

FAR NORTH DISTRICT COUNCIL

HOUSING FOR THE ELDERLY

INFORMATION FOR TENANTS

Far North District Council aim to ensure that adequate facilities are provided for our elderly by providing 144 Pensioner Housing units at 12 locations within the Far North District.

Council's Housing for the Elderly Funding Policy requires the activity to be funded from rents received and endeavours to keep rents as low as possible while providing units that are well maintained and presented.

Council will increase rents every year on the 1st October by the June Consumer Price Index (CPI).

The following lists the location and the current rents for tenants that meet Council's Housing for the Elderly criteria as at 1st October 2023:

Location	Type of Unit	Weekly Rent
Kaikohe, Kerikeri, Rawene	Bedsit unit	\$130.00
Ahipara, Awanui, Horeke, Kawakawa, Oxford St, Puckey Ave, Rawene, Kohukohu, Waima	One bedroom unit	\$136.20
Kaikohe, <u>Omapere</u> , Kerikeri	One/ <u>Two</u> bedroom unit (s)	\$140.00
All complexes	Couples	\$144.60

FEATURES OF THE UNITS:

LAYOUT:

All units have a kitchen with electric stove and a separate room containing shower and toilet. Some units have a separate bedroom, either single or double while others are a bedsit unit.

BLINDS AND CURTAINS:

Council do not provide blinds or curtains. Any items left by the previous tenant, become the new tenants property. Council provides curtain rails in the lounge and bedroom areas.

CLOTHES LINES:

Clotheslines are provided at all locations for the shared use of our tenants, these will not be relocated.

If tenants require a clothesline closer to their unit, it the tenant's responsibility to provide a clothes rack.

FLOOR COVERINGS:

Vinyl floor covering is provided in the kitchen and bathroom.

Carpet is provided in the lounge and bedroom areas.

HEATING/COOLING:

Some units have heaters whilst some have heat pumps installed, these will be maintained by Council. Council do not intend to install further heaters so if there is no fixed heater, tenants will need to provide their own.

Tenants will also need to provide their own fans or other cooling equipment.

Insulation - All Pensioner units have under floor, ceiling insulation and hot water cylinder insulation wrap.

LAUNDRY FACILITIES:

The Kaikohe units have a communal laundry facility with washing machines and dryers. These laundry facilities are for the use of tenants only. Tokens for the use of these facilities are available from the Council office in Kaikohe.

Tenants are responsible for cleaning these facilities after every use.

Council do not provide washing machines or dryers at any other locations so tenants will need to provide their own appliances.

REFRIGERATORS:

Council do not provide refrigerators or freezers in any units. Tenants are responsible for the purchase and maintenance of their own appliances.

TELEVISION AERIALS:

Council do not supply television aerials. If a tenant wishes to install their own aerial or additional exterior aerials, please advise Council prior to installation.

**ALL TENANCY AGREEMENTS WILL BE SUBJECT TO THE
FOLLOWING TERMS AND CONDITIONS
(REGARDLESS OF TENANCY COMMENCEMENT DATES)**

RENT:

It is the tenant's responsibility to ensure that their rent is paid on time and for the correct amount. Council will implement an increase rent once a year and will provide a 60-day notice to advise. Tenants will need to ensure that arrangements are made to pay the increase accordingly.

Tenants that are owing rent arrears of more than 21 days of rent or more will be sent a 14-day remedy notice for rent arrears and are required to contact the Property Support Officer to discuss full payment or negotiate a debt recovery plan.

The Council invoicing system may not directly align with your rent payment days however the Property Support Officer can provide tenants with a rent record report as required.

TENANT BEHAVIOUR:

All tenants and their visitors must respect their neighbour's rights to "quiet enjoyment" of their units and display a reasonable standard of behaviour.

If a complaint of anti-social behaviour by a tenant or their visitors is received, this will be investigated and may result in a formal written warning. If the unacceptable behaviour continues after a third warning within a 90-day period, this will result in Council applying to the Tenancy Tribunal for an order to terminate the tenancy on the grounds of anti-social behaviour.

Neighbouring properties near a Housing for the Elderly Village are to be given the same consideration. No loud music or loud parties will be permitted.

If concerned for the safety or well-being of another tenant, please contact that tenant's Family/ Caregiver in the first instance or if in danger and more appropriate, contact Police. Council staff will not get involved in personal disputes between tenants and neighbours.

TENANT ONLY TO RESIDE IN UNITS:

Only tenant(s) named on the Tenancy Agreement are permitted to reside in the units. These units are specifically for the eligible tenant and their partner, it is not for extended whanau to reside.

Visitors are permitted but cannot reside in the unit due to health and safety purposes, space limitations and extra costs associated with having added occupants.

Couples occupying a unit will be required to pay the couples rate, please advise if your relationship status changes.

KEYS:

One set of keys will be provided to the tenant at the beginning of the tenancy.

