



**New Zealand
Realty**

TENANT WELCOME GUIDE

Your complete guide to renting with New Zealand Realty



Key to Your Future
newzealandrealty.co.nz

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INSTITUTE OF
NEW ZEALAND

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WELCOME

Kia ora, and welcome to your new home with **New Zealand Realty**.

We're proud to manage your tenancy and committed to supporting you every step of the way.

Our goal is to make your rental experience smooth, secure, and well-informed.

This guide will walk you through everything you need to know — from your tenancy agreement and rent payments to maintenance, inspections, and moving out.

Your home will be managed in line with current legislation and the Healthy Homes Standards, and you'll always have access to support, transparency, and clear communication.

At New Zealand Realty, we believe this is about more than just property — it's about how we live.

If you ever have questions or need assistance, **our team is here to help.**



A MESSAGE FROM THE DIRECTOR

Why I founded New Zealand Realty

I founded New Zealand Realty to raise the standard of property management — not just for landlords or tenants, but for all New Zealanders.

For me, this is about more than property. It's about how we live. It's about fairness, trust, and dignity in the places we call home — whether you own them or rent them. Everyone deserves a home that's safe, warm, and respected.

New Zealand Realty exists for the whole country — a service we can be proud of, built on values that reflect who we are: transparency, care, and integrity.

Whether you're a tenant or a landlord, your experience matters. Because at its heart, this is about creating better homes and stronger communities — together.

This is a long-term mission. One I hope will reshape the way property is managed in New Zealand — with heart, with purpose, and with pride.

Thank you for being part of it.

With appreciation,

William Urquhart

Founder & Director, New Zealand Realty



WHAT WE DO

New Zealand Realty is your property manager. We act on behalf of the landlord to ensure your tenancy is managed professionally, fairly, and in full compliance with New Zealand legislation.

Our role includes:

- Managing the tenancy from start to finish
- Ensuring the property remains compliant and well maintained
- Being your first point of contact for all tenancy matters
- Handling rent collection and coordinating bond lodgement and refund through Tenancy Services
- Coordinating repairs with trusted, qualified contractors
- Conducting regular property inspections
- Providing clear, respectful communication at all times

We're here to make your tenancy experience smooth, transparent, and stress-free.



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HEALTHY HOMES & COMPLIANCE

We ensure your home meets the Healthy Homes Standards, as required by law.

This includes:

- Heating
- Ventilation
- Moisture control
- Insulation
- Draught stopping
- Smoke alarms

Every rental property must have working smoke alarms installed in accordance with the Residential Tenancies Act. These are tested before your tenancy begins — and you must **not remove or disable them**.

If something doesn't seem right — whether it's a missing heater, draughty window, mold issue, or non-functioning smoke alarm — **please let us know immediately**. We'll assess and arrange solutions where required.

Your safety and comfort are our priority.

YOUR TENANCY AGREEMENT

Your tenancy agreement sets out:

- The rental amount and payment frequency
- The bond amount and how it's held
- The duration of the tenancy (periodic or fixed-term)
- Responsibilities for both you and the landlord
- Any special terms (e.g. pets, gardens, water bills)

This agreement is a legally binding contract, so it's important that you understand all clauses. We recommend saving a copy for easy reference.

If anything changes during the tenancy, such as rent reviews or tenant updates, this must be agreed in writing by both parties.

If you have questions about your agreement, please ask — we're happy to clarify.



YOUR RIGHTS & RESPONSIBILITIES

As a tenant, you have the right to:

- A warm, dry, and safe home
- Reasonable peace, comfort, and privacy
- Be treated fairly and respectfully

You also have responsibilities:

- Pay rent on time
- Keep the property clean and tidy
- Report damage or issues promptly
- Follow the terms of your agreement
- **Respect your neighbours and shared spaces**

Respect goes both ways — we're here to support a great tenancy for everyone involved.

If a dispute arises that can't be resolved directly, **either you or we (as the property manager)** may apply to the **Tenancy Tribunal** for a formal decision. In some cases, Tribunal decisions are published online and may include identifying details. While not all decisions are made public, **serious breaches or rent arrears may become part of the public record**, which can impact your future rental opportunities.

If you need independent advice or support, contact Tenancy Services on 0800 836 262 or visit www.tenancy.govt.nz.

We also encourage you to stay informed about changes in tenancy law so you're always protected and aware of your rights.

GETTING STARTED

Once your tenancy is confirmed, here's what to do to get your home up and running:

Power & Gas

You'll need to set up power (and gas, if applicable) in your name.

You can choose any provider. Popular options include:

Contact Energy, Meridian, Powershop, Nova, and Electric Kiwi.

To make setup easier, you may need your **ICP number** (Installation Control Point), which identifies your property's power connection.

