



THE RENTING GUIDE

A tenant's guide to renting property with Summit Property Management



About Summit Property Management

As the Top of the South Island's most trusted property management company, who have proudly serving property owners, investors and tenants across Nelson, Tasman, and Marlborough regions for over two decades. We are the largest specialised property management firm aligned with Summit Real Estate, and have built our reputation on delivering exceptional service, local expertise, and unwavering commitment to protecting all properties.



Important things you need to know

The Property Entry Condition Report

You will be given this form when you are given the keys to the property. At this time, your property manager will either walk through the property with you, explaining notations or provide you with a copy to review yourself. This is a very important document for you to look at when moving in. This document is used at the end of your tenancy for the bond refund, so take the time to make sure you're happy with it. Please read it carefully and verify that it is correct. If you identify something we may have missed, contact us within 24 hours.

Property Inspections

We carry out periodic inspections for maintenance purposes. You will be given at least 48 hours written notice of the day during business hours when this will take place. The inspection time varies depending on the property's size, but an average inspection typically takes around 15 minutes. Our team takes property inspections very seriously and asks that you do as well. We will usually inspect your property every 13 weeks. If you wish to be present and the date does not suit, contact your Property Manager. We will try to accommodate your request but we cannot guarantee this.

As part of our inspection involves providing videos and or photographs of the property for the property owner, please put any personal items away.

Making Appointments

It is very important that you arrange an appointment time if you wish to visit the office to discuss any issues or concerns you might have. Our Property Management staff are often out of the office conducting inspections or showing clients properties. We know that there's nothing more annoying than having to wait or being unable to talk to the person that you need to. We're more than happy to meet with you and assist in any way we can, so please email your property manager or call and make an appointment first.

Electricity/Gas/Telephone

It is your responsibility to have the electricity/gas and telephone connected in your name when you move into the property and to finalise these accounts when you vacate. Depending on your region, you may be responsible for water rates as well. If an appliance uses gas, the Landlord is responsible for providing gas bottles, and you will need to arrange a supply or fill in the case of portable bottles.

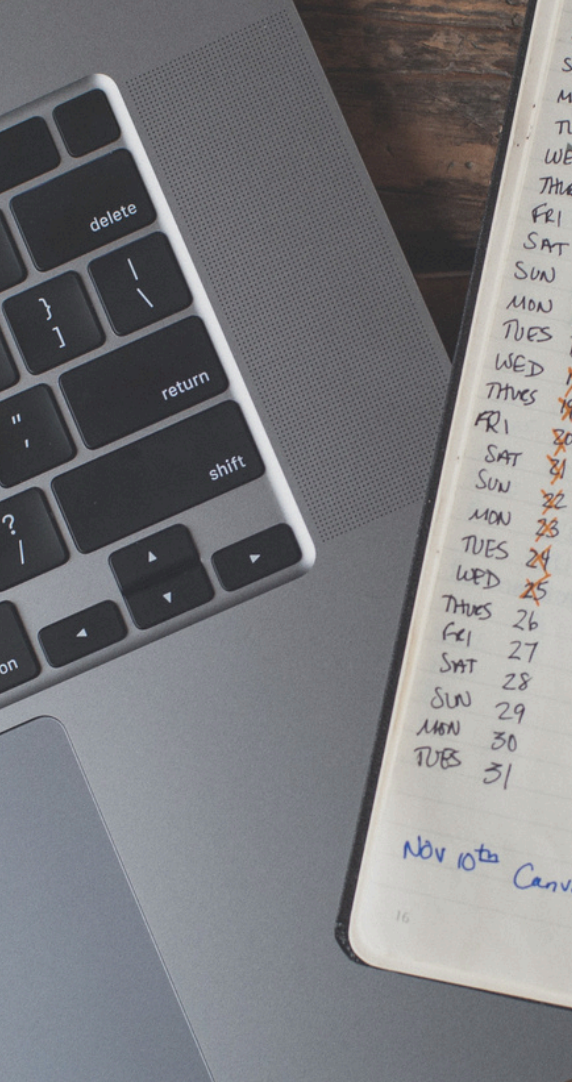
Occupancy

Only the people originally included on your application or Tenancy Agreement are allowed to reside permanently at the property. Any alteration to this must be discussed with our office, as you may become in breach of your Tenancy Agreement if you choose to allow other people to reside at the property. The total number of occupants that may reside at the property is written on your Tenancy Agreement.

