



# TENANTS GUIDE AND OBLIGATIONS

## Contact Details

Breeze Property Management Ltd

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# IMPORTANT GUIDELINES FOR TENANTS

## **Welcome to your new home**

We have prepared this information for your assistance. Please take the time to read this document as it outlines how the tenancy should be conducted.

## **Rent**

All rent is to be paid in advance, on the due date (for example if the tenancy commences on a Friday, then all rent must be paid on a Thursday) and in full.

Please ensure that when you set your payment up at the bank that you put an adequate reference, so that we are able to track your rent payments. (Name and Address). We are unable to track rent payments without adequate identification.

## **Maintenance**

Please notify us of any repairs needed or of any damage which has occurred immediately or as soon as possible.

In the event of an emergency, such as loss of services, it is the tenant's responsibility to first establish whether it is a utility service provider fault by contacting the relevant service provider. If the problem is directly related to the property contact Breeze on 0800 455 622.

Any repairs must first be authorised by Breeze unless it is an emergency and the tenant has been unable to contact us.

Any non-urgent repairs authorised by the tenant without our permission may be charged to the tenant. If a repair is required due to negligence or accident on the part of the tenant, the tenant shall be charged directly for the repair.

**Appliance repairs:** If it is found that there is no fault found with an appliance and the technician callout has been occasioned by the tenant's inexperience, then the tenant shall be responsible for the cost of the repair.

## **Insurance**

Breeze is not responsible for any damage to the tenant's personal effects and property. Tenants should insure against this with a contents policy. It is also wise to have a legal liability cover. Enquire at your insurance company about this.

## **Painting**

Painting and Decorating are not permitted unless prior written permission has been obtained. It is not permitted to change the locks on the property, or to do any alterations of any sort without the permission of the landlord.

## **Picture Supports**

Approved picture hooks only to be used. If hooks are already in place please use these or you can obtain special products for hanging pictures, which leave no marks on the walls from your local hardware store. Do not use nails or adhesive tapes.

### **Premises and Gardens**

The tenant is responsible for keeping the property, garden and lawns in a neat and tidy condition. Unless otherwise stated the tenant shall be responsible for the weeding of the gardens and keeping the lawns mown and for the removal of all garden and personal rubbish.

### **Property Inspections**

Property inspections will be carried out every 12-16 weeks and the tenants will be notified of this with not less than 48 hours notice. You are welcome to be present on these occasions but it is not necessary as we have a key to the property and we ask that any pets be secured. If you have any issues in relation to the condition of the premises please feel free to mention them at this time.

## **GETTING YOUR BOND BACK**

### **Cleaning information for the final inspection**

At the conclusion of the tenancy please ensure the following items are attended to before you vacate the property.

#### **General**

- Clean all windows (inside and out), window sills and fly screens
- Wash all walls to remove any marks
- Clean Venetian blinds
- Remove any personal property
- Remove all rubbish from the property
- Empty, wash and return all rubbish bins to their allocated space
- Remove any marks or oil on concrete (eg, garage floor, paths and driveway)
- Sweep the garage and vacuum whole house thoroughly
- Ensure inventory is in accordance with the lease
- Ensure all light bulbs are working
- Clean all doors and door frames
- Clean all light fittings, power points and switches
- Ensure that the garden is tidy and the lawns are mowed
- Remove any cobwebs from the exterior of the house
- Wash the floors and have the carpets cleaned professionally. Please do not do this yourself as the self-cleaning machines can leave soap residue behind which can damage the carpets.
- Repair any damage done to the property at your own expense

#### **Kitchen**

- Clean the stove inside and out
- Clean all kitchen cupboards inside and out and remove any sticky marks
- Clean all bench tops and tiled areas
- Defrost the fridge (if applicable) and clean shelves, leave switched off and the door open

**Bathroom**

- Remove any mould from tiles, walls, ceiling and other surfaces
- Clean the vanity inside and out
- Thoroughly clean the toilet, bath and shower
- Scrub thoroughly and remove any soap residue from the shower, walls, door and floor

**Laundry**

- Clean the tub inside and out
- Clean the washer and dryer if applicable.

On vacating the property the tenant shall leave any chattels provided by the landlord and shall be responsible for any loss or damage.

- File a redirection order for your mail with the local post office.
- Have a final reading of the power and or gas and make sure that this is disconnected.
- Have the phone disconnected.
- Return all keys relating to the property to Breeze Property Management either at the final inspection of the property or as arranged with property manager.