This can usually be found on the property's **main switchboard**, by contacting us, or **online by entering your address into supplier websites such as Powershop.**

Internet

Fibre or VDSL broadband is available in most areas.

Check your property's connection type at **chorus.co.nz**.

Popular providers include **Spark, 2degrees, Slingshot, and Voyager.**

Rubbish & Recycling

Collection days are set by **Wellington City Council**.

Check the schedule and bin rules at:

wellington.govt.nz/rubbish

Water

In most Wellington rentals, water usage is **included in rent** unless stated otherwise in your agreement.

Parking

If your apartment doesn't include a car park and you need one in the CBD, you have options:

- **Residential parking permits** may be available through Wellington City Council (eligibility applies).
- Lease a space via **Parkable, Wilson Parking, or Trade Me.**
- Consider public transport, scooters, or cycling for city living.

Tip: Arrange parking before move-in — street parking is limited and time-restricted in most areas.

Letting Us Know

Once your utilities are set up, please send us confirmation so we know everything is sorted. If you're unsure about anything, don't hesitate to ask — **we're here to help.**



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TENANT PORTAL – POWERED BY KEYHOOK

At New Zealand Realty, we're committed to making renting easy, transparent, and stress-free. Your tenancy is managed through **Keyhook** — a secure digital platform that gives you access to everything in one place, available on both desktop and mobile.

Your Keyhook Features

Direct Chat with Your Property Manager

Message us anytime via the in-app chat. Ask questions, report issues, or stay updated — no more waiting on emails or phone calls.

Real-Time Rent Ledger

View your rent payments, upcoming due dates, and account balance with full transparency.

Lodge and Track Maintenance Requests

Submit maintenance requests directly from the portal. Add details, upload photos, and track progress from start to finish.

Inspection Sign-Offs

Securely view and sign your entry and exit inspection reports. All records are stored in your account for easy access.

Document Hub

Access your tenancy agreement, inspection reports, and other key documents anytime.

Notifications

Get real-time alerts for inspection notices, document updates, and tasks requiring your attention.

Secure E-Signing

Sign agreements, renewals, and other documents digitally — no printing or scanning required.

Already Set Up? You're Ready to Go

You created your Keyhook account during the tenancy application process — so everything is already set up. Simply log in via the **mobile app** or **web browser** to manage your tenancy from anywhere.



PAYING RENT & BOND

- Rent is paid weekly via automatic transfer to our trust account.
- Always use your tenancy code as the payment reference.
- Rent must be paid in advance and on time.
- If you're experiencing hardship, talk to us early — we're here to work with you.
- Bond can be paid directly to us and we'll lodge it with Tenancy Services.
- This must be paid before the tenancy start date.
- If there are any issues with bond payment, please talk to us first — we can come up with a plan.

TIP: If there are multiple tenants named on the tenancy agreement, we recommend setting up a shared household bank account. This makes it easier to manage rent and utilities. We only accept rent payments as one total combined sum per period, to ensure accurate tracking and allocation.



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RENT ARREARS POLICY

We take rent arrears seriously. If rent falls behind, we'll issue a **14-day notice to remedy** in line with the Residential Tenancies Act. If payment isn't made within that timeframe, we may file an application with the **Tenancy Tribunal** immediately.

This is to protect the landlord's asset and minimise risk early — not to penalise tenants. Our goal is always to resolve things quickly and fairly, but we won't delay action where arrears persist.

Please keep communication open. We're more than willing to work with you — but silence or avoidance will lead to formal action.

MAINTENANCE & REPAIRS

- Report any maintenance or damage as soon as possible.
- Use our online maintenance form or contact us directly.
- Emergency issues (e.g. no power, flooding, major leaks) will be prioritised.
- Non-urgent repairs are scheduled within a reasonable timeframe.
- Please don't carry out repairs yourself unless approved.

We work with licensed, insured contractors and will always give notice before entering the property.

Your Responsibilities as a Tenant

Tenants are legally responsible for reporting any damage or maintenance issues they become aware of — even if it wasn't their fault. Timely reporting is essential.

If you delay reporting a problem and it worsens over time, you may be held liable for the increased repair costs. For example, a small leak left unrepaired may cause major water damage, which you could be responsible for if you failed to inform us early.

Landlords are required to maintain the property in a reasonable state of repair. However, we rely on tenants to notify us when something needs attention — we can't fix what we don't know about.

Fair Wear and Tear

You are not responsible for reasonable wear and tear that comes from normal daily use. But any damage beyond that — whether accidental, careless, or intentional — must be reported.

Examples of Issues to Report:

- Leaks or water damage
- Broken appliances
- Damaged fittings or fixtures
- Mould, cracked windows, electrical faults, etc.

