



Welcome to renting with Harcourts.

What you can expect from Harcourts'
Property Management service.

www.queenstownrentals.harcourts.co.nz

Harcourts

Welcome to your new home.

Please read this carefully and keep
in a safe place for future reference.

Harcourts Property Management & Rentals

A Member of the Harcourts Group

Level 1, 5 Duke Street
Queenstown, 9300

P 03 441 0793

E rentals.queenstown@harcourts.co.nz

REAA 2008

Office hours

Monday to Friday: 9.00am – 5.00pm

Saturday: CLOSED

Sunday: CLOSED

If there are any problems or repairs that require attention please phone your property manager during office hours.

Any calls to our office outside of normal business hours will be directed to our message service. Messages are checked regularly with the appropriate action taken.

For New Zealand Emergency Services (Fire, Police, Ambulance) please dial **111.**

In the event that **URGENT** or **LIFE THREATENING** maintenance arises at the property (such as wiring burning or hot water cylinder bursting) please;

Electrical switch off power at mains.
Water Leaks turn off water at mains.

We ask that you always try to contact your Property Manager first, however if it is after hours and/or you cannot contact the Property Manager, you are permitted to contact an emergency contractor directly.

It is important that you know that should the issue not be deemed an emergency, you may be responsible for the account. An emergency repair is something that is likely to cause injury or which makes the property unsafe or insecure. (For example burst water service, serious leak, serious electrical fault).

Office hours

Monday to Friday: 9.00am – 5.00pm

Saturday: CLOSED

Sunday: CLOSED

Contact

P 03 441 0793

Guidelines for tenants.

All the information on your new home.

Paying rent

It is your legal responsibility to pay your rent to the Landlord in advance. Please ensure that your payments reach us on or before the due date. Harcourts Property Management will not physically collect your rent. Rent should be paid by the method stated on your tenancy agreement. If you have any problems with your rent payments please notify your Property Manager at the earliest possible time. If you fall into arrears, we will be obligated to follow the procedures outlined in the Residential Tenancies Act 1986 to collect the rent on behalf of the Landlord.

Paying bond

The rental bond is requested as financial protection should there be a breach in the tenancy agreement. Your rental bond will be lodged with the Residential Tenancy Bond Authority. The bond is held as security against any property damage, undue wear and tear or in the event there is money owing at the end of tenancy. Once it is established that all conditions of the tenancy have been met, the bond will be refunded promptly. The amount of bond payable is specified in the tenancy agreement. Please note, the bond required may increase where there is a rent increase. As the primary tenant of the property, it is YOUR RESPONSIBILITY to ensure rent is paid

in full and on time and that the property sustains no damage. If damage does occur and rent is not paid, it will be YOUR bond which is claimed against.

Inventory / pre-inspection

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 are required to make comment and additional notes, sign and return the document to our office within seven days. The document will be filed with your Tenancy Agreement and used as evidence of the property condition at the commencement of the tenancy.

Occupancy

Only the people (and the number of people) included on your tenancy agreement are permitted to reside at the property on a permanent basis. Should a tenant wish to move in or out you are required to contact us in writing immediately. Please note, a new tenant will need to be approved through the application process prior to moving in.

Routine inspections

Inspections will be made at regular intervals during your tenancy to highlight the condition of the property to the owner. We are required under the

guidelines of the Residential Tenancies Act 1986 to provide you with written notice of an upcoming inspection. This letter will specify the date that the Property Manager will enter your premises to conduct the inspection. Unfortunately due to time constraints, it is not possible to alter the inspection date. You don't have to be present, but are most welcome to be there so we can discuss any problems or aspects of your tenancy that require attention. Please note, photos may be taken during the inspection to highlight the condition to the owner. Please ensure any pets you may have are secured.

Insurance

The Landlord is responsible for insuring the property, however the Landlord is not responsible for any damage to any tenants' possessions. Tenants should take out their own contents insurance for their possessions.

Utilities bills

It is your responsibility unless advised otherwise to have the utilities (gas, electricity, telephone, sky TV, internet) connected in your name upon entering the property and to finalise these accounts when vacating the premises. If in accordance with your Tenancy Agreement you are responsible for water charges, you will be invoiced accordingly.

