

# RENTING and other ACCOMMODATION OPTIONS in PALMERSTON NORTH



2013

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# Introduction

Palmerston North has a very transient population, with numbers of rental housing being some of the highest in the country per head of population. There are many accommodation options in Palmerston North, and rental affordability is relatively good compared to other New Zealand cities. Even so, finding accommodation can be quite a challenge.

This booklet will help you with a number of things: the kinds of short-term, long-term and needs-specific accommodation options available in this area; an overview of all the basics that you will need to know about as a tenant, including what the Residential Tenancies Act (RTA) means for you (in easy to understand language); what being a flatmate or boarder means in terms of your rights and responsibilities; steps to take when dealing with tenancy problems; generic information about Palmerston North including things that you may need to consider when finding suitable accommodation; and where to go to find further help and information about anything in this booklet (as well as things that are not).

Although packed with all kinds of accommodation information, this booklet is mainly concerned with providing information about renting, in particular about renting in Palmerston North. This booklet will help guide you through the process of renting.



## Accommodation options in Palmerston North - an overview

Palmerston North has much to offer in terms of accommodation options, both long and short-term. For those holidaying or staying here on business there are numerous motels, hotels, motor lodges, bed and breakfasts, home stays, apartments, hostels, backpackers, and a camping ground. Many of these accommodation options provide short and longer-term options such as week by week accommodation.

With Palmerston North being known as a student city, there are a variety of accommodations options that cater for students, ranging from on-campus halls, to inner-city, fully-furnished apartments, to off-campus hostel accommodation. Many students will opt to go flatting or enter into private boarding situations.

There are many rental properties available in Palmerston North, with rents varying depending on the size of the property, location, and property condition. There are a number of real estate agencies who let properties and there are property management services, as well as private rental properties.

Along with these more standard accommodation options, there are providers of accommodation that focus on specific needs or groups.

This section begins by looking at what different accommodation types mean, including the kinds of facilities available, and gives a price indication for each accommodation type. Next are some sources for finding various accommodation types. The final part of this section details temporary or short-term (but not holiday) accommodation.



# Short-term accommodation (one year or less)

## Different accommodation types

Rather than trying to list every hotel, motel and other accommodation service in these pages, some general information is provided about different accommodation type options. There are descriptions of different accommodation types, an indication of price range, facilities that you can expect to find, and any other relevant matters.

**Apartments.** A large dwelling, often multi-storey, which has at least two or more units that normally have kitchen and bathroom facilities, and sleeping and living areas. Apartments are usually available for longer or shorter terms, with payment week by week being common. Rates will vary according to whether the accommodation is wanted on a day to day or longer-term basis.

**Backpackers.** Budget-cost accommodation for shorter-term stays. Backpackers often have a range of bedroom options from single to multiple bunk rooms, with the price varying according to room occupancy. Bathroom, lounge and kitchen facilities are shared. Very similar to a hostel (and the terms 'backpackers' and 'hostel' are used interchangeably at times).

**Bed & Breakfast.** This is usually affordable accommodation where a bedroom only is provided, and where breakfast is included as part of the nightly rate. Normally used for shorter stays and accommodation is paid per night stayed.

**Boarding House.** These are large houses that can be used for short or longer-term accommodation. Meals are provided, and facilities such as bathrooms and lounge areas are shared. Boarding houses provide budget accommodation, where rooms can usually be rented for anywhere from one night to one year or more.

**Camping Grounds & Cabins.** This accommodation type is usually for travellers, but sometimes is used for longer-term stays. Sites (non-powered or powered) are provided for tents, motorhomes and caravans. Ablution blocks and shared kitchen/dining areas are available. Often there are other facilities including laundries, barbeque areas and playgrounds. Cabins are small, self-contained, open-plan houses available at camping grounds.

**Emergency accommodation.** Unlike other options listed here, emergency accommodation is available to people meeting certain criteria, who are in need of accommodation immediately, and who for some reason are not able to secure accommodation by other means at that point in time. Stays in such facilities can range from one night only, to several months if needed (depending on the criteria of the service provider and needs of the individual).

**Farmstays & Homestays.** A farmstay is exactly the same as a homestay except that the accommodation is located rurally on a farm and guests are able to experience farm life. Although traditionally understood as lodging for students studying abroad, homestay accommodation has expanded to include individuals and families wanting a different kind of holiday experience. Guests stay in a family home, sharing meals and various aspects of daily life with the family. Homestays and farmstays vary in price, usually being moderate to top end.

**Guest Houses.** This is essentially another term for a hostel or bed and breakfast type facility.

**Holiday Parks.** A holiday park is another name for a camping ground and cabin type facility, and has sites for tents, motorhomes and caravans.

**Hostels.** These are a low cost form of accommodation where a room is rented and facilities are shared. Sometimes meals and other services are provided, in particular for student hostels.



**Hotels.** Hotels can come in all different sizes, and can provide a wide variety of facilities and services such as a common lobby, restaurant and bar. They are usually located in urban locations. Hotels differ to motels (see below) in that entrances to rooms are from a hallway and they are usually multi-storied. Hotels tend to be used for business and holiday travel rather than as a home.

**Lodges.** A (motor) lodge is very similar to a motel (see below). Usually a unit will have limited kitchen facilities (tea and coffee making facilities and a fridge), and will consist of sleeping/living quarters and a bathroom.

**Luxury/boutique accommodation.** This is top of the line, luxury accommodation providing immaculate facilities, usually in exquisite surrounds, and is expensive. Used as holiday accommodation. Can be fully catered and serviced.

**Motels.** Derived from the term ‘motorist’s hotel’, this facility provides units with direct access to outdoors and car parking. Each unit will have sleeping/living quarters and a bathroom, with limited kitchen facilities (tea and coffee making and a fridge). Usually used by travellers rather than as a permanent residence.

**Rent a room.** Rent a room type accommodation can occur in a variety of situations, where essentially you rent a room only, and share other facilities such as bathroom, kitchen, laundry and living areas. Usually the rent includes services (such as power and phone). Accommodation is usually used for a fixed-term of 6 months to one year, and is used quite often by tertiary students.

**Retreats.** A retreat is not used as a permanent residence, but as a place that someone can stay at for a limited time for a rest or break. Retreats can be for specific purposes (such as a writer’s or religious retreat), or for non-specified purposes. Retreats will usually be self-contained and private.

**Student accommodation.** As the name suggests, this is accommodation specifically designed and managed with tertiary students in mind. Usually it is hostel style, but can also be apartment-style living. These accommodation options are often for a fixed or specified term, usually running from February through to November to coincide with the tertiary academic year.

**Supported accommodation.** Supported accommodation is available to those with extra needs, whether those needs are permanent (such as a disability) or temporary (domestic crises e.g. women's refuge). Depending on the nature of support needed, supported accommodation can be long-term or short-term.

### **Sources for finding very short-term or holiday accommodation**

- Yellow pages of the phonebook
- Local newspapers (for example, the *Manawatu Standard*, the *Tribune* or the *Guardian*)
- Internet

### **Holiday / temporary accommodation**

[www.aatravel.co.nz](http://www.aatravel.co.nz)

[www.holidayguide.co.nz](http://www.holidayguide.co.nz)

[www.jasons.co.nz](http://www.jasons.co.nz)

[www.takeabreak.co.nz](http://www.takeabreak.co.nz)



## Short-term accommodation options

Detailed in the following pages are accommodation options more suited to those wanting semi-permanent residence in Palmerston North, such as those seeking week to week type accommodation, over a period of several weeks to a year.

