

www.professionals.co.nz/invercargill-rentals

A close-up photograph of a person's hands in a blue suit jacket. The person is holding a black pen and writing on a white document. To the left of the document is a small, white model of a house with a red roof and two windows. In the background, a white calculator is visible on the wooden desk. The scene is set in a bright, professional office environment.

Professionals Tenancy Guide

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Meet the Team



Amy Morrison - Manager/Senior Property Manager REINZ Accredited

Born and bred in Southland, I have a thorough local knowledge of Invercargill, its surrounds and its people. I have 15 years experience working in the rental market and am a fully qualified Property Manager and hold the New Zealand Certificate in Residential Property Management Level 4. I strive to communicate clearly with both landlords and tenants in order to match the right tenant to the right house, and as a landlord myself, I know and fully understand the importance of this. I take great pride in the service I provide and have developed close working relationships with my clients, some of whom have been with me for my entire Property Management career.

Contact Amy on 027 427 1616 or email: amy.m@prored.co.nz



Mark Paterson - Property Manager REINZ Accredited

My background and experience prior to joining the team at Professionals has been in the retail and education sectors. Through these experiences I have learnt valuable communication skills which is a key principle in Property Management. I am a people person, enjoy a challenge and am very approachable, reliable and a born problem solver. I am passionate about developing great relationships and providing excellent service to my clients. I am a fully qualified Property Manager and hold the New Zealand Certificate in Residential Property Management Level 4.

Contact Mark on 027 465 5532 or email: mark.p@prored.co.nz



Hayley Aitken - Property Manager REINZ Accredited

I believe that every role requires empathy, patience and problem solving, along with great communication and hard work. From my previous position as a Business Manager in the customer service industry for 15 years, I bring with me a wealth of knowledge and experience in building strong customer service relationships. The performance of your investment is paramount to me and with the support of the wonderful team at Professionals, you can be assured that your property will be managed to the very highest of standards. I have recently completed my New Zealand Certificate in Residential Property Management, Level 4.

Contact Hayley on 027 200 0844 or email: hayley.a@prored.co.nz

Welcome to your Tenancy!

We hope you settle in well and enjoy your new home.

Our aim at Macpherson Realty Ltd is to ensure your tenancy runs smoothly for you. With this in mind we have compiled relevant information in this handbook that you may need throughout your tenancy.

If you have any questions please contact your Property Manager.

Amy Morrison

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Hayley Aitken

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TAPI - Property Maintenance

Make a maintenance request 24/7

Tell us about a maintenance issue right away, instead of waiting for the next business day.

With our 24/7 chat service from Tapi, you can get in touch about maintenance anytime, even if it's outside our business hours.

How it works



1. Scan the QR code in your property to start your request.

2. Use the chat service to tell us what's up.



3. Receive an email and track the progress of your request.



If you are dealing with an emergency, contact the emergency services and if you are dealing with a request that requires immediate attention, use the contacts Tenant Concierge provides or the contacts in your tenancy pack.

Getting Connected

YOUR CONTACT DETAILS

Please ensure the contact details you provided on your tenancy application and agreement are current & correct. Please advise your Property Manager if any of these details change throughout your tenancy.

GETTING CONNECTED

It is your responsibility to get utilities connected in your name; power, internet, phone, gas etc. Payment of these services is the tenant's responsibility.

WANT HELP GETTING CONNECTED?

MOOVME

Is a connections agency that works with a broad range of companies to set up tenants in their new homes. They provide free assistance to ease the stress and administration of moving and research the best rates and deals to suit your household and often save you money.

Click on the link below to get connected or contact the **Moovme team on 0800 468 230**
<https://renti.co/connections>



Moving In

CHANGING YOUR ADDRESS

Please make sure to let your bank, insurance and other important organisations know your new address.

BOND

Once we receive your bond (a sum of money, usually a total of 4 weeks rent that a tenant is required to pay as a form of security when taking possession of a rental property).

MacPherson Realty will lodge it with Tenancy Services, and once lodged you will receive confirmation from them with your bond number.

KEYS & KEY COLLECTION

You will be advised by your Property Manager how to collect your keys.

If you require more keys for your property, you can get them cut at your own cost and all keys must be returned at the end of the tenancy.

If for any reason you need to change the locks you will need written permission from your Property Manager, once changed you must provide a full set of new keys to your Property Manager.

If you are locked out of the property or lose your keys, we can help during office hours.

Outside of office hours you may have to contact a locksmith directly.

INITIAL INSPECTION REPORT

Prior to shifting in you will receive either a video link to your initial inspection report or you may receive a report with photographs & comments via email, which shows the condition of the property.

You will be required to sign an acknowledgement form when you receive keys.

