

Handy Hints for Tenants

Paying Your Rent:

Your rent is to be paid via Automatic Payment or at any ASB bank using a deposit book (if you have one). When making a payment please ensure that the reference you use is your Tenant Number and last name. Failure to do so may mean your rent payments are not processed.

First Bond Inspection:

When you have signed your Tenancy Agreement and paid your bond (which will be held on your behalf at the Bond Centre in Wellington) you will be given an initial property inspection report. You have 7 days from the commencement of your tenancy to sign this and make any amendments and return it to The Rent Shop Ltd. Should the report not be returned within 7 days, it is assumed you have accepted the property in the condition as stated in the report.

Power and Telephone:

It is your responsibility to arrange to have power and telephone connected to the property. You may want to contact Fast Connect who will arrange all of your connections free of charge. There is an information slip included with this pack or you can contact them on 0508 88 5599 quoting the reference 1212Z and advising them you are a Rent Shop tenant and your Property Manager's name.

The main power and phone suppliers in your area are:

<i>Mercury Energy:</i>	<i>0800 10 1810</i>	<i>Contact:</i>	<i>0800 80 9000</i>
<i>Empower:</i>	<i>0800 34 0000</i>	<i>Telecom:</i>	<i>0800 00 0000</i>

Councils:

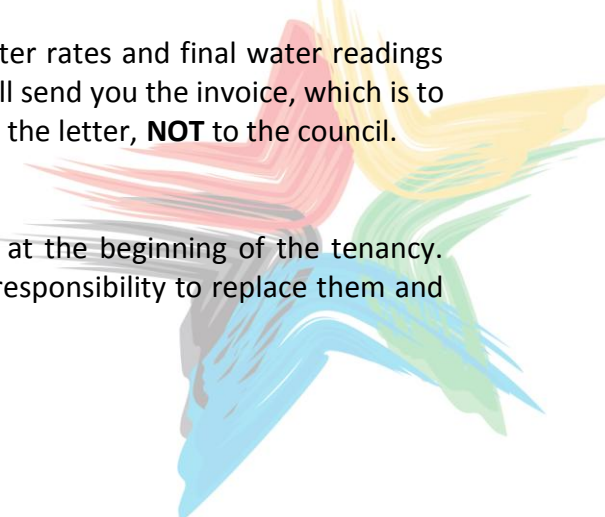
Should you have any queries regarding water rates, rubbish collection, recycling etc please contact your relevant local council.

<i>Manukau City Council (09) 263 7100</i>	<i>Auckland City Council</i>	<i>(09) 379 2020</i>
<i>Franklin District Council (09) 237 1300</i>	<i>Papakura Council</i>	<i>(09) 295 1300</i>

Please be advised that you are responsible for paying water rates and final water readings (unless it is a combined meter). Your Property Manager will send you the invoice, which is to be paid directly to The Rent Shop as per the instructions in the letter, **NOT** to the council.

Keys:

You are provided with a full set of keys to the property at the beginning of the tenancy. Should you lose your keys or change the locks, it is your responsibility to replace them and supply your Property Manager with a set.



Alarms:

Alarm codes should not be changed without speaking to your Property Manager and you must always inform them of the new code. You may not install an alarm without your Property Manager's permission.

Property Inspections:

Your Property is inspected by your Property Manager every 3 or 6 months and a letter will be sent to you one week before the inspection date. If you are not available, the Property Manager will still do the inspection and will leave a card to say that they have been.

Final Bond Inspection:

At the end of the tenancy your Property Manager will do a final bond inspection with you in order to release your bond.

Moving Out of the Property:

As the tenant you must give 21 days notice in writing prior to vacating the property (the 21 days is effective from the day The Rent Shop Ltd receives the vacate notice). If you move without giving this notice, you will still be charged for the 21 days rent. There is a Notice to Vacate Form in the 'Useful Forms' section of our website www.therentshop.co.nz.

Please note that if your tenancy is a fixed term that you will be liable to pay rent until the termination date.

Insurance:

The Landlord is not responsible for the insurance of your personal belongings; Landlord insurance only covers the building and fittings. We recommend you obtain personal insurance to cover your liabilities and belongings as soon as possible.

