



staircase

property management

TENANT HANDBOOK

Welcome to Renting with Staircase Property Management Ltd!

Congratulations on your tenancy approval! You have been approved because we are confident that you will be able to pay the rent and utilities on time, keep the inside clean, and maintain the property, lawns and gardens.

We have created this guide to assist you with being prepared for your tenancy, and to assist you with having the right expectations during your tenancy. Please note that this does not amend anything agreed in your tenancy agreement nor affect your rights under the Residential Tenancies Act.

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STARTING YOUR TENANCY

- Please return your agreement and bond lodgment form as quickly as possible, you will not be guaranteed to secure the property until your agreement and accompanying costs are received
- Upon signing these, let fee of 1 weeks rent +GST, your first weeks rent and four weeks bond must be paid and received by us within 24 hours
- On the day of your tenancy commencing, we will meet you at the property. Please remember that If you are late to this meeting we may have to reschedule as there will be other tenants scheduled in for the day as well
- As we need to walk through the property with you and confirm the details of your agreement, please allocate up to 45 minutes
- At least one person named on the agreement needs to be present (i.e. you cannot send someone on your behalf if you're unavailable who is not listed on the contract also)
- It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date for legal and security reasons
- During the Tenancy Induction we will go through the following with you
 - Property Condition Report - we will explain what you need to do with your property condition report
 - Repairs and Emergency Repairs - our procedure
 - Any other important matters including property covenants (legal requirements enforced by either local council or body corporates)
 - After the above is finalized you will be given access to the property and provided with the property keys. The doors and numbers of keys will be noted, please be aware we will supply a minimum of one set of (available) keys, if you require additional keys you will need to arrange for these to be cut.

UTILITY CONNECTIONS

- It is your responsibility to ensure your power, gas; phone, internet, etc. have been connected for your new home
- There are a large amount of retailers in New Zealand, but many only operate in certain regions. Visit www.Fastconnect.co.nz or call 0800 885599 to see the suppliers in your area. Please use the code: 1789Z
- For all new installations you must seek approval in writing from the owner through your property manager. You are responsible for all damage during this process, such as mounting holes or cable holes, as well as reinstatement following removal.
- You can find out your local bin collection from the council website. Bins can also be ordered from the council.

CONTENTS INSURANCE

- It is crucial that you take out your own tenant contents insurance, if you would like a quote please feel free to contact our office (09 966 550) and we will organize one for you

- If any of your personal property or possessions are damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc.) then these are not insured by the owner.
- A robust contents insurance policy should cover your belongings, however please check with your insurer as it is your responsibility to make sure you have adequate cover for your possessions against loss and damage.

DURING YOUR TENANCY

- General Repairs – All necessary repairs must first be reported by to your property manager
- Emergency Repairs - examples of these may include:
 - Broken or burst water pipes or leak present
 - Blocked or broken toilet (if a second toilet is not available)
 - Serious roof leak or gas leak- ensure gas is turned off immediately
 - Dangerous electrical fault, dangerous power point, loose live wire etc.
 - Flooding, rainwater inundation inside the property, or serious flood damage
 - Serious storm, fire or impact damage (i.e. impact by a motor vehicle or falling tree)
 - Failure or breakdown of the gas, electricity or water supply to the premises ("essential services")
 - Failure or breakdown of an essential service or appliance on the premises for water or cooking
 - Hot water service failure on a weekend, or long weekend (this would not be considered an afterhours emergency if this occurs on a week night)
 - Fault or damage that makes premises unsafe or unsecure
 - Fault likely to injure a person, cause damage or extreme inconvenience
- After hours emergency repairs - Should an emergency repair be required after hours then you need to contact your property manager. If you are unable to reach them for any reason, contact details for the other property managers at Staircase Property Management Ltd are included on the last page of this form – email is the best form of contact, please use EMERGENCY REPAIRS as the subject heading
- Routine Inspections and Photos - We will conduct a routine inspection approximately every 6 months. The main purpose is to provide feedback to the owner on how you are maintaining the property, and also to make recommendations on any repairs required. Please see a detailed list of what we look for in the checklist provided under the 'vacating' section.
- You will be given a minimum of 48 hours' notice before inspections, you do not need to be present for this inspection and you must notify us if you have changed the locks and not provided us with a key.
- If you are unable to attend the inspection we will still proceed at the scheduled time/date. A business card of the staff member who carried out the inspection will be left for you and your property manager will contact you (if necessary) to discuss the outcome.
- The time being inconvenient or not being able to attend is not valid reasons for cancellation of an inspection and this will proceed regardless.
- Your contact details will be supplied to external contractors to arrange access to carry out maintenance and other request. We only use approved practitioners that carry the

appropriate licences, registrations, memberships and insurances required by the building industry. If you have any concerns with any of the subcontractors we arrange to attend to work at your property, please let us know

