



RENTING WITH EDINBURGH

Whether you're new to the region or a long-time resident, this guide helps you navigate Otago's rental market with confidence.

WELCOME

Welcome to our Renting Guide!

We're thrilled to have you as a tenant and look forward to supporting you throughout your tenancy. This guide is designed to give you a clear understanding of everything you need for a smooth and enjoyable renting experience. Inside, you'll find essential information, helpful tips, and insights into your rights and responsibilities as a tenant, along with key guidelines to maintain a safe, comfortable, and well-managed home.

If you have any issues surrounding things such as rent payments, terms of your lease, general maintenance etc, please contact your property manager during our **office hours** which are weekdays **8.30am — 5pm**.

If, however, there is something that requires urgent attention that affects your tenancy outside of these hours that cannot wait until the next working day, such as a major water leak, property damage, no hot water, drainage or sewerage issues, please contact the **after hours' number 027 292 9651**. **This service is offered until 9pm daily.**

We hope your move goes well and that you enjoy your time at your new property. Remember, should you have any queries at all we are only a phone call away.





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ABOUT EDINBURGH

THE COMPANY

Edinburgh Realty Property Management is a part of Edinburgh Realty, a well-respected Otago real estate business. Over 20 years ago Edinburgh Realty recognised the need to establish a dedicated property management division. We started with one property, one Property Manager and the determination and drive to establish ourselves as a market leader in property management in Otago. Edinburgh Realty Property Management now boasts a large team who professionally oversee one of Otago's largest rental property portfolios.



PROPERTY MANAGEMENT

Our property management team is here to make renting a straightforward and rewarding experience. With a wealth of local knowledge and a strong focus on personalised service, we're ready to assist with everything from maintenance requests to tenancy advice. Our property managers are dedicated to creating well-maintained, comfortable homes for our tenants and providing prompt support whenever you need it. Thank you for choosing us — we're excited to help you enjoy a great experience in your new home!

TENANCY TIPS & OBLIGATIONS

Understanding the responsibilities of tenants and property managers under the Residential Tenancies Act 1986 is essential for maintaining a positive and compliant rental experience. By knowing their obligations, tenants and property managers can contribute to a respectful, well-maintained, and harmonious living environment. Below are the key duties of each party in a simplified format.

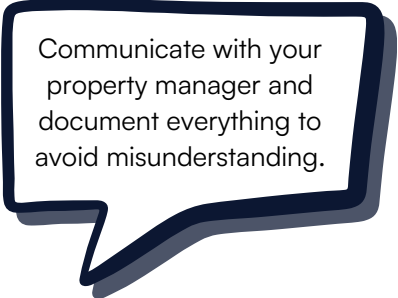
PROPERTY MANAGER OBLIGATIONS

- Act honestly and fairly with landlords and tenants, maintaining professional conduct at all times.
- Keep the property in good condition and comply with regulations.
- Provide rent receipts when needed and ensure tenants enjoy the property without disturbances.
- Address tenant concerns promptly, maintain open communication, and update landlords on rent.
- Follow notice periods for property entry, manage repairs quickly, and keep detailed records.
- Guide tenants and landlords through disputes and ensure the property is secure with proper locks.


TENANT OBLIGATIONS

- Pay rent on time as outlined in the tenancy agreement.
- Keep (and return) the property in a reasonably clean and tidy condition.
- Report any damage or necessary repairs to your property manager promptly.
- Avoid causing intentional or careless damage to the property.
- Allow your property manager access for inspections or repairs with proper notice.
- Do not engage in any illegal activities on the property.
- Respect your neighbours and their property, peace and comfort.
- Follow the conditions set out in the tenancy agreement.
- Do not make significant changes or renovations without written consent.


TOP TIPS



Communicate with your property manager and document everything to avoid misunderstanding.



Pay rent on time and contact your property manager promptly if you wish to extend your tenancy.



Promptly report any maintenance or repair issues to ensure quick resolutions.

IN AN EMERGENCY

For emergencies during office hours (8:30am - 5pm, Monday - Friday), call **03 474 0056**.
After hours (until 9pm on weeknights, weekends, and public holidays), call **027 292 9651**.

We ask that you always try to contact us first, however if it is after hours and/or you cannot contact us, you are permitted to contact an emergency contractor directly. Should the issue not be deemed an emergency, tenants may be responsible for associated costs.

Emergencies include urgent issues that cannot wait until the next working day, such as burst water pipes or hot water cylinders, flooding, sewage leaks, wiring and electrical faults impacting living conditions, or any situation that is likely to cause injury or makes the property unsafe or unsecure. Please turn off mains for water/electrical issues while waiting for help to prevent further damage or injury.

Before calling us or your property manager:

No water? Contact the DCC.

No power? Contact Aurora and your power company. If no faults are reported, check your switchboard and unplug new appliances if a fuse won't stay up. Tenant-caused callouts may result in the tenant being charged.

For life-threatening emergencies, dial **111** immediately. After contacting emergency services, inform us via the numbers provided above.

FIRE

Call 111, evacuate calmly without gathering belongings, and avoid running or shouting.

PERSONAL INJURY

Call 111 for an ambulance and have someone meet them at the entrance.

