



cusack & partners  
real estate investment | development – management

A tenants guide to Cusack & Partners

# renting your home

[cusackpartners.com](http://cusackpartners.com)

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# Welcome to Cusack & Partners

## Client and customer care

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24 hours, 7 days a week

or 09 302 0544

Monday to Friday 8am to 6pm

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Auckland 1141

# Contact us

We are a real estate investment firm that owns, develops and manages commercial and residential real estate across a number of cities and towns in New Zealand.

Whether you are looking to rent your next home, or an existing tenant in one of our properties, we can help. Committed to providing safer, healthier and happier homes for all our tenants, our property managers are accessible, responsive and on hand to make renting your home easy. We market a range of quality homes for rent, in a number of cities and towns so whether a first time renter, single, or looking for a family home, our dedicated and experienced property managers are here to educate and guide you through the renting process. If you are an existing tenant you can have piece of mind knowing we available 24 hours a day, 7 days a week to assist you if you need us.

Questions? This guide should answer them. It tells you more about our firm and what we can do for you.



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I want some independent advice on my rights as a tenant. Who can help me?

Tenancy Services through the Department of Building and Housing offers unbiased advice to both tenants and landlords.

If you need help with any tenancy issues we recommend you call them on 0800 836 262 or visit their website [dbh.govt.nz](http://dbh.govt.nz)

Alternatively you can try your local Citizens Advice Bureau [cab.org.nz](http://cab.org.nz)

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# Our services

## What if I have a complaint?

Contact us. If something is not right, we want to put it right.

To ensure your concern is dealt with promptly and fairly, we have complaints procedures in place.

## Is private information relating to me secure?

Yes. The privacy of our client and customer information is paramount and we have a number of policies, procedures and safeguards in place to secure private information.

You can find out more about our commitment to privacy on our website [cusackpartners.com](http://cusackpartners.com).

## Is information relating to me accurate?

It is vital that if you change your contact details you let us know. You can request to see any information we hold about you and request that it is updated, if you believe it is inaccurate.

To request a copy of information we hold about you, please contact our privacy officer.

What if I want to stay at the end of my fixed term?

Contact us to see if that can be arranged. Sometimes that is possible, your property manager will do all they can to assist you.

Will you provide me with a reference at the end of my tenancy?

Yes. As long as you consistently paid your rent on time and took care of your property, we will be happy to provide you with a reference.

What if the landlord puts our house up for sale?

You must be informed if the property is up for sale. We will keep you informed, as you are required to assist in ensuring that the real estate agents are given reasonable access to the property. If the property is sold with vacant possession and you are on a periodic tenancy, you can be given 42 days notice. If you are on a fixed term tenancy, you may not be given notice to vacate.

What can you do for me?

Whether you are looking to rent your next home, or an existing tenant in one of our properties, we can assist you.

We provide property and facilities management services across a number of cities and towns, marketing for rent high quality properties of all shapes and sizes. You can search available properties at anytime online, email or call us to let us know your requirements and we can assist you in finding your next home.

If you are a tenant in one of the properties we manage, we are committed to providing you with quality and responsive property management services 24 hours a day, 7 days a week.

What can I expect from my property manager?

Your property manager is your main point of contact for all aspects related to renting your property and is committed to making your home a comfortable and safe one. You will always receive a friendly proactive response from your property manager.

Your property manager is there to;

- Assist you in finding your next home, and explain the terms and conditions of your tenancy and all the costs you will have to pay.
- Arrange repairs and maintenance, or if it is urgent you can call our 24 hour customer care line for immediate assistance.
- Provide information related to your tenancy, such as a statement of account or a reference.

## Where are your areas of service?

Our asset managers are mobile and service both urban and rural properties in the following regions

### **Bay of Plenty:**

Edgecumbe, Katikati, Kawerau, Matata, Mt Maunganui, Opotiki, Papamoa, Rotorua, Tauranga, Te Puke, Whakatane.

### **Waikato:**

Cambridge, Hamilton, Huntly, Matamata

## What do you do if you find something wrong?

If something is wrong, we will take care of it. As soon as we are made aware, we will make contact with you to discuss the issue and reach a resolution.

Occasionally we may need to call upon the Tenancy Tribunal to assist in resolving a dispute. This is always our last resort and is seldom employed, as constant contact with our tenants means we are usually able to resolve any issues quickly.

## Do I need insurance?

We strongly recommend you take out contents insurance with liability cover. This is like third-party insurance on your car, and covers you for accidental damage, like flooding the house or hitting a fence with your car. It will also cover your belongings in a burglary, or if they are damaged in a fire or flood. It is well worth having this cover in place, as any cover the landlord has will not cover any damage to your belongings. If you do have a fire or flood and do not have liability cover, the insurance company will recover the money from you personally.

## Can we give notice in a fixed term tenancy?

Generally speaking no.

A fixed term tenancy is a tenancy for an agreed period of time, however if you need to leave earlier you should discuss this with your property manager. Some circumstances warrant breaking the fixed term but others do not. You may be asked to assist in finding a replacement tenant and pay your rent until the new people move in, and to pay a fee to cover costs.

