener at your own expense, or we can hire a gardener on your behalf and add the associated costs to your rent due. It is the responsibility of the tenant to control any weeds where the lawn is landscaped in stone.

Driveways:

It is important to make sure that cars do not drip oil on the driveways or in the garage. If drips do occur, then an appropriate degreasing solution to remedy the spill can and should be used as soon as possible.

Sub-letting:

Sub-letting is either not permitted at all or not permitted without the landlord's written permission. It is important to contact your property manager if circumstances change. We are required to add any additional adult occupants to the tenancy agreement for insurance & legal reasons. We are unable to add anyone to the tenancy without them undergoing our pre-tenancy checking process and then being approved by us for the tenancy. The costs of our time and all reasonable expenses are chargeable to the tenant. It is possible your applicant friends may be declined and we may be unable to tell you why because of the Privacy Act. We strive to be reasonable, however all decisions are final.

Use of property:

Unless agreed to otherwise, your residential property should not be used for commercial, industrial or any other use. If, as a tenant, your circumstances change, you should have a discussion with your property manager. Residential properties are not insured for commercial use.

Your safety is paramount:

Your safety is a priority. You should notify your property manager with anything that you notice around the property that could be unsafe. For example (but not limited to):

- Slippery paths
- Exposed wiring
- Gas smell

- Damage to pathways or paving
- Wasp nests
- Rats, mice or other vermin in the property
- Loose floorboards or flooring that appears to be giving way under carpet or lino
- Loose balcony rails or glass
- Loose or damaged steps
- Loose or faulty locks, entry doors or screens
- Broken or cracked windows
- Damaged electrical outlets
- Exposed asbestos

Smoke alarms:

Each rental property must be fitted with photoelectric or hard wired smoke alarms. This became a requirement under the Residential Tenancies (Smoke Alarms and Insulation Regulations) 2016.

It is important that these smoke alarms are not interfered with as they are there to save lives. For example, it is not ok to use the battery of the smoke alarm for another purpose. It is the tenant's responsibility to immediately report to the landlord if they suspect that the smoke alarm is not working.

Landlords have certain responsibilities for smoke alarms and their installation:

Smoke alarms installed at the premises must be qualifying smoke alarms. Qualifying smoke alarms are smoke alarms that meet the following requirements:

1. the alarm is fully operational and otherwise in full working order, with no faults, defects or damage;
2. the alarm is installed in a location that accords with the manufacturer's instructions.
3. The alarm's recommended replacement date must not have passed.
4. Unless the alarm is a hard-wired alarm:
 - a. the alarm's recommended replacement date must be displayed on the alarm.
 - b. the alarm must be a photoelectric alarm.
 - c. the manufacturer's instructions for the alarm must include a certification, or other statement, to the effect that the alarm has been manufactured in accordance with –
 1. AS3786-1993; or



PROPERTY MANAGEMENT LTD.

2. an equivalent smoke alarm standard specified in the certification or other statement.

If the alarm requires batteries for any purpose (including backup batteries if the alarm is hard-wired), the alarm must contain all necessary batteries, which must be all compliant batteries; and if the alarm is a hard-wired alarm, the alarm must be connected to an electricity supply as necessary.

In these premises, the landlord must ensure that there is at least one qualifying smoke alarm installed in the sleeping space or otherwise at the premises within three meters of the entrance (or main entrance) to the sleeping space. This applies to every storey or level of the premises on which there is one or more habitable spaces. There must be at least one qualifying smoke alarm installed on the storey or level in the habitable space or in at least one of the habitable spaces as the case may be. A sleeping space means a space that is for use, or can otherwise reasonably be expected to be used, as a bedroom or other sleeping space.

Tenants have responsibilities for smoke alarms:

Tenants must replace worn-out smoke alarm batteries. While the smoke alarm remains installed at the premises during the tenancy the tenant must replace, with the compliant battery, any battery contained in the alarm that would be a qualifying smoke alarm but for the battery being worn out or is designed to permit the replacement of the battery.

Where the tenant is required to replace the worn out battery, the landlord is not in breach of the Residential Tenancies (Smoke Alarm and Insulation) Regulations 2016 just because the battery is worn out or has not been replaced with a compliant battery.

If you notice any beeping or if you think that the alarm may not be working, you should notify your property manager immediately.

Ventilation and insulation

The landlord must disclose whether there is insulation in the rental home, where it is, what type and what condition it is in, so tenants can make an informed decision when signing a tenancy agreement. Ceiling and under-floor insulation is compulsory in all rental homes, where it is reasonably practicable to install. It must comply with the regulations and be safely installed.



PROPERTY MANAGEMENT LTD.

