Comprendé

PROPERTY MANAGEMENT | REAL ESTATE



Welcome to Comprendé

What to expect when renting a Comprendé property

Welcome

Thank you for choosing a Comprendé property!

We are thrilled to welcome you to your new home.

This guide will help answer common questions that may arise during your tenancy.

Property inspections

Your first inspection will be within the first two months of your tenancy. Following this they will be carried out every three months. The exact timing depends on the owners' insurance and may vary slightly depending on their policy.

Photos will be taken of walls, doors, ceilings, and floors as well as chattels. Regular inspections are carried out to comply with the owners' insurance. They also help ensure the property is being kept in a reasonable condition and to verify that any maintenance requests have been completed.

Our inspection team will give you **at least** two days' notice before an inspection. They will let you know what day they are coming and will arrive within business hours (8.30am - 5pm Monday - Friday). You are welcome to be at home during your inspection. If you're out, our team will have a key and will let themselves in.

If you are sick on inspection day, please **call our office** in the morning so thatwe can reschedule your inspection.

Lockouts

If you find yourself locked out during business hours you can borrow a key from us temporarily. Just give us a call and we'll let you know which office you can collect the key from.

For after hours lockouts, you will need to call a locksmith to pick the lock. This will be at your own expense. Please note, changing the lock is not allowed and may result in additional costs.

If you live in an apartment you can also contact your building manager as they may have a master key. They may charge a fee for after-hours assistance.

After hours emergencies

Please phone our office on 04 384 2141 and follow the prompts to go through to the after hours property manager. This is generally for plumbing or electrical emergencies that would greatly impact your comfort as a tenant or will deteriorate the property if left untreated.

Smoke alarm testing

Smoke alarms are checked annually and you will be contacted by the supplier prior to their visit.

Rent

Rent should be paid by automatic payment, on the designated date, quoting the reference noted in your tenancy agreement. Please make this payment from one bank account.

Failure to pay rent on the agreed day could result in a breach notice. Under the Residential Tenancies Act 1986, three breaches of rent arrears could lead to potential involvement of the Tenancy Tribunal, which may result in termination of your Tenancy Agreement.

Maintenance

For all **non-urgent maintenance** you simply lodge a maintenance request through our website at comprende.co.nz and click the 'Request maintenance' button on the right hand side. Alternatively, you can copy and past this link into your browser: https://www.comprende.co.nz/maintenance/

Upload photos where appropriate. Your request will be taken to the owner for approval. Once approved a work order will be sent to a contractor.

You will receive a work order and the contractor will request direct access with you. If you're unavailable, you can authorise the contractor to pick up the key from our office. If you choose to provide access yourself, please be present at the agreed time to avoid a call-out charge. Sometimes contractors will simply inform you of what day they will be attending and will collect a key from our office.

If we find maintenance is needed during an inspection, you will receive a work order letting you know what work is going to be completed and what contractor you should expect contact from.

For urgent maintenance requests please phone our office so we can arrange a solution as swiftly as possible.

Utilities

Utilities are your responsibility as the tenant to set up, and pay for (unless explicitly stated otherwise in your Tenancy Agreement). This includes, but is not limited to power, gas, internet, TV services, and water (if stipulated in your tenancy agreement).

If connecting fibre internet, please request a design scope plan and submit to your property manager for approval before any work commences at the property. Please do not book an installation before the scope is carried out.

Fixed term tenancies

A fixed term tenancy means that the tenancy cannot be terminated by either party during this period unless by mutual agreement.

Tenant variations

We hope that your situation will remain the same throughout the tenancy, but we understand that circumstances can change. If this is the case, please contact your property manager to discuss our process. There will be a fee to reimburse the owner for any reasonable expenses incurred. Please note that under the Residential Tenancies Act 1986 such requests must be on reasonable grounds and may be refused.

Additional address for service

If either party on the Tenancy Agreement changes their contact details, they must notify the other party within 48 hours. Please note that we do not use your physical address for sending notices to. We use your email address provided to us in your application/Tenancy Agreement.

Rubbish

Please follow the local council guidelines for rubbish collection days and requirements. You are responsible for providing your own bins and/or rubbish bags.

If your new home is in an apartment, there may be a designated bin or rubbish area for the building. If this is the case, please follow the rules of the building manager.

Maintenance responsibilities

Your maintenance responsibilities as a tenant include:

- Replacing light bulbs (when easily accessible and can be purchased at a reasonable cost)
- Heating and ventilation of property
- Cleaning and garden maintenance (where applicable and stated as such in your Tenancy Agreement)

Liabilities

Please note that you will be liable to pay for damages to the property, such as:

- Condensation or mould problems that have occured due to inadequate ventilation or heating
- Damage or stains to carpets or flooring
- Blocked drains caused by you through disposal of fat or food waste poured into drains; or wet wipes, or sanitary items flushed down the toilet; or any inappropriate use of drains
- Broken light switches and power point covers
- Broken windows and door glass
- Internal damage of any kind
- General neglect or misuse of the property

We are here to help

We appreciate there's a lot of information to take in! If you have any questions about the property or your tenancy, please don't hesitate to get in touch with me.

Our office hours: Mon - Thu 8:30am - 5:00pm and Fri 8:30am - 4:30pm.

(04) 384 2141
comprende.co.nz