



**Property**  
Management

# TENANT INFORMATION

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# THE ESSENTIALS LIST

## Things to organise when moving into a rental property

**CONNECT ALL YOUR UTILITIES WITH ONE PHONE CALL**

Moving Hub: [movinghub.co.nz](http://movinghub.co.nz) or 0800 MOVE NZ  
Fast Connect: [fastconnect.co.nz](http://fastconnect.co.nz) or 0800 88 55 99

**POWER**

Choose from one of these electricity providers:

Trustpower: 0800 878787  
Contact Energy: 0800 809 000  
Meridian Energy: 0800 496 496

**INTERNET**

Choose from one of these ISPs:

2 Degrees: [2degreesmobile.co.nz](http://2degreesmobile.co.nz) or 0800 022 022  
Vodafone: [vodafone.co.nz](http://vodafone.co.nz) or 0800 222 664  
Spark: [spark.co.nz](http://spark.co.nz) or 0800 800 123

**GAS**

**QUEENSTOWN:** Rockgas. Tel: 0800 762 542  
**WANAKA & CROMWELL:** Rockgas. Tel: 03 443 5657  
For small cylinders, you can re-fill them at some petrol stations (Caltex Queenstown).  
NB: You receive a discount if you use both Contact Energy and Rockgas.

**LAWN & GARDEN MAINTENANCE**

Unless stated in your Tenancy Agreement, lawns and gardens are your responsibility. We have a few preferred contractors that we can recommend - ask your Property Manager.

**WATER TOBY**

Do you know where the toby is located at your rental? If not, check your Property Condition Report or with your Property Manager.  
It could be invaluable in case of that unexpected burst water pipe in the middle of a winter's night!

**CONTENTS INSURANCE**

For your own protection, we strongly recommend you take out individual contents insurance. Check with the insurer that this includes a component for tenant liability.

**FIREPLACES & WOODBURNERS**

Fire or woodburner at your rental? Stay safe, and ensure you're using a **metal bucket** or can with a lid to store hot ashes in from your fireplace. Plastic buckets with hot ashes (for example) pose a major fire hazard.

**REPAIRS & MAINTENANCE**

We'll arrange for any repairs or maintenance to be done at the rental property. The best approach is to email your Property Manager with your maintenance request/issue and attach photos if possible.

**CARING FOR CURTAINS**

Please do not wash curtains in the washing machine as you will run the risk of shrinking them. If they require cleaning this will have to be done professionally.

**RUBBISH (GARBAGE) COLLECTION**

QLDC provides three wheelie bins. The red lidded bin is for landfill rubbish, the blue lidded bin is for glass recyclables and the yellow for mixed recyclables. Leave the bins out on the street to be emptied on your areas collection day.

The red lidded bin is emptied every week and the blue and yellow are emptied on alternative weeks. Lookout for what your neighbours are doing to see what recycling bin goes out.

Queenstown and Wanaka tenants can sign up for reminder emails/texts via the QLDC website: [www.qldc.govt.nz/services/rubbish-and-recycling/](http://www.qldc.govt.nz/services/rubbish-and-recycling/)  
Cromwell tenants can download the kerbside collection calendars via the CODC website: [www.codc.govt.nz/services/recycling-and-rubbish](http://www.codc.govt.nz/services/recycling-and-rubbish)  
If your bins are missing please contact your district council.

**Queenstown tenants:** QLDC - 03 441 0499

**Wanaka tenants:** QLDC - 03 443 00 24  
[qldc.govt.nz](http://qldc.govt.nz)

**Cromwell tenants:** CODC - 03 440 0056  
[codc.govt.nz](http://codc.govt.nz)

# EMERGENCY CONTACTS

## Issue at your rental? Who to contact, when...

Our offices are open Monday to Friday, 8.30am - 5pm.

### DURING BUSINESS HOURS

## CALL YOUR PROPERTY MANAGER FOR THESE FAULTS

- > Appliance(s) stop working
- > Dripping taps
- > Running toilet cisterns
- > Blocked toilets, sinks, shower drains - as long as you can avoid using the area. If not, call after hours.
- > Major water leak - as long as water can be contained.  
If not, call after hours. TURN WATER SUPPLY OFF AT TOBY if possible.
- > No hot water - plus check the fuse box at switchboard or your gas bottles are not empty.