Not ventilating the property can damage soft furnishings like net curtains, drapes, blinds, flooring, and other surfaces including window sills, window frames and more. Not ventilating a property is the major cause of mould growth. Please ensure you ventilate the property adequately by opening the windows daily to avoid moisture build up and damage being caused to the property.

Some properties have special mechanical ventilation systems installed, like Positive Pressure Ventilation (PPV) or more rarely Heat Recovery Ventilation (HRV – nothing to do with the brand). Where these types of ventilation system are installed they are normally fully automated, should always be left on and not adjusted. These systems control the moisture levels within the home for optimum air purity. They will require routine and specialised maintenance which will be arranged by your property manager.

Heat pumps and common air conditioner setting symbols:

If you have a heat pump, use the dehumidify/dry function from time to time. This function is represented by a drip symbol (see dry mode in below illustration). You can set the heat pump to dehumidify to ensure ventilation and a healthy home environment. Chic's air conditioning engineers recommend you program the timer on your heat pump to run the dry function at a medium/low fan speed in the early hours of the morning between say 3:30 and 4:30 AM while you are sleeping for approximately 30 minutes per night.

If you do not have a heat pump you can open windows to let air in or you may prefer to use a stand-alone dehumidifier.

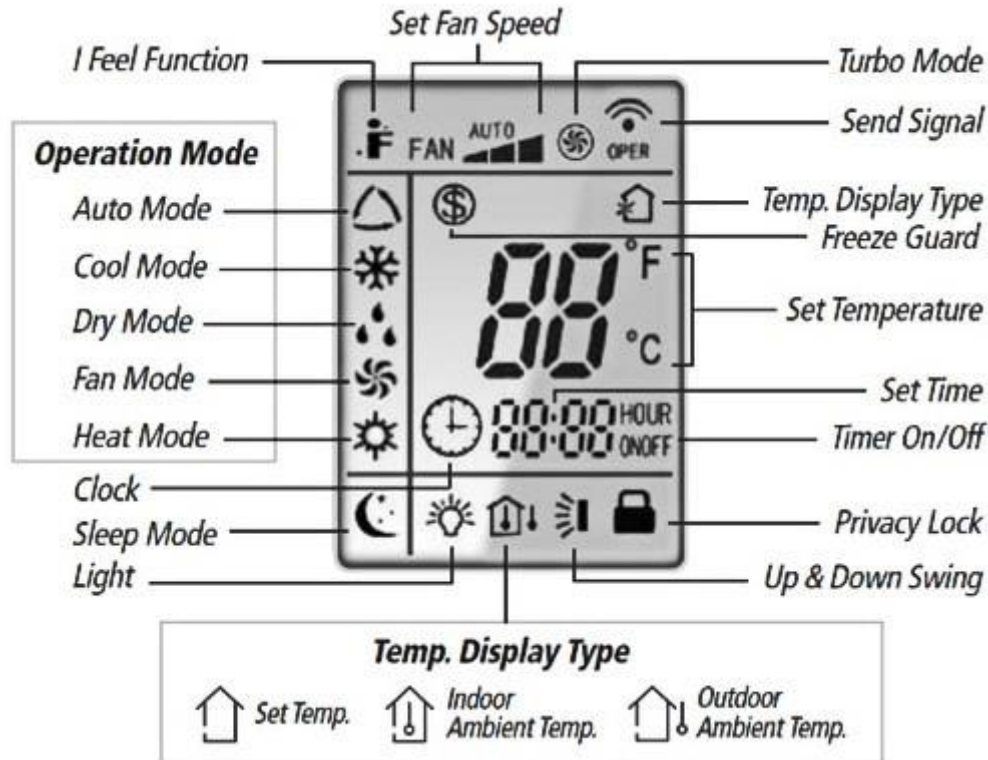
Remember to clean the plastic mesh filters regularly to avoid damage to the machine and excessive power consumption.

Using the correct settings for the air conditioning / heat pump will minimise power consumption while maximising your comfort level. For example in winter set to heat and 18-20 deg C rather than 34 deg C, in summer set to cool and 20-24 deg C rather than 16 deg C, these settings will ensure the unit is not doing more work changing the room temperature than is really necessary. Most air conditioners cost less than \$100 per month for electricity when used continuously at appropriate settings with filters kept in clean condition, when used only a couple times a day this cost should be a lot less.

The following illustration is provided by GREE, the largest selling manufacturer of residential air conditioners in the world for about the past decade at time of writing.



PROPERTY MANAGEMENT LTD.



Caring for your home & cleaning tips

Prevention is better than cure Keep on top of cleaning during the tenancy. Prepare by cleaning for the regular property inspections as this will ensure your rental home remains legally “reasonably clean and tidy” and provided you are meeting your other tenant obligations your tenancy is extremely unlikely to be terminated or not renewed.