The options include apartments, boarding houses, hostels and lodges, as well as student accommodation which includes apartments, homestays, hostels and lodges.

### Apartments

There are a number of apartment-style living options available in Palmerston North that mostly attract students, or single individuals.

**@ the hub.** Located in the Palmerston North CBD, @ the hub is a modern, comfortable accommodation option. Apartments are either single or double, fully-furnished, and self-contained, having kitchenettes and ensuite bathrooms. Shared laundry, power and Sky TV facilities are included in the price. Internet is available in all rooms. Excellent security systems are in place. Facilities are available for those with disabilities. Secure car parking is available at an additional cost.

- Location Cnr King & Rangitikei Streets, Palmerston North
- Contact 06 356 8880 Fax 06 356 8890  
reception@atthehub.co.nz

**Ferguson Lodge.** The Ferguson Street apartments consist of 34 refurbished single bedroom apartments, two studio apartments and a five bedroom house. The apartments are all fully furnished, and the single apartments are fully self contained (including laundry and kitchen facilities). Car parks for tenants are provided, and there is a designated smoking area. No pets are allowed. These apartments are suitable for students.

- Location 451 Ferguson Street, Palmerston North
- Contact 06 358 9027  
www.fergusonlodge.co.nz

**The Mews.** The Mews contains 76 fully furnished apartments, and is located at 120 Tennant Drive (opposite Massey University). The Mews is set in park-like grounds, and car parks are provided for tenants. No pets are allowed. Smoking is in outdoors designated areas only. Facilities are shared.

- Location 120 Tennant Drive, Fitzherbert, Palmerston North
- Contact 06 353 8189 or 027 475 7370

## **Boarding Houses/Lodges**

Palmerston North has a couple of lodges and boarding houses that cater for longer stays (rather than holiday or business accommodation options).

**North Lodge.** Very basic lodge facilities, quite centrally located. Own room, shared facilities.

- Location 115 North St, Palmerston North
- Contact 06 358 3080

**Shepherd's Rest.** Run by a not-for-profit charitable trust, Shepherd's Rest uses the slogan 'A home for people with no home'. There are at least 60 beds available, which are usually full. Volunteers are on duty 24/7. Full board is available, and meals are negotiable. There are a number of 'house rules' that residents must abide by.

- Location 82 King Street, Palmerston North
- Contact 06 356 3337

## **Hostels**

There are a number of hostels catering for longer-term stays in Palmerston North. These usually attract students or single people.

**Peppertree Backpackers Hostel.** This facility could be used for longer stays, but is mainly used by backpackers.

- Location 121 Grey Street Palmerston North 4410
- Contact 06 355 4054 [peppertreehostel@clear.net.nz](mailto:peppertreehostel@clear.net.nz)  
[www.peppertreehostel.co.nz](http://www.peppertreehostel.co.nz)

## Student accommodation

Palmerston North is a 'student city' with Massey University's Turitea campus, UCOL, the International Pacific College and Te Wānanga o Aotearoa. As such, Palmerston North is well set up for student accommodation.

**Baptist Student Hostel.** This accommodation is available for the tertiary year, long-term only, and is located centrally. Food includes breakfast and lunch, plus a fully catered evening meal. There is broadband internet access, a laundry, limited resident parking, and a shared lounge / recreation room.

- Location 163 Fitzherbert Avenue, Palmerston North
- Contact 06 355 5107 [www.baptiststudenthostel.co.nz](http://www.baptiststudenthostel.co.nz)



Typical bedroom at Palmy 31, Ngata Street.

**Baxter's on Ranfurly and Palmy 31.** Both Baxter's and Palmy 31 are centrally located, and cater mostly for students. Both of these facilities offer independent, apartment-style living, with spacious rooms. Everything is provided, from furniture through to linen, and you have your own bathroom facilities. Secure parking is available. Large fully-equipped communal kitchens are provided, with smaller kitchenettes (with hot water units and microwaves) available. Other features include an outdoor living area, a TV room with Sky TV, common dining and lounge areas, and a laundry (there is a small fee for use of the washing machines and dryers). Most rooms are single rooms, but larger double rooms are available. Telephone and internet connections can be arranged for the rooms, at extra cost. An application form is available online at the website listed below.

- Location Baxter's, 9 Ranfurly Street; Palmy 31, 31 Ngata Street.
- Contact 06 358 0050  
[info@hostelhq.co.nz](mailto:info@hostelhq.co.nz) [www.baxters.co.nz](http://www.baxters.co.nz)

## Massey University Student Accommodation

Massey University offers a range of accommodation options to students on-campus: Atawhai, Fergusson Hall, Moginie Hall, The Courts and the Turitea Halls.

- Contact 06 350 5867 [pnaccommodation@massey.ac.nz](mailto:pnaccommodation@massey.ac.nz)

**Atawhai.** Located on the ridge above the campus, this community caters primarily to families and mature students. Units are self-contained and furnished, with common areas. There is a small playground, computer lab and car parking. There are nine two-bedroom units that are available for full semester periods.

- Location Atawhai, Keiller Place, Fitzherbert.

**Fergusson Hall.** This is a hall environment where you cook your own meals (thereby saving money). The Hall is right next to the campus, situated on 3 hectares of grounds which include sports fields and garden areas. There are 79 single rooms and 4 double rooms, which are available during the academic year, but also over summer by arrangement. Each room has furnishings, a small fridge, and internet connection; showers are shared. Communal areas include computer rooms, a study room, laundry, games room, lounge rooms, car parking, a workshop, music and activities storeroom, and a secure bike shed.

- Location 150 Atawhai Road, Fitzherbert

**Moginie Community Group.** This caters for a wide mix of ages in the halls and units, and is just 5 minutes' walk away from campus. Includes Bindaloe, (18–21 year old male-only halls) Craiglockhart (18–21 year old female-only halls), Tararua and Ruahine units (contains four six-bedroom apartments), Moginie Hall (for ages 18–21) and the Walter Dyer Hall (the largest, mixed-sex hall). Computer lab and laundry blocks available, with shared facilities in each hall.

- Location Moginie Community, Munro Hill, Fitzherbert.

**The Courts.** This is a group of halls of residence with central courtyards. Includes City and Egmont Courts (catered halls, in 6-person units), and Rotary and Kairanga Courts (self-catered halls, in 4-person units, each with own kitchenette). Rooms are small and include furniture. Central common rooms are available, with City and Egmont Courts having kitchen blocks.

- Location The Courts, University Avenue, Fitzherbert.

**Turitea Halls.** Right in the middle of campus, this hall targets school leavers. Includes a number of halls: Colombo (spacious rooms, ages 18–21), Kiwitea (Kaupapa Maori Halls), McHardy Hall (which has an alcohol-free policy), and the brand new Matai, Miro, Tawa and Totara Halls (with large, spacious bedrooms, and common rooms complete with plasma televisions and Sky).

- Location Turitea Campus  
Colombo Halls on Colombo Road; Kiwitea Hall on Rehab Road; McHardy Hall on Refectory Road; Matai, Miro, Tawa and Totara Halls on Rehab Road.