### AFTER HOURS

## CALL 021 229 8088 FOR THESE FAULTS/EMERGENCIES

- > **ELECTRICAL SPARKS** - coming from sockets etc. If possible, turn power off to the affected area.
- > **NO ELECTRICITY** - just your house or neighbours also? Checked switchboard/fuse box?  
Electricity account paid? Check district council websites:  
Queenstown and Wanaka (QLDC) [www.qldc.govt.nz](http://www.qldc.govt.nz) / Cromwell (CODC) [www.codc.govt.nz](http://www.codc.govt.nz)
- > **NO WATER / BURST PIPES** - is the mains toby turned off? Just your house without water or neighbours also? Check also with district council for water outages:  
Queenstown and Wanaka: [www.qldc.govt.nz](http://www.qldc.govt.nz) or 03 4410499 (24 hours)  
Cromwell: [codc.govt.nz](http://codc.govt.nz) or 03 440 0056 (24 hours)

Please be aware, if no fault or issue is found during an emergency callout, you will be liable for the associated costs.

### AT ANY TIME

## PHONE NUMBER FOR THE FOLLOWING FAULTS

- > **DIAL 111** for fire, ambulance, police
- > **LOCKED OUT?** - Begg Security Central Otago, 03 445 3500. Queenstown Locksmiths, 021 823 450. Wanaka Aspiring Locksmiths, 027 283 1110. This will be at your expense.
- > **NOISY NEIGHBOURS?** - Queenstown & Wanaka: Noise Control (QLDC) 03 441 0499 (24 hours). Cromwell: Noise Control (CODC), 03 440 0056 (24 hours). Or Queenstown Police, 03 441 1600. Wanaka Police, 03 443 7272. Cromwell Police, 03 445 1999
- > **BROKEN WINDOWS** - Queenstown: Lakeland Glass, 027 654 5009 (state you are a Bayleys Property Management tenant). Central Glass Service, 03 442 9733. Wanaka: Wanaka Joinery & Glass, 027 220 8183. Cromwell: Metro Direct, 03 445 4530.

\*\*Unless beyond your control, it's your responsibility to have the window repaired.\*\*

# TENANT RESPONSIBILITIES

## Rent Rules

There are certain rules around paying your rent: these parameters are listed below, so you're 100% clear on your rent responsibilities:

1. We have a ZERO tolerance towards rent arrears at Bayleys Property Management.
2. If you are **one day late** with your rent, our office will telephone you to follow up on the payment.
3. Please expect a written warning if you are two days late with your rent.
4. Expect court action if a warning is not adhered to.
5. Your rental agreement/contract states that **you must pay rent by automatic payment**. (Cheques are not accepted for your regular rent payments.)

## Your Tenancy Agreement

A Residential Tenancy Agreement allows a tenant to take 'possession' of a property for a limited period of time on certain conditions, including the payment of rent.

Bayleys Property Management utilises the Residential Tenancy Agreement (and terms & conditions) approved by the Real Estate Institute of New Zealand.

### THERE ARE TWO TYPES OF RESIDENTIAL TENANCY AGREEMENTS:

- › **Periodic tenancy** - an agreement (written, verbal or implied) for an indefinite period until it is lawfully terminated by either party or by the Residential Tenancies Tribunal in writing.
- › **Fixed term tenancy** - a specific time agreed upon at the beginning of the tenancy (for example, 6 to 12 months).

The rights and obligations of tenant and landlord are the same under both types of tenancy. However, there are differences in the conditions around termination.

### ACTION FOR TENANT:

- › A Residential Tenancy Agreement is a legally binding contract whereby both parties agree to abide by the conditions of the agreement.
- › Ensure you have read any written agreement in full and are familiar with its terms and conditions. (Note: When you sign the Residential Tenancy Agreement you are given a copy/record. This copy outlines each party's rights and responsibilities.)
- › You will also receive a Property Condition Report (PCR) setting out the condition of the property at the beginning of the tenancy.



# TENANT RESPONSIBILITIES

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## Condition of Premises

At the beginning of the tenancy, you the tenant are provided with a copy of the Property Condition Report (PCR). This report outlines the current condition of the premises and its contents.

### **ACTION FOR TENANT:**

- › Check through the Property Condition Report (PCR), detailing on it any variations you find.
- › Sign and return the Property Condition Report (PCR) within 10 days.

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## Bond

As a tenant, you pay a security bond as a form of guarantee for the landlord against breaches of the Residential Tenancy Agreement. The amount of the bond is equivalent to four weeks rent.

Bayleys Property Management lodges your bond with Tenancy Services.

They (Tenancy Services) hold the bond and release it once your tenancy expires, all required rental payments have been received and a satisfactory final check has been completed against the Property Condition Report (PCR). If you change tenants during your tenancy agreement you must complete a change of tenant form. If you don't you may not get your bond back as you need the same signatures that are held by Tenancy Services on the bond refund form.

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## Rent Reviews

The rent may be reviewed every 12 months. If an increase occurs, it will be based on current market demand and supply. Tenants will receive 60 days notice in writing (sent via email if an email address has been supplied) of any increase.

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## Rental Payments

Rental is always payable at the beginning of your rent week.

When paying your rent online via automatic payment or manual payment, please ensure that you add the reference from your tenancy agreement into the reference section. (Please don't put the reference into the particulars or code sections.)

