



**RayWhite**



Information  
Guide

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For Tenants

Thank you  
for choosing  
to rent with us

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# Tips for a successful tenancy

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As a tenant, there are a few things you can do during your tenancy to ensure that renting with Ray White is an easy process.

- Communicate with your Property Manager - Let them know if a rent payment is going to be late, damage has occurred or something isn't working. Full communication and disclosure will help your tenancy run smoothly.
- Photos are a great way to record the condition of the property when you first move in. Take pictures (that are date stamped) of the property, especially any areas that may be damaged or unclean.
- Keep a copy of the Tenancy Agreement, initial inspection report, rent receipts, bond lodgement form as well as any letters or emails received in a designated folder or file in case you need to refer to these at a later date.
- Never stop paying your rent, even if there are issues with your tenancy. Failure to pay rent can affect chances of success in any Tenancy Tribunal case and will not speed up repairs or solve issues.
- Comply with the terms of your Tenancy Agreement. In particular, never make any alterations, keep a pet or let other people move in without seeking written permission from the Property Manager first.
- If the property has a pool or garden make sure you are very clear about the expectations or tenancy conditions around who is responsible for ongoing maintenance.

If the end of the tenancy is approaching and you wish to extend the current agreement, please contact your Property Manager as soon as possible to advise them of your intentions.

# Tenancy agreements

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## Fixed term tenancy

A fixed term tenancy agreement ends when the end date has been reached and the tenant gives the property manager notice that they will be leaving, or the property manager has given the tenant notice to leave.

If neither party gives notice, the agreement automatically becomes a periodic lease upon the expiry date of the original fixed term agreement.

### Giving notice to vacate fixed term tenancies

A fixed term tenancy cannot be ended before its expiry date, and the owners are within their rights to refuse permission to break the lease. If the owner does agree to early termination of the lease agreement the tenant may be required to pay the reasonable costs associated with finding a new tenant, as well as rent on the property until it is re-tenanted.

Specifically, if you wish to break your lease and the owner agrees in writing you can expect to be liable to pay:

- Rent until the property is re-tenanted
- Advertising costs to re-tenant the property
- Any costs to maintain the property until it is re-tenanted, including care of the property and gardens, and maintaining supply of services such as power to the property.

Breaking your lease can be a costly experience and we encourage you to contact your Property Manager to discuss your options should you feel that you are unable to continue with the lease.

## Periodic tenancy

Under a periodic agreement the tenancy ends when the tenant or property manager give the correct notice.

### Giving notice to vacate periodic tenancies

If you wish to vacate your property you are required by law to notify your Property Manager in writing and provide a minimum of 21 days notice. You will be liable for rent up to and including the 21st day of your notice period.

Notice is effective from the date it is received by the office (same day with emails sent before 5pm; allow four working days for anything sent in the post).

*Note: For tenants on fixed term tenancies, the above does not apply as your agreement cannot be terminated by notice.*

### Landlord giving notice

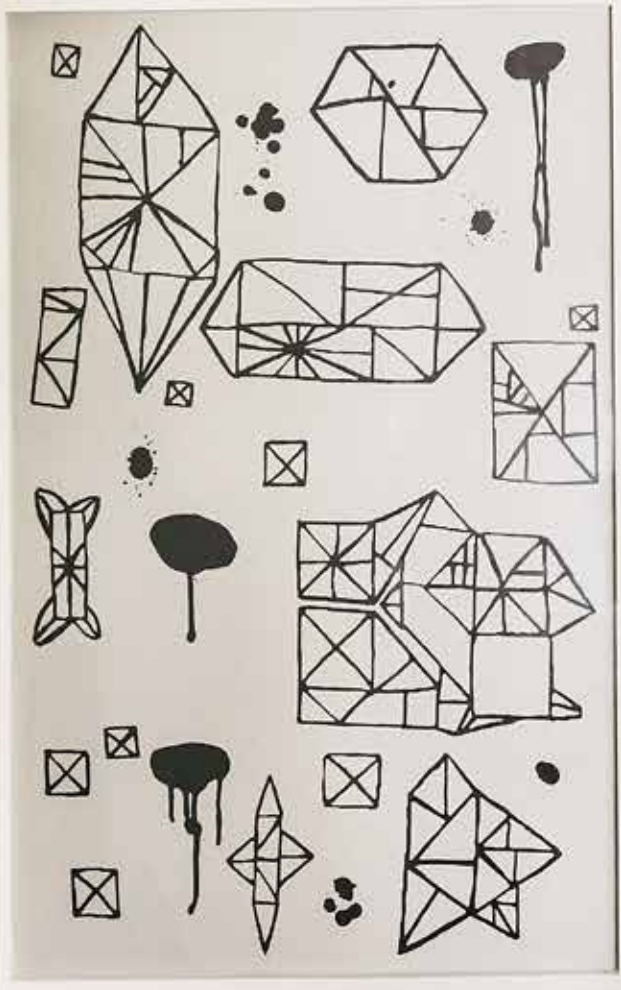
If a landlord gives the tenant notice to end the tenancy and the tenant wants to move out sooner, the tenant must still give the landlord 21 days' written notice.

