

Working with Landlords

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

Costs Landlords face

To change tenancies owners must spend around \$1,000:- These costs can include:-Letting fees, advertising, lost rents and wages for time spent with meetings, travel, investigations and additional inspections.

Respected departing tenants can help reduce these costs by keeping their place clean and assisting owners find new renters.

Renters' have rights to their home

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

Renters have obligations to:-

- 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

To terminate a tenancy

- Renters must give 3 weeks written notice
- Providers give renters 90 days written notice.
- Tribunals can terminate anytime.
- Rents must be paid until termination date.

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

Leave with respect

Bond refunds

Providers 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

Tribunals make rulings on disputes with:-

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

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

Helps avoid costly outcomes. Properties must be left clean, tidy and rubbish free for new tenants:-

- ___ Heaters, smoke detectors & lights all working
- ___ Stoves and ovens
- ___ Walls, ceilings, floors, windows.
- ___ Cupboards, furniture, curtains and blinds
- ___ Floor coverings are all clean
- ___ Outside walls and windows
- ___ 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.

Issues are photographed and bond repayments held for dispute resolution. If not remedied immediately by the departing renter professionals can be called at renters expense to return the place to a rentable standard. (Costs usually lie between \$ 500 - \$4,000). In addition, on-going rent can be payable for the duration of the cleaning process.

Bond refunds

When places are left debt free, clean and free from rubbish & damage Landlords must promptly release the bond. Payments usually arrive in 5 – 15 days.

References

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

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

Resolving disputes

If things seem unlawful, resolutions should be sought in respectful and friendly ways using the law as a guide.

Always talk first

Conversations best lead to amicable agreements. To assist with information on rights and obligations call 0800 TENANCY (0800 836 262) and/or visit www.tenancy.govt.nz Friendly staff, and easy to follow websites; are very helpful.

Apply for a Tribunal hearing

When disagreements persist or a party fails to engage, tribunals will impose a monetary solution. They will require photographs, rent statements, receipts, or invoices, bank statements tenancy agreements and sometimes diary records, letters and emails

Mediations

These involve a 3 way phone conversation with a professional mediator. Agreements made are binding and confidential.

Tribunals

When mediations fail; parties are called to a small court hearing to give their views and show their supporting evidence. Adjudicators make public and binding rulings with monetary outcomes.

Debt Enforcements

If debtors fail to make ordered payments the courts enforce rulings with pay deductions or property confiscations.

Tenants who fail to meet their lawful responsibilities cannot easily obtain rental accommodation