



Tenants: Frequently Asked Questions

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1. What do I do when applying for a rental property?

If you are interested in any properties on our website please call our property manager to arrange an appointment to view the property.

Once you have viewed and decided on a property you will be asked to complete a Pre Tenancy Application Form. This form should be completed in full so that your application can be processed promptly. Completed forms can be left with our Property Manager, or forwarded to us by fax or email.

Once we receive a completed application form, we will undertake a thorough credit and reference check of your application and a decision will be made on the most suitable applicant for any property.

2. When and how do I pay rent?

Rental payments are by automatic payment into our bank account as per the automatic payment form provided when you sign the tenancy agreement. When there is a group situation in one property, rent must be paid from only one account - we cannot accept several payments from different accounts.

If you are making a payment by Internet banking, please ensure your name and property address is noted as a reference so the funds can be correctly allocated. We manage multiple properties and it is extremely difficult to match unidentified deposits against a specific property.

3. What happens if I miss a rent payment?

In accordance with your Tenancy Agreement, rent is due and payable on or before the due date. Failure to pay rent by the due date may result in proceedings being taken to terminate your tenancy.

Our company has a zero tolerance to rent arrears. If you are experiencing problems in this area it is imperative that you make contact with us immediately to arrange payment by cash or cheque. If rent remains unpaid you will be issued with a Notice of Breach for Non-Payment of Rent.

If you are having temporary financial difficulties contact your property manager so they are aware of your situation and can keep the owner of the property informed.

4. What is the Bond used for?

Your bond payment is equivalent to four weeks rent and is held as security against damage or undue wear and tear. It will be lodged with the Tenancy Services Division of the Department of Building and Housing.

Your bond will be refunded once we have completed a final property inspection and any work required has been completed and paid for.

5. What do I do when there is a maintenance problem?

If you are concerned about a maintenance problem in the property, please contact your Manawatu Property Ltd property manager. It is important that you advise us promptly where repairs are necessary. Failure to do so could result in you being responsible for any damage caused to the property.

Once you have contacted us we will get a tradesperson to contact you so that they can arrange to access the property to make any necessary repairs.

6. Who do I call if it is after hours and an emergency?

Our property managers are always available. In the event that an emergency arises in the property after hours, during weekends, or public holidays, then please phone us directly.

Please note – this service should only be used for problems arising to essential services such as electricity, plumbing, drainage and water supply or when the property is in danger if repairs are not carried out urgently. If an emergency callout is made for a non-essential repair, you will be responsible for the additional urgent callout fee.

7. What can I do to avoid unnecessary callouts and costs?

Prior to calling us regarding repairs or maintenance after normal hours please use our "Maintenance Guide" which is available via our website under the "Resources" link.

8. What happens if I wish to vacate the property?

- Periodic Tenancies

You are required to give not less than 21 days notice in writing to Manawatu Property Ltd to terminate the tenancy. For security reasons, we do not accept verbal notice. Please use the "Notice to Vacate Form" which is available via our website under the "Resources" link.

Where there are multiple tenants, any notice given by any tenant shall result in termination of the tenancy as a whole. The tenancy shall come to an end on the day referred to in the Notice to Vacate whether or not any other tenant(s) concurs with the giving of the original notice.

- Fixed Term Tenancies

If your agreement is a fixed term tenancy then the fixed term cannot be terminated by notice.

If a fixed term is broken by the tenant then the tenant is responsible for paying rent until the property is re-let or the end of the fixed term agreement - whichever eventuates first. The tenant is also required to pay an advertising charge, and other costs of breaking the lease. Please contact Manawatu Property Ltd to determine an appropriate course of action.

9. What happens at the end of my tenancy?

Within the last 21 days of your tenancy, we will be required to show prospective tenants through the property and would appreciate your co-operation. We will contact you to make a convenient appointment time.

Upon ending your tenancy please return to us all keys, pass cards and remote controlled door openers for the property. You are required to return all these items on the final day of the Tenancy Agreement. Failure to return these items on time will result in you being charged rent until these items are returned and/or the cost of replacement locks, keys or remotes.

All bonds are held by the Tenancy Services Bond Centre and refunds are subject to the agreement of both landlord and tenant. To facilitate a quick bond refund, the property should be left in a clean and tidy condition and all rent should be paid. We will send you a cleaning notice 21 days prior to your vacating date, highlighting areas to attend to. This will also confirm the final bond inspection date and time.

Note that it is your responsibility to cancel your automatic payment authority at the end of your tenancy, we are not authorised to do this for you.

10. What notice period is the landlord required to give to terminate my tenancy agreement?

Fixed term tenancies cannot be broken by the Landlord without the written consent of the Tenant.

For periodic tenancies, 90 days notice must be given.

There is also provision under the Residential Tenancies Act 1986 for landlords to give 42 days notice if they wish to move back into the property themselves or if the property has been sold.

11. How often are property inspections undertaken?

We undertake detailed property inspections for all properties we manage. Inspection of the property is for the purpose of investigating potential maintenance issues and to ensure that the tenants are looking after the property and any chattels.

Under the Residential Tenancy Act 1986, landlords, or the landlord's agent can inspect premises between 8am and 7pm after giving 48 hours notice and at intervals of not more often than once every four weeks.

Failure by the tenant to permit the landlord entry when the landlord is entitled to entry may constitute an unlawful act.

We undertake inspections routinely at the following frequencies:

- One month after a new tenancy commences
- At six monthly intervals thereafter; and
- At final bond inspection

A copy of the results of the inspection of the property will be provided to you and will outline any areas requiring your attention.

12. What happens if I change the locks during a tenancy?

If at any stage your lock is changed, we should be notified immediately and provided with a duplicate key. If the property has a security alarm, we need to know what the code is.

Note that we are not in a position to provide an emergency service for lost or misplaced keys. You will have to contact, at your expense, a locksmith to obtain entry to your property. It is therefore suggested that you have a duplicate key for safe keeping.

13. Do I need insurance cover?

You are responsible for the insurance of your belongings and we advise that you take out insurance for your contents from a reputable insurance company.

14. Who maintains the lawns and gardens?

Maintenance of lawns and gardens at a rental property is the responsibility of the tenant, unless otherwise stated on the Tenancy Agreement. If this is problem we can provide you with cost effective contractors as an alternative.