

# Tommy's

PROPERTY MANAGEMENT

## Tenant Handbook





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# Welcome to Your New Home

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At Tommy's our aim is to ensure that your tenancy runs smoothly for you, and that the property you have rented through our company meets your expectations in every way.

We also want to ensure that your tenancy of a Tommy's rental property is a pleasurable experience and that this is the start of an extended relationship between you, our valued client, and Tommy's.

**If you have any questions please contact your Property Manager.**





## Types of Tenancy

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In New Zealand there are two recognised types of tenancy: a periodic tenancy and a fixed term tenancy. At Tommy's, the majority of our properties are managed under fixed term tenancies for one year.

### **PERIODIC TENANCY**

A periodic tenancy is one that continues until either the tenant or the landlord gives written notice to end the tenancy. As a tenant you are required to give a minimum of 21 days' written notice of your intention to vacate the property and end the tenancy.

Conversely, your landlord is required to give you 90 days' notice to end the tenancy. This can be reduced to 42 days if the property has been sold and the new owner requires vacant possession, or if the property is required for housing a member of the landlord's family.

### **FIXED TERM TENANCY**

A fixed term tenancy lasts for a set period of time as agreed to and specified in the tenancy agreement. This is usually one year.

Whilst you cannot give notice under a fixed term tenancy arrangement, if circumstances dictate a need to break the agreement, there will be a "break fee" to pay, and as the tenant under a legal and binding agreement you will be required to continue paying rent until the property is re-tenanted.



# Tenants' Responsibilities

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## **Under section 40 of the Residential Tenancies Act 1986, you as a tenant must:**

- Pay the rent when it is due under the tenancy agreement.
- Ensure that the premises are occupied principally for residential purposes.
- Keep the premises reasonably clean and tidy.
- Notify your Property Manager as soon as possible after the discovery of any damage to the property.

## **You must not:**

- Intentionally or carelessly damage, or permit other persons to damage, the property.
- Interfere with the means of escape from fire or tamper with fire alarms.
- Use the property for any unlawful purposes.
- Cause or permit a disturbance to the peace, comfort and privacy of any other tenants or persons residing in the neighbourhood.
- Have more people living at the property than what is stated in your tenancy agreement.
- Use or allow others to use illegal substances at the property.

Under section 46 of the Residential Tenancies Act neither the landlord nor the tenant shall alter any locks without the consent of the other party.

As a tenant, you can expect the property to be provided and maintained in a reasonable state of repair. If you feel that any maintenance is not being attended to quickly, please contact your Property Manager.

# The Bond

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A bond is a sum of money that a tenant is required to pay as a form of security when taking possession of a rental property. Tommy's charges an amount equivalent to four weeks' rent.



The bond is held by Tenancy Services, and at the conclusion of the rental term, it can be used to cover unpaid rent, damage to the property or any other claim that can be substantiated relating to the tenancy. All bond monies are lodged with Tenancy Services, and as a tenant, you will receive a receipt with a bond refund form that you should keep in a safe place.

All the tenants who have signed the bond form must sign the refund form at the conclusion of the tenancy. If there is a change of tenant, immediate notification to Tommy's Property Management is required and a change of tenant bond form will be arranged. A change of tenant bond form will be sent directly to you.