Fly spots To prevent fly spots we recommend a). Give up smoking, flies love cigarette butts left around and seem to like nicotine, don't allow cigarette or other smoke to waft inside through open windows and doors. b). Wash down kitchen walls and benches after cooking with oils (use hot, clean, manual dishwashing detergent/water mixture and soft cloth). c). Clean rangehood mesh filters and nearby air conditioner indoor unit mesh filters regularly. d). Clean rangehood duct outlet grille and bathroom extractor fan grilles inside and out regularly. e). Keep oven and cooktop clean. f). Do not leave dirty dishes or food sources out. g). Do not leave cleaned dishes out to dry, do not leave pools of water or other liquids around. h). Run interior fans or air conditioning fans on high (flies don't like cold/wind) and keep windows closed for periods of time. i). Animals, farmland, playing fields and grassed parks all attract flies, so bear this in mind when selecting a rental property and try to live without pets and pet food around the home. j). Remove any fly spots quickly as fly spots attract more flies and the cycle continues. It is a tenant responsibility to remove fly spots as they accumulate. These require spot cleaning normally with a water dampened cloth, eg. Face cloth / tea towel. If it get's out of control a 14 day notice will be issued, you will need to use the technique described under Painted Surfaces below.



PROPERTY MANAGEMENT LTD.

Painted Surfaces Painted surfaces like ceilings, walls, doors, door jams, skotias, lintels, gib-coving and skirting boards should never be cleaned with chemicals that pit or scratch the surface or with a scourer. Chemicals that damage the smooth painted surface include sugar soap, jif and chemico paste. Once the surface is no longer smooth because of chemical or abrasion damage the microscopically rough surface left will attract mould and be extremely difficult to keep clean, so the surface will then require preparation for repainting. Before repainting is the only time these harsh chemicals should be used on pre-painted surfaces.

For proper tenant cleaning of painted surfaces it is recommended that you start with the ceilings and work your way down, spraying an area of about 1 to 2 square metres at a time with hot soapy water to drip point (use flowing soap in a garden sprayer with hot water), leave to soak for 1 to 4 minutes approximately, then use a clean dry towel draped over the end of a yard broom, hold the towel in place and wipe the wetted area clean and dry. Proceed to adjacent area and repeat. This process is ideal for spring cleaning and when moving out, you will end up with a consistent clean finish. Any missed bits can be spot cleaned with a damp non-abrasive cloth.

Mould Prevent mould accumulation by dusting and cleaning. Once dust becomes wet, if it does not dry quickly mould will form. Proper ventilation by opening windows regularly prevents mould build up and removes stale air from the premises. If there is a leak in wall cladding, roof, pipes or plumbing fixtures contact your property manager immediately. If there is an ongoing problem with mould use a chemical like “exit mould” to carefully treat the area. Mould will pit and destroy the paint or silicone sealant if not removed promptly and if left will rot the building, leaving the tenant liable as proper cleaning would have prevented the mould taking hold.

Carpets Carpet spills need to be cleaned up immediately to prevent staining. If not immediately cleaned up resulting damage when the stain is unable to be removed may be considered careless or deliberate damage by the tenant as insufficient care has been taken and the tenant’s obligations have not been met. Carpets need to be cleaned at the end of each tenancy. To meet manufacturer warranty requirements carpets must normally be steam cleaned annually.

Before a full wash down of ceilings and walls the carpet should be well vacuumed. After ceilings and walls are cleaned the carpets and any vinyl flooring should be professionally cleaned. Commercial grade vinyl flooring requires periodic professional cleaning and polishing. Below is carpet care advice from a major Australasian carpet manufacturer:

A comprehensive carpet care program consists of four elements: prevention, vacuuming, spot cleaning and steam cleaning.



Prevention

- Use outdoor mats to prevent soil and moisture being tracked into the home and clean them on a regular basis.
- Use indoor mats or rugs in high traffic areas such as inside the front door or in front of chairs used for TV viewing, computer use and under tables.
- Remember to regularly remove and clean rugs and clean and restore the carpet pile underneath.
- Move heavy furniture occasionally to avoid excessive pile crushing. Prevent damage when moving furniture with heavy cardboard or similar between the furniture and the carpet.
- Use coasters under the legs of tables, chairs and other furniture to distribute the weight and prevent crushing the pile.
- In rooms that are subjected to direct sunlight, window tinting, curtains, blinds or awnings will protect your carpet from the effects of ultra violet light.

Spot Cleaning

- Remove as much of the spill as possible using a blunt knife or spoon for solids, blotting up liquids or using a wet/dry vacuum for large spills.
- Never scrub or rub the carpet during the stain removal.
- Always work from the outside of the stain in towards the middle.
- Determine the appropriate method of carpet stain removal with our easy-to-follow steps on Spot Carpet Cleaning.