Bonds

Bond money and forms are lodged with Tenancy Services. You will receive a receipt of the bond with a bond refund form within a few weeks of your tenancy starting. Keep this in a safe place. If there are any changes to the tenancy whilst residing at the property, it is imperative that the information on the bond form reflects this. For more information, go to:

www.tenancy.govt.nz



Payment of Rent

Rent must be paid weekly or fortnightly in advance by automatic payment or direct credit. The reference needed is the Surname of the first-named Tenant on your tenancy agreement and property address.

Rent must be paid out of one bank account only. Please do not pay rent directly into our account over the counter at the bank, as it can be very difficult to track rent payments without the correct information appearing on our bank statement. If we have to trace a payment that appears on our bank statement with no reference, you may be charged for this. We do not accept rent payments at our office.

Rent Arrears

Summit Property Management has a Zero Tolerance Policy to Rent Arrears. If you fall behind in rent, we will apply to the Tenancy Tribunal to resolve the matter. In all cases of rental arrears, the provisions of the Residential Tenancies Act will apply. If you are having genuine difficulty paying rent, please notify us as soon as possible.

When should I pay my rent?

The rent is due each week or fortnight on the anniversary of your start day. For example, if your tenancy start day is a Friday, then you need the rent to come out of your account on a Thursday night to be in our account on the Friday.

Tenancies

Antisocial Behaviour

You are responsible for any antisocial behaviour at the property by Tenants or Guests. Examples are loud noise/music, disturbances to neighbours and intimidating behaviour. These occurrences are likely to affect your tenancy, and should this occur, we may take steps to end the tenancy.

Fixed Tenancies

Occasionally a tenancy will be for a fixed term. A fixed term means that the tenancy cannot be terminated by either party during this period. We may be able to assist you if you wish to break your fixed term tenancy agreement and the following conditions will apply;

- The tenant is responsible for, and must pay rent until the property is re-let to a new suitable tenant (that we have approved of) and a binding agreement has been entered into.
- There will be a fee payable by the outgoing tenant to cover the cost of work done on behalf of the owner.

Periodic Tenancies

To end the tenancy, the Landlord must give 90 days' notice; otherwise, notice periods differ as below;

The Landlord may give you 42 days' notice to end your tenancy if they wish to occupy the property for themselves, family, or employees.

or

If the property is sold during a tenancy, 42 days' notice must be given once the property is sold.

You may end a periodic tenancy by giving us 21 days' notice in writing. Notice in writing must be emailed or posted (please allow an additional four days if posting) or hand delivered to us. We recommend that you phone to confirm that we have received this notice.



Know What Insurance You Need

You need insurance! Your landlord's insurance policy does not protect your belongings. Under the Residential Tenancies Act, tenants are liable for any damage they, or their guests, cause intentionally or carelessly. Even if you are not named on the tenancy agreement, you should have the following:

- Contents Insurance policy to protect your belongings.
- Personal Liability policy to protect you in certain situations
- Speak to an insurer for information about personal liability cover

If you need assistance or advice regarding insurance, go to tenancy.govt.nz.

For careless damage, you will be liable for the Landlord's excess or an amount of up to four weeks' rent per item, whichever is the lesser cost.

General Information

Potted Plants

Please keep potted plants outside the property at all times. Potted plants placed inside on hard surfaces, tiles, and floors like linoleum, may leave circular indentations, stains, and damage. Potted plants placed on carpet areas run the risk of carpet rot underneath, even with plates and containers being used to prevent this.

Aquariums

Like pot plants, aquarium stands can leave rust marks on floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets, the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

Chopping Boards

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Hanging Pictures

Please do not use 'Blu-Tak' (or similar products), sticky tape or dress-making pins to hang or place pictures on the wall. Removal of these items at a later stage usually causes damage to the walls.