Totara Halls on Rehab Road  
Massey University

## Massey University Student Association Houses

The Massey University Students' Association (MUSA) has around 40 houses available for rent by Massey students. The properties are located in centrally situated streets around Palmerston North: Ada Street, Bryant Street, Church Street, Worcester Street, McGiffert Street, Carroll Street and Bourke Street. The houses are let on a periodic basis (i.e. they are not for a fixed term), and summer retainers are available on the houses.

- Location Various locations
- Contact These houses are managed by MUSA, so you will need to go to them for information about which ones are available, and to view the houses.

[www.musa.org.nz/accommodation/listings.html](http://www.musa.org.nz/accommodation/listings.html)

**Mile Palmerston North.** Mile has apartments, units and rooms, and is not strictly for students only. There are options to suit individuals, couples and even families, though it is commonly used by students. Private bathroom facilities can be available, fully equipped kitchens are provided, and there are outdoor living areas. There is plenty of secure, off-street parking, and the central locations mean that you are near the city centre and on the main bus routes. An application form is available online, as is notification of current vacancies.

- Location 18 Pascal Street and 359 College Street
- Contact 06 354 0712 [info@mile.co.nz](mailto:info@mile.co.nz) [www.mile.co.nz](http://www.mile.co.nz)

#### Mile accommodation



18 Pascal Street



359 College Street

### **Longer-term accommodation options (one year or more)**

In this section, renting, whether privately or through a property manager, flatting and boarding are discussed. The pros and cons of each option, as well as information about where to go to find these different accommodation types, is also provided.

#### **Private rentals**

Renting privately is commonplace. Although landlords have recently been opting to have their properties managed by a property manager, there are still a number of landlords who manage the properties themselves. The disadvantages and advantages of taking this option are outlined here.



## Pros

- Tenants deal directly with the landlord for any matters relating to the tenancy. This can be of benefit where there is urgent maintenance or repair work as the landlord is contacted directly, avoiding delay; or when there are other matters arising where some flexibility might be required. For example, if the tenant is not able to pay the rent on the due date, but will be able to pay double the following week to compensate, or will be paying a few days late, directly approaching the landlord to discuss this might save some angst on both the tenant's and the landlord's behalf
- Given the above, a good relationship may be formed with the landlord, making the renting experience a more pleasant one
- Private landlords can be more flexible in terms of bond payments (as they may allow tenants to negotiate the amount to pay at the time of signing the tenancy, or may allow paying the bond over time)

## Cons

- Tenants may find that they do not get on very well with their landlord, and therefore communicating any issues or concerns might become stressful
- Although the majority of landlords aim to do their best and administer their tenancies in line with legal requirements, sometimes they are not aware of all their rights and obligations (and the same can apply for tenants too). This can lead to problems if things go wrong

If you think that renting privately is the thing for you, then some good places to look out for private rentals in Palmerston North are:

- The *Manawatu Standard* (Wednesday and Saturday nights in particular), the *Guardian* and the *Tribune* newspapers.
- [www.trademe.co.nz](http://www.trademe.co.nz)
- [www.ads.massey.ac.nz](http://www.ads.massey.ac.nz)
- The Housing Advice Centre



## Property Managers

These days, more and more rental properties are being managed by property managers than landlords. Most property managers work for real estate agencies, but there are a number of companies and individuals who manage properties, and who are not associated with real estate agencies. Some of the independent property managers are more like private landlords, whereas real estate agency property managers tend to be at the more stringent end of property management. As for private renting, there are pros and cons to be considered when going through a property manager.

### Pros

- Tenants do not have to deal directly with the landlord, which could make it easier to approach difficult situations
- There is a much wider variety of houses available through real estate agencies and property managers in general
- Tenants can ask property managers to assist them in finding a new rental, or even a house to purchase

### Cons

- The relationship is more business oriented (which is not necessarily a bad thing)
- Most real estate agencies providing property management charge a letting fee
- There can be less flexibility with things like bond payment
- A tenant communicates with the property manager, who is effectively the landlord, instead of the property owner

If renting through a property manager seems more suitable for you, look for listings in the *Manawatu Standard* (Wednesday and Saturday nights) and [www.trademe.co.nz](http://www.trademe.co.nz).

There are various real estate agencies who have property managers that deal with rentals and contact details are listed below:

First National	157 Broadway Avenue www.firstnational.co.nz	06 952 0289
Harcourts	552-554 Main Street www.harcourts.co.nz	06 356 8688
LJ Hooker	219 Broadway Avenue www.ljhooker.co.nz/palmerstonnorth	06 354 5410
Professionals	210 Broadway Avenue www.uniquerealty.co.nz	06 350 0007
Property Brokers	236 Broadway Avenue www.propertybrokers.co.nz	06 356 5122
Ray White	188 Broadway Avenue www.rwpalmerstonnorth.co.nz www.manawatuproperty.co.nz	06 356 7109 0800 626206
RedEx	159 Broadway Avenue www.redex.co.nz	06 355 7368
Tararua Realty	1117 Kairanga Bunnythorpe Road www.tararuarealty.co.nz	06 355 5522
Watson	267 Broadway Avenue www.watsonproperty.co.nz	06 353 1925
<b><i>Other property managers:</i></b>		
100% Rentals	275A Broadway Avenue www.100percentrentalspn.co.nz	06 355 5681
Brenda Currie Property Management	www.brendacurrie.co.nz	06 357 1405
All Ways Property	www.allwaysproperty.co.nz	06 376 6678
Greensaway Property Services	(Feilding Based) www.greensaway.co.nz	06 323 6646

## Flatting

Flatting is a frequently chosen option for younger people, especially students and singles or couples, but is not limited to this age group. Anyone can flat!

### Pros

- Can be a very economical option as common costs (such as rent, power, telephone, internet and food) are split among flatmates
- Can be a time-saver as cooking, cleaning etc. is usually divided among flatmates
- Can be a positive environment when tenants are flatting with friends or people that they get along with, or have some common interests with
- Can be a great way to meet new people and make friends

### Cons

- If there is a personality clash or different views on shared costs or jobs around the house then this can make for an unpleasant environment to live in
- Sometimes houses available for rent, and in particular those aimed at student populations, require a fixed-term tenancy agreement. This can be a problem when a dispute or change of circumstances arises, which makes it difficult for that flatmate to continue the tenancy, as fixed-term tenancy agreements can be difficult to get out of without financial penalty
- Lack of privacy can be an issue
- Flatmates coming and going can cause increased stress for remaining tenants (particularly in financial terms) if they cannot find a new flatmate
- Flatting disputes or issues between flatmates are covered under the Disputes Tribunal, not the RTA. If there are disputes between flatmates, for example about how to split bills, or if someone is not paying their rent, then these issues need to be worked out between flatmates. Given this, it is a good idea for flatmates to keep records of what they each pay, perhaps even keeping a flatting book or account that clearly shows who has paid what



There are quite a few places you can look to find flatmates, particularly if you have internet access. Here are some ideas:

- *Manawatu Standard* newspaper (especially Wednesday and Saturday editions).
- On notice boards, for example at Massey University and supermarkets
- The Housing Advice Centre
- [www.trademe.co.nz](http://www.trademe.co.nz)
- [www.nzflatmates.co.nz](http://www.nzflatmates.co.nz)
- [www.flatfinder.co.nz](http://www.flatfinder.co.nz)
- [www.easyroommate.co.nz](http://www.easyroommate.co.nz)
- [www.ads.massey.ac.nz](http://www.ads.massey.ac.nz)

## Boarding

People can live in boarding house type facilities, or privately. Given that boarding houses are covered in other areas, the focus here is on private boarding (i.e. where people have a boarder living in their home). Boarding situations are not as easy to find as flatting situations, but they are out there. Sometimes people need to find private board. For example, international students who are aged under 18 must board in someone's home to be able to stay in the country. Given that individuals who are aged under 18 cannot enter into legally binding contracts, such as Tenancy Agreements, boarding might be a good option for people in this age group.

