



ALDERSGATE VILLAGE

Tenants handbook

Airedale Property Trust

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1. INTRODUCTION

WELCOME to Aldersgate Village.

We trust that you will enjoy living here. The village is owned and managed by the Airedale Property Trust.

The Airedale Property Trust (“Trust”) is a charitable organisation operating under the auspices of the Methodist Church of New Zealand. It works closely with the Methodist Mission Northern and the LIFEWISE Trust.

The Methodist Mission Northern (“Mission”) has been an integral part of Auckland City for more than 160 years. It was first established in 1850 when Governor Grey made a crown grant of half of an acre of land on Edwarde (now Airedale) Street for a community church.

2. ACCOMMODATION

Airedale Property Trust manages the independent-living Aldersgate Village.

Alongside is the Wesley Village which includes a hospital, rest home, secure and assisted living facilities and is managed by Oceania Group.

3. ADVOCACY AND COMPLAINTS PROCESS

If you are unhappy about any situation, please raise the issue as soon as possible so that it can be dealt with according to our complaints and appeals policy. We encourage feedback and work hard to provide a quality service. You can contact Airedale Property Trust by phone 09 302 8169, email (property@mmn.org.nz) or by writing to us at PO Box 5104, Wellesley Street, Auckland, 1141.

Should you need support in a situation, a Lifewise Social Worker will help you to access the resource you may require. Please see below for further information about Social Work services and contact details.

Aldersgate residents are encouraged to foster a community spirit and support each other in times of need.

4. CLEANING

Aldersgate Village does not provide a cleaning service. You may wish to access LIFEWISE Homecare Services to provide you with this service. If you would like to know more about this service, please phone (09) 623 7631. You will need to provide your own cleaning products and vacuum cleaner, mop, etc. for the Careworker to do your cleaning.

5. FIRE

Because you live in an independent living unit, you will be responsible for your own fire evacuation, as in any normal residence. Residents are requested to vacate their unit on the sounding of the smoke alarm, and then **dial 111** to request the assistance of the NZ Fire Brigade from a safer building. Please warn your neighbours but do not take any unnecessary risks by entering their unit.

Regularly updated evacuation instructions are placed in your Aldersgate post-box every 6 months. Please ensure that you have a pamphlet handy and have read the instructions carefully. We arrange a 6-monthly Fire Drill at Aldersgate as per regulation. All residents and their visitors, if on the property, are required to take part.

6. GARDEN

Some units have a small garden bed directly adjacent (within a 1-2 meter parameter of the unit) to them and these are to be maintained by you. You are welcome to plant anything you like.

However, the Airedale Property Trust's Property Department manages all lawns, grounds and general maintenance, so you will need to contact them with any problems or concerns. Pot plants are not to be placed on walkways where they obstruct fire egress routes.

7. HOMECARE

Our LIFEWISE Homecare Services and 60's Plus programmes provide a range of services, including home care, domestic tasks and property maintenance. If you would like to know more about this service, please contact LIFEWISE Homecare Services, Tel (09) 623-7631, and talk to one of our Case Managers.

8. INSURANCE

You are advised to hold personal effects insurance for any valuables/ belongings as you would if you were in your own home. The Trust takes no responsibility for losses incurred; hence your own insurance is essential.

9. LAUNDRY

Aldersgate has two laundries which you can access to do your personal laundry. Do not hang washing on balustrades or window ledges, please use the dryers in the laundry rooms. Keep the laundry tidy and in a good condition for the next user. Please fill the dryer halfway at all times. Notify Airedale Property Trust when you notice that the laundry has become untidy or unclean. We have contracted a commercial cleaner for general cleaning of the laundry and this is done on weekly basis.

10. PROPERTY INSPECTIONS

The Airedale Property Team carry out inspections of all units from time to time. The aim of these inspections is to assess the condition of units and to plan preventative maintenance programs. We take photos of the interior during this inspection.

As a tenant you are required to keep your unit and its appliances in a clean and tidy condition and free from clutter during your occupancy.

We especially see this time as a good opportunity to catch up with you, to see whether you have feedback, ideas for improvement and so forth.

11. ELECTRICITY & GAS SUPPLY

Each unit is separately metered. It is your responsibility to organise an electrical/gas supplier and to arrange connection and disconnection of supply. Accounts and any associated cost are payable by you directly to the electrical supplier.

12. TELEPHONE/INTERNET

It is your responsibility to arrange for connection and payment of telephone and internet connections.

13. MEDICAL SERVICES

Medical services are not provided to Aldersgate Village residents.

14. MAINTENANCE

The Airedale Property Trust's Customer Help desk on (09) 302-8169 will provide a maintenance service Monday to Friday 8.00am to 4.30pm at their cost for the following:

- Electrical repairs to the oven
- Electrical repairs to wiring and lighting
- Plumbing to sink, toilet, shower and washbasin
- Hot water supply to shower and sink unit
- Building fabric, insulation and rainwater guttering
- Airedale Property Trust washing machines, dryers and laundry facilities
- Curtains and blinds
- Water supplies
- Gardening and pathways and driveways surrounding the Aldersgate Village.
- Annual window cleaning
- Replacement of smoke alarm batteries once a year (where long life model smoke alarms have not been installed)

The Airedale Property Trust is not liable for responsive maintenance such as:

- Change of light bulbs, batteries, hanging of pictures, shelving etc.
 - Maintenance repairs to stoves damaged by Resident or drains blocked through misuse
 - Connection to television or telephone systems.
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15. MAINTENANCE EMERGENCY NUMBER

The Airedale Property Trust's Property Emergency only after hours' number is **021- 310-616**. This is for urgent faults such as plumbing and electrical issues.

