

A Guide to your Wolfbrook Rental

Tenancy Welcome Pack



WOLFBROOK
PROPERTY MANAGEMENT



Contact Information

Your Property Manager's Contact Details

NAME:

EMAIL:

PHONE:

Business hours: Monday - Friday | 8:30am - 5pm

ALL MAINTENANCE MUST be reported via the Tapi QR code that is located under the kitchen sink on the cupboard door.

If you have a maintenance emergency which requires immediate attention & your Property Manager is not contactable, please call Hayley Reid 027 613 7633.

All after hour emergencies – Call your Property Manager and if no answer send a text message – the Property Manager will assess if this is an emergency or not and will take action.

Emergencies for example include unusable toilet, electrical faults, no running water or leaks/flooding.



For further information on who to contact, visit the Wolfbrook Property Management website

Everything you need to know about **your new rental**

As you settle in, it's important to stay informed about various aspects of your rental property. Begin by familiarising yourself with your lease agreement, including details about rent, bonds, and any specific rules. Keep track of rent payment methods and due dates, and ensure you're aware of the property's inspection schedule.

Here's a comprehensive guide to help you navigate your new rental property.



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Rent

Rent is paid 1 week in advance on the designated due date. We encourage direct debit payments. We can set this up for you as per the direct debit authorisation form you have completed. Your first payment is stated on the direct debit form in your tenancy agreement.

Rent Arrears

If your rent dishonours, we will contact you and attempt the direct debit the following day. If your rent is 3 days in arrears, we will issue you 14 days' notice to rectify.

If you have any problems paying the rent, please contact your Property Manager immediately. We cannot explain to an owner why his/her rent has not been received if we don't know ourselves.

All rent arrears will be pursued through the Tenancy Tribunal, all costs and fees associated with the collection of any arrears or debt, as well as the costs of tracing the tenant if they have left no accurate forwarding address.

Inspections

Rental inspections are an essential component of your tenancy, ensuring that your living space remains safe, well-maintained, and compliant with lease agreements. These inspections, conducted periodically by your property manager, offer an opportunity to assess the condition of the property, address any maintenance concerns, and foster open communication between tenants and property owners.



Ingoing

You will be provided with a property inspection report with an accurate description of the condition of the property at the date of commencement. Any changes must be reported and in writing within 7 days of receiving the report. Should we not hear from you in this time, it will be deemed the given report is accurate and is what will be referred to when you vacate the property.



Routine

Your first inspection will be carried out between 4-13 weeks of your occupancy. You will be given at least 48 hours written notice via email as to when this will take place.

Insurance

Insurance is important for both landlords and tenants. Landlords should insure their rental property against any damage. Tenants should also have insurance for their belongings, and to protect them from liability.

The landlord/owner is not responsible for any damage or loss to tenant's contents. Small contents cover for your personal belongings is strongly advised.

Not only do your possessions need protection against accidents, losses, crime, and disasters, you also need legal liability cover. Many home contents policies will cover both. The liability cover protects you in the event you are found to be responsible for accidental damage to anyone else's property. Whilst the property will most likely be insured, the owner's insurance company will hold you personally liable for any damage you cause to the property and pursue recovery of the costs from you.

If you do not have a Home Contents Policy - including legal liability cover - you could be faced with a bill for repairs.

Note: If you are in a flat mate situation, each flat mate must have their own contents insurance.

Utilities



Electricity/Gas/Telephone

It is your responsibility to have the electricity/gas changed or connected over to your name from your lease start date, and to finalise the power account when you vacate. You will have been offered the services of Moving Hub when you signed your tenancy agreement, they can assist with the set up of power, broadband and moving.*

*Unless your property has a check metre for electricity. If you are unsure, you can check with your property manager or check in your tenancy agreement.



Fibre Installation

Please contact your provider to arrange the scope of works and then email to your Property Manager who will then view the scope of works and sign the consent form should the scope of works be accepted.

Rubbish

Your local council collects rubbish in your area. Please phone them for your collection day or you can download the phone app (Christchurch Bins). All rubbish must be disposed of on a regular basis. Proper disposal of rubbish is the tenant's responsibility. If your bin is lost or damaged, check if your neighbour has taken it by mistake, if not, report it within 24 hours of the collection day to the council, otherwise there is a charge. You can also download the phone app (Snap/Send/Solve) to report.