A landlord must give at least 90 days' written notice to end the tenancy, but can give less time (at least 42 days' notice) when one of the following apply:

- The property has been sold and the new buyer wants 'vacant possession' (ie. no tenants)
- The owner or a member of the owner's family is going to live in the property
- The property is normally used as employee accommodation and is needed again for that purpose (and the fact that this might happen was stated in the tenancy agreement).

The landlord's notice must clearly state one of the above circumstances as the reason for giving notice - and this reason must be genuine.







# The Residential Tenancies Act 1986

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The Residential Tenancies Act 1986, administered by the New Zealand Government's Ministry of Business, Innovation and Employment, outlines the rights and responsibilities of both landlords and tenants who are entering into a tenancy on a property in New Zealand.

The best way to prevent problems during your tenancy is by keeping in regular contact with your Property Manager and addressing any issues as soon as they arise.

It is also important for you to understand and follow your legal rights and responsibilities as a tenant under the Residential Tenancies Act 1986.

## The Act states that as a tenant you must:

### Pay the rent

It is your legal responsibility to pay your rent on time and as per the time-frames set in your Tenancy Agreement. Rent should always be paid before the due date. If you have problems with your rent payments, or are aware of an upcoming issue, it is important that you notify your Property Manager immediately.

Even if you're unhappy about something to do with the property, you still have to ensure you are always paying the rent on time - failure to do so does not reflect well upon you in a Tenancy Tribunal situation and can affect your future in the tenancy.

### Keep the property reasonably clean

As a tenant you are legally required to keep the property in a 'reasonably clean' condition. Staying on top of any cleaning and maintenance will ensure a good relationship with your Property Manager and an easier vacating process at the end of your tenancy.

### Notify the Property Manager if something needs to be fixed

If something breaks down or goes wrong you need to tell your Property Manager immediately and also put it in writing, to create a permanent record of the notification. If your repairs can be classed as an emergency, see the 'Emergency repairs' section in this guide under 'General Information'.



# General information

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Further information to assist you throughout your tenancy.

## Routine property inspections

Routine property inspections generally occur every three months, or not less than four times per year.

These inspections are a requirement under most landlord insurance policies. Your Property Manager is required to provide a minimum of 48 hours' notice, in writing, prior to any inspection.

Due to time constraints it is not always possible to alter an inspection time, and your Property Manager is not obligated to do so. You are not required to be present for any inspection, however you are welcome to attend if you wish to discuss any issues around your tenancy.

## Occupancy

Only the people listed on the tenancy agreement are permitted to reside at the property on a permanent basis. If a tenant on the agreement wishes to move out you must notify the Property Manager straight away.

## Smoke alarms

While all landlords are responsible for making sure working smoke alarms (that meet the Residential Tenancies Act requirements) are in place at the beginning of every tenancy, tenants must replace expired batteries in smoke alarms (where applicable).

Tenants also need to let their property manager know if there are any problems with the smoke alarms as soon as possible and must not damage, remove or disconnect the alarm.

## Utilities

It is the tenant's responsibility to ensure they have set up their utilities accounts (such as gas, phone, power and internet). These must be under the tenant's own name. Remember to close these accounts when vacating.

## Insurance

Although the landlord is responsible for insurance relating to the property itself, they are not responsible for insurance of the tenant's possessions. If your belongings become damaged or destroyed by an event affecting the owner's property (such as a fire, storm damage, flooding or power outages) your possessions are not insured by the landlord. For example:

- An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the landlord's insurance.
- You are away on holiday and an electrical fault causes a power outage in the building and you return home to find your fridge/freezer goods spoiled. The landlord's insurance will not cover your fridge/freezer goods.
- A storm blows a tree onto the house and your belongings are damaged. The landlord's insurance will not cover your possessions.

