



i-Rentals
Property Management Systems
www.i-rentals.co.nz

Tenant Handbook

2026

Your guide to renting with i-Rentals

office@i-rentals.co.nz | PO Box 5068, Whangārei 0140 | www.i-rentals.co.nz

Contents

1. Welcome to i-Rentals
2. Before You Move In
3. Moving In
4. Paying Your Rent
5. Maintenance and Repairs
6. Routine Inspections
7. Looking After the Inside
8. Looking After the Outside
9. Pets
10. Safety and Body Corporate Properties
11. Changes to Your Tenancy
12. Ending Your Tenancy
13. Getting Your Bond Back
14. Moving Out Checklist
15. Useful Contacts

Quick guide – where to find it

- Log a repair → **Section 5**
- Inspections and what we check → **Section 6**
- Late rent process → **Section 4**
- Giving notice to leave → **Section 12**
- Moving out checklist → **Section 14**
- Pre-inspection checklist → **back page**

1. Welcome to i-Rentals

Congratulations on your new tenancy, and welcome! You have been approved because we are confident you will pay the rent on time, keep the home clean and tidy, and look after the property, lawns and gardens.

This handbook explains what to expect while renting with us and what we expect from you. Clear expectations make for a smooth tenancy, so please keep it handy and refer back to it whenever you need to.

How to contact us

What you need	How to contact us
Maintenance and repairs	Log a job through your Bricks + Agent or Console tenant portal (online and app), with photos attached
General questions and help	Email office@i-rentals.co.nz
Urgent or emergency repairs	Log it in your tenant portal straight away (see Section 5)
Postal address	PO Box 5068, Whangārei 0140
Office phone	09 946 0044

Our standard business days are **Monday to Thursday**. Our office is **often unattended** as our team are out at appointments or at properties. If you would like to meet your property manager in person, please email to make an appointment first.

Key points

All communication should be **in writing** to our office email, **office@i-rentals.co.nz**. **Please do not text** your property manager.

Your property manager may be on leave or in appointments. **Email is the best form of communication** and is accessed by **all members of the team**, so nothing gets missed. It also gives you and us a clear record.

Maintenance and repairs are still logged through your **tenant portal**, with photos (see Section 5).

2. Before You Move In

Utilities

Power, gas, internet and any other services must be connected **in your name** before you move in, unless your tenancy agreement says otherwise (see sub-metered power below). Paying for these services is your responsibility.

Sub-metered power – check your tenancy agreement

A small number of our properties have **sub-meters**, where i-Rentals holds the power account. **If this is part of your tenancy, it will be stated in your tenancy agreement.**

In that case, **do not connect power in your own name** or switch retailers, as this would remove our account. Your power usage will be charged to you as set out in your tenancy agreement. If you are unsure, email us before arranging any power connection.

Contents insurance

The owner's insurance does **not** cover your belongings. If there is a fire, storm, burst pipe or power cut, your possessions and spoiled food are not covered by the owner. We strongly recommend you take out your own contents insurance. Check with your insurer what they cover.

No cash policy

All rent and invoices must be paid by automatic payment, direct credit or online banking, using the reference on the first page of your tenancy agreement. We cannot accept cash or payments at the office.

Contact with the owner

As the owner's appointed agent, all contact about the tenancy goes through us. Please do not contact the owner directly. If you receive mail addressed to the owner, pass it on to us as soon as possible.

Your tenancy induction

Before your tenancy starts we will go through your tenancy with you, in person or by video. Please allow up to 45 minutes. At the induction:

- **Everyone signing the tenancy agreement** needs to be present.
- **Be on time.** Appointments run back to back. If you will be even 10 minutes late, please let us know.
- Your **bond and first rent payment** must be paid into our trust account beforehand.

We will go through your tenancy agreement, the property's Healthy Homes and insulation details, smoke alarms, the insurance statement and excess, rent payments, bond lodgement, the property condition report, and how to log repairs.