- Photos - also note that the inspection may involve taking photos or videos of any repairs required, and a photo of the grounds front and back. We do not photograph tenant possessions.
- Rent Reviews - Rent reviews are carried out regularly and rents are adjusted in accordance with market conditions. A notice in writing will be sent to you advising of the change and the date to implement; this will be emailed to your nominated email address for service.
- Lease Renewals – If you have signed a fixed term agreement (i.e. for a fixed amount of time, i.e. 6 months) then you will need to notify your property manager in writing if you intend to leave on the last day of your agreement. If this is not received by your PM and no further correspondence is entered into, your agreement will automatically be rolled over to a 'period' agreement, meaning you are no longer bound by an end date, but can remain in the property until if/when you hand in 21 days' notice to vacate
- Similarly, if you intend to vacate the property on the last day of your fixed term, you will need to notify your property manager in writing a minimum of 21 days prior to the scheduled end date of your intention to leave
- Landlord Mail and Contact - should you receive any mail addressed to the owners please forward this mail to us as soon as possible
- We act as the property owners' representative ("agent") and as such any communications from you need to be first addressed to your property manager. We do not provide contact details for your property owner, as they have appointed an agent to be able to stay silent and have us communicate with you on all matters. Similarly we will not provide your contact details directly to them. This is to ensure the correct flow of information as well as compliance with legislation.
- Misplaced Keys - If you have misplaced your keys during business hours you may come to our office, pay a deposit and borrow our office set. Collecting any spare keys from our office as well as arranging for their return, are at your cost.
- If you change the locks or alarm codes any time during the tenancy without prior written approval, if the locks are changed; please provide us with a set of keys immediately.
- Property Damage - If property damage has occurred you are obligated to let us know immediately.
- Noise/Disruption - The utmost care must be taken to ensure that you do not disrupt your neighbours with noise, loud music; parties or other events can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.
- Strict No Smoking Policy - All properties have a strict 'no smoking inside' policy.
- Changing of tenants - Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond lodged with the bond authority.
- Sub-Letting - Subletting is prohibited. This includes assigning the tenancy over to a third party, or allowing other occupants to move in without our express permission. Renting but not residing at the property is not permitted unless agreed in writing.

- Property for Residential Use Only - The property is for residential use only. The property cannot be used for commercial, industrial or illegal purposes. The use of the property cannot breach local council zoning regulations and also cannot be in breach of the law.

RENT PAYMENTS

- Applications are approved ONLY on the grounds that we are confident that the rent will be paid on time. It is important that you are aware of our zero tolerance for late rent payments.
- If rent payments are not made on time, you can expect phone calls, text messages and persistent contact until resolved. So if you believe you may be late with a rent payment, you must notify us at least 3 working days beforehand, or as soon as you are aware that you will be unable to make a payment. We recommend you do all that you can do to borrow the money from other sources, as if we are not contacted or make an arrangement with you, our policy will then be issuing a 14-day breach letter and making an application to tenancy tribunal to end your tenancy. If you are consistently behind, we will recommend to the landlord to end the tenancy. This will be done either through tenancy tribunal or by issue of a notice to vacate. Both will result in default notices being uploaded to the nationwide TINZ (Tenancy Information NZ) database and be available for any future agent or owner to view. All invoices issued by your agent must be paid by the due date. If not a 14 day breach letter will be issued and if the invoice remains unpaid a tribunal application will be made.

Lodgements on the TINZ database will effect further tenancy arrangements with other real estate agents not only in your local area, but across New Zealand. It is important to note that all real estate agents check this tenancy database when they receive an application for tenancy; therefore, we encourage everyone to ensure their rent is paid on time and other responsibilities are met.

Please remember to use your tenancy reference at all times for payments or there is a risk that we will not be able to confirm payer details (i.e. not allocate it to your rent amount owing) or it may be allocated to another tenant if there are multiple tenants with similar names. Consistent failure to use your reference number may also result in fines being issued to you.