Repairs & maintenance

We ask that you always try to contact your Property Manager first, however if it is after hours and you cannot contact the Property Manager, you are permitted to contact an emergency contractor directly. It's important that you know that should the issue not be deemed an emergency, you may be responsible for the account.

Emergency repairs

Listed within this guide you will find details of what to do in case of emergency. If there is a problem, we ask that you always try to contact your Property Manager first, however if it is after hours and you cannot contact the Property Manager, you are permitted to contact an emergency contractor directly. It's important that you know that should the issue not be deemed an emergency, you may be responsible for the account. An emergency repair is something that is likely to cause injury, undue inconvenience, or which makes the property unsafe or insecure (eg: burst water service, serious leak, serious electrical fault).

Damage to the premises

The tenant shall ensure that all care is taken to avoid damage to the premises by the tenants themselves or their guests. You are required to give notice to the Landlord of any damage to the premises as soon as you become aware of it.

Making changes to the property

As per your tenancy agreement you must not make any changes to the premises, including painting, decorating and renovating.

Animals

If you are permitted under your agreement to keep a pet at the property please ensure that you regularly collect and dispose of any faeces. Any damage to the property caused by the pet must be rectified by the tenant.

Gardens

It is a requirement of your Tenancy Agreement that you as the tenant are responsible for regular watering, weeding and mowing of your outdoor areas, unless otherwise provided for in the Tenancy Agreement.

Car parking

We ask that you and your visitors park only in the designated areas. Please ensure cars are not parked on grass verges or lawns. In the case of units or flats the body corporate rules pertaining to vehicles as set for the complex must be adhered to. Oil stains: drip trays are to be kept on the garage floor to protect it from oil stains. Should stains occur the tenant will be liable for any costs associated in cleaning this area.

Smoke alarms

It is a requirement of the Residential Tenancies Act 1986 that a tenant does not interfere with any means of escape from fire. This includes tampering with smoke detectors. Should you note that a smoke alarm is not working, please immediately notify the Property Manager. Please never remove smoke alarms or the batteries. Tenants are responsible for replacing batteries during the tenancy.

Pools and spas

If there is a pool/spa at the property, you must not leave the fence ajar, nor store/leave objects around the pool/spa which could be climbed upon. For more information, please see the conditions in your Tenancy Agreement and contact your Property Manager.

Breaking a fixed term agreement

Your tenancy agreement is a legally binding contract. There is no obligation of the Landlord to release a tenant early from a fixed term agreement. If your situation changes, please contact your Property Manager to discuss the options that may be available.

Leaving the property

Contact your Property Manager to discuss your legal requirements with regards to ending your tenancy, as written notice periods will be required. Once the Property Manager has received/issued your 'Notice of Intention to Vacate/Notice to Vacate', they will contact you and advise requirements for handing over vacant possession. Once vacant possession is established (that is, all keys have been returned) a bond/final inspection can be completed. Please note: The bond will only be returned once it has been established that all rent is paid as required, the property has been returned in its original condition as per the entry condition report (excluding fair wear and tear) and all applicable invoices have been paid. Please note if you do not return the keys within the time frame we may change the locks to the property and you will be liable for the cost.

Your bond refund

Once any outstanding issues have been addressed and when the tenant and Landlord/agent agree that the bond should be paid out, a bond refund form will need to be completed and signed by both parties. The document is forwarded to the Bond Authority requesting the release of all bond monies held against the tenancy.

Change of contact details

Please ensure you notify us immediately of any change to your contact details including home, mobile and business phone numbers and email address. As per the Tenancy Agreement, we may issue you with formal notices via email and therefore it's crucial you keep us updated should your details change.

Privacy

We will hold your details on file in line with the Privacy Act and you can be assured that your information will not be given to a third party unless otherwise stated by yourself.

Mould and mildew.

Its causes, control and prevention.



About mould

From time to time some householders raise the question of mould and mildew in a household or residential rental accommodation. The following information has been prepared from available technical and other literature.

Three conditions have to be present for the growth of mould; mould spores, a surface with sufficient food source to maintain life and a source of moisture.