Therefore, we recommend all tenants take out their own contents insurance.

## Painting, decorating and renovating

If you wish to make any changes to the property, including but not limited to, decoration, painting or renovation, you must obtain written permission from the Property Manager before any work commences.

## Picture hooks

If you wish to install any new picture hooks you will need to get written permission from your Property Manager. Picture hooks can cause damage to the walls so if in doubt, always check with your Property Manager first. (Even Blu-Tack can leave an oily residue on a wall which does not disappear with repainting.)

## Fireplaces

If the property you are renting has a fireplace this cannot be used unless you have been given written permission from your Property Manager. A quick email can confirm whether you can use it if you are unsure. Some fireplaces are ornamental and may have their flue/chimney blocked and using it could cause a house fire or property damage.

## Water rates and other outgoings

The process around water rates will vary depending on where you live in New Zealand, however, under the Residential Tenancies Act 1986, the tenant is responsible for all metered use based on consumption.

Tenants can also be charged for wastewater where the wastewater charge is exclusively attributable to the tenant's use.

A landlord is responsible for outgoings which are incurred regardless of whether the premises are occupied or not, for example any fixed charges.

If the property is part of a unit title development and the body corporate rules regulate the supply of water amongst the units, then your Property Manager should point this out as well as supply you with a copy of the relevant body corporate rules.

A tenant who fails to pay their water charges will be in breach of their agreement (unless their agreement states that water rates are included in the rent) and a Property Manager can issue a 14 day notice to remedy the breach. This may result in a Tenancy Tribunal application against your name.

## Car parking

Tenants should only park in their designated areas that form part of their tenancy. Please ensure that cars are not parked on grass verges or lawns and do not block shared driveways. Cars that are not warranted, registered or running are not permitted to be parked on the premises.

## Pets and animals

Pets may only be kept at the property if you have first received written permission from your Property Manager or it is allowed for by way of a clause in your Tenancy Agreement. Failure to do so will put you in breach of your Tenancy Agreement and could affect your ability to continue living in the property.

## Damage to the premises

It is the tenant's responsibility to care for the exterior and interior of the residence, including the gardens if this is part of your Tenancy Agreement. You are required to contact your Property Manager straight away if you become aware of any damage that has been caused to the property.

## Fair wear and tear

Fair wear and tear means the deterioration that occurs over time with the use of the property even though the property receives reasonable care and maintenance.

A tenant is liable for any damage caused through intentional actions and may also be held liable through the Tenancy Tribunal for any damage caused through negligence or irresponsibility. The examples in the following table help illustrate the differences between the two.

### Common examples of wear and tear

- Faded curtains or frayed cords.
- Furniture indentations and traffic marks on carpets.
- Scuffed wooden floors.
- Faded or cracked paint.
- Loose hinges or handles on doors or windows and worn sliding tracks.
- Cracks in the walls from building movement.
- Water stains on the carpet from rain leaking through the roof or bad plumbing.

### Damage for which you may be liable

- Missing, damaged or torn curtains - either caused by the tenant or their pet/s.
- Stains or burn marks on carpets.
- Badly scratched or gouged wooden floors.
- Unapproved paint jobs or large areas of damage e.g. from posters being ripped off walls.
- Broken window glass e.g. from a flatmate or child hitting a ball at the window.
- Holes in the walls left by tenants removing picture hooks or shelves they have installed.
- Water stains on the carpet caused by overflowing bath or indoor pot plants.

## Emergency repairs

When general repairs are required at the property you contact your Property Manager, in writing, to notify them. However in cases where these repairs, or lack of repair, could cause injury to the tenant or damage to the property then they could be classed as 'emergency repairs'.

If such situations arise you need to notify your Property Manager, or the property management office for which they work, immediately (even if this is after hours or on a weekend/public holiday).

### Emergency repair examples may include (but are not limited to):

- Water pipes have broken or burst
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak
- Gas leak
- Dangerous electrical fault (e.g. loose power point or live wire)
- Flooding / rain water inundation
- Serious storm or impact damage (e.g. car impact into garage)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance required for water or cooking
- Hot water service failure .