Should you request to pay your rent monthly, it is important to understand that the term 'calendar month' is calculated as follows:

1. Weekly Rent divided by 7 days = Daily Rent (e.g. \$500 / 7 = \$71.43)
2. Daily Rent x 365 days = Yearly Rent (e.g. \$71.43 x 365 = \$26,071.42)
3. Yearly divided by 12 months = Calendar Monthly Rent (e.g. \$26,071.42 / 12 = \$2172.62 per month)

This calculates 12 equal calendar monthly payments, which will be due on the same date each month

Please ensure your rent is always paid in advance. Some tenants find this concept difficult to understand, and some mistakenly believe that the first week of rent paid is held in trust for use at the end of tenancy, like a bond. It is important to note the first weeks rent paid for your first week of tenancy.

To clarify further, you move into a property on Monday 1st of January and are required to pay one week's rent at this time. This means that your rent is now paid for the next 7 days, when you will be required to pay again for the upcoming 7 days. Let's assume you stay in the property or a few more months, and then decide to move on around the end of July, and give us 21 days' notice that you're leaving, which you do on Wednesday 27th July. The rent payments for this time are outlined below:

- Monday 25th July, Normal rent payment of \$500 for dates Monday 25th to Sunday 31st July.
- Notice to vacate sent Wednesday 27th July, for tenancy to end on Tuesday 16th August, being 21 days
- Wednesday 29th, provide notice in writing to vacate 21 days from this date
- Monday 1 August, normal rent payment of \$500 for dates 1-7 August
- Monday 8 August, normal rent payment of \$500 for dates 7-14 August
- Monday 15 August, final rent payment of \$142.86, being 2 days rent for Monday 15th and Tuesday 16th

You can hand in your notice at any time providing it is 21 days or more, and that you are not on a fixed term agreement. To ensure your notice is received, please email it directly to your property manager during working hours, drop it in to the office (during working hours, being Monday-Friday 8:30am to 5:00pm), we do not recommend posting your notice through the mail however if you do, please remember to add an additional **four** working days to your notice period to allow for postage, as is required under the act.

TAKING CARE OF THE PROPERTY

- Tenant Painting - Tenants should not paint any part of the property. If you have not painted the property to a professional standard, this may result in a professional painter rectifying the work at your cost. Please be aware that if an exact match is not achieved with a sample of the paint under a colour spectrometer, the resulting colour may not be a match when applied to the walls. In this case, the entire wall would then need to be painted to remedy the mis-matched areas at your cost.
- Fixtures and Fittings - If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.
- Smoke Alarms - Smoke alarms will be tested at move in, if they are not working you will be provided with a battery or they will be repaired. Should you believe for any reason the smoke alarm(s) installed are not working, please let us know immediately to ensure your safety in the case of a fire. If the batteries are not functioning, please replace them. It is now up to you as tenants to replace the batteries during your tenancy if they stop working. Do not remove them under any circumstances.
- Picture Hooks - If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. We will let you know in writing if you are permitted to install appropriate picture hooks.
- General Cleaning - It is expected that the property be kept reasonably clean at all times, and this is also a tenancy agreement requirement. Pay particular attention to:

- Walls, switches, power points, skirting's, doors and doorways - please keep these free from marks and finger prints.
 - Cobwebs/dusting - please remove cobwebs on windows, walls and ceilings. Keep vents, light fittings and ceiling fans dusted regularly.
 - Keep curtains/blinds cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis. Ensure blinds are secure and not being blown in the wind when a window is open, this will minimize damage.
 - Keep windows/sills/window tracks and fly screens clean.
 - Keep floors regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.
 - Please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
 - Please ensure all tiles are kept free from grime, soap scum and mould.
 - All carpets should be kept vacuumed and spills immediately attended to. We recommend professional cleaning simply because of general living. The best time is after winter or at the end of a wet period.
 - We recommend professional steam cleaning and we do not permit the use of 'do-it-yourself' hire machines as these may damage the carpet if not used correctly.
- Please take care in the kitchen,
 - Use chopping Boards on bench tops,
 - Please ensure that stove tops, grillers and ovens are kept free of burnt on food.
 - Please ensure these are cleaned regularly to avoid permanent damage.
 - Be sure to read and follow the product instructions carefully, please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner and cause permanent damage.
 - Please ensure any vents and range hood filters are kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these.
 - Substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned regularly. Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs, faeces and urine.
 - Dishwasher provided as part of your tenancy needs to be cleaned on a regular basis and any buildup of food remains removed.
 - If you notice cracking to glass in shower screens or shower doors please report this to us immediately. If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant. Please be cautious!
 - Should a sink or basin become blocked, first try a drain cleaning product and looking for an obstruction. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the

problem, in most cases this has been blocked by something the tenant has allowed to go down the drain, therefore this will be charged to the tenant. Please take care not to place items down drains.