GAS LEAK

For gas leaks or carbon monoxide issues, call your gas provider's emergency line or 111.

Safety steps while waiting:

DON'T smoke or use matches/lighters.
DON'T switch electrical devices on/off.
DO extinguish open flames.
DO open windows/doors for ventilation.
DO turn off the gas supply at the meter.

BOND & RENT PAYMENTS

WHAT IS A BOND?

A bond is a security deposit paid by the tenant at the start of a tenancy. It's held by Tenancy Services, not the landlord, and is used to cover any unpaid rent, damage beyond fair wear and tear, or other breaches of the tenancy agreement. If there are no issues at the end of the tenancy, the bond is fully refunded. The maximum bond a landlord can request is equivalent to four weeks' rent, as per the Residential Tenancies Act 1986.

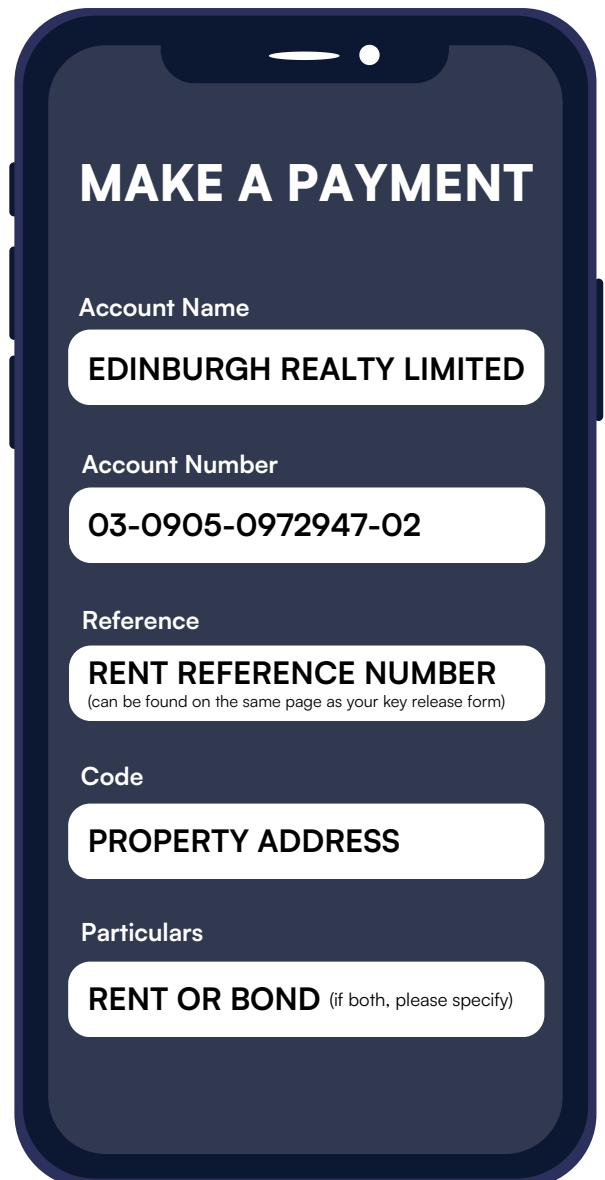
PAYING YOUR BOND

The bond must be paid before the start of your tenancy. **The bond amount must be paid in one transaction. Partial payments will not be accepted, and if a part payment is transferred, we will be in touch to refund this.**

PAYING YOUR RENT

We recommend setting up a joint flat account to manage rent and shared bills easily. This helps keep track of payments and ensures everyone contributes on time. Please use the payment details in the photo to the right when paying your rent.

If you're experiencing difficulties paying your rent or anticipate any issues in the future, notify your property manager immediately. Please note that you cannot withhold rent payments due to maintenance, repairs, or issues with your property.



MAKE A PAYMENT

Account Name
EDINBURGH REALTY LIMITED

Account Number
03-0905-0972947-02

Reference
RENT REFERENCE NUMBER
(can be found on the same page as your key release form)

Code
PROPERTY ADDRESS

Particulars
RENT OR BOND (if both, please specify)

RENT IN ADVANCE

The term, "rent in advance," can be a bit tricky because of its name, causing confusion for tenants, especially when their lease is ending. It doesn't mean you can skip paying a week(s) of your lease. Instead, it simply means you're required to pay your rent before it's due.

So, paying 'rent in advance' is like buying the time you'll be staying in the property before actually living there — it's a 'pay before you stay' arrangement. If you move in on a Friday your rent must already be paid up to and including the following Thursday night (a week in advance). Your next rent payment is due that day and every Friday after that to keep you current.

RENT REVIEWS AND INCREASES

Your property manager will give at least 60 days' written notice when the rent is going to be increased. There is no limit as to how much the rent may be increased, providing that any increase is not excessively above 'market rate'. Your rent can only be increased every 365 days.