## Keys

If keys are not returned at the end of any tenancy, the tenant will be responsible for the cost of replacement locks and this can be deducted from the bond. No further keys are to be cut by the tenant without prior written consent from your Property Manager. This process is in place for your protection and security and that of any subsequent occupiers.

# Rent

## Paying your rent

It's your legal responsibility to pay your rent on time as it's set out in your tenancy agreement - before the due date. Your rent must be paid before the date it is due as this allows for bank processing times.

If you have problems paying your rent or know there might be an issue in the future, make sure you let your Property Manager know straight away. Even if you're unhappy about something to do with the property, you still have to pay the rent on time.

## Rent reviews and increases

Your Property Manager will give at least 60 days' written notice in the situation of a rent increase. There is no limit as to how much the rent may be increased, providing that any increase is not excessively above 'market-rate'. Rent can only be increased during a fixed term tenancy where provision for this is written into the tenancy agreement and the same time frames apply.

## Rent in advance

This is a concept that can be misleading due to its title and often creates confusion for tenants, especially at the end of any lease. 'Rent in advance' doesn't mean that you have paid a lump sum of rent and therefore do not need to pay rent in your last week(s) of a tenancy. It refers to the concept and obligation of a tenant to pay their rent before it comes due.

In the example below we have a lease that began on Wednesday 4th September and 'one week's rent in advance' has been paid. This simply means that the tenant has paid the first week's rent for the period ending on Tuesday 10th September (the area in red).

To ensure the rent is received by the Property Manager before it is due, the next payment would be due to come out of the tenants account on Tuesday 10th September to ensure it reaches the Property Manager by the 11th. This then covers the tenant up until and including Tuesday 17th (the area in green).

Let's say the tenant had been paying rent in this pattern for some time and decided to hand in their notice to vacate the property, with their final day being Saturday 21st. This tenant would not be a week in advance and instead, would be required to pay four days more rent to pay them up until their vacate date of the 21st (the area in blue).

Another way of looking at this is if you were to go into a dairy to buy a can of soft drink then drink the contents before paying for it - you'd probably find the dairy owner wouldn't be too pleased. You always pay for something first, then consume it afterwards. Paying 'rent in advance' is exactly the same - you purchase the time period in advance and then consume the time period by living in the property or in other words: 'pay before you stay'.

| September |    |    |    |    |    |    |
|-----------|----|----|----|----|----|----|
| M         | T  | W  | T  | F  | S  | S  |
| 30        |    |    |    |    |    | 1  |
| 2         | 3  | 4  | 5  | 6  | 7  | 8  |
| 9         | 10 | 11 | 12 | 13 | 14 | 15 |
| 16        | 17 | 18 | 19 | 20 | 21 | 22 |
| 23        | 24 | 25 | 26 | 27 | 28 | 29 |

Example to illustrate rent in advance



# Maintenance

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## Maintaining the property

As a tenant, you need to keep the property in a 'reasonably clean' condition. We certainly won't be telling you how to live, but we do have an obligation to ensure the property complies with health and safety laws and regulations. The property doesn't have to be perfect, but staying on top of cleaning and maintenance will keep you in good stead with your property manager and make it much easier for you upon vacating as you have kept on top of things throughout the duration of your tenancy.

## Maintenance that arises

If something breaks down or goes wrong you need to tell your property manager right away - and always in writing. Include as many details as you can and photos, if possible, as this all helps create a permanent record of the maintenance request. Your property manager will provide you with the best contact email or details on how you can log your requests quickly and efficiently.

## Your maintenance responsibilities

### Grounds and garden

Refer back to your signed Tenancy Agreement or Property Manager for clarification on this if you are unsure. However, unless you have been advised that this responsibility is not yours, it is safe to assume that as the tenant, you are responsible for maintaining the grounds, lawns and gardens so that these are kept in a reasonably clean and tidy condition at all times.

### Guttering

Gutters should be cleaned out at least once a year to remove leaves and debris. If you see wet patches or a concentration of mould on the walls or ceiling close to the gutters then this may indicate they are blocked and you must advise your Property Manager immediately.

### Mould and mildew

Mould and mildew are invariably present in many New Zealand households and removing and containing it is the tenant's responsibility. There are three conditions that have to be present for the growth of mould:

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

To prevent moisture build-up from inside the home you need to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18 to 22 degrees for comfort.