Any changes or additions to your initial inspection report must be sent to your Property Manager within 7 days.

INSURANCE

It is highly recommended that all tenants take out their own contents insurance policy to protect their possessions. It is important to note if your belongings are damaged or destroyed by circumstances affecting the Owner's property (fire, flooding, storm damage etc) then your belongings are not insured by the Owner.

Please check with your insurer for policy information – this is your responsibility. You need to ensure you have adequate insurance as the Owner/Agent will not be liable for damage to or your personal items being destroyed.

MOVE IN COSTS

As per your Tenancy Agreement: Two weeks rent and Four weeks Bond.

- This should be paid into the MacPherson Realty Trust Account and cleared at least 24 hours prior to move in date.



During your Tenancy

RENT PAYMENTS

You are required to pay your rent in advance as per your Tenancy Agreement, we recommend you set up an automatic payment with your bank or if you are a WINZ client, you can set up a redirection (rent will be paid directly from WINZ to us). Please request forms as required.

CALENDAR MONTHLY PAYMENTS

Should you request to pay by calendar month, then please note calendar month does not mean 4 weeks. For accurate rent payments we use a simple calculation to work out your payments.

Weekly Rent Divided by 7 days	= Daily Rent Rate
Daily Rent Rate x 365	= Yearly Rent
Yearly Rent Divided by 12 Months	= Calendar Monthly Rent Rate

UNDERSTANDING RENT IN ADVANCE

Rent is always paid in advance. Some tenants believe the first week of rent is held for use at the end of the tenancy like a bond, this is incorrect. The first weeks rent pays for your first week of the tenancy and the next payment is due at the end of your first week.

ZERO TOLERANCE POLICY FOR LATE RENT PAYMENTS

You will need to be aware of our policy for late payments of rent.

1 - 2 days late:	We will send you a txt or call
2 - 5 days late:	We will issue you a 14-day notice to remedy the breach
7 days late:	Follow up communication to tenant(s)
14 days late:	Tenancy Tribunal application made

Termination may be applied for if the issue is not remedied.

PROPERTY MANAGER COMMUNICATION

When your tenancy began you would have been contacted or introduced to your Property Manager. Please keep their mobile number and email handy for when you may need to contact them. Please remember if you are leaving a voice message or sending a text to include your name, property address and contact details. We endeavour to respond to your enquiries promptly, if it is urgent, please send a text message if you cannot get a reply on the phone. Do not email if it is urgent.

GENERAL REPAIRS

We ask that you log your maintenance request via the **Tapi Tenant Concierge - See Page 3.**

ROUTINE INSPECTIONS - Refer to Cleaning Checklist on PAGE 15

We conduct routine inspections 4 times a year or when required. The main purpose is to provide a report to the Owner to show that you are maintaining the property and to check for any repairs or maintenance that may be required. As the tenant, you will be given prior notice (but not less than 48 hours) via email and text.

RENT REVIEWS

Rent reviews generally occur at tenancy renewal time or 12 monthly and are adjusted in accordance with market conditions.

RESIDENTIAL TENANCY ACT 1986

Please make yourself familiar with your responsibilities as a tenant, these can be found on the Tenancy Services website www.tenancy.govt.nz or you can phone them if you have any questions on 0800 836 262.

Taking Care of the Property

RUBBISH COLLECTION

Please refer to the below website for collection days and what you can recycle.

<http://www.wastenet.org.nz/recyclerubbish/wastecollectionsearch.aspx>

PROPERTY DAMAGE







If property damage has occurred, you are obligated to let us know immediately. If the damage has occurred during the weekend or on a public holiday, please advise on the next business day unless it is urgent.

HEAT PUMP CLEANING

Please ensure you are cleaning the heat pump filters every 2-3 months, if you can do so safely. Please refer to the heat pump manual for instructions or follow the below steps

1. Make sure the heat pump is switched off
2. Hold both sides of the front panel and gently open it, allowing the panel to swing upwards if it's a high-wall or pull towards you if it's a floor mount Heat Pump
3. Locate the filters and remove them by pulling them towards you, out of the heat pump
4. Wash the filters using just room temperature water (using any detergents might cause filter deterioration) or vacuum with the brush attachment
5. Leave the filters to dry in a shaded place in the house. Exposure to the sun or excessive heat might cause them to shrink. Also, be sure that the filters are completely dry to avoid any issues with mold or mildew
6. Once dry, gently push the filters back into place, making sure the 'FRONT' mark is facing the front and close the front panel
7. Turn the power back on and your heat pump is ready to be used again