RENT ARREARS

At Edinburgh Realty we have zero tolerance of rent arrears. Our procedure for dealing with rent arrears is:

- **Day One:** If your rent is overdue, you'll receive a text message or a phone call stating that your due rent payment has not been received.
- **Day Two:** If you don't contact us to resolve the issue, you'll receive a "14 Day Notice to Remedy" the breach.
- **Periodic Tenancies:** If your rent is overdue for at least five working days on three separate occasions within a 90-day period, and we give you notice of this on each occasion, we have the right to apply to the Tenancy Tribunal to terminate this tenancy under section 55(l) (aa) of the Residential Tenancies Act 1986 (the RTA).
- **Day Eight:** If your rent is still unpaid, we will prepare and lodge documentation with the Tenancy Tribunal seeking termination of your tenancy and payment of rent arrears in accordance with Section 56 of the Residential Tenancies Act 1986.
- **Tribunal Actions:** This will result in an application to the Tenancy Tribunal which may result in the termination of your tenancy. It is our policy that should a mediated tribunal order be made; we will request that a consequential clause be inserted into the order. This will state that should this order be breached (i.e. the tenant does not keep up with the scheduled payments), then the order will be enforced and you will be required to pay all outstanding monies and vacate the property. Further tribunal action may be taken to finalise the tenancy if necessary.
- **Impact on Future Rentals:** All tribunal orders will be lodged on relevant tenancy databases, which may affect your ability to rent in the future.

TENANCY AGREEMENTS

FIXED TERM

A fixed-term tenancy agreement has a specified end date, and it concludes either when the tenant/resident provides notice of departure, or the agent issues notice for them to vacate. Should neither occur, the agreement automatically transitions into a periodic arrangement.

PERIODIC

In a periodic tenancy agreement, there is no specified end date; it continues until one party provides written notice to terminate it. Termination of the tenancy occurs upon receipt of the appropriate notice from either the tenant/resident or the property manager/owner.

STUDIO ROOM

Studio rooms are rented individually in properties with up to five tenants, which can be 5 separate rooms, 4 rooms with one couple, or 2 rooms with two couples. Six or more tenants classify the property as a boarding house.

Studio room notice periods are the same as 'fixed term tenancies'.

BOARDING HOUSE

At a boarding house, each tenant has their own agreement with the landlord to rent a single room, or a sleeping area in a room they share with other tenants. A boarding house tenancy lasts (or is intended to last) for at least 28 days.

GIVING NOTICE/VACATING PREMISES

To vacate your property, you must notify us in writing with at least 21 days' notice. For fixed-term tenancies, the end date on the notice cannot be before the agreement's end date. Rent is payable up to the 21st day of your notice period. Notice is effective from the date received by our office (same day for emails sent before 5pm; allow four working days for postal notices).

BREAKING THE LEASE

A fixed-term tenancy cannot be ended early without the owner's consent. If approved, the tenant must pay reasonable costs to find a new tenant, along with rent and maintenance until re-let. Tenants cannot assign a tenancy without written confirmation from property management. The new tenant must complete an application, background checks, and be approved by the owner or other tenants if applicable. There are costs involved for this process, please contact your property manager for further information.

As the tenant, you are responsible for paying rent until a suitable replacement tenant signs a new agreement and pays their deposit, bond, and first week's rent.

USEFUL INFORMATION



CHATELS

Depending on the property you have rented, there may be manuals located at the property for things such as heat pumps, log burners, pellet fires, dishwashers and security alarms. If you have any problems with the information supplied, or the workings of the chattels, please contact us as soon as possible.

DAMAGE

Damage to the property refers to any harm or deterioration beyond normal wear and tear. Including intentional damage, neglect, or actions compromising structural integrity. Tenants must promptly report any damage to the property manager. Urgent matters should be reported immediately, while non-urgent issues should be communicated within a reasonable timeframe. Reporting through Tapi is preferred, with further details on this provided later in the booklet.



ENTRY INSPECTION REPORT

A property condition report is used to determine the condition of the property at the commencement of your tenancy. It also ensures that you are not held responsible for damage at the expiry of your tenancy which may have been there prior to your occupation. You must complete and return this to us within 7 days of moving in, no later! If you don't send us your report back, it will be noted that you accept the property's condition and the report. If power is not connected to the property when we conduct the report, we ask that you check to ensure that anything requiring power is working. We also ask that you contact us with any concerns or variances that we may have overlooked.



GARDENS AND GROUNDS

It is a requirement of your tenancy agreement that you are responsible for regular watering, weeding and mowing of outdoor areas, unless otherwise stated.

INSPECTIONS

Inspections are conducted regularly, with written notice provided as required by the Residential Tenancies Act 1986. The notice will specify the inspection date, which cannot be changed. You're welcome to be present to discuss any issues, though it's not required. Please ensure any pets are secured.

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. Therefore, we recommend all tenants take out their own contents insurance, as well as a rental insurance policy, that will cover you for any possible damage you or one of your guests may cause to the property, and protect you in cases of theft.

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. In the event that keys are lost or misplaced, please contact your property manager.

NOISE CONTROL

Everyone should expect some degree of noise from neighbours. However, excessive noise is disruptive. Loud parties and stereo noise are by far the most common source of complaints. If noise is found to be excessive, the noise control officer will direct the responsible party to immediately reduce it to a reasonable level. This direction may be given verbally but is usually written and remains in force for 72 hours. If this is not followed, the noise control officer, with police assistance, may enter the premises and, without further notice, may seize and impound whatever is making the noise.

