



# Tenant Welcome Pack



**Mission Statement:**

Matching the right people  
to the right homes, then  
enjoying a long relationship...



Licensed under the Real Estate Agents Act 2008



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# It's all about communication...

## 1 CONGRATULATIONS

Congratulations on your new tenancy!

Ireland Property Management Ltd welcomes you into your new home.

Ireland Property Management here after known as "Irelands" are happy to provide you with information on your tenancy in this welcome pack as part of our commitment in delivering you a quality service.

Depending on your property there may be extra manuals for appliances fitted in your home.

Please familiarize yourself with this welcome pack, so you can have the maximum benefit and convenience this information offers you.

If you have any problems with this information or the supplied appliances manuals, please call and we will guide you through these teething problems.

When you leave, please leave the instruction manuals in this folder with the property.

**TO SUM IT UP, ENJOY LIVING IN YOUR NEW HOME.**



# It's all about communication...

## 2 YOUR PROPERTY MANAGER

Your property manager is the first point of contact with Ireland Property Management for all communication. If your property manager is away or unavailable any of the other property managers will be happy to assist you.

If you wish to meet your property manager it is recommended that you make an appointment as they are unlikely to be available for an unscheduled walk-in visit.

### 2.1 COMMUNICATION

The Company Office will be open during the hours of  
**9 am to 5 pm, Monday to Friday and 10 am to 1 pm on Saturdays.**

We guarantee;

- To respond to all telephone messages, email, fax, and text messages by the next business day.
- To respond to mail within 2 business days.
- To provide all documentation in plain English minimising the use of confusing technical terms and industry jargon.
- All documentation to be presented to you will be checked for accuracy prior to being offered to you for signature.

### 2.2 PROFESSIONALISM

- We guarantee you the highest standards of honesty; integrity and professional practice.
- We will, with your help, keep your personal information accurate, complete and up to date.  
We guarantee to correct any error that you bring to our attention
- We value the personal information you give us and will take all reasonable precautions to prevent unauthorised access to that information.
- We will not provide your personal information to any other organisation for marketing purposes.

### 2.3 INSURANCE

We would strongly recommend that all tenants have their own contents and indemnity insurance. These policies generally have cover for third party damage, which you may cause to the owners' property.

For example in the event of a fire or other such major damage to the house if it has been caused carelessly or deliberately by the tenant or their guests, the owners' insurance company may take action to recover the costs of the damage from the tenant.

The owner is responsible for insuring the house and the owners' property in the house.



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## 3 HOW IT WORKS WITH IRELANDS

### 3.1 IRELANDS RESPONSIBILITIES

The Tenant has rights under the Residential Tenancies Act of 1986. The Landlord or "Irelands" responsibilities under the act are as follows;

- Provide and maintain the premises in a reasonable condition.
- Allow the tenant quiet enjoyment of the premises.
- Comply with all building, health and safety standards that apply to the premises.
- Pay rates and any insurance taken out by the landlord.  
**Note:** Any insurance taken out by the landlord does not cover the tenant's liability for loss or damage.
- Not seize the tenant's goods for any reason.
- Inform the tenant if the property is on the market for sale.
- Not interfere with the supply of any services to the premises.

### 3.2 TENANT'S RESPONSIBILITIES

The Landlord or the agent "Irelands" acting for the property owner(s) have rights under the Residential Tenancies Act of 1986. The Tenant's responsibilities under the act are as follows;

