

Being great neighbours

Respect grows when tenants consider their neighbours.

► Tidy grounds and street fronts

- No unused vehicles, old furniture or rubbish.
- Lawns mown and shrubs trimmed.

► Avoid irritating noise

Pleasant sounds for you may irritate them

- Use headphones to enjoy TV and music
- Ensure motor vehicles and other “toys” are quite
- Yelling or screaming should only be calls for help
- Pets (if permitted) must not bark or scream
- Use lawn mowers with consideration
- Be particularly quiet after 10pm at night.

► Build their respect

- Always be friendly to neighbours
- Respect their (reasonable) expectations
- Offer assistance when they need it
- Take time for conversations
- You don't have to “like” neighbours

Know your rights

- Phone 0800 TENANCY
- Visit www.tenancy.govt.nz
- Refer to rental agreement

Respect and trust from others lead to better friendships, security and success.

Tenants' Benefits:

1. Shelter from the weather and cold
2. Security for possessions and family
3. Clean hot and cold water
4. Facilities for cooking, washing and bathing
5. Access to heating
6. Access to electric power
7. Disposal of liquid wastes
8. Disposal of household rubbish
9. Bus and library services
10. Roads & footpaths for accessibility
11. Parks for enjoyment and relaxation
12. No huge financial cost
13. No mortgage payments
14. No regular rates payments
15. No property insurance premiums
16. No building maintenance and repairs
17. Freedom to move homes anytime
18. No large replacements & renovation costs
19. No administration responsibilities

Tenants' Responsibilities:

1. Properly care for their rented homes
2. Meet rent payments and agreements
3. Be great neighbours.

About

Rental Inspections

Rental homes cost
Hundreds of thousands of dollars.

► Owners need assurance that:-

- Renters are caring for their rental homes
- Fire alarms work properly
- Agreement conditions are kept
- Grounds are clean and tidy
- Neighbours have no concerns
- Maintenance is up to standard

► NZ law allows owners inside access:-

- After 48 hours notice to inspect
- After 24 hours notice to repair
- Between 8am & 7pm any day.
- Delivered notices are deemed read in law
- Renters can be absent. Its best to be present

► Develop Respect and Trust

- Renters must discuss their concerns
- Providers must be open with their concerns
- Clean, well kept homes build most respect
- Honesty is a key
- Happy neighbours boost respect more
- Renting partners don't have to “like” each other

Respected renters obtain better references, lower rents and access better accommodation over time.

Care of rented homes

Rental homes cost hundreds of thousands of dollars.

Renters are required to care and respect their homes

► **Keep them clean**

- Wash outside walls and windows 4 times yearly
- Clean inside walls monthly
- Clean or wash curtains & blinds twice yearly
- Vacuum carpets at least weekly
- Clean cookers after every use

► **Keep them dry**

- Let fresh air flow through all rooms for at least 20 minutes every day.
- Reduces heating costs
- Avoids mould and illnesses..

► **Keep them fire safe**

- Check fire alarms regularly
- Replace batteries when needed.
- It is unlawful to remove a fire alarm.
- Report faults
- Ensure fire escapes plans are ready if needed.

► **Protect drains**

- DO NOT flush nappies, sanitary items, rags or wet wipes. Wrap them and dispose in rubbish.
- DO NOT wash cooking fats into sinks. Let them harden and place them in the rubbish
- Blocked drains are very expensive to fix.

► **Keep grounds tidy and clean**

Owners, neighbours and friends respect those who keep their grounds rubbish free, clean and tidy.

► **Advise owners of faults and concerns**

- Water leaks,
- Flooding issues
- Power problems and faulty appliances
- Attended to faults quickly.

► **NO Smoking or vaping**

- Smoke destroys paint
- Smoking is a fire hazard
- Smoking damages the health of all occupants
- Smoking breaches most tenancy agreements

Caring, trustworthy renters obtain best references and pay lower rents

Cost that rentals must pay

► **Operating costs** including:-

- Management and operating costs
- Repairs and Maintenance
- Rates, and Insurance

► **Interest**

Interest pays for the hire of other people's savings needed to purchase the rental home and to help keep it available for renters use.

► **Replacements and renovations**

- RUST, Rot and Wear destroy components.
- Buildings need 30-40 replacements in a lifetime
- Incomes repay replacement loans
- Buildings also must be replaced.
- Caring tenants reduce replacement costs

► **Ring-fencing tax**

Rentals pay this tax when they fail to pay unsecured lenders interest for their savings

About Insurance

► **Damage and fire** ("3rd party" protection)

Renters can be held responsible and be required to pay restoration costs for any damage they cause through neglecting a safety responsibility. Insurance is strongly recommended and is often mandatory with many tenancy agreements.

Third party contracts usually include:-

- Fire damage to the rental home
- Accidental damage to the rental home
- Damage to visitors' property

► **Your personal items** ("contents") are included with 3rd party protection. These pay when, theft, accident, fire, burglary, flood and storms damage renters' property

Rental home providers need a fair return for their high risk investments.

If agreements are breached

Respect dissolves when partners fail to

1. Keep rented homes maintained, clean, safe, & tidy
2. Make their agreed payments
3. Respect neighbours.

► **Talk first**

Owners and renters first need to discuss issues. Often issues can be fixed this way with minimal time and work.-

► **Put it in writing**

Explain the breach(s) and advise there will be 14 days' to have them remedied and if not done a tribunal will be requested:-

► **After 14 days request a tribunal ruling**

If breaches are not fixed within 14 days offended parties should apply for a court judgement order through the Tenancy Tribunal. These take 2 formats

A) **Mediations**

Conducted via 3 way phone conversations professional mediators help parties make lawful and reasonable agreement. that become enforceable by the courts. Results are confidential.

B) **Tribunal**

take more time; they are conducted at the courts. Adjudicators make binding judgement orders. Results are public.

References

Good references from previous landlords open access to a better range of cost effective rental homes.

To gain good references renters must always:-

1. **Keep their home, clean dry and tidy**
2. **Always pay the rent on time**
3. **Be good neighbours.**

Trust and Respect take years to build and Just seconds to destroy.