Noise complaints are investigated by the Dunedin City Council Environment Health staff who can be contacted on 03 477 4000. After hours complaints can be reached on the same number. Impounded equipment taken by noise control can be reclaimed upon application to the council. Said equipment will be returned if the council is satisfied that its return will not lead to a resumption of noise, and payment of all costs have been paid.

If you plan on having an event, or wish to play loud music, please inform your neighbours in advance. Advise them to phone you instead, if they find the noise too loud. Consider the time of the event and reduce bass levels as it's often the bass rather than the actual noise level that disturbs neighbours.

OCCUPANCY

Occupancy regulations dictate that only individuals explicitly listed on the tenancy agreement are permitted to reside at the property on a permanent basis. Any alteration in occupancy, such as a tenant moving in or out, needs to be approved by your property manager. A new tenant will need to be approved through the application process prior to moving in.

PARKING

We ask that you and your visitors only park in the designated areas. Please ensure cars are not parked on grass verges or lawns.

PETS

Pets may only be kept at the property if you have first received written permission from your property manager. Failure to do so will put you in breach of your tenancy agreement and could affect your ability to continue living in the property.

If permission is granted, it's imperative to responsibly manage the pet, including regular cleanup of faeces to maintain cleanliness and prevent nuisance. Additionally, any damages caused by the pet are the responsibility of the tenant, who must rectify such issues promptly. It's essential for tenants to abide by these regulations.

UTILITIES

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



MAINTENANCE GUIDE

MAINTAINING THE PROPERTY

Tenants are expected to keep the property reasonably clean, handling regular cleaning and small maintenance tasks to avoid larger issues, ensuring a smooth end-of-tenancy inspection.

For outdoor spaces (unless stated otherwise), tenants are responsible for basic garden upkeep like mowing, trimming, and clearing walkways to prevent overgrowth or pests.

REPORTING MAINTENANCE

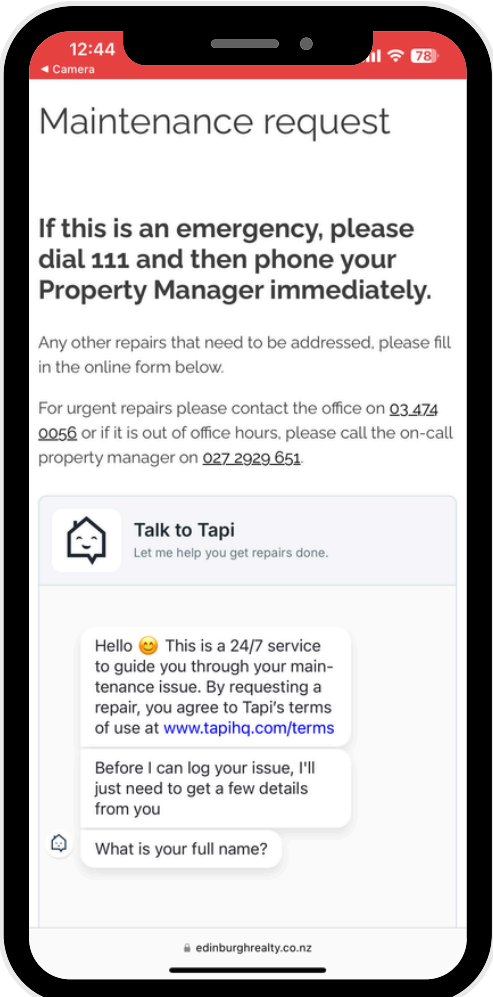
Please notify us promptly with details and photos to help tradespeople resolve the issue efficiently.

- **Non-Urgent Requests:** Submit non-urgent maintenance issues through the Tapi form on our website. This ensures we have a written record and can track the status.
- **Emergency Repairs:** For urgent issues like burst pipes, gas leaks, or electrical faults, call our office (03 474 0056) or after-hours number (027 292 9651) immediately.

HOW TO USE TAPI

- Scan the QR code to the right or on your fridge magnet. Follow the basic steps and your request will be sent directly to your property manager.
- You don't need to log into Tapi. You will receive maintenance request notifications via email.
- You can follow the updates of the maintenance request by clicking back into the work order link at any time.
- You can easily send messages directly to us regarding your maintenance item through Tapi by clicking the 'Reply' button in the link or replying directly to the maintenance request email.

Tenants can log requests **24/7** on our website (see QR code below).



The image shows a smartphone screen displaying the Tapi maintenance request interface. At the top, the status bar shows the time 12:44, signal strength, and battery level at 78%. The app header is red with a 'Camera' button. The main title is 'Maintenance request'. Below this, a bold instruction states: 'If this is an emergency, please dial 111 and then phone your Property Manager immediately.' A note follows: 'Any other repairs that need to be addressed, please fill in the online form below.' Contact information is provided: 'For urgent repairs please contact the office on 03 474 0056 or if it is out of office hours, please call the on-call property manager on 027 2929 651.' A section titled 'Talk to Tapi' with a house icon and the text 'Let me help you get repairs done.' contains a chat interface. The chat starts with a greeting: 'Hello 😊 This is a 24/7 service to guide you through your maintenance issue. By requesting a repair, you agree to Tapi's terms of use at www.tapihq.com/terms'. A follow-up message says: 'Before I can log your issue, I'll just need to get a few details from you'. The first input field is labeled 'What is your full name?'. The footer of the app shows the URL 'edinburghrealty.co.nz'.