- Pay the rent on time every week at least one week in advance.  
**Note:** rent can also be paid fortnightly or monthly in advance as requested by the tenant.
- Keep the premises clean and tidy and free from rubbish, bottles, and cigarette butts or like matters. Any costs involved to make good non-compliance with this clause will be charged to the tenant.
- Notify Irelands as soon as any repairs are needed. You may not withhold rent if you cannot get repairs completed. Seek advice from Tenancies Services on 0800 TENANCY or 0800 83 62 62.
- Use the premises principally for residential services.
- Not damage or permit damage to the premises,
- Inform Irelands as soon as is practically possible of any damage.
- Not disturb the neighbours or other tenants of Ireland Property Management in the same building.
- Not alter the premises without Ireland's written consent.
- Not use the property for any unlawful purpose.
- Leave the property clean and tidy, and clear of rubbish and possessions at the end of the tenancy.
- At the end of the tenancy, leave all keys and such things with Irelands. Leave all chattels supplied with the tenancy.
- Pay all charges for electricity and gas used in and upon the premises and all telephone and all telephone hire charges and toll accounts incurred during the tenancy.
- Replace all electric light globes and switchboard fuses in the premises as they wear out or are broken or become unusable with others of at least the same quality and power of those at the date of this agreement.
- Replace all window panes, mirrors and light shades in the premises as they are broken or become unusable (except for fair wear and tear), with others of at least the same quality as those in the said property at the date of this agreement.



## It's all about communication...

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- To pay the tradesmen's call-out charge if prior arrangements to allow tradesmen to enter the premises to effect repairs are not adhered to.
- If a maximum number of occupants are stated in the tenancy agreement, not exceed that number.
- The tenant shall not paint, drive nails or screw into, affix any kind of adhesive tape to, or in any way deface the walls, ceilings, floors, wood or ironwork, or the owner's fittings and fixtures.
- Lawns, where required, are to be mowed fortnightly, gardens kept tidy. Monthly is fine during winter.
- The tenant shall keep the drains, sanitary appliances, sink wastes, and shower wastes reasonably clean, clear and in good order.
- The tenant shall pay for the fumigation or appropriate action for the removal of any pests entering the property after the commencement of the tenancy.
- The tenant agrees to keep the premises well ventilated at all practical times when the tenant is personally in residence to prevent the build-up of mould and/or mildew.

### 3.3 FIXED TERM TENANCIES

Irelands prefer to sign one year fixed term tenancies with all our tenants as this gives both the tenant and the property owner surety over the coming twelve months.

Tenancy terms do vary so that tenancies do not end during the pre-Christmas and middle of winter periods which are off season times for prospective tenants.

Please read carefully the following points, should you have any queries please ask your Property Manager to clarify these for you.

- At Irelands we have a company policy that all tenancy agreements will be of a Fixed Term Tenancy type.
- UNDER A FIXED TERM TENANCY YOU ARE NOT ABLE TO GIVE NOTICE TO END THE TENANCY.
- The Tenancy will run from the start date of your Tenancy to the end date of the Tenancy.
- This means that as a Tenant you are more secure in your property as the Owner or Landlord of the property cannot give you notice to end the Tenancy.
- Under The Residential Tenancies Act there is no automatic "Right of renewal" for a Fixed Term Tenancy. We are not legally obligated to extend any Fixed Term Tenancy.
- Fixed Term Tenancies will NOT be converted to a Periodic at the end of the 1st Fixed Term.
- We will contact you approximately 6 weeks before the end of your Fixed Term Tenancy to discuss renewal or ending options.
- Please be aware that we will not extend Tenancies into the winter months. This is between May and Mid September also the Christmas end of year period between November and Early January.
- If Irelands have offered you a Tenancy Extension (this is not a guarantee that a Tenancy Extension will be offered) we will always take offers of a tenancy extension to the Owner(s) of the property for consideration but CANNOT guarantee acceptance if they fall into these months.



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### 3.4 BREAK LEASE

We understand that circumstances can change and that prior to the end of your Fixed Term Tenancy you may wish to break your lease because of a major change in your circumstances. Below is a brief outline of your obligations as tenants during this process which “may” or “may not” be agreed to by the property owner.

Under the Residential Tenancies Act we are not legally obligated to allow you to break a Fixed Term Tenancy. However, as we consider this unreasonable we, in consultation with the property owner, will allow you to apply to break your Fixed Term Tenancy agreement.

Below is an outline of things you should be aware of to complete the break lease process.