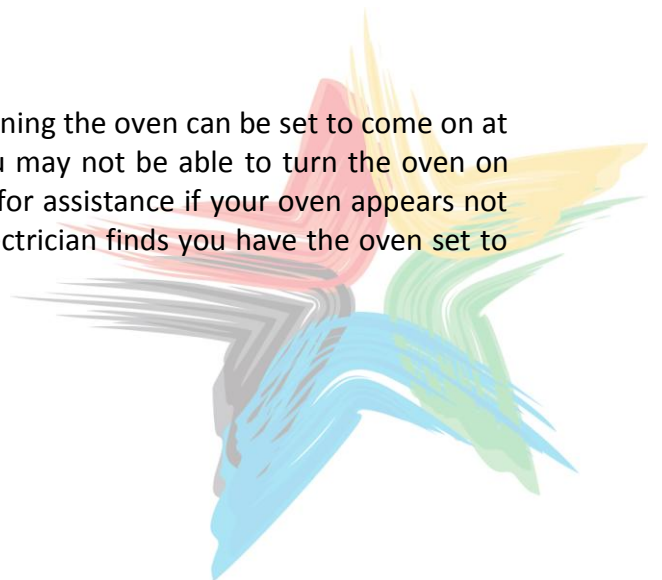
Repairs/Reporting Maintenance Problems:

Please do not delay in reporting maintenance problems to your Property Manager, particularly if the problem involves a leak or security. Delays may lead to more expense for your Landlord or even you being held responsible for the extent of damage caused by delayed action.

You will find a Maintenance Request Form in the 'Useful Forms' section of our website www.therentshop.co.nz. If you have multiple maintenance problems, please include these in one report.

Stoves:

Most stoves are fitted with an auto timer facility meaning the oven can be set to come on at a certain time. If the auto function is activated, you may not be able to turn the oven on manually so please check the settings before calling for assistance if your oven appears not to work. You may be charged a callout fee if our electrician finds you have the oven set to auto and there is no other problem.



Washing Machines:

Please make sure you have your washing machine hoses connected correctly to the tap fittings and the hoses should have washers fitted to prevent leaks. If you discover a leak from your washing machine hoses please have the problem remedied and advise your Property Manager of any water damage.

Fridges:

To avoid causing damage to the floor or carpet due to leaks from your fridge we recommend that you:

1. Regularly check the seals on your fridge/freezer
2. Ensure the drip trays are in place on your fridge/freezer

If you have to stand your fridge on carpet:

3. Elevate the fridge on a pallet, crate or similar
4. Place plastic or similar over the carpet to protect it from leaks

Ironing on the Carpet:

We recommend that you do not use the iron on the carpet as carpets are easily burnt. If you do have to iron on the carpet, please place a thick layer (blanket or towel) on the carpet and make sure you work on this protected area. Do not stand the iron on the bare carpet as synthetic carpet can burn easily.

Disputes with Neighbours:

Please try to talk to your neighbours to resolve any problems. We normally don't have any authority in these situations and most problems are dealt with by talking.

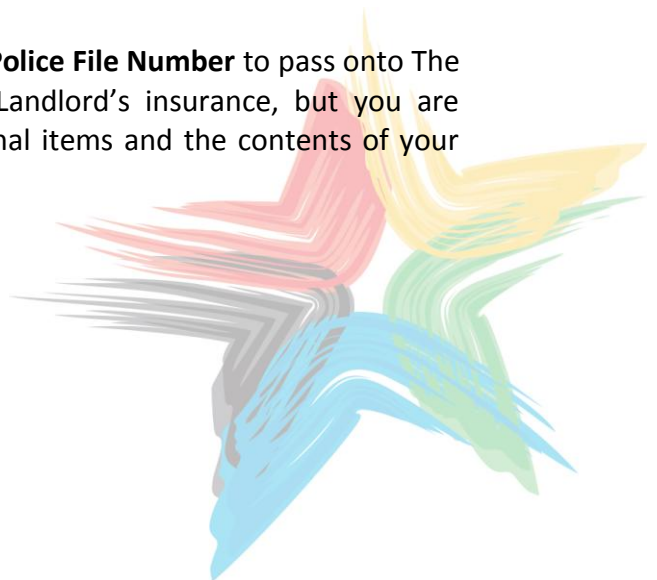
Noise Problems:

If there is a problem with noise in your area, please contact the necessary local authority control officer and let them know about the problem.

-	<i>Manukau</i>	<i>(09) 262 5104</i>	-		<i>North Shore</i>
-	<i>Papakura</i>	<i>(09) 295 1300</i>	-		<i>(09) 486 8600</i>
-	<i>Auckland</i>	<i>(09) 379 2020</i>	-		<i>Franklin</i>
-	<i>Waitakere</i>	<i>(09) 836 8000</i>	-	<i>District</i>	<i>(09) 237 1300</i>

Burglary:

Contact the Police! It is necessary for you to have a **Police File Number** to pass onto The Rent Shop. Some claims may be covered by the Landlord's insurance, but you are advised to have your own insurance for your personal items and the contents of your home.