**SCAN
HERE**



COMMON ISSUES AND SOLUTIONS

NO ELECTRICITY

Check the fuses and safety switch

- Locate the electrical meter box.
- If the safety switch has tripped, reset it.
- If it trips again, turn off all power points and unplug appliances.
- Reset the safety switch, then plug in appliances one at a time to identify the faulty appliance.

If the faulty appliance is yours, you are responsible for repairs. If it belongs to the property owner, contact us and we will arrange the repairs.

If you cannot restore power, check if your neighbours have power or contact Aurora or your local electricity provider to check for faults in the area.

If you've completed these checks and cannot find the issue, then you should contact your property manager.

LIGHTS/POWER POINTS NOT WORKING

Firstly, check the meter box. In most cases, the problem will be that a fuse or safety switch has tripped. This usually happens if you have a faulty appliance or have too many appliances switched on at the same time. Follow the instructions above. If you've completed these checks and cannot find the issue, contact your property manager.

Please note: If an electrician is called to the property and the fault is from one of your appliances or to reset the safety switch, then you will be charged the service fee.

BLOCKED SINKS AND DRAINS

If a kitchen sink is blocked, try pouring 1 cup of baking soda down the dry drain, followed by 2 cups of boiling water, and then repeat with another cup of baking soda and 1 cup of white vinegar. For bathroom or kitchen sinks, you can also use Draino or boiling water to clear blockages caused by hair, soap, or food waste. Check that no foreign objects, such as nappies, sanitary napkins, or utensils, have entered the pipes or garbage disposal.

Please note: Clearing blockages caused by foreign objects is the tenant's responsibility. Do not flush or dispose of items like sanitary products, diapers, facial tissues, cotton swabs, cigarette butts, coffee grounds, cooking fat, or oils into the drains or toilets.

NO HOT WATER

If you have no hot water, first check that no taps or showers have been left running and review your household's water usage. On average, a 250-litre hot water system provides about six showers, depending on length. If you're certain you haven't used all the hot water, check the meter box to see if the isolation switch has tripped. If the problem persists, it could indicate a faulty heating element or thermostat, requiring professional repair—contact our office to arrange this. For gas hot water systems, check if the pilot light has gone out and relight it using the instructions on the system. You can also adjust the water temperature by referring to the system's instructions.

CONDENSATION, MOULD & MILDEW

Tenants have obligations, as set out in S40 of the Residential Tenancies Act to ensure premises are kept reasonably clean and tidy. This includes keeping it in a condition that does not encourage mould and dampness.

Condensation and mildew in homes are mainly winter problems, but they can occur year-round in some situations. Mould and mildew are common household problems that can affect your health, damage belongings, and even compromise the structure of your home if left untreated.

WHAT IS CONDENSATION, MOULD AND MILDEW?

Mould, mildew, and condensation are common issues in damp environments, particularly in bathrooms, kitchens, and laundries. These problems are often interconnected, as condensation can create the perfect conditions for mould and mildew to thrive.

Mildew is a type of fungus that appears as a powdery white or grey substance on surfaces. It requires moisture to grow, so the more persistently damp a room is, the more likely mildew will develop.

Mould is another type of fungus, often black, green, or brown, that can penetrate porous materials like wood, fabric, and drywall. Unlike mildew, mould tends to grow deeper into surfaces and is more challenging to remove.

WHAT CAUSES CONDENSATION, MOULD, AND MILDEW?

The main culprit behind mould and mildew is moisture, often due to condensation.

Condensation occurs when the air becomes saturated with water vapour and can no longer hold additional moisture. This typically happens when warm, humid air comes into contact with cold surfaces like windows, walls, ceilings, or tiles resulting in water droplets forming. Persistent condensation increases dampness and promotes the growth of mould and mildew. Everyday activities like cooking, showering, and drying clothes indoors can significantly increase indoor humidity levels, creating the perfect breeding ground for mould and mildew.

WHY IT'S IMPORTANT TO ACT QUICKLY

Ignoring mould and mildew can lead to worsening health problems and costly repairs. Even minor issues, like condensation on windows, can develop into bigger problems if not addressed. A proactive approach will help protect your home, health, and belongings from damage.

By understanding the causes and following the tips on the next page, you can keep your home healthy, and mould-free all year round.

HOW TO PREVENT MOULD & MILDEW

TEMPERATURE AND HEATING

During the colder months, keep your home 5–7°C warmer than outside by using consistent heating throughout the day. Space heaters, heat pumps, or electric heaters are best, while gas and oil heaters should be avoided as they add moisture to the air.

VENTILATION AND AIRFLOW

Ventilate your home by opening windows wide for a minimum of 15 minutes daily, especially after cooking or showering. Keep windows slightly open longer to maintain airflow, and use extractor fans in kitchens and bathrooms to remove steam. Leave gaps between furniture and walls for better air circulation.

CONDENSATION MANAGEMENT

Wipe condensation from windows, walls, and surfaces as it appears. Use heavy curtains to trap warmth at night and open them during the day to let sunlight in. These small actions reduce moisture buildup and keep your home warmer.

