



Tenancy tips for Property Managers

Best Management Practices at every stage of the Tenancy

For help, call our helpline on 0800 83 62 62 between 8.30 am and 5 pm Monday to Friday, or email info@dbh.govt.nz

Pre Tenancy

Communicate regularly with your owner.

- Ensure you have written authority to act for the owner
- Make sure the authority specifies the obligations of both parties
- Subscribe to our landlord e-newsletter and other on line services

Perform a methodical selection process

- Use a robust pre tenancy application form
- Copy driver licences
- Check the prospective tenants' ID and any aliases
- Contact references – (e.g. employer or past landlord)
- Do a credit check – you must obtain the tenants' permission first
- Check Tenancy Tribunal cases using free online records
- Obtain a WINZ benefit number and case manager contact

Inspection (Residential Tenancies Act 1986 [RTA] section 48)

- Take digital photos with dates
- Complete inspection with new tenant using the inspection checklist in the tenancy agreement.
- Make sure the tenant signs the inspection report at the time the inspection is completed
- Use the inspection time as a rapport-building opportunity
- Keep orderly file notes and records

New Tenancy

Communicate regularly with your owner and tenants.

Tenancy Agreement Essentials (RTA section 13 to 13D)

- Provide contact numbers for all parties named on the Tenancy agreement.
- Provide a physical address for service. This may be different to the tenancy address.
- Get an additional address for service which can be an email, PO Box or facsimile
- Only insert conditions and clauses the tenant is required to comply with, i.e. asking the tenant to professionally clean carpets at end of tenancy is not required by the RTA.
- Record your full legal business name as a party to the tenancy agreement, and that you are acting as agent
- for the owner.
- Record that the tenant shall pay any letting fees relating to the granting of the tenancy (if applicable).



Bond: (RTA section 18, 19 & 21A)

- Lodge the bond and Bond Lodgement form with the Department of Building and Housing within 23 working days of payment by the tenant(s).
- Check all tenants named on the Tenancy Agreement sign the Bond lodgement form.
- Request up to the equivalent of 4 weeks' rent as bond
- Including your Landlord ID and Property ID numbers along with your email address will help us process lodgements and refunds more efficiently.

Understand rent in advance: (RTA section 23)

- Request a maximum of two weeks' rent in advance. You must credit this towards rent.
- Further rent payments are not required before the advance period has expired.
- It may be possible to align the rent cycle with your tenants' pay day. Talk with them about this option.

During Tenancy**Communicate regularly with your owner and tenants.**

- Supply tenants with contact details of the person acting on your behalf if you are unavailable.

Inspections: (RTA section 48)

- Carry out regular property inspections (no more than one every four weeks).
- Give a minimum of 48 hours notice, not more than 14 days ahead of the inspection, unless you have the tenants' permission to enter.
- Follow up on any problems identified at the property inspection
- For help, call our helpline on 0800 83 62 62 between 8.30 am and 5 pm Monday to Friday, or email info@dbh.govt.nz

Rent Records: (RTA section 30)

- Keep accurate, up to date rent records.

Repairs and maintenance requests: (RTA section 45)

- Respond promptly to a tenant's request for necessary repairs and maintenance, especially emergency repairs.

Sorting out problems:

- Communicate promptly with your tenant about any problem.
- Attempt self resolution. Keep records of what you both decide. Advise the tenant that if the tenancy agreement is breached either of you may lodge an application to the Tenancy Tribunal.
- If there is a breach of the Tenancy Agreement, use a 14 days' notice to try and fix the problem before filing an application.

Rent Arrears: (RTA section 55 & section 56)

- Contact the tenant promptly. Use the 'sorting out problems' process above
- Explain to the tenant that the tenancy may be terminated if the arrears are not remedied

Change of Tenant: (RTA section 21A)

- Complete Change of Tenant bond form and send to the Department, every time there is a change of tenant.
- Update the tenancy agreement and have the new parties sign it (section 13)
- Carry out a new property inspection.

Change of Landlord: (RTA section 15 or 43)

- Complete Change of Landlord bond form and send to the Department (RTA section 21A)
- Advise tenants of the change and update the names of parties on the tenancy agreement

Termination of your Agency

- If the owner terminates your contract, advise the tenant in writing immediately
- For help, call our helpline on 0800 83 62 62 between 8.30 am and 5 pm Monday to Friday, or email info@dbh.govt.nz

End of Tenancy

Communicate with your departing tenant. Report to the owner.

Final Property Inspection

- Arrange for a final property inspection, with the tenant present, before the end of the tenancy
- Record any problems in a final inspection report and have the tenant sign the report
- Take photos to identify any damage or problems
- If the tenant has left goods at the property, photograph them and make a detailed inventory of the Goods

Use Notices correctly

- 42 days' notice to end a periodic tenancy can only be given by you if the Tenancy Agreement states that you are acting on behalf of the owner.

Allow time between tenancies to inspect, carry out maintenance and extra cleaning

- Tenancy days start and end at midnight.
- Don't ask outgoing tenants to vacate before midnight on the last day of a tenancy. Allow a day between tenancies for maintenance and cleaning.
- Tenant must leave the property reasonably clean and tidy, not professionally cleaned. (RTA section 40(1))

Complete a bond refund form with the tenant:

- Do not ask your tenants to sign a blank bond refund form.
- Be specific about any claims you are making against the bond.
- Make sure all named tenants on the bond record have signed the Bond Refund form.
- Everyone listed on the bond record should sign or initial next to any changes to refund amounts.
- Include bank account details for anyone getting money refunded to them.
- Including your Landlord ID and Property ID numbers along with your email address will help us process the refund more efficiently.

Post Tenancy

Communicate with the property owner about repairs or maintenance needed, costs and prospective new tenants.

- Check your property management agreement is continuing on the same terms