## **Pros**

- Can be an option for individuals aged under 18 years old who cannot enter into a Tenancy Agreement
- Can be very economical as the boarder is required to pay a set amount each week, which includes the rent of the room, utilities (like power and phone), and often internet access, and Sky television. There may be additional things that will need to be negotiated
- Can be very good in terms of time, as a boarder will usually have at least the evening meal cooked for them, and quite often does not need to be responsible for, or contribute towards, the cleaning of common/shared areas of the house
- Usually there is no bond payable for living in a private boarding situation
- Can be a good environment for people new to the area or the country to get to know their surroundings
- Can be flexible in terms of negotiating the amount of board to be paid (for example, there might be childcare work available to the boarder in the home, which could result in a reduction in board payable)

## **Cons:**

- Lack of privacy could be an issue
- Lack of choice about what food is provided could be an issue (particularly if the boarder has allergies or is vegetarian)
- Could be distressing where there are personality conflicts or problems that arise between the boarder and the host, because they would all be living under the same roof
- Boarding situations in a private house are not recognised under the RTA at present, which means that a boarder has no protection if, for example, the host wants to evict them. A boarder can be asked to leave without any notice, though usually this would be due to their being in arrears for their board

These are some resources where you could look for a boarding situation:

- The *Manawatu Standard* newspaper (especially Wednesday and Saturday editions)
- On notice boards, for example at supermarkets
- The Housing Advice Centre
- [www.trademe.co.nz](http://www.trademe.co.nz) (look among the flatmates wanted category)
- [www.ads.massey.ac.nz](http://www.ads.massey.ac.nz) (or ask the Massey Accommodation Officer for assistance if you are a Massey Student)

## Rent by the room

Rent by the room scenarios are a cross between flatting and boarding. In these situations, the tenant rents a room in a house, which is set up like a flatting type situation. Each individual tenant is individually liable for their room (paying the rent for that room, paying a bond for that room where applicable, and keeping their room clean and tidy), but is jointly responsible with the other tenants for looking after the rest of the house. There are not a lot of these kinds of renting situations around, but they are worth mentioning as they do exist, and appear to be becoming more common.

The pros and cons of these rent by the room situations are much the same as the kinds that can apply in flatting and boarding situations (see above). The places where you might find these renting situations are also the same. In particular you could try:

- The *Manawatu Standard* (Wednesday and Saturday editions)
- [www.trademe.co.nz](http://www.trademe.co.nz)
- Notice boards at supermarkets and tertiary providers
- [www.ads.massey.ac.nz](http://www.ads.massey.ac.nz)



## Needs-based, emergency and other accommodation options

In this section a range of accommodation options that have a specific target group and/or criteria are described. Location and contact information is provided for each of these accommodation organisations or facilities.

**Camellia House.** Camellia House provides short-term, emergency accommodation to women and children. The vision of Camellia House is 'A community in which every woman is empowered to fulfil her individual potential and to positively contribute to the wellbeing of her family'.

Services:

- Safe, short-term accommodation
- One-on-one support
- Advocacy
- Information on benefits, courses and professional services
- Life skills empowerment programmes
- Referral to counsellors and other support agencies

Criteria:

- Females aged 17 years or older
- Be in need of accommodation
- Be receiving a low income
- Be willing and able to fulfil the responsibilities of being a resident, e.g. abide by the Residents' Contract, House Rules, Health and Safety Guidelines and Visitor's Rules
- Be on medication and getting support from her key worker (if appropriate/applicable)
- Be able to get along with other residents in a safe way
- Be in an unsafe environment

Camellia House requires a bond (a relatively small amount), and weekly board payments. Camellia House staff will assist women in securing money needed to stay at the premises where this is an issue.

- Location Palmerston North
- Contact 06 357 7056 Fax 06 357 7054  
camelliahouse@xtra.co.nz [www.camelliahouse.orcon.net.nz](http://www.camelliahouse.orcon.net.nz)



**Housing New Zealand Corporation.** Housing New Zealand Corporation (HNZC) is a government-owned housing provider, which has many houses for rent in Palmerston North (not including Community Group Housing). HNZC is for those on a low income, and operates on a needs-based system where those interested in applying for a HNZC home undergo an assessment, which is used to determine the housing need or priority of the applicant's situation.

Eligibility is based on residency status, assets and income. Rents are calculated according to the household income of tenants. If you are on a low income, then you do not pay more than 25% of your income on rent.

There is, however, a waiting list for HNZC homes, which is categorised according to applicant priority (the assessment that is undertaken when first applying for a HNZC home). HNZC homes are found in a variety of locations around Palmerston North.

- Contact 0800 801 601 [www.hnzc.co.nz](http://www.hnzc.co.nz)

An original Housing New Zealand house ➡



**Manawatu Community Housing Trust.** This not-for-profit trust is in centrally located two-storey buildings. The housing is ideally used as a shorter-term option, while occupants find more long-term accommodation. The criteria for occupancy are that applicants must be on a low income, and be in need of support. There are one and two bedroom flats available, and rent charged is very much lower-end. Tenants are responsible for their telephone, electricity, food and other costs, as with any usual kind of tenancy.

- Location 382–384 Rangitikei Street
- Contact 06 355 4346 or 027 247 222

**Palmerston North City Council.** Palmerston North City Council (PNCC) has a long history of providing public and community housing.

**Public Housing.** One, two and three bedroom units are available on a needs basis, and are situated in a number of locations around Palmerston North. There are waiting lists for these houses.

**Community Housing.** This is available to those receiving superannuation or for those on an Invalid's Benefit, though priority is given to superannuitants. To qualify, the individual or couple applying must not have assets that exceed \$75,000. Two weeks' rent in advance and two weeks' bond are required.

There are 311 units in 17 different locations around Palmerston North, including one in Ashhurst. Single and double units are available. There are waiting lists for the community housing.

- Location Apply at the PNCC Building, The Square
- Contact Community Housing 06 351 4441 or Customer Service Centre 06 356 8199

**Salvation Army Men's Hostel.** This hostel provides supportive accommodation for men. Their mission statement is 'Providing supportive accommodation and assistance to disadvantaged and marginalised men who are making positive lifestyle changes'.

The Men's Hostel provides the following services:

- Emergency and medium-term accommodation for up to 17 men
- Staff supervision 24 hours a day, 7 days per week.
- Individual and shared rooms
- Support with alcohol and drug detoxification; assessment and referral to the Bridge rehabilitation programme when needed
- Guidance, support, social rehabilitation and working towards reintegration within the wider community
- Networking, liaison and referral to specialist services
- Advocacy, counselling and budgeting advice
- Supporting men in a spiritual journey

There are house rules that need to be abided by, and admission criteria apply.

