



GRALIN PROPERTY MANAGEMENT

Tenant Information Handbook



Telephone: 0800 GRALIN (472 546)

Email: info@gralin.co.nz

Website: www.gralin.co.nz

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Disclaimer: *This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement. Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.*

COMMUNICATION

For all non-urgent communication, we do prefer you to contact your property manager by email if possible, you may receive our response within 3 working days. If you are not convenient to use email, please call the office landline or property manager's cell phone during working hours. Otherwise please leave your name, telephone number and a detailed message to your property manager, they will call you back in the next working day.

For all urgent issues, please phone your property manager immediately.

If you wish to meet with your property manager we do recommend you to make an appointment as they are unlikely to be able to see you for an unscheduled visit. If your property manager is away for any reason, another staff of our management team will be happy to assist.

Our Contacts:

Company Hotline:	0800 472 546(GRALIN)
Phone:	09 825 0588
Email:	info@gralin.co.nz
Website:	www.gralin.co.nz

Office Address:

AUCKLAND

New Lynn Office: 3208A Great North Road, New Lynn

Royal Oak Office: L1, Royal Oak Shopping Centre, 691 Manukau Road, Royal Oak

Albany Office: Shop 13, 270 Oteha Valley Road, Albany

Flat Bush Office: Unit 30, 15 Bishop Lenihan Place, Flat Bush

HAMILTON

Te Rapa Office: 391 Te Rapa Road, Te Rapa, Hamilton

WELCOME LETTER

Dear New Tenant,

As your new property management team, we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and to answer the most common questions you may have while working with a property management company.

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to call one of our offices or come to our office and someone from our team will be happy to answer any questions you might have and help you in any way we can.

GRALIN Property Management is committed to providing friendly and helpful service to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help.

We look forward to working with you.

Sincerely,

GRALIN Property Management Team

TENANTS RESPONSIBILITIES

The tenant's responsibilities under the Residential Tenancies Act 1986 are as follows:

- Pay the rent on time every week at least one week in advance
- Note that rent can also be paid fortnightly or monthly as requested by the tenant
- Keep the premises clean and tidy, free of rubbish, bottles etc
- Note any costs involved to make good non-compliance of this clause will be charged to the tenant
- Notify GRALIN Property Management as soon as any repairs are needed
- Note that you may not withhold rent if you cannot get repairs effected – If you were to have an issue regarding repairs please contact Tenancy Services on 0800 836 262
- Use the premises primarily for residential services
- Not damage or allow guests to damage the premises
- Inform GRALIN Property Management of any damage as soon as possible
- Not to disturb the neighbours or other tenants of GRALIN Property Management
- Note tenants can be fined for non-compliance of this clause
- Not alter the property without prior written consent of the landlord
- Not use the property for any unlawful purpose
- Leave the property clean and tidy and clear of rubbish and possessions at the end of the tenancy
- At the end of the tenancy leave all keys and chattels with GRALIN Property Management or return these at the final inspection
- Note: failure to return keys at the end of the tenancy will result in the locks being changed and costs being charged to the tenant
- Pay all charges for electricity, gas and water (where applicable) and all telephone and toll charges incurred during the tenancy
- Replace all light bulbs and switchboard fuses in the premises as they wear out, are broken or become unusable
- Replace all window panes, mirrors and light shades at the premises if they are broken or become unusable (excepting fair wear and tear) with others of at least the same quality as at the beginning of the tenancy
- Pay contractors call out fees if arrangements have been made to enter the premises are not adhered to
- Not exceed maximum number of occupants
- The tenants will not paint, drive nails or screws into, or affix any kind of adhesive tape to, or in any way deface the walls, ceilings, floors, wood or iron work, or the owners fittings and fixtures
- Note: we recommend 3M picture hooks are used to hang pictures, and that these are carefully removed at the end of the tenancy
- Lawns, where required, should be mowed regularly and gardens kept tidy – all waste and clippings are to be removed from the property
- The tenant shall keep drains, sink wastes, and shower wastes clean, clear and in good order, and will not pour oil or fat down the sink waste
- The tenants shall keep the premises free of pests and vermin, and if any pests enter the property during the tenancy, shall pay for fumigation or removal
- The tenant agrees to keep the premises well ventilated at all practical times to prevent the build up of mould and/or mildew

PAYING RENT

We expect that all rents are paid by automatic payment in advance, as per your Tenancy Agreement. We also require just one payment per tenancy. So if you have more than one tenant at your property, we highly recommend you open a joint/flat account from which to pay your rent and joint bills and accounts.