Keys and early access

Keys are released once the tenancy start date has arrived and your bond and first rent payment have cleared. This may be at the office or in a lock box at the property, and we will send you the code. For legal and security reasons, we **cannot give early access** to the property, including for storing boxes or for removal trucks.

3. Moving In

Your bond

Your bond (up to 4 weeks' rent) is lodged with Tenancy Services within 23 working days of us receiving it. Tenancy Services will then email you a **bond lodgement confirmation**.

Your bond is now managed online – Bond Hub

Tenancy Services now handles bonds online through **Bond Hub** (mybond.tenancy.govt.nz). You don't need to register – they will email or text you when you need to do something.

- Your lodgement confirmation email includes your **tenant number** (it looks like Tenant-12345678). **Keep this email** – you will need the number for refunds and tenant changes.
- Make sure Tenancy Services has your **correct email address and mobile number**. You can update your details in Bond Hub.
- Check the confirmation is correct (names, amount and address) and let us know if anything is wrong.

Property condition report

You will receive a property condition report with photos showing the condition of the home at the start of your tenancy. Please check it carefully, add any comments, and return it to us **before you move any belongings into the property**. Checking it while the home is empty and clear means the report shows its true condition, with no possible new damage from moving in. If it is not returned, the original report will be used at the end of your tenancy.

Keys

If you copy any keys, all originals and copies must be returned at the end of your tenancy. You must not change the locks without our written permission. If locks are changed, a full set of new keys must be given to us.

Locked out?

If you lock yourself out or lose your keys, it is **your responsibility** to get back in – please **call a locksmith** (at your cost).

Our office keys

- Our office is **often unattended** as our team are out at appointments or at properties.
- On the odd occasion we are in the office and able to help, we may lend you our keys – but they **must be returned the same day, straight away**.
- Please **do not contact us after hours** about lockouts – call a locksmith.

Key points

- Return your checked condition report **before moving your belongings in**.
- Check your bond confirmation email from Tenancy Services.
- Log in to your tenant portal (online and app) when you receive your invitation.

4. Paying Your Rent

Rent is paid in advance

Rent is always paid **in advance**. Your first rent payment covers your first period in the home. It is not held like a bond. Think of buying a drink in a shop: you pay first, then drink it. Rent works the same way – you pay for each period before you live in it.

Late rent

We take late rent very seriously. The owner relies on rent being paid on time, every time. If you think you will be late, **tell us at least 3 working days before** the rent is due so we can discuss it. Please don't ignore our calls or messages.

If rent is not paid on time, this is the process:

When	What happens
Rent is overdue	We contact you by text, email or phone.
5 working days overdue	We serve a formal Notice of overdue rent .
Any arrears not paid	We may serve a 14-day notice to remedy the arrears.
21 days in arrears, or 3 overdue rent notices within 90 days	We can apply to the Tenancy Tribunal to end the tenancy.

Tribunal orders and default listings

Tenancy Tribunal orders can be published and may be listed on tenancy databases that other landlords and agents check. This can make it much harder to rent in the future.

Paying by calendar month

A calendar month is more than 4 weeks. To work out the monthly rent: $\text{weekly rent} \div 7 \times 365 \div 12$. For example, rent of \$450 a week is \$1,955.36 per calendar month (about 4.33 weeks), paid on the same date each month.

Rent increases

Rent can only be increased once every 12 months, and we must give you at least **60 days' written notice**. During a fixed term, rent can only be increased if your tenancy agreement allows it. Rent is reviewed in line with the market and the law.

5. Maintenance and Repairs

How to report a repair

All maintenance must be logged through your **Bricks + Agent** or **Console** tenant portal – available both online and through the app. Please:

- **Always attach photos** of the problem area.
- Log jobs **as soon as you notice them** – don't wait for a routine inspection.
- Give as much detail as you can (where it is, when it started, what you've noticed).

Here is a handy link to Bricks + Agent: services.bricksandagent.com/Account/UserLogin

The law requires tenants to tell the landlord straight away about anything that needs repairing, no matter how it happened. Small problems like a dripping tap or loose tile can become expensive if left.

