

Trust, Experience, Deliver.



# Welcome to your new home.



Ted Property Management  
Tenant Booklet





At TED, we are here to support you as the tenant, as well as the property owner. Sometimes that means we sit in the middle, and that takes balance, fairness, and a good dose of common sense.

Our role is to guide everyone toward the best possible outcome, while always working within the Residential Tenancies Act 1986. That legislation is our North Star. It keeps things fair and consistent for everyone.

We truly value great tenants; in fact, we often have more day-to-day interaction with you than the property owner. Both relationships matter to us. Clear communication, mutual respect, and transparency from the start help create a tenancy that runs smoothly and feels positive.

Property management can come with its own language and processes. This guide is here to unpack things clearly, so you feel informed and confident from day one.

**At TED Property Management, we built our business around three core principles: Trust. Experience. Deliver.**



# Starting Your Tenancy

## Property Entry Condition Report

When you receive the keys to your new home, you'll also receive a Property Entry Condition Report. This document records the condition of the property at the beginning of your tenancy.

This report is very important, and is there to protect all parties. When your tenancy ends, this report will be used to compare the property's condition for bond purposes.

Please take your time reviewing it carefully. If you notice anything that has been missed, let us know within 72 hours so we can update it. This protects you just as much as it protects the owner.



## Rent In Advance – What does that mean?

When you secure the property, you will be asked to pay 2 weeks rent in advance.

This is to ensure your rent is always paid on time. This needs to start in advance, so by the end of your first week in the property you will be due to pay rent. For example, if you started the tenancy on a Friday, by the Thursday after you will need to pay rent again.

## Bond

Your bond will be lodged with Tenancy Services, and you will receive confirmation directly from them.

## Utilities

Before you move in, please arrange for electricity, gas, internet, and phone services to be connected in your name.

When you move out, make sure final readings are completed, and contact your provider to close the accounts.

Companies such as Moving Hub and Fast Connect are free services that will help sort all of these in one phone call, and even will give you comparable rates.

## Paying Rent

Rent is paid weekly or fortnightly in advance by automatic payment or direct credit.

Your reference must include:

- The surname of the first tenant listed on the agreement
- The property address

**Please ensure rent is paid from one bank account only. We do not accept cash rent payments.**

## When Is Rent Due?

Rent is due on the anniversary of your tenancy start date.

For example, if your tenancy started on a Friday, your rent needs to be cleared in our account on Friday. Setting your payment to leave your account the night before usually ensures this happens smoothly.

## Rent Arrears

Consistent rent payments are essential; this creates your tenancy records, and will be part of the records asked for with future rental checks. If rent falls behind, we are required to follow the process set out in the Residential Tenancies Act 1986, which may include formal notices and Tribunal action.

If you are experiencing genuine hardship, please talk to us early. Communication makes a big difference, and we may be able to guide you toward support services. Ignoring the issue will only make it worse. **We are here to work with you to resolve the issue.**



# Living in the Property





## Routine Inspections

We carry out inspections approximately every 12 weeks. These help us ensure the property is being maintained well, allow us to identify any issues early, are part of our contractual agreement with the owner, and are a requirement for insurance.

You will receive at least 48 hours notice. Most inspections take around 15 minutes.

We provide photos or video to the owner as part of our reporting, so please put away personal items where possible. If you would like to be present, we are happy to try and work in, however as property management is very unpredictable exact times are hard to work to. However, we will always try to accommodate where we can.

We enjoy seeing our tenants and want you to feel respected in the process. Any dogs will need to be restrained, for their safety and ours.

## Occupancy

Only the tenants listed on the agreement are permitted to live at the property.

If your circumstances change and someone wishes to move in, please speak with us first. It is important that any changes are formally approved. It is a breach of your tenancy agreement to move in additional tenants and this may be rectified with a 14-day breach notice, which will be on your tenancy record.

## Maintenance

If something needs attention, please let us know as soon as possible. Small issues reported early often prevent larger problems later.

Non-urgent maintenance requests should be submitted through our website or by using the QR code provided in this booklet.

**For emergencies, call our office landline and you will be directed to the on call Property Manager. To clarify, an emergency is anything that if left unattended till the following business day will cause damage to the property.**

Please do not arrange repairs yourself unless it is a genuine emergency situation. After hours texts are not monitored.



## Mould and Dampness

Homes can experience dampness or mould for different reasons, including ventilation, weather conditions, or maintenance concerns.

Simple steps like opening windows and curtains during the day and avoiding unflued gas heaters can help.

**If mould appears, clean it promptly and notify us so we can determine if further action is required.**





## Insurance

The owner's insurance **does not** cover your belongings.