- AS TENANTS YOU WILL BE RESPONSIBLE TO PAY THE FULL RENT UNTIL A NEW TENANCY COMMENCES WITH A NEW TENANT.
- Once you have advised the office you wish to break your lease you will be sent a Break Lease letter, this must be carefully read, the letter signed and returned to the office with full payment of the Break Lease Fee and Advertising costs or agreement to take these Fees out of your bond at the end of the tenancy.
- We will not commence marketing of the property or sign a new tenancy until this letter has been acknowledged, signed and returned to our office.
- You agree that you are liable for all reasonable costs of re-letting. This includes but is not limited to; advertising costs, the Break Lease Fee and ongoing rent until the start of a new tenancy.
- Please be aware that we will not allow you to break your fixed term tenancy during winter or Christmas months (late November and December).
- We prefer to have at least 6 weeks to re-market a property. This allows us to reduce your risk as the tenant of having to pay rent when you are not residing in the property.
- Any new tenants will have to meet the same application criteria as you have, we reserve the right to accept or decline any new tenants.
- The new tenancy must as a minimum be long enough to cover until the end of your tenancy period. E.g. if your Tenancy will end in January 2010 the new tenancy must run until minimum January 2010.
- Once we have signed a new Tenancy you will be notified in writing of the date we can release you from your tenancy.

### 3.5 PERIODIC TENANCIES

On some occasions, it is more convenient for the tenant and the property owner to agree on a periodic term of tenancy for renting a property. In this circumstance the tenant's responsibilities are exactly the same as for a fixed term tenancy but termination of the tenancy is open ended.

The tenant can terminate the tenancy by advising their property manager only in writing (email is fine) giving a minimum of 21 days notice to vacate (or more if possible).



## 3.6 PAYING YOUR RENT

In the event that your direct debit or automatic payment with our company is not made on the scheduled night there are 3 acceptable ways to pay your missed rent.

- Paying by Cash or EFTPOS at our Office.
- Direct payment into our Trust Account via Internet Banking. Note that you must use the Reference number provided so that we can identify that the payment is from you otherwise we cannot be certain who the payment has been received from.

The following methods of payment are unacceptable;

- Paying by cheque unless previously arranged with your property manager.
- Paying directly at a BNZ branch, as there is no way of identifying that the payment came from you as there is no reference.

Banks allow transaction details to be added to a payment in three fields. These are the Particulars field, Code field and Reference field. These are all 12 characters long. We recommend you use the Particulars field for your name, the Code field for you tenancy address, and the Reference field for the reference number we supply to you which is unique to your tenancy.

When making any payment please ensure that the Bank is using the reference number provided for your property on the payment. If this is not done we will unfortunately have to charge you a fee of \$20 for identifying who has made the payment.

### 3.6.1 EXAMPLE AUTO PAYMENT FIELDS

The fields Particulars, Code and Reference are the 3 x 12 digit fields which are available for every automatic payment made in NZ banking. The below fields have examples of what you can use in these fields to identify your rent payment on your statement and our statement.

#### Particulars

M	A	R	Y		S	M	I	T	H		
---	---	---	---	--	---	---	---	---	---	--	--

#### Code

5	5		B	R	O	W	N		A	V	E
---	---	--	---	---	---	---	---	--	---	---	---

#### Reference

1	0	0	0	1	9	1	8				
---	---	---	---	---	---	---	---	--	--	--	--

### 3.6.2 REFERENCE NUMBER AND IRELAND BANK ACCOUNT

Your Reference number is noted on the **cover letter** of this tenant welcome pack.

**Ireland's Bank Account Number** to deposit rent;

#### Bank

0	2
---	---

#### BSB

0	8	2	0
---	---	---	---

#### Account Number

0	1	0	7	8	6	6
---	---	---	---	---	---	---

#### Suffix

0	4
---	---





### 3.7 ARREARS

Irelands have a zero arrears policy which we are **rigorous** in implementing and actioning with all tenants.