Emergency repairs

An emergency is something that could cause injury, serious damage to the property or major inconvenience. For example:

- Burst or broken water pipes – **turn off the water at the toby or mains** first.
- A blocked or broken toilet, if there is no second toilet.
- A serious roof leak, flooding or a gas leak.
- A dangerous electrical fault, such as exposed wires or a sparking power point.
- Serious storm, fire or impact damage.
- No power, gas or water to the property.
- No hot water on a weekend or public holiday.
- Damage that makes the home unsafe or unable to be secured.

For after-hours emergencies, log the job in your tenant portal straight away. Once an emergency job is logged, you will receive an email with the contractor's contact details.

Not an emergency?

If you call out a contractor yourself for something that is not an emergency, or that was caused by you or your guests, you may have to pay for some or all of the cost.

Damage

Report any damage in your tenant portal **when it happens**. If you haven't reported something yet, please do it now. Under the law:

- You are not responsible for **fair wear and tear**.
- If you, your household, pets or guests **carelessly** damage the property, you may have to pay up to the owner's insurance excess or 4 weeks' rent, whichever is lower.
- If damage is **intentional** or caused by a criminal act, you may have to pay the full cost.

Please do not arrange your own repairs without written permission from us.

6. Routine Inspections

Your first routine inspection is usually about **6 weeks** after you move in. After that, inspections are usually **every 13 weeks**. Each inspection gives the owner a report, with photos, showing the property is being looked after, and lets us note any repairs needed.

Key points

- We are required to give **48 hours' notice** before an inspection, but we endeavour to give you **at least a week's notice** to allow you time to complete and return the checklist that we have sent you.
- Our inspections happen between **8am and 5pm** (the law allows 8am to 7pm), and not more than once every 4 weeks.
- You are welcome to be there, but you don't have to be.
- We will send you our **pre-inspection checklist** with your inspection notice. A copy is also at the **back of this handbook**.

What we check – inside

- ☐ Walls, ceilings, light fittings, light switches, doors and doorways clean of marks, fly droppings and cobwebs.
- ☐ Floors clean and stain free.
- ☐ Windows, window frames, tracks and screens clean and free of mould.
- ☐ Curtains hung correctly, with no missing clips or hooks.
- ☐ Oven and stovetop free of burnt-on food; range hood and filters cleaned; under the sink clean and dry.
- ☐ Shower, bathroom, toilet, laundry and tiling clean with no soap build-up; drains clear.
- ☐ Vents, extractor fans and HRV grilles clean and clear.
- ☐ Smoke alarms in place and working.
- ☐ All rooms accessible (not locked).

What we check – outside

- ☐ Lawns mown and edged; gardens weeded.
- ☐ Rubbish and lawn clippings removed.
- ☐ No unregistered cars, car bodies or old tyres.
- ☐ Oil stains cleaned from driveways, carports and garages.
- ☐ Garages, sheds and storerooms accessible.
- ☐ Pool or spa clean (if there is one).

If you have an approved pet

- ☐ Droppings picked up and removed.
- ☐ Any pet damage reported and repaired.
- ☐ Pets restrained or kept away during the inspection.

On the day, please **open the curtains and some windows** so we can see the home is being well ventilated.

7. Looking After the Inside

Your tenancy agreement and the law require you to keep the property **reasonably clean and tidy**. Here are the areas that need regular attention.

General cleaning

- **Walls, doors and switches** – wipe off marks, finger marks and mould.
- **Cobwebs and dust** – remove cobwebs from windows, walls and ceilings; dust vents, light fittings and ceiling fans.
- **Windows and tracks** – keep sills, tracks and fly screens clean. Wipe off condensation each morning.
- **Curtains and blinds** – keep them dusted and hung correctly. Check the care label before washing, as some can only be dry cleaned.
- **Floors** – vacuum carpets regularly; sweep and mop hard floors.
- **Wet areas** – keep tiles and grout free of grime, soap scum and mould.