ADDITIONAL OPERATING TIPS

-  Change the batteries in the remote control annually
-  When a heat pump is turned on, there may be a delay of 3 minutes before heating starts
-  When heating a room, use either medium or high fan speed, but once warm, reduce fan speed for your comfort
-  Optimum operating temperature is 16c – 20c
-  Adjust louvers on the heat pump so air flow is directed away from you
-  Heat pumps defrost themselves regularly in frosty conditions. This will be accompanied by a flashing light on the indoor unit. While the heat pump is in defrost mode, the fan will turn off and no heating will take place for approx. 10 minutes. Please do not touch the heat pump or remote while it is in defrost mode. The heat pump will automatically start once the defrost mode has been completed



Taking Care of the Property

NO SMOKING POLICY

There is to be no smoking cigarettes, cigars, vaporisers or electronic cigarettes, (recognising that all can set off smoke alarms) or any illegal substances or possessing any illegal substances on the Tenanted Property and not to allow any other occupants, guests or invitees to do any of the above, or to use the Property in any way for any unlawful purpose.

SMOKE ALARMS

It is a legal requirement for all rented properties to have smoke alarms. If you have any concerns that the smoke alarm(s) in the property are no longer working, please notify us immediately. Please ensure you test the smoke alarm(s) monthly. Tenants must not damage, remove or disconnect a smoke alarm.

SATS (Smoke Alarm Testing Services) is our local approved smoke alarm provider who complete annual servicing/compliance checks.

WOOD-BURNERS & FIREPLACES

Please ensure the fire is kept clean and free from ash build up. Please dispose of the ashes to a metal ash bin. These should be doused in water. **REMEMBER** ashes can stay hot enough for up to 5 days. Once cool and after 5 days these can then be disposed of in your red rubbish bin.

Only burn dry wood with a moisture content of less than 25%

PLEASE NOTE: If your property is within the Invercargill Air Shed (which is most of Invercargill City) you are unable to burn coal or lignite

For more information, please refer to the link below:

<https://www.breatheeasyouthland.co.nz/>

MINIMISING FIRES – WHAT CAN YOU DO?



Remember not to leave any cooking on the oven or bbq unattended and ensure they are turned off correctly when finished



Do not leave matches or lighters where children can get them



Do not light candles and leave them unattended



Ensure electric blankets are in good condition and less than 5 years old and always turned off before going to sleep



Do not overload multi boards or wall sockets



Do not use damaged chargers and cords



Do not remove a smoke alarm



Clothing and other items are not to be left to dry on top of heaters or fires



Ensure the lint filter in the dryer is cleaned before every use and the dryer is not overloaded



Please also ensure the dryer is ventilated correctly



Taking Care of the Property

POOLS

All swimming pools/spa pools including paddling pools require written permission to be permitted on the property as per your tenancy agreement.

IMPORTANT – All swimming pools (fixed or portable such as inflatable paddling pools) deeper than 40cm must be fixed with a 1.2 metre childproof fence and have a self-closing gate outwards. Any fines issued to Owners due to tenants putting up pools that do not comply will be on charged to the tenant.

Please refer to the Fencing of Swimming Pools Act 1987

<https://www.legislation.govt.nz/act/public/1987/0178/latest/DLM124442.html>

WATER TANKS/SEPTIC TANKS

If the water supply is from a tank, the Tenant will arrange and pay for any refills.

General maintenance of the pump is the Owner's responsibility. If the tenants damage the pump (e.g. by letting the pump run when the tank is empty) they may be responsible for the cost of repairs.

DRAINS

Only human waste and toilet paper should be flushed down the toilet. Please note NO wipes or sanitary products are to be flushed.

DO NOT – put any fat, oil or food scraps down any drains.

Should a sink, drain or basin become blocked we recommend using a plunger and/or specialised drain cleaner to try and remove the blockage. Tenants are required to clean removable waste catches (eg shower trap).

If a plumber is employed by us to clear pipes, drains, basins or sinks and it is found that the blockage was caused by something considered foreign this cost will be on charged to the tenant.

VERMIN

The Landlord will ensure the Property remains free from the presence of fleas, rats, mice, cockroaches, ants and flies ("vermin") for a period of one month after the Tenant takes possession. The Tenant agrees to contact the Landlord in writing to advise the presence of vermin within the first 30 days of occupation. At the expiry of the 30 days, the Tenant accepts liability for the presence of vermin and agrees to take steps to remove the vermin from the Property. Where the Tenant can show that they have taken all reasonable steps to maintain cleanliness and the presence of vermin was beyond their control, then the Landlord and Tenant may share the liability of eradication. Please contact your Property Manager to discuss.



Taking Care of the Property

PETS AT THE PROPERTY

If your tenancy agreement allows for pets the following conditions apply for the duration of your tenancy.