Your rental account must be maintained in advance at all times. If your account falls into arrears, we will issue a breach notice whereby if the breach is not rectified within 14 days, we may have no alternative but to take action to terminate your tenancy.

If, for any reason, you are not able to make your rental instalment on or before the due date, please contact our office immediately.

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## Routine Maintenance Inspections

As part of our role as property manager, we inspect rental properties under our management on a regular three monthly basis.

- › You the tenant are given at least 48 hours written notice prior to a routine inspection.
- › Routine inspections assess the:
  - maintenance of lawns/garden areas (if relevant)
  - general appearance and tidiness of the interior and exterior
  - cleanliness of the oven, bathrooms, toilets, carpets floors coverings, light fittings, bench tops and surfaces, exhaust fans, mirrors, curtains, windows etc.

# TENANT RESPONSIBILITIES

## Services & Utilities

When you commence your tenancy, it is your responsibility to arrange for the utilities (electricity, gas, telephone and internet) to be activated and/or transferred into your name.

Then, when you vacate the property, it is your responsibility to arrange:

- > final meter readings and disconnection of electricity, gas, telephone and internet
- > a New Zealand Post re-direction of mail to your new mailing address.

## Repairs

It is your responsibility as tenant to keep the property clean and tidy. Any damage or routine repairs should be reported to our office during normal business hours.

We operate a 24-hours emergency telephone for (as the name suggests!) emergencies such as a burst water pipe, electrical or gas fault. Please note that you the tenant are liable for the cost of after hours service fees should the nature of an after hours attendance be regarded as non-urgent.

Repairs and maintenance due to general day-to-day wear and tear is the landlord's responsibility.

Tenants are responsible for repair costs if the fault is due to negligence on their behalf, or if repairs are undertaken without prior approval from Bayleys Property Management. Please ensure you have written consent from your property manager before adding picture hooks to the walls, making any renovations, alterations or additions to the premises.



## Common Maintenance Issues

**NO WATER:** do you have no water at all or just no hot water? Please make this clear to your Property Manager as these problems require different tradespeople. During winter, frozen pipes are a common occurrence which result in no water - please see the "Winter Checklist"

**NO ELECTRICITY:** please check your internal switchboard/fuse box before contacting your Property Manager. Also check if your neighbours have power. If you've checked your fuse box and looked on powernet.co.nz to check for any faults in the area, contact your Property Manager who will arrange for an electrician.

**OVENS/STOVES:** ovens not working are usually the result of the clock not being set correctly or the power has been shut off to the unit. Please check before contacting your Property Manager.

**BLOCKED SINKS/DRAINS:** firstly check that there are no items stuck down the drain or waste disposal (if checking a waste disposal - please check the power to the unit is off!). For showers, make sure you are cleaning the trap regularly to remove hair and soap build up. You can purchase drain cleaner from the supermarket which will clear small blockages.

## Pets

The Residential Tenancy Agreement expressly forbids you keeping any animals (including reptiles, mammals, birds, poultry or fish) on the property without the landlord's consent. If you have a pet, please advise your Property Manager and do not attempt to conceal the fact as this could create a problem for all parties.

## Body Corporates

Body corporate by-laws will apply to any tenant who occupies a unit in a complex overseen by a body corporate. These regulations control the use of car parking facilities and the common property. The Residential Tenancy Agreement contains the specific rules or regulations affecting the use of the units. (Please read these.)



# TENANT RESPONSIBILITIES

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## Locks & Keys

Having a spare/additional key cut is always a good idea. Please note that the changing of locks or other security devices are alterations, therefore need written consent.

At the expiration of your tenancy, all keys must be returned to our office. Rent will continue to be payable until all keys are returned. If the keys are not returned, the tenant is liable for the cost of changing the locks.



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## Smoke Alarms

Your property should have smoke alarms installed, if not, we will supply these with no charge to the tenant - just let your Property Manager know. Tenants are responsible for replacing smoke alarm batteries as required.

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## Small Household Items

Generally, all household items in the dwelling are listed as chattels. However, smaller items such as toilet brushes can be left by previous tenants, and may not be included on the chattels list. If you need to replace these, please go ahead and do so and feel free to take the item with you when you vacate. If you are in any doubt about who is responsible for an item at the property, please call your Property Manager and check.

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## Gardens & Lawns

If it is your responsibility as part of the tenancy agreement to maintain gardens and lawns, you are required to keep them tidy and free from rubbish.

This includes regularly watering, mowing, trimming lawns; weeding garden beds; generally keeping the garden in order.

All household rubbish or garden debris must be disposed of, and not left to accumulate around the property.

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## Carpets & Curtains

Tenants are to have the carpets professionally steam cleaned at the end of their tenancy if required - please provide the receipt as proof the work has been completed. Please do not use self hire carpet cleaning machines.