Ventilation, condensation and mould

A dry, well-aired home is warmer, healthier and easier to heat. Mould spreads quickly once it starts, so prevention is key:

- Open windows and curtains every day, even for a short time.
- Use the extractor fans when cooking and showering.
- Dry washing outside or in a vented dryer where possible.
- Keep lids on pots when cooking.
- Wipe condensation from windows and sills.
- Keep furniture and mattresses slightly off walls. Do not put mattresses directly on the floor.
- Use electric heaters only – **no portable gas heaters**.
- Clean small spots of mould early. Log a job if mould keeps coming back.

HRV and ventilation systems

If your home has an HRV or other ventilation system, we recommend keeping it switched on to help keep the home dry. Keep the ceiling grilles dusted and clear, and let us know through your tenant portal if it stops working or makes unusual noises.

Heat pumps

Clean heat pump filters and intake vents regularly – most filters simply pull out and can be brushed or vacuumed. The manual will explain how, or you can usually find it online. If a heat pump fails because the filters were not cleaned, you may be charged for the repair.

Kitchen

- **Oven and stovetop** – clean regularly so food doesn't burn on. Check any cleaning product is suitable for the surface, and follow the instructions.
- **Range hood** – wipe the outside and remove and clean the filters. If a filter or fan is too high to reach safely, let us know.
- **Benchtops** – always use a chopping board. Report lifting or swelling joins.
- **Cupboards and drawers** – wipe spills straight away and store food in sealed containers to avoid pests.
- **Under the sink** – keep it clean and dry, and report any leaks straight away.
- **Dishwasher** – clean the filter regularly.

Bathroom, toilet and laundry

- **Drains** – remove hair regularly. If a drain is slow, try a drain cleaner (follow the instructions). If it is still blocked, log a job.
- **Don't flush** wipes, sanitary products or other items. Blockages caused by foreign objects will be charged to you. This is especially important for septic tanks.
- **Report straight away** – cracked shower glass, loose tiles, peeling or bubbling paint near the shower, leaking taps, a running toilet, or a leaking hot water cylinder.

Smoke alarms

Every rental has long-life photoelectric smoke alarms. Their locations are listed in your tenancy agreement. **Never remove, disconnect or cover them.** If an alarm beeps, isn't working or is missing, log a job straight away.

Smoking and vaping

Smoking and vaping are **not allowed inside** any of our properties. If this happens, you will be responsible for the cost of specialist cleaning to remove the smoke smell. In body corporate complexes, check the rules for where smoking is allowed outside.

Heaters and fireplaces

Keep anything flammable away from heaters. Keep wood burners clean of ash and use a hearth mat. Open fireplaces must not be used without our **written permission**, as some are ornamental or have been blocked off. If you have permission, always use a spark guard.

Changes to the property

Ask us **in writing** before making any changes, such as putting up picture hooks, installing or removing fixtures, or anchoring furniture. We will not unreasonably refuse minor changes and will reply within 21 days. Painting may only be done by a professional painter, with our written permission.

Other things to look out for

- **Pot plants** – keep them outside. Indoors they can stain or rot floors and carpets.
- **Aquariums** – check with us first. Their weight and water can damage carpets and floors.
- **Cracks** – let us know about new cracks in walls or ceilings, or existing ones getting bigger.
- **Noise** – be considerate of your neighbours, especially in units and flats. You are responsible for your guests too.

Carpets

Keep carpets vacuumed and deal with spills straight away. We recommend professional carpet cleaning if the carpets become soiled or stained – DIY hire machines can leave soap in the carpet. At the end of your tenancy, carpets must be left reasonably clean. If your pet consent requires it, professional cleaning is needed at the end of the tenancy.

8. Looking After the Outside

Unless your tenancy agreement says otherwise, looking after the lawns and gardens is your responsibility.