- Contact 431 Church St (on the corner of Church and Princess St)  
06 353 3459 [sapn.mh@xtra.co.nz](mailto:sapn.mh@xtra.co.nz)  
[www.salvationarmypn.org/CommunityHostels.aspx](http://www.salvationarmypn.org/CommunityHostels.aspx)

**Women's Refuge.** This is a national organisation that has been in operation since 1973. They provide a number of services, including a safe house for women and children who need to get away from violence in their homes. Their mission statement is:

‘All women and children have the fundamental right to live free from fear and violence.

He tapi ti tinana o te wahine. Nga tamariki, ko ratou hoki te rangatiratanga o te rangi’.

Note that you do not need to be living in a Women's Refuge safe house to access these services, which include:

- 24 hour phone line
- 24 hour access to crisis/safe accommodation
- Confidential listening and support, including home visits and support in the community
- Advocacy and support for dealing with agencies
- Referrals to counsellors, lawyers, doctors and accommodation providers
- Education and support groups for women and children about living free from violence
- Information and education for families, community groups and professionals
  - Location 10 Linton Street
  - Contact 06 354 5355 Fax 06 354 5055  
pnwr@inspire.net.nz

For Te Roopu Whakaruruhau O Nga Wahine Maori

- Contact 06 355 0626 Fax 06 355 0364  
trw@xtra.con.nz  
24-hour crisis phone line 06 356 5585



## How to rent – the basics

This section will take you through all the basic things you need to know when renting, beginning with things to consider before renting, through to ending a tenancy.

### Before signing a tenancy

When looking for a house to rent make sure that you have considered what your minimum requirements are, as well as what you can afford.

**Location.** Do you need to be in a certain area for work or school purposes? Do you need to be near a bus route?

**Affordability.** How much can you afford to pay? Will you be relying on having a flatmate or boarder for you to be able to afford the house you would like? How much money will you need to pay up front to secure a house? (Consider the bond, rent in advance, a letting fee if applicable, as well as costs to have power, phone, internet or Sky television set up.) Can you get the money required if you do not already have it?

**Grounds.** Are you able to take care of lawns and gardens? Do you require garaging or storage sheds?

**Space.** How many bedrooms and bathrooms do you need? Do you need extra spaces like an office or conservatory?

**Health.** Do you have any special needs relating to health conditions?

Once you have a clear idea of what your requirements are, it's time to start looking. This booklet has already covered places that you can look to find accommodation, so next is a list of things that you might want to check out when inspecting properties. But first, it is really important when making contact with someone about a property you are interested in, or when meeting up to look at a property, that you **ask questions!** Make sure that you know exactly what you would be getting into, what expectations and requirements there are, and that you are completely clear about what these mean. You need to be fully informed and comfortable with the terms of the tenancy **before signing anything.**

These are some things that are important to check out when viewing a prospective home.

**Periodic or fixed-term tenancy?** Make sure that you establish whether the tenancy is fixed-term (has a start date and end date, often 12 months), or periodic (a tenancy that can be terminated by either party at any time by giving the required notice). Be sure before you enter a fixed-term tenancy that you can account for any unexpected situations that may arise during your tenancy that could impact on your ability to remain in the tenancy, as ending a fixed-term tenancy before the end date can be difficult. Also keep in mind that shorter length fixed-term tenancies are not covered under the RTA (at present for fixed-term tenancies of 90 days or less certain rules do not apply).

**Locks and keys.** Check that all external doors have sturdy locks and are lockable. Ask the landlord or property manager which doors are accessible by key from the outside.

**Grounds.** Find out whether you would be responsible for mowing the lawns/maintaining the grounds.

**Leaks.** Check all ceilings, around the hot water cylinder, around window frames and under taps (for example in bathroom and kitchen cupboards) for water marks, warped timber, paint peeling, soft boards or a damp, musty smell, as this may be evidence of a leak.

**Shared spaces.** If the house or flat has shared outdoor space, ask whether you have to share any facilities, e.g. garages, storage sheds and clothing lines. Be clear about what you can use, and who else might be using the same facilities, to help avoid any disputes later on.

**Heating.** Check that there is adequate heating in the home, and that it is in good, safe, working order. You may also want to ask if there is insulation, especially if it is an older home with high ceilings.

**Kitchen.** Check that the stove is in working order, both elements/hob and oven.

**Bathroom.** Check out whether there is ventilation, such as a window that opens or an extractor fan, and that there are no problems with the hot

water supply.

There may also be other things you might want to ask or find out about. Making a list of questions would be a good idea.



## Signing up to a tenancy

So you have found a place you like: what next? This will depend in part on whether you are going directly through a landlord or a property manager. The following describes the kinds of things that you might come across in applying for and signing up to a tenancy, and what should happen.

**Registration forms.** Some property managers may request that you fill in a registration form before even looking at a house. No problem here; if you are happy to do this, then do it.

**Application forms.** Real estate agency property managers will ask you to complete an application form. Other property managers, and some private landlords, may also ask you to do this, but not usually. Application forms typically request basic information about yourself (name, address, age, contact details); information about your family or others that will occupy the same house (any children and their ages, any pets); your income and employer details; and previous landlord details and questions about your last or current tenancy, such as why you are leaving. Information may also be requested on a range of other things, like whether you are a smoker or not, the make, model and registration details for your vehicle, and how many vehicles would be at the property. Identification will usually be required with these applications: photo identification (passport, driver's license) and other identification (Community Services Card, student ID card).

**References.** References will be requested along with application forms, and increasingly private landlords are requesting references from prospective tenants as well. Those that do request references usually want at least two, including one from your most recent/current landlord. Sometimes you will be asked if it is okay to contact your current employer as well. Just remember, your landlord or employer cannot be contacted without your prior written consent.

**Credit checks.** Applications for tenancies may also include a request for consent to do a credit check on tenants. If you are happy to do this, then that is fine. If you do not want a credit check done on you, then you don't have to consent to it. Just be aware that if you are reluctant for this to happen it may be seen as you having something to hide. Keep in mind that it is a good idea to read the small print when consenting to a credit check, as there is every chance that you will also be consenting to allow your credit record to be passed onto other agencies, and/or having your details listed on a tenant database which can be accessed by other landlords and/or property managers.

**Interviews.** Landlords or property managers will usually want to engage in a brief interview with you and others wishing to rent the house. Sometimes this will happen when you already have been informed that you have been successful in getting your desired house, and other times it will essentially be part of what the landlord or property manager will use to help them decide on your suitability for the house. First impressions count so try to make a good one. Be punctual, speak clearly, and be honest.

**Keys.** If you get to the point of receiving keys for a property, then clearly the property is yours. You must receive at least one set of keys to each lockable and useable door to the property, and to any lockable garage or shed that is part of the property.