MOISTURE CONTROL

Avoid drying clothes indoors—hang them outside whenever possible. Vent your clothes drying machine directly outside, limit houseplants to reduce humidity, and use dehumidifiers in damp areas to remove excess moisture effectively.

KITCHEN AND BATHROOM HABITS

Keep doors closed when cooking or showering to stop steam from spreading. Use lids on pots and extractor fans to reduce moisture, and keep shower curtains inside the tub to prevent dripping. Clean curtains regularly to avoid mould growth.

WARDROBE AND STORAGE TIPS

Avoid storing damp clothes or shoes in wardrobes. Use cupboard heaters or ventilated doors to prevent mildew, and consider moisture-absorbing products like Damprid for enclosed spaces.

REMOVING MOULD & MILDEW

The removal and containment of mould and mildew is the tenants responsibility.

- Open windows or use an extractor fan to improve airflow while cleaning.
- Use gloves and a mask to avoid contact with spores.
- For hard surfaces, mix one part white vinegar with three parts water or use a commercial mould remover. For fabrics, wash with hot water and detergent.
- Wipe down surfaces with a damp cloth or sponge and rinse it often to reduce the risk of it spreading. Avoid dry scrubbing, as it can release spores into the air.

OPTIMISING YOUR HEAT PUMP

Energy bills often rise in winter, but summer can also increase costs, especially with cooling. Heat pumps are an efficient way to manage both heating and cooling, but maintaining their performance is essential for controlling energy use and ensuring comfort year-round.

WINTER: MAXIMISE HEATING EFFICIENCY

- **Use Heating Mode:** Switch your heat pump to heating mode for the best performance in winter. Avoid using auto mode, as it may switch between heating and cooling, leading to inefficiency.
- **Set Airflow Direction:** Adjust the louvres to point downward or horizontally to circulate warm air throughout the room more effectively.
- **Maintain a Comfortable Temperature:** Set your heat pump to 18-22°C. Higher temperatures will waste energy, while lower settings may not provide you with enough warmth.

SUMMER: MAXIMISE COOLING EFFICIENCY

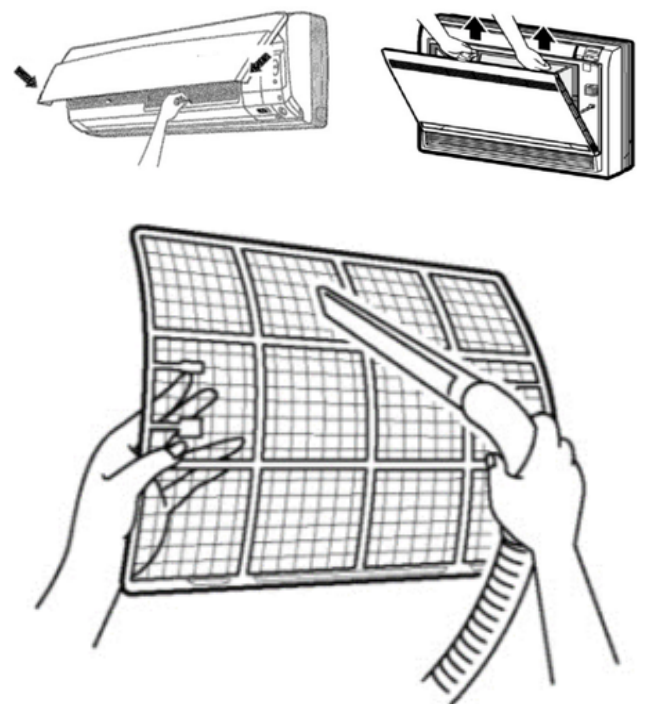
- **Use Cooling Mode:** For the most efficient cooling, avoid using the 'auto mode' setting, which switches between heating and cooling. Instead, stick to cooling.
- **Airflow Direction:** Set the louvres to point upward or horizontally to allow cold air to naturally sink and cool the room.
- **Humidity Control:** If your heat pump has a dehumidifier function, use it to reduce humidity, making the air feel cooler.
- **Set a Reasonable Temperature:** Keep the temperature between 20-22°C. Lower settings won't cool the room any faster but will increase energy consumption.

MAINTAINING YOUR HEAT PUMP

Regular cleaning of your heat pump is essential to maintain its efficiency, whether you're using it for heating in winter or cooling in summer. Over time, dust, dirt, and debris can accumulate in the unit, affecting its performance and air quality.

To clean:

- Remove the filters carefully from the unit.
- Use a vacuum cleaner with a soft brush attachment to remove dust and dirt.
- For a more thorough clean, wash the filters in warm, soapy water. Let them dry completely before replacing them.



SMOKE ALARM UPKEEP

Smoke alarms are checked at the beginning of each new tenancy.

LANDLORD OBLIGATIONS

The landlord is responsible for providing smoke alarms for all tenanted properties.

Smoke alarms must be installed within 3 metres of each bedroom door, in each level or story of a multi-story or multi-level home and in all rental homes, boarding houses, and self-contained sleepouts.

TENANT OBLIGATIONS

Tenants must inform us immediately if there are any issues with smoke alarms, such as constant beeping. Do not remove or tamper with the alarm. As per the Residential Tenancies Act 1986, tenants must not interfere with fire safety measures, including smoke detectors.