Ventilate your home by leaving windows open a centimetre or two, depending on the outside air movement and the amount of cross ventilation.

The general rule is, ventilate little and often rather than in short vigorous bursts. Window glass is a good guide if it starts to show more than the minimum of condensation, the windows should be open a little further.

#### Preventing mould:

- Open the windows and doors when you are home
- Open windows and use extractor fans for steam to escape from cooking and bathing
- Vent clothes dryers directly outside
- Open curtains early in the morning and close them when the sun goes down
- Put a cupboard heater in wardrobes if mildew is likely to occur
- Do not put damp clothes or shoes in a wardrobe
- Keep lids on pots when cooking
- Wipe condensation off walls and windows when it happens
- Hang washing outside to dry when possible
- Use electric heaters rather than gas (gas heaters expel water as the gas burns)

#### Removing mould:

- To protect your health and that of your family/flatmates remove mould as soon as it appears. You can use diluted household bleach (one part bleach mixed with three parts water), or a less abrasive cleaner like cider vinegar.
- Use a sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading.





## Pot plants

Please keep pot plants outside where possible. If they are to be put inside, please check with your Property Manager first, preferably in writing, to ensure you do not breach your Tenancy Agreement. Pot plants placed on hard surfaces may leave a circular indent, stain or damage and pot plants placed on carpet areas run the risk of rotting or damaging the carpet underneath.

## Pest control / infestations

If you have pest infestation problems, you should check if there are cleanliness issues to address that may be causing the problem. If the cause does not appear to be related to cleanliness you could discuss the problem with

your Property Manager as soon as possible to determine if eradication or fumigation is necessary.

Tenants have an obligation to keep the premises reasonably clean and tidy. Infestations that can be attributed to a lack of cleanliness may be your responsibility to remedy. In these cases, your Property Manager could seek an order from the Tenancy Tribunal for the fumigation work to be done and for the tenant to be charged.

Ensuring your property is clean will do a lot to keep the rats and mice away. Also, make sure there is no food source or somewhere for them to nest - steel wool is good for blocking up any mouse holes you may find.



# Troubleshooting

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## No electricity

Check fuses and the safety switch located in the electrical meter box. If the safety switch has tripped, reset it. If it trips again, turn off all the powerpoints and unplug your appliances. Reset the safety switch again, then begin plugging in your appliances one by one to find out which one is tripping the switch. If the appliance belongs to you, the repairs are your responsibility. If the appliance belongs to the owner, contact your Property Manager who will arrange repairs.

If you can not restore power after you have checked the fuses and safety switch, check if your neighbours have power. Your local electricity provider will be able to advise you if there are any faults in your area.

If you have completed these checks and cannot find the cause of the problem contact your Property Manager.

## Hot water systems

If you experience problems with a gas hot water system, check the pilot light has not gone out. There should be instructions on the system for relighting the pilot light. You can also adjust the temperature of the water... again, check the instructions.

## Washing machines and dryers

For washing machines, check the hot and cold water connection hoses and taps before calling to report a problem. Dryers will need to have the lint filter cleaned after each use. If the appliances belong to you, you will be responsible for any maintenance. If they belong to the owner and you have checked the manual (if provided), contact your Property Manager to arrange repairs.

## Blocked sinks and drains

You are responsible for keeping all sinks, tubs, showers and toilet drain lines clear. Do not allow anything into the plumbing system or use them for any purpose other than their original design. Sanitary products, diapers, facial tissues, condoms, cotton swabs, cigarette butts, coffee grounds, cooking fat or oils are not to be flushed down toilets or otherwise deposited into the drain.

If a kitchen sink or laundry tub is blocked try this solution first. In a dry sink, pour 1 cup of baking soda down the blocked drain, and ensure that the powder makes its way down the drain. Next, pour approximately 2 cups of boiling water in and wait several minutes. Add one more cup of baking soda in and immediately follow it with one cup of plain white vinegar.

If there is a recurring problem with blocked sinks or drains, please advise your Property Manager.

## Your safety – being aware

The highest priority must always be for your safety, the safety of your children, other occupants and visitors.

For this reason, we ask that you please be aware of your surroundings and notify us right away if you have any concerns.