We strongly recommend arranging:

- Contents insurance
- Personal liability cover/Renters insurance

Under the Residential Tenancies Act 1986, tenants are responsible for intentional or careless damage caused by themselves or their guests. For careless damage, liability is usually limited to the owner's insurance excess or up to four weeks' rent, whichever is less.

## Looking After the Property

Everyday care makes a big difference.

- Use chopping boards to protect benchtops.
- Avoid adhesive products like Jif on walls, instead the use of Sugarsoap is suggested.
- Use proper picture hooks and leave them in place when you move. BluTack and 3M style hooks often create damage when removed. Please work into the hooks already at the property.
- Be mindful of pot plants on the carpet or window sills as they can leave damage.
- Dispose of rubbish regularly in council-approved bins or bags.

If you would like to install items such as child gates or earthquake restraints, please request approval in writing first. At the end of the tenancy, you will be responsible for reinstating the area if required.

## Keys

For privacy and security, keys are only released to tenants listed on the agreement, and photo identification is required.

If you lock yourself out during business hours, we may be able to assist if a spare key is available. **After hours, you will need to contact a locksmith at your cost. It is company policy, due to health and safety, that keys are not able to be given out after hours.**





# Tenancy Types and Ending Your Tenancy



## Fixed Term Tenancy

A fixed term tenancy runs for a set period, and generally cannot be ended early. This gives you the security for this time; even if the owner did want to sell the property, they must sell with the tenancy in place.

We will contact the owner and you around 90 days prior to the tenancy end date to discuss a renewal or ending the tenancy.

**If your situation changes and you would like to be released from the tenancy, please talk to us as soon as possible. Please read Break Lease for more information.**

## Assignment of Tenancy

If you would like someone to take over your tenancy, this is called a lease assignment.

All assignment requests must be considered, and cannot be unreasonably declined. If approved, the new tenant takes full responsibility for the tenancy. Any associated costs will be handed on to the exiting tenants.

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## Break Lease

A break lease occurs when you wish to vacate the property and end your fixed term tenancy agreement before the agreed expiry date.

A fixed term tenancy means that neither you nor the landlord can give notice to end the agreement early. However, if you and the landlord both agree to proceed with a break lease, the agreement can be ended early once suitable new tenants are found to take over the property.

### Costs Involved

If you choose to break your lease, you are responsible for the reasonable costs associated with re-letting the property. This is commonly referred to as a break lease fee.

This fee covers:

- Advertising the property
- Finding suitable new tenants
- Preparing and setting up the new tenancy agreement

The amount charged is equivalent to the standard letting fee that would normally be paid by the landlord.

### Rent Responsibility

You are responsible for paying rent up until the day a suitable new tenant moves into the property. This means your rent continues until the property is re-let.

### Rent for Replacement Tenants

When advertising the property for new tenants, the landlord may adjust the rent to reflect current market conditions.

Once a new tenancy agreement has been signed, the rent cannot be increased again for 12 months.

### New Tenancy Agreement

A new tenancy agreement will be prepared and signed with the replacement tenants.

If you have any questions about the process, timelines, or your responsibilities, please let us know. We will keep you updated as soon as suitable applicants are found and approved.



## Periodic Tenancy

If your tenancy is periodic:

- You can end it with 21 days written notice plus service time
- The owner generally must give 90 days notice to end the tenancy
- In certain situations, 42 days notice may apply to end the tenancy (such as the owner moving back in, or the unconditional sale of the property with vacant possession).

Notice must be given in writing by email, post, or hand delivery. We recommend confirming that it has been received.



## Vacating the Property

When notice is given, we will provide a vacating checklist to guide you.

The property must be left reasonably clean and tidy, in line with the Residential Tenancies Act. This includes walls, windows, flooring, appliances, and bathrooms.

We recommend professional carpet cleaning where appropriate. DIY carpet machines can sometimes cause damage and are not advised.

All keys must be returned at the final inspection or to our office by 9.00am the next working day. If keys are not returned, locks may need to be changed at your expense.

We will complete a final inspection after you vacate. If additional cleaning or repairs are required beyond fair wear and tear, these may be deducted from your bond.

During your notice period, we will require reasonable access to show the property to prospective tenants. We will work with you to arrange suitable times.





# Our Commitment to You

At TED, we are here to build tenancies based on trust, experience, and delivery.

Trust, Experience, Deliver.

We promise clear communication.  
We promise to follow the law.  
We promise to treat you with respect.

In return, we ask for open communication and thoughtful care of the home.

When everyone understands the expectations and works together, tenancies feel easier, smoother, and more positive for everyone involved. That is what great property management looks like.