Tenants must also replace dead batteries during the tenancy if there are older-style smoke alarms with replaceable batteries at the property. If a smoke alarm isn't working, contact the property manager right away.

If tenants don't meet their obligations, they could face a penalty of up to \$4,000.

If you're concerned about the smoke alarms in your rental property, please contact your property manager.

TROUBLESHOOTING












- Intermittent beeping indicates batteries need replaced.
- For false alarms press the button on the smoke alarm to turn it off.















REASONS YOUR SMOKE ALARM MAY GIVE A FALSE ALARM

- **Burnt Food:** Always supervise your cooking to avoid triggering the alarm.
- **Humidity and Steam:** Use extraction fans and avoid drying clothes indoors to reduce moisture in the air.
- **Cold Temperatures (below 10°C):** Keep the property heated to prevent false alarms caused by cooler indoor temperatures.
- **Dust:** Regularly clean around the smoke alarm to prevent dust buildup, which can interfere with its sensors and cause false alarms.

RUBBISH COLLECTION

You can look up the day your bin is due for collection through the DCC website or Kerbside collection app. **All bins in the tertiary area are picked up every week to help keep it tidy and safe.** Place bins kerbside by 7am and retrieve them by 7pm. **Bins containing incorrect items, being overweight, or overpacked will not be collected.** Hazardous items like gas bottles, lithium batteries, or ashes must be disposed of properly to avoid fire risks. If they can't be placed in one of the bins below, please take to the Green Island Resource Recovery Park.

| | RED BIN | YELLOW BIN | GREEN BIN | BLUE BIN |
|--|--|---|---|---|
| AEROSOL CANS & ALUMINIUM FOIL |  | | | |
| ANIMAL WASTE OR KITTY LITTER |  | | | |
| ASH <i>make sure they are cold, damp and wrapped</i> |  | | | |
| BIN LINERS |  | | | |
| BROKEN BOTTLES & JARS <i>please wrap in paper before placing in your red bin</i> |  | | | |
| CARDBOARD | |  | | |
| COMPOSTABLE CONTAINERS |  | | | |
| DRINKING GLASSES <i>please wrap in paper before placing in your red bin</i> |  | | | |
| FLAX, CABBAGE & PALM TREE LEAVES <i>please take to the Green Island Resource Recovery Park</i> | | | | |
| FOOD SCRAPS | | |  | |
| GARDEN WASTE | | |  | |
| GLASS BOTTLES | | | |  |

| | | | | |
|--|--|---|---|---|
| GLASS JARS | | | |  |
| HAIR AND ANIMAL FUR | | |  | |
| LIDS, CAPS & TRIGGER SPRAYS |  | | | |
| LIQUIDS <i>please take to the Green Island Resource Recovery Park</i> | | | | |
| MEAT, BONES & SEAFOOD | | |  | |
| MILK & JUICE CARTONS |  | | | |
| OLD LIGHT BULBS <i>please wrap in paper before placing in your red bin</i> |  | | | |
| OVEN SAFE GLASSWARE <i>please wrap in paper before placing in your red bin</i> |  | | | |
| PAPER | |  | | |
| PLASTICS (1, 2 & 5) | |  | | |
| PLASTICS (3 & 4) |  | | | |
| POLYSTYRENE <i>please take to the Green Island Resource Recovery Park</i> | | | | |
| SOFT PLASTICS |  | | | |
| STEEL & ALUMINIUM TINS & CANS | |  | | |
| TEA BAGS |  | | | |
| TREATED TIMBER, SAWDUST, SHAVINGS & SOIL <i>please take to the Green Island Resource Recovery Park</i> | | | | |
| WINDSCREEN, MIRROR OR PLATE GLASS <i>please wrap in paper before placing in your red bin</i> |  | | | |

FLAT CLEANING CHECKLIST

Leaving your rental in great condition is an important part of moving out—but keeping up with regular cleaning throughout your tenancy makes it so much easier! This checklist is here to help you make sure every nook and cranny is up to standard when it's time to hand back the keys. A little effort along the way saves time and stress later, ensuring you leave your home sparkling and ready for the next tenants.

EVERY ROOM

- ☐ **Walls & Light Switches:** Clean off scuff marks, fingerprints, and food marks. Wipe smudges off light switches. *(Use hot soapy water or Spray & Wipe. For stubborn stains, use Jif with a soft cloth.)*
- ☐ **Ceilings:** Remove cobwebs and fly spots. Check for mould and clean thoroughly. *(Treat mould with Exit Mould or hot soapy water, ensuring the area is dried thoroughly.)*
- ☐ **Light Fittings:** Dust and remove dead insects. Replace any non-working bulbs.
- ☐ **Skirting Boards:** Wipe with a damp cloth to remove dust.
- ☐ **Doors & Door Frames:** Clean both sides of doors and frames and get rid of any removable marks. *(Use Jif for stubborn marks. A green scourer pad can be used gently if necessary.)*
- ☐ **Windows:** Clean inside and out, including sills, tracks, and runners. A vacuum cleaner and small brush can help.
- ☐ **Curtains & Blinds:** Dust and spot clean curtains (check care tags first). Wipe down or clean slats of blinds.
- ☐ **Floors:** Vacuum, mop, and clean hard-to-reach corners.
- ☐ **Ceiling Fans:** Wipe fan blades and fittings to remove dust.