### 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 and fall
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to
- Bee or wasp nests
- Loose or rotten floorboards
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular, any entry doors and screen doors
- Broken or cracked windows and any broken or loose window locks





# Moving out

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## Planning your move

Remember you will be responsible for paying rent until the keys and any security remotes are returned. We recommend getting started early when you decide to move out of the property. Packing often takes longer than you anticipate and if you leave it to the last minute you may cause yourself undue stress and extra costs.

We will contact you to make arrangements to start showing prospective tenants through the property ahead of your departure. We understand there will be some disarray while you're packing, which is fine, but if you could please ensure that the property is in good condition for these inspections it would be much appreciated.

Here are a couple of other tasks that are important to consider ahead of moving day:

Fill out a mail redirection form with New Zealand Post. This will make sure any mail from people you haven't notified of your new address yet will still reach you. We cannot guarantee mail redirection.

Contact your utility providers (telephone, power, gas) and inform them of your moving date so that final readings can be carried out and they can arrange for these services to be connected in your new home.

## Final inspection and outstanding balances

At the end of the tenancy and once all tenants have vacated, the Property Manager will go through the property and use the property inspection report to check that nothing is damaged or broken. (Remember that some general wear and tear is to be expected but intentional damage is not.)

Some or all of the bond can be claimed for anything needing to be rectified by the tenant relating to the tenancy, such as unpaid rent, damage to the property, missing items and cleaning or gardening maintenance.

## Cleaning

If your Property Manager does not provide you with any specific guidelines around what is expected of your final clean - ask them as they may have an office policy you should adhere to. Finding out this information in advance will help you save time, stress and money. Generally, you should expect to do the following as a minimum:

### Inside the property

- **Walls**  
Clean off any dirty scuff marks, finger or food marks.
- **Ceilings**  
Remove any cobwebs and fly spots.
- **Ceiling mould**  
Clean off mould, particularly in wet areas and sometimes in bedrooms.
- **Light fittings**  
Clean off dust and remove any dead insects. Check all bulbs are working and replace any that don't work.
- **Ceiling fans**  
Wipe fan blades and fittings to remove dust.
- **Skirting boards**  
Wipe down with a damp cloth to remove all dust.
- **Doorways/doors**  
Wipe off finger marks and any other removable marks.
- **Windows**  
Clean inside and out, including sills and runners to remove dust build up and any dead insects. A vacuum cleaner and paint brush can do wonders here.
- **Stoves**  
Clean stove top, control display, knobs, any pull out or in-built drip trays, griller racks, oven racks, trays and inserts, oven bottom, roof and walls.
- **Kitchen rangehood**  
Clean pull out filters and framework.
- **Bathroom**  
Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath, wall tiles and ceiling vents. Please ensure both the sink and the bath have plugs available.
- **Toilet**  
Clean seat, bowl, and outside around the base.
- **Laundry**  
Clean both the inside and outside of the tub and underneath. Please ensure a plug is present.
- **Heat pumps**  
Clean front vents and filters.
- **Cupboards/drawers**  
Clean/wash inside and out. Doors and door frames both front and back should be clean.
- **Curtains**  
Wash any washable curtains or netting (check with your Property Manager first to make sure they are washable to ensure you do not damage them).
- **Blinds**  
If there are Venetian blinds, clean off the blind slats. Wipe down any other type of blinds.
- **Floors**  
Mop/wash all floors ensuring corners and hard to get areas are also cleaned.

## Outside the property

- **Lawns**  
Freshly mowed and edges trimmed (best done right before your vacate date).
- **Gardens**  
Remove any weeds, rubbish and built up leaves.
- **Rubbish**  
Remove any rubbish or items that have been placed on or around the property. Be sure to check behind sheds, under shrubs and trees and under the house (this includes lawn clippings and compost left).
- **Paths**  
Sweep paths and paving areas (best done right before vacate date).
- **Oil spillage**  
Check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages.
- **Cigarette butts**  
Please pick up and dispose of any cigarette butts lying around the property.

Some or all of the bond can be claimed for anything left undone by the tenant in relation to the tenancy, such as unpaid rent, damage to the property, items missing, cleaning or gardening.





# Getting your bond back

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When vacating the premises it is our goal to assist you in securing your bond refund. Your Property Manager will need to inspect the property, referencing the initial and ongoing property condition against your outgoing condition report. This helps to determine whether there are any areas of the property that will require further rectification work by you, such as cleaning or repairs. Your property manager will discuss this with you in detail and provide you with a written report and list of any areas that are your responsibility. Attending to these matters quickly helps expedite the process.