Many of our owners have substantial financial commitments and we are derelict in our duty and our service if we do not action our arrears policy rigorously. We make no apology for this process as this is one of the primary reasons property owners use a property management service. Below is the rigorous process we follow for all tenant arrears.

#### **Day 1 in Arrears:**

We always give you the first day as a buffer as sometimes banks can alter the payment date due to public holidays or just a plain bank error. We do expect you to pay your rent on this day if the regular payment date has been missed for **ANY** reason.

#### **Day 2 in Arrears:**

In the event that the payment has still not been received, we will send you a text (TXT) message on your mobile (or email if you prefer, please ask your property manager about this choice). This message or email will state the rent due date and the amount due. It will also ask the receiver to contact our office immediately regarding the arrears.

#### **Day 3 in Arrears:**

In the event that the payment has still not been received, we issue a 10 Day Notice by snail mail to remedy the arrears breach as specified in the Residential Tenancies Act of 1986. The property manager will update the owner with the arrears status.

#### **Day 5-7 in Arrears:**

In the event that the payment has still not been received, we apply to the Tenancy Tribunal. The Government Department of Building and Housing schedule a "Mediation" meeting between the tenant, Irelands, and an appointed mediator. The property manager will update the owner with the arrears status.

#### **Mediation:**

In this mediation meeting we all try and establish an agreement over how and when the arrears will be paid. If this step is unsuccessful Irelands will ask for the matter to be heard by the Tenancy Tribunal at the local court house. The property manager will update the owner with the arrears status.

#### **Tenancy Tribunal:**

We may seek termination of the tenancy depending on the circumstances. The property manager will update the owner with the arrears status.

### 3.8 CHATTELS

If your property comes with chattels the property manager will list these on your tenancy agreement or on a separate list depending on the number of chattels.

You will need to confirm the list with your property manager within the first week of the tenancy otherwise we will accept the supplied list as the correct list.



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### 3.9 LOYALTY OFFER

As a sign of good faith and loyalty to our current tenants Irelands are happy to offer a 50% discount on the Letting Fee of any new tenancy. This 50% discount is available on any property the tenant chooses to commence a new tenancy if they move from the property of their first tenancy.

### 3.10 PROPERTY MAINTENANCE INSPECTIONS

Property Maintenance Inspections are primarily to ensure that the owner's property is being maintained to the standard expected by the owner. The initial property maintenance inspection will be completed after the 1st four weeks of the tenancy and then on every three months.

Your Property Manager will send you an inspection letter in the month of the inspection usually at the beginning of the month. The Residential Tenancies Act 1986 states the landlord must give at least 48 hours notice of a scheduled property inspection.

The property manager does not require the tenant to be present during inspections, but it is certainly OK if you are present. It is unlikely that the day and time of the property maintenance inspection can be altered unless there are extenuating circumstances.

These Inspections will help the Property Manager;

- To identify any routine maintenance requirements as detailed in the property maintenance inspection report.
- To outline any required medium to long term investments to the property e.g. new carpet may be required soon. Heat Pump or other heating source, insulation requirements, refurbishments of kitchens and bathrooms, etc. This capital expenditure is at the discretion of the property owner.
- If necessary, the property manager may need to forward a 10 day notice to the tenant to remedy any breach of the tenancy agreement. This letter will outline the tenancy breach and gives 10 days for the tenant to rectify the issue.



### 4 REQUEST FOR PROPERTY MAINTENANCE

Irelands prefer our tenants to notify us of property maintenance issues by using our website and the process outlined below in section 4.1.

If the item is an emergency then please call our office on (03) 3772090 and ask for your property manager. If the office is unattended wait for the emergency prompt for the duty property manager's mobile number. The property manager will discuss your emergency and respond as appropriate.

#### 4.1 MAINTENANCE PROCESS

Please use the following procedure to log a property maintenance problem or issue that may need attention of a professional.