Bylaws and Local Council

Tenants must ensure they comply with local, city or national laws including registration, licensing, vaccinations and any other health requirements regarding pets.

Pets Inside

Pets are not allowed inside at any time unless written permission has been given as per your tenancy agreement.

Lawns/Gardens Kept Clean

The section and gardens are to be kept clean and free from animal faeces, bones and rubbish scattered by the pet. If the lawn or gardens are damaged or destroyed by the animal directly or indirectly (ie. Plants/lawn died or holes dug etc by the animal) the tenant must immediately rectify the damage caused.

Interior Damage

The tenant is to repair any damage to the premises caused by the animal directly or indirectly immediately.

Flea infestation

If fleas/flea eggs are present as a result of the animal, at the tenant's expense, flea fumigation will need to be arranged.

Inspections

All dogs must be restrained for property inspections and tradespeople visits.

Additional Pets

Only the approved pet(s) as per your tenancy agreement are to be kept at the premises. Any additional pets would need to be approved by the Owner; this includes any offspring from the pet.

FOOD AND WATER

Do not leave food for the pet outside the premises where it may attract other animals or pests.

DISTURBANCE AND NOISE

The tenant agrees to keep the pet from making noise or causing any disturbance that would interfere with the peace and quiet enjoyment of neighbours or other tenants. The tenant must take steps to immediately rectify any complaints.



Taking Care of the Property

GENERAL CLEANING

As a tenant, you are responsible for keeping the property reasonably clean and tidy and in good condition. This includes the removal of rubbish from the property.

Please refer to the taking care of your property information below and the cleaning checklist – on page 15. This checklist is not just for vacating, these areas should also be cleaned and maintained throughout your tenancy.

CARPET STAINS

Occasionally spills and stains happen on carpets.

WHAT TO DO

1. If you have spilled food/solids onto the carpet scrape off the excess
2. Using a clean cloth or towel blot the area where the stain has occurred to soak up any liquid
3. In a bowl add lukewarm water and a tablespoon of baking soda and mix together
4. Using a clean cloth or towel, dip into the baking soda and lukewarm water mixture and then blot (not rub) on the stain. DO NOT directly pour the mixture onto the carpet.
5. Repeat blotting the mixture on the stain, until the stain is removed.
6. If the stain does not remove, please contact the Property Manager to arrange a Professional Carpet cleaner to treat this. (Do not use a rug doctor or similar as this can damage the carpet)
7. Do not use a non-commercial carpet cleaning product on the stain such as supermarket products as this can cause further damage to the carpet or make the stain permanent.

OVEN, STOVE TOPS, DISHWASHER, RANGEHOODS & EXTRACTOR VENTS

Please ensure your oven and stove top is kept reasonably clean and tidy. Please use the appropriate cleaner and smooth top cleaner and use a soft cloth or sponge to avoid scratching any surfaces with harsh scourers.

Dishwasher filters need cleaned on a regular basis and we recommend a specialist dishwasher rinse put through periodically.

Extractor/Rangehood should be cleaned on a regular basis. Rangehood filters can be removed and washed in hot soapy water or the dishwasher.

If you are unsure of how to remove filters or how to clean your oven or rangehood please read or download the instruction manual or contact your Property Manager.



Taking Care of the Property

MOULD/DAMPNESS

Many properties suffer from some level of mould and dampness in particular the Autumn and Winter months. It is important to note that steps should be taken to minimise the chance of mould and dampness occurring in the property. A dry, well-ventilated home is easier to heat and therefore, healthier for you and your family. Each home is unique, and its environment is determined by an array of factors ranging from the materials it's built from, the number of windows and the amount of sunlight it attracts. In saying this, we hope the below tips for minimising mould are helpful.

CAUSES OF MOULD



- Mould spores
- A surface with sufficient food stuff to maintain life
- A source of moisture

TIPS FOR MINIMISING MOULD:



- Windows and doors should be kept open as much as possible to let the house dry out and create a ventilation flow
- Condensation should be reduced by having it wiped away from windows, sills and walls
- A gap can be left between furniture and walls to allow air circulation
- Wardrobes and drawers can be left slightly open too
- Clothes dryers are to be vented to the outside and please avoid drying washing inside on a clothes rack
- Pots should be covered on the stove and extractor fans should be used or windows opened where possible
- The shower can be wiped down after its last daily use
- The shower curtain can be kept inside the shower or bath to prevent water from dripping on the floor
- The shower curtain can be washed and dried to avoid soap residue which can foster mould
- Curtains need to be opened to let the sunlight in
- Wet shoes can be dried outside before they are placed in a wardrobe
- Extractor fans to be used when cooking or showering
- Plants can be minimised in the premises

WHAT GENERATES MOISTURE IN AN AVERAGE HOUSEHOLD PER DAY?