16. KEYS

The safekeeping of keys and avoiding lockouts is your responsibility and you need to ensure that a spare key is kept in a safe place or with someone you trust. Should you be locked out then contact Auckland Lock Service 0800-856-257 who can open your door for a fee payable by you.

17. PETS

Pets (other than dogs) are allowed with prior permission by the Airedale Property Trust's Property Department. Pet owners should always have back-up carers for their pets and be considerate of neighbours.

18. ABSENCE FROM YOUR PROPERTY

Airedale Property Trust understands that tenants may need to be away from their property for reasons including medical, family and cultural. The Absence from Property policy outlines the circumstances where an absence can be approved.

Tenants who will be away from their home for more than six weeks must notify Airedale Property Trust and give reasonable notice for their absence. This must be sought even if other members of the household remain in the property. This is because the tenant is still responsible for meeting their tenancy obligations under the Residential Tenancy Agreement.

We encourage telling your neighbours of your plans to be away if you are to be gone for longer than two weeks.

19. QUALITY IMPROVEMENT

The Airedale Property Trust maintains a continuous quality improvement program. Suggestions or feedback are sought from residents, investigated and, if possible, integrated into improving the service provision, to ensure that we are meeting your needs as best as possible. Please contact the Property Officer responsible for managing Aldersgate.

APT have a post box next to the post boxes by the units – this is for feedback, suggestions, or letters to us.

20. RESIDENTS RIGHTS AND RESPONSIBILITIES

We aim to encourage tenants to be aware of, and exercise, their rights under the Tenancies Act. You can view your rights and obligations in your Tenancy Agreement.

The Residential Tenancies Act (1986) gives New Zealand tenants the right to:

- have the property maintained reasonably
- notification of rent changes
- 24 hours' notice of a landlord's visit except in emergency situations
- 48 hours notice for property inspections
- peaceful enjoyment of the property.

Tenant responsibilities include:

- paying the rent on time
- using the property mainly as a home
- keeping the property clean and tidy
- promptly reporting any damage/repairs
- repairing any damage caused by the tenant or guests
- permitting no more than the specified number of residents
- ending a tenancy on the due date, leaving the property clean and clear of rubbish and goods.

We further want tenants to take ownership of their tenancies, as if it were their home. You are within your rights to discuss with us areas such as the quality of housing, your safety, quality of green spaces and noise reduction and we will always strive to meet your requests where we can.

21. TENANT PARTICIPATION

We believe that your tenant knowledge –that is - information and understanding of the experience of being a resident here – can be a big contribution to informing organisational decisions.

We hold a monthly Adlersgate Tenant's meeting in the common room. Often this is a great way to get to know other tenants, to get to know your property manager, and to feel safe in a friendly environment to ask questions, make suggestions. We take minutes, and aim to do so because it keeps a record of things that were discussed, and what was done to address them

22. SECURITY

- Window Stays: Stays are provided on some windows for fresh air circulation into your room. Please note that these are not a security device.
- Loiterers/Suspicious Activity: If you are concerned about any suspicious people around, please call the Police as soon as possible.
- If you require your locks to be changed for security purposes, this will need to be done at your own cost after the written approval from Airedale Property Trust
- Visitors are welcome at the Aldersgate Village. If Airedale Property trust employees need to check for identification purposes, please do not feel offended, as they do try to maintain security and safety for all residents living at the Village.

23. SOCIAL WORK SERVICES

A LIFEWISE Social Worker is available to assist on a range of issues including:

- LISTEN and talk with you about any changes that are affecting you
- PROVIDE information on what is available to you: accommodation (community and residential); support for families; counselling, etc.
- Advocate for you if you have any issue you feel unable to raise with individuals or support agencies
- ACCESS services for you, e.g., interpreting, income support, medical and legal etc.
- WORK alongside you to ensure you receive good care.
- ASSIST you to get the financial and resource help to which you are entitled.
- WORKING with you and for you to improve the quality of your life.

The social worker who will be at Aldersgate for a set amount of hours on a referral basis is Helena Te Aika.

Please call Louelle Botes on 021 949 371 if you'd like to ask to be referred for any of the above services.

24. SMOKING

Aldersgate Village buildings are smoke-free. Smoking is not permitted within the units or even outside the building. Any resident who insists on smoking within the facility may be requested to leave the building.

25. TENANCY LETTING DOCUMENTATION AND PROCEDURE

The letting of the Aldersgate Village Units is in accordance with the Residential Tenancy Act Agreement 1986. Part of this arrangement is the payment of a Bond which is held by the Department of Building and Housing.

26. RUBBISH DISPOSAL

Bins are provided for disposal of household rubbish and recycling. They are not to be used for disposal of commercial and non-residents rubbish. Household rubbish bins are emptied 3 times per week by a private contractor, the recycling bins are emptied fortnightly, on a Tuesday.

27. PARKING

Limited parking is available at the car park located alongside units 23 – 26. These parks are not designated to particular units.

No parking is allowed on driveways, grassed or restricted areas.

28. VACATING THE PREMISES

It is the Resident's responsibility to leave the premises in a clean and tidy condition and all personal belongings and rubbish must be removed by the date advised to the Landlord. Failure to do this may result in cleaning charges being deducted from the Bond refund.

All items provided by the Trust must remain and keys and security devices should also be returned to the Property Manager by an agreed date. This is important as it helps speed up the refund of the Bond.