1. Please use the internet to navigate to our website [www.irelandpm.co.nz](http://www.irelandpm.co.nz).
2. On the [www.irelandpm.co.nz](http://www.irelandpm.co.nz) homepage click on menu item <renting>
3. Under that menu click on <maintenance request>.
4. Fill out the form provided with your property details and your contact details and advise who is able to provide access for any maintenance contractor to resolve the maintenance.
5. Please give full details in the form of the maintenance situation including location and extent of the problem, so we can attend to the matter in the most appropriate and efficient manner.
6. Once the form is completed click on <submit maintenance request>.

We will then receive this request by email and respond to you within 24 hours.



## 5 TENANT PROPERTY MAINTENANCE

### 5.1 CONDENSATION AND MILDEW

Condensation is a major property maintenance problem in two respects. It accelerates damage to houses, but more importantly a damp house has a very detrimental effect on the health of the occupants.

Below we have reported some of an article about condensation and mildew put out by BRANZ and in it you will note the amounts of water produced each day by normal day activities.

With excess moisture and condensation, the only place the moisture can go once the walls are damp is into your furniture, fittings and clothes. So beds, especially ones up against walls or directly on the floor and wardrobes that are full of clothes become very damp letting mildew set in. Moisture is then attached to linen, books, files and anything that usually has low moisture content.

The key to preventing condensation is to remove the moisture from the air and the most effective way to achieve that is through ventilation or with a dehumidifier. If you have a major problem with condensation and are not able to ventilate your home during the day, a dehumidifier could be the only option for you.

With the number of properties we visit on a regular basis, we see some good examples of people who control condensation and some other examples where condensation controls the people.

Condensation and moisture usually controls people by making their surroundings damp and then it attacks the occupants of a house. It is a bit like living in a cold sauna.

The health of people living in damp houses is always worse than people living in dry houses. People in damp houses spend more on heating than people in dry houses, because to get a room warm, first of all they need to heat up all of the moisture in the room. Then because of the amount of moisture in the room, it cools down quickly making the room cold again and requiring more heat.

There are people who use a dehumidifier because they are-out-all-day-working and cannot ventilate the house by leaving the windows open during the day. They get 5 litres of water out of the house every two days. If that moisture has no other way to get out in three weeks you could have 50 litres of water in the house!

1. Tenant Responsibility
2. Insert section on New homes
3. Use causes and solutions format.

Consider the energy required to heat up 1 litre of water from 10 to 20 degrees with the amount of energy required to heat up 50 litres of water. This cost goes straight onto your power bill.

If you use a gas heater, be aware of the moisture it creates, any resulting damage is the tenant's responsibility.

If you have any concerns about condensation, please contact our office.



## 5.2 EXTRACT FROM THE BRANZ:

### 5.2.1 INTERNALLY GENERATED MOISTURE

Surface condensation is mainly a winter problem. BRANZ research has shown that mildew occurs in 46% of New Zealand homes and that in one home in five, the occurrence is repeated and prolonged. One home in seven has damp wall linings caused by surface condensation.

Although the occurrence of condensation is widespread, it is generally heavier in colder areas of the country. It can form on walls, ceilings and windows - in fact on any surface that is colder than the dew point temperature of the air in the room. Condensation is, however, more obvious on harder impervious surfaces such as glass or gloss-painted ceilings.

Condensation can leave water stains and, if persistent, can promote mildew growth and cause swelling and rotting in wood and wood-based window surrounds. Condensation can also damage paint work if continually unattended to by the occupant.

Mildew, although occurring in either mild or cold conditions, is more frequent in the former.

### 5.2.2 REDUCING INTERNAL MOISTURE

The effects of internal moisture can be minimized by:

- Keeping the room and its internal surfaces warm. The indoor temperature in winter should be kept at least 5-7 degrees higher than the outside.
- Continuously using low levels of heat to minimize temperature fluctuations and keep surfaces warm, rather than using a lot of heat for a short period of time.
- Ventilating the space to remove the moisture-laden air to the outside.
- Using a dehumidifier.