Some, or all of the bond, can be claimed for anything needing to be rectified by the tenant and relating to the tenancy, such as unpaid rent, damage to the property, missing items and cleaning or gardening maintenance.

## Refunding the bond

When the inspection has been completed, and providing everything is in order, the bond refund form is to be filled out and signed by both tenant and Property Manager. It is then sent to the Ministry of Business, Innovation and Employment where the signatures are checked against the ones on the bond lodgement form. If one signature is different or missing, the Ministry will contact the parties for confirmation that the claim is in order before paying the refund.



Refunds are made by direct credit and New Zealand bank account numbers must be supplied on the bond refund form. Please note that bond refunds usually take up to three working days to process.

Bond money to be refunded can also be transferred to a new tenancy. Please note that bond transfers usually take up to 10 working days to process.

## If a refund amount is not agreed

If the tenant and the Property Manager cannot agree on the amount or costs that should be taken out of the bond, then either the tenant or the Property Manager (or both) can make an application to the Tenancy Tribunal. (There is an application fee of \$20.44 for mediation).

The application will then be given to a mediator, who will contact the parties involved and set up a time for a mediation, which may be by phone or in person. Both the Property Manager and tenant will be able to discuss the claim being made on the bond and, with the mediator's help, may be able to reach a mutually agreeable outcome. The mediator will then write an order as to how the bond is to be paid out. This order is binding as a court order. If no settlement is reached in mediation, the application will be set down for a hearing in the Tenancy Tribunal.

## Bond transfers

Tenants should check with their Property Manager to see if bond transfers are accepted, as many agencies require full and cleared funds at entry. If accepted, a completed and signed bond transfer form can be used to transfer the bond money from an old tenancy to a new one. The form must be signed by both the old and new Property Managers. The new Property Manager should then send the completed form

to the Ministry of Business, Innovation and Employment. Please note that bond transfers usually take up to 10 working days to process.

If the old bond amount is more than the new bond, the Ministry sends the tenant a refund (by direct credit) for the extra money. If the new bond amount is more than the old bond, then the tenant gives the new landlord the extra money to make up the balance. The bond transfer form and a cheque for the balance must then be sent to the Ministry of Business, Innovation and Employment within 23 working days of the new tenancy starting.

## Important things to note around bond refunds

- A Property Manager does not have to release any of the bond before the tenancy ends in order for there to be sufficient bond for the next rental property (the same goes for any bond transfers). There are companies out there such as 'MoveSmart' who will help provide bridging funds for a new property while you are waiting on your current bond to be refunded.
- There is no required timeframe around how long after a tenancy ends in which a bond should be refunded, however, the timeframe should be reasonable and if there are any delays these should only be due to outstanding invoices or repairs and damages.
- Although it is recommended, the tenants do not have to be present when the final inspection is carried out. The Property Manager has the right to complete the inspection on their own.
- Failure to hand back all the keys for a property can delay bond refunds or result in charges being deducted for lock and key replacements. Please ensure that all keys are accounted for at the end of the tenancy.