- Cooking and washing will generate approx. 3 litres of moisture
- Clothes washing will generate approx. 0.5 litres of moisture
- Clothes drying will generate approx. 5 litres of moisture
- Humans will generate approx. 4 litres of moisture per day by breathing and perspiring




Minor Change Request

DEFINITION OF A MINOR CHANGE TO THE PROPERTY;






A minor change is defined as any fixture, renovation, alteration or addition to the property that:

-  Has a low risk of damage to the property
-  Can be easily reversed (property can be returned to substantially the same condition)
-  Doesn't pose a risk to health and safety
-  Doesn't compromise the structural integrity, weather-tightness or character of the property
-  Doesn't affect anyone's enjoyment or use of the property
-  Doesn't require regulatory consent
-  Doesn't breach any regulatory rules

EXAMPLES OF MINOR CHANGES TO THE PROPERTY

-  Curtains
-  Baby-proofing, e.g. a baby gate
-  Earthquake-proofing, e.g. securing a bookshelf to the wall

TENANT RESPONSIBILITIES FOR MAKING A MINOR CHANGE




-  Make the request to your Property Manager for the appropriate form to fill in
-  Receive Owners permission (which must be within 21 days) before making the minor change to the property (the Owner can ask to extend the time-frame).
-  Pay any associated costs (unless otherwise agreed with the Owner).
-  At the end of the tenancy, remove the fitting that was installed (unless the Owner agrees it can stay).
-  Return the property to substantially the same condition it was in before the minor change was made.



Vacating a Property

NOTICE IN WRITING

Every notice to end a tenancy must:

-  **Be in writing**
-  **Give the address of the tenancy**
-  **Give the date when the tenancy is to end**

If you are leaving from a periodic tenancy, we require at least 28 days notice in writing. This amount of notice commences from the date we receive your notice.

If there are multiple tenants named on the tenancy agreement, and one of the tenants gives written notice, this can end the tenancy for all the tenants.

ENDING & BREAKING A FIXED TERM

AT THE END OF A FIXED TERM

If you are leaving at the end of your fixed term tenancy date as outlined in your tenancy agreement, we require at least no less than 28 days and no more than 90days notice in writing. This amount of notice commences from the date we receive your notice.

BREAKING A FIXED TERM

Should you wish to leave during a fixed term tenancy, we require notice of your intention to vacate in writing in order to complete a lease break application. Fixed-term tenancies can only be changed if both the Landlord and all the tenants agree.

If the Landlord approves your application to break the fixed term tenancy early then the following costs will be incurred.

- Rent, until a tenant approved by the Landlord takes possession or the fixed term expires (whichever occurs first)
- Invoice for expenses, this includes but not limited to the below
- Advertising, viewings, travel, phone/email interaction with the current tenants and perusing new tenants, processing applications, creating a tenancy agreement and arranging signing, exit and entry inspections, processing of bonds.
- Maintenance, should you vacate the property before a new tenant is secured, it is your responsibility to ensure the grounds and property are maintained for the duration of your tenancy.

VACATING CHECKLIST

- All rent has been paid and any outstanding tenancy invoices – failure to pay any outstanding costs may result in a claim to Tenancy Tribunal which could result in a lodgement to debt collection
- Ensure utilities such as internet, power and gas suppliers have been advised and cancelled. Please do not get the power disconnected.
- Keys have been returned including any additional keys which you have had cut during the tenancy
- Property has been fully vacated and cleaned

Cleaning Checklist

Clean any dust, debris, cobwebs, grease, food marks, scuff marks, finger marks, mould or fly spot. Please ensure the below areas are cleaned;

GENERAL AREAS INSIDE THE PROPERTY

- Doors and door track
- Skirting boards
- Walls
- Remove any stickers, hooks from walls and return to original condition
- Ceilings
- Cupboards inside and out
- Light switches & shades/fittings
- Curtains/blinds as according to fabric
- Ranch-sliders, windows including sills, tracks and frames
- Carpets – vacuum/clean - please do not use Rug Doctor or similar carpet cleaners
- Mop/clean hard floors
- Curtain rails
- Fire including ash pan and ashes to be removed from the property
- Heat pumps – front vents and filters – refer to cleaning instructions on **page 7**
- All furniture/chattels
- Any damage caused by a pet needs to be rectified