Christchurch City Council provide a three-bin kerbside service. By putting waste in the right bin you're helping reduce the waste going to landfill. We have provided a quick break-down below to help you along. For more information visit the Christchurch City Council website or download the 'Bin Good' app.

<https://ccc.govt.nz/services/rubbish-and-recycling/>

RUBBISH

- ✓ Takeaway coffee, drink cups & containers
- ✓ Compostable, bio-degradable packaging
- ✓ Ash, timber & sawdust
- ✓ Containers over 3 litres & all lids
- ✓ Fabric bags, textiles & clothing
- ✓ Soft plastics & liquid cartons

ORGANICS

- ✓ Leaves & grass
- ✓ Meat & bones
- ✓ Newspaper
- ✓ Bread & pastries
- ✓ Cut flowers & pruned branches
- ✓ Dairy products
- ✓ Fish & Shells
- ✓ Fruits & vegetables

RECYCLING

- ✓ Clean cardboard & paper
- ✓ Clean plastic bottles
- ✓ Clean aluminium cans
- ✓ Clean glass & coloured glass bottles or jars
- ✓ Containers numbered 1,2 & 5
- ✓ Metal tins & aerosol cans



Download the Christchurch City Council's wheelie bin app 'Bin Good'.



Vacate

The following information has been prepared to assist you when vacating your rental property. Please note that we are unable to inspect the property until all belongings have been removed and all property keys have been returned.

We have provided a helpful checklist on page 14 for you to work through on vacating.

Final inspection guide

Please complete the following prior to the Final Inspection:

- Rent must be paid up until the vacating date as per your Tenancy Agreement.
- Bond refund form is to be completed in full.
- Return all keys to your Property Manager including letterbox keys as per the Tenancy Agreement. The final inspection of the property will be carried out once all keys are returned.
- Contact your service providers (power, phone and internet etc.) to advise your new address.
- Re-direct all mail to your new address. This can be completed at your local Post Shop or online.
- The property is to be left in a very clean and tidy condition throughout, with all rubbish removed.
- We recommend the carpets are professionally cleaned. Our preferred carpet cleaner is Josh from ABC, 021-262-5066.

Please note that should the carpet not be maintained in a reasonably clean and tidy condition at the end of the tenancy, you may be responsible for having the carpets professionally cleaned.

- Any furniture, curtains or other items included with the property are to be returned to their original positions.
- All rubbish to be removed from the premises. All three bins are to be empty and clean regardless of rubbish day. A charge may apply if the bins are left full which may be up to \$100 per bin. If a bin is missing there may be a charge of up to \$200 per bin.
- The garage and/or storeroom to be cleaned out, swept, free of cobwebs and grease/oil marks removed from car space/garage and driveway.
- Leave the Fibre Internet modem, power cord and Ethernet cable as these belong to the individual property.

Cleaning Checklist

- Walls:**
Clean off any dirt, scuff marks, finger or food marks - wipe down switches from fingerprints, smudges.
- Ceilings:**
Remove any cobwebs and fly spots. Clean off mould, particularly in wet areas.
- Light Fittings:**
Clean off dust and remove any dead insects. Check all bulbs are working and replace any that don't work.
- Ceiling Fans:**
Wipe fan blades and fittings to remove dust.
- Skirting Boards:**
Wipe down with a damp cloth to remove all dust.
- Doorways/Doors:**
Wipe off finger marks and any other removable marks.
- Windows:**
Clean inside and out, including sills, runners and window tracks to remove dust build up, and dead insects.
- Stoves:**
Clean stove top, control display, knobs, any pull out or built-in drip trays, grillers racks, oven racks and inserts, oven bottom, roof and walls.
- Kitchen Rangehood:**
Clean pull-out filters and framework.
- Bathroom:**
Clean mirror, cabinet, vanity unit and drawers, shower, bath, wall tiles, extractor fan covers and ceiling vents.
- Toilet:**
Clean seat, bowl and outside around the base.