Picture hooks are preferable, but we ask that you leave them where they are when you leave, as removing them may damage the wall. If this happens, you will be responsible for repairing any damage.

Keys

If you lose your keys or lock yourself out during business hours, you may be able to use our key (if it is available). After hours, you will need to call a locksmith at your expense. It's important to note that for privacy and security reasons, we are only able to give keys to tenants listed on the tenancy agreement, and photo identification must be produced.

Rubbish & Recycling

Your local council collects rubbish in your area. They will only collect rubbish that's been placed in official council rubbish bags or bins, and some areas will have private contractors. The bags/bins usually need to be placed at the kerb side before 7:30am. Remember, any rubbish not disposed of regularly could become a health hazard, especially during summer. It's a condition of your tenancy agreement that all rubbish must be disposed of regularly. Some rural properties do not have a council service.

Minor Alterations

If you would like to attach earthquake supports, child gates, etc, you must request this in writing. If consent is given, you will be responsible for the cost of removing these items and reinstating the property at the end of the tenancy.



Troubleshooting

This Troubleshooting Section will give you a basic overview of common maintenance issues that we frequently have to address.

No Hot Water

Check the following:

- The power switch is on
- The power box for a tripped switch or blown fuse
- The gas bottle has gas if applicable
- The power/gas account has been paid

If none of the above, please complete a maintenance request.

Blocked Drains or Leaks

Please log a maintenance request on our website, and we will arrange for one of our contractors to attend the site to assess the problem. If the blockage has been caused by foreign objects, fat, etc, you will likely be billed for the cost of repair.

Burst Pipe

Please turn the water off at the road or meter and run a tap to drain, then contact us.

Smoke Alarms

If a smoke alarm beeps and has a battery, you, as the tenant, are responsible for replacing the battery, and if it is a sealed unit, then the landlord must replace any faulty alarms. If a smoke alarm is faulty, please contact us as an urgent matter. Most smoke alarm manufacturers ask that the alarms be cleaned regularly with a vacuum cleaner brush attachment and clean off any insect residue for best results.

No Electricity or Water

Please check with your neighbours before contacting us in case it is a street-wide issue.

Oven Not Working

Check the following;

- The timer switch on the oven is turned to manual.
- The wall switch is turned on.
- The mains power is switched on.
- The fuse has not tripped.

If none of the above, please email or phone your property manager.

Lights

Check the light bulb, replace it if necessary and check the fuse box. If it's still faulty, please contact us to have it attended to.

Power Points

Check the following.

- Your appliance is not faulty by checking the appliance in a different power point.
- Fuse board to see if a fuse is tripped or blown.

If none of the above, please submit a maintenance request on our website.

If the power point or socket is not working, do not try and fix it yourself.

Mould and Mildew

There are many causes for dampness, mould and mildew in properties.

Some of these may be due to the actions of tenants and caused by such things as not ventilating the property, using unflued gas heaters and drying clothes inside.

Some of these may be the responsibility of the Landlord and caused by such things as leaking pipes, blocked guttering and jammed windows.

Some causes may not be the fault of either the Landlord or the Tenant and can be caused by such things as where the house is located and how much sunlight it gets.

Where there is a problem with mould, mildew and dampness, you should try to clean the mould and mildew away and notify your Property Manager of the problem. This can often be alleviated by opening curtains and windows during the day.

If there are any maintenance issues that you wish to raise with your Property Manager, complete a maintenance request on our website.



Maintenance

We ask that you immediately report any matters requiring repair or maintenance in order to avoid the risk of injury to either yourselves, your visitors or damage to the rental property.

Minor repair and regular maintenance requests need to be made via our website. If an emergency repair is required, please call your Property Manager immediately. Any maintenance arranged by the tenant themselves will be at the tenant's expense unless in an extreme emergency. You have a maintenance troubleshooting section in this booklet for any maintenance issues.