- Water damage - Should you notice water damage to a wall that backs onto a shower, bathroom basin, toilet, hot water cylinder etc. or under the sinks please let us know immediately. This can be identified by bubbling or peeling paint, or even water, mould marks or swelling to the flooring/carpet.

TAKING CARE OF THE OUTSIDE PROPERTY

- Ensure that lawns are regular mowed and edged, keeping them neat and tidy.
- Please ensure any rubbish is regularly removed from the property. Storage of the following is strictly prohibited; car parts, tyres and things like lawn clippings, as well as other items that can easily be considered rubbish or general junk.
- Household rubbish and waste must be removed weekly from the property, or otherwise as required. To allow this to accumulate is a breach of the Tenancy Act.
- Should an oil spill occur at any time, this must be cleaned up immediately to prevent oil seeping in and permanently staining.
- It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly, engine oil spills to gardens and lawns will also create permanent damage to the soil area, being expensive to rectify. Any damage of this type will be charged to tenants in full. This includes trampolines, sheds and other goods.

PETS

- Should the landlord have granted permission to keep pets as per your tenancy agreement and/or written and signed pet lease agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:
 - Pets name, breed, colour and sex must be disclosed.
 - Outside Kept Clean - keep the garden clean and free from animal faeces.
 - Rubbish Kept Cleared - clean up any rubbish/items scattered by the pet.
 - To eliminate any risk of a flea infestation you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost and receipt must be presented to your property manager.
 - Damage Rectification - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden irrigation systems and fittings.
 - Garden Damage - replace plants or vegetation damaged or destroyed by the pet either directly, or indirectly.
 - Additional Pets not noted on this agreement (including breed, colour, sex and age) are not permitted, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals including visiting animals.
 - Temporary Pets - the tenant will not harbour, substitute or "pet-sit" any other pet, nor allow breeding at the property.

- Food - you must not leave food for the pet outside the premises where it may attract other animals and/or insects (i.e. European wasps)
- Bi-Laws and Local Council - abide by all local, city or national laws, licensing and health requirements regarding pets, including vaccinations. Please note that keeping chickens at a residential property is a breach of local body bi-laws.
- Disturbance and Noise - the pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would disrupt the quiet enjoyment of others, and will take steps to immediately rectify complaints made by neighbours or other tenants. Repeated breaches will result in Tribunal Action.
- Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet, and is also grounds for further action and possible eviction action.

BODY CORPORATE'S

- If you are renting a property in a body corporate arrangement (this includes a unit, apartment, townhouse or duplex) then there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use. You must read the Body Corp rules thoroughly as they form part of your tenancy agreement and are a legally binding document. By not abiding by these rules you are in breach of your tenancy agreement. Please advise your property manager if you don't believe you have received a copy.
- Within the body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:
- Only parking bays assigned to you can be used by you and your visitors. In some cases visitors are not permitted to park on the property so it's important so make sure you are familiar with your designated areas. You are unable to use parking bays assigned to other residents.
- As with all tenancies, excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. Occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property (tenants must also remain properly clothed when on common property).
- It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.

VACATING THE PROPERTY

- If you are not on a fixed term tenancy and intend to vacate the property, in all instances we require a minimum of 21 days' notice in writing as per the Residential Tenancies Act. Your notice can be emailed, hand delivered or posted and begins as soon as it is realistic your property manager receives it, i.e. 4 days after posting or during working hours if emailed.
- In the case of breaking a fixed term lease, the following costs will be incurred:
 - Rent will continue to be owed until a new tenant (that has been approved by the agent and landlord) takes possession, or the lease expires (whichever occurs first).

- The cost of sourcing a replacement tenant (including credit checking fees and advertising costs).
 - Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the lawns are mowed and grounds free of rubbish etc. during the time it is empty
- At the end of your tenancy we will work with you to enable your bond to be refunded in a timely manner after you vacate. For your full bond to be refunded, you will need to ensure the following:
 - Any outstanding rent is paid promptly. Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full.
 - The property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition. Please follow the final vacating guide at the end of this handbook to ensure the property passes the final inspection. We encourage you to employ a cleaner so this process is not compromised.
 - Please ensure that any monies outstanding like water rates, costs associated with any damages, compensation amounts and lease break fees are paid. Please note we need to wait for your water provider to send the final water bill before we can release your bond, this normally takes up to 7 working days.
 - ensure that all keys, remote controls etc. have been returned
 - If there is any damage caused to the property this will need to be rectified at your cost prior to the tenancy ending. Once your tenancy has ended, any work that remains outstanding will be completed and the costs charged to your bond. If you require details of any tradespeople please contact your property manager in the first instance as we have a list of trusted, cost effective contacts who can arrange repairs for you. If this work is not arranged and paid for before your final day, this will hold up any return of bond money while the work is arranged and carried out. If the work is not completed by your final day you are effectively waiving your rights to be consulted with or involved in any repair work.
 - Once these criteria have been met we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.
 - Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time.