- Laundry:**
Clean both inside and outside of the tub & underneath. Please ensure plug for the tub is present.
- Air Conditioners/Heaters:**
Clean vents and filters.
- Cupboards & Drawers:**
Clean/wash inside and out. Doors and door frames both back and front as well as handles and knobs.
- Curtains/Blinds:**
Curtains and blinds should be free from dust and spot cleaning is advised for any stains or marks. If there are venetian blinds, clean off blind slats. Wipe down any other type of blinds.
- Floors:**
Mop/wash floors ensuring corners and hard to get to areas are also cleaned.
- Lawns/Gardens:**
Freshly mowed and edges trimmed (best done right before your vacate date.) Remove any weeds, rubbish and built up leaves.
- Rubbish:**
Remove any rubbish or items that have been placed on or around the property. Be sure to check behind sheds, under shrubs and trees and under the house (this includes lawn clippings & compost left). If pets are allowed, ensure all pet waste is removed.
- Paths:**
Sweep paths and paving areas (best done right before vacate date).
- Oil Spillage:**
Check and clean carport and garage floors, paths and driveway. If you have used a barbecue, check for any grease spots and spillages.

Vacate clean completed

TENANT SIGNATURE: _____ DATE: _____

PM SIGNATURE: _____ DATE: _____

Move from renting to homeownership

Making the move from renting to homeownership is an exciting journey, but it's hard to know where to start. Shifting from tenant to homeowner involves more than just changing addresses; it signifies a commitment to long-term investment, and financial responsibility. While renting offers flexibility, homeownership offers stability and the potential for building equity over time.

To assist you in getting started, we've provided some useful details about finances and the initial steps involved in purchasing your first home.



How to gather your deposit to buy your first home

The deposit refers to the portion of the property's purchase price that you need to contribute before the bank provides the remaining amount as a loan.

When saving for your first home it's important to know the amount you need to save for. This allows you to create a realistic plan and stay motivated throughout the saving process.

The benefit of purchasing a new build means you require less deposit than you would for an existing home. This is just one of the many reasons why buying a new build as your first home makes it so much more achievable. Most banks require a 10% deposit of the purchase price to secure your pre-approval finance.



Understanding Finance/Pre-Approval

A pre-approval is a confirmation from the bank that they are willing to lend you money before you proceed with borrowing or making a purchase. Typically, there are certain conditions involved, such as a property valuation for the house you intend to buy and personal financial boxes that need to be ticked.

The great news is that when you opt for purchasing a property off-the-plan, obtaining a pre-approval immediately may not be necessary, especially if the settlement is far in the future. However, speaking with a mortgage broker or financial advisor to assess your current financial situation early in the process is advised.



For more information download a copy of our First Home Buyer's Guide here!



KiwiSaver: Unlocking Deposit Benefits

KiwiSaver Withdrawal: As a first home buyer, you have the option to withdraw your KiwiSaver funds to assist with purchasing your first home. To be eligible, you need to have been a KiwiSaver member for at least three years. The withdrawal can include both your contributions and any investment returns. However, you must leave a minimum balance of \$1,000 in your KiwiSaver account.

How do I apply?: You do require to seek approval to use your KiwiSaver for your first home. It's a simple process you can action with the guidance from a mortgage broker and your lawyer. Chat with one of our team, we are happy to help you through this!

In addition to being able to withdraw your KiwiSaver funds, as a first home buyer in New Zealand, you may also qualify for the

First Home Grant.

This government grant offers a financial contribution towards your first home. The amount of the grant varies depending on factors such as your income, the location of the property, and whether you're purchasing an existing home or building a new one. Buy new, and the first home grant amount **DOUBLES!** Remember this is a gift towards your first home, not a loan. It does not need to be repaid.

To be eligible for the First Home Grant in New Zealand, there are certain requirements you need to meet.

- Individual buyer: Income limit of \$95,000 or less before tax.
- Individual buyer with dependents: Income limit of \$150,000 or less before tax.
- Two or more buyers: Combined income limit of \$150,000 or less before tax, regardless of dependents.

How much can I get?

If you buy an existing home, you can get \$1,000 for each of the 3 (or more) years you've paid into KiwiSaver or equivalent scheme. The most you can get is \$5,000 for 5 or more years. If you buy a new home you can receive \$2,000 for each of the 3 (or more) years you've paid into the KiwiSaver or equivalent scheme. The most you can get is \$10,000 for 5 or more years.



Book an appointment with one of our Sales Consultants!