Both heating and ventilation are needed in the same way that demisting a motor vehicle windscreen is achieved by a combination of venting and heating.

### 5.2.3 APPROPRIATE LEVELS OF VENTILATION

Constant ventilation, by having many windows slightly open all the time, is the best way of providing ventilation. If not enough moist air is being removed and the windows continue to steam up, the windows should be opened slightly more.

Replace the air (one air change) in a 60m<sup>3</sup> room each hour removes about 0.12 litres of water. Occupied rooms that get less than 10% an air change per hour are highly likely to grow mildew. (Care is needed with ventilation as too much will prevent the house from becoming warm when heated. A properly ventilated house will lose approximately 20% of its heat input because of the ventilation).



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### 5.3 CONTROLLING CONDENSATION

In addition to the above measures condensation can be controlled by:

- Not over-boiling pots and pans and keeping pot lids on to reduce the amount of steam being given off.
- Wiping moisture off the windows when condensation has occurred and then taking the wet cloth outside to dry out.
- Not drying clothes inside.
- Reducing the number of pot plants kept inside.

Insulation helps to keep surfaces warm thus lowering the risk of condensation forming. Heating and insulation will also reduce the chances of persistent condensation and mould growth occurring but, unless the ventilation is adequate, will not prevent them.

### 5.4 TILE MAINTENANCE

#### 5.4.1 IT IS RECOMMENDED THAT YOU DO NOT USE THE FOLLOWING:

- Acid based cleaners - these do more harm than good and must be applied by professional applicators
- Powdered cleaners - particles may be retained by the unglazed surface of the grout
- Soapy cleaners or detergent on glazed tiles - this can lead to the formation of surface film, dulling of the lustre and the promotion of mildew and bacteria growth in damp areas.

Floor tiles should be swept or vacuumed prior to wet cleaning.

Tiles in the shower need to be thoroughly cleaned weekly to avoid a build-up of soap scum, body oils and hard water deposits.

### 5.5 EASY CLEAN WASTES

If the showers at your property have easy clean wastes then they need to be cleaned out regularly, depending on how much your shower is used.

The manufacturers recommend this is to be done at least every 4 weeks depending on shower use.

Please follow the cleaning instructions below.

1. If your shower is not draining properly, please check that your easy clean waste is free from all matter, long hair particularly.
2. If it is still not draining, please contact the office.

Your waste may appear differently, but the cleaning steps are the same.



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## 5.6 DISHWASHERS

If you need help with your Dishwasher, follow these steps;

1. Before you call for service check to see if you can fix it. The list under problem solving will help.
2. If you need service. Call Irelands on 03 3772090.

### 5.6.1 DISHWASHER PROBLEM SOLVING

We have prepared this "self help" chart in case you have problems with your dishwasher. Check this chart before you phone us for service as there will be a tenant charge for call outs that result for no fault found.

PROBLEM	CAUSE	SOLUTION
<b>DISHWASHER WON'T START</b>	Power supply not connected. Door not properly closed.	Check plug is in and switched on. Check fuse box or circuit breaker.
<b>WATER DOES NOT ENTER THE DISHWASHER</b>	Tap turned off.	Check tap is turned on.
	Inlet blockage.	Check for kinks and sharp bends in inlet hose. Check inlet hose filter sealing washer at tap.
<b>WATER NOT BEING PUMPED OUT</b>	Drain system blocked.	Check filters, drain hose for kinks, sharp bends and sink trap spigot for blockage.
	Filters blocked.	Clean all filters.
<b>WATER LEAKING FROM THE DISHWASHER DOOR</b>	Poor Installation. Dishwasher not level.	Adjust leveling legs.
<b>WATER MARKS OR FOGGY GLASSES</b>	Poor quality water.	Increase rinse aid dosage.
<b>FOOD PARTICLES ON PLATES AND GLASSES</b>	Poor loading.	Do not overload dishwasher, and use the recommended loading pattern. Ensure that dishes or cutlery are not preventing either spray arm from rotating. Remove large food particles before placing dishes in dishwasher.
	Incorrect Program selected.	Select heavier wash programme. Incorrect programme selected. Do not use economy option with heavily soiled dishes.