Lawns and gardens

- **Lawns** – mow and edge regularly to keep them neat and tidy. We can recommend a lawn mowing service (at your cost).
- **Weeding** – keep garden beds, paths and paving free of weeds.
- **Trees and shrubs** – trimming of trees and shrubs is the owner's responsibility.
- **Watering** – keep lawns and gardens reasonably maintained and watered, within any council water restrictions. Check current restrictions at wdc.govt.nz.
- **Hoses and fittings** – keep any supplied hoses and fittings in good condition and leave them at the property.

Rubbish

Household rubbish must go in your bins and be put out for collection every week. Don't let rubbish, car parts, tyres, lawn clippings or junk build up on the property. Check the council website for bulky waste collection options.

Vehicles and oil

- Only park in driveways and parking areas – **never on lawns or gardens**.
- Use a drip tray under any vehicle that leaks oil, and clean up any oil straight away. Permanent staining may be charged to you.
- Visitors' cars that drip oil should be parked off the property.

Pools and spas

If your property has a pool or spa, cleaning, chemicals and keeping it topped up are your responsibility unless your tenancy agreement says otherwise. Do not empty a pool or spa without our written approval. Keep covers, equipment and pool furniture in good condition and stored out of the weather. Pool gates must **always self-close and latch** – report any problem immediately.

9. Pets

Pet rules in New Zealand changed on **1 December 2025**. You can only keep a pet with the landlord's written consent, or if your tenancy agreement allows it.

Asking to keep a pet

1. Make your request **in writing** (email us or use the Tenancy Services pet request form). Include the type and number of pets.
2. The owner has **21 days** to reply and can only say no on reasonable grounds.
3. If approved, the owner can set **reasonable conditions**, such as a pet bond or professional carpet cleaning at the end of the tenancy.

Key points

- A **pet bond** of up to **2 weeks' rent** may be charged. It is lodged with Tenancy Services like your main bond.
- You are responsible for pet damage beyond fair wear and tear.
- Disability assist dogs do not need consent and no pet bond applies.
- Don't get a new pet, pet-sit or swap pets without consent.

Our expectations if you have a pet

- Keep the yard free of droppings and any rubbish your pet scatters.
- Follow any conditions in your pet consent, such as keeping the pet outside.
- Treat for fleas, and repair any damage to the property, gardens or irrigation.
- Don't leave excess food outside where it can attract pests.
- Follow council rules, including dog registration.
- Make sure your pet doesn't disturb the neighbours, day or night.
- Restrain your pet or keep it away during inspections and when tradespeople visit.

10. Safety and Body Corporate Properties

Your safety

Your safety and your family's safety are our priority. Log a job straight away if you notice:

- Exposed wiring, or faulty power points or switches.
- A gas smell.
- Faulty locks, or broken windows or window latches.
- Bee or wasp nests on the property. If a nest is **small**, please remove it **straight away**, using the right safety measures.

Body corporate properties

If you rent a unit, apartment or townhouse in a complex, you must follow the **body corporate rules**, which we will give you. In general:

- Only use your allocated car parks. Visitors may not be allowed to park on site.
- Don't block or use common areas for your own gardens or storage.
- Keep noise down and make sure your visitors follow the rules too.

- Check the rules before moving furniture in or out.

11. Changes to Your Tenancy

Changing tenants

If someone wants to leave or join the tenancy, ask us **in writing first**. A new tenant must apply and be approved. The outgoing and incoming tenants arrange the transfer of the bond share between themselves, and we then submit the change of tenant in Bond Hub. After that:

1. **Every tenant** (staying, leaving and joining) gets an email, text or letter from Tenancy Services.
2. Click the link and enter your **tenant number** and the **one-time password** in the message.
3. **Agree** to the change within **12 working days**.

All tenants must agree – if anyone disagrees or doesn't respond, the change is cancelled. Everyone is notified once it is complete. At least one tenant must stay on the tenancy.

Subletting and extra occupants

You cannot sublet, assign the tenancy or have extra people move in without our written approval.

Residential use only

The property may only be used as your home. It cannot be used for business, commercial or illegal purposes, or anything that breaches council rules or the law.