If the tenant locks themselves out of their unit, a spare key can be picked up from your nearest Far North District Council Service Centre.

If this happens after normal working hours, the tenant will need to contact a locksmith. Any damage caused by a tenant to gain access to their unit must be repaired by the tenant at their cost.

If the tenant loses their keys and requires a replacement or fails to return a spare key, Council will charge \$15 to the tenant's debtor account.

CARS AND PARKING:

Car parking facilities are very limited in all complexes and cannot be reserved however first priority is given to Tenants.

Consideration of others must be shown when using parking facilities and depending on Village and availability, tenants are required to ask their own visitors to park outside of the Village.

Tenants or visitors must not park vehicles on the grassed areas, nor should their vehicles block the footpaths.

Non-road worthy or wrecked vehicles cannot be stored on-site and are the tenant's responsibility to remove at their cost.

SMOKE & DRUG FREE/ ALARMS

All Housing for the Elderly units are "smoke-free" with smoking only permitted on balconies or outdoor areas.

Smoke alarms have been installed in all units and these are inspected every six months during routine inspections. Tenants caught removing the alarm batteries may receive a written warning. Continual callouts made by New Zealand Fire Services to a unit may result in further investigation.

GARDENS AND GROUNDS CARE:

The lawns and grass edges of the grounds in each area are maintained by Council. Tenants are required to maintain the gardens in the immediate area of their unit.

REFUSE DISPOSAL:

The disposal of all refuse is the tenant's responsibility and cost. This must be undertaken regularly and refuse not allowed to accumulate. A 14-day remedy letter will be issued for failing to adhere to this. Council will be able to advise when the refuse collections are made in each area and what is required.

PETS/ PEST CONTROL & INFESTATIONS

Tenants are permitted to keep **one** cat on the following terms and conditions:

1. The cat **must** be neutered or spayed and always wear a flea collar and
2. Any damage to the unit which is caused by the cat must be repaired by the tenant. If the damage is not repaired, the cost of the work required will be deducted from Tenancy bond and
3. In the event of the tenant becoming ill, the tenant will need to make arrangements for the wellbeing of the cat.

No other pets shall be permitted in any of the units unless permission has been explicitly stated on their tenancy agreements and agreed upon medical grounds.

Council will ensure at the beginning of the tenancy (during pre-inspections) that the unit is pest free. Council will ensure the property is maintained to a standard that helps to prevent any pests or infestations.

It is the tenant's responsibility to ensure their home and immediate gardens are maintained to a standard that does not encourage pests or infestations. If tenants, choose to have pets or allow pets within the unit then any flea infestation will be the tenants responsibility and cost.

MINOR CHANGES, INSTALLATIONS & ALTERATIONS:

Requests for minor changes to the property must be made in writing to Council. Council will respond to minor change requests within 21 days of a request but can ask to extend this timeframe if needed. Should the tenant be granted approval, the tenant is responsible for all costs associated with the work, and for the cost of removing the installation/alteration at the end of the tenancy back to its original state unless Council agrees it can stay.

SEWERAGE AND WASTEWATER BLOCKAGES:

Council is responsible for any defects in the plumbing systems but will accept no responsibility to clear internal blockages. Tenants must engage their own plumber to carry out clearances of sinks, drains or toilets. If the tenant or the plumber feels that the blockage was caused by a failure in the plumbing system, reimbursement from the Council may be sought in writing and must include a written report from the plumber.

TELEPHONE/INTERNET/ FIBRE:

It is the responsibility of tenants to arrange for any telephone and/or internet connection and to pay all charges for the connection and ongoing rental.

Council may approve installation of fibre broadband if it can be installed at no cost to the Council and the tenant will pay the ongoing cost of the fibre service.

POWER CONNECTION:

It is the responsibility of tenants to ensure that a power supply application is lodged with an electricity provider. All charges and maintenance relating to the electricity supply are the responsibility of the tenant from the tenancy commencement date up to and including the day they vacate their units.

WATER SUPPLY:

The majority of units are either on town water or bore water. Tenants must not waste water. Information on water conservation measures is available from any Council Service Centre. Where the water supply is from a tank the Council will only provide two tanker loads of water per unit per year. Any additional requirements will be at the tenant's cost.

LIGHT BULBS AND ELECTRIC STOVE ELEMENTS:

Before a new tenant moves into a unit, the unit is checked to ensure that all lights and stove elements work. Council will arrange for the replacement or repair of all electrical fittings and will replace or repair any hob and oven elements that fail due to normal wear and tear.

It is the tenant's responsibility to provide replacement bulbs and to also change their own light bulbs during their occupancy. This may include seeking assistance from tenant's Family, Friends, or Caregivers.

BROKEN WINDOWS

Tenants are responsible for repairing or replacing any broken windows during their occupancy at their own cost and must engage with a Contractor.