## 5.7 CARPET STAIN REMOVAL GUIDE

If you have a stain, please feel free to call our office and we will always advise you over the phone so that you can remove any stain yourself whenever possible. If it is a stain like, make up, nail polish, grease, oil, ink, paint it will probably need a special carpet cleaning chemical to remove it but here is a general guide for you to start with:



## It's all about communication...

Coffee, tea, soft drink, alcohol, food, general wear and tear - use water sparingly to dilute stain place old colour free towel on top and absorb up excess water/liquid.

The best rule of thumb is water sparingly on most stains and then stand on a towel to absorb all excess moisture so that way you don't end up with a watermark.

See what stain looks like when dry and then if stain still exists please call Irelands.

### 5.8 AIR CONDITIONING / VENTILATION

Your heat pump will give years of trouble free service provided these few simple rules are followed.

#### 5.8.1 MAINTENANCE

1. Indoor unit filter - clean monthly and wash 6 monthly, dry before reinstalling into heat pump.
2. Outdoor unit - keep vegetation clear of unit so airflow is not impeded. Check unit is clear of leaves etc - monthly.
3. Use "Spray n Wipe" or similar on exterior of casings (Indoor and Outdoor units) to clean.

**Note:** Always switch off plant before undertaking the above.

#### 5.8.2 DEFROSTING

Under cold or frosty conditions plant will defrost. When this occurs the indoor and outdoor fans shut off. This process typically takes 5-10 minutes although under extremely cold conditions an inverter's model can take up to 13 minutes before re-commencing normal heating operation. The indoor outlet louvre will either remain open or closed during this process, depending on the model.

Do not switch unit off as this will only lengthen the defrost process. After defrosting it is normal to see steam rising from the outdoor unit for a short period once heating operation re-commences.

#### 5.8.3 DRAINAGE

It is quite common for water to drip from the outdoor unit in winter and from the indoor unit drain to outside in summer.

#### 5.8.4 OPERATION

The U.N. recommends temperatures no lower than 18°C for domestic residences to ensure optimal health of the occupants. We therefore recommend you turn your heat pump down rather than off in winter when either leaving the house or sleeping. This ensures heat which has built up during the day is not lost saving the heat pump from having to work really hard to pull the temperature back up again during the coldest part of the day i.e. frosty mornings using maximum power to achieve this.

For basic operation select either heat or cool on the mode button and set temperature, 20-25°C for heating; 22-24°C for cooling.

If your unit is fitted with the "home leave" button use this in winter and set to 16°C in the heat mode. You can then push this button when retiring for the evening or leaving your home and plant automatically changes to this mode. This ensures a minimum temperature is maintained inside your home at all times. To deactivate simply push "home leave" again and plant returns to normal operation.





## It's all about communication...

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When using the remote controller always ensure the indoor unit "beeps" when changing mode, temperature or anything else. The "beep" confirms and signal has been received by the indoor unit.

Finally, always ensure the indoor unit bottom louvre is pointing to the floor in the heating mode to ensure heat is pushed to floor. **DO NOT USE THE SWING BUTTON IN HEATING MODE.**

### 5.8.5 WARRANTY

Your heat pump carries the manufacturer's warranty covering parts and labour, so if a problem does occur please do not hesitate to contact its. Warranty repair work is only undertaken during normal week days and work hours (8am-5pm). Travel charges apply for work outside the greater Christchurch area. So please ensure you have read the operating instructions fully as a charge will be made if equipment is found to be fully operational.