12. Ending Your Tenancy

All notices must be **in writing** – email to office@i-rentals.co.nz is fine. Allow for the time it takes for notice to be received.

Notice periods (from 30 January 2025)

Type of tenancy	Notice you must give us
Periodic (no end date)	At least 21 days' written notice.
Fixed term – leaving at the end date	Written notice between 90 and 21 days before the end date.
Fixed term – no notice given	The tenancy automatically becomes periodic when the fixed term ends, unless the parties agree to a further fixed term.

The landlord must give 90 days' notice to end a periodic tenancy, or 42 days in some situations such as the owner moving in or the property being sold.

Before your fixed term ends

As your fixed term end date gets closer, we will contact you about what happens next. Please reply in writing so we know whether you want to renew, move to a periodic tenancy, or leave.

Leaving during a fixed term

A fixed-term tenancy generally cannot be ended early by one side. If you need to leave early, talk to us in writing as soon as possible. We will talk to the owner about whether the tenancy can be ended early by agreement. You may have to pay rent until a new tenant moves in or the fixed term ends (whichever is first), and the owner's reasonable costs, such as advertising. You must keep the grounds maintained until then.

13. Getting Your Bond Back

We want to refund your bond quickly. To make this happen:

1. **Pay all rent and invoices** up to your last day. You can't use your bond to cover your last rent payments.
2. **Leave the property reasonably clean and tidy in all areas**, including the grounds – lawns mown, gardens weeded, and all rubbish and lawn clippings removed from the property, as per your tenancy agreement. Use the checklist in Section 14. Many tenants find it easier to hire a cleaner.
3. **Return all keys and remotes** in working order (check the batteries).
4. **Provide receipts** for professional carpet cleaning or flea treatment if your pet consent requires them.
5. **Be ready for the final inspection.** It can only happen once you have fully moved out, cleaned and returned the keys. If you won't be ready, let us know early.
6. **Pay your final water invoice.** We read the water meter at the final inspection and send you the final invoice.

Your online bond refund – what you need to do

Once we have completed the final inspection and submitted the bond refund in Bond Hub, **you** need to finish the process:

1. Watch for an **email or text from Tenancy Services** with a link to Bond Hub and a **one-time password**. Check your spam folder.
2. Click the link and enter your **tenant number** (from your lodgement confirmation email) and the one-time password.
3. **Check the refund details** – how much is being refunded to you and any amount going to the landlord.
4. If you agree, click **agree** and enter your **bank account details**. Tenancy Services then pays the refund into your account.

Key points

- You have **12 working days** to respond. If you don't, your refund will be delayed or even cancelled.
- If there is more than one tenant, **each tenant must agree** before anything is paid.
- If you **disagree**, the request is cancelled and nothing is paid. Contact us to talk it through, and we will submit a new request. If it can't be agreed, either party can apply to the Tenancy Tribunal.
- Can't find your tenant number or need help? Contact Tenancy Services on 0800 836 262.
- Here is a link to watch a clip about the bond refund process: [youtube.com/watch?v=NZk7DAzbbiE](https://www.youtube.com/watch?v=NZk7DAzbbiE)

Any amounts owing that are not paid may be claimed through the Tenancy Tribunal, and orders may be published.

Need a hand?

Moving is tiring, and a rushed clean often delays your bond refund. Email us and we can recommend cleaners, gardeners and carpet cleaners we trust.

14. Moving Out Checklist

This checklist is a guide to help you. It may not cover every area of your property, and not every item will apply to your home. The property needs to be left reasonably clean and tidy.

Admin and general

- ☐ Final rent paid up to date by the end of your tenancy.
- ☐ Email and mobile up to date in **Bond Hub** – this avoids delays with your online bond refund.
- ☐ Mail redirected (NZ Post), and letterbox cleared of mail and junk mail.
- ☐ Change of address updated with NZTA (vehicle registration), IRD and the Electoral Commission.
- ☐ Power, gas and internet cancelled or moved.
- ☐ **Fibre box (ONT) and cord left in place** – these are owned by Northpower and must not be removed from the property, whether they were installed before or during your tenancy.
- ☐ Appliance manuals left on the kitchen bench.
- ☐ All keys, copies and remotes returned.
- ☐ Forwarding address given to us.
- ☐ All your belongings removed from the house, garage, sheds and section.