In the event that your automatic payment to GRALIN Property Management is not made on the scheduled night there are two ways to pay your missed rent:

- Cash at our office
- Direct payment into our rent account via internet banking
- Paying direct at an ANZ branch

Note you must use your reference information (your name+ tenancy address+ payment details) and we recommend you email us to advise payment has been made, preferably with the receipt details.

When you make payments by internet banking, cash deposit, or automatic payment, banks allow you three areas in which to add details to show up on the other parties’ statement. These are the Particulars field, Code field and the Reference field. These are all 12 characters long. To ensure your rent payment is correctly processed we recommend you use the fields as follows:

Particulars – Your Name (eg John Smith)

Code – Tenancy address (eg 39 Miro)

Reference – Payment details (eg rent, or water)

When making any payment please ensure your bank is using the reference number provided, as if we cannot identify your payment we will have to charge you \$20 to have the bank search where the payment has come from.

GRALIN Property Managements Bank Account Number for rent deposits is:

Bank			Branch			Account Number						Suffix					
0	1	-	1	8	0	4	-	0	1	1	0	2	6	9	-	0	1

RENT ARREARS

GRALIN Property Management has a zero rent arrears policy which we strictly implement and action with all tenants. We do implore you to contact us prior to missing a rent payment so that if possible we can make appropriate arrangements.

If rent payment has been missed you will receive a number and variety of reminders which you should not ignore. The following is the process we follow for all tenant arrears:

1-2 days in arrears	14 day breach notice issued and phone call/text message/email.
3-6 days in arrears	Follow up phone call/text message/email.
7+ days in arrears	Application to tenancy tribunal made for termination of tenancy & bond refunded to landlord and, further attempts at contact with tenant phone call. Text message, email, if not successful then visit to the property/ contact next of kin/employer.

**** Note that Tenancy Tribunal orders are published online and it's public information, therefore any future landlords can access this & may hinder your chances of ever renting another property.***

FIXED TERM TENANCIES

GRALIN Property Management prefers to sign fixed term tenancies with most tenants as this gives both the tenant and the property owner assurance over the coming months.

We understand that circumstances change and that prior to the end of your fixed term tenancy you may want to break your lease because of a major change to your circumstances.

Below is a brief outline of how we can go about assisting you to break your tenancy, and your obligations.

Note however, that under the Residential Tenancies Act 1986 we are not legally obligated to allow you to break a fixed term tenancy; however we will do whatever we can to assist you.

Please make note of the following points you should know to complete the break lease process:

- As the tenant you are responsible for paying the rent until a suitable replacement tenant signs a new tenancy agreement and pays their deposit, bond and first weeks rent
- We require written notification of the date you wish to end the tenancy and payment of an administration fee which includes all internet advertising of the property
- We will not start marketing the property or sign a new tenancy agreement without written notification and payment of the administration fee
- We prefer at least 5 weeks to market your property – please give us as much time as possible to help you to find suitable replacement tenants
- Any new tenants will have to meet the same criteria as you before they will be accepted for a tenancy – we reserve the right to accept or decline any application received
- Once we have signed a new Tenancy and received a deposit from the new tenants, you will be notified in writing of the date we will release you from your tenancy

PERIODIC TENANCIES

On some occasions both the tenant and property owner will agree on a periodic tenancy. In this case the owner and tenant obligations are the same as for a fixed term tenancy.

To end a periodic tenancy the tenant must give a minimum of 21 days notice to their property manager in writing (email is acceptable). Note that the 21 days notice starts from the business day the notice is received, not when the notice is dated.

The property owner can end the tenancy by giving 90 days notice (no reason required), or 42 days notice if the owner or their family are moving into the property, or it is sold and vacant possession is required.

ROUTINE PROPERTY MAINTENANCE INSPECTIONS

Routine property inspections are primarily to ensure the owners property is being maintained to the standard expected by the owner.

The initial property inspection will be completed approximately six weeks after the start of the tenancy and every three months thereafter. Our management team will email you a letter advising you of the date and approximate time of the inspection. The Residential Tenancies Act 1986 requires a minimum of 48 hours' notice is provided.

The inspector does not require you to attend the inspection, but you are most welcome to be there if you wish to be. It is unlikely that the day and time of the inspection can be changed, unless there are extenuating circumstances.

These inspections will help our management team to check that the property is being well cared for and kept clean and tidy, and if necessary issue any 14 day notices for breaches of the tenancy agreement. Any such letter will outline the breach and give 14 days for the tenant to rectify the issue.

SUBMITTING A MAINTENANCE REQUEST

It is our policy that all non-urgent maintenance requests **MUST** be submitted in writing. We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem.

Before making a maintenance request, please use this guide first to avoid any unnecessary call outs.

