

Working with Landlords

Landlords respect and support people who move places to improve their lives.

Costs Landlords must pay

Landlords costs average around \$1,000 to set up a new tenant:- These costs can include:-Letting fees, advertising, lost rents and wages for time spent with meetings, travel, investigations and additional inspections.

Respected departing tenants usually help reduce these costs by assisting landlords select new replacements.

Tenants' rights to a home

Landlords must allow tenants normal rights to privacy and continued use of their rental homes until their termination dates.

Tenants' obligations

- Pay their rents to the termination dates
- Allow applicants to view inside
- Leave properties cleared, clean and tidy

Landlords understand and support people who move places to find better lives.

Leaving Tenancies

Stay Lawful: Maintain Respect and Dignity

Notice to Terminate

Tenants give 4 weeks written notice Rent must be paid until termination date.

Landlords give tenants 90 days of written notice.

Tribunals can terminate anytime. Tribunals sit when parties fail to meet their legal obligations.

Bond Refunds

Landlords must release bonds as soon as final inspections have been successfully completed, and keys returned.

References

Landlord references are essential when applying for future rented homes. References are given for tenants who met their obligations, departed with rents fully paid and left their places clean; ready for new tenants to move in.

Disputes

Public tribunals make rulings mostly on:-

- Rent arrears
- Damage repairs
- Cleaning
- Rubbish removal
- Ground restorations
- Lock replacements
- Lost rent for being unable to re-let

When we leave a home we leave something of ourselves behind.

Leave with respect

Before Leaving

Rents must continue

It is unlawful to stop rental payments “to use up the bond”. Landlords do not hold bonds and need rents to meet their ongoing costs.

Pre departure Inspections

Tenants receive 48 hours notice for inspections. These enable landlords to plan for major replacements, painting or renovations.

Prospective tenants can view inside

Viewings are allowed between 8am and 7pm after 48hrs notice.

Cooperation can help departing tenants

Parties often achieve more by agreeing to viewings more quickly and at more convenient times. Departing tenants may save more money with agreements to leave sooner and ensuring their places look clean and tidy when viewings are arranged.

Quick Checklist for departing tenants

To avoid costly outcomes properties must be left clean, tidy and rubbish free for new tenants:-

- ___ Smoke detectors & lights all working
- ___ Stoves and ovens clean and complete
- ___ Walls, ceilings, floors, windows, heaters.
- ___ Cupboards, furniture, curtains and blinds
- ___ Floor coverings are all clean
- ___ Outside walls, windows & frames clean
- ___ Lawns mown and gardens weed free
- ___ Damage properly repaired
- ___ Rubbish removed
- ___ Furniture not belonging is removed
- ___ ALL keys returned.

After Leaving

Post departure inspections

These are made soon after tenants depart and keys are returned.

Bond refunds

When places are left debt free, clean and free from rubbish or damage tenants should receive their bonds into their bank accounts within 18 days.

References

Landlords are always pleased to recommend honest, reliable tenants. Recommendations from past landlords are almost essential for securing future rental accommodation.

If places are left in bad condition

Parties should talk first. Departing tenants can often fix problems themselves and save on very expensive alternatives including ongoing rent liabilities.

Alternatively, landlords must employ contractors and engage the Tenancy Tribunal to order departed tenants to pay the costs.

Tribunal rulings are made public. Consequently they usually badly affect offending tenants' credit ratings and their ability to obtain future rental homes.

There will always be supportive references to assist respected reliable past tenants

Avoiding disputes

If things seem unfair, resolutions should be sought in respectful and friendly ways. Tribunals are public.

Always talk first

Phone conversations or meetings best lead to amicable agreements while keeping respect.

Cleaning, rubbish and damage issues

Before and after photos from both parties provide excellent evidence to settle opinion differences.

Rent issues

Landlords' rent statements and tenants' bank records (and cash receipts) together enable resolution without loss of respect.

If no resolution obtained

Phone:- 0800 TENANCY (0800 836 262) or
Visit:- www.tenancy.govt.nz

Friendly staff, and easy to follow websites; give free legal guidance so parties understand their rights and obligations.

Mediations

If disputes are still not resolved: either party can apply to Tenancy Services for phone mediations. Agreements made are binding and confidential.

Tenancy Tribunals

If mediations fail; parties are called to courts to give their views and evidence. Adjudicators then make public and binding rulings.

Debt Enforcements

The courts enforce rulings for payments with pay deductions or property confiscations.