Mould spores are in the air everywhere. Any thought of excluding them from a household can be forgotten. There is nearly always a source of foodstuff, cooking fumes, or even dust can be sufficient. These conditions are invariably present in all households.

There remains the third condition, and that is moisture within a household that comes directly or indirectly from the people who live in it. Washing, cooking and drying operations are obvious sources of moisture but moisture also comes from the inhabitants themselves.

Control

- Ensure there is ventilation in all rooms at all times. Keep internal doors open.
- Vent clothes dryers directly outside where possible.
- Use an extraction fan in the shower, where fitted.
- Do not put damp clothes or shoes in a wardrobe.
- Clean wallpaper with a damp cloth and household bleach (1 part bleach and 4 parts water). Test a small hidden patch first to make sure the bleach does not affect the colour. If it does, try a fungicide from a paint shop.
- Never paint over mildew. Gloss-painted surfaces can be wiped down with household bleach as above. Matt finish paint can be wiped down with fungicide.
- Do not use abrasive cleaners.
- The removal and containment of mould and mildew is the tenant's responsibility.

Prevention

To prevent moisture build-up from the interior of accommodation, it is desirable to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18° to 22° for comfort, with about 1 and a half air volume changes per hour with more in bathrooms and kitchens. This air movement will keep the relative humidity at a manageable level. This ventilation can be achieved by leaving windows open a centimetre or two depending on the outside air movement and the amount of cross ventilation.

The rule is, ventilate little and often, rather than in short vigorous bursts. Window glass is a good guide, if it starts to show more than a minimum of condensation, the windows should be open a little further.

Remember, increase ventilation so that the moisture generated is not retained within the household. This may require a bit of willpower during the winter months, when every instinct calls for the house to be sealed against escaping heat, but if you fail to follow these basic rules, you are going to get mould.

A guide to the average amount of moisture generated per day:

Clothes drying  5l

Showering  1.5l

Per person  up to 4l

Dish washing  1l

Cooking  3l

Clothes washing  0.5l

Septic systems.

Information for users.



Septic Systems

All septic systems are a living process. They rely on bacteria to break down and digest the effluent, so a healthy septic has lots of healthy bacteria. If you use strong cleaning products such as the ones listed below, you will reduce or completely destroy the bacteria in your system.

This will result in:

- Strong odours;
- Untreated effluent pooling on the grounds surface;
- Creating a possible health hazard for you and others;
- Shorten the life of any pump associated with your system.

Soakage system

In the case of a soakage system, complete shut down of the soakage trench causes effluent to back up to the house and very costly replacements.

Cleaners that should **never** be used in any type of septic system (in order of most harmful):

- Nappy San
- Milton Sterilizing Solution
- Any antibacterial solution (Pine-o-Clean, Spray & Wipe, Dettol)
- Exit mould or anything else remotely similar
- Ajax powders or any chlorine based product
- Blue toilet products – any brand
- Paints and thinners
- Sanitary items, plastic, cigarette butts etc.

Remember

Every drain in and around your home is connected to the septic system and all products used will end up in the same place regardless of which drain you utilise!

Read the labels on the cleaning products as any product that will harm you will harm the bacteria in your septic system.

Maintenance.

Before you ring...



Air conditioners

It is important that you clean your air conditioner filter on a 3 monthly basis. This ensures that your air conditioner will continue to perform in peak condition and to maintain pure air quality for the occupants of the property.

Synthetic filter (only)

To clean your filter, remove it from the air conditioner and clean with mild detergent and luke warm water. Ensure that you thoroughly rinse and dry the filter before replacing it in the unit. If the filter is not synthetic, please contact our office for further information and cleaning instruction.

Plumbing

It is extremely important that you do not pour fats/oils and other food scraps down the drains. Over a long period of time this will cause problems with the drains, septic system. It will result in an inconvenience to you as the tenant with drains backing up and not draining away properly. It is also detrimental to the environment.

Do not flush sanitary products, disposable nappies or nappy wipes down the toilet. These items do not break down and cause obstructions in the drainage system. If these items are flushed and cause a blockage you will be held responsible for the cost of the repair.