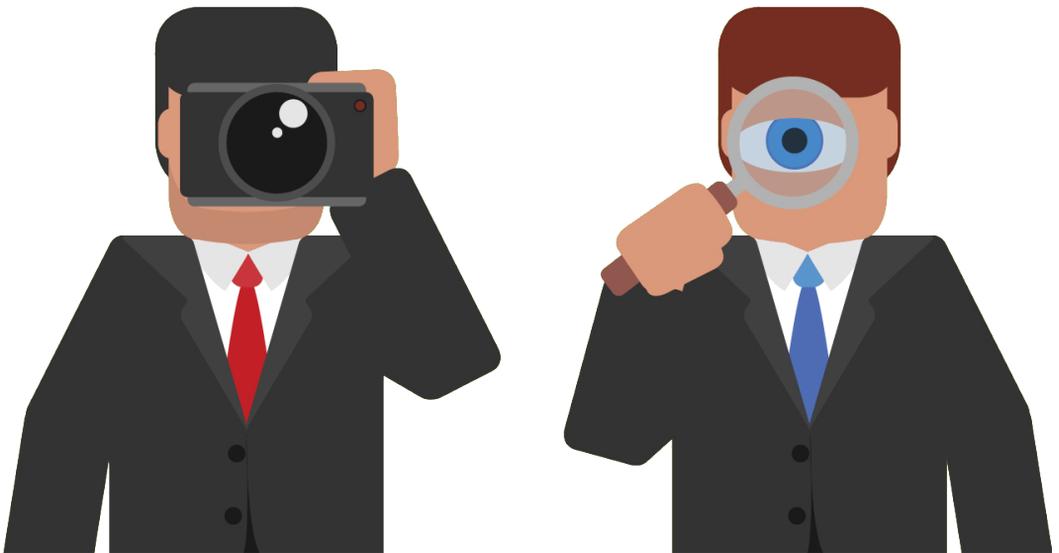
# Inspecting The Property

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At the commencement of the tenancy, you will receive a copy of a pre-tenancy inspection report, which clearly shows the condition of the property. This report will be referred to at the end of the tenancy when arrangements are being made to refund your bond monies.

Every three months, by arrangement, Tommy's will conduct a routine inspection to ensure that the property is being maintained to a suitable standard and to identify any maintenance issues that need attention. As the tenant you will be given up to 14 days' prior notice (but not less than 48 hours) by email, and a reminder will be sent the day prior to the inspection.

All Tommy's inspections will be videoed. We stress that only Tommy's and the landlord will have access to the video, the purpose being to bring potential maintenance issues to the attention of the landlord.



# Subletting

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Only the people who are identified on the tenancy agreement are permitted to reside at the property.

**Under no circumstances is subletting tolerated, nor is the use of the property for services such as Airbnb.**

Under the Residential Tenancies Act, subletting without the landlord's consent is an unlawful act with a fine of up to \$1,000.

It can also result in the termination of the tenancy.

# Paying Your Rent

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**All rent payments are made via direct debit.**

We do not take cash or cheque payments for rent. Your Property Manager can assist you with setting up your rent payments.

**Rent is due weekly in advance and must be paid on the rent due day.**

**Tommy's has a strict "no arrears policy".**

In fairness to our landlords we cannot tolerate non-payment of rent and immediate steps will be taken to terminate the tenancies of late payers.

Application will be made to the Tenancy Tribunal for vacant possession within one week of any rent arrears coming to our attention.

If for any unforeseen reason a rental commitment cannot be met by the due date, please contact your Property Manager prior to that date.



## Smoke Alarms

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Under the Residential Tenancies Act we must ensure that alarms are installed and that they are situated no further than three metres from any bedroom and on each floor of a multi-storey property.

At Tommy's we use a company called **Smoke Alarm Professionals** to test and install smoke alarms. They will contact you if they need to test them.

You are responsible for replacing expired batteries during the tenancy

and must advise us immediately if they stop functioning.

**Under no circumstances should smoke alarms be removed.**

They are there for your protection, and taking them down or tampering with them without consent could be a matter for submission to the Tenancy Tribunal.

## Property Services

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### UTILITIES

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Tommy's Property Management has partnered with **MoovMe** to connect you to all the utilities and change your postal address at many different services. This service is free.

MoovMe can arrange all types of home connection and much more. Ask your Property Manager about the services that they provide. Simply call **0800 MOVE NZ** or visit **[tommysrentals.co.nz/moving](http://tommysrentals.co.nz/moving)**.

### KEYS

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All keys for the property are provided to you on the day that your tenancy commences.

If you require more keys for the property, you can get them cut at your own cost. All keys must be

returned at the end of the tenancy.

If you are locked out of the property or lose your keys, we can help during office hours. Outside office hours you may have to contact a locksmith directly.

# Maintenance

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All maintenance matters must be reported immediately. Tommy's Property Management has partnered with Tapi, an easy-to-use online system.



## WHAT IS TAPI?

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Tapi is an online platform that makes it really easy to let us know about maintenance issues at the property. To notify us of an issue simply visit the website below or scan the QR code.

[www.tommysrentals.co.nz/maintenance-request](http://www.tommysrentals.co.nz/maintenance-request)

Once on this page, follow the on-screen prompts to submit a notification. This can be done on a computer or mobile device.



# Emergencies

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If emergency repairs are required, please call your Property Manager immediately.