KITCHEN AND COOKING AREAS

- Wipe all the dirt on top of the cabinets
- Clean counter-tops, kitchen sinks, work surfaces, and taps
- Clean the inside of the pantry, shelves, and inside and outside of drawers and cabinets
- Clean accumulated lime-scale and water deposit
- Remove grease from walls, tiles, extractor hoods, extractor filters, and cooking hobs
- Clean oven, freezers, and refrigerators, microwaves
- Clean dishwasher and filters
- Wash, vacuum, and sanitize kitchen floors



Cleaning Checklist

BATHROOM AND TOILETS

- Clean the sinks, basins, taps, and fittings
- Remove hard water stains
- Remove lime-scale rings
- Scrub and wipe soap dispensers
- Clean towel rails
- Scrub the toilet bowl and bidet
- Clean extractor fan
- Clean the shower panels/walls, base, glass, curtains and doors
- Remove bath marks and signs of mould and mildew
- Clean the drains/shower trap
- Wipe the mirrors and glass surfaces
- Descale taps, shower-heads, and other metal surfaces
- Clean and scrub the bathroom tiles/flooring and surfaces

GENERAL AREAS OUTSIDE THE PROPERTY






- Lawns freshly mowed and clippings removed from the property
- Gardens to be tidied, green waste to be removed from the property
- Compost bin emptied
- Rubbish removed including Red council rubbish bin emptied and Yellow council recycle bin emptied
- Paths, concrete areas and decks to be swept or cleaned
- Pet droppings removed from lawns and gardens and any other areas
- Any exterior damage caused by a pet needs to be rectified for example;
 - Holes dug in lawn, urine spots
- Exterior of windows, frames and sills
- Garages and sheds



Getting your Bond Back

When the tenancy ends, the Property Manager will inspect the property and compare the exit inspection with the ingoing inspection.

For the bond to be refunded, you will need to ensure the following:

-  **All rent has been paid**
-  **Any outstanding tenant invoices have been paid**
-  **The property and grounds have been left in a clean and reasonable condition**
-  **All chattels are accounted for and left in a clean and reasonable condition**
-  **All keys have been returned**

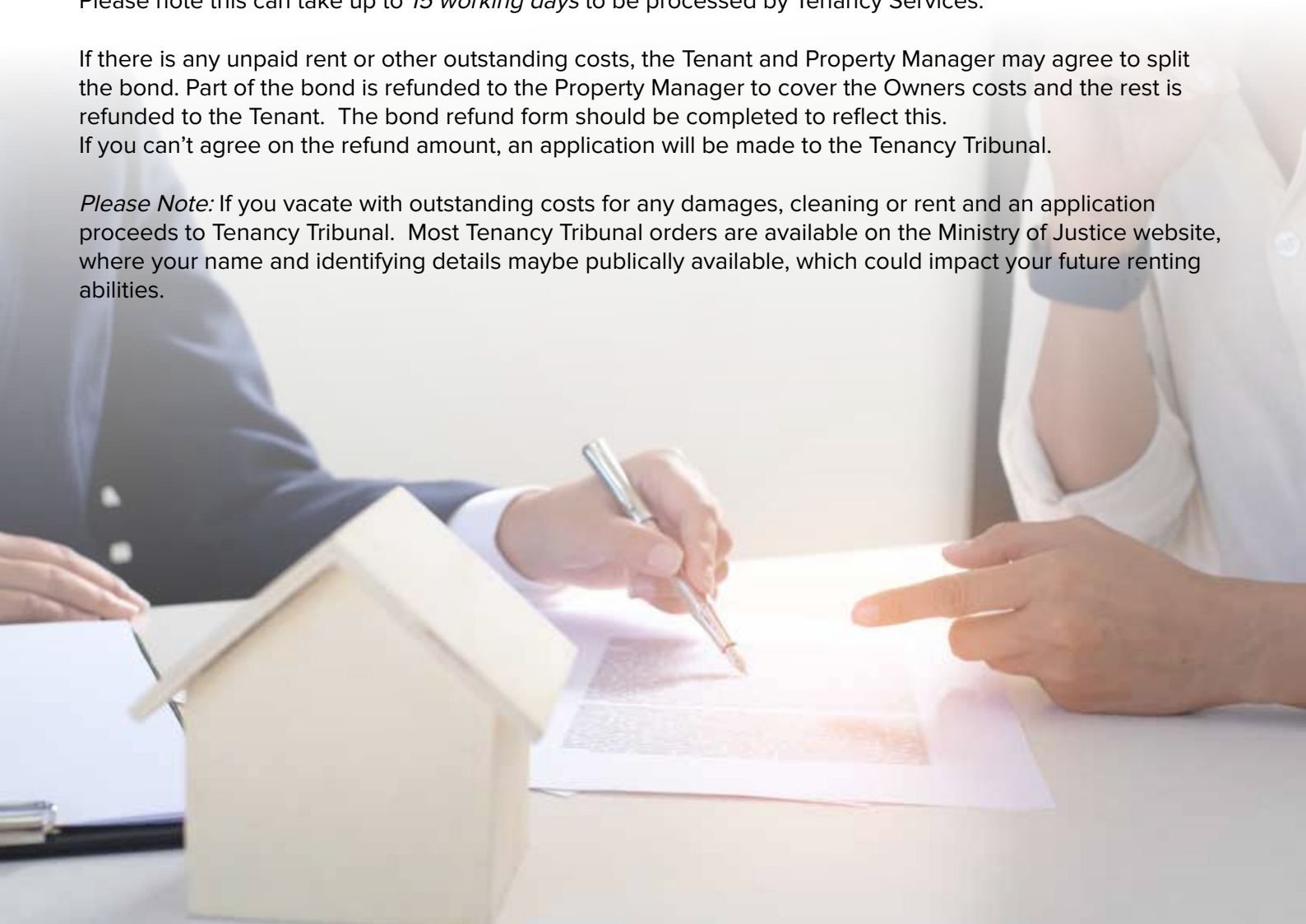
If the exit inspection shows everything's in order, then you will need to complete the bond refund form and give to your Property Manager who will send it to Tenancy Services for it to be processed.