# Household hints

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- **Adhesive marks**  
Remove these with methylated spirits.
- **Ants**  
Black pepper, baby powder or Borax sprinkled under rugs will deter ants.
- **Bird droppings**  
If fresh, wash with warm water. If dried, scrape off excess with a mix of mild detergent and water, adding a few drops of ammonia to remove a stain.
- **Carpet**  
Where carpet has been flattened by heavy furniture, place ice cubes on the area and the carpet will lift as the ice melts. To deodorise carpet, sprinkle generously with baking soda before vacuuming.
- **Carpet stains**
  - **Wine:** If just spilt, soda water can be used with a paper towel. If it has been there for some time, dampen the spot and apply Borax. Leave Borax on the stain until it is dry then vacuum.
  - **Fruit juice:** Make a solution with one teaspoon of Borax and ½ litre of warm water to sponge over the area.
  - **Dog urine:** Sponge with white vinegar and spray carpet with deodoriser e.g. Febreze.
  - **Lipstick:** Dab the spot with eucalyptus.
  - **Oil:** If just spilt, put talcum powder on the spot to absorb oil, then sponge with eucalyptus.
  - **Excreta and vomit:** Remove solid matter and mop up excess moisture. Sponge with white vinegar or soda water. Add a few drops of 'Nilodor' to offset the smell.
- **Drains**  
Pour a small amount of bleach down the sink to bring drains up nice and bright.
- **Doors**  
A damp cloth is normally sufficient to clean doors, however, if they are heavily marked use a detergent solution. Do not use a scouring pad.
- **Eaves**  
Use a garden hose and a stiff broom to remove cobwebs, dirt and dust.
- **Flies**  
Keep crushed mint on the kitchen bench to deter flies from entering the kitchen, or leave some bay leaves on your windowsills. Mint also deters fleas.
- **Grouting**  
For coloured grouting use Epsom salts and a soft brush to clean off residue. For white grouting use bleach with a soft brush to remove residue.
- **Guttering**  
Gutters should be cleaned out regularly, especially prior to winter to avoid damage.
- **Hairspray**  
To remove hairspray marks from mirrors, rub with a soft cloth with methylated spirits.
- **Insects and pests**  
Sprinkle Borax powder around skirting boards or appliances to repel unwanted guests. Warning: Borax can be toxic to children and pets so use with caution.
- **Kitty litter**  
Good for soaking up engine oil from driveways
- **Labels**  
Sticky labels can be removed by rubbing with Eucalyptus, tea tree oil, acetone or Brasso.
- **Laminex**  
Most stains and marks can be removed by rubbing with toothpaste on a soft cloth.

– **Mirrors**

To prevent bathroom mirrors from steaming up, rub the mirror with a cloth dipped in glycerine and polish off with a soft cloth.

– **Oil on concrete**

Mix six parts of kerosene to one part detergent. Leave on the area for approximately five minutes then hose off.

– **Oven**

A damp cloth dipped in baking soda will remove grease and stains from the glass. To clean the oven, warm for 15 minutes, turn off and place full strength ammonia in a saucer on the top shelf and a pan of boiling water on the bottom shelf. Leave overnight with the door closed. The next morning open the door for 30 minutes (avoid the fumes) and wash off grease with detergent and hot water.

Orange peel heated in the oven will remove any lingering smells. Cloudy ammonia is good for use on oven racks, trays and rangehood filters. Simply soak overnight and wipe clean. Line grill tray and under elements on electric cook-tops with aluminium foil to catch food scraps and drips and remove and replace it when dirty.

– **Picture hooks**

Contact your Property Manager before using any hooks at all.

– **Quarry tiles**

If glazed, wipe with kerosene on a soft dry cloth. If unglazed, mop with an equal mix of linseed oil and turpentine.

– **Rubber stains**

Rubber stains can be removed from kitchen floors with tea tree oil.

– **Rust**

To remove rust from sinks and wash-tubs, cut a lemon in half, dip the raw edge in salt and rub over the rusty area. Rinse with cold water. Alternatively, rub vinegar on a cloth and clean the area, then rinse with cold water.

– **Sand**

Sand is good for absorbing spills and oils on outside areas.

– **Toilets**

To clean stains from the toilet bowl, squirt with household bleach and leave overnight. The lid should be removed regularly to avoid build up under the seat. Remove the lid by loosening the two wing nuts at the back of the bowl and slide off.

– **Unknown stains**

For unknown stains the safest ingredient to use is Eucalyptus. Just dab Eucalyptus on the affected area.

– **Vaseline**

Vaseline is good for use on door hinges to stop doors squeaking.

– **Walls**

Walls should be washed down with warm soapy water and not spot cleaned. A new or clean squeeze mop is good to clean walls with.

– **Windows**

To clean windows add ½ cup of methylated spirits to a bucket of water.

# Thank you

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This Tenant Information Guide has been developed to help make your tenancy easier and should be used as a reference only. The responsibility still lies with the tenant (leaseholder) to ensure they keep copies of all relevant lease documents and that they are aware of their obligations that they have signed upon with their specific Ray White Office and Property Manager.

If you have any questions or concerns relating to your lease or the property that you are leasing it is always best to contact your property manager directly.

A great source of free and impartial tenancy advice is Tenancy Services. Check out their website: [tenancy.govt.nz](https://www.tenancy.govt.nz) or call their Tenancy Services helpline you can call on 0800 836 262.

[raywhite.co.nz](https://www.raywhite.co.nz)