Hot water services

How to recognise abnormal operation of your hot water service:

Pressure and temperature relief valve running:

It is normal for these valves to allow a small quantity of water to escape during the heating cycle and the unit expands and contracts. The amount of discharge will depend on hot water usage. As a guide, if it discharges more than 20 litres of water in 24 hours, please contact your Property Manager.

No hot water

Check that a hot water outlet is not open eg. the shower is running or tap left on.

Carefully review your family's water consumption. Have you used all the hot water? On average (depending on length), a 250 litre hot water service should provide 6 showers. Did you wash in hot water? If you are

quite sure that you could not have consumed all the hot water, check your meter box. Has the isolation switch tripped? Most hot water services have a heating element and a thermostat. If you have not consumed your hot water, it is possible that the element or thermostat is faulty and requires replacement. Please contact our office and we will arrange for a plumber to attend to the replacement/repair of your hot water service.

Stove element not working

Check the connections to make sure it is not loose or dirty. Sometimes pulling the element out, cleaning it and putting it back in again is all you need to do to fix the problem.

Oven not working

Check that you have not accidentally put the automatic timer on. If the oven is on automatic then generally you will have no power to the oven and one or two stove elements will not be working. Turn the automatic setting off and the oven should work – if not then contact your Property Manager.

Lights or power points not working

No power to the property or no lights or no power points 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 if you have too many appliances switched on at the same time. Take special note of any switches that are in the off position. You will need to turn all switches to the off position, leave them off for a few minutes and then turn them all on again. Turn each appliance on, one at a time. If the safety switch trips when you turn on the toaster, kettle etc. then it is likely that particular appliance is faulty or has just become faulty. Keep in mind that it can sometimes be the fridge or other major appliances that have recently become faulty.

In an old home, you may have the old style fuses that should not be fixed by the tenants. Have a look at the fuses and see if you can see the wire broken on any of the fuses. If an electrician is called to the property and the fault is with one of your appliances or simply to reset the Safety Switch then you will be charged for the service fee.

Bathroom or kitchen sink blocked

Try using some Drano to clear the blockage. You could also try pouring boiling water down the sink to free up old soap or hair or try the same with the kitchen sink to remove old food from the kitchen waste. Ensure that no foreign objects have found their way into the pipes or InSinkErator. Items that can cause problems are: disposable nappies; sanitary napkins; and teaspoons. Blockages caused by foreign objects are the tenant's responsibility.

Keys and locks

If you have locked yourself out, you are responsible for gaining access to the property and will need to call a locksmith. All lost keys are the responsibility of the tenant. If a lock has to be rekeyed then you must supply your Property Manager with a key.

Garage remote control not working

Check the battery in the remote as this is the most common cause. Otherwise, check that the combination in the remote is the same as the combination on the panel in the garage. This is not always possible depending on the type of remote. If there has been a power outage you will be unable to open the automatic door unless you activate the manual release mechanism. This may need re-setting once the power has been restored in order to re-activate the automatic process. Check that the lever in the garage (generally next to the control box) is on auto. If it is on manual the remote control will not work. However, you should be able to manually operate the garage door.

Tenant Information:

For after-hours emergency service please call **03 441 0793** for the on call Property Manager.

In the event of an **emergency situation** where the on call Property Manager has not answered or returned your call within 30 minutes you may call the following tradespeople:

Electrician:	Jason Campbell – Campbell Electric	03 442 4441
Plumber:	Dave Early - Pride in Plumbing	027 686 2719

An **emergency situation** would include flooding or an electrical fault that could cause serious harm

Locksmith:	Gary, Queenstown Locksmith	021 823450
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If you need a Locksmith out of hours, you may be responsible for all charges

If you need to call the office after hours number for a spare key there is a charge of \$60 plus GST

Please note if the work is not classed as an emergency you may be charged the costs incurred to call the tradesperson out.

Wakatipu Rubbish Collection Days:

Please place your blue council rubbish bag (available for purchase at any supermarket) or wheelie bin out on the kerb by 8am on your rubbish day.

Monday:

- All of Arrowtown.
- Lake Hayes and State Highway 6 back to the Events Centre. This includes Tucker Beach Road and Quail Rise.
- Malaghans Road from Dalefield Road to Arrowtown.
- Hunter Road from Malaghans Road to Mooney Road. This includes a collection point at the end of Mooney Road.
- McDonnell Road.
- Centennial Avenue from Arrowtown to State Highway 6.
- Rural collection point at the base of the Crown Range Road.