Please do not wash curtains in the washing machine: they must be professionally cleaned if required.

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## Occupants & Sub-letting

Only the persons notified to the landlord prior to the commencement of the tenancy may permanently reside at the property. Sub-letting is prohibited.

You must obtain written approval from your Property Manager prior to any change in the occupants of the property.

If you wish to add or remove tenants from your tenancy agreement, please contact your Property Manager.

This must be done before any tenant vacates or moves into the property.

# TENANT RESPONSIBILITIES

## Termination

If a tenant vacates a property prior to the expiry of their fixed term tenancy, the outgoing tenant has a legal obligation to continue rental payments until the expiration of that agreement or until a suitable new tenant can be found to take over the balance of the unexpired term. If your circumstances change, and you need to vacate your property prior to the expiry of your Tenancy Agreement, contact your Property Manager immediately. They'll ask you to complete a vacate notice and continue to pay your rent as usual. The tenant is liable for the reasonable costs of having the property re-rented.

Tenants occupying a property on a periodic tenancy basis must give 28 days notice in writing to the landlord (or the property manager) at any time. For example, if you pay your rent weekly or fortnightly, you are still required to give 28 days notice.

When leaving a property, it must be left clean and tidy:

- Clean all carpets/floors coverings, walls, woodwork, light fittings, bench tops and surfaces, exhaust fans, mirrors, curtains, windows, fly screens.
- In the kitchen, pay particular attention to the stove, oven, griller and extractor fan including filters.
- Also ensure the bathroom, laundry and toilets are fully cleaned.
- All appliances and fittings should be left in good working order for the next occupant.
- If applicable, lawns need to be freshly mowed, garden beds weeded and all of your belongings and any household rubbish or garden debris is removed from the property prior to the final inspection.

If the property is returned to us in good order and rent is paid in full, your refund will be processed in 10 to 15 working days.





# TENANT INSURANCE

You can take out tenant insurance for cover, should damages or emergencies occur during your tenancy. Contact your bank or an insurance broker.

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## Householders Contents

Basic cover for tenants at home against main perils:

- > Flood
- > Fire
- > Theft
- > Earthquake

**Covers liability for damage to property up to \$500,000.**

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## Echelon Contents

Higher level of cover for tenants, including:

- > Main perils – flood, fire, theft, earthquake
- > Accidental damage
- > Cover away from home anywhere in NZ

**Covers liability for damage to property up to \$1 million**

**If you need it, you will be pleased you have it!**



# WINTER CHECKLIST

## Frozen Pipes

A common problem in winter, prevent pipes freezing by:

- > Keeping the property warm
- > Know where to turn the mains water pressure off. (Ask your Property Manager if needed.)
- > Leave a cold tap running in the lowest point of the house on cold nights; running water doesn't freeze. (Ensure the sink is clear to avoid a flood!)
- > **Going away?** Turn water off (at mains toby) and leave a cold tap running to drain the pipes.

If pipes do freeze, leave them to defrost naturally: keep a supply of water handy (bucket/bath/sink) for flushing the toilet, washing hands.

## Condensation & Mildew

Condensation damages properties and your health! Manage by:

- > **Wipe** window + door sills
- > **Open windows** - ventilate rooms, particularly bathrooms and kitchens
- > **Dehumidifier** - run a dehumidifier to reduce damp and moisture.
- > **Seal underneath doors** - to prevent draughts (and rodents) coming in; a rolled up towel does the job well.

Note: tenants are responsible for undue property damage (if caused by neglect).

## Heating

### FIREPLACES + WOOD BURNERS

- Sweeping chimneys - Bayleys Property Management organises. If your chimney isn't swept by mid-May, contact your Property Manager
- **Use a METAL ASH BUCKET!** Plastic buckets and hot ashes cause fires

### HEAT PUMPS

Clean heat pump filters - vacuum and wipe down

**Remember - NO PORTABLE GAS HEATERS!**

They are dangerous and are not to be used.

## General Maintenance

### PATHWAYS AND DRAINS

Sweep and clear of leaves/debris - particularly after snowfalls

### GUTTERS

Let your Property Manager know if these need to be cleared

### SMOKE ALARMS

Check all working - press button on unit, if it beeps - all good! If not, replace the battery. If unit still not working, contact your Property Manager.

### GAS HOT WATER

Gas hot water units require electricity, so if you're going away leave your power on!

### RODENTS

If you find signs of rodents, purchase traps or bait holders. If the problem persists, contact your Property Manager.



## CONTACT US

<https://bayleyspmco.co.nz/contact-us/>

Queenstown: +64 3 442 7777

Arrowtown: +64 3 442 1275

Cromwell: +64 3 746 6552

Wanaka: +64 3 443 6921