If You Have No Water:

Before calling your Property Manager please go through the following steps

1. Check with your neighbours to see if they have water.
2. Check with your local water authority for any faults or repairs underway in your area.
 - Metro Water 0800 367 928
 - Manukau Water (09) 265 4488
 - United Water (09) 296 2626
 - Franklin (09) 237 1300
 - Waitakere (09) 836 8000
3. Know where your water meter is located and how to turn in on and off.
4. Phone The Rent Shop if you require further assistance.

Water Leak Test:

If you are concerned that there could be a water leak on your property, you can check the usage by following these steps:

1. Find the water meter (it is usually near the front boundary) and locate the reading dials which are usually under a flip-up cover.
2. Read your meter as the last thing at night and note down the numbers, then tell everyone in your house not to use any water, including flushing the toilet.
3. Read the meter again in the morning before anyone uses the water!

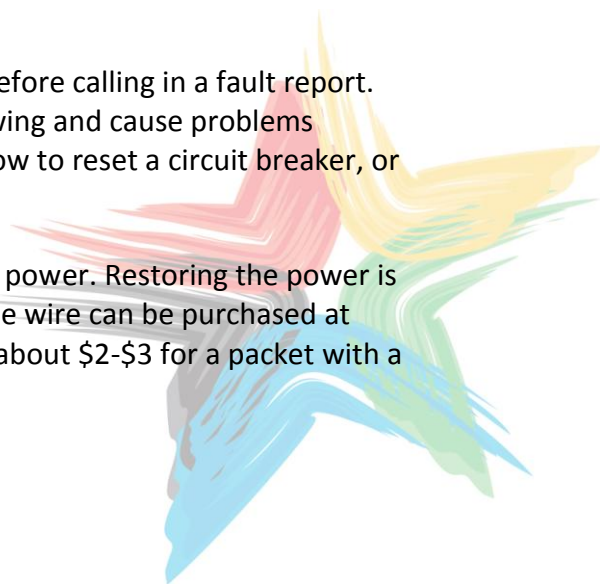
If there is significant movement in the numbers on your meter, please report this to your Property Manager at The Rent Shop.

Electrical Faults:

If you are having problems with any power points or electrical faults please check the following before contacting you Property Manager:

1. Check if your neighbours have power – if there is a power cut in your street, call Vector on 0508 VECTOR (0508 832 867)
2. Check that the switch is in the “on” position
3. Try a different electrical appliance in the socket before calling in a fault report.
4. Do not use cheap light bulbs – they can keep blowing and cause problems
5. Know where your meter box is and understand how to reset a circuit breaker, or how to change a fuse wire, instructions below:

When a fuse blows, a certain area of your house will lose power. Restoring the power is a simple matter - all you need to do is change a fuse. Fuse wire can be purchased at supermarkets, petrol stations and most dairies – it costs about \$2-\$3 for a packet with a selection of wire ratings.



- Turn the main power switch on the fuse board off. This will ensure your safety during the fuse changing process by killing all power to the house.
- On some fuse boxes there will be a list indicating which fuses control which circuits in your house. This will allow you to quickly identify which fuse needs attention. If there is no such list, look for scorch marks around the fuse carriers - these are a good indicator of burnt fuse wire. If no scorch marks are visible remove the fuse carriers one by one and inspect them.
- The fuse is a small length of wire, usually placed within a porcelain "carrier". It is generally quite easy to see when this wire has burnt through. When you have located the affected fuse make sure all lights, appliances etc. on that circuit are switched off.
- Replace the fuse wire. It is essential that you match the rating of the fuse wire to the circuit. Lighting circuits should not use fuse wire with a rating of more than 10 amps (generally 5 amp wire is used). Socket outlets should not exceed a 15 amp rating (10 amp wire is the norm). Some larger appliances will require fuse wire with a heavier rating.
- Return the fuse carrier to its slot and turn the main power switch back on. Check that the affected circuit is now working.
- If the fuse immediately blows again, or if it blows on a regular basis, call your property manager who will organize an electrician.
- Some houses use circuit breakers rather than fuses. There are two general types of these - those with a switch, and those with a push-button. Both are equally easy to deal with: turn off all appliances on the affected circuit, identify which circuit breaker has tripped (the switch will have flipped to "off" or the button will have popped out), return the switch or button to its original position.

When you set out to change a fuse remember the risks associated with electricity and take all necessary precautions. Always turn the main power switch off before beginning work, and if in doubt about anything stop and call your property manager.