Please note this can take up to *15 working days* to be processed by Tenancy Services.

If there is any unpaid rent or other outstanding costs, the Tenant and Property Manager may agree to split the bond. Part of the bond is refunded to the Property Manager to cover the Owners costs and the rest is refunded to the Tenant. The bond refund form should be completed to reflect this.

If you can't agree on the refund amount, an application will be made to the Tenancy Tribunal.

Please Note: If you vacate with outstanding costs for any damages, cleaning or rent and an application proceeds to Tenancy Tribunal. Most Tenancy Tribunal orders are available on the Ministry of Justice website, where your name and identifying details maybe publically available, which could impact your future renting abilities.



Heatpumps

HEATPUMP NOT WORKING?

COLD AIR COMING FROM THE HEAT PUMP

- Is the remote set to HEAT or a SUN icon showing on the display?
 - If AUTO is displayed, press MODE until HEAT or the SUN icon shows.
- AUTO means the Heat Pump will change from Heating to Cooling on its own as the room temperature increases and decreases to keep the room at the desired temperature displayed on the remote.

THE HEAT PUMP IS BLOWING WARM AIR BUT ITS ONLY LUKEWARM & DOESN'T SEEM AS HOT AS LAST WINTER

Does the system need a clean & service? We strongly recommend Heat Pumps are Cleaned & Serviced annually, not only for the efficiency of the Heat Pump but for your tenants' power bills! Ask your tenant if they have recently cleaned the filters themselves, if not ask them to give them a vacuum. The filters can be easily reached by taking the front cover off the Heat Pump Indoor Unit (Highwall or Floor Mount).

THE HEAT PUMP WILL NOT TURN ON

- Again put fresh batteries in the remote
- Check the outside unit has not been switched OFF
- Check any fuses haven't blown at the switchboard

THE HEAT PUMP WILL ONLY WORK FOR 30 MINUTES, AND IT STOPS

This could be because the room has reached the desired temperature, we often ask people to go outside for a minute and walk back into their home – they are often surprised as to how warm their living area is once they've done this. It could also mean that the Heat Pump is in its DEFROST cycle – all Heat Pumps run this cycle and unfortunately it normally happens when you most want the heat – it is the outside unit's way of protecting its pipes, especially on a frosty night/morning. The Heat Pump will run this cycle every 30 minutes or so and the system could be off for around 15 minutes for this cycle to complete.

THE HEAT PUMP HAS A FLASHING LIGHT/S

In most cases this means the Heat Pump has an error and we would need to send a serviceman. If your tenant advises they have recently had a power cut, ask them to turn the ISOLATOR SWITCH at the OUTSIDE UNIT of the Heat Pump to the OFF position and leave OFF for 40 minutes. This action will RESET the HEAT PUMP and, in some cases CLEAR ANY ERRORS. (This can be quite helpful to do even if there has not been a power cut)

THE HEAT PUMP WORKS, BUT THE REMOTE DOESN'T

Change the remote batteries.