If you are unable to get hold of them please call **0800 760 001**. This is our emergency hotline and someone will answer.

**We define an emergency as something that requires urgent attention as it may cause damage to the property or jeopardise the health and safety of the tenant.**

Unless it is an extreme emergency, any maintenance arranged by you without approval from your Property Manager will likely result in you having to pay the bill.



# Insurance

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It is highly recommended that all tenants take out their own contents insurance policies for their possessions.

Tenant liability cover will also cover you for accidental/negligent damage to the rental property.

For an obligation-free assessment of your insurance policies, please ring: **Moneybox** on 0508 MONEYBOX (666 392) and reference *Tommy's Property Management*.

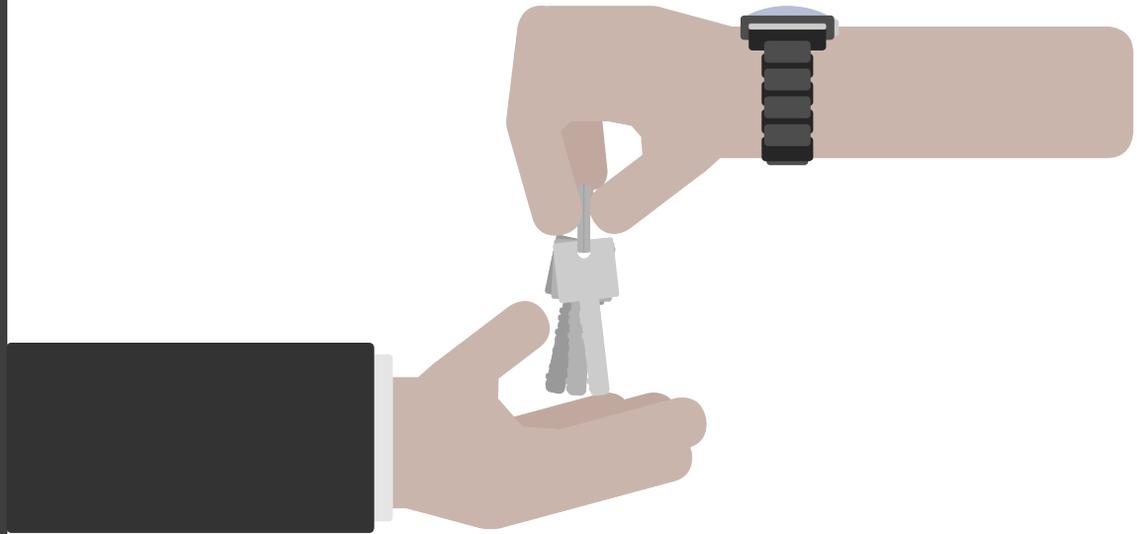
# Purchasing Your Own Home

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Tommy's is proud of the fact that many of our tenants become homeowners.

If you are considering purchasing a property, please feel free to let your Property Manager know or contact our office; our real estate team will be more than happy to assist.





## Ending Your Tenancy

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At the conclusion of your tenancy term there are certain procedures that may require your co-operation.

Our responsibility of course is to find a suitable replacement tenant, and to this end we will seek your co-operation in regard to reasonable access for the purpose of allowing prospective tenants to view the property. These viewings/ appointments will be by arrangement with you and reasonable access cannot be denied.

To ensure that this process is simple and straightforward, you should ensure that all rent is up to date and there is no damage to the property.

All keys must be returned to the Tommy's office or your Property Manager directly.

Failure to return all the keys could result in additional rent being charged or the cost of new locks and keys being deducted from your bond.

Your Property Manager will then carry out a final inspection of the property and report back to you as necessary. Any further access to the property for departing tenants will be at the sole discretion of the Property Manager.