KITCHEN

- ☐ **Oven/Stove:** Interior: Clean all racks, trays, and walls. *(Use Selleys Oven Clean and allow time for it to work. This is not a quick job!)* Exterior: Wipe down the stovetop, control knobs, and display. *(Use Handy Andy or Jif with a green scourer pad for tough stains.)*
- ☐ **Rangehood:** Clean the pull-out filters and framework. *(Use hot soapy water or Spray & Wipe for the framework. Ensure filters are completely dry before reinserting.)*
- ☐ **Sink & Benchtops:** Scrub, polish and wipe bench and sink. *(Use Jif for stubborn marks.)*
- ☐ **Dishwashers:** Clean the filter and remove food scraps from the bottom. *(Use hot soapy water.)*
- ☐ **Cupboards & Drawers:** Wash inside and out. *(Dry thoroughly to avoid water stains.)*
- ☐ **Fridge & Freezer:** Clean the interior and exterior thoroughly. *(Use hot soapy water or Spray & Wipe for the inside and leave doors open if powered off to prevent odours.)*

BATHROOMS

- ☐ **Sink, Mirror & Vanity:** Wipe down the sink, mirror, cabinet, and drawers. *(Use Spray & Wipe or Jif. Polish the mirror with a clean cloth for a streak-free finish.)*
- ☐ **Shower & Bath:** Scrub the shower walls, glass doors, bath, and tiles. *(Use Spray & Wipe or Jif. For tough build-up, use green scourer pads but avoid abrasive materials on delicate surfaces.)*
- ☐ **Toilet:** Clean the seat, bowl, and base thoroughly. *(Use toilet cleaner for the bowl and hot soapy water or Spray & Wipe for the exterior.)*
- ☐ **Exhaust Fans:** Wipe fan covers and ceiling vents.

LAUNDRY

- ☐ **Washing Machines:** Wipe the drum, detergent drawer, and filters. *(Use hot soapy water or Handy Andy. Clean lint filters in Simpson models.)*
- ☐ **Dryers:** Remove lint from filters and wipe the interior. *(Ensure filters are completely cleared of fluff to avoid hazards.)*

OUTDOOR AREAS

- ☐ **Lawns:** Mow and trim edges just before vacating. *(Dispose of grass clippings appropriately.)*
- ☐ **Paths & Gardens:** Sweep paths and paving, remove weeds, and clear rubbish or leaves. *(Use a stiff broom for paved areas and garden gloves for weeding.)*
- ☐ **Rubbish:** Clear all waste, including behind sheds, under shrubs, and under the house. *(Check for forgotten items and dispose of rubbish responsibly.)*

FINAL TIPS

- Regular cleaning prevents build-up, making this final deep clean much easier.
- Always test cleaning products on a small area first, especially for delicate surfaces.
- Keep cleaning products like Exit Mould, Selleys Oven Clean, Jif, Spray & Wipe, and Handy Andy on hand for best results.



MOVING OUT AND BOND REFUNDS

MOVING OUT

Moving out can be stressful, so we recommend starting early. It often takes longer than expected, and rushing at the last minute can cause unnecessary stress and costs. Once you let us know you're not renewing your tenancy, we'll arrange viewings for prospective tenants. While some mess from packing is fine, please ensure the property is tidy for these viewings.

Key Moving-Out Tasks:

- Inform us as soon as you've decided to move to make the process smoother.
- Fill out a mail redirection form with NZ Post to ensure mail reaches you, as we cannot guarantee forwarding.
- Inform utility providers of your moving date for final readings and service transfers to your new home.
- Cancel any automatic payments at the end of your tenancy.

GETTING YOUR BOND BACK

What Can Affect Your Bond Refund?

Your bond may be withheld in part or full for the following reasons:

- Any rent arrears may be deducted.
- If there's damage beyond normal wear and tear, the cost of repairs may be deducted from your bond.
- If the property isn't cleaned to a satisfactory standard, the cost of professional cleaning may be deducted.
- If any items listed in the property's chattels inventory are missing, or keys are not returned, you may be charged.

How to Maximise Your Bond Refund:

- Follow our comprehensive cleaning checklist to ensure the property is spotless. Pay special attention to areas that are often overlooked, eg. skirting boards, light fittings, and window tracks.
- Fix any minor damages, such as filling nail holes or replacing lightbulbs, before your final inspection.
- Once you've completed cleaning and repairs, we will inspect the property against the original condition report. Any discrepancies will be discussed with you before bond deductions are made.

THE BOND REFUND PROCESS

- After the final inspection, both you and the property manager will complete and sign a bond refund form. This is then submitted to Tenancy Services.
- If there are no disputes, the bond will typically be refunded within 5–10 working days. If you have not received your bond within this time frame please contact Tenancy Services (0800TENANCY)
- In the case of disputes, the bond amount will be held by Tenancy Services until the matter is resolved through mediation or the Tenancy Tribunal.

A NOTE ON FAIR WEAR AND TEAR

Landlords can't charge for normal wear and tear, like faded paint or worn carpets. Any deductions from your bond can only be for damage beyond regular use, such as broken fixtures or large stains.



Edinburgh

Property Management



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