Alternatively, if Council are requested to engage with a Contractor on tenant's behalf, this will be on charged to the tenant's debtor account and will include both the call out fee for the glazier to quote it and a separate call out fee for the glazier to repair it.

If this is the preferred option, then a written agreement is required prior to completion of works.

TRANSFERRING BETWEEN UNITS:

Council may allow a tenant to transfer from one unit to another, provided that there are good reasons for the move.

Note: The transfer is regarded as a new tenancy and before any approval is given to transfer, there must be no rent arrears outstanding, and a joint inspection of the unit currently occupied by the tenant must be completed. Should there be any damage to the unit, Council will require the tenant to make the repairs before making the transfer and may request a bond refund, if necessary, to meet the cost of those repairs. In this case the Council will then require a new bond or top up to be paid prior to commencement of the tenancy for the new unit.

6 MONTHLY INSPECTIONS:

As part of Council's ongoing duties, 6 monthly inspections will be conducted. Council is required to give 48 hours' notice of intention to enter the premises and can carry out the inspection with or without your presence.

Council relies on tenants to advise of any issues and needs that are not obvious but do encourage tenants to notify as soon as they happen.

Please ensure that your units are clean and tidy.

14 DAY REMEDY LETTER:

If a tenant has failed to make a rent payment or is not following the conditions of their tenancy agreement, a 14-day remedy letter will be issued. The tenant must contact Council within the time specified to discuss payment remedies and/ or options. If three separate remedy letters have been issued for the same breach within a 90-day period, Council can make application with the Tenancy Tribunal for an Order to terminate the tenancy agreement.

TERMINATION OF YOUR TENANCY:

The Tenancy Agreement requires that **three weeks written notice** of your intention to terminate your tenancy is given to Council, this provides Council with a suitable timeframe to make arrangements and organise a new tenant for the Unit.

Please ensure that all personal belongings are removed, the unit is left in a reasonably clean and tidy condition with any defects remedied prior to vacating.

URGENT TERMINATION:

If a tenant is required to leave their unit without providing the full three weeks notice due to ill health or death, the three weeks notice period may be reduced at the discretion of Council. If a tenant is being permanently relocated to a hospital or rest home, written proof of this must be provided for a waiver of the notice period to be granted.

With qualifying evidence, a tenancy may also be ended if tenants experience Family Violence during a tenancy by giving the landlord at least 2 days written notice.

Council can give written notice of at least 14 days to terminate a tenancy if the tenant has physically assaulted the landlord and the Police have filed a charge against the tenant in respect of the assault.

FINAL INSPECTION/ BOND REFUND

Rent will continue to be charged until the unit is fully vacated and all keys returned to Council.

A final Inspection of the unit will be arranged, tenants and/ or Family members are welcome and encouraged to attend to discuss any defects or issues and agree upon the bond to be refunded.

GENERAL INFORMATION:

FAULTS:

All requests for repairs or other work must be lodged as a Request for Service (RFS) system by calling Council on **0800 920 029 or 09 401 5200**, or by visiting any of the **Council Service Centres**.

Council staff will prioritise all requests and complete them on the following basis:

- Priority will be given to urgent health and safety jobs that include:
 - continuity of the means of cooking
 - continuity of hot or cold-water supply
 - continuity of power supply
 - rainwater leaks
- Second priority will be given to:
 - urgent responsive maintenance - which is where components break or wear out and are likely to place the tenant at risk.
 - reinstating essential services or security is necessary.
 - maintenance where health and safety are not at immediate risk but remedy is still required.
- Other (non-urgent) responsive maintenance jobs receive lower priority. These include:
 - redecorating units and/or upgrades resulting from tenancy management inspections.

This work will be prioritised and will be completed subject to funding.

Payment for any contractors that are hired by the tenant without the consent of Council is the responsibility of the tenant. Council will not accept any responsibility for making payment for any unauthorised works.

MARKET RENTS FOR TENANTS THAT DO NOT MEET COUNCIL'S HOUSING FOR THE ELDERLY AGE, INCOME & ASSET CRITERIA

The Market Rents as at 1st October 2023 apply to tenants that do not meet Council's age, income and asset criteria for Housing for the Elderly unit and are as listed:

Location	Type of unit	Market Rent
Kaikohe	Bedsit unit	\$153.70
Kerikeri	Bedsit unit	\$212.00
Rawene	Bedsit unit	\$169.60
Kerikeri	One bedroom unit	\$265.00
Ahipara, Awanui, Oxford Street, Puckey Ave	One bedroom unit	\$259.70
Kawakawa, Rawene, Kohukohu, Horeke, Waima	One bedroom unit	\$222.60
Kaikohe	One bedroom unit	\$201.40
Omapere	One/ Two bedroom unit(s)	\$265.00

Market Rents are reviewed once a year and are adjusted at the same time as Housing for the Elderly rents.

Note: Couples will pay an additional \$10 to the Market Rent in each location.