Tuesday:

- All of Kelvin Heights
- All of Frankton.
- Frankton Road from Pounamu Apartments/Spinnaker Bay to the Events Centre

Wednesday:

- All of Central Queenstown to Pounamu Apartments / Spinnaker Bay.

Thursday:

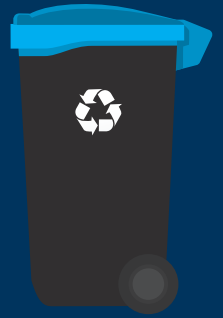
- All of Fernhill and Sunshine Bay.
- All of Arthur's Point.
- Malaghans Road from Arthur's Point to and including Dalefield Road.
- Littles Road to Fitzpatrick Road.
- Domain Road, Speargrass Flat Road, Hogans Gully Road and Lower Shotover Road, including both ends of Slopehill Road.
- Morven Ferry Road and Arrow Junction Road.
- Rural collection point on the corner of Lower Shotover Road and Spence Road.
- Rural collection point for Gibbston Valley on Coal Pit Road.
- Lake Hayes Estate.

Friday:

- All of Kingston.
- All of Glenorchy.

QUEENSTOWN RECYCLING

{ WHAT YOU NEED TO KNOW }



Queenstown is a beautiful place, and we'd like to keep it that way.

Please keep your recyclable material out of the landfill by putting it in the lid with the blue bin and following the simple steps below!

THE FOLLOWING ITEMS CAN BE RECYCLED



PLASTICS 1-7
Washed, not squashed
and lids off



**STEEL TINS AND
ALUMINIUM CANS**
Washed with lids separate



EMPTY AEROSOL CANS



CLEAN ALUMINIUM FOIL

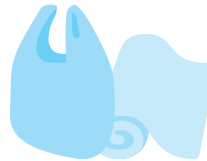


GLASS BOTTLES AND JARS
Washed with the lids off
(the lids can also go in the
recycling container)



**CLEAN PAPER AND
CARDBOARD**
For example office paper,
magazines, newspaper, egg
cartons, cereal boxes, envelopes

THESE ITEMS CAN'T BE RECYCLED



**PLASTIC BAGS
OR GLAD WRAP**



**PESTICIDES, OIL OR
HAZARDOUS CHEMICALS**



**PYREX, CERAMICS,
WINDOW GLASS OR
BROKEN GLASS**



**MATERIALS
CONTAMINATED
WITH FOOD**



**PLASTIC OR
METAL BINDING**



**WAX COATED OR
FOIL LINED CARTONS**
For example milk or juice cartons



POLYSTYRENE

QUEENSTOWN RECYCLING

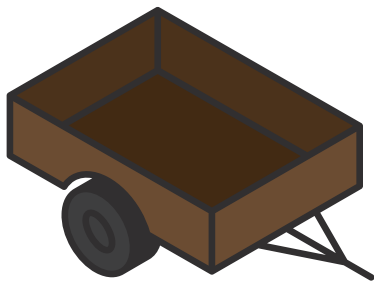
{ WHAT YOU NEED TO KNOW }



Most non-recyclable items can go with your general rubbish in your blue council rubbish bags or the bin with the red lid.)

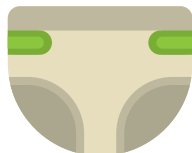


Both recycling and general rubbish needs to be put out on the street by 8am on the day of collection. Please bring you bin back in after your rubbish has been collected. You can find out the collection day for your area at www.qldc.govt.nz.



For larger items including trailer loads and green waste you can visit the Queenstown Transfer Station at the Frankton end of Glenda Drive. For more information and pricing please contact them directly on **(03) 451 0106**.

QLDC supported waste free parenting workshops are available at www.thenappylady.co.nz



Organic kitchen and food waste can be composted at home – see www.qldc.govt.nz for subsidised worm farms and composting Bokashi Buckets. Also, watch for **Dr Compost** workshops on QLDC Facebook page.