I am having trouble paying my rent, what should I do?

Contact your property manager straight away. The sooner you alert your property manager to the situation, the sooner it can be resolved and hopefully avoid the need for the issue to be escalated.

How often do you conduct rent reviews?

Every 6 months. That doesn't mean the rent will increase every 6 months. It means that we simply carry out a market review of the rent. A number of factors determine what rent you should pay, such as the demand and supply for properties.

How often do you carry out inspections?

Once every 3 months.

What do you look for during an inspection?

Not only do our property managers have meticulous attention to detail, they also carry tablets that contain previous condition reports and photos of your home. That way, your property manager is able to instantly compare the condition of your home from one inspection to the next.

In particular, your property manager will look to ensure your home is clean, not over crowded, free of animals (unless stated in the tenancy agreement), smoke free, that all repairs or maintenance is attended to and that you are happy.

We take this opportunity to take new pictures of your home to ensure we maintain an accurate record of condition.

Looking forward to your next home

I want to rent a property. What's involved?

Contact us by either telephone or email. Your property manager will ask you to complete an application form and provide some supporting documentation, referees are then contacted and you will need to sign a tenancy agreement. You will also have to pay some initial costs when you sign the tenancy agreement. Your property manager will explain the costs to you in detail and allow you time to think it over.

How do I arrange to view a property you have for rent?

Contact us either by email or phone to arrange an appointment. Our property managers are mobile and flexible and will always accompany you on viewings through the property of your choice. This gives you and your asset manager an opportunity to meet in person and allow you to ask any questions that you may have.

How long will it take to process my tenancy application?

It should take no longer than 2 business days. To assist us in assessing your application promptly, please ensure you provide all the information we require and that we can get in touch with your referees.

What happens to my bond money?

When you pay your bond to us in our trust account, we pay it on your behalf to the Department of Building and Housing for the duration of your tenancy. You will receive a receipt to confirm the money has been received, directly from them.

What happens if I am locked out of my house or lose my keys?

Call us. We can arrange a locksmith for you, 24 hours a day, 7 days a week. Please note that you will be responsible for all charges which will be provided to you at the time.

If you lose keys to your property you may need to pay for the cost of replacing the locks and having all keys re-issued. You should not replace locks without our prior consent. Please call your property manager as soon as you realise your keys are missing.

I've damaged something, what should I do?

Call your property manager and discuss what has happened. If the damage is serious and requires emergency repairs, call us straight away on our 24 hour customer care line.

Can I keep pets?

That depends. It is best to talk to your property manager as it varies by property and will also depend on the type and how many pets you have.

Can I smoke in my property?

No. Smoking is not allowed in any of the properties we manage.

How often and who do I pay the rent to?

Depending on what your tenancy agreement states, you will pay the rent either weekly or fortnightly to us in advance, into our trust account.

### What am I responsible for?

You are responsible for paying your rent on time, keeping your home clean and tidy, and reporting any damage or issues to us promptly. You must also comply with the conditions of your tenancy agreement, such as how many pets or people are allowed to live at the property.

### How do I request repairs or maintenance?

Call us on our customer service line 24 hours a day, 7 days a week if it is an emergency. If it is not urgent, either call us during business hours of 8am to 6pm, or send an email. We will acknowledge your request promptly, your asset manager will attend to your maintenance as soon as possible and advise you when the issue will be rectified.

### What are urgent repairs?

You should call us on our 24 hour customer care line immediately if you observe or experience:

- A gas leak, electrical fault or fire
- Storm damage or flooding
- Failure of the gas, electricity or hot and cold water supply to your property
- Burst water pipe or leaking roof
- Anything that causes the premises to be unsafe or not secure

Your safety is paramount, so do not attempt to fix the issue yourself, leave that to us.

### How do I get my bond back and how long does it take?

Your bond is refunded to you when you move out of your property, as long as you have maintained your rent up to date and left the property clean and tidy.

We will submit the required documents to the Department of Building and Housing, who usually pay your bond money back to you within 2 weeks.

### What is a fixed term tenancy?

A fixed term tenancy begins and ends on a date agreed in advance.

### What is a periodic tenancy?

A periodic tenancy has no end date. That means it will continue until either you want to move, or the owner of your property wants you to move and the required notice is given.

### What will I need to accompany my tenancy application?

All applications will require you to provide us with:

- Current and past address, landlord and employment details
- The full name and contact details of a relative or next of kin, not living with you
- A copy of your drivers licence, passport or other government issued photo identification
- 2 referees who will be contacted by one of our property managers when assessing your tenancy application
- Consent to make credit and character reference enquiries about you

Will you carry  
out a credit  
check?

Yes. We carry out credit and reference checks for each tenancy application. If we come across something adverse, we will discuss it with you to understand the circumstances, as it may not necessarily mean your application is turned down.

What are the  
initial costs?

It can be up to the equivalent of 5 weeks rent, but is more commonly the equivalent of 4 weeks rent.

This covers the first week of rent in advance, and either 3 or 4 weeks bond, plus our administration fee. Your property manager will explain all the costs to you.

Living  
comfortably  
in your  
home