If you have a weekend emergency, there will be a number to call at the end of your Property Manager's mobile message. Please do not text your Property Manager after hours, as texts are only responded to during business hours.

Grounds

Responsibility for maintaining the grounds will be stated on the Tenancy Agreement under the Ground Maintenance clause. If you are responsible for maintaining the grounds, we ask that lawns be mowed and that the grounds be maintained with the removal of weeds regularly. We ask that all grass clippings and garden waste be removed from the section. Tree trimming is the responsibility of the Landlord.

Cleaning

Under the Residential Tenancies Act, you are responsible for keeping the property clean.

This includes any marks or residue on walls and ceilings, windows, hard flooring, bathroom surfaces, etc.

Tips: Use sugar soap on walls and ceilings, not products such as Jif, as it will scour the surfaces and leave residue. Do not use scorers or such materials on appliances; these will mark and scratch the surface and remove control instructions. Glass shower doors are easier to keep clean by using a squeegee to wipe the water off after each shower.

We do NOT recommend DIY use of a Rug Doctor or similar for carpet cleaning, as damage to the carpet may occur and is often more expensive for a professional carpet cleaner to restore afterwards.

Vacating the Property

When notice is given by either landlord or tenant, we will send out a checklist for cleaning the property at the end of your tenancy. The Residential Tenancies Act states that a property must be left in a reasonably clean condition. All keys must be returned to the Property Manager during your checkout at the property, or to our office by 9.00am of the following working day. If the keys are not returned, the locks may be changed, and you will be held liable for the costs.

We will then carry out the final inspection. If there are issues regarding the condition in which the property has been left, we will contact you.

Please be aware that we do not have to give you access to the property to address any issues. Any cleaning or repairs will be deducted from your bond.

Reasonable Access

Once we have received your written notice that you are ending your tenancy, we will ask for reasonable access during your notice period to show prospective tenants the property. Reasonable access must be given, and we will work with you so that this can be arranged.

Issues regarding your tenancy

We respect your rights as a tenant to quiet enjoyment and privacy during your tenancy, and we will do our best to help you during our time together. However, should you believe you have a problem that is not being treated fairly by our staff, please put your complaint in writing.

We will attend to it promptly and respond to your problem within 48 hours of receiving your complaint.

Need further help?

If you want to seek independent advice on your legal rights and responsibilities as a tenant, we suggest that you contact Tenancy Services, which is an independent government body. They also have an excellent website that will explain all aspects of Tenancy Law in New Zealand.

Web [tenancy.govt.nz](https://www.tenancy.govt.nz)

Call 0800 TENANCY (0800 83 62 62)



Make it Your Home

Moving into a rental property doesn't mean sacrificing your personal style or living in a space that feels impersonal. While lease agreements may restrict major modifications like painting walls or installing permanent fixtures, there are countless creative, tenant-friendly ways to make your rental feel like home without risking your bond or violating your tenancy agreement.



Scan the QR Code to find out more on reversible decorating ideas for Tenants or visit summit.co.nz/rent/caring-for-your-home/make-it-your-home

Why Personalising Your Rental Home Matters

Creating a space that reflects your personality improves mental wellbeing, increases comfort, and helps you feel truly at home. The key is choosing reversible decorating solutions that can be easily removed when you move out, leaving no trace behind.



Contact Information

Nelson

60 Rutherford Street,
Nelson 7010
Phone 03 546 9290

Motueka

102 High Street,
Motueka 7120
Phone 03 528 4001

Stoke

Strawbridge Square,
stoke 7011
Phone 03 547 2476

Blenheim

30 Alfred Street,
Blenheim 7201
Phone 03 578 0404

Richmond

203 Queen Street,
Richmond 7020
Phone 03 544 2900

Picton

56 High Street,
Picton 7220
Phone 03 573 6166

Your individual Property Manager will have provided you with their mobile phone and email for contact during business hours.

An after-hours emergency number is listed on our website and on your Property Manager's telephone message.



Requesting Maintenance

Scan QR Code or go to; www.summit.co.nz, click through to **Rent**, then **Caring for your Home**, and click on **Maintenance Request**.