Our Locations

New Zealand

AUCKLAND

17 Sale Street
Auckland CBD,
Auckland
1010

CHRISTCHURCH

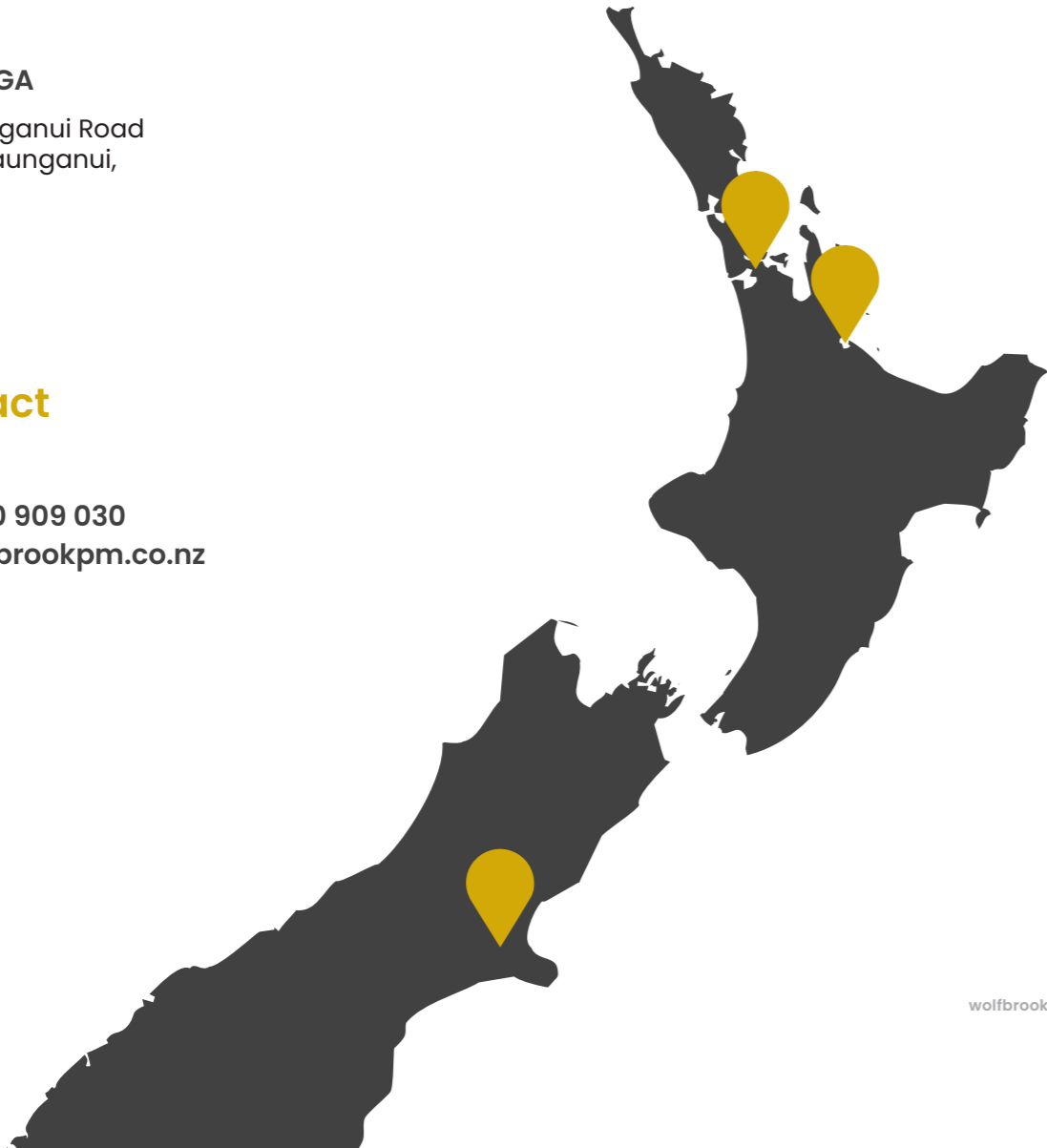
Unit 4/25 Churchill Street
Christchurch Central City,
Christchurch
8013

TAURANGA

185 Maunganui Road
Mount Maunganui,
3116

Contact

📞 0800 909 030
🌐 wolfbrookpm.co.nz



Contact Us

For more information on Wolfbrook Property Management visit www.wolfbrookpm.co.nz or simply contact us on 0800 909 030

Business Hours

Monday – Friday
8.30am – 5pm