Repairs and damage

- ☐ **Anything you added removed and made good** – for example hooks, shelves, curtain rods, TV brackets or security cameras, with any holes repaired. This applies unless we have agreed in writing that it can stay.
- ☐ Damage beyond fair wear and tear reported or repaired. Check against your ingoing property condition report.
- ☐ Smoke alarms left in place and working. Never remove the alarms.

Inside

- ☐ Walls, doors, door handles, switches and skirting boards wiped clean.
- ☐ Cobwebs removed; ceiling mould cleaned.
- ☐ Light fittings and ceiling fans dusted, with no dead insects.
- ☐ Windows cleaned inside, and sills and tracks cleaned.
- ☐ Fly screens and screen doors brushed clean.
- ☐ Oven, grill, racks, trays and stovetop fully cleaned.
- ☐ Range hood filters and framework cleaned.
- ☐ Under the kitchen and bathroom sinks cleaned out and dry.
- ☐ Drains clear – hair removed from shower, bath and basin.
- ☐ Bathroom: shower, glass, bath, vanity, mirror and tiles clean with no mould; plugs in place.
- ☐ Toilet cleaned inside, outside and around the base.
- ☐ Laundry tub cleaned inside, outside and underneath; plug in place.
- ☐ Vents cleaned – normally in the bathroom and kitchen – plus extractor fans and HRV grilles.
- ☐ Heat pump filters and front vents cleaned.
- ☐ Wood burner emptied of ash and cleaned.
- ☐ Cupboards and drawers wiped inside and out; wardrobes and shelves wiped out.
- ☐ Supplied appliances cleaned – fridge, dishwasher filter, washing machine and dryer lint filter (if supplied).
- ☐ All light bulbs working.
- ☐ Blu Tack, stickers and tape removed from walls and doors.

- ☐ Curtains washed or cleaned as needed and hung correctly, with no missing clips or hooks; blinds wiped.
- ☐ Hard floors mopped, including corners; carpets vacuumed and reasonably clean.
- ☐ Carpets professionally cleaned **if required** by your tenancy agreement, or if they are not reasonably clean (for example, stains to be removed).
- ☐ Pest control completed **if required** by your tenancy agreement, or if needed. **Recommended if pets have ever been at the property** – ideally once before you move your belongings out, and again just before you leave, as moving out can bring fleas back to life.

Outside

- ☐ Lawns mown and edged, with all lawn clippings removed from the property.
- ☐ Gardens weeded; leaves and rubbish removed.
- ☐ All rubbish removed, including behind sheds and under trees.
- ☐ Paths and paved areas swept; cobwebs removed from outside walls, windows and doors within reach.
- ☐ Outside windows cleaned where you can reach them safely.
- ☐ Clothesline cleared of pegs and washing.
- ☐ Oil stains and BBQ grease cleaned off.
- ☐ Cigarette butts picked up.
- ☐ Garage and sheds emptied of your belongings and floors swept.
- ☐ Council bins left at the property, emptied and clean. If a wheelie bin does not belong to the property (for example, a private hire bin), arrange for it to be removed before your tenancy ends.
- ☐ Spa or pool clean, with the water balanced (if there is one).

If you have had a pet

- ☐ All droppings removed from the section.
- ☐ Urine marks and stains cleaned from walls, posts and decks.
- ☐ Scratch or chew damage repaired, including fly screens.
- ☐ Pet hair removed.
- ☐ Carpet cleaning and flea treatment done if required by your pet consent (keep receipts).