**Tenancy Agreement.** A tenancy agreement is a vital part of entering into a tenancy, as this outlines the requirements and conditions of the tenancy. The Ministry of Business, Innovation and Employment (MBIE), formerly the Department of Building and Housing, have tenancy agreements (available from the website [www.dbh.govt.nz](http://www.dbh.govt.nz)). Property managers, and sometimes private landlords, will usually have their own versions of a tenancy agreement. The main thing is that it is a **legal requirement** for the landlord or property manager to have a tenancy agreement, and for you as tenant to have a copy of that agreement. No matter what the tenancy agreement form looks like, there are a number of details that must be included for it to be considered legal. These details are:

- Full name and contact address of the landlord (this cannot be a P.O. Box)
- Full name and contact address of the tenant
- Address of the premises to be rented
- The date of the tenancy agreement
- The date that the tenancy commences
- The landlord's and tenant's address for service
- Whether the tenant is aged under 18
- The amount of any bond
- The rent payable
- The frequency of rent payment
- The place or bank account number where the rent is to be paid
- A statement of fees that a tenant has to pay for services rendered by a solicitor or real estate agent relating to the grant or assignment of the tenancy (if applicable)
- A statement that the tenant shall pay for any metered water to the property (if applicable)
- A list of chattels provided by the landlord
- Whether the tenancy is fixed or periodic, and if fixed, the date that the tenancy shall terminate
- A landlord may also wish to place other conditions on the tenancy. Common ones include no subletting or assigning of the tenancy to someone else, no pets and a maximum number of tenants.



All parties to the tenancy agreement should sign it after it has been filled in. Make sure you understand the terms and conditions of the agreement before signing.

**Bond.** A landlord/property manager can request up to four weeks' bond money (that is, the equivalent of four weeks' rent), or they may not request any, though this is unusual. The bond money is usually paid prior to the tenancy beginning (although this can be negotiated at times with some landlords).

Bond money received should be recorded on the tenancy agreement, and tenants should have a written record or receipt of some kind verifying the amount of bond money paid and when it was paid.

A bond lodgement form should be completed by both the tenant and landlord/property manager upon receipt of the bond money (often this is completed at the same time as a tenancy agreement). It is then up to the landlord/property manager to send the bond lodgement form to the Bond Lodgement Centre (this is part of the DBH). The landlord has 21 working days to do this, and you will receive a letter from the Bond Lodgement Centre stating the bond amount received, the names of the tenants that the bond was lodged for, and the date it was received. Keep this letter for your records.

It is considered an unlawful act if a landlord /property manager does not lodge the bond in the specified amount of time.

**Initial property inspection.** Ideally, a property inspection will take place immediately before a tenancy begins, with both parties in attendance (that is, the tenant and landlord/property manager). The DBH tenancy agreement forms have a page which can be used for the purposes of a property inspection. However, this ideal situation often does not happen, in particular where the rental is managed by a property manager. In this situation, the property manager will usually complete the inspection themselves prior to the tenancy, using a digital recording device, which is then used to develop a written property report outlining details of the condition of the property. A copy of this written report is then given to the tenant so that they can comment on or amend the report, before signing it as a true and accurate record of the property's condition.

At minimum, it is **always** a good idea that a property inspection be undertaken, that both parties have the opportunity to amend the written property inspection report until the condition of the property is agreed upon, and both parties receive a copy of this report. The reason a property inspection is so important is because this report will be used to determine the condition of the property for future inspections, including the final inspection where the refund of bond monies paid is decided.

Regardless of the procedure used for the initial property inspection, it is a good idea for tenants to take visual records themselves of the condition of the property. Digitally record the property and grounds so that you have a clear record just in case any issues arise during the term of the tenancy. Then sign and date the record.



## **During a tenancy**

During the tenancy there are a number of procedures that it is important for a tenant to be aware of. These are some of the more frequently encountered ones.

**On-going property inspections.** A landlord/property manager is entitled to undertake property inspections not more frequently than every four weeks. Most often, property inspections take place every 3 to 6 months at the most. A property inspection once you are living in the property simply involves the landlord/property manager going through the house to look for any damage or problems (and this can also be an opportunity for the tenant to report any non-urgent maintenance that needs to take place). Not less than 48 hours, and not more than 14 days' notice must be given to tenants of a property inspection (note that this 48 hours is from the time that the notice of inspection is received by the tenant). Notification of a property inspection must include a date and approximate time or time frame for the inspection, and must be between 8am and 7pm. If there is a problem with the time set, then the

tenant should contact the person issuing the notification of a property inspection as soon as possible to try and negotiate a time that is reasonable for both parties.

Note that tenants cannot unreasonably prevent a property inspection taking place. Tenants can choose to be at the property inspection, but do not have to be. That is up to the tenant.

Once the property inspection has taken place, the landlord/property manager will normally get back to the tenant to let them know whether everything was okay, or whether there are things that need to be seen to by either themselves or the tenant.

**Damage to the property.** If you or anybody else damages the property, you need to notify the landlord/property manager and get the problem fixed as soon as possible. Likewise, if there is damage that is not the fault of tenants (or others visiting the property), the landlord/property manager needs to be informed as soon as possible. In this case, it will be up to the landlord/property manager to ensure that the damage is fixed. It is particularly important that the tenant informs the landlord/property manager as soon as possible after damage is noted, because although the tenant may not be liable for paying for any initial damage, if there is secondary damage the tenant may then be liable. For example, if a tenant notices a leak coming through the ceiling into the house and does not inform the landlord or property manager and the leak progressively creates problem with carpets or other flooring from the moisture, the tenant may have to be responsible for fixing the problems with the flooring because they did not try and notify anyone initially.

**Repairs and maintenance.** As with damage to the property, it is important that tenants let landlords/property managers know about any repair or maintenance work that needs to be undertaken. When the repair or maintenance is undertaken is in large part determined by the nature of the problem. If it is a serious and urgent matter, such as something that affects the household sanitation, water supply, or the health of tenants, then this should be remedied immediately. If the tenant cannot contact the landlord in such circumstances after making all

reasonable efforts to, then the tenant can get the problem repaired, with the landlord needing to reimburse the tenant.

Section 45, 1d, Residential Tenancy Act 1986 states:

“[The landlord shall] compensate the tenant for any reasonable expenses incurred by the tenant in repairing the premises where –

(i) The state of disrepair has arisen otherwise than as a result of a breach of the tenancy agreement by the tenant and is likely to cause injury to persons or property or is otherwise serious and urgent; and

(ii) The tenant has made a reasonably attempt to give the landlord notice of the state of disrepair...”

If the landlord has given a tenant a list of people that they may contact for repair work, such as electricians and plumbers, then the tenant must refer to these people, at least in the first instance.

In matters where the repairs or maintenance are not so urgent, a simple phone call to the landlord notifying them of the problem will hopefully be enough to ensure that it is seen to. If this fails, then writing a letter outlining the problem would be a good follow up idea. (Refer to ‘What to do if there are problems with your tenancy’ for further help.)

**Fixed-term tenancies.** A fixed-term tenancy operates basically the same as with a periodic tenancy. Usually the only time that there are any problems is if a tenant finds that they are not in a position to be able to continue honouring the term of the tenancy (most often due to unforeseen financial hardship). They must then talk to the landlord to resolve the issue. If that fails they can then apply to the Tenancy Tribunal.

**Tenant’s rights to peace, comfort and privacy (known as quiet enjoyment).** Tenants are entitled to all of these things. This means that a landlord, or anyone acting on behalf of the landlord, must give appropriate notice for visiting the premises; and the landlord needs to ensure that other (neighbouring) tenants that they are the landlord for do not interfere with any other’s peace, comfort and privacy.

