



WEST COAST ROAD

TENANT HANDBOOK

Airedale Property Trust

Level 7 University of Otago Building

385 Queen Street , Auckland 1010

PO Box 5104, Wellesley Street

Auckland

Ph. 09 302 8169

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1. INTRODUCTION

WELCOME to West Coast Road

West Coast Road properties are owned and managed by Airedale Property Trust. Airedale Property Trust & Lifewise are working in partnership to provide these units for Lifewise's Youth Transition into adult service. Lifewise provides the wrap around support services while Airedale Property Trust provide the property management services.

2. TENANCY AGREEMENT

The tenancy agreement is a written agreement between you the tenant and the landlord Airedale Property Trust.

My Tenancy Agreement is in two parts:

- The Tenancy Agreement
- Support Service - this goes into more detail of what support Lifewise and the Youth Transition to Adulthood Service provides

Both parts of the tenancy agreement need to be signed by:

- Tenant and Landlord
- Lifewise Social Worker



You can seek advice from your social worker or any other person to help explain the details of the tenancy agreement if you are unsure of anything.

3. COMPLAINTS PROCESS

We encourage feedback and work hard to provide a quality service. A copy of our 'Complaints & Appeals Policy' is available on request. 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.

4. FIRE

The property has been fitted with smoke alarms and these are 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

The landlord is responsible for keeping the gardens tidy and the lawns mowed. However we encourage tenants to maintain a clean and tidy standard at all times by disposing of all rubbish and placing all recyclable items in the bin provided.

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. OUR RESPONSIBILITIES AS YOUR LANDLORD

As your landlord we will

- Make sure that your house is in good condition and that the locks and fastenings are adequate.
- Make sure your house meets building and health and safety standards.
- Arrange for essential repairs to be done as quickly as possible.
- Give you 24 hours' notice before doing any planned maintenance work.
- Give you 48 hours' notice before an inspection.
- Review your rent if your income, or your partner's income changes or the number of people living in your house changes – if you are paying income-related rent.
- Give you 60 days' notice in writing of any rent increase.
- Not increase your rent within 180 days of moving in, or your last increase.

8. YOUR RESPONSIBILITIES AS OUR TENANT

As a tenant you are required to:

- Pay the rent on time.
- Keep the property reasonably clean and tidy and not damage the property, unblock any pipes and drainage system that is blocked as a result of tenant use such as blocked with fats, oils and other toiletries.
- 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).
- Notify APT of any changes to your circumstances.
- Keep the property well ventilated.
- Tenants are liable for any damage which you or your visitors cause on purpose or by being careless, do not fix the damage yourself. You must inform property manager who will organize for repairs at your cost.
- Make APT aware of any maintenance issues as soon as they occur.
- Be considerate towards your neighbor's.
- Not to sublet your house or let anyone other than you and your family live there without our permission.
- Not use the property for an unlawful purpose or let anyone else use it for unlawful purposes.
- Not change the locks on your house without our agreement.

9. FURNITURE & WHITEWARE

The units are fully furnished and it is important that you keep all chattels in good condition for other future tenants.

Dos & Don'ts:

- Look after the furniture that is provided
- Inform your social worker if something needs repairing or replacing.
- Leave all furniture in the unit when you leave
- Do not remove any furniture or household items from the house.
- Don't place any furniture outside the house. This includes the decking area around the property.

10. 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



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.

11. 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.

12. PETS

Pets are not allowed under any circumstances.

13. 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. Please contact the Property Officer responsible for managing West Coast Road.

14. SMOKING

Airedale Property buildings are smoke-free. Smoking is not permitted inside any of the buildings.

15. ELECTRICITY & GAS SUPPLY

Each house is separately metered for electricity which is included in your weekly rental payments.

16. TELEPHONE & INTERNET CONNECTION

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

17. PROPERTY INSPECTIONS

The Airedale Property Team carry out inspections of all properties every month 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. Photos will be taken during these inspections for our records and will be kept on file.

18. DRUG TESTING

At any stage during your tenancy, Airedale Property Trust can carry out random drug testing of the property. 24 hour notice will be given by Airedale Property Staff to the tenants before undertaking this test.

19. SOCIAL WORKER

The social worker will give you help and advice on:

- Keeping safe
- Cleaning, cooking and shopping
- Getting to know the area
- Health and well-being
- Training and employment
- Managing money
- How to talk to Airedale Property about tenancy issues
- Looking for permanent accommodation



You must remain engaged with your social worker whilst you rent the house from Airedale Property.

20. 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

21. VACATING THE PREMISES

1. Three weeks written notice must be given. If no written notice is received, it will not be accepted.

The letter must contain the following details:

- a) The date on which the notice is written
 - b) The date on which the notice terminates
 - c) Your forwarding address and phone number
 - d) Your signature
2. The tenant agrees at the termination of the tenancy, to leave the premises by 12.00 midday and to return all keys, pass cards or remote controlled door and security alarm operators belonging to the landlord and to remove all personal belongings.
 3. Once you have given 3 weeks' notice this notice period cannot be extended unless confirmed in writing and agreed with Airedale Property Trust.