If you're unsure whether something needs reporting, it's always better to let us know — we can advise from there.



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ROUTINE INSPECTIONS

We carry out routine inspections to ensure the property is being looked after and to catch any maintenance issues early.

You'll always be notified **at least 48 hours in advance** in accordance with the Residential Tenancies Act.

Each inspection includes:

- Photos
- Notes on the property's condition and any required repairs
- A follow-up summary shared with the landlord

This is also your opportunity to raise any concerns, ask questions, or point out any issues you'd like us to check.

Tenant Responsibilities Between Inspections

Tenants are expected to maintain a reasonable standard of cleanliness and tidiness throughout the tenancy. This includes keeping the property well ventilated to help prevent dampness and mould.

Good airflow, regular cleaning, and prompt reporting of issues all contribute to a healthier home and a smoother tenancy for everyone involved.



TENANCY CHANGES

We understand that circumstances can shift during a tenancy. Whether you're moving out early, replacing a flatmate, or exiting the lease entirely, any change must be handled formally to protect all parties and ensure compliance with tenancy law.

1. LEASE TRANSFER

(Tenant-Initiated Replacement of Entire Tenancy)

A lease transfer occurs when you find someone to take over the tenancy in full. This means you're exiting, and a new party is taking your place — subject to **landlord approval**.

What's involved:

- You notify us in writing requesting a lease transfer
- Incoming tenant(s) complete a full application
- We screen the applicant and seek landlord approval
- A new tenancy agreement is issued
- The bond is officially transferred
- Keys are handed over formally

2. CHANGE OF TENANT

(Replacing One Tenant in a Shared Lease)

In shared tenancies, one tenant may leave while others remain. This is treated as a change of tenant, not a full lease transfer.

What's involved:

- The departing tenant notifies us in writing
- The replacement applies and must be approved
- A variation to the existing agreement is signed
- Bond records are updated through Tenancy Services
- We document and confirm the change for all parties

3. LEASE BREAK

(Early Exit Without a Replacement)

If you can't complete your fixed-term lease and don't have a replacement, you may apply for an early termination (lease break).



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What's involved:

- You submit a formal lease break request
- We discuss timeframes and landlord expectations
- We advertise the property for re-letting (usually on a 12-month term)
- Once a new tenancy is signed, your lease obligations end

IMPORTANT NOTES

- All tenancy changes must be formally approved by New Zealand Realty and the landlord
- No change is valid until new agreements or variations are signed
- Admin fees apply for all tenancy changes to cover processing and legal documentation
- You remain responsible for rent and obligations until the change is fully processed and confirmed in writing

To initiate any tenancy change, please contact us early. We'll guide you step-by-step and ensure the process is clear, fair, and legally compliant.



ENDING YOUR TENANCY

We'll be in touch before your fixed-term agreement ends to discuss renewal options or next steps.

If you wish to end your tenancy, the following notice periods apply and must be given in writing:

Fixed-Term Tenancy

You must provide at least 21 days' written notice if you intend to end the tenancy on the final day of the fixed term. If no notice is given, the tenancy will either:

- Roll into a periodic tenancy, or
- Be extended if a renewal has been offered and agreed in writing.

Periodic Tenancy

You must provide at least 21 days' written notice at any time to end the tenancy.

You can give notice by email or through our website — just ensure your full name, rental address, and intended end date are clearly stated.

If you're unsure what type of tenancy you're on or how to give notice correctly, please contact us — we're happy to help.



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MOVING OUT & BOND REFUND

When it's time to move out, we'll:

- Arrange a final inspection
- Provide a checklist to help you leave the property clean and damage-free
- Compare the property against the original inspection
- Process any deductions (if necessary)
- Initiate the bond refund process

Once the bond refund form has been submitted, **Tenancy Services** handles the **release of funds**.

Please note: We do not hold or refund the bond ourselves, and any updates on the bond's progress will need to be checked directly with **Tenancy Services**.

Most bond refunds are processed within **10 working days** when everything is in order.



CONTACT US

The best way to reach us is via our website or by email.

Please include your full name, rental address, and a brief description of your enquiry so we can assist you promptly.

Stay Informed. Stay Ahead.

Subscribe to our newsletter for rental market updates, compliance tips, and investment insights — straight to your inbox.

Email: info@newzealandrealty.co.nz

Website: www.newzealandrealty.co.nz

And follow us on social media

Instagram: [@newzealandrealty](https://www.instagram.com/newzealandrealty)

Facebook: [facebook.com/NewZealandRealty](https://www.facebook.com/NewZealandRealty)

TikTok: [@newzealandrealty](https://www.tiktok.com/@newzealandrealty)

YouTube: https://www.youtube.com/@New_Zealand_Realty



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