No power

- Check with your neighbours and contact your Power Company. There may be a fault in the street.
- Check your fuse box. There may have been an overload and the safety switch could have been activated and simply needs resetting.
- Check that one of your appliances is not faulty. To do this, unplug all appliances in the house and plug into another power point.

No hot water

- Have you arranged for the connection of your Gas or Electricity?
- If it is an Electrical Hot Water System – check the hot water switch is turned on; check the fuse in the meter box in case someone turned off by mistake.
- If it is a Gas Hot Water System – Check if the pilot has gone out. Some units can be easily relit, others may require a tradesperson. For Mains Gas supply is the gas turned on at the main? For Gas bottle supply are the gas cylinders empty. If so, you need to contact the gas company and arrange to fill the cylinders.

Kitchen/ bathroom sink or toilet is blocked

- Do not put fat and oil into the drain as these will clog up the pipes.
- Remove old food, soap, hairs etc from the waste and pipe
- Try to pour hot water down the drain

- Use a proprietary drain cleaner such as “Draino” to try and free the blockage.
Water bill is higher than usual

You may suspect a water leak in the house. Please carry out a leak test before you ring us.

- Locate your water meter – it is usually in a box just inside your front boundary. Lift the lid to access the meter to see the numbers.
- Read your water meter – do this when all taps are turned off and no water (including flushing the toilet) will be used for at least a few hours. It is often best to do this last thing at night or when you know the house will be empty. If your meter has a 4th red digit it is best to ignore it as it measures 10ths of a litre and is not necessary for this test.
- Read the meter again after three hours – the house may have a leak if the second reading is different from the first one. Then please contact us to request a plumber repair the problem

GRALIN Property Management prefers all non-urgent maintenance requests to be emailed to our management team at info@gralin.co.nz. If possible, we would like you to include the following information:

- Property Address
- Maintenance problem
- Description of the issue and the effect it is having on the property and on you as tenants (for reporting appliance problem please provide make & model of appliance and indicate if gas or electric)
- Best contact for access
- If possible photos of the issue

Please note that non-urgent repairs will be attended to within 14 days. If you have not had a response within 14 days please contact our management team to follow up. The sooner you can advise us of the maintenance issue, the sooner we can attend to problem and hopefully reduce the chances of further unnecessary damage being caused.

If you have maintenance emergency please phone your property manager’s cell phone immediately. For life threatening emergencies please call 111.

VACATING CHECKLIST

We understand that moving can be a stressful and busy time. The following information is designed to assist you when vacating the property, and to allow your bond to be refunded as quickly as possible. Please note that we cannot inspect the property until you have removed all your belongings and either returned the keys or can meet us at the property to return all keys.

The property is to be left in a very clean and tidy condition throughout, including the following items:

General Cleaning:

- The carpet must be professionally cleaned by a competent tradesman and receipt provided to your property manager
- All walls, doors, sliding doors, tracks and security screens to be cleaned of all marks – please pay particular attention to areas around light switches and door handles
- Windows and sills to be cleaned inside and out (where possible)
- Mop all hard floors
- Wash all skirtings
- Clean light fittings, light shades and down lights of all fly scat, and replace any bulbs not in working order
- Net curtains to be washed and slim line and venetian blinds to be cleaned
- Cobwebs to be removed from interior and exterior of the property
- Any furniture, curtains or other chattels at the property to be returned to their original position

Kitchen Cleaning:

- All benches, cupboards, drawers and shelves to be cleaned and wiped inside and out including handles and knobs
- Oven, stove, drip trays, grill and warming drawer to be clean and free of grease
- Rangehood and filters to be cleaned and free of grease
- Clean sink and bench tops
- Dishwasher filters left clean and door and cutlery tray clean
- Ceiling cleaned when necessary to remove fly scat, grease etc

Bathroom Cleaning:

- Wipe down floors, mirrors and windows
- Clean all mould and soap scum from tiles, grouting and glass doors
- Ceiling cleaned of all mould and mildew
- Clean toilet, vanity, bath and shower (tile and screen scum build up to be removed)
- Clean inside of cupboards and drawers
- Shower curtain washed or replaced if necessary

Laundry Cleaning:

- Wipe down walls, clean floors and clean tub

Cleaning Outside Areas:

- Sweep and mop ground and decking etc, clean railings and any Perspex or glass
- Please leave the CCC bins in a clean and tidy state and ensure they are EMPTY

Cleaning the Garage:

- Sweep out garage, degrease all driveways and concrete areas

Yard Maintenance:

- Mow lawns and trim edges
- Weed garden areas and have a general tidy up of the garden areas
- Remove all rubbish, grass clippings etc