Push the vertical swing button once and the louvre will begin to swing. When louvre reaches the desired angle simply push this button again and the louvre locks in position. The louvre position is now locked in and even if heat pump is turned off the louvre will return to this position when switched back on. In heating mode it is very important the vertical louvre is set in the most, downward position available as this ensures heat flow to floor level.

In cooling mode set the louvre to its most vertical position as this ensures cool air is pushed out into the room at high level.

The horizontal swing buttoner is identical to the vertical swing button in operation. Pushing once will provide horizontal oscillation of louvres and pushing once more will lock horizontal louvres in desired position. Again we recommend locking horizontal louvres in place. Some heat pumps may not have this feature.



# It's all about communication...

## 6 TENANT PROPERTY MAINTENANCE

The following information has been prepared to assist you when vacating the property you have been renting through this office.

Please note that we cannot inspect the property until you have removed all belongings and have returned the keys. Any keys given to friends or relatives should also be handed back.

We ask that before the Final Inspection you:

- ✓ Ensure that our office has your new forwarding address and phone number.
- ✓ You pay your rent until the vacating date in cash or by automatic payment.
- ✓ Return all keys to this office including letterbox keys.
- ✓ Arrange final readings of your services including telephone, electricity, gas supply, and water supply if you live in the Selwyn District.
- ✓ Re-direct all mail to your new address.

Please note that rent is due and payable until all keys are returned

Attendance to the following matters, described in section 6.1 -6.3, prior to our inspection will save considerable time and prevent unnecessary delays in returning your bond.

### 6.1 REPAIRS

All tenant damage must be made good. Please contact me for phone numbers of competitively priced professional trade's people.

### 6.2 CLEANING

If you do not wish to do the cleaning yourself your property manager can arrange quotes from professional cleaners prior to you vacating. The property is left in a very clean and tidy condition throughout, including the following items;

#### 6.2.1 CLEANING GENERALLY

- The carpet must be professionally cleaned by a competent tradesperson.
- All walls, doors, sliding doors and tracks and security screens to be cleaned of all marks with particular attention to areas around light switches and handles.
- Windows and sills to be cleaned inside and outside where possible.
- Mop all floors, wash all skirting boards.
- Clean light fittings, light shades and down lights to be dusted wiped of fly matter; remove all cobwebs, light bulbs to be left in working order.
- Net curtains are to be washed and slim line blinds are to be cleaned.
- Cobwebs to be removed from interior and exterior of premises.
- Any furniture, curtains or other items included with the property to be returned to original positions.



## It's all about communication...

### 6.2.2 CLEANING THE KITCHEN

- All cupboards and shelves, drawers and benches to be cleaned and wiped inside and out.
- Stove, grill, drip trays and oven to be left clean and free of grease.
- Rangehood exhaust fans and filters to be cleaned and free of grease.
- Clean sink and bench tops.
- Dishwashers filter to be cleaned and around the inside of the door.

### 6.2.3 CLEANING THE BATHROOM

- Wipe down floors, mirrors and windows.
- All mould and soap scum removed from tiles and grouting.
- Ceiling mould must also be removed.
- Toilet vanity, bath, shower recess (tile and screen scum build up to be removed).
- Clean inside of built in cupboards.
- Shower curtain washed or replaced if necessary.

### 6.2.4 CLEANING THE LAUNDRY

- Wipe down walls, clean floors and clean tub.

### 6.2.5 CLEANING THE OUTDOOR AREAS

- Sweep and mop, clean railings and any Perspex or glass.

### 6.2.6 CLEANING THE GARAGE

- Sweep out garage. Degrease all drive ways, carports and all concrete areas.

### 6.2.7 CLEANING THE RECYCLE BINS

- Please leave the Christchurch City Council bins in a clean and tidy state.

## 6.3 YARD MAINTENANCE

It is a stipulation of your tenancy that the following items are regularly (every 2 weeks) attended to and especially at the end of a tenancy.

- Lawns mowed and edges cut.
- Weeding completed and general tidy up of gardens area.
- All rubbish or grass clippings to be removed.