TENANCY INFORMATION NZ ("TINZ")

The Tenancy Information NZ website is a collection of tenancy information lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents use this database to lodge tenant details. However, when agents are processing application forms, this database is also cross-checked. We are confident that should an agent checking an application find tenant default details lodged; the application will be promptly declined.

So we urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid an unfortunate lodgment of their details.

GETTING THE PROPERTY READY FOR VACATING – CHECKLIST

- ☐ **Mail Redirection** - please ensure that all mail is re-directed to your new address. You can complete a form with New Zealand Post to assist with this.
- ☐ **Utilities** - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.
- ☐ **Appliance manuals** - please leave them on the kitchen counter.
- ☐ **Keys** - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

Inside the Property

- ☐ **Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- ☐ **Ceilings** - please remove any cobwebs.
- ☐ **Ceiling mould** - please clean off (particularly in wet areas and sometimes in bedrooms).
- ☐ **Light fittings** - clean off dust and remove any dead insects inside. All bulbs must be in working order.
- ☐ **Ceiling fans** - wipe fan blades and tops of fittings to remove dust build up.
- ☐ **Skirting boards** - wipe down with a damp cloth.
- ☐ **Doorways, doors** - wipe off finger marks and any other removable marks.
- ☐ **Windows** - clean inside and out. Sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- ☐ **Screen doors** - front and back including frames – wiped clean and screen wire brushed.
- ☐ **Stoves** - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. Please use a professional oven cleaner for this.
- ☐ **Kitchen range hood** - clean pull out filters and framework.
- ☐ **Bathroom** - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath has a plug available.
- ☐ **Toilet** - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.

☐ **Laundry** - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.

☐ **Tiling** - make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.

☐ **Exhaust** - vents and Fan Covers are to be clean of any dust and dirt.

☐ **Heat Pumps** - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a HRV unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.

☐ **HRV ceiling duct vents** - please clean down if dusty or dirty.

☐ **Cupboards/drawers** - please clean/wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.

☐ **Curtains** - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.

☐ **Blinds** - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.

☐ **Floors** - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.

☐ **Carpets** - **please ensure the carpets are clean.** Be aware that using cheap '*do it yourself*' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more as they generally do not have the power to get carpets properly clean. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

Phone us for details of who we recommend and use for professional carpet cleaning.

Outside the property

☐ **Lawns** - freshly mowed and edged

☐ **Gardens** - remove any weeds, any rubbish and built up leaves etc.

☐ **Guttering** - please ensure that the gutters are freshly cleaned of any dirt/silt and leaves/twigs.

☐ **Rubbish** - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.

☐ **Sweep** paths and paving areas.

☐ **Oil spillage removal** – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages etc.

- ☐ **Cigarette butts** - if there are cigarette butts lying around - please pick up and remove.
- ☐ **Garages and tool sheds** - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

If you have a pet

- ☐ **Pet droppings** - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- ☐ **Dog urine** - remove/clean where your pet may habitually urinate (Base of walls, veranda posts etc.)
- ☐ **Dog stains** - to outside walls. Check where your dog regularly lies down, there might be ‘tell-tale signs’ on walls etc.
- ☐ **Dog/Cat claw damage** - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- ☐ **Dog chew damage** - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- ☒ **Pet hair** - please ensure any visible pet hair inside is removed.
- ☒ **Fumigation** - if your lease stipulates fumigation, please ensure this is arranged

TRADES GUIDE – GET SOME HELP TO GET THE PROPERTY READY

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go.

The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and not do a thorough job. **This only then delays the bond refund process and the amount they get returned.**

Therefore to get your bond back quickly here are some tradespeople we trust, use and recommend on a regular basis. We use them also because of their reasonable rates.

Who we use and recommend-

Professional Cleaning - we use and recommend **Capret 09 4443080**

Carpet Cleaner - we use and recommend **Carpet Surgeons 0508 7874 366**

Driveway Sprayer/Cleaner - we use and recommend **Staircase Maintenance. 021715105**

Handyman - we use and recommend **Staircase Maintenance. 021715105**

Pest Controller/Fumigator - we use and recommend **Acute Pest Control 0274 966 213**