**Entry by landlord onto the property.** There are certain rules about when a landlord can enter a property:

a) For property inspections. At least 48 hours’ notice needs to be given to

tenants, inspections cannot take place more than every four weeks, and must occur between 8am and 7pm

b) In an emergency

c) To check that work which the tenant has been required to do to remedy a breach of the tenancy has been done. The same notice/conditions as for property inspections (above) applies

d) To carry out necessary repairs or maintenance. At least 24 hours' notice needs to be given, as does the reason for coming to the property. Also, work can only happen between the hours of 8am and 7pm

e) To show prospective tenants or purchasers through the property, subject to the tenant giving prior consent, and to any reasonable conditions that the tenant attaches to that consent (a tenant cannot withhold entry for this purposes unreasonably)

The landlord does not have to provide written notice to tenants, though it is advisable that landlords do.

**Mould, mildew, dampness.** There are no 'set in concrete' rules about this, but a landlord should take all reasonable measures to let a property that is free from mould and mildew, and measures should be in place to try and ensure that dampness is not an issue. On the other hand, tenants need to take reasonable measures to ensure that mould, mildew and dampness do not occur, such as opening a window or using any available extractor fans in bathrooms so that moisture can escape, and keeping surfaces clean and dry. If there is a persistent problem, then the landlord should be notified.

**Infestations of mice, fleas and other pests.** Again, much the same kinds of guidelines apply as for the mould, mildew and dampness. The landlord should take all reasonable measures to let the property free of any pests or infestations. Likewise, tenants should take measures toward the prevention of infestation for example, by not leaving rubbish (in particular food scraps) lying around, and by ensuring any pets are free of fleas. If there is a problem with any of these even though the tenant is taking all reasonable measures to prevent the problem, then the landlord should be notified.



**Rent increases.** Landlords must give the tenants at least 60 days' written notice to increase the rent. The notice needs to state the amount of the increased rent, and the date on which the rent increase becomes payable.

Furthermore, a landlord may also ask for extra bond money to be paid to bring it into line with the equivalent number of weeks for which the bond is paid for. If, for example, the rent is \$200/week and the tenants pay 3 weeks' bond or \$600, and the rent increases to \$220/week, the landlord can request that another \$60 be paid for bond, so that the total bond paid would be \$660 or the equivalent of 3 weeks' rent.

**Everything in writing.** It is really good practice to keep written records of all communications between tenants and landlords/property managers. This includes (for example) rent payments, receipts for any cash payments (a landlord must provide receipts for any cash payments made by tenants), records of requests for repairs, records of property inspections—basically anything and everything that applies to the tenancy.

## **Ending a tenancy**

**Fixed-term tenancies.** A fixed-term tenancy ends on the day indicated in the tenancy agreement, unless some kind of arrangement has been made between the landlord and tenant to terminate the tenancy on a different date. If a fixed-term tenancy is completed with no contact from the landlord then it reverts immediately to a periodic tenancy.

**Tenant's termination of a periodic tenancy.** A tenant needs to give 21 days' notice in writing to terminate a tenancy. The notice needs to include the address of the premises to which the notice applies, the date that the tenant will have vacated the premises by, and it should be signed by the tenant giving notice. This does not apply to a fixed-term tenancy.

**Landlord's termination of a periodic tenancy.** The notice given by a landlord should be in writing, include the address of the premises to which the notice applies and the date that the tenant needs to have vacated the premises by, and it should be signed by the landlord.

If there is no specific reason for terminating the tenancy, the landlord needs to give 90 days' notice.

In special circumstances, the landlord needs to give not less than 42 days' notice. These special circumstances include:

- a) When a landlord requires the premises for their own occupation, or for occupation by a member of their family
- b) When a landlord requires the premises for occupation by one of their employees. Note that the premises in question must have been obtained for that purpose, and this should be clearly indicated in the tenancy agreement
- c) When the landlord has sold the premises and the purchaser requires vacant possession of the property. (But only if on a periodic tenancy. If on a fixed-term tenancy notice can only be given by consent of both parties.)

**Tenancy Tribunal termination of a tenancy.** The Tenancy Tribunal can make a ruling to end a tenancy. This usually happens where a tenant has got behind in rent payments or has caused significant damage to the property, or where a fixed-term tenancy has been entered into and for reasons of financial hardship the tenant applies to the Tribunal to be released from the tenancy.

**Reasonably clean and tidy.** Tenants need to ensure that when they vacate a property that the property is left in a reasonably clean and tidy condition. This does not mean that the premises has to be any more, or any less, clean and tidy than when the tenant moved in. Basically, with allowance for 'fair wear and tear' (see below), the premises, including the grounds, should be in a similar condition to when the tenant entered into the tenancy.

**Fair wear and tear.** When a tenant vacates a property, there should be allowance for any damage that may have been caused from fair wear and tear. This means things like a carpet showing signs of wear from use, or wallpaper having lifted slightly at the edges for example. It would not be fair wear and tear where heavy objects have been dragged over carpet, or wallpaper has lifted because someone has pulled it off!

# **What to do if there are problems with your tenancy**

## **Communication**

The first step, when there are any problems, is to politely and respectfully approach the other party (usually the landlord or property manager), and let them know that there is a problem. Sometimes just having a conversation about concerns or issues will be sufficient for some arrangement to be made to address the problem. It is a good idea to keep a note of when you had the conversation, what the conversation was about, and what resolutions were made where applicable. This can be useful for future reference if the problem or issue persists or is not resolved as anticipated or agreed to.

If speaking to the other party directly is not possible, then the next best thing would be to write a friendly but clear letter, notifying the other party of your concerns, and asking that they address them. Once again, a copy of the letter should be kept by the person issuing the letter, as a record of what has been requested.

## **14 Day Notices**

A notice can be issued to a tenant or landlord requesting a problem (whether it be necessary repairs and maintenance or rent arrears) be amended, within that 14 day period. The notice also needs to allow for an extra couple of days for the notice to reach the other party (in particular if the notice is being sent by post). The notice given should be in writing, should clearly state the problem and the property and/or parties that the notice refers to, a date that the issue should be resolved by (this is the 14 days plus an additional two days or so), and should be signed by the individual/s issuing the notice. If the matter is not resolved within the 14 days, then the party who gave the notice can take the matter to the Tenancy Tribunal.



## **Mediation and Tenancy Tribunal**

If all else fails, that is, you have directly spoken to the other party and/or written them a clear, friendly letter about your concerns, you have issued a 14 day notice (if this was necessary), and the problem is unresolved, then mediation and Tenancy Tribunal would be the next steps. There are some excellent guides available from the DBH website about Tenancy Tribunal processes, but in brief, this is how it works.

Firstly, you need to complete a Tenancy Tribunal application form (there are different ones for landlords and tenants), attach relevant documentation (this includes the tenancy agreement, any 14 day notices issued, and any other documentation that relates to the matter), pay a lodgement fee of \$20.50 (there are a number of ways this can be done), and send the application away.

Assuming the form has been completed correctly and all required documentation is attached, you will receive a letter (as will the other party involved) stipulating the matter that the application relates to, and a date for mediation.

Mediation is the first step that is usually taken. It involves the applicant and the other party meeting with a mediator, with the two parties (the tenant and landlord/property manager) discussing the problems, and trying to find a solution by talking together with the mediator. Mediation does not have to be in person; it can take place over the phone as well. The mediator's job is to help the parties identify issues and reach a solution.

Decisions reached are legally binding. The mediator will put the agreement made in writing, and a copy will be issued to both parties.