For more information please visit
www.qldc.govt.nz

Handy Hints and Tips:

Carpets:

The carpets will have been professionally cleaned before you moved in. These are required to be done at the end of your tenancy to ensure the standard and hygiene of the carpets is kept to a high standard. You must have a copy of your carpet cleaning receipt to give to your property manager on final inspection date. You cannot use a rug doctor.

We recommend the following trades people:

WOW Carpet Cleaning	0800 729 969 or 027 2215862
Jaes Services	0800 22 55 52 or 442 7723

Mattresses:

We request that mattresses are kept up off the carpet as this can cause mould issues due to lack of circulation. If mould occurs as a result it could have an impact on getting your bond back in full.

Mattress Protectors:

We request that mattress protectors are washed and or replaced when vacating.

Light Bulbs:

All lights have been checked when you moved into the property – we request that all light bulbs are working when you exit the property.

Front Loading Washing Machines:

If your property has a front loading washing machine you must use FRONT LOADING WASHING POWDER. Any damages occurring as a result of using incorrect powder will be your responsibility.

Tumble Dryers:

Please empty the lint filter after each use. Failure to do this will result in a lack of drying performance and a possible fire hazard.

Waste Disposal Units:

If you have a waste disposal always run water when in use.

Do not put the following material down the disposal;

- Tea bags
- Coffee Grinds
- Celery
- Eggs
- Banana Skins

Frozen Pipes:

*The following are great tips brought to you by AMI Insurance (hot tips for cold weather)

Know the location of your important taps

If your pipes freeze or burst, you will need to be able to turn off your home's water supply. The mains tap (also known as the stop valve) is usually found outside your property under a metal or plastic cover (called the 'Toby box').

Check that the mains tap is in good working order and that your pipes and water storage tank are adequately insulated. If you have no mains water supply, ensure you know the location of your water pump and how to turn it off.

Check your taps and pipes for leaks

Washing machines, taps, showers, baths, dishwashers and your hot water cylinder should be checked regularly for leaks. Even a few drops of water can cause rotting and dampness, particularly in the cold winter months.

Drain your pipes and hoses (when going away)

When temperatures drop, pipes can freeze and burst causing significant damage to your home.

If your home will be unoccupied during winter, you should drain your pipes before leaving in order to prevent damage should they burst. You should also drain and disconnect outdoor hoses to stop them spreading ice onto your paths and driveways.

How to drain your pipes:

- Turn off water at the mains tap
- Turn on the lowest outdoor tap around your home; this allows the water sitting in the pipes to drain away
- After the water has been turned off, flush the toilet and turn on both the hot and cold shower taps to drain water from the showerhead
- Turn off electricity to the hot water cylinder and slowly drain by turning on the lowest hot water tap in the home e.g. the bath tap.

Check that nothing is blocking the plughole. Turn taps off before you turn the water back on at the mains tap!

If your pipes freeze:

- Turn off water at the mains tap immediately
- Turn on the lowest cold tap in the home
- As you start to heat your home, the pipes should thaw and drain
- Call your plumber immediately for assistance with checking the condition of your pipes.

If your pipes burst:

Turn off the water at the mains tap immediately. If you have no mains water supply you should turn off your water pump

- If the pipe is located in the ceiling or wall space, turn off the electricity immediately
- Turn on all taps to the sinks and baths to drain the system
- Switch off the hot water cylinder

Ensure all items of value are moved to avoid any water damage

Tenant request.

Maintenance / repairs form.

It is a policy of our office that all repairs or maintenance requests must be in writing and posted, emailed or faxed to our office as soon as possible. We only accept emergency repairs by phone.

TENANT NAME:

PROPERTY ADDRESS:

CONTACT HOME PHONE

MOBILE:

WORK:

NATURE OF PROBLEM:

If the repair relates to any of the following appliances please list the make and model

STOVE

WASHING MACHINE

OVEN

FRIDGE

COOKTOP

DRYER

DISHWASHER

AIR CONDITIONER

HOT WATER **ELECTRIC** **GAS**

MICROWAVE

If this is an emergency, please dial 111 and then immediately phone your Property Manager.

TENANT SIGNATURE:

DATE:

Send to: <insert Harcourts office name>, <insert postal address>.

F 08 8888 8888 **E** agent.name@harcourts.co.nz