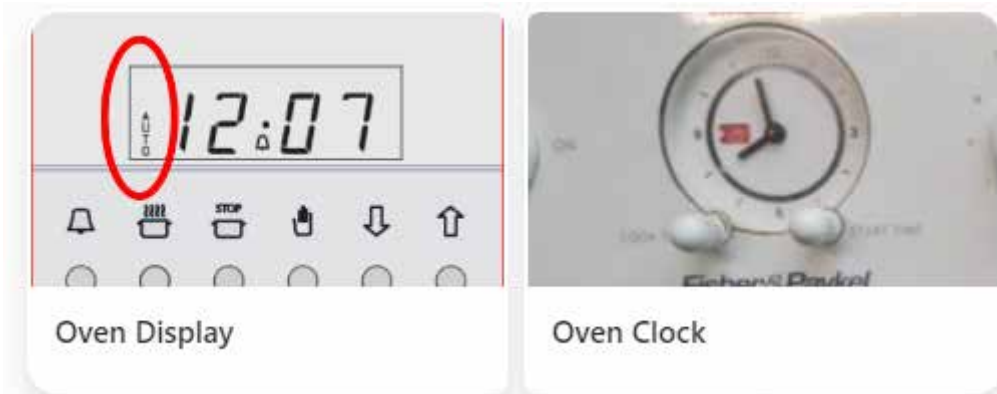


Ovens

OVEN - NOT WORKING?

Things to check:

- Has the power been off? If the power has been off, you will need to reset the timer
- Is the oven not working because of the timer?



- Set the oven to manual mode by turning the analogue timer knob clockwise to the
- Still not working? Log your maintenance request with **Tapi**



symbol.



Hot Water

HOTWATER – NO HOT WATER?

Check the fuse box first to see if the fuse has tripped

Is the power switch turned on?

If the fuse has been tripped or the power switch turned off, then it can take approx 2-3 hours for the water to heat back up

Is there water coming out of the hot tap? Or hot water coming out of any other taps?

If there is NO water coming out of the cold or hot tap – this is likely a plumbing issue, log your maintenance request with Tapi

If there is water coming out of the hot tap – this is an electrical issue, log your maintenance request with Tapi

Power

NO POWER?

Check the fuse box first to see if the fuse has tripped or if the mains switch has been turned off

Call Powernet to check if there are any faults or power problems in your area on 0800 808 587

If there are no power faults in your area, check if your neighbours have power and if they do, call your power company to determine if there is an issue with your provider

If there are no faults found in the area or with your provider, log your maintenance request with Tapi

Becoming a Homeowner

PURCHASING YOUR OWN HOME

Many tenants become homeowners. If you are looking to purchase a property, give your Property Manager a call or contact our office and one of our sales team will be more than happy to assist you in the process or answer any questions you may have.

Frequently Asked Questions

WHAT HAPPENS IF THE OWNER WANTS TO SELL OR MOVE BACK INTO THE PROPERTY?

If you are on a Periodic Tenancy the Owner must give you either 90 days or 63 days' notice to vacate. Please refer to the link below to see the following reasons a Owner can give a tenant notice to vacate.

<https://www.tenancy.govt.nz/ending-a-tenancy/giving-notice-to-end-tenancy/ending-a-periodic-tenancy/>

If you are on a Fixed Term Tenancy the Owner is not able to issue notice to terminate your tenancy until the expiry of the fixed term if the property sells as vacant possession. The property may sell subject to your existing tenancy which means that you can stay in the property, while the Owner may change.

Agreements can be terminated or changed upon agreement of both parties. For further information on fixed term tenancies refer to the link <https://www.tenancy.govt.nz/ending-a-tenancy/expiry-of-a-fixed-term/>

HOW DO I FIND AN AVAILABLE PROPERTY TO RENT?

Head to the below link to find our available properties to rent

<https://renti.co/browse/macpherson-realty-ltd>

CAN SOMEONE ELSE LIVE WITH ME TO HELP PAY THE RENT?

Only the people/tenants who are lawfully able to live at the property, are those named on the Tenancy Agreement, or the Tenancy Agreement may only allow a certain number of occupants for example 2.

If the Tenancy Agreement has a certain number of occupants, the Tenant named on the agreement is the lawful tenant and the other occupants are considered flatmates.

The Tenant shall not, without prior written consent from the Landlord or Property Manager:

1. Sublet or part with possession of the Property belonging to the Landlord.
2. Rent out the Property, or part thereof, on a short-term or daily basis or for the third parties' holiday purposes for financial reward.

If there are any changes to the tenants who occupy the property throughout the tenancy or if you wish to allow a friend to move in you must contact the Property Manager to discuss varying the Tenancy Agreement.

ANSWER NOT HERE?

Give us a call and we will try find an answer to your question!

03 214 4529

HOW DO I APPLY FOR A RENTAL PROPERTY?

Click on the link below and the property you wish to apply to rent and click on the "apply now" button

renti.co/browse/macpherson-realty-ltd



Tenant Notes



Phone 03 214 4529
Email: rentals@prored.co.nz