Most problems do get resolved at mediation, but if they are not, then the next step is going to the Tenancy Tribunal for a hearing. The Tenancy Tribunal is part of the Ministry of Justice, and is a formal hearing. At a Tribunal hearing, an adjudicator will make a final decision about the problem. Tribunal hearings are open to the public, and parties to the hearing may bring written witness statements, or have witnesses available to be heard by the adjudicator if necessary. Parties may also have support people present if they desire. The decision made by the adjudicator will usually be issued in writing to the parties following the Tribunal hearing.

# **Information About Palmerston North: things to consider when finding accommodation**

## **Getting around Palmerston North**

Palmerston North has a great bus service, which is free to use for tertiary students who have ID cards. Most places in Palmerston North are reasonably near a bus stop, with Central Main Street providing the main bus depot for local services.

The bus depot for national bus services is located on Pitt Street, where you can also make train and ferry bookings.

The railway station is located just off Tremaine Avenue on Matthew Avenue.

Altogether, Palmerston North is a relatively easy place to get around, as everything leads back to The Square... eventually. The city is bike-friendly with many cycleways, both on and off-road. The compact layout of Palmerston North also means that walking is an option for many people to get where they need to go with ease. There is plenty of metered parking available in the inner-city and ample free parking space in the suburbs.

## **Recreational Facilities**

There are a variety of recreational facilities available in and around Palmerston North, both indoors and outdoors. Listed below are some of the available options.

### **Indoors**

Te Manawa	326 Main Street	06 355 5000
Lido Aquatic Centre	Park Road	06 357 2684
Bowlarama Tenpin Bowling Centre	94 Cuba Street	06 356 7090
Leisureplex	Railway Road, Roslyn	06 353 5024
Daytona Indoor Raceway	23 Bennett Street	06 353 5082
Lollipops Playland & Cafe	25 Matipo Street, Takaro	06 356 6200

There are a wide variety of clubs, organisations and societies as well.

Citizen's Advice could help with more information [www.cab.org.nz](http://www.cab.org.nz)

## Outdoors

Robertson Holden International Speedway Pascal Street 06 358 8838

## Schools

A range of preschools, primary, intermediate and high schools are available in Palmerston North. Some have zoning, others do not.

Schools with zones:

- Central Normal School (primary)
- College Street Normal School (primary)
- Palmerston North Intermediate Normal School (intermediate)
- Palmerston North Girls High School (secondary school)
- Palmerston North Boys High School (secondary school)
- Freyberg High School (secondary school)

Intermediate and secondary school zones are within 5km of the school address.

Primary school zones are within 3km of the school address. For more information, see [www.schoolzones.co.nz](http://www.schoolzones.co.nz)



## Where to go for further information and help on housing matters

There are many places that you can go to in Palmerston North for information and help in relation to housing. Below is a list of some of these.

### **Citizens Advice Bureau**

Community House, 77–85 King Street 06 357 0647

- DBH information sheets and forms
- Information on other organisations that provide or give information about rental accommodation, emergency shelters, housing for those with extra needs, residential care, and information for the elderly.
- HNZC booklet

### **Manawatu Community Law Centre**

Level 2, 12, The Square 06 356 7974

- Most DBH booklets
- Housing New Zealand Corporation booklets
- Flatmate agreement templates/hand-outs
- Tenancy Law information (which can be copied for clients)

### **Financial Freedom Trust**

54 Pascal Street, Takaro 06 357 6122

- Has information available from government websites

### **Housing Advice Centre**

Community House, 77–85 King Street 06 358 4875

- Free listing service for Palmerston North and surrounding areas, including houses, rooms, flatmate and boarder accommodation
- Free use of internet and phone to find accommodation
- DBH booklets and information sheets
- Housing New Zealand Corporation booklets
- Templates for landlords / flatmates / boarder agreements / letters
- Numerous New Zealand research publications related to rental housing and housing issues

- A variety of information sheets/hand-outs for landlords, tenants, students

### **Housing New Zealand Corporation**

254 Broadway Ave 0800 801 601

- Housing for people on low incomes, based on need (see page 25)

### **Manawatu Tenants' Union**

Community House, 77–85 King Street 06 357 4357

- Advocacy for Tenancy Tribunal
- Information and advice about tenancies

**Massey University Students' Association** 06 350 4500

- Advice and help with tenancy issues

### **Journeys to Wellbeing – Huarahi Whakaoranga Inc**

Westside Chambers, 151 The Square 06 355 3387

- Information about accommodation options with contact details



## **Where to go for general information and help**

The following are all organisations that you can contact for free or low cost information, advice and services.

### **General / legal**

Citizens Advice Bureau	Community House, 77–85 King Street	06 357 3647
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Community Law Centre	Level 2, 12, The Square	06 356 7974
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### **Age Related**

Age Concern	273 Broadway Ave	06 355 2832
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Youth One Stop Shop (YOSS)	31 Princess Street	06 355 5906
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## **Clothing/furniture**

Arohanui Hospice Shop	285 Rangitikei Street	06 356 1960
Goodwill Highbury House	105 Highbury Ave	06 358 1045
Goodwill Terrace End	341 Broadway Ave	06 354 2326
LUCK Venue	110 Broadway Ave	06 357 6798
Methodist Social Services	663 Main Street	06 350 0307
Red Cross	245 Main Street	06 356 8152
Salvation Army Family Store	278 Church Street	06 353 7647
St Vincent de Paul Society	248 Rangitikei Street	06 357 6779

## **Employment**

Adecco	Level 1, 575 Main Street	06 357 2020
PN Personnel	1st floor, 53 Princess Street	06 356 6091
Student Job Search		0800 757 562

## **Financial / budgeting**

ACROSS Social Services	294A Church Street	06 356 7486
Community Budget Service Ltd	1st Floor Square Centre, 420 Main Street	06 354 4294
Crossroads Church	220 Church Street	06 357 6677
Financial Freedom Trust	54 Pascal Street	06 357 6122
Manawatu Home Budgeting Service	Community House, 77–85 King Street	06 358 2279
Massey University Students Association	Tennant Drive	06 350 4500
Palmerston North Electorate Office	46 Princess Street	06 356 5956 or 356 5958
UCOL (students only) financial support services	King St	06 952 7001

## **Health**

Age Concern Manawatu	272 Broadway Ave	06 355 2832
Best Care (Whakapai Hauora)	140–148 Maxwells Line	06 353 6385
Disabled Persons Assembly (DPA)	Community House, 77–85 King Street	06 357 9877
MASH Trust	602–606 Main Street	06 355 7200
MidCentral District Health Board	50 Ruahine Street	06 356 9169
Manawatu Multicultural Centre	Community House, 77–85 King Street	06 358 1572
Plunket Karitane Family Centre	42 Albert Street	06 356 7248
Central PHO	575 Main Street	06 354 9107
Manawatu Stewart Centre	38 West Street	06 354 6728
Women’s Health Collective	53 Waldegrave Street	06 357 0314

## **Migrants/refugees/new to the country**

Manawatu Multicultural Council	Community House, 77–85 King Street	06 358 1572
Settlement Support	City Library	06 356 8199
Refugee Services	55 Taonui Street	06 355 1415

## **Other Support**

Prisoner Aid and Rehabilitation Society	Community House, 77–85 King St	06 357 9218
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# A Special Thanks To:



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