4. Please advise your Property Manager of suitable times to show new tenants through the property. If no instructions are given we will assume we are permitted to use our master key.
5. Rent and any tenant debts (i.e. water rates) must be paid in full, leaving 5 working days for cheques and automatic payments to clear before your bond is refunded. You can contact your property manager to confirm any amounts owing.
6. The property must be thoroughly cleaned, with particular attention to the kitchen, bathroom and any mildew or stains on walls and ceilings are to be cleaned off.
7. Ensure the stove is properly cleaned with oven cleaner (a dirty stove will cost approximately \$100.00 off your bond).
8. All lights must contain bulbs/lamps that are all in working order.
9. The blinds must be cleaned.
10. All rubbish must be removed from the property, inside and out.
11. The tenant acknowledges this insert forms part of and is binding to the tenancy agreement.
12. If any items on the above list have not been attended to by your vacation date, we may arrange for the work to be done without prior notice and the cost plus an administration fee of 8.5% deducted from your bond.

22. LOOKING AFTER YOUR HOUSE

We will make sure your house and grounds are clean and tidy when you move in. You are responsible for keeping it in that condition. More information about your responsibilities and ours are in your tenancy agreement.

What you must do:

- Regularly vacuum & clean the house
- Clean the shower and toilet
- Purchase council approved rubbish bags and place rubbish out every week

What you must not do:

- Have any rubbish/bottles/cigarette butts on the lawn or stacked outside. They need to be in rubbish bags or in the recycling bin.

Rubbish collection day is every: **WEDNESDAY**



'To save money on rubbish bags – recycle as many things as you can'

Preventing Mould

A dry, well-aired house or flat is easier to heat and healthier for you and your family. To prevent mould in your house:

- open windows and doors when you're home
- open windows so steam can escape from cooking or bathing
- open curtains early in the morning and close them when the sun goes down
- keep lids on pots when cooking
- wipe condensation off walls and windows when it happens
- hang washing outside to dry
- open windows when using a clothes dryer so moisture can escape
- dry clothes and shoes before putting them away

- leave wardrobes slightly open for ventilation
- keep the shower curtain hanging inside the shower/bath so water doesn't drip on the floor, and wash the curtain every few weeks
- use an electric heater rather than gas, which creates a damp heat
- pull beds away from the walls so that they can breathe
- keep only a few plants inside

Removing Mould

If you have mould you can try of the following remedies:

- If you can, first clean the surfaces with a mixture of 4 liters of hot water, 1 tablespoon baking soda and half a cup of vinegar. Mix a quarter teaspoon of Oil of Cloves (no more) per liter of water, put it in a spray bottle, lightly mist on. Leave for 20 minutes and wipe off. Spray again and leave. It will take 24-48 hours for the mould spores to dry and drop off.
- Wash mould with diluted household bleach (one part bleach three parts water mixed together) as soon as it appears, as it's harder to remove once it's been there a while. Use a clean sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading. Wear gloves when washing it away – be careful not to splash any liquid on your clothes or in your eyes and open windows to improve airflow while you clean.

Pest Control

We can organize pest control for you if you need it, but it will be at your expense. You can do a lot to keep pests away by keeping your place clean and tidy so they have no food source and nowhere to nest. You can purchase most pest control items from the supermarket or buy poisoned baits, gels and sprays from garden or hardware shops. Be sure to set bait traps out of reach of children, and always wear rubber gloves when getting rid of dead rodents.

Recycling

What can I recycle?

✓ **Yes please**

 ✓ plastic bottles	 ✓ plastic bottles from the bathroom and laundry	 ✓ plastic containers	 ✓ clear plastic food containers
 ✓ advertising mail and envelopes	 ✓ egg cartons	 ✓ newspapers and magazines	 ✓ paper and cardboard packaging
 ✓ glass bottles and jars	 ✓ aluminium cans	 ✓ steel and tin cans	 ✓ empty aerosols

✗ **No thanks**

 ✗ plastic bags (full or empty)	 ✗ food and garden waste	 ✗ hazardous waste and chemicals	 ✗ polystyrene meat trays and packaging
 ✗ all types of batteries	 ✗ nappies	 ✗ clothing, shoes and textiles	 ✗ window glass, mirror glass and lightbulbs
 ✗ cookware, Pyrex and drinking glasses	 ✗ electronic and electrical items	 ✗ building waste	 ✗ medical

23. CONTACTS

To contact Airedale Property:

My property manager is Nathan Balchin



Phone: (09) 302 8166

Text or call: 021 613 298

Afterhours: 021 310 616



nathanb@apt.org.nz

To contact Lifewise:

My social worker is Victoria Hearn



Phone: (09) 379 1965

Text or call: 021 345 865



victoriah@lifewise.org.nz