Steam Cleaning

- Carpet should be professionally steam cleaned approximately every 12 - 18 months.
- Steam cleaning should be done in accordance with Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733. Reputable carpet cleaners are aware of and abide by this standard.
- Shampooing, DIY steam cleaning or dry carpet cleaning is not recommended.



PROPERTY MANAGEMENT LTD.

- Steam cleaning should be performed by a reputable professional carpet steam cleaner. Ask your carpet retailer to recommend one in your area.

Heat Pump Cleanable Plastic Mesh Filters Air conditioners / heat pumps are fitted with user cleanable filters in the indoor unit. Simply popping up the front cover of the indoor unit and lifting out the filters will allow you to commence the cleaning process. The filters can be carefully vacuumed first, however are likely to require cleaning in under 50 deg C luke warm soapy water (eg. clean dishwasher water in sink). Once cleaned by carefully rubbing the filter surface between your fingers and rinsing off when finished they can be dried in direct sunlight for 5 or 10 minutes. Take care not to over bend, over heat, or over flatten the filters. Once completed simply slip back into place. Note: A stool may be required so you can see what you are doing. Do not operate the unit without filters installed.

Once cleaned your heat pump should be running at peak economic efficiency again. You can check out the procedure on a video here <https://www.youtube.com/watch?v=rXY3bJeUeNM>

Heat Pump Outdoor Unit The outdoor unit should always be kept well clear of obstruction and not disturbed from where it resides. Weeds may need to be removed from around the unit and the unit should be gently hosed down with fresh water to wash off corrosive atmospheric salts, chemicals and dust each month, which if left not cleaned will turn into slime and impact the energy efficiency of the system.

Vacating:

As soon as a property manager receives your notice to vacate, they are likely to market the property for rent. A property manager will aim to have a new tenant move in shortly after you vacate the property to minimise any loss of rent to the owner.

Property managers will work with tenants regarding viewing times. Should there be any time between the hours of 8:00AM and 7:00PM during the week or on the weekend that is not suitable, you should let your property manager know. The aim is to be reasonable and understanding. Property managers will be grateful if the property can be presented in a reasonably clean and tidy condition for the viewings as it will assist them to rent the property quickly and hopefully reduce the number of times they have to inconvenience you with viewings.

Chic property managers attend with any prospective tenants and will respect your privacy as much as possible.

Final inspection:

At the final inspection, a property manager will record the condition of the property and compare it to the initial inspection (fair wear and tear excepted). It is important that a property is left in a reasonably clean and tidy condition for the next tenants. If you need assistance with cleaning, your property manager may know of a good cleaning contractor to help you. The services the contractor provides would be at your own cost. We have provided the below sample checklist for cleaning and vacating the property to assist in the moving out process. It is important to familiarise yourself with these requirements.

Moving out checklist:

The aim of the following checklist is a guide to leaving the property in a reasonably clean and tidy condition.

Your property manager should meet you onsite on the final day of tenancy when you are ready or will attend the property the following week day to complete a final inspection report. The aim is to enable a smooth vacating process and successful transfer of your tenancy bond that is being held in trust by Tenancy Services.

Before you move out remember to:

- clean the kitchen sink and benches
- clean the oven inside and out
- clean the kitchen cupboards inside and out
- clean the dishwasher (where provided)
- clean the bathtub, shower, basin and toilet
- clean underneath the oven and fridge
- clean light shades and light switches
- wash walls and ceilings, particularly in the kitchen and bathroom
- wash window sills, including the water channels on any aluminium windows and doors
- wash windows inside and out
- wash all lino and non-carpeted floors
- clean all carpets
- remove all household and garden rubbish as well as personal belongings, including from under the house or in sheds, garages or attic
- tidy and weed the garden, weed spray around any paths or driveways
- mow lawns and sweep paths

Don't forget to:

- contact Moving Hub to arrange final accounts for your electricity, gas, phone and internet. Arrange with Moving Hub for your final accounts to go to your new address and check your utilities have been transferred to your new address
- tell your friends and family your new address and phone number
- fill out a change of address form from your local Post Shop
- lock the house or flat when you leave and return your keys to us
- pay your rent and water up to the date that you leave - call us if you have any questions.

Please note that if the home is not left clean and tidy you may be charged some or all of the cost of bringing it up to a reasonably clean and tidy condition and rentable standard for the next tenants.

More information?

The information contained in this guide is general only. If you require more specific information or have further questions please don't hesitate to contact your property manager.

You can also contact Tenancy Services for information on renting - 0800 TENANCY (0800 836 262). Make sure you get anything they say confirmed in writing. Because of the large number of recent law changes we recommend you visit their website www.tenancy.govt.nz.