

APT Residential Tenants handbook

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1. INTRODUCTION

The Airedale Property Trust (APT) is a charitable organisation operating under the auspices of the Methodist Church. 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

As a tenant of Airedale Property Trust we ask that you treat the premises with respect and that you show consideration to your neighbours by not causing annoyance or disturbance to the neighbourhood. The premises are offered for rental under the Residential Tenancies Act 1986 and are not intended for commercial use.

Tenancy Agreements commence as a fixed term during which time the tenancy cannot be terminated by notice. At the end of the fixed term the tenancy will revert to a periodic tenancy unless either party gives notice before the term ends.

Under a periodic tenancy each party may terminate the tenancy by giving written notice under the terms set out in the Residential Tenancy Act 1986 – i.e. the tenant is required to give 21 days’ notice and the landlord is required to give 90 days’ notice.

The tenant is required to pay a bond equal to 3 weeks rent at the commencement of the tenancy. The Bond is held by the Department of Building and Housing until the termination of the tenancy.

3. COMPLAINTS PROCESS

If you are unhappy about any situation, please raise the issue as soon as possible so that it can be dealt with. We encourage feedback and work hard to provide a quality service.

4. FIRE

The property has been fitted with smoke alarms and these will be maintained by Airedale Property Trust. Please do not tamper with the smoke alarms or render them inoperable. If you have any issues concerning the smoke alarms please contact the Property Team immediately.

5. GARDEN AND GROUNDS

Unless otherwise stated in your tenancy agreement you are responsible for keeping the gardens tidy and the lawns mowed.

6. INSURANCE

Airedale Property Trust is responsible for the insurance of the building which you are renting. You are advised to hold contents insurance for your own personal furniture and belongings. Airedale Property Trust takes no responsibility for losses incurred; hence your own insurance is essential.

7. CARE OF THE PROPERTY

As a tenant you are required to:

- Pay the rent on time
- Keep the property reasonably clean and tidy
- Make sure the number of people living in the property does not exceed the number stated in the tenancy agreement (this does not include people visiting for a short time).
- Keep the property well ventilated.
- Fix any damage which you or your visitors cause on purpose or by being careless, or pay for someone to fix it.
- Make APT aware of any maintenance issues as soon as they occur.

8. MAINTENANCE

To report a maintenance issue please phone the APT office on 09-302 8169. The Airedale Property Trust's **Emergency only** after hours number is **021-310-616**. The Maintenance Department will provide a maintenance service Monday to Friday 8.00am to 4.30pm for the following.

- Electrical/Gas repairs to the oven
- Electrical wiring and lighting
- Plumbing to sink, toilet, shower and washbasin
- Hot water supply to shower and sink unit
- Building fabric, insulation and rainwater guttering
- Curtains and blinds
- Electricity and water supplies
- Gardening and pathways.

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

- Change of light bulbs, change of fuses, batteries, hanging of pictures, shelving
- Maintenance repairs to stoves damaged by Resident or drains blocked through misuse
- Connection to television or telephone systems.

9. 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.

10. PETS

Pets are not allowed without prior permission by the Airedale Property Trust. Pet owners should always have back-up carers for their pets and be considerate of neighbours.

11. QUALITY IMPROVEMENT

Airedale Property Trust maintains a continuous quality improvement programme. 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.

12. SMOKING

Airedale Property buildings are smoke-free.

13. TELEPHONE & INTERNET CONNECTION

Telephone and Internet connection and payment of rental and call charges is the responsibility of the tenant.

14. PROPERTY INSPECTIONS

The Airedale Property Team carry out inspections of all properties every 6 months or at any time APT deems necessary as part of our preventative maintenance programme. Tenants will be given 48 hours' notice of our intention to inspect the premises. As a tenant you are required to keep your property and its appliances in a clean and tidy condition and free from clutter during your occupancy.

15. VACATING THE PREMISES

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

All items provided by Airedale Property 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 refund of the Bond.

Lastly,

We hope you enjoy your new home and have a wonderful experience living here.