## Need Advice?

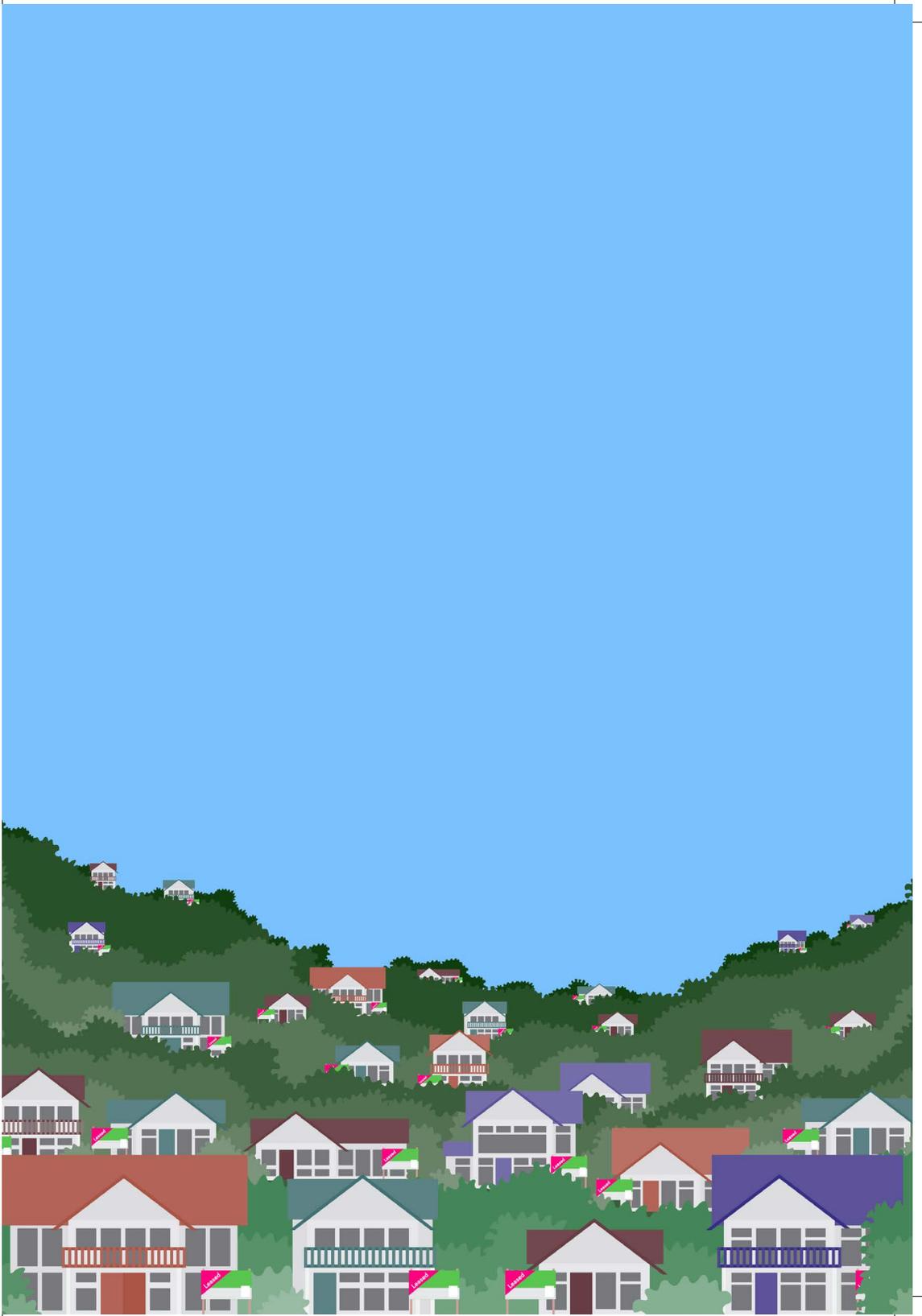
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If there are any matters of concern to you during your tenancy period, we invite you to call your Property Manager at Tommy's.

If you are unhappy with our level of service, feel free to phone us for a confidential discussion or contact us at [rentals@tommys.co.nz](mailto:rentals@tommys.co.nz). All complaints will be responded to within 24 hours.

If you wish to seek independent advice, contact Tenancy Services. This is an agency that has been set up to assist and educate both landlords and tenants. Contact details are:

**Web:** [tenancy.govt.nz](http://tenancy.govt.nz)  
**Phone:** 0800 TENANCY



# Tommy's

PROPERTY MANAGEMENT



[www.tommysrentals.co.nz](http://www.tommysrentals.co.nz)

## CONTACT US

Contact us any time at:

**Email:** [rentals@tommys.co.nz](mailto:rentals@tommys.co.nz)

**Phone:** 04 381 8604

0800 760 001 (emergencies only)