15. Useful Contacts

Who	Contact
i-Rentals – maintenance	Bricks + Agent or Console tenant portal (online and app). Bricks + Agent link: services.bricksandagent.com/Account/UserLogin
i-Rentals – help and questions	office@i-rentals.co.nz
i-Rentals – post	PO Box 5068, Whangārei 0140
Emergency (fire, police, ambulance)	111
Tenancy Services	tenancy.govt.nz 0800 836 262
Whangārei District Council	wdc.govt.nz

Thank you for choosing to rent with i-Rentals. We look forward to working with you.

This handbook is a general guide. Your tenancy agreement and the Residential Tenancies Act 1986 take priority if there is any difference.

Inspection Coming Up?

Here are the things we check that are often missed

Thank you for having us through for your routine inspection. I-Rentals inspects this home on behalf of its owner, and a report (which may include photos and video) is sent to the owner after each visit. The home needs to be kept **reasonably clean and tidy**. This list is just a guide to help you double-check the areas we find are **most commonly missed**.

On the day of the inspection

1. **Open curtains and windows** where you can – this shows the home is being well ventilated.
2. **Outside tidy** – all rubbish around the section picked up.
3. **HRV / ventilation system switched on** – if the home has one, it should always be left on and not turned off.
4. **Smoke alarms in place** (never removed or covered).

Kitchen

- ☐ **Oven** – inside, racks, trays and door glass
- ☐ **Stovetop** – elements, burners and surrounds free of grease
- ☐ **Range hood** – outside wiped, and **filters removed and fully cleaned**
- ☐ **Kitchen vents** clear and clean
- ☐ **Under the sink** – cleaned out, dry, no leaks
- ☐ Splashback and cupboard doors free of grease

Walls, ceilings, windows & curtains

- ☐ Ceilings, walls and **light fittings free of fly droppings** and marks
- ☐ **Cobwebs removed** – inside, and outside where within reach
- ☐ **Curtains hung correctly** – no missing clips or hooks
- ☐ **Door and window tracks** clean – no dirt, dead insects or mould
- ☐ Windowsills and frames free of mould
- ☐ **HRV and ceiling vent grilles** dusted and clean
- ☐ Skirting boards and light switches wiped

Bathroom, toilet & laundry

- ☐ **Shower** – glass, tiles and grout free of soap build-up
- ☐ **Drains clear** – hair removed from shower, bath and basin
- ☐ **Drains slowing down?** Now is a good time to put drain cleaner down all drains
- ☐ **Bathroom vents / extractor fan** clear and clean
- ☐ Mould, dirt and bugs cleaned off the ceiling
- ☐ Toilet clean, including behind and around the base
- ☐ Under the vanity and laundry tub clean and dry

Outside

- ☐ Section **free of rubbish**
- ☐ **Lawns mown** and edges tidy
- ☐ **Gardens and paths weeded**
- ☐ Decks, steps and entrances reasonably kept

Note: lawns, grounds and weeding only apply if these are your responsibilities under your tenancy agreement.

How to clean the tricky areas

Range hood filters

Slide or clip the filters out, soak and scrub them clean, rinse and let them dry fully before refitting.

Oven & stovetop

Take out the racks and trays and clean them separately. Clean the inside, the door glass and around the elements or burners.

Soap scum

Apply cleaner, leave it to work for a few minutes, then scrub the glass, tiles and grout and rinse well.

Fly droppings & marks

Wipe gently with a soft cloth or sponge mop. Test a small spot first and don't scrub hard, as this can remove paint.

Door & window tracks

Vacuum out loose dirt with the crevice tool, scrub the corners with an old toothbrush, then wipe dry.

Vents & HRV grilles

Vacuum with a brush attachment to remove dust, then wipe over with a damp cloth.

Found something that needs fixing? Please log all maintenance jobs through the **tenant portal** (online and app), always with **photos attached** of the area – and do this **well before the inspection**. Damage should be reported when it happens – if you haven't yet, please log it now. **Don't wait for the inspection!** For any help, email **office@i-rentals.co.nz**. Thank you for looking after your home!